

Oracle® E-Business Intelligence

Daily Business Intelligence Implementation Guide

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Primary Author: Christine Monk

Contributing Authors: Rachel Korte, Suzelle Parsons, Sarah Draizen, Parisa Hudson, Tim Dubois, Hal Kazi, Susie Wong, Casey Cline, Jeffrey Jones, Darshan Sheth, Jo Turner, Sandrine Skinner, Kevin Wrathall, Karuna Mukherjee, Deborah Kurto, Katrine Haugerud, Meg Lloyd, Jacques Senchet, Anu Mandalam, Catherine Bauer, Charlie Ahern, Christine Dinh-Tan, Joanne Manzella, Sam Smith, Carl Thompson, Kevin Boyle, Linda Rodish, Meritxell Criado, Pam Pierce-Johnston, Regina Sheynblat, Scot House, Madhu Ramuswamy, Shailaja Babanagar, Stacey Esser, Jeff Kirk, Divya Benara, Ajay Chalana, Savio Thattil, Antoine Hamelin, and Bala Toleti

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Contents

Send Us Your Comments xvii

Preface..... xix

Audience for This Guide..... xix

How To Use This Guide xix

 Conventions..... xxii

 Documentation Accessibility xxii

Other Information Sources xxiii

 Online Documentation..... xxiii

 Related User’s Guides xxiv

 Guides Related to All Products xxiv

 User Guides Related to This Product xxiv

 Installation and System Administration xxv

 Other Implementation Documentation..... xxvi

 Training and Support..... xxviii

Do Not Use Database Tools to Modify Oracle Applications Data..... xxviii

About Oracle..... xxix

Your Feedback xxix

Volume 1

1 Overview

Overview of Daily Business Intelligence 1-1

Product Areas in Daily Business Intelligence..... 1-4

2 Daily Business Intelligence

Understanding Daily Business Intelligence	2-1
Architecture	2-3
Common Dimensions.....	2-6
Responsibilities	2-11
Menus	2-12
Summarizing Data	2-12
Securing Data	2-12
Inventory Organization	2-13
Manager	2-14
Operating Unit	2-14
Sales Group.....	2-20
Commodity	2-21
Project Organization.....	2-21
Request Type	2-21
Store	2-21
Implementation Considerations	2-22
Daily Business Intelligence Functionality	2-22
Time	2-22
Currency	2-23
Security	2-23
Prerequisites	2-23
Hardware and Software.....	2-24
Create an Implementation Plan	2-24
Assign Responsibilities to Implementors.....	2-24
Implementing Daily Business Intelligence	2-24
Setup Checklist.....	2-25
Set Up Global Parameters.....	2-32
Set Up DBI Profile Options.....	2-36
Enable Overview Pages	2-37
Disable KPIs.....	2-37
Personalize Pages.....	2-38
Customize Buckets	2-40
Set Up Operating Unit Security	2-44
Post-Setup Steps	2-46

Update Sales Group Hierarchy	2-47
Create Request Sets	2-47
Run Initial Request Set.....	2-51
Set Up Users	2-52
Schedule Incremental Request Sets.....	2-53
Implementation Complete	2-53
Maintenance and Administration	2-54
Maintain Daily Business Intelligence Data	2-54
View Object Dependencies.....	2-54
View Request Set History	2-55
Utilities for Debugging Overview Page Rendering Errors and Performance Issues	2-56
Table Regions Do Not Appear on Overview Pages	2-60
Request Sets Fail Due to Lack of Tablespace	2-60

3 Manager Reporting

Overview of Manager Reporting.....	3-2
Implementation Considerations.....	3-4
Analyze the Cost Centers and Managers You Want to Report On	3-4
Prerequisites	3-4
Implementing Manager Reporting	3-5
Setup Checklist.....	3-5
Set Up HR Profile Options	3-7
Create Placeholder Organizations for Companies	3-9
Create Organizations for Company Cost Center Combinations	3-12
Run the Synchronize GL company cost centers with HR Request Set	3-15
Validate that the Company Cost Center Organization Classification is Enabled.....	3-16
Assign Managers to the Organization.....	3-16
Run HRI Load All Cost Center Managers	3-18
Maintenance and Administration	3-18
Add a New Employee to an Existing Manager.....	3-19
Add a New Employee and Cost Center Owner to an Existing Manager.....	3-19
Troubleshooting.....	3-20

4 Item Dimension Reporting

Overview of Item Dimension.....	4-2

Terminology	4-3
Architecture	4-4
Open Interface Architecture.....	4-8
Item Control Levels	4-8
Default Catalog	4-9
Multiple Item Category Assignments.....	4-9
Implementation Considerations	4-10
Product Reporting Functional Area	4-10
Inventory Functional Area	4-11
Purchasing Functional Area.....	4-11
Prerequisites	4-11
Implementing Item Dimension Reporting.....	4-12
Upgrade Item Dimension	4-12
Set Up the Product Catalog Hierarchy	4-13
Run the DBI Item Dimension Setup Request Set	4-17
Maintenance and Administration.....	4-17
Set the Default Category for the Default Catalog	4-18
Creating an Orphan Category or Top Category	4-19
Adding a New Child Category to a Hierarchy	4-20
Updating or Disabling Categories in Category Windows.....	4-20
Changing the Category Hierarchy	4-20
Changing the Default Catalog for the Product Reporting or Inventory Functional Area	4-21
Creating, Updating, or Deleting Item Category Assignments.....	4-21
Concurrent Programs	4-21
Create Categories from Value Set.....	4-21
Upgrade Category from Value Set Hierarchy Concurrent Program	4-21
Update Value Set from Product Catalog Hierarchy Concurrent Program	4-22
DBI Item Dimension Setup Request Set	4-23

5 Daily Business Intelligence for Financials

Overview of DBI for Financials	5-2
Profit and Loss, and Expense Management.....	5-2
Payables Management and Payables Status	5-2
DBI for Financials Page Descriptions	5-3
Profit and Loss Page	5-3

Profit and Loss by Manager Page	5-4
Expense Management Page	5-4
Payables Management Page.....	5-4
Payables Status Page	5-4
Profit and Loss and Expense Management Implementation	5-4
Profit and Loss and Expense Management Concepts.....	5-4
Prerequisites	5-12
Implementation Considerations.....	5-14
Implementing Profit And Loss and Expense Management	5-17
Maintenance and Administration	5-43
Payables Implementation.....	5-45
Implementation Consideration.....	5-45
Prerequisites	5-46
Payables	5-46
Additional Information	5-48
DBI for Financials Responsibilities	5-48
DBI for Financials Menus	5-48
Summarizing DBI for Financials Data.....	5-51
Concurrent Programs.....	5-54
Profile Options	5-56

6 Daily Business Intelligence for Interaction Center

Overview	6-2
Understanding Reporting	6-2
Page Descriptions	6-2
Responsibilities	6-3
Menus	6-3
Dimensions	6-5
Performance Measures.....	6-6
Summarizing Data.....	6-10
Base Summary Tables	6-10
Securing Data	6-10
Prerequisites	6-10
Implementing	6-11
Concurrent Processes	6-11

7 Daily Business Intelligence for iStore

Overview	7-1
Understanding Reporting	7-1
Responsibilities	7-2
Menus	7-2
Dimensions	7-3
Performance Measures	7-3
Securing Data	7-4
Implementation Considerations	7-4
Prerequisites	7-4
Implementing	7-5
Set OM: DBI Installation Profile Option	7-5
Set Oracle iStore Profile Options	7-6
Run Minisite Migration Program	7-6
Post Implementation Steps	7-9

8 Daily Business Intelligence for Marketing

Overview	8-2
Marketing Management	8-2
Lead Management	8-3
Understanding Reporting	8-3
Responsibilities	8-3
Consider Marketing Users Access Lead Management Page	8-4
Menus	8-5
Marketing Management and Lead Management Dimensions	8-6
Performance Measures	8-9
Summarizing Data	8-11
Base Summary Tables	8-11
Materialized Views	8-12
Securing Data	8-19
Implementation Considerations	8-19
Set Up Lead Rank	8-20
Set Up Region	8-20
Define Profiles	8-21
Prerequisites	8-22

Use Oracle Applications Release 11i.8 or 11i.9.....	8-22
Set Up Daily Business Intelligence.....	8-22
Set Up the Item Dimension	8-22
Implementing Daily Business Intelligence for Marketing	8-22
Maintenance and Administration	8-23
Dimension Matrix.....	8-23

9 Daily Business Intelligence for Product Lifecycle Management

Overview	9-1
Understanding Reporting	9-3
Responsibilities	9-3
Dimensions	9-4
Performance Measures.....	9-4
Summarizing Data.....	9-6
Base Summary Tables	9-6
Materialized Views.....	9-7
Securing Data	9-8
Prerequisites	9-8
Implementation Considerations.....	9-10
Product Management - Engineering Page.....	9-10
Product Mangement Page	9-12
Implementing	9-13
Maintenance and Administration	9-13
Changing Unit Cost.....	9-13
Change Orders	9-14
Changing Part Counts in Bill of Materials.....	9-14
Changing Manufacturing Steps in Routing.....	9-14
Changing Financial Dimension Mappings	9-14
Concurrent Programs	9-14

10 Daily Business Intelligence for Projects

Overview	10-2
Understanding Reporting	10-3
Responsibilities and Menus	10-4
Dimensions	10-7

Performance Measures.....	10-11
Summarizing Data	10-16
Summary Tables	10-16
Business/Base or Materialized Views	10-17
Securing Data	10-18
Prerequisites	10-18
Implementing	10-20
Set Up Security Profiles.....	10-20
Set Up Daily Business Intelligence for Projects Reporting	10-21
Concurrent Processes	10-24

Volume 2

11 Daily Business Intelligence for Procurement

Overview	11-1
Understanding Reporting	11-2
Procurement Management Page	11-2
Procure-to-Pay Management Page.....	11-3
Commodity Spend Management Page.....	11-3
Commodity Supplier Management Page.....	11-4
Responsibilities and Roles	11-4
Menus	11-6
Dimensions	11-9
Performance Measures.....	11-12
Summarizing Data	11-16
Base Summary Tables	11-16
Business/Base or Materialized Views	11-17
Securing Data	11-21
Operating Unit Security.....	11-21
Commodity Security	11-21
Implementation Considerations	11-22
Prerequisites	11-40
Review Hardware and Software Requirements.....	11-40
Set Up Daily Business Intelligence	11-41
Set Up Oracle Human Resources Security Profile	11-41

Set Up Item Dimension	11-41
Implementing	11-41
Review Implementation Considerations.....	11-42
Consider Access to Human Resources and Financials Pages	11-42
Set Up Commodities	11-43
Set Up DBI for Financials Profile Options and Source Ledger Group Assignment	11-50
Maintenance and Administration	11-52
Request Set Generator.....	11-52
Commodities	11-52
Validation Scripts	11-53

12 Daily Business Intelligence for Quoting

Overview	12-1
Understanding Reporting	12-1
Dimensions and Attributes	12-2
Performance Measures.....	12-2
Summarizing Data	12-3
Securing Data	12-6
Permitted Roles.....	12-7
Sales Group Access.....	12-7
Prerequisites	12-7
Implementing	12-7
Post Implementation Steps	12-8

13 Daily Business Intelligence for Sales

Overview	13-1
Understanding Reporting	13-2
Dimensions	13-2
Performance Measures.....	13-2
Summarizing Data	13-6
Materialized Views.....	13-7
Base Summary Tables	13-11
Securing Data	13-11
Permitted Roles.....	13-11
Sales Group Access.....	13-12

Prerequisites	13-12
Implementation Considerations	13-12
Oracle Sales Implemented	13-13
Calendars	13-13
Forecast Period Rollup	13-14
Sales Credit Types	13-14
Currency Conversion Rates.....	13-14
Future Close Dates.....	13-14
Setting up the Product Catalog.....	13-14
Forecast Category to Product Category Mapping	13-15
Assumptions	13-17
General Assumptions.....	13-18
Assumptions for Sales Opportunities Data Collection and Reporting.....	13-18
Assumptions for Sales Pipeline/ Open Opportunities Data Collection and Reporting .	13-19
Assumptions for Sales Forecasts Data Collection and Reporting	13-20
Implementing	13-20
Set DBI for Sales Profile Options	13-21
Sales Group Hierarchy – Sales Usage Attribute.....	13-23
Run Initial Load of Opportunity Log Tables Concurrent Program	13-23
Implement DBI for Marketing and DBI for Supply Chain	13-24
Post Implementation Steps.....	13-24
Modify Request Sets if Integrated Applications are not Implemented	13-24

14 Daily Business Intelligence for Service

Overview	14-1
Understanding Reporting	14-2
Responsibilities and Roles	14-3
Menus	14-3
Dimensions	14-5
Performance Measures.....	14-7
Summarizing Data.....	14-8
Securing Data.....	14-10
Implementation Considerations	14-10
Set Up Product Category Hierarchy	14-11
Set Up Service Request Security Types	14-11

Consider Access to Human Resources Intelligence and Financials Intelligence Pages .	14-11
Prerequisites	14-11
Use Oracle Applications Release 11.i.10.....	14-12
Set Up Daily Business Intelligence.....	14-12
Implementation	14-12
Enabling the Customer Support Management Page.....	14-13
Setting Up Custom Buckets	14-13
Creating Initial and Incremental Request Sets	14-14
Running the Initial Request Set	14-14
Customization	14-14
Personalizing the Overview Page	14-14
Personalizing Reports	14-15
Customizing Buckets	14-15
Maintenance and Administration	14-15

15 Daily Business Intelligence for Service Contracts

Overview	15-2
Service Contracts Management	15-2
Service Renewals Management.....	15-3
Understanding Reporting	15-4
Responsibilities and Roles.....	15-8
Menus	15-9
Dimensions	15-12
Performance Measures.....	15-14
Summarizing Data	15-16
Base Summary Tables	15-16
Materialized Views.....	15-16
Securing Data	15-18
Implementation Considerations	15-18
Customer Setup	15-18
Sales Representative Setup.....	15-19
Cancellation and Termination Reasons.....	15-21
Currency Exchange Rates.....	15-22
Prerequisites	15-24
Use Oracle Applications Release 11i.10.....	15-25

Set Up Oracle Daily Business Intelligence	15-25
Set Up the Item Dimension	15-25
Implementation	15-25
Consider Access to HR Management and Expense Management Pages	15-26
Set Up Sales Group Hierarchy	15-27
Set Up Custom Buckets.....	15-31
Determine Collection Start Date.....	15-31
Maintenance and Administration	15-32
Run Incremental Requests Daily	15-32
Currencies	15-33
Sales Group Hierarchy Changes.....	15-34

16 Daily Business Intelligence for Supply Chain

Overview	16-2
Customer Fulfillment Management.....	16-2
Shipping Management.....	16-3
Inventory Management	16-3
Manufacturing Management	16-4
Product Cost Management.....	16-5
Plan Management.....	16-6
Product Revenue Bookings and Backlog.....	16-7
Understanding Reporting	16-7
Reports.....	16-7
Responsibilities	16-19
Menus	16-22
Dimensions	16-33
Performance Measures.....	16-38
Summarizing Data	16-44
Base Summary Tables	16-45
Materialized Views.....	16-50
Securing Data	16-55
Implementation Considerations	16-56
Prerequisites	16-67
Review Hardware and Software Requirements.....	16-67
Set Up Oracle Daily Business Intelligence	16-69

Set Up Oracle Human Resources Security Profile	16-69
Synchronize Oracle Process Manufacturing Items to Organizations	16-69
Set Up Item Dimension	16-70
Implementation	16-70
Set Up Oracle Process Manufacturing Resource Warehouses	16-71
Run Plans in Oracle Advanced Supply Chain Planning	16-71
Set Up Inventory Organization Security	16-71
Set Up Sales Group Hierarchy	16-72
Consider Access to HR and Expense Management Pages	16-76
Set the OM: DBI Installation Profile Option	16-77
Set Up Firmed Date Defaulting Rule	16-77
Set Up Deferred Revenue	16-78
Identify the UOM Representing Hours	16-78
Set Baseline Plan	16-78
Set Plan Collection Schedule	16-85
Maintenance and Administration	16-88
Run Plans in Oracle Advanced Supply Chain Planning	16-88
Run Incremental Requests Daily	16-89
Update Plan Collection Schedule	16-91
Update Baseline Plan Collection Schedule	16-91

A Responsibility and Page Matrix

B Setup Matrix

Index

Send Us Your Comments

Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide, Release 11i Part No. B10706-01

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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Audience for This Guide

Welcome to Release 11i of the *Oracle E-Business Intelligence Daily Business Intelligence Implementation 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 implementation to take advantage of their features.

Important: For information on Daily Business Intelligence for Human Resources, see the *Oracle Daily Business Intelligence for HRMS Implementation Guide Supplement*.

- Chapter 1, "Overview": This chapter provides an overview of Daily Business Intelligence. It also provides a setup checklist to use during implementation.
- Chapter 2, "Daily Business Intelligence": This chapter describes the core functionality of Daily Business Intelligence. It also describes the common setup steps for all intelligence products.
- Chapter 3, "Manager Reporting": This chapter describes how to set up manager reporting for Daily Business Intelligence.
- Chapter 4, "Item Dimension Reporting": This chapter describes the item dimension and how to set up item reporting for Daily Business Intelligence.
- Chapter 5, "Daily Business Intelligence for Financials": This chapter describes the technical features of and how to set up Financials Intelligence.
- Chapter 6, "Daily Business Intelligence for Interaction Center": This chapter describes the features of and how to set up Interaction Center Intelligence.
- Chapter 7, "Daily Business Intelligence for iStore": This chapter describes the technical features of iStore Intelligence.
- Chapter 8, "Daily Business Intelligence for Marketing": This chapter describes the technical features of Marketing Intelligence.
- Chapter 9, "Daily Business Intelligence for Product Lifecycle Management": This chapter describes the technical features of Product Intelligence.
- Chapter 10, "Daily Business Intelligence for Projects": This chapter describes the technical features of and how to set up Project Intelligence.
- Chapter 11, "Daily Business Intelligence for Procurement": This chapter describes the technical features of and how to set up Purchasing Intelligence.
- Chapter 12, "Daily Business Intelligence for Quoting": This chapter describes the technical features of Quoting Intelligence.
- Chapter 13, "Daily Business Intelligence for Sales": This chapter describes the technical features of and how to set up Sales Intelligence.
- Chapter 14, "Daily Business Intelligence for Service": This chapter describes the technical features of and how to set up Service Intelligence.
- Chapter 15, "Daily Business Intelligence for Service Contracts": This chapter describes the technical features of and how to set up Service Contracts Intelligence.
- Chapter 16, "Daily Business Intelligence for Supply Chain": This chapter describes the technical features of and how to set up Supply Chain Intelligence.

- Appendix A, "Responsibility and Page Matrix": This appendix provides a list of all of the responsibilities available for Daily Business Intelligence and the pages each responsibility can access.
- Appendix B, "Setup Matrix": This appendix provides a matrix all of the setup steps by page.

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 <i>or</i> 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

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our

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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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 11i 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 11i. 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 (BI), 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 11i, 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 Oracle8i 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 11i. 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 11i. You cannot upgrade to Release 11i 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 6i 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 11i. 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.

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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 Oracle[®]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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Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 160 software modules for financial management, supply chain management, manufacturing, project systems, human resources and customer relationship management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 145 countries around the world.

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Overview

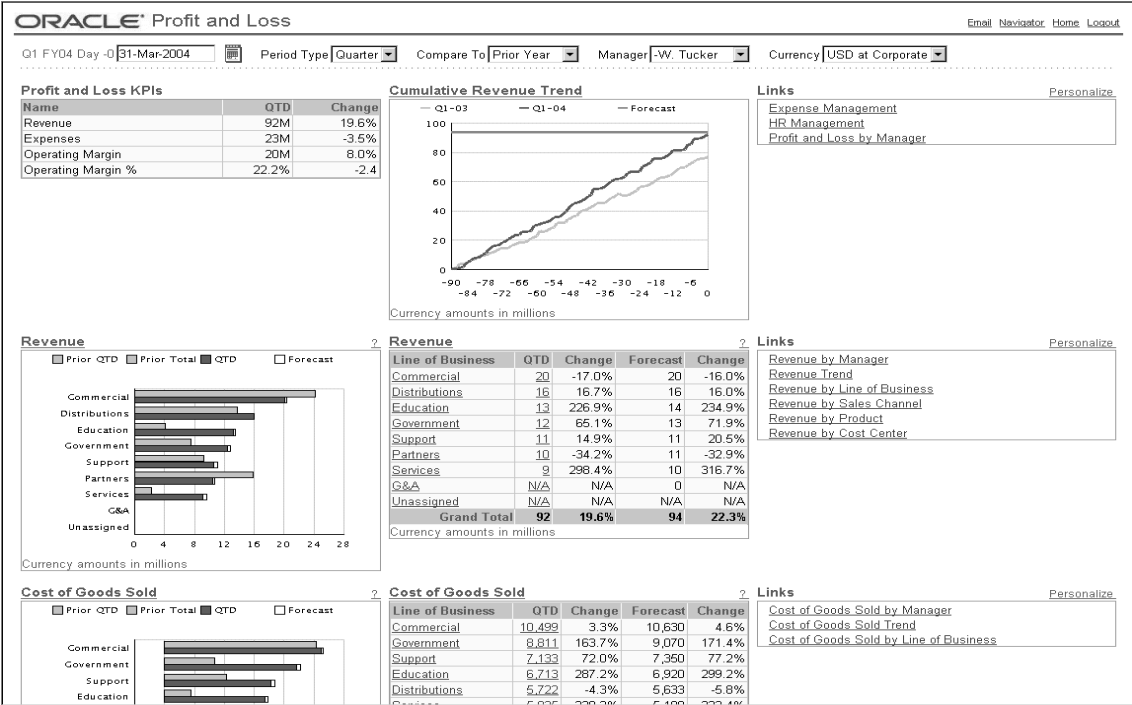
This chapter provides an overview of Daily Business Intelligence. This chapter contains the following topics.

- Overview of Daily Business Intelligence on page 1-1
- Product Areas in Daily Business Intelligence on page 1-4

Overview of Daily Business Intelligence

Daily Business Intelligence is an integrated out-of-the-box reporting and analysis application that enables senior managers and executives to see relevant, accurate, and timely information using self-service overview pages.

Figure 1–1 Profit and Loss Page



Each Daily Business Intelligence overview page is designed for a particular functional, management responsibility. Managers can drill from the summarized information on each page to detailed reports or to specific transactions in underlying applications.

For example, the Profit and Loss page is designed for a profit center manager. This page summarizes profit and loss information using the Revenue, Expenses, and Operating Margin KPIs. Within the page, managers can drill from the summarized information in the Revenue region down to detailed reports, such as the Revenue report, or down to specific transactions in Oracle Receivables.

When a user logs into Daily Business Intelligence, the information that is displayed on a page changes depending on the responsibilities that are assigned to that user and on the user's Oracle Applications security level. That way, each manager only views the pages and the information that is relevant to his or her management area. For example, if Stan Cruikshank, the CEO of Vision Corporation, is assigned the Profit Center Manager responsibility, he can use the Expense Management or the Profit and Loss pages and view data for all companies, operating units, and people

in Vision Corporation. However, if Regina Schwartz, the Vice President of North American Accounting for Vision Corporation, is assigned the Expense Manager responsibility, she can use Expense Management page and can only view data for the companies, operating units, and people that fall within her management area.

Daily Business Intelligence's unique, unified 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 database, reporting data does not need to be replicated from a transaction instance into a separate reporting instance. If you book an invoice in Oracle Receivables, that invoice is reflected in the Profit and Loss page the next time the refresh program for the page is completed. You do not need to do any additional processing to update your data.

Another part of Daily Business Intelligence's unified architecture is dimensions. Common dimensions, such as Time, Manager, and Sales Group, are used across several pages or product areas and enable you to view transaction data along a organized hierarchy. For example, the Time dimension enables you to view data along different time periods: week, month, fiscal period, year. (The available periods are based on your Daily Business Intelligence enterprise calendar.) In addition, there are intelligence product specific dimensions that enable you to view transaction data along other, more specific hierarchies such as Financial Categories or Project Type. Because these hierarchies are automatically updated whenever the page is refreshed, the pages are always synchronized with the current structure in the E-Business Suite.

Daily Business Intelligence's unified architecture also optimizes performance using Oracle 9i R2's materialized views and incremental refresh capabilities. This enables Daily Business Intelligence to summarize a large amount of data efficiently. Using the incremental refresh capabilities in 9i R2, Daily Business Intelligence only updates the data that has changed since the last refresh. Furthermore, because Daily Business Intelligence enables you to summarize data daily, managers can perform true day-to-day comparisons. For example, previously managers could only compare mid-period results for December 12, 2002 to period-end results for December 2001; however, with Daily Business Intelligence, managers can compare month-to-date results for *December 12, 2002* to month-to-date results for *December 12, 2001*.

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

- **Overview Page:** In Daily Business Intelligence, an *overview page*, or page, is designed to meet the needs of a particular responsibility.

- **Responsibility:** An Oracle Applications responsibility designed for a particular business function or user such as an Expense Manager. Responsibilities are provided by the product areas and provide access to overview pages. Responsibilities can be multi-functional, spanning several pages.
- **Region:** A *region* is a unique set of information on a page. There are five types of regions in Daily Business Intelligence: table, graph, parameter, KPI, and links. Table and graph regions enable you to drill down to more detailed reports or to transaction details in Oracle Applications.
- **KPI:** A *KPI* is a strategic business metric used for reporting such as Revenue or Operating Margin. Managers can use KPIs to compare and judge their performance.

This guide describes the various components of Daily Business Intelligence. It describes how to set up Oracle Applications for Daily Business Intelligence reporting, and how to setup the Daily Business Intelligence features and product areas. This guide is intended for functional and technical users who are responsible for planning the Daily Business Intelligence implementation and who need a more in depth understanding of Daily Business Intelligence reporting.

For a functional overview of Daily Business Intelligence and its product areas, see: *Oracle E-Business Intelligence Daily Business Intelligence User Guide*.

Product Areas in Daily Business Intelligence

The following product areas leverage the Daily Business Intelligence reporting and analysis framework:

- Financials
- Human Resource
- iStore
- Interaction Center
- Marketing
- Product Lifecycle Management
- Projects
- Purchasing
- Quoting
- Sales

- Service
- Service Contracts
- Supply Chain

Important: For information on Daily Business Intelligence for Human Resources, see the *Oracle Daily Business Intelligence for HRMS Implementation Guide Supplement* on OracleMetalink (Note 284240.1).

You must perform the common Daily Business Intelligence setup steps before you can use an overview page. Some pages have additional implementation steps. This guide describes how to implement Daily Business Intelligence and any pages with additional implementation steps.

Daily Business Intelligence

This chapter describes and provides a technical overview of Daily Business Intelligence. It also describes how to implement the common features that are used by all intelligence products.

This chapter contains the following topics.

- Understanding Daily Business Intelligence on page 2-1
 - Architecture on page 2-3
 - Common Dimensions on page 2-6
 - Responsibilities on page 2-11
 - Menus on page 2-12
- Summarizing Data on page 2-12
- Securing Data on page 2-13
- Prerequisites on page 2-23
- Implementing Daily Business Intelligence on page 2-24
- Post-Setup Steps on page 2-45
- Maintenance and Administration on page 2-53

Understanding Daily Business Intelligence

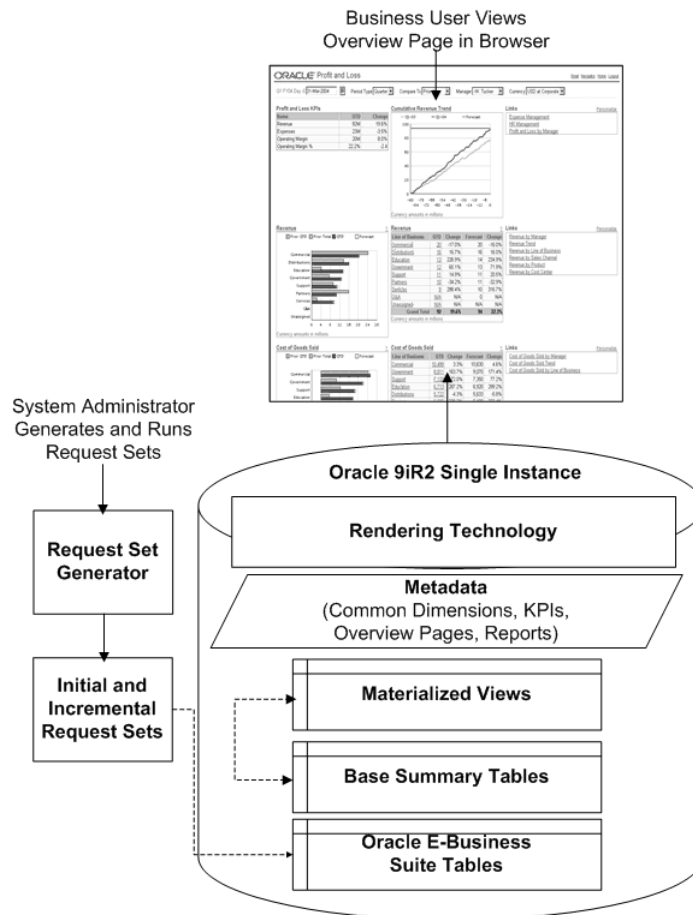
Daily Business Intelligence's unique, unified architecture makes it possible to perform this type of enterprise-wide daily reporting and analysis. The following sections provide more details on how this architecture supports Daily Business Intelligence.

- Architecture on page 2-3
- Common Dimensions on page 2-6
- Menus on page 2-12

Architecture

Daily Business Intelligence leverages the Oracle 9i R2 and E-Business Suite architectures. The following diagram illustrates the various technical components of Daily Business Intelligence and how they work together.

Figure 2-1 Architecture Overview



This diagram is explained in detail in the following sections.

Single Oracle 9i R2 Instance

The most prominent feature of the Daily Business Intelligence architecture is that it resides in a single instance, which is the same instance as the transactional system. This single instance architecture reduces the need for a separate maintenance and administration team and optimizes reporting performance.

The materialized views and incremental refresh capabilities in the 9i R2 instance enable Daily Business Intelligence to summarize a large amount of data efficiently. Because 9i R2 enables incremental refreshes, after initial load is complete, Daily Business Intelligence only updates the data that has changed since the last refresh. The incremental request sets can be set to run daily, hourly, or at any required frequency.

The ability to frequently refresh data enables Daily Business Intelligence to summarize data daily, so you can perform true day-to-day comparisons. In previous releases, intelligence products could only compare to-date results for the current period against period-end results for the previous period. For example, in previous releases, if you wanted to compare your profit and loss data on December 12, 2003, against profit and loss data on the same date in the previous year, you would not be able to. Instead you would have to compare the results from December 12, 2003 against the period-end results for December 2002. In this release, you can now compare accurate month-to-date results for the current period, December 12, 2003, against month-to-date results for the previous period, December 12, 2002.

E-Business Suite Tables

Changes in the E-Business Suite tables are reflected in Daily Business Intelligence whenever you run the incremental request set.

By leveraging the E-Business Suite architecture, Daily Business Intelligence provides cross-enterprise functionality that is not available as part of standard Oracle reports. For example, manager reporting in Daily Business Intelligence enables you to associate your supervisor hierarchy, which is defined in Oracle Human Resources, with your cost center hierarchy, which is defined in Oracle General Ledger, and view your financial data by manager instead of cost center.

Base Summary Tables and Materialized Views

The base summary tables and materialized views sit on top of the E-Business Suite tables and are used to store summarized Daily Business Intelligence data. Each intelligence product delivers a unique set of base summary tables and materialized views that serve as the source of the data on each page.

See:

Summarizing Data on page 2-12.

Metadata

The metadata layer sits on top of the base summaries and materialized views and is used to define the complex relationship between the dimensions, responsibilities, menus, request sets, KPIs, pages, and reports. The metadata is predefined by Oracle and cannot be modified.

See the following sections for more information on specific components of the metadata layer.

- Common Dimensions on page 2-6
- Responsibilities on page 2-11
- Menus on page 2-12
- Initial and Incremental Request Sets on page 2-6

See:

Oracle E-Business Intelligence Daily Business Intelligence User Guide.

Rendering Technology

The rendering technologies sit on top of the metadata layer and are used to render the pages based on the data that is defined in the base summaries, materialized views, and the metadata layer.

Request Set Generator

The request set generator is a tool that enables you to create initial and incremental request sets for each page using the definitions in the metadata layer. The generated request sets include all of the concurrent programs that you need to load or refresh a page. They also run the concurrent programs in the proper order, so that you do not encounter any data load or refresh issues, such as dangling records.

Figure 2-2 Request Set Generator

Define Dependencies

Generate Request Set

Request Set History

Refresh Business Intelligence Data by Pages

Request set

Name

Test Profit and Loss Initial Request Set



Code

test10001

Options

☒ Analyze objects after refreshing

☒ Force full refresh for objects that have been collected

☒ Enable alert

Request set to create

☐ Setup Validation

☐ Data Validation

☒ Initial Refresh

☐ Incremental Refresh

Pages and Portlets List

Please select pages to create request set

Expand All | Collapse All



Focus Pages	Select	Last Refresh Time
 ▼ Root Node		
 ▶ Profit and Loss	☒	
 ▶ Profit and Loss by LOB	☒	
 ▶ Profit and Loss by Manager	☒	

Create

New Search

Initial and Incremental Request Sets

The initial and incremental request sets are generated by the Request Set Generator and are used to load or refresh pages.

Common Dimensions

A *dimension* defines a hierarchical relationship between data. You can use dimensions to view your data at different levels of detail. For example, the Time dimension defines the hierarchical relationship between different time periods in a calendar. Depending on which enterprise calendar you are using, the time dimension lets you view data by year, quarter, period, month, week, or day.

Dimensions can be either flat or recursive.

- **Flat dimension:** Can be hierarchical, but is does not display the hierarchy between items.
- **Recursive hierarchy:** Displays a hierarchy between items.

Each page or report has a dimension that is considered the *primary dimension*. The primary dimension is the dimension that determines which values are compared in the KPI region. The primary dimension is displayed as a page parameter and the primary dimension is different in each page.

The following dimensions are common across Daily Business Intelligence.

- Currency Dimension on page 2-7
- Organization Dimension on page 2-7
- Item Dimension on page 2-8
- Person Dimension on page 2-8
- Sales Group Dimension on page 2-8
- Operating Unit Dimension on page 2-10
- Time Dimension on page 2-10
- Inventory Organization Dimension on page 2-11

Some pages may use other dimensions as well. For information on which dimensions are used by which page, see the appropriate chapter in this guide.

Currency Dimension

The currency dimension is a flat dimension that allows you to see financial data across all organizational units in a common currency. The dimension is populated based on the currencies and daily exchange rates that are defined in Oracle General Ledger. In addition, it is populated based on the primary or secondary currencies or both that you set up for Daily Business Intelligence.

See:

Set Up Global Parameters on page 2-31.

Organization Dimension

The organization dimension is a flat dimension that defines the hierarchical relationship between organizations in your enterprise. For example, the relationship between a company, its subsidiaries, and the plants or locations associated with

each subsidiary. This dimension is used to construct the content for multiple pages, but it never appears as a primary dimension on a page.

Item Dimension

The item dimension is a recursive dimension that defines the hierarchical relationship between items. The item dimension is used by pages such as the Product Management - Engineering Page.

See:

Chapter 4, "Item Dimension Reporting".

Person Dimension

The person dimension is a recursive dimension that defines the hierarchical relationship between managers in your enterprise. This dimension is based on your supervisor hierarchy, which is defined in Oracle Human Resources.

Sales Group Dimension

The sales group dimension defines the hierarchical relationship between sales groups in your enterprise. This dimension is based on how you set up your resource groups in Oracle Sales Online.

Additional Information

When a sales representative belongs to more than one sales group, the system selects a sales group for that person using the following rules.

- If the sales representative is a member of two or more sales groups, which are at different levels in the hierarchy:
 - Assuming all groups are still effective and have the same Usage, the representative is associated with the higher group in the hierarchy. In Figure 15–1, "Example Sales Group Hierarchy", Apt, Peter M. belongs to both the USA Sales and Industry Accounts sales groups; however, he is displayed in the USA Sales group in the reports because that is the higher group.
 - Groups that are not within their effective date range are excluded from the hierarchy. For example, if USA Sales in Figure 15–1 expired, Apt, Peter M. would display in the Industry Accounts sales group in the reports.
 - Groups whose Usage is not Sales and Telesales are excluded from the hierarchy. For example, Africa Sales in Figure 15–1 has a Usage of Sales

Compensation, and USA Sales has a Usage of Sales and Telesales.

Therefore, Sprague, Helena displays in the USA Sales group in the reports.

- If the sales representative is a member of two or more sales groups, which are at the same level in the hierarchy:
 - Assuming all groups are still effective and have the same Usage, the group in which the sales representative is assigned the *Sales* role type is chosen over groups in which the sales representative is not assigned the *Sales* role type.
 - If the sales representative uses the *Sales* role type in multiple groups, the system checks the Group Member Roles section in the Groups tabbed region in the Resource window. For example, if the sales representative is assigned a role of Sales Manager in one group and Service Manager in another, the group in which the sales representative is assigned the Sales Manager role is used.
 - Groups that are not within their effective date range are excluded from the hierarchy. In Figure 15–1, assume that the Europe Sales group has expired, but the Middle East Sales group has not. Mubarak, Mr. Taqi is therefore displayed in the Middle East Sales group in the reports.
 - Groups whose Usage is not Sales and Telesales are excluded from the hierarchy. For example, Africa Sales in Figure 15–1 has a Usage of Sales Compensation, and USA Sales has a Usage of Sales and Telesales. Therefore, Sprague, Helena displays in the USA Sales group in the reports.

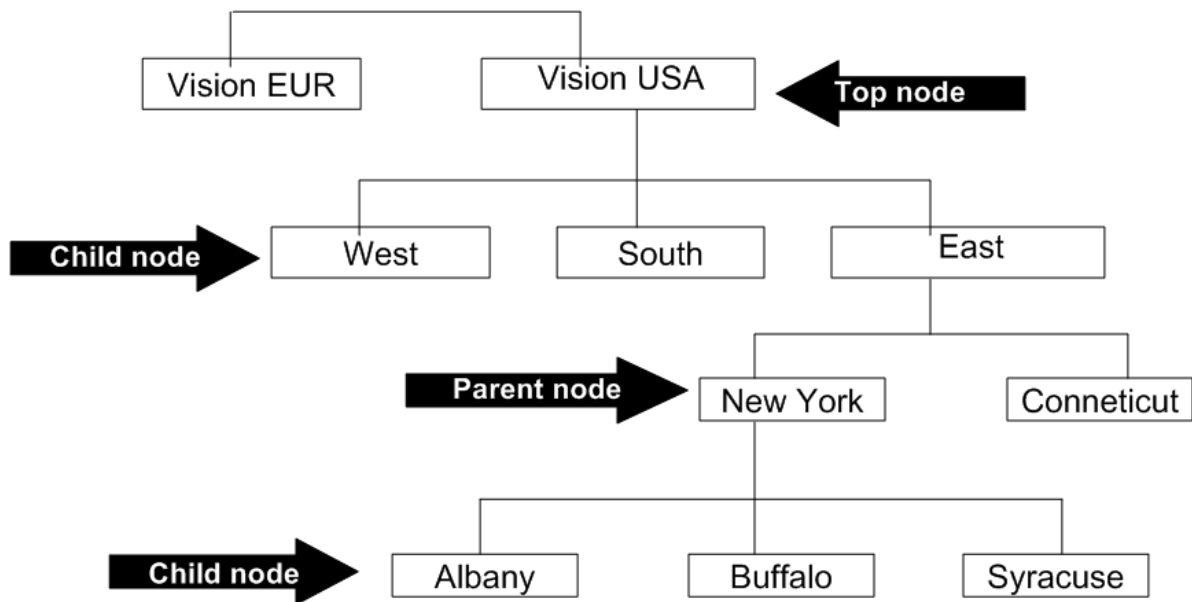
Operating Unit Dimension

The operating unit dimension is a recursive dimension that defines the hierarchical relationship between operating units in your enterprise.

See:

Set Up Operating Unit Security on page 2-44.

Figure 2-3 Operating Unit Hierarchy



Time Dimension

The time dimension defines a hierarchical relationship between units of time based on your enterprise calendar and on the global start date. You choose an enterprise calendar and global start date when you set up the global parameters for Daily Business Intelligence.

See:

Set Up Global Parameters on page 2-31.

The following calendars are supported by the time dimension.

- **Gregorian Calendar Hierarchy:** Use this calendar to analyze your data based on a standard daily calendar. In the gregorian calendar, a year is composed of 12 months, 4 quarters, 52 weeks, and 365 days. (The number of days in the gregorian calendar differs depending on whether the year is a leap year or not.) One record is created for every year. A quarter is defined as 3 months. For instance, the first quarter includes January, February and March. The other quarters are defined likewise. You cannot drill down to the week or day levels if you are using this calendar. If you want to analyze data by week, you must use the period 445 or financial calendar.
- **Period 445 Hierarchy:** Use this calendar to analyze your data by week or by 4-4-5 period.
- **Enterprise Calendar Hierarchy:** Use this calendar to analyze data across different applications. It uses the same basic structure as the gregorian calendar
- **Financial Calendar Hierarchy:** Use this calendar to analyze data by different financial calendars. This calendar cannot analyze data by day. You can only analyze data to the week level if you are using the financial calendar.

Inventory Organization Dimension

The inventory organization dimension is a flat dimension that defines a hierarchical relationship between warehouses or other inventory organizations.

Responsibilities

Daily Business Intelligence uses responsibilities to regulate user access to content and functionality.

A *responsibility* is a level of authority in Oracle Applications that lets you access the functions and data that are appropriate to your role in an organization.

The responsibilities delivered with Daily Business Intelligence and its intelligence products provide access to:

- A specific page or set of pages. For example, users who are assigned to the Profit Center Manager can access the Profit and Loss pages and the Expense Manager page.
- A menu that provides easy navigation to the commands or actions that the responsibility can perform.

The system administrators assigns the appropriate responsibilities to each user. Each responsibility can be assigned to one or more users, and conversely, each user can be assigned to one or more responsibilities. You cannot create new responsibilities but you can modify the existing responsibilities.

Daily Business Intelligence provides the following responsibility:

- **Business Intelligence Administrator responsibility:** This responsibility provides access to all of the Daily Business Intelligence setup windows. It also provides access to other Daily Business Intelligence tools, such as the Request Set Generator.

Each intelligence product provides a set of responsibilities that provide access to the intelligence product pages and reports.

See:

Oracle Applications System Administrator's Guide.

Appendix A, "Responsibility and Page Matrix"

Menus

A *menu* is a set of structured links that provide access to the commands or actions that your responsibility can perform.

In Daily Business Intelligence, each responsibility is associated with a menu. If you are assigned a particular responsibility, you will also have access to the menu for that responsibility.

Summarizing Data

The summarized information in overview pages, regions, and reports, is built on summary tables and materialized views.

A *base summary* table is a term used in Daily Business Intelligence. It is a database table which stores aggregated data derived from OLTP transaction tables.

A *materialized view* is a database object that contains the results of a query. It enables users to manage aggregated data in a more efficient way. Note that materialized views are for internal Oracle use only and can change without notice.

Each intelligence product delivers a set of summary tables and materialized views specific to the intelligence product. For information on the tables and views provided by each intelligence product, see the appropriate chapter in this guide.

Securing Data

Daily Business Intelligence functions are secured using standard Oracle Applications function security. When you assign a responsibility to a user, the user has access to all of the functions on the responsibility's menu.

In addition, Daily Business Intelligence data is secured using a combination of user-based and responsibility-based data and function security. This additional layer of security restricts access to the following dimensions:

- Common Dimensions
 - Inventory Organization
 - Manager
 - Operating Unit
 - Sales Group
- Page-specific Dimensions
 - Commodity
 - Project Organization
 - Request Type
 - Store (web store)

The following sections provide an overview of how these dimensions are secured.

Inventory Organization

The following pages are secured by Inventory Organization.

- Customer Fulfillment Management
- Inventory Management
- Manufacturing Management
- Plan Management
- Shipping Management

The Inventory Organization dimension is secured by inventory organizations (warehouses), which can be set up at the responsibility-level. Inventory organizations are secured in the Organization Access window in Oracle Inventory. Although granted by responsibility, a given user's overview pages always display the same list of inventory organizations based on ALL authorized organizations across all of the user's responsibilities. The inventory organization security setup is specific to all the responsibilities the user can access. For example, if you have three responsibilities and each has access to three different inventory organizations, then the page displays all nine inventory organizations. It finds all inventory organizations from all responsibilities for a particular user.

Note: Daily Business Intelligence does not use the Oracle Process Manufacturing organization security. Access to operating units and inventory organizations depends on the standard operating unit and inventory organization security setup in Oracle Applications.

See:

Oracle Applications System Administrator's Guide.

Oracle Inventory User Guide.

Stores return information at the line level. on page 16-55.

Manager

The following pages are secured by manager:

- HR Management pages (supervisor)
- Profit and Loss pages (cost center manager)
- Expense Management page (cost center manager)

In these pages, the term "manager" refers to a supervisor as defined in the supervisor hierarchy in Oracle Human Resources. However, in the Profit and Loss and Expense Management pages, the term "manager" refers specifically to a "cost center manager". A *cost center manager* is a supervisor, who is also responsible for a cost center in Oracle General Ledger. You must set up your cost center managers when you set up Daily Business Intelligence.

In both cases, these pages restrict access to the logged in manager and the manager's direct reports. The manager can select any employee that reports to him.

See:

Chapter 3, "Manager Reporting"

Configuring, Reporting and System Administration in Oracle HRMS.

Operating Unit

The following pages are secured by Operating Unit:

- Procurement Management
- Payables Management
- Payables Status
- Store Management
- Store Top Activity
- Commodity Spend Management
- Commodity Supplier Management

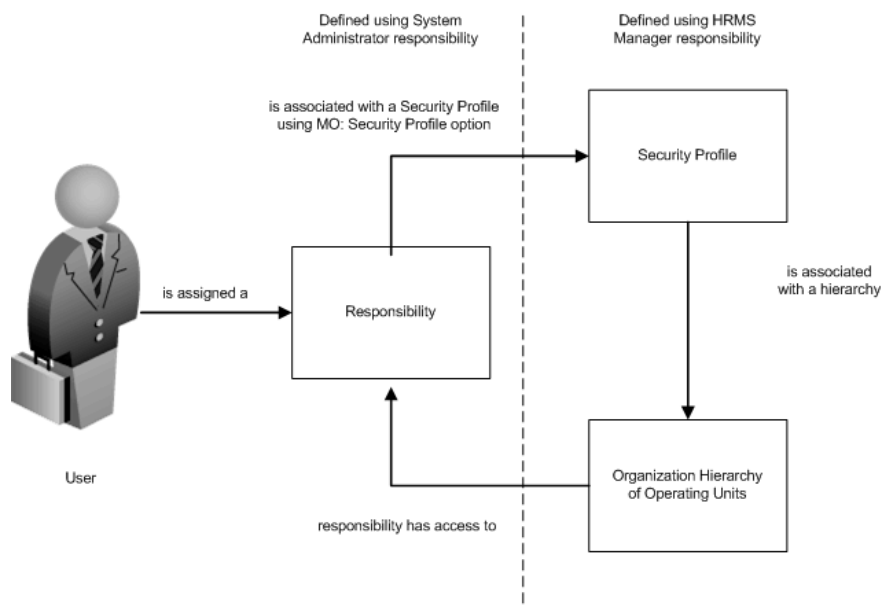
Operating Units are secured by attaching a security profile to a user ID or responsibility. In turn, a security profile is associated with an organization hierarchy. The organization hierarchy can define:

- An explicit list of organizations
- A list derived as all nodes under a specified organization in a hierarchy
- A single operating unit specified in the MO: Operating Unit profile option for the responsibility.

To attach a security profile to a user or responsibility, set the MO: Security Profile option at either the user or responsibility level.

- If you set the MO: Security Profile option at the user level, then the list of organizations will not change by responsibility but will always remain the same for that user.
- If you set the MO: Security Profile option at the responsibility level, then the list of organizations will change by responsibility. If a user has three responsibilities, each of which are assigned to a different operating unit, then the user can only see data for the operating unit that is assigned to the logged-in responsibility.

Figure 2-4 MO: Security Profile Overview



To enable a maximum level of control over user access to operating units, it is recommended that you set up multiple, operating unit-based responsibilities, for example Daily Payables Intelligence - US, and Daily Payables Intelligence - Europe and set the MO: Security Profile option for those responsibilities.

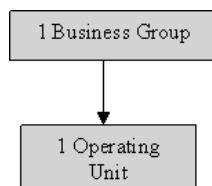
See:

Set Up Operating Unit Security on page 2-44.

To understand how to apply the Operating Unit security in your enterprise, the following sections provide examples on how to set up security for different business models.

Example 1: Single Business Group and Operating Unit Security Profile

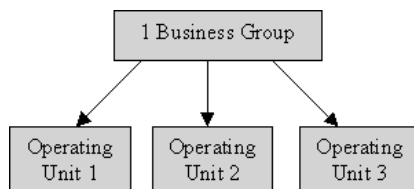
If you have a single business group and operating unit:

Figure 2-5 Business Group - Operating Unit:

1. Define Security Profile for the Business Group, by securing by an organization list:
 - Define Security Profile Name
 - Select the Business Group
2. Select the Security Type: Secure organizations by organization hierarchy and / or organization list
3. In the Security Profile Setup window, include the single Operating Unit, selecting the "Operating Unit" classification and the Operating Unit Name. Confirm that the "Include" button is selected.
4. Run the Single Request: Security List Maintenance. In the Parameters window, select to run the Request for One Named Security Profile and select the Security Profile Name that you created.

Example 2: Multiple Operating Unit with a Single Business Group Security Profile

If you have multiple operating units and those operating units are tied to a single Business Group.

Figure 2-6 Business Group - Operating Units

This setup can be achieved using two methods:

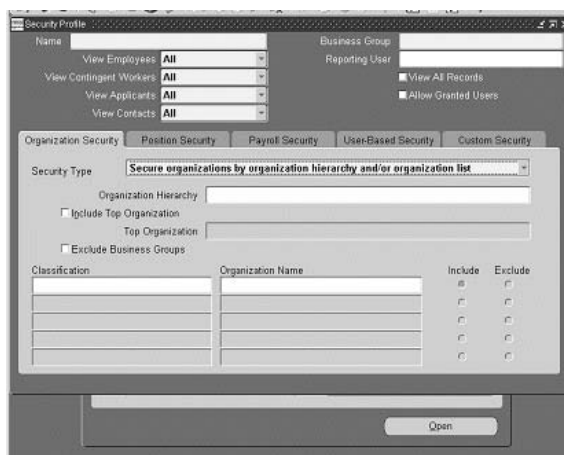
- "Method 1: Reuse an Existing Organization Hierarchy and define a new Security Profile leveraging the existing Organization Hierarchy" on page 2-18
- "Method 2: Define a Security Profile with an Organization List" on page 2-19

Method 1: Reuse an Existing Organization Hierarchy and define a new Security Profile leveraging the existing Organization Hierarchy

1. Define Security Profile for the Business Group:

- Define Security Profile Name
- Select the Business Group

Figure 2-7 HR Security Profile



- 2. Select the Security Type: Secure organizations by organization hierarchy and / or organization list
- 3. Define the Organization Hierarchy that has been previously defined in the Organization Hierarchy field.
- 4. Check the Include Top Organization checkbox, if the Top Organization in the Organization Hierarchy is an Operating Unit that should be included in Daily Business Intelligence

5. Check the Exclude Business Group checkbox, if the Business Group Name is in the Organization Hierarchy, in order for the Business Group name to not be displayed in the Daily Business Intelligence Operating Unit List of Values.
6. Run the Single Request: Security List Maintenance. In the Parameters window, select to run the Request for One Named Security Profile and select the Security Profile Name that you created.

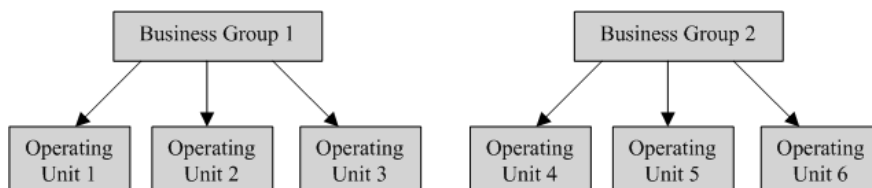
Method 2: Define a Security Profile with an Organization List

1. Define Security Profile for the Business Group:
 - Define Security Profile Name
 - Select the Business Group
2. Select the Security Type: Secure organizations by organization Hierarchy and / or organization list
3. In the Security Profile Setup window, include all of the Operating Units, for each Operating Unit, selecting the “Operating Unit” classification and the Operating Unit Name. Confirm that the “Include” button is selected for each.
4. Run the Single Request: Security List Maintenance. In the Parameters window, select to run the Request for One Named Security Profile and select the Security Profile Name that you created.

Example 3: Multiple Operating Units and Multiple Business Groups Security Profile

If you have a multiple Operating Units and those Operating Units are tied to more than one Business Group.

Figure 2–8 Business Groups - Operating Units



This setup can be achieved using the same methods used in Example 2, but when you define the security profile, only select the security profile, do not select a business group.

Sales Group

The following page is secured by sales group.

- Sales Summary page

Users can be assigned responsibilities in sales groups such as Manager or Administrator, giving them access to that sales group and subordinate sales groups.

See: *Oracle Sales Online Implementation Guide*, and *Oracle CRM Application Foundation User's Guide*.

Commodity

The following pages are secured by a combination of commodity and operating unit:

- Commodity Supplier Management page
- Commodity Spend Management page

Commodities are set up for Oracle Purchasing and are visible to the commodity managers who have been assigned to them, across all organizations and item masters. Any number of commodity managers can be assigned to allow other managers to access these pages for a given commodity.

See: Set Up Commodities on page 11-43.

Project Organization

The following page is secured by project organization:

- Project Summary page

The Project Organization dimension is secured by defining the PJI: Organization Security Profile option to determine the list of Project Organizations the user can access. This profile option can be set at the user or responsibility level.

See: Set Up Security Profiles on page 10-20.

Request Type

The following page is secured by request type:

- Customer Support Management

See: "Granting Access to Service Request Types by Responsibility" in the *Oracle TeleService Implementation Guide*.

Store

The following page is secured by a combination of store and operating unit:

- Store Management

A user has access to a specific store only if the user has access to all of the operating units that are associated with the store, as defined in Oracle iStore.

See: *Oracle iStore Implementation and Administration Guide*, and *Oracle CRM Application Foundation User's Guide*.

Implementation Considerations

Before implementing Daily Business Intelligence, consider the following items which are common to all intelligence products.

Daily Business Intelligence Functionality

Determine the functionality you want to implement.

Review the *Oracle E-Business Intelligence Daily Business Intelligence User Guide* to create a list of the pages and reports you want to implement; the users that should have access to each page or report; the KPIs that you want to use; and the functionality that you want to customize or disable.

Some typical questions to ask before beginning a Daily Business Intelligence implementation are:

- Which pages do you want to implement?
- Which KPIs do you want to disable?
- Which responsibilities do you require, and which users will you assign the responsibilities to?
- Do you need to customize the bucket sets in the pages and reports you are going to implement?

- Do you want to hide any of the regions on the page?

Time

Determine the time period that you want to report on.

Daily Business Intelligence summarizes data for all the periods that are defined in the Enterprise Calendar, from the Global Start Date up to the last date the initial or incremental load was run. You set the Global Start Date and the Enterprise Calendar when you set up Daily Business Intelligence.

To use overview pages effectively, you must ensure that the Enterprise Calendar has periods defined from the Global Start Date to any future dated transactions that you will report on. For example, if you are reporting on future dated transactions such as budgets and forecasts, periods must be defined for all possible future and back dated transactions.

To ensure that your data is timely, it is recommended that you run the incremental request sets as frequently as possible. For the most up-to-date data, run the request sets daily, if possible.

See:

Set Up Global Parameters on page 2-31.

Currency

Determine the currencies you want to report on.

Daily Business Intelligence summarizes data in functional and global currencies using the daily exchange rates defined in Oracle General Ledger. To use Daily Business Intelligence, define a daily exchange rate for every transactional, functional, and global currency, and for every financial period defined in the Enterprise Calendar. If you are reporting on future dated transactions such as budgets and forecasts, ensure that daily exchange rates are defined for all of the possible future and back dated transactions.

If a daily exchange rate does not exist for a currency on a particular date, then Daily Business Intelligence will search for a rate on the closest possible date. If no rate is found, a missing rate error is returned.

See:

Defining Currencies, *Oracle General Ledger User's Guide*.

Security

Review the security requirements and modify user access rights accordingly.

Daily Business Intelligence summarizes data from across Oracle Applications and from across your enterprise. Ensure that users do not have access to inappropriate or confidential data, such as employee salaries or revenue information by setting up security according to your requirements.

Determine which pages use which security models and set up your Oracle Applications security according to these requirements.

Note: The most commonly used security models are Manager and Operating Unit.

See:

Securing Data on page 2-13.

Prerequisites

Before you implement Daily Business Intelligence, ensure that the following prerequisites are completed.

Hardware and Software

All hardware and software prerequisites are completed.

See:

About Oracle E-Business Intelligence, available on Oracle *MetaLink*.

Create an Implementation Plan

Because each overview page has different functional requirements, it is critical that you review the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide* and create an implementation plan before you begin your implementation.

Assign Responsibilities to Implementors

Depending on which overview pages you are implementing, you must assign one or more responsibilities to your implementors. Review the Setup Checklist to determine which responsibilities your implementors will require.

Implementing Daily Business Intelligence

This section provides an overview of how to set up Daily Business Intelligence. It also describes how to complete several common setup steps.

Note: Not all pages require all set up steps. Please review the setup checklist and create an implementation plan before beginning your implementation.

Setup Checklist

The following table lists the setup steps required to set up Daily Business Intelligence. Each step lists the responsibility required to complete the step. It also lists the pages that use the set up step. .

Note: Several overview pages share common setup steps. Unless otherwise noted, common setup steps only have to be performed once for all affected pages. For example, the Profit and Loss, Expense Management, and HR Management pages all require you to run the HR Load All Cost Center Managers concurrent program; however, you only need to run this program once for all pages.

Unless otherwise noted, you can perform these set up steps, *concurrently and at any time before you run the initial request set*. For example, you can set up global parameters and set up HR Profile Options at the same time.

Some steps are optional depending on how you choose to set up each overview page. See the detailed step description for more information.

Step	Responsibility	Complete for these Overview Pages or Reports . . .
Set Up Global Parameters on page 2-31	Business Intelligence Administrator	■ All

Step	Responsibility	Complete for these Overview Pages or Reports . . .
Set Up DBI Profile Options on page 2-35	Business Intelligence Administrator	■ All
Enable Overview Pages on page 2-36	Business Intelligence Administrator	■ All
Disable KPIs on page 2-36	Business Intelligence Administrator	■ All
Personalize Pages on page 2-37	Business Intelligence Administrator	■ All
Customize Buckets on page 2-39	Business Intelligence Administrator	■ Customer Fulfillment Management ■ Customer Support Management ■ Shipping Management
Set Up HR Profile Options on page 3-7	System Administrator	■ Profit and Loss ■ Expense Management ■ HR Management
Create Placeholder Organizations for Companies on page 3-9	HRMS Manager	■ Profit and Loss ■ Expense Management ■ HR Management
Create Organizations for Company Cost Center Combinations on page 3-12	HRMS Manager	■ Profit and Loss ■ Expense Management ■ HR Management
Run the Synchronize GL company cost centers with HR Request Set on page 3-15	HRMS Manager	■ Profit and Loss ■ Expense Management ■ HR Management
Validate that the Company Cost Center Organization Classification is Enabled on page 3-16	HRMS Manager	■ Profit and Loss ■ Expense Management ■ HR Management
Assign Managers to the Organization on page 3-16	HRMS Manager	■ Profit and Loss ■ Expense Management ■ HR Management

Step	Responsibility	Complete for these Overview Pages or Reports . . .
Run HRI Load All Cost Center Managers on page 3-18	Business Intelligence Administrator	■ Profit and Loss ■ Expense Management ■ HR Management
Upgrade Item Dimension on page 4-12	Item Manager	■ Updgrade only
Set Up the Product Catalog Hierarchy on page 4-13	Item Manager	■ Product Management ■ Product Management - Engineering ■ Profit and Loss ■ Expense Management ■ Customer Service Management
Run the DBI Item Dimension Setup Request Set on page 4-17	Business Intelligence Administrator	■ Customer Fulfillment Management ■ Procurement Management ■ Product Management ■ Product Management - Engineering ■ Service Contracts Management ■ Profit and Loss ■ Profit and Loss by Manager ■ Expense Management ■ Customer Service Management
Define Financial Dimensions on page 5-18	Business Intelligence Administrator	■ Profit and Loss ■ Expense Management
Define Source Ledger Group on page 5-19	Business Intelligence Administrator	■ Profit and Loss ■ Expense Management
Add Ledger Assignments to Source Ledger Groups on page 5-23	Business Intelligence Administrator	■ Profit and Loss ■ Expense Management

Step	Responsibility	Complete for these Overview Pages or Reports . . .
Define Dimension Mapping Rules on page 5-25	Business Intelligence Administrator	■ Profit and Loss ■ Expense Management
Managing Values and Hierarchies on page 5-29	Business Intelligence Administrator	■ Profit and Loss ■ Expense Management
Set Up Budgets and Forecasts on page 5-40	Desktop Integrator	■ Profit and Loss ■ Expense Management
Set Up Cumulative Revenue Budget / Forecast Line Display Profile Option on page 5-42	System Administrator	■ Profit and Loss
Set Up Payables Expenses Implementation Profile Option on page 5-43	System Administrator	■ Payables Status ■ Payables Management
Set up the BIX profile options for Email Center on page 6-11	System Administrator	■ Email Center Management
Set up the BIX profile options for Inbound Telephony on page 6-11	System Administrator	■ Inbound Telephony Management
Set OM: DBI Installation Profile Option for DBI for iStore on page 7-5	System Administrator	■ Store Management ■ Store Top Activity
Set Oracle iStore Profile Options on page 7-6	System Administrator	■ Store Management ■ Store Top Activity
Run Minisite Migration Program on page 7-6	System Administrator	■ Store Management ■ Store Top Activity
Set Up Security Profiles for DBI for Projects on page 10-20	Business Intelligence Administrator	■ Project Profitability Management ■ Project Operations Management ■ Capital Projects Cost Management ■ Contract Projects Cost Management

Step	Responsibility	Complete for these Overview Pages or Reports . . .
Set Up Daily Business Intelligence for Projects Reporting on page 10-21	Business Intelligence Administrator	- Project Profitability Management - Project Operations Management - Capital Projects Cost Management - Contract Projects Cost Management
Set Up Commodities on page 11-43	iProcurement Super User, Purchasing Super User, Public Sector Purchasing Super User	- Commodity Spend Management - Commodity Supplier Management
Set Up DBI for Financials Profile Options and Source Ledger Group Assignment on page 11-50	Business Intelligence Administrator	- Procurement Management - Procure-to-Pay Management - Commodity Spend Management
Set DBI for Sales Profile Options on page 13-21	System Administrator	- Sales Management - Sales Forecast Management - Opportunity Management
Sales Group Hierarchy – Sales Usage Attribute on page 13-23	Oracle Sales Administrator	- Sales Management - Sales Forecast Management - Opportunity Management
Run Initial Load of Opportunity Log Tables Concurrent Program on page 13-23	Oracle Sales Administrator	- Sales Management - Sales Forecast Management - Opportunity Management

Step	Responsibility	Complete for these Overview Pages or Reports . . .
Set Up Sales Group Hierarchy on page 15-27	Business Intelligence Administrator System Administrator CRM Resource Manager	■ Service Contracts Management ■ Service Renewals Management
Determine Collection Start Date on page 15-31	Business Intelligence Administrator	■ Service Contracts Management ■ Service Renewals Management
Set Up Oracle Process Manufacturing Resource Warehouses on page 16-71	OPM System Administration	■ Inventory Management ■ Manufacturing Management ■ Product Cost Management
Run Plans in Oracle Advanced Supply Chain Planning on page 16-71	Advanced Supply Chain Planner	■ Manufacturing Management ■ Plan Management
Set Up Inventory Organization Security on page 16-71	Oracle Inventory	■ Customer Fulfillment Management ■ Inventory Management ■ Manufacturing Management ■ Plan Management ■ Product Cost Management ■ Shipping Management ■ Product Revenue Bookings and Backlog
Set Up Sales Group Hierarchy on page 16-72	CRM Administrator	■ Product Revenue Bookings and Backlog

Step	Responsibility	Complete for these Overview Pages or Reports . . .
Set the OM: DBI Installation Profile Option on page 16-77	System Administrator	■ Customer Fulfillment Management ■ Shipping Management ■ Product Cost Management ■ Product Revenue Bookings and Backlog
Set Up Firmed Date Defaulting Rule (optional, for businesses with off-line sales processes only) on page 16-77	Oracle Order Management Super User	■ Customer Fulfillment Management ■ Inventory Management ■ Manufacturing Management ■ Plan Management ■ Product Cost Management ■ Shipping Management ■ Product Revenue Bookings and Backlog
Set Up Deferred Revenue on page 16-78	Business Intelligence Administrator	■ Product Revenue Bookings and Backlog
Identify the UOM Representing Hours on page 16-78	System Administrator	■ Manufacturing Management ■ Product Cost Management
Set Baseline Plan on page 16-78	Business Intelligence Administrator	■ Manufacturing Management
Set Plan Collection Schedule on page 16-85	Business Intelligence Administrator	■ Plan Management

Step	Responsibility	Complete for these Overview Pages or Reports . . .
Set Up Operating Unit Security on page 2-44	System Administrator	■ Procurement Management ■ Payables Summary ■ Payables Status ■ Store Management ■ Store Top Activity ■ Commodity Spend Management ■ Commodity Supplier Management

Set Up Global Parameters

Global parameters define the default values for overview pages such as global currency, enterprise calendar, and start day of the week.

Note: If you change the following parameters after implementation is complete, you must rerun the initial request sets for all enabled pages.

- Enterprise Calendar
 - Global Start Date
 - Period Type
 - Primary Currency
 - Secondary Currency
 - Start Date of Week
 - Workforce Measurement Type
-
-

To set up the the global parameters, do the following:

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Navigate to Setup > Global > Parameters.

3. Set the global parameters as needed.

The following table provides a description of each parameter and indicates whether or not it is required or optional. In cases where a parameter is optional for a selected set of overview pages, it is noted.

Table 2–1 Global Parameters for Daily Business Intelligence

Parameter Name	Required	Description
Collect Commit Size	Required	10000
Debug Mode	Optional for all overview pages	Turning this profile to Yes will add a column to the KPI region that displays debug information, such as parameters, processing information and returned values. It will also add a “View log” link at the base of the KPI region that displays performance information on how much time is spent on displaying the KPI region.
Enterprise Calendar	Required	Sets the calendar type for Daily Business Intelligence. The calendar type determines the year and the periods within the year that are available for cross-functional analysis. For example, if you choose Fiscal Calendar, you could do an analysis by Quarter or Fiscal Period. You can select any calendar that is defined in General Ledger. See: <i>Oracle General Ledger User’s Guide</i> .
Global Start Date (mm / dd / yyyy)	Required	Sets the absolute start date for Daily Business Intelligence data. All data loaded into the Daily Business Intelligence summary tables is collected as of this date. Historical data is maintained from this date forward. Note that in the event that there is no data available as of the Global Start Date, then the closest start date will be used. If there is no data available at all, a null value will appear. For more information on how null values are displayed in Daily Business Intelligence, see: <i>Oracle E-Business Intelligence Daily Business Intelligence User Guide</i> .
Period Type	Required	Sets the default period type for Daily Business Intelligence. You can choose any period type in General Ledger, for example, Fiscal Year, Month or Quarter. See: Period Types in <i>Oracle General Ledger User’s Guide</i> .

Table 2–1 Global Parameters for Daily Business Intelligence

Parameter Name	Required	Description
Primary Currency	Required	Sets the first currency displayed in the Currency parameter of overview pages. This is also known as the <i>global currency</i>. You can choose any currency that is defined in General Ledger. Transactions are converted into the primary currency using the primary rate type. For more information on currencies, see: Currencies in <i>Oracle General Ledger User's Guide</i>.
Primary Rate Type	Required	Sets the rate type used to convert transactions into the Primary Currency. You can choose any rate type that is defined in General Ledger, such as Corporate or Spot. For more information about setting up rate types, see: Rates in <i>Oracle General Ledger User's Guide</i>.
Secondary Currency	Optional for: - Expense Management - Payables Management - Payables Status - Profit and Loss - Service Contracts Management - Service Renewals Management	Sets the second currency in the Currency parameter of the following pages: - Expense Management - Payables Management - Payables Status - Profit and Loss - Service Contracts Management - Service Renewals Management Transactions are converted into the Secondary Currency using the secondary rate type. Setting a secondary currency is optional.

Table 2–1 Global Parameters for Daily Business Intelligence

Parameter Name	Required	Description
Secondary Rate Type	Optional for: - Expense Management - Payables Management - Payables Status - Profit and Loss - Service Contracts Management - Service Renewals Management	Sets the rate type used to convert transactions into the secondary currency. You can choose any rate type that is defined in General Ledger, such as Budget. Only set this parameter if you plan to use a secondary currency.
Start Day of the Week	Required	Sets the starting day for a week (for example, Sunday or Monday).
Workforce Measurement Type	Optional for - Profit and Loss - Expense Management - Payables Summary - Payables Management - Service Contracts Management	Sets the unit of measurement used to describe your workforce. You can choose from any measurement type defined in Human Resources such as Head Count or Full Time Equivalent. For more information on measurement types, see: Adding Lookup Types and Values in <i>Configuring Reporting and System Administration in Oracle HRMS</i>.

4. Save your work.

Set Up DBI Profile Options

Set up the following profile options at the site level using the Business Intelligence Administrator responsibility.

Table 2–2 DBI Profile Options

Profile Option	Description	Required?
Secondary Currency Display Name	The display name used for the secondary currency. For example euro or U.S. dollar.	Optional for the following overview pages which use secondary currency: ■ Expense Management ■ Payables Management ■ Payables Status ■ Profit and Loss ■ Service Contracts Management ■ Service Renewals Management
High Range	Sets the highest value for displaying percentages. By default this value is 999%. Any percentages that fall outside of the specified high range will appear as "---".	Required
Low Range	Sets the lowest value for displaying percentages. By default this value is -999%. Any percentages that fall outside of the specified low range will appear as "---".	Required

For information on setting profile options, see *Oracle Applications System Administrator Guide*.

Enable Overview Pages

If you want to implement an overview page, you must enable it.

The request set generator uses this information to modify the list of concurrent programs included in the generated initial and incremental request sets.

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Navigate to Setup: Global: Pages > Enable / Disable.

Figure 2–9 Enable Pages - Query

Enable/Disable Pages

Page

Select All | Select NonePreviousNext 10

Select Page Name
☒ Capital Projects Cost Management
☒ Commodity Spend Management
☒ Commodity Supplier Management
☒ Contract Projects Cost Management
☒ Customer Fulfillment Management
☒ Customer Support Management
☐ Customer and Product Management
☒ Email Center Management
☒ Expense Management
☐ HR Management

PreviousNext 10

[Parameters](#) | [Pages](#) | [Key Performance Indicators](#) | [Reports](#) | [Home](#) | [Logout](#) | [Preferences](#)

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3. Check any pages that you want to enable.

Note: You can enable a page after implementation is complete; however, if you do, you must re-create the initial and incremental request sets for each implemented page.

4. Click Apply to save your work.

Disable KPIs

Disable KPIs, if you want to prevent users from seeing sensitive data (such as salaries) or if the KPI does not apply to your business.

KPIs are disabled at site-level, so when you disable a KPI it is removed from any page that the KPI appears on. Some KPIs, such as Revenue, are used in several pages; therefore it is important that you check with your functional implementation experts before you disable a KPI.

Note: KPIs can be disabled or re-enabled at any time; however, it is recommended that you disable KPIs once, during initial implementation.

This step is optional and can be performed at any time.

Prerequisite

- ☐ Check with your functional implementation experts to ensure that the KPI is not required before disabling it.

To disable a KPI:

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Navigate to Setup: Global > Key Performance Indicators.
3. Query the KPI that you want to disable.
4. Uncheck the KPIs that you want to disable.
5. Click Apply to save your work.

If you perform this step after implementation is complete, users must refresh their browser window to view the changes in the affected pages.

Personalize Pages

Personalize pages if you want to prevent users from seeing sensitive or irrelevant data. Using this feature you can move or hide regions on the page.

Most, but not all pages can be personalized. The following pages *cannot* be personalized.

- Capital Projects Cost Management

- Contract Projects Cost Management
- Customer and Product Management
- Profit and Loss
- Projects Operations Management
- Projects Profitability Management
- Top Campaigns and Events by Leads
- Top Campaigns and Events by Won Opportunities Amount

Pages are personalized at site-level, so when you personalize a page the modifications are seen by all users. Therefore, it is important to check with your functional implementation experts before you personalize a page.

Note: Pages can be personalized at any time; however, it is recommended that you personalize pages once, during initial implementation.

This step is optional and can be performed anytime.

To personalize a page:

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Navigate to Setup: Global: Pages > Personalize.

Figure 2–10 Personalize Page

ORACLE Home Logout Preferences Diagnostics

Parameters **Pages** Key Performance Indicators Reports

Enable / Disable | **Personalize** Cancel Apply

Personalize Page: Commodity Spend Management

Personalize page by hiding content groups and regions or moving them around to change the page layout. Cancel Apply

ORACLE Commodity Spend Management Navigator Home Logo

Q4 FY04 Day -41 19/02/2004 Period Type Week Compare To Prior Year Commodity All View Log

View Log

Links

Page Definer - Preview Page

View Log

Invoice Amount Trend

Prior Invoice Amount

1.0

Invoice Amount

Category Invoice Amount Growth Rate Percent of Total Change

No data found.

Links

Payables Leakage

3. Query the page and choose Personalize.
4. Modify the page as required. You can hide or show regions or move regions around the page.
5. Click Apply to save your work.

If you perform this step after implementation is complete, users must refresh their browser window to view the changes in the affected pages.

Customize Buckets

Bucket sets are used to group like items into buckets for reporting purposes. Daily Business Intelligence uses three types of bucket sets:

- **Aging:** Aging bucket sets group data into buckets of time. For example, the Invoice Summary report groups Open Invoices into the following aging buckets: Less than 1 day, 1 - 3 days, 4 - 7 days, More than 7 days.

- **Discount:** Discount bucket sets group data into buckets of discounts. For example, the Quote Management page groups quotes by discounts: Less than 10%, 10-20%, and More than 20%.
- **Name:** Name bucket sets are used to divide data into any other reporting group. For example, you could group items by color: Red, Orange, Yellow, Green, and Blue.

You can customize the buckets in some, but not all, of the bucket sets used in overview pages and reports. Buckets are customized at site-level; therefore any changes you make are visible to all users on any page or report that uses the customized bucket.

Important: It is strongly recommended that you customize bucket sets once, during initial implementation. Setting up bucket sets after implementation is complete is a significant, time consuming task.

The following table lists the bucket sets that *can be customized* and the pages or reports that use them.

Table 2–3 Customizable Bucket Sets

Bucket Set Name	Type	Pages or Reports
Customer Fulfillment Management - Past Due Value Aging	Aging	■ Customer Fulfillment Management page ■ Past Due Promise Value Aging ■ Past Due Schedule Value Aging ■ Past Due Schedule Value Aging
Customer Support Management - Backlog Aging	Aging	■ Customer Support Management page ■ Current Backlog Aging Distribution Trend ■ Current Backlog Aging ■ Current Backlog Detail ■ Current Backlog Aging Trend ■ Current Backlog Aging Distribution

Table 2–3 Customizable Bucket Sets

Bucket Set Name	Type	Pages or Reports
Customer Support Management - Closure Cycle Time	Aging	- Customer Support Management page - Closure Performance Distribution - Closure Performance Distribution Trend - Closure Performance Trend - Closure Performance Detail - Closure Performance
Shipping Management - Book to Ship Aging	Aging	- Shipping Management page - Book To Ship Aging
Shipping Management - Past Due Schedule Line Aging	Aging	- Shipping Management page - Past Due Schedule Line Aging - Past Due Schedule Line Aging
Quoting Discount Bucket	Discount	Quote Summary by Discount

For each bucket set, you can customize the following:

- **Bucket Name:** The display name used for the bucket, such as "More than 50%".
- **Number of Buckets:** The number of buckets in the bucket set. Each bucket set allows a maximum of 10 buckets.
- **Range of Buckets:** The range of values in each bucket. Depending on the page or report, the bucket either must be continuous or they can overlap. For the most effective results, it is best to create continuous buckets.

For example:

The following buckets are not continuous and, therefore, chunks of data will be omitted from the report:

Table 2-4 *Incorrect Bucket Set*

Bucket 1	Bucket 2	Bucket 3
0-1	2-3	4-5

The following buckets are continuous and, therefore, contain all of the data in this range of values.

Table 2-5 *Correct Bucket Set*

Bucket 1	Bucket 2	Bucket 3	Bucket 4	Bucket 5
0-1	1-2	2-3	3-4	4-5

To create a continuous set of buckets, always use the highest value in the previous bucket as the lowest value in the following bucket.

Prerequisite

- ❑ Check with your functional implementation experts to determine your custom bucket set requirements.

To modify a bucket:

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Choose Setup: Global: Reports >Bucket Sets.
3. Query the Bucket Set that you want to customize.
4. Click Update. The Update Bucket Set window appears.

Figure 2-11 Update Bucket Sets

Parameters Pages Key Performance Indicators Reports

Bucket Sets

Update Bucket Set: Customer Fulfillment Management - Past Due Value Aging

Cancel Reset To Default Apply

Name Customer Fulfillment Management - Past Due Value Aging
 Type Aging
 Unit of Measure
 Allow Discontinuous No
 Allow Overlapping No

Select Row: Insert Before Insert After

Select	Bucket Label	From (>=)	To (<)	Delete
☐	1	1	2	
☐	2	2	3	
☐	3	3	4	
☐	4	4	5	
☐	5	5	6	
☐	6 to 9	6	10	
☐	10 to 14	10	15	
☐	15 to 19	15	20	
☐	20 and Over	20		

Cancel Reset To Default Apply

5. Insert, delete, or modify buckets as required.

Note: For best results, when you insert, delete, or modify buckets ensure that the buckets are continuous. Buckets that are not continuous will result in an incomplete bucket set in the report.

6. Click Apply to save your work.

If you perform this step after implementation is complete, rerun the initial or incremental request set to view the changes in the affected pages..

Tip: Because data has to be resummarized into the new buckets, running the initial request set is faster. However, both request sets will resummarize the data.

Set Up Operating Unit Security

Overview pages that are secured by Operating Unit require the following additional set up before you begin your Daily Business Intelligence implementation.

See:

Set Up Operating Unit Security on page 2-44.

Prerequisites

To set up operating unit security, ensure that the following prerequisites have been completed in the order listed

- ❑ **Define an Organization Hierarchy:** Set up an organization hierarchy that defines the operating units in your enterprise.

See “Creating Organization Hierarchies”, *Using Oracle HRMS - The Fundamentals* for more information.
- ❑ **Define a Security Profile:** Set up a security profile to control access to records at or above a certain level in an organization.

See “Chapter 3: Security” in *Configuring, Reporting and System Administration in Oracle HRMS* for more information.
- ❑ **Run the Security List Maintenance program:** Run this program as a single request to populate the hierarchy with the most up-to-date information in your transactional system. Use the Human Resources responsibility to run this program. Ensure that the request completed successfully before proceeding.

See the *Oracle Applications System Administrator's Guide* for information on submitting requests.

Depending on which features of Oracle E-Business Suite you are using, you may have already performed these prerequisite steps.

Once the prerequisites are complete, assign the security profile at a user or responsibility level:

1. Using the System Administrator responsibility, navigate to Profile > System.
2. Select the User or Responsibility you want to set the profile for.
3. Select the MO: Security Profile option.
4. Choose Find.

- 5. For this profile option, assign the security profile in the User or Responsibility column.

Post-Setup Steps

After you complete the page-specific setup steps, perform the following post-setup steps..

Table 2–6 Daily Business Intelligence Post-Setup Steps

Step	Responsibility	For Pages
Update Sales Group Hierarchy on page 2-23	CRM Administrator	■ Sales Management ■ Opportunity Management
Create Request Sets on page 2-46	Business Intelligence Administrator	All
Run Initial Request Set on page 2-50	Business Intelligence Administrator	All
Set Up Users on page 2-51	Business Intelligence Administrator	All
Schedule Incremental Request Sets on page 2-52	Business Intelligence Administrator	All
Implementation Complete on page 2-53	NA	NA

Update Sales Group Hierarchy

The Sales Group Hierarchy is used to determine the organization of your sales force and populates the list of values in the Sales Group parameter. The sales group hierarchy is used by the following overview pages:

- Sales Management
- Sales Management Comparative Performance
- Opportunity Management
- Service Contracts

Ensure that the Sales Group parameter is up-to-date by running the following programs, in the order listed.

Table 2–7 Programs and Responsibilities to Update Sales Group Hierarchy

Concurrent Program	Responsibility
Flatten Group Hierarchy See: 11i Applications Technology Group (ATG) Common Applications Components documentation	CRM Administrator
Build Reporting Manager See: 11i Applications Technology Group (ATG) Common Applications Components documentation	CRM Administrator

See:

Common Dimensions on page 2-6.

Create Request Sets

Use the Request Set Generator to automatically create the initial and incremental request sets for each overview page or set of overview pages.

Figure 2–12 Create Request Set in Request Set Generator

Define Dependencies

Generate Request Set

Request Set History

Refresh Business Intelligence Data by Pages

Request set

Name

Test Profit and Loss Initial Request Set

Code

test10001

Options

☒ Analyze objects after refreshing

☒ Force full refresh for objects that have been collected

☒ Enable alert

Request set to create

☐ Setup Validation

☐ Data Validation

☒ Initial Refresh

☐ Incremental Refresh

Pages and Portlets List

Please select pages to create request set

Expand All

Collapse All

Focus Pages	Select	Last Refresh Time
▼ Root Node		
▶ Profit and Loss	☒	
▶ Profit and Loss by LOB	☒	
▶ Profit and Loss by Manager	☒	

Create

New Search

- **Initial request set:** Loads all of the information for one or more overview pages.

Run the initial request set the first time you implement an overview page and whenever you want to reload the data due to a significant setup change, for example, if your sales group or supervisor hierarchy changes, your cost center structure changes, or you change the global parameter settings. Any data that was previously loaded will be purged and overwritten with new data.
- **Incremental request set:** Refreshes or updates the information that has changed since the last load or refresh. Use this request set to maintain the data in an overview page. Run this request set at least once a day.

The initial and incremental request sets contain all of the concurrent programs required to load or refresh the data for one or more overview pages. The request

sets guarantee that the programs are submitted in the correct order and that the appropriate tables and views are updated.

Important: Do not run any concurrent programs that are contained in the request sets as individual requests. Unless otherwise noted, always use the Request Set Generator to run these programs.

If two or more overview pages share the same base summaries and materialized views, you do not have to create separate initial and incremental request sets for each overview page. Instead, you can create one initial and one incremental request set for the related overview pages.

The following table lists the overview pages that share base summaries and materialized views.

Table 2-8 Related Overview Pages

Product Area	Related Overview Pages
DBI for Financials - Payables	■ Payables Management ■ Payables Status
DBI for Financials - General Ledger	■ Profit and Loss ■ Profit and Loss by Manager ■ Expense Management
DBI for Product Lifecycle Management	■ Product Management - Engineering ■ Product Management
DBI for Supply Chain - Customer, Shipping and Product Revenue	■ Customer Fulfillment Management ■ Shipping Management ■ Product Revenue Booking and Backlog
DBI for Supply Chain - Manufacturing and Product Cost	■ Manufacturing Management ■ Product Cost Management
DBI for Supply Chain - Plan	■ Plan Management
DBI for Supply Chain - Inventory	■ Inventory Management

Table 2–8 Related Overview Pages

Product Area	Related Overview Pages
DBI for Procurement	■ Commodity Spend Management ■ Commodity Supplier Management ■ Procurement Management ■ Procure to Pay Management
DBI for Service Contracts	■ Service Contracts Management ■ Service Renewals Management
DBI for Service	■ Customer Support Management
DBI for Marketing	■ Marketing Management ■ Lead Management
DBI for Projects	■ Project Profitability Management ■ Project Operations Management ■ Capital Projects Cost Management ■ Contract Projects Cost Management
DBI for Human Resources	■ HR Management
DBI for Interaction Center	■ Email Center Management ■ Inbound Telephony Management
DBI for iStore	■ Store Management ■ Store Top Activity
DBI for Marketing	■ Marketing Management ■ Lead Management
DBI for Sales and DBI for Quoting	■ Quoting Management ■ Sales Management ■ Sales Forecast Management ■ Opportunity Management

To create an initial or incremental request set:

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Navigate to Request Set Generator > Generate Request Set.

3. Query the overview pages that you want to create the request set for.
4. Enter a unique name and code for the request set.
5. Set the request set options.

- a. If you want to create a log file each time you run the request set, check the Analyze Objects After Refreshing option.

You can use the log file to analyze the data that was loaded into the materialized views and identify any potential data refresh problems.

- b. If you are creating an initial request set, check the “Force full refresh for objects that have been collected” option.

This option truncates any pre-existing objects, and does a *complete reload* of the data. This option is recommended if your setups or transactional data has changed. With this option, the request set takes longer to run and consumes more tablespace.

If you do not check this option, then only the delta information will be collected. Not checking this option will optimize the time it takes to run the request set and the tablespace used. This is the most efficient option if you are implementing several overview pages that use the same underlying objects.

- c. If you want to enable alerting for the request set, check the Enable Alert check box.

If you check this option, a notification will be sent everytime the request set completes successfully.

6. Select the request set type.
 - Initial request set
 - Incremental request set
7. Check each of the overview pages that you want to add to the request set.
8. Click Create.

Run Initial Request Set

Run the initial request sets to load data for a particular overview page or set of overview pages.

When you submit a request set, keep the following in mind:

- All of the implementation considerations and prerequisites for the features and intelligence products that you are implementing must be complete before you submit the request set or the request set will fail.
- Submit one request set at a time.

To run the initial request sets:

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Navigate to Requests > Run
3. Run the initial request set.

See:

“Running Oracle Applications Reports and Programs” in the *Oracle Applications User Guide*.

Request Set Warnings

If the request set completes with a warning, check the request set log file to determine the cause of the warning, fix the problem, and rerun the request set.

Request Set Failures

The following are some reasons why your initial request set may fail.

Currencies did not load correctly. If a currency conversion error occurs during the load the then entire initial request set fails. See the request set log for more information on which currencies caused the failure.

- **Missing unit of measure.** If a unit of measure error occurs during the load the then entire initial request set fails. See the request set log for more information on which unit of measure caused the failure.
- **Insufficient temporary tablespace.**

Set Up Users

Assign the appropriate responsibilities to each Daily Business Intelligence user.

1. Log on to Oracle Applications using the System Administrator responsibility.
2. Navigate to Security > User > Define.

3. Query the user.
4. In the Responsibilities field of the Responsibilities tabbed region, choose a responsibility to assign to the user, for example Business Intelligence Administrator. You can assign more than one responsibility to each user.

By default, any user who is assigned a Daily Business Intelligence responsibility can access all of the overview pages, regions, and reports associated with that the responsibility.

5. If you are implementing Manager reporting, ensure that the user is associated with an employee. Employees are defined in Oracle Human Resources.
6. If you are using the E-Mail a Page functionality, ensure that the E-Mail field is complete for the user.
7. If you are implementing Item reporting, ensure that the following fields are completed for the user:
 - Person
 - Customer
 - E-Mail.

If these fields are not completed, the user will not be able to access the Catalog Setup Workbench in Oracle Advanced Product Catalog.

See:

Appendix A, "Responsibility and Page Matrix"

Set Up the Product Catalog Hierarchy on page 4-13.

"Managing Oracle Applications Security" in the *Oracle Applications System Administrator Guide*.

Oracle Human Resources User Guide and *Oracle Applications System Administrators Guide*.

Schedule Incremental Request Sets

To maintain overview pages, use the Business Intelligence Administrator responsibility to run the incremental request sets at regular intervals.

See:

Create Request Sets on page 2-46.

“Running Oracle Applications Reports and Programs” in the *Oracle Applications User Guide*.

Implementation Complete

Congratulations! You have successfully implemented Daily Business Intelligence. It is strongly recommended that you back up your system at this point.

Maintenance and Administration

You can perform the following maintenance and administration tasks once implementation is complete. These tasks are common to all intelligence products. Note that some intelligence products may have product-specific maintenance and administration tasks, see the appropriate chapter in this guide for more information.

- Maintain Daily Business Intelligence Data on page 2-53
- View Object Dependencies on page 2-54
- View Request Set History on page 2-54
- Utilities for Debugging Overview Page Rendering Errors and Performance Issues on page 2-54
- Table Regions Do Not Appear on Overview Pages on page 2-57
- Request Sets Fail Due to Lack of Tablespace on page 2-57

Maintain Daily Business Intelligence Data

To maintain Daily Business Intelligence data, run the *incremental request sets* regularly.

You must re-run the *initial request set* for each overview page if you change the following setups:

- Set Up Global Parameters on page 2-31
- Enable Overview Pages on page 2-36

For information on how to maintain data for specific overview pages and reports, see the appropriate intelligence product chapter in this guide.

See:

Schedule Incremental Request Sets on page 2-52

View Object Dependencies

The Business Intelligence Administrator can use the Request Set Generator to view the dependencies between a overview page and the objects that are associated with the overview page: reports, views, materialized views, tables, and concurrent programs.

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Navigate to Request Set Generator > Define Dependencies.
3. In the Choose the type of Object you want to view dependencies for.
4. In the Name field, choose the name of the object.
5. Click View Dependencies.
6. Click Expand All to view the complete list of dependant objects, or click the arrow icon to expand one level of the dependant object hierarchy.

View Request Set History

The Business Intelligence Administrator can use the Request Set Generator to view a history of submitted and unsubmitted request sets by Page Name or by Request Set Name.

To create an initial or incremental request set:

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Navigate to Request Set Generator > Request Set History.
3. View your request set history by page name or by request set name.

The resulting report shows all of the options for the request set.

Utilities for Debugging Overview Page Rendering Errors and Performance Issues

There are three different utilities that allow you to debug Daily Business Intelligence overview page rendering issues.

- **Debugging:** Displays rendering errors for a region.
- **Debugging Performance:** Displays performance statistics for rendering a region.

- **View Latest Log:** Enables you to query the latest Debugging or Debugging Performance report using the session ID.

Both the Debugging and the Debugging Performance reports reflect the current session for the logged-in user. Make a note of this session ID if you want to view this report again using the View Latest Log report.

The Debugging and Debugging Performance reports have a binary relationship with one another. If one report is enabled, the other is disabled. For example, if the Debugging report is enabled, the Debugging Performance report is disabled. You cannot enable the Debugging or the Debugging Performance report unless you ensure that the other report is disabled first.

The following sections describe how to enable and view these reports.

Enable or Disable Debugging or the Performance Debugging Report

To enable or disable the debugging reports:

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Navigate to either:
 - Utilities > Enable / Disable Debugging.
 - Utilities > Enable / Disable Performance Debugging
3. Click the link in the navigation window. If the report is enabled, clicking the link will disable the report. If the report is disabled, clicking it will enable the report. A confirmation message appears, indicating if the report was enabled or disabled.

Note: You cannot enable one report if the other is enabled. Ensure the other report is disabled before attempting to enable either the Debugging or the Performance Debugging report.

4. Click OK.

The next time you log on to a overview page, a View Log link will appear at the bottom of every region of a overview page.

View Debugging Report

If the Debugging report is enabled, you can view the report by doing the following:

1. Log on to Oracle Applications using a Daily Business Intelligence responsibility. For example, Daily Financials Intelligence.
2. Navigate to a overview page. For example, Profit and Loss.
3. Click the View Log link at the bottom of the region. The report contains the following headings:
 - **Object Key:** The session ID for this report. The session ID is generated by Oracle Applications and is unique to the logged in user and the region. Make a note of this session ID if you want to view this report again using the View Latest Log report.
 - **Message:** The message type. The default value is ALL, but you can enter a message type to limit the results in this report.
 - **Module:** The standard Oracle Applications modules rendered for the region.
 - **Message:** The debug message generated by Oracle Applications.
 - **Duration:** The total time it took to render this module.

This report also shows the Start and End time stamp for the module.

View Performance Debugging Report

If the Performance Debugging report is enabled, you can view the report by doing the following:

1. Log on to Oracle Applications using a Daily Business Intelligence responsibility. For example, Daily Financials Intelligence.
2. Navigate to a overview page. For example, Profit and Loss.
3. Click View Log at the bottom of the region that you want to debug. The report contains the following headings:
 - **Object Key:** The session ID for this user and region. Make a note of this region if you want to view this report again in the View Latest Log report.
 - **Message:** The message type. The default value is ALL, but you can enter a message type to limit the results in this report.
 - **Module:** The standard Oracle Applications modules rendered for the region.
 - **Message:** The debug message generated by Oracle Applications.
 - **Duration:** The total time it took to render this module.

This report also shows the Start and End time stamp for the module.

Latest View Log Report

To query any previous Debugging or Performance Debugging reports:

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Navigate to Utilities > Latest View Log.
3. In the Object Key field, enter the session ID from a previously run Debugging or Performance Debugging report. The report results that correspond to the entered session ID appear.
4. If you want to limit the report to a type of error message, in the Message field, enter the message type.
5. Click Go to run the report.

Table Regions Do Not Appear on Overview Pages

If the table regions are not appearing on a overview page, do the following:

1. Set the BIS_Environment profile option to Production.
2. Ask your system administrator to restart (bounce) the web server.

Request Sets Fail Due to Lack of Tablespace

Daily Business Intelligence database objects use shared temporary tablespaces when summarizing data. Sometimes, if the database is not sized correctly, the initial or incremental request sets will fail due to insufficient tablespace.

To resolve this issue, increase your tablespace by doing the following:

1. Open the failed concurrent request log to see which tablespace caused the failure.
2. Increase the allocated free space in the tablespace.

To view the current amount of tablespace, run the following query:

```
/* Extents used by Tablespace */
select
  TABLESPACE_NAME,
  INITIAL_EXTENT,
  NEXT_EXTENT,
  MAX_EXTENTS
```

```
from
  DBA_TABLESPACES
where
  TABLESPACE_NAME = '&temp_tablespace';

/* Available free space */
select TABLESPACE_NAME,
       round(sum(BYTES)/power(2,20)) MB
from
  (
select   BYTES,
         TABLESPACE_NAME
from     DBA_FREE_SPACE
where    TABLESPACE_NAME like '&temp_tablespace%'
  )
group by TABLESPACE_NAME;
```

Manager Reporting

This chapter describes how to set up management reporting in Daily Business Intelligence. Management reporting enables you to link your company's cost centers with your HR organizational structure, so you can view financial information, such as revenue and expenses, by manager.

Important: You do not have to implement Oracle Human Resources to implement Manager reporting.

If you have implemented Oracle Human Resources, please see: *Oracle HRMS Supplement for Implementing Auto Orgs*, which is available on MetaLink, for a complete description of how to implement manager reporting in Daily Business Intelligence.

If you have not implemented Oracle Human Resources, please follow the instructions in this chapter. *The instructions in this chapter assume that you are using features that are available as part of a shared Oracle E-Business Suite install.*

This feature is required if you are implementing Financials Intelligence and Human Resources Intelligence. It is optional if you are implementing Purchasing Intelligence or Supply Chain Intelligence.

Additional Information: For more information on the concepts discussed in this chapter, see: *Oracle General Ledger User Guide* and *Oracle HRMS User Guide*.

This chapter contains the following topics:

- Overview of Manager Reporting on page 3-2

- Implementation Considerations on page 3-4
- Prerequisites on page 3-4
- Implementing Manager Reporting on page 3-5
 - Set Up HR Profile Options on page 3-7
 - Create Placeholder Organizations for Companies on page 3-9
 - Create Organizations for Company Cost Center Combinations on page 3-12
 - Run the Synchronize GL company cost centers with HR Request Set on page 3-15
 - Validate that the Company Cost Center Organization Classification is Enabled on page 3-16
 - Assign Managers to the Organization on page 3-16
 - Run HRI Load All Cost Center Managers on page 3-18
- Maintenance and Administration on page 3-18

Overview of Manager Reporting

When you implement manager reporting you are basically creating an association between your company's cost centers in Oracle General Ledger and your organization structure and manager hierarchy in Oracle Human Resources. The following diagram illustrates how this association works.

Figure 3–1 Company-Cost Center Organization Hierarchy Example**General Ledger**

Account	Type	From	To
01.130.7530.0000.000	Expense		
01.120.7450.0000.000	Expense		
01.110.7510.0000.000	Expense		
01.110.7420.0000.000	Expense		
01.120.7420.0000.000	Expense		
01.130.7420.0000.000	Expense		
01.110.7440.0000.000	Expense		
01.130.7230.0000.000	Expense		
01.120.7410.0000.000	Expense		
01.110.7220.0000.000	Expense		
01.110.7230.0000.000	Expense		
01.110.7120.0000.000	Expense		

Account Description
Operations-Computer Resources-Warehousing No Sub Account No Product

Human Resources

Organization

Name: 0000 Balance Sheet 100 Type:

Dates: From: 03-JUL-2003 To:

Location: Internal or External:

Location Address: Internal Address:

Organization Classifications

Name: Company Cost Center HR Organization

Enabled: ☒ Others: ☐

GL Company Cost Center

Company Value Set: OPM COMPANY Company: 100 US Company: OPM COMPANY

Cost Center Value Set: OPM COST CENTER Cost Center: 0000 Balance Sheet: OPM COST CENTER

OK Cancel Clear Help

Reporting Information

Reporting Name:

Manager: Stanley, Mike (Person ID=8185)

Start Date: 11-MAY-1999

End Date:

OK Cancel Clear Help

For each unique combination of company and cost center that exists in Oracle General Ledger:

1. Create an organization for each company-cost center that exists in Oracle General Ledger. Use the Organization window in Oracle Human Resources, to complete this step. The Company Cost Center organization classification must be enabled for the organization.
2. For each organization, define the Company Cost Center organization classification by assigning a company and cost center to the organization.
3. For each organization, define the HR Organization by assigning a manager to the organization.

The following section outlines the steps that you need to perform to create these associations and define management reporting for Daily Business Intelligence.

Implementation Considerations

When you implement Manager reporting, consider the following.

Analyze the Cost Centers and Managers You Want to Report On

Before you implement this feature you must determine which cost centers and managers you want to report on. You also need to determine how many company cost center organizations to create to enable manager reporting.

To help determine the cost centers and managers that you want to report on, create a table, similar to the one pictured below for each set of books.)

Table 3–1 Mapping of Companies, Organizations, and Managers

Company	Company Cost Center Organization	Manager
DBI General - 110	1000-CEO (Cruikshank)-110	Cruikshank, Stanford
	1100-EVP License (Dow)-110	Dow, Martin
	1200-EVP Services (Debrovner)-110	Debrovner, Andy
	1300-EVP Hosting (Schnitzer)-110	Schnitzer, Joe
	1400-Dir Marketing (Roberts)-110	Roberts, Steve
	1500-VP IT (Trotter)-110	Trotter, Marc
	1600-IT Manager (Shapiro)-110	Shapiro, Douglas
	1700-CFO VP Fin (Lasher)-110	Lasher, Melvin
DBI Resources - 120	1800-Controller (Hendrix)-110	Hendrix, Joseph
	1900-VP HR (Richter)-120	Richter, Johnny
	2000-VP Property (Weingart)-120	Weingart, Steve

Prerequisites

Before you implement the management reporting feature in Daily Business Intelligence, ensure that your system meets the following prerequisites:

- Set up Daily Business Intelligence. See: Chapter 2, "Daily Business Intelligence".
- The following applications:
 - Oracle General Ledger: Define a chart of accounts with a company and cost center segment.

- Oracle Human Resources: Define at least one manager.

Implementing Manager Reporting

This section describes how to implement manager reporting for Daily Business Intelligence pages.

Setup Checklist

The following table lists the steps required to implement management reporting. You must perform these steps in the order they are listed

Table 3–2 Implementing Company Cost Center Organization Hierarchy

Step	Responsibility	Required
1 Set Up HR Profile Options on page 3-7	System Administrator	Required
2 Create Placeholder Organizations for Companies on page 3-9	HRMS Manager	Required
3 Create Organizations for Company Cost Center Combinations on page 3-12	HRMS Manager	Optional Required if you set the HR: Generate Organizations profile option to “Do not generate”
4 Run the Synchronize GL company cost centers with HR Request Set on page 3-15	\	Optional, but strongly recommended Required if you set the HR: Generate Organizations profile option to “Generate HR organizations and company cost centers” or “Generate company cost centers”.

Table 3–2 *Implementing Company Cost Center Organization Hierarchy*

	Step	Responsibility	Required
5	Validate that the Company Cost Center Organization Classification is Enabled on page 3-16	HRMS Manager	Optional, but recommended if you set the HR: Generate Organizations profile option to “Generate HR organizations and company cost centers” or to “Generate company cost centers”.
6	Assign Managers to the Organization on page 3-16	HRMS Manager	Required
7	Run HRI Load All Cost Center Managers on page 3-18	Business Intelligence Administrator	Required

Set Up HR Profile Options

Use the HR profile options to define how you want to create organizations. There must be one organization for each company-cost center combination that exists in General Ledger and the organization must have a Company Cost Center organization classification enabled. Using these profile options you can choose whether or not you want to automatically or manually generate these organizations.

Additional Information: For more information on these HR profile options, see: *Implement Oracle Human Resources*.

To set up the HR profile options, do the following:

1. Log into Oracle Applications using the System Administrator responsibility.
2. Navigate to the System Profile Values window
3. Set the following profile options at the Site level.

Table 3–3 HR: Profile Options

Profile Option	Level	Description
HR: GL organization name format	Site	Sets the name format for any automatically generated organizations. You can choose one of the following formats: ■ <Company Name>-<Cost Center Name> ■ <Cost Center Code>-<Cost Center Name>-<Company Code> To automatically generate organizations using this name format, you must also set the HR: Generate Organizations from GL profile option.
HR: GL cost center org classifications	Site	Choose one of the following options: ■ Company cost centers ■ HR organizations and company cost centers ■ None
HR: GL cost center synchronizatio options	Site	Choose one of the following options: ■ Synchronize and add missing classifications ■ Synchronize and add missing classifications and organizations ■ Synchronize only

Table 3–3 HR: Profile Options

Profile Option	Level	Description
HR: Generate Organizations from GL	Site	This profile option determines whether or not you want to automatically generate an organization for each unique company-cost center combination that exists in General Ledger during implementation. Organizations are automatically generated when you run the Synchronize GL company cost centers with GL concurrent program. You can choose from one of the following options: Generate HR organizations and company cost centers: Choose this option to automatically generate an organization for every company-cost center combination in General Ledger. The organization will use the name format you specified in the GL Organization Name Format profile option and be assigned both the HR Organization and the Company Cost Center organization classifications. If there are any existing organizations that use the GL Organization Name Format, those organizations will also automatically be assigned the HR Organization and the Company Cost Center organization classifications. The HR Organization classification enables you to report on HR data, such as total headcount, salaries, and so on, for managers in the organization. The Company Cost Center classification enables you to report financial information, such as revenue, expenses, and so on, for managers in your organization. Generate company cost centers: Choose this option to automatically generate an organization for every company-cost center combination in General Ledger. The newly created organization will use the name format you specified in the GL Organization Name Format profile option and be assigned the Company Cost Center organization classification only. Do not generate organizations: Choose this option if you do not want to automatically generate organizations. If you choose this option and there are any existing organizations that use the GL Organization Name Format, those organizations will automatically be assigned the HR Organization and the Company Cost Center organization classifications. If you choose this option you will have to manually create new organizations or modify existing organizations for each unique company-cost center combination. For more information see: Create Organizations for Company Cost Center Combinations.

Table 3–3 HR: Profile Options

Profile Option	Level	Description
HR: Automatically Synchronized Single GL Company Cost Center with HR	Site	This profile option determines whether or not you want to automatically generate organizations for any new company-cost centers that are created <i>after implementation is complete</i>. Set this profile option to Yes if you want to automatically generate an organization whenever a new company-cost center is created in General Ledger. Set this profile option to No if you do not. <i>It is strongly recommended that you set this profile option to Yes if you are using Financials Intelligence.</i>

4. Save your work.

Create Placeholder Organizations for Companies

Create one placeholder organization for each company that you are going to report on. This step is required.

1. Log into Oracle Applications using the HRMS Manager responsibility.
2. Navigate to Work Structures > Organization > Descriptions.
3. Create a new organization with an enabled Company Cost Center organization classification as shown in the following figure.

Figure 3–2 Organization window in Oracle Human Resources

Organization

Name Type

Dates

From To

Location Internal or External

Location Address

Internal Address []

Organization Classifications

Name	Enabled
Company Cost Center	☒
	☐
	☐

Others

4. Highlight the Company Cost Center organization classification and click Others. The Additional Information window appears.

Figure 3-3 Additional Information

The screenshot shows the 'Organization' window with the following fields and sections:

- Name:** 0000-Balance Sheet-100
- Type:** (empty field)
- Dates:**
 - From:** 03-JUL-2003
 - To:** (empty field)
- Location:** (empty field)
- Internal or External:** (empty field)
- Location Address:** (empty field)
- Internal Address:** (empty field)
- Organization Classifications:**
 - Name:**
 - Company Cost Center (selected)
 - HR Organization
- Additional Information:**
 - Status
 - Recruitment Letter Type
 - Contract Letter Type
 - Elections
 - Assignment Rate Types

The 'Additional Organization Information' sub-window is open, showing:

- Find %:** (empty field)
- Additional Information:**
 - GL Company Cost Center (selected)
 - Reporting Information
- Buttons:** Find, OK, Cancel

5. Select GL Company and Cost Center and double click on the flexfield to open the GL Company and Cost Center window.

Figure 3–4 GL Company Cost Center

GL Company Cost Center

Company Value Set **Operations Company** Operations Company

Company **01** Operations

Cost Center Value Set **772x237** ...

Cost Center

OK Cancel Clear Help

In the Company Value Set and Company fields, enter a value. Leave the other fields blank.

Consult with your GL users or your GL administrator to ensure that you are selecting the proper company value set and company.

6. Repeat steps 1 through 6 for each company.
7. Save your work.

Create Organizations for Company Cost Center Combinations

This step is optional depending on how you set the HR: Generate Organizations from GL profile option.

- If you set the profile option to “Do not generate”, this step is required.
- If you set the profile option to “Generate HR organizations and company cost centers”, or to “Generate company cost centers, you do not need to complete this step.

When you set the profile option to either of these options, the system will automatically generate organizations for each unique company cost center combination.

The following are the high-level steps required to create or modify an organization for a company cost center combination. For a complete description of organizations, see the *Oracle HRMS User's Guide*.

8. Log into Oracle Applications using the HRMS Manager responsibility.

Additional Information: Each responsibility can correspond to a subsidiary. For example, you may have a US HRMS manager and a UK HRMS manager.

9. Navigate to Work Structures > Organization > Descriptions.
10. Create a new organization or query an existing organization that you want to modify.
11. Ensure that the organization has the following organization classifications enabled:
 - Company Cost Center
 - HR Organization
12. Highlight the Company Cost Center organization classification and click Others. The Additional Information window appears.

Figure 3-5 Additional Information

The screenshot shows the 'Organization' window with the following fields and sub-windows:

- Name:** 0000-Balance Sheet-100
- Type:** (empty)
- Dates:** From 03-JUL-2003 To (empty)
- Location:** (empty)
- Internal or External:** (empty)
- Location Address:** (empty)
- Internal Address:** (empty)
- Organization Classifications:**
 - Name:**
 - Company Cost Center (selected)
 - HR Organization
- Additional Organization Information (sub-window):**
 - Find%:** (empty)
 - Additional Information:**
 - GL Company Cost Center (selected)
 - Reporting Information
- Bottom Panel:**
 - Status
 - Recruitment Letter Type
 - Contract Letter Type
 - Elections
 - Assignment Rate Types

13. Select GL Company and Cost Center. The Additional Organization Information window appears.

Figure 3-6 Additional Organization with flexfield

The screenshot shows the 'Additional Organization Information' window with the following details:

- Title:** Additional Organization Information
- Text:** GL Company Cost Center
- Flexfield:** OPM COMPANY|100|OPM COST CENTER|0000 []
- Buttons:** OK

14. Double click on the flexfield to open the GL Company and Cost Center window.

Figure 3–7 GL Company Cost Center

Enter a value in the Company Value Set and the Company fields, enter a value. Leave the other fields blank.

Consult with your GL users or your GL administrator to ensure that you are selecting the proper company value set and company.

15. Repeat steps 1 through 4 for each company that is assigned to the HRMS Manager responsibility.
16. Save your work.

Run the Synchronize GL company cost centers with HR Request Set

Use the HRMS Manager responsibility to run the Synchronize GL company cost centers with HR request set.

This request set includes the following concurrent programs:

- Create and Maintain Company Cost Center Organizations
- Synchronize GL Company Cost Centers with Existing Organizations

These programs automatically create an organization for every unique company-cost center combination in Oracle General Ledger.

Additional Information: For information on the Synchronize GL company cost centers with HR concurrent program, see: *Oracle HRMS User's Guide*.

This step is required if you set the HR: Generate Organizations in GL profile option to “Generate HR organizations and company cost centers”, or to “Generate company cost centers”.

You do not have to run this program if you set the HR: Generate Organizations from GL profile option to “Do not generate”. Instead, you must complete the previous step, Create Organizations for Company Cost Center Combinations on page 3-12.

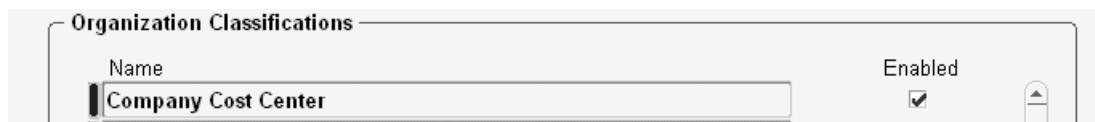
Validate that the Company Cost Center Organization Classification is Enabled

If you ran the Synchronize GL company cost centers with HR concurrent program, it is a good idea to verify that the program completed successfully and that the Company Cost Center organization classification is enabled for each organization.

This step is optional, but is recommended if you set the HR: Generate Organizations in GL profile option to “Generate HR organizations and company cost centers”, or to “Generate company cost centers”.

1. Log into Oracle Applications using the Human Resources responsibility.
2. Navigate to Work Structures > Organization > Descriptions.
3. Find the organization.
4. Ensure that the a Company Cost Center organization classification is Enabled.

Figure 3–8 Company Cost Center Organization Classification



5. Save your work.

Assign Managers to the Organization

Assign a manager to each organization.

Additional Information: For more information on how to assign a manager to an organization, see: "Entering Reporting Information for an HR Organization or a Company Cost Center" in *Oracle HRMS User's Guide*.

1. Log into Oracle Applications using the HRMS Manager responsibility.
2. Navigate to Work Structures > Organization > Descriptions.

3. Find the organization.
4. Highlight Company Cost Center organization classification and click Others. The Additional Information window appears.

Figure 3–9 Additional Information

The screenshot shows the 'Organization' window with the following fields:

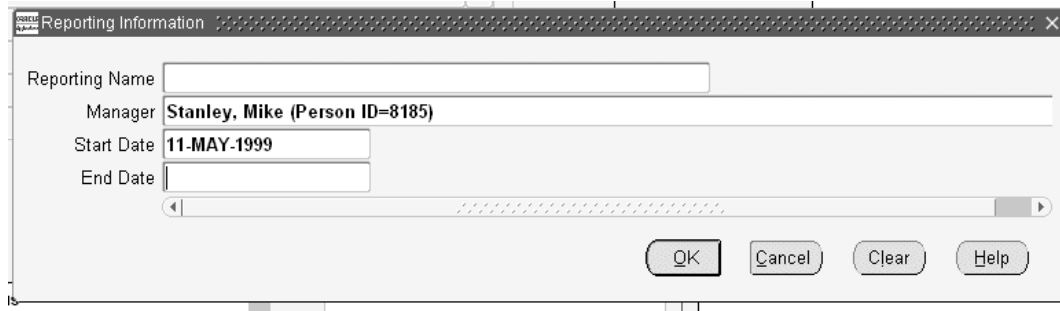
- Name: 0000-Balance Sheet-100
- Type: (empty)
- Dates: From 03-JUL-2003 To (empty)
- Location: (empty)
- Internal or External: (empty)
- Location Address: (empty)
- Internal Address: (empty)
- Organization Classifications:
 - Name: (empty)
 - Company Cost Center (highlighted)
 - HR Organization
- Status: (empty)
- Recruitment Letter Type: (empty)
- Contract Letter Type: (empty)
- Elections: (empty)
- Assignment Rate Types: (empty)

The 'Additional Organization Information' dialog box is open, showing a search bar with 'Find %' and a list of results:

- Additional Information
- GL Company Cost Center
- Reporting Information (highlighted)

Buttons at the bottom of the dialog box: Find, OK, Cancel.

5. Select Reporting Information. The Reporting Information window appears.
6. Click in a row of the Reporting Information window to open the complete Reporting Information window.

Figure 3–10 Reporting Information

7. In the Manager field, enter a manager name.
8. In the Start Date field, enter the date when you want the manager to begin being responsible for the organization.

Note: The manager's start date must be *after* the organization's start date. If the manager's start date falls before the organization's start date, modify the organization start date to be the same as or earlier than the manager's start date.

9. Repeat these steps for each organization with a Company Cost Center organization classification.
10. Save your work.

Run HRI Load All Cost Center Managers

Once a manager is assigned to each organization, run the HRI Load All Cost Center Managers concurrent program using the Business Intelligence Administrator responsibility.

This program populates the company-cost center organization hierarchy. Once this program completes successfully, the manager reporting setup is complete. For more information on this concurrent program, see the Oracle HRMS documentation.

Maintenance and Administration

Once you complete the implementation, you may occasionally have to perform one or more of the following tasks to maintain or administer manager reporting.

Add a New Employee to an Existing Manager

If you add a new employee to an existing manager, the headcount values that appear in pages and reports will increase. For more information on how to add employees and assign managers, see: Oracle Human Resources documentation.

1. Log into Oracle Applications using the HRMS Manager responsibility.
2. Add the employee.
3. Assign the existing manager as a supervisor of the employee.
4. Run HRI Load All Supervisor Hierarchy.
5. Switch to the Business Intelligence Administrator responsibility, and run the incremental request set for the Expense Management page.

Add a New Employee and Cost Center Owner to an Existing Manager

If you add a new employee to an existing manager, and that employee is a cost center owner then the headcount values that appear in pages, regions, and reports will increase. In addition, the employee will be available in Manager list of values. For more information on how to add employees and assign managers, see: Oracle Human Resources documentation.

1. Log into Oracle Human Resources using the HRMS Manager responsibility.
2. Add the employee.
3. Assign the existing manager as a supervisor of the employee.
4. Run the HRI Load All Supervisor Hierarchy program.
5. Create a new Company Cost Center Organization and assign the employee as the manager of the company cost center organization.
6. Switch to the Business Intelligence Administrator responsibility, and run the incremental request set for the following pages:
 - Profit and Loss pages
 - Expense Management page
 - HR Management page

See:

Create Organizations for Company Cost Center Combinations on page 3-12

Assign Managers to the Organization on page 3-16.

Troubleshooting

The following section describes a problem that you may experience when using manager reporting in Daily Business Intelligence.

No Values in Manager Parameter

If the Manager parameter is not displaying the correctly, verify the following:

- The Manager reporting setups are complete and accurate.
- The appropriate page responsibilities are assigned to the appropriate user ID.
- The user ID points to a current employee.
- The user ID is a manager and is also a cost center owner or is a user that is designated as a cost center owner.
- The employee to supervisor relationship is correct for the user ID's manager hierarchy.
- The following tables are populated with data:
 - FII_CC_MGR_SUP
 - FII_GL_JE_SUMMARY_B
 - HRI_CS_PER_ORGCC_CT**

If any of these tables are empty, run the following programs:

- Update General Ledger Base Summary
- Update General Ledger Summary

** If only the HRI_CS_PER_ORGCC_CT table is empty, only run the “Update General Ledger Summary” program.

- If the self service reports display the Manager parameter correctly for the user, then consider bouncing the middle tier. Bouncing the middle tier will clear the page cache and should restore the Manager list of values.
- Review Chapter 6, "Daily Business Intelligence for Human Resources" for additional information on the Manager hierarchy.

Item Dimension Reporting

This chapter describes how to implement item dimension reporting for Daily Business Intelligence. To implement item dimension reporting, you must define the item dimension, which is a hierarchy of items and item categories that are defined in either Oracle Inventory or Oracle Advanced Product Catalog.

Important: You do not have to implement Oracle Inventory or Oracle Advanced Product Catalog to set up Item Dimension reporting. The item dimension leverages features that are available as part of a shared install of Oracle E-Business Suite.

If you have implemented Oracle Inventory or Oracle Advanced Product Catalog, see the product documentation for more information.

If you have a shared install of Oracle E-Business Suite, follow the steps in this chapter.

This chapter contains the following topics.

- Overview of Item Dimension on page 4-2
- Implementation Considerations on page 4-10
- Prerequisites on page 4-11
- Implementing Item Dimension Reporting on page 4-12
 - Upgrade Item Dimension on page 4-12
 - Set Up the Product Catalog Hierarchy on page 4-13
 - Run the DBI Item Dimension Setup Request Set on page 4-17

- Maintenance and Administration on page 4-17
- Concurrent Programs on page 4-21

Overview of Item Dimension

The *item dimension* defines the hierarchical relationship between items and their category assignments, as defined in Oracle Inventory or Oracle Advanced Product Catalog. The item dimension forms the basis for all item dimension reporting in the following pages:

- Commodity Spend Management
- Commodity Supplier Management
- Customer Fulfillment Management
- Customer & Product Management
- Inventory Management
- Manufacturing Management
- Opportunity Management
- Plan Management
- Procurement Management
- Procure-to-Pay Management
- Product Management
- Product Management - Engineering
- Product Cost Management
- Product Revenue Bookings & Backlog
- Profit and Loss
- Profit and Loss by Manager
- Quote Management
- Sales Forecast Management
- Sales Management
- Service Contracts Management
- Service Contract Renewals

- Shipping Management
- Store Management
- Store Top Activity

Because item dimension reporting allows one schema to be the source for both current and historical data, *you only need to load the item dimension once during set up, even if you are implementing pages from different intelligence products.*

Terminology

The following terms are used to describe the hierarchy of values in the Item dimension.

- **Parent category:** Any category that has child categories assigned to it.
- **Child category:** Any category that has a parent category.
- **Top category:** Any category that does not have a parent. The top category is the highest category in the hierarchy.
- **Leaf category:** Any category that doesn't have a child. I

See: Figure 4–2, "Example of a Product Reporting Hierarchy".

The following terminology has changed since a previous release. This table presents the new term and the old term and provides a definition of these terms.

Table 4–1 Item Terminology from Daily Business Intelligence 5.x to 6.0

New Term	Old Term	Definition
Catalog	Category Set	A collection of similar items that can be used to populate a dimension.
Dimension Object	Dimension Level	The dimension objects in the Item dimension are: ■ Product Category ■ Item Catalog Category ■ Product ■ Leaf Category
Product Catalog	Product Category Set	A collection of items that are categorized for sale, such as “Tennis shoes”.

Table 4–1 Item Terminology from Daily Business Intelligence 5.x to 6.0

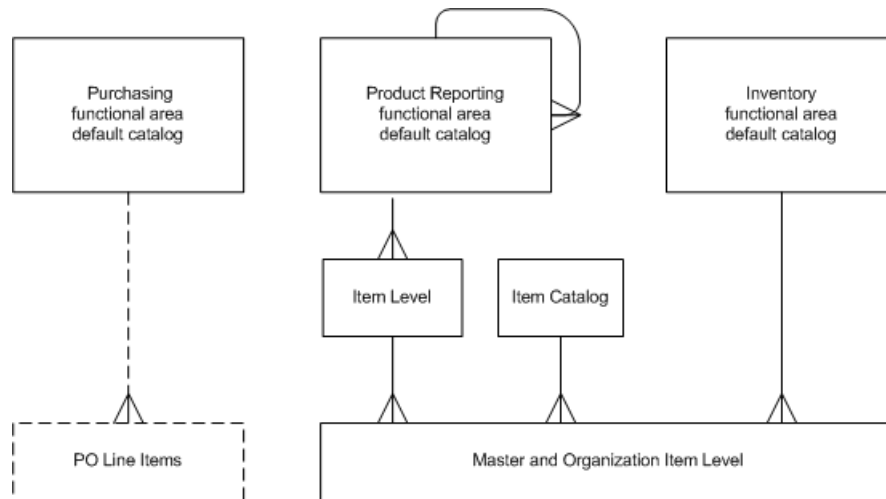
New Term	Old Term	Definition
Inventory Catalog	Inventory Category Set	A collection of items that are part of inventory.
Item Level	Master Org Level	The highest level of organization, also known as the master organization.
Organization Item Level	Child Org Level	The lowest level of item dimension reporting, also known as the child organization. Organization Item Levels (child org) are always associated with an Item Level (master org).
Item Catalog	Item Catalog Group	A collection of items that are described by the item’s attributes such as “ruler”, “blue”, “30 centimeters”.

Architecture

There are three functional areas that are supported by the item dimension:

- Purchasing functional area
- Inventory functional area
- Product Reporting functional area

The following diagram illustrates the structure of these three functional areas in the item dimension. These functional areas are described in detail in the following paragraphs.

Figure 4–1 Item Dimension Structure

Purchasing Functional Area

This functional area is used by the following pages:

- Commodity Spend Management
- Commodity Supplier Management
- Procurement Management
- Procure-to-Pay Management

The item dimension supports a default catalog for this functional area, but does not support item category assignments, one time items, or supplier items. Any purchase order line or one time items are bucketed under “Unassigned”. The list of category values for the purchasing functional area is provided by the ENI_ITEM_PO_CAT_V view.

Inventory Functional Area

The Inventory functional area is used for reporting on inventory items. It is used by the following pages:

- Customer Fulfillment Management
- Inventory Management

- Manufacturing Management
- Plan Management
- Product Cost Management
- Shipping Management

The item dimension supports the default catalog and item category assignments for this functional area. The catalog can be controlled at the master or at the organization item level. Any items that are not assigned to a category in the default catalog are automatically bucketed under “Unassigned”. The list of category values for the inventory functional area is provided by the ENI_ITEM_VBH_CAT_V view. Report queries are based on the ENI_ITEM_V view. See: Item Control Levels on page 4-8.

Product Reporting Functional Area

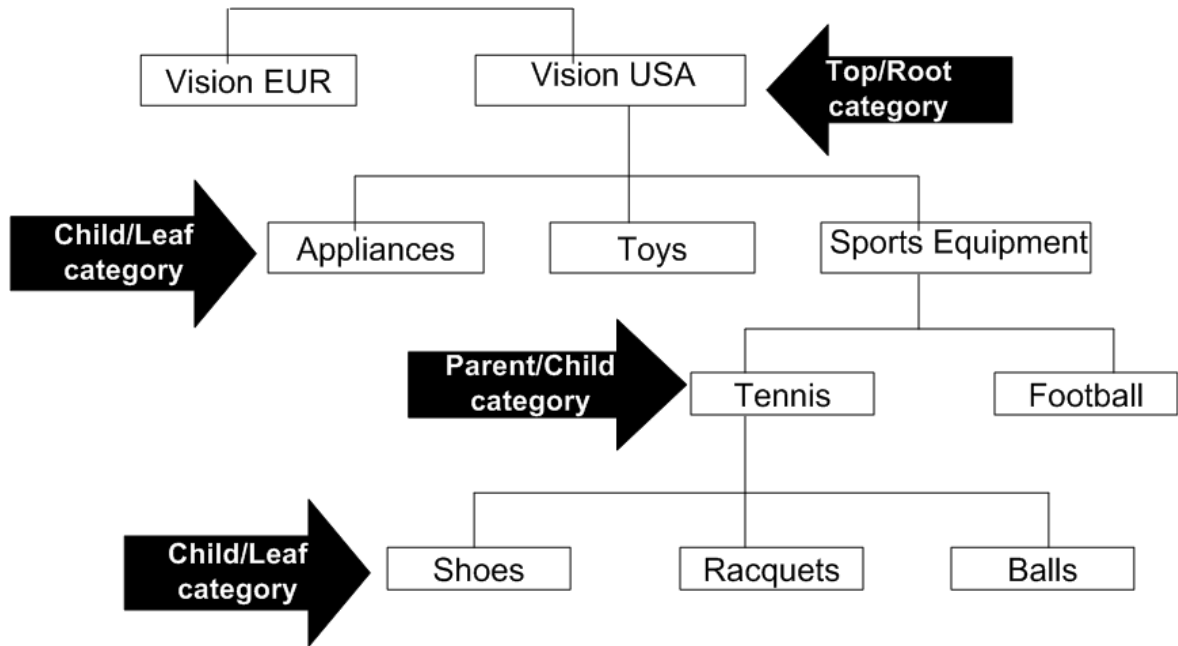
The Product Reporting functional area is used exclusively for reporting in Daily Business Intelligence and Embedded Data Warehouse and is the only functional area that supports a multiple-level hierarchy. It is used by the following pages:

- Customer & Product Management
- Customer Fulfillment Management
- Customer Support Management
- Opportunity Management
- Product Cost Management
- Product Revenue Bookings & Backlog
- Product Management
- Profit and Loss
- Profit and Loss by Manager
- Quote Management
- Sales Forecast Management
- Sales Management
- Service Contracts Management
- Service Contract Renewals
- Store Management

- Store Top Activity

An example multiple-level hierarchy is shown in the following figure.

Figure 4–2 Example of a Product Reporting Hierarchy



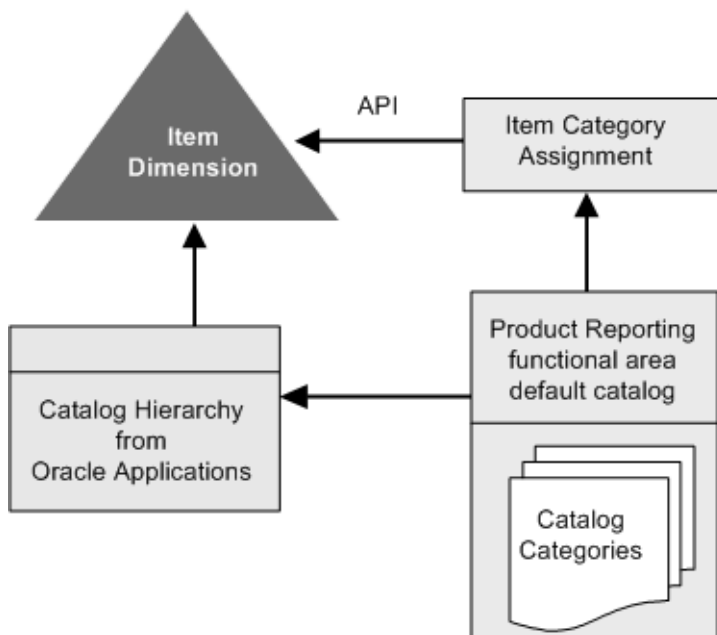
The default catalog for this functional area is the Product Catalog. The Product Catalog is controlled at the item level. See: Item Control Levels on page 4-8.

Any new item that is created that has the Customer Ordered or the Internal Ordered attributes set to Y, will be automatically assigned to the default category of the default catalog of the Product Reporting functional area. Other items can either be manually assigned to the category or you can modify the items' attributes to Customer Ordered or Internal Ordered, accordingly.

The list of category values for this functional area is provided by the ENI_ITEM_VBH_CAT_V view. Report queries are based on the ENI_ITEM_V (contains master items only) and the ENI_ITEM_ORG_V (contains master and child items) views.

The following diagram illustrates how the item dimension is populated for the Product Reporting functional area.

Figure 4–3 Populating the Product Reporting Functional Area



Open Interface Architecture

Item and item assignment data can be propagated to the item dimension using the open interface architecture. Please see *Oracle Inventory User Guide* for details.

Item Control Levels

Default catalogs can be controlled at either item level or at the organization item level. When a catalog is controlled at the item level, its attributes are shared across all organizations, giving you centralized control over the values assigned. If an attribute is maintained at the organization item level, you can have different values in each organization the item is assigned to; therefore, you can have decentralized control over that attribute.

Control levels affect the following functional areas:

- **Inventory functional area:** The default catalog of this functional area is controlled at either the master or the organization item level. It is strongly recommended that the default catalog be controlled at the organization item level.
- **Product Reporting functional area:** The default catalog of this functional area must be controlled at the item level.

Note: The default catalog for the Product Reporting functional area must be controlled at the item level, or you will not be able to assign it to the functional area.

See: "Item Setup and Control" *Oracle Inventory User Guide*.

Default Catalog

The default catalog drives the use of a functional area. When you define the default catalog for a functional area, ensure that the catalog is designed for use in intelligence reporting.

See the *Oracle Inventory User Guide* for more information on how to define the default catalog for the Inventory functional area.

See Purchasing Functional Area on page 4-5 for more information on how to define the default catalog for the Purchasing functional area.

See Product Reporting Functional Area on page 4-10 for more information on how to set up the default catalog for the Product Reporting functional area.

Multiple Item Category Assignments

Multiple item category assignments occur when the same item is assigned to different categories in the same catalog. For example a sports store might assign the item "tennis shoes" to both the "footwear" and "sportswear" categories.

From Oracle Applications 11i.8 onward, you cannot assign items in a default catalog to multiple categories, if those categories are in the same catalog (with the exception of the Asset Management default catalog). However, you *can* assign items to multiple categories in non-default catalogs.

Because the item dimension only loads item assignments from the *default catalog* for a functional area, it does not support multiple item category assignments.

Implementation Considerations

This section describes the implementation considerations that you should review before setting up item dimension reporting in Daily Business Intelligence.

Product Reporting Functional Area

This section describes the implementation considerations for the Product Reporting functional area.

Default Catalog for Product Reporting Functional Area

The default catalog drives the features of a Product Reporting functional area. Therefore, when you choose the default catalog for this functional area, ensure that it meets the following requirements:

- Controlled at the item level.
- Does not support multiple item category assignments

If the default catalog has the Enable Hierarchy for Categories check box enabled then you cannot access the catalog using Oracle Inventory.

Default Category

The default catalog for the Product Reporting Functional area must have a default category. Only leaf categories are included in the list of values for the default category.

Multi-Level Hierarchy for Product Reporting Functional Area

If the Enable Hierarchy for Categories check box is enabled for the default catalog assigned to this functional area, then the item dimension will support the defined multiple level hierarchy.

Item Assignment Restrictions

For the default catalog of the functional area, items can only be assigned to leaf nodes. You cannot assign items to parent nodes.

Handling “Unassigned” Items

In the Inventory catalog or the Product catalog, any items that are not in the catalog, but that have transactional data, are classified as Unassigned. Even though you *will*

not be able to see these items in the Browse Catalog window, you will be able to report on them in Daily Business Intelligence.

In the Item catalog, any items that are not in the catalog are classified as Unassigned. In this case, you *will* be able to see these items in the Browse Catalog window, and you will be able to report on them in Daily Business Intelligence.

Inventory Functional Area

This section describes the implementation considerations for the Inventory functional area.

Default Catalog for Inventory Functional Area

The default catalog drives the features of a functional area. Therefore, when you choose the default catalog for the Inventory functional area, ensure that it is set up according to the guidelines in the *Oracle Inventory User Guide*.

Purchasing Functional Area

See Purchasing Functional Area on page 4-5 for more information on how to define the default catalog for the Purchasing functional area.

Prerequisites

Before you implement item dimension reporting for Daily Business Intelligence, ensure that your system meets the following software requirements.

Software

- Oracle Inventory

Set Up Steps

- Set up Daily Business Intelligence. See: Chapter 2, "Daily Business Intelligence"

Implementing Item Dimension Reporting

The following table lists all of the steps that you need to perform to set up item dimension reporting in Daily Business Intelligence.

Important: Complete these steps only once for Daily Business Intelligence. You do not need to repeat these steps for each page you are implementing.

Table 4–2 Set Up the Item Dimension

Step	Required	Responsibility
Upgrade Item Dimension on page 4-12	Optional	Item Manager
Set Up the Product Catalog Hierarchy on page 4-13	Required if you are implementing pages in the Product Reporting functional area. "Product Reporting Functional Area" on page 4-10. and Product catalog is the default catalog of the Product Reporting functional area.	Item Manager
Run the DBI Item Dimension Setup Request Set on page 4-17	Required	Business Intelligence Administrator

Upgrade Item Dimension

In previous versions of Daily Business Intelligence the item dimension was populated using a value set, now the item dimension is populated using the catalogs defined in Oracle Advance Product Catalog.

If you are upgrading from a previous version of Daily Business Intelligence:

1. Run the Create Categories from Value Set concurrent program. See: Create Categories from Value Set on page 4-21.

2. Run the Upgrade Hierarchy from Value Set Hierarchy concurrent program. See: Upgrade Category from Value Set Hierarchy Concurrent Program on page 4-21.

Important: This process is for upgrade purposes only.

Set Up the Product Catalog Hierarchy

The default catalog for the Product Reporting functional area is the Product catalog; however, you can change the default catalog to any defined catalog.

Important: You do not have to implement Oracle Inventory or Oracle Advanced Product Catalog to set up Item Dimension reporting. The item dimension leverages features that are available as part of a shared install of Oracle E-Business Suite.

If you have implemented Oracle Inventory or Oracle Advanced Product Catalog, see the product documentation for more information.

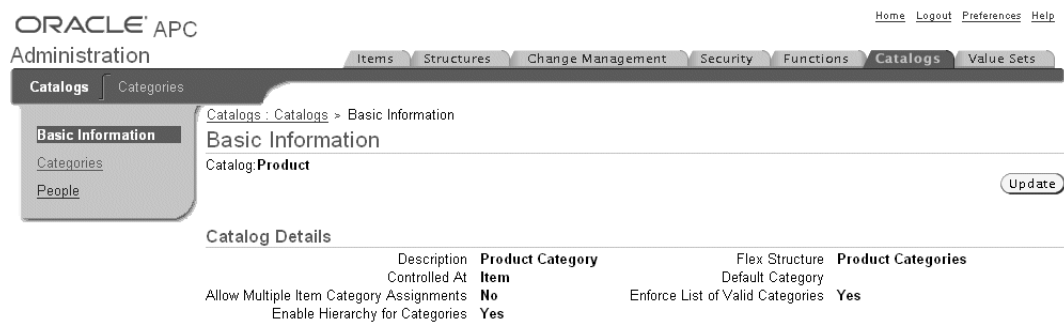
If you have a shared install of Oracle E-Business Suite, follow the steps in this chapter.

If you are implementing any of the pages that use the Product Reporting functional area (Product Reporting Functional Area on page 4-10), ensure that you review these steps.

The high-level steps required to define the Product catalog and the hierarchy for the catalog are provided below.

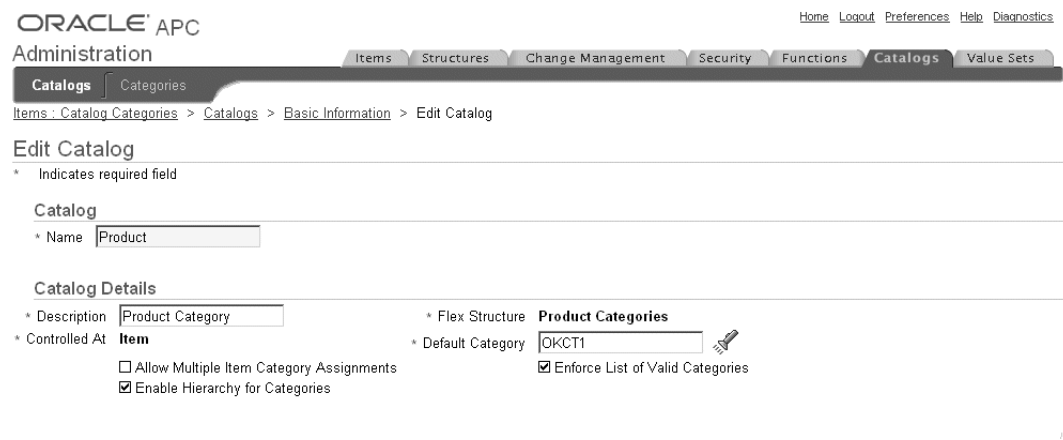
1. Log into Oracle Applications using the Item Manager responsibility.
2. Navigate to Advanced Product Catalog Setup > Setup Workbench > Catalogs.
3. Select the Product catalog from the list of available catalogs. The Catalogs window appears.

Figure 4-4 Catalogs Window



4. To modify the basic information for the catalog, choose Basic Information and then choose Update. The Edit Catalog window appears.

Figure 4-5 Edit Catalog



You can modify the following details for the Product catalog:

- Name
- Description
- Default Category (see: Default Category on page 4-10).

Choose Apply to save your changes.

5. Modify the hierarchy for the catalog, as required.

- a. Choose Categories from the side-bar menu.

Figure 4–6 Edit Categories

ORACLE[®] APC Administration

Home Logout Preferences Help Diagnostics

Items Structures Change Management Security Functions Catalogs Value Sets

Catalogs Categories

Basic Information Categories People

Items : Catalog Categories > Catalogs > Basic Information > Categories

Categories

Catalog: Product

☒ TIP When you are ready to publish all catalog changes for DBI reporting, please click 'Publish'.

Select Category(s) and ... Actions Add Sub-category Go

Expand All Collapse All

Product

Select	Focus	Name	Description	First Level Sub-Categories
☐		Product		
☐	☐	▶100	Laptop	2
☐	☐	▶200	Desktop	2

- b. Add categories (top categories) to the catalog by choosing the Add Categories button.
- c. Add parent and child values by choosing Add Sub-category from the drop down list, and choosing Go.

Note: Only the sub-categories that have the same flex structure as the default catalog for the Product Reporting functional area will appear.

When adding sub-categories to the hierarchy, ensure that the existing nodes do not already have items assigned to them.

- d. To make a sub-category a top category, ensure that the Parent Category field for the subcategory is blank.
- In the Edit Categories window, select the sub-category.

Figure 4-7 Category Details Window

ORACLE[®] APC Administration

Home Logout Preferences Help

Items Structures Change Management Security Functions Catalogs Value Sets

Catalogs Categories

Catalogs : Catalogs > Basic Information

Category Details

Catalog: Product Category: OKCT1

Update

Category Details

Flex Structure	Product Categories	Parent Category
Description		Inactive on
Iprocurement Enabled		Viewable By Supplier

- Choose Update.

Figure 4-8 Edit Item Catalog Category Window

ORACLE[®] APC Administration

Home Logout Preferences Help

Items Structures Change Management Security Functions Catalogs Value Sets

Catalogs Categories

Catalogs : Catalogs > Basic Information > Edit Item Catalog Category

Edit Item Catalog Category

Category

Flex Structure Product Categories

Product OKCT1

Category Details

Description	Parent Category	
Inactive on		☐ Iprocurement Enabled
☐ Viewable By Supplier		

Cancel Apply

- Remove any entry in the parent category field.

6. Delete categories if required.

Note: When you delete a category, you delete all of its sub-categories as well. Note that categories that have item assignments cannot be deleted. You must first delete all item assignments from the category and its sub-categories and then delete it.

7. Choose Publish.

Note: If the Enable Hierarchy for Categories check box is enabled for the catalog, then you cannot make changes to the catalog in Oracle Inventory.

Run the DBI Item Dimension Setup Request Set

Run the DBI Item Dimension Setup request set using the Business Intelligence Administrator responsibility to populate the Item dimension.

See:

DBI Item Dimension Setup Request Set on page 4-23.

Important: This program should be run only *once* for all intelligence products you are implementing.

Do not run this program for upgrade purposes.

If you update the default catalog of the Product Reporting, Purchasing, or Inventory functional area, you must rerun this program to repopulate the Item dimension.

Important: After running this program, ensure that the initial request set is run for the affected pages.

After you run this program, any updates that are made to the dimension (for example, adding items or changing the hierarchy) are automatically uploaded whenever you choose to publish the hierarchy.

Maintenance and Administration

If you are using item dimension reporting in Daily Business Intelligence, there are several maintenance and administration steps that you may have to perform. This section describes how to maintain and administer the item dimension and item dimension reporting after implementation is complete. It also provides process flow diagrams to illustrate how to perform each step.

- Set the Default Category for the Default Catalog on page 4-18
- Creating an Orphan Category or Top Category on page 4-19
- Adding a New Child Category to a Hierarchy on page 4-19
- Updating or Disabling Categories in Category Windows on page 4-20
- Changing the Category Hierarchy on page 4-20
- Changing the Default Catalog for the Product Reporting or Inventory Functional Area on page 4-21
- Creating, Updating, or Deleting Item Category Assignments on page 4-21

Set the Default Category for the Default Catalog

To set the default category for the default catalog:

1. Log into Oracle Applications using the Item Manager responsibility.
2. Navigate to Advanced Product Catalog Setup > Setup Workbench > Catalogs.
3. Select the default catalog from the list of available catalogs. The Catalogs window appears. In the following example the Product Catalog is the default catalog.

Figure 4–9 Catalogs Window

Description	Product Category	Flex Structure	Product Categories
Controlled At	Item	Default Category	
Allow Multiple Item Category Assignments	No	Enforce List of Valid Categories	Yes
Enable Hierarchy for Categories	Yes		

4. To modify the basic information for the catalog, choose Basic Information and then choose Update. The Edit Catalog window appears.

Figure 4-10 Edit Catalog

ORACLE[®] APC Home Logout Preferences Help Diagnostics

Administration Items Structures Change Management Security Functions Catalogs Value Sets

Catalogs Categories

Items : Catalog Categories > Catalogs > Basic Information > Edit Catalog

Edit Catalog

* Indicates required field

Catalog

* Name

Catalog Details

* Description Product Category	* Flex Structure Product Categories
* Controlled At Item	* Default Category OKCT1
☐ Allow Multiple Item Category Assignments	☒ Enforce List of Valid Categories
☒ Enable Hierarchy for Categories	

You can modify the following details for the default catalog:

- Name
- Description
- Default Category (see: Default Category on page 4-10).

5. Choose Apply to save your changes.

Note: Once the Enable Hierarchy for Categories check box is enabled, you cannot change the flex structure.

Creating an Orphan Category or Top Category

Orphan categories and top categories are automatically loaded into the item dimension whenever you choose to publish the hierarchy.

Adding a New Child Category to a Hierarchy

New child categories are automatically uploaded whenever you publish the hierarchy.

Note: If you add a new child, ensure that you publish the hierarchy before you make any item assignments to the child.

You can run the Load Catalog Hierarchy concurrent program to publish the hierarchy changes.

Updating or Disabling Categories in Category Windows

It is strongly recommended that you update or disable categories using the Catalogs window, instead of the Category window in Oracle Inventory.

If a catalog is enforced (the Enable Hierarchy for Categories option is enabled), then you can only use the Catalogs window.

Changing the Category Hierarchy

Once the item dimension is populated, you can make the following changes:

- Add a child category
- Add a parent category
- Delete a category
- Move a category in the hierarchy
- Remove a category from the hierarchy

If you modify a hierarchy, ensure that you publish so that the changes are visible in the intelligence pages.

See:

Set Up the Product Catalog Hierarchy on page 4-13.

Changing the Default Catalog for the Product Reporting or Inventory Functional Area

If you change the default catalog for the Product Reporting functional area, run the DBI Item Dimension Setup request set. See: Run the DBI Item Dimension Setup Request Set on page 4-17.

Note: The new default catalog for the Product Reporting functional area might not have all the items with defining attributes assigned to it.

Creating, Updating, or Deleting Item Category Assignments

If you change, update, or delete an item assignment you do not have to perform any manual process to reflect the changes in the Daily Business Intelligence pages or reports. Changes will automatically be reflected in the item dimension. See: *Oracle Inventory User Guide* for details.

Concurrent Programs

The following concurrent programs are mentioned in this chapter.

Create Categories from Value Set

This program creates categories in Oracle Inventory from the value set that is associated with the Product Categories flex structure.

Run this program before you upgrade the item dimension from a value set.

Upgrade Category from Value Set Hierarchy Concurrent Program

Use this program to upgrade the item dimension from a value set. This program should be submitted as a single request using the Item Manager responsibility.

The Upgrade Category from Value Set Hierarchy concurrent program populates the default catalog of the Product Reporting functional area, with the values and the hierarchy from the specified value set. The specified value set is assigned to segment 1 of the flex structure of the default catalog of the Product Reporting functional area.

You can only use this program to upgrade from a value set to the default catalog of the Product Reporting Functional Area.

There are two parameters for this program:

- **Top Node:** Choose any node in the value set as the top node of the hierarchy. Only the values below the top node will be populated into the catalog.

Validation: Choose Yes if you want to validate the value set only. The program log will identify any issues. Once you correct the identified validation issues, rerun the program and set this parameter to No.

Choose No if you want to populate the hierarchy without performing the validation. Note that any values that fail the validation points listed above will not be populated in the hierarchy.

The following validations are performed:

- Is only segment 1 enabled for the flex structure of the default catalog of the Product Reporting functional area?
- Is the value set assigned to segment 1 of the flex structure of the default catalog of the Product Reporting functional area?
- Are all values in the value set have a corresponding category?
- What are the categories that *do not* have an item assignment (as child or parent node)? Categories without an item assignment will be removed from the catalog.
- What are the categories that *do* have an item assignment (as child or parent node)? Categories that *are not* in the value set, but that have item assignments are considered orphan categories. Categories that *are* in the value set and that have item assignments are considered part of the hierarchy.
- Are there no multiple parents for any single value in the value set.
- Are there no parent nodes that have item assignments?
- Are there no multiple item assignments?
- Are all values populated, whether they are effective or not?

Update Value Set from Product Catalog Hierarchy Concurrent Program

Use this program to populate the values and the hierarchy from the default catalog of the Product Reporting Functional Area, to the chosen value set.

Choose the value set that you want to use for the update in the Basic Information window. You can also choose the top node, if necessary. If you choose a top node, category hierarchy in the catalog will be pushed under the top node of the designated value set.

This program is for customers who still want to use their product hierarchy in an value set hierarchy structure. For example, if you have a segment in the chart of accounts. This program allows the product hierarchy to be centrally maintained, but still be available for other purposes, such as for reporting in Oracle General Ledger.

DBI Item Dimension Setup Request Set

This request set populates the item category hierarchy for the default functional area and it loads the item dimension star table. It contains the following concurrent programs:

- **Load Catalog Hierarchy:** Loads the catalog hierarchy for the Product Reporting functional area into the denorm_hierarchies table.

Note: The denorm_hierarchies table, used in Daily Business Intelligence reporting looks at the MTL_CATEGORY_SET_VALID_CATS table if the catalog is enforced. Otherwise it looks at the MTL_CATEGORIES_B table. For non-hierarchical, single-level catalogs, ensure that you bring the required categories into the MTL_CATEGORY_SET_VALID_CATS table if the catalog is enforced.

You can choose to run this program as an initial or incremental load.

Important: Do not run the Load Catalog Hierarchy program for upgrade purposes.

- **Load Item Dimension:** Loads the items and their category assignments into the ENI_ITEM_STAR table.

Note: The Load Item Dimension program may complete with a warning in the following conditions:

- Multiple item assignments exist
- Multiple items have the same name

If this program completes with a warning, review the error log. The log will list all of the items that are out of compliance. Fix the out of compliance items and then rerun the program.

The program will complete with an error in the following condition:

- The flexfield associated with the default catalog of the Product Reporting functional area is not compiled.

To fix this error, follow the instructions in the Oracle Inventory documentation and rerun the program. This program can be rerun as a single request outside of the DBI Item Dimension Setup request set.

Rerun this request set if you change the default catalog of either the Product Reporting, Purchasing, or the Inventory functional area.

Important: To ensure that the ENI_ITEM_STAR table is completely reloaded, you must truncate the table and then run the DBI Item Dimension Setup Request Set.

Daily Business Intelligence for Financials

This chapter describes Daily Business Intelligence (DBI) for Financials to implementers and other technical users. It describes how to implement, maintain, and administer DBI for Financials.

The two content areas displayed by DBI for Financials are:

- Profit and Loss, and Expense Management
- Payables Management and Payables Status

These areas have different implementation considerations and are independently implemented.

This chapter contains the following topics.

- Overview of DBI for Financials on page 5-2
- DBI for Financials Page Descriptions on page 5-3
- Profit and Loss and Expense Management Implementation on page 5-4
 - Define Financial Dimensions on page 5-18
 - Define Source Ledger Group on page 5-19
 - Add Ledger Assignments to Source Ledger Groups on page 5-23
 - Define Dimension Mapping Rules on page 5-25
 - Managing Values and Hierarchies on page 5-29
 - Set Up Budgets and Forecasts on page 5-40
 - Set Up Payables Expenses Implementation Profile Option on page 5-43
- Payables Implementation on page 5-45
- Additional Information on page 5-48

- DBI for Financials Responsibilities on page 5-48
- DBI for Financials Menus on page 5-48
- Summarizing DBI for Financials Data on page 5-51

Overview of DBI for Financials

DBI for Financials provides up-to-date financial information to managers and executives with a collection of out-of-the-box reports and pages. Using DBI for Financials, you can stay informed about daily financial activities, develop insights, and take immediate actions, if necessary, to meet financial and operational targets.

The two content areas of DBI for Financials are described below.

Profit and Loss, and Expense Management

This content area provides an enterprise view of daily revenue, cost of goods sold, and expense information on the following pages:

- Profit and Loss
- Profit and Loss by Manager
- Expense Management

Each page contains a unique set of key performance indicators (KPIs), tables, graphs, and detailed reports. Managers and executives can use these KPIs to benchmark and track revenue and expenses against budget, forecast, or prior year actuals. Information is aggregated along various flexible hierarchies set up during implementation. Using these hierarchies, users can view financial information by Manager, Line of Business, Cost Center, and Financial Category. Each page contains links to underlying reports and to other Oracle E-Business Intelligence, Daily Business Intelligence product pages, such as the HR Management page.

Payables Management and Payables Status

This content area provides operational measures to help payables managers improve productivity and process efficiency, especially in a shared service environment. The following pages are provided:

- Payables Management
- Payables Status

Each page contains a comprehensive set of KPIs and reports across four main functional areas:

- Invoicing
- Payments
- Discounts
- Holds

These pages provide summarized information by Operating Units and Suppliers, with extensive drilldown capability to facilitate problem identification, analysis, and resolution.

Intelligence Applications and Dependent Functionalities

The following table lists the prerequisite applications, whether or not each is required, and what functionality is dependent on the installation of each application.

Table 5–1 Applications and Dependent Functionalities for Payables Pages

Application	Type	Dependent Functionality
Oracle General Ledger	Required	Profit and Loss, and Expense Management Pages
Oracle Payables	Required	Payables Management and Payables Status pages

DBI for Financials Page Descriptions

The following pages are provided by DBI for Financials.

For complete descriptions of the DBI for Financials pages, see: the Using DBI for Financials chapter in the *Oracle E-Business Intelligence Daily Business Intelligence User Guide*.

Profit and Loss Page

The Profit and Loss page provides executives with daily, pre-close profit and loss information compared to prior periods and budgets. This page displays revenue, cost of goods sold, gross margin, expenses, and operating margin information by line of business.

Profit and Loss by Manager Page

The Profit and Loss by Manager page includes the same information as the Profit and Loss page displayed by manager instead of by line of business.

Expense Management Page

The Expense Management page provides cost center managers with daily information about operating expenses, by comparing current expenses to forecasted or budgeted expenses. Managers can also view other expense information such as expenses per employee, travel and entertainment expenses, and top 10 spenders.

Payables Management Page

The Payables Management page enables managers to monitor and analyze payables operational efficiency. Using this page managers can evaluate invoice volume, late payments, discounts taken, hold volume, and trend patterns across operating units to identify areas for improvement. The capability to drill down to detailed invoice and payment information aids quick problem identification. Managers can view data by operating unit, which drills to supplier.

Payables Status Page

The Payables Status page provides payables managers and analysts with the latest status of payables activities. At a glance, a payables analyst can track outstanding tasks, identify bottlenecks, and assess risks. This page provides information about open payables, unpaid invoices, available discounts, and invoices on hold. Similar to the Payables Management page, users can view data by suppliers.

Profit and Loss and Expense Management Implementation

The following section describes the prerequisites, concepts, implementation considerations, setup steps, and maintenance requirements for the Profit and Loss pages and the Expense Management page.

Profit and Loss and Expense Management Concepts

Review the following concepts before implementing the Profit and Loss and Expense Management pages.

Dimensions

The Profit and Loss and Expense Management pages use the following common dimensions:

- Time
- Currency
- Person
- Sales Channel

For information about these dimensions, see Common Dimensions in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

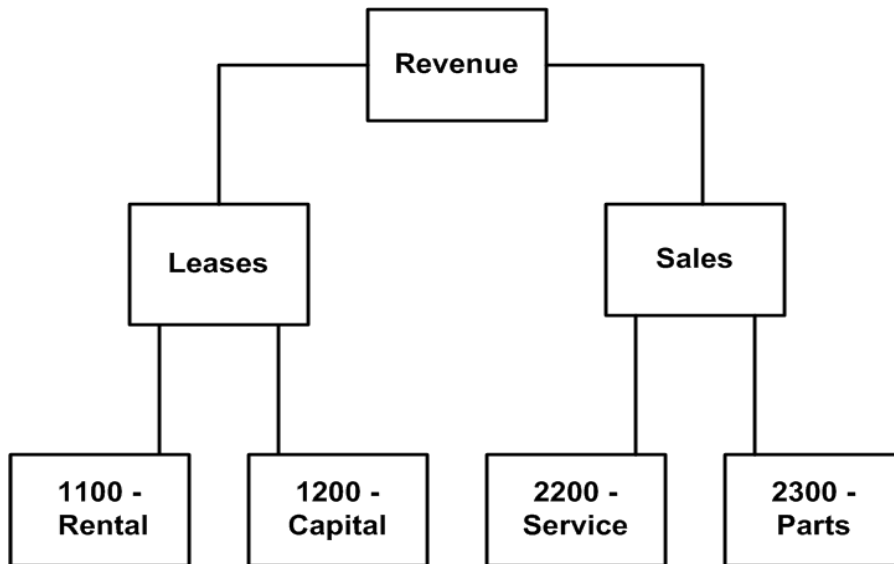
The Profit and Loss and Expense Management pages also use the following DBI for Financials specific dimensions:

- Financial Category
- Line of Business
- Product Category

Setting up these DBI for Financials specific dimensions enables you to map data from different chart of accounts structures to a single structure, which makes it possible to do enterprise-wide aggregation of financial data.

Financial Category Dimension This dimension is based on the natural account segment from the different charts of accounts that you have defined in the source ledger group. The following diagram displays an example of grouping natural account segments to define the Revenue financial category.

Figure 5–1 Financial Category Dimension Example



See: Source Ledger Groups on page 5-11. The Financial Category dimension enables you to group and map your natural accounts into a unified structure for reporting in DBI for Financials. This dimension uses six financial category types to group these accounts.

- Revenue
- Deferred Revenue - only used by DBI for Sales, Product Revenue Bookings and Backlog page.
- Cost of Goods Sold
- Operating Expenses
- Travel and Entertainment
- Product Expenses - only used by DBI for Product

Note: The Deferred Revenue financial category is used by DBI for Sales, but not by DBI for Financials.

The Product Expenses financial category is only used by DBI for Product.

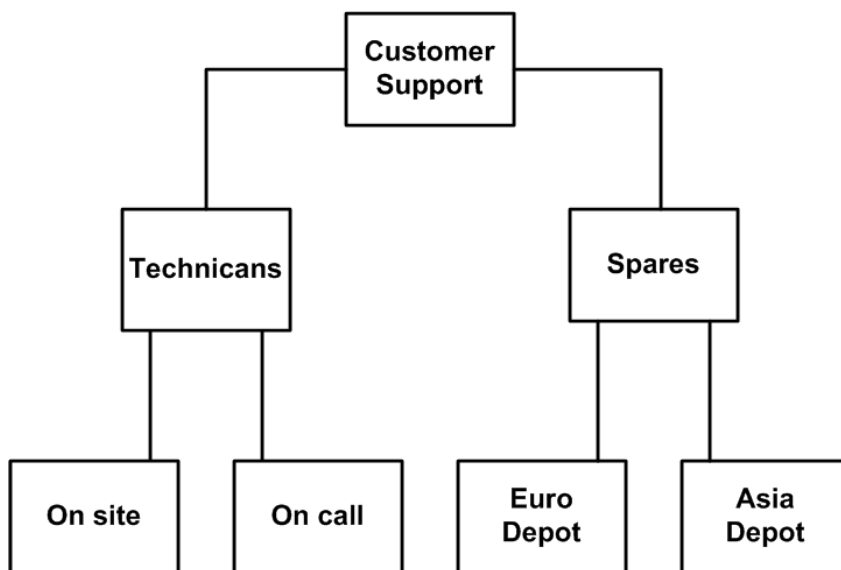
As an example of using a Financial Category type, you could group and map all of your Revenue natural accounts from the North America, Europe, and South America sets of books to the Revenue financial category type. DBI for Financials can then display your worldwide revenue aggregated across the enterprise.

In defining the Financial Category dimension, you can select an existing natural account value set as the common reporting hierarchy. Alternatively, you could create a new value set for the common hierarchy if you have heterogeneous charts of accounts and a non-standard natural account structure.

For information on setting up the Financials Categories dimension, see: Define Financial Dimensions on page 5-18.

Line of Business Dimension A line of business can be a grouping of cost centers that crosses country boundaries and legal entities, such as General and Administrative, Sales, Support, Manufacturing, and so on. The following diagram displays an example of grouping cost centers to define a Customer Support line of business.

Figure 5–2 Line of Business Dimension Example



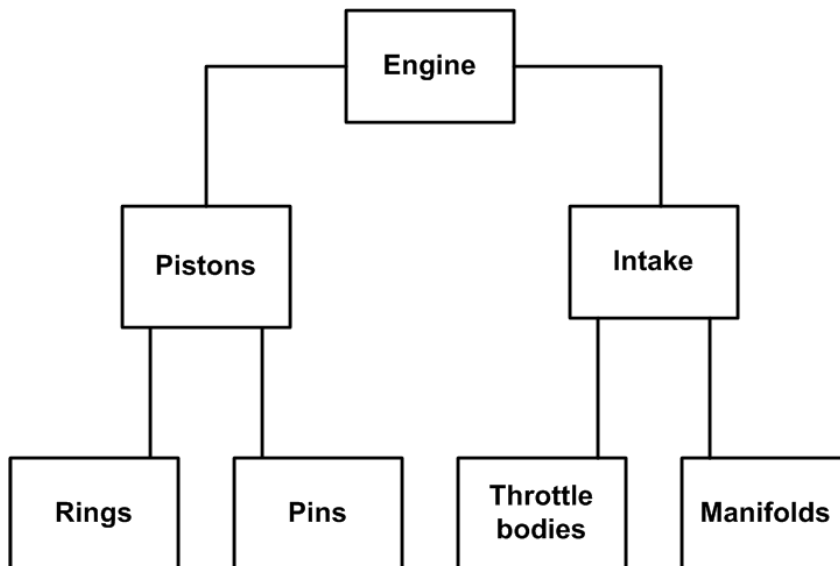
In DBI for Financials you can create a line of business hierarchy based on either the cost center segment or the balancing segment from the chart of accounts that you have defined in the source ledger group. See: Source Ledger Groups on page 5-11

Setting up this dimension is optional; however, keep in mind that if you do not set up this dimension, the pages and reports that use the Line of Business parameter, such as the Profit and Loss pages, will not work. There are no pre-seeded values for this dimension. You must create the hierarchy and value set for the dimension based on your own organization's needs. For example, if you set up General Administration as a line of business, then you could view the results for your entire General Administration division.

See: Define Financial Dimensions on page 5-18.

Product Category The product category (also known as the product catalog) is part of the item dimension. This dimension defines the hierarchical part of the item relationship between items and their catalog assignments, as set up, maintained, and published in Oracle Inventory or Oracle Advanced Product Catalog. The following graphic displays an example of a hierarchical grouping of items used to define the Product Category dimension.

Figure 5–3 *Product Category Dimension Example*



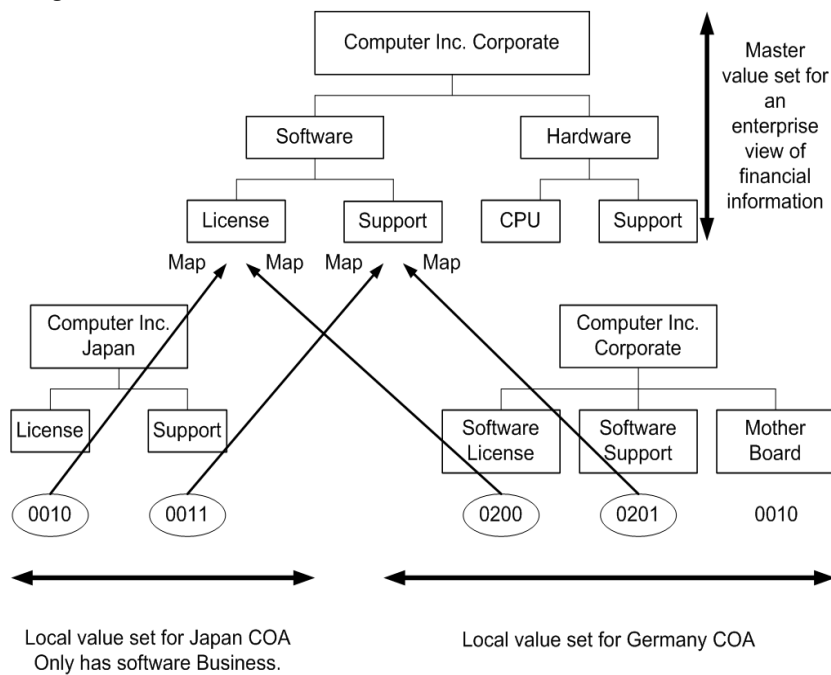
For information on setting up the Product Category, see: *Implementing Item Reporting in the Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Note: The Product Category affects only the Revenue by Product report, which can be accessed from the Profit and Loss pages.

Master and Local Value Sets

This section explains the difference between master and local value sets. The following diagram displays an example of how master and local value sets are related.

Figure 5-4 Master and Local Value Sets



Master Value Set You must assign a master value set to each DBI for Financials dimension. A master value set aggregates financial data from different charts of accounts for a given financial dimension. You can either assign an existing value set or create a new value set to serve as the master.

The value set selected as a master value set should represent how you want to do management reporting.

Local Value Sets A local value set rolls up to a master value set for a given financial dimension. The list of local value sets depends on the source ledgers that you defined. If all of your source ledgers use the same value set, then you will see only one value set. If each source ledger uses a unique value set, then you will see one value set per source ledger.

Source Ledger Groups

A source ledger group is a group of ledgers (set of books), across which you report and analyze financial information. This defines the scope for extracting financial information used to provide a consolidated view of revenue, cost of goods sold, and expenses across the enterprise. Incorrect or incomplete setup results in the display of inaccurate revenue, costs, and expenses.

When setting up a source ledger group, you can include the entire ledger or specific balancing segment values within the ledger. We recommend including all balancing segments for operational ledgers. However, for consolidation or adjustment ledgers only specific balancing segments or journals should be included to avoid double counting. The inclusion of consolidation or adjustment ledgers enables DBI for Financials reporting to provide a more complete picture of your financial data.

See: Define Source Ledger Group on page 5-19.

Note: The Source Ledger Group setup supports information displayed in other intelligence applications including DBI for Purchasing and DBI for Supply Chain.

Prerequisites

Before you can implement and use the Profit and Loss and Expense Management pages, ensure that your system meets the prerequisites described in the following table. Note that most prerequisites are optional. If you do not implement an optional application, then you will not be able to drill to detail information in the reports sourced from that application.

Table 5–2 Prerequisites for Implementing DBI for Financials

	Prerequisites	Responsibility
1.	Applications and Dependent Functionalities	(not applicable)
2.	Set Up Daily Business Intelligence Ensure that Daily Business Intelligence is set up. See: Daily Business Intelligence in the <i>Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide</i> .	Business Intelligence Administrator
3.	Set Up Manager Reporting Ensure that manager reporting is set up. See Manager Reporting in the <i>Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide</i> .	Oracle Human Resources Business Intelligence Administrator System Administrator
4.	(Optional) Set Up Item Dimension (Product Category only) Ensure that the item dimension is set up if you want to view the Revenue by Product report. For instructions, see: Item Dimension Reporting in the <i>Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide</i> .	Business Intelligence Administrator
5.	(Optional) Set up Employee Headcount in Oracle Human Resources. Ensure that employee headcount is set up if you want to view headcount information in the Expense per Head, T&E per Head, and Headcount key performance indicators; and in the Expense per Head and Expense per Head Trend reports. See: Oracle Human Resources documentation.	HRMS Administrator
6.	(Optional) Set up Employee Directory in Oracle Human Resources. To use the employee directory available from the Top 10 Spenders report, you must run the Refresh Employee Directory concurrent program, using its Complete Refresh mode.	Global HRMS Manager

Applications and Dependent Functionalities

The following table lists the prerequisite applications, whether or not each is required, and what functionality is dependent on the installation of each application.

Table 5–3 Applications and Dependent Functionalities for DBI for Financials

Application	Type	Dependent Functionality
Oracle General Ledger	Required	Profit and Loss, and Expense Management Pages
Oracle Payables	Optional	Expense Management page ▪ Drilldown to Payables invoices from expense summary tables and reports
Oracle Receivables	Optional	Profit and Loss pages ▪ Drilldown to Receivables invoices from reports ▪ Revenue by Sales Channel report
Oracle Internet Expenses	Optional	Expense Management page ▪ Top 10 Spenders and associated drills
Oracle Order Management	Optional	Profit and Loss pages ▪ Revenue by Sales Channel report
Oracle Human Resources	Optional	Expense Management page ▪ KPIs: Expense per Head, Travel and Entertainment per Head, and Headcount ▪ Reports: Expense per Head, Expense per Head Trend

Implementation Considerations

Consider the following issues before implementing the Profit and Loss and Expense Management pages.

Currency

The Profit and Loss and Expense Management pages support both primary and secondary global reporting currencies. You must define all of the necessary currency conversion rates to the two global currencies in General Ledger. See: *Oracle General Ledger User's Guide*.

Transactions can have a date in the future. In those cases DBI for Financials uses the conversion rates for the current system date.

For information about re-converting future-dated transactions on the Profit and Loss and Expense Management pages, see: FII Currency Re-conversion Program on page 5-54.

For information about reporting currencies, see: Implementation Considerations for Daily Business Intelligence in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Reconciliation Consideration

The DBI for Financials pages and reports display interim operational and financial information. During an accounting period this information may not reconcile to General Ledger information, primarily due to any manual or period-end adjustments and the exchange rates used to convert transactions to the global reporting currency. To ensure more accurate results in these pages, we recommend that you consider the following:

- Include appropriate adjustments and consolidation journals from the consolidation or management ledgers using proper Journal Inclusion Rules when defining the Source Ledger Group. See: Define Source Ledger Group on page 5-19.
- DBI for Financials includes the FII Currency Re-conversion program that enables you to re-convert amounts displayed on the Profit and Loss and Expense Management pages using final month-end rates. Because information for the DBI for Financials pages is collected on a daily basis, you will not have the month-end exchange rates used for management reporting. We recommend that you run the FII Currency Re-conversion program at month- or quarter-end to ensure that the information on the DBI for Financials reports more closely

match the post-close information stored in your General Ledger. See: FII Currency Re-conversion Program.

- Some companies have business processes that allow disabled cost centers to be reinstated. For example, cost center "C486 - Database License Sales" could be disabled and later reinstated as "C486 - Applications Support". This business practice can result in incorrect or misleading revenue and expense information to be displayed. The DBI for Financials pages assume that cost center or balancing segment values carry the same meaning for all time periods. For this reason, we recommend that you do not re-cycle cost center values.

Daily Transactional Processing

To provide up-to-date revenue, cost, and expense information in the Profit and Loss and Expense Management pages, we recommend that you frequently perform the following transactional processes:

- Revenue recognition process in Oracle Receivables
- Posting in Oracle Receivables and Oracle Payables
- Posting in Oracle General Ledger

To better support daily reporting, we recommend that you automatically group journal lines into journal entries based on the effective date, using the General Ledger journal import functionality.

Manager Reporting

For every company-cost center combination in General Ledger, you must have corresponding company-cost center organizations set up in Oracle Human Resources. These company-cost center organizations can be automatically or manually created using the Define Organization window.

If there is no company-cost center organization in Oracle Human Resources or if there is no manager assigned to the organization, the Profit and Loss and Expense Management pages may not show the correct results.

See: Manager Reporting in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Budgets and Forecasts

DBI for Financials provides an open interface for customers to load budgets and forecasts for reporting. The information uploaded is used in the Profit and Loss and Expenses Management pages for comparison to actuals. DBI for Financials

currently does not generate its own budgets or report on budgets stored in Oracle General Ledger. Customers must extract and upload this information from their own budgetary application either through custom scripts or the Oracle Applications Desktop Integrator interface.

Before loading budgets and forecasts, determine the time granularity and set the associated profiles. The time granularity determines how the information is displayed in the pages. For example, if quarterly budgets were uploaded, then a user will not be able to compare actuals to budgets at the month level. Upload new data whenever budgets and forecasts change. Typically, companies update forecasts monthly and budgets yearly.

Performance and Data Volume

The performance and data volume of the materialized views that support these pages are very dependent on the following:

- Size of the Financial Category and Line of Business hierarchies, as defined in the master value set. A deeper or wider hierarchy means less aggregation and can potentially have a negative impact on the performance of the pages.
- Number of company-cost center managers in the Human Resources supervisor hierarchy. The FII: Manager Aggregation Level profile option controls the level at which you can report on managers. Setting this option to five, for example, will limit the page access to the top five levels of managers in the company. We recommend that you set the profile such that the total number of managers is less than a few thousand. For information on setting this profile, see: *Implementing Manager Reporting in the Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Note: This profile only affects the reporting on the DBI for Financials pages. It does not affect the reporting on the DBI for Human Resources pages or reports.

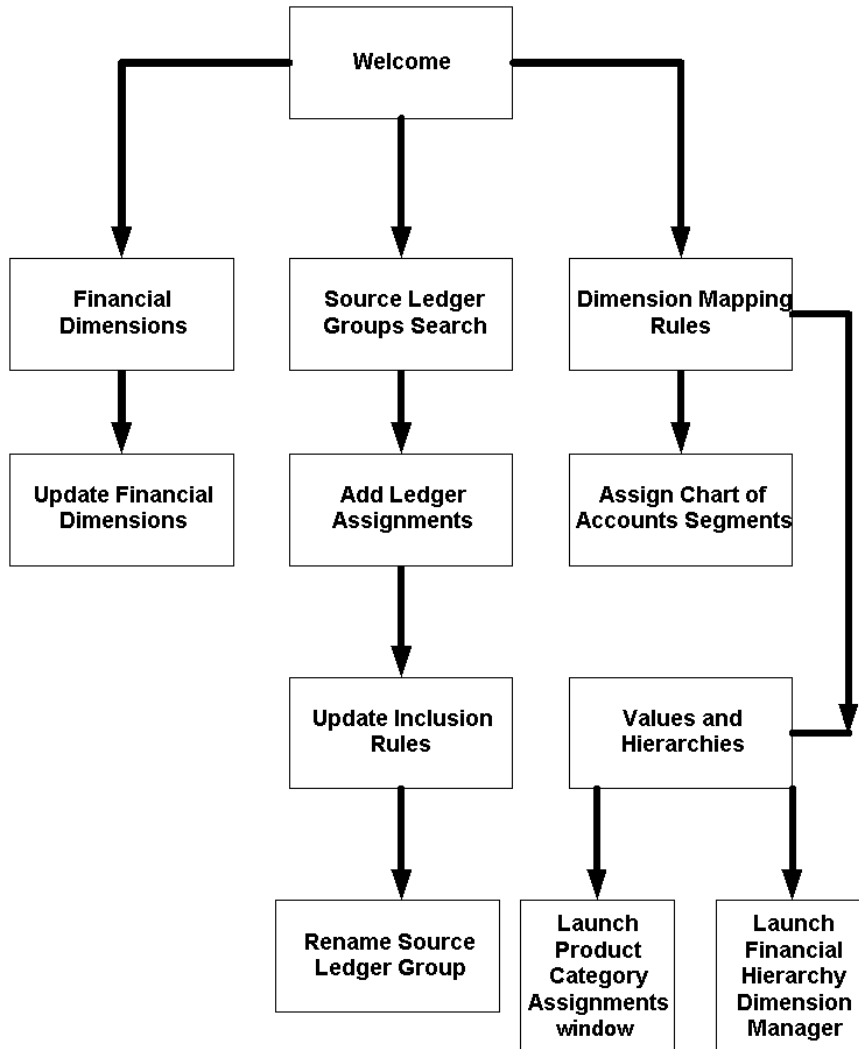
- Failure to close past periods in Oracle Receivables, Oracle Payables, or Oracle General Ledger can result in performance issues when you run the initial or incremental request sets for the Profit and Loss and Expense Management pages.

Note: This is especially applicable for periods that begin after the global start date.

Implementing Profit And Loss and Expense Management

The following diagram illustrates the financials dimension setup flow.

Figure 5–5 DBI for Financials Page Navigation



The following table lists all of the required and optional implementation steps for DBI for Financials. These steps must be completed in the order shown in the table.

Table 5–4 Setting Up Profit and Loss and Expense Management in DBI for Financials

	Steps	Required
1.	Define Financial Dimensions on page 5-18	Required
2.	Define Source Ledger Group on page 5-19	Required
3.	Add Ledger Assignments to Source Ledger Groups on page 5-23	Required
4.	Define Dimension Mapping Rules on page 5-25	Required
5.	Managing Values and Hierarchies on page 5-29	Required
6.	Set Up Budgets and Forecasts on page 5-40	Optional
7.	Set Up Cumulative Revenue Budget /Forecast Line Display Profile Option on page 5-42	Optional
8.	Set Up Payables Expenses Implementation Profile Option on page 5-43	Required
9.	Post Setup Steps on page 5-43	Required

Define Financial Dimensions

Use the Financial Dimensions page to enable or disable the dimensions and provide the master value sets that you want to use for financial reporting. A master value set is required for all enabled dimensions.

1. Log into Oracle Applications using the Business Intelligence Administrator responsibility and click Financial Dimension Setup.
2. Navigate to Financial Dimensions.

Use this window to define the dimensions used by the Profit and Loss and Expense Management pages:

- Financial Category (required). You can use the preseeded "Financial Category" value set as the master value set for this dimension, or you can choose your own value set.
- Line of Business (optional). If you do not enable the Line of Business dimension, the Profit and Loss by Line of Business page will not work.
- Product Category (optional). If you do not enable the Product Category, you cannot view the Revenue by Product report, which is available from the Profit and Loss pages.

3. For each dimension, do the following:
 - a. Click Update. The Update Financial Dimensions page appears.

Figure 5–6 Update Financial Dimensions page

ORACLE®
Financial Dimensions Setup

Home Financial Dimensions Source Ledger Groups Dimension Mappings

Financial Dimensions > Update Financial Dimension: Line of Business

Update Financial Dimension: Line of Business

Cancel Apply

Lines of Business are cross-country and cross-legal entity functional groupings of profit/cost centers, such as General and Administrative, Licenses, and Services, etc. The dimension values are associated with the Balancing and/or Cost Center segment values in a chart of accounts.

Dimension **Line of Business**
Description Line of Business

☒ Enabled
Line of Business dimension must be enabled for Financials Intelligence.

Master Value Set **Line of Business(unse**

Cancel Apply

Home | Financial Dimensions | Source Ledger Groups | Dimension Mappings | Home | Logout | Preferences

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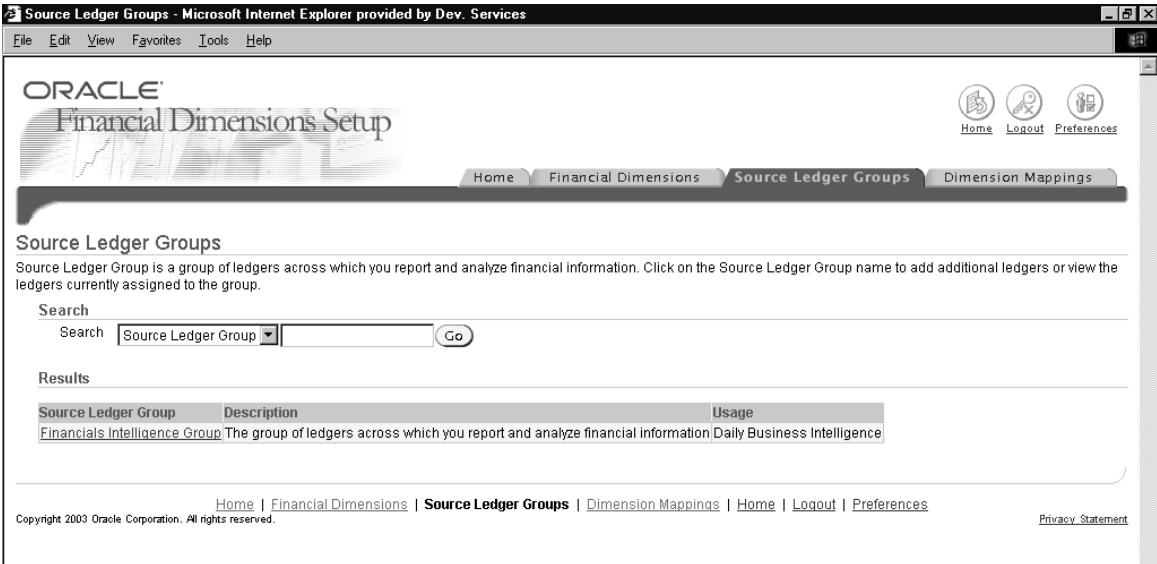
- b. For the Financial Category or Line of Business dimensions, enable the dimension by checking Enabled and select a master value set.
See: Master and Local Value Sets on page 5-10.
 - c. For the Product Category, ensure that the dimension is enabled. You cannot select the master value set for product category from this window. The master value set is defined in the Inventory responsibility under the Product Reporting area. See: Item Dimension Reporting in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.
4. Click Apply to save.

Define Source Ledger Group

The source ledger group defines the ledgers that you are going to report on in Daily Business Intelligence pages.

1. In the Financial Dimensions Setup flow, navigate to Source Ledger Groups.

Figure 5-7 Source Ledger Groups page



2. Click the Financials Intelligence Group link to view the Source Ledger Group Details page.

Figure 5–8 Source Ledger Group Details page

Group Details: Financials Intelligence Group - Microsoft Internet Explorer provided by Dev. Services

File Edit View Favorites Tools Help

ORACLE®
Financial Dimensions Setup

Home Financial Dimensions Source Ledger Groups Dimension Mappings

Source Ledger Groups > Group Details: Financials Intelligence Group

Group Details: Financials Intelligence Group

Source Ledger Group **Financials Intelligence Group** [Update](#)

Description **The group of ledgers across which you report and analyze financial information**

Usage **Daily Business Intelligence**

Ledger Assignments

Search

Search [Go](#)

Results

[Add Ledger Assignment](#) [Previous](#) [Next 5](#)

Ledger	Description	Balance Segment Value	Chart of Accounts	Currency	Include All Journals	Update Inclusion Rules	Remove
DBIFrance 09:42:58 27Jun03	Set of Books for DBI 250 model for France		DailyIntelligenceFrench	EUR	Yes		
DBIFrance 09:42:58 27Jun03	Set of Books for DBI 260 model for France		DailyIntelligenceFrench	EUR	Yes		
DBIreland 09:42:58 27Jun03	Set of Books for DBI 370 model for Ireland		DailyIntelligenceCorpUSA.jp	EUR	Yes		
DBIJapan 09:42:58 27Jun03	Set of Books for DBI 480 model for Japan		DailyIntelligenceCorpUSA.jp	JPY	Yes		
DBIUSA 09:42:58 27Jun03	Set of Books for DBI 110 model for USA		DailyIntelligenceCorpUSA.jp	USD	Yes		

Additional Information

The source ledger group used for Daily Business Intelligence reporting should be made up of all accounting data sources that contribute to your financial consolidation results. This typically includes all journals from the operational ledgers, as well as eliminations, revaluations, and adjustments from the consolidation and other management ledgers.

On the Source Ledger Groups Details page you can:

- Update the Financials Intelligence source ledger group name and description. See step 3, below.
 - Add a new ledger assignment. See: Add Ledger Assignments to Source Ledger Groups on page 5-23.
 - Update journal inclusion rules. See: Add Ledger Assignments to Source Ledger Groups on page 5-23.
3. To update the Financials Intelligence source ledger group and its description:
- a. Click Update.

- b.** Change the name or description as required.
 - c.** Click Go in the Search region after you make any changes to refresh the Results region.
- 4.** Click Add Ledger Assignment to add ledgers or modify ledgers that are assigned to the source ledger group. See: Add Ledger Assignments to Source Ledger Groups on page 5-23.
- 5.** Click Update Inclusion Rules to update the inclusion rules for the journal sources and categories for each ledger in the source ledger group. See: Add Ledger Assignments to Source Ledger Groups on page 5-23.

Add Ledger Assignments to Source Ledger Groups

To populate the source ledger group, assign all of your operational ledgers and all of the ledgers that you use to consolidate your accounting information. By including the appropriate operating and consolidation ledgers, the information displayed in Daily Business Intelligence pages and reports will be more consistent with the information reported in Oracle General Ledger.

Figure 5–9 Add Ledger Assignment page

ORACLE® Financial Dimensions Setup

Home Financial Dimensions **Source Ledger Groups** Dimension Mappings

Source Ledger Groups > Group Details: Financials Intelligence Group > Add Ledger Assignment

Add Ledger Assignment

Cancel Apply

* Indicates required field

* Ledger

Balancing Segment Value

Leave this field blank to include all balancing segment values in this ledger

Journal Inclusion Rules

Please uncheck the Include All Journals option if you want to specify journal inclusion rules. By default, all journals are included.

☐ Include All Journals

Journal Source	Journal Category	Delete
*Budget - Journal	*Accrual Budgets	

Add Another Row

Additional Information

The Journal Inclusion Rules allow you to select specific journals to be included in the reports.

Generally, include all journals for your operational ledgers. For the other ledgers, include adjustment, revaluation, management restatement entries, etc. by specifying the corresponding journal source and category combinations.

Cancel Apply

Home | Financial Dimensions | **Source Ledger Groups** | Dimension Mappings | Home | Logout | Preferences

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Note: Plan your ledger assignments carefully. If you change your ledger assignments, then you must re-run the initial request set for the affected pages.

1. In the Add Ledger Assignment window, select a ledger.
2. If you want to report on a specific balancing segment in the ledger, in the Balancing Segment Value field select one or more balancing segments. To include all balancing segments, leave the Balancing Segment Value field blank.

3. Control the journals that provide information for your reports by defining one or more pairs of journal sources and journal categories.

Use the following guidelines:

- A journal inclusion rule is a General Ledger journal source and category combination. A journal inclusion rule is used to determine which journals will be extracted for reporting.
- Journal inclusion rules are only useful when you want to include consolidation adjustment journals from a consolidation ledger for reporting. For example, you can select a Consolidation source with the Adjustments category, and then add the Consolidation source with the Eliminations category.
- By default, journal inclusions rules are enabled and included.

Note: To select the appropriate journals you should be consistent in assigning a journal source and journal category combination to your manual adjustment and consolidation journals.

For example, if you define two journal inclusion rules:

- Select a "Consolidation" journal source and an "Adjustments" journal category
- Select a "Consolidation" journal source and an "Eliminations" journal category.

If your inclusion rules only include these two source and category combinations, a journal with a "Consolidation" journal source and an "HQ Adjustment" journal category would not be included in DBI for Financials pages and reports.

Additional Information: For information on journal sources and categories, see: Setting Up General Ledger in the *Oracle General Ledger User's Guide*.

You can update existing inclusion rules; however, you cannot update the balancing segment assigned to a ledger.

Note: If you update the journal inclusion rules, re-run the initial request sets for the affected pages.

4. Click Apply to save your work.

Define Dimension Mapping Rules

Dimension mapping rules specify how charts of accounts relate to financial dimensions.

The general mapping rules for all dimensions are:

- The charts of accounts assigned to dimensions are determined when you assign ledgers to the Financials Intelligence source ledger group. See: Source Ledger Groups on page 5-11.
- You can assign a single segment or a Code Combination Range from the charts of accounts to the dimension, as shown in the Assignment Type column.
- The Assignment Type column displays the type of segment used in the assignment: a single segment or a code combination range.
 - The Financial Category dimension is always mapped to the natural account segment of the chart of accounts. For that reason you cannot update the mapping to this dimension. This is always a single segment.
 - The Line of Business dimension is mapped to either a balancing segment or a cost center segment. Charts of accounts are grouped together by balancing or cost center segments. The grouped charts of accounts share the same mapping rule. This is always a single segment dimension.
 - The Product Category dimension is mapped to either a single or multi-segment category set.

The Product Category dimension has the following specific mapping rules:

- If it is a multi-segment category set, then all charts of accounts will be defaulted to the code combination ranges assignment type.
- If the Product Category is a single-segment category set, and a chart of accounts contains a segment that uses the same value set as the Product Category, then the assignment type for the chart of accounts is a single segment. Otherwise, the assignment type is a code combination range.

To define dimension mapping rules:

1. Navigate to Dimension Mappings > Mapping Rules.

The source ledger group, in this example the Financials Intelligence Group, determines which charts of accounts are listed in the Dimension / Chart of Accounts column on the Dimension Mapping Rules page.

Figure 5–10 Dimension Mapping Rules page

Financial Intelligence Setup - Microsoft Internet Explorer provided by Dev. Services

File Edit View Favorites Tools Help

ORACLE®
Financial Dimensions Setup

Home Financial Dimensions Source Ledger Groups **Dimension Mappings**

Mapping Rules Values and Hierarchies

Dimension Mapping Rules

Dimension Mapping Rules are associations between financial dimensions and chart of accounts segments. Select a Source Ledger Group, then click the Update icon to specify the rules for each chart of accounts listed.

Source Ledger Group **Financials Intelligence Group**

[Expand All](#) | [Collapse All](#)

⊕ Dimension Mapping Set

Focus Dimension/Chart of Accounts	Assignment Type	Segment	Update
▼ Dimension Mapping Set			
⊕ ▼ Line of Business			
DailyIntelligenceCorpUSAjp	Single Segment	CostCenterDBI	
DailyIntelligenceFrench	Single Segment	FrCostCenterDBI	
⊕ ▼ Financial Category			
DailyIntelligenceCorpUSAjp	Single Segment	AccountDBI	
DailyIntelligenceFrench	Single Segment	FrAccountsDBI	
⊕ ▼ Product Category			
DailyIntelligenceCorpUSAjp	Code Combination Ranges		
DailyIntelligenceFrench	Single Segment	FrUnusedSegDBI	

Additional Information

Dimension Mapping Rules for the Financial Category dimension are automatically created for each chart of accounts based on the Natural Account segment.

[Home](#) | [Financial Dimensions](#) | [Source Ledger Groups](#) | **[Dimension Mappings](#)** | [Home](#) | [Logout](#) | [Preferences](#)

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2. To define rules for the Line of Business dimension:
 - a. Click Update. The Assign Chart of Accounts Segments: Line of Business page appears.

Figure 5–11 Assign Chart of Accounts Segments page

Financial Intelligence Setup - Microsoft Internet Explorer provided by Dev. Services

File Edit View Favorites Tools Help

ORACLE® Financial Dimensions Setup

Home Logout Preferences

Home Financial Dimensions Source Ledger Groups Dimension Mappings

Mapping Rules Values and Hierarchies

Dimension Mappings > Mapping Rules > Assign Chart of Accounts Segments: Line of Business

Assign Chart of Accounts Segments: Line of Business

Cancel Apply

Select the Balancing or Cost Center segment from which its values can be aggregated to the Line of Business dimension values and hierarchy. You have to make this selection for each group of charts of accounts that share the same Balancing and Cost Center value sets.

[Expand All](#) | [Collapse All](#)

Group 1

Focus Chart of Accounts	Balancing Value Set	Cost Center Value Set	Segment
Group 1	CompanyDailyIntelligence	CostCenterDailyIntelligence	Cost Center Segment
DailyIntelligenceCorpUSAJp			
DailyIntelligenceFrench			

Cancel Apply

[Home](#) | [Financial Dimensions](#) | [Source Ledger Groups](#) | [Dimension Mappings](#) | [Home](#) | [Logout](#) | [Preferences](#)

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- b. Choose the segment. Choose either a balancing or a cost center segment.
- c. Click Apply to save.

3. For the Product Category:
 - a. Click Update. The Assign Chart of Accounts Segments: Product Category page appears.

Figure 5–12 Product Category with Single Segment page

Financial Intelligence Setup - Microsoft Internet Explorer provided by Dev. Services

File Edit View Favorites Tools Help

ORACLE® Financial Dimensions Setup

Home Logout Preferences

Home Financial Dimensions Source Ledger Groups Dimension Mappings

Mapping Rules Values and Hierarchies

Dimension Mappings > Mapping Rules > Assign Chart of Accounts Segments: Product Category

Assign Chart of Accounts Segments: Product Category

Select a dedicated product segment to be mapped to the Product Category dimension if the Single Segment assignment type is defaulted.

Chart of Accounts	Assignment Type	Segment
DailyIntelligenceCorpUSAjp	Code Combination Ranges	
DailyIntelligenceFrench	Single Segment	FrUnusedSegDBI

Cancel Apply

Additional Information

If the default category set of the Product Reporting functional area contains only one segment, and the value set associated with this segment is also used to define one or more segments in a mapped chart of accounts, then the default Assignment Type for that chart of accounts will be defaulted to Single Segment. Otherwise, the Assignment Type will be defaulted to Code Combination Ranges.

Cancel Apply

[Home](#) | [Financial Dimensions](#) | [Source Ledger Groups](#) | **[Dimension Mappings](#)** | [Home](#) | [Logout](#) | [Preferences](#)

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- b. If the Product Category is a single segment category set, choose the segment that you want to use for product reporting (as shown in the following figure). If it is a multi-value segment, the segment defaults to Code Combination Ranges.
 - c. Click Apply to save.

Managing Values and Hierarchies

The Financial Dimension Hierarchy Manager (FDHM) enables you to map local value sets to the master value set that you defined when you set up your Financial Dimensions. See: Define Financial Dimensions on page 5-18. This mapping determines how data is aggregated and displayed in the Profit and Loss and Expense Management pages and reports.

Prerequisites

Before you can use the FDHM, you must set up the following profile options:

- FND: Gateway User ID
See: Profile Options in Oracle Application Object Library in the *Oracle Applications System Administrator's Guide*.
- FND: Guest User Password
See: Setting Up and Maintaining Your Oracle Applications Configuration in the *Oracle Applications System Administrator's Guide*.
- GL AHM: Database Host
- GL AHM: Database Port
- GL AHM: FND Schema Name

See: General Ledger Profile Options in the *Oracle General Ledger User Guide*.

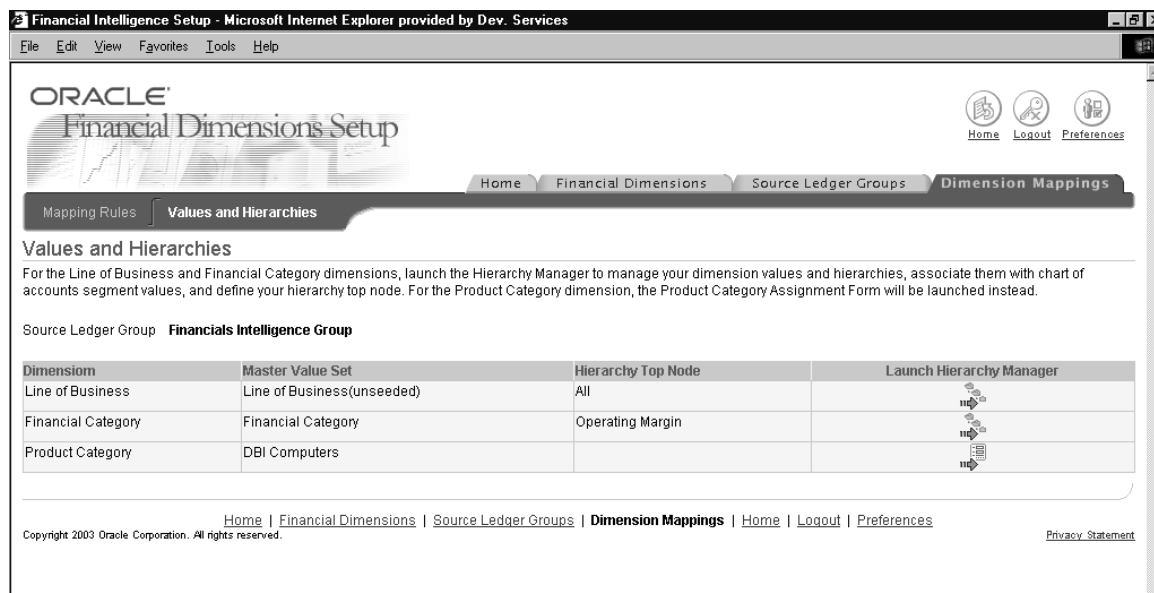
You can manually set up each of these profile options, or you can run Autoconfig for the General Ledger application. See: *Using AutoConfig to Manage System Configurations with Oracle Applications 11i* on OracleMetaLink.

Launch the Financial Dimension Hierarchy Manager

To launch the Financial Dimension Hierarchy Manager:

1. Navigate to Dimension Mappings > Values and Hierarchies.

Figure 5–13 Values and Hierarchies page



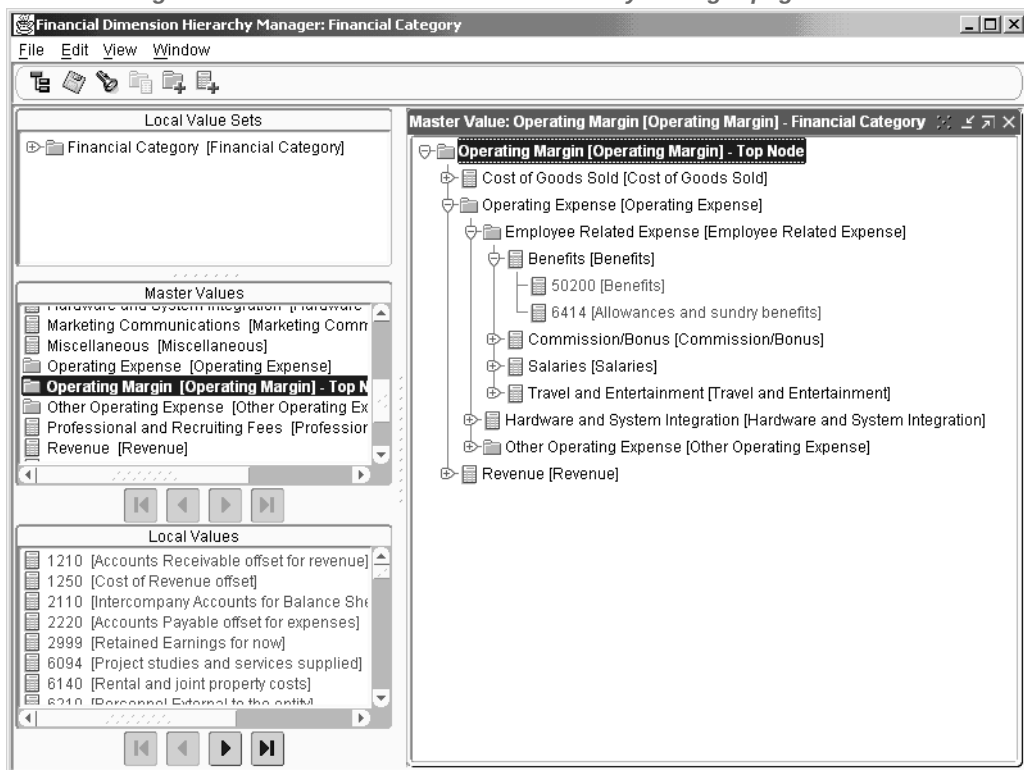
2. Click Launch Hierarchy Manager.
 - a. To manage the Financial Category or Line of Business dimension, use the Financial Hierarchy Dimension Manager. See: Managing Values and Hierarchies for the Financial Category and Line of Business Dimensions on page 5-31
 - b. To manage the Product Category values and hierarchy, use the Product Category Assignments window. See: Managing Values and Hierarchies for the Product Category Dimension on page 5-38.

Note: The Product Category cannot be managed using the Financial Dimension Hierarchy Manager to map product category values. Use the Product Category Assignments setup form to define the values for the product category.

Managing Values and Hierarchies for the Financial Category and Line of Business Dimensions

Use the Financial Dimension Hierarchy Manager to manage values and hierarchies for the Financial Categories and Line of Business dimensions. The Financial Dimension Hierarchy Manager enables you to map values from local to master value sets by dragging and dropping values within a hierarchy. It also enables you to work on both the master and local value sets for a given financial dimension at the same time.

Figure 5–14 Financial Dimension Hierarchy Manager page



The Financial Dimension Hierarchy Manager is divided into several regions.

- The left-top region shows all the distinct value sets from the source ledger group for this segment. See: Source Ledger Groups on page 5-11

- The left-middle region shows the master value set, chosen for the dimension. See: Master and Local Value Sets on page 5-10
- The left-bottom region shows all the local values in your local value sets.
- The right-side displays the hierarchy for the dimension and the top node for the master value set.

Note: At a single point in time, only one user will be able to work on the master and local value sets for a given financial dimension using the Financial Dimension Hierarchy Manager. Locks are applied to all selected value sets so that other users cannot modify them. This applies to the usage of the value sets from another Financial Dimension Hierarchy Manager session or in an Account Hierarchy Manager session. These locks are not released until users exit from the Financial Dimension Hierarchy Manager.

To manage values in the Financial Dimension Hierarchy Manager:

1. In the Financial Dimension Hierarchy Manager, search for the value sets that you want to map to the dimension. You can use the following criteria to search for a value set.
 - Parent: Displays the top level parent values for master and local value set.
 - Child: Displays all child values.
 - From: Beginning of the range.
 - To: End of the range.
 - Description.

Figure 5-15 Financial Dimension Hierarchy Manager page

Financial Dimension Hierarchy Manager: Line of Business

File Edit View Window

Local Value Sets

- Line of Business [Line of Business(unseeded)]
 - CostCenterDailyIntelligence

Charts of Accounts Applied

Chart of Accounts	Segment
DailyIntelligenceCorpUSAjp	CostCenterDBI
DailyIntelligenceFrench	FrCostCenterDBI

Query Values

Master Local

Parent: All

Child: All

From:

To:

Description:

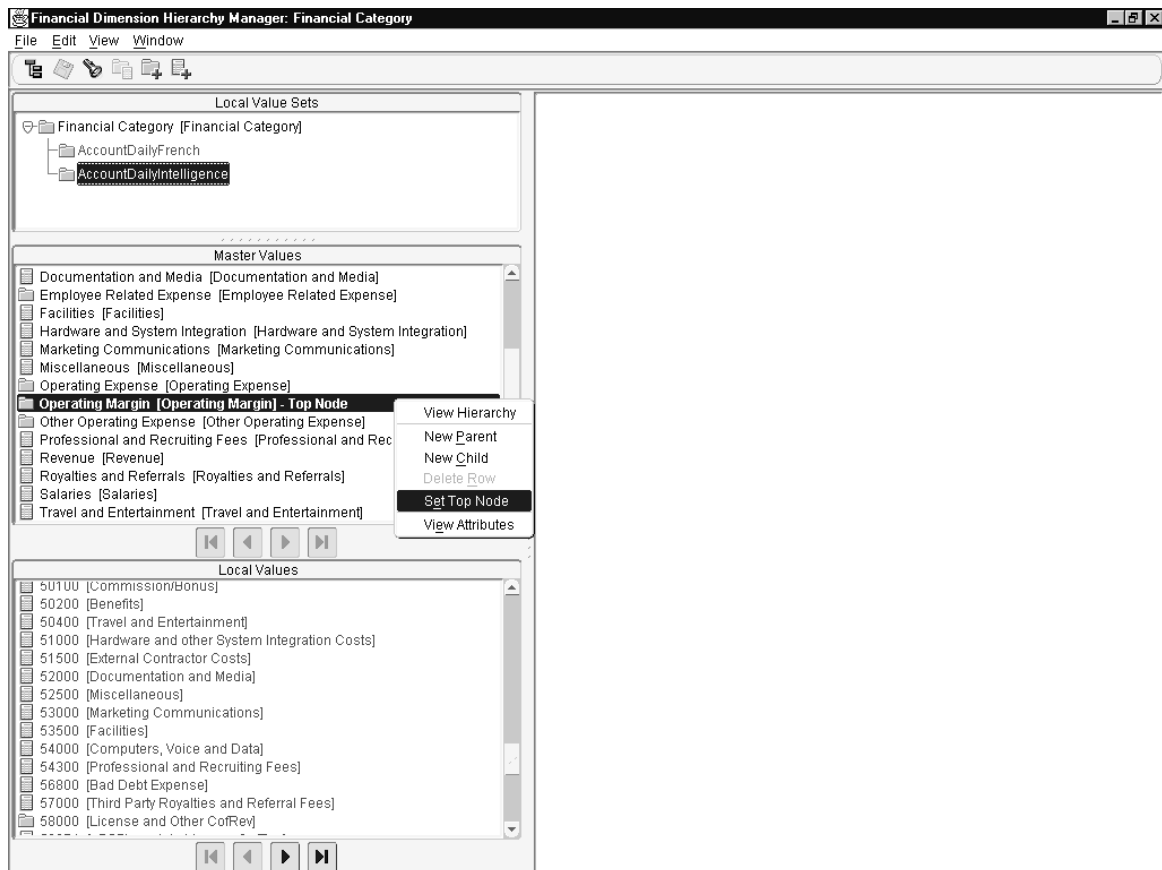
Order by: ☒ Value ☐ Description

Reset Find

2. Define the top node for the hierarchy.

Right click on an item in the master value set and choose Select Top Node from the list of values to make that item the top node of the master value set.

Figure 5–16 Master Value Set Top Node



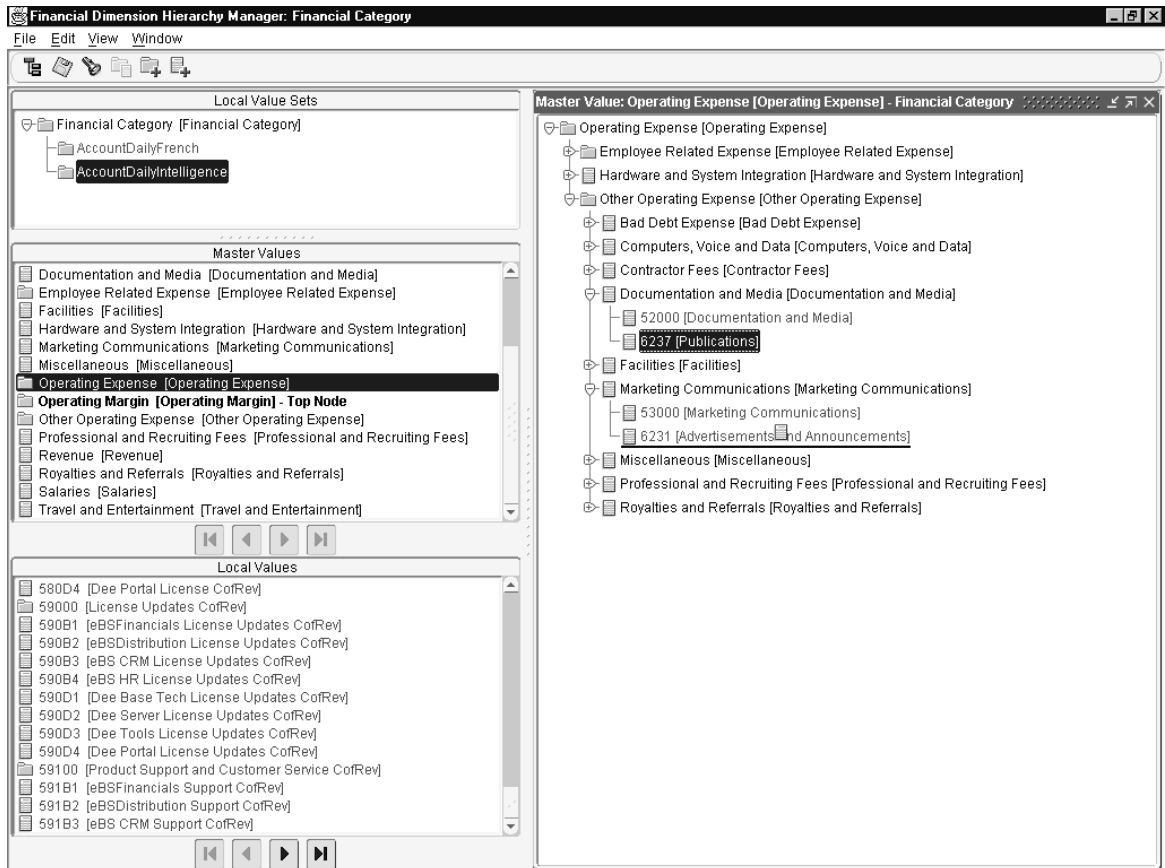
The Top Node is a parent value, and the highest point in the dimension's hierarchy. It is defined once, in the master value set only.

3. Manage the relationships between the master and local value sets by building a cross-value set hierarchy.

Note: You must build a dimension hierarchy if the master value set is different from the local value set.

You can drag and drop segment values from the local value set hierarchy to the master value set hierarchy or within a master value set to create hierarchies.

Figure 5–17 Drag and Drop in Financial Dimension Hierarchy Manager



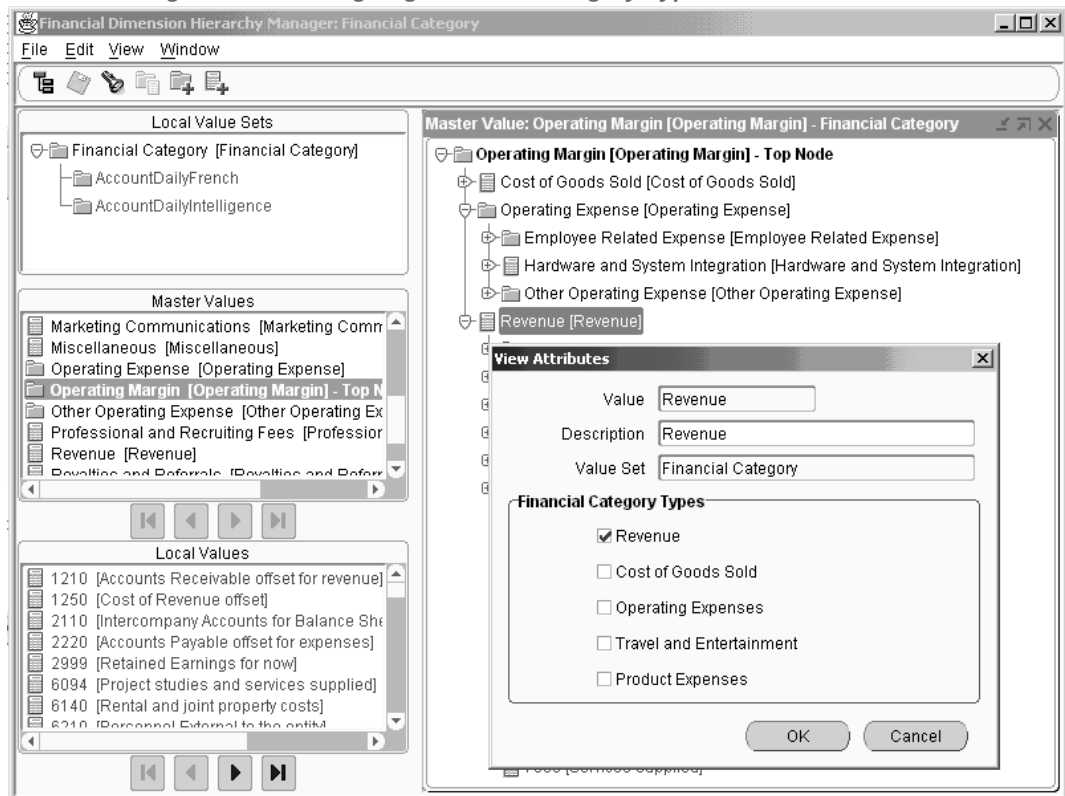
For example, if Publications is a child node of Documentation and Media. You can move Publications under Marketing Communications, by dragging and dropping from Documentation and Media into Marketing Communications.

When you build a cross-value set hierarchy, note that:

- If you move a parent value in the hierarchy, all of the parent's child values move with it.
- If there is no local value set, you can maintain the dimension hierarchy within the master value set.
- If you have local value sets, the dimension hierarchy crosses the master and all local values sets. You cannot move values between local value sets, you can only assign local values as detail values to a master value set.
- You can edit the value descriptions directly in the window. By default, local value set values are displayed using the following format:
 - Value [description]
 - For example, 1100 [Cash].
- You can change the format to display the value set name. For example, 1100 - Account VSet [Cash] by choosing View > Display Value Set Name.

4. For the Financial Category dimension only, assign the following financial category types to the hierarchy:
 - Revenue
 - Deferred Revenue - only used by DBI for Sales, Product Revenue Bookings and Backlog page.
 - Cost of Goods Sold
 - Operating Expenses
 - Travel and Entertainment
 - Product Expenses - only used by DBI for Product

Figure 5–18 Assigning Financial Category Types in the FDHM

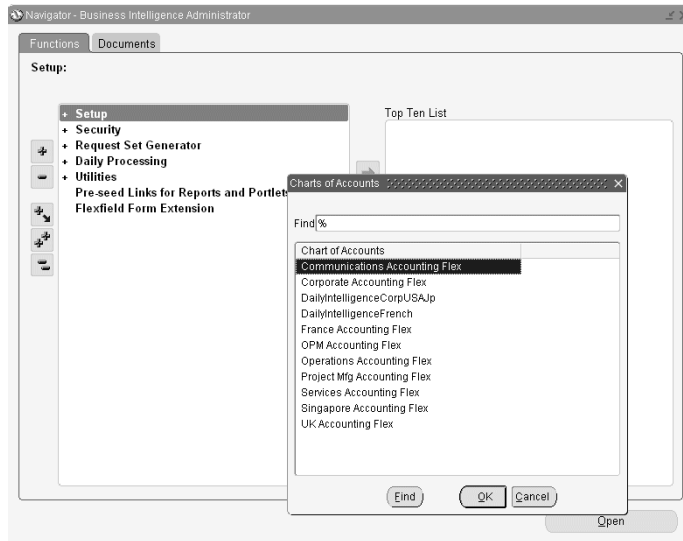


Managing Values and Hierarchies for the Product Category Dimension

To assign values to the Product Category:

1. In the Values and Hierarchies window, click Launch Hierarchy Manager. The Chart of Accounts window appears.

Figure 5–19 *Chart of Accounts Window*



2. Choose a chart of accounts from the list of values.

Figure 5–20 *Product Category Assignments Window*

Product Category Assignments

Product Top: 000
Description: DBI Computer

Chart of Accounts Assignment

Chart of Accounts: UK Accounting Flex

Assignment Type

☒ Use Ranges
☐ Use Segment

Segment Name:

Assign Ranges

3. In the Product Category Assignments window, the Use Ranges assignment type is selected. Click Assign Ranges to assign a range of code combination identifiers (CCID).

Note: The Product Category Assignment window is only used when the assignment is Code Combination Ranges. For Single Segment assignment, see: Define Dimension Mapping Rules on page 5-25.

The Assign Code Combination Ranges window appears.

Figure 5–21 Assign Code Combination Ranges window

- Choose a product. The product must be a child value in the Product Category hierarchy. For information about setting up the Product Category hierarchy, see: *Implementing Item Reporting in the Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.
- For each segment, define the range of natural accounts that you want to use.

If you chose Use Segment in the Product Categories Assignment window, then the product segment name automatically appears in the Segment Name field.

4. Save your work.

Set Up Budgets and Forecasts

You can use the Oracle Applications Desktop Integrator to import budget and forecast information for reporting. Oracle Applications Desktop Integrator is a spreadsheet-based application that allows you to enter data into the DBI for Financials budget interface table (FII_BUDGET_INTERFACE) for loading into the system.

Before using the Oracle Applications Desktop Integrator to load budget and forecast data:

- Complete all DBI for Financials prerequisite and implementation steps.
- Follow the installation steps described in *About Oracle E-Business Intelligence, Daily Business Intelligence on OracleMetaLink*. You must apply the appropriate Oracle Applications Desktop Integrator patch and follow the installation instructions outlined in the patch. After installing the Oracle Applications

Desktop Integrator patch, confirm that you can access the Desktop Integration responsibility.

- Set up the default time level for budgeting and forecasting. See: Setting Default Time Levels for Budget and Forecast Data on page 5-41.

Setting Default Time Levels for Budget and Forecast Data

Although it is possible to view actual data on a daily basis, you can only view your budget or forecast data by Period, Quarter, or Year. By default the budget is viewed by period and the forecast is viewed by day.

The granularity of your budget and forecast data is set by the following profile options, which are set at the Site level:

- FII: Budget Period Type
- FII: Forecast Period Type

Using Budget and Forecast Reporting

Oracle Applications Desktop Integrator does not allow you to delete data from the interface table. To delete records from the interface table, you must use SQL*PLUS.

Loading Budget and Forecast Data

You must follow these steps to load budget and forecast data:

1. Sign on to the Desktop Integration responsibility.
2. Select Create Document.
3. Select the Language and Excel settings.
4. Select Financials Intelligence - Budget and Forecast integrator.
5. Select Generic layout.
6. Select None in the Content field.

Note: You can only budget and forecast for a master value set.

Updating Budget and Forecast Data

You must follow the steps listed in the Loading Budget and Forecast Data Using Oracle Applications Desktop Integrator section, and the additional steps listed below:

1. Select the Interface Table content.
2. Enter a plan type of either Budget or Forecast.

Note: Do not change the default Mapping selection.

Using Budget and Forecast Programs

Use the budget and forecast programs to load data into and purge data from Daily Business Intelligence using the Oracle Web Applications Desktop Integrator interface table.

See: Budget and Forecast Programs on page 5-55.

See also: For information on how to set up and use Oracle Web Applications Desktop Integrator, see: *Web Applications Desktop Integrator Implementation Guide* and *Web Applications Desktop Integrator User Guide*.

Loading Issues

When you run the Update Budget and Forecast program the following occurs:

Forecast and budget data is dynamically converted into the primary or secondary global currency. The currency rates for the budget and forecast data are defined in the Oracle Applications Desktop Integrator spreadsheet template.

Resolve any errors in the Oracle Applications Desktop Integrator user interface. Common load errors are related to the incorrect template information, missing information, or non-unique information.

Set Up Cumulative Revenue Budget/Forecast Line Display Profile Option

Cumulative Revenue Budget/Forecast Line Display

Use the System Administrator responsibility to set the Cumulative Revenue Budget/Forecast Line Display profile option to YES if you want to display the cumulative revenue to-date and the cumulative budget/forecast lines on the Profit and Loss pages. The Cumulative Revenue line feature enables you to display the cumulative budget line at the finest level of granularity possible for the data available. For example, for the Quarter period type, if monthly budget data is available, then the budget line appears as a three-step line. If only quarterly budget data is available, the budget line is horizontal.

By default, the profile option is set to YES. If you want to use a horizontal line instead to graph the total budget or forecast for the period, then select NO.

See: Profile Options in the DBI for Financials chapter of the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Set Up Payables Expenses Implementation Profile Option

FII: DBI Payables Expenses Implementation

Use the System Administrator responsibility to set the FII: DBI Payables Expenses Implementation profile option to YES if you want to enable drilling from the Expense Management and other expense related pages to display payables-related information stored in Oracle Payables.

This option identifies transactions that will be loaded when you run the initial or incremental request sets.

See: Profile Options in the DBI for Financials chapter of the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Post Setup Steps

Once you complete the Profit and Loss and Expense Management setup steps, ensure that you complete the post setup steps for Daily Business Intelligence. See: Post-Setup Steps on page 2-45.

Maintenance and Administration

After setup is complete, you may have to perform the following maintenance and administration tasks.

Note: Any time you change your source data or your DBI for Financials setup you must run an initial or incremental request set to reload your data.

You must run an initial or incremental request set whenever you change the following:

- Source ledger group assignments. See: Add Ledger Assignments to Source Ledger Groups on page 5-23.
- Product category mapping. See: Define Dimension Mapping Rules on page 5-25.

- Inclusion rules. See: Add Ledger Assignments to Source Ledger Groups on page 5-23.

Managing Changes

There are three types of changes that can occur after implementation:

- Data refreshes
- Updates to dimension mapping
- Setup changes

These changes may require creating and running a request set. The initial request set may require significant processing time to process information from new ledgers or as a result of major changes to dimension structures. A seeded request set is available to refresh data after dimension mapping is updated. Transaction data can simply be refreshed daily using the incremental request set.

Data Refreshes

For daily data refresh, run the incremental request sets. See: Run Incremental Request Sets in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Before you can use the employee directory that is accessible from the Top 10 Spenders report, you must run the Refresh Employee Directory concurrent program, using its Complete Refresh mode, from the Global HRMS Manager responsibility. The Refresh Employee Directory concurrent program is not included in any seeded initial or incremental request sets.

Update Dimension Mapping

For more information about the Update GL Summaries After Setup Changes request set, see Dimension Mapping Update.

Setup Changes

If, after setup is complete, you change any source data or DBI for Financials setup information, including adding new source ledgers, then rerun the initial request set for the affected pages. The following changes require you to re-run of the initial request set:

- Changes to the global setup.
- Updates to the source ledger assignments.

- Updates to product category mapping.
- Updates to the Revenue or Deferred Revenue financial category mapping, only affected by the data load from Oracle Receivables.

For example, if you update the company set assignments, then you must reload your data. See: Run Initial Request Set in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Securing DBI for Financials Data

The Profit and Loss and Expense Management pages are secured by Manager. See: Securing Daily Business Intelligence Data in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Payables Implementation

The following section describes the prerequisites, implementation considerations, implementation steps, and post setup steps for the Payables Management and Payables Status pages.

Implementation Consideration

This section describes an implementation consideration for the Payables Management and Payables Status pages.

Currency

The Payables Management and Payables Status pages convert transactional currencies to functional currencies. For example, this occurs because the discount available and discount remaining amounts (AP_PAYMENTS_SCHEDULES_ALL) and discount taken amount (AP_INVOICE_PAYMENT_ALL) are only stored in the transaction currency. For this reason, exchange rates must be maintained between all transactional and functional currencies. If all operating units use the same functional currency, then the Payables pages can display information in that functional currency.

Prerequisites

Before you can implement and use the Payables pages, ensure that your system meets the following prerequisites. The following table lists the prerequisites.

Table 5–5 Prerequisites for Implementing Payables Pages in DBI for Financials

	Prerequisites	Responsibility
1.	Use Oracle Applications Release 11i.9	(not applicable)
2.	Set Up Daily Business Intelligence	Business Intelligence Administrator

Payables

The following table lists all of the required set up steps for the Payables pages and reports of DBI for Financials. These steps must be completed in the order shown in the table.

Table 5–6 Setting Up Payables in DBI for Financials

	Steps	Required
1.	Secure Payables Data on page 5-46	Yes
2.	Set the Payables Operations Implementation Profile Option on page 5-46	Yes
3.	Post Setup Steps on page 5-47	Yes

Secure Payables Data

Set up the MO: Security Profile option to secure data by operating unit.

See: Set Up the MO: Security Profile in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Set the Payables Operations Implementation Profile Option

FII: DBI Payables Operations Implementation

Enter YES for this profile option to access information from Oracle Payables and to display that information in the Payables Management and Payables Status pages. This profile option controls the Payables base summary collection program that

relies on the logging mechanism in Oracle Payables system to determine what records to collect.

This option identifies transactions included in initial data loads or when you refresh tables and summaries with incremental data. See: Profile Options in the DBI for Financials chapter of the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Post Setup Steps

Once you complete the Payables setup steps, ensure that you complete the post setup steps for Daily Business Intelligence. See: Post-Setup Steps in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Additional Information

The following section provides reference material about:

- DBI for Financials Responsibilities on page 5-48
- DBI for Financials Menus on page 5-48
- Summarizing DBI for Financials Data on page 5-51
- Concurrent Programs on page 5-54
- Profile Options on page 5-56

DBI for Financials Responsibilities

The following responsibilities are provided by DBI for Financials.

- **Cost Center Manager:** The Cost Center Manager responsibility provides access to the Expense Management page and its associated reports. This responsibility also provides access to the HR Management page, but only if DBI for Human Resources is implemented.
- **Profit Center Manager:** The Profit Center Manager responsibility provides access to the Profit and Loss by Line of Business, Profit and Loss by Manager, and the Expense Management pages and their associated reports.
- **Daily Financials Intelligence:** The Daily Financials Intelligence responsibility provides access to the Profit and Loss by Line of Business, Profit and Loss by Manager, and the Expense Management pages and their associated reports.
- **Daily Payables Intelligence:** The Daily Payables Intelligence function-based responsibility provides access to the Payables Management and Payables Status pages and their associated reports.

For a complete list of all responsibilities and pages by intelligence product, see: Responsibility and Page Matrix in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

DBI for Financials Menus

DBI for Financials provides the following self-service web applications menu structures:

Daily Financials Intelligence Responsibility Menu

Intelligence Pages

- Profit and Loss
- Profit and Loss by Manager
- Expense Management
- Revenue Reports
 - Revenue Summary
 - Revenue Trend
 - Revenue by Product
 - Revenue by Sales Channel
- Expense Reports
 - Cost of Goods Sold Summary
 - Cost of Goods Sold Trend
 - Expense Summary
 - Expense Trend
 - Expenses per Head Summary
 - Expenses per Head Trend
 - Expenses by Cost Center

Profit Center Manager Responsibility Menu

The Profit Center Manager responsibility has access to the same pages and reports that are available in Daily Financials Intelligence, except that the HR Management page is available, and the Expense Management page is not available.

Cost Center Manager Responsibility Menu

- Intelligence Pages
 - Expense Management
 - HR Management
- Expense Reports
 - Cost of Goods Sold Summary
 - Cost of Goods Sold Trend

- Expense Summary
- Expense Trend
- Expenses per Head Summary
- Expenses per Head Trend
- Expenses by Cost Center

Daily Payables Intelligence Responsibility Menu

- Intelligence Pages
 - Payables Management
 - Payables Status
- Invoices and Payments Reports
 - Invoice Activity
 - Invoices Types
 - Paid Invoices
 - Electronic Invoices Trend
 - Electronic Invoices
- Invoices at Risk Reports
 - Open Payables Summary
 - Invoices Due Aging Summary
 - Invoices Past Due Aging Summary
 - Holds Summary
 - Invoices on Hold Discount Summary
- Hold Information Reports
 - Holds Activity
 - Holds Information Summary
 - Hold Type Summary
 - Hold Category Summary
- Discounts Reports

Discount Opportunities Summary

Paid Invoice Discounts

Summarizing DBI for Financials Data

Use initial and incremental request sets to load and update data in base summary tables and materialized views. The materialized views are used to render the data on the DBI for Financials pages, such as the Profit and Loss page.

The summarized data that is presented in DBI for Financials pages, resides in the following base summary tables and materialized views. For more information on how these tables are populated, see: *Oracle Daily Business Intelligence Summarization Diagrams*, available on Oracle [MetaLink](#).

Summarizing DBI for Financials Data: Profit and Loss and Expenses

FII_AP_INV_B This table summarizes the Payables invoice data used in the Profit and Loss pages.

FII_AR_REVENUE_B This table summarizes the Receivables revenue data used in the Profit and Loss pages.

FII_AR_SALES_CREDITS This table contains the sales credit splits by sales representative for each invoice line in Receivables.

FII_BUDGET_BASE This table summarizes the budget and forecast information used in all DBI for Financials pages.

FII_GL_JE_SUMMARY_B This table summarizes the General Ledger journal entries used in all DBI for Financials pages.

Materialized Views: Profit and Loss and Expenses

FII_AR_REV_SUM_MV This table summarizes all of the revenue information that is presented in the Revenue by Sales Channel report in the Profit and Loss page.

FII_GL_BASE_MV This table summarizes all of the actual and budget information presented in all DBI for Financials pages.

FII_GL_MGMT_CCC_MV This table is based on FII_GL_BASE_MV. This table contains information at the company-cost center organization level, pre-aggregated for time and financial category.

FII_GL_MGMT_PRD_MV This table is based on FII_GL_BASE_MV. It pre-aggregates actual and budget information along management, financial category, and time hierarchies for better performance.

FII_GL_MGMT_SUM_MV This table is based on FII_GL_MGMT_CCC_MV. It pre-aggregates actual and budget information along management, financial category, and time hierarchies for better performance.

Summarizing DBI for Financials Data: Payables

The following information is used in the Payables Management and Payables Status pages.

FII_AP_AGING_BKTS_B This table stores the invoice counts for the due and past due buckets.

FII_AP_DUE_COUNTS_B This table stores the invoice counts for due and past due. Note that these counts are not specific to aging buckets. This table provides information about the number of invoices that are due and past due during a particular period.

FII_AP_HOLD_HIST_B This table stores invoice holds and release information in separate records.

FII_AP_INV_HOLDS_B This table stores denormalized information about holds and releases by categorizing the holds into hold categories.

FII_AP_INVOICE_B This table stores complete information about an invoice, including holds and payments, in a single table rather than in multiple tables as is done in Payables.

FII_AP_PAY_SCHED_B This table summarizes the Payables data about scheduled payments

Materialized Views: Payables

FII_AP_HATY_XB_MV This table is based on FII_AP_INV_HOLDS_B and FII_AP_PAY_SCHED_B. It stores holds activities information for all the invoices. Data is pre-aggregated to the operating unit and supplier levels.

FII_AP_HCAT_IB_MV This table is based on FII_AP_INV_HOLDS_B. It stores the number of invoices by hold categories. Data is pre-aggregated to the operating unit and supplier levels.

FII_AP_HHIST_IB_MV This table is based on FII_AP_HOLD_HIST_B. It stores the hold date, release date, and number of days on hold information for a hold placed on an invoice. Data is pre-aggregated to operating unit, supplier, and invoice level.

FII_AP_HLIA_I_MV This table is based on FII_AP_HLIA_IB_MV and FII_AP_HOLD_HIST_B. It stores the liability and discount information for all invoices with holds. Data is pre-aggregated to the operating unit and supplier levels.

FII_AP_HLIA_IB_MV This table is based on FII_AP_PAY_SCHED_B, FII_AP_INVOICE_B, FII_AP_HOLD_HIST_B, and FII_AP_INV_HOLDS_B. It stores information for all invoices with holds. Data is collected at the schedule payment level.

FII_AP_HLWAG_IB_MV Like FII_AP_HLIA_I_MV, this table is based on FII_AP_HLIA_IB_MV. It stores information about the current due and past due amounts for all of the invoices with holds. The due date is included in this materialized view for calculating the number of days due and past due. Data is pre-aggregated to the operating unit, supplier, and due date levels.

FII_AP_IVATY_XB_MV This table is based on FII_AP_INVOICE_B. It stores invoice activities information for all invoices. Data is pre-aggregated to the operating unit and supplier levels.

FII_AP_LIA_IB_MV This table is based on FII_AP_PAY_SCHED_B and FII_AP_INVOICE_B. It stores the liability and discount information for all unpaid invoices. The PREPAYMENT action is excluded. Data is pre-aggregated to the operating unit and supplier levels.

FII_AP_LIWAG_IB_MV This table is based on FII_AP_PAY_SCHED_B. It stores information about the current and past due amounts for all unpaid invoices. The due date is included in this materialized view for calculating the number of days

due and past due. Data is pre-aggregated to the operating unit, supplier, and due date levels.

FII_AP_PAID_XB_MV This table is based on FII_AP_PAY_SCHED_B and FII_AP_INVOICE_B. It stores payment information for all fully and partially paid invoices. Data is pre-aggregated to the operating unit and supplier levels.

FII_AP_PAYOL_XB_MV This table is based on FII_AP_PAY_SCHED_B. It stores information about the number of invoices paid on time or paid late. Data is pre-aggregated to the operating unit and supplier levels.

Concurrent Programs

FII Currency Re-conversion Program

Use this program to re-convert, using final month-end rates, the amounts displayed in the Profit and Loss and Expense Management pages. Because information for the Profit and Loss and Expense Management pages is collected on a daily basis, you will not have the month-end exchange rates used for management reporting. We recommend that you run the FII Currency Re-Conversion program at month- or quarter-end to insure that the information on the DBI for Financials reports more closely match the information in your General Ledger.

Note: You must run this program after you have closed your GL periods.

This report uses the following parameters.

- **Currency Type:** Choose primary or secondary currency, based on global setup for Daily Business Intelligence.
- **Primary Currency Rate Type:** Select the rate type that you want to use for re-conversion.
- **Second Currency Rate Type:** Select the rate type that you want to use for re-conversion.
- **From Date:** Choose the earliest date that you want to use for reconversion.
- **To Date:** Choose the latest date that you want to re-convert currency.

This program is most commonly used to re-convert post-close data.

Note: Please run the incremental requests sets after running the FII Currency Re-conversion program.

Budget and Forecast Programs

- Upload Budget and Forecast Program

The Upload Budget and Forecast program imports data into the base summary tables from the interface table.

- Purge Budget and Forecast Program

The Purge Budget and Forecast program purges data from the base summary table, not from the interface table. You can purge base summary table data for a particular time period or purge all data from the base summary table. For example, if budget data is loaded at the period level, you can purge data for a specified period or for all periods.

The parameters for this program are:

- **Plan Type:** Choose Budget or Forecast
- **Time Period Level:** Choose Period, Quarter, Year, or All
- **Time Period:** Name of the period, quarter, or year to purge. A name is required when the Time Period Level parameter is Period, Quarter or Year.
- **Date:** If the Time Period Level parameter is Day, enter the date that you want to purge. Leave this field blank if the period is not Day.

You must purge data at the same level it was loaded. The purge program fails if you attempt to purge data at a different level.

Dimension Mapping Update

If you update mapping in a dimension, run the Update GL Summaries After Setup Changes request set.

This seeded request set provides better performance than an incremental request set in the case of major changes to dimensions. It performs an incremental refresh on the base summary tables and a full refresh of the materialized views. See the *Oracle Applications System Administrator's Guide* for information on submitting requests.

Request Sets

Use the incremental request sets that you created using the Request Set Generator to refresh data in the DBI for Financials pages. Run the incremental request set daily. See: Request Set Generator in Post-Set Up Steps in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Resubmit the initial request if you need to clear out and start over with new data in the DBI for Financials pages.

The requests collect new and updated data since the last time the requests were run, and display the updated data in the reports.

If a currency conversion error occurs while a request collects data, then the entire collection fails. See: the description of the currency dimension in Understanding Daily Business Intelligence Reporting and Operating Units and Currencies in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Profile Options

The following table provides information about the optional and required profile options related to DBI for Financials.

Table 5–7 Profile Options for DBI for Financials

Profile Option	Required	Default	User Access	System Admin Access: User Level	System Admin Access: Responsibility Level	System Admin Access: Application Level	System Admin Access: Site Level
FII: Budget Period Type	Optional	NULL	No access	No access	No access	No access	Visible, Updatable
FII: Forecast Period Type	Optional	NULL	No access	No access	No access	No access	Visible, Updatable
FII: Manager Aggregation Level	Optional	NULL	View Only	View Only	View Only	View Only	Visible, Updatable
GL AHM: Database Host	Required	NULL	No access	No access	No access	No access	Visible, Updatable
GL AHM: Database Port	Required	NULL	No access	No access	No access	No access	Visible, Updatable
GL AHM: FND Schema Name	Required	NULL	No access	No access	No access	No access	Visible, Updatable

Profile Option	Required	Default	User Access	System Admin Access: User Level	System Admin Access: Responsibility Level	System Admin Access: Application Level	System Admin Access: Site Level
Gateway User ID	Required	NULL	View Only	View Only	View Only	View Only	Visible, Updatable
Guest User Password	Required	NULL	No access	No access	No access	No access	Visible
FII: Cumulative Revenue Budget / Forecast Line Display	Optional	YES	Updatable	Updatable	Updatable	Updatable	Updatable
FII: DBI Payables Expenses Implementation	Optional	NULL	Visible, Updatable	Visible	Visible	Visible	Visible, Updatable
FII: DBI Payables Operations Implementation	Optional	NULL	Visible, Updatable	Visible	Visible	Visible	Visible, Updatable

Daily Business Intelligence for Interaction Center

This chapter describes the technical content associated to the implementation, maintenance, and administration of DBI for Interaction Center.

The chapter contains the following topics:

- Overview on page 6-2
- Understanding Reporting on page 6-2
 - Page Descriptions on page 6-2
 - Responsibilities on page 6-3
 - Menus on page 6-3
 - Dimensions on page 6-5
 - Performance Measures on page 6-6
- Summarizing Data on page 6-10
- Securing Data on page 6-10
- Prerequisites on page 6-10
- Implementing on page 6-11
- Concurrent Processes on page 6-11

Overview

DBI for Interaction Center is a web-based performance management solution which merges interaction data with business data. It presents a comprehensive view of interaction center performance metrics.

DBI for Interaction Center presents measures and key performance indicators for email and inbound telephony activity on the following pages.

- Email Center Management Page
- Inbound Telephony Management Page

Each page presents key performance indicators and performance trends for a comparative period and drill down reports. The drill down reports allow the call center manager to further explore and evaluate activity within the call center. Many of the reports include a view by option which allows the reports to be displayed with different dimensions. The drill and pivot feature allows similar navigation and direct access to other reports.

For a complete description of the DBI for Interaction Center pages, see: *Oracle Daily Business Intelligence User Guide*.

Understanding Reporting

For a complete, detailed descriptions of the reports that DBI for Interaction Center provides, see the *Oracle e-Business Intelligence Daily Business Intelligence User Guide*.

Page Descriptions

DBI for Interaction Center offers the following pages for Email Center and Inbound Telephony.

Each page contains a specific set of KPIs, tables, graphs, and detailed reports. The following pages are provided by DBI for Interaction Center.

Email Center Management Page

The Email Center Management Page provides interaction center managers with an enterprise view of Email Center activity and trends. Performance and trend measures are available for filtering by period type, account and classification. For example, the Leads Created key performance indicator shows the number of leads directly created directly by Email Center agents.

Accessing and viewing the Email Center Management page requires the Email Center Manager or Daily Interaction Center Intelligence responsibility.

Inbound Telephony Management Page

The Inbound Telephony Management page provides call center managers with an overview of inbound telephony operations for a select call center or all call centers as well as classification and dialed number metrics. KPIs provide a quick view of measures, in graph and table format, as they pertain to service level trends, call volume, agent productivity and call outcome. Call center managers can view inbound telephony activity and trends by period, call center or dialed number.

Accessing and viewing the Inbound Telephony Management page requires the Inbound Telephony Manager or Daily Interaction Center Intelligence responsibility.

Responsibilities

The following responsibilities are provided by DBI for Interaction Center.

- **Daily Interaction Center Intelligence:** The Daily Interaction Center Intelligence responsibility provides access to the Email Center Management and Inbound Telephony Management pages and their associated reports
- **Email Center Manager:** The Email Center Manager responsibility allows you to view and access all regions and reports on the Email Center Management page.
- **Inbound Telephony Manager:** The Inbound Telephony Manager responsibility allows you to view and access all regions and reports on the Inbound Telephony Management page.

For a complete list of all responsibilities and pages by intelligence product, see: Appendix A, "Responsibility and Page Matrix".

Menus

DBI for Interaction Center provides the following menu structure.

Email Center Management

- Email Center Management KPIs
- Service Level Trend (graph)
- Links

Inbound Telephony Management page

- Email Activity by Account (table)
- Links
 - Email Activity Report
 - Email Activity by Agent Report
 - Email Activity by Customer Report
 - Email Backlog Analysis Report
 - Email Resolution Report
 - Emails by Outcome, Result, Reason Report
- Email Activity Trend (graph)
- Email Activity by Account (graph)
- Email Backlog Trend (graph)
- Email Response Performance (table)
- Links
 - Email Response Performance Report
- Customer Wait Time Trend (graph)
- Average Agent Response Time Trend (graph)
- One and Done Resolution Trend (graph)

Inbound Telephony Management

- Inbound Telephony Management KPIs
- Service Level Trend (graph)
- Links
 - Email Center Management page
- Call Activity by Classification (table)
- Links
 - Inbound Telephony Activity Report
- Call Activity by Center (table)
- Links

Inbound Telephony Activity by Agent Report

Inbound Telephony Activity by Customer Report

Inbound Telephony Outcome, Result, Reason Report

- Average Speed to Answer Trend (graph)
- Abandon and Transfer Rate Trend (graph)
- Availability and Utilization Rate Trend (graph)
- Calls by Media Type (graph)
- Average Talk and Wrap Time Trend (graph)
- Outcomes (graph)

Dimensions

Within Daily Business Intelligence, there are common dimensions that are used by many of the intelligence pages. The DBI for Interaction Center pages use the following common dimensions:

- Time
- Organization
 - Agent Group Level

For more information on common dimensions, see: Common Dimensions on page 2-6.

In addition to the common dimensions, DBI for Interaction Center shares the uses of some dimensions with other Oracle Applications.

The following table presents the dimensions that are specific to DBI for Interaction Center as well as those that it shares with other applications.

Table 6–1 DBI for Interaction Center Dimensions

Page	Dimension Name	Dimension Level	Used By
Email Center Management	Email Account	Email Account	■ Email Center
	Email Classification	Email Classification	■ Email Center

Table 6–1 DBI for Interaction Center Dimensions

Page	Dimension Name	Dimension Level	Used By
Inbound Telephony Management	Inbound Telephony	Call Center	■ Inbound Telephony
	Inbound Telephony	Agent Group	■ Inbound Telephony ■ Email Center
	Inbound Telephony	Classification	■ Inbound Telephony
	Inbound Telephony	Dialed Number Identification Service	■ Inbound Telephony

Performance Measures

The following section lists the performance measures and KPIs for DBI for Interaction Center.

Email Center Management Measures

Key performance indicators represent consolidated information for all email accounts defined in Email Center by the organization.

Metrics that use agent login sessions as a part of their calculation (e.g., Replied per Agent Hour) depend on agents logging out of Email Center through the Break container (located in the Agent Console home page). Email Center writes to the database the agent’s logout time when agent breaks from work using any of the options available in the Break container. Email Center does not record a logout time in the database when the agent logs out by closing the browser window.

Note: Email backlog is not considered in the calculation for the Replied within Goal KPI metric. Thus, it can be possible to accumulate large volumes of email backlog yet report high ‘Replied within Goal’ percentages.

The following table presents the measures that are provided by DBI for Interaction Center for Email Center Management.

Table 6–2 Email Center Management Measures

KPI	Calculation
Replied within Service Level	Percentage of email replies responded to within service level goal.
Service Level Goal	Percent of emails received that must be responded to, on or under the established customer wait time goal.
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.
Customer Wait Time Goal (Hours)	The time (expressed in hours) within which emails have to be replied to in order to meet service level goals.
Transfer Rate	Rate of number of emails that have been transferred at least once to emails resolved. Emails resolved refer to emails that have been either replied, deleted or auto-processed.
Delete Rate	Ratio of number of emails deleted to number of emails resolved. Emails resolved refer to emails that have been either replied to, deleted or auto-processed.
Received	Total number of emails received.
Replied	Number of email replies sent from Email Center.
Backlog	Total number of inbound emails, not responded to at the end of the reporting period, calculated as the total sum of emails in the master queue and in the agents' inbox.
Composed	Number of new outbound emails (not replies) generated from Email Center.
Replied per Agent Hour	Average number of email replies sent by an agent in a one-hour period of agent's work.
One & Done Resolution	Percent of inbound email interactions that get resolved with a single reply.
Customer Contacted	Total number of distinct customers for whom an outbound email was sent to (via reply or compose).
Service Requests Created	Total number of new service requests created in Email Center associated to inbound email interactions.
Leads Created	Total number of new leads created in Email Center that are associated to email interactions.

Inbound Telephony Management Measures

Key performance indicators for Inbound Telephony represent a consolidated view of performance, volume, productivity and outcomes.

The following table presents the measures that are provided by DBI for Interaction Center for Inbound Telephony Management.

Table 6–3 Inbound Telephony Management Measures

KPI	Calculation
Service Level	The percentage 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. For example, inbound calls should be answered in 24 seconds or less. Only TELE_INB and TELE_DIRECT media types.
Service Level Goal	The target for the percentage of calls answered within the wait time goal. The BIX: Call Service Level Goal Target Percent profile option is used for defining this value. For example, 90 percent of of inbound calls should be answered within the established 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. Only TELE_INB and TELE_DIRECT media types.
Abandon Rate	Percentage of calls offered where customer hangs up before speaking with an agent. Only TELE_INB and TELE_DIRECT media types.
Transfer Rate	Percentage of calls handled where an agent receives the call and then transfers it to a different agent or conferences in other agents. Only TELE_INB and TELE_DIRECT media types.
Inbound Calls Handled	Number of incoming calls of media item type TELE_INB and TELE_DIRECT which were answered by an agent. Only TELE_INB and TELE_DIRECT media types.
Agent Dialed Calls	Number of manual outbound dialed calls. Only TELE_MANUAL media type.
Web Callbacks Handled	Total calls handled where media item type is TELE_WEB_CALLBACK.

Table 6–3 Inbound Telephony Management Measures

KPI	Calculation
Availability Rate	The percentage of time agents are logged in and ready for calls. Same as Occupancy Rate. (Login Time - Idle Time) *100 / Login Time
Utilization Rate	The percentage of time agents handle customer calls versus the time logged in. (Login Time - Idle Time) - Waiting for Calls Time)*100 / Login Time
Average Talk Time (Seconds)	The average amount of time an agent spends talking to a customer. Includes: TELE_INB, TELE_DIRECT, TELE_MANUAL, TELE_WEBCALLBACK, and UNSOLICITED CALLS
Average Wrap Time (Seconds)	The average amount of time an agent spends to perform interaction wrap-up activities after hanging up a call. Includes: TELE_INB, TELE_DIRECT, TELE_MANUAL, TELE_WEBCALLBACK, and UNSOLICITED CALLS
Calls Handled per Agent Hour	The average number of calls an agent handles per hour of login time. Includes: TELE_INB, TELE_DIRECT, TELE_MANUAL, TELE_WEBCALLBACK, and UNSOLICITED CALLS
Customers Contacted	Number of customers with whom the call center has interacted through telephone calls.
Service Requests Created	Number of service requests created through telephone calls. Includes: TELE_INB, TELE_DIRECT, TELE_MANUAL, TELE_WEBCALLBACK, and UNSOLICITED CALLS
Leads Created	Number of leads created through telephone calls. Includes: TELE_INB, TELE_DIRECT, TELE_MANUAL, TELE_WEBCALLBACK, and UNSOLICITED CALLS
Opportunities Created	Number of opportunities created through telephone calls. Includes: TELE_INB, TELE_DIRECT, TELE_MANUAL, TELE_WEBCALLBACK, and UNSOLICITED CALLS

Summarizing Data

Use concurrent programs or request sets to load and update base summary table data and materialized views. The following section describes the base summary tables in this release.

Base Summary Tables

BIX_EMAIL_DETAILS_F

Stores all measures with respect to email account, classification, agent and party at the 24-hour time interval. A PL/SQL program from the OLTP table populates this table.

BIX_AGENT_SESSION_F

This table stores session related data with respect to an agent at a 24-hour or day interval. A PL/SQL program from the OLTP table populates this table.

BIX_CALL_DETAILS_F

This table stores summarized information regarding telephone calls summarized by various dimensions which include time, call center, resource, classification, DNIS, campaign, campaign schedule and dialing method.

The Load Call Summary and Update Call Summary concurrent programs populate this table.

Securing Data

DBI for Interaction Center uses the basic security model. For information on the Daily Business Intelligence security model, see: Chapter 2, "Daily Business Intelligence".

Prerequisites

Before implementing DBI for Interaction Center, you must complete the following prerequisite implementation steps.

- Confirm the set up of OLTP
- Confirm Global Daily Business Intelligence Setup

You must confirm the global Daily Business Intelligence set up requirements. For additional information see: Chapter 2, "Daily Business Intelligence".

- Confirm the implementation and set up of Oracle Email Center
- Confirm the implementation and set up of Oracle Advanced Inbound.
- Confirm the implementation and set up of Oracle Universal Work Queue
- Confirm the implementation and set up of CRM Applications Foundation (JTA)

Implementing

Once you have met all of the required prerequisites, you can begin implementing DBI for Interaction Center. The following table provides a list of all of the implementation tasks that you need to perform.

Table 6–4 Checklist for Implementing DBI for Interaction Center

	Steps	Responsibility
☐	Create new users if required	System Administrator
☐	Assign appropriate responsibilities See Responsibilities.	System Administrator
☐	Set up the following profile options for Email Center: ■ BIX: Preferred Currency ■ BIX: Email Center Goal ■ BIX: Service Level Goal	System Administrator
☐	Set up the following profile options for Inbound Telephony: ■ BIX: Call Service Level Goal Target Percent ■ BIX: Call Service Level Goal in Seconds ■ BIX: Preferred Currency	System Administrator

Concurrent Processes

Concurrent processes or programs are run automatically when the generated concurrent request is run. They should not be run individually unless they are not included in the request set.

You will need to run an initial request set which will load data for a particular page or set of pages. After generating the baseline data, you will use the incremental request set to refresh the data. You must have access to and use the Business Intelligence Administrator responsibility to run initial and incremental request sets.

For information on running initial request sets, see: Chapter 2, "Daily Business Intelligence".

The following concurrent programs are included in the request set for Email Center:

- Load Email Center Base Summary
- Load Session Summary
- Update Email Center Base Summary
- Update Session Summary

The following concurrent programs are included in the request set for Inbound Telephony Management:

- Load Call Summary
- Update Call Summary
- Load Session Summary
- Update Session Summary

Note: When implementing the pages (Email Center Management, Inbound Telephony Management), it is recommended run the requests sets in the following order.

First, generate the request sets for the Email Center Management page, then run the Email Center Management initial load request set.

Next, you should generate the request sets for the Inbound Telephony Management page and then run the initial load request set for Inbound Telephony Management.

Once these initial steps are complete, there are no restrictions on the order in which the incremental request sets are run.

This sequence is necessary to ensure that the Initial Load program is not run more than once, eliminating unnecessary performance overhead.

Data Refreshes

For daily data refresh, run the incremental request sets. For information on running incremental request sets, see: Chapter 2, "Daily Business Intelligence".

Daily Business Intelligence for iStore

Daily Business Intelligence (DBI) for iStore reporting and analyses allow managers to view important transactional data about activity in Oracle iStore web stores.

This chapter describes how to implement DBI for iStore. It contains the following topics:

- Overview on page 7-1
- Understanding Reporting on page 7-1
- Securing Data on page 7-4
- Prerequisites on page 7-4
- Implementing on page 7-5
- Post Implementation Steps on page 7-9

Overview

DBI for iStore gives managers important transactional data about web store activity, such as the number of new customers and total shopping cart amounts. It also allows manager to view total activity in terms of sales, products sold, and customer orders.

Understanding Reporting

Two main areas present web store data for DBI for iStore:

- Store Management Page
- Store Top Activity Page

Store Management Page

The Store Management page lets managers monitor ecommerce productivity through several new Key Performance Indicators (KPIs), including:

- New customer count
- Cart and order activity reports
- Cart conversion to order ratios
- Average order value and discount
- Activity by product category
- Total booked and campaign-related order amounts
- Related links to view other product pages

Graphical representation is available for booked orders, average orders, and average order discounts. In addition, comparisons are available for previous periods.

Store Top Activity Page

The Store Top Activity page allows managers to gain a valuable picture of store activity by viewing:

- Top orders
- Top products sold
- Top customer orders
- Top carts by sales amount

Responsibilities

DBI for iStore pages are available by selecting one of two responsibilities:

- **Web Store Manager** -- This is a role-based responsibility
- **Daily iStore Intelligence** -- This is a function-based responsibility

Note: The same menu structure is assigned to both responsibilities. With these responsibilities, users can access identical data.

Menus

The following is the menu structure presented in DBI for iStore:

- Intelligence Overviews
 - Store Management
 - Store Top Activity
- Store Intelligence Reports
 - Activity by Product Category
 - Top Orders by Sales Amount
 - Top Products by Sales Amount
 - Top Customers by Sales Amount
 - Top Carts by Sales Amount

Dimensions

DBI for iStore uses the following dimensions:

- Store
- Item
- Currency
- Time
- Product Category

Performance Measures

The following is a list of the report heading and calculation KPIs for Oracle iStore Intelligence:

- **Name** --- Name of performance indicator
- **Change** --- The Change column represents the difference between the current period and the time period selected for comparison. For example, if the period type is Month, and the comparison is Prior Year, this represents the change between this month and the same month last year. If the comparison is Prior Period, this is the change between this month and last month.

The comparison is always against data for the period to date. This means that if the As of Date were October 30 at Month level, then sequentially, the comparison would be against data for the period ending on September 29th. The logic used reflects the number of days from the end of the current period.

In this case, October 30 and September 29 are one day from the end of the month. The same holds true for Prior Year comparisons.

- **XTD** --- Period-to-date. Can be either Week-to-date (WTD), Quarter-to-date (QTD), Year-to-date (YTD), or Month-to-date (MTD).
- **Compare Direct Reports** --- The Compare section gives a graphical representation of how stores compare to one another. By moving the mouse over the dot, you can see the KPI values for the stores represented by the dot. Each store accessible to you is symbolized by a dot. The selected store is represented as a circle. If no store is selected, then no circle will appear.

Securing Data

See the Post Implementation Steps section of this document for security information.

Implementation Considerations

Before implementing DBI, you may wish to give some thought to the following:

- For optimum accuracy in product category reports, add all published store products under the product hierarchy. See the section, "Set Up the Product Catalog Hierarchy" in the *Oracle Daily Business Intelligence Implementation Guide* for more information.
- Before performing the minisite migration, find a mapping of stores and operating units. See the Run Minisite Migration Program section of this chapter for details.
- Before you run the initial request set, verify that you have reviewed and met all of the implementation considerations and prerequisites for the features and intelligence products that you are implementing. See the *Oracle Daily Business Intelligence Implementation Guide* for more information.

Prerequisites

Before implementing DBI for iStore ensure the following prerequisites are met:

- Set up Daily Business Intelligence on page 2-1.
- Set Up Item Reporting on page 4-12.

Implementing

Once you have met all of the required prerequisites, you can begin implementing DBI for iStore. The following table, Checklist for Implementing DBI for iStore, lists the implementation tasks.

Table 7–1 Checklist for Implementing DBI for iStore

Steps	Responsibility
Set OM: DBI Installation Profile Option on page 7-5	System Administrator
Set Oracle iStore Profile Options on page 7-6	System Administrator
Run Minisite Migration Program on page 7-6	iStore Administrator
Post Implementation Steps on page 7-9	

Set OM: DBI Installation Profile Option

Oracle iStore's reliance on Oracle Supply Chain Management to internally report data on Booked orders requires setting the OM: DBI Installation profile option. When the profile option is Yes, Oracle Order Management records modified lines into a log table. The Update Order Management Base Summary process then picks up the changed records from the log table. If the profile is No, incremental collection of the data will not occur properly.

The profile option is used only by Daily Business Intelligence. The profile option provides the No option so that users using only Oracle Order Management do not unnecessarily log modified lines. The Daily Business Intelligence concurrent processes used by Oracle Order Management purge the log table after every collection from it.

The system administrator can update this profile option at the user, responsibility, application, or site level; however, it should be set at the **site** level since incremental collection should happen at the that level. The default value of this profile option is No.

To set the OM: DBI Installation profile option:

1. In Oracle (Forms) Applications, using System Administrator responsibility, open the System Profile Values window by navigating to Profile > System.
2. Find the OM: DBI Installation profile option.

3. Set the profile option to Yes at the site level.

Set Oracle iStore Profile Options

The following two profile options are specific to DBI for iStore:

- **IBE: DBI Top Activity Number of Rows** -- This profile specifies the number of top carts, top orders, top customers, and top products to display in the drill-down reports accessible from the Store Top Activity page. Set to an integer at site level. The default value is 25, and it is recommend to use the default value unless you have a compelling business case to change the value.

If this profile is changed, you will need to run the initial request set again.

Run Minisite Migration Program

DBI for iStore requires that implementers run a semi-automated migration script -- available as iStore Minisite Migration concurrent program -- to migrate customer data and enable the appearance in DBI of historical data. This script populates the store identifier (Minisite_ID) column at the header level in the ASO_QUOTE_HEADERS_ALL table. The script can be run in three modes; see Running Mode, below, for more information.

Important: A user with the iStore Concurrent Programs responsibility should run the concurrent program.

iStore Minisite Migration Program Parameters

This section contains the following topics:

- Running Mode
- Use Migration Rules
- Behavior After Running Program

Running Mode

Values from LOV are:

- **Evaluate** -- This is the default value and allows you to run the program in a mode which populates only the program output log. Since the data migration does not actually take place, this allows you the opportunity to view the results of the program before committing to the migration.

To view the concurrent program output: After the request is submitted, in Oracle Forms select View > Requests to retrieve the View Request screen. Input the request ID to see a specific request. On the View Request screen, select the View Output button to view the output of the concurrent request.

- **Execute** -- In this mode, the data migration actually takes place.
- **Get List of Stores and Organization Identifiers** -- Provides a list of store and operating unit identifiers. Names and numbers for both stores and operating units are displayed in the list.

Important: If you are **not** using Only Use Auto Defaulting Rules (see Use Migration Rules, below), run the program in this mode before running in either of the other two modes.

Use Migration Rules

Values from LOV are:

- **Only Use Auto Defaulting Rules** --- This is the default value. Three rules are used:
 - Cart Line
 - Organization to Store Mapping
 - Unique Price List
- **Only Use Organization to Store Mapping** --- Only the Organization to Store Mapping input, prior to running the migration, is used.
- **Use Defaulting Rules and Organization to Store Mapping** --- Initially the three auto default rules are used, then for the remaining carts, the user defined Organization to Store Mapping rule is used.
- **Organization to Store Mapping** --- Enter a string to map each operating unit with a default store, using the following convention:

<operating unit identifier>:<store identifier>

 1. For example, Operating Unit 1 Identifier (204) followed by Store 1 Identifier (10000), with a colon separating the two numbers:

204:10000
 2. For example, Operating Unit 2 Identifier (301) followed by Store 2 Identifier (10008)

301:10008

Note: To determine the Operating Unit and Store identifiers, run program in *Get List of Store and Organization Identifiers* mode.

- **Update Carts with Existing Store Identifier** --- This value is hidden by default, as this option should only be used if required to reduce the risk of overwriting valid minisite IDs with incorrect ones. Values are: Yes or No.
 - No (default) --- The concurrent program updates only carts having no store identifier at the cart header level.

Note: If the value is No, to use this feature, you will need to change the concurrent program definition. To change the default value of a parameter, log into Oracle Forms as system administrator and navigate to Concurrent > Program > Define. Query for the program, iStore Minisite Migration Program, and then select the Parameters button. For more information, see the *Oracle Applications System Administrator's Guide*.

- Yes --- The concurrent program updates all carts.

Behavior After Running Program

After this program is run, the following migration rules are executed in this order:

1. If the cart line level is populated, the program populates the store identifier at the header level with the same value. The first line created in the cart is used to retrieve the store identifier.
2. Each shopping cart is attached to an operating unit at header level (the operating unit is defined in the MO: Operating Unit profile, set at responsibility level to a customer responsibility. A store may be associated either none or an unlimited number of customer responsibilities (each related to one operating unit). By using this information, the concurrent program retrieves the store associated with the operating unit defined at the cart header level.
3. Each cart is attached to a price list that was used to price the cart for the given party and party type. If store-based pricing is used, the price list identifier is stored in the IBE_MSITE_CURRENCIES table. When using store-based pricing, three price lists are supported per currency: one for walk-in users, one for registered B2C users, and one for registered B2B users. Depending on party, party type, and price list identifier on the shopping cart, the concurrent program finds the candidate stores and price lists.

When a migration rule is executed for a cart, these things can happen:

- The migration rule retrieves one store. The cart store identifier column is updated accordingly and the rule evaluation stops for the cart.

- The migration rule retrieves no store. The next rule is evaluated for the cart.
- The migration rule retrieves multiple stores. If one unique store identifier is common to the two rules, the concurrent program stops there. If not, the next rule is evaluated.
- When the parameter Use Migration Rules is set to *Use Defaulting Rules and Organization to Store Mapping*, if no store is retrieved for the cart using the defaulting rules, the user-defined mapping rules (store-organization mapping) are used to find the store ID.

Post Implementation Steps

Once you complete the DBI for iStore setup steps, ensure that you complete the post setup steps for Daily Business Intelligence. See: Post-Setup Steps on page 2-45.

Daily Business Intelligence for Marketing

This chapter describes the technical content of Daily Business Intelligence for Marketing . It contains the following topics.

- Overview on page 8-2
- Understanding Reporting on page 8-3
 - Responsibilities on page 8-3
 - Menus on page 8-5
 - Marketing Management and Lead Management Dimensions on page 8-6
 - Performance Measures on page 8-9
- Summarizing Data on page 8-11
- Securing Data on page 8-19
- Implementation Considerations on page 8-19
- Prerequisites on page 8-22
- Implementing Daily Business Intelligence for Marketing on page 8-22
- Maintenance and Administration on page 8-23

Overview

Daily Business Intelligence for Marketing enables personnel at all levels of your organization to monitor the status of marketing activities, assess performance and make continuous improvements.

It offers the following pages:

- Marketing Management
- Lead Management

The Marketing Management page provides information on campaign to cash, campaign ROI, and budgets. It helps analyzing trends in lead generation, lead conversion, cost per lead, and revenue per lead. The Lead Management page 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.

Marketing Management

Using Marketing Management, personnel at all levels in the organization are able to monitor marketing activities and continuously improve performance.

Marketing Management helps you accomplish the following:

- Make decisions throughout the marketing and sales cycle by providing daily visibility through various reports on key areas, such as lead generation, lead conversion, campaign to cash, campaign ROI, and budgets.
- Analyze performance trends, track campaign to cash, measure lead conversions, calculate marketing ROI and assess the success of a campaign.
- Align marketing activities with sales objectives.

Marketing Management helps answer the following questions:

- What percentage of the company's revenue is driven by marketing?
- Can Marketing ROI data be used to make better marketing decisions?
- Can Cost per Lead and Revenue per Lead for various dimensions, such as marketing channel, product categories, or region be analyzed?
- Can "campaign to cash" be maximized further?
- Can performance of the marketing department be measured and tracked on a daily basis?

Lead Management

Lead Management provides lead conversion information by product category or by sales group. Marketing professionals use this information to align marketing activities with sales.

Lead Management helps you accomplish the following:

- Assess the performance of a sales group. Managers can view details from the sales group level to the individual sales representatives' levels.
- View the lead status, measure the quality of leads, see the conversion rates from lead to opportunity, and compare cost and revenue of lead generation.

Lead Management helps answer the following questions:

- Can Lead Quality be tracked by various important dimensions, such as lead source, marketing channel, and customer categories to provide the sales force with most worthwhile leads?
- Are the marketing activities aligned with sales?

Understanding Reporting

Daily Business Intelligence for Marketing provides intuitive and configurable reports and graphs at various stages of the marketing cycle, such as planning and budgeting, multi-channel execution, and ROI analysis. Marketers can quickly see their top and bottom performing activities and take proactive steps to increase return on investment.

For complete, detailed descriptions on each of the reports and the calculations involved, see the *Oracle Daily Business Intelligence User Guide*.

Responsibilities

Table 8–1 lists the responsibilities in this release. It also provides a list of the pages that a user with a specific responsibility can access.

Table 8–1 Responsibilities and Roles

Responsibility	Description	Primary Pages	Related Pages
Marketing Manager or Daily Marketing Intelligence	This responsibility corresponds to the Marketing Manager role. It is intended for use by all marketing managers in your organization. Within the Marketing Management page, security is based on owner and team access to objects (Programs, Campaigns, and Events) in Oracle Marketing Online. Within the Lead Management page, security is based on manager and administrator access to Sales Groups defined in Oracle Resource Manager.	Marketing Management Lead Management	Sales Management Sales Management Comparative Performance Opportunity Management Quotes Management
Oracle Marketing Administrator	This responsibility provides access to all required setup steps in Oracle Marketing Online that are essential for Oracle Daily Business Intelligence for Marketing.	N / A	N / A

The Business Intelligence Administrator responsibility is a single common responsibility which has access to all required setup steps. For more information, see Appendix A, "Responsibility and Page Matrix".

Consider Marketing Users Access Lead Management Page

Marketing users will be able to view data in the Lead Management page if they are members of a sales group. Users can be assigned roles in sales groups such as Manager or Administrator roles, giving them access to that sales group and subordinate sales groups in pages and reports. Any user who is assigned a "Sales" role can access the Sales Transaction System also. To restrict access to Sales Transaction System, associate the marketing users to the sales group with a "Marketing" role.

Example: Let's assume there are two resources - Joe and John, and both have access to Daily Marketing Intelligence responsibility. Joe is associated to a sales group

called "MySalesGroup" with a Marketing Role and John is not associated to any sales group.

When Joe accesses the Lead Management Page, data corresponding to "MySalesGroup" is presented and the sales group LOV is available by default to "MySalesGroup". When John accesses the Lead Management Page, the sales group LOV will be blank and data will not be shown in any of the reports. To allow John to view data in the reports, John must be associated to "MySalesGroup" sales group.

Creating a Marketing Role

To create a marketing role:

1. Log into Oracle forms using CRM Administrator responsibility.
2. Navigate to Setup > Roles.
3. Provide values for the following fields:
 - Code (For example: MARKETING_MANAGER)
 - Name (For example: Marketing Manager)
4. From the Type drop-down list, select "Marketing".
5. Enable the Manager check box.
6. Save your work.

Menus

Daily Business Intelligence for Marketing has the following menu structure:

Marketing Management Page

- Marketing Management Key Performance Indicators
- Response Rate
- New Leads Summary
- Lead Quality
- Cost Per Lead
- Revenue Per Lead
- Lead to Opportunity Conversion Summary
- Opportunity Amount Summary

- Campaign Activity Summary
- Campaign Schedule Activity Summary
- Event Activity Summary
- Top Campaigns and Events by Leads
- Top Campaigns and Events by Opportunities
- Response Summary
- Campaign to Order by Campaign Hierarchy
- Leads and Cost per Lead
- Cost, Sales and ROI by Campaign Hierarchy
- Marketing Budget Summary by Budget Name
- Marketing Budget Summary by Budget Category
- Marketing Budget Utilization

Lead Management Page

- Lead Management KPI
- Lead to Opportunity
- Lead Activity
- Lead Conversion
- Lead Conversion Time
- Lead Quality
- Lead Aging

Marketing Management and Lead Management Dimensions

The Page Level dimensions and View By dimensions for Marketing Management page and Lead Management page are explained below.

Marketing Management Page Level Dimensions

- **Country:** Lists the valid countries enabled in the system. All countries (by name) are displayed by default.
- **Product Category:** Enables a marketer to view marketing activities by product category. Product categories must be properly assigned to products and must

be associated with the appropriate marketing object. If the proper mapping doesn't exist, the marketing object does not roll up into the proper category and is associated with an unassigned category.

- **Currency:** Displays user's functional currency. The drop-down displays the default value which is determined by the profile - BIS: Global Primary Currency.

Marketing Management View By Dimensions

- **Campaign:** When viewed by campaign, the report displays data for each campaign, event, or program.
- **Region:** Lists all available regions. When viewed by regions, the report displays data for the selected region.
- **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.
- **Lead Quality:** Lists all available quality levels in terms of lead ranks. When viewed by lead quality, the report displays data for each lead rank.
- **Sales Channel:** When viewed by sales channel, the report displays data for each sales channel (direct or indirect).
- **Customer Category:** Lists all available customer categories and classifications. When viewed by customer category, the report displays data for each customer category.

Lead Management Page Level Dimensions

- **Sales Group:** Displays lead activities by sales group. When drilled down, information displayed is based on child groups. Each child group further displays information about individual sales representatives in that group.
- **Product Category:** Displays information for a particular category in the product hierarchy. Product and product category must be assigned to the lead, otherwise the lead is attributed to an unassigned bucket. A lead can have multiple lines with each line attached to a different product category. Hence the lead line count is shown in the reports while viewing information by product category.

- **Currency:** Displays user's functional currency. The drop-down displays the default value which is determined by the profile - BIS: Global Primary Currency.

Lead Management View By Dimensions

- **Lead Source:** When viewed by lead source, the report displays data for each lead source.
- **Lead Quality:** Lists all available quality levels in terms of lead ranks. When viewed by lead quality, the report displays data for each lead rank.
- **Sales Channel:** When viewed by sales channel, the report displays data for each sales channel (direct or indirect).
- **Customer Category:** Lists all available customer categories / classifications. When viewed by customer category, the report displays data for each customer category.
- **Country:** When viewed by country, the report displays data for each country.

Performance Measures

The following section lists the key performance indicators (KPIs) for Daily Business Intelligence for Marketing.

Marketing Management

The performance values are totals for all marketing objects (Programs, Campaigns, and Events) to which the user has owner or team access.

Table 8–2 lists the performance measures for Marketing Management.

Table 8–2 Marketing Management Key Performance Indicators (KPIs)

KPI Name	Description
Responses	Displays the number of positive responses recorded during the selected period.
New Leads	Displays the number of new leads generated during the selected period.
Leads from Customers	Displays the number of new leads created from existing customers during the selected period.
Leads from Prospects	Displays the number of new leads created from prospects during the selected period.
'A' Leads	Displays the number of leads (generated during the selected period) that are most likely to convert to opportunities.
'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 $((3,750 / 4,580) * 100) = 82\%$.
Cost per Lead	Displays the expenses associated to each lead during the selected period. Based on the profile settings, either PTD Cost or Total Cost is displayed.
Revenue per Lead	Displays the amount of revenue generated per lead during the selected period. Based on the profile settings, either PTD Revenue or Total Revenue is displayed.
Lead to Opportunity Conversion	Displays the percentage of leads converted to opportunities during the selected period.
Open Leads	Displays the number of open leads irrespective of the period type selected. Open leads are leads that are not closed, dead or converted.

Table 8–2 Marketing Management Key Performance Indicators (KPIs)

KPI Name	Description
New Opportunities Amount	Displays the value of all opportunities created during the selected period.
Won Opportunities Amount	Displays value of opportunities closed within the selected period with a "won" status.
Booked Order Amount	Displays the value (amount) of the orders booked during the selected period.
Campaigns Started	Displays the number of campaigns that started during the selected period.
Events Started	Displays the number of events that started during the selected period.
Campaign Cost	Displays the cost per campaign during the selected period.
Invoiced Order Amount	Displays the program sales revenue during the selected period.

Leads Management

The performance values are totals for all leads objects to which the user has owner or team access.

Table 8–3 lists the performance measures for Lead Management KPIs.

Table 8–3 Lead Management Key Performance Indicators (KPIs)

KPI Name	Description
New Leads	Displays the number of new leads generated for the specified period.
'A' Leads	Displays the percentage of 'A' leads generated for the specified period. 'A' leads are leads most likely to convert to an opportunity.
'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 sales credit amount of the opportunities that are created from existing leads and existing opportunities (linked to existing leads) during the specified period.

Table 8–3 Lead Management Key Performance Indicators (KPIs)

KPI Name	Description
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.
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.
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.

Summarizing Data

For Lead Management reporting, the leads fact table collects data from the sales leads transactions tables at the lead line level. For Marketing Management reporting, the marketing fact table collects data from the various marketing transaction tables for campaigns, events, metrics, budgets, and lists. The primary materialized view then collects data from the fact table and generates the records for reporting. The remaining materialized views aggregate the information by dimensions, such as product category, time, sales group, and campaigns. It also leverages information collected by other intelligence materialized views for Call Centre Intelligence, Sales Intelligence and Supply Chain Intelligence.

Base Summary Tables

Daily Business Intelligence for Marketing uses the following base summary tables for both Lead Management and Marketing Management pages:

- **BIM_I_LEAD_FACTS:** The leads fact table collects data from the sales leads transactions tables at the lead line level and date when leads are converted to opportunity from the opportunities transaction tables.
- **BIM_I_MARKETING_FACTS:** The marketing fact table collects data from various marketing transaction tables for campaigns, events, metrics, budgets, and lists.
- **BIM_I_BUDGET_FACTS:** The budget fact table collects data from the various budgets transaction tables.

Materialized Views

A materialized view improves query execution time by pre-calculating expensive joins and aggregation operations prior to execution.

Marketing Management Materialized Views

- **BIM_I_MARKETING_FACTS:** This materialized view is the base summary table for marketing management. It is built on campaigns, events and source code tables. It contains dimensions, such as source code, product category, marketing channel, campaign, country, and region. It also contains information on cost, revenue, budget, forecasted responses, and targeted audience.
- **BIM_I_ORD_COL_MV:** This materialized view stores order level booked amount and invoiced amount information aggregated by marketing source codes, product category, and marketing channel. It is used to build higher level marketing object hierarchy and product hierarchy materialized views.
- **BIM_I_ORD_INT_MV:** This materialized view stores booked amount and invoiced amount information aggregated by product hierarchy, marketing source codes and marketing channel. It is used to build higher level marketing object hierarchy and product hierarchy materialized views.
- **BIM_I_EXT_COL_MV:** This materialized view stores booked amount, invoiced amount, responses, various opportunity amounts, various lead types, statuses, campaigns, events, campaign schedule, and event schedules information aggregated by marketing source codes and product category along with various dimension attributes, such as marketing channel, customer category, quality, region, country and so on. It is used to build higher level marketing object hierarchy and product hierarchy materialized views.
- **BIM_I_MKT_FCT_MV:** This materialized view stores marketing budgets information and metrics information, such as forecasted revenue, actual revenue, forecasted cost, actual cost, targeted customers count, forecasted responses count, events registration count, event attendance count and cancellation counts. Information from marketing facts and all information from BIM_I_EXT_COL_MV is aggregated by marketing source codes and product category along with various dimension attributes, such as marketing channel, customer category, quality, region, country and so on. It is used to build higher level marketing object hierarchy and product hierarchy materialized views.
- **BIM_I_OBJ_METR_MV:** This materialized view calculates and stores average lead conversion time and various marketing related information aggregated and rolled up along the time dimension, marketing object hierarchy and various dimension attributes, such as marketing channel, customer category,

quality, region, country and so on. It is used to build higher level marketing materialized views for all users.

- **BIM_I_MKT_CPB_MV:** This materialized view calculates and stores pro-rated cost of campaigns, events and various marketing related information aggregated along the time dimension, marketing source codes, product category, and marketing object country. It is used to build higher level marketing materialized views used for cost reporting.
- **BIM_I_OBJ_METS_MV:** This materialized view stores marketing related information aggregated along the time dimension and marketing source codes and cubed on product category and marketing object country. It is used to build higher level marketing materialized views for all users.
- **BIM_I_BGT_CAB_MV:** This is the base summary table for budget. It is built on the budget facts table and budget denorm table. It gives the roll up view on budget category hierarchy and is used to build higher level marketing budget hierarchy materialized views.
- **BIM_I_BGT_FCT_MV:** This is the base summary table for budget. It is built on the budget facts table and budget denorm table. It gives the roll up view on budget name hierarchy and is used to build higher level marketing budget hierarchy materialized views.
- **BIM_MKT_KPI_F_MV:** This materialized view stores marketing measures required for KPIs, country view by and product category view by for admin users. This is an inner level nested materialized view and is not used from the UI.
- **BIM_I_BGT_B_MV:** This materialized view stores budget hierarchy information on resource level. It is built on top of bim_I_bgt_fct_mv and ams_act_access_denorm. It contains information on budget hierarchy for full access level and resource level.
- **BIM_I_BGT_CAF_MV:** This materialized view stores budget category hierarchy information on resource level. It is built on top of bim_I_bgt_cab_mv and ams_act_access_denorm. It contains information on budget category hierarchy for full access level and resource level.
- **BIM_I_CPB_METR_MV:** This materialized view calculates and stores pro-rated cost, revenue, and marketing related information aggregated and rolled up along the time dimension and marketing object hierarchy. It also stores various dimension attributes, such as marketing channel, customer category, quality, region, country and so on. It is used to build higher level marketing materialized views for all users.

- **BIM_I_MKT_KPI_INT_MV**: This materialized view stores marketing measures required for KPIs, country view by, and product category view by aggregated along the time dimension for admin users. This is an inner level nested materialized view and is not used from the UI.
- **BIM_I_MKT_CRPL_MV**: This materialized view stores campaign cost and leads information cubed along product category and marketing object country and aggregated by time dimension. It is used in reporting KPI measures for cost by admin users.
- **BIM_I_BGT_CAT_MV**: This materialized view stores aggregated budget category hierarchy information on time dimension. It is built on top of bim_I_bgt_caf_mv and fii_time_day. This is the final materialized view for UI.
- **BIM_I_BGT_LVL_MV**: This materialized view stores aggregated budget hierarchy information on time dimension. It is built on top of bim_I_bgt_b_mv and fii_time_day. This is the final materialized view for UI.
- **BIM_I_CPB_CHNL_MV**: This materialized view calculates and stores pro-rated cost, revenue, and marketing related information aggregated and rolled up along the time dimension, marketing object hierarchy, and marketing channel and cubed on product category and marketing object country. This is used in cost reporting for marketing channel view by for all users.
- **BIM_I_CPB_METS_MV**: This materialized view calculates and stores pro-rated cost, revenue, and various marketing related information aggregated and rolled up along the time dimension and marketing object hierarchy and cubed on product category and marketing object country. This is used in cost reporting for campaign, country, and product category view by for all users.
- **BIM_I_CPB_REGN_MV**: This materialized view calculates and stores pro-rated cost, revenue, and various marketing related information aggregated and rolled up along the time dimension, marketing object hierarchy, and marketing region and cubed on product category and marketing object country. This is used in cost reporting for region view by for all users.
- **BIM_MKT_CHNL_MV**: This materialized view stores various marketing related information aggregated and rolled up along the time dimension and marketing channel and cubed on product category and marketing object country. This is used in reporting for marketing channel view by for admin users.
- **BIM_MKT_KPI_CNT_MV**: This materialized view calculates and stores marketing measures required for KPIs, country view by, and product category

view by aggregated along the time dimension for admin users. This is a top level materialized view used in reporting KPI measures for admin users.

- **BIM_MKT_LD_CCAT_MV:** This materialized view calculates and stores marketing related information aggregated and rolled up along the time dimension and customer category and cubed on product category and marketing object country. This is used in reporting for customer category view by for admin users.
- **BIM_MKT_LD_CHNL_MV:** This materialized view stores marketing related information aggregated and rolled up along the time dimension and marketing leads channel and cubed on product category and marketing object country. This is used in reporting marketing leads channel view by for admin users.
- **BIM_MKT_LD_QUAL_MV:** This materialized view calculates and stores marketing related information aggregated and rolled up along the time dimension and leads quality and cubed on product category and marketing object country. This is used in reporting for leads quality view by for admin users.
- **BIM_MKT_LD_SRC_MV:** This materialized view calculates and stores marketing related information aggregated and rolled up along the time dimension and leads source and cubed on product category and marketing object country. This is used in reporting for leads source view by for admin users.
- **BIM_MKT_REGN_MV:** This materialized view stores marketing related information aggregated and rolled up along the time dimension and marketing region and cubed on product category and marketing object country. This is used in reporting for marketing region view by for admin users.
- **BIM_OBJ_CHNL_MV:** This materialized view stores marketing related information aggregated and rolled up along the time dimension, marketing object hierarchy, and marketing channel and cubed on product category and marketing object country. This is used in reporting for marketing channel view by for all users.
- **BIM_OBJ_LD_CCAT_MV:** This materialized view stores marketing related information aggregated and rolled up along the time dimension, marketing object hierarchy, and customer category and cubed on product category and marketing object country. This is used in reporting customer category view by for all users.
- **BIM_OBJ_LD_CHNL_MV:** This materialized view stores marketing related information aggregated and rolled up along the time dimension, marketing

object hierarchy, and leads channel and cubed on product category and marketing object country. This is used in reporting leads channel view by for all users.

- **BIM_OBJ_LD_QUAL_MV:** This materialized view stores marketing related information aggregated and rolled up along the time dimension, marketing object hierarchy, and leads quality and cubed on product category and marketing object country. This is used in reporting leads quality view by for all users.
- **BIM_OBJ_LD_SRC_MV:** This materialized view stores marketing related information aggregated and rolled up along the time dimension, marketing object hierarchy, and leads source and cubed on product category and marketing object country. This is used in reporting for leads source view by for all users.
- **BIM_OBJ_REGN_MV:** This materialized view stores marketing related information aggregated and rolled up along the time dimension, marketing object hierarchy and, marketing region and cubed on product category and marketing object country. This is used in reporting for marketing region view by for all users.

Leads Management Materialized Views

- **BIM_I_LEAD_FACTS:** This is the base summary table for lead management and marketing management. It is built on the as_sales_leads and as_sales_lead_lines tables. It contains dimensions, such as sales group, product category, lead status, lead source, lead quality, customer category, sales channel, lead country, lead region and marketing source code. It contains lead line information by creation date, conversion date, dead date, and touched date.
- **BIM_I_LD_HEADER_MV:** This materialized view stores header level lead information by sales group. This is the first level materialized view in the chain of nested materialized views by sales group. It is used to build higher level sales group materialized views.
- **BIM_I_LP_ITEM_MV:** This materialized view stores line level lead information by product category, item, and sales group. This is the first level materialized view in the chain of nested materialized views by product category. It is used to build higher level sales group materialized views.
- **BIM_I_LD_BASE_MV:** This materialized view stores count of leads for various types, such as status, rank, amounts, leads created from customers and prospects by creation date, sales group, channel, customer category, quality and

various dimension attributes. It is used to build higher level sales group materialized views.

- **BIM_I_LP_BASE_MV:** This materialized view stores count of leads for various types, such as status, rank, amounts, leads created from customers and prospects by creation date, sales group, product category, channel, customer category, quality and various dimension attributes. It is used to build higher level product category and sales group materialized views.
- **BIM_I_LD_GH_SUM_MV:** This materialized view stores count of various types of leads aggregated by sales group hierarchy and various dimension attributes such as, channel, customer category, quality and so on. It is used to build higher level sales group materialized views.
- **BIM_I_LP_GH_SUM_MV:** This materialized view stores count of various types of leads aggregated by sales group hierarchy, product category and various dimension attributes such as, channel, customer category, quality and so on. It is used to build higher level product category and sales group materialized views.
- **BIM_I_LP_GENSG_T_MV:** This materialized view stores count of various types of leads aggregated along the time dimension for lead creation date, conversion date, sales group hierarchy, and product category along with various dimension attributes, such as channel, customer category, quality and so on. It is used to build higher level product category and sales group materialized views.
- **BIM_I_LD_GENSG_T_MV:** This materialized view stores count of various types of leads aggregated along the time dimension for lead creation date, conversion date, and sales group hierarchy along with various dimension attributes, such as channel, customer category, quality and so on. It is used to build higher level sales group materialized views.
- **BIM_I_LP_GEN_I_MV:** This materialized view stores count of various types of leads aggregated along product hierarchy, sales group hierarchy, and time dimension. It is used to build higher level product hierarchy and sales group materialized views.
- **BIM_I_LD_GEN_SG_MV:** This materialized view stores count of various types of leads aggregated along sales group hierarchy and time dimension. This materialized view is used for reporting various measures required for KPIs.
- **BIM_I_LP_GEN_SG_MV:** This materialized view stores count of various types of leads aggregated along product hierarchy, sales group hierarchy, and time

dimension. This materialized view is used for reporting various measures required for KPIs.

- **BIM_I_LD_CCAT_MV**: This materialized view stores count of various types of leads aggregated along sales group hierarchy, time dimension, and lead customer category. This materialized view is used for reporting leads by customer category view by.
- **BIM_I_LD_CHNL_MV**: This materialized view stores count of various types of leads aggregated along sales group hierarchy, time dimension, and lead channel. This materialized view is used for reporting leads by channel view by.
- **BIM_I_LD_QUAL_MV**: This materialized view stores count of various types of leads aggregated along sales group hierarchy, time dimension, and lead quality. This materialized view is used for reporting leads by quality view by.
- **BIM_I_LD_REGN_MV**: This materialized view stores count of various types of leads aggregated along sales group hierarchy, time dimension, and lead country. It is used for reporting leads by country view by.
- **BIM_I_LD_SRC_MV**: This materialized view stores count of various types of leads aggregated along sales group hierarchy, time dimension, and lead source. This materialized view is used for reporting leads by source view by.
- **BIM_I_LP_CCAT_MV**: This materialized view stores count of various types of leads aggregated along sales group hierarchy, product hierarchy, time dimension, and lead customer category. This materialized view is used for reporting leads by customer category view by.
- **BIM_I_LP_CHNL_MV**: This materialized view stores count of various types of leads aggregated along sales group hierarchy, product hierarchy, time dimension, and lead channel. This materialized view is used for reporting leads by channel view by.
- **BIM_I_LP_QUAL_MV**: This materialized view stores count of various types of leads aggregated along sales group hierarchy, product hierarchy, time dimension, and lead quality. This materialized view is used for reporting leads by quality view by.
- **BIM_I_LP_REGN_MV**: This materialized view stores count of various types of leads aggregated along sales group hierarchy, product hierarchy, time dimension, and lead country. This materialized view is used for reporting leads by country view by.
- **BIM_I_LP_SRC_MV**: This materialized view stores count of various types of leads aggregated along sales group hierarchy, product hierarchy, time

dimension, and lead source. This materialized view is used for reporting leads by source view by.

Securing Data

To log into Marketing DBI, either “Marketing Manager” or “Daily Marketing Intelligence” responsibility is required. For Administration purpose, “Business Intelligence Administrator” responsibility is required.

The two types of users who can access Daily Business Intelligence for Marketing include the “admin” user and the “non-admin” user. The admin user (administrator) is part of the admin group (defined in AMS : Admin Group profile option) and has access to all objects. The non-admin users can access objects which are owned by them or assigned to them as team members (resource or group) for the objects. The non-admin user can view all objects under the highest level of object if he has access to the highest level of object.

Example: Joe has access to Program 'Y' under which he creates Campaign 'X'. User John can access Campaign 'X' only when Joe adds John as a team member. Joe can add John as resource or John's group as member. Let's assume that Joe also has access to campaign 'Z' but this campaign is not under any program. In this case, all the objects under Program 'Y' and Campaign 'Z' are shown to Joe. If there are multiple campaigns under Program 'Y', all the campaigns will be shown to Joe on clicking the Program. If there are multiple schedules under campaign 'Z', all the schedules will be shown to Joe on clicking the Campaign.

Measures associated with programs and campaigns are rolled up for KPIs, KPI drill down reports, and Campaign to Cash and Campaign ROI reports. The information is rolled up at the highest level to which the user has access. If the user is an Admin user, all the object information will be rolled up. For a non-admin user, the highest level of object to which a user has access is determined and information is rolled up on all the objects below it. For KPIs, a single value is required. So all the rolled up values of the highest object are summed up to get the KPI measure.

Implementation Considerations

Table 8–4 explains the implementation considerations for Daily Business Intelligence for Marketing.

Table 8–4 Implementation Considerations

Prerequisites	Responsibility
Set Up Lead Rank	Oracle Marketing Administrator

Table 8–4 Implementation Considerations

Prerequisites	Responsibility
Set Up Region	Business Intelligence System
Define Profiles	System Administrator

Set Up Lead Rank

You must define lead rank code definitions before running the request sets. Lead Rank is Site level information, not every one should change this.

Setting up the lead rank serves the following purposes:

- **”A” lead ratio KPI:** Enables the user to define an ’A’ Lead.
- **Lead Quality Report:** This report shows lead ranks as columns. These columns cannot be infinite - therefore, using the mapping functionality, the implementor is able to select the top four ranks.

Mapping Rules for Lead Rank

To create the mapping rules for lead rank:

1. Log into Oracle Marketing application using the Oracle Marketing Administrator responsibility.
2. Navigate to Administration > Marketing > Setup > Code Definition.
3. In the Object Type drop-down menu, select Rank.
4. Map the columns to the required Lead Ranks.
5. Save your work.

Set Up Region

Before you run the initial load programs, you must setup regions and group countries under each region to view reports by the ”Region” View By dimension.

Create regions and map countries to regions:

1. Log into Oracle Forms using Business Intelligence Systems responsibility.
2. Navigate to Lookups: Define Areas and Regions.
3. In the Type field, enter ”AREA” and in the Application field, enter ”Oracle Applications BIS”.

4. Define regions in Code and Meaning columns. (For example, code “NORA”, meaning “North America”)
5. Save your work and close the window.
6. Navigate to Define Territory Hierarchies.
7. Select “AREA” in the Parent Territory Type drop-down list.
8. Select Region code defined above in the Code drop-down list. (For example, “NORA”)
9. In the Child Territory section, add country codes from the drop-down list. (For example “US”)
10. Save your work and close the window.

Define Profiles

The following information explains the profile options you should consider while implementing Daily Business Intelligence for Marketing. These profiles determine the data that is displayed in the various pages and reports.

1. Log into Oracle Forms using System Administrator responsibility.
2. Navigate to Profile System Values.
3. In the profile field, enter “BIM%”. All the applicable profiles are listed.
4. For **BIM : Cost Per Lead**, select Period-to-Date Cost or Total Cost from Inception, as applicable. The selected option is displayed in the KPI portlet for the following KPIs:
 - Cost Per Lead: Displays either (Period-to-Date Costs / Period-to-Date Leads) or (Total Costs / Total Leads).
 - Revenue Per Lead: Displays either (Period-to-Date Revenue / Period-to-Date Leads) or (Total Revenue / Total Leads).
 - Campaign Cost: Displays either (Period-to-Date Costs) or (Total Costs).
5. For **BIM : Revenue Type**, select Booked Amount, Invoiced Amount, or Won Opportunities Amount. The selected Revenue Type is used to calculate revenue in the reports.
6. For **BIM : Program Cost**, select Approved Budget or Actual Cost. The selected option is used to calculate Program Cost in the reports.

Prerequisites

Before you implement Daily Business Intelligence for Marketing, ensure that your system meets the following prerequisites.

Table 8–5 Prerequisites for implementing Daily Business Intelligence for Marketing

Prerequisites	Responsibility
Use Oracle Applications Release 11i.8 or 11i.9	N / A
Set Up Daily Business Intelligence	Business Intelligence Administrator
Set Up the Item Dimension	Business Intelligence Administrator

Use Oracle Applications Release 11i.8 or 11i.9

Use release 11i.8 or 11i.9 versions of (and appropriate data available in) the following application:

- Oracle Marketing
- Oracle Sales Online and /or Oracle TeleSales
- Oracle Quoting / Order Capture

Set Up Daily Business Intelligence

Set up Daily Business Intelligence. See Chapter 2, "Daily Business Intelligence".

Set Up the Item Dimension

All items in Daily Business Intelligence for Marketing come from the item master in Oracle Inventory, from the Product Category set (known in Daily Business Intelligence as the item or product category hierarchy). Product categories classify products that are sold. Ensure that all product items that you want to appear in the reports are associated with the Product Category set, or they appear in an Unassigned category in the reports. For instructions on setting up the product hierarchy, see Chapter 4 "Item Reporting".

Implementing Daily Business Intelligence for Marketing

Once you have met all of the implementation considerations and the required prerequisites, you can proceed to implement other intelligence products, or if you are not implementing other intelligence products, proceed directly to "Post Setup

Steps in Chapter 2, "Daily Business Intelligence". This section describes how to set up users and security for DBI, as well as how to perform the initial load and incremental refreshes for all DBI pages. You must perform these post implementation steps before you can use any pages or reports.

Maintenance and Administration

Use the Incremental Request Sets that you created using the Request Set Generator to refresh data on the Lead Management page and the Marketing Management page. Run the Incremental request set daily. See information on the Request Set Generator in "Post-Setup Steps".

Resubmit the initial request if you need to clear out and start over with new data in the pages. Before resubmitting the initial request, you need to purge the data. To purge the existing data, run the truncate program "Truncate Marketing DBI Base Summaries". The truncate program allows you to truncate all the fact tables by choosing "ALL" from the LOV or specific fact tables by choosing the specific table. Choose "Y" in the confirm parameter for the operation to be successful.

When you run Initial Load, the program prompts you to enter the "From Date" parameter (start of date range to process the data). If nothing is entered, it defaults to BIS_GLOBAL_DATE. It processes data till "to date", which is defaulted to the system date.

When the Incremental Load is run, the program automatically picks up the date from where the previous Initial or Increment load was completed.

Dimension Matrix

The following table maps dimensions and dimension levels to Daily Business Intelligence for Marketing pages and reports.

Table 8–6 Dimension Matrix

Page or Report	Dimensions and Dimensions Levels
Marketing Management Page	Time, Currency, Country, Product category

Table 8–6 Dimension Matrix

Page or Report	Dimensions and Dimensions Levels
■ Top Campaigns and Events by Leads ■ Cost per Lead ■ New Leads Summary ■ Lead Quality ■ Lead to Opportunity Conversion Summary ■ Campaign Activity Summary ■ Event Activity Summary ■ Campaign Schedule Activity Summary ■ Response Summary ■ Response Rate ■ Revenue Per Lead ■ Opportunity Amount Summary ■ Marketing Budget Utilization ■ Campaign to Order by Campaign Hierarchy ■ Cost, Sales and ROI by Campaign Hierarchy ■ Top Campaigns and Events by Won Oppt. Amt.	Time, Currency, Country, Product category
■ Marketing Budget Summary By Budget Name ■ Marketing Budget Summary By Budget Category	Time, Currency
Lead Management Page	Time, Currency, Product category, Sales Group
■ Lead Activity ■ Lead Aging in Days ■ Lead Quality ■ Lead Conversion Time ■ Lead Conversion	Time, Currency, Product category, Sales Group

Daily Business Intelligence for Product Lifecycle Management

This chapter describes how to implement Daily Business Intelligence for Product Lifecycle Management.

This chapter contains the following topics.

- Overview on page 9-1
- Understanding Reporting on page 9-3
- Summarizing Data on page 9-6
- Securing Data on page 9-8
- Prerequisites on page 9-8
- Implementation Considerations on page 9-10
- Implementing on page 9-13
- Maintenance and Administration on page 9-13
- Concurrent Programs on page 9-14

Overview

Daily Business Intelligence for Product Lifecycle Management provides a 360-degree view of the product, across a product's lifecycle, from concept to obsolescence, through key performance indicators and detailed reports. This empowers companies to plan, monitor, and optimize a product's performance during development, manufacturing and in the marketplace.

It presents information in the following pages:

- Product Management
- Product Management - Engineering

The Product Management - Engineering page allows intended users to view key engineering measures and thus gain valuable information on the Items they manage. In this release additional reports and features have been added to this page. Users can now drill to Change Order transaction details from Change Order reports. Past Due Change Order reports are added to provide feedback on change order implementation process in the organization for an item.

This page summarizes information from:

- Oracle Engineering
- Oracle Bill of Materials
- Oracle Cost Management
- Oracle Advanced Product Catalog

It provides item level details from:

- Oracle Advanced Product Catalog
- Oracle Inventory

The Product Management page provides a 360-degree view of a product, allowing users to monitor a product's performance through several key performance indicators (KPIs), which include Revenue, Cost of Goods Sold, Gross Margin, and Product Margin, Sales Forecast, Booked and Backlog amounts.

This page summarizes information from:

- Oracle General Ledger
- Oracle Inventory
- Oracle Order Management
- Oracle Receivables
- Oracle Sales
- Oracle Service

For a complete description of the Daily Business Intelligence for Product Lifecycle Management pages, see: *Oracle Daily Business Intelligence User Guide*.

Understanding Reporting

The following pages are provided by Daily Business Intelligence for Product Lifecycle Management.

Product Management - Engineering Page

The Product Management - Engineering page allows you to monitor a product's engineering and manufacturing process so that you can make faster and better engineering decisions. Engineering and manufacturing performance is shown by the following indicators for each item:

- Unit Cost
- Part Count
- Bill of Material levels
- Manufacturing Steps
- Change Orders

Engineering Managers can see whether the Item being designed to gauge the item's complexity through part count and manufacturing steps and see how many change orders or past due change orders were created for the item.

Use the Daily Product Intelligence, Engineering Manager, or Product Manager responsibilities to access this page.

Product Management

The Product Management page allows a 360 degree view of the product management cycle. It contains 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.

Responsibilities

The following roles and responsibilities are provided by Daily Business Intelligence for Product Lifecycle Management.

- **Daily Product Intelligence** provides access to the Product Management - Engineering and Product Management pages.

- **Engineering Manager:** provides access to the Product Management - Engineering page. It also provides links to HR Management and Expense Management pages.
- **Product Manager:** provides access to the Product Management and the Product Management - Engineering page. It also provides links to HR Management and Expense Management pages.

For a complete list of all roles and pages by intelligence product, see: Appendix A, "Responsibility and Page Matrix".

Dimensions

Daily Business Intelligence for Product Lifecycle Management uses the following common dimensions: Time

- Currency
- Item
- Organization
- Sales Group
- Customer
- Change Order Type
- Change Order Priority
- Change Order Status
- Change Order Reason
- Line of Business
- Return Reason

For more information on these common dimensions, see Common Dimensions on page 2-6.

Performance Measures

The table below lists each KPI for Daily Business Intelligence for Product Lifecycle Management and its calculation (if it is a calculated field).

Table 9–1 Daily Business Intelligence for Product Lifecycle Management KPIs

KPI	Calculation
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 distinct change order headers and line-level item association and revised items will be considered. All change order elements are taken from the header level (priority, implementation date, need by date, creation date, status).
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 effective on the as of date will be included in this value. The primary routing is defined in Oracle Bill of Materials.
New Change Orders	The total number of change orders generated or raised for this product in the selected period.
Open Change Orders	The total number of change orders without a cancellation date or an implementation date as of a selected date. If you drill on this value into a detailed report (list report) or into the transactional application, then the open change orders will reflect the list of open change orders as of the current system date, not as of 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. Some item types are counted differently. Optional items for the following item types are included: ■ Standard ■ ATO ■ KITS Optional items for the PTO item type are excluded.

Table 9–1 Daily Business Intelligence for Product Lifecycle Management KPIs

KPI	Calculation
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).

Summarizing Data

The summarized data that is presented in the Daily Business Intelligence for Product Lifecycle Management pages, resides in Base Summary Tables, Base Summary Materialized Views and Higher Level Summary Materialized Views.

A base summary table is a Daily Business Intelligence term. It is a database table which stores aggregated information derived from OLTP transactions. Unlike materialized views, summary tables are populated and maintained by concurrent programs.

A materialized view is a database object that contains the result of a query. Daily Business Intelligence for Product Lifecycle Management includes base summary materialized views, where the data is aggregated from the OLTP tables directly, and higher level summary materialized views which aggregate the data from the base fact.

The following are the Base Summary Tables and Other Materialized Views for Daily Business Intelligence for Product Lifecycle Management.

Base Summary Tables

ENI_DBI_ITEM_COST_F: this summary table stores unit cost information for an item for each cost element i.e. Material, Material Overhead, Resource, Outside Processing and Overhead. The item costs are stored only for days on which item costs have changed.

ENI_DBI_PART_COUNT_F: this summary table stores the leaf node components for every assembly, and the effective date range of the component within that assembly. The catalog category assignment for the component is also held in the fact.

Materialized Views

ENI_DBI_MFG_STEPS_JOIN_MV: this base summary materialized view stores the count of the number of manufacturing steps for an item's routing which are effective for the same date range.

ENI_DBI_CO_ALL_MV: this base summary materialized view stores all engineering change orders for each item referenced on the change order header, revised items or change lines. Dimension references, such as reason and priority, are included from the change order header. This materialized view definition also includes a small two-record materialized view , ENI_DBI_CO_OBJIDS_MV, which simply provides the object IDs for an install for EGO_ITEM and EGO_ITEM_REVISION from the FND_OBJECTS table.

ENI_DBI_PART_COUNT_MV: this (first level) materialized view stores the count of end level components for each assembly which are effective for the same date range.

ENI_DBI_CO_NUM_MV: this (first level) materialized view summarizes by change order, and change order attributes, the number of instances of an item referenced on the change order.

ENI_DBI_CO_DNUM_MV: this (second level) materialized view summarizes the number of distinct change orders on which an item is referenced. The open change order and aging measures are based on this level of summarization.

ENI_DBI_CO_UNION_MV: this (third level) materialized view summarizes for each item, the change order measures for each change order attribute dimension - type, reason, priority, and status. For date based attributes, such as implementation date, the data is rolled up for each date and each time period in the time dimension.

ENI_DBI_CO_SUM_MV: this (fourth level) materialized view takes each date based rollup, and creates a single row for all measures, such that the count of new, implemented and cancelled change orders, for example, can be determined from one row in the materialized view. The cycle time and count based measures are based on this level of summarization.

ISC_DBI_CPM_000_MV Stores contracts information by contract start date and end date, customer, product, and product category with summarized weekly, monthly, quarterly, and yearly levels. Only non-usage lines where the contract is a sell contract are collected into this materialized view.

ISC_DBI_CPM_001_MV Stores contracts information by year, customer, product, and product category. Only non-usage lines where the contract is a sell contract are collected into this materialized view.

ISC_DBI_CPM_002_MV Stores bookings and returns information by booked date, customer, item, and product category with summarized weekly, monthly, quarterly, and yearly levels.

ISC_DBI_CPM_003_MV Stores contracts information by contract start date and end date, and product category with summarized weekly, monthly, quarterly, and yearly levels. Only non-usage lines where the contract is a sell contract are collected into this materialized view.

ISC_DBI_CPM_004_MV Stores contracts information by year, and product category. Only non-usage lines where the contract is a sell contract are collected into this materialized view.

ISC_DBI_CPM_005_MV Stores bookings and returns information by booked date, and product category with summarized weekly, monthly, quarterly, and yearly levels.

Securing Data

In addition to the basic Daily Business Intelligence security model, Daily Business Intelligence for Product Lifecycle Management uses organization security to determine which users have access to which organizations on the Product Management - Engineering page. For information on organization security, see: Chapter 2, "Daily Business Intelligence".

The Product Management page uses the basic Daily Business Intelligence security model only.

Prerequisites

Ensure that your system meets the following prerequisites before you implement Daily Business Intelligence for Product Lifecycle Management.

Software

- The following applications are required to use Daily Business Intelligence for Product Lifecycle Management
 - Oracle Advanced Product Catalog (items and change orders)

- Oracle Bill of Materials (BOM and routing)
- Oracle Cost Management (unit cost)
- Oracle Inventory (items)
- Oracle Order Management
- Oracle Engineering
-

Table 9–2 *Optional Applications and Features*

Oracle E-Business Suite	
Application	If you want to use the following . . .
Oracle Service	Service reports and KPIs ■ Customer and Product Activity ■ Customer and Product Activity Trend ■ New and Renewal Support Comparison ■ Service Request Backlog ■ Service Request Backlog Trend ■ Service Request Backlog Aging ■ Service Request Backlog Aging Trend ■ Service Request Activity and Backlog ■ Service Request Activity and Backlog Trend ■ Service Request Activity ■ Service Request Activity Trend ■ Service Request Closure Performance ■ Service Request Closure Performance Trend

Table 9–2 Optional Applications and Features

Oracle E-Business Suite Application	If you want to use the following . . .
Oracle Sales Online	Sales reports and KPIs ■ Open Leads, Opportunities, Order Backlog ■ Sales Management Summary ■ Lead and Opportunity by Campaign ■ Opportunity Activity ■ Opportunity Win / Loss ■ Pipeline Trend ■ Weighted Pipeline ■ Forecast Overview ■ Forecast versus Won Trend ■ Win / Loss Trend ■ Competitor Win / Loss Analysis ■ Top Open Opportunities

Set Up Steps

- Set up Daily Business Intelligence. See: Chapter 2, "Daily Business Intelligence".
- Set up Item Dimension. See: Chapter 4, "Item Dimension Reporting".

Implementation Considerations

The following are common setup concerns that you should be aware of before you begin setting up Daily Business Intelligence for Product Lifecycle Management.

Product Management - Engineering Page

The following implementation considerations are for the Product Management - Engineering page.

Items

Ensure that you set up the items that you want to report on in Oracle Inventory or Oracle Advance Product Catalog.

Change Orders

Ensure that all the change order attributes that you want to report on are defined in Oracle Advanced Product Catalog (for example status) or Oracle Engineering.

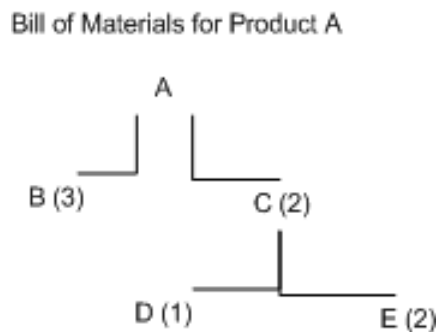
Part Count and Bill of Materials

Ensure that each item that you want to report on has a primary bill of materials defined in Oracle Bill of Materials. Daily Business Intelligence for Product Lifecycle Management only reports on components that are still in effect. Any components that have an effective date that has passed will not be included in the calculation.

The parts counted in the summary is restricted by the BOM Explosion Level Setup parameter. This parameter is set once for each organization. Therefore, if the parameter is set to 1, the summaries will only summarize up to one level of the BOM, it will not include lower levels in the summary. The maximum setting for this parameter is 60.

For example assuming the parameter is set to 2, and the part count is defined as shown in the following figure.

Figure 9–1 Part Count



The Daily Business Intelligence for Product Lifecycle Management summaries would report on A, B, and C, and omit D and E from the summary. The total part count, therefore would be 3.

Manufacturing Steps and Routing Setup

Ensure that each item that you want to report on has a routing defined in Oracle Bill of Materials. Daily Business Intelligence for Product Lifecycle Management only reports on operations that are from the primary routing and still in effect as of the selected date. Any operations that have a effective date that has passed will not be included in the calculation.

Unit Cost

Daily Business Intelligence for Product Lifecycle Management only reports on the valuation cost type that is associated with the default cost method for the organization. Ensure that all the costs that you want to report on are defined as the valuation cost type. Cost is calculated at the end of the assembly level.

Product Mangement Page

The following implementation considerations are for the Product Management page.

Service Security

The responsibility you use should have the classification of Service Provider and access to all request types. For details on service security, see the Service Intelligence chapter in this guide.

Sales Security

The responsibility should have administrator access to the top node of the sales group hierarchy. For details on sales security, see the Sales Intelligence chapter in this guide.

Product Expenses

To enable product expense reporting, do the following:

1. Map values to the Product Expense financial category.
2. Map range of chart of accounts to a Product Category.
3. Map line of business to the cost center.

The complete instructions on how to set up product expenses are explained in Chapter 5, "Daily Business Intelligence for Financials".

Fulfillment, Return, and Inventory Values

To view fulfillment, return and inventory values in the Daily Business Intelligence for Product Lifecycle Management pages and reports, complete the supply intelligence setup. See the Supply Chain Intelligence chapter in this guide.

Implementing

Other than the prerequisites listed in the previous section, there are no additional set up steps required for Daily Business Intelligence for Product Lifecycle Management.

Once you complete the prerequisites, you can proceed directly to: "Post Setup Steps" in Chapter 2, "Daily Business Intelligence". This section describes how to set up users and how to perform the initial load and incremental refreshes for all Daily Business Intelligence pages.

Maintenance and Administration

After setup is complete, you may have to perform the following maintenance and administration tasks.

- Changing Unit Cost on page 9-13
- Change Orders on page 9-14
- Changing Part Counts in Bill of Materials on page 9-14
- Changing Manufacturing Steps in Routing on page 9-14

Important: Any time you change your source data or your Daily Business Intelligence for Product Lifecycle Management setup you must rerun the incremental request set to refresh your data.

Changing Unit Cost

For cost types other than Standard cost type, Daily Business Intelligence for Product Lifecycle Management will only pick up unit cost changes if they are changed at the transaction level (for example, in the Miscellaneous Transaction window).

For the Standard cost type, Daily Business Intelligence for Product Lifecycle Management will only pick up the frozen cost . Changes to frozen cost must be made in the Unit Cost window and are picked up only after the Update Cost process is run.

All changes will be reflected in the pages and reports after running the incremental request set.

Change Orders

Run the incremental request set to reflect any changes.

Changing Part Counts in Bill of Materials

Any change in the primary Bill of Materials will be reflected after running the incremental request set.

The list of organizations is populated when you run the initial request set. When you run the incremental request set, the system will look at the temporary table to determine which organizations have changed since the last refresh and will update only those organizations.

Changing Manufacturing Steps in Routing

Any change in the primary Routing will be reflected after running the incremental request set.

Changing Financial Dimension Mappings

If you change financial dimension mappings for financial categories (revenue, etc.), product, or LOB mappings you must rerun the incremental request set for the Product Management page.

Concurrent Programs

The following concurrent program is provided by DBI for Product Lifecycle Management.

Load Part Count Base Summary Concurrent Program

This program collects the part count information for items. By default, this program collects part count information for items across all organizations. This program is

part of the initial request set for the Product Management - Engineering page, where it runs in default mode.

You can run this program as a single request, using the following parameters:

- **Organization:** Select the organization that you want to load part count data for. The default value is null and collects data for all organizations.
- **Purge Part Count Fact Table:** Set this value to YES if you want to purge the contents of the part count base summary table and reload the data. The default value is YES.

The part count information can be collected for an individual, multiple, or all organizations. In order to collect for multiple organizations, run this program multiple times by selecting the individual organizations. Make sure the Purge Part Count Fact Table parameter is set to NO in the consecutive runs. By doing so, you are adding the part count information for each organization into the fact table. Use this option if you have large volumes of items with BOMs defined across various organizations.

Daily Business Intelligence for Projects

This chapter describes the technical content of Daily Business Intelligence for Projects. It contains the following topics.

- Overview on page 10-2
- Understanding Reporting on page 10-3
 - Responsibilities and Menus on page 10-4
 - Dimensions on page 10-7
 - Performance Measures on page 10-11
- Summarizing Data on page 10-16
- Securing Data on page 10-18
- Prerequisites on page 10-18
- Implementing on page 10-20
 - Set Up Security Profiles on page 10-20
 - Set Up Daily Business Intelligence for Projects Reporting on page 10-21
- Concurrent Processes on page 10-24

Overview

Daily Business Intelligence for Projects provides project executives with essential project-based financial business metrics. Through role-based pages, users gain access to information regarding the state of their business relative to past, present and projected performance measures. This real-time view enables project executives to make better business decisions, set mid-course corrections, and strive toward achieving business goals.

Daily Business Intelligence for Projects answers critical business questions, such as:

- How profitable are the projects in my organizations, and how does that compare to last year, last period, and budget?
- What is the total cost on projects, and what is the variance against planned spending?
- What is the expectation for project profits and cost through the end of this period, this quarter, and this year?
- How much new project business has been booked to date? How much add-on work has been booked?
- Are bookings keeping pace with revenue accrual and is new business acquisition trending with work delivery?
- What backlog is remaining on my projects, and what is the backlog balance trend?
- What organizations have low resource utilization?
- How many resources are currently not scheduled on projects, how long have they been available, and how much longer are they expected to remain available?

Daily Business Intelligence for Projects supplies reports for the following applications:

- Oracle Project Costing
- Oracle Project Billing
- Oracle Project Resource Management

Understanding Reporting

Using Daily Business Intelligence for Projects, you can view the following pages.

- **Project Profitability Management**

This page contains project profitability reports. Project profitability reports enable you to analyze profitability or cost, and determine whether profitability is in line with expected performance. This page also includes forecast profitability and cost reports, which enable you to understand expected performance through the end of a period.

- **Project Operations Management**

This page contains project opportunity management reports and project resource management reports. Use the project opportunity management reports to understand bookings and backlog, which represent the actual demand that drives project-centric industries. Project resource management reports allow you to track the utilization of your resources to meet customer requirements and company priorities.

- **Capital Projects Cost Management**

This page contains project-based financial business cost reports for capital projects. These reports reflect the current state of the business and provide comparisons between past, present, and projected performance measures.

- **Contract Projects Cost Management**

This page contains project-based financial business cost reports for contract projects. These reports reflect the current state of the business and provide comparisons between past, present, and projected performance measures.

Report types are as follows:

- **Summary:** Shows top-level information. For reports that show profitability, cost, bookings and backlog, this information is summarized from projects to project organizations, expenditure type, event type, revenue category, project types, and project classifications. For reports that show utilization and availability, the information is summarized from resources to resource organizations, utilization categories, work types, and job levels.

This report type is also referred to as "view-by". It shows aggregated, to-date amounts and is the starting point for analysis in Daily Business Intelligence for Projects.

- **Trend:** Shows periodic information for all areas allowing you to identify patterns over time. Trend reports aggregate data by time periods, such as weekly, monthly, quarterly, or yearly. This enables you to focus on both short and long term trend analysis.
- **Detail:** Shows project or resource listing reports, providing the source information aggregated in the summary and trend reports. Detail reports provide additional attribute information about the project (such as name, type, manager and customer) or the resource (such as name, last project and next project).

For a complete list of the pages and reports in Daily Business Intelligence for Projects, see the "Implementing Daily Business Intelligence" chapter in this guide.

Responsibilities and Menus

Daily Business Intelligence for Projects includes predefined responsibilities and menus. You can modify this menu structure: This section describes each responsibility and lists the associated menus and submenus

Project Executive

The following table lists the menu structure for this responsibility:

Menu	Submenus or Reports
Intelligence Overview	■ Projects Profitability Management ■ Projects Operations Management ■ Capital Projects Cost Management ■ Contract Projects Cost Management ■ Expense Management ■ HR Management
Projects Profitability Reports	■ Projects Actual Profitability ■ Projects Forecast Profitability ■ Projects Profitability Overview ■ Projects Profitability Trend ■ Projects Profitability Cumulative Trend ■ Projects Profitability Detail

Menu	Submenus or Reports
Projects Cost Reports	■ Projects Cost Summary ■ Projects Cost Trend ■ Projects Cost Cumulative Trend ■ Projects Cost Detail
Capital Projects Cost Reports	■ Capital Projects Cost Summary ■ Capital Projects Cost Trend ■ Capital Projects Cost Cumulative Trend ■ Capital Projects Cost Detail
Contract Projects Cost Reports	■ Contract Projects Cost Summary ■ Contract Projects Cost Trend ■ Contract Projects Cost Cumulative Trend ■ Contract Projects Cost Detail
Projects Bookings and Backlog Reports	■ Projects Bookings and Backlog Summary ■ Projects Bookings and Backlog Detail ■ Projects Bookings and Backlog Activity ■ Projects Bookings and Backlog Activity Detail ■ Projects Bookings Summary ■ Projects Bookings Trend ■ Projects Bookings Source Trend ■ Projects Backlog Summary ■ Projects Backlog Trend
Projects Utilization Reports	■ Projects Resource Utilization and Availability ■ Projects Utilization Summary ■ Projects Utilization Trend ■ Projects Actual Utilization ■ Projects Scheduled Utilization ■ Projects Expected Utilization ■ Projects Actual Utilization Detail ■ Projects Scheduled Utilization Detail ■ Projects Expected Utilization Detail

Menu	Submenus or Reports
Projects Resource Availability Reports	■ Projects Available Time Summary ■ Projects Availability Trend ■ Projects Current Available Resources ■ Projects Available Resources Duration ■ Projects Available Resource Detail

Daily Project Intelligence

This responsibility provides access to the same information as the Project Executive responsibility excluding the HR Management and Expense Management reports.

Project Intelligence Administrator

This responsibility provides the following administrative and maintenance tasks:

- Setting up organizations
- Structuring organizations into hierarchies and global hierarchies
- Defining security profiles and global security profiles
- Submitting concurrent processes
- Setting up profile options
- Changing organizations

The following table lists the menus structure for this responsibility:

Menu	Submenus or Options
Setup: Organization	■ Description ■ Organization Manager ■ Hierarchy ■ Global Hierarchy
Setup: Security	■ Profile ■ Global Profile

Menu	Submenus or Options
Other	■ Profile ■ Concurrent ■ Change Organization ■ Worklist
Other: Requests	■ Run ■ Set

Project Superuser

This responsibility provides access to the same information as the Project Executive responsibility, as well as, Daily Business Intelligence for Projects setup.

For more information on setting up Daily Business Intelligence for Projects, see "Complete Setup" on page 10-21.

Dimensions

This section describes the dimensions included in Daily Business Intelligence for Projects. The dimensions appear in alphabetical order.

For information on dimensions, measures, and how dimensions and measures interact to form a complete reporting solution, see the "Implementing Daily Business Intelligence" chapter in this guide.

Event Type

Event type categorizes revenue by the event types used on the project. For more information on event types, see the *Oracle Projects User Guide, Release 11i*.

Expenditure Category

The expenditure category dimension groups cost data by the expenditure categories used on the project. For more information on expenditure categories, see the *Oracle Projects User Guide, Release 11i*.

Expenditure Type

The expenditure type dimension categorizes the information for each expenditure type on the selected projects. For more information on expenditure types, see the *Oracle Projects User Guide, Release 11i*.

Job Level

Job level is a numeric indicator of skill level. It is used as a view-by dimension in Daily Business Intelligence for Projects utilization reports.

You can view the distribution of hours and the associated utilization percentages by job level. Examples of job levels include:

- ❑ 8 (Vice President)
 - 7 (Director)
 - 6 (Senior Manager)
 - 5 (Manager)

Organization

This section provides a brief description of the Organization dimension. For detailed information on organizations and organization hierarchies in Oracle Projects, see Chapter 15, "Advanced Topics and Essays" in the *Oracle Projects User Guide Release 11i* and the *Oracle Projects Implementation Guide, Release 11i*.

Organization is the most frequently used reporting dimension in Oracle Projects, and it is the default view-by dimension in Daily Business Intelligence for Projects. Cost is taken from the projects on which expenditures are recorded. This means that cost amounts are reflected against the project organization.

Revenue from these transactions, as well as revenue from events on projects are reflected against the project organization. In addition, bookings and backlog measures are reported according to project owning organizations. Conversely, utilization and availability measures are recorded against the resource organization.

Organizations exist in hierarchies. The hierarchies determine organizational relationships for different transactional and reporting purposes. The hierarchy you specify in your Daily Business Intelligence for Projects setup determines how data that is summarized from a project to the project-owning organization is further summarized up to parent organizations.

In the reports, you can view data at the highest node in the organization hierarchy to which you have access, and then drill down the organization hierarchy to see amounts by suborganization.

The following is an example of an organization hierarchy.

Americas

- ❑ East

- Northeast
- Southeast
- ❑ West
- ❑ Central
- ❑ Latin America

In this example, the highest node in the hierarchy is the Americas organization. You can view data at the organization level for the Americas organization (assuming you have access to this organization). You can then drill down the hierarchy to view data for a suborganization such as East and drill further to see amounts for Northeast.

Project Classification

Classification categories are used to indicate some aspect of a project that can be used in reporting. Examples of classifications within classification categories include:

- ❑ Industry
 - High Tech
 - Retail
- ❑ Service Line
 - Product Development
 - Consulting

Classification code is the assigned value within a given category. If a project has a classification category of Industry, then High Tech is an example of a classification code for that category.

Daily Business Intelligence for Projects enables you to view data for a classification category. For more information on project classifications, see Chapter 2, "Projects" in the *Oracle Projects User Guide Release 11i*.

Project Type

Every project belongs to a project type. A project type is typically used to separate projects according to budgeting, costing, and billing methods. Accordingly, project type is a useful categorization for reporting in Daily Business Intelligence for Projects.

Every project type belongs to a project type class. Examples of project types within each project type class (Contract, Capital and Indirect) are shown below.

- ❑ Contract
 - Fixed Price
- ❑ Capital
 - Construction
- ❑ Indirect
 - Overhead
 - Fringe

Using Daily Business Intelligence for Projects, you can view data for all project types (such as Fixed Price), or all project types within a given project type class (Contract, Capital, or Indirect). For more information on project types, see Chapter 2, "Projects" in the *Oracle Projects User Guide Release 11i*.

Revenue

The revenue category dimension displays all expenditure and event types belonging to that category on the report. The default value is ALL. For more information on revenue categories, see the *Oracle Projects User Guide, Release 11i*.

Time

In Daily Business Intelligence for Projects, time is available as a view-by dimension that provides you with valuable trend information. Data is accumulated by period and is then displayed according to the period type selected. The following example shows the period types in the reports and the number of periods displayed for each.

- Enterprise Year (2 years)
- Enterprise Quarter (4 quarters)
- Enterprise Period (12)
- Enterprise Week (13)
- Fiscal Year (2 periods)
- Fiscal Quarter (4)
- Fiscal Period (12)
- Project Period (13 periods)

Work Type and Utilization Category

Work types are classifications of work. A work type is recorded against each scheduled and actual labor transaction.

Utilization categories are categorizations of work types that can carry weighting factors for use in calculating utilization. Both work types and utilization categories are used in Daily Business Intelligence for Projects reporting to indicate the distribution of utilized time (hours and utilization percent) across these categories.

In the following example, work is classified using work types and utilization categories.

- ❑ Work
 - Bid & Proposal (Work Type)
 - Billable Consulting (Utilization Category)
 - Internal IT Support (Work Type)
 - Internal Billable (Utilization Category)

For more information on utilization categories and work types, see the *Oracle Project Resource Management Implementation and Administration Guide*.

Performance Measures

Daily Business Intelligence for Projects provides performance measures, also called key performance indicators. These performance measures are used to provide calculated data on the reports. The measures are grouped and described by the application pages on which they appear.

Bookings and Backlog Measures

Daily Business Intelligence for Projects provides the following bookings and backlog measures.

Measure	Definition/Calculation
Bookings	Total Net Bookings = Original + Additional + Adjustments - Cancellations

Measure	Definition/Calculation
Backlog	Backlog is the difference between total funding on a project and the revenue accrued to date on the project. Therefore, backlog is always an inception to date balance (equal to inception to date funding less inception to date revenue). See "Backlog" for the different types of backlog in Daily Business Intelligence for Projects reporting.

Bookings Bookings are allocations of project funds. Funding lines are classified as one of the following:

- Original
- Addition
- Cancellation
- Correction
- Transfer
- Re-evaluation

Funding lines marked as Original, Addition, or Cancellation are reported as such in Daily Business Intelligence for Projects reports. Corrections and Transfers are added together and reported as Bookings Adjustments. In Daily Business Intelligence for Projects, all funding classifications except Cancellation are treated as positive.

Note: Cancellations are assumed to be negative. If a funding line is positive and marked as a cancellation, it will be added into the formula.

Backlog The different types of backlog in Daily Business Intelligence for Projects reporting are:

- Backlog Not Started: The backlog on projects that have no billable transactions.
- Active Backlog: The backlog on active, on-going projects.
- Dormant Backlog: The backlog on projects where no revenue has been accrued for a particular period. That period (expressed in calendar days) is specified in your Daily Business Intelligence for Projects setup. For more information, see "Backlog".

- **Lost Backlog:** The backlog on projects that have been closed during the period of analysis. This amount represents additional potential revenue for an organization.
- **Revenue at Risk:** The negative backlog that occurs when revenue accrual exceeds funding.

Backlog Flow Since backlog is a balance figure, and changes in backlog value are a critical indicator of the financial health of an enterprise, Daily Business Intelligence for Projects includes reports that track the amount and source of changes in backlog over a given span of time. These reports are the Bookings and Backlog Activity reports and they show:

- **Beginning Backlog:** The backlog balance at the start of the period.
- **Total Net Bookings** = Original + Additional + Adjustments - Cancellations. See "Bookings" for more information.
- **Accrued Revenue:** The amount of revenue recognized for the period.
- **Lost Backlog:** See "Backlog".
- **Ending Backlog** = Beginning Backlog + Total Net Bookings - Accrued Revenue - Lost Backlog (if this formula results in a positive number).

Capital Projects Cost Management Measures

The following table lists the key performance indicators for this page:

Measure	Calculation
Cost	Actual capital projects cost for the period to the as-of-date. The period is determined by the selected period type parameter.
Forecast Cost	Forecast cost on capital projects for the period
Capital Cost	Cost that can be capitalized for the period to the as-of-date
% of Cost	Capital Cost / Capital projects cost for the period to the as-of-date
Expense	Total costs that cannot be capitalized for the period to the as-of-date

Contract Projects Cost Management Measures

The following table lists the key performance indicators for this page:

Measure	Calculation
Cost	Actual contract projects cost for the period to the as-of-date. The period is determined by the selected period type parameter.
Forecast Cost	Forecast cost on contract projects for the period
% of Budget	Billable Cost / Budget cost for the period to the as-of-date
Billable Cost	Total of billable cost
% of Cost	Billable Cost / Cost for the period to the as-of-date
Non Billable Cost	Non-billable cost for the period to the as-of-date

Profitability and Cost Measures

Daily Business Intelligence for Projects provides the profitability and cost measures shown in the following table.

Measure	Calculation	Source
Revenue	Accrued revenue on projects, calculated as (Billable Expenditure Items * Bill Rate) + Revenue Event Amount. Only those draft revenues that have been accepted in Oracle General Ledger are included.	PA_CUST_REV_DIST_LINES_ALL PA_CUST_EVENT_RDL_ALL
Cost	All cost distributed expenditure items	PA_COST_DISTRIBUTION_LINES_ALL
Margin	Revenue - Cost	Derived
Budget and Forecast Amounts	A budget type is mapped to each: ■ Budgeted Revenue ■ Budgeted Cost ■ Forecast Revenue ■ Forecast Cost In Daily Business Intelligence for Projects setup, amounts entered in these budget types by project are summarized by project owning organization, project type and project classification.	PA_BUDGET_LINES

Budget and Forecast Amounts Budgets and forecasts are the sum of the budget and forecast amounts for all projects owned by an organization. In your Daily Business Intelligence for Projects setup, you indicate the budget type used for each plan type. For more information, see "Set Up Budget Type for Reporting Plan Types".

Budget and forecast amounts entered by period are reported in the same amounts by period. Budget and forecast amounts entered in bulk are distributed pro-rata, by period, according to the start and end dates of the project. Budgets and forecasts are entered in the functional currency of the operating unit to which they belong. These amounts are converted to the global currency for comparative analysis using the conversion rate that applies during the first day of the period, or the rate that applies during the last day of the period. You specify the conversion dates in your Daily Business Intelligence for Projects setup. For more information, see "Set Up Budget Type for Reporting Plan Types".

Utilization and Availability Measures

Daily Business Intelligence for Projects provides the following utilization and availability measures:

Labor Units Different countries (different operating units) can have different definitions of a working day. For example, a working day can be 8 hours in one country and 7.5 hours in another.

In setup, you can define whether to report scheduled and actual labor units as hours or days. For more information on setting up labor units, see "Set Up Cost and Labor Units".

Utilization Utilization is calculated by dividing the resource weighted hours by either the resource capacity or total worked hours (depending on the utilization calculation method) for the organization and specified time period. Utilization is further categorized as follows:

- $\text{Actual Utilization} = \text{Actual Weighted Hours} / (\text{Actual Capacity or Actual Worked Hours})$
- $\text{Forecast Utilization} = \text{Forecast Weighted Hours} / (\text{Forecast Capacity or Forecast Worked Hours})$

For more information on utilization, see the *Oracle Project Resource Management Implementation and Administration Guide*.

Availability Availability is the amount of unused capacity of a resource. The threshold of availability is the percentage of available time required to classify a resource as available.

You specify the threshold for availability in your Daily Business Intelligence for Projects setup. For more information, see "Set Up Availability Thresholds".

Summarizing Data

Daily Business Intelligence for Projects supports fiscal and project period types in addition to the enterprise period type. The fiscal calendar is the calendar for a specific set of books. The project period is also associated with a given set of books and its duration depends on the period setup in a particular operating unit. Since the most common implementation of a project period is weekly, thirteen rows are displayed (to show 13 weeks of one full quarter) when a project period is used in Daily Business Intelligence for Projects trend reports.

When reports are viewed across operating units, all data is shown in the global currency and enterprise calendar. The functional currency, and fiscal and project periods are provided as parameters only when reports are viewed in the context of a particular operating unit.

Processing Impacts Daily Business Intelligence for Projects supports daily accounting. However, the reports change on a daily basis only if transactions are processed daily. Data in Oracle Projects is often not processed every day. Many companies generate revenue on a monthly cycle. In this case, you do not see incremental changes in revenue from one day to the next. Data is available for each date, but it is the same for an entire week or month depending upon the frequency of revenue accrual.

Summary Tables

The following summary tables are used in Daily Business Intelligence for Projects.

- PJI_AC_PROJ_F: Stores activity data at the project level.
- PJI_FP_PROJ_F: Stores financial data at the project level.
- PJI_RM_RES_F: Stores resource management data at the resource level.
- PJI_RM_RES_WT_F: Stores resource management data at the resource work type level.

Business/Base or Materialized Views

The following materialized views are used in Daily Business Intelligence for Projects.

- PJI_AC_CLS_F_MV: Stores activity data at the project classification level
- PJI_AC_CLSO_F_MV: Stores activity data at the project classification level, rolled up to the project organizations
- PJI_AC_ORG_F_MV: Stores activity data at the project organization level
- PJI_AC_ORGO_F_MV: Stores activity data at the project organization level, rolled up to the project organizations
- PJI_FP_CLS_ET_F_MV: Stores financial data at the project classification expenditure / event type level
- PJI_FP_CLS_ET_WT_F_MV: Stores financial data at the project classification, expenditure / event type, and work type level
- PJI_FP_CLS_F_MV: Stores financial data at the project classification level
- PJI_FP_CLSO_ET_F_MV: Stores financial data at the project classification, expenditure / event type level, rolled up to the project organizations
- PJI_FP_CLSO_ET_WT_F_MV: Stores financial data at the project classification, expenditure / event type, and work type level, rolled up to the project organizations
- PJI_FP_CLSO_F_MV: Stores financial data at the project classification level, rolled up to the project organizations
- PJI_FP_ORG_ET_F_MV: Stores financial data at the project organization event type level
- PJI_FP_ORG_ET_WT_F_MV: Stores financial data at the project organization, expenditure type, event type, and work type level
- PJI_FP_ORG_F_MV: Stores financial data at the project organization level
- PJI_FP_ORGO_ET_F_MV: Stores financial data at the project organization event type level, rolled up to the project organizations
- PJI_FP_ORGO_ET_WT_F_MV: Stores financial data at the project organization, expenditure type, event type, and work type level, rolled up to the project organizations

- PJI_FP_ORGO_F_MV: Stores financial data at the project organization level, rolled up to the project organizations
- PJI_RM_JOB_F_MV: Stores resource management data at the job level
- PJI_RM_JOBO_F_MV: Stores resource management data at the job level, rolled up to the expenditure organizations
- PJI_RM_ORG_F_MV: Stores resource management data at the expenditure organization level
- PJI_RM_ORGO_F_MV: Stores resource management data at the expenditure organization level, rolled up to the expenditure organizations
- PJI_RM_WT_F_MV: Stores resource management data at the work type level
- PJI_RM_WTO_F_MV: Stores resource management data at the work type level, rolled up to the expenditure organizations

Securing Data

Daily Business Intelligence for Projects data is summarized by project, by resource and by organization. Revenue, cost, bookings, and backlog on each project are summarized up to the project owning organization.

Organization level data is then rolled up the organization hierarchy for reporting purposes. Different users are responsible for different levels in the organization hierarchy.

Daily Business Intelligence for Projects also provides security at the operating unit level. Like organizations, operating units are arranged in a hierarchy. Using security profiles, you can secure data at the different levels in the hierarchy.

For example, if an organization has three operating units, but a particular user only needs access to information for two of the three operating units, the security profile will prohibit the user from having access to the third operating unit.

See "Set Up Security Profiles" on page 10-20.

Prerequisites

Before implementing Daily Business Intelligence for Projects, you must complete the following prerequisite implementation steps.

- Enable Project Classification

To enable project classification reporting in Daily Business Intelligence for Projects, you must enable the "Include in Project Intelligence Reporting" checkbox in the Class Categories and Codes window (Setup -> Projects -> Classifications) in Projects. For more information on defining project classifications, see the *Oracle Projects Implementation Guide, Release 11i*.

- Global Daily Business Intelligence Setup

You must complete the global Daily Business Intelligence setup options. For more information on global Daily Business Intelligence setup, see the "Implementing Daily Business Intelligence" chapter in this guide.

The following table lists the required applications in order to view the Daily Business Intelligence for Projects pages:

Page	Required Application
Capital Projects Cost Management	■ Oracle Project Costing
Contract Projects Cost Management	■ Oracle Project Costing
Project Operations Management	■ Oracle Project Billing ■ Oracle Project Costing ■ Oracle Project Resource Management
Project Profitability Management	■ Oracle Project Billing ■ Oracle Project Costing

Implementing

Complete the following steps to implement Daily Business Intelligence for Projects:

1. Set Up Security Profiles
2. Set Up Daily Business Intelligence for Projects Reporting

After you complete these steps, you can proceed to implement other Oracle Daily Business Intelligence products, or refer directly to "Post Setup Steps" in Chapter 2, "Daily Business Intelligence". This chapter describes how to set up users and security, as well as how to perform the initial load and incremental refreshes for all Oracle Daily Business Intelligence pages. You must perform these post implementation steps before you can use any Oracle Daily Business Intelligence product.

Set Up Security Profiles

In Daily Business Intelligence for Projects, you can secure data at the organization level and at the operating unit level.

Follow the steps below to secure data at each organization level:

1. Create an organization hierarchy, or identify an existing hierarchy.
2. Define an Oracle Human Resources security profile. This profile indicates the starting node in the organization hierarchy for each user. The profile must point to the organization hierarchy specified in the Daily Business Intelligence for Projects setup.
3. Specify this Oracle Human Resources security profile in the system profile PJI: Organization Security Profile.

To secure data by operating unit:

1. Define a Oracle Human Resources security profile. This profile indicates the starting node in the operating unit hierarchy for each user.
2. Specify this Oracle Human Resources security profile in the system profile MO: Security Profile.

For more information, see: *Security in Configuring, Reporting and System Administration in Oracle HRMS*.

Set Up Daily Business Intelligence for Projects Reporting

Complete the following steps to define the organization hierarchies, period types, ratio calculations, plan types, cost and labor units, and availability thresholds that you want to use for your daily reporting in Daily Business Intelligence for Projects:

1. Log into Oracle Applications using the Project Intelligence Superuser responsibility
2. Navigate to the Project Intelligence Setup page.
3. Select an Organization Hierarchy.

In the Organization Hierarchy field, choose the organization hierarchy that you want to use in Daily Business Intelligence for Projects. The hierarchy that you select must include all project and resource owning organizations from all operating units. Note that you can choose a different version of a hierarchy, by choosing a version number as well.

Organization hierarchies are defined in Oracle HRMS (see: *Using Oracle HRMS - The Fundamentals*).

4. Select the desired implementation options.

These options determine the reporting content that you want updated by the summarization processes. The summarization processes are controlled by the concurrent process PRC: Update Project Intelligence Data.

5. Set up the default period type for each Project Intelligence report group.

For each Project Intelligence Report Group, you must set up a default Period Type. These are the default values used in each report group.

You must consider your reporting requirements when selecting a value. Select from Year, Quarter, Month, or Week for the default Period Type. The default value is Quarter because many enterprises report on a quarterly basis.

Additional Period Types: If you want to be able to summarize your data by other period types, such as project period types and fiscal period types, you must enable the appropriate Period Type check box. For more information on these period types, see: "Calendar Dimension" in this guide.

Note: When you enable additional period types, a larger volume of data is summarized, which can affect your ability to update data quickly. You should only choose these options if your enterprise requires this kind of summarization. If you are using one calendar across all sets of books and you select that calendar as the enterprise calendar, you should not select fiscal as an additional period type. Also, some users may not need the project period type for management reporting purposes.

6. Set up the ratio calculation options for Project Intelligence reports.

The Book to Bill ratio in Project Intelligence is calculated using a fixed duration of time, regardless of the time parameters you select on the reports on which they appear. The reason for this is that for ratio calculations that are related to flow, if one balance is being compared to another, these calculations should be viewed over a rolling period of time to ensure a smoothing effect. Otherwise, the results will appear skewed.

Enter the fixed duration of time in calendar days in Book to Bill Ratio Days.

Dormant Backlog Days: The Dormant Backlog Days field indicates the number of days after which backlog is considered to be dormant. This setup item is important because lack of activity on a project indicates that no revenue has been generated for a given period of time. For more information on Dormant Backlog, see: "Backlog" in the *Oracle Daily Business Intelligence Reference Guide*.

7. Set up the reporting plan types. You can define the budget type and financial plan type used for budgets and forecasts.

a. Define the default budget type for each reporting plan type.

The following table lists the default Budget Type for each Reporting Plan Type:

Reporting Plan Type	Default Budget Type
Cost Budget Type	Approved Cost Budget
Revenue Budget Type	Approved Revenue Budget
Cost Forecast Type	Forecast Cost Budget
Revenue Forecast Type	Forecast Revenue Budget

If your enterprise uses different budget types for recording budget amounts, then edit the default Budget Type values. Budget and forecast amounts in Daily Business Intelligence for Projects are reported differently depending on whether they are entered by period or in bulk.

- b. Define the default financial plan type for each reporting plan type.

No default values are provided. If you are using both budgeting models, the financial plan types will take precedence over the budget types.

- c. Define the conversion rate date basis for each reporting plan type.

Budgets and forecasts are entered in the functional currency of the operating unit to which they belong. These amounts are converted to the global currency for comparative analysis using the conversion rate applicable on one of the following dates.

First Day of Planning Period: Plan amounts are converted from their base currency to the global currency using the starting date of the planning period. This is the default value because many enterprises use this date for conversion purposes.

Last Day of Planning Period: Plan amounts are converted from their base currency to the global currency using the ending date of the planning period.

You must consider your corporate policy before selecting a conversion rate date basis. If your enterprise typically uses the rate applicable at the beginning of the planning period for purposes of converting currency transactions, then select the first option.

- 8. Set up the Cost and Labor Units.

Set up the type of cost to be used in Daily Business Intelligence for Projects reports. You can choose from the following cost types:

- Burdened Cost: This is the default value.
- Raw Cost

Set up the units of labor to be used in resource management reports. You can report labor units in either Hours or Days. The default value is Hours.

- 9. Set up the Availability Thresholds.

You can use the following predefined availability ranges to define availability thresholds:

- 12.5

- 25
- 50
- 75
- 100

You can override these default values. Ensure that you select one of the five values as the default availability threshold value used in Daily Business Intelligence for Projects reports.

Keep in mind that different organizations can have different definitions of resource availability. In one organization, a resource is considered to be available if it is available for more than 50% of the time, while in another organization, the availability threshold may be 75%. You must consider the definition of resource availability in your organization before selecting a value.

Concurrent Processes

Use Project Intelligence Administrator to run the following concurrent processes.

Update Project Intelligence Data

This process performs initial and incremental updates of project financial data and project resource management data.

This concurrent program does not have any parameters.

Refresh Project Financial Data

This process performs a complete or partial refresh of project financial data, replacing financial data in summary table.

From/To Project. Select a project or range of projects that you want to include.

Refresh Project Resource Management Data

This process performs a complete or partial refresh of project resource management data, replacing resource management data in summary tables with new resource management data.

Daily Business Intelligence for Procurement

Daily Business Intelligence (DBI) for Procurement is designed for procurement and commodity managers, and other procurement professionals.

This chapter describes the implementation of DBI for Procurement. It contains the following topics:

- Overview on page 11-1
- Understanding Reporting on page 11-2
 - Responsibilities and Roles on page 11-4
 - Menus on page 11-6
 - Dimensions on page 11-9
 - Performance Measures on page 11-12
- Summarizing Data on page 11-16
- Securing Data on page 11-21
- Implementation Considerations on page 11-22
- Prerequisites on page 11-40
- Implementing on page 11-41
- Maintenance and Administration on page 11-52
- Validation Scripts on page 11-53

Overview

Using DBI for Procurement, procurement and supply chain professionals can source new items, analyze supplier performance, develop a commodity strategy,

and analyze spend. They can quickly identify savings opportunities, improve supplier relationships and supplier service, reduce operational inefficiencies, and make strategic decisions to maximize profits.

DBI for Procurement helps you determine how procurement spend is changing over time. It also enables you to track whether new procedures that you've put into place are improving procurement measures.

DBI for Procurement offers the following pages:

- Procurement Management
- Procure-to-Pay Management
- Commodity Spend Management
- Commodity Supplier Management

The following pages are also available to the manager roles in DBI for Procurement:

- Expense Management
- HR Management
- Payables Management
- Payables Status

DBI for Procurement uses information from the following application areas:

- Oracle Purchasing
- Oracle iProcurement (optional)
- Oracle Payables (optional)
- Oracle Services Procurement (optional)

Understanding Reporting

For complete, detailed descriptions of the reports that DBI for Procurement provides on the following pages, such as how the reports distinguish between contract purchases, non-contract purchases, and leakage, see the *Oracle e-Business Intelligence Daily Business Intelligence User Guide*.

Procurement Management Page

The reports on the Procurement Management page address the following main points:

- Non Contract Purchases and related reports show how much the company spends on purchases for which there are no contracts or agreements in place (meaning pricing has not been negotiated with the supplier).
- Contract Leakage and related reports show the amount purchased by the company that resulted in contract leakage (meaning a blanket purchase agreement was in place, but not leveraged). They also show how much could have been saved if contract leakage had been prevented.
- PO Purchases and related reports show the total PO Purchases amount, including the breakdown by item category and supplier.
- Payables Leakage and related reports show what portion of your company's total invoice amount was not processed by the purchasing organization, but should have been. That is, what percentage of the total invoice amount does not have backing purchase orders?

Procure-to-Pay Management Page

The Manual Invoices report on the Procure-to-Pay Management page shows the percentage of invoices that are created manually by your company's payables department. It helps determine with which suppliers you can automate the invoicing process.

Commodity Spend Management Page

The reports on the Commodity Spend Management page address the following main points:

- Invoice Amount and related reports show how much your company is spending, based on the invoice amount, for each commodity. They help identify spending trends with suppliers and commodities, potential demand aggregation opportunities, and key suppliers.
- PO Price Savings and Quantity Change and related reports show how much your company is saving across all items and suppliers in a commodity because of better prices. They also show how much more or less the company is spending because of the quantities it is buying. From the reports, you can view the purchasing documents responsible for the savings.
- Contract Utilization and related reports show the total amount of contract purchases, non-contract purchases, and contract leakage, by commodity. They also show these amounts (rates) as a percentage of your 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. From the reports, you can view contract purchases by document type, purchasing document numbers, and details of the purchasing documents that are responsible for the contract purchases, non-contract purchases, and contract leakage.

Commodity Supplier Management Page

The reports on the Commodity Supplier Management page address the following main points:

- PO Price Change and related reports help you judge suppliers' performance by seeing how much prices have increased or decreased for a specific supplier across all items and operating units. From the reports, you can view the purchasing documents responsible for the price change.
- Returns and related reports show the suppliers and commodities that have the highest return amount, return quantity, and number of return transactions, including the rate of return amounts. The reports show the return reasons so you can determine whether the same return reason is occurring repeatedly.
- Rejections on Inspection and related reports measure how suppliers for a particular commodity are performing on quality, based on rejections during inspection. Rejection reasons are also displayed.
- Receipt Date Exceptions and related reports show, for specific suppliers and commodities, the purchase order amount, quantity, and number of transactions received early, within tolerance, or late based your receiving options setup in Oracle Purchasing. The reports also show the quantity received early, within tolerance, or late, and the average days early and late. You can see which suppliers and commodities have the highest receipt date exception amount and number of exception transactions.

Responsibilities and Roles

DBI for Procurement provides the following roles, which are also responsibilities:

- Procurement Manager
- Commodity Manager
- Daily Commodity Intelligence
- Daily Procurement Intelligence

The Procurement Manager role-based responsibility provides access to the following pages; if you want to give people access to these pages, assign them the Procurement Manager responsibility:

- Procurement Management
- Procure-to-Pay Management
- Payables Management
- Payables Status
- Expense Management
- HR Management

The Commodity Manager role-based responsibility provides access to the following pages; if you want to give people access to these pages, assign them the Commodity Manager responsibility:

- Commodity Spend Management
- Commodity Supplier Management
- Payables Management
- Payables Status

The Daily Procurement Intelligence function-based responsibility provide access to the following pages; if you want to give people access to these pages, assign them the Daily Procurement Intelligence responsibility:

- Procurement Management
- Procure-to-Pay Management

The Daily Commodity Intelligence function-based responsibility provides access to the following pages; if you want to give people access to these pages, assign them the Daily Commodity Intelligence responsibility:

- Commodity Spend Management
- Commodity Supplier Management

Access to data on the Procurement Management and Procure-to-Pay Management pages is controlled by operating unit. The user assigned the Procurement Manager or Daily Procurement Intelligence responsibility sees data only for the operating units to which he is given access using the Oracle Human Resources security profile feature and MO: Security Profile.

Access to the data on the Commodity Spend Management and Commodity Supplier Management pages is controlled by operating unit and by commodity assignment. For complete information, see *Securing Data* on page 11-21.

Access to the Payables Management, Payables Status, Expense Management, and HR Management pages is also based on security. (Users will not see data on these pages without the proper security, specific to these pages.) If you want the user to have access to data on these pages, see the *Daily Business Intelligence for Human Resources* chapter and the *Daily Business Intelligence for Financials* chapter for more information about these products' security.

When a user navigates from one page to another, the system uses the particular security associated with the page to determine the user's access.

In addition to assigning the DBI for Procurement responsibilities to users, implementers need to be assigned the Business Intelligence Administrator responsibility to perform setup tasks such as creating and submitting request sets and setting up global parameters.

Menus

A menu is a mechanism for navigating to the pages and reports to which a role has access.

The Intelligence Overviews menus contain submenus that provide access to pages. The rest of the menus contain submenus that provide access to the reports.

Procurement Manager Menus

The Procurement Manager responsibility has the following menus and submenus associated with it:

- Intelligence Overviews
 - Procurement Management
 - Procure-to-Pay Management
 - Payables Management
 - Payables Status
 - Expense Management
 - HR Management
- Non-Contract Purchases Reports

Non-Contract Purchases

Non-Contract Purchases Trend

- Contract Leakage Reports
 - Contract Leakage
 - Contract Leakage Trend
- PO Purchases Reports
 - PO Purchases
 - PO Purchases Trend
- Payables Leakage Reports
 - Payables Leakage
 - Payables Leakage Trend
- Manual Invoices Reports
 - Manual Invoices
 - Manual Invoices Trend

Commodity Manager Menus

The Commodity Manager responsibility has the following menus and submenus associated with it:

- Intelligence Overviews
 - Commodity Spend Management
 - Commodity Supplier Management
 - Payables Management
 - Payables Status
- Invoice Amount Reports
 - Invoice Amount
 - Invoice Amount Trend
- Spend Evaluation Reports
 - PO Price Savings and Quantity Change

Price Savings by PO Number

Cumulative Price Savings

Payables Leakage

- Contract Utilization Reports

Contract Utilization Rates

Contract Utilization

PO Purchases Amount Trend

Contract Utilization Trend

Contract Purchases

Non-Contract Purchases

Contract Leakage

Contract Purchases Detail

Contract Purchases by PO Number

Non-Contract Purchases by PO Number

Contract Leakage by PO Number

- PO Price Change Reports

PO Price Change

Price Change by PO Number

- Returns Reports

Returns

Returns Trend

Returns Breakdown

Rejections on Inspection

Rejections by Reason

- Receipt Date Exceptions Reports

Receipt Date Exceptions

Receipt Date Exception Amount

Receipt Date Exception Transactions

Receipt Item Quantities

Receipt Date Exceptions Trend

Receipt Date Exception Rates Trend

Daily Procurement Intelligence Menu

The Daily Procurement Intelligence responsibility has the same menus and submenus associated with it as the Procurement Manager responsibility, except that it does not provide the following menus: Payables Management, Payables Status, Expense Management, and HR Management.

Daily Commodity Intelligence Menu

The Daily Commodity Intelligence responsibility has the same menus and submenus associated with it as the Commodity Manager responsibility, except that it does not provide the Payables Management and Payables Status menus.

Dimensions

DBI for Procurement uses the following dimensions, some of which are common across Daily Business Intelligence.

Time

For a description of this dimension, see the Daily Business Intelligence chapter.

Currency

For a description of this dimension, see the Daily Business Intelligence chapter. For information on how DBI for Procurement uses currencies, see also Operating Units and Currencies on page 11-24.

Operating Unit

For a description of this dimension, see the Daily Business Intelligence chapter.

See also: Operating Units and Currencies on page 11-24.

Item

DBI for Procurement uses the common Item dimension that is used by Daily Business Intelligence. It uses the Purchasing Category set of the Item dimension. The dimension collects all categories in the Purchasing Category set, but the DBI for

Procurement reports display only those categories that exist on purchase orders and releases. See *Categories and Items* on page 11-26.

See also the chapter on *Item Dimension Reporting*.

Purchased Item

DBI for Procurement uses its own additional item dimension. To display items in the reports, the Purchased Item dimension includes master items from the common Item dimension described in the *Item Dimension Reporting* chapter and non-master items (items not defined in Oracle Inventory) that are on purchase orders. It handles non-master items in the manner described in *Categories and Items* on page 11-26.

The Purchased Item dimension contains one level:

- Purchased Item (dimension)
 - Purchased Item (level)

Organization

For DBI for Procurement, the Organization dimension displays the Ship To Org (ship-to organization) from the purchase order shipment in the reports. The Organization is a view-by parameter in some reports and pages (see *Ship-to Organization* on page 11-25). When viewing information by Organization in the reports, DBI for Procurement aggregates the data for each ship-to organization that shows activity for the given measure.

DBI for Procurement uses the unsecured inventory organization level of the common Organization dimension.

- Organization (dimension)
 - Inventory Organization (level). This level is secured, using the organization access feature in Oracle Inventory. DBI for Procurement does not use this level.
 - Unsecured Inventory Organization (level). This level ignores the organization access feature. All organizations that are ship-to organizations in Oracle Purchasing are included in this dimension level, and in the DBI for Procurement reports.

Commodity

A commodity is a grouping of purchasing categories. Companies use Oracle Applications to define categories in different ways. In some cases, they implement a hierarchy of categories. In other cases, they create only a single level of categories

above the item level. A higher-level grouping of purchasing categories is called a commodity.

The Commodity Spend Management and Commodity Supplier Management reports display purchase information by commodity (or for all commodities you have access to, if you choose All). This way, managers can compare the performance of one commodity with another.

People, usually buyers or commodity managers, are also assigned to the commodities. People see only their assigned commodities in the reports.

For more information, see Set Up Commodities on page 11-43.

Note: Commodities are not part of the item-category hierarchy in the Item dimension. Commodity is its own dimension for DBI for Procurement.

The Commodity dimension contains one level:

- Commodity (dimension)
 - Commodity (level)

Supplier

The Supplier dimension displays suppliers and supplier sites in the DBI for Procurement reports. It obtains the suppliers and supplier sites from the Suppliers and Supplier Sites windows in Oracle Applications. The dimension gathers all suppliers and supplier sites, but the reports display only those suppliers and sites that exist on purchasing documents (in the Supplier and Site fields on the document header). 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 Supplier dimension displays the suppliers and supplier sites exactly as they were defined in Oracle Applications, and recognizes the supplier sites by operating unit just as Oracle Applications does.

When viewing information in the DBI for Procurement reports by supplier, DBI for Procurement aggregates the data for a given supplier across all supplier sites that show activity for the given measure.

The Supplier dimension contains two levels:

- Supplier (dimension)
 - Supplier (level)
 - Supplier site (level)

For more information on how suppliers and supplier sites are displayed in the reports, see Suppliers and Supplier Sites on page 11-25.

Person

The Person dimension is used to display the buyer and invoice creator in the DBI for Procurement reports. The buyer is the buyer indicated on the purchase order. The invoice creator is the person—specifically, an employee associated with a user—who is recorded in the system as having created or canceled the invoice distribution. For more information on the Person dimension, see the Daily Business Intelligence chapter.

Transaction Reasons (for rejections and returns in Oracle Purchasing)

In DBI for Procurement, the Transaction Reasons dimension contains all of the transaction reasons that are defined in the Transaction Reasons window in Oracle Inventory. These reasons can be selected while entering returns and inspections in Oracle Purchasing. (See Transaction Reasons on page 11-34 for more information.)

The Transaction Reasons dimension contains one level:

- Transaction Reasons (dimension)
 - Transaction Reasons (level)

Performance Measures

DBI for Procurement offers the following performance measures / key performance indicators (KPIs). For further details on these measures, see the *Oracle E-Business Intelligence Daily Business Intelligence User Guide*.

Table 11–1 DBI for Procurement Key Performance Indicators (KPIs)

KPI	Calculation
Contract Purchases Rate	$(\text{Contract Purchases Amount} / \text{PO Purchases Amount}) * 100$ Contract Purchases Amount = Price * Distribution Quantity 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). PO Purchases Amount = Price * Distribution Quantity on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases.
Non-Contract Purchases Rate	$(\text{Non-Contract Purchases Amount} / \text{PO Purchases Amount}) * 100$ Non-Contract Purchases Amount = Price * Distribution Quantity on all approved standard purchase orders where, for the items being purchased, no long-term contract (blanket purchase agreement or Oracle iProcurement catalog item entry) was in place. PO Purchases Amount = See description earlier in this table.
Contract Leakage Rate	$(\text{Leakage Amount} / \text{PO Purchases Amount}) * 100$ Leakage Amount = Price * Distribution 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. PO Purchases Amount = See description earlier in this table.
PO Purchases Growth Rate	$((\text{PO Purchases Amount Current Period} - \text{PO Purchases Amount Previous Period}) / \text{PO Purchases Amount Previous Period}) * 100$ PO Purchases Amount = See description earlier in this table.
Invoice Amount Growth Rate	$[(\text{Invoice Amount Current Period} - \text{Invoice Amount Previous Period}) / \text{Invoice Amount Previous Period}] * 100.$ Invoice Amount = Total invoice distribution amount for all validated invoices that are an item line type that have been matched to an approved purchase order or to a receipt, including debit memos, credit memos, and corrections. Expense and procurement card invoices, and freight and tax line types, are excluded from the Invoice Amount.

Table 11-1 DBI for Procurement Key Performance Indicators (KPIs)

KPI	Calculation
Price Savings Amount	Sum of [Quantity Ordered Current Period * (Price Current Period - Benchmark Price)] * -1 Quantity Ordered Current Period = Total distribution quantity on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases this period, up to the date selected. Price Current Period = Unit price for the item on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases this period, up to the date selected. Benchmark Price = Average unit price for the same item in the previous enterprise year (based on the DBI Enterprise Calendar) for all suppliers in a commodity, in the selected operating unit. If the item was not purchased in the previous year, then the average unit price in this enterprise year is used.
Quantity Change Amount at Benchmark	Sum of [Benchmark Price * (Quantity Ordered To Date - Quantity Ordered Previous Period)] Benchmark Price = See description earlier in this table. Quantity Ordered To Date = Total purchase order distribution quantity ordered to date on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases. 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.
Price Change Amount	Sum of [Quantity Ordered Current Period * (Price Current Period - Supplier Benchmark Price)] Quantity Ordered Current Period = See description earlier in this table. Price Current Period = See description earlier in this table. Supplier Benchmark Price = Average unit price for the same item in the previous enterprise year (based on the DBI Enterprise Calendar) for a specific supplier in a commodity, across all operating units. If the item was not purchased in the previous year, then the average unit price in this enterprise year is used.
Return Amount	Sum of (Price * Return Quantity) Price = Price on the purchase order. Return Quantity = Quantity on the return.

Table 11-1 DBI for Procurement Key Performance Indicators (KPIs)

KPI	Calculation
Return Transactions	Number of return transactions performed in Oracle Purchasing or Oracle iProcurement for the selected parameters. This is the actual number of return transactions made in the application, not the number of items or lines.
Receipt Date Exception Amount Rate	$(\text{Sum of Exception Amount} / \text{Sum of Receipt Amount}) * 100$ Exception Amount = Price on the purchase order * Receipt Quantity, for all receipts whose receipt dates fall outside the days early or days late Receiving Options settings in Oracle Purchasing. Receipt Amount = Price on the purchase order * Receipt Quantity.
Receipt Date Exception Transactions Rate	$(\text{Exception Transactions} / \text{Receipt Transactions}) * 100.$ Number of receipt date exception transactions as a percentage of all receipt transactions that occurred for the selected parameters and time period. This is the actual number of exception transactions made in the application. 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 one transaction is a receipt date exception, then one exception transaction is recorded. If both were exceptions, then two are recorded.
Payables Leakage Rate	$(\text{Leakage Amount} / \text{Invoice Amount}) * 100$ 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. Invoice Amount = Total invoice distribution amount for all validated invoices, except expense and procurement card invoices.
Manual Invoices Rate	Manual Distributions / Distributions. Percent of manual invoice distributions to the total number of validated invoice distributions. Manual Distributions = Validated invoices created using the invoice gateway, invoice entry window, or expense report in Oracle Payables.

The Non-Contract Purchases Rate and Contract Leakage Rate KPIs are accessible on two pages: the Procurement Management page, for all purchases, and the Commodity Spend Management page, for purchases in those commodities that are assigned to the commodity manager viewing the page.

For the Contract Purchases Rate, Non-Contract Purchases Rate, and Contract Leakage Rate KPIs, the purchase order line Amount (rather than Price * Quantity) is used for certain line types, if Oracle Services Procurement is implemented. See

information on line types in the section Common Concepts for DBI for Procurement in the *Oracle E-Business Intelligence Daily Business Intelligence User Guide*.

Summarizing Data

Non-Contract Purchases, Contract Leakage, PO Purchases, PO Price Savings, Quantity Change, Contract Utilization, and PO Price Change are calculated at the purchase order distribution level, and then summarized in materialized views based on the available dimensions. The PO Fact table pulls data from the purchase order transactions, at the distribution level. Then the materialized views aggregate the information—for example, by operating unit, person (buyer), or supplier (including supplier site).

Payables Leakage, Manual Invoices, and Invoice Amount are calculated at the invoice distribution level, and then summarized in materialized views based on the available dimensions. The AP Fact table pulls data from the invoice transactions, at the distribution level. Then the materialized views aggregate the information—for example, by operating unit, person (invoice creator or buyer), or supplier (including supplier site).

Returns, Rejections, and Receipt Date Exceptions are calculated at the receiving transaction level, and then summarized in materialized views based on the available dimensions. The RCV Fact table pulls data from the receiving transactions. Then the materialized views aggregate the information—for example, by commodity, operating unit, person (buyer), or supplier (including supplier site).

Base Summary Tables

DBI for Procurement uses the following base summary tables:

POA_DBI_POD_F (PO Fact)

The PO Fact table collects all purchase order distributions that were approved within the date range specified when running the request set for the DBI for Procurement pages.

FII_AP_INV_B (AP Fact)

This AP Fact table collects all invoice distributions with a creation date or accounting date that falls between the Global Start Date that is set up for Daily Business Intelligence and today's (system) date. This AP Fact table is used by the Payables Leakage, Manual Invoices, and Invoice Amount reports.

This AP Fact table requires the source ledger setup described in Set Up DBI for Financials Profile Options and Source Ledger Group Assignment on page 11-50.

POA_DBI_RTX_F (RCV Fact)

The RCV Fact table collects all receiving transactions with a creation date that falls within the date range specified when running the request set for the Commodity Supplier Management page.

Financials Reports on the Payables Management Page

For information on the base summary tables that are used by the reports on the Payables Management page, see the Daily Business Intelligence for Financials chapter.

Business/Base or Materialized Views

DBI for Procurement provides the following materialized views:

Non-Contract Purchases, Contract Leakage, PO Purchases

The following materialized views are used by the Non-Contract Purchases, Contract Leakage, and PO Purchases reports on the Procurement Management page:

POA_POD_BS_J_MV Base materialized view that is based directly on the PO Fact table.

POA_POD_BS_MV Base materialized view that is based on the POA_POD_BS_J_MV materialized view. This materialized view contains all of the dimensions by which data is analyzed for the PO Fact table.

The rest of the materialized views in this section are based on POA_POD_BS_MV.

POA_POD_OBC_MV Stores purchase information by operating unit, buyer, and category.

POA_POD_OCS_MV Stores purchase information by operating unit, category, and supplier.

POA_POD_OC_MV Stores purchase information by operating unit and category.

POA_POD_O_MV Stores purchase information by operating unit.

Contract Utilization

The following materialized views are used by the Contract Utilization reports on the Commodity Spend Management page:

POA_POD_BS_MV (See the description of this materialized view earlier above.)

POA_POD_11_MV Stores purchase information by operating unit and commodity.

POA_POD_12_MV Stores purchase information by operating unit, commodity, supplier, and category.

POA_POD_13_MV Stores purchase information by operating unit, commodity, and category.

Invoice Amount

The following materialized views are used by the Invoice Amount report on the Commodity Spend Management page:

POA_API_BS_J_MV Base materialized view that is based directly on the AP Fact and PO Fact tables.

POA_API_BS_MV Base materialized view that is based on the POA_API_BS_J_MV materialized view.

POA_API_3_MV Stores invoice information by operating unit, commodity, and category. This view is based on the POA_API_BS_MV materialized view.

PO Price Savings and Quantity Change, and PO Price Change

The following materialized views are used by the PO Price Savings and Quantity Change report on the Commodity Spend Management page and by the PO Price Change report on the Commodity Supplier Management page:

POA_PQC_BS_J_MV Base materialized view that is based directly on the PO Fact table.

POA_BM_ITEM_O_MV Benchmark materialized view that is based on the POA_PQC_BS_J_MV materialized view. POA_BM_ITEM_O_MV is used to compute the benchmark price (per operating unit) in both the functional and global currencies.

POA_BM_ITEM_S_MV Benchmark materialized view that is based on the POA_PQC_BS_J_MV materialized view. POA_BM_ITEM_S_MV is used to compute the supplier benchmark price (per supplier) across all operating units, in the primary global currency.

POA_PQC_BS_J2_MV Base materialized view that is based on POA_PQC_BS_J_MV, POA_BM_ITEM_O_MV, and POA_BM_ITEM_S_MV.

POA_PQC_BS_MV Base materialized view that is based on POA_PQC_BS_J2_MV, POA_BM_ITEM_O_MV, and POA_BM_ITEM_S_MV. The rest of the materialized views in this section are based on POA_PQC_BS_MV.

POA_PQC_3_MV Stores purchase information by commodity and operating unit.

POA_PQC_4_MV Stores purchase information by commodity, operating unit, and category.

POA_PQC_5_MV Stores purchase information by commodity, operating unit, and supplier.

POA_PQC_6_MV Stores purchase information by commodity, operating unit, category, and supplier.

Returns, Rejections, and Receipt Date Exceptions

The following materialized views are used by the Returns, Rejections, and Receipt Date Exceptions reports on the Commodity Supplier Management page:

POA_RTX_BS_J_MV Base materialized view that is based on the RCV Fact table.

POA_RTX_BS_MV Base materialized view that is based on the POA_RTX_BS_J_MV materialized view.

The rest of the materialized views in this section are based on POA_RTX_BS_MV.

POA_RTX_3_MV Stores receipt, return, and inspection information by commodity and operating unit.

POA_RTX_4_MV Stores receipt, return, and inspection information by commodity, operating unit, and supplier.

POA_RTX_5_MV Stores receipt, return, and inspection information by commodity, operating unit, category, and supplier.

Payables Leakage

The following materialized views are used by the Payables Leakage report on the Procurement Management page:

POA_IDL_BS_J_MV Base materialized view that is based directly on the AP Fact table.

POA_IDL_BS_MV Base materialized view that is based on the POA_IDL_BS_J_MV materialized view.

The rest of the materialized views in this section are based on POA_IDL_BS_MV.

POA_IDL_OSY_MV Stores invoice information by operating unit, supplier, and invoice creator.

POA_IDL_OS_MV Stores invoice information by operating unit and supplier.

POA_IDL_O_MV Stores invoice information by operating unit.

Manual Invoices

The following materialized views are used by the Manual Invoices report on the Procure-to-Pay Management page:

POA_MID_BS_J_MV Base materialized view that is based directly on the AP Fact table.

POA_MID_BS_MV Base materialized view that is based on the POA_MID_BS_J_MV materialized view.

The rest of the materialized views in this section are based on POA_MID_BS_MV.

POA_MID_OSY_MV Stores invoice information by operating unit, supplier, and invoice creator.

POA_MID_OS_MV Stores invoice information by operating unit and supplier.

POA_MID_O_MV Stores invoice information by operating unit.

Financials Reports on the Payables Management Page

For materialized views that are used by the Payables Management or Payables Status page, see the Daily Business Intelligence for Financials chapter.

Securing Data

Data on all of the DBI for Procurement pages is controlled by security setup in Oracle Applications, using the Oracle Human Resources security profile feature and the MO: Security Profile.

In addition, data on the Commodity Spend Management and Commodity Supplier Management pages is controlled by the users assigned to a commodity, in the context of the Commodity Manager role. On these pages, the data is an intersection of the operating units and commodities to which the person has access.

Operating Unit Security

The MO: Security Profile sets security at a particular level. (For instructions on setting a profile option at a particular level, see the *Oracle Applications System Administrator's Guide*.) For example, if you set MO: Security Profile at the responsibility level, for the Procurement Manager responsibility, then anyone assigned this responsibility has the same security access level.

The Oracle Human Resources security profile feature allows users to see only the operating units that they need to conduct their daily business. For example, if a company has three operating units, but a particular user needs access to information in only two of them, the Oracle Human Resources security profile prohibits the user from having access to the third operating unit. Data that is specific to operating units to which the user does not have access does not display in the reports.

MO: Security Profile setup is required for all of the DBI for Procurement responsibilities. For more information on security setup, see the Daily Business Intelligence chapter.

Commodity Security

If you are implementing the Commodity Spend Management or Commodity Supplier Management page, determine whether you use a centralized or a local commodity management structure. A centralized commodity manager should be assigned a security profile that gives the manager access to all operating units, so that the manager can see data for all commodities in the company. A local

commodity manager should be assigned a security profile that gives access only to the operating units the manager is responsible for.

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 using the security profile.

In addition, the Commodity Spend Management and Commodity Supplier Management pages display data only for commodities that are assigned to the person (user) viewing the page. (The Procurement Management and Procure-to-Pay pages display data for all Purchasing categories.)

For information on setting up and assigning commodities, see Set Up Commodities on page 11-43.

Note: If you are implementing the Procurement Management or Procure-to-Pay page, then commodity security setup is not required. This setup is required only for the Commodity Spend Management and Commodity Supplier Management pages.

Implementation Considerations

The following sections describe information you should consider while implementing DBI for Procurement.

Global Start Date

All DBI for Procurement reports use the Global Start Date that is established during the basic Daily Business Intelligence setup. Data in the reports and regions does not appear if it occurred before the Global Start Date. See Set Up Global Parameters for more information. In addition, note the following:

- The following reports use the first approval date for the purchase order distribution to determine in which time period to report the purchase or leakage:
 - Non-Contract Purchases
 - Contract Leakage
 - PO Purchases
 - Contract Utilization

- Contract Purchases Detail
- Contract Purchases by PO Number
- Non-Contract Purchases by PO Number
- Contract Leakage by PO Number
- PO Price Savings and Quantity Change
- Price Savings by PO Number
- PO Price Change
- Price Change by PO Number

The creation date of the purchase order distribution has to have occurred after the Global Start Date; if not, the purchase order distribution will not appear in the report.

- The Returns report uses the return date on the return transaction to determine in which time period to report the return. It uses the receipt date from the receipt transaction to determine in which time period to report the receipt. It also uses the receipt date to determine in which time period to report the receipt returned amount (returns made for receipts that occurred in that time period, rather than all returns in that time period) and the return rate. Both the return and receipt dates have to have occurred after the Global Start Date for the return to appear in this report.
- The Rejections report uses the receipt date on the receipt transaction to determine in which time period to report the Receipt Amount, Receipt Rejection Amount, and Rejection Rate. It uses the inspection date on the inspection transaction to determine in which time period to report the Rejection Amount, Receipt Inspected Amount, and Receipts Inspected Rejection Rate.
- 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. The receipt date has to have occurred after the Global Start Date for the receipt to appear in this report.
- The Payables Leakage and Invoice Amount reports use the GL date on the invoice distribution to determine in which time period to report the information. The GL date has to have occurred after the Global Start Date for the invoice distribution to appear in this report.
- The Manual Invoices report uses the creation date on the invoice distribution to determine in which time period to report the information. The creation date has

to have occurred after the Global Start Date for the invoice distribution to appear in this report.

Operating Units and Currencies

All DBI for Procurement reports display operating units and currencies as follows.

Operating Units DBI for Procurement reports display data at the operating unit level. Whether a company is using centralized or decentralized purchasing, the DBI for Procurement reports classify data according to the operating unit in which the purchase or invoice was created.

The operating units to which a DBI for Procurement user has access are controlled by the security profile in Oracle Applications. Before a user can access data for specific operating units, the user must be given access to those operating units using the Oracle Human Resources security profile feature and the MO: Security Profile. The user can then select All operating units in the page parameter when viewing the reports to see the data aggregated across all the operating units to which the user has access.

In the purchase order-based reports, data is displayed in the operating unit in which the purchase order was created. The user sees data only for purchase orders that were created in operating units to which the user has 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. The user sees data only for invoices that were created in operating units to which the user has access.

If implementing the Commodity Spend Management or Commodity Supplier Management pages, consider which operating units the different commodity managers need access to. See *Securing Data* on page 11-21.

Currencies The DBI for Procurement reports display data in either the functional currency associated with the selected operating unit, or in the primary global currency set up when implementing Daily Business Intelligence. To display data in the functional currency, Daily Business Intelligence converts amounts from the transaction (for example, purchase order) currency to the functional currency. To display data in the primary global currency, Daily Business Intelligence converts amounts from the functional currency to the global currency, not from the transaction currency to the global currency. Daily Business Intelligence uses a three-step process to convert amounts to the global currency. It converts from the transaction currency, to the functional currency, to the global currency.

To perform the conversions, DBI for Procurement uses the Rate Date from the purchase order (for the purchase order-based reports) or from the invoice (for the Payables Leakage report, Invoice Amount report, and reports on the Payables Management page). The Rate Date is used for converting from the transaction to the functional currency, and for converting from the functional to the global currency. When you set up Daily Business Intelligence, make sure that currency conversion rates exist between the transaction (purchase order or invoice) currency and the primary global currency, for the time period during which the transactions occurred. Otherwise, currency conversion errors will occur when running the requests that populate data in the reports. For more information, see Understanding Daily Business Intelligence.

See also the *Oracle E-Business Intelligence Daily Business Intelligence User Guide* for more information on currencies.

Ship-to Organization The PO Price Savings and Quantity Change report, Invoice Amount report, and Commodity Supplier Management page reports enable you to view the data by operating unit, commodity, category, supplier, item, buyer, or organization. The organization is the Ship To Org on the purchase order shipment. The receiving clerk also selects this organization before creating the receipt.

In Oracle Applications, the ship-to organization does not have to belong to the same operating unit for which the purchase order was created. For example, a commodity manager has access to data in Operating Unit 1 (OU1), but not Operating Unit 2 (OU2). The purchase order was created in OU1, but received in an organization in OU2. In the Organization parameter, the commodity manager can select the receiving organization that belongs to OU2 and view the purchasing or receiving data.

Suppliers and Supplier Sites

Suppliers and supplier sites display in the DBI for Procurement reports exactly as they were defined in the Suppliers and Supplier Sites windows in Oracle Applications. Additionally, the reports display only supplier sites that were defined for the operating unit that is selected when viewing the reports. If all operating units are selected, then all supplier sites across all operating units are displayed in the reports.

When viewing information in the DBI for Procurement reports by supplier, DBI for Procurement aggregates the data for a given supplier across all supplier sites that show activity for the given measure. The supplier site name is appended with the name of the supplier and operating unit.

See also: Supplier on page 11-11.

Buyers, Invoice Creators

Buyers display in the DBI for Procurement reports exactly as they were selected in the Buyers setup window in Oracle Purchasing. For information on how buyers default onto purchasing documents, see the *Oracle Purchasing User's Guide*.

Invoice creators, which display in the Payables Leakage and Manual Invoices reports, are the people who entered or canceled the invoice in Oracle Payables. Unlike buyers, invoice creators are not defined; they are any user who is assigned the Payables responsibility. Make sure that all users who are assigned the Payables responsibility and who enter invoices have been fully set up as employees who are associated with their user identifier (ID). Otherwise, they display as Unassigned in the reports. For instructions, see Invoice Creators as Employees on page 11-35.

Categories and Items

The categories displayed in the DBI for Procurement reports are those that are set up as Purchasing categories in Oracle Applications. (See the *Oracle Inventory User's Guide*.) Purchasing categories are set up as follows, using the Purchasing responsibility:

- Navigate to Setup > Items > Categories > Category Codes to define categories.
- Navigate to Setup > Items > Categories > Category Sets to add the category codes to the Purchasing category set.

The categories and items that display in the reports are those that were purchased in the selected time period. There is no hierarchy of categories available in the reports.

You should control Purchasing category sets at the master level (for all organizations, rather than for a specific organization). When the Purchasing category set is controlled at the master level, the DBI for Procurement reports can aggregate data by category, for all organizations.

If the Purchasing category set is controlled at the organization level, then each organization may vary in how a given item is assigned to a category. For example, a purchase order in one organization purchases the same item as a purchase order in another organization, but uses a different category. In the reports, the item is listed once under each category. (Additionally, each operating unit has one Financial Systems Parameter (FSP) organization, which Oracle Purchasing uses to default category information based on the item on the purchase order line. The FSP organization is the Inventory Organization in the Supplier-Purchasing tabbed

region of the Financials Options window. If you use the same item-category assignments for all FSP organizations, then controlling a Purchasing category set at the organization level does not result in an item's being reported in multiple categories; however, the best practice is to control the Purchasing category set at the master level.)

You should also use only one item master. For example, item AS54888 exists in two different item master organizations, called M1 and M2. Two different operating units have purchased this item, but each uses a different master organization. In the reports, the item appears as AS54888 (M1) and AS54888 (M2). The reports cannot aggregate these items and report them as one item. DBI for Procurement treats them as separate items.

For more information on item master and master organization setup, see the sections Assigning Items to Categories and Defining Category Sets in the *Oracle Inventory User's Guide*.

The items displayed in the DBI for Procurement reports are those that were purchased (those that exist on purchase orders or releases) in the given time period.

- Master items are displayed as they were defined in Oracle Inventory, using the item number and master organization code—for example, item name *AS54888 (V1)*. (Master items must be assigned to an organization before they can be used on purchase orders.) Master items are those 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.
- 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 requests 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.

- If the non-master item has no associated supplier item number, the item's 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.)

For non-master items, a best practice is to enter supplier item numbers where possible. For example, if buyers enter a non-master item on two different purchase orders, and the non-master item uses the same supplier item number, the reports aggregate the purchases across both purchase orders, as long as the same supplier was used. If a supplier item number was not entered, the description would display; if the description differed between the two purchase orders, the item would display as two different items.

The reports use the category associated with the item at the time the purchase order was created. If the item’s category is updated, this change is not reflected in the original purchase order and therefore is not reflected in the reports. Changes in item category assignments are reflected in purchase orders created after the change. The reports use the item category assignments reflected on the purchase orders.

DBI for Procurement provides the ability to analyze purchases at the item and category levels, but not the item revision level. For example, item AS54888 is assigned to inventory organization D1. Item revision B is then created to change the color and a few other attributes of this item, specifically for the D1 organization. A purchase order is then generated for the D1 organization, for item AS54888, revision B. A purchase order for AS54888 is then generated for inventory organization P1. The revision selected for this purchase order is D. This revision in this organization increases the cost of the item by 10 percent. DBI for Procurement cannot report these two revisions separately. In this example, the amounts for AS54888 on each purchase order will be aggregated in the reports.

Units of Measure (UOM)

The following reports display the unit of measure when you view item-level details:

Table 11–2 Reports that Display Item-Level Details and UOM

Report	Page
PO Price Savings and Quantity Change Price Savings by PO Number	Commodity Spend Management page
Contract Utilization	Commodity Spend Management page

Table 11–2 Reports that Display Item-Level Details and UOM

Report	Page
Contract Leakage	When accessed from the Commodity Spend Management page only
Non-Contract Purchases	When accessed from the Commodity Spend Management page only
Contract Purchases	Commodity Spend Management page
Contract Purchases by PO Number	
Non-Contract Purchases by PO Number	
Contract Leakage by PO Number	
PO Price Change	Commodity Supplier Management page
Price Change by PO Number	
Returns	Commodity Supplier Management page
Returns Breakdown	
Rejections on Inspection	Commodity Supplier Management page
Receipt Item Quantities	Commodity Supplier Management page

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. (The Invoice Amount report displays the item number and description, but not the UOM.)

As described in the previous section, the same items are grouped to give the total amounts. UOM aggregation is additionally 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 11–3 Example Master Item UOMs

Data	Transaction 1	Transaction 2
Item	128MB SDRAM DIMM (V1)	128MB SDRAM DIMM (V1)

Table 11–3 Example Master Item UOMs

Data	Transaction 1	Transaction 2
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 11–4 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

Item	UOM	Quantity	PO Purchases Amount
RAM - 32MB (Supplier Name)	Dozen	6	3,100

The following example shows receiving and return transactions for non-master items. In this example, all five dozen items were received; however, one dozen contained two damaged items (each), which were returned:

Table 11-5 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

Note: Based on the item grouping rules described in Categories and Items on page 11-26 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.)

Approvals

The following reports use the first approval date on the purchase order distribution to determine in which time period to report the transaction:

- Non-Contract Purchases
- Contract Leakage
- Contract Purchases

- PO Purchases
- Contract Utilization
- Contract Purchases Detail
- Contract Purchases by PO Number
- Non-Contract Purchases by PO Number
- Contract Leakage by PO Number
- PO Price Savings and Quantity Change
- Price Savings by PO Number
- PO Price Change
- Price Change by PO Number

Therefore, timely creation and approval of purchase orders and releases reflects the timing of the data accurately.

Archiving on approval may give better timing of the data than archiving on print. If you use the Archive on Print setup option (defined in the Document Types window in Oracle Purchasing), some purchases may get placed in a later time period than the commitment was actually made to the supplier. Archiving on print affects the timing of purchases in the reports only if you change the purchase order and reapprove it before printing. For example:

- You use the Archive on Print setup option.
- You create and approve a purchase order on April 1.
- This purchase order appears in the reports in the April time period.
- You have not yet printed the purchase order, and on May 1 you change the quantity on the approved purchase order line and reapprove the purchase order.
- The distributions for this updated line now appear in the May time period instead of April. If the setup was for Archive on Approval, these distributions would still appear in April. If you had printed the document immediately after approving the change, these distributions would also have appeared in April.

When you archive on approval, Oracle Purchasing archives (stores) the change upon reapproval. When you archive on print, Oracle Purchasing does not archive the latest changes until printing; previous approved changes are overwritten by the later changes.

As shown in the example above, archiving on approval gives better timing of the data. For more information on archiving on approval and archiving on print, see the *Oracle Purchasing User's Guide*.

Minimizing Non-Contract Purchases and Leakage

To fully understand the following recommendations, read the DBI for Procurement chapter of the *Oracle E-Business Intelligence Daily Business Intelligence User Guide*. This guide explains in detail how the reports determine whether a purchase is a contract purchase, non-contract purchase, or leakage. The following recommendations affect the Non-Contract Purchases, Contract Leakage, and Contract Utilization reports.

- Minimize contract leakage and non-contract purchases by using blanket purchase agreements and planned purchase orders for recurring purchases of master items. Oracle Purchasing also supports global blanket purchase agreements, which can help you realize greater savings. Global agreements are created once for use by multiple operating units. Therefore, a single best price can be used across your enterprise.
- Minimize non-contract purchases by using the Oracle iProcurement catalog for indirect and expense items that are not maintained as master items. Items that are not master items, but are obtained through the Oracle iProcurement catalog (except for non-catalog requests), are considered contract purchases. The Non-Contract Purchases report assumes that items in the Oracle iProcurement catalog have had their prices negotiated with the suppliers and considers them contract purchases.
- Effective dates on blanket purchase agreements should reflect the actual beginning and ending of the contract. To categorize a purchase as contract, non-contract, or leakage, DBI for Procurement sees if there is an effective blanket purchase agreement in place. By accurately capturing effective dates on the agreements, you accurately capture whether a purchase made outside those dates is non-contract or leakage. If the agreement has no start date, DBI for Procurement uses the creation date of the agreement line as the start date. For example, if the purchase order distribution was created before the start date or line creation date on a matching agreement, it is not considered leakage. If, however, you do not specify an end date on a blanket purchase agreement (or an expiration date on the blanket purchase agreement line), the items on the agreement are assumed to be available indefinitely. For example, if a blanket purchase agreement has no end dates, any of its items that are on standard purchase orders will display as leakage indefinitely. By specifying at least end dates, you capture the leakage only during a specific time period, and the items

do not appear as leakage outside of those dates. Leave dates open only if the agreement or contract really is open ended.

- Use the automatic document creation capabilities of Oracle Purchasing. The automatic document creation process looks for existing agreements to create a release instead of a standard purchase order, where able, minimizing leakage. The automated process minimizes the chances that someone will manually create a standard purchase order instead of a release. See Workflow for Creating Purchase Orders and Releases, *Oracle Purchasing User's Guide*.
- Renegotiate purchasing documents (including standard purchase orders and blanket purchase agreements) when they expire rather than modifying and reusing existing ones. Creating new purchasing documents when they expire enables you to compare old documents with new ones; you can clearly identify the terms and conditions, pricing, and other information on the separate documents to see where they differ and to accurately capture purchases and leakage against those documents. You can use the Copy Document feature in Oracle Purchasing to create new purchase orders or blanket purchase agreements by copying existing ones.

Transaction Reasons

The Reason column in the Returns Breakdown and Rejections by Reason reports aggregates data by the Reason code (such as Broken Upon Delivery). The Reason code is selected in the Details tabbed region in the Returns window when entering a return and in the Inspection Details window when entering inspections (rejections) for receiving transactions. The person entering the return or inspection selects from a list of reasons that are defined in the Transaction Reasons window.

Note: The reason codes used during inspection are the same set of reason codes used when creating a return. The person entering the return typically selects the same reason code as the inspection rejection, 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.

The Reason code field is optional on the return and inspection. The Reason column in the reports displays only those reasons that exist on return or rejection transactions. Returns and inspections for which no Reason code is given display with a Reason of Unassigned in the reports.

If you want to define reason codes or refine existing reason codes, log on to Oracle Applications using the Purchasing responsibility. Select Transaction Reasons to open the Transaction Reasons window. (You can also access this window through the Inventory responsibility, by selecting Transactions > Reasons.)

Payables Leakage, Manual Invoices, and Invoice Amount

The following sections describe additional implementation considerations for the Payables Leakage, Manual Invoices, and Invoice Amount reports.

These reports display data for invoices that have been validated. The reports do not require that the invoices be additionally approved.

Suppliers as Employees Companies set up suppliers as employees when they want to exclude employee related expenses from the procurement process. Likewise, suppliers who are set up as employees are excluded from the Payables Leakage, Manual Invoices, and Invoice Amount reports.

To see whether a supplier is set up as an employee:

1. In Oracle Purchasing, navigate to the Suppliers window: Supply Base > Suppliers.
2. Query the supplier name.
3. In the Classification tabbed region, check whether the field Type is set to Employee.

Additionally make sure the employee number is selected and saved in the supplier record if you do not want the supplier employee record to display in the reports.

4. Save your changes, if any.

Invoice Creators as Employees The Payables Leakage and Manual Invoices reports display the invoice creator. The invoice creator is the Oracle Applications user who first created the invoice or who canceled the invoice in Oracle Payables. (For example, a transaction that was created by Clerk A, but canceled by Clerk B, displays under Clerk B's total payables leakage amount.) If this user is not set up as an employee, the invoice creator displays as Unassigned in the Payables Leakage and Manual Invoices reports. For more information on the instructions below, see the Oracle Human Resources Management Systems documentation and the *Oracle Applications System Administrator's Guide*.

To confirm that an invoice creator is set up as an employee and user:

1. Navigate to the Enter Person window.

If you use Oracle Purchasing without Oracle Human Resource Management Systems, navigate to the Enter Person window from the Purchasing responsibility.

If you use Oracle Purchasing with Oracle Human Resource Management Systems, navigate to the Enter Person window from the Human Resources responsibility: People > Enter and Maintain.

2. Make sure a record for the invoice creator exists in this window.

3. Navigate to the Users window.

In the System Administrator responsibility, use the following navigation: Security > Users.

4. Make sure this employee (in the Enter Person window) is tied to a user in the Users window.

Query the user you want to associate with this employee, and enter this employee (Person) for the user.

Match Approval Level and Purchasing Site Setup Some suppliers are paid without a matching purchase order, and you do not want to consider these payments as leakage. For example, electricity bills may be paid without a matching purchase order. To ensure that these kinds of payments are not counted as leakage in the Payables Leakage report, check that the Match Approval Level option in the Suppliers window is blank for the supplier. Suppliers for whom the Match Approval Level is blank are not counted in the payables leakage.

Supplier sites for whom the Purchasing option is not selected are also not counted in the Payables Leakage report.

In summary:

- Supplier sites you want to capture in the Payables Leakage report should have the Purchasing option checked.
- Suppliers you want to capture as leakage in the Payables Leakage report should have the Match Approval Level set to 2-Way, 3-Way, or 4-Way.
- For the Invoice Amount report, the Match Approval Level can be set to any level, and the Purchasing option does not have to be checked. The Invoice Amount report requires only that the invoice be matched to a purchase order or receipt in order to include the invoice in the invoice amount.

Note: By default when you first set up Oracle Applications, the Match Approval Level option is set to 2-Way matching. If you did not specifically alter this option for any supplier during your application's setup, all unmatched invoices for these suppliers will be counted as payables leakage.

To set the Match Approval Level and Purchasing options:

1. In Oracle Purchasing, navigate to the Suppliers window: Supply Base > Suppliers.
2. Query the supplier name.
3. In the Receiving tabbed region, set the Match Approval Level to 2-Way, 3-Way, or 4-Way to capture the supplier as leakage if matching has not occurred. Set the Match Approval Level to the blank option to exclude the supplier from leakage if matching has not occurred.
4. Save your changes if necessary.
5. Choose Sites.
6. In the General tabbed region, make sure the Purchasing option is selected in the Site Uses area if you want the supplier site to be included in the Payables Leakage report.
7. Save your changes if necessary.

Invoice Amount

The Invoice Amount report displays amounts only from validated invoices that were matched to a purchase order or receipt. By using matched invoices, the report can link the invoice amount to a commodity, purchasing category, item, or buyer from the purchase order, so that you can analyze where the spending occurred. (All invoice distributions with an item line type are included in the invoice amount, including standard invoices, debit memos, credit memos, mixed invoices, corrections, and so on. Invoice distributions with a line type of freight or tax are not included in the invoice amount.)

Invoices that are not matched to a purchase order or receipt are not included in the invoice amount. Therefore, the recommended best practice is to perform invoice matching for all invoices that require it. (For example, if an electricity bill is paid without a matching purchase order, then purchase order matching is not required

for this invoice.) Invoices that are not matched will display in the Payables Leakage report.

Matching invoices ensures that you are getting an accurate picture of your spending in the Invoice Amount report.

Receipt Date Exceptions

The Receipt Date Exceptions reports are affected by your receiving options setup in Oracle Purchasing and by Oracle Transportation Execution, if implemented.

Receiving Options Setup The Receipt Date Exceptions report displays the purchase order amount of items received early or late, 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, it is not a receipt date exception.

Make sure your Days Early or Days Late receiving options are set up as you desire in the Receiving Options window in Oracle Purchasing.

The receiving options can be set at the receiving organization, supplier, item, or transaction level. Whatever level they are set at, the option is recorded on the purchase order. For example, a supplier-level tolerance defaults onto the purchase order based on the supplier specified on the purchase order. The Receipt Date Exceptions report picks up the tolerance from the purchase order.

The receiving options can be set to whole or fractional numbers. For example:

- Days Early of .5 = 12 hours
- Days Late of .5 = 12 hours

Both date and time (hours, minutes, seconds) are used to determine whether the receipt is early or late. For example, the Days Late tolerance is .5, translating to 12 hours. If the receipt is made 13 hours after the Need-by Date and time, then the receipt is considered late.

Note: If you set a receiving option's Action to Reject (the choices are None, Reject, or Warning), then items received outside the specified option are rejected and cannot be received. These items are not included in the Receipt Date Exceptions report.

If you never specified receiving options in your Oracle Purchasing setup, the default options that Oracle Purchasing (and therefore the Receipt Date Exceptions report) assumes, at all levels, are as follows:

- Days Early: 5
- Days Late: 5
- All Action fields: Warning

To check or change the receiving options setup:

1. In Oracle Purchasing, navigate to the Receiving Options window: Setup > Organizations > Receiving Options.
2. In the Receipt Date section, make sure the following options are set as desired:
 - Days Early
 - Days Late
 - Action
3. You can also set these options at the supplier level (in the Suppliers window), item level (in the Master Items window), or purchase order level (in the Receiving Controls window for the purchase order).

For more details, see the *Oracle Purchasing User's Guide*.

Note: 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, the already-received items no longer display in the report. Both new and existing receipts are affected by the change.

Oracle Transportation Execution Impact 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.)

Prerequisites

Ensure that your system meets the following prerequisites before you implement DBI for Procurement.

Table 11-6 Prerequisites for Implementing DBI for Procurement

	Prerequisites	Responsibility
☐	Review Hardware and Software Requirements	(not applicable)
☐	Set Up Daily Business Intelligence	Business Intelligence Administrator
☐	Set Up Oracle Human Resources Security Profile	Oracle Human Resources Business Intelligence Administrator System Administrator
☐	Set Up Item Dimension	Business Intelligence Administrator

Review Hardware and Software Requirements

All hardware and software prerequisites are detailed in the latest version of *About Oracle E-Business Intelligence*, available on *OracleMetaLink*. Please review the document for requirements, including the correct versions of the following applications:

- Oracle Purchasing (required)
- Oracle iProcurement (optional)
- Oracle Payables (optional)

If you have Oracle iProcurement, both master and non-master items requisitioned using Oracle iProcurement are included in the purchase order-based measurements in the reports.

Without Oracle Payables, you cannot view data in the Payables Leakage, Manual Invoices, or Invoice Amount reports.

The Contract Purchases by PO Number, Non-Contract Purchases by PO Number, Contract Leakage by PO Number, Price Savings by PO Number, and Price Change by PO Number reports display the underlying purchasing documents using Oracle iSupplier Portal; however, the Oracle iSupplier Portal application is not required.

Rate-based and fixed price line types are included in the applicable reports, if Oracle Services Procurement is implemented. For details on which reports include or exclude these line types, see the section Common Concepts for DBI for Procurement in the *Oracle E-Business Intelligence Daily Business Intelligence User Guide*.

Set Up Daily Business Intelligence

Set up Daily Business Intelligence. See the Daily Business Intelligence chapter.

Set Up Oracle Human Resources Security Profile

Set up the Oracle Human Resources security profile for use with Daily Business Intelligence. For instructions, see the Daily Business Intelligence chapter.

Set Up Item Dimension

Perform this step for all DBI for Procurement pages. For instructions, see the Item Dimension Reporting chapter. (For DBI for Procurement, you do not need to implement the product catalog.)

Implementing

Once you have met all of the required prerequisites and have performed the required Daily Business Intelligence setup, you can begin implementing DBI for Procurement. The following table provides a list of the implementation tasks that you need to perform.

Table 11-7 Checklist for Implementing DBI for Procurement

	Steps	Responsibility
☐	Review Implementation Considerations on page 11-42	—
☐	Consider Access to Human Resources and Financials Pages on page 11-42	(Multiple responsibilities)
☐	Set Up Commodities on page 11-43	Purchasing
☐	Set Up DBI for Financials Profile Options and Source Ledger Group Assignment on page 11-50	Business Intelligence Administrator

Once these steps are complete, you can proceed to implement other intelligence products, or if you are not implementing other intelligence products, proceed directly to the post-setup steps in the Daily Business Intelligence chapter. This chapter describes how to set up users and security for DBI, as well as how to perform the initial load and incremental refreshes for all DBI pages.

Review Implementation Considerations

Make sure you have reviewed the implementation considerations discussed in Implementation Considerations on page 11-22.

Consider Access to Human Resources and Financials Pages

Consider this step for the Procurement Manager and Commodity Manager responsibilities.

Access to HR Management and Expense Management Pages

In the Procurement Manager responsibility, the Procurement Management and Procure-to-Pay Management pages contain links to the following pages:

- HR Management page
- Expense Management page

DBI for Procurement does not have to implement these pages; however, since the Procurement Manager responsibility includes links to these pages, note that these pages display data only to users who the proper security to access the data. To activate these pages for access by your users, see the Daily Business Intelligence for

Human Resources chapter and the Daily Business Intelligence for Financials chapter.

If you do not want links to these pages to be accessible at all to the user, assign the Daily Procurement Intelligence responsibility to the user. This responsibility does not display links to the HR Management or Expense Management pages.

See Responsibilities and Roles on page 11-4.

Payables Management and Payables Status Pages

Each page in the Commodity Manager and Procurement Manager responsibilities contains links to the Payables Management and Payables Status pages. You can access and view data in the reports on the Payables Management and Payables Status pages even if you implement only DBI for Procurement. No additional implementation is required.

If, however, you do not want users to access the Payables Management and Payables Status pages, assign them the Daily Commodity Intelligence responsibility. This responsibility does not display links to these pages.

See Responsibilities and Roles on page 11-4.

Set Up Commodities

Creating commodities and assigning them to people is required if you want to view data on the Commodity Spend Management and Commodity Supplier Management pages. DBI for Procurement uses only the commodities you create as described in this section. The commodities are visible to the commodity managers who have been assigned to them, across all organizations and item masters.

Commodities are groupings of categories. Use them to group categories that you have already defined in the Purchasing Category set in Oracle Applications. You can place only Purchasing categories in these commodities. (When you define categories, you associate them with a category structure. The category code and the category structure must belong to the Purchasing Category set.)

For example, you create the commodities Filters and Brakes to group the following Purchasing categories already defined in Oracle Applications:

Table 11-8 Example Commodities and Categories

Commodity	Purchasing Category	Category Code in Oracle Applications
Filters	Air Filters	AIR.FIL

Table 11–8 Example Commodities and Categories

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

The structure for the Brakes commodity might look as follows; assume that items exist in the Brake Pads and Brake Foundations categories, too:

- Brakes (commodity)
 - Brake Shoes (category)
 - Shoes GM (item)
 - Shoes GM 1986 (item)
 - Brake Pads (category)
 - Brake Foundations (category)

Note: You cannot create a hierarchy of commodities. Only one commodity level, just above the category level, is supported.

Choose accurate and concise names for your commodities, since these commodity names display in the reports.

A category cannot belong to more than one commodity.

You do not have to assign all Purchasing categories to commodities to use the Commodity Spend Management and Commodity Supplier Management pages; however, categories that are not assigned to commodities do not display in these pages' reports. (To view data for all Purchasing categories, use the Procurement Management page.)

Recommendations

Consider the following recommendations when creating commodities:

Assigning All Purchasing Categories Although you do not have to assign every Purchasing category to a commodity, it is recommended. Assigning all categories makes it easier to correlate data on the Commodity pages to data on the Procurement Management page. (Categories that are not assigned to commodities do not appear in the Commodity pages' reports.)

Assigning Miscellaneous Categories If you have a Miscellaneous category, create a Miscellaneous commodity and assign the Miscellaneous category to it. Assign the Miscellaneous commodity to all commodity managers. This recommendation ensures that you account for all spending (specifically, invoice and purchase order amounts in the reports). Commodity managers can determine whether particular Miscellaneous items belong to their commodity, and then reassign the appropriate category and commodity to another manager if necessary. You can also more easily disregard Miscellaneous items if they are not part of any commodity's spending.

Assigning People to Commodities When you set up commodities, you also assign people (Oracle Applications employees) to them, most likely buyers, commodity managers, or other procurement professionals. (They do not have to be defined as buyers in Oracle Purchasing.) People see in the reports the commodities they have been assigned to. You can assign multiple commodities to a person. You can also assign more than one person to a single commodity, but make sure that your organization's policies make it clear who is ultimately responsible for managing the commodity.

See also *Securing Data* on page 11-21 for guidance based on whether you have a centralized or a local commodity management structure.

Creating the Commodities The commodities you create are visible across all operating units and organizations. Your company may, however, have item-category assignments that are organization-specific. For example, one organization categorizes pens under the Pens category and another under the Desk Supplies category. (Recall that controlling your category sets at the organization level is not recommended, because it is not the best way to see consistent purchasing data within or across operating units on the Procurement Management page. See *Categories and Items* on page 11-26.)

If you do have organization-specific item category assignments, however, you can assign the categories to different commodities or to the same commodity, depending on your business requirements. In this example, if you consider pens to belong to the same commodity, place both the Pens category and the Desk Supplies category under an Office Supplies commodity. In another example, one organization in your company categorizes batteries under the Batteries category

and another under the Laptop Components category. In this example, you might assign these categories to separate commodities.

Prerequisite

Users who are assigned the Commodity Manager responsibility must also be fully set up as employees who are associated with their user ID. Otherwise, you cannot assign them to commodities as described below. (These commodity managers do not have to be defined as buyers in Oracle Purchasing.) For instructions on verifying that users are set up as employees, see *Invoice Creators as Employees* on page 11-35.

Setup Steps

Creating a commodity consists of the following:

- Creating the commodity.
- Assigning people to the commodity.

Creating Commodities

To create commodities:

1. Log on to Oracle Applications using one of the following responsibilities:
 - iProcurement Super User
 - Purchasing Super User
 - Public Sector Purchasing Super User
2. Use the following navigation to access the Commodities setup page: Setup > Items > Commodities > Commodities.

Note: If you do not find the Commodities menu, then you may be logged on with a customized responsibility. The system-provided Purchasing Super User responsibility comes with the Commodities menu built in. Use the system-provided responsibility if you cannot find the Commodities menu.

3. On the **Commodities** page, click Create Commodity.
4. On the **Create Commodity** page, enter the following:

- *Commodity Code.* A unique identifier for the commodity, such as IT or 01. This identifier is the same in all languages. The maximum length of this field is 120 bytes or approximately 40 English characters. You cannot use the same code for more than one commodity; each code must be unique. (You can use the same code that is used for a code segment in Oracle Applications.)
- *Name.* Commodity name, such as Information Technology, that displays in the reports. The maximum length of this field is 240 bytes or approximately 80 English characters. The name must be unique within a given language.
- *Description.* Optional description, for your own purposes. The description does not display in the reports.

Note: You cannot delete commodities. Inactivating commodities does not remove them from the reports. Be sure to create only the commodities you need. You can add, update, and split commodities any time, and the changes are reflected in the reports the next time the request sets are run.

If you create a commodity you no longer need and you do not want it to display in the reports, remove its categories and don't assign it to anyone. (If you just remove its categories, it displays in the Commodity parameter in the reports, but will display no data when selected. By removing its person assignment, you additionally remove it from the parameter. Empty and unassigned commodities are still available on the **Commodities** setup page.)

5. Make sure that Active is selected.

You can assign categories only to active commodities. (You can make all other changes, such as removing categories and changing person assignments, to active or inactive categories.)

Currently, the DBI for Procurement reports are not affected by the Active option. Both active and inactive commodities display in the reports.

6. Assign the desired categories to your commodity:

- Click Assign Categories.
- On the **Assign Categories** page, optionally enter search criteria and click Go.

You can search on the Category Description or any of its category code (flexfield structure) segments. For example, your company created a two-segment structure in Oracle Applications. The first segment is the Item Category, and the second is the Commodity. An example is 451.01, where 451 is the Item Category and 01 is the Commodity. In this example, the **Assign Categories** page displays the following search fields: Category Description, Item Category, and Commodity.

In this example, assume that 01 indicates the Filters commodity. Enter 01 in the Commodity search field to return all category codes that contain 01 in their Commodity flexfield segment.

Flexfield segments must be both Enabled and Displayed to display on the **Assign Categories** page; however, a segment need only be Enabled to display in the reports. For example, the category Air Filters, with the category code 8845.451.01, uses segments A (01), B (451), and C (8845). Segments A and C are Enabled and Displayed, but B is only Enabled. You cannot find the category by searching for segment B; however, you can find it by searching for segment A or C. On the **Assign Categories** page, the category displays in the search results with a category code of 8845.01 and a category description of Air Filters. In the reports, the category code displays as *Air Filters (8845.451.01)*.

Note: If Enforce List of Valid Categories is checked in the Category Sets window in Oracle Applications, then only the categories listed in that window for the Purchasing Category set are available for assignment to a commodity. If Enforce List of Valid Categories is not checked, then any category that uses the same flexfield structure as the Purchasing Category set is available for assignment.

When searching, enter the first part of the name or code, or use a wildcard (%). For example, entering *pro* searches for categories that begin with *pro*. Entering *%pro%* searches for categories that contain *pro*. The search is case insensitive.

- Select the categories you want to assign to this commodity.

Clicking "Select All" selects only the categories on that page. If more results are displayed on additional search results pages, you must click "Select All" and Assign Categories on each page.

- Click Apply.

If you assign a category that is already assigned to another commodity, the category is moved from that commodity to this one. (If the category is already assigned to a commodity that you are editing, it does not appear in the search results. Once a category is unassigned from a commodity, then it appears in the category search results.)

You can assign active or inactive categories to a commodity. Inactive categories display in the reports if purchase orders still exist for items in those categories.

7. Click Apply.
8. See the following steps to assign the commodities.

Assigning a Person to a Commodity

To assign a person to a commodity:

1. On the **Create Commodity** or **Update Commodity** page, click "Person Assignments."
2. Click Assign Person.
3. On the **Assign Person** page, enter search criteria for the person and click Go.

When searching, enter the first part of the name, or use a wildcard (%). For example, entering *abb* searches for names that begin with *abb*. Entering *%bot%* searches for names that contain *bot*. The search is case insensitive.

Only a person who exists as an employee in Oracle Applications can be assigned to a commodity. Employees from other business groups can be assigned to your commodities only if *HR: Cross Business Groups* is set to Yes.

4. Select the person and click Continue.

A person can be assigned to more than one commodity. You can also assign more than one person to a single commodity, but make sure that your organization's policies make it clear who is ultimately responsible for managing the commodity.

5. On the **Assign Roles** page, move the roles you want to assign to the person from the Available Roles box to the Selection Roles box. (Remove roles by moving them from Selection Roles to Available Roles.)

To enable the person to view the commodity in the reports, the person must be assigned the Commodity Manager role. Currently, other roles are not used by the commodity-based reports.

Note: The Commodity Manager role on the **Assign Roles** page is not the same as the Commodity Manager responsibility. The Commodity Manager role on the **Assign Roles** page is an additional security function that governs which commodities are visible to the user who is assigned the Commodity Manager responsibility. A user that is assigned to commodities in the context of the Commodity Manager role sees his assigned commodities when accessing the commodity-based reports. (In the future, other roles may be added to the **Assign Roles** page for use by other applications.)

6. Click Finish Assign Person.
7. Click Apply.

Updating Commodities

To update commodities:

1. On the **Commodities** page, search for the commodity that you want to update, and click the Update icon for the commodity.

You can assign and un-assign categories to the commodity, change the commodity name or description, or change the person assignments.

To split an existing commodity into more granular commodities, create the new commodity and assign categories to it. (If you assign a category that is already assigned to another category, the category is moved from that commodity to the current one.)

2. Follow the instructions above for creating commodities, for more details.
3. For more details on the effects of commodity changes, see Maintenance and Administration on page 11-52.

Set Up DBI for Financials Profile Options and Source Ledger Group Assignment

If you implemented DBI for Financials, you may already have completed these steps. If you are implementing only DBI for Procurement, then make sure you complete these steps in DBI for Financials. Perform these steps if you are implementing the Payables Leakage, Manual Invoices, and Invoice Amount reports, or the reports on the Payables Management or Payables Status page.

Set Profile Options

Set the following profile options to Yes in Oracle Payables:

- FII: DBI Payables Expenses Implementation
- FII: DBI Payables Operations Implementation

These profile options help Oracle Payables and DBI for Financials (including the Payables Leakage, Manual Invoices, and Invoice Amount reports, and the Payables Management and Payables Status pages) log data for the reports. As soon as these profile options are set to Yes, Oracle Payables logs transaction changes for reporting purposes. The Payables Leakage, Manual Invoices, Invoice Amount, Payables Management page, and Payables Status page reports require that these profile options be set to Yes.

See the Daily Business Intelligence for Financials chapter.

Set Up Source Ledger Group Assignment

In this step, you select the sets of books (also known as ledgers) that you want the following reports to report on:

- Payables Leakage
- Manual Invoices
- Invoice Amount
- DBI for Financials reports on the Payables Management page. This page is accessible from the Commodity Supplier Management page, Procurement Manager menu, and Commodity Manager menu.
- DBI for Financials reports on the Payables Status page. This page is accessible from the Commodity Supplier Management page, Procurement Manager menu, and Commodity Manager menu.

DBI for Procurement uses only the following source ledger group assignment setup:

1. In the Business Intelligence Administrator responsibility, use the following navigation: Setup > Financials Intelligence > Dimensions Setup.
2. Click the Source Ledger Groups tab.
3. Select the system-provided Financials Intelligence Group source ledger group.
4. For this ledger group, search for and select the ledgers that you want the above reports to report on.

Use a wildcard (%) or other characters to search for the ledger by Chart of Accounts or other criteria.

See the Daily Business Intelligence for Financials chapter.

Maintenance and Administration

The following information highlights maintenance and administration for DBI for Procurement.

Request Set Generator

Use the Incremental request sets that you created using the Request Set Generator to refresh data in the DBI for Procurement pages. Run the Incremental request set daily. See information on the Request Set Generator in the post-setup steps in the Daily Business Intelligence chapter.

Resubmit the Initial request if you need to clear out and start over with new data in the pages.

The requests collect new and updated data since the last time the requests were run, and display the updated data in the reports.

If a currency conversion error occurs while a request collects data, then the entire collection fails. For more information, see the description of the currency dimension in Understanding Daily Business Intelligence. See also Operating Units and Currencies on page 11-24.

Commodities

You can update commodities any time, and the changes are reflected in the reports the next time the request sets are run.

Updates

The kinds of updates you can make include the following:

- Change the commodity name or description.
- Change the categories that are assigned to the commodity.
- Split an existing commodity into more granular commodities (by creating new commodities and assigning categories to them). If you assign a category that is already assigned to another commodity, the category is moved from that commodity to the current one.

- Create new commodities.
- Change the people who are assigned to the commodity.
- Change the roles that are assigned to the people who are assigned to that commodity.

For instructions, see Set Up Commodities on page 11-43.

For example, the category Computer Monitors currently belongs to the Information Technology commodity, and this categorization is visible in the reports today. Tomorrow, you change the assignment so that Computer Monitors belongs to the Computers commodity. The next time the request sets are run, the commodity managers see this change in the reports.

Changing a category name in Oracle Applications does not affect its commodity assignment. The next time the request sets are run, the new category name displays in its currently assigned commodity.

Note: Any time you update the commodities setup, the Incremental request set for the Commodity Spend Management or Commodity Supplier Management page must be run before the changes are visible in the reports.

Tips

If the Commodity parameter is blank on a page or report, then the user has not been assigned to a commodity. If no data displays for a commodity, then categories have not been assigned to the commodity. See Set Up Commodities on page 11-43.

The MO: Security Profile needs to be set up for the operating units to which the user needs access. If the user is a global commodity manager, then be sure to create a security profile that includes all operating units within the enterprise. See Securing Data on page 11-21.

Validation Scripts

You can use the following validation scripts when implementing DBI for Procurement:

- `poadbiitembpo.sql`, used to obtain the Benchmark Price that is used in the PO Price Savings and Quantity Change report.

- `poadbiitembps.sql`, used to obtain the Supplier Benchmark Price that is used in the PO Price Change report.

If desired, you can run these scripts to see the benchmark prices for each item, in both global and functional currencies, to ensure that the reports give you the numbers that you expect. Although you can view benchmark prices in the reports, the scripts provide an efficient method for validating the benchmark prices during the test phase of your implementation.

For a description of the benchmark price calculations, see Performance Measures on page 11-12.

Running the Scripts

To run the scripts:

1. Make sure the Initial or Incremental request sets for the Commodity Supplier Management and Commodity Spend Management pages have been run.

The scripts assume that the materialized views associated with these pages are populated with the latest data. The request sets populate the base summary tables and materialized views.

2. Log into your Daily Business Intelligence test environment using SQL*Plus or other query tool. For example:

- User = APPS_READ_ONLY
- Password = APPS
- DB = dbitst

Make sure the TNS entry in your TNSNAMES.ORA file is correct for your environment. For example, if using SQL*Plus, the file may be located in `c:\oracle\ora81\NETWORK\ADMIN`. An example TNS entry is as follows:

```
dbitst = (DESCRIPTION=
  (ADDRESS=(PROTOCOL=tcp)(HOST=ap642sdb)(PORT=5002))
  (CONNECT_DATA=(SID=dbitst)))
```

3. Spool the output of the script that you will be running by typing `spool <filename>`.
4. Enter the desired script name at the prompt.

```
$POA_TOP/patch/115/sql/poadbiitembps.sql
```

Or:

```
$POA_TOP/patch/115/sql/poadbiitembps.sql
```

In SQL*Plus, you can place the.sql file in the appropriate directory, such as c:\oracle\ora81\BIN, and enter the following at the prompt:

```
@poadbiitembps.sql
```

Or:

```
@poadbiitembps.sql
```

5. Enter year start (YEAR_START) and year end (YEAR_END) dates when the script prompts you.

For example, if you want to calculate benchmark prices for the year 2002, enter a YEAR_START of 2002 and a YEAR_END of 2002. To calculate benchmark prices for all years between 2001 and 2004, enter a YEAR_START of 2001 and a YEAR_END of 2004.

Recall that the benchmark price is the average unit price for the same item in the previous enterprise year. If not purchased that year, this enterprise year is used. For example, if you enter 2002 as the year, the benchmark price is obtained from 2001 or, if not purchased then, in 2002.

6. Turn spooling off by typing `spool off`.

The resulting .lst files will be stored in the output directory of your query tool. For example, for SQL*Plus the directory may be c:\oracle\ora81\BIN.

7. Open each file using Microsoft Excel:

- Excel starts an import file wizard.
- Set the import to Fixed Width and mark the place where each column begins and ends.
- Complete the wizard to load the file.
- Delete the parts at the beginning and end that are not data.
- Keep the column headers, but get rid of the dotted lines beneath them.
- Turn on the Filter feature to search for the benchmark price that you need.

8. Rerun the scripts when data is added, deleted, or modified.

Interpreting the Data

The following example shows two sample rows from a poadbiitembpo.sql output file when viewed in a spreadsheet. In this example, the YEAR_START was 2002 and the YEAR_END was 2003:

ITEM	OU	UOM	YEAR	AMT_FUNC	AMT_GLOB	QUANTITY	PRICE_FUNC	PRICE_GLOB
000448 (Acme.com)	Vision Operations	Each	2002	4206.64	4206.64	2	2103.32	2103.32
004325 (Acme.com)	Vision Operations	Each	2002	321.93	321.93	1	321.93	321.93

ITEM Item number. For information on how item numbers are displayed, especially for non-master items, see Categories and Items on page 11-26.

OU Operating unit in which the purchase was created.

UOM Unit of measure in which the item was purchased.

YEAR Year in which the item was purchased.

AMT_FUNC $\text{PRICE\_FUNC} * \text{QUANTITY}$. Amount, in the functional currency associated with the OU, you would have paid in the given YEAR if you had purchased the item at the benchmark price. This field appears in the poadbiitembpo.sql output only.

AMT_GLOB $\text{PRICE\_GLOB} * \text{QUANTITY}$. Amount, in the primary global currency set up for Daily Business Intelligence, you would have paid in the given YEAR if you had purchased the item at the benchmark price.

QUANTITY Quantity purchased of the item.

PRICE_FUNC Benchmark price per unit for the item, in the functional currency associated with the OU. This field appears in the poadbiitembpo.sql output only.

PRICE_GLOB Benchmark price per unit for the item, in the primary global currency set up for Daily Business Intelligence.

Daily Business Intelligence for Quoting

This chapter describes how to implement Daily Business Intelligence (DBI) for Quoting. It contains the following topics.

- Overview on page 12-1
- Understanding Reporting on page 12-1
- Summarizing Data on page 12-3
- Securing Data on page 12-6
- Prerequisites on page 12-7
- Implementing on page 12-7
- Post Implementation Steps on page 12-8

Overview

DBI for Quoting allows sales executive and sales managers to analyze the quote-to-order life cycle. Information on the efficiency of the quote conversion process and approvals process is provided, together with the influence of price discounts on the rate of quote conversion. This information is presented through a series of Key Performance Indicators (KPIs), reports, and graphs.

Understanding Reporting

All of the measures that form the intelligence overview pages and reports are sourced from the Oracle E-Business Suite Quoting transaction system.

See the *Oracle Daily Business Intelligence User Guide* for a complete list of the available reports and their content.

See the Daily Business Intelligence chapter within this guide for a full description of Oracle DBI.

Dimensions and Attributes

DBI for Quoting uses the following dimensions in the overview pages and reports:

- Time
- Sales Group
- Item
- Prospect (Prospective Customer)
- Currency

For details on these common dimensions, see the Daily Business Intelligence chapter within this guide.

Performance Measures

The table below, Table 12–1, "DBI for Quoting Performance Measures and KPIs", lists the performance measures / KPIs for DBI for Quoting, along with a description and calculation (if a calculated field).

Table 12–1 DBI for Quoting Performance Measures and KPIs

Performance Measure/KPI	Description/Calculation
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.
Converted Quotes	Converted Quotes (Number and Amount) are all quotes 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. Note that the date ranges are inclusive. Assume that the reporting period is 1/1/03 - 1/31/03. If the highest version of a quote was converted to an order on 1/1/03 or 1/31/03, it should be included.
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.

Table 12–1 DBI for Quoting Performance Measures and KPIs (Cont.)

Performance Measure/KPI	Description/Calculation
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.
Approval 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.

Summarizing Data

The following are the materialized views for DBI for Quoting:

ASO_BI_TOP_RSG_MV

This materialized view stores information relative to the unique sales groups available. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

ASO_BI_RSG_PRNT_MV

This materialized view stores information relative to the parents for all of the unique sales groups available. For the top level sales group, NULL is stored as the parent group ID. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

ASO_BI_QOT_L1_MV

This materialized view stores information relative to quote summary by sales group and product category. It is a level 1 materialized view created from the union of the ASO base materialized view, ASO_BI_QUOTE_HEADERS_ALL. This materialized view has the union of all parts for different measures, such as new, converted, and

open. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

ASO_BI_QOT_SG_MV

This materialized view stores information relative to quote summary by sales group. It is a level 2 materialized view, and is rolled up by time and sales group. This materialized view provides for different measures, such as total, converted, and days for conversion. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

ASO_BI_QOT_CUSTB_MV

This materialized view stores information relative to top customers. It is a level 2 materialized view for top customer reporting, and is rolled up by time and sales group. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

ASO_BI_QOT_CUST_MV

This materialized view stores information relative to top customers. This materialized view has aggregations pre-computed for various time spans with the last refresh date as the report date. This is a top level materialized view and should be used in runtime queries.

ASO_BI_DISC_BUK_MV

This materialized view stores information relative to the quote summaries by discount report. It is a level 1 materialized view, and gets the range details from the bucket_customizations table which contains both customizations and seed data. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

ASO_BI_QOT_DISCB_MV

This materialized view stores information relative to the quote summaries by discount report. It is a level 2 materialized view, and qualifies the quotes with the bucket identifier. It also provides measures for open, new, and converted by union. This is an intermediate level materialized view used in a higher-level materialized view and should be used in runtime queries.

ASO_BI_QOT_DISC_MV

This materialized view stores information relative to the discount report. This materialized view is rolled up by sales group and time, and provides measures for

total and converted. This is a top level materialized view and should be used in runtime queries.

ASO_BI_QLIN_L1_MV

This materialized view stores information relative to the product category summarization. This level 1 materialized view gets the product category id for the quotes lines and aggregates by day. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

ASO_BI_QLIN_L2_MV

This materialized view stores information relative to the product category summarization. This level 2 materialized view provides the measures for open, new, and converted for product category from the unions. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

ASO_BI_QLIN_PC_MV

This materialized view stores information relative to the product category summarization. This materialized view rolls up the quote line information by product category, sales group, and time. This is a top level materialized view and should be used in runtime queries.

ASO_BI_NEWB_APR_MV

This materialized view is the base materialized view for new approvals. It summarizes new approvals by each day. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

ASO_BI_NEW_APR_MV

This materialized view is the top materialized view for new approvals. It rolls up new approval information on sales group and dimensions. This is a top level materialized view and should be used in runtime queries.

ASO_BI_OPI_APR_MV

This materialized view is the base materialized view for open approvals. It summarizes open approvals by each day. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

ASO_BI_OPEN_APR_MV

This materialized view is the top materialized view for open approvals. It rolls up open approval information on sales group. This is a top level materialized view and should be used in runtime queries.

ASO_BI_NEWB_RUL_MV

This materialized view is the base materialized view for new approvals rules. It summarizes new approvals rules by each day. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

ASO_BI_NEW_RUL_MV

This materialized view is the top materialized view for new approval rules. It rolls up new approval information on sales group and time. This is a top level materialized view and should be used in runtime queries.

ASO_BI_OP1_RUL_MV

This materialized view is the base materialized view for open approvals by each day. It summarizes open approvals by each day. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

ASO_BI_OPEN_RUL_MV

This materialized view is the top materialized view for open approval rules. It rolls up open approval rules information on sales group. This is a top level materialized view and should be used in runtime queries.

Securing Data

DBI for Quoting uses the Sales Group security model set up in Oracle Resource Manager to access and restrict content. This role-based security model permits the user to only view specific sales group information. Rules governing access are outlined below in the following topics:

- Permitted Roles
- Sales Group Access

Permitted Roles

Access to DBI for Quoting is restricted to users with one of the following Oracle Resource Manager roles assigned:

- Manager
- Administrator

Sales Group Access

User access is restricted to viewing information for the following sales groups / sales persons (these groups / persons display in the Sales Group parameter):

- A user's own sales group
- Those sales groups and sales persons subordinate to the user's own sales group (as defined in the current view of the sales group hierarchy)

The user is prevented from viewing peer sales group information. Users can drill down into the sales group hierarchy to its lowest level.

Prerequisites

The following application is required prior to implementing DBI for Quoting:

- Release 11i9 of Oracle Quoting

The following application provides information to DBI for Quoting, and is recommended but not necessary:

- Release 11i9 of Oracle Approvals Management

Both of the above applications are part of the Oracle E-Business Applications Suite.

Implementing

Perform the following to implement DBI for Quoting:

1. Ensure prerequisites listed in Prerequisites.
2. Ensure that you have performed the setup steps to implement the core Oracle DBI product, as described in this guide.
3. The Quote Summary by Discount report uses the Quoting Discount Bucket customizable bucket set to define the discount ranges. Set up customizable

bucket sets as described in the "Customize Buckets" section of the Daily Business Intelligence chapter in this guide.

4. Assign the Daily Quoting Intelligence responsibility to all users who require access to DBI for Quoting. See the "Set up Users" section within the Daily Business Intelligence chapter of this guide for more information.
5. Run data collection and data refresh set programs to populate and re-populate data from the Quoting transactions system.

Post Implementation Steps

Once you complete the DBI for Quoting setup steps, ensure that you complete the post setup steps for Daily Business Intelligence. See: Post-Setup Steps on page 2-45.

Daily Business Intelligence for Sales

Daily Business Intelligence (DBI) for Sales can be used either independently or in conjunction with DBI for Marketing, DBI for Supply Chain, and DBI for Financials.

This chapter describes how to implement DBI for Sales, and contains the following main topics.

- Overview on page 13-1
- Understanding Reporting on page 13-2
- Summarizing Data on page 13-6
- Securing Data on page 13-11
- Prerequisites on page 13-12
- Implementation Considerations on page 13-12
- Assumptions on page 13-17
- Implementing on page 13-20

Overview

Oracle DBI for Sales is a management reporting tool which 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 by campaign, pipeline growth trend, opportunity win /loss, and revenue backlog accumulation. It is tailored for sales executives and managers, enabling them to monitor sales performance and to formulate an optimal sales strategy for the business.

Understanding Reporting

All the measures that form the intelligence overview pages and reports are sourced from the Oracle E-Business Suite Sales transaction system.

See the *Oracle Daily Business Intelligence User Guide* for a complete list of the available reports and their content.

See the Daily Business Intelligence chapter within this guide for a full description of Oracle DBI.

Dimensions

DBI for Sales uses the following dimensions in the overview pages and reports.

- Time
- Sales Group
- Item (Product Category Dimension Object only)
- Currency
- Campaign

For details on common dimensions, see the Daily Business Intelligence chapter within this guide.

Performance Measures

The following table, Table 13–1, "DBI for Sales Performance Measures and KPIs", lists the performance measures/KPIs for DBI for Sales, along with a description and calculation (if a calculated field).

Table 13–1 DBI for Sales Performance Measures and KPIs

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 13–1 DBI for Sales Performance Measures and KPIs (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 13–1 DBI for Sales Performance Measures and KPIs (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 13–1 DBI for Sales Performance Measures and KPIs (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.

Summarizing Data

The following subsections describe the Materialized Views and Base Summary Tables used by DBI for Sales:

- Materialized Views
- Base Summary Tables

Materialized Views

The following are the Materialized Views owned by Daily Business Intelligence for Sales.

Sales Opportunities Base MV Summary: BIL_BI_OPDTL_MV

Materialized view BIL_BI_OPDTL_MV is the base level materialized view for opportunities. This materialized view is used to identify the product category id from the eni item dimension star table, for a given item id and organization id from the Sales Opportunity Base Summary table. Also the master organization mappings and elimination of groups that do not have usage of SALES is performed in this step. This is an intermediate materialized views used in higher-level materialized views and should not be used in any runtime queries.

Sales Opportunities Intermediate MV Summary by Sales Group and Product Category: BIL_BI_OP11_PG_MV

Materialized view BIL_BI_OP11_PG_MV is obtained by the sales group rollup of BIL_BI_OPDTL_MV. This is an intermediate materialized view used in higher-level materialized view and should not be used in any runtime queries.

Sales Opportunities Intermediate MV Summary by Sales Group: BIL_BI_OP21_G_MV

Materialized view BIL_BI_OP21_G_MV is obtained by reducing BIL_BI_OP11_PG_MV to ignore the item and product category information. This is an intermediate materialized view used in higher-level materialized views and should not be used in any runtime queries.

Sales Opportunities Intermediate MV Summary by Sales Group: BIL_BI_OP22_G_MV

Materialized view BIL_BI_OP22_G_MV is obtained from BIL_BI_OP21_G_MV by separating the various time based measures into different UNION ALLS to have a common effective_time_id column that can be used in the time rollup. This is an intermediate materialized view used in higher-level materialized views and should not be used in any runtime queries.

Sales Opportunities Summary by Sales Group: BIL_BI_OPTY_G_MV

Materialized view BIL_BI_OPTY_G_MV contains opportunity count and amount by sales group aggregated along time dimension for PTD measures. It is a nested

materialized view created on top of BIL_BI_OP22_G_MV. This materialized view can be used in the runtime query when the product category is not selected, or = ALL.

Sales Opportunities Intermediate MV Summary by Sales Group and Product Category: BIL_BI_OP12_PG_MV

Materialized view BIL_BI_OP12_PG_MV is obtained from BIL_BI_OP11_PG_MV by separating the various measures based on time ids into separate UNION ALLS for the purpose of time rollup in the final step. This is an intermediate materialized view used in higher-level materialized views and should not be used in any runtime queries.

Sales Opportunities Summary by Sales Group and Product Category: BIL_BI_OPTY_PG_MV

Materialized view BIL_BI_OPTY_PG_MV is a top-level materialized view for Opportunity Counts and amounts by Sales Group hierarchy and Product Category for Period To Date measures. It is a nested materialized view created on BIL_BI_OP12_PG_MV. This materialized view has the time rollup of BIL_BI_OP12_PG_MV. This materialized view should be used in the runtime queries.

Top Opportunities Summary by Sales Group: BIL_BI_TOPOP_G_MV

BIL_BI_TOPOP_G_MV, the materialized view for top opportunities, caters to the Top Opportunity report and portlet (present in the Sales Forecast Management page). This materialized view will be a COMPLETE refresh only materialized view, as it is not possible to fast refresh when Rank function is used.

Leads and Opportunities Base MV Summary by Sales Group and Campaign: BIL_BI_OPLDC_MV

Materialized view BIL_BI_OPLDC_MV is the base level materialized view for Opportunities and Leads, used only for reporting by sales group/sales person. This materialized view is used to combine the Leads and Opportunity measures into one materialized view. This is an intermediate materialized view used in higher-level materialized views and should not be used in any runtime queries.

Leads and Opportunities Intermediate MV Summary by Sales Group and Campaign: BIL_BI_OPLDC_G_MV

Materialized view BIL_BI_OPLDC_G_MV is the rollup of campaign on the base materialized view (BIL_BI_OPLDC_MV). This is an intermediate materialized view

used in higher-level materialized views and should not be used in any runtime queries.

Leads and Opportunities Summary by Sales Group and Campaign: BIL_BI_OPLDC_GC_MV

Materialized view BIL_BI_OPLDC_GC_MV is the the time and sales group rollup on top of BIL_BI_OPLDC_G_MV. This is a top-level materialized view for Lead and Opportunity by Campaign materialized view, reporting only by sales group, and can be used in the runtime reports.

Leads and Opportunities Base MV Summary by Sales Group, Product Category, and Campaign: BIL_BI_OPLPC_MV

Materialized view BIL_BI_OPLPC_MV is the base level materialized view for Opportunities and Leads, for reporting by sales group / sales person and product category. This materialized view is used to combine the Leads and Opportunity measures into one materialized view. This is an intermediate materialized view used in higher-level materialized views and should not be used in any runtime queries.

Leads and Opportunities Intermediate MV Summary by Sales Group, Product Category, and Campaign: BIL_BI_OPLPC_G_MV

Materialized view BIL_BI_OPLPC_G_MV is the rollup of campaign on the base materialized view (BIL_BI_OPLPC_MV). This is an intermediate materialized view used in higher-level materialized views and should not be used in any runtime queries.

Leads and Opportunities Summary by Sales Group, Product Category, and Campaign: BIL_BI_OPLPC_GC_MV

Materialized view BIL_BI_OPLPC_GC_MV is the time and sales group rollup on top of BIL_BI_OPLPC_G_MV. This is the top level materialized view for lead and opportunity by campaign materialized views reporting by sales group and product category and can be used in the front end reports.

Sales Forecasts Base MV Summary by Sales Group and Product Category: BIL_BI_FST1_PG_MV

Materialized view BIL_BI_FST1_PG_MV contains forecast amounts aggregated along sales group hierarchy. This materialized view will be based on base summary

table BIL_BI_FST_DTL_F. The runtime queries should not use this materialized view.

Sales Forecasts Summary by Sales Group and Product Category: BIL_BI_FST_PG_MV

Materialized view BIL_BI_FST_PG_MV contains forecast amounts aggregated along sales group and product category hierarchy. This materialized view will be based on the materialized view, BIL_BI_FST1_PG_MV. The runtime queries can use this materialized view when Product Category is not 'All'.

Sales Forecasts Summary by Sales Group: BIL_BI_FST_G_MV

Materialized view BIL_BI_FST_G_MV contains forecast amounts by sales group, aggregated along sales group hierarchy. This materialized view will be based on the materialized view, BIL_BI_FST1_PG_MV. The runtime queries can use this materialized view when Product Category is 'All'.

Sales Pipeline Base MV Summary: BIL_BI_PIPE_MV

Materialized view BIL_BI_PIPE_MV is the base level materialized view for pipeline and open Opportunity measures. This materialized view is used to identify the product category id from the eni item star table, for a given item id and organization id from the pipeline table. This is an intermediate materialized view used in higher-level materialized views and should not be used in any runtime queries.

Sales Pipeline Base Summary by Sales Group: BIL_BI_PIPE_G_MV

Materialized view BIL_BI_PIPE_G_MV is a nested materialized view on top of the materialized view BIL_BI_PIPE_MV. This materialized view is used to rollup open, pipeline, and weighted pipeline amount along the sales group dimension. This materialized view is used in the runtime reports.

Base Summary Tables

The following subsections describe the base summary tables for DBI for Sales.

Sales Opportunities Base Summary: BIL_BI_OPDTL_F

BIL_BI_OPDTL_F, known as the Sales Opportunities Base Summary, contains the latest opportunity information by sales credits, for each sales group, sales person, and product category. This table is used in the materialized views.

Sales Forecasts Base Summary: BIL_BI_FST_DTL_F

BIL_BI_FST_DTL_F, known as Sales Forecasts Base Summary, contains the summarized data for forecast by period for each sales group, sales person, and product category. This table is used in the materialized views.

Sales Pipeline Base Summary: BIL_BI_PIPELINE_F

BIL_BI_PIPELINE_F, known as Sales Pipeline Base Summary, contains daily snapshots of pipeline and open data for each sales group, sales person, and product category, and for each valid time period (day, week, period, quarter, year). This table is used in the materialized views.

Securing Data

DBI for Sales uses the same Sales Group security model as implemented in Oracle Field Sales or Oracle Sales. Rules governing access are outlined below in the following topics:

- Permitted Roles
- Sales Group Access

Permitted Roles

Access to DBI for Quoting is restricted to users with one of the following Oracle Resource Manager roles assigned:

- Manager
- Administrator

Sales Group Access

User access is restricted to viewing information for the following sales groups / sales persons (these groups / persons display in the Sales Group parameter):

- A user's own sales group
- Those sales groups and sales persons subordinate to the user's own sales group (as defined in the current view of the sales group hierarchy)

The user is prevented from viewing peer sales group information. Users can drill down into the sales group hierarchy to its lowest level.

Note: Only the Oracle Field Sales and Oracle TeleSales applications support the Administrator role. Users who are logged in using the Administrator role cannot drill into Oracle Sales to view opportunity information.

Prerequisites

The following is prerequisite to implementing DBI for Sales.

- Release 11i10 of Oracle Field Sales, Oracle TeleSales or Oracle Sales, part of the Oracle E-Business Applications suite.

The following applications provide information to DBI for Sales and are recommended but not necessary.

- DBI for Marketing
- DBI for Financials
- DBI for Supply Chain

Implementation Considerations

The following sections describe implementation setups and profile options you should consider while implementing DBI for Sales. These implementation setups determine the data that is displayed in the DBI for Sales pages and reports. The following topics are presented:

- Oracle Sales Implemented
- Calendars
- Forecast Period Rollup
- Sales Credit Types

- Currency Conversion Rates
- Future Close Dates
- Setting up the Product Catalog
- Forecast Category to Product Category Mapping

Oracle Sales Implemented

DBI for Sales has been designed to work with Oracle Field Sales, Oracle TeleSales or Oracle Sales On-Line Transactional Processing (OLTP) applications. The profile BIL: Implemented Oracle Sales (ASN) should be set to Yes if the customer has implemented Oracle Sales. Sales DBI will use the appropriate Oracle Sales profiles for data collection and reporting of Opportunity, Pipeline and Forecast measures. If the customer has implemented Oracle Field Sales or Oracle TeleSales, then this profile should be set to No, in which case Sales DBI will use Oracle Sales Foundation or Oracle Field Sales (OS / OSO or AS / ASF) profiles. The default value of this profile is No.

Calendars

DBI for Sales uses the calendar defined in the BIS: Enterprise Calendar profile option to construct the time dimension. The Time dimension is used in all DBI for Sales pages and reports for reporting information by period.

The calendar used for forecasts is defined in the ASN: Forecast Calendar or OS: Forecast Calendar profiles, depending on whether Oracle Sales or Oracle Field Sales is implemented, respectively.

The period type for which submitted Sales forecasts are collected is defined in the BIL: Base Forecast Period Type profile. It should be a valid period within the forecast calendar. Forecast data will only be collected for forecasts submitted for the defined period, from the sales transaction system.

DBI for Sales requires a method to equate the period type for which a Sales forecast is submitted, with the equivalent period in the time dimension, i.e., the dimension object belonging to the time dimension.

The mapping between the period types is provided by the BIL: Mapping Enterprise Forecast Period Type profile. This profile should be set to define the name of the dimension object that corresponds to the period type in the forecasting calendar, for which sales forecasts are submitted.

Forecast Period Rollup

When a forecast is submitted for a certain period, the forecast information may be viewed only for the period defined in BIL: Base Forecast Period Type, or it may be rolled up to the next larger time period within the time dimension hierarchy. The site level profile, BIL: Enable Forecast Period Rollup, summarizes forecast information up the time dimension hierarchy when set to Yes -- e.g., a forecast submitted for period type, Month, will be rolled up to the Quarter and Year period types. However, forecasts submitted for period type, Week, will not be rolled up. The default value seeded for this profile is No, which means that forecast information will not be summarized up along time dimension hierarchy.

Sales Credit Types

All Opportunity and Forecast information displayed in DBI for Sales is for the sales credit type specified in the site level profiles, ASN: Forecast Sales Credit Type or OS: Forecast Sales Credit Type, depending upon whether Oracle Sales or Oracle Field Sales is implemented, respectively. This holds true for all reports except the Top Opportunities report.

Currency Conversion Rates

Oracle General Ledger (GL) currency conversion rates should not be changed for the current or past days (SYSDATE or dates before SYSDATE). If a currency conversion rate is changed for the current or past days, the transaction data should be re-collected, using an Initial Request Set, from the Global Start Date, otherwise, currency values displayed in DBI for Sales will be incorrect.

Future Close Dates

The collection programs collect only opportunities with close dates of up to two years in the future (from the current date). If an opportunity is created with a close date greater than two years in the future and never subsequently updated, it will never be reported in DBI for Sales. It will only be included for reporting if it is updated, and the close date is within the 2-year date range.

Setting up the Product Catalog

In the Oracle E-Business Suite 11i10 (11.5.10), all Sales applications use the common product catalog in Oracle Product Lifecycle Management to create and maintain a product hierarchy of all items that are categorized for sale.

Existing customers who are upgrading to Oracle E-Business Suite 11i10, should create a product category hierarchy within the Product Reporting functional area default catalog. The interest types/codes will have to be mapped to the new product category hierarchy, and all sales transactions data will have to be migrated as well.

New customers only need to set up the product category hierarchy within a product catalog.

The procedures mentioned above are described in the respective Sales Application implementation guides.

To ensure data integrity and consistency, DBI for Sales collection programs will error out whenever an opportunity is encountered that does not have a product category associated. This may occur because not all interest types/codes were mapped to product categories or 'INACTIVE' interest types/codes were not mapped to product categories. Customers will have to ensure that all interest types/codes, active or inactive, are mapped to valid product categories.

Forecast Category to Product Category Mapping

A forecast category is one or more product categories selected to be included in a sales forecast. A sales forecast is submitted for a particular forecast category and by extension, for the one or more product categories that are mapped to that forecast category.

DBI for Sales strongly recommends that a forecast category be mapped to a single product category. Any forecasts submitted for forecast categories that have more than one product category mapped to them will be excluded from the DBI for Sales data collection programs, and therefore will not be displayed in DBI for Sales reports and pages.

Example 13–1 Recommend Mappings for Forecast and Product Categories

The following table, Table 13–2, "Forecast Category to Product Mapping", illustrates the Forecast Category to Product Category mapping. Use it for reference when reviewing the best practice sections: Best Practice: Mapping Forecast Category to One Product Category, Best Practice: Do Not Map Forecast Category to Multiple Product Categories, and Best Practice: Do Not Map Multiple Forecast Categories to One Product Category.

Table 13–2 Forecast Category to Product Mapping

Forecast Category	Product Category	Recommended Solution
FC1	B	Yes
FC2	D, E	No
FC3	C	No

Best Practice: Mapping Forecast Category to One Product Category

DBI for Sales recommends that a forecast category be mapped to a single product category, in order to show the pipeline and forecast information for a single product category. In the above example, forecast category FC1 has been mapped to a single product category. All opportunities that include opportunity lines with product category B will be considered when submitting a forecast for forecast category FC1.

Therefore, when a user logs into DBI for Sales and selects product category B, he will view the forecast and the corresponding pipeline information, for the sales group manager who submitted the forecast.

All forecast categories should be mapped to product categories at the same level, i.e., peer nodes, in the hierarchy. Forecast categories should not be mapped to the parent nodes, extending all the way to the top node, or the children nodes of any product category that has been mapped to a forecast category.

For example, if forecast category FC1 is mapped to product category B, there should not be another forecast category mapped to product categories A, D, or E. An additional forecast category, e.g. FC2, may be mapped to product category C.

If a forecast category is mapped to the highest node in the product category hierarchy, e.g., product category A, there should not be any additional forecast categories mapped to product categories B, C, D, E, F or G.

Alternatively, if forecast category FC1 is mapped to product category D, an additional forecast category, e.g., FC2, may be mapped to product category E. There should not be any forecast categories mapped to product categories A or B.

Forecast categories may be mapped to differing levels in the product category hierarchy, for separate branches of the hierarchy. For example, if forecast category FC1 is mapped to product category B, an additional forecast category, e.g., FC2, may be mapped to product categories F or G.

Best Practice: Do Not Map Forecast Category to Multiple Product Categories

DBI for Sales collection programs will not collect forecast data for any forecast categories that have been mapped to multiple product categories.

When a forecast category is mapped to multiple product categories, it is not possible to compare pipeline and forecast information on an equivalent basis. In the above example, forecast category FC2 has been mapped to product categories D and E. All opportunities that include opportunity lines with product categories D and E will be considered when submitting a forecast for forecast category FC2. Therefore, if a user was to log into DBI for Sales and select product category D, he would view the forecast submitted for product categories D and E, while the pipeline information would be displayed for product category D.

Note: In Oracle Sales, if a forecast category is mapped to multiple product categories, it is possible to submit forecasts for the individual product categories that comprise the forecast category.

Best Practice: Do Not Map Multiple Forecast Categories to One Product Category

It is recommended that multiple forecast categories should not be mapped to a single product category. When multiple forecast categories are mapped to a single product category, it is not possible to view correct forecast information. In the above example, forecast categories FC3 and FC4 have been mapped to product category C. All opportunities that include opportunity lines with product category C will be considered when submitting a forecast for forecast categories FC3 and /or FC4. Therefore, when a user logs into DBI for Sales and selects product category C, he will view the summed up forecast information for the sales group managers who submitted the forecasts for forecast categories FC3 and FC4.

Assumptions

This section provides the assumptions and constraints in the Sales Opportunities, Pipeline and Forecast data collection and reporting. Topics include:

- General Assumptions
- Assumptions for Sales Opportunities Data Collection and Reporting
- Assumptions for Sales Pipeline / Open Opportunities Data Collection and Reporting
- Assumptions for Sales Forecasts Data Collection and Reporting

General Assumptions

These are general assumptions associated with data collection and reporting for DBI for Sales:

- Monetary amounts are converted from transactional currency to BIS: Primary Currency at BIS: Primary Rate Type using Financial Intelligence APIs with conversion rates as-of forecast submission date for forecasts and as-of opportunity close date for opportunities. For future close dates, the current system date is used to determine the currency conversion rate.
- Latest hierarchy is used for Sales Group and Product Category.
- Current mapping exists between Product Category and Product. The Item Dimension automatically assigns the products not mapped to the Unassigned product category.
- Master item's organization id will be used for Inventory items to determine its Product Category

Assumptions for Sales Opportunities Data Collection and Reporting

These are the assumptions for sales opportunities data collection and reporting:

- Data summarization and reporting is by the sales persons and sales groups who get the sales credits, except for in the Top Opportunities report.
- Opportunity sales credits without any sales group or sales person information are not reported, except for Top Opportunities.
- Opportunities with credit type as defined in the profile option value, Forecast Credit Type, are collected, except for Top Opportunities report.
- In the Top Opportunities report:
 - Data is summarized and reported against the owner sales group and sales person.
 - Opportunities without any owner sales group or salesperson are not reported.
 - Sales Credit Type is not restricted; opportunities with any sales credit type are displayed. The opportunity amount should be greater than zero.
- All opportunity metrics (excluding Open, Pipeline, and Weighted Pipeline) are period-to-date; i.e., information is shown for opportunities with close dates from the start of the current period to the As of Date.

- The sales transaction application allows user to specify the opportunity status to Won for future close dates. This business process is can cause issues in DBI reporting, e.g., when an opportunity is set to Won status with a future close date, it will not be reported as Won until the As of Date is equal to the opportunity close date. A similar situation exists for opportunity conversion from leads as well. In DBI, data is collected with the following assumptions:
 - When the close date is less than the creation date, creation date is considered to be the same as close date. When an opportunity is created with a close date prior to the creation date, the creation date is considered to be the same as the close date.
 - When the close date is less than the conversion date, and the creation date is less than or equal to the close date, the conversion date is considered to be the same as the creation date.
 - When the close date is less than the conversion date and the creation date is greater than the close date, the conversion date is considered to be the same as the close date. When an opportunity is created with a close date prior to the creation date, then linked to a lead after the close date has passed, the linked date is considered to be the same as the close date.

Assumptions for Sales Pipeline/Open Opportunities Data Collection and Reporting

These are the assumptions for sales pipeline/ open opportunities data collection and reporting:

- Data summarization and reporting is by the sales person and the sales group who get the sales credits, except for Top Opportunities report.
- Opportunity sales credits without any sales group or sales person information are not reported, except for Top Opportunities.
- Opportunities with credit type same as the profile value Forecast Credit Type are collected, except for Top Opportunities report.
- Pipeline Summaries stores a snapshot of Pipeline and Open opportunities when the data collection process is run. On days when the concurrent request set is not run, the pipeline and open opportunities do not show any data. Such gaps in data collection are filled using sales opportunity history log tables as of the end of the day for each of the days within the gap. At any time, only one gap may exist. The gap might span one or multiple days.

- During gap filling, all product-category-related data errors are reported as warnings, and the corresponding opportunity rows are ignored during the collection process.
- No gap filling is done in the initial run of the pipeline collection when the purge parameter equals Yes.

Assumptions for Sales Forecasts Data Collection and Reporting

These are the assumptions for sales forecasts data collection and reporting:

- One-to-one mapping of Forecast Category to Product Category in the Sales transaction application.
- If there is a change to the Forecast category mapping, data has to be recollected by running the Initial load request set, otherwise, historical data collected earlier is summarized based on the old mapping of Forecast Category to Product Category.
- Forecast Data is not rolled up when forecast period type is Week or Year.
- If the site level profile, BIL: Enable Forecast Period Rollup, value is changed, then data has to be recollected by running the Initial load request set, otherwise, the change will not be in effect for historical data that is already collected.
- Forecasts are not submitted after the end-of period. Reports show the last submitted forecast value for the period on / before the selected as-of-date.

Implementing

The following table, Table 13–3, "DBI for Sales Implementation Tasks", lists the required and optional tasks for implementing of DBI for Sales.

Table 13–3 DBI for Sales Implementation Tasks

Task	Responsibility	Required?
Set DBI for Sales Profile Options	System Administrator	Yes
Sales Group Hierarchy – Sales Usage Attribute	Oracle Sales Administrator	
Run Initial Load of Opportunity Log Tables Concurrent Program	Oracle Sales Administrator	

Table 13–3 DBI for Sales Implementation Tasks

Task	Responsibility	Required?
Implement DBI for Marketing and DBI for Supply Chain	Business Intelligence Administrator	
Post Implementation Steps	Business Intelligence Administrator	No
Modify Request Sets if Integrated Applications are not Implemented	Business Intelligence Administrator	Yes

Set DBI for Sales Profile Options

Set the profile options listed in this section to the recommended settings.

DBI for Sales Profile Options

The following DBI for Sales profile options should be set.

1. **BIL: Implemented Oracle Sales (ASN)** --- This site level profile indicates whether Oracle Sales has been implemented. Set to Yes if Oracle Sales is implemented. Set to No if Oracle Field Sales is implemented. Required if Oracle Sales has been implemented.
2. **BIL: Base Forecast Period Type** --- This site level profile value must be set to the period type that is used for sales forecast submissions within the Sales organization. For example, set to period type, Quarter, if your organization submits sales forecasts for quarterly business periods. The period type selected must be a valid period type in the calendar selected in the OS: Forecast Calendar profile. Required for sales forecast data.
3. **BIL: Mapping Enterprise Forecast Period Type** --- This site level profile represents the period type in the BIS: Enterprise Calendar profile that is equivalent to the period type selected in the BIL: Base Forecast Period Type profile (the dimension object in the time dimension that corresponds to the period type used for sales forecasts). For example, if sales forecasts are submitted for the Quarter, this profile value should be set to the corresponding period, which is Enterprise Quarter. Set to the Dimension object in the Time dimension that is equivalent to the period type used for sales forecasts.
4. **BIL: Enable Forecast Period Rollup** --- This site level profile value should be set to indicate whether Sales forecasts submitted for a certain period should be

rolled up to larger periods in the time dimension, within DBI for Sales. For example, a Sales forecast submitted for a Quarter would be rolled up to a Year. If set to No, no sales forecasts will be rolled up. If set to Yes, sales forecasts will be rolled up.

Oracle Sales, Oracle Field Sales, and Oracle TeleSales Profile Options

The following Oracle Sales or Oracle Field Sales, or Oracle TeleSales profiles need to be set. Refer to the respective Oracle Sales and Oracle Field Sales implementation guides for navigation and responsibility information.

These profiles define opportunity transaction logging. The transaction logging tables are used to obtain the Pipeline, Weighted Pipeline and Open opportunity information for days when the data collection programs were not run. For example, data collection programs were run on Monday and Tuesday but not run on Wednesday and Thursday. Therefore, on Friday, there will be no Pipeline, Weighted Pipeline and Open opportunity information available for Wednesday and Thursday. If the data collection programs are run on Friday, they will consult the transaction log tables in order to determine the Pipeline, Weighted Pipeline and Open opportunity information for Wednesday and Thursday.

If the profiles below are not set to the recommended values shown below, opportunity transactions will not be logged, and therefore, the user will not have any Pipeline, Weighted Pipeline and Open opportunity information on days when there were no data collections.

1. **OS: Enable Tracking Opportunity History Data** --- Set to Yes to allow opportunity transactions (new or updated opportunities) to be logged.
2. **OS: Enable Tracking Purchase Line History Data** --- Set to Yes to allow opportunity line transactions (new or updated opportunity lines) to be logged.
3. **OS: Enable Tracking Sales Credits History Data** --- Set to Yes to allow opportunity sales credit transactions (new or updated opportunity sales credits) to be logged.
4. **OS: Time Frame for Opportunity Logs** --- This profile defines the level of transaction logging that will occur. It is recommended that the profile value be set to DAY, which indicates that day-level logging of opportunity transactions is enabled. This is also the optimal setting for best performance.

Profiles to Set if Oracle Field Sales or Oracle TeleSales are Implemented

If Oracle Field Sales or Oracle TeleSales have been implemented, the following system profiles should be set up.

1. **OS: Forecast Calendar** --- This site level profile should be set to the calendar used for Sales Forecasts. The value must be the same as the value you set for the BIS: Enterprise Calendar profile, otherwise, forecast data cannot be reported.
2. **OS: Forecast Sales Credit Type** --- This site level profile should be set to the Sales Credit Type used for forecast and opportunity information in DBI for Sales.

Profiles to Set if Oracle Sales is Implemented

If Oracle Sales has been implemented, the following system profiles should be set up.

1. **ASN: Forecast Calendar** --- This site level profile should be set to the calendar used for Sales forecasts. The value must be the same as the value set for the BIS: Enterprise Calendar profile, otherwise, forecast data cannot be reported.
2. **ASN: Forecast Sales Credit Type** --- This site level profile should be set to the Sales Credit Type used for forecast and opportunity information in DBI for Sales.

Sales Group Hierarchy – Sales Usage Attribute

In order to correctly summarize and display data within DBI for Sales, the entire sales group hierarchy should have the Sales Usage attribute selected.

Run Initial Load of Opportunity Log Tables Concurrent Program

Concurrent programs are run automatically when the generated concurrent request set is run. See the Daily Business Intelligence chapter within this guide for details.

The Initial Load of Opportunity Log Tables concurrent program must be run individually. This program is not included as part of the request set.

To run this program, switch responsibility to Oracle Sales Administrator and run this concurrent program to create baseline data in the Oracle Sales log tables for Opportunity history. This concurrent program should be run only once after the profiles listed in Oracle Sales, Oracle Field Sales, and Oracle TeleSales Profile Options section are set.

1. Login to Oracle Applications Forms using the Oracle Sales Administrator responsibility.
2. Navigate to the Submit a New Request window. The navigation path is Concurrent Requests > Run.

3. In the Submit a New Request window, select the Single Request option to take you to the Submit Request window.
4. Select the Initial Load of Opportunity Log Tables concurrent request. Leave the Debug and SQL Trace fields blank.
5. Click Submit to run this request.

Implement DBI for Marketing and DBI for Supply Chain

As DBI for Sales displays information from DBI for Marketing and DBI for Supply Chain, it is recommended that you implement these product applications.

Post Implementation Steps

Once you complete the DBI for Sales setup steps, ensure that you complete the post setup steps for Daily Business Intelligence. See: Post-Setup Steps on page 2-45.

Modify Request Sets if Integrated Applications are not Implemented

If the DBI for Marketing, DBI for Supply Chain, or DBI for Financials applications are not implemented, it will be necessary to remove the concurrent programs belonging to the respective applications from the DBI for Sales Request Sets before they can be run.

Steps

1. Login to Oracle Applications Forms using the System Administrator responsibility.
2. Navigate to Requests > Set to launch the Request Set window.
3. Search for the Request Set that you need to modify.
4. Click on Define Stages button to view the stages within the request set.
5. Select each stage within the request set and click on the Requests button to view the concurrent programs within each stage.
6. Delete the concurrent programs belonging to the application not implemented (according to the tables below).
7. Save your changes.

The following table, Table 13–4, "DBI for Marketing Concurrent Programs", shows the DBI for Marketing concurrent programs to delete if this application is not implemented.

Table 13–4 DBI for Marketing Concurrent Programs

Request Set	Concurrent Programs
BIM_I_LEAD_FACTS	Contains: Update Leads First Time Base Summary and Update Leads Incremental Base Summary
BIM_I_SOURCE_CODES	Contains: Update of Source Codes - Initial Load and Update of Source Codes - Incremental Load
BIM_I_PROGRAMS_DENORM	Contains: Update Marketing Programs Denorm

The following table, Table 13–5, "DBI for Financials Concurrent Programs", shows the DBI for Financials concurrent programs to delete if this application is not implemented.

Table 13–5 DBI for Financials Concurrent Programs

Request Set	Concurrent Programs
FII_AR_REVENUE_B	Contains: Update Receivables Revenue Base Summary and Load Receivables Revenue Base Summary
FII_FIN_ITEM_HIERARCHIES	Contains: Update Financial Category Dimension and Load Financial Category Dimension
FII_GL_CCID_DIMENSIONS	Contains: Update General Ledger Code Combination Identifier Dimension and Load General Ledger Code Combination Identifier Dimension
FII_AR_SALES_CREDITS	Contains: Update Receivables Sales Credits and Load Receivables Sales Credits

The following table, Table 13–6, "DBI for Supply Chain Concurrent Programs", shows the DBI for Supply Chain concurrent programs to delete if this application is not implemented.

Table 13–6 DBI for Supply Chain Concurrent Programs

Request Set	Concurrent Programs
ISC_SALES_CREDITS_F	Contains: Update Sales Credits Fact - Dummy and Load Sales Credits Fact

Table 13–6 DBI for Supply Chain Concurrent Programs

Request Set	Concurrent Programs
ISC_BOOK_SUM2_F	Contains: Update Order Management Base Summary and Load Order Management Base Summary

Daily Business Intelligence for Service

Daily Business Intelligence for Service lets customer support managers monitor their organization's responsiveness to service requests.

This chapter describes how to implement Daily Business Intelligence for Service. It contains the following topics.

- Overview on page 14-1
- Understanding Reporting on page 14-2
 - Dimensions on page 14-5
 - Performance Measures on page 14-7
- Summarizing Data on page 14-8
- Securing Data on page 14-10
- Implementation Considerations on page 14-10
- Prerequisites on page 14-11
- Implementation on page 14-12
- Customization on page 14-14
- Maintenance and Administration on page 14-15

Overview

Daily Business Intelligence for Service provides concise and comprehensive information about an organization's responsiveness to customer support requests. With the Customer Support Management overview page, a customer support manager can see metrics on backlog, activity, and closure. The backlog metrics provide such information as backlog service requests by severity, and break down

the backlog into escalated and unowned service requests. The Customer Support Management page also shows the number of opened and closed service requests, and the ratio of opened-to-closed service requests. The page contains information on closure performance and shows the average cycle time to close service requests. Customer support managers can view reports that compare the current period to previous periods and analyze by many dimensions, such as time, product, request type, assignment group, customer, and severity. Key Performance Indicators (KPIs) at the top of the page summarize key metrics, making it easy for a manager to capture important information at a glance.

Metrics are extracted from Oracle TeleService and organized into reports that let managers easily analyze problems and trends.

Understanding Reporting

Daily Business Intelligence for Service provides reports of the following types:

Backlog—These reports provide 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.

Activity—These reports provide information about the actions being taken on service requests. The reports provide such metrics as the number of service requests that were first opened in a time period, reopened, closed, and the opened-to-closed ratio. Trend reports show openings and closures over time.

Closure—These reports provide information about closed service requests. The reports provide such metrics as number of service requests closed, their average days to close, and the breakdown of the number and percentage closed by aging bucket. A detail report shows service requests by request number and lets you drill down to see additional details about the selected service request.

For complete, detailed descriptions of the backlog, activity, and closure reports that Daily Business Intelligence for Service provides, see the *Oracle e-Business Intelligence Daily Business Intelligence User Guide*.

Responsibilities and Roles

The Customer Support Management page is designed for someone with the functional role of customer support manager. Someone in this role can have either of the following responsibilities:

- Daily Customer Support Intelligence—Provides access to the Customer Support Management page only.
- Customer Support Manager—Provides access to the Customer Support Manager, HR, and Expense pages. For information on the HR and Expense pages, see the chapters on Daily Business Intelligence for Financials and Daily Business Intelligence for Human Resources.

Menus

A menu is a mechanism for navigating to the pages and reports to which a role has access. The Intelligence Overview menu contains submenus that provide access to pages. The rest of the menus contain submenus that provide access to the reports.

Daily Customer Support Intelligence

The Daily Customer Support Intelligence responsibility has access to the following menus:

- Intelligence Overview
 - Customer Support Management
- Backlog Reports
 - Backlog
 - Backlog Trend
 - Backlog Distribution Trend
 - Backlog Distribution
 - Current Backlog Aging Distribution
 - Current Backlog Aging Distribution Trend
 - Current Backlog Aging
 - Current Backlog Aging Trend
- Activity Reports

- Activity
- Activity Trend
- Activity & Backlog
- Activity & Backlog Trend
- Closure Reports
 - Closure Performance
 - Closure Performance Trend
 - Closure Performance Distribution
 - Closure Performance Distribution Trend

Customer Support Manager

The Customer Support Manager responsibility has access to the following menus:

- Intelligence Overview
 - Customer Support Management
 - Expense Management
 - HR Management
- Backlog Reports
 - Backlog
 - Backlog Trend
 - Backlog Distribution Trend
 - Backlog Distribution
 - Current Backlog Aging Distribution
 - Current Backlog Aging Distribution Trend
 - Current Backlog Aging
 - Current Backlog Aging Trend
- Activity Reports
 - Activity
 - Activity Trend

- Activity & Backlog
- Activity & Backlog Trend
- Closure Reports
 - Closure Performance
 - Closure Performance Trend
 - Closure Performance Distribution
 - Closure Performance Distribution Trend

Dimensions

Daily Business Intelligence for Service uses the following dimensions, some of which are common across Daily Business Intelligence. All service requests refer to service requests created in Oracle TeleService.

Time

For a description of this dimension, see Chapter 2, Daily Business Intelligence.

Period Type

The period type dimension uses rolling periods. 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.

Compare To

For a description of this dimension, see Chapter 2, Daily Business Intelligence.

Date

This dimension is used by most reports to show information, using the date you select as a point of reference. The Current Backlog Aging reports use the latest collection date instead of the specified date.

Request Type

This is the type of service request. This corresponds to the service request types defined in Oracle TeleService. This is also the dimension used for security on the page and all reports.

Product Category

The hierarchical structure of product categories and products. The product category set up is defined in the Product Catalog. See Chapter 4, Item Dimension Reporting.

Product

This is the item being serviced. This corresponds to the Product in the service request. It resides in the Master Organization level (not the Item Organization level). If a product is not specified on the service request, then the value displays as “Product not Specified.”

Customer

This is the customer in the service request.

Severity

This is the severity of the service request. These options are user-defined values.

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.”

Status

The service request status. These options are defined in Oracle TeleService.

View By

Use this dimension to control how you want to see your 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.

Aging Distribution

The number of service requests that is grouped within each bucket based on their backlog age.

Channel

The customer communication channel used to create the service request.

Backlog Type

Choose between Escalated and Unowned.

Time to Close Distribution

The number of service requests that is grouped within each bucket based on their time to close.

Performance Measures

Daily Business Intelligence for Service offers the following performance measures/ key performance indicators (KPIs):

Table 14–1 *Daily Business Intelligence for Service Key Performance Indicators (KPIs)*

KPI	Calculation
Backlog	This is the absolute number of all backlog service requests. Backlog is a relative measure based on the specified date only and represents all service requests open.
Escalated Backlog Percent	This 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 specified date only. It is calculated as: $\text{Count of Escalated Backlog} / \text{Count of Backlog Service Requests} * 100$
Unowned Backlog Percent	This 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 specified date only. It is calculated as: $\text{Count of Unowned Backlog} / \text{Count of Backlog Service Requests} * 100$

Table 14–1 Daily Business Intelligence for Service Key Performance Indicators (KPIs)

KPI	Calculation
Opened Activity	This is the count of all service request opened activity. It includes first opened and reopened. Opened activity is a cumulative measure based on the specified date and the period type.
Closed Activity	This is the count of all service request closed activity. Closed activity is a cumulative measure based on the specified date and the period type.
Time to Close (Days)	This is the average of the time to close (in days) of each service request that was last closed during the period. It is calculated as: Sum of all numbers in the Time To Close columns / count of last Closed Service Requests If a service request is subsequently reopened, the time to close for the period in which it was closed is adjusted by removing that service request from its calculations. Time to close is calculated from cumulated measures and is based on the specified date and the period type.

Summarizing Data

Daily Business Intelligence for Service uses the following base summary tables and materialized views.

BIV_DBI_BACKLOG_SUM_F

This is the Service Request Backlog base summary table. It stores details of each service request in the backlog. There is one row for each service request for each consecutive range of days that it is in the backlog with the same dimensional values. When a service request is updated with different dimensional values the current row is end-dated, and if the service request is still in backlog, a new row is added with the new dimensional values.

BIV_BAC_SUM_MV

This is the Service Request Backlog materialized view. It resolves the product to product category relationship and stores aggregated measures for net movements in the backlog, escalated backlog, and unowned backlog. It provides time hierarchy rollup to allow the actual backlog to be calculated at any date summing net movements “inception to date.”

BIV_BAC_H_SUM_MV

This is the Hierarchical Service Request Backlog materialized view. It stores aggregated measures for net movements in the backlog, escalated backlog, and unowned backlog, providing time hierarchy rollup, product category hierarchy rollup.

BIV_BAC_AGE_SUM_F

This is the Service Request Current Backlog Aging base summary table. It stores aggregated measures for the backlog, escalated backlog, and unowned backlog based on the flexible bucket boundaries as of the current refresh date and all of the dates relative to that date needed for the Current Backlog trend reports. It also resolves the product to product category relationship.

BIV_B_AGE_H_SUM_MV

This is the Hierarchical Service Request Current Backlog Aging materialized view. It stores aggregated measures for the backlog, escalated backlog, and unowned backlog based on the flexible bucket boundaries as at the current refresh date and all of the dates relative to that date needed for the Current Backlog trend reports. It also provides product category hierarchy rollup.

BIV_DBI_ACTIVITY_SUM_F

This is the Service Request Activity base summary table. It stores aggregated measures for First Opened, Reopened, and Closed activity. Dimensional values are determined from the audit row values at the date of the activity—First Opened are the dimensional values at the time the service request was first opened, Reopened are the dimensional values at the time the service request was reopened, and Closed are the dimensional values at the time the service request was closed.

BIV_ACT_SUM_MV

This is the Service Request Activity materialized view. It resolves the product to product category relationship and stores aggregated measures for First Opened, Reopened, and Closed activity, providing time hierarchy rollup.

BIV_ACT_H_SUM_MV

This is the Hierarchical Service Request Activity materialized view. It stores aggregated measures for First Opened, Reopened, and Closed Activity, providing time hierarchy rollup and product category hierarchy rollup.

BIV_DBI_CLOSED_SUM_F

This is the Closed Service Request base summary table. It stores details of closed service requests. There is up to one row per service request. When the service request is first closed, a row is inserted into this table. If the service request is reopened, the row is updated with the reopened date. If the service request is reclosed, the row is updated with the new dimensional values and the reopened date is nulled out. The dimensional values are based on the audit row at the time the service request was last closed.

BIV_CLO_SUM_MV

This is the Closed Service Request materialized view. It resolves the product to product category relationship and stores aggregated measures based on the flexible bucket boundaries and provides time hierarchy rollup.

BIV_CLO_H_SUM_MV

This is the Hierarchical Closed Service Request materialized view. It stores aggregated measures based on the flexible bucket boundaries, providing time hierarchy rollup and product category hierarchy rollup.

Securing Data

Oracle TeleService optionally provides security based on a user's responsibility. This is done by controlling the service request types that a user can view. The Customer Support Management page and reports honor the same security by only returning data for service request types that the user has access to based on the current responsibility. If security is not enabled, users have access to all service requests.

When you implement Oracle Daily Business Intelligence release 7.0, the Customer Support Manager and Daily Customer Support Intelligence responsibilities are added automatically. After implementing Oracle Daily Business Intelligence, open Oracle TeleService to enable security. Then map the service request types to the new responsibilities. See the *Oracle TeleService Implementation Guide* for information on setting up service request types.

Implementation Considerations

Consider the following factors when implementing Daily Business Intelligence for Service.

Set Up Product Category Hierarchy

This item hierarchy is defined in the Item Catalog. Each item must be assigned to a product category; otherwise, it displays as “Unassigned” in the reports.

See the Item Dimension Reporting chapter for information on setting up this hierarchy.

Set Up Service Request Security Types

See Securing Data on page 14-10 for information.

Consider Access to Human Resources Intelligence and Financials Intelligence Pages

Consider this step for the Customer Support Manager responsibility.

Access to HR Management and Expense Management Pages

A user with the Customer Support Manager responsibility has access to the following pages:

- HR Management
- Expense Management

Daily Business Intelligence for Service does not have to implement these pages; however, since the Customer Support Manager responsibility includes links to these pages, note that these pages display data only to users who are managers in the management hierarchy. To activate these pages, see the chapters on Daily Business Intelligence for Human Resources and Daily Business Intelligence for Financials.

If you do not want links to these pages to be accessible to the user, assign the Daily Customer Support Intelligence responsibility to the user. This responsibility does not display links to the HR Management or Expense Management pages.

See Responsibilities and Roles on page 14-3 for more information on Daily Business Intelligence for Service responsibilities.

Prerequisites

The following table lists the prerequisites that must be met before you can implement Daily Business Intelligence for Service.

Table 14–2 Prerequisites for Implementing Daily Business Intelligence for Service

	Prerequisites	Responsibility
☐	Use Oracle Applications Release 11.i.10	(not applicable)
☐	Set Up Daily Business Intelligence	Business Intelligence Administrator

Use Oracle Applications Release 11.i.10

Use release 11.i.10 of Oracle TeleService. The Customer Support Management page relies on Oracle TeleService for the majority of its data.

Set Up Daily Business Intelligence

Set up Daily Business Intelligence. See Chapter 2, Daily Business Intelligence for details.

Implementation

Once you have met all of the required prerequisites, you can begin implementing Daily Business Intelligence for Service. The following table provides a list of all of the implementation tasks that you need to perform.

Table 14–3 Checklist for Implementing Daily Business Intelligence for Service

	Steps	Responsibility
☐	Read Implementation Considerations on page 14-10	(not applicable)
☐	Enable the Customer Support Management page. See Enabling the Customer Support Management Page on page 14-13.	Business Intelligence Administrator responsibility
☐	Set up custom buckets, if desired. See Setting Up Custom Buckets on page 14-13.	Business Intelligence Administrator responsibility

	Steps	Responsibility
☐	Create Initial Request Set. See Creating Initial and Incremental Request Sets on page 14-14.	Business Intelligence Administrator responsibility
☐	Create Incremental Request Set. See Creating Initial and Incremental Request Sets on page 14-14.	Business Intelligence Administrator responsibility
☐	Run Initial Request Set. See Running the Initial Request Set on page 14-14.	Business Intelligence Administrator responsibility

Enabling the Customer Support Management Page

As part of the post-installation steps, you must enable the Customer Support Management page. See Post-Setup Steps in Chapter 2 for details.

Setting Up Custom Buckets

Several reports present data in groupings called buckets. You can change the default buckets to meet your business needs. The buckets are customized at the site level. You can define up to ten buckets.

You must have the Business Intelligence Administrator responsibility in order to customize buckets. Oracle recommends that you make your new bucket labels intuitive, so that other users who view the reports can understand them. For example, label the bucket “X Days.”

To change the buckets, you will need to use the bucket set name for the report you want to modify. Table 14–4 lists the bucket set names for reports in Daily Business Intelligence for Service.

Table 14–4 Bucket Set Names for Customer Support Management Reports

Bucket Set Name	Report Name
Customer Support Management - Backlog Aging	Current Backlog Aging, Current Backlog Aging Trend, Current Backlog Aging Distribution, Current Backlog Aging Distribution Trend, Current Backlog Detail
Customer Support Management - Closure Cycle Time	Closure Performance, Closure Performance Trend, Closure Performance Distribution, Closure Performance Distribution Trend, Closure Performance Detail

See Chapter 2, Daily Business Intelligence for procedural information on setting up buckets.

Creating Initial and Incremental Request Sets

Create an initial request set in order to load all the necessary information for the Customer Support Management page. Oracle recommends that you call this request set “Initial Request Set.”

Then create an incremental request set. The incremental request set refreshes or updates the information that has changed since the last load or refresh.

See Post-Setup Steps in Chapter 2 for complete information on how to create an initial request set.

Running the Initial Request Set

See Post-Setup Steps in Chapter 2 for complete information on how to run an initial request set.

Customization

Daily Business Intelligence for Service provides the following customization options:

- Overview page personalization
- Report personalization
- Bucket customization

Personalizing the Overview Page

The KPIs, Backlog, Activity, and Closure Performance regions of the Customer Support Management overview page provide links to other similar reports. Any user can change the links that are visible. This only affects the links available to the user who made the change. See the *Oracle E-Business Intelligence Daily Business Intelligence User Guide*, for more information on personalizing links.

At the site level, a user with the Business Intelligence Administrator responsibility can show and hide KPIs and move portlets as needed. For more information, see Chapter 2, Daily Business Intelligence.

Personalizing Reports

Any user can personalize reports by saving some parameters as default, customizing the links sections of the report, and scheduling the report via e-mail. See the *Oracle E-Business Intelligence Daily Business Intelligence User Guide*, for more information on personalizing reports.

Customizing Buckets

At the site level, a user with the Business Intelligence Administrator responsibility can customize the buckets into which data is grouped in certain reports. See Setting Up Custom Buckets on page 14-13 for more information.

Maintenance and Administration

During implementation, you create the initial and incremental request sets. The incremental request set refreshes or updates the information that has changed since the last load or refresh. Oracle recommends that you run the incremental request set at least daily.

If you have not already created an incremental request set, see Post-Setup Steps in Chapter 2 for information. This section also contains information on running the request set.

Daily Business Intelligence for Service Contracts

Oracle Daily Business Intelligence for Service Contracts is designed for service contract managers and executives.

This chapter describes implementation of Oracle Daily Business Intelligence for Service Contracts. It contains the following topics:

- Overview on page 15-2
- Understanding Reporting on page 15-4
 - Responsibilities and Roles on page 15-8
 - Menus on page 15-9
 - Dimensions on page 15-12
 - Performance Measures on page 15-14
- Summarizing Data on page 15-16
- Securing Data on page 15-18
- Implementation Considerations on page 15-18
- Prerequisites on page 15-24
- Implementation on page 15-25
- Maintenance and Administration on page 15-32

Overview

Oracle Daily Business Intelligence for Service Contracts offers the following pages:

- Service Contracts Management
- Service Renewals Management

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 Renewals Management page shows information for renewals only (not for new business).

Service Contracts Management

Using Service Contracts Management, service contract managers and executives can view service contract booking status, new and renewal business, cancellations, and terminations.

Service Contracts Management 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 at a high level, and view their life cycle status. Summarized contract information is complemented by reports that provide details of service contract activations, expirations and terminations activities, tables, and graphs.
- Reduce revenue leakage by early detection of problems in the renewal process. Detailed reports enable the manager to take actions based on recently expired or cancelled contracts and soon-to-expire contracts.
- Track performance indicators and their changes over time.

Service Contracts Management helps 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?
- What are the main reasons for termination of contract lines? What is the value of the terminated contract lines? When were contract lines terminated?
- Where are we generating business? What is the value of the new business activations? What is the value of the renewal business?

Service Contracts Management covers the following application area:

- Oracle Service Contracts

Service Renewals Management

Using Service Renewals Management, service sales managers and executives can manage the renewal process and view the effectiveness of the renewal process:

- View renewal bookings performance 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 yet booked or cancelled) and past due opportunities (renewals with a start date on or before the selected date that have not yet been booked or cancelled).

Service Renewals Management helps answer the following questions:

- How effective is our 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)?
- Am I meeting my renewals quota for renewals scheduled to start this period?
- Are my sales representatives booking renewals at the rate I expect?
- 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)?

Service Renewals Management uses information from the following application area:

- Oracle Service Contracts

Understanding Reporting

For complete, detailed descriptions of each of the reports that Oracle Daily Business Intelligence for Service Contracts provides and how their calculations are performed, see the *Oracle e-Business Intelligence Daily Business Intelligence User Guide*.

Service Contracts Management Reports

Service Contracts Management reports display information found down to the contract sub-line level. Information displayed includes sales representatives, service items, dates, amounts, and customers.

Note: Throughout this chapter, contract *line* means contract *sub-line*.

Based on contract line status at different points in time, a contract can display in multiple report buckets—such as cancelled or active buckets—at different points in time. For example, if a contract was cancelled in Quarter 3, it displays as cancelled in Quarter 3. If its start date occurred in Quarter 1 and you are viewing past data in Quarter 1, it displays as active in Quarter 1.

The Service Contracts Management page uses the following dates to place contracts in the proper bucket:

- Cancelled date, derived from the header
- Signed (booked) date, derived from the header
- Start date, derived from the line
- Terminated date, derived from the line or header
- End date, derived from the line end date (a contract is considered expired on the end date, plus 1 day)

Service Contracts Management offers the following reports for analyzing contract lines:

- **Active Service Contracts** provides information on the contracts beginning and current active balance by product, product category, operating unit, and sales group.
- **Current Active Service Contracts Detail** contains details about the contracts that are active at the as-of date.

- **Current Active Service Contracts Trend** provides details on the Current Active Service Contracts balance with view by time.
- **Expirations** provides information on the period-to-date expired contracts. The report groups the status of expired contracts into the following categories: Renewed (the corresponding renewal has been booked) Open Renewal (the corresponding renewal is not booked), Cancelled Renewal (corresponding renewal is cancelled) and No Renewal (the original contract line was not meant to be renewed).
- **Expirations Detail** provides a detailed view of the contracts that make up the expired value.
- **Expired Value Distribution** provides details on expired value by expired contract category (Open, Cancelled, Renewed, No Renewal).
- **Period Expiring Contracts** provides summarized information on the contracts expiring in the period.
- **Period Expiring Contracts Detail** provides a detailed view of the contracts that make up the period expiring value.
- **Activations** provides information on the period-to-date activated contracts, regardless of the booking date.
- **Activations Detail** provides a detailed view of the contracts that make up the activated value.
- **Activations Trend** provides details on the value activated with view by time.
- **Terminations** provides information on the period-to-date terminated contracts, specifying the terminated remaining value and terminated billed value.
- **Terminations Detail** provides a detailed view of the contracts that make up the terminated remaining value.
- **Terminations Trend** provides details on the terminations with view by time.

Service Renewals Management Reports

Service Renewals Management reports display information at the contract sub-line level. Information displayed includes sales representatives, service items, amounts, dates, and customers.

Based on contract line status at different points in time, a contract can display in multiple report buckets—such as the cancelled bucket in the Renewal Cancellations Summary report—at different points in time. 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.

The Service Renewals Management page uses the following dates to place contracts in the proper bucket:

- Line creation date, derived from the line
- Expected close date, derived from the header
- Cancelled date, derived from the header
- Signed (booked) date, derived from the header
- Start date, derived from the line
- End date, derived from the line end date

For detailed information on the reports, see the *Oracle e-Business Intelligence Daily Business Intelligence User Guide*.

Service Renewals Management offers the reports listed below for analyzing renewal bookings. Notice that some of the reports give the same measures, but over different time periods. For example, Renewal Bookings Summary displays the booked value of contracts signed in the selected period, to date. Period Renewals Summary displays the booked value for contracts that *start* in the selected period.

The following reports display booking, forecast, cancellation, and uplift / reduction values for all renewals in the selected period:

- **Renewal Bookings Summary** displays 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 report also displays whether the renewal is booked for a higher or lower value than the original contract (uplift / reduction).
- **Renewal Bookings Detail** shows details for the booked contract renewals that are in the Renewal Bookings Summary report.
- **Renewal Bookings Trend** displays the booked value over time, by month, quarter, or year, and expected booking for the current period.
- **Renewal Expected Bookings Detail** shows details for the forecast contract renewals that are in the Renewal Bookings Summary report.
- **Top Renewal Bookings** displays the top value contracts booked from the start of the period, to date (period-to-date).

- **Late Renewal Bookings** displays 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.
- **Late Renewal Bookings Aging** displays the aging distribution of the late bookings. For example, all renewal bookings that were 7 days late are displayed in a 7-days-late bucket, those that were 8-15 days late display in an 8-to-15-days-late bucket, and so on. You can customize these buckets to suit your business needs. See Set Up Custom Buckets on page 15-31 for more information.
- **Renewal Cancellations Summary** displays all of the cancellations that occurred from the beginning of the period, to date, regardless of the start date of the renewal.
- **Renewal Cancellations Detail** displays contract detail information for all cancellations in the Renewal Cancellations Summary report.

The following reports display renewal, booking, cancellation, and uplift/reduction values for all renewals whose start date occurs in the selected period:

- **Period Renewals Summary** displays bookings and cancelled value for contract renewal lines that started in the selected period, regardless of when they were booked or cancelled. The report also displays whether the renewals were booked at a higher or lower value than the original contract (uplift/reduction).
- **Period Renewals Trend** displays period renewal rates over time, by month, quarter, or year.
- **Period Renewal Bookings Detail** lists the contract renewals that are in the Period Renewal Summary report, from highest to lowest bookings value (depending on the sorting you use).

The following reports display renewal and booked values for all renewals from the beginning of the period, to date:

- **Booking to Renewal Activity** compares renewal lines and booked renewal lines in the current period, to date.
- **Booking to Renewal Ratio Trend** displays booking-to-renewal ratios over time, by month, quarter, or year.

The following reports display the renewal value for all renewals that are still in entered status.

- **Backlog** displays the value of open opportunities (renewals neither booked nor cancelled) in the system. The report also displays the late or 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.
- **Past Due Percent Trend** displays the past due percentage, open value, and past due value over time, by month, quarter, or year.
- **Past Due Renewals Detail** lists the past due contracts that appear in the Backlog report.

Responsibilities and Roles

Oracle Daily Business Intelligence for Service Contracts provides the following roles, which are also responsibilities:

- Service Contracts Manager
- Service Sales Manager
- Daily Service Contracts Intelligence

Since the Service Contracts Management page has links to the Service Renewals Management page reports and vice versa, users should get both Service Contracts Manager and Service Sales Manager responsibilities in order to get access to all link reports.

Service Contracts Manager

The Service Contracts Manager role-based responsibility provides access to the following pages:

- Service Contracts Management
- HR Management
- Expense Management
- Service Renewals Management

Service Sales Manager

The Service Sales Manager role-based responsibility provides access to the following pages:

- Service Renewals Management
- HR Management

- Expense Management
- Service Contracts Management

Daily Service Contracts Intelligence

The Daily Service Contracts Intelligence function-based responsibility provides access to the following pages:

- Service Contracts Management
- Service Renewals Management

Access to the Service Contracts Management and Service Renewals Management pages is controlled at the sales group level. The user views data only for the sales groups to which the user has access. See *Securing Data* on page 15-18 for details.

Access to the Expense Management and HR Management pages is based on management security. The user can only view data that is relevant to that user's area based on the manager hierarchy setup. If the user is not a manager in the management hierarchy, the user does not have access to data on the Expense Management or HR Management pages.

When a user navigates from one page to another, the system uses the particular security associated with the page to determine the user's access.

In addition to assigning the Service Contracts Intelligence responsibilities to users, implementers need to be assigned the Business Intelligence Administrator responsibility to perform setup tasks such as creating and submitting load request sets and setting up global parameters. They should also be assigned the CRM Resource Manager responsibility, to perform the sales group hierarchy setup.

Menus

A menu is a mechanism for navigating to the pages and reports to which a role has access.

The Intelligence Overviews menus contain submenus that provide access to pages. The rest of the menus contain submenus that provide access to the reports.

Service Contracts Manager

The Service Contracts Manager responsibility has the following menus and submenus associated with it:

- Intelligence Overviews

Service Contracts Management

HR Management

Expense Management

Service Renewals Management

- Active Service Contracts Reports

Active Service Contracts

Current Active Service Contracts Trend

- Service Contracts Expirations Reports

Expirations

Expired Value Distribution

Period Expiring Contracts

- Service Contracts Activations Reports

Activations

Activations Trend

- Service Contracts Terminations Reports

Terminations

Terminations Trend

Terminations Detail

Service Sales Manager

The Service Sales Manager responsibility has the following menus and submenus associated with it:

- Intelligence Overviews

Service Renewals Management

HR Management

Expense Management

Service Contracts Management

- Renewals Reports

Renewal Bookings Summary

Renewal Bookings Trend

Top Renewal Bookings

Late Renewal Bookings

Late Renewal Bookings Aging

Renewal Cancellations Summary

- Period Renewals Reports

Period Renewals Summary

Period Renewal Trends

- Booking to Renewal Reports

Booking to Renewal Activity

Booking to Renewal Ratio Trend

- Renewals Backlog Reports

Backlog

Past Due Percent Trend

Daily Service Contracts Intelligence

The Daily Service Contracts Intelligence responsibility has the following menus and submenus associated with it:

- Intelligence Overviews

Service Contracts Management

Service Renewals Management

- Active Service Contracts Reports

Active Service Contracts

Current Active Service Contracts Trend

- Service Contracts Expirations Reports

Expirations

Expired Value Distribution

Period Expiring Contracts

- Service Contracts Activations Reports
 - Activations
 - Activations Trend
- Service Contracts Terminations Reports
 - Terminations
 - Terminations Trend
 - Terminations Detail
- Renewals Reports
 - Renewal Bookings Summary
 - Renewal Bookings Trend
 - Top Renewal Bookings
 - Late Renewal Bookings
 - Late Renewal Bookings Aging
 - Renewal Cancellations Summary
- Period Renewals Reports
 - Period Renewals Summary
 - Period Renewal Trends
- Booking to Renewal Reports
 - Booking to Renewal Activity
 - Booking to Renewal Ratio Trend
- Renewals Backlog Reports
 - Backlog
 - Past Due Percent Trend

Dimensions

Oracle Daily Business Intelligence for Service Contracts uses the following dimensions, some of which are common across Oracle Daily Business Intelligence.

Time

For a description of this dimension, see the Daily Business Intelligence chapter.

Currency

For a description of this dimension, see the Daily Business Intelligence chapter.

Operating Unit

For a description of this dimension, see the Daily Business Intelligence chapter.

Product Category

For a description of this dimension, see the Item Dimension Reporting chapter.

Product

For a description of this dimension, see the Item Dimension Reporting chapter.

Period Type

The period type dimension uses week, month, quarter, and year values.

Sales Group

For a description of this dimension, see the Daily Business Intelligence chapter.

The Service Contracts Management and Service Renewals Management pages display data by sales group, using the Sales Group dimension. The sales group to which the sales representative belongs is stamped on the contract. Then the dimension uses the sales group hierarchy defined in the CRM Resource Manager to group the sales representatives into sales groups. (See Set Up Sales Group Hierarchy on page 15-27.)

The Sales Group dimension includes inactivated sales groups and historical sales representatives (those, for example, who are no longer with the company), as well as historical positions of sales representatives that have moved from one sales group to another.

Reason (for cancellations)

The Cancellation Reason dimension pulls the cancellation status code from the contract status in Oracle Service Contracts. A cancellation status code is required when you cancel a contract. Cancellation status codes are user defined.

See Cancellation and Termination Reasons on page 15-21.

Reason (for terminations)

The Termination Reason dimension pulls the termination code from the line termination reason in Oracle Service Contracts. A termination reason is required when you terminate a line. Termination reasons are user defined.

See Cancellation and Termination Reasons on page 15-21.

Activation Types

The Activation Type dimension classifies the activations and pending activations, depending on whether they are new or renewal business. This dimension has two values: New Business and Renewals.

Expired Contracts Types

The Expired Contracts Types dimension classifies Expired Contracts according to the status of the renewal. This dimension has four possible values: Renewed, Open Renewal, Cancelled Renewal, and No Renewal.

Performance Measures

Oracle Daily Business Intelligence for Service Contracts offers the following performance measures, also known as key performance indicators (KPIs) in Service Contracts Management and Service Renewals Management.

Service Contracts Management provides the following performance measures:

Table 15–1 Service Contracts Management Key Performance Measures (KPIs)

KPI	Calculation
Beginning Active Service Contracts	Sum of all contract lines that were active at the beginning of the selected period.
Expired Value	Sum of the value of all contract lines that expired during the period to date.
Activated New Business Value	Sum of the value of all new business contract lines that became active (are signed and have a start date period to date) during the current period to date.
Activated Renewals Value	Sum of the value of all renewal contract lines that became active (are signed and have a start date period to date) during the current period to date.

Table 15–1 Service Contracts Management Key Performance Measures (KPIs)

KPI	Calculation
Terminated Billed Value	Sum of the billed value of all contract lines that have a termination date during the period to date. This can also be thought of as the original value of the line minus the Terminated Remaining Value.
Terminated Remaining Value	Sum of remaining value after termination of all contract lines terminated during the period to date. It is calculated as sum of unbilled amount, credit amount, and suppressed credit of the terminated contract lines.
Current Active Service Contracts	Sum of the value of all contract lines that are active on the selected date.

Service Renewals Management provides the following performance measures:

Table 15–2 Service Renewals Management Key Performance Measures (KPIs)

KPI	Calculation
Booked Value	Sum of all renewal contract lines with a sign date during the period to date.
Forecast	Sum of Booked Value and Expected Bookings.
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.
Period Renewals Value	Value of all renewal lines that start in the period.
Period Booked Value	Value of renewal contract lines that start in the period and that have a sign date on or before the selected date.
Period Renewal Rate	Period Renewal Bookings / Period Renewals
Period Uplift/Reduction	Sum of (Renewal Contract Line Value - Original Expired Line Value) for all Period Renewal Bookings.
Booked to Renewal Ratio	Booked Value / Renewals Value Booked Value = (See above) Renewals Value = Sum of the value of all renewal contract lines with a start date in the selected period, up to the selected date.

Table 15–2 Service Renewals Management Key Performance Measures (KPIs)

KPI	Calculation
Past Due Percent	Past Due Backlog / Open Backlog Past Due Backlog = Renewal contract lines with a start date on or before the selected date that have not been cancelled or booked. Open Backlog = Renewal contract lines that have not been booked or cancelled, that have a creation date on or before the selected date.

Summarizing Data

For reporting, the Covered Line Fact table collects data from the Oracle Service Contracts transaction tables at the sub-line level. The primary materialized views then collect data from the Covered Line Fact table and generate a record for the reported activities (for example, expired, terminated, booked). The remaining materialized views aggregate the information by dimensions, such as operating unit.

Base Summary Tables

Oracle Daily Business Intelligence for Service Contracts uses the following base summary table for both the Service Contracts Management and Service Renewals Management pages:

OKI_DBI_CLE_B (Covered Line Fact) The Covered Line Fact table collects all contracts of the contract category *Service* or *Warranty and Extended Warranty* created by Oracle Service Contracts.

Materialized Views

Oracle Daily Business Intelligence for Service Contracts uses the following materialized views.

Service Contracts Management

Service Contracts Management uses the following materialized views:

OKI_SCM_OCR_MV Materialized view based directly on the Covered Line Fact table. Only sell contracts are collected into this materialized view. Information is

summarized at the contract header level by operating unit, customer, and sales representative.

OKI_RS_GROUP_MV Materialized view based on the OKI_BI_GRP_CNT_MV, JTF_RS_GROUP_USAGES, and JTF_RS_GROUPS_DENORM tables. It contains the latest resource group hierarchy with the usage type of Sales and Telesales.

OKI_BI_GRP_CNT_MV Materialized view based on the JTF_RS_GROUPS_DENORM table. This materialized view provides the number of parent nodes for each node in the resource (sales) group hierarchy. This materialized view is used to identify all latest top-level nodes in the hierarchy.

OKI_TIME_ENT_YEAR_MV Materialized view based on the FII_TIME_DAY table that returns start and end dates for each year. This materialized view is only used by the inception-to-date objects.

OKI_MX_TIME_DAY_MV Materialized view that does a cartesian product on the FII_TIME_DAY and OKI_DBI_MULTIPLEXER_B tables. This materialized view is used to create the activity based rows in OKI_20_J_MV.

OKI_20_J_MV Materialized view at the line level based on the OKI_DBI_CLE_B, OKI_MX_TIME_DAY_MV, and ENI_OLTP_ITEM_STAR tables. It contains the activity (i.e., a service contract line being created, signed, and having an expected close date and has a row for each of those activities). This materialized view also identifies the product category ID for the service item on the contract line.

OKI_SRM_30_MV Materialized view based on the OKI_20_J_MV materialized view. This materialized view is nested (rows exist at the day, week, month, and year level) and summarizes all measures used on the Service Renewals Management and the Service Contracts Management pages by operating unit, service item, customer, service item category, termination code, and status code.

OKI_SRM_40_MV Materialized view based on the OKI_SRM_30_MV and OKI_RS_GROUP_MV materialized views. This materialized view applies the resource (sales) group hierarchy to the measures calculated in OKI_SRM_30_MV. The measure value at each node of the sales group hierarchy is the sum of all measure values at and below that node.

OKI_SRM_45_MV Materialized view based on the OKI_SRM_40_MV and OKI_SRM_30_MV materialized views. This materialized view summarizes the data at the resource (sales) group level and at the resource (sales representative) level.

OKI_ITD_BAL_45_MV Materialized view based on the OKI_20_J_MV, OKI_TIME_ENT_YEAR_MV, and OKI_RS_GROUP_MV materialized views. This materialized view calculates the balance measure values at the beginning of each year and applies the resource (sales) group hierarchy to the values. This materialized view summarizes the data at the resource (sales) group level, and at the resource (sales representative) level, customer, operating unit, year, service item, and service item category.

OKI_SRM_OR_50_MV Materialized view based on the OKI_SRM_45_MV materialized view. This materialized view summarizes information by service item category and resource (sales) group.

OKI_ITD_BAL_50_MV Materialized view based on the OKI_ITD_BAL_45_MV materialized view. This materialized view summarizes the balance information for the balance by resource (sales representative).

Service Renewals Management

Service Renewals Management uses the same materialized views as the Service Contracts Management page, with the exception of OKI_ITD_BAL_45_MV and OKI_ITD_BAL_50_MV. See Service Contracts Management on page 15-16.

Securing Data

Oracle Daily Business Intelligence for Service Contracts uses sales group security. This means that users can only see data for sales groups to which they have been given access (they are Managers or Admins of those groups). Data from other sales groups does not display in the reports.

Implementation Considerations

Oracle Daily Business Intelligence for Service Contracts obtains data from contracts of the contract category *Service* or *Warranty and Extended Warranty*. Lines of type “service” are considered.

Customer Setup

For both the Service Contracts Management and Service Renewals Management pages, the system collects the customer ID from the OKC_K_PARTY_ROLES_B table in the OBJECT1_ID1 field, where the RLE_CODE field is CUSTOMER, LICENSEE, or BUYER. That is, the system collects the customer ID from the

contract, in the Parties tabbed region, where the customer role type is customer, licensee, or buyer.

Based on the customer ID, the customer name is displayed based on from the FII_CUSTOMERS_V dimension view. This is the customer name that displays in the reports. (The customer name is defined in the Customer setup window, accessible in Oracle Service Contracts by navigating to Setup > Others > Customer > Standard.)

Sales Representative Setup

For both the Service Contracts Management and Service Renewals Management pages, the system collects the sales representative ID from the OKC_CONTACTS table in the OBJECT1_ID1 field, where the CRO_CODE (role) is determined using the following logic. This logic is used to determine which sales representative ID to display as the sales representative in the reports:

- The system looks at the Vendor Contact field on the contract. If the OKS: Enable Sales Credits profile option is set to Yes (in Release 11.5.8) or Derive (in Release 11.5.9), 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 to No (in Release 11.5.8) or Drop or Retain (in Release 11.5.9), the system chooses the Vendor Contact associated with the role of Sales Person.

- Oracle Daily Business Intelligence obtains the sales group from the contract. The only exception is when the contract contains neither a sales representative nor a sales group. In this case, the contract in Oracle Service Contracts does not contain the sales group Unassigned and it is Oracle Daily Business Intelligence which buckets the contract in the Unassigned bucket. The following are other cases in which a contract is assigned to an Unassigned sales group in Oracle Service Contracts:
 - Sales representative is specified, but the role of the assigned sales representative was not defined during setup.
 - Sales representative is assigned to a contract and has an active role, but is not related to any sales group in the setup.
 - Sales representative is assigned to a contract, has an active role, and is associated with the Unassigned sales group in the setup.

See Set Up Sales Group Hierarchy on page 15-27 for instructions for attaching a sales representative to a sales group.

Note: To prevent too much contract data from appearing in an Unassigned line in the reports:

- Make sure that the primary sales representative is assigned as the vendor contact for the contract. The vendor contact role selected should be Sales Person.
 - Make sure that a sales group other than Unassigned is attached to the vendor contact in the contract.
 - When a sales representative is entered in Oracle Service Contracts, a sales group defaults for the sales person. If the user elects to update the sales group for the sales representative within the contract, the user should select a sales group in which the sales representative is assigned a role of Member or Manager. Sales Group reporting on Admin and Lead roles is not supported.
-

Once the sales representative ID is obtained, the sales representative name is obtained as follows:

- From the RESOURCE_NAME field in the JTF_RS_RESOURCE_EXTNS_VL table, for the Service Contracts Management page and the Service Renewals Management. This is the table that stores the names on the contracts.
- From the Name field in the JTF_RS_RESOURCE_EXTNS table, for the Service Contracts Management and Service Renewals Management page. This is the table that stores the names in the Resource window, the setup for which is described in Set Up Sales Group Hierarchy on page 15-27.

If a sales representative ID has different names (for example, ID 555 is Jane Doe in operating unit 1 and Jane M. Doe in operating unit 2), the JTF_RS_RESOURCE_EXTNS table assigns just one name to that ID. The Service Contracts Management and Service Renewals Management page aggregates data across sales groups; therefore, one name displays for a given ID. As a result, in rare cases a different name displays in the reports than was entered on the contract, in a particular sales group.

To ensure that the ID is properly obtained, make sure the following setup is complete in Oracle Service Contracts:

1. Log on to Oracle Applications using the Service Contracts Manager responsibility.
2. Use the following navigation to open the Define Role Sources window: Setup : Contract : Categories & Sources > Define Role Sources.
3. Select the Party Role of Vendor.
4. In the Contact Sources tabbed region, ensure that the following data exists for the Salesperson contact role:
 - Contact Role: Salesperson
 - Source: Sales Person
 - Intent: Sell

If these fields are not set to these values, the system does not display data correctly. For example, if the Source is set to Resource, then the logic described above for obtaining the sales representative ID uses the Resource ID, instead of the Sales Person ID. In this example, the system tries to match the Resource ID with an existing sales representative ID. As a result, it either displays the wrong sales representative or a blank name for the sales representative.

Cancellation and Termination Reasons

Cancellation reasons in the Oracle Service Contracts reports are obtained from the STS_CODE field in the OKC_K_LINES_B table. Cancellation reasons are displayed on both the Service Contracts Management and Service Renewals Management pages. A cancellation status code is required when you cancel a contract.

Termination reasons in the Oracle Service Contracts reports are obtained from the TRN_CODE field in the OKC_K_LINES_B table. Termination reasons are displayed on the Service Contracts Management page. A termination reason is required when you terminate a line.

Cancellation and termination reasons can be set up in Oracle Service Contracts. Since the reasons display in the reports, be sure that you have set up the reasons you want to report by.

To set up cancellation reasons:

1. Log in to Oracle Applications using the Service Contracts Manager responsibility.
2. Use the following navigation to open the Status and Operations window: Setup:Contract > Status and Operations.

3. Select the Status Type of Canceled.
4. Enter cancellation reasons in the Statuses section.

For complete details, click the Help icon in the Status and Operations window, or see the *Oracle Contracts Core Implementation Guide*.

To set up termination reasons:

1. Log in to Oracle Applications using the Contracts Manager responsibility.
2. Use the following navigation to open the Lookups window: Setup:Contract > Termination Reasons.
3. Use the following lookup type to create termination reasons: OKC_TERMINATION_REASON.

For complete details on defining lookup codes, click the Help icon in the Lookups window, or see the *Oracle Applications User's Guide*.

Currency Exchange Rates

Oracle Daily Business Intelligence for Service Contracts stores currency information in the transactional, functional, and global primary and secondary 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 calculate the global secondary currency, the system uses the conversion rate from the functional to the global secondary currency.

Currency Conversion To convert transactional currency to functional currency, consider the following:

- If the contract is authored in the functional currency, the currency conversion rate from transactional to functional is 1.
- If the 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, you will receive an error stating that your request to run a load has failed. See Missing Currencies, below.

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 the description of the Currency parameter in the *Oracle e-Business Intelligence Daily Business Intelligence User Guide*.

- If the conversion date and rate are not defined in the GL Currency Conversion table, you will receive an error stating that your request to run a load has failed. See Missing Currencies, below.

Missing Currencies All request sets in Oracle Daily Business Intelligence include currency conversion errors, if any, in their logs. (Choose View Log in the Requests window in Oracle Applications.) For Oracle Daily Business Intelligence for Service Contracts, this log contains the following extra details, in the following sections:

- **Missing Currencies.** Displays the missing currency exchange rates when performing all conversions: conversions from the transactional to the functional currency, conversions from the functional to the global primary currency, and conversions from the functional to the global secondary currency if a secondary currency has been set up.
- **Functional to Primary Global Detail.** Displays the contracts with missing currency exchange rates when converting from the functional to the global primary currency.
- **Functional to Secondary Global Detail.** Displays the contracts with missing currency exchange rates when converting from the functional to the global secondary currency if a secondary currency has been set up.
- **Transactional to Functional Detail.** Displays the contracts with missing currency exchange rates when converting from the transactional to the functional currency.

Missing currency rates need to be entered before running a successful load. For more information on failures, see the Daily Business Intelligence chapter. See also the *Oracle e-Business Intelligence Daily Business Intelligence User Guide* for more information on currencies.

Prerequisites

Ensure that your system meets the following prerequisites before you implement Oracle Daily Business Intelligence for Service Contracts.

Table 15–3 Prerequisites for Implementing Oracle Daily Business Intelligence for Service Contracts

	Prerequisites	Responsibility
☐	Use Oracle Applications Release 11i.10	(not applicable)
☐	Set Up Oracle Daily Business Intelligence	Business Intelligence Administrator

Use Oracle Applications Release 11i.10

Use release 11i.10 of Oracle Service Contracts.

Set Up Oracle Daily Business Intelligence

Set up Oracle Daily Business Intelligence. See the Daily Business Intelligence chapter.

Note: When you choose the Enterprise Calendar during the Oracle Daily Business Intelligence setup, make sure that the time period encompassed by this calendar includes contracts with activity dates in the future. (See the Daily Business Intelligence chapter for a list of these dates.) For example, the Backlog report displays the open opportunities (all renewals in the system that are neither booked nor cancelled). If a renewal's start date occurs in the future, outside the time period encompassed by the Enterprise Calendar, then the Open backlog value does not include that renewal. (The renewal is loaded into Oracle Daily Business Intelligence for Service Contracts, but is not collected by the materialized views when they join with the Time dimension.)

Set Up the Item Dimension

All items in Oracle Daily Business Intelligence for Service Contracts come from the item master in Oracle Inventory, from the Product Category set (known in Oracle Daily Business Intelligence as the item or product category hierarchy, or the product catalog).

Product categories classify products or services that are sold. Ensure that all service items that you want to appear in the reports are associated with the Product Category set; otherwise, they appear in an Unassigned category in the reports.

For instructions on setting up the product hierarchy, see the Item Dimension Reporting chapter.

Implementation

Once you have met all of the required prerequisites, you can begin implementing Oracle Daily Business Intelligence for Service Contracts. The following table provides a list of the implementation tasks that you need to perform.

Table 15–4 Checklist for Implementing Oracle Daily Business Intelligence for Service Contracts

	Steps	Responsibility
☐	Set Up the Item Dimension	Business Intelligence Administrator
☐	Consider Access to HR Management and Expense Management Pages on page 15-26	(Multiple responsibilities)
☐	Set Up Sales Group Hierarchy on page 15-27	Business Intelligence Administrator System Administrator CRM Resource Manager
☐	Set Up Custom Buckets on page 15-31. This step is optional.	Business Intelligence Administrator
☐	Determine Collection Start Date on page 15-31	Business Intelligence Administrator

Once these steps are complete, you can proceed to implement other intelligence products, or if you are not implementing other intelligence products, proceed directly to the post-setup steps in the Daily Business Intelligence chapter. This chapter describes how to set up users and security for Oracle Daily Business Intelligence, as well as how to perform the initial and incremental requests sets for all Oracle Daily Business Intelligence pages.

Consider Access to HR Management and Expense Management Pages

Consider this step for the Service Contracts Manager and Service Sales Manager responsibilities. In these responsibilities, the Service Contracts Management and Service Renewals Management pages provide additional links to the following pages:

- HR Management
- Expense Management

Oracle Daily Business Intelligence for Service Contracts does not have to implement these pages; however, since the Service Contracts Manager and Service Sales Manager responsibilities include links to the HR Management and Expense Management pages, note that the HR Management and Expense Management pages display data only to users who are managers in the management hierarchy.

To activate the HR Management and Expense Management pages, see the Daily Business Intelligence for Human Resources chapter and the Daily Business Intelligence for Financials chapter.

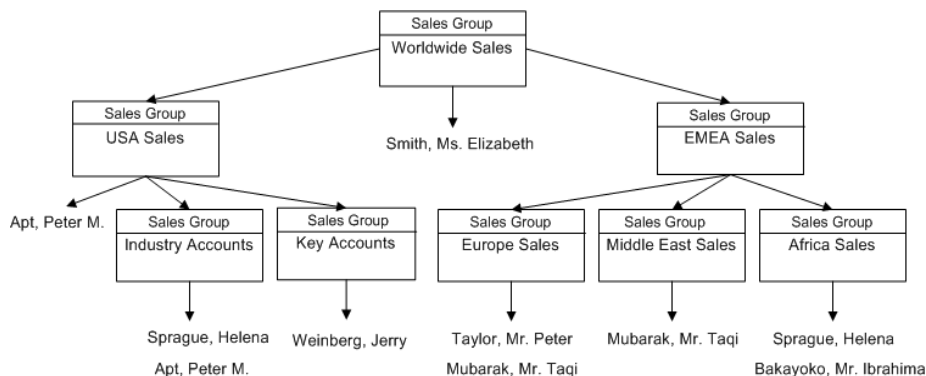
If you do not want links to the pages to be accessible at all to the user, assign the Oracle Daily Service Contracts Intelligence responsibility to the user. This responsibility does not display links to the HR Management and Expense Management pages. See the Daily Business Intelligence chapter for more information on responsibilities.

Set Up Sales Group Hierarchy

One of the primary views in the Service Contracts Management and the Service Renewals Management reports is by sales group. When viewing the individual reports, you can display data by either sales group or by other parameters such as operating unit, product, and product category.

Sales groups are groups of sales representatives. The sales representatives are obtained from the Vendor Contact field on the contract. (See Sales Representative Setup on page 15-19 for details.) Without a sales group hierarchy, the reports place all sales representatives in an Unassigned sales group. The following figure shows an example sales group hierarchy.

Figure 15-1 Example Sales Group Hierarchy



At a minimum, your sales group hierarchy should have a top-most sales group containing other sales groups or sales representatives (a two-level hierarchy).

Anyone who is made a Manager or Admin of a sales group (see the instructions below) can view all data associated with that sales group, and with the sales groups and representatives that belong to that sales group. In the figure above, a Manager

or Admin of the USA Sales group can view all data created by Apt, Peter M., the Industry Accounts sales representatives, and the Key Accounts sales representatives.

Creating a sales group hierarchy consists of the following steps:

1. Create sales groups.
2. Attach sales representatives (resources) to the sales groups.

The following steps are performed using the Oracle Resource Manager. For additional information, see the *Oracle Common Application Components User's Guide*.

Note: The sales group hierarchy and setup steps described here are identical to the sales group hierarchy and setup steps referenced by Oracle Daily Business Intelligence for Sales and the Sales Group dimension.

Oracle Daily Business Intelligence for Service Contracts, however, may define a different (additional) sales group hierarchy than Oracle Daily Business Intelligence for Sales. For example, Oracle Daily Business Intelligence for Sales reporting may use different sales representatives and groups than those that Oracle Daily Business Intelligence for Service Contracts uses for service contracts sales.

Still, any sales group hierarchy you create is processed by the same Sales Group dimension in Oracle Daily Business Intelligence, and the steps to create the hierarchies are the same.

The steps below are also documented in the *Oracle Sales Online Implementation Guide*.

Prerequisite

Make sure the proper setup has been performed for obtaining the sales representative ID. See Sales Representative Setup on page 15-19.

Create Sales Groups

To create a sales group:

1. Log on to Oracle Applications using the CRM Resource Manager responsibility.
2. Use the following navigation to open the Define Groups window: Maintain Resources > Groups.

3. Enter a Name for your group.
4. In the Usages tabbed region, select a usage of Sales and Telesales.

Note: Groups with a usage other than Sales and Telesales are not displayed in the reports. Sales representatives that belong to non-Sales and Telesales groups display as Unassigned in the reports.

5. Optionally, select parent or child groups for the group.
6. Repeat these steps for each sales group you want to create.

For more details, see the *Oracle Common Application Components User's Guide*.
See also the *Oracle Sales Online Implementation Guide*.

Attach Sales Representatives (Resources) to Sales Groups

Make sure the sales representative is defined in Oracle Applications (for example, as an employee, party, partner, or supplier contact) and associated with a user name:

1. Navigate to the Enter Person window in Oracle Applications.
In the Human Resources responsibility, use the following navigation: People > Enter and Maintain.
2. Make sure a record for the employee exists in this window.
3. Navigate to the Users window.
In the System Administrator responsibility, use the following navigation: Security:User > Monitor.
4. Make sure this employee (in the Enter Person window) is tied to a user in the User window.
Query or create the user you want to associate with this employee, and enter this employee (Person) for the user.

Assign the employee to a sales group:

1. Log on to Oracle Applications using the CRM Resource Manager responsibility.
2. Use the following navigation to import the employee: Maintain Resources > Import Resources.

3. Search and select one or more desired employees and choose Create Resource.
4. In the Default Values window that appears, select the Salesperson option and choose OK.

You must make the resource a Salesperson. For additional details, see the *Oracle Common Application Components User's Guide*. See also the *Oracle Sales Online Implementation Guide*.

5. Save the resource and choose Details.
6. In the Roles tabbed region, select a Role Type of *Sales* and a Role of *Sales Manager*, *Sales Administrator*, or *Sales Representative*.

Note: Anyone with these roles will appear in the reports as a member of the group; however, only users with a role of *Sales Manager* or *Sales Administrator* can see data for the group in the reports.

7. In the Groups tabbed region, select the group to which you want to assign the resource.
8. In the Group Member Roles section, select any role with Manager or Admin privileges.

The Group Member Roles section indicates the roles that the sales representative plays in that group. Only a Manager or Admin can see data for the group in the reports.

9. Save your changes.

The resource (sales representative) is now assigned to a sales group.

Note: See the section Update Sales Group Hierarchy in this guide for a list of the concurrent processes (requests) that must be run in the Oracle Resource Manager for changes in the hierarchy to take effect.

Your changes to the hierarchy are not applied to the reports until you run the Initial or Incremental requests.

Initial and Incremental requests for both pages automatically run the following requests:

- Update Sales Group Hierarchy
 - Maintain Current Groups and Roles
-
-

Set Up Custom Buckets

Several reports present data in groupings called buckets. In the Late Renewal Bookings Aging report, you can change the default buckets to meet your business needs. The buckets are customized at the site level. You can define up to ten buckets.

You must have the Business Intelligence Administrator responsibility in order to customize buckets. Oracle recommends that you make your new bucket labels intuitive, so that other users who view the reports can understand them. For example, label the bucket “X Days.”

To change the buckets in the Late Renewal Bookings Aging report, you will need to use the bucket set name Service Contracts - Late Renewals Booking Aging.

See the Daily Business Intelligence chapter for procedural information on setting up buckets.

Determine Collection Start Date

After you complete the Oracle Daily Business Intelligence for Service Contracts implementation, you will go to post-setup steps in the Daily Business Intelligence chapter. These steps include instructions on performing the initial load and incremental refreshes for all Oracle Daily Business Intelligence pages.

When you run the request for the initial load for the Service Contracts Management or Service Renewals Management page, the request prompts you for the following parameters:

- **From Date (Start of date range)**

The From Date collects contracts or contract renewals that have been created or updated on or after that date.

- **To Date (End of date range, defaulted from the system date)**

Make sure your From Date is set correctly. If the From Date is set too late, the system may not include contracts in the initial load, thus making the data incorrect. For Oracle Daily Business Intelligence for Service Contracts, typically the From Date needs to be earlier than the Global Start Date set up for Oracle Daily Business Intelligence. (The Global Start Date is the date, across all Oracle Daily Business Intelligence reports, after which you see data in the reports, and before which data does not display in the reports.)

For example, a contract was signed (booked) several years ago on May 1, 1999. The contract started on June 1, 1999, ended on August 31, 1999, and was last updated on June 20, 1999. If you set the From Date of your initial load to August 1, 1999, the contract is not collected. The system uses the last update date of the contract to determine which contracts to gather during a load. In this example, set the From Date to at least June 20, 1999.

Note: When determining what value to use for the From Date in an initial load, use the creation date of the earliest contract you want to collect (May 1, 1999 in the example above). The earliest creation date ensures that the contracts are collected.

To simplify the data and improve performance, the request does not collect contracts that are terminated, cancelled, or expired before the Global Start Date, assuming the Global Start Date is after the From Date. It does, however, collect active contracts between these dates, to ensure that calculations that show active contracts are accurate.

Maintenance and Administration

The following information highlights maintenance and administration for Oracle Daily Business Intelligence for Service Contracts.

Run Incremental Requests Daily

Use the Incremental request sets that you created using the Request Set Generator to refresh data on the Service Contracts Management page or the Service Renewals

Management pages. Run the Incremental request set daily. See the Daily Business Intelligence chapter for information on the Request Set Generator.

Resubmit the Initial request if you need to clear out and start over with new data in the Oracle Daily Business Intelligence for Service Contracts pages. An Initial request does an incremental load of data in the time dimension.

Note: If this is the first time you are using Oracle Daily Business Intelligence, you must run an Initial request set of the time dimension. After that, you can refresh time data incrementally by running an Initial request set for the Service Contracts pages when implementing Oracle Daily Business Intelligence for Service Contracts first, and running the Incremental load thereafter.

When you run the Incremental request set for either of the Oracle Daily Business Intelligence for Service Contracts pages, the request prompts you for the following parameters:

- From Date (Start of date range, defaulted from the To Date when the request was last run.)
- To Date (End of date range, defaulted from the system date)

Note: The From Date and To Date parameters define the range that the last update date of the contract must fall within for collection.

Currencies

If a currency conversion error occurs while a concurrent process (request) collects the data, then the entire collection fails. For more information, see Currency Exchange Rates on page 15-22.

Note: Setting up a global secondary currency is optional. If you do not set up a global secondary currency when first implementing Oracle Daily Business Intelligence for Service Contracts, but then set one up later, only contract amounts that are collected by the Incremental request after that setup are provided in the global secondary currency. If you want to see all data in the global secondary currency, run the Initial request again.

Sales Group Hierarchy Changes

See Set Up Sales Group Hierarchy on page 15-27 for instructions on setting up or changing the sales group hierarchy. After you make changes to the sales group hierarchy, see the section Update Sales Group Hierarchy earlier in this guide for a list of the concurrent processes (requests) that must be run in the Oracle Resource Manager for changes in the hierarchy to take effect.

Your changes to the hierarchy are not applied to the reports until you run the Initial or Incremental requests for the Service Contracts Management and Service Renewals Management pages. Both Initial and Incremental requests for the Service Contracts Management and Service Renewals Management page automatically run the following requests: *Update Sales Group Hierarchy*, *Maintain Current Groups and Roles*.

Deleting a sales representative from a sales group hierarchy produces an error in the reports when users try to access information for that sales representative. For example:

1. Sales representative Mr. Bakayoko Ibrihama in the Africa Sales group has renewed contract number 2081.
2. When viewing a report on the Service Renewals Management page, contract number 2081 is included in the renewals value for the Africa Sales group.
3. When you click any value's link in a report specifically for Mr. Bakayoko Ibrihama, you can see the data specifically for him.
4. Later, you delete Mr. Bakayoko Ibrihama from the Africa Sales group.
5. When you click a value's link in a report specifically for Mr. Bakayoko Ibrihama, an error now occurs.

The value for contract number 2081 is still included in the renewals or related values for the Africa Sales group; however, trying to view data specifically for Mr. Bakayoko Ibrihama produces a generic report error.

Note: Instead of deleting a sales representative from a sales group, use the end date to expire that representative's participation in the sales group. (See the *Oracle Common Application Components User's Guide* for details.)

Daily Business Intelligence for Supply Chain

Oracle Daily Business Intelligence for Supply Chain is designed for the supply chain manager.

This chapter describes the implementation of Oracle Daily Business Intelligence for Supply Chain. It contains the following topics:

- Overview on page 16-2
- Understanding Reporting on page 16-7
 - Reports on page 16-7
 - Responsibilities on page 16-19
 - Menus on page 16-22
 - Dimensions on page 16-33
 - Performance Measures on page 16-38
- Summarizing Data on page 16-44
- Securing Data on page 16-55
- Implementation Considerations on page 16-56
- Prerequisites on page 16-67
- Implementation on page 16-70
- Maintenance and Administration on page 16-88

Overview

Oracle Daily Business Intelligence for Supply Chain enables supply chain professionals to 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.

Oracle Daily Business Intelligence for Supply Chain offers the following intelligence pages:

- Customer Fulfillment Management
- Shipping Management
- Inventory Management
- Manufacturing Management
- Product Cost Management
- Plan Management
- Product Revenue Bookings and Backlog

The following pages are also available to the Supply Chain Manager role:

- Expense Management
- HR Management

Customer Fulfillment Management

Use the Customer Fulfillment Management page to monitor your organization's fulfillment performance, including changes over time in weekly, monthly, quarterly, and yearly time periods:

- View the values of booked and fulfilled orders by organization, product category, item, and customer.
- 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.
- 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, a week past due, and so on).

- View the value of fulfilled returns, return rates, and reasons by organization, product category, item, and customer.

Customer Fulfillment Management uses information from the following applications area:

- Oracle Order Management

Shipping Management

Use the Shipping Management page to monitor your warehouse operations, including the performance of your shipping operations and changes over time in weekly, monthly, quarterly, and yearly time periods:

- View number of lines shipped and percentage of late shipments by organization, inventory category, item, and customer.
- View book-to-ship cycle time by organization, inventory category, item, and customer.
- View the number of lines shipped by book-to-ship cycle time aging buckets—for example, lines that were shipped a day after booking, a week after booking, and so on.
- View past due shipments by organization, inventory category, item, and customer. 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.
- View a trend of the number and percentage of lines shipped early, late, and on time over the selected time periods.
- Monitor key performance measures in number of lines shipped, percentage of late shipments, book-to-ship cycle time, and past due scheduled lines.

Shipping Management uses information from the following applications area:

- Oracle Order Management

Inventory Management

Use the Inventory Management page to view information about inventory value and turns, and cycle counting:

- View inventory value, which includes inventory on hand (for example, in the store), on the shop floor, and in-transit between organizations.

Note: Inventory Value is a balance. Therefore, changing the time bucket does not change the value that displays.

- View inventory turns by organization, including the change in the organization's inventory turns over time.
- Monitor key performance measures, such as total inventory turns and total inventory value, and compare them across inventory organizations.
- View cycle count accuracy, including hit/ miss and adjustments rates.

Inventory Management uses information from the following applications:

- 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)

Manufacturing Management

Use the Manufacturing Management page to view manufacturing performance:

- Compare current production values with planned production values.
- View standard and actual costs, and cost variances, for all closed jobs. (Standard costs include material, resource, and overhead costs.)
- View all open jobs (jobs with the status of released, on-hold, complete, complete-no charges, pending close, failed close and cancelled) for which there is an unrecognized cost variance—that is, the cost charged is greater than the standard cost for the job.
- Compare the total, actual material cost that is charged to completed jobs (jobs with the status of complete-no charges, cancelled, or closed) with the standard material cost.
- Compare the value of utilized resources and available resources, and view the percentage resource utilization.
- View actual and standard resource costs, and the resource variance, for all complete jobs (jobs with the status of complete-no charges, cancelled, or closed).

View the actual and standard hours for a resource and the resource efficiency, for all completed jobs.

- View scrap values, compare these with gross production values, and see the percentage of scrap, for all jobs (open or closed).

Manufacturing Management uses information from the following application areas:

- Oracle Advanced Supply Chain Planning
- Oracle Work in Process
- Oracle Inventory
- Oracle Process Manufacturing (including Oracle Process Manufacturing Cost Management, Oracle Process Manufacturing Inventory Management, Oracle Process Manufacturing Process Execution, and Oracle Process Manufacturing Product Development)
- Oracle Cost Management
- Oracle Bills of Material
- Oracle Engineering
- Oracle Flow Manufacturing

Product Cost Management

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 resource variance amount and percent by resource group, organization, department, and resource.

Product Cost Management uses information from the following application area:

- Oracle Order Management
- Oracle Work in Process
- Oracle Cost Management

- Oracle Bills of Material
- Oracle Flow Manufacturing
- Oracle Process Manufacturing (including Oracle Process Manufacturing Product Development, Process Execution, and Costing).

Plan Management

Use the Plan Management page to compare plans with each other and see how the plans are changing over time:

- Display planned revenue, margin, and margin percentage, including the variance in these numbers between the selected plan and the compare-to plan.
- Display planned production costs, planned carrying costs, and planned purchasing costs for the selected plan and the compare-to plan, including the variance in these numbers between the plans.
- View a trend of the planned revenue, planned margin, and planned costs by month, quarter, and year.
- Display the planned inventory turns, on-time shipments, and resource utilization, including the variance in these measures between the selected plan and the compare-to plan.
- Display the planned resource utilization percentage for each resource or resource group, including the variance in this measure between the selected plan and the compare-to plan.
- View a trend of the planned inventory turns, planned on-time shipments, and planned resource utilization by month, quarter, and year.
- Monitor key performance measures in planned revenue, planned margin, planned margin percentage, planned inventory turns, planned on-time shipments, and planned resource utilization.
- Display revenue that might be at risk due to exceptions arising from planning constraints. Compare potential revenue, based on a demand schedule, with what is achievable by a supply chain plan.
- Identify the leading causes of risk to planned revenue, including item, supplier, and manufacturing resources.

Plan Management uses information from the following application area:

- Oracle Advanced Supply Chain Planning

Product Revenue Bookings and Backlog

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.
- 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 Receivables

Understanding Reporting

For complete, detailed descriptions of each of the reports that Oracle Daily Business Intelligence for Supply Chain provides and how measures are calculated, see the *Oracle e-Business Intelligence Daily Business Intelligence User Guide*.

Reports

Oracle Daily Business Intelligence for Supply Chain reports are provided on:

- Customer Fulfillment Management
- Shipping Management
- Inventory Management
- Manufacturing Management
- Product Cost Management
- Plan Management
- Product Revenue Bookings and Backlog

Customer Fulfillment Management Reports

The Customer Fulfillment Management page offers the following reports for analyzing the fulfillment performance in your organization:

- **Fulfillment Performance** displays the value from customer order lines that are booked and fulfilled, and the ratio of the two. Monitoring this report enables you to view the value of orders incoming (booked) and outgoing (fulfilled). The book-to-fulfill ratio suggests the balance of supply and demand.
- **Fulfillment Performance Trend** displays the booked value, fulfilled value, and book-to-fulfill ratio over time, by year, quarter, month, or week.
- **Fulfillment Performance for Top Models** displays fulfillment performance where the value of a configuration's child items (which are not shown) are aggregated and shown by their top model. This report is useful for businesses that have configured items.
- **Fulfillment Performance for Top Models Trend** displays fulfillment performance for top models over time, by year, quarter, month, or week.
- **Booked Order Line Detail** enables you to reconcile bookings in the Fulfillment Performance report with specific orders. To access the Booked Order Line Detail report, click the Fulfillment Performance report link on the Customer Fulfillment Management page, view the data by Customer or for a Customer, and click a Booked Value link.
- **Book to Fulfill Days** displays the average cycle time of order lines from when they are booked to when they are fulfilled.
- **Book to Fulfill Days Trend** displays Book to Fulfill Days over time, by year, quarter, month, or week.
- **Requested Shipping Lead Time Trend** shows the responsiveness to customer requests over time, by displaying the lead times of order lines from when they are booked to the scheduled ship date and requested ship date.
- **Backlog and Past Due Schedule Value** displays the value from customer order lines not yet fulfilled (open orders) and past due values from the open order lines that are late according to the scheduled shipment date.
- **Backlog and Past Due Schedule Value Trend** display Backlog and Past Due Schedule Value over time, by year, quarter, month, and week.
- **Past Due Schedule Value Aging** displays the number of all order lines that are past their scheduled shipment date, and their associated values, grouped by flexibly defined aging buckets—for example, lines and values that are a day past due, a week past due, and so on. This report highlights the value impact of all open orders and how old they are, so that managers can focus on fulfilling them.

- **Past Due Schedule Value Summary** displays the details of the past due values according to the scheduled shipment date. You can view the number of past due lines and values, past due quantity, changes between the current and comparison periods, and average number of days late.
- **Past Due Schedule Value Detail** lists the order number, line number, and value of past due orders according to the scheduled shipment date. You can click the order number to access the Order Information page, which displays the order details. The Order Information page is part of Oracle Order Management.
- **Past Due Promise Value Aging** displays the same information as Past Due Schedule Value Aging, except by promised date instead of the scheduled ship date.
- **Past Due Promise Value Summary** displays the same information as Past Due Schedule Value Summary, except by promised date instead of the scheduled ship date.
- **Past Due Promise Value Detail** displays the same information as Past Due Schedule Value Detail, except by promised date instead of the scheduled ship date.
- **Past Due Promise Value Trend** displays past due promise value over time, by year, quarter, month, and week.
- **Fulfilled Return Value** displays the number of fulfilled return order lines, their associated value, and the return rate.
- **Fulfilled Return Value Trend** displays the fulfilled return value over time, by year, quarter, month, or week.
- **Returns by Reason** displays the reasons and values for fulfilled return order lines and the percent of total that the reasons represent.
- **Returns Detail** lists the order numbers and line numbers for fulfilled return order lines. You can click the order number to access the Order Information page, which displays the order details. The Order Information page is part of Oracle Order Management.

Shipping Management Reports

The Shipping Management page offers the following reports for monitoring shipping operations:

- **Lines Shipped Performance** displays the total number of sales order lines that have shipped, their quantities, and the percentage of sales order lines shipped

late by both scheduled shipment date and promised date. From this report, you can view specific sales orders on the Order Information page in Oracle Order Management. Monitoring this report enables you to assess the timeliness of your shipping process.

- **Lines Shipped Late to Schedule Summary** displays what was shipped late according to the scheduled shipment date. You can view and monitor late order lines, quantity of late shipments, percentage of late order lines, average number of days late, and average book-to-ship days.
- **Lines Shipped Late to Schedule Detail** lists the order numbers and lines that were shipped late according to the scheduled shipment date. You can click the order number to access the Order Information page, which displays the order details. The Order Information page is part of Oracle Order Management.
- **Lines Shipped Late to Promise Summary** displays what was shipped late according to the promised date. You can view and monitor the number of late order lines, quantity of late shipments, percentage of late order lines, average number of days late, and average book-to-ship days.
- **Lines Shipped Late to Promise Detail** lists the order numbers and lines that were shipped late according to the promised date. You can click the order number to access the Order Information page, which displays the order details. The Order Information page is part of Oracle Order Management.
- **Lines Shipped Performance Trend** displays a trend of the number of lines shipped, percentage of lines shipped late according to the schedule shipment date, and the percentage of lines shipped late according to the promised date, by year, quarter, month, and week.
- **Lines Shipped On-Time to Schedule Trend** displays a trend of the number of lines shipped compared to the number of lines scheduled to ship. It also displays a trend of the percentage of lines shipped early, late, and on-time according to the scheduled shipment date. The trend displays by year, quarter, month, and week.
- **Book to Ship Days** displays information on the time it takes from booking the order to shipping the items. You can evaluate the integration and velocity of your order management, manufacturing, picking, and shipping processes. Tracking this measure enables you to detect issues such as out-of-stock items, slow transfer of information between processes, or other manufacturing problems.
- **Book to Ship Aging** displays the number of order lines shipped by the book-to-ship days displayed in aging buckets—for example, lines that were

shipped a day after booking, a week after booking, and so on. You can also view each bucket as a percentage of the total lines.

- **Book to Ship Days Trend** displays the average book-to-ship cycle time by year, quarter, month, and week.
- **Past Due Schedule Line Aging** displays the past due order lines and their percentage of the total order lines. The report also displays the difference between the current period and the prior period, and the corresponding percentage.
- **Past Due Schedule Line Summary** displays details of the past due shipment according to the scheduled shipment date. You can view and monitor the number of past due lines, quantity of past due shipments, changes between the current and prior periods, and average number of late days.
- **Past Due Schedule Line Detail** lists the order and line number of past due orders according the schedule shipment date. You can click the order numbers to access the Order Information page, which displays the order details. The Order Information page is part of Oracle Order Management.
- **Past Due Schedule Line Trend** displays the number of past due lines over time, by year, quarter, month, and week.
- **Backorder Summary** displays the backordered order lines, items, and quantity.
- **Backorder Detail** lists the backordered order number, line number, number of items, customer, days late, and requested and scheduled shipment dates. You can click the order numbers to access the Order Information page, which displays the order details. The Order Information page is part of Oracle Order Management.
- **Backorder Trend** displays the number of backordered order lines and items over time, by year, quarter, month, and week.

Inventory Management Reports

The Inventory Management page offers inventory and cycle count reports for analyzing the inventory status:

- **Inventory Value Summary** displays the total ending inventory, which consists of on-hand, work in process (WIP), and intransit inventory. This report shows the inventory levels by organization, inventory category, and item.

- **Inventory Value Trend** displays the total ending inventory, including on-hand, work in process (WIP) and intransit inventory, over time, by year, quarter, month, or week.
- **Inventory Value by Type** displays on-hand, work in process (WIP), and intransit inventory values as a pie chart to show them as percentages of total ending inventory.
- **On-hand Inventory Detail** displays the value of available inventory by organization, subinventory, inventory category, or item. At the item level, quantities are shown.
- **Intransit Inventory Detail** displays the value of inventory that is in-transit between organizations. The value can be viewed by the owning organization, inventory category, or item. At the item level, quantities are shown.
- **Inventory Turns** displays the number of times that inventory cycles, or is consumed, for the specified time period, annualized for the entire fiscal year. The calculation is based on the cost of goods sold (COGS) relative to the inventory investment (average on-hand inventory value). This report is an operational index of the balance of consumption rate and proper inventory levels.
- **Inventory Turns Trend** displays inventory turns over time, by year, quarter, month, or week.
- **Cycle Count Accuracy** displays transactions related to completed and approved cycle count entries. Data is listed by organization, subinventory, inventory category, item, cycle count, and cycle count class.
- **Cycle Count Accuracy Trend** provides a single report on the trends in hit / miss accuracy, gross adjustment rates, and match rates across all organizations to which the user has access.
- **Hit/Miss Summary** provides a summary of the hit / miss accuracy details that include the total number of cycle count entries made against each item in the specific inventory category, the total number of hits and hit rate, the total number of exact matches and exact matches rate, and the total number of misses and miss rate.

The report also includes the graphs that compare the hit rates, exact match rates, and miss rates with the prior period figures.

- **Cycle Count Adjustment Summary** includes the details of the adjustments made to the system quantities and values of the items in a category during a cycle count process. The table includes the total number of entries, the number

of adjustment entries, the system inventory value at the time of the cycle count, gross adjustment rate, and net adjustment rate.

The report also includes two graphs that compare the gross adjustment rates and the net adjustment rates with their corresponding values in the prior period.

This report shows the cycle count adjustment summary by organization, subinventory, inventory category, item, cycle count, and cycle count class.

- **Cycle Count Adjustment Detail** provides details on the actual adjustments made for an item during a cycle count process, and includes the number of adjustments for excess and shortage.

Manufacturing Management Reports

The Manufacturing Management page offers the following reports:

- **Production to Plan** compares production values with baseline plan values, and displays the ratio as a percentage. Baseline plan values are firmed and planned order quantities, multiplied by the item cost. Production values are the cost at which assemblies are completed into inventory. You select a plan from Oracle Advanced Supply Chain Planning and baseline it for comparison to production values.
- **Production to Plan Trend** displays the ratio of Production to Plan as a percentage over time, by year, quarter, month, and week.
- **Cumulative Production to Plan** shows the Cumulative Production Value compared to the Cumulative Planned Value over a period of time.
- **Manufacturing Cost Variance** displays standard and actual costs, and the resulting variance, for all closed jobs.
- **Manufacturing Cost Variance Trend** displays the trend of cost variance amount and percentage, for all closed jobs over a period of time, by year, quarter, month, and week.
- **Current Unrecognized Variance** displays all open jobs (jobs with the status of released, on-hold, complete, complete-no charges, pending close, failed close and cancelled), as of today, for which the cost charged is greater than the standard cost, and the variance for those jobs.
- **Material Usage Variance** compares the actual material cost that is charged to completed jobs with the standard material cost, and displays the resulting

variance amount and percentage, for all completed jobs (jobs with the status of complete-no charges, cancelled, or closed).

- **Material Usage Variance Trend** displays the trend of material usage variance amount and percentage over time, by year, quarter, month, and week.
- **Resource Utilization** compares the total value of utilized resources and available resources, and calculates the percentage resource utilization. (Only time-based resources are considered.)
- **Resource Utilization Trend** displays the trend of the percentage of utilized hours to available hours for all resources, over time, by year, quarter, month, and week.
- **Resource Variance** displays actual and standard resource costs for all complete jobs (jobs with the status of complete-no charges, cancelled, or closed), and the variance between the two.
- **Resource Variance Trend** displays the trend of resource variance amount and percentage over a period of time, by year, quarter, month, and week.
- **Resource Efficiency** displays the actual and standard hours for a resource, and calculates the resource efficiency for all completed jobs (jobs with the status of complete-no charges, cancelled, or closed).
- **Resource Efficiency Trend** displays the trend of resource efficiency over time, by year, quarter, month, and week.
- **Scrap** displays the scrap value, compares it with the gross production value, and shows scrap as a percentage of gross production value, for all jobs (open and closed). (Scrap is not applicable to Oracle Process Manufacturing.)
- **Scrap Trend** displays the trend of scrap value as a percentage of gross production value, over time, by year, quarter, month, and week.

Product Cost Management Reports

The Product Cost Management page offers the following reports:

- **Product Gross Margin** calculates the difference between the fulfilled values and cost of goods sold (COGS) for items that are shipped. The report displays the margin as both a number (fulfilled value minus COGS) and as a percentage of total fulfilled value by organization, product category, item, and customer. The report is useful for managers responsible for product profitability and gross margin percentage.

- **Material Usage Variance** compares the actual material cost with the standard material cost for completed jobs (jobs with the status of complete-no charges, cancelled, or closed), and displays the resulting variance amount and percentage.
- **Material Usage Variance Trend** displays the trend of material usage variance amount and percentage over time, by year, quarter, month, and week.
- **Resource Variance** displays actual and standard resource costs for all completed jobs (jobs with the status of complete-no charges, cancelled, or closed), and the variance between the two. (Only time-based resources are considered.)
- **Resource Variance Trend** displays the trend of resource variance amount and percentage over a period of time, by year, quarter, month, and week.
- **Manufacturing Cost Variance** displays standard and actual costs, and the resulting variance, for all closed jobs.
- **Manufacturing Cost Variance Trend** displays the trend of cost variance amount and percentage, for all closed jobs over a period of time, by year, quarter, month, and week.
- **Current Unrecognized Variance** displays all open jobs (jobs with the status of released, on-hold, complete, complete-no charges, pending close, failed close and cancelled), as of today, for which the cost charged is greater than the standard cost, and the variance for those jobs.

Plan Management Reports

The Plan Management page offers the following reports:

- **Planned Revenue and Margin** 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. It also divides the planned margin by the planned revenue to yield the planned margin percentage. This report also displays the variance in these measures between the selected plan and the compare-to plan.
- **Planned Revenue Trend** and **Planned Margin Trend** display the planned revenue, planned margin, and planned margin percentage over time, by month, quarter, and year.
- **Plan Details** displays the details of the Oracle Advanced Supply Chain Planning plan selected on the Plan Management page, such as the plan horizon and organizations.

- **Planned Organizations**, which is accessed from the Plan Details report, lists the inventory organizations that are planned by the selected plan.
- **Planned Cost Breakdown Summary** calculates planned production costs, planned carrying costs, and planned purchasing costs for the selected plan. It also displays the variance in these costs between the selected plan and the compare-to plan.
- **Planned Cost Breakdown Summary Trend** displays the planned production costs, planned carrying costs, and planned purchasing costs for the selected plan over time, by month, quarter, and year.
- **Planned Purchasing Cost** calculates the planned purchasing cost and displays the results by supplier. It also displays the variance in this measure between the selected plan and the compare-to plan.
- **Planned Performance** displays the planned inventory turns, on-time shipments, and resource utilization. It also displays the variance in these measures between the selected plan and the compare-to plan.
- **Planned Inventory Turns** calculates the planned inventory turns for each inventory category, item, and organization. It also displays the variance in this measure between the selected plan and the compare-to plan.
- **Planned Inventory Turns Trend** displays the planned inventory turns by month, quarter, and year.
- **Planned On-Time Shipment** calculates the on-time shipment for each inventory category, item, and organization. It also displays the variance in this measure between the selected plan and the compare-to plan.
- **Planned On-Time Shipment Trend** displays the planned on-time shipment by month, quarter, and year.
- **Planned Resource Utilization** displays the planned resource utilization percentage for each resource, resource group, and organization. It also displays the variance in this measure between the selected plan and the compare-to plan.
- **Planned Resource Utilization Trend** displays the planned resource utilization by month, quarter, and year.
- **Potential Revenue Shortfall Trend** displays revenue that may be at risk due to exceptions arising from planning constraints. Compare potential revenue, based on a demand schedule, with what is achievable by a supply chain plan.
- **Top Potential Revenue Shortfall Reasons** identifies the leading causes of risk to planned revenue, including item, supplier, and manufacturing resources.

Product Revenue Bookings and Backlog Reports

The Product Revenue Bookings and Backlog page offers the following reports:

- **Product Bookings and Revenue Trend** provides a direct comparison of the trends of net product revenue bookings, and revenue resulting from bookings recognized over time for the selected period from the sale of products, but not services. The report provides the user with the ability to view this breakdown by yearly, quarterly, monthly, and weekly time periods. It compares these metrics to either the prior period or the prior year so that change over time can be understood.
- **Revenue Overview Report** provides information on the value of revenue by sales group, product category and customer. The report only displays value for the sale of products, but not services. It supports yearly, quarterly, monthly, and weekly time periods. It compares these metrics to either the prior period or the prior year so that change over time can be understood.
- **Bookings, Revenue and Revenue Backlog Trend** displays trends over time of net product bookings, recognized revenue, and revenue backlog from the sale of products, but not services. The report provides the user with the ability to view this breakdown by yearly, quarterly, monthly, and weekly time periods. It compares these metrics to either the prior period or the prior year so that change over time can be understood.
- **Bookings Overview Report** provides information on the value of net bookings by sales group. It also shows the value of product revenue backlog and revenue recognized by sales group. The report only displays value for the sale of products, but not services. The report provides the user with the ability to view this breakdown by Sales Group, Product Category, and Customer dimensions and supports yearly, quarterly, monthly, and weekly time periods. It compares these metrics to either the prior period or the prior year so that change over time can be understood.
- **Cumulative Bookings and Revenue Report** shows the accumulated value of net bookings and revenue in detail over time. It provides detailed comparisons between the current period and the selected comparison period. It compares these metrics to either the prior period or the prior year so that change over time can be understood. If the current period is not yet complete, the graph shows the complete cumulative trend line for the comparison period through the end of the period. This report is always viewed by time but can be limited by sales group, customer, or product category.
- **Net Product Bookings** provides information on the value of order line bookings, return line bookings, and their combined value in net bookings from

the sale of products, but not services. The report provides the user with the ability to view this breakdown by the Sales Group, Product Category, and Customer dimensions and supports yearly, quarterly, monthly, and weekly time periods. It compares these bookings metrics to either the prior period or the prior year so that change over time can be understood.

- **Product Revenue** displays revenue recognized from invoices and from deferred revenue.
- **Product Revenue Backlog** displays the value of the net product order backlog, the deferred revenue backlog, and the product revenue backlog.
- **Booked Order Line Detail Report** provides detailed information about sales group credits for order line bookings from the sale of products, but not services. It provides a detailed view of order lines with the ability to drill to the actual order transaction. The report provides the user with the ability to view this breakdown by yearly, quarterly, monthly, and weekly time periods. This report is only accessible as a drill from the Net Product Bookings report.
- **Booked Return Line Detail Report** provides detailed information about negative sales group credits for return line bookings from the sale of products, but not services. It provides a detailed view of return lines with the ability to drill to the actual order transaction. The report provides the user with the ability to view this breakdown by yearly, quarterly, monthly, and weekly time periods. This report is only accessible as a drill from the Net Product Bookings report.
- **Backlog Line Detail Report** provides detailed information about revenue backlog sales credits from order lines bookings, as well as the negative sales group credits for return line bookings from the sale of products, but not services. It provides a detailed view of order and return lines with the ability to drill to the actual order transaction. The report provides the user with the ability to view this breakdown by yearly, quarterly, monthly, and weekly time periods. This report is only accessible as a drill from the Net Product Bookings report.
- **Booked Order Line Detail Report** provides detailed information about sales group credits for order line bookings from the sale of products, but not services. It provides a detailed view of order lines with the ability to drill to the actual order transaction. The report provides the user with the ability to view this breakdown by yearly, quarterly, monthly, and weekly time periods. This report is only accessible as a drill from the Net Product Bookings report.
- **Booked Return Line Detail Report** provides detailed information about negative sales group credits for return line bookings from the sale of products,

but not services. It provides a detailed view of return lines with the ability to drill to the actual order transaction. The report provides the user with the ability to view this breakdown by yearly, quarterly, monthly, and weekly time periods. This report is only accessible as a drill from the Net Product Bookings report.

- **Backlog Line Detail Report** provides detailed information about revenue backlog sales credits from order lines bookings, as well as the negative sales group credits for return line bookings from the sale of products, but not services. It provides a detailed view of order and return lines with the ability to drill to the actual order transaction. The report provides the user with the ability to view this breakdown by yearly, quarterly, monthly, and weekly time periods. This report is only accessible as a drill from the Net Product Bookings report.

Responsibilities

Oracle Daily Business Intelligence for Supply Chain provides the following responsibilities:

Supply Chain Manager

The Supply Chain Manager role-based responsibility provides access to the following pages; if you want to give people access to these pages, assign them the Supply Chain Manager responsibility:

- Customer Fulfillment Management
- Shipping Management
- Inventory Management
- Manufacturing Management
- Product Cost Management
- Plan Management
- Expense Management
- HR Management

Daily Supply Chain Intelligence

The Daily Supply Chain Intelligence function-based responsibility provides access to the following pages; if you want to give people access to these pages, assign them the Daily Supply Chain Intelligence responsibility:

- Customer Fulfillment Management
- Shipping Management
- Inventory Management
- Manufacturing Management
- Product Cost Management
- Plan Management

Daily Fulfillment Intelligence

The Daily Fulfillment Intelligence function-based responsibility provides access to the following pages; if you want to give people access to these pages, assign them the Daily Fulfillment Intelligence responsibility:

- Customer Fulfillment Management
- Shipping Management

Daily Inventory Intelligence

The Daily Inventory Intelligence function-based responsibility provides access to the following page; if you want to give people access to this page, assign them the Daily Inventory Intelligence responsibility:

- Inventory Management

Daily Manufacturing Intelligence

The Daily Manufacturing Intelligence function-based responsibility provides access to the following page; if you want to give people access to this page, assign them the Daily Manufacturing Intelligence responsibility:

- Manufacturing Management

Daily Product Cost Intelligence

The Daily Product Cost Intelligence function-based responsibility provides access to the following page; if you want to give people access to this page, assign them the Daily Product Cost Intelligence responsibility:

- Product Cost Management

Daily Planning Intelligence

The Daily Planning Intelligence function-based responsibility provides access to the following page; if you want to give people access to this page, assign them the Daily Planning Intelligence responsibility:

- Plan Management

Sales Manager

The Sales Manager function-based responsibility provides access to the following pages; if you want to give people access to these pages, assign them the Sales Manager responsibility:

- Sales Forecast Management
- Sales Management
- Opportunity Management
- Product Revenue Bookings and Backlog
- Expense Management
- HR Management

Daily Sales Intelligence

The Daily Sales Intelligence function-based responsibility provides access to the following pages; if you want to give people access to these pages, assign them the Daily Sales Intelligence responsibility:

- Sales Forecast Management
- Sales Management
- Opportunity Management
- Product Revenue Bookings and Backlog

Note: Under Sales Manager and Daily Sales Intelligence, only the Product Revenue Bookings and Backlog page is part of Oracle Daily Business Intelligence for Supply Chain.

Access to the Expense Management or HR Management page is based on management security. The user can only view data that is relevant to that user's area based on the manager hierarchy setup. If the user is not a manager in the

management hierarchy, the user does not have access to data on the Expense Management or HR Management pages.

When a user navigates from one page to another, the system uses the particular security associated with the page to determine the user's access.

Implementers need to be assigned the Business Intelligence Administrator responsibility to perform setup tasks such as creating and submitting request sets (concurrent processes) and setting up global parameters. They should also be assigned the CRM Resource Manager responsibility, to perform the sales group hierarchy setup.

Menus

A menu is a mechanism for navigating to the pages and reports to which a role has access. The Intelligence Overviews submenu provides access to pages. The rest of the submenus provide access to individual reports.

Below is a list of responsibilities, their associated menus, and submenus.

Supply Chain Manager

The Supply Chain Manager responsibility has the following menus and submenus associated with it.

- Intelligence Overviews
 - Customer Fulfillment Management
 - Shipping Management
 - Inventory Management
 - Manufacturing Management
 - Product Cost Management
 - Plan Management
 - Expense Management
 - HR Management
- Fulfillment Performance Reports
 - Fulfillment Performance
 - Fulfillment Performance Trend
 - Fulfillment Performance for Top Models

- Fulfillment Performance for Top Models Trend
 - Book to Fulfill Days
 - Book to Fulfill Days Trend
 - Requested Shipping Lead Time Trend
- Backlog and Past Due Schedule Value 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
- Fulfilled Return Value Reports
 - Fulfilled Return Value
 - Fulfilled Return Value Trend
 - Returns by Reason
 - Returns Detail
- Shipping Performance 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
- Book to Ship Days Reports

Book to Ship Days

Book to Ship Days Trend

Book to Ship Aging

- Past Due Schedule Performance 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

- Inventory Reports

Inventory Value Summary

Inventory Value Trend

Inventory Value by Type

On-hand Inventory Detail

Intransit Inventory Detail

Inventory Turns

Inventory Turns Trend

- Cycle Count Reports

Cycle Count Accuracy

Cycle Count Accuracy Trend

Hit/Miss Summary

Cycle Count Adjustment Summary

Cycle Count Adjustment Detail

- Production to Plan Reports

Production to Plan

Production to Plan Trend

Cumulative Production to Plan

- Cost Variance Reports
 - Material Usage Variance
 - Material Usage Variance Trend
 - Resource Variance
 - Resource Variance Trend
 - Manufacturing Cost Variance
 - Manufacturing Cost Variance Trend
 - Current Unrecognized Variance
- Scrap Reports
 - Scrap
 - Scrap Trend
- Product Gross Margin Reports
 - Product Gross Margin
 - Product Gross Margin Trend
- Planned Revenue and Margin Reports
 - Plan Details
 - Planned Organizations
 - Planned Revenue and Margin
 - Planned Revenue and Margin Trend
 - Potential Revenue Shortfall Trend
 - Top Potential Revenue Shortfall Reasons
 - Planned Cost Breakdown Summary
 - Planned Cost Breakdown Summary Trend
 - Planned Purchasing Cost
- Planned Performance 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

Daily Supply Chain Intelligence

The Daily Supply Chain Intelligence responsibility has the same menus and submenus associated with it as the Supply Chain Manager responsibility, except that it does not provide the HR Management and Expense Management menus.

Daily Fulfillment Intelligence

The Daily Fulfillment Intelligence responsibility provides access to the following:

- Intelligence Overviews
 - Customer Fulfillment Management
 - Shipping Management
- Fulfillment Performance Reports
 - Fulfillment Performance
 - Fulfillment Performance Trend
 - Fulfillment Performance for Top Models
 - Fulfillment Performance for Top Models Trend
 - Book to Fulfill Days
 - Book to Fulfill Days Trend
 - Requested Shipping Lead Time Trend
- Backlog and Past Due Schedule Value 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
- Fulfilled Return Value Reports
 - Fulfilled Return Value
 - Fulfilled Return Value Trend
 - Returns by Reason
 - Returns Detail
- Shipping Performance 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
- Book to Ship Days Reports
 - Book to Ship Days
 - Book to Ship Days Trend
 - Book to Ship Aging
- Past Due Schedule Performance 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

Daily Inventory Intelligence

The Daily Inventory Intelligence responsibility provides access to the following:

- Intelligence Overviews
 - Inventory Management
- Inventory Reports
 - Inventory Value Summary
 - Inventory Value Trend
 - Inventory Value by Type
 - On-hand Inventory Detail
 - Intransit Inventory Detail
 - Inventory Turns
 - Inventory Turns Trend
- Cycle Count Reports
 - Cycle Count Accuracy
 - Cycle Count Accuracy Trend
 - Hit/Miss Summary
 - Cycle Count Adjustment Summary
 - Cycle Count Adjustment Detail

Daily Manufacturing Intelligence

The Daily Manufacturing Intelligence responsibility provides access to the following:

- Intelligence Overviews
 - Manufacturing Management
- Production to Plan Reports
 - Production to Plan
 - Production to Plan Trend

Cumulative Production to Plan

- Cost Variance Reports
 - Material Usage Variance
 - Material Usage Variance Trend
 - Resource Variance
 - Resource Variance Trend
 - Manufacturing Cost Variance
 - Manufacturing Cost Variance Trend
 - Current Unrecognized Variance
- Resource Utilization Reports
 - Resource Utilization
 - Resource Utilization Trend
 - Resource Efficiency
 - Resource Efficiency Trend
- Scrap Reports
 - Scrap
 - Scrap Trend

Daily Product Cost Intelligence

The Daily Product Cost Intelligence responsibility provides access to the following:

- Intelligence Overviews
 - Product Cost Management
- Product Gross Margin Reports
 - Product Gross Margin
 - Product Gross Margin Trend
- Cost Variance Reports
 - Material Usage Variance
 - Material Usage Variance Trend

Resource Variance

Resource Variance Trend

Manufacturing Cost Variance

Manufacturing Cost Variance Trend

Current Unrecognized Variance

- Resource Utilization Reports

Resource Utilization

Resource Utilization Trend

Resource Efficiency

Resource Efficiency Trend

Daily Planning Intelligence

The Daily Planning Cost Intelligence responsibility provides access to the following:

- Intelligence Overviews

Plan Management

- Planned Revenue and Margin Reports

Plan Details

Planned Organizations

Planned Revenue and Margin

Planned Revenue and Margin Trend

Potential Revenue Shortfall Trend

Top Potential Revenue Shortfall Reasons

Planned Cost Breakdown Summary

Planned Cost Breakdown Summary Trend

Planned Purchasing Cost

- Planned Performance 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

Sales Manager

The Sales Manager responsibility provides access to the following:

- Intelligence Overviews
 - Sales Management
 - Sales Management Comparative Performance
 - Opportunity Management
 - Product Revenue Bookings and Backlog
 - Expense Management
 - HR Management
- Sales Performance Reports
 - Sales Management Summary
 - Open Leads, Opportunities, Order Backlog
 - Lead and Opportunity by Campaign
 - Top Open Opportunities
 - Top Order Backlog
 - Sales Order Summary
 - Forecast, Won
- Opportunity Performance Reports
 - Opportunity Overview
 - Opportunity Activity
 - Weighted Pipeline
 - Competitor Win / Loss Summary

Forecast, Pipeline

Pipeline Momentum

Win / Loss

- Product Revenue Bookings and Backlog Reports

Product Bookings and Revenue Trend

Product Revenue Overview

Bookings, Revenue and Revenue Backlog Trend

Net Product Bookings

Product Revenue

Product Revenue Backlog

Daily Sales Intelligence

The Daily Sales Intelligence responsibility provides access to the following:

- Intelligence Overviews

Sales Management

Sales Management Comparative Performance

Opportunity Management

Product Revenue Bookings and Backlog

- Sales Performance Reports

Sales Management Summary

Open Leads, Opportunities, Order Backlog

Lead and Opportunity by Campaign

Top Open Opportunities

Top Order Backlog

Sales Order Summary

Forecast, Won

- Opportunity Performance Reports

Opportunity Overview

Opportunity Activity
 Weighted Pipeline
 Competitor Win / Loss Summary
 Forecast, Pipeline
 Pipeline Momentum
 Win / Loss

- Product Revenue Bookings and Backlog Reports
 - Product Bookings and Revenue Trend
 - Product Revenue Overview
 - Bookings, Revenue and Revenue Backlog Trend
 - Net Product Bookings
 - Product Revenue
 - Product Revenue Backlog

Note: Of the pages to which the Sales Manager and Daily Sales Intelligence responsibilities have access, only the Product Revenue Bookings and Backlog page and reports are discussed in this chapter. See the Daily Business Intelligence for Sales chapter for information on the other pages.

Dimensions

Oracle Daily Business Intelligence for Supply Chain uses the following dimensions, some of which are common across Oracle Daily Business Intelligence.

See also Implementation Considerations on page 16-56 for more information on how Oracle Daily Business Intelligence for Supply Chain uses dimensions such as currencies.

Time

For a description of this dimension, see the Daily Business Intelligence chapter.

Currency

For a description of this dimension, see the Daily Business Intelligence chapter.

Inventory Organization

Oracle Daily Business Intelligence for Supply Chain uses the Inventory Organization level in the common Organization dimension:

- Organization (dimension)
 - Inventory Organization (dimension level)
 - Subinventory (dimension level)

Note: At the Organization level, Oracle Daily Business Intelligence for Supply Chain uses inventory organizations. (For example, it does not use sales organizations.)

Item (See also Inventory and Product Category)

Oracle Daily Business Intelligence for Supply Chain uses the common Item dimension that is used by Oracle Daily Business Intelligence. It uses both inventory category and product category (product catalog) hierarchies in the Item dimension. For details on how Oracle Daily Business Intelligence for Supply Chain uses this dimension, see Inventory Category, Product Category, Item, and Product on page 16-56.

See also the Item Dimension Reporting chapter.

Customer

The Customer dimension uses the sold-to customer from the sales order header in Oracle Order Management for the Customer Fulfillment Management, Product Cost Management, and Product Revenue Bookings and Backlog pages, and the ship-to customer from the sales order line for the Shipping Management page.

The Customer dimension contains just one level:

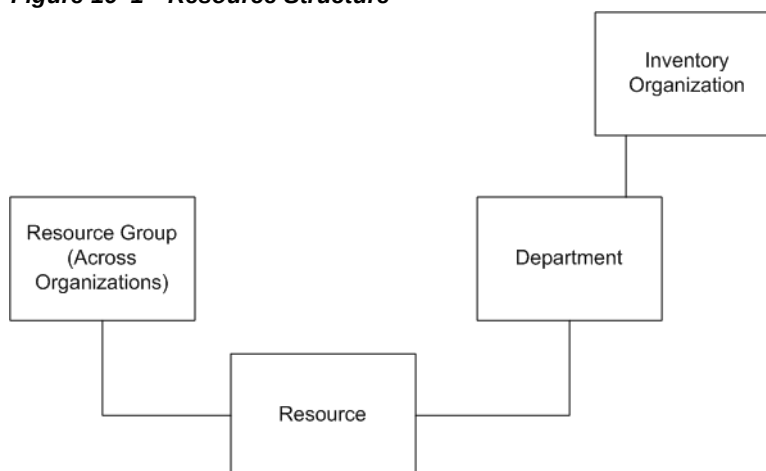
- Customer (dimension)
 - Customer (level)

Resource

The resource-related reports on the Manufacturing Management page and the Plan Management page display the resources by *resource category* (defined across organizations) or by *department* (defined within an organization) as defined in Oracle Engineering.

The following diagram shows the relationship between the resource dimension levels (group, department, and resource) that Oracle Daily Business Intelligence for Supply Chain uses:

Figure 16–1 Resource Structure



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. The resource-related reports obtain utilized hours from jobs, and display the utilization by owning department and resource group.

In the reports:

- The departments that are listed in the Department parameter depend on the inventory organization selected in the Organization parameter.
- The resources that are listed in the Resource parameter depend on the selections in the Department parameter.

The Resource dimension contains three levels:

- Resource Group (dimension level)
 - Department (dimension level)
 - Resource

Order Item Return Reason

The Fulfilled Return Value, Fulfilled Return Value Trend, Returns by Reason, and Returns Detail reports on the Customer Fulfillment Management page use the

Order Item Return Reason dimension. The Order Item Return Reason dimension pulls the return reason code (ID) and return reason name (value) from the return transactions in Oracle Order Management. A return reason is required in Oracle Order Management.

The Order Item Return Reason dimension contains just one level:

- Return Reason (dimension)
 - Return Reason (level)

Supplier

The Supplier dimension displays suppliers on the Plan Management page. Oracle Daily Business Intelligence for Procurement owns this dimension. For more information on this dimension, see the dimensions section in the Daily Business Intelligence for Procurement chapter.

The Plan Management page uses only the Supplier dimension level, not the Supplier Site dimension level. The Supplier dimension level collects all suppliers defined in Oracle Applications, but the Plan Management page reports display only those suppliers that exist on planned orders gathered from Oracle Advanced Supply Chain Planning.

If a supplier is not given on the planned order, the data for those orders displays as Unassigned in the reports.

Plan Snapshot

The Plan Snapshot dimension is used by all reports on the Plan Management page. The Plan Snapshot dimension lists the available plan snapshots to choose among by displaying the plan name and run date—for example, PROD001-01-JAN-03—in the Plan and Compare Plan parameters. The dimension does not provide an All option for the Plan and Compare Plan parameters. It does provide a None option for the Compare Plan parameter.

The dimension retrieves the plan name and run date from Oracle Advanced Supply Chain Planning. Specifically, it retrieves the plan code (ID), plan name, and last plan run date. The base summaries collect the information from Oracle Advanced Supply Chain Planning.

The Plan Snapshot dimension contains just one level:

- Plan Snapshot (dimension)
 - Plan Snapshot (level)

Sales Group

The Sales Group dimension is the primary secured dimension of the Product Revenue Bookings and Backlog overview page. A user's sales group selection controls all the regions on this page. The Sales Group dimension lists the sales groups to which users have security access through their responsibilities. This means that users can only see data for sales groups to which they have been given access. Data from other sales groups does not display in the reports.

These sales groups are the entities, a combination of a specific sales group with a specific sales representative, that have been credited for the booked order line on the order line details within Oracle Order Management. Within Oracle Order Management, it is possible to distribute credit to multiple sales representative / sales group combinations for an individual order line; the Product Revenue, Bookings and Backlog Page represents this distribution of sales credits on order lines.

The Sales Group dimension includes inactivated sales groups and historical sales representatives (those, for example, who are no longer with the company).

Note: Without a sales group hierarchy, the reports place all sales representatives in an Unassigned sales group. Some report functionality is disabled for sales representatives in an unassigned sales group.

There are three roles that can be assigned in the sales group hierarchy: Sales Manager, Sales Administrator, or Sales Representative. Users who have these roles appear in the reports as a member of the group; however, only users who have the role of Sales Manager or Sales Administrator can see data for the group in the Product Revenue Bookings and Backlog page and associated drill reports.

Cycle Count

The Cycle Count dimension is a set of cycle counting parameters, including a list of items, count schedule, and tolerances, that refer to a periodic counting of items in an organization's inventory. This set of parameters is identified by a unique name. The Cycle Count dimension refers to the specification for a periodic counting.

In Oracle Process Manufacturing, this specification level does not exist where count specifications are defined for an ABC Rank and for some specifications, at the Warehouse Item level. Therefore, Oracle Process Manufacturing does not have an entity corresponding to the Cycle Count dimension. As with Subinventory, for

Process Organizations, the drop-down list displays only “Unassigned.” All cycle counting facts collected should be associated with the Unassigned Cycle Count.

Cycle Count Class

The Cycle Count Class dimension consists of groups of items included in a particular Cycle Count. In the process of defining a Cycle Count, an ABC classification, or ABC Class, process is used to copy the classes of an ABC Group to the Cycle Count specification. Once associated with a Cycle Count specification, an ABC classification becomes known as a Cycle Count Class. Cycle Count Class items may then be modified subsequently, independent of the ABC classification items.

In Oracle Process Manufacturing, Cycle Count Class is sourced from the Oracle Process Manufacturing ABC Rank table, ic_rank_mst. Oracle Process Manufacturing ABC Classes and Oracle Inventory Cycle Count Classes are both organization-specific, so there is no naming conflict in loading a Cycle Count Class dimension.

Performance Measures

Oracle Daily Business Intelligence for Supply Chain offers the following performance measures below.

Customer Fulfillment Management provides the following performance measures:

Table 16–1 Customer Fulfillment Management Key Performance Indicators (KPIs)

KPI	Calculation
Booked Value	Booked Quantity * Selling Price for sales order lines
Fulfilled Value	Fulfilled Quantity * Selling Price for sales order lines
Book to Fulfill Ratio	Booked Quantity * Selling Price for sales order lines in a selected period / Fulfilled Quantity * Selling Price for sales order lines in the same period
Backlog Value	Booked Quantity * Selling Price for sales order lines not yet fulfilled
Past Due Schedule Value	Booked Quantity * Selling Price for sales order lines not yet fulfilled, when the selected date is past the scheduled shipment date
Fulfilled Return Value	Fulfilled Quantity * Selling Price for return lines

Note: Booked metrics consider the firmed date, if it has been setup, while the Fulfilled Value metric is based on the actual fulfilled date. See Key Dates for Offline Sales Processes on page 16-59 for more information.

Shipping Management provides the following performance measures:

Table 16–2 Shipping Management Key Performance Indicators (KPIs)

KPI	Calculation
Lines Shipped	Total number of sales orders lines that have shipped, including those shipped late.
Lines Late to Schedule	$(\text{Total number of lines shipped late, after the scheduled shipment date} / \text{Total number of lines shipped}) * 100$
Lines Late to Promise	$(\text{Total number of lines shipped late, after the promised date} / \text{Total number of lines shipped}) * 100$
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 Key Dates for Offline Sales Processes on page 16-59 for more information.
Past Due Schedule Lines	Number of sales order lines, booked and not yet shipped, where the scheduled shipment date is earlier than the selected date.

Inventory Management provides the following performance measures:

Table 16–3 Inventory Management Key Performance Indicators

KPI	Calculation
Inventory Value	Total cost of ending inventory, which consists of on-hand, intransit, and work in process (WIP) inventory.
Annualized Inventory Turns	$\text{Annualized COGS}^1 / \text{Average Daily Inventory}$ $\text{Annualized COGS} = (\text{COGS} / \text{Number of Days in Selected Period}) * 365$ $\text{Average Daily Inventory} = \text{Sum of Daily Ending On-hand Inventory Balance} / \text{Number of Days}$

Table 16–3 Inventory Management Key Performance Indicators

KPI	Calculation
Hit / Miss Accuracy	Hit / Miss Accuracy is the percentage of the total number of cycle count entries that fall within the tolerance limits to the total number of cycle count entries made. Hit / Miss Accuracy is defined as $\text{Hit / Miss Accuracy} = (\text{Total Hit Entries} / \text{Total No. of Entries}) * 100$
Gross Adjustments - Rate	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. $\text{Gross Adjustment Rate} = (\text{Total Gross Adjustment Value} / \text{Total System Inventory Value}) * 100$
Exact Matches Rate	Exact Match rate is number of exact match entries as a percentage of the total number of cycle count entries. $\text{Exact Match Rate} = (\text{Total Match Entries} / \text{Total Number of Entries}) * 100$ An exact match entry is an entry where the counted quantity entered is the same as the system quantity.

¹Cost 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, actual cost is used in an actual costing organization and standard cost is used in a standard costing organization.

Manufacturing Management provides the following performance measures:

Table 16–4 Manufacturing Management Key Performance Indicators (KPIs)

KPI	Calculation
Production to Plan	$(\text{Produced Standard Value} / \text{Planned Standard Value}) * 100$ Produced Standard Value = Total quantity of assembly completions for each item, multiplied by the cost of the item when the baseline plan was collected. Planned Standard Value = Total quantity of the item on firmed and planned orders, multiplied by the cost of the item when the baseline plan was collected.

Table 16–4 Manufacturing Management Key Performance Indicators (KPIs)

KPI	Calculation
Manufacturing Cost Variance	$((\text{Actual Cost} - \text{Standard Cost}) / \text{Standard Cost}) * 100$ Actual Cost = Actual cost charged to all closed jobs Standard Cost = Standard cost for all closed jobs
Material Usage Variance	$((\text{Actual Usage} - \text{Standard Usage}) / \text{Standard Usage}) * 100$ 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 Utilization	$(\text{Resource Cost Charged} / \text{Cost of Resources Available}) * 100$ Resource Cost Charged = Resource Hours charged to all open and closed jobs * Standard Cost of Resource on the date of the resource transaction Cost of Resources Available = Available Hours specified on the resource calendar for a selected period * Standard Cost of Resource during that period
Resource Variance	$((\text{Actual Resource Cost} - \text{Standard Resource Cost}) / \text{Standard Resource Cost}) * 100$ Actual Resource Cost = Resource Hours charged to a completed job * Actual Cost of Resources based on each resource transaction Standard Resource Cost = Standard Resource Hours for a job, based on the actual routing used * Standard Cost of Resource at the time of completion
Scrap	$(\text{Scrap Value} / \text{Gross Production Value}) * 100$ Scrap Value = Value of scrap generated across all item categories, obtained from all scrap transactions Gross Production Value = Cost of work in process completions into inventory (minus returns), plus Scrap Value

Product Cost Management provides the following performance measures:

Table 16–5 Product Cost Management Key Performance Indicators

KPI	Calculation
Product Gross Margin	$(\text{Fulfilled Value} - \text{COGS} / \text{Fulfilled Value}) * 100$ Fulfilled Value = Fulfilled Quantity * Selling Price for sales order lines COGS = Total item costs associated with the products shipped
Manufacturing Cost Variance	$((\text{Actual Cost} - \text{Standard Cost}) / \text{Standard Cost}) * 100$ Actual Cost = Actual cost charged to all closed jobs Standard Cost = Standard cost for all closed jobs
Material Usage Variance	$((\text{Actual Usage} - \text{Standard Usage}) / \text{Standard Usage}) * 100$ 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	$((\text{Actual Resource Cost} - \text{Standard Resource Cost}) / \text{Standard Resource Cost}) * 100$ 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

Plan Management provides the following performance measures:

Table 16–6 Plan Management Key Performance Indicators (KPIs)

KPI	Calculation
Planned Revenue	$\text{Total Shipment Units} * \text{Standard Price} * \text{Standard Discount}$ Total Shipment Units = Number of units planned to be shipped (shipped quantity) in Oracle Advanced Supply Chain Planning (ASCP) Standard Price = Item price in ASCP Standard Discount = Standard discount for the item in ASCP

Table 16–6 Plan Management Key Performance Indicators (KPIs)

KPI	Calculation
Planned Margin	$\text{Total Shipment Units} * \text{Standard Price} * \text{Standard Discount} - (\text{Planned Cost})$ $\text{Total Shipment Units} = (\text{see above})$ $\text{Standard Price} = (\text{see above})$ $\text{Standard Discount} = (\text{see above})$ $\text{Planned Cost} = \text{Demand Quantity (of independent demands)} * \text{Standard Cost in ASCP}$
Planned Margin Percent	$(\text{Planned Margin} / \text{Planned Revenue}) * 100$
Planned Inventory Turns	$\text{Cost of Total Demand in Period p1} / \text{Cost of Average Inventory in Period p1. (See the Oracle Advanced Planning Implementation and User's Guide for details.)}$
Planned On-Time Shipment	$((\text{Total Number of Order Lines} - \text{Number of Late Order Lines}) / \text{Total Number of Order Lines}) * 100$ $\text{Total Number of Order Lines} = \text{Total number of order lines planned to be shipped}$ $\text{Number of Late Order Lines} = \text{Number of order lines where the planned delivery date is later than either the sales order scheduled ship date in Oracle Order Management or the forecast date in Oracle Demand Planning, whichever date is available in ASCP}$
Planned Resource Utilization	$(\text{Hours of Capacity Planned to be Used} / \text{Available Hours of Capacity}) * 100$ $\text{The capacity hours are obtained from ASCP.}$

Product Revenue Bookings and Backlog provides the following performance measures:

Table 16–7 Product Revenue Bookings and Backlog Key Performance Measures

KPIs	Calculation
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. Calculation: Net Booked = (Total Value of Order Lines Booked) - (Absolute Value of Total Value of Return Lines Booked)
Revenue	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.
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.
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.

Summarizing Data

Customer Fulfillment Management collects data from the base summary table ISC_BOOK_SUM2_F, which is built on the OE_ORDER_LINES_ALL table. Materialized views based on the ISC_BOOK_SUM2_F summary table present the data by organization, functional currency of the organization, customer, item, product category, return reason, and time.

Shipping Management collects data from the summary table ISC_BOOK_SUM2_F, which is built on the OE_ORDER_LINES_ALL table. Materialized views based on ISC_BOOK_SUM2 aggregate and summarize the data by inventory organization, inventory category, item, customer, and time.

Inventory Management collects data from the summary tables OPI_DBI_INV_VALUE_F and OPI_DBI_INV_TURNS_F. Inventory Management collects on-hand

inventory value from the material transactions and work in process (WIP) inventory value from the manufacturing applications. It then summarizes the data by inventory organization, subinventory, inventory category, and item.

Manufacturing Management collects planned and firmed orders from Oracle Advanced Supply Chain Planning; production quantity and value, and resource transactions from Oracle Work in Process; material issues, scrap quantity and value from Oracle Inventory; and cost variances from Oracle Cost Management. The measures are aggregated and summarized by organization, inventory category, resource groups and departments, and displayed in global and functional currencies.

Product Cost Management collects data from the summary table OPI_DBI_COGS_F. It collects data about the cost of goods sold, standard and actual manufacturing costs, and the resulting variances from Oracle Cost Management. It then summarizes the data by inventory organization, product category, inventory category, resource group, department, resource, and item.

Plan Management collects data from the base summary tables ISC_DBI_SUPPLIES_SNAPSHOTS, ISC_DBI_INV_DETAIL_SNAPSHOTS, and ISC_DBI_RES_SUM_SNAPSHOTS. These snapshot tables are built on the tables in Oracle Advanced Supply Chain Planning, such as MSC_SUPPLIES, MSC_DEMANDS, and MSC_BIS_INV_DETAILS. Materialized views based on the summary tables aggregate and summarize the data by inventory organization, inventory item, product category, item, supplier, resource, department, resource group, and the global planning currency used by Oracle Advanced Supply Chain Planning.

Product Revenue Bookings and Backlog collects data from the base summary tables ISC_SALES_CREDITS_F (built on OE_SALES_CREDITS) and ISC_BOOK_SUM2_F.

Base Summary Tables

Oracle Daily Business Intelligence for Supply Chain uses the following base summary tables.

Customer Fulfillment Management and Shipping Management

Customer Fulfillment Management and Shipping Management use the following base summary tables:

ISC_BOOK_SUM2_F Base summary table for the Customer Fulfillment Management page, Shipping Management, and Product Revenue Bookings and Backlog pages. It is built on the OE_ORDER_LINES_ALL table. It contains the following dimensions: header functional currency, organization functional currency, customer, item,

organization, return reason, and time. It contains the following amounts in the global (primary and secondary) currencies and organization functional currency: backlog value, booked value at selling price, booked value at list price, fulfilled value, invoice value, return value, and shipped value, among other line-level information.

This summary table contains unfulfilled orders, plus all orders fulfilled on or after the global start date.

ISC_SUM2_BKORD_F Base summary table for backorder information on the Shipping Management page. This table stores current backorder quantity and days late according to the scheduled shipment date and request date. It stores the information in snapshots at the line level.

ISC_BOOK_SUM2_PDUE_F Base summary table for past due information on the Shipping Management page. This table stores current past due quantity and days late according to the scheduled shipment date. It stores the information in snapshots at the line level.

ISC_BOOK_SUM2_PDUE2_F Base summary table for past due information on the Customer Fulfillment Management page. This table stores current past due amounts and days late according to the scheduled shipment date and the promised date. It stores the information in snapshots at the line level. It contains current past due amounts in the global (primary and secondary) currencies and organization functional currency.

Inventory Management

Inventory Management uses the following base summary tables:

OPI_DBI_INV_VALUE_F Base summary table for collecting on-hand, intransit, and work in process (WIP) activities.

OPI_DBI_INV_TURNS_F Base summary table for collecting inventory turns data. The inventory on-hand balances come from OPI_INV_ITD_ORG_MV, and the cost of goods sold comes from OPI_DBI_COGS_F.

OPI_DBI_COGS_F Base summary table for collecting cost of goods sold (COGS).

OPI_DBI_INV_CCA_F Base summary table for collecting inventory cycle count accuracy and adjustment data.

Manufacturing Management

Manufacturing Management uses the following base summary tables:

OPI_MTL_VAR_MV_F Base summary table for the Material Usage Variance report. This table stores the information by organization, assembly, and completion date.

OPI_DBI_MFG_CST_VAR_F Base summary table for the Manufacturing Cost Variance report. This table stores the information by organization, job, assembly, and closed date.

OPI_DBI_CURR_UNREC_VAR_F Base summary table for the Current Unrecognized Variance report. This table stores the information by organization, inventory category, and inventory item.

OPI_DBI_RES_AVAIL_F Base summary table for available resources and utilized resources.

OPI_DBI_RES_ACTUAL_F Base summary table for utilized resources.

OPI_DBI_RES_STD_F Base summary table for resource standard usage.

OPI_DBI_PTP_PLAN_F Base summary table for frozen planned production information.

OPI_DBI_PTP_PLAN_STG Base summary table for temporary planned production information.

OPI_DBI_PTP_COST Base summary table for cost information used in the Production to Plan reports.

OPI_DBI_PTP_CONV Base summary table for conversion rate information used during cost collection for the Production to Plan reports.

OPI_DBI_WIP_COMP_F Base summary table for work in process (WIP) completions and returns.

OPI_DBI_WIP_SCRAP_F Base summary table for scrap transactions. Scrap transactions are used by Oracle Discrete Manufacturing only, not Oracle Process Manufacturing.

Product Cost Management

Product Cost Management uses the following base summary tables:

OPI_DBI_COGS_F Base summary table for collecting cost of goods sold (COGS).

OPI_MTL_VAR_MV_F Base summary table for the Material Usage Variance report. This table stores the information by organization, assembly, and completion date.

OPI_DBI_MFG_CST_VAR_F Base summary table for the Manufacturing Cost Variance report. This table stores the information by organization, job, assembly, and closed date.

OPI_DBI_CURR_UNREC_VAR_F Base summary table for the Current Unrecognized Variance report. This table stores the information by organization, inventory category, and inventory item.

OPI_DBI_RES_AVAIL_F Base summary table for available resources and utilized resources.

OPI_DBI_RES_ACTUAL_F Base summary table for utilized resources.

OPI_DBI_RES_STD_F Base summary table for resource standard usage.

Note: The Product Cost Management and Manufacturing Management pages share some of the content.

Plan Management

Plan Management uses the following base summary tables:

ISC_DBI_SUPPLIES_SNAPSHOTS Base summary table for the Plan Management page, built mainly on the MSC_SUPPLIES table. The base table contains the following dimensions: item, supplier, organization, plan snapshot, and time. It also contains the purchasing cost in the global (primary) currency and organization functional currency.

ISC_DBI_INV_DETAIL_SNAPSHOTS Base summary table for the Plan Management page, built mainly on the MSC_BIS_INV_DETAIL, MSC_DEMANDS and MSC_EXCEPTION_DETAILS tables. The base table contains the following dimensions: item, organization, plan snapshot, and time. It contains the following amounts in the global (primary) currency and organization functional currency: carrying cost,

inventory cost, Master Demand Schedule (MDS) cost, production cost, purchasing cost, and revenue. It also contains the shipment quantity, which displays in the Planned Revenue and Margin report at the item level.

ISC_DBI_RES_SUM_SNAPSHOTS Base summary table for the Plan Management page, built on the MSC_BIS_RES_SUMMARY table. The base table contains the following dimensions: resource, organization, plan snapshot, and time. It also contains resource utilization information.

ISC_DBI_SHORTFALL_SNAPSHOTS Base summary table for the Plan Management page, built mainly on the MSC_DEMANDS, MSC_EXCEPTION_DETAILS, and MSC_FULL_PEGGING tables. The base table contains the following dimensions: demand item, organization, item, resource, plan snapshot, and time. It also contains the following amounts in the global (primary) currency and organization functional currency: Revenue Shortfall and Cost Shortfall.

Product Revenue Bookings and Backlog

Product Revenue Bookings and Backlog uses the following base summary tables:

ISC_BOOK_SUM2_F Base summary table for the Customer Fulfillment Management, Shipping Management, and Product Revenue Bookings and Backlog pages. It is built on the OE_ORDER_LINES_ALL table. It contains the following dimensions: header functional currency, organization functional currency, customer, item, organization, return reason, and time. It contains the following amounts in the global (primary and secondary) currencies and organization functional currency: backlog value, booked value at selling price, booked value at list price, fulfilled value, invoice value, return value, and shipped value, among other line-level information.

This summary table contains unfulfilled orders, plus all orders fulfilled on or after the global start date.

ISC_SALES_CREDITS_F Base summary table for Product Revenue Bookings and Backlog Page. It is built on OE_SALES_CREDITS. It only contains the resource dimension. It contains the sales credit distribution amounts (as a percent) for each sales representative for each order line that appears in ISC_BOOK_SUM2_F. It also contains various sales credit attributes such as sales credit type and the sales group of the sales representative.

FII_AR_REVENUE_B Base summary table for Oracle Accounts Receivable revenue data.

FII_AR_SALES_CREDITS Base summary table contains the sales credit splits by sales representative for each invoice line in Oracle Accounts Receivable.

Materialized Views

Oracle Daily Business Intelligence for Supply Chain uses the following materialized views.

Customer Fulfillment Management

Customer Fulfillment Management uses the following materialized views:

ISC_DBI_CFM_000_MV Stores book-to-request and book-to-schedule lead times, amounts, and quantity information by booked date, organization, customer, item, and product category with summarized weekly, monthly, quarterly, and yearly levels.

ISC_DBI_CFM_001_MV Used with other materialized views to construct the backlog value. This materialized view stores backlog amounts and quantity information by organization and product category. The data is gathered at the beginning of each year, so that the backlog value can be constructed accurately for each day of the year.

ISC_DBI_CFM_002_MV Stores book-to-fulfill cycle time, amounts, and quantity information by fulfilled date, organization, customer, item, and product category with summarized weekly, monthly, quarterly, and yearly levels.

ISC_DBI_CFM_003_MV Stores return information at the line level.

ISC_DBI_CFM_004_MV Stores amount information by booked date, organization, customer, top model item, and product category with summarized weekly, monthly, quarterly, and yearly levels.

ISC_DBI_CFM_005_MV Stores amount information by fulfilled date, organization, customer, top model item, and product category with summarized weekly, monthly, quarterly, and yearly levels.

ISC_DBI_CFM_006_MV Stores information at the line level for shipments that are past due according to the schedule ship date and promised date.

ISC_DBI_CFM_007_MV Stores return amount and quantity information by fulfilled date, organization, customer, item, product category, and return reason with summarized weekly, monthly, quarterly, and yearly levels.

ISC_DBI_CFM_008_MV Stores past due information by snapshot date, organization, customer, item, and product category, bucketed by past due days.

ISC_DBI_CFM_009_MV Stores book-to-request and book-to-schedule cycle time, amounts, quantity information by booked date, and organization, with summarized weekly, monthly, quarterly, and yearly levels.

ISC_DBI_CFM_010_MV Used with other materialized views to construct the backlog value. This materialized view stores backlog amounts and quantity information by organization, customer, item, and product category. The data is gathered at the beginning of each year so that the backlog value can be constructed accurately for each day of the year.

ISC_DBI_CFM_011_MV Stores book-to-fulfill cycle time, amounts, quantity information by fulfilled date, and organization, with summarized weekly, monthly, quarterly, and yearly levels.

ISC_DBI_CFM_012_MV Stores past due information by snapshot date, product category of the top model, and organization, bucketed by past due days.

ISC_DBI_CFM_013_MV Stores information at the line level for shipments that are past due according to the schedule shipment date and promised date.

Shipping Management

Shipping Management uses the following materialized views:

ISC_DBI_FM_0000_MV Stores book-to-ship cycle time, quantity, late information by shipped date, organization, customer, item, and inventory category with summarized weekly, monthly, quarterly, and yearly levels. It buckets this information by book-to-ship days.

ISC_DBI_FM_0001_MV Stores scheduled line information by scheduled shipment date, organization, item, and inventory category, with summarized weekly, monthly, quarterly, and yearly levels.

ISC_DBI_FM_0003_MV Stores late shipped information at the line level.

ISC_DBI_FM_0004_MV Stores information at the line level for shipments that are past due according to the scheduled shipment date.

ISC_DBI_FM_0006_MV Stores past due information by snapshot date, organization, customer, item, and inventory category, bucketed by past due days.

ISC_DBI_FM_0007_MV Stores backorder information at the line level.

ISC_DBI_FM_0008_MV Stores past due information at the line level.

Inventory Management

Inventory Management uses the following materialized views:

OPI_INV_VAL_SUM_MV Stores on-hand, intransit, and work in process (WIP) activities by inventory organization, subinventory, item, and item category with summarized weekly, monthly, quarterly, and yearly levels. **OPI_INV_ITD_ORG_MV**, which is used for inventory turns calculation, is based on this materialized view.

OPI_INV_TYP_ORG_MV Stores inventory activities by inventory type (on-hand, intransit, and work in process [WIP]), inventory organization, item, and item category with summarized weekly, monthly, quarterly, and yearly levels. This materialized view is used to report inventory value by type.

OPI_INV_CCA_SUM_MV Stores inventory cycle count accuracy and adjustment information by inventory organization, item, and item category with summarized weekly, monthly, quarterly, and yearly levels.

OPI_INV_ITD_ORG_MV Stores the inception-to-date balances for every date that there is activity on in the **OPI_INV_VAL_SUM_MV**. Inception-to-date balances are defined as the balances on a given day from the Oracle Daily Business Intelligence `global_start_date`.

Manufacturing Management

Manufacturing Management uses the following materialized views:

OPI_MTL_VAR_SUM_MV Stores information for the Material Usage Variance report by organization, inventory category, inventory item, and completion date.

OPI_MFG_VAR_SUM_MV Stores information for the Material Usage Variance report by organization, inventory category, inventory item, and closed date.

OPI_DBI_RES_UTL_MV Stores resource utilization values by resource, department, inventory organization, and resource group, with summarized weekly, monthly, quarterly, and yearly levels.

OPI_DBI_RES_VAR_MV Stores resource efficiency and variance values by resource, department, inventory organization, and resource group, with summarized weekly, monthly, quarterly, and yearly levels.

OPI_PTP_CBN_MV Collects and stores planned production values and quantities, actual production values and quantities, cost, and conversion rate information for other materialized views.

OPI_PTP_ITEM_F_MV Stores both quantity and value for planned production and actual production by item.

OPI_PTP_SUM_F_MV Stores planned production and actual production by organization, category, and item with summarized weekly, monthly, quarterly, and yearly levels.

OPI_PTP_SUM_STG_MV Stores planned production values and quantities by organization, category, and item, with summarized weekly, monthly, quarterly, and yearly levels.

OPI_PTP_BND_RPT_MV Stores the date of the latest successful collection of the work in process (WIP) completion (actual production), by organization.

OPI_SCRAP_SUM_MV Stores scrap and production (work in process [WIP] completion) values and quantities aggregated from the OPI_PROD_SCR_MV and OPI_COMP_SCR_MV tables.

Product Cost Management

Product Cost Management uses the following materialized views:

OPI_PGM_CAT_MV Stores fulfilled and COGS values by inventory organization and root product category with summarized weekly, monthly, quarterly, and yearly levels.

OPI_PGM_SUM_MV Stores fulfilled and COGS values and quantity by inventory organization, customer, product category and item with summarized weekly,

monthly, quarterly, and yearly levels. This MV is based on OPI_PGM_GRP_MV and OPI_PGM_CBN_MV.

OPI_PGM_GRP_MV Stores fulfilled and COGS values by inventory organization and item.

OPI_PGM_CBN_MV Combines fulfilled and COGS values from ISC_DBI_CFM_005_MV and OPI_DBI_COGS_F respectively.

OPI_MTL_VAR_SUM_MV Stores information for the Material Usage Variance report by organization, inventory category, inventory item, and completion date.

OPI_MFG_VAR_SUM_MV Stores information for the Material Usage Variance report by organization, inventory category, inventory item, and closed date.

OPI_DBI_RES_UTL_MV Stores resource utilization values by resource, department, inventory organization, and resource group, with summarized weekly, monthly, quarterly, and yearly levels.

OPI_DBI_RES_VAR_MV Stores resource efficiency and variance values by resource, department, inventory organization, and resource group, with summarized weekly, monthly, quarterly, and yearly levels.

Plan Management

Plan Management uses the following materialized views:

ISC_DBI_PM_0000_MV Stores purchasing cost by item, inventory category, supplier, organization, and plan snapshot, with summarized monthly, quarterly, and yearly levels.

ISC_DBI_PM_0001_MV Stores costs, revenue, and quantity by item, inventory category, product category, organization, and plan snapshot, with summarized monthly, quarterly, and yearly levels.

ISC_DBI_PM_0002_MV Stores resource utilization by resource, department, resource group, organization, and plan snapshot with summarized monthly, quarterly, and yearly levels.

ISC_DBI_PM_0003_MV Stores costs and revenue by product category of the top model, organization, and plan snapshot, with summarized monthly, quarterly, and yearly levels.

ISC_DBI_PM_0004_MV Stores potential shortfall values by demand item, organization, resource, and plan snapshot, with summarized monthly, quarterly, and yearly levels.

Product Revenue Bookings and Backlog

Product Revenue Bookings and Backlog uses the following materialized views:

ISC_DBI_SCR_000_MV Stores amounts (booked, fulfilled, accounts receivable) by resource (sales representative), sales group, customer, product category, master item, and item for each of the following dates: booked date, invoiced date, and the date that the invoice line posted to Oracle General Ledger.

ISC_DBI_SCR_001_MV Stores amounts (booked, fulfilled, accounts receivable) by resource (sales representative), sales group, parent sales group, customer, and product category for each of the following dates: booked date, invoiced date, and the date that the invoice line posted to Oracle General Ledger. The data is recursively rolled up for each sales group in the sales group hierarchy and is summarized at the day, weekly, monthly, quarterly, and yearly levels.

ISC_DBI_SCR_002_MV Stores amounts (booked, fulfilled, accounts receivable) by resource (sales representative), sales group, parent sales group, and product category for each of the following dates: booked date, invoiced date, and the date that the invoice line posted to Oracle General Ledger. The data is recursively rolled up for each product category in the product category hierarchy and is summarized at the day, weekly, monthly, quarterly, and yearly levels.

ISC_DBI_SCR_003_MV Stores return information at the line level.

Securing Data

All Oracle Daily Business Intelligence for Supply Chain pages except the Product Revenue Bookings and Backlog page are secured by the Organization Access window in Oracle Inventory. A list of inventory organizations to be accessed by the Supply Chain Manager, Daily Supply Chain Intelligence, and other responsibilities (except the Daily Sales Responsibility) should be set up using the Organization Access window. The person viewing the reports, who is assigned that responsibility, can see the organizations associated with the responsibility. (For more information, see the *Oracle Inventory User's Guide*.) The Product Revenue Bookings and Backlog page is secured by sales group / representative security.

Oracle Daily Business Intelligence does not use the Oracle Process Manufacturing organization security. In Oracle Daily Business Intelligence, access to Oracle Process Manufacturing inventory organizations is controlled by Inventory Organization security, set up using the Organization Access form in Oracle Inventory. See the *Oracle Inventory User's Guide* for more information.

Implementation Considerations

The following information applies to all of the Oracle Daily Business Intelligence for Supply Chain reports.

Inventory Category, Product Category, Item, and Product

The Inventory Category set and Product Category set represent two hierarchies of the same item dimension. All items in Oracle Daily Business Intelligence for Supply Chain are inventory items in Oracle Inventory. These items belong to the Inventory Category set, Product Category set, or both. That is, Oracle Daily Business Intelligence for Supply Chain displays data by item, then rolls up the item-level data to the inventory category or to the product category. The category hierarchies are independent of each other.

Product categories classify products that are sold. It is necessary to ensure all items that are sold are associated with the Product Category set, or they appear in an Unassigned category in the reports.

The following table shows which category hierarchy the pages and reports use for the items.

Note: The Product Revenue Bookings and Backlog, and the Product Gross Margin reports display items that are defined in the Master Item form in Oracle Inventory. All other reports in Oracle Daily Business Intelligence for Supply Chain display the items that are defined in the Organization Item form.

Table 16–8 Hierarchy Used by Page or Report

Page or Reports	Hierarchy Used
Customer Fulfillment Management page	Product category
Shipping Management page	Inventory category
Inventory Management page	Inventory category

Table 16–8 Hierarchy Used by Page or Report

Page or Reports	Hierarchy Used
Manufacturing Management page	Inventory category
Product Cost Management page	Product category for the Margin reports and Inventory category for the Manufacturing reports
Plan Management page (Planned Revenue and Margin reports)	Product category
Plan Management page (all reports except Planned Revenue and Margin)	Inventory category
Product Revenue Bookings and Backlog page	Product category

To obtain the planned values on the Manufacturing Management page, the reports use the plans you select from Oracle Advanced Supply Chain Planning. Even if the plan uses product families, the Manufacturing Management page reports display the data by item and inventory category. (Items on the Plan Management page are also displayed by inventory category, except the Planned Revenue and Margin report.)

For more information on the item dimension, see the Item Dimension Reporting chapter.

Note: 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".

Inventory Organization

All of the pages in Oracle Daily Business Intelligence for Supply Chain display data by inventory organization. Inventory organizations are part of the standard organization hierarchy in Oracle Applications.

Oracle Process Manufacturing inventory warehouses and resource warehouses are displayed in Oracle Daily Business Intelligence as Organizations. Oracle Process Manufacturing plants are also displayed as organizations on the Manufacturing Management and Plan Management pages.

Oracle Process Manufacturing Plants are mapped to Oracle Process Manufacturing Resource Warehouse by setting the Resource Warehouse attribute on the Oracle Process Manufacturing Organization setup form. It is recommended that not more than one plant be linked to a resource warehouse. For more details, refer to Using Oracle Advanced Planning and Scheduling with Oracle Process Manufacturing guide, and Oracle Process Manufacturing System Administration User's Guide.

Currencies

Except for the Plan Management page, the reports display data in either the functional currency associated with the selected operating unit or organization, or in the primary global currency set up when implementing Oracle Daily Business Intelligence. The Customer Fulfillment Management and Product Revenue

Bookings and Backlog pages additionally use a secondary global currency. To display data in the functional currency, Oracle Daily Business Intelligence converts amounts from the transaction currency to the functional currency. To display data in the primary global currency, Oracle Daily Business Intelligence converts amounts from the functional currency to the global currency, not from the transaction currency to the global currency. Oracle Daily Business Intelligence uses a three-step process to convert amounts to the global currency. It converts from the transaction currency, to the functional currency, to the global currency. To convert from the functional currency to the global secondary currency, a secondary rate type is used. See the Daily Business Intelligence chapter for more information on the global secondary currency.

For a complete description of currencies and how they affect data, see the *Oracle e-Business Intelligence Daily Business Intelligence User Guide*. For implementation considerations, see the description of currency exchange rates in the Daily Business Intelligence for Service Contracts chapter.

The Plan Management page offers one currency in its Currency parameter—the planning currency used by Oracle Advanced Supply Chain Planning. This is the Currency selected in the Application Instances setup window in Oracle Advanced Supply Chain Planning.

Global Start Date

Most Oracle Daily Business Intelligence for Supply Chain reports use the Global Start Date that is established during the basic Oracle Daily Business Intelligence setup. In these reports, data does not appear for events that occurred before the Global Start Date.

The Customer Fulfillment Management, Shipping Management, and Manufacturing Management pages consider events that began before the Global Start Date. For example, reports can show Backlog and Past Due values/lines from orders that are booked prior to the Global Start Date.

See the Daily Business Intelligence chapter for more information on the Global Start Date.

Key Dates for Offline Sales Processes

In conjunction with the Oracle Order Management application, Oracle Daily Business Intelligence for Supply Chain supports off-line sales processes. Businesses that have off-line sales processes, meaning that an order becomes firm before entry into the Oracle Order Management system, should set up a defaulting rule in their Oracle Order Management systems to capture the firmed date—in addition to the

booked date. Many of the metrics in the Customer Fulfillment Management, Shipping Management, Product Cost Management, and Product Revenue Bookings and Backlog pages derive their data using the firmed date and—if set up—the actual fulfillment date.

Firmed Date This date exists as a column in the database only. It is not visible to users. 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. Out-of-the-box functionality is that the firmed date is not populated. In order to benefit from this feature, businesses that wish to capture the firmed date must set up a defaulting rule within Oracle Order Management. This defaulting rule should specify that the order header date, firmed date, should default from the order date. If the firmed date is populated, all Oracle Daily Business Intelligence metrics and reports based the bookings date will use it in place of the booked date. Otherwise, Oracle Daily Business Intelligence continues to use the booked date. If the firmed date value is null, the firmed date is defaulted to the order date based on a defaulting rule that must be set up during implementation. For an order / return line to be considered booked by Oracle Daily Business Intelligence, it must have a booked date. However, the date that Oracle Daily Business Intelligence considers the order / return to have been booked on is the firmed date. In other words, an order / return line is not included in any booked calculations if it only has a firmed date—it must also have a booked date. Oracle Daily Business Intelligence uses the booked date if the firmed date is null.

Actual Fulfillment Date This date exists as a column in the database only. It is not visible to users. Actual fulfillment date represents only the date when that line's fulfillment requirements are met. The value is derived from the actual ship date, firmed date, or order date, in that order of preference. No additional setup is required in either Oracle Daily Business Intelligence or Oracle Order Management to take advantage of this date.

Pegging in Advanced Supply Chain Planning Potential Revenue Shortfall reports on the Plan Management page leverage the full pegging capabilities of Oracle Advanced Supply Chain Planning. In order to use Revenue Shortfall reports for unconstrained plans, ensure that pegging is enabled for all the unconstrained plans and all items used in the plans.

See the *Oracle Advanced Planning Implementation and User's Guide* for additional information on pegging.

Additional Considerations for Oracle Discrete Manufacturing

Inventory Value The inventory values displayed in Oracle Daily Business Intelligence, are based on the distributions booked in the inventory sub-ledger. For closed periods, the inventory values reconcile with the Period Close Values Summary report (in Oracle Inventory). The inventory values might not match the inventory value in Oracle General Ledger, if adjustments were made in Oracle General Ledger using journal entries.

Grouping of Resources The resource-related reports on the Manufacturing Management page display the resources by *resource group* (defined across organizations) or by *department* (defined within an organization). Resource groups and departments are defined in Oracle Engineering. Resource departments are mandatory in Oracle Applications; resource groups are optional. If you have not set up resource groups, the resource-related reports list all resources under a single unassigned resource group. When you click the unassigned resource group, the report displays each resource, and you can view the resources by department if desired.

Additional Considerations for Oracle Process Manufacturing

Impact of Oracle Process Manufacturing Subsidiary Ledger The on-hand, intransit, and work in process (WIP) values are retrieved from the Oracle Process Manufacturing subsidiary ledger. Oracle Daily Business Intelligence sources all transactions that have been posted to the final ledger. Since the Subsidiary Ledger Update is typically not run daily, there may be transactions that have not yet been posted to the final ledger. Oracle Daily Business Intelligence uses the Test Subsidiary Ledger to source additional transactions that are not present in the final ledger. Therefore the Test Subsidiary Ledger Update should be run daily, in order to display the data on a more timely basis.

Ensure that the Oracle Daily Business Intelligence measures from the subledger postings are complete by submitting the Subsidiary Ledger Update or Test Subsidiary Ledger Update process for all Oracle Process Manufacturing companies, for a date range from the start date of the current period up to the current date, and for all source transaction types.

Subledger postings depend on item cost availability. Since the Test Subsidiary Ledger Update process may now be run more frequently, more frequent maintenance of item costs may be required. If the item cost is not available, then errors are logged to the subledger log file. Oracle Daily Business Intelligence does

not inform you of the missing costs. When running the Subsidiary Ledger Update processes, do not select the option Post Transactions When No Item Cost.

Oracle Process Manufacturing lets you purge subledger data for different date ranges for different companies. If data is purged for only one company for a given date, then the value summed across organizations would be incorrect for a period for which data is not available for all organizations. To resolve this issue, purge data for all Oracle Process Manufacturing companies up to the same date.

The Oracle Process Manufacturing subledger is a source for the following reports. That is, these reports depend on the Subsidiary Ledger Update processes having been run; they use the latest information that was obtained from these processes:

- Inventory Value (On-hand, Intransit, and WIP) on the Inventory Management page
- Inventory Turns (because of its dependency on Inventory On-hand Value and COGS) on the Inventory Management page
- Product Gross Margin (because of its dependency on COGS) on the Product Cost Management page
- Material Usage Variance on the Manufacturing Management page
- Manufacturing Cost Variance on the Manufacturing Management page
- Current Unrecognized Variance on the Manufacturing Management page
- Actual Production Value on the Manufacturing Management page

The resource-related reports on the Manufacturing Management page display the resources by *resource group* (defined across organizations) or by *department* (defined within an organization). Oracle Process Manufacturing calls these *resource categories* and *resource classes*, respectively.

Grouping of Resources Oracle Process Manufacturing resource categories are displayed as Resource Groups in Oracle Daily Business Intelligence. Resource Category is an attribute setup on the Plant Resource form. Refer to the *Oracle Process Manufacturing Capacity Planning User's Guide* for details on the resource category assignment.

Oracle Process Manufacturing resource classes are displayed as departments in Oracle Daily Business Intelligence. Resource class is an optional attribute of the resource. If the resource class is not specified, the Oracle Daily Business Intelligence for Supply Chain reports place the resource in an unassigned department.

In Oracle Daily Business Intelligence, use resource groups to group resources of similar capabilities and resources that are managed together should be grouped using resource classes.

Additional Considerations for Customer Fulfillment and Shipping Management

If an order is booked and the SHIP_FROM_ORG_ID (shipping organization) is missing on the order line, the validation organization that is set up in Oracle Order Management is used.

All reports on the Customer Fulfillment Management and Shipping Management pages that use the promise date from the sales order 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.

Deletions in Oracle Order Management are supported in Oracle Daily Business Intelligence. The OM: DBI Installation Profile Option records order line modifications and deletions, and honors them accordingly. The next time an Incremental load is performed, those changes are reflected in the reports. For example, a sales order contains two lines of 20 items each. Both lines are in backlog, for a total backlog quantity of 40. Later, someone deletes one line. Backlog is now shown for 20 items.

See Key Dates for Offline Sales Processes on page 16-59 for information on the firmed date and the actual fulfillment date.

Additional Considerations for Manufacturing Management

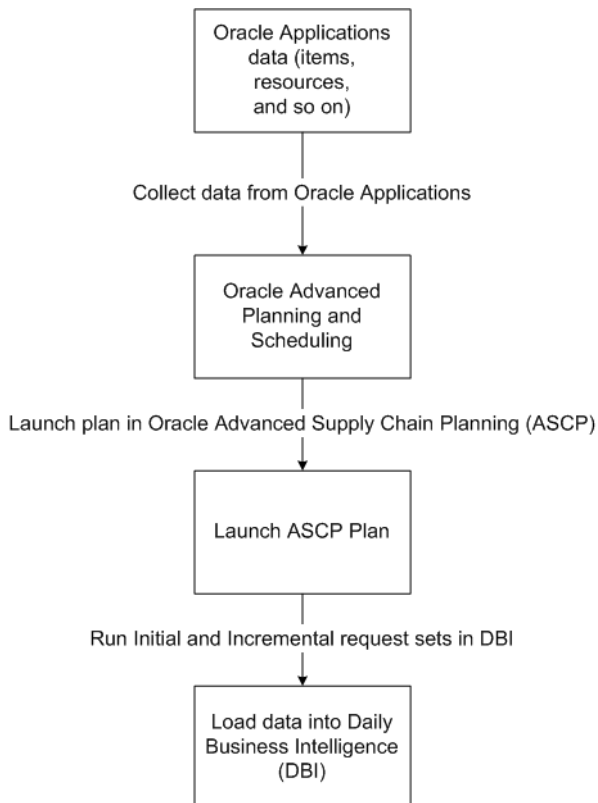
Baseline Plan for Production On the Manufacturing Management page, the Production to Plan reports compare production values with planned values. To display planned figures, you must set up a baseline plan for comparison. (See Set Baseline Plan on page 78.) The baseline plan is pulled from Oracle Advanced Supply Chain Planning. The Manufacturing Management page assumes that there is only one enterprise resource planning (ERP) instance per Oracle Advanced Supply Chain Planning instance. Oracle Advanced Supply Chain Planning can be in a separate instance from the ERP system, or in the same instance.

Identification of Time-Based Resources Manufacturing and Product Cost Management reports using the Resource Dimension are restricted to time-based resources. Time-based resources are identified by a profile setup that identifies UOM representing Hours. The profile value that identifies the Hours UOM is “BOM: Hour UOM” for Oracle Discrete Manufacturing applications, and “GMP:UOM for Hours” for Oracle Process Manufacturing.

Additional Considerations for Plan Management

The most important implementation consideration for the Plan Management page is performance due to data volume. The number of plan snapshots taken and the frequency of snapshot collection must be considered. See Set Plan Collection Schedule on page 16-85 for a complete discussion.

The Plan Management page displays data from Oracle Advanced Supply Chain Planning, which can be in a separate instance from the enterprise resource planning (ERP) system, or in the same instance. If multiple planning instances of Oracle Advanced Supply Chain Planning are set up to collect from the same source ERP instance, Oracle Daily Business Intelligence requires that only one planning instance is identified as allowed to release its planned orders to the ERP instance. This is done using the Allow Release check box on the Application Instances form in Oracle Advanced Supply Chain Planning. In addition, for Oracle Daily Business Intelligence, the planning instance must be set up to collect from only one ERP instance.

Figure 16–2 Flow of Planning Data from ERP to Oracle Daily Business Intelligence

When collecting plans from Oracle Advanced Supply Chain Planning, you can collect plans of the type Manufacturing, Production, or Distribution. (See Set Plan Collection Schedule on page 16-85.)

Unlike most other Oracle Daily Business Intelligence reports, the Plan Management page is future looking, and plans are not always at the day level. (They can be planned at the day, week, or month level in Oracle Advanced Supply Chain Planning.) The Plan Management page uses the month as the lowest level. It rolls day and week planning periods up to the month level, based on the Oracle Daily Business Intelligence enterprise calendar.

Like Oracle Advanced Supply Chain Planning, the Plan Management page does not require items and transactions to be costed. The Plan Management page, however, assumes items and transactions are costed because it obtains some values from the

associated costs. If items and transactions are not costed, the value is not included in the reports.

Additional Considerations for Product Revenue Bookings and Backlog

The Product Revenue Bookings and Backlog page uses the firmed date for the net booked metric. The firmed date is not exposed to the end user but is only a column in the database. If the firmed date value is null, the firmed date is defaulted to the order date based on a defaulting rule that must be set up during implementation.

For instructions on setting up a defaulting rule, see the *Oracle Order Management Implementation Suite Manual*.

See Key Dates for Offline Sales Processes on page 16-59 for more information on the Firmed Date.

Set Up Revenue and Deferred Revenue Product Revenue Bookings and Backlog relies on revenue collections performed by Oracle Daily Business Intelligence for Financials programs for both revenue and deferred revenue.

To ensure that this page is implemented successfully, follow the setup steps described in Chapter 5, “Daily Business Intelligence for Financials”, to set up the Financial Category dimension and associate natural account values with their appropriate financial category types.

Implementation Requirement The Product Revenue Bookings and Backlog overview page provides insight into revenue transactions as they flow from Oracle Order Management to Oracle Accounts Receivable to Oracle General Ledger. In order to ensure that all data is properly synchronized between these three applications modules so that accurate reporting can occur, you must run a series of background processes prior to running the Daily Business Intelligence collection. Immediately prior to each the Daily Business Intelligence collection is run, you must run all of the following processes as a single job flow without delay between steps:

- Fulfillment
- A/R interface
- Invoice
- Revenue recognition
- Posting to General Ledger

Any of these processes can run at any other point in the day as well, as long as they are run in sequence immediately prior to running the collection for Daily Business Intelligence.

Prerequisites

Ensure that your system meets the following prerequisites before you implement Oracle Daily Business Intelligence for Supply Chain.

Table 16–9 Prerequisites for Implementing Oracle Daily Business Intelligence for Supply Chain

	Prerequisites	Responsibility
☐	Review Hardware and Software Requirements	(not applicable)
☐	Set Up Oracle Daily Business Intelligence a. Set up global parameters b. Set up time dimension c. Set up currency exchange rates	Business Intelligence Administrator, General Ledger Super User ¹
☐	Set Up Oracle Human Resources Security Profile. Required only for Product Revenue Bookings and Backlog page.	Oracle Human Resources Business Intelligence Administrator System Administrator
	Synchronize Oracle Process Manufacturing Items to Organizations	Oracle Process Manufacturing Inventory
☐	Set Up Item Dimension	Business Intelligence Administrator

¹ Might be needed if the Oracle General Ledger Calendar must be extended to cover future events, such as those in Plan Management.

Review Hardware and Software Requirements

All hardware and software prerequisites are detailed in the latest version of About Oracle E-Business Intelligence, available on OracleMetaLink. Please review the

document for requirements, including the correct versions of the applications in Table 1-10.

Table 16–10 Applications Required for Oracle Daily Business Intelligence for Supply Chain

Page	Mandatory	Optional
Customer Fulfillment Management	Oracle Order Management	
Shipping Management	Oracle Order Management	
Inventory Management	Oracle Inventory and Oracle Cost Management; or Oracle Process Manufacturing	Oracle Work in Process
Manufacturing Management	Oracle Inventory, Oracle Bills of Material, Oracle Engineering, Oracle Cost Management and Oracle Work in Process; or Oracle Process Manufacturing	Oracle Advanced Supply Chain Planning
Product Cost Management	Oracle Cost Management or Oracle Process Manufacturing	Oracle Order Management, Oracle Inventory, Oracle Bills of Material, Oracle Engineering, Oracle Work in Process
Plan Management	Oracle Advanced Supply Chain Planning	
Product Revenue, Bookings and Backlog	Oracle General Ledger, Oracle Accounts Receivable, Oracle Order Management	

Note: If you use Oracle Process Manufacturing, the following OPM modules are assumed: Oracle Process Manufacturing Cost Management, Oracle Process Manufacturing Inventory Management, Oracle Process Manufacturing Process Execution, and Oracle Process Manufacturing Product Development (used by Inventory Management, Manufacturing Management, and Product Cost Management).

Set Up Oracle Daily Business Intelligence

Set up Oracle Daily Business Intelligence. See the Daily Business Intelligence chapter.

Set Up Oracle Human Resources Security Profile

Set up the Oracle Human Resources security profile for use with Daily Business Intelligence. See the instructions for how to set up the MO: Security Profile in the Daily Business Intelligence chapter.

Synchronize Oracle Process Manufacturing Items to Organizations

Oracle Process Manufacturing Item definitions must be synchronized with the Oracle Inventory Item Master. In order for Oracle Process Manufacturing warehouses' data to be visible within Oracle Daily Business Intelligence, all Process-enabled Inventory Organizations should be included in this synchronization.

This is done using the Item Organization Setup form, which can be accessed from Oracle Process Manufacturing Inventory responsibility. Subsequently, run the concurrent process that synchronizes all Process Inventory Organizations.

(Oracle Process Manufacturing Inventory Control:Reports:Run:Single Request:Synchronize all Process Inventory Organizations).

For more details, refer to “Synchronizing Items to Specific Organizations” in the *Oracle Process Manufacturing Inventory User's Guide*.

This dependency is shared by all reports in Oracle Daily Business Intelligence for Supply Chain.

Set Up Item Dimension

Perform this step for all Oracle Daily Business Intelligence for Supply Chain pages. For instructions, see the Item Dimension Reporting chapter.

See also Implementation Considerations on page 16-56 for information on how the reports use the item category hierarchy and product category hierarchy in the item dimension.

Implementation

Once you have met all of the required prerequisites and have performed the required Oracle Daily Business Intelligence setup, you can begin implementing Oracle Daily Business Intelligence for Supply Chain. The following table provides a list of the implementation tasks that you need to perform.

Table 16–11 Checklist for Implementing Oracle Daily Business Intelligence for Supply Chain

	Steps	Responsibility
☐	Set Up Oracle Process Manufacturing Resource Warehouses (for Oracle Process Manufacturing implementers only) on page 16-71	OPM System Administration
☐	Run Plans in Oracle Advanced Supply Chain Planning on page 16-71	Advanced Supply Chain Planner
☐	Set Up Inventory Organization Security on page 16-71	Oracle Inventory
☐	Set Up Sales Group Hierarchy (For Product Revenue Bookings and Backlog page only) on page 16-72	CRM Administrator
☐	Consider Access to HR and Expense Management Pages on page 16-76	(Multiple responsibilities)
☐	Set the OM: DBI Installation Profile Option on page 16-77	System Administrator
☐	Set Up Firmed Date Defaulting Rule (optional, for businesses with off-line sales processes only) on page 16-77	Oracle Order Management Super User
☐	Set Up Deferred Revenue (For Product Revenue Bookings and Backlog page) on page 16-78	Business Intelligence Administrator

	Steps	Responsibility
☐	Identify the UOM Representing Hours (for Manufacturing Management page only) on page 16-78	System Administrator
☐	Set Baseline Plan (for Manufacturing Management page only) on page 16-78	Business Intelligence Administrator
☐	Set Plan Collection Schedule on page 16-85	Business Intelligence Administrator

Once these steps are complete you can proceed to implement other intelligence products, or if you are not implementing other intelligence products, proceed directly to the post-setup steps in the Daily Business Intelligence chapter. This chapter describes how to set up users and security for Oracle Daily Business Intelligence, as well as how to perform the initial load and incremental refreshes for all Oracle Daily Business Intelligence pages.

Set Up Oracle Process Manufacturing Resource Warehouses

Perform this step for Oracle Process Manufacturing implementations.

Oracle Process Manufacturing plants are displayed as organizations on the Manufacturing Management and Plan Management pages.

This is done by mapping each Oracle Process Manufacturing Plant to an Oracle Process Manufacturing Resource Warehouse, using the Oracle Process Manufacturing Organization setup form, which can be accessed using Oracle Process Manufacturing System Administration responsibility. It is recommended that only one plant be linked to each resource warehouse.

For more details, refer to the Resource Warehouse discussion in Using Oracle Advanced Planning & Scheduling with Oracle Process Manufacturing guide, and Oracle Process Manufacturing System Administration User's Guide.

Run Plans in Oracle Advanced Supply Chain Planning

If you are implementing the Manufacturing Management or Plan Management pages, ensure that the plans you want to include in these pages' reports have been run.

Set Up Inventory Organization Security

Perform this step for all Oracle Daily Business Intelligence for Supply Chain pages.

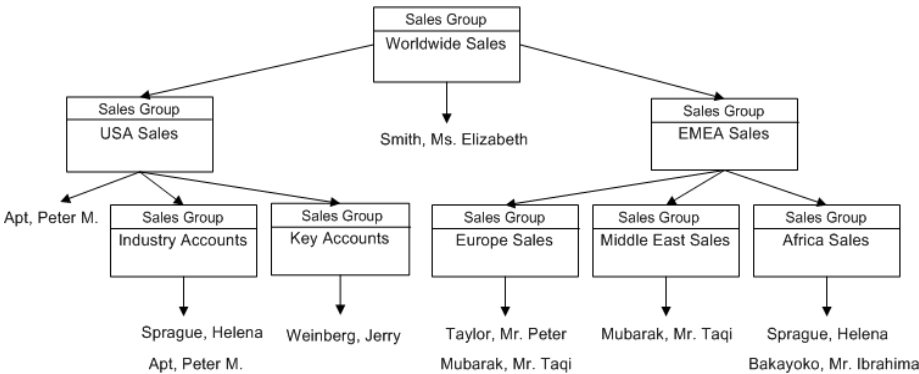
For instructions on using the Organization Access window to secure access to inventory organizations for use by the Oracle Daily Business Intelligence for Supply Chain pages, see “Defining Organization Access” in the *Oracle Inventory User’s Guide*.

Set Up Sales Group Hierarchy

One of the primary views in the Product Revenue Bookings and Backlog overview page is by sales group, and the other is product category; the primary secured dimension of the page and all of its reports is sales group. When viewing the individual reports, you can display data by sales group, product category, or customer.

Sales groups are groups of sales representatives. The sales representatives and sales group information, which together comprise the sales credit, is obtained from the sales credit detail on the sales order line. Without a sales group hierarchy, the overview page and reports place all sales representatives in an Unassigned sales group. The following figure shows an example sales group hierarchy.

Figure 16–3 Example Sales Group Hierarchy



At a minimum, your sales group hierarchy should have a top-most sales group containing other sales groups or sales representatives (a two-level hierarchy).

Anyone who is made a Manager or Admin of a sales group (see the instructions below) can view all data associated with that sales group, and with the sales groups and representatives that belong to that sales group. In the figure above, a Manager or Admin of the USA Sales group can view all data created by Apt, Peter M., the Industry Accounts sales representatives, and the Key Accounts sales representatives.

Creating a sales group hierarchy consists of the following steps:

1. Create sales groups.
2. Attach sales representatives (resources) to the sales groups.

The following steps are performed using the Oracle Resource Manager. For additional information, see the *Oracle Common Application Components User's Guide*.

Prerequisite

Make sure the proper setup has been performed for obtaining the sales representative ID. See the Daily Business Intelligence for Service Contracts chapter for information on how to set up sales representatives.

Create Sales Groups

To create a sales group:

1. Log on to Oracle Applications using the CRM Resource Manager responsibility.
2. Use the following navigation to open the Define Groups window: Maintain Resources > Groups.
3. Enter a Name for your group.
4. In the Usages tabbed region, select a usage of Sales and Telesales.

Note: Groups with a usage other than Sales and Telesales are not displayed in the reports. Sales representatives that belong to non-Sales and Telesales groups display as Unassigned in the reports.

5. Optionally, select parent or child groups for the group.
6. Repeat these steps for each sales group you want to create.

For more details, see the *Oracle Common Application Components User's Guide*.
See also the *Oracle Sales Online Implementation Guide*.

Attach Sales Representatives (Resources) to Sales Groups

Make sure the sales representative is defined in Oracle Applications (for example, as an employee, party, partner, or supplier contact) and associated with a user name:

1. Navigate to the Enter Person window in Oracle Applications.

In the Human Resources responsibility, use the following navigation: People > Enter and Maintain.

2. Make sure a record for the employee exists in this window.
3. Navigate to the Users window.

In the System Administrator responsibility, use the following navigation: Security:User > Monitor.

4. Make sure this employee (in the Enter Person window) is tied to a user in the User window.

Query or create the user you want to associate with this employee, and enter this employee (Person) for the user.

Assign the employee to a sales group:

1. Log on to Oracle Applications using the CRM Resource Manager responsibility.
2. Use the following navigation to import the employee: Maintain Resources > Import Resources.
3. Search and select one or more desired employees and choose Create Resource.
4. In the Default Values window that appears, select the Salesperson option and choose OK.

You must make the resource a Salesperson. For additional details, see the *Oracle Common Application Components User's Guide*. See also the *Oracle Sales Online Implementation Guide*.

5. Save the resource and choose Details.
6. In the Roles tabbed region, select a Role Type of *Sales* and a Role of *Sales Manager*, *Sales Administrator*, or *Sales Representative*.

Note: Anyone with these roles will appear in the reports as a member of the group; however, only users with a role of *Sales Manager* or *Sales Administrator* can see data for the group in the reports.

7. In the Groups tabbed region, select the group to which you want to assign the resource.

8. In the Group Member Roles section, select any role with Manager or Admin privileges.

The Group Member Roles section indicates the roles that the sales representative plays in that group. Only a Manager or Admin can see data for the group in the reports.

9. Save your changes.

The resource (sales representative) is now assigned to a sales group.

Note: See the section Update Sales Group Hierarchy in this guide for a list of the concurrent processes (requests) that must be run in the Oracle Resource Manager for changes in the hierarchy to take effect.

Your changes to the hierarchy are not applied to the reports until you run the Initial or Incremental requests.

Initial and Incremental requests for both pages automatically run the following requests:

- Update Sales Group Hierarchy
 - Maintain Current Groups and Roles
-
-

Sales Group Hierarchy Changes

See Set Up Sales Group Hierarchy on page 16-72 for instructions on setting up or changing the sales group hierarchy. After you make changes to the sales group hierarchy, see the section Update Sales Group Hierarchy earlier in this guide for a list of the concurrent processes (requests) that must be run in the Oracle Resource Manager for changes in the hierarchy to take effect.

Your changes to the hierarchy are not applied to the reports until you run the Initial or Incremental requests for the Service Contracts Management and Service Renewals Management pages. Both Initial and Incremental requests for the Service Contracts Management and Service Renewals Management page automatically run the following requests: *Update Sales Group Hierarchy*, *Maintain Current Groups and Roles*.

Deleting a sales representative from a sales group hierarchy produces an error in the reports when users try to access information for that sales representative. For example:

1. Sales representative Mr. Bakayoko Ibrihama in the Africa Sales group has renewed contract number 2081.
2. When viewing a report on the Service Renewals Management page, contract number 2081 is included in the renewals value for the Africa Sales group.
3. When you click any value's link in a report specifically for Mr. Bakayoko Ibrihama, you can see the data specifically for him.
4. Later, you delete Mr. Bakayoko Ibrihama from the Africa Sales group.
5. When you click a value's link in a report specifically for Mr. Bakayoko Ibrihama, an error now occurs.

The value for contract number 2081 is still included in the renewals or related values for the Africa Sales group; however, trying to view data specifically for Mr. Bakayoko Ibrihama produces a generic report error.

Note: Instead of deleting a sales representative from a sales group, use the end date to expire that representative's participation in the sales group. (See the *Oracle Common Application Components User's Guide* for details.)

Consider Access to HR and Expense Management Pages

Consider this step for the Supply Chain Manager responsibility. In the Supply Chain Manager responsibility, all of the Oracle Daily Business Intelligence for Supply Chain pages contain links to the following pages:

- HR Management
- Expense Management

Oracle Daily Business Intelligence for Supply Chain does not have to implement these pages; however, since the Supply Chain Manager responsibility includes links to the HR Management and Expense Management pages, note that the HR Management and Expense Management pages display data only to users who are managers in the management hierarchy.

To activate the HR Management and Expense Management pages, see the Daily Business Intelligence for Human Resources chapter and the Daily Business Intelligence for Financials chapter.

If you do not want links to the pages to be accessible to users, assign them the Daily Supply Chain Intelligence responsibility. This responsibility does not display links to the HR Management and Expense Management pages.

See Responsibilities on page 16-19.

Set the OM: DBI Installation Profile Option

When the OM: DBI Installation Profile Option is set to Y, Oracle Order Management records modified and deleted lines into a log table. The Oracle Daily Business Intelligence request set for the Customer Fulfillment Management, Shipping Management, Product Cost Management, and Product Revenue Bookings and Backlog pages then picks up the changed records from the log table. If this profile option is set to N, incremental collection of the data will not occur properly. (The profile option provides the N option so that people using only Oracle Order Management do not continuously log modified or deleted lines. The profile option is used only by Oracle Daily Business Intelligence. The request set in Oracle Daily Business Intelligence purges the log table after every collection from it.)

The system administrator can update this profile option at the site level. Incremental collection should happen at the site level. The end user cannot update this profile option. The default value of this profile option is N.

To set the OM: DBI Installation profile option:

1. In the System Administrator responsibility, open the System Profile Values window using the following navigation: Profile > System.
2. Find the OM: DBI Installation profile option and set it to Y at the site level.

For more information on setting profile options, see the online Help in the System Profile Values window or refer to the *Oracle Applications System Administrator's Guide*.

Set Up Firmed Date Defaulting Rule

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. Out-of-the-box functionality is that the firmed date is not populated. In order to benefit from this feature, businesses that wish to capture the firmed date must set up a defaulting rule within Oracle Order Management.

Set Up Deferred Revenue

See the Daily Business Intelligence for Financials chapter for information.

Identify the UOM Representing Hours

Manufacturing and Product Cost Management reports using the Resource Dimension are restricted to time-based resources. Time-based resources are identified by a profile setup that identifies the UOM representing Hours. The profile option that identifies the Hours UOM is “BOM: Hour UOM” for Oracle Discrete Manufacturing applications, and “GMP:UOM for Hours” for Oracle Process Manufacturing. These can be set using the System Profile Value form, accessed using System Administrator responsibility.

Set Baseline Plan

The Manufacturing Management reports in Oracle Daily Business Intelligence compare production values with planned values. Therefore, you must set up a baseline plan for comparison. A production plan changes frequently, often daily, to accommodate the changing status of orders and supplies. By capturing the baseline of that plan, you can compare actual production values with a stable snapshot of the initial plan.

You set a baseline by selecting a plan or plans from Oracle Advanced Supply Chain Planning. By baselining, you freeze planning results at that point in time. Production values are then compared to a stable, baseline plan. If needed, you can change the baseline any time.

The basic structure of a baseline is as follows:

- Baseline
 - Plan 1
 - Organization A
 - Organization B
 - Plan 2
 - Organization C

Organizations are already included in the plans in Oracle Advanced Supply Chain Planning. Using the baseline setup, you add the desired plans to a baseline.

Note the following about baselines:

- Among the baselines you create, whether one or many, be careful not to include the same organization more than once. Otherwise, the plan figures for that organization will be double-counted.
- The Baseline setup page does not allow you to include the same plan on multiple baselines.
- For each plan, the reports display planned values based on item costs on the day the baseline is collected by Oracle Daily Business Intelligence and not on the day it was created. For example, if the plan was created three months ago, the item costs on the day of baseline collection (not from three months ago) are used.

Note: A senior planner must be involved in this setup, to select the appropriate plans.

Accessing the Baseline Setup Page

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Use the following navigation to access the setup page: Supply Chain Intelligence > Baseline Collection Setup.

Baseline Field Descriptions

The baseline data appears on the Manufacturing Management page after the request set in Oracle Daily Business Intelligence is run that populates the Manufacturing Management page with the baseline data.

1. Click Create Baseline and enter the following information:

Baseline Name. Your name for the baseline.

Description. Optional description.

2. Click Include Plans to add plans to the baseline:

Plan Name. Search for and select a plan from Oracle Advanced Supply Chain Planning. The list of available plans is all plans that are available in Oracle Advanced Supply Chain Planning now, except Inventory Optimization plans and plans included in previously saved baselines. Copied plans are also available. Inventory Optimization plans are not included in the Manufacturing Management reports because they are not relevant to a comparison of production to plan.

Owning Organization. The owning organization for the plan displays.

As long as a plan is not already included in another baseline, you can add whichever plans you want to the baseline. Create one baseline for each logical grouping of plans. If plans are related to each other in Oracle Advanced Supply Chain Planning and you include the related plans in the baseline, the reports do not double-count the planned numbers. For example:

- Plan 1 shows planned numbers for bike wheels.
- Plan 2 shows planned numbers for completely assembled bikes.
- Plan 3 shows planned numbers for a different product altogether.

In this example, Plan 1 is dependent on Plan 2. Therefore, if Plan 1 and Plan 2 are included in the same baseline, the planned numbers for bike wheels will not be counted twice. You could include Plan 3 in the same baseline if desired; the reports would include the planned numbers for Plan 3 in the baseline and compare these with actual numbers, if any.

3. Return to the Create Baseline page and finish entering the following information:

Baseline Period. Period for which the plan data is to be collected. The *from* date must be equal to or later than the Global Start Date that is set up for Oracle Daily Business Intelligence. (The fields do not allow you to enter a date prior to the Global Start Date.) You must enter a *from* date. A *to* date is optional. If the *to* date is blank, all data since the *from* date will be collected.

Note: If possible, choose a Baseline Period that enables people to compare production to plan values. For example, Oracle Daily Business Intelligence has a Global Start Date of January 1, 1999; therefore, the reports display actual production values from 1999 forward. The baseline plan, however, covers a baseline period from January 1, 2003 forward. In this example, actual production values display for prior years, from 1999 forward; however, the produced and planned standard values are 0 for 1999-2002, since there was no baseline plan for that period. (The produced standard value shows data only for planned items. The actual production value shows data for all items, even those that were not planned.)

Next Collection Date. Date (today or later) you want the plan data to be collected. Typically, this date is a few days before the Baseline Period *from* date.

To understand baseline periods and collection dates, use the following example.

2003	2003	2004	2004	2004
July 1 (Previous Baseline Period <i>from</i> date)	December 31 (Previous Baseline Period <i>to</i> date)			
December 25 (Next Collection Date)	December 26-31	January 1 - plan start (Current Baseline Period <i>from</i> date)	June 30 (Current Baseline Period <i>to</i> date)	December 31 - plan end

In this example, you had already created a baseline plan from July 1 - December 31, 2003. You create a new 2004 plan in Oracle Advanced Supply Chain Planning that is approved on December 25, 2003, so you collect the 2004 plan as the baseline on December 25. You also specify a Baseline Period as follows:

- By specifying a Baseline Period *from* date of January 1, you preserve the previous baseline's planned numbers, all the way through December 31, 2003. That is, if you view report data any time from July 1 through December 31 in 2003, the previous baseline plan numbers are used. If you view report data any time from January 1 through June 30 in 2004, the new baseline's planned numbers are used.
 - By specifying a Baseline Period *to* date of June 30, you consider the plan numbers to be realistic through June 30. After that, you want to re-run the plan (in June, for example) and use the new numbers for a baseline period from July 1 through December 31, 2004.
4. Click the Update icon to make changes:
- Change your baseline description.
 - View the organizations in the baseline plans.
 - Add more plans.
 - Remove plans.
 - View past collections. The **View Past Collections** page displays each date the selected baseline was collected. This is the date that the request set in Oracle Daily Business Intelligence populated the Manufacturing Management page with the baseline results. See Next Collection Date on page 16-84.

Update a baseline when there is a new or different plan in Oracle Advanced Supply Chain Planning. For example, you create a baseline for the following plans:

- Plan 1, for bike wheels.
- Plan 2, for completely assembled bikes.
- Plan 3, for bike seats.

Later, your company decides to add baskets to the bikes and creates Plan 4, for baskets. You should update your baseline to add Plan 4. Your updates to a baseline affect future collections only.

Recollect a baseline (by entering a new Next Collection Date) when a plan is re-run in Oracle Advanced Supply Chain Planning and you want to baseline the new plan.

You cannot delete a baseline. You can, however, remove some or all plans from a baseline if you wish to use them in another baseline. Existing, or previously created, baselines still display on the Baseline setup page. They are used in the reports when viewing data for a prior period for which the old baseline was used, or they are overwritten by a new baseline you create for that period.

When you search for baselines to edit, enter the first part of the name or use a wildcard (%). For example, entering *prod* searches for any baseline name that begins with *prod*. Entering *%prod%* for the baseline name searches for any baseline with *prod* in its name. Entering both a baseline and a plan name searches for baselines that satisfy both criteria. The search is case insensitive.

Additional Information

The following examples show how baseline collections are affected by running plans in Oracle Advanced Supply Chain Planning (ASCP):

Example 1 Baselining a Single Plan (with One or More Organizations)

In the following example, a baseline plan was created for three periods. The baseline was collected at the beginning of Period 1. Meanwhile, in Oracle Advanced Supply Chain Planning, the plan was run again. This example shows how the baseline plan numbers are preserved:

Plan	Period 1	Period 2	Period 3
Plan at beginning of Period 1	100	100	100

Plan	Period 1	Period 2	Period 3
Baseline created at beginning of Period 1	100	100	100
Plan in ASCP after a new run (baseline not updated)	100	150	150

Example 2 Baselining a Subsequent Run of the Same Plan for the Same Period

In the following example, baselining the new run of the plan (for the same period) overwrites the previous baseline. The baseline reflects the new plan.

Plan	Period 1	Period 2	Period 3
Plan at beginning of Period 1	100	100	100
Baseline created at beginning of Period 1	100	100	100
Plan in ASCP after a new run	110	150	150
Same baseline, updated after the new run, with a new collection date in Period 1	110	150	150

Example 3 Baselining a Subsequent Run of the Same Plan for a Different Period

After the plan is newly run in Oracle Advanced Supply Chain Planning, you change the baseline collection date to occur in Period 2, to reflect the new plan numbers. The previous baseline numbers, however, are preserved in Period 1.

Plan	Period 1	Period 2	Period 3
Plan at beginning of Period 1	100	100	100
Baseline created at beginning of Period 1	100	100	100
Plan in ASCP after a new run at beginning of Period 2		150	150
Same baseline, updated after the new run, with a new collection date in Period 2	100	150	150

The examples show that creating a new baseline for the same period overwrites the previous baseline numbers with the new plan numbers. Creating a new baseline for a different period preserves the previous period’s baseline numbers, while creating new numbers for the new period.

Example 4 Copying Plans in Oracle Advanced Supply Chain Planning

In the following example, you have already included a baseline that includes Plans A, B, C, and D. In Oracle Advanced Supply Chain Planning, you want to re-run these plans, but you want to preserve the original ones, so you copy them first. You then make changes to the copied plans and rerun them.

Current Plans in Baseline	New Copies of These Plans in ASCP
Plan A	Plan A-Copy
Plan B	Plan B-Copy
Plan C	Plan C-Copy
Plan D	Plan D-Copy

In this example, you have two choices:

- Update your baseline by removing Plans A, B, C, and D and adding Plans A-Copy, B-Copy, C-Copy, and D-Copy. Update the baseline if you are sure you do not want to use the old plans again.
- Create a new baseline with Plans A-Copy, B-Copy, C-Copy, and D-Copy. Create a new baseline if you think you may still want to refer to the old baseline.

Next Collection Date A blank Next Collection Date in an existing baseline means that the baseline was collected successfully when the request sets in Oracle Daily Business Intelligence collected the data for the reports. You will see the baseline numbers in the reports. If you want to collect the baseline again, enter a new Next Collection Date. If you see a Next Collection Date that is earlier than today’s date, then the request set has not yet successfully collected the data for that baseline, either because they have not yet run or because of an error in the collection process. The request set will collect the data the next time it runs successfully. (If you were to update this baseline, the request set would collect the updated baseline.)

Set Plan Collection Schedule

If you use the Plan Management page in Oracle Daily Business Intelligence, use the DBI Plan Snapshot Schedule setup as described below. The DBI Plan Snapshot Schedule setup lets you specify which plans in Oracle Advanced Supply Chain Planning to view on the Plan Management page.

For example, you have the following plans 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

To include these plans on the Plan Management page, you must take snapshots of them. You can schedule the snapshots as frequently as you like. The frequency depends on data volume in each plan and the number of plans you want to collect.

In this example, you take weekly snapshots of Plan X and one snapshot of Play Y. On the Plan Management page, your snapshots are available to choose from in the Plan and Compare Plan parameters as follows:

- Plan X-10-AUG-2003
- Plan X-17-AUG-2003
- Plan Y-1-SEPT-2003

If you did not take weekly snapshots of Plan X, your snapshots might only be:

- Plan X-10-AUG-2003
- Plan Y-1-SEPT-2003

Supply chain managers will use the plan snapshots to compare plans on the Plan Management page.

Before you can perform the Oracle Daily Business Intelligence Plan Snapshot Schedule setup, plans must have been run in Oracle Advanced Supply Chain Planning.

To avoid performance issues, choose the number and frequency of plan snapshots carefully. The volume of data in the Plan Management reports depends on the volume of data associated with the plans. The impact on performance depends on

the number of snapshots and the volume of data in each snapshot, the hardware being used for the Oracle Daily Business Intelligence implementation, and other performance factors relating to your Oracle Advanced Planning System implementation.

Therefore, before setting up the plan collection, it is recommended that you run a plan in Oracle Advanced Supply Chain Planning and analyze the data. Choose a plan whose data volume is typical of the plans that you will choose to display in the reports. Analyze the data to understand the volume of data (number of database rows) that will likely be collected by the plan snapshots. Excessive snapshots may cause the Oracle Daily Business Intelligence request sets and reports to run slowly. Broadly speaking, tens of millions of rows may cause performance issues, but it depends on the hardware used in your implementation.

The plan snapshot collection also lets you purge old or unwanted snapshots to keep the performance in check.

Note: A senior planner must be involved in this setup. Ideally, the scheduling of each snapshot should occur after the plan run is complete. For example, if a particular plan is run weekly, every Sunday, you might choose to collect the plan weekly, with an offset of 3 days. The frequency of the snapshots depends on the data volume and database performance, and should be analyzed by a senior planner, operations manager, and system administrator.

Accessing the DBI Plan Collection Schedule Setup Page

1. Log on to Oracle Applications using the Business Intelligence Administrator responsibility.
2. Use the following navigation to access the setup page: Supply Chain Intelligence > Plan Snapshot Schedule.

DBI Plan Snapshot Field Descriptions

The snapshot data appears on the Plan Management page after the request set in Oracle Daily Business Intelligence is run that populates the Plan Management page with the plan snapshots.

1. Click Update Snapshot Schedule to create and schedule the snapshots.

Plan Name. Name of the plan defined in Oracle Advanced Supply Chain Planning. Click the flashlight icon to select the desired plan. The list of available plans is all plans that are available in Oracle Advanced Supply Chain Planning

now, except Inventory Optimization plans. Inventory Optimization plans are not included in the Plan Management reports.

Snapshot Frequency. Frequency of Once, Weekly, Monthly, Quarterly, or Yearly. The snapshot will be taken at that frequency, on the day specified in the Snapshot Offset field. Select Once to take the snapshot once now, plus the number of days you specify in the Snapshot Offset field.

Snapshot Offset (+/- Days). Day in the period that the snapshot will be taken. An offset of 1 takes the snapshot on the first day of the period. An offset of -1 takes the snapshot on the last day of the period. For example, the frequency is Monthly. The month starts on the first day of the month, and the month is April. An offset of 4 takes the snapshot on April 4. An offset of -4 takes the snapshot on April 27.

The system lets you enter the following offsets:

- For Once, enter any positive number. The snapshot is taken that many days after today.
- For Weekly, enter a positive number between 1 and 7.
- For Monthly, enter a number between 1 and 20 or between -1 and -20.
- For Quarterly, enter a number between 1 and 60 or between -1 and -60.
- For Yearly, enter a number between 1 and 200 or between -1 and -200.

View Organizations. Click the icon to view all inventory organizations associated with the plan. This list shows all organizations that were in the plan when the plan was last run in Oracle Advanced Supply Chain Planning.

Delete. Click the icon to delete the row. Snapshots will no longer be taken for that plan, unless you define another snapshot for it.

2. Click Manage Snapshots to purge snapshots you no longer need.

Purging unwanted snapshots optimizes the performance of the Plan Management reports. It purges the data from Oracle Daily Business Intelligence.

Snapshot Name. Name of the plan appended with the Run Date.

Run Date. The last time the plan was run in Oracle Advanced Supply Chain Planning.

The Snapshot Name and Run Date appear on the Plan Management page when selecting plans to view—for example, Plan X-10-AUG-2003.

Snapshot Date. The date the snapshot was taken. The snapshot is taken when the request set is run that populates the Plan Management page with the plan snapshots. (When the request set is run daily, the snapshot occurs on the same day that it is scheduled to occur.)

Each time the request set is run, it checks the snapshot schedule to see if any snapshots should be taken. If a plan snapshot is scheduled to be taken and the Run Date of the plan is different from the last time it was taken, then a snapshot is created.

Owning Organization. Organization that owns the plan in Oracle Advanced Supply Chain Planning.

Pending Deletion. The snapshots are not actually purged until the next time the request set is run that populates the Plan Management page with the plan snapshots. This status lets you know whether the snapshot you have purged is pending processing.

If searching for plan snapshots to purge, enter the first part of the name or use a wildcard (%). For example, entering *prod* searches for any plan name that begins with *prod*. Entering *%prod%* for the plan name searches for any plan with *prod* in its name. The search is case insensitive.

Additional Information

Only one plan snapshot can be taken per day for the same plan. For example, a plan's Run Date is January 10, 2003. The snapshot is taken of the plan on that day. Later that day, you re-run the plan in Oracle Advanced Supply Chain Planning. The earlier snapshot that day is overwritten with the new plan when the request set is run that populates the Plan Management page with the plan snapshots.

Maintenance and Administration

The following information highlights maintenance and administration for Oracle Daily Business Intelligence for Supply Chain.

Run Plans in Oracle Advanced Supply Chain Planning

If you are implementing the Manufacturing Management or Plan Management pages, ensure that the plans you want to include in these pages' reports have been run.

Run Incremental Requests Daily

Use the Incremental request sets that you created using the Request Set Generator to refresh data in the Oracle Daily Business Intelligence for Supply Chain pages. Run the Incremental request set daily. You can find information on the Request Set Generator in the Daily Business Intelligence chapter.

Resubmit the Initial request if you need to clear out and start over with new data in the Oracle Daily Business Intelligence for Supply Chain pages.

The requests collect new and updated data since the last time the requests were run, and display the updated data in the reports.

If a currency conversion error occurs while a request collects the data, then the entire collection fails. For more information, see the description of the currency dimension in the Daily Business Intelligence chapter. See also Currencies on page 16-58.

Customer Dimension

In Trading Community Architecture, customers can be merged using the party merge feature. With this feature, you can consolidate duplicate customers or parties that might have been mistakenly created. This feature is also useful for consolidating information during company mergers and acquisitions.

After executing a party merge, you must run an incremental request in order for customers and their respective data to be updated for Oracle Daily Business Intelligence for Supply Chain. For more information on party merge, see the *Oracle Trading Community Architecture Data Quality Management User Guide* and the *Oracle Trading Community Architecture Party Merge User Guide*.

Note: If a significant number of order lines are updated due to a party merge, re-run an initial request instead of an incremental request. This will result in better performance, in terms of the time it takes to load data.

Backorder and Past Due Data

It is important that you run the request set daily to refresh the data, particularly for the following reports:

- Backlog and Past Due Schedule Value report and its associated trend report on the Customer Fulfillment Management page.

- Past Due Schedule Value Aging report and its associated summary and detail reports on the Customer Fulfillment Management page.
- Past Due Promise Value Aging Summary, Trend, and Detail reports on the Customer Fulfillment Management page.
- Past Due Schedule Line Aging, Summary, Trend, and Detail reports on the Shipping Management page.
- Backorder Summary, Trend, and Detail reports on the Shipping Management page.

Past due and backorder values are captured as snapshots across time. 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. The latest snapshot as of 1-Jan-2003 might have been taken 30-Dec-2002. These snapshots are captured by running the Oracle Daily Business Intelligence request sets. Therefore, the affected report shows order lines that are past due or in backorder status *as of the date the requests were last run*. Likewise, the snapshots are not cumulative over a date range; if you view a period in the past, it shows data based on the last time in that period the requests were run. If the requests are run daily as recommended, the comparisons are accurate, and the values (such as past due values) are accurately captured on the date for which you are viewing the data.

To update reports daily, you should run the Incremental request set daily.

Uncosted Transactions

In Oracle Discrete Manufacturing applications, there may be transactions which have not been successfully processed by the Cost Manager. When Oracle Daily Business Intelligence encounters such transactions, no further transactions are collected.

For example, consider the following transactions and costs for any item or job in the organization:

Transaction	Successfully Processed by Cost Processor	Associated Cost	Collected by DBI
Transaction 1 in Organization A	Yes	20 USD	Yes
Transaction 2 in Organization A	Yes	10 USD	Yes

Transaction	Successfully Processed by Cost Processor	Associated Cost	Collected by DBI
Transaction 3 in Organization A	No	None	No
Transaction 4 in Organization A	Yes	20 USD	No

In this example, the request does not collect any more transactions after the first uncosted transaction, for the organization in which the transaction occurred. The request log shows the uncosted transaction so that you can identify and cost it. Once the transaction is costed, re-run the request to collect the remaining transactions. Any transaction whose costs are successfully processed by the Cost Manager in Oracle Cost Management are collected by the request.

More specifically, for reports on the Inventory Management, the requests do not collect transactions after encountering an uncosted material transaction (such as a material issue or cycle count adjustment).

For reports on the Manufacturing Management page, the requests do not collect transactions after encountering an uncosted material transaction. Resource-related content on the Manufacturing Management page is not affected by uncosted material transactions.

For the Product Gross Margin reports on the Product Cost Management page, the requests do not collect transactions after encountering the first uncosted material transaction related to a sales order (such as shipping and return transactions).

Update Plan Collection Schedule

To maintain performance of the Plan Management page, purge plan snapshots that you no longer need, using the DBI Plan Snapshot Schedule page. See Set Plan Collection Schedule on page 16-85 for instructions on accessing the DBI Plan Snapshot Schedule page.

Update Baseline Plan Collection Schedule

If new plans are created or changed and rerun in Oracle Advanced Supply Chain Planning, enter a new Next Collection Date for the plan, so that the new planned numbers are displayed in the Manufacturing Management reports, if desired.

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 Expense Management Payables Management HR Management
Cost Center Manager	Expense Management HR Management
Daily Commodity Intelligence	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
	Commodity Spend Management
	Commodity Supplier Management
Daily Product Intelligence	Product Management - Engineering
	Product Management
Daily Project Intelligence	Projects Profitability Management
	Projects Operations Management
	Capital Projects Cost Management
	Contract Projects Cost Management
Daily Quoting Intelligence	Quote Management
Daily Sales Intelligence	Lead Management
	Marketing Management
	Sales Management
	Opportunity Management
	Sales Forecast Management
Daily Service Contracts Intelligence	Service Contracts Management
	Service Renewals Management
Daily Service Intelligence	Customer Support Management

Table A–1 Responsibility to Pages

Responsibility	Pages
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 Sales Management Opportunity Management Quote Management Expense Management HR Management
Procurement Manager	Procurement Management Procure-to-Pay Management Payables Management Expense Management HR Management
Product Manager	Product Management

Table A-1 Responsibility to Pages

Responsibility	Pages
Profit Center Manager	Expense Management
	Profit and Loss
	Profit and Loss by Manager
	HR Management
Project Executive	Projects Profitability Management
	Projects Operations Management
	Capital Projects Cost Management
	Contract Projects Cost Management
	Expense Management
	HR Management
Quoting Intelligence Manager	Quote Management
Sales Manager	Opportunity Management
	Sales Management
Service Contracts Manager	Service Contracts Management
	Service Renewals Management
	Expense Management
	HR Management
Service Sales Manager	Service Renewals Management
	Expense Management
	HR Management
Supply Chain Manager	Customer Fulfillment Management
	Shipping Management
	Product Cost Management
	Product Revenue Bookings and Backlog
	Inventory Management
	Manufacturing Management
	Plan Management
	Expense Management
	HR Management

Table A-1 Responsibility to Pages

Responsibility	Pages
Vice President eCommerce	Store Management
	Store Top Activity
Web Store Manager	Store Management
	Store Top Activity
	Expense Management
	HR Management

Setup Matrix

This appendix provides a matrix of all of the setups in Daily Business Intelligence by page. This matrix is available on OracleMetalink Note 285140.1.

Figure B–1 Setup Matrix Part One

Step/Page	Expense Management	Profit and Loss	Payables Management	Payables Status	Human Resources Management	Email Center Management	Inbound Telephony Management	Store Management	Store Top Activity	Marketing Management	Lead Management	Product Management	Product Management - Engineering	Projects Profitability Management	Projects Operations Management	Contract Projects Cost Management	Capital Projects Cost Management	Procurement Management	Procure to Pay Management	Commodity Supplier Management	Commodity Spend Management	Quote Management	Sales Management	Opportunity Management	Sales Forecast Management	Customer Support Management	Service Contracts Management	Service Contracts Renewals	Shipping Management	Plan Management	Customer Fulfillment Management	Manufacturing Management	Inventory Management	Product Cost Management	Product Revenue Bookings and Billings
Set Up Global Parameters	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Set Up DBI Profile Options	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Enable Overview Pages	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Disable KPIs	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Personalize Pages	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Customize Buckets																																			
Set Up Operating Unit Security			R	R				R	R										R		R	R													
Set Up HR Profile Options	R	R			R																														
Create Placeholder Organizations for Companies	R	R				R																													
Create Organizations for Company Cost Center Combinations	R	R			R																														
Run the Synchronize GL company cost centers with HR Request Set	R	R																																	
Validate Company Cost Center Organization Classification is Enabled	O	O			O																														
Assign Managers to the Organization	R	R			R																														
Run HRI Load All Cost Center Managers	R	R			R																														
Upgrade Item Dimension	O	O						O	O			O	O	O	O	O	O						O	R	O	O	O	O	O	O	O	O	O	O	O
Set Up the Product Catalog Hierarchy	R	R						R	R			R	R	R	R	R	R						R	R	R	R									
Run the DBI Item Dimension Setup Request Set	R	R						R	R			R	R	R	R	R	R																		
Define Financial Dimensions	R	R																																	
Define Source Ledger Group	R	R																																	
Add Ledger Assignments to Source Ledger Groups	R	R																																	
Define Dimension Mapping Rules	R	R																																	
Managing Values and Hierarchies	R	R																																	
Set Up Budgets and Forecasts	R	R																																	
Set Up Cumulative Revenue Budget/Forecast Line Display Profile Option	R	R																																	
Set Up Payables Expenses Implementation Profile Option			R	R																															
Set up the BIX profile options for Email Center						R																													
Set up the BIX profile options for Inbound Telephony							R																												
Set OM: DBI Installation Profile Option for DBI for iStore								R	R																										
Set Oracle iStore Profile Options								R	R																										
Run Minisite Migration Program								R	R																										
Set Up Security Profiles for DBI for Projects														R	R	R	R																		
Set Up Daily Business Intelligence for Projects Reporting														R	R	R	R																		

Figure B–2 Setup Matrix Part Two

Step/Page	Expense Management	Profit and Loss	Payables Management	Payables Status	Human Resources Management	Email Center Management	Inbound Telephony Management	Store Management	Store Top Activity	Marketing Management	Lead Management	Product Management	Product Management - Engineering	Projects Profitability Management	Projects Operations Management	Contract Projects Cost Management	Capital Projects Cost Management	Procurement Management	Procure to Pay Management	Commodity Supplier Management	Commodity Spend Management	Commodity Management	Sales Management	Opportunity Management	Sales Forecast Management	Customer Support Management	Service Contracts Management	Service Contracts Renewals	Shipping Management	Plan Management	Customer Fulfillment Management	Manufacturing Management	Inventory Management	Product Cost Management	Product Revenue Functions and Billings
Set Up Commodities																																			
Set Up DBI for Financials Profile Options and Source Ledger Assignment																																			
Set DBI for Sales Profile Options																																			
Sales Group Hierarchy – Sales Usage Attribute																																			
Run Initial Load of Opportunity Log Tables Concurrent Program																																			
Set Up Sales Group Hierarchy																																			
Determine Collection Start Date																																			
Set Up Oracle Process Manufacturing Resource Warehouses																																			
Run Plans in Oracle Advanced Supply Chain Planning																																			
Set Up Inventory Organization Security																																			
Set Up Sales Group Hierarchy																																			
Set the OM: DBI Installation Profile Option																																			
Set Up Firmed Date Defaulting Rule																																			
Set Up Deferred Revenue																																			
Identify the UOM Representing Hours																																			
Set Baseline Plan																																			
Set Plan Collection Schedule																																			
Update Sales Group Hierarchy																																			
Create Request Sets	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Run Initial Request Set	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Set Up Users	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Schedule Incremental Request Sets	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R

Index

A

About Oracle E-Business Intelligence Daily Business Intelligence, 2-24
Activity reports, 14-2
Aging Distribution dimension, 14-7
architecture
 Daily Business Intelligence, 1-3, 2-3
 open interface, 4-8
As-Of Date dimension, 14-5
Assignment Group dimension, 14-6

B

Backlog
 KPI, 14-7
 reports, 14-2
Backlog Type dimension, 14-7
base summary tables, 2-4, 2-12
budgets, 2-22
Business Intelligence Administrator
 responsibility, 2-12
Buyer parameter, 11-26

C

catalog, 4-3
 default, 4-9
category hierarchy
 change, 4-20
Category parameter, 11-26
category set, 4-3
Channel dimension, 14-7
Child Org Level, 4-4

Closure Performance reports, 14-2
Collect Commit Size parameter, 2-32
commodities setup, 11-43
Commodity dimension, 11-10
Commodity Manager
 menu, 11-7
 responsibility, 11-5
 role, 11-5
commodity security, 11-21
Commodity Spend Management page, 11-3
Commodity Supplier Management page, 11-4
common dimensions, 2-6
 currency, 2-7
 internal organization, 2-7
 item, 2-7
 operating unit, 2-10
 person, 2-8
 sales group, 2-8
 time, 2-10
 warehouse, 2-11
company cost center organization
 classification, 3-16
 hierarchy, 3-3
company cost center organization
 classification, 3-10, 3-13
Compare To dimension, 14-5
concurrent programs
 FII Currency Re-conversion, 5-14, 5-54
 Purge Budget and Forecast, 5-55
 Update Budget and Forecast, 5-42
 Upload Budget and Forecast, 5-55
Configuring, Reporting and System Administration
 in Oracle HRMS, 2-45
Contract Leakage considerations, 11-33

- Contract Leakage reports, 11-3
- Contract Utilization reports, 11-3
- control level
 - item, 4-8
- cost center, 2-4
 - managers, 3-4
- Create Categories from Value Set program, 4-21
- creating
 - categories from value sets, 4-21
 - orphan category, 4-19
 - request sets, 2-5, 2-46
 - root node, 4-19
- CRM Administrator responsibility, 2-47
- currency
 - dimension, 2-7
 - Financials Intelligence, 5-14
 - functional, 2-23
 - global, 2-23
 - setup, 2-23
 - transactional, 2-23
- Currency parameter, 11-24
- Customer dimension, 14-6
- Customer Fulfillment Management page, 16-2
- Customer Support Management page, 14-1
- Customer Support Manager
 - menu, 14-4
 - responsibility, 14-3
- Customer Support Manager responsibility, 14-4

D

- Daily Business Intelligence
 - architecture, 1-3, 2-3
 - overview, 1-1
 - security, 2-12
- Daily Commodity Intelligence
 - menu, 11-9
 - responsibility, 11-5
 - role, 11-5
- Daily Customer Support Intelligence menu, 14-3
- Daily Customer Support Intelligence
 - responsibility, 14-3
- daily exchange rates, 2-23
- Daily Procurement Intelligence
 - menu, 11-9

- responsibility, 11-5
- role, 11-5
- data
 - changes to, 2-54
- DBI Item Dimension Setup request set, 4-17
- Debug Mode parameter, 2-32
- debugging
 - disable reports, 2-57
 - enable reports, 2-57
 - object key, 2-58
 - pages, 2-56
- Debugging Performance report, 2-60
- Debugging report, 2-60
- default catalog, 4-9
 - changing, 4-21
 - inventory functional area, 4-11
 - set default category for, 4-18
- default category
 - product reporting functional area, 4-10
 - set for default catalog, 4-18
- dimensions
 - Activation Types, 15-14
 - Aging Distribution, 14-7
 - As-Of Date, 14-5
 - Assignment Group, 14-6
 - Backlog Type, 14-7
 - Channel, 14-7
 - Commodity, 11-10
 - common, 1-3, 2-6
 - currency, 2-7
 - internal organization, 2-7
 - item, 2-7
 - operating unit, 2-10
 - person, 2-8
 - sales group, 2-8
 - time, 2-10
 - warehouse, 2-11
 - Compare To, 14-5
 - Currency, 15-13
 - Customer, 14-6
 - Expired Contracts Types, 15-14
 - Financial Category, 5-6
 - Item, 11-9
 - Line of Business, 5-8
 - Operating Unit, 15-13

Oracle Daily Business Intelligence for Service
Contracts, 15-12
Organization (ship-to), 11-10
Period Type, 14-5, 15-13
Person, 11-12
primary, 2-7
Product, 14-6, 15-13
Product Category, 5-9, 14-6, 15-13
product specific, 1-3
Purchased Item, 11-10
Reason, 15-13, 15-14
Request Type, 14-5
Resolution, 14-6
Sales Group, 15-13
Severity, 14-6
Status, 14-6
Supplier, 11-11
Time, 14-5, 15-13
Time to Close Distribution, 14-7
Transaction Reasons, 11-12
View By, 14-6

E

enterprise calendar, 2-22, 2-33
Escalated Backlog Percent KPI, 14-7
exchange rates, 2-23

F

failures
request set, 2-52
forecasts, 2-22
Fulfillment Management page, 2-27
functional area
inventory, 4-4, 4-11
product reporting, 4-4
default catalog, 4-10
purchasing, 4-4
functional currency, 2-23
future-dated transactions, 2-22

G

global currency, 2-23

global parameter
Collect Commit Size, 2-32
Debug Mode, 2-32
Enterprise Calendar, 2-33
Global Start Date, 2-33
Period Type, 2-33
Primary Rate Type, 2-33
Secondary Currency, 2-34
Secondary Rate Type, 2-34
setup, 2-32
Global Start Date parameter, 2-33

H

hardware prerequisites, 2-24
HR Generate Organizations in GL profile
option, 3-15
HR profile options
setup, 3-7

I

incremental
request set, 2-5, 2-48
initial request set
run, 2-44, 2-46
initial request set, 2-5, 2-48
intelligence products, 1-4
Financials, 1-4
Human Resources, 1-4
Interaction Center, 1-4
iStore, 1-4
Marketing, 1-4
Procurement, 1-4
Product Lifecycle Management, 1-4
Projects, 1-4
Quoting, 1-4
Sales, 1-4
Service, 1-5
Service Contracts, 1-5
Supply Chain, 1-5
internal organization dimension, 2-7
Inventory Catalog, 4-4
Inventory Category Set, 4-4
inventory functional area, 4-4, 4-11

- default catalog, 4-11
- Inventory Management page, 16-3
- inventory organizations parameter
 - security, 2-13
- Invoice Amount considerations, 11-35
- Invoice Amount reports, 11-3
- Invoice Creator parameter, 11-26
- item
 - attributes, 4-7
 - category assignments, 4-2
 - change, 4-21
 - hierarchy of, 4-1
 - multiple item assignments, 4-9
 - restrict assignments, 4-10
- Item Catalog, 4-4
- Item Catalog Group, 4-4
- item categories, 4-1
- item control levels, 4-8
- Item dimension, 11-9
 - add new child category, 4-20
 - change default catalog, 4-21
 - changing category hierarchy, 4-20
 - create orphan category, 4-19
 - create root node, 4-19
 - setup, 4-1
 - update categories, 4-20
 - upgrading, 4-12
- item dimension
 - overview, 2-7
- Item Level, 4-4
- Item parameter, 11-26

K

- key performance indicators, 1-2
 - Activated New Business Value, 15-14
 - Activated Renewals Value, 15-14
 - Annualized Inventory Turns, 16-39
 - Backlog Value, 16-38
 - Beginning Active Service Contracts, 15-14
 - Book to Fulfill Ratio, 16-38
 - Book to Ship Days, 16-39
 - Booked to Renewal Ratio, 15-15
 - Booked Value, 15-15, 16-38
 - Current Active Service Contracts, 15-14, 15-15

- Exact Matches Rate, 16-40
- Expired Value, 15-14
- Forecast, 15-15
- Fulfilled Return Value, 16-38
- Fulfilled Value, 16-38
- Gross Adjustments-Rate, 16-40
- Hit / Miss Accuracy, 16-40
- Inventory Value, 16-39
- Lines Late to Promise, 16-39
- Lines Late to Schedule, 16-39
- Lines Shipped, 16-39
- Manufacturing Cost Variance, 16-41, 16-42
- Material Usage Variance, 16-41, 16-42
- Net Booked, 16-44
- overview, 1-4
- Past Due Percent, 15-16
- Past Due Schedule Lines, 16-39
- Past Due Schedule Value, 16-38
- Period Booked Value, 15-15
- Period Renewal Rate, 15-15
- Period Renewals Value, 15-15
- Period Uplift / Reduction, 15-15
- Planned Inventory Turns, 16-43
- Planned Margin, 16-43
- Planned Margin Percent, 16-43
- Planned On-Time Shipment, 16-43
- Planned Resource Utilization, 16-43
- Planned Revenue, 16-42
- Product Gross Margin, 16-42
- Product Revenue Backlog, 16-44
- Production to Plan, 16-40
- Resource Utilization, 16-41
- Resource Variance, 16-41, 16-42
- Revenue, 16-44
- Revenue Booked this Period, 16-44
- Scrap, 16-41
- Terminated Billed Value, 15-15
- Terminated Remaining Value, 15-15
- Uplift / Reduction, 15-15
- key performance measures
 - DBI for Procurement, 11-12
- KPIs
 - Backlog, 14-7
 - Closed Activity
 - Closed Activity KPI, 14-8

- Escalated Backlog Percent, 14-7
- Opened Activity, 14-8
- Time to Close, 14-8
- Unowned Backlog Percent, 14-7

L

- Latest View Log report, 2-60
- Leaf category, 4-3
- leaf node, 4-3
- load pages, 2-5

M

- managers
 - cost centers, 3-4
 - reporting by, 2-4
 - security, 2-13
 - setup, 3-1
- Manual Invoices considerations, 11-35
- Manual Invoices report, 11-3
- Manufacturing Management page, 16-4
- Marketing Management Key Performance Indicators
 - 'A' Leads %, 8-9, 8-10
 - A' Leads, 8-9
 - Booked Order Amount, 8-10
 - Campaign Cost, 8-10
 - Campaigns Started, 8-10
 - Cost per Lead, 8-9
 - Events Started, 8-10
 - Invoiced Order Amount, 8-10
 - Lead to Opportunity Conversion, 8-9
 - Leads from Customers, 8-9
 - New Leads, 8-9
 - New Opportunities Amoun, 8-10
 - Open Leads, 8-9
 - Responses, 8-9
 - Revenue per Lead, 8-9
 - Won Opportunities Amount, 8-10
- Master Org Level, 4-4
- materialized view, 2-12
- menus, 2-12
 - Commodity Manager, 11-7
 - Cost Center Manager, 5-49
 - Customer Support Manager, 14-4

- Daily Commodity Intelligence, 11-9
- Daily Customer Support Intelligence, 14-3
- Daily Financials Intelligence, 5-48
- Daily Payables Intelligence, 5-50
- Daily Procurement Intelligence, 11-9
- Email Center Management, 6-3
- Inbound Telephony Management, 6-4
- Procurement Manager, 11-6
- Profit Center Manager, 5-49
- metadata, 2-5

N

- node
 - child, 4-3
 - leaf, 4-3
 - parent, 4-3
 - top, 4-3
- Non-Contract Purchases considerations, 11-33
- Non-Contract Purchases reports, 11-3

O

- open interface, 4-8
- Opened Activity KPI, 14-8
- operating unit
 - security, 2-13
- Operating Unit dimension, 2-10
- Operating Unit parameter, 11-24
- operating unit security, 11-21
- Operations Management page, 2-27
- Oracle 9i R2, 1-3, 2-4
- Oracle Advanced Product Catalog, 4-2
- Oracle Applications User Guide, 2-52
- Oracle CRM Application Foundation User's Guide, 2-20
- Oracle Daily Business Intelligence User Guide, 1-4
- Oracle General Ledger, 2-4, 2-23, 3-2
- Oracle HRMS Supplement for Implementing Auto Orgs, 3-1
- Oracle Human Resources, 2-4, 2-8, 3-2
- Oracle Inventory, 2-13, 4-2, 4-11
- Oracle Inventory User Guide, 2-13
- Oracle iStore, 2-21
- Oracle Purchasing, 2-21

- Oracle Receivables, 1-2
- Oracle Sales Online, 2-8
- Oracle Sales Online Implementation Guide, 2-20
- Oracle TeleService, 14-2, 14-5, 14-6, 14-10, 14-12
- organization
 - company cost center classification, 3-10, 3-13
- Organization (ship-to) dimension, 11-10
- Organization (ship-to) parameter, 11-25
- organization hierarchy
 - setup, 2-45
- Organization Item Level, 4-4, 4-6
- overview
 - Daily Business Intelligence, 1-1
 - key performance indicators, 1-4
 - page, 1-3
 - region, 1-4
 - role, 1-4

P

pages

- Commodity Spend Management, 11-3
- Commodity Supplier Management, 11-4
- Customer Fulfillment Management, 16-2
- Customer Support Management, 14-1
- Email Center Management description, 6-2
- Expense Management description, 5-4
- Inbound Telephony Management
 - description, 6-3
- Inventory Management, 16-3
- load data, 2-5
- Manufacturing Management, 16-4
- object dependencies, 2-54
- overview, 1-3
- Payables Management description, 5-4
- Payables Status description, 5-4
- Plan Management, 16-6
- Procurement Management, 11-2
- Procure-to-Pay Management, 11-3
- Product Cost Management, 16-5
- Product Revenue Bookings and Backlog, 16-7
- Profit and Loss by Manager description, 5-4
- Profit and Loss description, 5-3
- refreshing data in, 2-5
- Service Contracts Management, 15-2

- Service Renewals Management, 15-3
- Shipping Management, 16-3
- parameters
 - Buyer, 11-26
 - Category, 11-26
 - Currency, 11-24
 - Invoice Creator, 11-26
 - Item, 11-26
 - Operating Unit, 11-24
 - Organization (ship-to), 11-25
 - security, 2-12, 2-13
 - Supplier, 11-25
 - Supplier Site, 11-25
- Parent category, 4-3
- Parent node, 4-3
- Payables Leakage considerations, 11-35
- Payables Leakage reports, 11-3
- Performance Management Framework, 2-5
- Performance Management Viewer, 2-5
- Period Type dimension, 2-33, 14-5
- Person dimension, 2-8, 11-12
- Plan Management page, 16-6
- PO Price Change reports, 11-4
- PO Price Savings and Quantity Change
 - reports, 11-3
- PO Purchases reports, 11-3
- prerequisite applications
 - DBI for Procurement, 11-40
 - Oracle Accounts Receivable, 16-7
 - Oracle Advanced Supply Chain Planning, 16-5, 16-6
 - Oracle Bills of Material, 16-5, 16-6
 - Oracle Cost Management, 16-4, 16-5
 - Oracle Engineering, 16-5
 - Oracle Flow Manufacturing, 16-5, 16-6
 - Oracle Inventory, 16-4, 16-5
 - Oracle Order Management, 16-3, 16-5, 16-7
 - Oracle Process Manufacturing, 16-4, 16-5, 16-6
 - Oracle Service Contracts, 15-3
 - Oracle Work in Process, 16-4, 16-5
- prerequisites
 - hardware, 2-24
 - software, 2-24
- primary dimensions, 2-7
- Primary Rate Type parameter, 2-33

- Procurement key performance measures, 11-12
- Procurement Management page, 2-27, 11-2
- Procurement Manager
 - menu, 11-6
 - responsibility, 11-5
 - role, 11-5
- Procure-to-Pay Management page, 11-3
- Product Catalog, 4-3, 4-13
- Product Category dimension, 14-6
- Product Category Set, 4-3
- Product Cost Management page, 16-5
- Product dimension, 14-6
- Product Management - Engineering page, 2-27
- product reporting functional area, 4-4
 - default catalog, 4-10
 - default category, 4-10
 - multiple level hierarchy, 4-10
- Product Revenue Bookings and Backlog page, 16-7
- Profit and Loss page, 1-2
- program
 - Create Categories from Value Set, 4-21
 - DBI Item Dimension Setup, 4-17
 - object dependencies, 2-54
 - Security List Maintenance, 2-45
 - Synchronize GL company cost centers with HR, 3-15
- Purchased Item dimension, 11-10
- purchasing functional area, 4-4

R

- rates
 - daily exchange, 2-23
- Receipt Date Exceptions considerations, 11-38
- Receipt Date Exceptions reports, 11-4
- refreshing
 - data, 2-54
 - pages, 2-5
- region
 - graph, 1-4
 - key performance indicators, 1-4
 - links, 1-4
 - overview, 1-4
 - parameter, 1-4
 - table, 1-4

- Rejections on Inspection reports, 11-4
- Reports, 7-1, 8-1, 10-1, 11-1, 16-1
- reports, 14-1
 - Activations, 15-5
 - Activations Detail, 15-5
 - Activations Trend, 15-5
 - Active Service Contracts, 15-4
 - Activity, 14-2
 - Backlog, 14-2, 15-8
 - Backlog and Past Due Schedule Value, 16-8
 - Backlog and Past Due Schedule Value Trend, 16-8
 - Backlog Line Detail, 16-18, 16-19
 - Backorder Detail, 16-11
 - Backorder Summary, 16-11
 - Backorder Trend, 16-11
 - Book to Fulfill Days, 16-8
 - Book to Fulfill Days Trend, 16-8
 - Book to Ship Aging, 16-10
 - Book to Ship Days, 16-10
 - Book to Ship Days Trend, 16-11
 - Booked Order Line Detail, 16-8, 16-18
 - Booked Return Line Detail, 16-18
 - Booking to Renewal Activity, 15-7
 - Booking to Renewal Ratio Trend, 15-7
 - Bookings Overview, 16-17
 - Bookings, Revenue and Revenue Backlog Trend, 16-17
 - Closure Performance, 14-2
 - Contract Leakage, 11-3
 - Contract Utilization, 11-3
 - Cumulative Bookings and Revenue, 16-17
 - Cumulative Production to Plan, 16-13
 - Current Active Service Contracts Detail, 15-4
 - Current Active Service Contracts Trend, 15-5
 - Current Unrecognized Variance, 16-13, 16-15
 - Customer Fulfillment Management, 16-7
 - Cycle Count Accuracy, 16-12
 - Cycle Count Accuracy Trend, 16-12
 - Cycle Count Adjustment Detail, 16-13
 - Cycle Count Adjustment Summary, 16-12
 - Expirations, 15-5
 - Expirations Detail, 15-5
 - Expired Value Distribution, 15-5
 - Fulfilled Return Value, 16-9

- Fulfilled Return Value Trend, 16-9
- Fulfillment Performance, 16-8
- Fulfillment Performance for Top Models, 16-8
- Fulfillment Performance for Top Models Trend, 16-8
- Fulfillment Performance Trend, 16-8
- Hit / Miss Summary, 16-12
- Intransit Inventory Detail, 16-12
- Inventory Management, 16-11
- Inventory Turns, 16-12
- Inventory Turns Trend, 16-12
- Inventory Value by Type, 16-12
- Inventory Value Summary, 16-11
- Inventory Value Trend, 16-12
- Invoice Amount, 11-3
- Late Renewal Bookings, 15-7
- Late Renewal Bookings Aging, 15-7
- Latest View Log, 2-60
- Lines Shipped Late to Promise Detail, 16-10
- Lines Shipped Late to Promise Summary, 16-10
- Lines Shipped Late to Schedule Detail, 16-10
- Lines Shipped Late to Schedule Summary, 16-10
- Lines Shipped On-Time to Schedule Trend, 16-10
- Lines Shipped Performance, 16-9
- Lines Shipped Performance Trend, 16-10
- Manual Invoices, 11-3
- Manufacturing Cost Variance, 16-13, 16-15
- Manufacturing Cost Variance Trend, 16-13, 16-15
- Manufacturing Management, 16-13
- Material Usage Variance, 16-13, 16-15
- Material Usage Variance Trend, 16-14, 16-15
- Net Product Bookings, 16-17
- Non-Contract Purchases, 11-3
- object dependencies, 2-54
- On-hand Inventory Detail, 16-12
- Past Due Percent Trend, 15-8
- Past Due Promise Value Aging, 16-9
- Past Due Promise Value Detail, 16-9
- Past Due Promise Value Summary, 16-9
- Past Due Promise Value Trend, 16-9
- Past Due Renewals Detail, 15-8
- Past Due Schedule Line Aging, 16-11

- Past Due Schedule Line Detail, 16-11
- Past Due Schedule Line Summary, 16-11
- Past Due Schedule Line Trend, 16-11
- Past Due Schedule Value Aging, 16-8
- Past Due Schedule Value Detail, 16-9
- Past Due Schedule Value Summary, 16-9
- Payables Leakage, 11-3
- Period Expiring Contracts, 15-5
- Period Expiring Contracts Detail, 15-5
- Period Renewal Bookings Detail, 15-7
- Period Renewals Summary, 15-7
- Period Renewals Trend, 15-7
- Plan Details, 16-15
- Plan Management, 16-15
- Planned Cost Breakdown Summary, 16-16
- Planned Cost Breakdown Summary Trend, 16-16
- Planned Inventory Turns, 16-16
- Planned Inventory Turns Trend, 16-16
- Planned Margin Trend, 16-15
- Planned On-Time Shipment, 16-16
- Planned On-Time Shipment Trend, 16-16
- Planned Organizations, 16-16
- Planned Performance, 16-16
- Planned Purchasing Cost, 16-16
- Planned Resource Utilization, 16-16
- Planned Resource Utilization Trend, 16-16
- Planned Revenue and Margin, 16-15
- Planned Revenue Trend, 16-15
- PO Price Change, 11-4
- PO Price Savings and Quantity Change, 11-3
- PO Purchases, 11-3
- Potential Revenue Shortfall Trend, 16-16
- Product Bookings and Revenue Trend, 16-17
- Product Cost Management, 16-14
- Product Gross Margin, 16-14
- Product Revenue, 16-18
- Product Revenue Backlog, 16-18
- Product Revenue Bookings and Backlog, 16-17
- Production to Plan, 16-13
- Production to Plan Trend, 16-13
- Receipt Date Exceptions, 11-4
- Rejections on Inspection, 11-4
- Renewal Bookings Detail, 15-6
- Renewal Bookings Summary, 15-6

- Renewal Bookings Trend, 15-6
- Renewal Cancellations Detail, 15-7
- Renewal Cancellations Summary, 15-7
- Renewal Expected Bookings Detail, 15-6
- Requested Shipping Lead Time Trend, 16-8
- Resource Efficiency, 16-14
- Resource Efficiency Trend, 16-14
- Resource Utilization, 16-14
- Resource Utilization Trend, 16-14
- Resource Variance, 16-14, 16-15
- Resource Variance Trend, 16-14, 16-15
- Returns, 11-4
- Returns by Reason, 16-9
- Returns Detail, 16-9
- Revenue Overview, 16-17
- Scrap, 16-14
- Scrap Trend, 16-14
- Service Contracts Management, 15-4
- Service Renewals Management, 15-5
- Shipping Management, 16-9
- Terminations, 15-5
- Terminations Detail, 15-5
- Terminations Trend, 15-5
- Top Potential Revenue Shortfall Reasons, 16-16
- Top Renewal Bookings, 15-6
- request set generator, 2-5, 2-47
- request sets
 - create, 2-46
 - creating, 2-5
 - failures, 2-52
 - history, 2-55
 - incremental, 2-5, 2-48, 2-53
 - initial, 2-5, 2-48
 - run, 2-46, 2-51
 - setup, 2-46
 - warnings, 2-52
- Request Type dimension, 14-5
- Resolution dimension, 14-6
- responsibilities, 2-11, 14-10
 - and security, 14-10
 - Business Intelligence Administrator, 2-12
 - Commodity Manager, 11-5
 - CRM Administrator, 2-47
 - Customer Support Manager, 14-3, 14-4
 - Daily Commodity Intelligence, 11-5

- Daily Customer Support Intelligence, 14-3
- Daily Financials Intelligence, 5-48
- Daily Interaction Center Intelligence, 6-3
- Daily Payables Intelligence, 5-48
- Daily Procurement Intelligence, 11-5
 - Procurement Manager, 11-5
 - System Administrator, 2-45
- responsibility, 1-4
- Returns reports, 11-4
- roles, 2-11
 - Commodity Manager, 11-5
 - Cost Center Manager, 5-48
 - Daily Commodity Intelligence, 11-5
 - Daily Procurement Intelligence, 11-5
 - Email Center Manager, 6-3
 - Inbound Telephony Manager, 6-3
 - overview, 1-4
 - Procurement Manager, 11-5
 - Profit Center Manager, 5-48
- running
 - incremental request set, 2-53
 - initial request set, 2-44, 2-46, 2-51
 - request sets, 2-46

S

- sales group hierarchy, 2-8
 - security, 2-20
 - setup, 2-47
- Secondary Currency parameter, 2-34
- Secondary Rate Type parameter, 2-34
- security, 1-2, 14-5, 14-10
 - commodities, 2-21
 - commodity, 11-21
 - Daily Business Intelligence, 2-12
 - function security, 2-12
 - inventory organizations, 2-13
 - managers, 2-13
 - operating unit, 11-21
 - operating units, 2-13
 - parameters, 2-12
 - profile, 2-45
 - stores, 2-21
- Security List Maintenance program, 2-45
- Service Contracts Management page, 2-27, 15-2

Service Renewals Management page, 15-3
setup

- commodities, 11-43
- create request sets, 2-46
- currency, 2-23
- global parameters, 2-32
- HR profile options, 3-7
- item dimension, 4-1, 4-13
- item reporting, 4-1
- managers, 3-1
- organization hierarchy, 2-45
- sales group hierarchy, 2-47
- security profile, 2-45
- time dimension, 2-22
- users, 2-46

Severity dimension, 14-6

Shipping Management page, 16-3

software prerequisites, 2-24

Start Day of the Week parameter, 2-34

Status dimension, 14-6

store parameter

- security, 2-21

Supplier dimension, 11-11

Supplier parameter, 11-25

Supplier Site parameter, 11-25

Synchronize GL company cost centers with HR
concurrent program, 3-15

System Administrator responsibility, 2-45

T

tables

- base summary, 2-4, 2-12
- object dependencies, 2-54

Time dimension, 2-10, 2-22, 14-5

- enterprise calendar hierarchy, 2-11
- financial calendar hierarchy, 2-11
- gregorian hierarchy, 2-10
- period 445 hierarchy, 2-11

Time to Close Distribution dimension, 14-7

Time to Close KPI, 14-8

Top category, 4-3

top node, 4-3

Transaction Reasons dimension, 11-12

transactions

currency, 2-23

future-dated, 2-22

U

Unowned Backlog Percent KPI, 14-7

updating

- categories, 4-20
- category assignments, 4-21

upgrading

- item dimension, 4-12

users

- setup, 2-46

V

view

- materialized, 2-4, 2-12
- object dependencies, 2-54

View By dimension, 14-6

W

warehouse dimension, 2-11

warnings

- request set, 2-52