

Oracle® Daily Business Intelligence

User Guide

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Preface

Intended Audience

Welcome to Release 12 of the *Oracle Daily Business Intelligence User Guide*.

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

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

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- B Additional Documentation**

Related Information Sources

This document is included on the Oracle Applications Document Library, which is supplied in the Release 12 DVD Pack. You can download soft-copy documentation as PDF files from the Oracle Technology Network at <http://otn.oracle.com/documentation>, or you can purchase hard-copy documentation from the Oracle Store at <http://oraclestore.oracle.com>. The Oracle E-Business Suite Documentation Library Release 12 contains the latest information, including any documents that have changed significantly between releases. If substantial changes to this book are necessary, a revised version will be made available on the online documentation CD on Oracle *MetaLink*.

If this guide refers you to other Oracle Applications documentation, use only the Release 12 versions of those guides.

For a full list of documentation resources for Oracle Applications Release 12, see Oracle Applications Documentation Resources, Release 12, Oracle*MetaLink* Document 394692.1.

Online Documentation

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

- **PDF** - PDF documentation is available for download from the Oracle Technology Network at <http://otn.oracle.com/documentation>.
- **Online Help** - Online help patches (HTML) are available on Oracle*MetaLink*.
- **Oracle MetaLink Knowledge Browser** - The Oracle*MetaLink* Knowledge Browser lets you browse the knowledge base, from a single product page, to find all documents for that product area. Use the Knowledge Browser to search for release-specific information, such as FAQs, recent patches, alerts, white papers, troubleshooting tips, and other archived documents.
- **Oracle eBusiness Suite Electronic Technical Reference Manuals** - Each Electronic Technical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications and integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on Oracle*MetaLink*.

Related Guides

You should have the following related books on hand. Depending on the requirements of your particular installation, you may also need additional manuals or guides.

Oracle Applications Installation Guide: Using Rapid Install:

This book is intended for use by anyone who is responsible for installing or upgrading Oracle Applications. It provides instructions for running Rapid Install either to carry out a fresh installation of Oracle Applications Release 12, or as part of an upgrade from Release 11i to Release 12. The book also describes the steps needed to install the technology stack components only, for the special situations where this is applicable.

Oracle Applications Upgrade Guide: Release 11i to Release 12:

This guide provides information for DBAs and Applications Specialists who are responsible for upgrading a Release 11i Oracle Applications system (techstack and products) to Release 12. In addition to information about applying the upgrade driver, it outlines pre-upgrade steps and post-upgrade steps, and provides descriptions of product-specific functional changes and suggestions for verifying the upgrade and reducing downtime.

Oracle Applications Patching Procedures:

This guide describes how to patch the Oracle Applications file system and database using AutoPatch, and how to use other patching-related tools like AD Merge Patch, OAM Patch Wizard, and OAM Registered Flagged Files. Describes patch types and structure, and outlines some of the most commonly used patching procedures. Part of Maintaining Oracle Applications, a 3-book set that also includes Oracle Applications Maintenance Utilities and Oracle Applications Maintenance Procedures.

Oracle Applications Maintenance Utilities:

This guide describes how to run utilities, such as AD Administration and AD Controller, used to maintain the Oracle Applications file system and database. Outlines the actions performed by these utilities, such as monitoring parallel processes, generating Applications files, and maintaining Applications database entities. Part of Maintaining Oracle Applications, a 3-book set that also includes Oracle Applications Patching Procedures and Oracle Applications Maintenance Procedures.

Oracle Applications Maintenance Procedures:

This guide describes how to use AD maintenance utilities to complete tasks such as compiling invalid objects, managing parallel processing jobs, and maintaining snapshot information. Part of Maintaining Oracle Applications, a 3-book set that also includes Oracle Applications Patching Procedures and Oracle Applications Maintenance Utilities.

Oracle Applications Concepts:

This book is intended for all those planning to deploy Oracle E-Business Suite Release 12, or contemplating significant changes to a configuration. After describing the Oracle Applications architecture and technology stack, it focuses on strategic topics, giving a broad outline of the actions needed to achieve a particular goal, plus the installation and configuration choices that may be available.

Oracle Balanced Scorecard User Guide:

This guide describes how to use Oracle Balanced Scorecard to manage performance. It contains information on how to use scorecard views and objective reports.

Oracle Balanced Scorecard Administrator Guide:

This guide describes how to set up and administer Oracle Balanced Scorecard and scorecard systems. For scorecard designers, this guide explains how to design and prototype scorecards and measures. It also explains how to move scorecards into production. For administrators, this guide explains how to generate the database schema; load data; manage user and scorecard security; and migrate scorecards to other instances.

Oracle Balanced Scorecard Install Guide:

This guide describes how to install the Balanced Scorecard Architect components.

Oracle Daily Business Intelligence Implementation Guide:

This guide describes how to implement Oracle Daily Business Intelligence, including information on how to create custom dashboards, reports, and key performance indicators.

Oracle Embedded Data Warehouse User Guide:

This guide describes how to use Embedded Data Warehouse reports and workbooks to analyze performance.

Oracle Embedded Data Warehouse Implementation Guide:

This guide describes how to implement Embedded Data Warehouse, including how to set up the intelligence areas.

Oracle Embedded Data Warehouse Install Guide:

This guide describes how to install Embedded Data Warehouse, including how to create database links and create the end user layer (EUL).

Integration Repository

The Oracle Integration Repository is a compilation of information about the service endpoints exposed by the Oracle E-Business Suite of applications. It provides a complete catalog of Oracle E-Business Suite's business service interfaces. The tool lets users easily discover and deploy the appropriate business service interface for integration with any system, application, or business partner.

The Oracle Integration Repository is shipped as part of the E-Business Suite. As your instance is patched, the repository is automatically updated with content appropriate for the precise revisions of interfaces in your 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 an Oracle Applications form can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track

of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

Using Daily Business Intelligence

This chapter covers the following topics:

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

Overview of Daily Business Intelligence

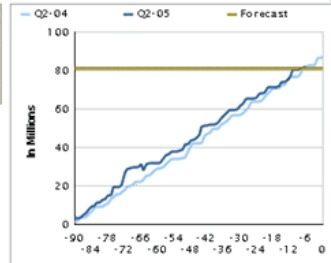
Daily Business Intelligence is an out-of-the-box reporting and analysis framework that enables senior managers and executives to see relevant, accurate, and timely information using dashboards and drill-to reports.

Q2 FY05 Day -6 24-Jun-2005 Period Quarter Compare To Prior Year Manager W.Tucker Currency USD

Profit and Loss KPIs

Name	QTD	Change
Revenue	81,780K	-0.6%
Expenses	26,230K	3.2%
Operating Margin	19,701K	-31.1%
Operating Margin %	24.1%	-10.7

Cumulative Revenue Trend

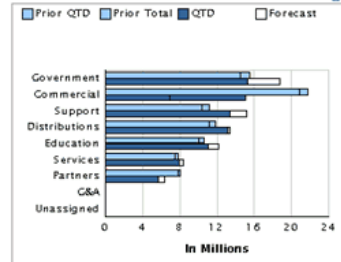


Links

Expense Analysis
Expense Management
Funds Management
Profit and Loss by Manager

Personalize

Revenue



Revenue (in Millions)

Line of Business	QTD	Change	Forecast	Change
Government	15	5.2%	19	20.8%
Commercial	15	-27.7%	7	-68.1%
Support	13	29.7%	15	35.4%
Distributions	13	18.5%	13	13.1%
Education	11	10.8%	12	15.1%
Services	8	4.9%	8	5.8%
Partners	6	-27.3%	6	-20.6%
G&A	0	-	0	232.6%
Unassigned	0	-	0	-
Grand Total	82	-0.6%	81	-6.4%

Links

Revenue by Manager
Revenue Trend
Revenue by Line of Business
Revenue by Sales Channel
Revenue by Product
Revenue by Cost Center

Personalize

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

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

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

update your data.

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

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

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

- **Responsibility:** A *responsibility* is designed for a particular business function or user such as a Cost Center Manager. Responsibilities are preseeded by an intelligence area and provide access to a particular dashboard or set of dashboards. See: Responsibilities, page 1-4.
- **Dashboard:** A *dashboard* is a collection of content that is designed to meet the needs of a particular responsibility. Dashboards contain regions like parameters, tables, graphs, links, and Key Performance Indicators (KPIs). See: Dashboards, page 1-4.
- **Parameter:** Each dashboard contains a set of *parameters* that you can use to change the data that is displayed on the dashboard. Some parameters, such as Date or Period are common to all dashboards. Other parameters, such as Commodity, are unique to a specific dashboard. Parameters are based on dimensions, which organize data into reporting hierarchies. Each dashboard has a parameter that acts as the primary dimension for the dashboard. The primary dimension differs depending on the dashboard. For example, the primary dimension on the Profit and Loss dashboard is Manager. See: Parameters, page 1-4.
- **Region:** A *region* is a unique set of information on a dashboard. There are types of regions: parameter, KPI, table, graph, custom scorecard, RSS feed, simulation view, links, and My Approvals. You can drill down to more detailed reports or to transaction details in Oracle Applications from all regions with the exception of the parameter region. See: Regions, page 1-12.
- **Reports:** You can drill to a report from any linked value in a dashboard. In general, *reports* contain detailed information on one or more KPIs. Reports contain graphs and a table region and they contain more parameters than a dashboard. Reports do not contain truncated values. You can drill from some reports directly into the transactional system. See: Reports, page 1-21.
- **KPI:** A *KPI* is a strategic business factor used for reporting. KPIs are designed for comparing and judging performance on strategic business factors such as Revenue or Operating Margin. Each dashboard contains a set of KPIs that the content of the dashboard is based on. For example, the Revenue and Expenses KPIs serve as the basis for the Revenue and Expense regions and reports. See: "KPI Regions" in Regions, page 1-14.

Responsibilities

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

You cannot modify the preseeded responsibilities.

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

For more information, see the Responsibility and Dashboard Matrix appendix in the *Oracle Daily Business Intelligence Implementation Guide*.

Dashboards

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

To access a dashboard, the system administrator must assign the appropriate responsibility to your Oracle Applications user ID.

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

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

- Parameters, page 1-4
- Regions, page 1-12
- Links to Reports, page 1-21

All dashboards display the same basic functionality: ability to drill to transactional data, ability to drill and pivot on dimension values, ability to print, email, and start a web conference from a dashboard, and so on. For a complete list and description of common dashboard functionality, see: General Dashboard and Report Behavior, page 1-26.

Parameters

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

Q2 FY05 Day -6 24 Jun-2005 ▾ Period Quarter ▾ Compare To Prior Year ▾ Manager W.Tucker ▾ Currency USD ▾

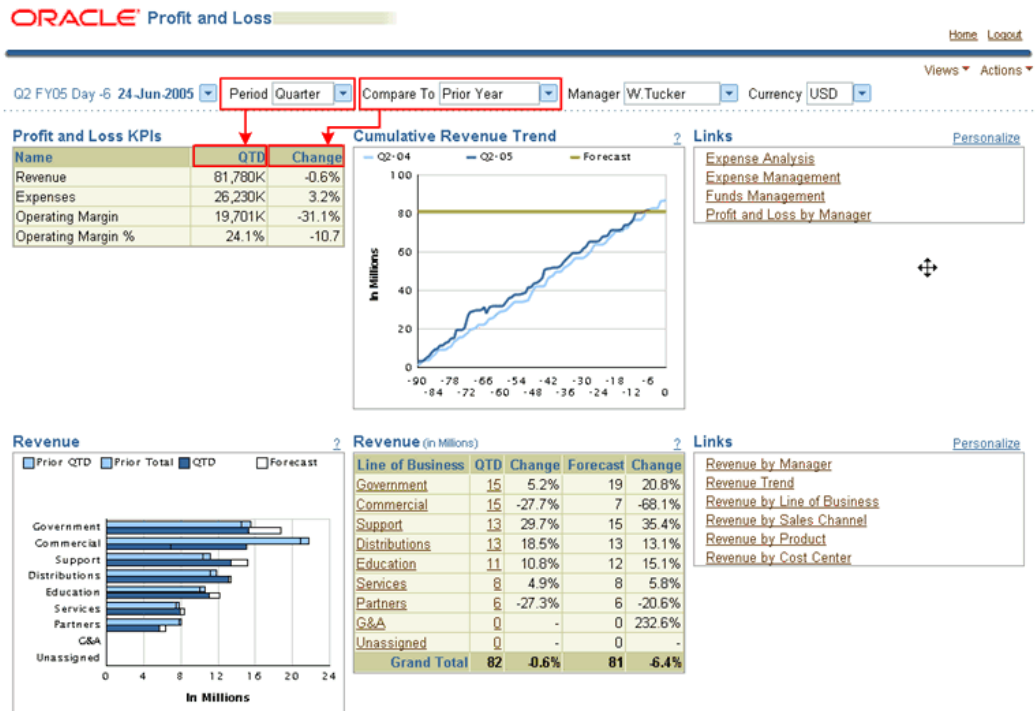
The set of common parameters are, in order, from left to right:

- Date Parameter, page 1-6
- Period Parameter, page 1-7
- Compare To Parameter, page 1-8
- Primary Dimension Parameter, page 1-10
- Currency Parameter, page 1-11

Note: Some dashboards and reports do not display all of these parameters. The Primary Dimension parameter is different in each dashboard.

The default value for each parameter is either defaulted by the dashboard or defined when you set up Daily Business Intelligence. In some cases, parameters are display only and cannot be modified.

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



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

Once you set the parameter values, when you drill to another dashboard or report, any shared parameter values are passed to it. For example, if you set the Date parameter to March 1, 2005, and then drill to a report, that date will be passed from the dashboard to the report.

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

Date Parameter

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

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

in the parameter region next to the date parameter. It includes the quarter, fiscal year, and number of days remaining in the period to date.

If you choose a date on which no data is available, the dashboard will return a null value. For more information on how null values are handled in Daily Business Intelligence, see: General Dashboard and Report Behavior, page 1-26

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

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

Period Parameter

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

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

For these periods, with the exception of Day, data is shown to-date (XTD) for the selected period. For example, if Date = March 28, 2005, and Period = Month, then data is shown starting on March 1, 2005 to March 28, 2005.

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

Some dashboards also support rolling periods:

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

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

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

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

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

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

Compare To Parameter

The Compare To parameter determines how you want to compare your data, by the following choice:

- Prior Year
- Prior Period
- Budget

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

- **If Compare To = Prior Year:** The change or variance from the current year to the previous year.
- **If Compare To = Prior Period:** The change or variance from the current period to the previous period.
- **If Compare To = Budget:** The change or variance of the actual data for the selected period against budget data for the same period.

Note: Budget and forecast data are defined monthly. Do not set

Compare To = Budget if Period = Week, as no data will appear on the dashboard.

The change/variance algorithm compares the data as follows:

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

Example

As of Date: 06-APR-2004 (Day -24, meaning 24 days remaining to the end of the period)

Period: Month

Compare To: Prior Period

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

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

Example

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

Period: Month

Compare To: Prior Period

For leap years, a similar logic applies.

Example

Date: 31-DEC-2005

Period: Year

Compare To: Prior Period

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

The Compare To parameter can also affect the graph format in a dashboard or report. The following table lists the different graph formats, depending on the comparison you select:

Trend or Comparison Graphs

Compare To	Trend	Comparison
Prior Year	Vertical Bar	Horizontal Bar
Prior Period	Line	Horizontal Bar
Budget	Vertical Bar	Horizontal Bar

Note: Not all graphs change when you change the Compare To parameter.

If you choose a comparison for which no data is available, then the dashboard will display a null value. For more information on null data, see General Dashboard and Report Behavior, page 1-26.

Primary Dimension Parameter

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

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

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

- Commodity
- Country
- Customer Classification
- Item
- Line of Business
- Manager (Company Cost Center)
- Manager (Supervisor)

- Operating Unit
- Project Organization
- Sales Group
- Warehouse
- Organization

Some primary dimensions, such as Warehouse, Operating Unit, or Manager (Supervisor) are automatically populated based on your underlying Oracle Applications setup. Other primary dimensions, such as Manager (Company Cost Center), Item, and Line of Business, are defined when you set up Daily Business Intelligence.

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

For more information on the KPI region, see: Key Performance Indicator Region, page 1-14.

Currency Parameter

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

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

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

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

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

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

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

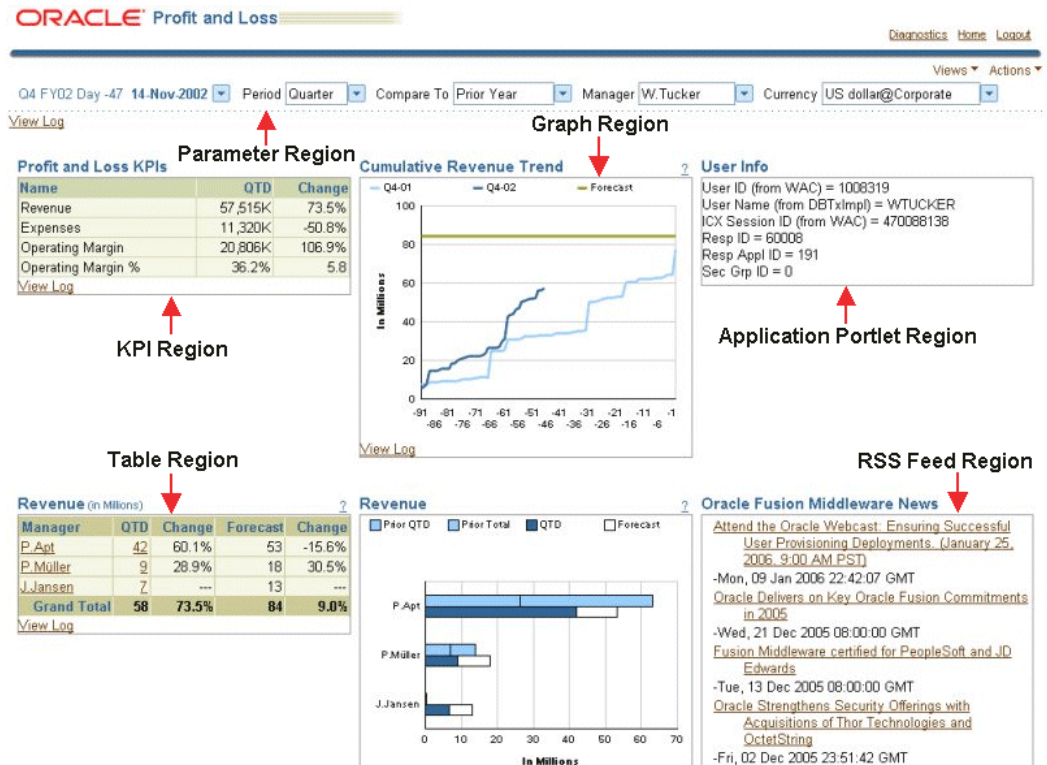
If a dashboard displays values in functional currency, then the functional currency is displayed without a rate type.

Important: The currency that you choose affects the content of the KPI region. In some cases, the comparison will not display when user chooses a currency other than primary, due to data points being in different currency values.

For more information on the KPI region, see: Key Performance Indicator Region, page 1-14.

Regions

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



The types of regions used in Daily Business Intelligence are:

- Parameter Region, page 1-14
- KPI Region, page 1-14
- Table Region, page 1-15
- Graph Region, page 1-16
- Custom Scorecard Region, page 1-17
- RSS Feed Region, page 1-18
- Simulation View Region, page 1-19
- Links Region, page 1-20
- My Approvals Region, page 1-20

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

For information on the Application Portlet region, see: *Oracle Daily Business Intelligence Implementation Guide*.

Parameter Region

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

Q2 FY05 Day -6 24-Jun-2005 Period Compare To Manager Currency

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

KPI Region

The KPI region displays the actual and change values as a percentage for every KPI on the dashboard. The actual and change or variance values are always calculated based on the value in the primary dimension parameter. For example, if the primary dimension is Manager, then the actual and change or variance values are calculated for the manager selected.

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

KPI Region - Table Format

Profit and Loss KPIs

Name	QTD	Change
Revenue	81,780K	-0.6%
Expenses	26,230K	3.2%
Operating Margin	19,701K	-31.1%
Operating Margin %	24.1%	-10.7

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

KPI Region - Comparison Format

Procurement Management KPIs

Name	YTD	Change	Compare Organizations
Non-Contract Purchases Rate	34.0%	-14.8	Place cursor over data points to see values
Contract Leakage Rate	6.3%	-1.6	
PO Purchases Growth Rate	17.7%	2.5	
Payables Leakage Rate	.0%	-15.1	

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

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

Important: If you implemented Oracle Balanced Scorecard and your team is using custom dashboards, then the KPI region may display Balanced Scorecard measures. Balanced Scorecard measures uses color to indicate the status of the KPI.

For more information, see: *Oracle Balanced Scorecard Administrator Guide*

Table Region

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

Revenue (in Millions)				2
Line of Business	QTD	Change	Forecast	Change
<u>Government</u>	<u>15</u>	5.2%	19	20.8%
<u>Commercial</u>	<u>15</u>	-27.7%	7	-68.1%
<u>Support</u>	<u>13</u>	29.7%	15	35.4%
<u>Distributions</u>	<u>13</u>	18.5%	13	13.1%
<u>Education</u>	<u>11</u>	10.8%	12	15.1%
<u>Services</u>	<u>8</u>	4.9%	8	5.8%
<u>Partners</u>	<u>6</u>	-27.3%	6	-20.6%
<u>G&A</u>	<u>0</u>	-	0	232.6%
<u>Unassigned</u>	<u>0</u>	-	0	-
Grand Total	82	-0.6%	81	-6.4%

Table regions typically display 11 to 13 rows of data. However, not all regions display the maximum number of rows. In some regions, one of these rows is reserved for Grand Total.

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

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

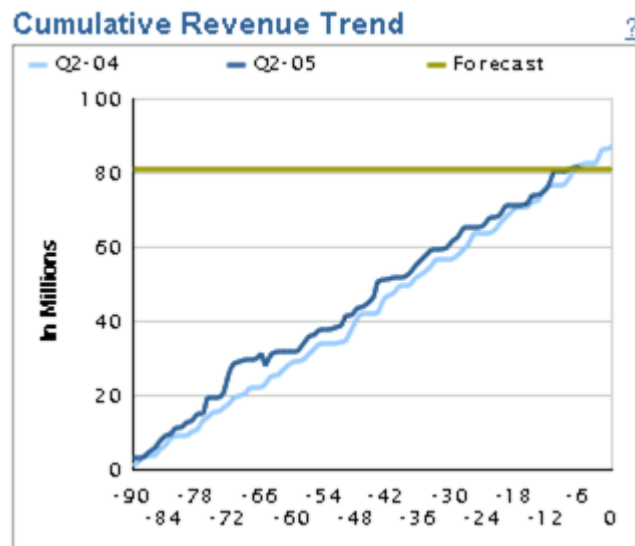
Graph Region

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

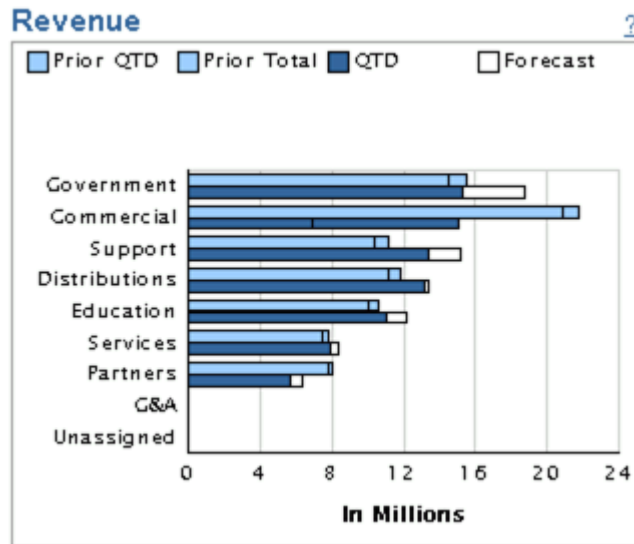
To view detailed information on the values graphed, roll your cursor over the graph. Some graphs also enable you to drill down to the underlying report by clicking on a data point.

The most commonly used graph types are:

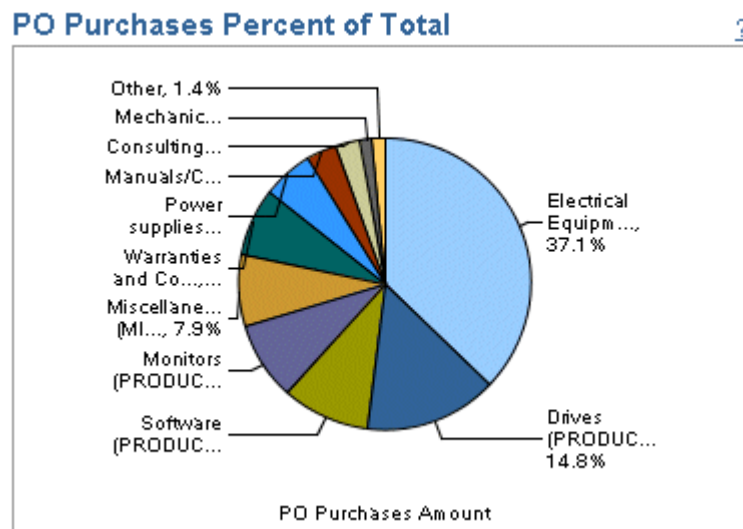
- **Trend:** The x-axis of a trend graph is always Time. The format of a trend graph changes depending on the Compare To parameter. If Compare To = Prior Period, then the trend is displayed using a line graph. If Compare To = Prior Year or = Budget, then the trend is displayed using a bar graph.



- **Non-Trend (Comparison):** The x-axis of a non-trend graph is another dimension other than Time. Non-trend graphs are displayed using horizontal bar graphs.



- **Pie Chart:** Pie charts are used to show actual values only. There is no Compare To in a pie chart.



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

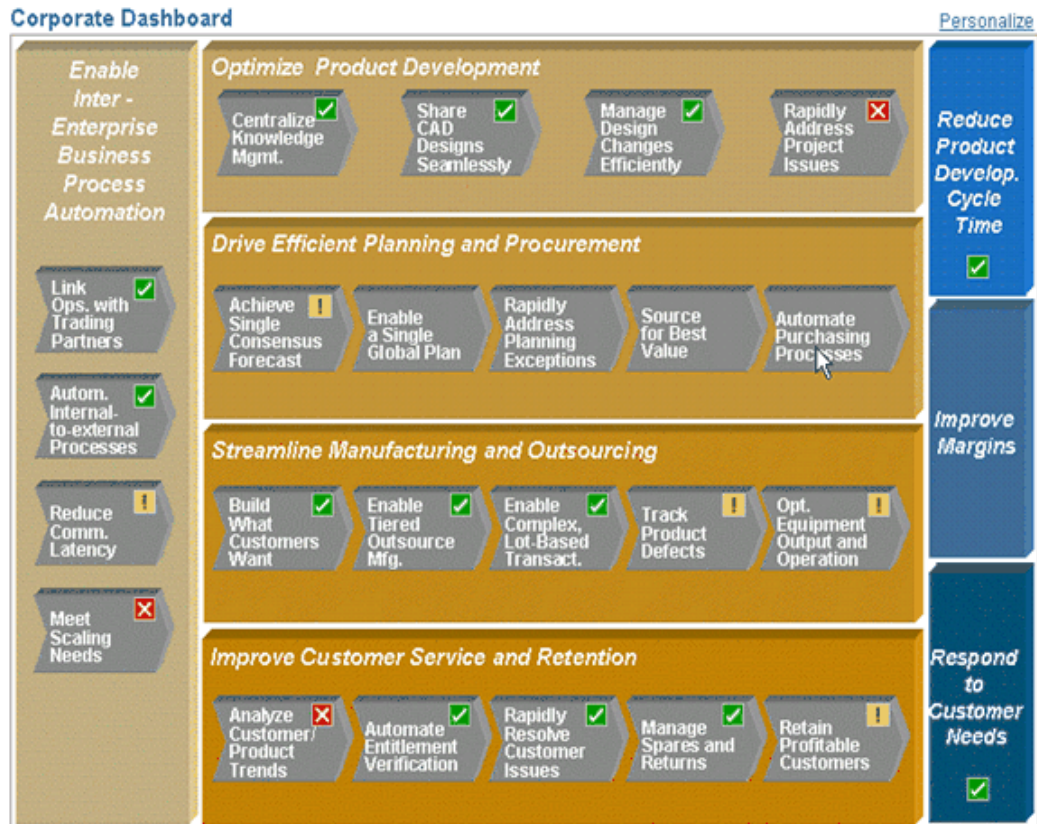
In this type of graph, the first measure is displayed with a solid color, and the second measure is displayed with a pattern. The scaling for this type of graph starts at zero.

Custom Scorecard Region

The Custom View region displays any Custom Scorecard view available if you have

implemented Oracle Balanced Scorecard. The custom view displays objectives with their colors, and allows you to drill down to objectives. Customer View regions also display KPIs with actual and change values, and allow you to drill down to reports.

For more information, see: *Oracle Balanced Scorecard User Guide*.



RSS Feed Region

The RSS (Really Simple Syndication) feed region displays news headlines or other web content in RSS format on Daily Business Intelligence dashboards. Users add preseeded RSS feeds to the dashboard. The user can add multiple RSS feed regions to the dashboard.

Oracle Fusion Middleware News

[Attend the Oracle Webcast: Ensuring Successful User Provisioning Deployments \(January 25, 2006 9:00 AM PST\)](#)
-Mon, 09 Jan 2006 22:42:07 GMT
[Oracle Delivers on Key Oracle Fusion Commitments in 2005](#)
-Wed, 21 Dec 2005 08:00:00 GMT
[Fusion Middleware certified for PeopleSoft and JD Edwards](#)
-Tue, 13 Dec 2005 08:00:00 GMT
[Oracle Strengthens Security Offerings with Acquisitions of Thor Technologies and OctetString](#)
-Fri, 02 Dec 2005 23:51:42 GMT
[Oracle Customer Data Hub Wins Intelligent Enterprise Magazine's Reader's Choice Award for Best Customer Data Integration](#)
-Fri, 02 Dec 2005 23:53:32 GMT
[Oracle Application Server 10g Earns an Excellent InfoWorld Review, Called "Nothing Short of Spectacular"](#)
-Fri, 02 Dec 2005 23:48:42 GMT
[Oracle Announces the Next Release of Fusion Middleware](#)
-Fri, 02 Dec 2005 23:47:51 GMT
[Oracle Application Server 10g Positioned in Leader Quadrant in Three Gartner Magic Quadrants](#)
-Fri, 02 Dec 2005 23:49:12 GMT
[Oracle to Offer JDeveloper for Free](#)
-Fri, 02 Dec 2005 23:50:44 GMT
[Oracle Launches Oracle Collaboration Suite 10g](#)
-Fri, 02 Dec 2005 23:52:36 GMT

Simulation View Region

The Simulation view region displays a simulation from a report. When building a report in the Report Designer, a simulation view can be added if a calculated KPI is present. The simulation view region has three links, displayed in the top right of the region:

- **Start Simulation:** Click the Start Simulation link to increase or decrease the available KPIs that make up the calculated KPI. This allows the user to simulate the results of this change in values, or a "what-if?" scenario. The values entered represent a percentage increase or decrease.
- **Recalculate:** After entering the value for a KPI, press the Enter key or click the Recalculate link to see the simulation result. Use the up/down arrows or enter the value directly.
- **End Simulation:** Allows the user to end the simulation.

Product Margin Simulation



Links Region

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

Links [Personalize](#)

Expenses by Manager
Expenses Trend
Expenses by Line of Business
Expenses by Cost Center
Expenses by Category

You can personalize the links that appear in the Links region.

For more information, see General Dashboard and Report Behavior, page 1-26.

My Approvals Region

Note: My Approvals is both a region and a report.

My Open Approvals: The My Open Approvals region on a dashboard displays any open notifications requiring your attention that apply to your user responsibility. By default, the region displays PO Requisitions and Expense Account Approvals notifications. If there are no open approvals, the notification row is not shown or "no data found" is displayed.

My Open Approvals	
Type	Count
No data found...	

Your system administrator enables the type of notifications that are shown.

For more information, see: *Oracle Daily Business Implementation Guide*.

My Approvals: The My Approvals report is not associated with any user responsibility and is available only as a drill down from the My Approvals region. Click the title of the region or the count value.

Users have an option to filter these notifications by type or status. The notification description is a link to a self-service workflow, allowing the user to take the appropriate action.

Related Topics

Parameters, page 1-4

General Dashboard and Report Behavior, page 1-26

Reports

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

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

- Reports enable you to *drill and pivot* on values in the first column of the report table. Drill and pivot functionality enables you to view the value by any other dimension, except for time.
- Reports can display more rows and columns of data.
- Reports do not truncate data.
- Report table columns can be sorted.
- Report data can be exported to a Microsoft Excel spreadsheet.

Important: Reports in Daily Business Intelligence are not standard Oracle reports. They are special reports, developed using Oracle Performance Management Viewer (PMV). PMV is a foundation technology component for Daily Business Intelligence that defines and renders reports.

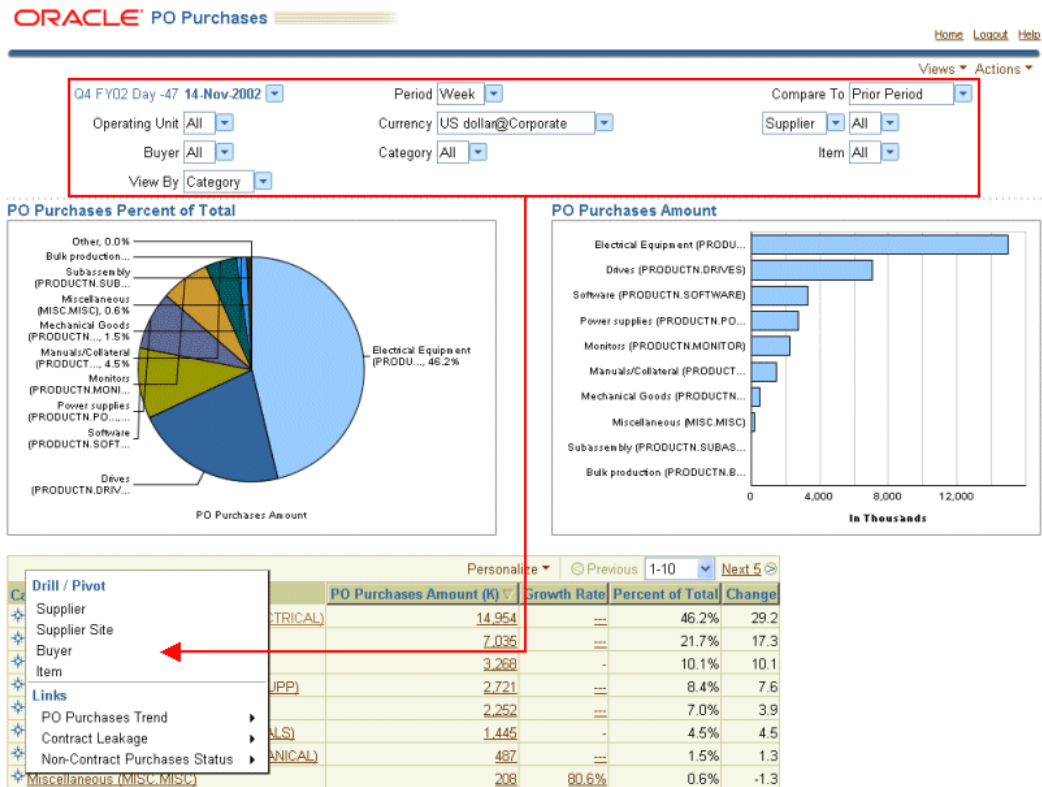
For more information, see: General Dashboard and Report Behavior, page 1-26.

Drill and Pivot

If a report contains additional View By parameters, then you can choose to "drill and

pivot" on values in the first column of the report table.

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



Personalize Report Tables

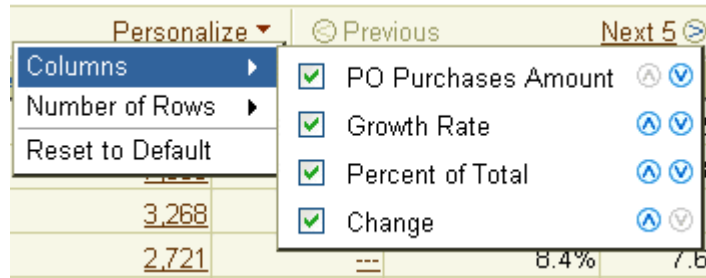
You can personalize the appearance of the tables in each report. Tables are personalized at the user level, so any changes you make will not affect other users.

For each table, you can personalize the following characteristics:

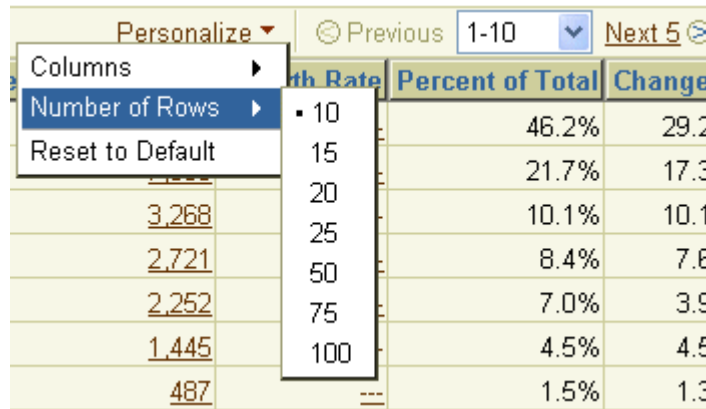
- **Column Width:** Drag and drop the side of each column to change the width of each column.
- **Hide/Show Columns:** Navigate to Personalize > Columns to hide or show the columns in the table.

If the table contains Change columns, then the Change columns are always associated with the columns immediately preceding them. For example, if the table contains a Forecast column, followed by a Change column, then the Change column is associated with the Forecast column.

Important: If you hide the Forecast column, then it is strongly recommended that you hide the Change column.



- **Column Order:** You can drag and drop the columns in the table, and rearrange the order of columns. If you move a column that is associated with a Change column, then the Change column will move also. Any child column of the Measure column (for example, Change, % of Total, and so on) will move when you move the parent column.
- **Number of Rows:** Navigate to Personalize > Number of Rows to select the maximum number of rows to display in the table.



Note: These changes are session specific. If you log out of your session, your next session will revert to the default settings. To save your changes, navigate to Views > Save View.

Report Actions

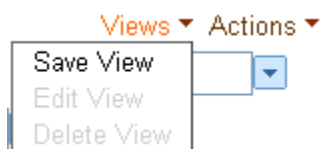
Use the Actions menu, available at the top and bottom of each report, to access the following functionality:



- Printable Page, page 1-31
- Send an Email, page 1-29
- Export to File, page 1-31
- Delegate, page 1-32
- Set as Start Page, page 1-37
- Reset Parameter Default Values, page 1-37
- Personalize Parameters, page 1-30
- Personalize Links, page 1-30

Report Views

Use the Views menu, available at the top and bottom of each report, to access the following functionality:



- Save View
- Edit View
- Delete View
- Reset to Default View

Tip: Select Reset to Default Values to reset the report parameters to the

default parameter values.

Save a report view if you frequently view a report with the same parameters, column order, number of rows, hidden columns and so on. For example, if you frequently view the Revenue by Sales Channel report for a particular Period, Manager, or Currency. The report views is saved at the user level, so any view you save is not available to other users.

To Save a Report View

1. Set the report parameters or table column personalization.
2. Navigate to Views > Save View.

ORACLE Save View

Diagnostics Home Logout Preferences

Save View : PO Purchases

* Indicates required field

* View Name My View

View Description

☐ Default View

Cancel Apply

Diagnostics | Home | Logout | Preferences

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About this Page

Privacy Statement

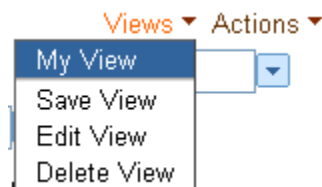
3. Enter a view name and description.

It is recommended that you include information on the parameter settings in the view name, so you can easily distinguish one report view from another.

4. To enable the default view for the report, select the Default View check box.
5. Click Apply to save your work.

This Views menu contains the list of saved report views.

To open a saved report view, click the Views menu and select a view. Edit or delete report views as required.



When you choose a saved View, the Report name will be concatenated with the View name.

Note: When you save a report view, the Date parameter is not saved with the report view. The Date parameter defaults to the current system date.

General Dashboard and Report Behavior

The following behavior is common to dashboards and reports:

- Refresh Data, page 1-27
- Personalize Dashboard, page 1-27
- Dashboard Actions, page 1-27
- Dashboard Views, page 1-28
- Email a Dashboard or Report, page 1-29
- Start a Web Conference, page 1-29
- Personalize Report Parameters, page 1-30
- Start a Real-Time Chat with Managers, page 1-30
- View Manager Data, page 1-30
- Personalize the Link Region, page 1-30
- Print a Report, page 1-31
- Access Online Help, page 1-31
- Export Data, page 1-31
- Delegate Roles, page 1-32
- Aligned Regions, page 1-33
- Cached Parameters, page 1-33
- Last Updated Date, page 1-33
- Change or Variance Values, page 1-34
- Factored Values, page 1-34

- Decimal Places in Values, page 1-35
- Truncated Values, page 1-36
- Null Values, page 1-36
- Percent Values, page 1-36
- Total Values, page 1-37
- Currency Conversion, page 1-37
- Set as Start Page, page 1-37
- Reset Parameter Default Values, page 1-37
- Configure, page 1-37

Refresh Data

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

Your Daily Business Intelligence administrator schedules the incremental request sets daily or at another regular interval. If you suspect that your data is out of date, then contact your system administrator.

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

Personalize Dashboard and Reports

You can personalize the appearance of the regions in each dashboard. Dashboards are personalized at the user level, so any changes you make will not affect other users.

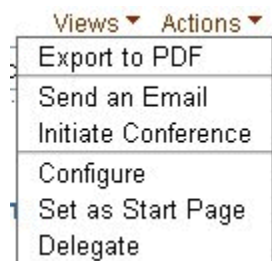
You can personalize the following characteristics of each dashboard:

- **Drag and Drop Regions:** Use drag and drop to move regions.

Note: These changes are session specific. If you log out of your session, your next session will revert to the default settings. To save your changes, navigate to Views > Save View.

Dashboard Actions

Use the Actions menu, available at the top and bottom of each dashboard, to access the following dashboard functionality:



- Export to PDF, page 1-31
- Send an Email, page 1-29
- Initiate Conference, page 1-29
- Configure, page 1-37
- Set as Start Page, page 1-37
- Delegate, page 1-32

Dashboard Views

Use the Views menu, at the top and bottom of each dashboard, to access the following functionality:



- Save View
- Reset to Default

Save a dashboard view if you frequently view a dashboard with the same parameters or layout. For example, if you frequently view the Expense Management Dashboard for a particular Period, Manager, or Currency. The dashboard view is saved at the user level. Any view you save is not available to other users.

To Save a Dashboard View

1. Set the dashboard parameters as required.

2. Navigate to Views > Save View.

To revert back to the default dashboard view, select Reset to Default.

Note: When you save a dashboard view, the Date parameter is not saved with the dashboard view. The Date parameter defaults to the current system date.

Email a Dashboard or Report

Click the Email link to send an email of a PNG graphics file of a dashboard or report, with comments, to up to four email addresses.

The screenshot shows the Oracle Email interface. At the top, there is a navigation bar with links: [Diagnostics](#), [Home](#), [Logout](#), [Preferences](#), and [Help](#). Below the navigation bar, the title "Email : Profit and Loss" is displayed. To the right of the title are "Cancel" and "Send" buttons. The form includes a legend: "* Indicates required field". The "To" field is marked as required and contains four empty input boxes, each with a small icon of a person. The "Subject" field is labeled "Feedback: Profit and Loss". The "Frequency" field is a dropdown menu set to "Do Not Repeat". The "Comments" field is a large text area. At the bottom right of the form are "Cancel" and "Send" buttons.

If you want to send an email to the same users on a regular basis, then set the Frequency field to Daily, Weekly, or Monthly, and specify an end date. The users receive a copy of the email, with a PNG file of the latest dashboard or report, from the current date until the specified end date. When you set the Frequency field, the system automatically indicates the time that the PNG file will be generated and sent to users.

Start a Web Conference

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

dashboard or report.

For more information, see: *Oracle Collaboration Suite Documentation Library*.

Personalize Report Parameters

You can personalize the appearance of report parameters by choosing their order and which parameters are displayed or hidden. Hiding a parameter does not affect the functionality of the parameter, only the parameter's appearance.

Start a Real-Time Chat with Managers

Start an Oracle Collaboration Suite real-time chat by clicking the chat icon in the Manager parameter of dashboards and reports.

Use real-time chats to discuss data points on a dashboard or report.

Note: To use this feature requires Oracle Collaboration Suite, and the associated profile options to be set up by your administrator.

For more information, see: *Oracle Daily Business Intelligence Implementation Guide*.

For more information on Real-Time Chat, see: *Oracle Collaboration Suite Documentation Library*.

View Manager Data

You can view the hierarchy and employee data for managers in your supervisor hierarchy by clicking the star icon in dashboards and links.

Employee data includes information on the manager's title, location, and time zone; contact information such as email, phone, fax number; and reporting information, including direct manager, number of direct reports, and total number of reports.

For more information on managers, see the Oracle HRMS documentation.

Note: This feature is not enabled by default, and requires the HR Employee Directory and the appropriate profile options to be activated.

For more information, see: *Oracle Daily Business Intelligence Implementation Guide*.

Personalize the Links Region

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

To personalize the Links region, do the following:

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

Print a Report

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

Access Online Help

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

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

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

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

Export Data

To export a dashboard to a PDF file, navigate to Actions > Export to PDF.

To export a report to a Microsoft Excel spreadsheet or to a PDF file:

1. Navigate to Actions > Export to a File.
2. Select the report format and click Apply.

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

Adobe Acrobat installed to export to a PDF file.

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

You can also export to a PDF template file using Oracle XML Publisher. To enable this functionality, you must have Oracle XML Publisher installed. Register the template with the Oracle Daily Business Intelligence report. The export option is shown when you select Actions > Export to a File.

For more information, see: *Oracle XML Publisher User's Guide*.

Delegate Roles

You can delegate managers access to other users in the organization and also assign access to companies and to cost centers. The delegation for cost centers is available only with selected Oracle Daily Business Intelligence for Financials reports.

You can delegate access to a set of reports, along with your data security privileges, to another user in your supervisor hierarchy.

You can delegate the following preseeded roles from the Profit and Loss or Expense Management dashboards:

- Profit Center Manager
- Financial Analyst
- Fund Manager

For more information, see: *Oracle Daily Business Intelligence Implementation Guide*.

Oracle Daily Business Intelligence for HRMS supplies the following predefined roles:

- Daily HR Intelligence
- Workforce Budget Manager

You can delegate the following preseeded responsibility from the HR Management - Overview dashboard:

- HR Line Manager

For more information, see: *Oracle Daily Business Intelligence for HRMS Implementation Guide*.

You can also create roles, as required.

When you delegate a role to the employee, the employee can see all the secured

information that the delegating manager can see. For example, if you grant the user the Expense Analyst role, then the user can see and drill down to the Expense related reports for the delegating manager. If you grant the user the Financial Analyst role, the user can see the Revenue related reports for the delegating manager. Managers can delegate these roles for a specific period of time by specifying start and end dates.

For more information on roles and privileges, see: *Oracle Applications System Administrator's Guide - Security*.

For more information, see: *Oracle Daily Business Intelligence Implementation Guide*.

To Delegate a Manager Role

1. In a dashboard or report, click Delegate.
2. In List of Grants, click Grant Roles.
3. In the Grant To field, select a user from the supervisor hierarchy.
4. Enter a Start and End date for the period of delegation.
5. Select the role to delegate.
6. Click Apply to save your work.

Aligned Regions

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

Cached Parameters

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

Note: The date parameter is never cached. It is always set to the current system date.

Data Last Updated Date

The Data Last Updated date is available in all reports and dashboards. This date reflects the last time the initial or incremental request set was completed successfully for the dashboard or report.

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

Click the Data Last Updated value at the bottom of the dashboard, and drill down to the Dashboard Refresh Status report to display information about the last and next scheduled refresh for the dashboard.

Change or Variance Values

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

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

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

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

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

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

- $\text{Change} = (\text{Current Actual} - \text{Previous Actual})$
- $\text{Variance} = (\text{Current} - \text{Plan or Budget})$

The Change% or Variance% calculation is used when comparing two numbers that are non-percentages. The Change or Variance calculation is used when comparing percentages.

Tip: Use Change or Variance calculation when a percentage change is not meaningful (for example, in cycle time measures, ratios, and so on).

Factored Values

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

The graph, table, and KPI regions use factoring for currency values. If a region uses factoring, then the following rules apply:

- A single factor is chosen for each column, or group of columns.
- Values, such as percent, ratio, quantity, and count may or may not be factored. For

details, see the specific reports.

- The most commonly occurring factor is used. For example, if most values in a column, or column group, are in thousands, then the factor will be thousands.
- A column will display up to four digits for a factored value. The following table shows how different number ranges are displayed depending on the factor chosen:

Factoring Examples

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

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

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

If all columns in a table region have the same factoring value, then the value is displayed in the portlet header. Reports have a footnote entry displaying the factor. Graphs add an axis label with the factor for that measure.

Decimal Places in Values

Decimal places are handled differently, depending on the value expressed.

- **Percent, Ratio, and other Calculated Measures:** In general, percents, ratios and other calculated measures are displayed with one decimal place. In the event that more than one decimal place is required for a percent or ratio, then the Change column will use the same number of decimal places.

- **Currency Values:** There are no decimal places used for Currency values, but the numbers are factored.
- **Quantities and Counts:** Quantities and counts are expressed as whole numbers whenever possible. In the event that a quantity requires a decimal place, the number either displays the decimal or rounds to the nearest whole number. See dashboard and report descriptions for specific information on a particular quantity or count.

Truncated Values

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

Numerical data is not truncated.

View By data is truncated using the following criteria.

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

Note: Data is not truncated in reports.

Null Values

If a value or calculation is null, then it appears as 0 or '-'.

If a value or calculation is divided by zero, then it appears as 'N/A'. For example, if there is no data in the previous period, the denominator is 0, resulting in a change of N/A.

If the actual and comparison values have opposite signs, then the absolute value is displayed.

Percent Values

If a percent value falls outside of the range specified by the BIS: Change Low Range and

the BIS: Change High Range parameters, then the percent is displayed as "---".

For example, if the Change calculation results in a change of 1,000%, it will display as "---", if the parameters are set to display up to 999%.

Total Values

Regions typically display 11 to 13 rows, including totals. If the underlying report has more than 13 lines, only 13 lines appear in the region. The grand totals that appear in the region are not just for the lines that appear in the region, but for the complete set of data in the underlying report. Drill down to the underlying report to view the details for the grand total.

If a row is labelled "Total", then the displays if the total for what is shown in the region.

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

Currency Conversion

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

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

Set as Start Page

Select Set as Start Page to set a dashboard or report as the default opening page when you log in to your self-service applications.

Reset Parameter Default Values

Select Reset Parameter Default Values to reset report parameter values to their default values.

Configure

The Configure link on a dashboard Actions menu allows site-level changes to be made to the dashboard:

- Add or remove regions
- Add or remove KPIs
- Reorder or hide regions

Note: The Configure link is only available to users with Daily Business Intelligence Administrator responsibility.

For more information, see: *Oracle Daily Business Intelligence Implementation Guide*.

Using Daily Business Intelligence for Customer Support

This chapter covers the following topics:

- Introduction
- Customer Support Management Dashboard

Introduction

Daily Business Intelligence for Customer Support lets customer support managers monitor the organization's responsiveness to service requests. DBI for Customer Support provides easy access to information that reveals service request status and service request trends. This insight can contribute to the improvement of service response efficiency.

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

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

Customer Support Management Dashboard

The Customer Support Management dashboard contains KPIs, page 2-5 Customer Support Management KPIs, and selected Service Request Backlog, Service Request Activity, and Service Request Resolution and Closure Performance reports. This section describes all the elements on this dashboard.

Dashboard Parameters

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

Date

See Parameters, page 1-4 for more information on the Date parameter.

Period

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

See Parameters, page 1-4 for more information about the Period parameter.

Compare To

This parameter is used for calculating change. See Parameters, page 1-4 for more information about the Compare To parameter.

Request Type

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

Product Category (serviced item)

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

Reports and Graphs

The Customer Support Management dashboard contains the following report regions:

- Customer Support Management KPIs, page 2-5
- Service Request Backlog, page 2-7

- Service Request Activity, page 2-12
- Service Request Resolution and Closure Performance, page 2-16

Most reports feature graphs, as well as tabular data.

Common Parameters

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

- **Product:** The Product parameter represents products within the hierarchical structure of product categories. It is the product on a service request and is at the Master Organization level. If a product was not specified on the service request, then the value appears as Product not Specified.
- **Customer:** The customer on the service request. The drop-down list shows customers with accounts and without accounts.
- **Severity:** The severity of the service request. These options are defined in Oracle TeleService.
- **Assignment Group:** The Resource Group to which the service request is assigned. If a resource group was not assigned in Oracle TeleService, then this value is Unassigned.
- **Status:** The service request status. These options are defined in Oracle TeleService.
- **View By:** Use this parameter to control how to display the data, for example, by request type, product category, product, customer, severity, assignment group, or status.

You can only view trend reports by time: Day, Week, Month, Quarter, Year, as well as, Rolling 7 Days, 30 Days, 90 Days, and 365 Days. Detail reports do not have view-by options, and certain view-by reports do not offer additional view-by options. You can select view-by options for all other reports. When View By is Product Category, you can drill to the next level categories and to the corresponding products classified under the product category.

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

Trend Graphs

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

- **Day:** Displays data from the past seven days since the selected date.

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

Personalizing Links

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

Additional Information

An administrator with the Daily Business Intelligence Designer responsibility can add more objects at the site level based on users' needs. An administrator can add the following objects:

- Service Request Backlog Trend graph, page 2-12
- Service Request Escalated Percent Trend graph, page 2-12
- Service Request Unowned Percent Trend graph, page 2-12
- Time to Close Distribution graph, page 2-21
- Service Request Backlog Table, page 2-9

- Service Request Closure Summary Table, page 2-19
- Service Request Close Time KPI, page 2-19
- Service Request Unowned Backlog Percent KPI, page 2-9
- Service Request Escalated Backlog Percent KPI, page 2-7

An administrator can also create reports that measure response and resolution time compliance.

For more information about adding new objects and creating reports, see the *Oracle Daily Business Intelligence Implementation Guide*.

Customer Support Management KPIs

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

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

KPI Columns

The KPI table contains the following columns:

Name

The name of the KPI.

X Days

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

Change

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

- **Percent:** For numbers that represent a count, the change is shown as a percentage and is expressed as:
$$(\text{Current Measure} - \text{Comparison Measure}) / \text{Absolute value of Comparison Measure} * 100$$
- **Difference:** For numbers that represent days, percent, or a ratio, the change is

expressed as:

Current Measure - Comparison Measure

Compare Request Types

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

Report Headings and Calculations

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

- **Service Request Backlog:** It is the number of open service requests on the selected date. This KPI links to the Service Request Backlog Report. See also the Service Request Backlog Report.
- **Unresolved Service Request Backlog:** It is the number of unresolved open service requests on the selected date. This KPI links to the Service Request Backlog Report. See also the Service Request Backlog Report.

- **Unresolved Escalated Backlog %:** $\text{Count of Unresolved Escalated Backlog Service Request} / \text{Count of Unresolved Backlog Service Request} * 100$

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

- **Unresolved Unowned Backlog Percent:** $\text{Count of Unresolved Unowned Backlog Service Request} / \text{Count of Unresolved Backlog Service Request} * 100$

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

- **Service Requests Opened Activity:** It is the number of times service requests were opened. It includes first opened and reopened service requests. Opened activity is a cumulative measure based on the selected date and period. This KPI links to the Service Requests Activity Report. See also the Service Requests Activity Report.
- **Service Request Closed Activity:** It is the number of times service requests were closed. Closed activity is a cumulative measure based on the selected date and period. This KPI links to the Service Request Activity Report. See also the Service Request Activity Report.

- **Mean Time to Resolve (Days):** Sum of Time to Resolve Service Requests / Count of Last Resolved Service Requests

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

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

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

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

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

- **Service Request Escalated Backlog Percent:** (Escalated Backlog Service Request / Total Backlog Service Request) * 100

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

Service Request Backlog

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

The following backlog reports are available:

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

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

Report Parameters

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

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

For information about these parameters, see Common Parameters, page 2-3.

The following parameters also appear in this report:

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

See Parameters, page 1-4 for more information about how parameters (including time periods) affect the results on dashboards and reports.

Report Headings and Calculations

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

The reports appear in tabular format. You can change the way the data is sorted in report columns that have an arrow next to the heading. Click the column heading to

change the sorting.

Service Request Backlog

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

- **Backlog:** Number of service requests that are open on the selected date.
- **Escalated:** Number of backlog service requests that have an open escalation on the selected date.
- **Unowned:** Number of backlog service requests that do not have an individual owner on the selected date.
- **Change:** See the Change definition in Customer Support Management KPIs, page 2-5.

Service Request Backlog Trend

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

Service Request Backlog Distribution

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

- **Percent of Total:** $\text{Backlog for the Row} / \text{Grand Total of Backlog Service Requests} * 100$
The percentage that the row represents in the table with respect to the value in the Grand Total field.
- **Escalated Percent:** $\text{Escalated Backlog Service Request} / \text{Total Backlog Service Request} * 100$
The percentage of escalated backlog service requests with respect to the total backlog service requests.
- **Unowned Percent:** $\text{Unowned Backlog Service Request} / \text{Total Backlog Service Request} * 100$
The percentage of unowned backlog service requests with respect to the total

backlog service requests.

- **Change %:** See the Change definition in Customer Support Management KPIs, page 2-5.

Service Request Backlog Distribution Trend

The Service Request Backlog Distribution Trend report is similar to the Service Request Backlog Distribution report, except that it displays the information over a period of time based on the date and Period parameters. For details on the headings and calculations, see Service Request Backlog Distribution, page 2-10.

Service Request Backlog Aging

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

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

Service Request Backlog Aging Trend

The Service Request Backlog Aging Trend report is similar to the Service Request Backlog Aging report, except that it displays the information over a period of time based on the Period parameter. For details about the headings and calculations, see Service Request Backlog Aging, page 2-10.

Service Request Backlog Aging Distribution

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

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

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

backlog service requests.

For details about other headings and calculations, see *Service Request Backlog*, page 2-10.

Service Request Backlog Aging Distribution Trend

The Service Request Backlog Aging Distribution Trend report is similar to the Service Request Backlog Aging Distribution, except that it displays the information over a period of time. For details on the headings and calculations, see *Service Request Backlog Aging*, page 2-10.

Service Request Backlog Detail

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

Graphs

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

- **Backlog:** Shows all open service requests on the selected date and compares it with backlog in the compare-to period.
- **Escalated:** Shows all escalated backlog requests on the selected date and compares the data with the escalated backlog in the compare-to period.
- **Unowned:** Shows all unowned backlog requests on the date you specified and compares it with the unowned backlog in the compare-to period.
- **Percent of Total:** Shows the percentage of backlog requests with respect to the total backlog requests for the selected date and compares it with the same data in the compare-to period.
- **Escalated Percent:** Shows the percentage of escalated backlog service requests with respect to the total backlog service requests for the selected date and compares the data with the data in the compare-to period.
- **Unowned Percent:** Shows the percentage of unowned backlog service requests with respect to the total unowned service requests for the selected date. It compares this data with the same data in the compare-to period. For more information about the Unowned Percent calculation, see *Service Request Backlog Distribution*, page 2-10.

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

Customization

Daily Business Intelligence for Customer Support reports allow some customization at the user level and at the site level. See General Dashboard and Report Behavior, page 1-26 for more information.

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

Service Request Activity

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

The following Activity reports are available:

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

Report Parameters

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

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

For information about these parameters, see Common Parameters, page 2-3.

Report Headings and Calculations

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

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

Service Request Activity

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

- **First Opened:** Number of times the service requests are opened first during the period.

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

Ratio of opened activity with respect to the closed activity in the given period. A ratio of 1 indicates that service requests are closed at the same rate at which they are opened. A ratio above 1.00 indicates that backlog is increasing, meaning requests are being closed at a slower rate than they are being opened. Conversely, if the ratio falls below 1.00, then the backlog is decreasing, meaning requests are being closed at a faster rate than they are being opened.
- **Change %:** See the Change definition in Customer Support Management KPIs, page 2-5.

Service Request Activity Trend

The Service Request Activity Trend report is similar to the Service Request Activity report, except that it displays the information over a period of time based on the date and Period parameters. For details about the headings and calculations, see Service Request Activity report, page 2-13.

Service Request Activity & Backlog

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

- **Beginning Backlog:** Number of backlog service requests at the end of the previous sequential period. For example, in a Week period, the end of the previous sequential period is the last day of the previous week. This differs from Backlog, which is the total of open service requests at the time the report is run.
- **Opened Activity:** Number of times service requests are opened during the period, which includes first opened and reopened service requests. This is a cumulative number based on the date and Period parameters.

- **Closed Activity:** Number of times service requests are closed during the period. This includes the service requests that are created in the closed state. Also, if a service request is closed, reopened, then closed again, then it is counted multiple times.
- **Transfers:** Data in a report is displayed based on the dashboard and report parameters. In the life cycle of a service request, it is possible for the parameter value of the service request to change. Transfers accounts for the number of service requests that have moved into and out of the selected parameters value sets when viewing the report. The calculation for Transfers occurs as follows:
 - If a service request appears in the Beginning Backlog based on its parameter values but does not appear in the Closed Activity or Backlog because its parameter values have changed within the selected period, then it will contribute -1 to Transfers.
 - If a service request appears in the Opened Activity based on its parameter values but does not appear in the Closed Activity or Backlog because its parameter values have changed within the selected period, then it will contribute -1 to Transfers.
 - If a service request appears in the Closed Activity based on its parameters values but does not appear in the Beginning Backlog or Opened Activity because its parameter values have changed, then it will contribute +1 to Transfers.
 - If a service request appears in the Backlog based on its parameters values but does not appear in the Beginning Backlog or Opened Activity because its parameter values have changed, then it will contribute +1 to Transfers.
- **Backlog:** The number of service requests that are open on the selected date. From here, you can access the Service Request Backlog page.
- **Change %:** See the Change definition in Customer Support Management KPIs, page 2-5.

Service Request Activity & Backlog Trend Report

The Service Request Activity & Backlog Trend Report is similar to the Service Request Activity & Backlog report, except that it displays the information over a period of time based on the date and Period parameters. For details about the headings and calculations, see Service Request Activity & Backlog, page 2-14.

Graphs

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

- **Opened:** Shows the number of times service requests were opened during the period and compares it with the data in the compare-to period. The number includes the first opened and reopened service requests. This is a cumulative number based on the date and Period parameters. For more information, see Service Request Activity, page 2-13.

Closed: Shows the number of times service requests were closed during the period and compares it with the data in the compare-to period. This number includes the service requests that are created in the closed state. Also, if a service request is closed, reopened, and then closed again, then it is counted multiple times. For more information, see Service Request Activity, page 2-13.
- **Opened to Closed Ratio:** Shows the ratio of opened activity with respect to the closed activity and compares it with this ratio in the compare-to period.
- **Opened Trend:** The Opened Trend graph is similar to the Opened graph, except that it displays the data for a period of time. For more information about trend graphs, see Trend Graphs, page 2-3.
- **Closed Trend:** The Closed Trend graph is similar to the Closed graph, except that it displays the data for a period of time. For more information about trend graphs, see Trend Graphs, page 2-3.
- **Opened to Closed Ratio Trend:** The Opened to Closed Ratio Trend graph is similar to the Opened to Closed Ratio Trend graph, except that it displays the data for a period of time. For more information about trend graphs, see Trend Graphs, page 2-3.
- **Activity:** Compares the activity of opened service requests to the closed service requests in the specified period. The Compare To parameter does not have affect on this graph.
- **Activity Trend:** Compares opened activity with closed activity over a period of time. For more information about trend graphs, see Trend Graphs, page 2-3.

Customization

Daily Business Intelligence for Customer Support reports allow some customization at the user level and at the site level. For more information, see the Customization explanation in Service Request Backlog, page 2-7.

Service Request Resolution and Closure Performance

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

customer satisfaction because the customer is more concerned about the resolution of the service requests than its closure.

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

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

Report Parameters

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

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

For information on these parameters, see Common Parameters, page 2-3.

The following parameter also appears in this report:

- **Channel:** The channel through which the service request was closed or resolved.

- **Time To Resolve Distribution:** The average time it took to resolve the service requests, distributed among aging buckets.
- **Time to Close Distribution:** The average time it took to close the service requests, distributed among aging buckets.

See Parameters, page 1-4, for more information about how parameters (including time periods) affect the results on dashboards and reports.

Report Headings and Calculations

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

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

Service Request Resolution Summary

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

- **Resolved:** Number of service requests resolved during the period and not unresolved. If the service request is unresolved in a future period, then the period in which it was reported as resolved is retrospectively adjusted. A service request is counted as resolved only once. From here, you can access the Service Request Resolution Detail report.
- **Mean Time To Resolve (Days):** $(\text{Resolved Date of Service Request} - \text{Incident Date of Service Request}) / \text{Number of Service Requests Resolved}$
The average time required to resolve service requests. A service request once resolved can be unresolved. In this case, the original resolved date is not counted and only the last time the service request is resolved is used to calculate the days.
- **Time to Resolve Distribution:** Mean time required to resolve the service requests, distributed among the aging buckets. For example, service requests that took on an average two days to resolve appear in the 0-2 Days aging buckets.
- **Change %:** See the Change definition in Customer Support Management KPIs, page 2-5.

Service Request Resolution Trend

The Service Request Resolution Trend report is similar to the Service Request Resolution Summary report, except that it displays the information over a period of time based on the date and Period parameters. For details about the headings and calculations, see Service Request Resolution Summary, page 2-18.

Service Request Resolution Distribution

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

- **Time to Resolve Distribution:** Resolved Service Requests for the Bucket / Resolved Service Requests for the Row in the Table. For details about other headings and calculations, see Service Request Resolution Summary, page 2-18.

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

- **Change %:** See the Change definition in Customer Support Management KPIs, page 2-5.

Service Request Resolution Distribution Trend

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

Service Request Resolution Detail

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

Service Request Closure Summary

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

- **Closed:** Count of service requests that were closed during the specified period and

have not been reopened. If the service request is reopened in a future period, then the period in which it was reported as closed is retroactively adjusted. A service request is counted as closed only once, for performance reasons. From here, you can access the Service Request Closure Detail report.

- **Mean Time to Close (Days):** (Closure Date of Service Request – Incident Date of Service Request) / Number of Service Requests Closed

Average time taken to close the service requests. Any service request can be reopened after it is closed. In this case, the original closure will be ignored when determining the closure cycle of the service request. Only the last time the service request is closed is considered.
- **Time to Close Distribution:** Mean time it took to close the service requests, distributed among the aging buckets. For example, service requests that required an average of two days to close appear in the 0-2 Days aging bucket.
- **Change %:** See the Change definition in Customer Support Management KPIs, page 2-5.

Service Request Closure Trend

The Service Request Closure Trend report is similar to the Service Request Closure Summary report except that it displays the information over a period of time based on the date and Period parameters. For details on the headings and calculations, see Service Request Closure Summary, page 2-19.

Service Request Closure Distribution

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

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

Service Request Closure Distribution Trend

The Service Request Closure Distribution Trend report is similar to the Service Request Closure Distribution report, except that it displays the information over a period of time based on the date and Period parameters. For details about the headings and calculations, see Service Request Closure Distribution, page 2-20.

Service Request Closure Detail

The Service Request Closure Detail report displays the details of individual service requests based on the parameters selected. The Compare To parameter is not used by

this report. This report is available from the Service Request Closure Summary and Service Request Closure Distribution report by clicking the link in the Closed column. The Service Request Closure Detail report includes the request number, request type, product number, product description, customer, severity, assignment group, resolution status, channel through which the request was received, time to close the request, and the closure date. From here, you can access the Service Request Summary page, by clicking the Request Number.

Graphs

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

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

depends on the value you select for the Period parameter. For more information about trend graphs, see Trend Graphs, page 2-3.

- **Mean Time to Close (Days) Trend:** Shows the mean time to close service requests over a period of time based on the date and Period parameters. For more information about trend graphs, see Trend Graphs, page 2-3.
- **Time to Close Distribution Trend:** Shows the aging distribution of the closure time of service requests among various aging buckets over a period of time based on the date and Period parameters. For more information about trend graphs, see Trend Graphs, page 2-3.

Customization

Daily Business Intelligence for Customer Support reports allow some customization at the user level and at the site level. For more information, see the Customization explanation in Service Request Backlog, page 2-7.

Additional Information

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

Using Daily Business Intelligence for Depot Repair

This chapter covers the following topics:

- Introduction
- Common Concepts
- Depot Repair Management Dashboard

Introduction

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

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

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

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

Common Concepts

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

Parameters

- **Date:** The Date parameter is not unique to the Depot Repair Management reports. Most reports show data for the period to date, which means the data that is shown is for the period you select from the date you select. This concept is discussed in the Date parameter explanation in Parameters, page 1-4.
 - **Inception to Date:** The backlog reports show data from inception to date. This means these reports do not consider the period (Week, Month, Quarter, Year) to date but, instead, provide data on all repair orders currently open from the global start date until the date in the Date parameter.

In reports that show data up to the last collection date, the Period parameter is used to determine the date reference in the previous period. The Change column shows this value. For example, if the last refresh date is 26-Jun-05 and Period is Month, then the Change column shows change with respect to 26-May-05.
- **Period to Date:** See the Date parameter explanation in Parameters, page 1-4.
- **Creation Date:** The date the repair order was created in Oracle Depot Repair.
- **Closed Date:** The date the repair order was closed by changing the Repair Order Status to Closed.
- **Promise Date:** A repair order is past due if it is still open on the date you select in the Date parameter, and the parameter date is greater than the promise date on the repair order. Past due is based on calendar day, not hours. Promise Date is an optional field in Oracle Depot Repair. A repair order without a promise date is not factored into the backlog metrics.
- **Period:** See Parameters, page 1-4. Available parameters are Week, Month, Quarter, and Year.
- **Compare To:** See Parameters, page 1-4.
- **Customer:** The customer on the repair order.
- **Product Category:** The product category from the repair order. Product category is set up during inventory setup. It is common to all dashboards and reports that contain information on product category.
- **Product:** The product or item on the repair order.
- **Repair Organization:** The organization that owns and manages the repair order that was created in Oracle Depot Repair. This organization does not necessarily repair the product. All users of DBI for Depot Repair can see data for *all* repair

organizations.

This field was introduced in Oracle Applications 11.5.10. Repair orders that were created prior to this release display as "Unassigned."

- **Currency:** See Parameters, page 1-4. Only primary and secondary currencies are options.
- **Repair Type:** A repair order classification that was selected in Oracle Depot Repair, such as "Repair and Return," "Exchange," or "Replacement." These are user-defined, so actual parameters could vary.

Day Buckets

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

Related Reports and Links

- Depot Repair Management Dashboard, page 3-3
- Repair Order Backlog, page 3-5
- Repair Order Margin, page 3-10
- Repair Order Completion, page 3-17
- Mean Time to Repair, page 3-21

Depot Repair Management Dashboard

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

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

Dashboard Parameters

This dashboard contains the following parameters:

- **Date:** See Common Concepts, page 3-1.
- **Period:** See Parameters, page 1-4.
- **Compare To:** See Parameters, page 1-4.
- **Repair Organization:** See Common Concepts, page 3-1.
- **Currency:** See Parameters, page 1-4.
- **Repair Type:** See Common Concepts, page 3-1.

Reports and Graphs

This dashboard contains the following report regions:

- Depot Repair Management KPIs, page 3-4
- Repair Order Backlog, page 3-5
- Repair Order Margin, page 3-10
- Repair Order Completion, page 3-17
- Mean Time to Repair, page 3-21

Depot Repair Management Key Performance Indicators

The following section lists and defines the key performance indicators (KPIs) that appear on this dashboard.

KPI Definitions

- **Repair Order Backlog:** The number of open repair orders for the period, regardless of when they were created. Repair Order Status options are Open, Hold, or Draft.
Selecting Depot Repair Order Backlog opens the Repair Order Backlog Report.
- **Past Due %:** $(\text{Past Due/Repair Order Backlog}) * 100$
The percentage of past due repair orders to the total number of open repair orders (Repair Order Backlog). A repair order is past due if it is still open and the Date parameter is later than the promise date (calendar day) on the repair order. For more information, see Common Concepts, page 3-1.
Selecting Past Due % opens the Repair Order Backlog Report.
- **Repair Order Margin:** $[(\text{Charge for the repair} - \text{Cost of the repair}) / (\text{Charge for the}$

repair)] * 100

Selecting Repair Order Margin opens the Repair Order Margin Report.

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

Selecting Completed Repair Orders opens the Repair Order Completion Report.

- **Late Completions %:** The percentage of repair orders that were completed late to the total repair orders that were completed in the period. A repair order is late if the close date is later than the promise date.

Selecting Late Completions % opens the Repair Order Completion Report.

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

Selecting Mean Time to Repair (Days) opens the Mean Time to Repair Report.

Related Reports and Links

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

For information on how the KPI graph works, see KPI Region, page 1-14.

Repair Order Backlog

This section discusses the following reports:

- Repair Order Backlog, page 3-7
- Repair Order Backlog Trend, page 3-7
- Repair Order Days Until Promised, page 3-8
- Repair Order Backlog Detail, page 3-8
- Repair Order Past Due Aging, page 3-9
- Repair Order Past Due Detail, page 3-9

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

- How much repair work still needs to be completed? See the Repair Order Backlog Report, page 3-7.
- Which repair organization has the most backlog? See the Repair Order Backlog Report, page 3-7.
- How many days overdue are the majority of past due repair orders? See the Repair Order Past Due Aging Report, page 3-9.
- How many repair orders are due this week? See the Repair Order Days Until Promised Report, page 3-8.
- How does today's backlog compare with that of the previous month? See the Repair Order Backlog Trend Report, page 3-7.

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

Report Parameters

- **Date:** See Common Concepts, page 3-1.
- **Period:** See Parameters, page 1-4.
- **Compare To:** See Parameters, page 1-4.
- **Repair Organization:** See Common Concepts, page 3-1.
- **Product Category:** See Common Concepts, page 3-1.
- **Product:** See Common Concepts, page 3-1.
- **Customer:** See Common Concepts, page 3-1.
- **Repair Type:** See Common Concepts, page 3-1.
- **Backlog Distribution:** The number of days until promised, based on the promise date on the repair order. An administrator can modify the groupings. For more information, see Common Concepts, page 3-1.
- **Past Due Days:** A distribution of the past due days. Past due days are the number of days past the promise date on the repair order.

Note: If a repair order does not have a promise date, then it is not factored into the backlog metrics. For more information on promise

date, see Common Concepts, page 3-1.

For more information on how parameters affect the results on dashboards, see General Dashboard and Report Behavior, page 1-26.

Report Headings and Calculations

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

Repair Order Backlog

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

This report includes the following columns:

- **Backlog:** The number of open repair orders, period to date. It includes all repair orders of statuses Open, Hold, and Draft.

If the selected date is the same as or after the date the data was last updated, then you can access the Repair Order Backlog Detail Report, page 3-8 .

- **Change:** The difference between the number of open repair orders of the selected period and those of the selected compare-to period.
- **Past Due:** The number of repair orders that are still open after the promise date on the repair order.

If the selected date is the same as the date the data was last updated, then you can access the Repair Order Past Due Detail Report, page 3-9.

- **Change:** The difference between the number of past due repair orders of the selected period and those of the selected compare-to period.

- **Past Due Percent:** $(\text{Past Due} / \text{Repair Order Backlog}) * 100$

The number of past due repair orders as a percentage of the total number of open repair orders.

- **Change:** The difference between the past due percent of the selected period and the selected compare-to period.

Repair Order Backlog Trend

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

For an explanation of the report headings and calculations, see the Repair Order Backlog Report, page 3-7.

Repair Order Days Until Promised

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

This report contains the following columns:

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

For an explanation of Backlog, Change, and Past Due, see the Repair Order Backlog Report, page 3-7.

From the Backlog, Past Due, Days Until Promised Distribution, and Not Promised column, you can access the Repair Order Backlog Detail Report, page 3-8.

Repair Order Backlog Detail

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

- **Repair Order:** The repair order number from Oracle Depot Repair.
From this column, you can access the Repair Order Details page, which contains a link to the Service Request Summary page. The Repair Order Details page contains a live view of the repair order in Oracle Depot Repair. Similarly, the Service Request Summary page contains a live view of the service request in Oracle TeleService.
- **Service Request:** The Oracle TeleService service request associated with the repair order.
From this column, you can access the Service Request Summary page.
- **Repair Type:** The type of repair, as listed on the repair order.
- **Product:** The product that is being repaired.
- **Description:** The item description from the repair order.
- **UOM:** The unit of measure of the item on the repair order.
- **Quantity:** The quantity of the item on the repair order.
- **Serial Number:** The serial number (if available) of the item that is being repaired.
- **Repair Status:** The status of the repair order. These are system-defined and user-defined repair statuses in Oracle Depot Repair.
- **Promise Date:** The date the customer was promised the repair. This is an optional

field on the repair order.

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

Repair Order Past Due Aging

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

The report contains the following columns:

- **Past Due:** See the Repair Order Backlog Report, page 3-7.

From this column, you can access the Repair Order Past Due Detail Report, page 3-9.

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

Repair Order Past Due Detail

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

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

For a description of the other columns and headings, see the Repair Order Backlog Detail Report, page 3-8.

Graphs

- **Backlog:** Shows the number of open repair orders for the selected period and compare-to period.
- **Past Due:** Shows the number of open repair orders that are past due for the selected period and compare-to periods.
- **Past Due Percent:** Shows the number of open repair orders that are past due as a percentage of the total open repair orders. The graph shows the percentage for the selected period and compare-to period.
- **Backlog Trend:** Shows the number of open repair orders over the selected period. The graph shows the open repair orders from the prior period for comparison.
- **Past Due Trend:** Shows the number of open repair orders that are past due over the selected period. The graph displays the past due repair orders of the prior period for comparison.
- **Past Due Percent Trend:** Shows the past due open repair orders as a percentage of the total open repair orders for the selected period and compare-to period.

- **Days Until Promised Distribution:** Shows the number of open repair orders that will be due, grouped by the number of days until due. This information is provided for the selected period only.
- **Repair Order Past Due Aging:** Shows the number of open repair orders for the period, grouped by the number of days they are past due.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

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

Repair Order Margin

This section discusses the following reports:

- Repair Order Margin, page 3-11
- Repair Order Margin Trend, page 3-12
- Repair Order Margin Detail, page 3-14
- Repair Order Cost Summary, page 3-12
- Repair Order Cost Summary Trend, page 3-13
- Repair Order Charges Summary, page 3-13
- Repair Order Charges Summary Trend, page 3-13
- Repair Order Margin Summary, page 3-14
- Repair Order Margin Summary Trend, page 3-14

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

You can use these reports to answer the following questions:

- Which repair organization is the most profitable? See the Repair Order Margin Report, page 3-11.
- Which repair types cost the most? See the Repair Order Cost Summary Report, page

3-12.

- Which customer makes up the greatest portion of customer billings? See the Repair Order Charges Summary Report, page 3-13.

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

Currency conversions are based on the repair order closed date.

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

Report Parameters

The following parameters are displayed on this dashboard.

- **Date:** See Common Concepts, page 3-1.
- **Period:** See Parameters, page 1-4.
- **Compare To:** See Parameters, page 1-4.
- **Repair Organization:** See Common Concepts, page 3-1.
- **Currency:** See Parameters, page 1-4.
- **Product Category:** See Common Concepts, page 3-1.
- **Product:** See Common Concepts, page 3-1.
- **Customer:** See Common Concepts, page 3-1.
- **Repair Type:** See Common Concepts, page 3-1.

Report Headings and Calculations

This section explains the Repair Order Margin reports.

Repair Order Margin

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

- **Charges:** The total charges to the selected view-by value during the specified period. This is the amount charged (invoiced) to the customer on the repair order through Oracle Order Management. This includes material, labor, and expense charges. From this column, you can access the Repair Order Charges Summary Report, page 3-13.

- **Change:** The percentage difference between charges in the selected period and those in the selected compare-to period.
- **Cost:** The total cost of repairs associated with the selected view-by value during the selected period. From this column, you can access the Repair Order Cost Summary Report, page 3-12.
- **Change:** The percentage difference in costs between the selected period and the selected compare-to period.
- **Margin:** Costs - Charges
The total margin for repairs associated with the selected view-by value during the selected period. From this column, you can access the Repair Order Margin Summary Report, page 3-14.
- **Change:** The percentage change in margin between the selected period and the selected compare-to period.
- **Margin Percent:** $[(\text{Charge} - \text{Cost}) / (\text{Charge})] * 100$
The margin as a percentage of the total charges.
- **Change:** The difference between the margin of the selected period and that of the compare-to period.

Repair Order Margin Trend

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

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

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

Repair Order Cost Summary

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

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

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

- **Total Cost:** The sum of material, labor, and expense costs.

From this column, you can access the Repair Order Margin Detail Report, page 3-14.

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

Repair Order Cost Summary Trend

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

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

For a description of the other columns and headings, see the Repair Order Cost Summary Report, page 3-12.

Repair Order Charges Summary

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

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

From this column, you can access the Repair Order Margin Detail Report, page 3-14.

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

Repair Order Charges Summary Trend

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

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

For a description of the other columns and headings, see the Repair Order Charges Summary Report, page 3-13.

Repair Order Margin Summary

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

- **Material Margin:** Material Charges - Material Costs
The margin for the materials used in the repair.
- **Change:** The percentage difference between material margin in the selected period and that in the selected compare-to period.
- **Labor Margin:** Labor Charges - Labor Cost
The labor margin for the repair.
- **Change:** The percentage difference between labor margin in the selected period and in the selected compare-to period.
- **Expense Margin:** Expense Charges - Expense Cost
The margin associated with expenses for the repair.
- **Change:** The percentage difference between expense margin in the selected period and in the selected compare-to period.
- **Total Margin:** The sum of material, labor, and expense margin.
From this column, you can access the Repair Order Margin Detail Report, page 3-14.
- **Change:** The percentage difference between total margin in the selected period and in the selected compare-to period.

Repair Order Margin Summary Trend

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

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

For a description of the other columns and headings, see the Repair Order Margin Summary Report, page 3-14.

Repair Order Margin Detail

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

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

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

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

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

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

Graphs

- **Charges:** Shows the total charge for the view-by selection for the selected period. The graph also shows data for the selected compare-to period.
- **Cost:** Shows the total cost for the view-by selection for the selected period. The graph also shows the total cost for the selected compare-to period.
- **Margin:** Shows the total margin for the view-by selection for the selected period.

The graph also shows data for the selected compare-to period.

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

period.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

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

Repair Order Completion

This section discusses the following reports:

- Repair Order Completion, page 3-18
- Repair Order Completion Trend, page 3-19
- Repair Order Completion Detail, page 3-19
- Repair Order Late Completion Aging, page 3-20
- Repair Order Late Completion Detail, page 3-20

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

You can use these reports to answer the following questions:

- How many repair orders were closed last week in a particular repair organization? See the Repair Order Completion Report, page 3-18.
- What is the late completion closure rate for all the repair organizations in the company? See the Repair Order Completion Report, page 3-18.
- Are more repair orders being closed this month compared with six months ago? See the Repair Order Completion Trend Report, page 3-19.
- Of the repair orders that were closed late in the last month, how many days late were the majority of repair orders? See the Repair Order Late Completion Aging Report, page 3-20.

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

Completed repair orders are considered late if they were closed after the promise date.

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

Parameters

The following parameters are displayed on this dashboard.

- **Date:** See Common Concepts, page 3-1.
- **Period:** See Parameters, page 1-4.
- **Compare To:** See Parameters, page 1-4.
- **Repair Organization:** See Common Concepts, page 3-1.
- **Product Category:** See Common Concepts, page 3-1.
- **Product:** See Common Concepts, page 3-1.
- **Customer:** See Common Concepts, page 3-1.
- **Repair Type:** See Common Concepts, page 3-1.
- **Late Completion Date:** The groupings of late completion days. An administrator can modify the groupings. For more information, see Common Concepts, page 3-1.

Report Headings and Calculations

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

Repair Order Completion

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

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

From this column, you can access the Repair Order Completion Detail Report, page

3-19.

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

Repair Order Completion Trend

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

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

For a description of the report headings and calculations, see the Repair Order Completion Report, page 3-18.

Repair Order Completion Detail

This report provides details about the completed repair orders.

- **Repair Order:** The repair order number from Oracle Depot Repair.
From this column, you can access the Repair Order Details page, which contains a link to the Service Request Summary page. The Repair Order Details page contains a live view of the repair order in Oracle Depot Repair. Similarly, the Service Request Summary page contains a live view of the service request in Oracle TeleService.
- **Service Request:** The Oracle TeleService service request that is associated with the repair order.
From this column, you can access the Service Request Summary page.
- **Product:** The product being repaired.
- **Description:** The item description from the repair order.
- **UOM:** The unit of measure of the item on the repair order.
- **Quantity:** The quantity of the item on the repair order.
- **Serial Number:** The serial number (if available) of the item that is being repaired.

- **Promise Date:** The date the customer was promised the repair. This is an optional field on the repair order.
- **Closed Date:** The closed date on the repair order.
- **Days Late:** (Repair Order Closed Date) - (Repair Order Promise Date)

Repair Order Late Completion Aging

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

- **Late Completion Days:** The number of days between the repair order promise date and the repair order closed date. An administrator can modify the groupings. For more information, see Common Concepts, page 3-1.
- **Late Completion:** The number of repair orders that were completed late.
From here, you can access the Repair Order Late Completion Detail Report, page 3-20.
- **Change:** The percentage difference in the number of repair orders that were completed late in the selected period and those that were completed late in the selected compare-to period.
- **Percent of Total:** The number of repair orders that were completed late as a percentage of the total number of repair orders that were completed late for the selected period.

Repair Order Late Completion Detail

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

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

For a description of the other columns and headings, see the Repair Order Completion Detail Report, page 3-19.

Graphs

- **Completed Repair Orders:** Shows the completed repair orders for the view-by selection for the selected period and those of the selected compare-to period.
- **Late Completion Percent:** Shows the repair orders that were completed late as a percentage of the total completed repair orders (with a promise date) for the view-by selection.
- **Average Days Late:** Shows the average number of days repair orders were late for the view-by selection.

- **Completion Trend:** Shows the number of completed repair orders over time.
- **Late Completion Percent Trend:** Shows the repair order late completion percent over time.
- **Average Days Late Trend:** Shows the average days late over time.
- **Repair Order Late Completion Aging:** Shows the number of repair orders that were completed late, grouped by the number of days late.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

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

Mean Time to Repair

This section describes the following reports:

- Mean Time to Repair, page 3-22
- Mean Time to Repair Detail, page 3-23
- Mean Time to Repair Trend, page 3-23
- Mean Time to Repair Distribution, page 3-24
- Mean Time to Repair Distribution Trend, page 3-24
- Repair Order Service Code Summary, page 3-24

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

You can use these reports to answer the following questions:

- What is the mean time to repair all products within a specified product category? See the Mean Time to Repair Report, page 3-22.
- Has the overall mean time to repair improved in the past six months? See the Mean Time to Repair Trend Report, page 3-23.

- Which products take over 20 days to repair? See the Mean Time to Repair Distribution Report, page 3-24.
- Which repair order service codes occurred most frequently at a specified repair organization? See the Repair Order Service Code Summary Report, page 3-24.

Report Parameters

- **Date:** See Common Concepts, page 3-1.
- **Period:** See Parameters, page 1-4.
- **Compare To:** See Parameters, page 1-4.
- **Repair Organization:** See Common Concepts, page 3-1.
- **Product Category:** See Common Concepts, page 3-1.
- **Product:** See Common Concepts, page 3-1.
- **Customer:** See Common Concepts, page 3-1.
- **Repair Type:** See Common Concepts, page 3-1.
- **Repair Days:** The time groupings of days to repair.
- **Service Code:** The list of all service codes from Oracle Depot Repair.

Report Headings and Calculations

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

Mean Time to Repair

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

- **Repair Orders:** The number of closed repair orders. From this column, you can access the Mean Time to Repair Detail Report, page 3-23.
- **Change:** The percentage difference between the number of repair orders in the selected period and in the compare-to period.
- **Mean Time to Repair (Days):** The average number of days that were required to repair the item. It is measured by the average of the Shipped Date minus the Received Date of a repair. It is calculated for period-to-date closed repair orders.
- **Change:** The difference between the Mean Time to Repair in the selected period and in the compare-to period.

- **Time to Repair Distribution:** The number of repair orders that were repaired within the specified number of days. An administrator can modify the groupings. For more information, see Common Concepts, page 3-1.

From these columns, you can access the Mean Time to Repair Detail Report, page 3-23.

Mean Time to Repair Detail

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

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

Mean Time to Repair Trend

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

For a description of the report headings and calculations, see the Mean Time to Repair Report, page 3-22.

Mean Time to Repair Distribution

This report shows the distribution of the time to repair.

For a description of the report headings and calculations, see the Mean Time to Repair Report, page 3-22.

Mean Time to Repair Distribution Trend

This report shows the mean time to repair over time. For a description of the report headings and calculations, see the Mean Time to Repair Report, page 3-22.

Repair Order Service Code Summary

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

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

Graphs

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

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

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

Using Daily Business Intelligence for Field Service

This chapter covers the following topics:

- Introduction
- Common Concepts
- Field Service Management Dashboard

Introduction

Using Oracle Daily Business Intelligence (DBI) for Field Service, executives and managers can improve service efficiency by monitoring technician utilization, analyzing any variance in travel time or distance, and prioritizing any pending tasks. DBI for Field Service provides information useful for analyzing how long it takes technicians to resolve break/fix issues and the rate at which they resolve these issues at the first visit. These metrics can help the service organization improve customer satisfaction.

Data for DBI for Field Service comes from the following Oracle Applications:

- TeleService
- Field Service
- Inventory

Common Concepts

The following information is common across DBI for Field Service:

Global Start Date

The system collects data starting from the global start date, which the DBI

Administrator specifies during setup. See Set Up Global Parameters, *Oracle Daily Business Intelligence Implementation Guide* for more information.

Last Updated Date

The last updated date is the date when the administrator last ran an initial or incremental load to update the data in DBI. You can find this date at the end of the dashboard and reports. This date is based on your time zone and not the enterprise time zone.

Parameters

- **Date:** See Parameters, page 1-4 for more information on the Date parameter.
- **Period:** Specify the time period for which you want to view data. The options are Day, Week, Month, Quarter, Year, and Rolling Periods of 7, 30, 90, and 365 days. Unless otherwise noted in the documentation, DBI for Field Service displays data for the period to date or for the rolling period. For more information, see Parameters, page 1-4.
- **Compare To:** Use this parameter to specify how you want DBI to compare the displayed data. The options are Prior Period and Prior Year. See Parameters, page 1-4 for more information.
- **District:** Districts are defined as Resource Groups in Oracle Resource Manager and used in DBI for Field Service for reporting purposes. For example, districts can be geographical locations or organizational units depending on your business model. A district contains districts and resources that report to it. The resources in a district can be district managers, dispatchers, subinventory owners, or technicians who are defined as managers, administrators, or members of the district. For information on defining districts and their hierarchy, see *Daily Business Intelligence for Field Service, Oracle Daily Business Intelligence Implementation Guide*.

DBI for Field Service uses the District parameter as its primary dimension. For information on primary dimensions, see Primary Dimension Parameter, page 1-10. As DBI for Field Service uses the District parameter for data security, only resources who are set up as managers or administrators of a district have access to the data in that district and any district or resource reporting to it.

An example district hierarchy is as follows:

California Service

- Northern California (field service district)
 - Northern California- Direct (if tasks are owned by or assigned to the Northern California group)

- Apt, Peter M. (field service technician)
- Sacramento (field service district)
 - Sprague, Helena (field service technician)
 - Weinbert, Jerry (field service technician)
- Southern California (field service district)
 - Palm Springs (service district with technicians)
 - San Diego (service district with technicians)

Select a district to view data of the resources and districts reporting to it. The system groups data under districts for the various measures, as explained below:

- For the technician utilization and the travel time and distance measures, the system groups the data under the task assignee's district.
- For the inventory measures, it groups the data under the subinventory owner's district.
- For the task activity measures, it groups the data under the task assignee's district. If a task assignee is not available, it groups the data under the task owner's district.
- For the mean time to resolve and the first time fix rate measures, it groups the data under the task assignee's or the owner's district based on the DBI: Field Service District for Mean Time to Resolve and First Time Fix Rate Reports profile option. For more information, see *Daily Business Intelligence for Field Service, Oracle Daily Business Intelligence Implementation Guide*.

The system groups data under the Unassigned district when:

- The task assignee, task owner, or the subinventory owner under whom the data is grouped has not been assigned to any district.
- The task assignee or task owner under whom the data is grouped is of resource type team. Teams are not a part of the district hierarchy.
- The task assignee, task owner, or the subinventory owner under whom the data is grouped has been assigned to the Unassigned district.

Note: DBI for Field Service considers the Unassigned district like any other field service district. Therefore, you must be defined as a

manager or administrator of the Unassigned district to view the data grouped under it.

In the District parameter, you can view up to three levels in the hierarchy depending on the district you have selected and the districts to which you have access. Consider the above example, and assume you have been given the Admin responsibility for the Northern California service district. If you have selected Sacramento, you can see Helena Sprague and Jerry Weinbert (child level). You can also see Peter M. Apt (peer level) and Northern California (parent level). However, you cannot see Southern California.

The District parameter includes current districts, and current and historical resources. An example of a "historical" resource can be a service technician who has left the company or moved to a new district. If the technician has left the company, the technician would appear under the former district if you were viewing data for the period when the technician was still with the company. If the technician has joined a new district, the technician would appear under the new group, as well as the previous group. In the previous group, the technician's name would be shown within parenthesis. The district hierarchy does not contain historical district changes but does contain inactivated districts.

- **Currency:** See Parameters, page 1-4. Only primary and secondary currencies are options.
- **Distance UOM:** This parameter lists the units of measure for the distance measures. The available options are kilometers and miles.
- **Task Type:** This parameter lists the types of field service tasks set up in Oracle Field Service. Examples of field service task types are diagnostic, replacement, arrival, departure, preventive maintenance, and installation. You can select one or more task types in this parameter.

Note: Field service tasks are task types for which the rule is set to Dispatch.

- **Product Category:** This parameter lists the categories under which the products are classified in Oracle Applications. This parameter lists the product category descriptions with the corresponding product category names in parentheses. Product categories and their hierarchy are set up in Oracle Advance Product Catalog. These categories are then assigned to items in Oracle Inventory. For more information on product categories, see *Item Dimension Reporting, Oracle Daily Business Intelligence Implementation Guide*.

To group the processed data under product categories, the system finds the product name from the service request and then the corresponding product category from

Oracle Inventory. If no product name has been specified on the service request or if no product category has been assigned to the product, it groups the data under the Unassigned product category. The system creates this category for grouping unassigned data, but you cannot assign this category to any product in Oracle Inventory.

Note: The Product parameter lists the products based on the product category you select.

- **Product:** This parameter displays the products belonging to the product category that you have selected. The products are defined using the Master Item form in Oracle Inventory. Typically, products are finished goods for which the Service Request attribute is set to enabled in the Master Item form.

The Product parameter lists the product description with the Master Organization code in parenthesis. If the same product is assigned to multiple Master Organizations, then this parameter lists the product for each Master Organization. The system gets the product from the service request. If the product has not been specified for a service request, then it groups that data under Product Not Specified.

- **Customer:** This parameter lists the customers specified on the service requests. As per Oracle TeleService, customers may or may not have an account in Oracle Accounts Receivable.
- **Severity:** This parameter lists the severity levels of service requests, which are defined in Oracle TeleService. When you view by severity, the system displays the data in ascending order with the most severe service requests on top.

Buckets

DBI for Field Service provides customizable bucket sets in certain reports to view the task and service request distribution over travel time, travel distance, task backlog age, and mean time to resolve. For example, the Travel Time Distribution report displays the task distribution over customizable travel time buckets. Your DBI Administrator can customize the bucket set name, the number of buckets in a bucket set, and range of values in each bucket. For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

Related Reports and Links

- Field Service Management Dashboard, page 4-6
- Customer Support Management Dashboard, page 2-1
- Expense Management Dashboard, page 5-23

- HR Management - Overview Dashboard, *Oracle DBI for HRMS User Guide Supplement*

To access the Field Service Management dashboard, you need the Daily Field Service Intelligence or the Field Service Manager responsibility. The links for the other three dashboards appear only if you have the Field Service Manager responsibility.

Field Service Management Dashboard

Use the Field Service Management dashboard to measure the effectiveness of your field service organization:

- Monitor technician utilization. View the percentage utilization of the technicians' total planned time. View the time they have spent on service tasks and travel. See: Technician Utilization, page 4-9.
- View the value of inventory used on field service tasks for the selected period. See: Inventory Usage and Trends, page 4-12.
- View the on-hand inventory value on a given date. View the number of days the usable inventory would last, based on the usage trend for the period. See: Inventory Usage and Trends, page 4-12.
- View the average time technicians have spent on travel per task assignment. See: Travel Time and Distance, page 4-15.
- View the average distance that the technicians have traveled per task assignment. See: Travel Time and Distance, page 4-15.
- View the number of pending tasks and their statuses on a given date. See: Task Activity, page 4-22.
- View the number of tasks opened and closed during the selected period. Of the opened tasks, view how many tasks have been opened once and how many have been opened multiple times. See: Task Activity, page 4-22.
- View the mean time taken by technicians to resolve service requests with break/fix tasks. See: Mean Time to Resolve, page 4-31.
- Monitor the rate at which technicians resolve service requests with break/fix tasks at the first visit. See: First Time Fix Rate, page 4-35.

Because the security in DBI for Field Service is based on districts, you need to be the manager or the administrator of a district to access the data belonging to that district or any district that reports to it. For more information, see the District parameter, page 4-2.

From some of the detail reports, such as the Task Backlog Detail report, you can access the real-time service request details in Oracle TeleService. The security in Oracle

TeleService, however, is based on the service request type, and you need to have security permissions for the type of service request you are trying to access from a detail report. This security is set up in Oracle TeleService and is leveraged by DBI for Field Service. For more information, see the *Oracle TeleService Implementation Guide*.

Dashboard Parameters

The following parameters appear on this dashboard:

- **Date**
- **Period**
- **Compare To**
- **District**
- **Currency**
- **Distance UOM**

See Common Concepts, page 4-1 for information on these parameters.

Reports and Graphs

This dashboard contains the following report regions:

- Field Service Management KPIs, page 4-7
- Technician Utilization, page 4-9
 - Inventory Usage and Trends, page 4-12
 - Travel Time and Distance, page 4-15
- Task Activity, page 4-22
- Mean Time to Resolve, page 4-31
- First Time Fix Rate, page 4-35

Key Performance Indicators (KPI)

As District is the primary dimension, the displayed KPI values are for the selected district. For more information, see KPI Region, page 1-14. The graphs in the KPI region display the comparatively good KPI values progressively towards the right side. For example, high Technician Utilization KPI values are considered to represent good performance. Therefore, the district with the highest value for Technician Utilization is

displayed furthest to the right. Similarly, for the Average Travel Time KPI, the district with the lowest value is displayed furthest to the right. The following KPIs appear on the Field Service Management dashboard:

KPI Definitions

- **Technician Utilization:** Debriefed labor and travel time as a percentage of the planned work time. The system calculates this using the following formula:
$$\text{Technician Utilization} = [(\text{Debriefed Labor Time} + \text{Debriefed Travel Time}) / \text{Planned Work Time}] * 100$$

Click this KPI to access the Technician Utilization report, page 4-10.
- **Inventory Usage Value:** The cumulative field service inventory usage value. Click this KPI to access the Usable Inventory Days On Hand report, page 4-13.
- **On Hand Inventory Value:** Total value of on-hand inventory, both defective and usable, as of the selected date. Click this KPI to access the Usable Inventory Days On Hand report, page 4-13.
- **Average Travel Time (Minutes):** Average of debriefed technician travel time in minutes. The system calculates this using the following formula:
$$\text{Average Travel Time} = \text{Actual Travel Time Debriefed} / \text{Number of Field Service Task Assignments with Actual Travel Time}$$

Click this KPI to access the Travel Time and Distance report, page 4-17.
- **Average Travel Distance:** Average of debriefed technician travel distance. The system calculates this using the following formula:
$$\text{Average Travel Distance} = \text{Actual Travel Distance Debriefed} / \text{Number of Field Service Task Assignments with Actual Travel Distance}$$

Click this KPI to access the Travel Time and Distance report, page 4-17.
- **Task Backlog:** The count of open field service tasks as of the selected date. Click this KPI to access the Task Backlog Status Distribution report, page 4-28.
- **Task Closed Activity:** Total number of closed field service tasks. Click this KPI to access the Task Activity report, page 4-25.
- **Mean Time to Resolve (Hours):** The average number of hours taken to resolve service requests with at least one completed field service task of type break/fix. The system calculates this using the following formula:
$$\text{Mean Time to Resolve} = \text{Sum of Time to Resolve service requests (with at least one completed or closed field service task of type break/fix)} / \text{Total number of resolved service requests (with at least one completed or closed field service task of type break/fix)}$$

Time to Resolve = Resolved on Date – Incident Date

The resolved on date and the incident date are from the service request. Click this KPI to access the Mean Time to Resolve report, page 4-33.

- **First Time Fix Rate:** The ratio of the service requests resolved at the first visit to the total number of resolved service requests. For this measure, the system considers only service requests with at least one completed or closed field service task of type break/fix. It calculates this measure using the following formula:

First Time Fix Rate = Count of service requests resolved at the first visit / (Count of service requests resolved at the first visit + Count of service requests not resolved at the first visit, but resolved at a subsequent visit)

Click this KPI to access the First Time Fix Rate report, page 4-36.

Related Reports and Links

Field Service Management Dashboard, page 4-6

Common Concepts for DBI for Field Service, page 4-1

General Dashboard Behavior, page 1-26

KPI Region, page 1-14

Technician Utilization

This section discusses the following reports:

- Technician Utilization, page 4-10.
- Technician Utilization Trend, page 4-11.

Use these reports to monitor how the technicians' time is being utilized. These reports enable you to see if their time is being utilized as planned, and of the utilized time, how much is labor time and how much is travel time.

You can use these reports to answer the following questions:

- In which districts are technicians underutilized? See the Technician Utilization Report, page 4-10.
- In these underutilized districts, for which task types are technicians underutilized? See the Technician Utilization Report, page 4-10.
- In which districts are technicians spending more time on travel than on labor? See the Technician Utilization Report, page 4-10.
- How does this week's technician utilization compare with last week's? See the Technician Utilization Report, page 4-10.

- What has been the trend of technician utilization over a period of time? See the Technician Utilization Trend, page 4-11.

For the Technician Utilization reports and graphs, the system considers only field service task assignments with an actual end date on or after the global start date. Because these reports factor in the actual time taken for labor and travel, the system processes field service tasks and task assignments that have these actuals, regardless of their statuses. When a task longer than a shift is split into parent and child tasks, these reports consider a child task assignment as basis for reporting.

Report Parameters

- **Date**
- **Period**
- **Compare To**
- **District**
- **Task Type**

See Common Concepts, page 4-1 for information on these parameters.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below:

Technician Utilization

This report provides information on technician utilization as well as labor and travel utilization, which make up the technician utilization value. You can view the technician utilization details by district or task type. When you view by district, the district column has links to the subordinate districts or resources to enable you to access the details of the lowest resource in the district hierarchy.

This report includes the following columns:

- **Technician Utilization:** Percentage of technician debriefed time of planned work time. The system calculates this value using the following:
 - Technician Utilization (for View By district) = (Debriefed Time / Planned Work Time) * 100
 - Technician Utilization (for View By task type) = (Time for the task types debriefed by the technicians in the selected district / Planned Work Time for all shifts of Field Service engineers working in the selected district) * 100

Debriefed Time = Actual labor time debriefed + Actual travel time debriefed for field service tasks

A task assignment's actual end date is used to determine the reporting period. For example, if the actual end dates for two task assignments are March 5 and March 8 and the selected date is March 6, then the system considers only the task that ended on March 5.

Planned Work Time = Time of Arrival Task – Time of Departure Task

Planned work time is the shift time of a technician. If the departure and arrival tasks are in different reporting periods, then the system reports the planned work time in the period of the arrival task.

- **Total Planned Time (Hours):** The sum of the total planned work time of all the technicians. This is displayed only when you are viewing data by district.

- **Labor (Hours):** The sum of the actual time spent on labor.

- **Labor Utilization:** The percentage of the labor time of the total planned time.

$$\text{Labor Utilization} = (\text{Labor (Hours)} / \text{Total Planned Time}) * 100$$

- **Travel (Hours):** The sum of the actual time spent on travel.

- **Travel Utilization:** The percentage of the travel time of the total planned time.

$$\text{Travel Utilization} = (\text{Travel (Hours)} / \text{Total Planned Time}) * 100$$

Technician Utilization Trend

This report shows technician utilization and its breakdown over time based on the selected period. If the selected period is Week or Rolling 7 days, you can access the details of the seven days that make up that time period.

For an explanation of the report headings and calculations, see the Technician Utilization Report, page 4-10.

Graphs

- **Technician Utilization:** This is a horizontal bar graph that displays the current and Compare To period technician utilization values against districts or task types (based on the View By).
- **Labor Utilization:** This is a horizontal bar graph that displays the current and Compare To period labor utilization values against districts or task types (based on the View By).
- **Travel Utilization:** This is a horizontal bar graph that displays the current and Compare To period travel utilization values against districts or task types (based on the View By).
- **Technician Utilization Trend:** A line or bar graph that compares technician utilization values of the selected period with those of the Compare To period.

- **Labor Utilization Trend:** A line or bar graph that compares labor utilization values of the selected period with those of the Compare To period.
- **Travel Utilization Trend:** A line or bar graph that compares travel utilization values of the selected period with those of the Compare To period.

Personalization

See General Dashboard Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Field Service Management Dashboard, page 4-6.

Inventory Usage and Trends

This section discusses the following reports:

- Usable Inventory Days On Hand, page 4-13
- Inventory Trends, page 4-14

Use these reports to monitor and plan your inventory investment for effective field service. These reports enable you to balance customer service level, field service efficiency, and inventory investment. Use the Inventory Trends report to detect any increasing trend in on-hand inventory or inventory usage values in your districts. You can also find out if there are any patterns or spikes during specific time periods.

You can use these reports to answer the following questions:

- What is the inventory usage value by district, inventory category, and item? See the Usable Inventory Days On Hand Report, page 4-13.
- What are the trends in inventory usage value over time, and how do they compare to previous periods? See the Inventory Trends Report, page 4-14.
- How many days would inventory last for a district based on the current usage pattern? See the Usable Inventory Days On Hand Report, page 4-13.
- Is an item in surplus in one district but short in the other districts? See the Usable Inventory Days On Hand Report, page 4-13.

The system reports the inventory measures against the subinventory owner's district. For example, the owner could be a technician, district manager, or parts administrator. If there is a change in the ownership, the new owner inherits the reporting history of the subinventory. The system groups the data pertaining to a subinventory against the Unassigned district under the following conditions:

- An owner is not assigned to the subinventory.
- An owner is assigned to the Unassigned district.

A subinventory can be for usable or defective parts, and this is specified in Oracle Field Service. To calculate the inventory usage measures, the system processes the material transactions of type issue for usable subinventories. It identifies the issue-type transactions that it needs to process from a subinventory's forecast rule. For more information on usable subinventories, defective subinventories, and forecast rules see *Oracle Field Service User Guide*. Note that the system processes inventory transactions made on or after the global start date even if the service request or task creation dates are before the global start date.

Report Parameters

- **Date**
- **Period**
- **Compare To**
- **District**
- **Currency**
- **Inventory Category:** This parameter lists the categories under which the spare items are classified. It lists the inventory category descriptions with the corresponding category names in parentheses. DBI for Field Service uses the category assignments set up in Oracle Inventory. If no inventory category has been assigned to an item, it groups the corresponding inventory measures under the Unassigned inventory category. Note that DBI for Field Service creates the Unassigned category for grouping unassigned data, and you cannot assign this category to an item in Oracle Inventory.
- **Item:** This parameter lists the items that the technicians use in field service tasks. These items are defined using the Master Item form in Oracle Inventory. These items can be raw material, WIP sub-assemblies, or finished goods. This parameter lists the item description with the organization code within parenthesis. If an item is assigned to multiple organizations, it lists the item for each organization.

See Common Concepts, page 4-1 for information on the other parameters.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below:

Usable Inventory Days on Hand

The Usable Inventory Days on Hand report provides:

- Inventory usage value
- On-hand inventory value for both the usable items and the defective items recovered from the customer site
- Days on hand for usable inventory

You can view these measures by district, inventory category, or item. When viewing data by district, you can move down the District hierarchy to view the details of the resources at the lowest level. Similarly, when viewing data by inventory category, you can move down to the items.

- **Inventory Usage Value:** Value of the inventory used in field service tasks. The system calculates this by summing up the value of all the items issued from the usable-items subinventories.
- **On Hand Inventory, Usable Value:** The on-hand inventory value of the usable items on the selected date.
- **On Hand Inventory, Defective Value:** The on-hand inventory value of the defective items on the selected date.
- **On Hand Inventory, Total Value:** The sum of on-hand usable inventory value and on-hand defective inventory value.
- **Usable Inventory, Days On Hand:** The number of days the usable inventory would last based on the current average usage value.

Usable Inventory Days On Hand = Usable On Hand Inventory Value at point in time / Average Usage Value per Day

Average Usage Value per Day = Inventory Usage Value / Number of days from the start of the period to the selected date or the last updated date, whichever is earlier.

Inventory Trends

The Inventory Trends report provides the same measures as the Usable Inventory Days on Hand report but over time. If the selected period is Week or Rolling 7 days, you can access the details of the seven days that make up that time period.

For an explanation of the report headings and calculations, see the Usable Inventory Days On Hand Report, page 4-13.

Graphs

- **Inventory Usage:** This is a horizontal bar graph that displays inventory usage values for the current and Compare To periods.
- **Usable Inventory Days On Hand:** This is a horizontal bar graph that displays the usable inventory days on hand on the selected date and the usable inventory days

on hand for the Compare To period.

- **Total On Hand Inventory Trend:** This displays the total on-hand inventory value over time. It is a line or a bar graph depending on the Compare To parameter.
- **Inventory Usage Trend:** This displays the inventory usage inventory value over time. It is a line or a bar graph depending on the Compare To parameter.
- **Usable Inventory Days On Hand Trend:** This displays the usable inventory days on hand over time. It is a line or a bar graph depending on the Compare To parameter.

Personalization

See General Dashboard Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Field Service Management Dashboard, page 4-6.

Travel Time and Distance

This section discusses the following reports:

- Travel Time and Distance, page 4-17
- Travel Time and Distance Trend, page 4-17
- Total Travel Time and Distance Trend, page 4-18
- Travel Time Distribution, page 4-18
- Travel Distance Distribution, page 4-18
- Travel Time Variance, page 4-18
- Travel Distance Variance, page 4-19
- Travel Time Variance Distribution, page 4-19
- Travel Distance Variance Distribution, page 4-20
- Task Travel Detail, page 4-20

Use these reports to analyze your technicians' travel details and make decisions based on your analysis. The Time and Distance Variance reports enable you to identify any problems in scheduling and take corrective action.

From the Travel Time and Distance Trend reports, you can find out if there is an increasing trend in average travel time or average travel distance for any of your districts. You can also find out if there are any patterns or spikes during specific periods in a year.

When a task longer than a shift is split into parent and child tasks, these reports consider a child task assignment as basis for reporting.

You can use these reports to answer the following questions:

- What is the average travel time and distance per task assignment by district? See the Travel Time and Distance Report, page 4-17.
- How many task assignments have taken more than an hour travel time? See the Travel Time and Distance Report, page 4-17.
- For which technician is the travel time variance high? See the Travel Time Variance Report, page 4-18.
- Which district has the greatest travel distance variance? See the Travel Distance Variance Report, page 4-19.
- What is the trend in travel time or distance, and how does it compare to previous periods? See the Travel Time and Distance Trend Report, page 4-17.

For the Travel Time and Distance reports, the system collects data from the field service task assignments that meet all of the following criteria:

- Actual end date is on or after the global start date. The system uses the actual end date and time to determine the reporting period.
- Technicians have entered both the actual travel time and distance values (values can be zero but cannot be blank).
- For the variance reports, field service managers have entered the scheduled travel time and distance values (scheduled time or distance cannot be zero or blank).

Report Parameters

- **Date**
- **Period**
- **Compare To**
- **District**
- **Distance UOM**

- **Actual Travel Time:** This parameter enables you to view the task details based on actual travel time and is available in the Task Travel Detail report. It lists the travel time buckets displayed in the Travel Time Distribution report.
- **Actual Travel Distance:** This parameter enables you to view the task details based on their actual travel distance and is available in the Task Travel Detail report. It lists the travel distance buckets displayed in the Travel Distance Distribution report.
- **Travel Time Variance:** This parameter enables you to view the task details based on their travel time variance and is available in the Task Travel Detail report. It lists the travel time variance buckets displayed in the Travel Time Variance and Travel Time Variance Distribution reports.
- **Travel Distance Variance:** This parameter enables you to view the task details based on their travel distance variance and is available in the Task Travel Detail report. It lists the travel distance variance buckets displayed in the Travel Distance Variance and the Travel Distance Variance Distribution reports.

See Common Concepts, page 4-1 for information on the Date, Period, Compare To, District, and Distance UOM.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below:

Travel Time and Distance

This report provides the actual average field service technician travel time and distance per task assignment by district.

- **Average Actual Travel Time (Minutes):** The average debriefed travel time per task assignment. This is displayed in minutes because the travel time for field service task assignments would ideally be less than an hour. The system calculates this using the following:

Average Actual Travel Time = Actual travel time debriefed / Number of field service task assignments with actual travel time

- **Average Actual Travel Distance:** The average debriefed travel distance per task assignment. The system calculates this using the following:

Average Actual Travel Distance = Actual travel distance debriefed / Number of field service task assignments with actual travel distance

Travel Time and Distance Trend

This report displays the same information as the Travel Time and Distance report but over time. If you have selected Week or Rolling 7 days for the Period parameter, you can access the details of the seven days that make up that time period.

See Travel Time and Distance Report, page 4-17 for an explanation of the headings and calculations.

Total Travel Time and Distance Trend

This report provides the total actual field service technician travel time and distance over time. If you have selected Week or Rolling 7 days for the Period parameter, you can access the details of the seven days that make up that time period.

- **Total Actual Travel Time (Hours):** The total debriefed travel time in hours.
- **Total Actual Travel Distance:** The total debriefed travel distance.

Travel Time Distribution

This report displays the number of task assignments processed for this report, their average actual travel time, and their distribution by travel time. You can access the Task Travel Detail report from the Tasks and Task Distribution columns when viewing data at the resource level in the district hierarchy. This enables you to view the details of the task assignments that make up the count. The DBI Administrator can customize the task travel time buckets. See: Buckets, page 4-5.

- **Average Actual Travel Time (Minutes):** See Travel Time and Distance Report, page 4-17.
- **Tasks:** The total number of completed task assignments with debriefed travel time.
- **Task Distribution by Travel Time (Minutes):** The distribution of the task assignments over task travel time buckets.

Travel Distance Distribution

This report displays the number of task assignments processed for this report, their average actual travel distance, and their distribution over travel distance buckets. You can access the Task Travel Detail report from the Tasks and Task Distribution columns when viewing data at the resource level in the district hierarchy. This enables you to view the details of the task assignments that make up the count. The DBI Administrator can customize the task travel distance buckets. See: Buckets, page 4-5.

- **Average Actual Travel Distance:** See Travel Time and Distance Report, page 4-17.
- **Tasks:** The total number of completed task assignments with debriefed travel distance.
- **Task Distribution by Travel Distance:** The distribution of the task assignments over task travel distance buckets.

Travel Time Variance

Displays the scheduled and actual average travel time per task assignment, total number of task assignments, and the task assignment percentage distribution over travel time variance buckets. You can access the Travel Time Variance Distribution report from the Tasks column when viewing data at the resource level in the district hierarchy. Similarly, you can access the Task Travel Detail report from the Task Distribution by Travel Time Variance columns. The DBI Administrator can customize the travel time variance buckets. See: Buckets, page 4-5.

- **Average Scheduled Travel Time (Minutes):** The average scheduled travel time in minutes per task assignment.
- **Average Actual Travel Time (Minutes):** See Travel Time and Distance Report, page 4-17.
- **Difference:** The absolute difference between the scheduled and actual travel time.
- **Tasks:** The number of completed task assignments with scheduled and actual travel time details.
- **Task Distribution by Travel Time Variance:** The percentage distribution of the task assignments over travel time variance buckets.

Travel time variance = [(Actual Travel Time – Scheduled Travel Time) / Scheduled travel time] * 100

Travel Distance Variance

This report displays the scheduled and actual average travel distance per task assignment, total number of task assignments, and task assignment percentage distribution over travel distance variance buckets. You can access the Travel Distance Variance Distribution report from the Tasks column when viewing data at the resource level in the district hierarchy. Similarly, you can access the Task Travel Detail report from the Task Distribution by Travel Distance Variance columns. The DBI Administrator can customize the travel distance variance buckets. See: Buckets, page 4-5.

- **Average Scheduled Travel Distance:** The average scheduled travel distance per task assignment.
- **Average Actual Travel Distance:** See Travel Time and Distance Report, page 4-17.
- **Difference:** The absolute difference between the scheduled and actual travel distance.
- **Tasks:** The number of completed task assignments with scheduled and actual travel distance details.
- **Task Distribution by Travel Distance Variance:** The percentage distribution of the task assignments over travel distance variance buckets.

Travel distance variance = [(Actual travel distance – Scheduled travel distance) / Scheduled travel distance] * 100

Travel Time Variance Distribution

This report provides information on the number of task assignments and their distribution over travel time variance buckets. You can access the Task Travel Detail report from the Tasks column when viewing data at the resource level in the district hierarchy. The DBI Administrator can customize the travel time variance buckets. See:

Buckets, page 4-5.

- **Tasks:** The number of completed task assignments that fall within the corresponding travel time variance distribution bucket. You can access the Task Travel Detail report from these values when viewing at the technician level in the district hierarchy.
- **Percent of Total:** The percentage of task assignments that fall within the corresponding travel time variance distribution bucket.

Percent of Total = (Number of task assignments that fall within the corresponding travel time variance distribution bucket / Total number of completed task assignments with scheduled and actual travel time entries in the time period for which the report is run) * 100

Travel Distance Variance Distribution

This report provides information on the number of task assignments and their distribution over travel distance variance buckets. You can access the Task Travel Detail report from the Tasks column when viewing data at the resource level in the district hierarchy. The DBI Administrator can customize the travel distance variance buckets. See: Buckets, page 4-5.

- **Tasks:** The number of completed task assignments that fall within the corresponding travel distance variance bucket. You can access the Task Travel Detail report from these values when viewing data at the resource level in the district hierarchy.
- **Percent of Total:** The percentage of task assignments that fall within the corresponding travel distance variance distribution bucket.

Percent of Total = (Number of task assignments that fall within the corresponding travel distance variance bucket / Total number of completed task assignments with scheduled and actual travel distance details in the time period for which the report is run) * 100

Task Travel Detail

This report provides detail information on the task, task type, task assignment owner, assignee, scheduled and actual travel time in minutes and their variance, scheduled and actual travel distance and their variance, customer names, and their addresses. You can access this report from some of the other Travel Time and Distance reports, such as the Travel Distance Variance Distribution report when viewing data at the resource level in the district hierarchy.

- **Task:** The task number associated with the task assignment for which the details are displayed. Ideally, each task has one task assignment. However, if a task has multiple assignments, then the same task is displayed for each assignment.
- **Task Type:** The type of task. Task types are defined in the Task Management setup form with a Task Rule that has a Code of Dispatch.

- **Task Owner:** The dispatcher who owns the task.
- **Assignee:** The technician assigned to the task. The system displays the dispatcher's name if it does not find the assignee's name.
- **Scheduled Travel Time (Minutes):** The travel time scheduled for the task assignment.
- **Actual Travel Time (Minutes):** The travel time debriefed by the assignee.
- **Travel Time Variance:** This is calculated using the following:

$$\text{Travel Time Variance} = [(\text{Actual travel time} - \text{Scheduled travel time}) / \text{Scheduled travel time}] * 100$$
- **Scheduled Travel Distance:** The travel distance scheduled for the task assignment.
- **Actual Travel Distance:** The travel distance debriefed by the assignee.
- **Travel Distance Variance:** This is calculated using the following:

$$\text{Travel Distance Variance} = [(\text{Actual travel distance} - \text{Scheduled travel distance}) / \text{Scheduled travel distance}] * 100$$
- **Customer:** The customer on the service request.
- **Address:** The customer's address.

Graphs

- **Average Travel Time (Minutes):** This is a horizontal bar graph displaying current and Compare To period actual average travel time for the districts and technicians reporting directly to the selected district.
- **Average Travel Distance:** This is a horizontal bar graph displaying the current and Compare To period actual average travel distance for the districts and technicians reporting directly to the selected district.
- **Average Travel Time and Distance:** This is a horizontal bar graph displaying the actual average travel time and distance for the districts and technicians reporting directly to the selected district.
- **Travel Time and Distance Trend:** This is a dual line graph displaying the trend of total actual travel time and distance.
- **Total Travel Time and Distance Trend:** This is a dual line graph displaying the trend of total actual travel time and distance.

- **Task Distribution by Travel Time (Minutes):** This is a stacked bar graph displaying the task distribution over actual travel time for the selected district's subordinates.
- **Task Distribution by Travel Distance:** This is a stacked horizontal bar graph displaying the task assignment distribution over actual travel distance for the selected district's subordinates.
- **Average Travel Time Difference:** This is a horizontal bar graph displaying the average travel time difference for the current and Compare To periods.
- **Task Distribution by Travel Time Variance:** This is a stacked horizontal bar graph displaying the task assignment distribution over travel time variance.
- **Average Travel Distance Difference:** This is a horizontal bar graph displaying the average travel distance difference for the current and Compare To periods.
- **Task Distribution by Travel Distance Variance:** This is a stacked horizontal bar graph displaying the task assignment distribution over travel distance variance.
- **Travel Time Variance Distribution:** This is a vertical bar graph displaying the percentage of task assignments over travel time variance buckets.
- **Travel Distance Variance Distribution:** This is a vertical bar graph displaying the percentage of task assignments over travel distance variance buckets.

Personalization

See General Dashboard Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Field Service Management Dashboard, page 4-6.

Task Activity

This section discusses the following reports:

- Task Activity, page 4-25
- Task Closed Activity Trend, page 4-26
- Opened and Closed Task Activity Detail, page 4-26
- Task Backlog and Aging, page 4-27
- Task Backlog and Aging Trend, page 4-27

- Task Backlog and Aging Detail, page 4-28
- Task Backlog Status Distribution, page 4-28
- Task Backlog Detail, page 4-29
- Task Activity and Backlog, page 4-30

Use these reports to view and analyze the opened, closed, and pending tasks in a period. You can keep track of how many tasks were opened in a period, how many of them were closed, and how many are pending as of a given date. These reports enable you to prioritize the pending tasks based on their backlog age and to report on closed tasks.

When a task longer than a shift is split into parent and child tasks, these reports consider a parent task assignment as basis for reporting.

You can use these reports to answer the following questions:

- What task types were reopened? See Task Activity Report, page 4-25.
- How many tasks still need to be completed? See Task Backlog and Aging Report, page 4-27.
- Which district has the most backlog? See Task Backlog and Aging Report, page 4-27.
- What is the average age of the backlog tasks in a district? See Task Backlog and Aging Report, page 4-27.
- What has been the backlog trend over the last seven days? See Task Backlog and Aging Trend Report, page 4-27.
- What was the backlog at the beginning of the period versus today? See Task Activity and Backlog Report, page 4-30.

The system considers all open field service tasks as of the last updated date as backlog, regardless of the service request or task creation date being before or after the global start date. If a task was created prior to the global start date but closed after it, then the system reports the task under closed activity. If a task has multiple assignments out of which some are closed, the system still considers the task as a backlog.

Report Parameters

- **Date**
- **Period:** In the Task Backlog and Aging and the Task Backlog and Aging Trend reports, the available options are Day, Week, Month, Quarter, and Year.

- **Compare To**
- **District**
- **Product Category**
- **Product**
- **Customer**
- **Task Type**

For an explanation of all the above parameters, see Common Concepts, page 4-1.

- **Age (Days):** This parameter enables you to view the details of backlog tasks based on their age and is available in the Task Backlog and Aging Detail report. It lists the backlog age buckets displayed in the Task Backlog and Aging report.
- **Task Status:** This parameter enables you to view details based on task status and is available in the Task Backlog Detail report. The task statuses available in Oracle Field Service are classified into one of the following five statuses in DBI for Field Service. This classification is based on the task status attributes.
 - **In Planning:** Select this to view the field service tasks that can be scheduled or the field service tasks that are yet to be assigned. An Oracle Field Service task status is classified under In Planning if its Closed attribute is not enabled but if its Schedulable attribute is enabled. In addition, a task without a task assignee is also grouped under In Planning. For such tasks, the task owner's district is used for reporting purposes.
 - **Assigned:** Select this to view the assigned field service tasks for which the technicians are yet to begin work.

An Oracle Field Service task status is classified under Assigned if it meets both of the following criteria:

- The Closed, Completed, Schedulable, and Working attributes are not enabled for the task status.
- The Assigned attribute is enabled for the task status.

- **Working:** Select this to view the field service tasks on which the technicians are working.

An Oracle Field Service task status is classified under Working if it meets both of the following criteria:

- The Closed, Completed, and Schedulable attributes are not enabled for the task status.

- The Working attribute is enabled for the task status.

- **Completed:** Technicians might not have closed some of the field service tasks that they had completed. For example, a technician might be waiting for the customer's feedback on a completed task before closing it. Select Completed to view such field service tasks.

An Oracle Field Service task status is classified under Completed if it meets both of the following criteria:

- The Closed and Schedulable attributes are not enabled for the task status.
- The Completed attribute is enabled for the task status.

- **Other:** Select this to view the open field service tasks that do not fall into any of the categories described above.

An Oracle Field Service task status is classified under Other if it meets both of the following criteria:

- The task status does not meet the criteria for In Planning, Assigned, Working, or Completed.
- The Closed attribute is not enabled for the task status.

- **Event:** This read-only parameter displays the field service task activity events and is available in the Opened and Closed Task Activity Detail report. The value of this parameter depends on how you access the Opened and Closed Task Activity Detail report. For example, if you access it from the First Opened column in the Task Activity report, then the value is First Opened.

The following are the possible values:

- **First Opened:** Indicates that the tasks displayed in the Opened and Closed Task Activity Detail report were opened for the first time with their opened date in the selected period.
- **Reopened:** Indicates that the displayed tasks were opened again during the selected period.
- **Closed:** Indicates that the displayed tasks were closed during the selected period.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below:

Task Activity

This report displays information on the opened, closed, and the opened to closed ratios

of the tasks. This report also provides the first opened (opened only once) and reopened tasks (closed and opened again), which together make up the opened tasks. You can view by district, product category and product, customer, or task type. You can access the Opened and Closed Task Activity Detail report when viewing data by product, customer, task type, or when viewing data at the resource level in the district hierarchy. You can access the Opened and Closed Task Activity Detail report from the first opened, reopened, and closed values. However, you cannot if the value is zero or N/A.

- **First Opened:** The count of first opened tasks. You can access the Opened and Closed Task Activity Detail Report from this column when viewing data by product, customer, task type, or when viewing data at the resource level in the district hierarchy.
- **Reopened:** The count of reopened tasks. A single task can appear in the task reopened count multiple times, because the system records each time that task is reopened. You can access the Opened and Closed Task Activity Detail Report from this column when viewing data by product, customer, task type, or when viewing data at the resource level in the district hierarchy.
- **Opened:** The sum of first opened and reopened tasks.
- **Closed:** The count of closed tasks. A single task can appear in the task closed count multiple times, because the system records each time that task was closed. You can access the Opened and Closed Task Activity Detail report from this column when viewing data by product, customer, task type, or when viewing data at the resource level in the district hierarchy.
- **Opened to Closed Ratio:** Number of task open events / Number of task close events

Task Closed Activity Trend

This report displays the trend for closed tasks. If you have selected Week or Rolling 7 days in the Period parameter, you can access the details of the seven days that make up that period.

- **Task Closed Activity:** The number of tasks closed during the period.

Opened and Closed Task Activity Detail

This displays detailed information on task, event date, task type, task owner, assignee, actual start and end dates, actual effort, service request number, customer, and product. You can access this report from the First Opened, Reopened, and Closed columns in the Task Activity report. From the Opened and Closed Task Activity Detail report, you can access the real-time service request details in Oracle TeleService (depending on your security permissions in Oracle TeleService). For more information, see Field Service Management Dashboard, page 4-6.

- **Task:** The task number for which the details are displayed.
- **Event Date:** The opened or closed date of the task.

- **Task Type:** The type of task. Task types are defined in the Task Management setup form with a Task Rule that has a Code of Dispatch.
- **Task Owner:** The dispatcher that owns the task.
- **Assignee:** The technician assigned to the task. If the task has multiple assignees, then the system displays the last assignee, which it determines based on the assignment creation date and time.
- **Actual Start Date:** The start date of the task as debriefed by the technician.
- **Actual End Date:** The end date of the task as debriefed by the technician.
- **Actual Effort (Hours):** The effort for the task as debriefed by the technician.
- **Service Request:** The service request number for the task. From this column, you can access the service request details as available currently in Oracle TeleService.
- **Customer:** The customer on the service request.
- **Product:** The product that was serviced.

Task Backlog and Aging

This report displays the number of backlog tasks as of the last updated date. The Period parameter is used only to determine the Compare To period. This report also displays the average age of the tasks in days and their distribution based on age. The DBI Administrator can customize the backlog age buckets. See: Buckets, page 4-5.

You can view by district, product category and product, customer, or task type in this report. You can access the Task backlog and Aging Detail report when viewing data by product, customer, task type, or when viewing data at the resource level in the district hierarchy.

- **Task Backlog:** The number of tasks that are open as of the last updated date.
- **Age (Days):** The average age of the backlog tasks. The age of a backlog task is the number of days between the planned start date and the last updated date. The age of tasks that have a planned start date in the future is zero.
- **Task Distribution by Backlog Age (Days):** The percentage distribution of the backlog tasks over time buckets. From these values, you can access the Task backlog and Aging Detail report when viewing data by product, customer, task type, or when viewing data at the resource level in the district hierarchy.

Task Backlog and Aging Trend

This report displays the trend of backlog tasks and their age. For an explanation of the headings and calculations, see Task Backlog and Aging Report, page 4-27.

Task Backlog and Aging Detail

This report displays aging and other details of backlog tasks. You can access this report from the Task Distribution by Backlog Age (Days) values in the Task Backlog and Aging report, when viewing data by product, customer, task type, or when viewing data at the resource level in the district hierarchy. From the Task Backlog and Aging Detail report, you can access the real-time service request details in Oracle TeleService (depending on your security permissions in Oracle TeleService). For more information, see Field Service Management Dashboard, page 4-6.

- **Task**
- **Task Type**
- **Task Owner**
- **Assignee**
- **Actual Start Date**
- **Actual End Date**
- **Service Request**
- **Customer**
- **Product**

For an explanation of the above headings and calculations, see Opened and Closed Task Activity Detail Report, page 4-26.

- **Planned Start Date:** The planned start date of the task taken from the service request.
- **Age (Days):** See Task Backlog and Aging Report, page 4-27.
- **Service Request Date:** The service request creation date.

Task Backlog Status Distribution

This report displays the number of backlog tasks and their distribution based on their status. You can view data by district, product category, product, customer, and task type. You can access the Task Backlog Detail report when viewing data by product, customer, task type, or when viewing data at the resource level in the district hierarchy.

- **Task Backlog:** The number of open tasks as of the selected date.
- **Task Distribution by Backlog Status:** The percentage distribution of the backlog tasks based on their status. You can access the Task Backlog Detail report when viewing data by product, customer, task type, or when viewing data at the technician level in the district hierarchy.

- **In Planning:** The percentage of the backlog tasks that are in the planning phase. In planning tasks are those that can be scheduled or not yet assigned.
- **Assigned:** The percentage of the backlog tasks that have been assigned but for which work is yet to begin.
- **Working:** The percentage of the backlog tasks for which work has begun.
- **Completed Tasks:** The percentage of the backlog tasks that have been completed but not closed.
- **Other:** The percentage of the backlog tasks that do not fall into the categories described above.

Task Backlog Detail

This report displays the details of the backlog tasks. You can access this report from the Task Backlog Status Distribution report when viewing data by product, customer, task type, or when viewing data at the resource level in the district hierarchy. You can also access it from the Task Activity and Backlog report. From the Task Backlog Detail report, you can access the real-time service request details in Oracle TeleService (depending on your security permissions in Oracle TeleService). For more information, see Field Service Management Dashboard, page 4-6.

- **Task**
- **Task Type**
- **Task Owner**
- **Assignee**
- **Actual Start Date**
- **Actual End Date**
- **Service Request**
- **Customer**
- **Product**

For an explanation of the above headings and calculations, see Opened and Closed Task Activity Detail Report, page 4-26.

- **Planned Start Date:** See Task Backlog and Aging Detail Report, page 4-28.
- **Service Request Date:** See Task Backlog and Aging Detail Report, page 4-28.

- **Task Status:** The status of the task processed for the Task Backlog Status Distribution report.

Task Activity and Backlog

This report provides the activity on tasks in the time period for which the report is run. You can view data by district, product category, product, customer, or task type. From the Task Backlog - Current column, you can access the Task Backlog Detail report when viewing data by product, customer, task type, or when viewing data at the resource level in the district hierarchy.

- **First Opened**
- **Reopened**
- **Opened**
- **Closed**

For an explanation of the above headings, see Task Activity Report, page 4-25.

- **Current Tasks Backlog:** The backlog task count as of the selected date. You can access the Task Backlog Detail report when viewing data by product, customer, task type, or when viewing data at the resource level in the district hierarchy.
- **Beginning Task Backlog:** The backlog task count at the beginning of the selected period.

Graphs

- **Opened Tasks:** This is a horizontal bar graph displaying the opened tasks during the current and Compare To periods.
- **Closed Tasks:** This is a horizontal bar graph displaying the closed tasks during the current and Compare To periods.
- **Opened to Closed Ratio:** This is a horizontal bar graph displaying the opened to closed ratio for the current and Compare To periods.
- **Task Closed Activity Trend:** This graph displays the trend of closed tasks over time buckets based on the period parameter. It is a line or a bar graph based on the Compare To parameter.
- **Task Backlog:** This is a horizontal bar graph displaying the task backlog as of the last updated date and the task backlog on a similar day in the Compare To period.
- **Task Distribution by Backlog Age (Days):** This is a stacked horizontal bar graph displaying the task backlog distribution based on their age.

- **Task Backlog and Aging Trend:** This is a dual graph that compares the number of backlog tasks and their age over time.
- **Task Backlog (in the Task Activity and Backlog Report):** This is a horizontal bar graph that compares the task backlog at the beginning of the period with the task backlog as of the selected date.
- **Task Distribution by Backlog Status:** This is a stacked horizontal bar graph that displays the distribution backlog tasks based on their status.

Personalization

See General Dashboard Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Field Service Management Dashboard, page 4-6.

Mean Time to Resolve

This section discusses the following reports:

- Mean Time to Resolve, page 4-33
- Mean Time to Resolve Detail, page 4-33
- Mean Time to Resolve Trend, page 4-34

Use these reports to view and analyze the time taken to resolve service requests with tasks of type break/fix.

When a task longer than a shift is split into parent and child tasks, these reports consider a child task assignment as basis for reporting.

You can use these reports to answer the following questions:

- What is the mean time to resolve service requests with a specific product category or product? See the Mean Time to Resolve Report, page 4-33.
- Has the overall mean time to resolve improved in the past six months? See the Mean Time to Resolve Trend Report, page 4-34.
- Which products take over eight hours? See the Mean Time to Resolve Report, page 4-33.
- Which district has the highest overall mean time to resolve? See the Mean Time to Resolve Report, page 4-33.

- What is the mean time to resolve of a technician for the current month and how does it compare with the last month? See the Mean Time to Resolve Report, page 4-33.

The following points explain how the system collects data for the Mean Time to Resolve reports:

- The system considers only those service requests created on or after the global start date with at least one completed or closed task of type break/fix.
- A service request can be opened even after it is closed. For such cases, the system ignores the original resolved date while calculating the time to resolve and considers the latest resolved date.
- For reopened service requests, the system determines the reporting time period, customer, and product based on the last time the service request was resolved.
- The system reports the data under the task owner's or assignee's district based on how the DBI Administrator has set it up using DBI: Field Service District for Mean Time to Resolve and First Time Fix Rate Reports profile option. See the Daily Business Intelligence for Field Service chapter in the *Oracle Daily Business Intelligence Implementation Guide* for information on this profile option.
- For reopened service requests, the system determines the district based on the owner or assignee of the last closed break/fix task. For example, if the DBI Administrator has set the profile option to use the assignee's district, then the system takes the district of the last closed break/fix task's assignee.
- If multiple completed or closed break/fix tasks are available for a service request, then the system considers the task with the latest actual end date (if actual end date is not available in all of them, then it uses the latest scheduled end date).
- If the service request's resolved date is not available for the system to calculate the time to resolve, then it uses the latest service request closed date.
- If the service request's resolved date is before the incident date, then the system ignores the service request.

Report Parameters

- **Date**
- **Period**
- **Compare To**
- **District**

- **Product Category**
- **Product**
- **Customer**
- **Severity**

For an explanation of all the above parameters, see Common Concepts, page 4-1.

- **Time to Resolve (Hours):** This parameter enables you to view service request details based on the time taken to resolve them. It lists the time-to-resolve hourly buckets displayed in the Mean Time to Resolve report.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below:

Mean Time to Resolve

This report displays the mean time taken to resolve service requests with tasks of type break/fix. It also displays the percentage distribution of such service requests based on the time taken to resolve them. You can view these details by district, product category, product, customer, or severity. From this report, you can access the Mean Time to Resolve Detail report when viewing data by product, customer, severity, or when viewing data at the resource level in the district hierarchy.

- **Mean Time to Resolve (Hours):** The average time taken in hours to resolve the field service requests.

Mean Time to Resolve = Sum of time taken to resolve service requests (with at least one break/fix task of status completed or closed) / Number of resolved service requests (with at least one break/fix task of status completed or closed)

Time to resolve service requests = (Resolved date in the service request) - (Incident date in the service request)

- **Service Requests:** The number of resolved service requests (with at least one break/fix task of status completed or closed). You can access the Mean Time to Resolve Detail report when viewing data by product, customer, severity, or when viewing data at the resource level in the district hierarchy.
- **Service Request Distribution by Time to Resolve (Hours):** The percentage distribution of the resolved service requests based on the time taken to resolve them. The DBI Administrator can customize the mean time to resolve buckets. See: Buckets, page 4-5. You can access the Mean Time to Resolve Detail report when viewing data by product, customer, severity, or when viewing data at the technician level in the district hierarchy.

Mean Time to Resolve Detail

This displays the details of the service requests that the system analyzed for the Mean

Time to Resolve report. You can access this report from the Mean Time to Resolve report when viewing data by product, customer, severity, or when viewing data at the technician level in the district hierarchy. From the Mean Time to Resolve Detail report, you can access the real-time service request details in Oracle TeleService (depending on your security permissions in Oracle TeleService). For more information, see Field Service Management Dashboard, page 4-6.

- **Service Request:** The service request number that was resolved. You can access the service request summary details from this column.
- **Customer:** The customer on the service request.
- **Product:** The product that was serviced.
- **Last Task:** The task number of the last break/fix task in the service request. The system identifies the last task by its actual end date.
- **Task Owner:** The resource that owns the last task.
- **Assignee:** The technician assigned to the last task.
- **Resolved Date:** The date on which the service request was resolved. If the resolved date is not available, then the system displays the latest service request closed date.
- **Time to Resolve:** The time taken to resolve the service request.

Time to Resolve = (Resolved date in the service request) - (Incident date in the service request)

Mean Time to Resolve Trend

This displays the trend for mean time to resolve. If you have selected Week or Rolling 7 days for the Period parameter, you can access the details of the seven days that make up that time period.

For an explanation of the headings and calculations, see Mean Time to Resolve Report, page 4-33.

Graphs

- **Mean Time to Resolve:** This is a horizontal bar graph displaying the mean time to resolve values for the current and Compare To periods.
- **Service Request Distribution by Time to Resolve (Hours):** This is a horizontal stacked bar graph displaying the distribution of the resolved service requests.
- **Mean Time to Resolve (Hours) Trend:** This graph displays the trend of mean time to resolve for the current and Compare To periods. It is a bar or a line graph depending on the Compare To parameter.

Personalization

See General Dashboard Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Field Service Management Dashboard, page 4-6.

First Time Fix Rate

This section discusses the following reports:

- First Time Fix Rate, page 4-36
- Non First Time Fix Request and Task Detail, page 4-37
- First Time Fix Rate Trend, page 4-38

Use these reports to monitor the first time fix rate. The first time fix rate indicates the quality of service, skill level of the technicians, and the availability of spares, which are all crucial for fixing the products at the first visit. You can also analyze the service requests not fixed at the first visit and take corrective action.

When a task longer than a shift is split into parent and child tasks, these reports consider a child task assignment as basis for reporting.

You can use these reports to answer the following questions:

- Which district has the highest first time fix rate? See First Time Fix Rate Report, page 4-36.
- What is the first time fix rate for the high-severity service requests? See First Time Fix Rate Report, page 4-36.
- Which customers had low first time fix rates? Which rates have improved over the last several months? See First Time Fix Rate Trend Report, page 4-38.
- Which product categories have low first time fix rate? See First Time Fix Rate Report, page 4-36.

The following points explain how the system collects data for the First Time Fix Rate reports:

- The system considers only those service requests created on or after the global start date with at least one completed or closed task of type break/fix.
- For the calculation of first time fix rate, the system considers the service request's resolved-on date. If this is not available, it considers the closed date.

- The system determines the reporting time period, customer, and product based on the last time the service request was resolved.
- The system reports the data under the task owner's or assignee's district based on how the DBI Administrator has set it up using DBI: Field Service District for Mean Time to Resolve and First Time Fix Rate reports profile option. See *Daily Business Intelligence for Field Service, Oracle Daily Business Intelligence Implementation Guide* for information on this profile option.
- The system determines the district based on the owner or assignee at the time the service request was resolved. The district would be derived from the last owner or assignee (based on the DBI: Field Service District for Mean Time to Resolve and First Time Fix Rate reports profile option) on the break/fix task of status completed or closed. If multiple break/fix tasks of status completed or closed are available for the service request, then it considers the one with the earliest actual start date (if actual start date is not available in all of them then it considers the one with the earliest scheduled start date).
- If the service request's resolved date is before the incident date, then the system ignores the service request.

Report Parameters

- **Date**
- **Period**
- **Compare To**
- **District**
- **Product Category**
- **Product**
- **Customer**
- **Severity**

For an explanation of all the above parameters, see *Common Concepts*, page 4-1.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below:

First Time Fix Rate

This report displays the percentages of first time fix and non first time fix service requests. Service requests resolved at the first visit are first time fix service requests. A

resolved service request is a first time fix service request if it has only one closed or completed break/fix task, or has multiple closed or completed break/fix tasks that all began on the same day (identified by the actual start date of the tasks).

Service requests not resolved at the first visit but resolved at a subsequent visit are non first time fix service requests. A resolved service request is a non first time fix service request if it has multiple closed or completed break/fix tasks that began on different days.

In the First Time Fix Rate report, you can view data by district, product category, product, customer, or severity. You can access the Non First Time Fix Request and Task Detail report when viewing data by product, customer, severity, or when viewing data at the resource level in the district hierarchy.

- **First Time Fix Rate:** The percentage of service requests fixed at the first visit.

First time fix rate = [Count of first time fix service requests / (Count of first time fix service requests + Count of non first time fix service requests)] * 100

- **First Time Fix Service Requests:** The count of first time fix service requests.

- **Non First Time Fix Rate:** The percentage of non first time fix service requests.

Non first time fix rate = [Count of non first time fix service requests / (Count of first time fix service requests + Count of non first time fix service requests)] * 100

- **Non First Time Fix Service Requests:** The count of non first time fix service requests.

You can access the Non First Time Fix Request and Task Detail report when viewing data by product, customer, severity, or when viewing data at the resource level in the district hierarchy.

Non First Time Fix Request and Task Detail

This report provides the details of the non first time fix service requests that the system processed for the First Time Fix Rate report. You can access this report from the First Time Fix Rate report when viewing data by product, customer, severity, or when viewing data at the resource level in the district hierarchy. The Non First Time Fix Request and Task Detail report displays the task-level details when you view by service request-task. From this report, you can also access the real-time service request details in Oracle TeleService (depending on your security permissions in Oracle TeleService). For more information, see Field Service Management Dashboard, page 4-6.

- **Service Request / Task:** The non first time fix service request and the tasks (based on the View By). You can access the service request summary details from this column.
- **Status:** The status of the service request or tasks.
- **Type:** The type of task or service request.

- **Owner:** The resource that owns the task or service request.
- **Assignee:** The technician assigned to the task.
- **Actual Start Date:** The start date of the assignment debriefed by the technician.
- **Actual End Date:** The end date of the assignment debriefed by the technician.
- **Actual Effort (Hours):** The time spent on the task.
- **Resolved Date:** The date on which the service request was resolved. If the resolved date is not available, then the system displays the latest service request closed date.
- **Product:** The product that was serviced.
- **Customer:** The customer on the service request.

First Time Fix Rate Trend

This report displays the trend for the first time fix rate. If you have selected Week or Rolling 7 days in the Period parameter, you can access the details of the seven days that make up the time period.

For an explanation of the headings and calculations, see First Time Fix Rate Report, page 4-36.

Graphs

- **First Time Fix:** This is a horizontal bar graph displaying the first time fix rates for the current and Compare To periods.
- **Non First Time Fix:** This is a horizontal bar graph displaying the non first time fix rates for the current and Compare To periods.
- **First Time Fix Rate Trend:** This graph displays the first time fix rate trend for the current and Compare To periods. It is a line or a bar graph based on the Compare To parameter.

Personalization

See General Dashboard Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Field Service Management Dashboard, page 4-6.

Using Daily Business Intelligence for Financials

Overview of Daily Business Intelligence for Financials

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

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

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

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

- Oracle General Ledger
- Assets
- Oracle Procurement
- Oracle Internet Expenses

- Oracle Payables
- Oracle Receivables

Common Concepts

The following are the common concepts across all DBI for Financials dashboards and reports.

Profit and Loss and Expense Management Dashboard Concepts

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

Profit and Loss and Expense Management Parameters

The following parameters are unique to the Profit and Loss and Expense Management dashboards:

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

Guide.

- **Cost Center:** Displays information for all cost centers that are part of the logged-in manager's organization. See: Manager Reporting, *Oracle Daily Business Intelligence Implementation Guide*.
- **Line of Business:** Displays information along the Line of Business hierarchy.
- **Financial Category:** Displays information along the financial category hierarchy.

For information about setting up these parameters, see: Set Up Global Parameters, *Oracle Daily Business Intelligence Implementation Guide*.

For information on how dashboard parameters affect a Daily Business Intelligence dashboard, see: Parameters, page 1-4

Profit and Loss and Expense Management Report Headings and Calculations

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

The data for the adjusting period is merged with the data of the closing period with which the adjusting period overlaps.

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

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

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

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

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

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

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

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

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

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

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

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

- **% of Forecast:** Actual revenue or expenses to date as a percentage of forecast.

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

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

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

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

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

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

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

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

Profit and Loss Analysis and Expense Analysis Dashboard Concepts

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

Profit and Loss Analysis and Expense Analysis Parameters

The following parameters are unique to the Profit and Loss Analysis and Expense Analysis dashboard:

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

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

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

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

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

- **Company:** Displays information along the company hierarchy.
- **Cost Center:** Displays information along the cost centers hierarchy.
- **Financial Category:** Displays information along the financial category hierarchy.
- **User Defined Dimension:** Displays information along the user-defined dimension hierarchy.

Note: The company and cost center dimensions can be mapped to either the company or cost center segment, depending on your implementation. For information about dimensions, see: Common Dimensions, *Oracle Daily Business Intelligence Implementation Guide*.

For information about setting up these parameters, see: Set Up Global Parameters, *Oracle Daily Business Intelligence Implementation Guide*.

For information on how dashboard parameters affect a Daily Business Intelligence dashboard, see: Parameters, page 1-4

Profit and Loss Analysis and Expense Analysis Report Headings and Calculations

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

The data for the adjusting period is merged with the data of the closing period with which the adjusting period overlaps.

The following headings and calculations are common to the Profit and Loss Analysis and Expense Analysis dashboards:

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

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

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

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

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

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

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

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

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

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

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

- **% of Forecast:** Actual revenue or expenses to date as a percentage of forecast.

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

Payables Management and Payables Status Dashboard Concepts

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

Note: The invoices displayed in the reports are based on the Invoice Entered Date. For example: if an invoice has an invoice date of October 15, 2004, but is entered into the system on November 15, 2004, then the invoice will be included in the month of November, not October.

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

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

- Invoices with the Expense Report type
- Canceled invoices

Prepayment invoices are only included in the following activity reports:

- Invoice Activity
- Invoice Types
- Electronic Invoices
- Electronic Invoices Trend

See: Accounting Events, *Oracle Payables User Guide*.

Payables Management and Payable Status Parameters

The following parameters are unique to these dashboard:

- **Operating Unit:** An operating unit is an organization, such as a division or department, associated with a legal entity. A user with an assigned responsibility can see only information for the operating units associated with that responsibility.
- **Supplier:** Individuals and companies that you purchase goods and services from.

For descriptions of the following parameters, see: Expense Analysis Parameters, page 5-4.

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

For information about setting up these parameters, see: Set Up Global Parameters, *Oracle Daily Business Intelligence Implementation Guide*.

For information on how dashboard parameters affect a Daily Business Intelligence dashboard, see: Parameters, page 1-4

Payables Management and Payable Status Report Headings and Calculations

The following headings and calculations are common throughout the reports on the Payables Management and Payables Status dashboards:

- **Average Days on Hold:** The average number of days that invoices have been on hold. The average does not depend on the selected date for the end date. Instead, the end date for holds that are still unreleased is the system date when the last initial or incremental request set was run.
- **Days On Hold:** Total number of days that an invoice has had holds on it, from the first hold date to the selected date. The end date for holds that are still unreleased is the system date of the last refresh.

- **Discount Lost:** The discount amount lost on payments made during the period. The discounts lost equals the discount amounts lost on each of the discount dates prior to the As Of date. The amount lost is the difference between the discount before and after the discount date, reduced by any discounts taken on payments made before this discount date.

Note: If a payment is made after the discount was lost, but the user has overridden the available discount and taken a discount, then the discount lost reflects this override and is reduced from the discount loss calculation on the payment date.

- **Discount Remaining:** The discount amount left to be taken.

Discount Remaining = ((Discount Offered - Discount Taken) - Discount Lost).

Note that the displayed Discount Remaining might not equal the calculated amount if payments include withheld amounts.

- **Discount Taken:** The total amount of discounts taken on payments made before the selected date.
- **Invoices Due Amount:** The total amount of unpaid invoices with scheduled payment due dates on or after the selected date.
- **Invoices on Hold Amount:** The total amount of invoices with unreleased holds as of the date selected.
- **Invoices Past Due Amount:** The total amount of unpaid invoices with scheduled payment due dates as of or before the selected date.
- **Number of Holds:** The total number of holds placed on the invoice by the system or the user. Includes user defined holds, but does not include Scheduled Payment holds.
- **Open Payables Amount:** The total amount of all unpaid invoices as of the date selected.
- **Source:** Sources can be either manual or electronic.
 - Manual Invoices include invoices entered from one of the following sources:
 - Invoice Gateway
 - Manual Invoice Entry
 - Recurring Invoices
 - Electronic invoices include invoices entered from one of the following sources:

- Extensible Markup Language (XML) Gateway
- Electronic Data Interchange (EDI) Gateway
- Internet Supplier Portal (ISP)
- Advanced Shipment Billing Notice (ASBN)
- Evaluated Receipt Settlement (ERS)
- Other Integrated: The Other Integrated source consists of user-defined sources as well as other intercompany, automated, and Oracle E-Business Suite sources.

- **(xTD) Change:** The percentage change between the amount for the period to- date and the amount for the prior period to-date or the same period during the prior year, based on the Compare-to parameter, then:

$$(xTD) \text{ Change} = ((\text{Amount for Period to Date} - \text{Amount for Prior Period to Date}) / \text{Prior Amount for Period to Date}) * 100.$$
- **User:** The user or system that initiated one of the several standard payables activities. For an individual user, that user's logon is displayed. For a system, SYSTEM is displayed.
- **Weighted Average Days Due:** Weighted average days until unpaid invoices with unreleased holds are due - based on scheduled payment due dates at or after the selected date. This is calculated as follows:
 - Calculate the number of days between the scheduled payment due date and the As Of date.
 - Multiply the number of days by the scheduled payment amount to get the total amount.
 - Divide the total amounts by the total of all scheduled payment amounts. The result is the weighted average days due.
- **Weighted Average Days Past Due:** Weighted average days invoices with unreleased holds are past due - based on scheduled payment due dates before the date parameter. This is calculated as follows:
 - Calculate the number of days between the scheduled payment due date and the As Of date.
 - Multiply the number of days by the scheduled payment amount to get the total amount.
 - Divide the total of all amounts by the total of all scheduled payment amounts. The result is the weighted average days due.

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

Receivables Management and Receivables Status Dashboard Concepts

The following concepts are common to the Receivables Management and Receivables Status dashboards and reports.

Receivables Management and Receivables Status Report Parameters

This section explains how dimensions interact with each other in general and all reports in the Receivables Management and Receivables Status dashboards follow the following report behavior:

1. The performance of the reports is determined by the amount of data retrieved. For optimum performance, restrict the amount of data retrieved by selecting values other than *All* in the Customer, Operating Unit, Industry, and/or Collector parameters.
2. If the Customer dimension is hierarchical (a value is defined for the Customer Hierarchy Type on the Global Parameters page), then:
 - When a customer is selected, all the customer's children as defined in the hierarchy are also selected.
 - When the View By option is Customer and a customer has children, you can drill down one level in the customer hierarchy to view data for the selected customer's children.
3. When the Customer, Industry, and/or Collector parameters have values selected, the dashboard displays only the data that matches all parameter values.

The overall report behavior related to interaction of customer dimensions in hierarchical structure and with non-leaf nodes with other dimensions is given in the following table:

Customer Dimension in Hierarchical structure and With Non-leaf Nodes

View By Operating Unit, Collector, or Industry	View By Customer	View By Customer Account
---	------------------	--------------------------

Name drill: No hyperlink. Amount drill: <ul style="list-style-type: none"> Change to view by Customer Account. Restrict parameters to the view by value. Example: <ul style="list-style-type: none"> View by = OU Drill on amount for OU Results in report with: View by = Customer Account OU = NA All other parameter values remain the same. 	Name drill: Render data for children in the hierarchy, including the Self node. Amount drill: <ul style="list-style-type: none"> Change to view by Customer Account (for accounts associated with this party and all parties descended from this party). Restrict customer parameter to the view by value. 	Name drill: No hyperlink. Amount drill: Drill to detail report.
--	---	--

The overall report behavior related to interaction of customer dimensions in non-hierarchical and hierarchical structures and with leaf or self nodes with other dimensions is given in the following table:

Customer Dimension in Non-hierarchical and Hierarchical Structures and With Leaf or Self Nodes

View By Operating Unit, Collector, or Industry	View By Customer	View By Customer Account
--	------------------	--------------------------

Name drill: No hyperlink.	Name drill: No hyperlink.	Name drill: No hyperlink.
Amount drill:	Amount drill: Drill to detail report for all accounts of the party drilled on.	Amount drill: Drill to detail report.
<ul style="list-style-type: none"> • Change to view by Customer Account. • Restrict parameters to the view by value. 		
Example:		
<ul style="list-style-type: none"> • View by = OU • Drill on amount for OU • Results in report with: View by = Customer Account OU = NA All other parameter values remain the same. 		

Note: We refer to customer parties in a customer hierarchy as nodes. Self nodes capture the transactions booked to the customer node itself and does not include transactions booked to the customer's child nodes. Leaf nodes are customers that have no child customers.

Receivables Management and Receivables Status Report Headings and Calculations

The following headings and calculations are common throughout the reports on the Receivables Management and Receivables Status dashboards:

- **Days Sales Outstanding:** The average amount of time it takes to collect accounts receivable in relation to sales for specific periods of time, calculated as follows:

Days Sales Outstanding = (Net Receivables / Billed Amount) * Days Sales Outstanding Period

Note: The DSO is based on the period defined during setup.

Profit and Loss Dashboard

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

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

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Reports and Graphs

This dashboard contains the following reports:

- Cumulative Revenue, page 5-15
- Revenue Summary, page 5-15
- Revenue by Sales Channel, page 5-16
- Cost of Goods Sold Summary, page 5-17
- Gross Margin Summary, page 5-18
- Expense Summary, page 5-19
- Operating Margin, page 5-20

Related Topics

Expense Management Dashboard, page 5-23

Profit and Loss by Manager Dashboard, page 5-21

Profit and Loss Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Revenue:** Based on the accounts mapped to the Revenue financial category.
- **Expenses:** Based on the accounts mapped to the Operating Expenses financial category.
- **Operating Margin:** $\text{xTD Revenue} - (\text{xTD Cost of Goods Sold} + \text{xTD Expenses})$

- **Operating Margin %:** $(\text{xTD Operating Margin} / \text{xTD Revenue}) * 100$

Cumulative Revenue Trend

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

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

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

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

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

There are no unique headings or calculations on this report.

For a description of the Profit and Loss dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-14. For a description of the Profit and Loss by Manager dashboard KPIs, see: Profit and Loss by Manager Key Performance Indicators (KPIs), page 5-22. For a description of the Profit and Loss dashboard's concepts, see: Profit and Loss and Expense Management Dashboard Concepts, page 5-2.

Revenue Summary

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

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

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

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

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

There are no unique headings or calculations on this report.

For a description of the Profit and Loss dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-14. For a description of the Profit and Loss by Manager dashboard KPIs, see: Profit and Loss by Manager Key Performance Indicators (KPIs), page 5-22. For a description of the Profit and Loss dashboard's concepts, see: Profit and Loss and Expense Management Dashboard Concepts, page 5-2.

Revenue by Sales Channel

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

The list of sales channels are sourced from Order Management. You can view the list of sales channels by going to the Order Management Responsibility, and navigating to Setup, QuickCodes, Order Management, and list out the type SALES_CHANNEL

To calculate revenue for each sales channel, the list of Revenue accounts (configured via the Financial Dimensions Hierarchy Manager) is used to retrieve the list of related invoice numbers and respective amounts from AR. The list of invoice numbers is used to retrieve the list of orders and the associated sales channel from Order Management.

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

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

There are no unique headings or calculations on this report.

For a description of the Profit and Loss dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-14. For a description of the Profit and Loss by Manager dashboard KPIs, see: Profit and Loss by Manager Key Performance Indicators (KPIs), page 5-22. For a description of the Profit and Loss dashboard's concepts, see: Profit and Loss and Expense Management Dashboard Concepts, page 5-2.

Cost of Goods Sold Summary

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

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

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

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

- **Cost of Goods Sold Trend:** Shows 12 months of cost of goods sold activity for the current and prior year. The trend is a rolling 12-month trend based on the date selected in the dashboard parameter.
- **Cost of Goods Sold by Category Detail:** Shows the cost of goods broken down by financial category.
- **Cost of Goods Sold by Journal Source:** Shows cost of goods sold broken down by

journal source, such as Oracle Payables. You can only view Payables data if Oracle Payables is implemented.

- **Cost of Goods Sold Detail by Invoice:** Shows the cost of goods categorized by invoice header information. You can only view Payables data if Oracle Payables is implemented.

There are no unique headings or calculations on this report.

For a description of the Profit and Loss dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-14. For a description of the Profit and Loss by Manager dashboard KPIs, see: Profit and Loss by Manager Key Performance Indicators (KPIs), page 5-22. For a description of the Profit and Loss dashboard's concepts, see: Profit and Loss and Expense Management Dashboard Concepts, page 5-2.

Gross Margin Summary

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

In this report gross margin is calculated as follows:

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

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

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

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

This report contains the following unique headings and calculations:

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

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

Note: If the % Margin is less than -999.99% or greater than 999.99%, then no value is displayed. See: General Dashboard and Report Behavior, page 1-26.

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

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

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

formula is used:

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

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

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

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

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

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

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

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

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

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

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

For a description of the Profit and Loss dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-14. For a description of the Profit and Loss by Manager dashboard KPIs, see: Profit and Loss by Manager Key Performance Indicators (KPIs), page 5-22. For a description of the Profit and Loss dashboard's concepts, see: Profit and Loss and Expense Management Dashboard Concepts, page 5-2.

Expense Summary

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

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

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

- How do my operating expenses break down between different expense categories?

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

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

There are no unique headings or calculations on this report.

For a description of the Profit and Loss dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-14. For a description of the Profit and Loss by Manager dashboard KPIs, see: Profit and Loss by Manager Key Performance Indicators (KPIs), page 5-22. For a description of the Profit and Loss dashboard's concepts, see: Profit and Loss and Expense Management Dashboard Concepts, page 5-2.

Operating Margin

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

In this report operating margin is calculated as follows:

- $\text{Operating Margin} = \text{Gross Margin} - \text{Expenses}$

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

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

- How does my operating margin compare to the prior month, quarter, or year?
- How does my operating margin compare between different lines of business?
- How does my operating margin compare between cost centers?

This report contains the following unique headings and calculations:

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

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

Note: If the % Margin is less than -999.99% or greater than 999.99%, then no value is displayed. See: General Dashboard and Report Behavior, page 1-26

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

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

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

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

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

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

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

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

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

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

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

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

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

For a description of the Profit and Loss dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-14. For a description of the Profit and Loss by Manager dashboard KPIs, see: Profit and Loss by Manager Key Performance Indicators (KPIs), page 5-22. For a description of the Profit and Loss dashboard's concepts, see: Profit and Loss and Expense Management Dashboard Concepts, page 5-2.

Profit and Loss by Manager Dashboard

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

expenses by manager.

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Profit and Loss by Manager Parameters

There are no unique parameters for this dashboard.

For a description of the Profit and Loss parameters, see: Profit and Loss and Expense Management Dashboard Concepts, page 5-2

For information on how dashboard parameters affect a Daily Business Intelligence dashboard, see: Parameters, page 1-4

Reports and Graphs

This dashboard contains the following reports:

- Cumulative Revenue, page 5-15
- Revenue Summary, page 5-15
- Revenue by Sales Channel, page 5-16
- Cost of Goods Sold Summary, page 5-17
- Gross Margin Summary, page 5-18
- Expense Summary, page 5-19
- Operating Margin, page 5-20

Related Topics

Profit and Loss Dashboard, page 5-14

Profit and Loss by Manager Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Revenue:** Based on the accounts mapped to the Revenue financial category.
- **Expenses:** Based on the accounts mapped to the Operating Expenses financial category.
- **Operating Margin:** $xTD \text{ Revenue} - (xTD \text{ Cost of Goods Sold} + xTD \text{ Expenses})$
- **Operating Margin %:** $xTD \text{ Operating Margin} / |xTD \text{ Revenue}|$

Expense Management Dashboard

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

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Reports and Graphs

This dashboard contains the following reports:

- Expense Summary, page 5-19
- Headcount and Expenses Trend, page 5-24
- Expenses per Head, page 5-24
- T&E Expenses, page 5-25
- Top 10 Spenders, page 5-25

Related Topics

Profit and Loss Dashboard, page 5-14

Expense Management Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

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

Headcount and Expenses Trend

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

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

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

There are no unique headings or calculations on this report.

For a description of the Expense Management dashboard KPIs, see: Expense Management Key Performance Indicators (KPIs), page 5-23. For a description of the Expense Management dashboard's dashboard concepts, see: Profit and Loss and Expense Management Dashboard Concepts, page 5-2.

Expenses per Head

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

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

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

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

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

This report contains the following unique headings and calculations:

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

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

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

Average Expenses Per Head = Amount of Expenses / Headcount.

For a description of the Expense Management dashboard KPIs, see: Expense Management Key Performance Indicators (KPIs), page 5-23. For a description of the Expense Management dashboard's dashboard concepts, see: Profit and Loss and Expense Management Dashboard Concepts, page 5-2.

T&E Expenses

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

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

- How much are employees spending on Travel and Entertainment?

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

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

There are no unique headings or calculations on this report.

For a description of the Expense Management dashboard KPIs, see: Expense Management Key Performance Indicators (KPIs), page 5-23. For a description of the Expense Management dashboard's dashboard concepts, see: Profit and Loss and Expense Management Dashboard Concepts, page 5-2.

Top 10 Spenders

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

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

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

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

By drilling down from the Top 10 Spenders region into the underlying reports, you can

view more detailed information. The detailed reports that you can drill to are:

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

This report contains the following unique headings and calculations:

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

For a description of the Expense Management dashboard KPIs, see: Expense Management Key Performance Indicators (KPIs), page 5-23. For a description of the Expense Management dashboard's dashboard concepts, see: Profit and Loss and Expense Management Dashboard Concepts, page 5-2.

Profit and Loss Analysis Dashboard

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

The Profit and Loss Analysis dashboard can be accessed by the Daily Financials Intelligence responsibility. This dashboard summarizes information about revenue, cost of goods sold, gross margin, expenses, and operating margin by company and cost center on a daily basis.

Reports and Graphs

This dashboard contains the following reports:

- Profit and Loss, page 5-27
- Revenue Summary, page 5-28

- Cost of Goods Sold Summary, page 5-29
- Expense Summary, page 5-30
- Gross Margin Summary, page 5-32
- Operating Margin Summary, page 5-33
- Revenue Rolling Trend, page 5-34
- Cost of Goods Sold Rolling Trend, page 5-35
- Expense Rolling Trend, page 5-35

Related Topics

Expense Analysis Dashboard, page 5-35

Profit and Loss Analysis Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Revenue:** Based on the accounts mapped to the Revenue financial category.
- **Cost of Goods Sold:** Based on the accounts mapped to the Cost of Goods Sold financial category.
- **Gross Margin:** $(\text{xTD Revenue} - \text{xTD Cost of Goods Sold}) / \text{xTD Revenue}$
- **Expenses:** Based on the accounts mapped to the Operating Expenses financial category.
- **Operating Margin:** $\text{xTD Operating Income} / \text{xTD Revenue}$
- **Operating Income:** $\text{xTD Revenue} - (\text{xTD Cost of Goods Sold} + \text{xTD Expenses})$

Profit and Loss

The Profit and Loss report displays operating expense, cost of goods sold and operating income in a pie graph as a percentage of revenue.

You can only access this report from the Profit and Loss Analysis dashboard. There are no other drills from this report.

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

- What are my operating expenses as a percentage of revenue?

- What is my cost of goods sold as a percentage of revenue?
- What is my operating income as a percentage of revenue?

There are no unique headings or calculations on this report.

For a description of the Profit and Loss Analysis dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-27. For a description of the Profit and Loss Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Revenue Summary

The Revenue Summary report displays revenue actuals, budget, and forecast for the selected time period. The report also shows rolling periods of revenue.

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

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

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

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

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

This report supports drills to the Revenue by Source report.

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

This report supports drills to the Journal Entry Details report.

- **Journal Entry Details:** See: Expense Summary, page 5-36.

There are no unique headings or calculations on this report.

For a description of the Profit and Loss Analysis dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-27. For a description of the Profit and Loss Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Cost of Goods Sold Summary

The Cost of Goods Sold Summary report, similar to the Revenue Summary report, displays cost of goods sold actuals, budget, and forecast for the selected time period. The report also shows rolling periods of cost of goods sold.

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

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

- How does my cost of goods sold compare between companies?
- How does my cost of goods sold compare between cost centers?
- How does my cost of goods sold compare to the prior period: month, quarter, or year?
- How does my cost of goods sold compare to forecast?
- How does my cost of goods sold compare to budget?

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

- **Cost of Goods Sold Trend by Account Detail:** Provides a monthly, quarterly, or yearly cost of goods sold trend broken down by company, cost center, and account. This report also shows rolling periods of cost of goods sold.

This report supports drills to the Cost of Goods Sold by Source report.

- **Cost of Goods Sold by Source:** Groups the cost of goods sold amounts by the transactional source of the cost of goods sold journals for a given company, cost center, and account.

This report supports drills to the Journal Entry Details report. See: Revenue Summary, page 5-28 for more information.

There are no unique headings or calculations on this report.

For a description of the Profit and Loss Analysis dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-27. For a description of the Profit and Loss Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis

Expense Summary

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

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

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

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

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

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

This report supports drills to the Expenses by Source report.

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

This report supports drills to the Payables Invoices, Journal Entry Details, and Depreciation Expenses reports .

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

This report supports external drills to Oracle Internet Expenses and Oracle *i* Procurement.

The following describes selected columns in this report.

- **Transaction Amount:** Invoice amount, in the transaction currency, that is posted against the selected dimensions in the parameter list.
- **Amount:** Invoice amount, in the ledger currency, that is posted against the selected dimensions in the parameter list.
- **Expense Report Number:** If the invoice is associated with an expense report number, then the expense report number appears here. If no expense report number exists, then *N/A* appears here.
- **PO Number:** If the invoice is associated with a purchase order number, then the PO number appears here. The report displays *Multiple* in this column when multiple purchase orders exist for an invoice. If no purchase orders are associated with an invoice, then *N/A* appears here.
- **Journal Entry Details:** See: Revenue Summary, page 5-28.
- **Depreciation Expense (Major and Minor Categories):** Displays depreciation expenses from Oracle Assets, and shows a bar graph of xTD actuals versus prior year and a pie chart of xTD actuals, both grouped by the Fixed Asset category dimension.

This report supports drills to the Depreciation Expense Listing report.

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

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

This report supports external drills to Oracle *i*Assets

There are no unique headings or calculations on this report.

For a description of the Profit and Loss Analysis dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-27. For a description of the Profit and Loss Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Gross Margin Summary

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

You can only access this report from the Profit and Loss Analysis dashboard. There are no other drills from this report.

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

- How does my gross margin and income compare between companies?
- How does my gross margin and income compare between cost centers?
- How does my gross margin and income compare to the prior period: month, quarter, or year?
- How does my gross income compare to forecast?
- How does my gross income compare to budget?

This report contains the following unique headings and calculations:

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

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

Note: If the Margin is less than -999.99% or greater than 999.99%, then no value is displayed. See: General Dashboard Behavior, page 1-26.

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

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

Note: If the Compare To parameter is set to Budget or Forecast, then no change value is displayed.

- **Income:** Gross income amount for the period-to-date.

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

- **Change:** The percentage change between the current period's Gross Income and the prior period's actual Gross Income.

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

Note: If the Compare To parameter is set to Budget or Forecast, then no change value is displayed.

For a description of the Profit and Loss Analysis dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-27. For a description of the Profit and Loss Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Operating Margin Summary

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

You can only access this report from the Profit and Loss Analysis dashboard. There are no other drills from this report.

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

- How does my operating margin and income compare between companies?
- How does my operating margin and income compare between cost centers?
- How does my operating margin and income compare to the prior period: month, quarter, or year?
- How does my operating income compare to forecast?
- How does my operating income compare to budget?

This report contains the following unique headings and calculations:

- **Margin:** Operating Margin for the period-to-date as a percentage of revenue to date.

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

Note: If the Margin is less than -999.99% or greater than 999.99%, then no value is displayed. See: General Dashboard Behavior, page 1-26.

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

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

Note: If the Compare To parameter is set to Budget or Forecast,

then no change value is displayed.

- **Income:** Operating income amount for the period-to-date.

$\text{xTD Operating Income} = \text{xTD Revenue} - \text{xTD Cost of Goods Sold} - \text{xTD Operating Expenses}$

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

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

Note: If the Compare To parameter is set to Budget or Forecast, then no change value is displayed.

For a description of the Profit and Loss Analysis dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-27. For a description of the Profit and Loss Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Revenue Rolling Trend

The Revenue Rolling Trend report displays a rolling month trend for revenue.

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

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

By drilling down from the Revenue Rolling Trend report into the underlying reports, you can view more detailed revenue information for the selected time period. You can drill to the Revenue Trend by Account Detail report, page 5-28.

This report contains the following unique headings and calculations:

- **Month:** The month and year, for example, May-06.

For a description of the Profit and Loss Analysis dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-27. For a description of the Profit and Loss Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Cost of Goods Sold Rolling Trend

The Cost of Goods Sold Rolling Trend report, similar to the Revenue Rolling Trend, page 5-34, displays a rolling month trend for revenue.

By drilling down from the Cost of Goods Sold Rolling report into the underlying reports, you can view more detailed revenue information for the selected time period. You can drill to the Cost of Goods Sold Trend by Account Detail report, page 5-29.

For a description of the Profit and Loss Analysis dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-27. For a description of the Profit and Loss Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Expense Rolling Trend

The Expense Rolling Trend report, similar to the Revenue Rolling Trend, page 5-34, displays a rolling month trend for expenses.

By drilling down from the Expense Rolling Trend report into the underlying reports, you can view more detailed revenue information for the selected time period. You can drill to the Expense Trend by Account Detail report, page 5-30.

For a description of the Profit and Loss Analysis dashboard KPIs, see: Profit and Loss Key Performance Indicators (KPIs), page 5-27. For a description of the Profit and Loss Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Expense Analysis Dashboard

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

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

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

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Reports and Graphs

This dashboard contains the following reports:

- Expense Summary, page 5-36
- Revenue Summary, page 5-38
- Expense Rolling Trend, page 5-39
- Revenue Rolling Trend, page 5-40
- Cumulative Expense Trend, page 5-40

Related Topics

Profit and Loss Analysis Dashboard, page 5-26

Expense Analysis Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Expenses:** Based on the accounts mapped to the Operating Expenses financial category.
- **Budget:** Based on the budget for the Operating Expenses financial category.
- **% of Budget:** $(\text{Actual Expenses} / \text{Budget}) * 100$
- **Forecast:** Based on the forecast for the Operating Expenses financial category.
- **% of Forecast:** $(\text{Actual Expenses} / \text{Forecast}) * 100$

Expense Summary

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

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

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

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

- How do my operating expenses compare to forecast?
- How do my operating expenses compare to budget?

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

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

This report supports drills to the Expenses by Source report.

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

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

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

This report supports external drills to Oracle Internet Expenses and Oracle i Procurement.

This report contains the following columns, among others:

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

This report supports drills to the Journal Line Details.

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

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

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

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

This report supports drills to the Depreciation Expense Listing.

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

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

This report supports external drills to Oracle *iAssets*.

There are no unique headings or calculations on this report.

For a description of the Expense Analysis dashboard KPIs, see: Expense Analysis Key Performance Indicators (KPIs), page 5-36. For a description of the Expense Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Revenue Summary

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

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

The report also shows rolling periods of revenue.

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

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

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

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

This report supports drills to the Revenue by Source report.

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

This report supports drills to the Journal Entry Details report.

- **Journal Entry Details:** See: Expense Summary, page 5-36.

There are no unique headings or calculations on this report.

For a description of the Expense Analysis dashboard KPIs, see: Expense Analysis Key Performance Indicators (KPIs), page 5-36. For a description of the Expense Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Expense Rolling Trend

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

Use this report to answer business questions such as:

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

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

detailed expense reports that you can drill to are:

- **Expense Trend by Account Detail**, page 5-37

This report contains the following unique headings and calculations:

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

For a description of the Expense Analysis dashboard KPIs, see: Expense Analysis Key Performance Indicators (KPIs), page 5-36. For a description of the Expense Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Revenue Rolling Trend

The Revenue Rolling Trend report, similar to the Expense Rolling Trend report, page 5-39, displays a rolling month trend for revenue.

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

- **Revenue Trend by Account Detail**, page 5-39

There are no unique headings or calculations on this report.

For a description of the Expense Analysis dashboard KPIs, see: Expense Analysis Key Performance Indicators (KPIs), page 5-36. For a description of the Expense Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Cumulative Expense Trend

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

Use this report to answer business questions such as:

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

- Expense trend from the prior year?
- Expense trend from the prior period?

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

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

There are no unique headings or calculations on this report.

For a description of the Expense Analysis dashboard KPIs, see: Expense Analysis Key Performance Indicators (KPIs), page 5-36. For a description of the Expense Analysis dashboard concepts, see: Profit and Loss Analysis and Expense Analysis Dashboard Concepts, page 5-4.

Funds Management Dashboard

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

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

The Funds Management dashboard is designed for use in:

- State and municipal governments
- Higher education

The dashboard displays information in ledger currency only.

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Funds Management Parameters

The following parameters are unique to this dashboard:

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

allowed to access.

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

For descriptions of the following parameters, see: Expense Analysis Parameters, page 5-4.

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

For information about setting up these parameters, see: Set Up Global Parameters, *Oracle Daily Business Intelligence Implementation Guide*.

For information on how dashboard parameters affect a Daily Business Intelligence dashboard, see: Parameters, page 1-4

Funds Management Report Headings and Calculations

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

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

Note: On the Funds Management dashboard, if the period type is quarter and the As Of date is in the second month of the quarter, then the budgets are calculated up to that month. This is different from the Expense Analysis dashboard, which displays the entire quarter.
- **Accounted:** Funds available within the appropriate budgetary boundaries based on the standard accounting periods.
- **Available:** Unexpended, uncommitted funds included in an organization's or project's budget. Public sector organizations report periodically on budgets, as well as on realized and midstream expenses (encumbrances). Available funds are calculated as:

$$\text{Available} = \text{Current Budget} - \text{Encumbrances} - \text{Actual Expenses}.$$
- **% Available:** Available funds as a percentage of total budgeted funds.
- **Budget:** Funds allocated to organizations and projects for future expenditures.

Budgets in the Controlled columns are dictated by budgetary control options, while budgets in the Accounted columns and the budget region are calculated based on

period type.

- **Others:** Encumbrance balances other than commitments or obligations.
- **Spending Activities:** Equals encumbrances plus actual expenses.

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

Reports and Graphs

This dashboard contains the following reports:

- Funds Available Summary, page 5-44
- Budget Summary, page 5-44
- Budget Trend by Account Detail, page 5-45
- Encumbrance Summary, page 5-46
- Encumbrance Trend by Account Detail, page 5-47
- Funds Available Trend, page 5-47

Additionally, this dashboard links to the following report:

- Expense Summary, page 5-36

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

Funds Management Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Available:** Funds available = Controlled (Budget - Encumbrances - Actuals)
- **% Available:** Controlled funds available as a percentage of budget.
- **Budget:** Approved organizational and project expenses.
- **Encumbrances - Commitments:** Total of all encumbrance balances due to commitments.

- **Encumbrances - Obligations:** Total of all encumbrance balances due to obligations.
- **Encumbrances - Others:** Total of all encumbrance balances, not due to commitments or obligations.
- **Actuals:** Incurred expenses that are accounted.

Funds Available Summary

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

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

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

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

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

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

Use this report to answer business questions such as:

- What are my current available funds?

There are no unique headings or calculations on this report.

For a description of the Funds Management dashboard KPIs, see: Funds Management Key Performance Indicators (KPIs), page 5-43. For a description of the Funds Management dashboard's parameters, see: Funds Management Parameters, page 5-41. For a description of the Funds Management dashboard's report headings and calculations, see: Funds Management Report Headings and Calculations, page 5-42.

Budget Summary

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

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

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

The Funds Management page uses three types of budgets:

- Current
- Baseline (original)
- Prior

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

- **Budget Trend by Account Detail**, page 5-45

This report contains the following unique headings and calculations:

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

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

For descriptions of the following heading, see: Profit and Loss and Expense Management Report Headings and Calculations, page 5-2.

- **xTD**

For a description of the Funds Management dashboard KPIs, see: Funds Management Key Performance Indicators (KPIs), page 5-43. For a description of the Funds Management dashboard's parameters, see: Funds Management Parameters, page 5-41. For a description of the Funds Management dashboard's report headings and calculations, see: Funds Management Report Headings and Calculations, page 5-42.

Budget Trend by Account Detail

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

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

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

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

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

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

This report contains the following unique headings and calculations:

Original: See: Budget Summary, page 5-44.

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

Adjustment = xTD - Original

For descriptions of the following headings and calculations, see: Profit and Loss and Expense Management Report Headings and Calculations, page 5-2.

- **xTD**

For a description of the Funds Management dashboard KPIs, see: Funds Management Key Performance Indicators (KPIs), page 5-43. For a description of the Funds Management dashboard's parameters, see: Funds Management Parameters, page 5-41. For a description of the Funds Management dashboard's report headings and calculations, see: Funds Management Report Headings and Calculations, page 5-42.

Encumbrance Summary

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

Use this report to answer business questions such as:

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

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

- **Encumbrance Trend by Account Detail,** page 5-47

This report contains the following unique headings and calculations:

For descriptions of the following headings and calculations, see: Profit and Loss and Expense Management Report Headings and Calculations, page 5-2.

- **xTD**

For a description of the Funds Management dashboard KPIs, see: Funds Management Key Performance Indicators (KPIs), page 5-43. For a description of the Funds Management dashboard's parameters, see: Funds Management Parameters, page 5-41. For a description of the Funds Management dashboard's report headings and calculations, see: Funds Management Report Headings and Calculations, page 5-42.

Encumbrance Trend by Account Detail

The Encumbrance Trend by Account Detail report displays a monthly, quarterly, or annual trend of encumbrances grouped by fund, cost center, and account.

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

- Which quarter contributed the most to the YTD amount?
- Which fund has the most encumbrances pending?

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

- **Encumbrance Journal Entry Details:** Provides a header level listing of encumbrance journals.

There are no unique headings or calculations on this report.

For descriptions of the following headings and calculations, see: Profit and Loss and Expense Management Report Headings and Calculations, page 5-2.

- **xTD**

For a description of the Funds Management dashboard KPIs, see: Funds Management Key Performance Indicators (KPIs), page 5-43. For a description of the Funds Management dashboard's parameters, see: Funds Management Parameters, page 5-41. For a description of the Funds Management dashboard's report headings and calculations, see: Funds Management Report Headings and Calculations, page 5-42.

Funds Available Trend

The Funds Available Trend report displays the current budget, spending activities against that budget, and the remaining available budget. Spending activities include actual incurred expenses and encumbrances against the budget.

This report includes a graph that illustrates how a budget, its encumbrances, and actual expenses are allocated for a full fiscal year (regardless of the As Of date). The As Of date controls which transaction balances are included on the report: if the transaction posting date precedes the As Of date, then the transaction is included on the report.

There are no unique headings or calculations on this report.

For a description of the Funds Management dashboard KPIs, see: Funds Management Key Performance Indicators (KPIs), page 5-43. For a description of the Funds Management dashboard's parameters, see: Funds Management Parameters, page 5-41. For a description of the Funds Management dashboard's report headings and calculations, see: Funds Management Report Headings and Calculations, page 5-42.

Payables Management Dashboard

By using the Payables Management dashboard, payables managers and analysts can analyze operational efficiency by monitoring invoice processing efficiency and by identifying outstanding invoices or recurring problems for particular operating units in the areas of invoice activity, payments, discounts taken, and holds. The Payables Management dashboard is available to the Daily Payables Intelligence responsibility.

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Reports and Graphs

This dashboard contains the following reports:

- Invoice Activity, page 5-49
- Invoice Activity Detail Reports, page 5-56
- Invoice Types, page 5-50
- Electronic Invoices, page 5-51
- Electronic Invoices Trend, page 5-52
- Paid Invoices, page 5-53
- Electronic and Paid Late Invoices, page 5-54
- Paid Late Invoices, page 5-54
- Paid Invoice Discounts, page 5-55
- Holds Activity, page 5-55
- Holds Trend, page 5-68
- Past Due Invoices, page 5-64

Related Topics

Payables Status Dashboard, page 5-58

Payables Management Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Invoices Entered:** Number of invoices entered, either manually or automatically, into Oracle Payables.
- **Electronic Invoices:** Percent of electronic invoices relative to Invoices Entered, calculated as:
$$((\text{Number of electronic invoices}) / \text{Invoices Entered}) * 100$$
- **Invoices Paid:** Number of invoices paid in current period.
- **Paid Late:** Percent of invoices paid after scheduled payment date relative to the total invoices paid on time, within the designated period, calculated as:
$$(\text{Number of Invoices Paid Late} / \text{Number of Invoices}) * 100$$
- **Invoice to Payment Days:** Average number of days it takes for an invoice to be paid, calculated as:
$$((\text{Payment Date} - \text{Invoice Date}) / \text{Number of Payments}) * 100$$
- **Payments:** Number of payments.
- **% Discount Offered:** Percent of discounts offered across all invoices, calculated as:
$$(\text{Total Discount Amount} / \text{Total Invoice Amount}) * 100$$
- **% Discount Taken:** Percent of discounts taken for all invoices paid, calculated as:
$$(\text{Total Discount Amount Taken} / \text{Gross Invoice Amount}) * 100$$

Invoice Activity

The Invoice Activity report displays, by operating unit and supplier, the total number of invoices entered, manually or electronically, as well as the amount and distribution of invoices. Canceled invoices and expense reports are not included.

You can use the Invoice Activity report to answer business questions such as:

- What is the total volume of invoices entered over a given period of time?
- Has invoice volume increased over time? If so, has this delayed processing?

- Is a particular operating unit entering more invoices in the current period compared to last year?
- Has the progression toward electronic invoicing improved the organization's performance?
- Which suppliers issued invoices to a particular operating unit?

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

- **Invoices Entered Detail**
- **Electronic Invoices Entered Detail**
- **Manual Invoices Entered Detail**

This report contains the following unique headings and calculations:

- **Invoice Amount:** Total amount of all invoices entered during the selected period. All invoices are included, except for expense reports and canceled invoices.
- **Electronic:** Percent of electronic invoices entered, relative to the total number of invoices entered.

For a description of the Payables Management dashboard KPIs, see: Payables Management Key Performance Indicators (KPIs), page 5-49. For a description of the Payables Management dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Activity Detail Reports, page 5-56

Invoice Types

The Invoice Types report displays information about the kinds of invoices issued to operating units, listed by supplier. You can use this information to highlight and review possibly nonstandard payment methods used by operating units or required by suppliers.

You can use this report to view invoice types for all entered invoices.

You can use the Invoice Types report to answer business questions such as:

- Are operating units making prepayments to suppliers?

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

- **Invoices Entered Detail**
- **Invoice type-specific Invoices Entered Detail**

This report contains the following unique headings and calculations:

- **Invoice Type:** The invoice type can be one of the following: Standard, Withholding, Prepayment, Credit, Debit, Mixed, and Interest.

For a description of the Payables Management dashboard KPIs, see: Payables Management Key Performance Indicators (KPIs), page 5-49. For a description of the Payables Management dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Activity Detail Reports, page 5-56

Electronic Invoices

The Electronic Invoices report displays information about the percentage of invoices to operating units, listed by supplier, that are electronic and how those electronic invoices were transmitted.

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

- What proportion of invoices entered into Oracle Payables are electronic?
- What protocol was used to send and receive those invoices: XML, EDI, or others?

By drilling down from the Electronic Invoices report into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Electronic Invoice**

From this report, you can drill to additional detail reports. See: Invoice Activity Detail Reports, page 5-56.

This report contains the following unique headings and calculations:

- **% Electronic Invoices:** The percentage of all invoices that were electronically entered.

$$\% \text{ Electronic Invoices} = ((\text{Electronic Invoices Entered} / \text{Total Invoices Entered}) * 100)$$

- **Change (% Electronic):** The percentage point difference in the percent of Electronic Invoices in comparison with a prior period or some period last year, based on the Compare-to parameter.

$$\text{Change (\% Electronic)} = \text{Current \% Electronic Invoices} - \text{Prior Period \% Electronic Invoices}$$

For example, if the number of electronic invoices as a percentage of all invoices processed increased from 17% in the prior period to 22% in the current period, the value 5 is displayed, because $22 - 17 = 5$.

- **Change (Electronic):** The percent change from last period in the number of electronic invoices entered.

$$\text{Change (Electronic)} = ((\text{Current Number of Electronic Invoices Entered} - \text{Prior Period Number of Electronic Invoices Entered}) / |\text{Prior Period Number of Electronic Invoices Entered}|) * 100$$

For example, if electronic invoices as a percentage of all invoices processed increased from 17% in the prior period to 22% in the current period, the value 29 is displayed, because $((22 - 17) / 17) * 100 = 29$.

- **Other Integrated:** The total count of electronic invoices entered via other integrated sources during the selected period. Other integrated sources includes user-defined sources as well as other intercompany, external, and Oracle E-Business Suite sources.

For a description of the Payables Management dashboard KPIs, see: Payables Management Key Performance Indicators (KPIs), page 5-49. For a description of the Payables Management dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Activity Detail Reports, page 5-56

Electronic Invoices Trend

The Electronic Invoices Trend report displays information about the number and percentage of electronic invoices by operating unit, listed by supplier, for the period to date. There are no other drills from this report.

You can use the Electronic Invoices Trend report to answer business questions such as:

- How many electronic invoices were entered during this period?
- What percentage of all invoices were entered electronically?

Note: You must select an operating unit and supplier before the appropriate drill down appears.

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

- **Electronic Invoices Entered Detail:** Shows the percentage of electronic invoices

entered for the period to date.

There are no unique headings or calculations on this report.

For a description of the Payables Management dashboard KPIs, see: Payables Management Key Performance Indicators (KPIs), page 5-49. For a description of the Payables Management dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Activity Detail Reports, page 5-56

Paid Invoices

The Paid Invoices report displays information about invoice payment activity throughout the selected period. The report includes details on the total number and amount of payments and invoices.

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

- How many invoices were paid? What was the amount paid on those invoices?
- How many invoices were paid on time or past due? What was the outstanding amount due on those invoices?
- What percentage of payments were electronically distributed?

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

- **Paid Invoices Detail**
- **Payment Detail**

This report contains the following unique headings and calculations:

- **Invoice to Payment Days:** The average number of days it takes for invoices to be paid. For each invoice, the number of Invoice to Payment Days is based on the number of payments made for that invoice and is calculated by determining the number of days between the Payment Date and Invoice Date for each payment.
$$\text{Invoice to Payment Days} = (\text{Payment Date} - \text{Invoice Date}) / \text{Number of Payments}$$
- **Paid on Time Amount:** The total value of scheduled payments made on or before the scheduled payment due date.
- **Paid Late Amount:** The total value of scheduled payments that were made after the scheduled payment due date.

- **% Electronic Payments:** The percentage of payments made electronically.

$$\% \text{ Electronic Payments} = ((\text{Electronic Payments Entered} / \text{Total Payments Entered}) * 100)$$
- **Discount Taken:** The value of the discounts taken on payments made during the period selected.

For a description of the Payables Management dashboard KPIs, see: Payables Management Key Performance Indicators (KPIs), page 5-49. For a description of the Payables Management dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Activity Detail Reports, page 5-56

Electronic and Paid Late Invoices

The Electronic and Paid Late Invoices report displays a comparison of electronically entered invoices against invoices that were paid late.

You can use the Electronic and Paid Late Invoices report to answer business questions such as:

- What percentage of invoices was entered into the system electronically?
- What percentage of invoices was paid late?
- Does electronic invoicing help to reduce the number of invoices that are paid late?

There are no unique headings or calculations on this report.

For a description of the Payables Management dashboard KPIs, see: Payables Management Key Performance Indicators (KPIs), page 5-49. For a description of the Payables Management dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Paid Late Invoices

The Paid Late Invoices report displays the invoices that were paid late.

You can use the Paid Late Invoices report to answer business questions such as:

- What percentage of invoices was paid late?

There are no unique headings or calculations on this report.

For a description of the Payables Management dashboard KPIs, see: Payables Management Key Performance Indicators (KPIs), page 5-49. For a description of the Payables Management dashboard concepts, see: Payables Management and Payables

Paid Invoices Discounts

The Paid Invoice Discounts report displays discounts offered, taken, and lost on paid invoices. You can view this information by operating unit, supplier, or supplier across operating units.

You can use the Paid Invoice Discounts report to answer business questions such as:

- What amount and percentage of discounts offered were actually taken?

By drilling down from the Paid Invoices Discounts report into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Paid Invoices Detail**

This report contains the following unique headings and calculations:

- **Gross Invoice Amount:** Due to discount utilization this amount might not equal the Total Invoice Amount.

Gross Invoice Amount = Paid Amount + Discount Taken Amount

- **Change (Offered):** The percent change in discount offered from this period to the Compare-to period.

Change (Offered) = ((Current Discounts Offered - Prior Period Discounts Offered) / |Prior Period Discounts Offered|) * 100

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

- **Change (Lost):** The percent change in discounts lost.

Change (Lost) = ((Current Discounts Lost - Prior Discounts Lost) / |Prior Discounts Lost|) * 100

For a description of the Payables Management dashboard KPIs, see: Payables Management Key Performance Indicators (KPIs), page 5-49. For a description of the Payables Management dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Activity Detail Reports, page 5-56

Holds Activity

You can use the Holds Activity report to view holds by operating unit, supplier, and supplier by operating unit in the following hold categories:

- Variance
- PO Matching
- Invoice
- User Defined
- Other

You can use the Holds Activity report to view invoices placed on hold during a specific time period. You can also use the Holds Activity report to answer business questions such as:

- How many invoices are on hold and why?

By drilling down from the Holds Activity report into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Holds Activity Detail**

There are no unique headings or calculations on this report.

For a description of the Payables Management dashboard KPIs, see: Payables Management Key Performance Indicators (KPIs), page 5-49. For a description of the Payables Management dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Activity Detail Reports, page 5-56

Invoice Activity Detail Reports

An invoice detail report is a listing of invoices for an operating unit and supplier. The title of the report is dynamic and based on the origin of the drill down.

Some invoice detail reports, drilled to from the Payables Management dashboard, are:

- **Invoices Entered Detail:** Shows invoices entered during the selected period independent of the source.
- **Manual Invoices Entered Detail:** Invoices entered during the selected period that have a source that belongs to the Manual category.
- **Electronic Invoices Entered Detail:** Invoices entered during the selected period that have a source that belongs to the Electronic category.
- **Electronic Invoice:** Shows information about invoices for specific electronic sources. From this report you can drill to:

- Invoices Entered Detail
- Electronic Invoices Entered Detail
- XML Invoices Entered Detail
- EDI Invoices Entered Detail
- ERS Invoices Entered Detail
- ISP Invoices Entered Detail
- ASBN Invoices Entered Detail
- Other Integrated Invoices Entered Detail

All of these detail reports display the same information.

- **Invoice type-specific Invoices Entered Detail:**

For example, from the Invoice Types report, drill to the Standard Invoices Entered Detail report to see information only about standard invoices.

- **Paid Invoices Detail:** Shows payments made on an invoice and discounts taken.
- **Payment Detail:** Shows payment details, such as amount, date, bank account, remit-to bank, and currency.

From this report, you can also drill to:

- **Invoices Paid on Time Detail:** Lists invoices paid on time, as well as invoice amounts, paid amounts, and first due date.
- **Invoices Paid Late Detail:** Lists invoices paid late, as well as invoice amounts, paid amounts, and first due date.
- **Holds Activity Detail:** Shows invoices placed on hold during the selected period.

For a description of the Payables Management dashboard KPIs, see: Payables Management Key Performance Indicators (KPIs), page 5-49. For a description of the Payables Management dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Shared Payables Intelligence Detail Reports

Drill to these reports from *both* the Payables Management and Payables Status dashboards:

- **Payment Activity History:** Provides a detailed activity history for an individual

payment including the action taken on the payment, the date of the action, and the user responsible for the action.

- **Invoice Activity History:** Shows who performed any action on an invoice and when the action occurred.
- **Scheduled Payments and Discounts:** Shows payments scheduled on an invoice and discounts available and taken.
- **Invoice Distribution Detail:** Shows line item detail on an invoice such as description, amount, and purchase order number.

From this report, you can drill to the purchase order to view more details.

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

The following headings and calculations are specific to Hold History.

- **Hold Release Date:** The date the hold was released. Unreleased holds default to null.
- **Held By:** The user who placed the hold - either the individual user or system. For an individual user that user's logon is displayed. For a system, SYSTEM is displayed.

Payables Status Dashboard

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

Payables analysts can use the Payables Status dashboard to:

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

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Payables Status Parameters

Because this dashboard provides a current status or snapshot of payables information, the Period Type and Compare-to parameters are not available on this dashboard.

For a description of common parameters, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Reports and Graphs

This dashboard contains the following reports:

- Open Payables Summary, page 5-60
- Invoices Due Aging Summary, page 5-61
- Invoices Past Due Aging Summary, page 5-62
- Invoice Aging, page 5-63
- Past Due Invoices, page 5-64
- Discount Opportunities Summary, page 5-64
- Holds Summary, page 5-65
- Invoices on Hold Discount Summary, page 5-67
- Holds Categories Summary, page 5-67
- Holds Trend, page 5-68
- Invoice Status Detail Reports, page 5-69

Related Topics

Payables Management Dashboard, page 5-48

Payables Status Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Open Payables Amount:** Total amount of all unpaid invoices.
- **Invoices Due Amount:** Total amount of all unpaid invoices due on the As Of date.
- **Number Invoices Due:** Number of invoices due on the As Of date.
- **Weighted Average Days Due:** Average number of days invoices are due, weighted on invoice amounts, calculated as:

$(\text{Number of Invoices Paid Late} / \text{Number of Invoices}) * 100$

- **Invoice to Payment Days:** Average number of days it takes for an invoice to be paid, calculated as:
$$\frac{((\text{Scheduled Payment Date} - \text{System Date}) * \text{Invoices Due Amount})}{\text{Total Scheduled Payment Amount}}$$

This is expressed as a positive number.
- **Invoices Past Due Amount:** Total amount of all invoices past due.
- **Number Invoices Past Due:** Number of invoices past due.
- **Weighted Average Days Past Due:** Average number of days invoices are past due, weighted on invoice amounts, calculated as:
$$\frac{((\text{Scheduled Payment Date} - \text{System Date}) * \text{Invoices Past Due Amount})}{\text{Total Scheduled Payment Amount}}$$
- **Discount Remaining Amount:** Amount of the discounts that remain available on unpaid invoices on the As Of date.
- **Discount Offered Amount:** Amount of discounts offered on the gross amount on all invoices at the summary level.
- **Invoices on Hold Amount:** Total of the amounts on invoices on hold.
- **Invoices On Hold:** Percent of invoices on hold amount when compared to Open Payables amount, calculated as:
$$(\text{Invoices On Hold Amount} / \text{Open Payables Amount}) * 100$$

Open Payables Summary

The Open Payables Summary report displays information about open liabilities on unpaid and partially paid invoices.

Note: If invoices include multiple payments that are both due and past due, those invoices are counted as both due and past due. Therefore, the total of the number of invoices due and the number of invoices past due does not equal the displayed total number of unpaid invoices.

Information is displayed in terms of open liability amounts. Once invoices are entered, they are evaluated for this report. Invoices do not need to be validated to be included. Unpaid or partially paid invoices are included. Unpaid invoice amounts are reduced by applied prepayments and withheld amounts. Invoices on hold are also included.

You can use the Open Payables Summary report to answer questions such as:

- Which supplier has the greatest number of unpaid invoices?

- Of the organization's unpaid invoices, which are due and which are past due?
- How far past due is a payment to a specific supplier?
- Which supplier should receive payment priority?
- How many invoices are either current or past due?
- How many invoices will become due in the near future? What is the amount outstanding on these invoices?
- How many invoices are past due? What is the amount outstanding on these invoices?

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

- **Unpaid Invoice Detail**
- **Invoices Due Detail**
- **Invoices Past Due Detail**

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs, see: Payables Status Key Performance Indicators (KPIs), page 5-59. For a description of the Payables Status dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Status Detail Reports, page 5-69

Invoices Due Aging Summary

The Invoices Due Aging Summary report displays an aging summary of currently due invoices grouped into three aging buckets. You can use this report to answer business questions such as:

- How many invoices will be due in more than 30 days? What is the amount outstanding on these invoices?
- How many invoices will be due in 0 to 15 days or in 16 to 30 days?

On reports that display amounts due, the total of the amounts on invoices is equal to the total of the amounts in the aging buckets. However, on reports that display a total number of invoices, that total might not equal the total of the number of invoices in the aging buckets.

Note: This might occur if an invoice has several scheduled payment dates which would cause invoices to be counted in multiple aging buckets, both due and due in 0 to 15 days or in 16 to 30 days.

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

- **Invoices Due Detail**
- **Invoices Due in 1-15 Days**
- **Invoices Due in 16-30 Days**
- **Invoices Due After 30 Days**

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs, see: Payables Status Key Performance Indicators (KPIs), page 5-59. For a description of the Payables Status dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Status Detail Reports, page 5-69

Invoices Past Due Aging Summary

You can view an aging summary of past due invoices grouped into three aging buckets. You can use this report to answer business questions such as:

- How many invoices are past due? What is the amount outstanding on these invoices?
- How many invoices are past due for 1 to 15 days, 16 to 30 days, and over 30 days?

On reports that display aged amounts due, the total of the amounts on individual invoices equals the total of the amounts in the aging buckets. However, on aging reports that display a total number of invoices, that total might not equal to the total of the number of invoices in the aging buckets.

Note: This might occur if an invoice has several scheduled payment dates, which would cause invoices to be counted in multiple aging buckets, both due and due in 0 to 15 days or in 16 to 30 days.

By drilling down from the Invoices Past Due Aging Summary report into the

underlying report, you can view more detailed information. The detailed reports that you can drill to are:

- **Invoices Past Due Detail**
- **Invoices 1-15 Days Past Due**
- **Invoices 16-30 Days Past Due**
- **Invoices Over 30 Days Past Due**

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs, see: Payables Status Key Performance Indicators (KPIs), page 5-59. For a description of the Payables Status dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Status Detail Reports, page 5-69

Invoice Aging

The Invoice Aging graph displays both currently due *and* past due invoices, grouped into six aging buckets.

This graph provides you with a quick glance at your aged invoices, and combines data from the Invoices Due Aging Summary, page 5-61 and Invoices Past Due Aging Summary, page 5-62.

Use this graph to answer business questions such as:

- How many invoices are currently due?
- How many invoices are past due?

Note: The total number of invoices in the aging buckets might not represent the actual number of currently due and past due invoices in your system. This could occur if an invoice has several scheduled payment dates, which would cause invoices to be counted in multiple aging buckets.

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs, see: Payables Status Key Performance Indicators (KPIs), page 5-59. For a description of the Payables Status dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Past Due Invoices

The Past Due Invoices report provides a summary of the past due invoices across all suppliers and operating units. The report allows drills to the invoice detail level, and provides a quick overview of current unpaid invoices that are past due.

Note: Data in this report is based on the last system *refresh* date, rather than the As Of Date parameter.

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

- Which invoices are currently past due, and for how much?
- What is the total amount past due?

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

- **Invoice Activity History**
- **Scheduled Payments and Discounts**
- **Invoice Distribution Detail**
- **Hold History**

Use these detailed reports to further investigate what is causing these invoices to be past due. See: Invoice Activity Detail Reports, page 5-56 and Invoice Status Detail Reports, page 5-69.

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs, see: Payables Status Key Performance Indicators (KPIs), page 5-59. For a description of the Payables Status dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Discount Opportunities Summary

The Discount Opportunities Summary report displays opportunities to take discounts on unpaid invoices. You can view opportunities arranged by operating unit, supplier, and supplier across operating units. The Discount Opportunities Summary report provides a view of discounts currently available, based on the system date or the selected date.

You can use the Discount Opportunities Summary report to answer business questions such as:

- What is the discount amount offered, remaining, or lost on the organization's

unpaid invoices?

- Is there a particular supplier with whom the organization is consistently losing discounts?
- What percent of discounts offered has the organization taken advantage of?
- Which operating unit has benefited most from the discounts offered?
- Has the increase in electronic payments contributed to an increase in discounts taken?
- How many discounts has the organization taken over a given period of time? Have the number of discounts taken increased over time?
- Within an operating unit, what is the discount percent offered?

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

- **Unpaid Invoice Detail**

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs, see: Payables Status Key Performance Indicators (KPIs), page 5-59. For a description of the Payables Status dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Holds Summary

The Holds Summary report provides a selected date view of invoices on hold listed by operating unit, supplier, or supplier by operating unit. The amount of the holds are reported in two categories: holds due and holds past due.

Information is displayed only for unreleased holds on the selected date. Scheduled payment holds are not included.

Holds that you apply manually or that Oracle Payables applies prevent payment and, in some cases, the creation of accounting entries for an invoice. There are several categories of holds such as invoice holds, supplier holds, and system holds. The following are examples of holds predefined in Oracle Payables:

- Invoice amount is more than the invoice amount limit you specify for a supplier site.
- A supplier does not provide a valid purchase order number for matching.
- Tax code on the invoice does not match the tax code assigned to the account.

- Hold Unvalidated Invoices option for a supplier site in the Suppliers Sites window is enabled.
- Payables cannot perform automatic withholding of tax.

You can use the Holds Summary report to answer business questions such as:

- How many invoices are on hold?
- What is the total amount due outstanding on the invoices on hold?
- What invoices require action?
- Which holds category is most pervasive across operating units?
- Has an increase in invoice volume adversely affected the number of holds?
- How many invoices were placed on hold over a given time period?
- What is the average number of days invoices were on hold during a given period?
- What are the reasons that a specific invoice is on hold? Is there a problem at the line item level?

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

- **Invoices on Hold Detail**
- **Invoices on Hold Due**
- **Invoices on Hold Past Due**

This report contains the following unique headings and calculations:

- **Holds Due Amount:** The total amount of unpaid invoices with unreleased holds having scheduled payment due dates at or after the selected date. The Holds Due Amount is calculated at the scheduled payment level.
- **PO Matching Holds:** The total number of purchase order matching holds. This hold category consists of predefined holds that are placed on invoices that violate predefined purchase order matching criteria.

For a description of the Payables Status dashboard KPIs, see: Payables Status Key Performance Indicators (KPIs), page 5-59. For a description of the Payables Status dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Status Detail Reports, page 5-69

Invoices on Hold Discount Summary

You can view discount opportunities on invoices with unreleased holds on the selected date by operating unit, supplier, or supplier across operating unit.

You can use the Invoices on Hold Discount Summary report to answer business questions such as:

- How many invoices are on hold?
- What is the status of any discounts for invoices on hold on the As-of date; offered, taken, lost, and remaining?

By drilling down from the Invoices on Hold Discount Summary report into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Invoices on Hold Detail**

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs, see: Payables Status Key Performance Indicators (KPIs), page 5-59. For a description of the Payables Status dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Status Detail Reports, page 5-69

Holds Categories Summary

You can use the Holds Categories Summary report to view holds by operating unit, supplier, and supplier by operating unit in the following hold categories:

- Variance
- PO Matching
- Invoice
- User Defined
- Other

By drilling down from the Holds Categories Summary report into the underlying

report, you can view more detailed information. The detailed reports that you can drill to are:

- **Invoice on Hold Detail**
- **Hold Type Summary**

This report contains the following unique headings and calculations:

- **Variance:** The total number of variance holds. This hold category consists of predefined holds placed on invoices that exceed tolerances.
- **PO Matching:** The total number of PO matching holds. This hold category consists of predefined holds that are placed on invoices that violate predefined purchase order matching criteria.
- **Invoice:** The total number of invoice holds. This hold category consists of predefined holds placed on the invoice by the system.
- **User Defined:** The total number of user defined holds.
- **Other:** The total number of other hold categories which include Account, Funds, Miscellaneous, and Supplier holds.

For a description of the Payables Status dashboard KPIs, see: Payables Status Key Performance Indicators (KPIs), page 5-59. For a description of the Payables Status dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Status Detail Reports, page 5-69

Holds Trend

The Holds Trend report displays information that you can use to analyze trends in the processing of invoices with unreleased holds by operating unit, supplier, or supplier by operating unit. The Holds Trend report displays month-end data for each of the twelve prior months and the to-date data for the current month.

Note: You must select an operating unit and supplier before the appropriate drill down appears.

By drilling down from the Holds Trend report into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Invoices on Hold Detail**

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs, see: Payables Status Key Performance Indicators (KPIs), page 5-59. For a description of the Payables Status dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Related Topics

Invoice Status Detail Reports, page 5-69

Invoice Status Detail Reports

An invoice status detail report is a listing of invoices for an operating unit and supplier. The title of the report is dynamic and based on the origin of the drill down.

Some invoice status detail reports, drilled to from the Payables Status dashboard, are:

- **Unpaid Invoice Detail:** Shows details about invoices that are not fully paid as of the As Of date.
- **Invoices Due Detail:** Shows details about invoices that are not fully paid as of the As Of date, but are still due.

These additional Invoices Due reports are also available:

- **Invoices Due in 1-15 Days**
- **Invoices Due in 16-30 Days**
- **Invoices Due After 30 Days**
- **Invoices Past Due Detail:** Shows details about invoices that are not fully paid as of the As Of date, and are past due. An invoice with at least one past due schedule is considered past due.

These additional Invoices Past Due reports are also available:

- **Invoices 1-15 Days Past Due**
- **Invoices 16-30 Days Past Due**
- **Invoices Over 30 Days Past Due**
- **Invoices on Hold Detail:** Shows details about invoices with unreleased holds as of the As Of date.
- **Invoices on Hold Due:** Shows details about invoices that are due, and which also have unreleased holds as of the As Of date.
- **Invoices on Hold Past Due:** Shows details about invoices that are past due, and

which also have unreleased holds as of the As Of date. An invoice with at least one past due schedule is considered past due.

- **Hold Type Summary:** Shows invoices with unreleased holds on the As Of date, grouped by hold types associated with a particular hold category. The hold type displayed in this report depends on the selection made in the Hold Categories Summary.

For a description of the Payables Status dashboard KPIs, see: Payables Status Key Performance Indicators (KPIs), page 5-59. For a description of the Payables Status dashboard concepts, see: Payables Management and Payables Status Dashboard Concepts, page 5-7.

Receivables Management Dashboard

The Receivables Management dashboard lets you measure and track your department's performance over time. The comparative analysis and trend reporting capabilities provided by this dashboard helps you to identify systemic processing inefficiencies in your department. Once inefficiencies are identified, you can take steps to address them. You can then use this dashboard to evaluate the effectiveness of your strategies and processes.

This dashboard focuses on comparative analysis and trend reporting of days sales outstanding, collection effectiveness, and average days paid. You can see the amount of receivables that was issued and how many receipts were collected during the period. In a shared service organization, this dashboard provides visibility into how well each operating unit (OU) performs, letting you quickly identify areas of improvement or decline. This dashboard lets you analyze key performance indicators (KPIs) over time for every OU, which highlights the performance of each OU. For more information on KPIs, see: Receivables Management KPIs, page 5-71.

The dashboard includes two content areas:

- The Billing Activity content area analyzes receivables transactions activities during a period of time.
- The Collection Effectiveness content area analyzes the effectiveness of collections efforts.

At a glance, you can answer questions like:

1. For a particular operating unit, has the DSO increased or decreased over the past year?
2. For all operating units, has the DSO increased or decreased over the past year ?
3. In the past year, how effective are our collection efforts?

4. How is our collections effectiveness in this period compared with our collection effectiveness in the same period of the prior year?
5. How effective is one operating unit's collections process compared to other operating units?
6. Relative to the weighted average terms paid, how has the weighted average days paid changed over time?

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Reports and Graphs

This dashboard contains the following reports:

- Billing Activity, page 5-72
- Days Sales Outstanding, page 5-75
- Days Sales Outstanding Trend, page 5-76
- Collection Effectiveness Index, page 5-77
- Collection Effectiveness Summary, page 5-78
- Collection Effectiveness Trend, page 5-80
- Open Receivables: Percent Past Due, page 5-84

Related Topics

Receivables Status Dashboard, page 5-92

Receivables Management Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Days Sales Outstanding:** Average amount of time it takes to collect accounts receivable in relation to sales for specific periods of time.
- **Billing Activity Amount:** Sum of all original transaction amounts for activity over a period.
- **Collection Effectiveness Index:** Measure showing the effectiveness of collections over a given time period, expressed as a percentage
- **Receipts Amount:** Sum of receipts amount over a period.

- **Weighted Average Days Paid:** For paid receivables, the average number of days between sales and receipts of payment weighted by receivables amount.
- **Average Days Delinquent:** For paid receivables, the average number of days between invoice due date and receipt date.

Billing Activity

The Billing Activity report displays the total amount and count of receivables transactions for the period up to the as-of-date, the open receivables amount, and days sales outstanding on the as-of-date.

This report identifies an overview of the transactions activity for the period. At a glance, managers can see the DSO for an operating unit, customer, or industry. They can see the open receivables amounts on the as-of-date and the billing activity generated in the period.

You can use the Billing Activity report to answer business questions such as:

- Is the amount of billing activity increasing?
- What is the days sales outstanding for a particular organizing unit?
- Which customer has the lowest days sales outstanding?

By drilling down from the Billing Activity report into the underlying reports, you can view more detailed billing activity information. The reports that you can drill to are:

- Billing Activity Detail, see Transaction Activity Detail report, page 5-87.
- Billing Activity Trend report, page 5-73.

Note: When drilling to the Billing Activity Trend report from Billing Activity report with the View By parameter set to Customer Account, the numbers across the drill might not match if the customer selected has more than one customer account.

- Open Receivables Summary report, page 5-94.
- Open Receivables Detail, see Transaction Detail report, page 5-85.

This report contains the following unique headings and calculations:

- **Billing Activity: Amount:** The sum of all receivables transaction amounts with the transaction date falling within the selected period.
- **Billing Activity: Change:** The change in the receivables transaction amount between the selected period and the prior period, expressed as a percentage.

- **Billing Activity: Count:** The total count of receivables transactions with the transaction date falling within the selected period.
- **Billing Activity: Change:** The change in the receivables transaction count between the selected period and the prior period, expressed as a percentage.
- **Open Receivables:** The total amount of unpaid receivables during the selected Days Sales Outstanding (DSO) period.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Billing Activity Trend, page 5-73

Billing Activity Transaction Classes, page 5-74

Open Receivables Summary, page 5-94

Net Receivables Summary, page 5-96

Billing Activity Trend

The Billing Activity Trend report displays the billing amount and count trends for the current year and the prior year.

This report provides you with the ability to analyze trends in billing activity by operating unit, customer, or industry. The report analyzes the amount and number of billing activities over a period.

You can use the Billing Activity Trend report to answer business questions such as:

- What is the total billing activity amount and count for each month in the past year?
- What is the difference in billing activity amount for a particular month in comparison to the same month in the prior year?
- Which month in the prior year showed the highest amount or count of billing transactions?

By drilling down from the Billing Activity Trend report into the underlying reports, you can view more detailed information. The detailed report that you can drill to is:

- Billing Activity Transaction Classes report, page 5-74.

There are no unique headings or calculations on this report.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the

Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Billing Activity, page 5-72

Billing Activity Transaction Classes, page 5-74

Days Sales Outstanding, page 5-75

Billing Activity Transaction Classes

The Billing Activity Transaction Classes report displays the billing activity for each transaction class for the period selected, by operating unit, customer, or industry. The transaction classes in Oracle Receivables are invoice, debit memo, chargeback, bills receivable, deposit, and credit memo. You can review the amount for each class and drill down to view the individual invoices, debit memos, and chargebacks.

This report identifies and quantifies the specific classes that are causing processing or business concerns. For example, if a particular operating unit has an unusually large amount of credit memos or chargebacks, then that operating unit might have systemic inefficiencies that require resolution. A large amount of credit memos or chargebacks might be the result of a problem with the product, causing customers to want their bills discounted. This report gives you the visibility into the category composition of your billing activity, helping you to better understand your receivables activities.

You can use the Billing Activity Transaction Classes report to answer business questions such as:

- Does any operating unit have a particularly high chargeback or credit memo amount which might be an indication of product quality issues?
- Which operating unit's have high bills receivables amounts, perhaps requiring more attention to the bills receivable processes?
- Based on unusually high chargeback and credit memo amounts, which customers might be unusually difficult and costly?

By drilling down from the Billing Activity Transaction Classes report into the underlying reports, you can view more detailed information. The detailed report that you can drill to is:

- Billing Activity Detail, see Transaction Activity Detail report, page 5-87.
- Invoice Activity Detail, see Transaction Activity Detail report, page 5-87.
- Debit Memo Activity Detail, see Transaction Activity Detail report, page 5-87.
- Chargebacks Activity Detail, see Transaction Activity Detail report, page 5-87.

There are no unique headings or calculations on this report.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Billing Activity, page 5-72

Net Receivables Summary, page 5-96

Days Sales Outstanding

The Days Sales Outstanding (DSO) report displays the days sales outstanding by operating unit, customer, and industry. This report also shows the net receivables, billed amount, and DSO measures on the as-of-date as defined in the Receivables Intelligence Setup page. For further information, see Receivables Implementation Steps, *Oracle Daily Business Intelligence Implementation Guide*.

This report gives an overview of the days sales outstanding measure for the period. At a glance, you can see the DSO and the components used to calculate it for an operating unit, customer, or industry. You can also see the net receivables amounts on the as-of-date and the billed amount generated in the selected DSO period.

You can use the Days Sales Outstanding report to answer business questions such as:

- What is the total days sales outstanding for all operating units?
- What is the days sales outstanding for a particular customer? What is the total billing amount for that customer?

By drilling down from the Days Sales Outstanding report into the underlying reports, you can view more detailed information. The report that you can drill to s:

- Net Receivables Summary report, page 5-96

This report contains the following unique headings and calculations:

- **Net Receivables Amount:** The sum of open balances on the as-of-date for all the receivables transaction classes and other balances selected when defining the DSO in the Receivables Intelligence Setup page.
- **Billed Amount:** The total billed receivables amount during the DSO period for all the receivables transaction classes selected during the initial definitions of the DSO measure.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and

Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Days Sales Outstanding Trend, page 5-76

Net Receivables Summary, page 5-96

Billing Activity, page 5-72

Billing Activity Transaction Classes, page 5-74

Days Sales Outstanding Trend

The Days Sales Outstanding Trend report displays the days sales outstanding (DSO), net receivables amount, and billed amount trends for the current year and the prior year.

This report provides you with the ability to analyze trends in the DSO over a period of time by operating unit, customer, and industry. This report also shows the trends for the DSO components, net receivables and billed amount, over a period of time.

You can use the Days Sales Outstanding Trend report to answer business questions such as:

- What is the DSO comparison against the prior year for a particular operating unit?
- Has billed amount increased over the prior year? If so, has this resulted in an increase in days sales outstanding?

By drilling down from the Days Sales Outstanding Trend report into the underlying reports, you can view more detailed information. The detailed report that you can drill to is:

- Net Receivables Summary report, page 5-96.

There are no unique headings or calculations on this report.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Days Sales Outstanding, page 5-75

Net Receivables Summary, page 5-96

Billing Activity Trend, page 5-73

Collection Effectiveness Index

The Collection Effectiveness Index report displays metrics related to the collection effectiveness index by operating unit, customer, and collector. This report displays the collection effectiveness index measure and the three components used to calculate the measure for the selected period: the open receivables at the beginning of the period, the billing activity over the period, and the open receivables and current receivables at the end of the period.

This report assists in analyzing collections based on how much is collected over a period of time and how much past due receivables remain outstanding at the end of the period.

You can use the Collection Effectiveness Index report to answer business questions such as:

- How effective is a collector over the current and prior period?
- How effective is a operating unit in comparison to other operating units?
- Which customers have we been most successful in collecting from based on the collection effectiveness index?
- Which customers have we been least successful in collecting from based on the collection effectiveness index?

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

- Open Receivables Summary report, page 5-94
- Open Receivables Detail, see Transaction Detail report, page 5-85.
- Current Receivables Summary report, page 5-99
- Current Receivables Detail, see Transaction Detail report, page 5-85.

This report contains the following unique headings and calculations:

- **Collection Effectiveness Index:** The measure showing the effectiveness of collections over a given time period, calculated as follows:

$$\frac{[\text{Beginning Open Receivables} + (\text{Billed Amount} / \text{Number of Months}) - \text{Ending Open Receivables}]}{[\text{Beginning Open Receivables} + (\text{Billed Amount} / \text{Number of Months}) - \text{Ending Current Receivables}]}$$

Number of Months = Number of days over which the billed amount is calculated / 30, where

- The beginning date is the first day of the selected period

- The ending date is the as-of-date or system date, whichever is earlier
- **Change:** The change between the collection effectiveness index for the current period and the prior period.
- **Beginning Open Receivables:** The unpaid receivables amount on the first day of the period.
- **Billed Amount:** The sum of all transactions, credits, adjustments, and assignments entered during the selected period. The transaction classes included in this amount are dependent on the classes selected for the DSO definition. For further information, see *Receivables Implementation Steps, Oracle Daily Business Intelligence Implementation Guide*.
- **Ending Open Receivables:** The unpaid receivables amount on the as-of-date.
- **Ending Current Receivables:** The total amount of receivables with due dates after the as-of-date.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Collection Effectiveness Summary, page 5-78

Receipts Activity, page 5-81

Open Receivables Summary, page 5-94

Collection Effectiveness Trend, page 5-80

Collection Effectiveness Summary

The Collection Effectiveness Summary report displays metrics related to collection effectiveness by operating unit, customer, collector, or industry. This report shows the collection effectiveness index, weighted average days paid, average days delinquent, weighted average terms paid, billed amount, and receipt amount for the selected period.

Both collection effectiveness index and average days delinquent measure collection effectiveness. The collection effectiveness index measure is based on open receivables and the average days delinquent is based on paid receivables.

This report assists in analyzing collection effectiveness based on how much is collected and how much open and past due receivables remain to be collected.

You can use the Collection Effectiveness Summary report to answer business questions

such as:

- Which operating unit has the highest delinquency rate?
- Which customer has the best payment history?

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

- Receipts Detail report, page 5-89.
- Receipts Activity Detail report, page 5-88.

This report contains the following unique headings and calculations:

- **Weighted Average Days Paid:** For paid receivables, the average number of days between the transaction date and receipt date weighted by receivables amount, calculated as follows:

The sum of [each amount applied to a debit item * the number of days between the transaction date and the receipt or adjustment date] / the sum of [applied amount for the period]
- **Weighted Average Days Delinquent:** For paid receivables, the average number of days between the payment due date and receipt date, calculated as follows:

Weighted Average Days Paid - Weighted Average Terms Paid, or

The sum of [receipt date - due date * amount applied] / the sum of [applied amount for the period]
- **Weighted Average Terms Paid:** For paid receivables, the average number of payment terms days given weighted by receivables amount, calculated as follow:

The sum of [each amount applied to a debit item * the number of days between the transaction date and the due date] / the sum of [applied amount for the period]
- **Billed Amount:** The sum of all transaction amounts for transactions in this period and all credits, adjustments, and assignments.
- **Receipts Amount:** The total amount for receipts received in this period. For this measure, once a month is selected, all receipts in that month are included regardless of the date chosen in the as-of-date parameter. For example, choosing an as-of-date of Jan-15 would result in a receipt amount that includes all receipts created in the month of January.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Collection Effectiveness Index, page 5-77

Collection Effectiveness Trend, page 5-80

Receipts Activity, page 5-81

Collection Effectiveness Trend

The Collection Effectiveness Trend report displays the collection effectiveness trends for the current year and the prior year.

This report provides you with the ability to analyze trends in collection effectiveness for all or selected operating units, customers, collectors, and industries.

This report assists in evaluating collection effectiveness and showing how the collection effectiveness, as measured by the collection effectiveness index and the average days delinquent, has improved or declined over time. The weighted average days paid, weighted average terms paid, and receipts amount provide context for the collection effectiveness index and average days delinquent measures. For companies with business seasonalities, the graph comparing the current year trend with the prior year trend provides meaningful context for evaluating the collection effectiveness measures.

You can use the Collection Effectiveness Trend report to answer business questions such as:

- Has the collection effectiveness index increased over the prior year?
- What is the difference in the weighted average days paid for a particular month compared to the same month in the prior year?
- What is the trend for average days delinquency for a particular customer?

By drilling down from the Collection Effectiveness report into the underlying reports, you can view more detailed information. The detailed report that you can drill to is:

- Collection Effectiveness Summary report, page 5-78.
- Collection Effectiveness Index report, page 5-77.
- Receipts Activity Detail report, page 5-88

There are no unique headings or calculations on this report.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Collection Effectiveness Summary, page 5-78

Collection Effectiveness Index, page 5-77

Receipts Activity Trend, page 5-82

Receipts Activity

The Receipts Activity report provides receipt activity by operating unit, customer, collector, or industry. The report displays the count and amount of receipts, the count and amount of receipt applications, and the count and amount of receipt reversals in the selected period.

Receipt applications show the amount of work done by the receipt application department. Receipt reversals are exceptions that should occur rarely. You will want to know when receipts have been reversed so that you can investigate unusually high amounts of receipt reversals.

You can use the Receipts Activity report to answer business questions such as:

- What is the total count and amount of receipts for a particular operating unit?
- How much receipts were applied for an operating unit or customer?
- How many receipt reversals were processed during the period?
- Of the payments received, what is the average number of days to payment for a given customer or operating unit?

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

- Receipts Activity Detail report, page 5-88.
- Receipts Activity Trend report, page 5-82.

Note: When drilling to the Receipts Activity Trend report from the Receipts Activity report with the View By parameter set to Customer Account, the numbers across the drill might not match if the customer has selected more than one customer account.

- Applied Receipts Activity Detail, see Receipts Activity Detail report, page 5-88.

This report contains the following unique headings and calculations:

- **Receipt Applications:** The number of applications that were processed as opposed to the number of receipts that were applied.

- **Total Receipts Amount:** The total amount for receipts received in this period. For this measure, once a month is selected, all receipts in that month are included regardless of the date chosen in the as-of-date parameter. For example, choosing an as-of-date of Jan-15 would result in a receipt amount that includes all receipts created in the month of January.
- **Total Receipts Count:** The total number of receipts received in this period. For this measure, once a month is selected, all receipts in that month are included regardless of the date chosen in the as-of-date parameter.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Receipts Activity Trend, page 5-82

Unapplied Receipts Summary, page 5-100

Collection Effectiveness Summary, page 5-78

Open Receivables Summary, page 5-94

Receipts Activity Trend

The Receipts Activity Trend report displays receipts activity trends for all or selected operating units, customers, collectors, and industries. This report presents the total receipt amount and the total applied receipt amount, over a specified period.

This report assists in analyzing the total receipt amount and applied receipt amount over time. With the trend graph, you can visualize how your company or department's workload and receipt processing efficiency are affected by the seasonality in your business.

You can use the Receipts Activity Trend report to answer business questions such as:

- Has the number of receipt applications increased or decreased over the last period?

By drilling down from the Receipts Activity report into the underlying reports, you can view more detailed information. The detailed report that you can drill to is:

- Receipts Activity report, page 5-81.

There are no unique headings or calculations on this report.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Receipts Activity, page 5-81

Collection Effectiveness Summary, page 5-78

Unapplied Receipts Summary, page 5-100

Discount Summary

The Discount Summary report displays discounts taken by operating unit, customer, or industry. This report shows the number and amount of discounts taken, how much of the discount taken is earned and unearned, the amount of receipts applied, and weighted average days and terms paid.

This report assists in evaluating the effectiveness of the discounts offered. For example, if the unearned discount amount is a large percentage of the total discount, then the discounts are ineffective. Similarly, if the percentage of discount taken on the total applied receipts amount is high, and the weighted average days paid is also high, then the discounts are also ineffective. If the discounts are ineffective, then you might want to reconsider offering discounts.

You can use the Discount Summary report to answer business questions such as:

- What is the total amount of discount given to a customer?
- What is the total amount of discount taken in a particular operating unit?
- How much discount taken is unearned by a customer?
- How much discount taken is earned in an operating unit?
- Which operating unit has a higher unearned discount amount in comparison to other operating units?

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

- Receipts Activity report, page 5-81.
- Receipts Activity Detail report, page 5-88.
- Collection Effectiveness Summary report, page 5-78.
- Applied Receipts Activity Detail, see Receipts Activity Detail report, page 5-88.

This report contains the following unique headings and calculations:

- **Discount Taken: Amount:** The total discount amount taken in the selected period.

- **Discount Taken: % of Applied Receipts:** The total discount taken, expressed as a percentage, of the total applied receipts amount.
- **Earned Discount: % of Total Discount:** The total earned discount of the total discount taken, expressed as a percentage.
- **Unearned Discount: % of Total Discount:** The total unearned discount of the total discount taken, expressed as a percentage.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Receipts Activity, page 5-81

Collection Effectiveness Summary, page 5-78

Unapplied Receipts Summary, page 5-100

Open Receivables: Percent Past Due

The Open Receivables: Percent Past Due report displays the past due receivables amount, expressed as a percentage, of open receivables amount by operating unit, customer, or collector, allowing you to visually compare the percentage of past due receivables amount on the as-of-date with the percentage of past due receivables amount on the last day of the prior period or the prior year.

This report supports the Open Receivables: Percent Past Due graph on the Receivables Management dashboard. This report supplements the collection effectiveness index because the collection effectiveness index is mainly affected by the percent of open receivables past due at the beginning and the end of the period over which collection effectiveness is being evaluated.

You can use the Open Receivables: Percent Past Due report to answer business questions such as:

- Has the past due percentage increased or decreased over the past year?

By drilling down from the Open Receivables: Percent Past Due report into the underlying reports, you can view more detailed information. The reports that you can drill to are:

- Past Due Receivables Aging Summary report, page 5-97.
- Open Receivables Summary report, page 5-94.
- Open Receivables Detail, see Transaction Detail report, page 5-85.

This report contains the following unique heading and calculation:

- **Past Due Receivables: % of Open Receivables:** The total past due receivables amount expressed as a percentage of the open receivables amount.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Open Receivables Summary, page 5-94

Current Receivables Summary, page 5-99

Past Due Receivables Aging Summary, page 5-97

Net Receivables Summary, page 5-96

Transaction Detail

The Transaction Detail report supports drilldowns from the following reports:

- Open Receivables Summary, page 5-94.
- Past Due Receivables Aging Summary, page 5-97.
- Current Receivables Summary, page 5-99.
- Open Receivables: % Past Due, page 5-84.
- Net Receivables Summary, page 5-96.
- Billing Activity, page 5-72.
- Unapplied Receipts Summary, page 5-100.

This report displays details such as the transaction number, class, type, date, first due date, transaction amount, original amount, adjusted amount, remaining balance, in dispute amount, terms, and source. Drilling down to the transaction detail level lets you pinpoint sources of problems and exceptions. For example, if you do not understand why the past due amount for a certain customer is too high, you can drill down from that customer record to view the list of transactions behind this amount.

Note: This report is only accessible through drill downs from higher level reports and uses the selected parameters passed from the previous report. The title of the report is dynamic and based on the origin of the drill down. You cannot modify the parameters passed from the

previous report.

Some Transaction Detail reports, drilled to from the Receivables Management dashboard, are:

- **Open Receivables Detail:** Shows details about transactions that are not fully paid as of the as-of-date.
- **Past Due Receivables Detail:** Shows details only for transactions that have at least one payment due date before the as-of-date.

This additional Past Due Receivables Detail report is also available:

Past Due Receivables Detail in Aging Range: Transactions displayed based on the aging range of the drill source.

- **Current Receivables Detail:** Shows details only for transactions that have at least one payment due date after the as-of-date.

This additional Current Receivables Detail report is also available:

Current Receivables Detail in Aging Range: Transactions displayed based on the aging range of the drill source.

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

- Scheduled Payments & Discounts report, page 5-92.
- Transaction Activity History report, page 5-91.
- Invoice (provided by Bill Presentment), see *Working with Bill Presentment Architecture*, *Oracle Bill Presentment Architecture User Guide*.
- Order Information (provided by Order Management), see *Sales Order Information*, *Oracle Order Management User's Guide*.

This report contains the following unique headings and calculations:

- **Transaction Amount:** The original amount of the transaction, displayed in the transactional currency.
- **Original Amount:** The original amount of the transaction, displayed in the currency selected in the report's Currency parameter.
- **Billed Amount:** The amount of the transaction that is in the selected aging range based on the drill source. For example, when drilling on the past due amount to the detailed report, this column displays only the past due portions of transactions, even if transactions have multiple payment installments, some past due, some current.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Transaction Activity Detail, page 5-87

Transaction Activity History, page 5-91

Open Receivables Summary, page 5-94

Current Receivables Summary, page 5-99

Past Due Receivables Aging Summary, page 5-97

Transaction Activity Detail

The Transaction Activity Detail report supports drilldowns from the following reports:

- Billing Activity report, page 5-72.
- Billing Activity Transaction Classes report, page 5-74.

This report displays the transaction number, class, type, date, first due date, transaction amount, original amount, adjusted amount, remaining balance, in dispute amount, terms, and source. Drilling down to the transaction detail level lets you pinpoint sources of problems and exceptions. For example, if you do not understand why the billing activity amount for a period is larger than expected, you can drill down from the record to view the list of transactions behind this amount.

Note: This report is only accessible through drill downs from higher level reports and uses the selected parameters passed from the previous report. The title of the report is dynamic and based on the origin of the drill down. You cannot modify the parameters passed from the previous report.

Some Transaction Activity Detail reports, drilled to from the Receivables Management dashboard, are:

- Billing Activity Detail, see Transaction Activity Detail report, page 5-87.

These additional Billing Activity Detail reports are also available:

- Invoice Activity Detail, see Transaction Activity Detail report, page 5-87.
- Debit Memo Activity Detail, see Transaction Activity Detail report, page 5-87.
- Chargeback Activity Detail, see Transaction Activity Detail report, page 5-87.

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

- Scheduled Payments & Discounts report, page 5-92.
- Transaction Activity History report, page 5-91.
- Invoice (provided by Bill Presentment), see *Working with Bill Presentment Architecture, Oracle Bill Presentment Architecture User Guide*.
- Order Information (provided by Order Management), see *Sales Order Information, Oracle Order Management User's Guide*.

There are no unique headings or calculations on this report.

For a description of the Receivables Management dashboard KPIs, see: *Receivables Management Key Performance Indicators (KPIs)*, page 5-71. For a description of the Receivables Management dashboard concepts, see: *Receivables Management and Receivables Status Dashboard Concepts*, page 5-11.

Related Topics

Transaction Detail, page 5-85

Transaction Activity History, page 5-91

Open Receivables Summary, page 5-94

Current Receivables Summary, page 5-99

Past Due Receivables Aging Summary, page 5-97

Receipts Activity Detail

The Receipts Activity Detail report supports drilldowns from the following reports:

- Collection Effectiveness Summary report, page 5-78.
- Receipts Activity report, page 5-81.
- Discount Summary report, page 5-83.

This report displays the receipt number, receipt date, GL date, payment method, status, receipt amount, applied amount, earned discount, and unearned discount. Drilling down to the receipt detail level lets you to pinpoint sources of problems and exceptions. For example, if you do not understand why the receipts amount for a customer is larger than expected, you can drill down from that customer record to view the list of receipts behind this amount.

Note: This report is only accessible through drill downs from higher

level reports and uses the selected parameters passed from the previous report. The title of the report is dynamic and based on the origin of the drill down. You cannot modify the parameters passed from the previous report.

Some Receipts Activity Detail reports, drilled to from the Receivables Management dashboard, are:

- **Receipts Detail:** Shows details of receipts with receipt or GL date during the period selected, based on the as-of-date and period in the drill source. See: Receipts Activity report, page 5-81.
- **Applied Receipts Activity Detail:** Shows details of receipts with applications during the period selected, based on the as-of-date and period in the drill source. See: Receipts Activity report, page 5-81.

By drilling down from the Receipts Activity Detail report into the underlying reports, you can view more detailed information. The report that you can drill to is:

- Receipt Balances Detail report, page 5-90.

There are no unique headings or calculations on this report.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Receipt Balances Detail, page 5-90

Receipts Detail

The Receipts Detail report supports drilldowns from the following reports:

- Unapplied Receipts Summary report, page 5-100.
- Net Receivables Summary report, page 5-96.
- Paid Receivables Detail report, page 5-105.
- Transaction Activity History report, page 5-91.

This report displays the receipt number, receipt date, GL date, payment method, status, receipt amount, applied amount, earned discount, and unearned discount. Drilling down to the receipt detail level lets you pinpoint sources of problems and exceptions. For example, if you do not understand why the unapplied receipt amount is so high for a certain customer, you can drill down from that customer record to view the list of

receipts behind this amount.

Note: This report is only accessible through drill downs from higher level reports and uses the selected parameters passed from the previous report. The title of the report is dynamic and based on the origin of the drill down. You cannot modify the parameters passed from the previous report.

Some Receipts Detail reports, drilled to from the Receivables Status and Receivables Management dashboards, are:

- **Unapplied Receipts Detail:** Shows details of receipts with unapplied balance as of the as-of-date. See Receipts Detail report, page 5-89.

Additional reports available:

- Unapplied Receipts Detail in Aging Range, see Receipts Detail report, page 5-89.
- Applied Receipts Detail: Shows details of receipts with applied balance as of the as-of-date. See Receipts Detail report, page 5-89.

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

- Receipt Balances Detail report, page 5-90.
- Paid Receivables Detail report, page 5-105.

There are no unique headings or calculations on this report.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Receipt Balances Detail, page 5-90

Paid Receivables Detail, page 5-105

Receipt Balances Detail

The Receipt Balances Detail report displays a detailed view of the balances for an individual receipt. This report shows the unidentified, applied, on-account, unapplied, cash claims, and prepayments balances for a receipt.

Use this report to investigate exceptions that you might encounter in other higher level reports, or to respond to customer requests.

By drilling down from the Receipt Balances Detail report into the underlying reports, you can view more detailed information. The report that you can drill to is:

- Paid Receivables Detail, page 5-105.

There are no unique headings or calculations on this report.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Paid Receivables Detail, page 5-105

Transaction Activity History

The Transaction Activity History report displays a detailed view of the activity history for an individual transaction. This report shows the action taken on a transaction, the date and the user responsible for the action.

Use this report to investigate exceptions that you might encounter in other higher level reports, or to respond to customer requests.

The title of the report is dynamic and based on the origin of the drill down.

Some Transaction Activity Detail reports, drilled to from the Transaction Detail and Transaction Activity Detail, are:

- Invoice Activity Detail, see Transaction Activity Detail report, page 5-87.
- Debit Memo Activity Detail, see Transaction Activity Detail report, page 5-87.
- Bills Receivable Activity Detail, see Transaction Activity Detail report, page 5-87.
- Chargeback Activity Detail, see Transaction Activity Detail report, page 5-87.
- Deposit Activity Detail, see Transaction Activity Detail report, page 5-87.

By drilling down from the Transaction Activity History Detail report into the underlying reports, you can view more detailed information. The reports that you can drill to are:

- Receipts Detail report, page 5-89.
- Applied Receipts Detail, see Receipts Activity Detail report, page 5-88.

This report contains the following unique headings and calculations:

- **Date:** Refers to the date the activity was entered into the system, as opposed to the

effective date of the action.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Receipts Detail, page 5-89

Scheduled Payments & Discounts

The Scheduled Payments & Discounts report displays a detailed view of the scheduled payments and discount amounts for an individual transaction. This report shows the scheduled payment number, due date, and amount, and the discount information.

Use this report to investigate exceptions that you might encounter in other higher level reports, or to respond to customer requests.

There are no unique headings or calculations on this report.

For a description of the Receivables Management dashboard KPIs, see: Receivables Management Key Performance Indicators (KPIs), page 5-71. For a description of the Receivables Management dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Discount Summary, page 5-83

Receivables Status Dashboard

The Receivables Status dashboard provides a summary view of the receivables balance at a given point in time. This dashboard shows the amount of past due receivables, open receivables, and unapplied receipts, as well as the aging composition of the receivables and the average number of days by which customers are past due.

This dashboard focuses on KPIs that are based on the As-of-Date parameter. For more information on KPIs, see: Receivables Status KPIs, page 5-93.

On a day-to-day basis, the efficient resolution of receivables issues is a critical part of the overall order-to-cash flow. The Receivables Status dashboard helps you to identify and prioritize the areas in the department that require immediate action or research. Use this dashboard to regularly monitor customer activity and determine which past due customers to contact. You can view the most past due customers and retrieve contextual information about those customers in order to determine the best method and tone for collecting from those customers. You can also regularly monitor receipts activity, helping the operating unit to apply receipts in a timely manner.

This dashboard helps you to regularly monitor customer activity, determining which past due customers to contact. You can view the most past due customers and retrieve the contextual information about those customers in order to determine the best method and tone for collecting from those customers. You can also regularly monitor receipts activity, helping the organization to apply receipts in a timely manner.

The dashboard includes two content areas:

- The Top Past Due Customers content area provides a view of the amount of receivables past due at a given point in time and the top ten past due customers. The Top Past Due Customers table and graph always show the top past due customers as of the last update date and are not controlled by the as-of-date parameter.
- In the Unapplied Receipts content area, the Unapplied Receipts graph shows the total unapplied receipts amount for the current and prior year.

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Reports and Graphs

This dashboard contains the following reports:

- Receivables Aging Summary, page 5-104
- Top Past Due Customers, page 5-102
- Past Due Receivables Trend, page 5-105
- Unapplied Receipts Trend, page 5-101
- Unapplied Receipts Summary, page 5-100

Related Topics

Receivables Management Dashboard, page 5-70

Receivables Status Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Open Receivables:** Total amount of unpaid receivables. The sum of past due receivables and current receivables.
- **Open Receivables: Past Due Receivable:** Total amount of receivables with due dates prior to the as-of-date.

- **Open Receivables: Current Receivables:** Total amount of receivables with due dates after the as-of-date
- **Weighted Terms Outstanding:** For unpaid receivables, the average terms weighted by amount.
- **Weighted Days Delinquent Sales Outstanding:** For past due receivables, the average number of days between the due date and the as-of-date weighted by amount.
- **Total Receipts (Rolling 30 Days):** Total amount for receipts received in this period.
- **Unapplied Receipts:** Total amount of unapplied receipts.
- **Number of Unapplied Receipts:** Total number of unapplied receipts.

Open Receivables Summary

The Open Receivables Summary report displays an overview of the organization's open receivables by operating unit, customer, or collector. This report separates the total open receivables into two categories: current and past due, providing summary level information such as the amount and count of open receivables, the weighted average number of days given in the terms for outstanding receivables (weighted terms outstanding), and weighted average number of days by which past due receivables are delinquent (weighted days delinquent sales outstanding).

This report assists in the daily management of collections efforts and customer relationships. You can determine which customers to focus your collections efforts on, and what the tone of those collections efforts should be, by viewing the past due receivables amount and the past due receivables amount as a percent of open receivables.

You can also sort by open receivables amount as percent of credit limit to see which customers to collect from, in order to make more credit available to those customers for future purchases.

For more details, you can drill from this report to past due and current receivables aging summaries as well as drill to detailed transactions.

You can use the Open Receivables Summary report to answer business questions such as:

- What is the total amount of open receivables?
- What is the total amount of past due receivables?
- What is the total amount of current receivables?
- Which operating unit has the highest number of past due invoices?

- Which customer has the highest amount of past due invoices?

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

- Open Receivables Detail, see Transaction Detail report, page 5-85.
- Past Due Receivables Aging Summary report, page 5-97.
- Past Due Receivables Detail, see Transaction Detail report, page 5-85.
- Current Receivables Summary report, page 5-99.
- Current Receivables Detail, see Transaction Detail report, page 5-85.

This report contains the following unique headings and calculations:

- **Open Receivables: Amount:** The total amount of unpaid receivables, (the sum of all open debit items: invoices, debit memos, chargebacks, deposits, and bills receivables).
- **Open Receivables: Count:** The count of all debit items that have a balance not equal to zero.
- **Open Receivables: Weighted Terms Outstanding:** For unpaid receivables, the average number of days given by the terms weighted by amount, calculated as follows:

$$\text{(Sum of each scheduled payment amount * the number of days between the transaction date and the due date for the scheduled payment) / (Sum of all scheduled payment amounts)}$$
- **Past Due Receivables: Amount:** The total amount of unpaid debit items with scheduled payment due dates before the as-of-date.
- **Past Due Receivables: % of Open Receivables:** The past due receivables amount, expressed as a percentage of the total open receivables amount.
- **Past Due Receivables: Count:** The total number of open items with due dates before the as-of-date.
- **Past Due Receivables: Weighted Days Delinquent Sales Outstanding:** The number of weighted average days that invoices are past due, based on unpaid invoices with scheduled payment due dates before the as-of-date, calculated as follows:

$$\text{(Sum of each past due scheduled payment amount * the number of days between the due date and the as-of-date) / (Sum of all past due scheduled payment amounts)}$$

- **Current Receivables: Amount:** The total amount of unpaid debit items with scheduled payment due dates after the as-of-date.
- **Current Receivables: Count:** The count of open items with due dates on or after the as-of-date.

For a description of the Receivables Status dashboard KPIs, see: Receivables Status Key Performance Indicators (KPIs), page 5-93. For a description of the Receivables Status dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Current Receivables Summary, page 5-99

Past Due Receivables Aging Summary, page 5-97

Net Receivables Summary, page 5-96

Unapplied Receipts Summary, page 5-100

Net Receivables Summary

The Net Receivables Summary report displays open receivables transactions along with any credit and payment-related amounts that offset the open receivables amount. These credit and payment-related amounts include on-account credit, unapplied deposits, unapplied receipts, on-account cash, claims, and prepayments.

The report also displays the transaction classes (invoice, debit memo, chargeback, bills receivable, unpaid deposit) that make up the open receivables amount. This report lets you analyze this information by operating unit, customer, or collector.

This report gives you the visibility into the composition of your open receivables as well as the composition of credit and payment balances that might affect the open receivables balance without additional payments from customers. This report helps you to determine how to reduce the balances displayed in this report.

For example, unapplied receipts, unapplied deposits, on-account credit, and on-account cash can be applied to open receivables by matching invoices to receipts or obtaining customer agreement to use on-account credit or cash for payment. Such actions would reduce the open receivables balance as well as the unapplied receipts, unapplied deposits, on-account credit, or on-account cash balance.

With visibility into prepayment amounts, you can see how much and what kind of work needs to be done, so that the prepayment balance, which is a liability, can be converted into invoices and recognized as revenue. An example of converting prepayments to invoices in some businesses is that prepayments are converted into invoices when the orders are shipped.

With visibility into the amount in claims, you can see whether to dedicate more resources to resolve disputes to reduce the claims amount.

You can use the Net Receivables Summary report to answer business questions such as:

- What is the total amount of net receivables?
- What is the total number of invoices that are outstanding?
- What is the transaction class composition of the open receivables?
- Which customer has the highest amount of debit memos?
- What is the total amount of each credit item category?

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

- Unapplied Receipts Summary report, page 5-100.
- Invoices Detail, see Transaction Detail report, page 5-85.
- Debit Memos Detail, see Transaction Detail report, page 5-85.
- Chargebacks Detail, see Transaction Detail report, page 5-85.
- Unapplied Receipts Detail, see Receipts Detail report, page 5-89.

This report contains the following unique headings and calculations:

- **Net Receivables:** The sum of open receivables including invoices, debit memos, chargebacks, bills receivables, unpaid deposits, and unapplied credit items including on-account credit, unapplied deposits, unapplied receipts, on-account cash, open claims, and prepayments.

For a description of the Receivables Status dashboard KPIs, see: Receivables Status Key Performance Indicators (KPIs), page 5-93. For a description of the Receivables Status dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Open Receivables Summary, page 5-94

Billing Activity Transaction Classes, page 5-74

Unapplied Receipts Summary, page 5-100

Past Due Receivables Aging Summary

The Past Due Receivables Aging Summary report displays past due receivables aging by operating unit, customer, or collector.

This report provides the collections department with crucial visibility into the

company's past due receivables status. This report separates the past due receivables into aging buckets. You can define up to seven buckets during setup. In each aging bucket, you can review past due receivables details at the summary level, as well as the amount of past due receivables that are in dispute.

This report shows which operating unit, customer, or collector has large amounts in older aging buckets. The longer a customer is allowed to extend payments, the less likely it is that the customer will pay at all. This report provides your collections department with crucial visibility into your customers' past due receivables status, thus directing your collection efforts toward problem areas. Identifying these problem areas tells you which accounts to contact, in a timely manner, in order to obtain payment.

You can use the Past Due Receivables Aging Summary report to answer business questions such as:

- What is the past due receivables amount for a customer?
- What is the aging composition of a customer's past due receivables?
- How much of the past due receivables amount is in dispute?

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

- Open Receivables Summary report, page 5-94
- Open Receivables Detail, see Transaction Detail report, page 5-85.
- Past Due Receivables Detail, see Transaction Detail report, page 5-85.
- Past Due Receivables Detail in Aging Range, see Transaction Detail report, page 5-85.

This report contains the following unique headings and calculations:

- **In Dispute: Amount:** The total amount in dispute for all past due transactions.
- **In Dispute: % of Total:** The percentage of past due transactions that is in dispute.

For a description of the Receivables Status dashboard KPIs, see: Receivables Status Key Performance Indicators (KPIs), page 5-93. For a description of the Receivables Status dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Open Receivables Summary, page 5-94

Current Receivables Summary, page 5-99

Past Due Receivables Trend, page 5-105

Unapplied Receipts Summary, page 5-100

Current Receivables Summary

The Current Receivables Summary report displays current receivables by operating unit, customer, or operating unit.

This report separates the current receivables into aging buckets. You can define up to three buckets during setup. In each aging bucket, you can review current receivables details at the summary level, as well as the weighted terms outstanding.

This report assists you in the daily management of cash forecasting and management of customer relationships. For example, knowing the amount and timing of when receivables are due gives you an idea of the company's revenue stream and helps with cash forecasting.

From this report, you can also see customers' open receivables amounts and the terms given for their current receivables. If a customer received particularly generous terms, investigate further to determine whether that generosity is warranted.

You can use the Current Receivables Summary report to answer business questions such as:

- What is the weighted average terms of outstanding payments for an operating unit?
- How much receivables is due in this month?
- How much receivables is due in the next month?

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

- Open Receivables Summary report, page 5-94.
- Open Receivables Detail, see Transaction Detail report, page 5-85.
- Current Receivables Detail, see Transaction Detail report, page 5-85.
- Current Receivables Detail in Aging Range, see Transaction Detail report, page 5-85

This report contains the following unique headings and calculations:

- **Current Receivables: Weighted Terms Outstanding:** The weighted average terms for the transactions with scheduled payment due dates on or before the as-of-date, calculated as follows:

(Sum of each scheduled payment amount * the number of days between the transaction date and the due date for the scheduled payment) / (Sum of all

scheduled payment amounts)

For a description of the Receivables Status dashboard KPIs, see: Receivables Status Key Performance Indicators (KPIs), page 5-93. For a description of the Receivables Status dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Open Receivables Summary, page 5-94

Past Due Receivables Aging Summary, page 5-97

Unapplied Receipts Summary

The Unapplied Receipts Summary report displays unapplied receipts aging by operating unit, customer, or collector.

This report separates receipts into two categories – unapplied receipts and applied receipts. You can view the total unapplied receipts amount and the age composition of that amount in the context of the open receivables amount and the total receipts amount for the last rolling 30 days.

This report assists in the daily management of receipt processing and in the analysis of receipt processing efficiency. You can identify operating units with particularly large unapplied receipts amounts and counts. Seeing the aging for unapplied receipts helps you to target receipts that have been unapplied for a long time. The unapplied amount shows you how much your work can affect the open receivables balance and the unapplied count is an indicator for how much work is required.

You can use the Unapplied Receipts Summary report to answer business questions such as:

- Which operating unit has the highest amount of unapplied receipts?
- Which operating units have decreased their unapplied receipts amount?
- Which customers have high amounts of unapplied receipts? What is the impact to their open receivables once those receipts are applied?
- How many of the unapplied receipts are unidentified for an operating unit?
- Do any operating units have receipts that are over 30 days unapplied?

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

- Open Receivables Summary report, page 5-94.
- Open Receivables Detail, see Open Receivables Summary report, page 5-94.

- Unapplied Receipts Detail, see Receipts Detail report, page 5-89.
- Unapplied Receipts Detail in Aging Range, see Receipts Detail report, page 5-89.

This report contains the following unique headings and calculations:

- **Unapplied Receipts: Amount** The total amount of unapplied receipts on the as-of-date. For partially applied receipts, only the unapplied portion is included in this sum.
- **Unapplied Receipts: % Unidentified** The percentage of unapplied receipts that is unidentified.
- **Unapplied Receipts: Count** The total count of receipts that are entirely or partially unapplied.
- **Total Receipts (Rolling 30 Days): Amount** The total receipts amount for receipts with a transaction date created during the 30 day rolling period.
- **Total Receipts (Rolling 30 Days): Count** The total count for receipts with a transaction date created during the 30 day rolling period.

Note: Unapplied receipts are displayed as a single row for a customer or customer account, and as a column for an operating unit.

For a description of the Receivables Status dashboard KPIs, see: Receivables Status Key Performance Indicators (KPIs), page 5-93. For a description of the Receivables Status dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Open Receivables Summary, page 5-94

Receipts Activity, page 5-81

Unapplied Receipts Trend, page 5-101

Net Receivables Summary, page 5-96

Unapplied Receipts Trend

The Unapplied Receipts Trend report analyzes unapplied receipts trends by operating unit, customer, or collector. This report analyzes the amount and timeliness of receipt applications, by showing the rolling trend for unapplied receipts amount and count.

This report assists in evaluating the effectiveness of receipts processing by analyzing the trend for the amount and count of unapplied receipts in the context of total receipts. With the trend graph, you can see how your department's collections effectiveness is

affected by the seasonality in your business. The unapplied amount shows you how much your work can affect the open receivables balance and the unapplied count is an indicator for how much work is required.

You can use the Unapplied Receipts Trend report to answer business questions such as:

- Which month in the last year showed the highest amount or count of unapplied receipts?
- Does the amount of unapplied receipts for an operating unit show improvement over the last year?

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

- Unapplied Receipts Summary report, page 5-100.
- Receipts Activity Detail report, page 5-88.

There are no unique headings or calculations on this report.

For a description of the Receivables Status dashboard KPIs, see: Receivables Status Key Performance Indicators (KPIs), page 5-93. For a description of the Receivables Status dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Unapplied Receipts Summary, page 5-100

Receipts Activity, page 5-81

Receipts Activity Trend, page 5-82

Net Receivables Summary, page 5-96

Top Past Due Customers

The Top Past Due Customers report displays the amount of past due receivables, the percentage of those past due receivables that are in dispute, and the weighted days delinquent sales outstanding for the top ten past due customers.

The Top Past Due Customers table provides you with the ten customers with the most past due receivables amount. These customers are prime candidates for collection efforts because they have a large amount of receivables that are past the due date. The contextual information such as weighted days delinquent sales outstanding, past due receivables as percentage of open receivables, and open receivables as percentage of credit limit, help you to take the proper collections actions.

For example, if one of the top ten customers is averaging only one day late and the open receivables is a small percentage of its credit limit amount, then your collections department will not want to take aggressive action towards this customer because this

customer is probably not a credit risk and has enough available credit to place more orders.

On the other hand, if a customer has a large weighted days delinquent sales outstanding, then you will want to aggressively collect from this customer because the longer receivables are past due, the more likely it will never be collected. If the customer's open receivables amount is a large percentage of its credit limit, the collections department might also want to collect more aggressively from this customer so that the customer can have enough credit available for future purchases.

This report is always based on the last update date and is not controlled by the as-of-date parameter.

In addition to the information available on the dashboard, you can drill on the amount columns to see reports with more details about the past due and open receivables amounts.

You can use the Top Past Due Customers report to answer business questions such as:

- Which are the top ten customers with the highest amount of past due receivables?
- What is the total amount of open receivables for the top ten past due customers?
- How many open items are in dispute? How many disputed receivables are there?

By drilling down from the Top Past Due Customers report into the underlying reports, you can view more detailed information. The reports that you can drill to are:

- Past Due Receivables Aging Summary report, page 5-97.
- Open Receivables Summary report, page 5-94.

This report contains the following unique headings and calculations:

- **Past Due Receivables: % In Dispute:** The percentage of each customer's past due receivables amount, which is in dispute.
- **Past Due Receivables: Weighted Days Delinquent Sales Outstanding:** The number of weighted average days that invoices are past due for a customer based on unpaid invoices with scheduled payment due dates before the as-of-date, calculated as follows:

(Sum of each past due scheduled payment amount * the number of days between the due date and the as-of-date) / (Sum of all past due scheduled payment amounts)

For a description of the Receivables Status dashboard KPIs, see: Receivables Status Key Performance Indicators (KPIs), page 5-93. For a description of the Receivables Status dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Current Receivables Summary, page 5-99

Past Due Receivables Aging Summary, page 5-97

Net Receivables Summary, page 5-96

Unapplied Receipts Summary, page 5-100

Receivables Aging Summary

The Receivables Aging Summary report analyzes the aging of open receivables by operating unit, customer, or collector.

This report shows the open receivables amount as current and past due receivables. Past due receivables are further divided into as many as seven aging buckets that you define during setup. At a glance, you can see the aging composition of your receivables.

This report provides the collections department with crucial visibility into the company's receivables aging, helping you to better target your collections strategies.

You can use the Receivables Aging Summary report to answer business questions such as:

- What is the aging schedule on the past due receivables?

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

- Past Due Receivables Aging Summary report, page 5-97.
- Current Receivables Summary report, page 5-99.

This report contains the following unique headings and calculations:

- **Receivables Aging:** The aging buckets for past due receivables and the total current receivables.

For a description of the Receivables Status dashboard KPIs, see: Receivables Status Key Performance Indicators (KPIs), page 5-93. For a description of the Receivables Status dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Open Receivables Summary, page 5-94

Current Receivables Summary, page 5-99

Past Due Receivables Aging Summary, page 5-97

Net Receivables Summary, page 5-96

Past Due Receivables Trend

The Past Due Receivables Trend report displays the total past due receivables amount trend for the current year and the prior year.

This graph gives you a sense of how your department is doing by comparing your department's past due receivables amount with both your prior period and prior year past due receivables amount. This graph helps you to identify any impact on past due receivables amount based on seasonality in the company's business. If your department's past due receivables amount has decreased or increased, rewards might be in order or increased efforts might be needed.

You can use the Past Due Receivables Trend report to answer business questions such as:

- What is the total amount of open receivables and past due receivables for particular month?
- What is the difference in past due receivables amount for a particular month compared to the same month in the prior year?

By drilling down from the Past Due Receivables Trend report into the underlying reports, you can view more detailed information. The reports that you can drill to are:

- Past Due Receivables Aging Summary report, page 5-97.
- Open Receivables Summary report, page 5-94.

There are no unique headings or calculations on this report.

For a description of the Receivables Status dashboard KPIs, see: Receivables Status Key Performance Indicators (KPIs), page 5-93. For a description of the Receivables Status dashboard concepts, see: Receivables Management and Receivables Status Dashboard Concepts, page 5-11.

Related Topics

Open Receivables Summary, page 5-94

Current Receivables Summary, page 5-99

Past Due Receivables Aging Summary, page 5-97

Net Receivables Summary, page 5-96

Unapplied Receipts Summary, page 5-100

Paid Receivables Detail

The Paid Receivables Detail report supports drilldowns from the following reports:

- Receipts Detail report, page 5-89.
- Receipt Balances Detail report, page 5-90.

This report displays details such as the transaction number, class, type, date, due date, transaction amount, original amount, paid amount, adjustments, balance, discount taken, terms, and source. Drilling down to the transaction detail level lets you pinpoint sources of problems and exceptions. For example, you can investigate which transactions a receipt has been applied to.

This report is only accessible through drill downs from higher level reports and uses the selected parameters passed from the previous report. You cannot modify the parameters passed from the previous report.

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

- Scheduled Payments & Discounts report, page 5-92
- Receipts Activity report, page 5-81
- Transaction Activity History report, page 5-91
- Invoice (provided by Bill Presentment), see *Working with Bill Presentment Architecture, Oracle Bill Presentment Architecture User Guide*.
- Order Information (provided by Order Management), see *Sales Order Information, Oracle Order Management User's Guide*.

There are no unique headings or calculations on this report.

For a description of the Receivables Status dashboard KPIs, see: *Receivables Status Key Performance Indicators (KPIs)*, page 5-93. For a description of the Receivables Status dashboard concepts, see: *Receivables Management and Receivables Status Dashboard Concepts*, page 5-11.

Using Daily Business Intelligence for Interaction Center

This chapter covers the following topics:

- Introduction
- Email Center Management Dashboard
- Inbound Telephony Management Dashboard

Introduction

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

Email Center Management Dashboard

The Email Center Management dashboard presents a comprehensive view of e-mail volume activity and response performance. For a basic understanding and description of the behavior of Daily Business Intelligence dashboards, see General Dashboard and Report Behavior, page 1-26.

For details regarding refreshing dashboard data, see Refreshing Data, page 1-27.

Parameters

This dashboard uses the following parameters. For more information about the Date, Period Type, and Compare To parameters, as well as how parameters affect results on a dashboard, see "Parameters" in Chapter 1.

Use parameters to control how data is displayed. The Email Center Management dashboard contains parameters that are common to all reports. Individual reports could have additional parameters. The parameters in this section are shared by all reports.

- **Date**
- **Period Type:** Time period for which data is aggregated. Options are Week, Month, Quarter, and Year.
- **Compare To:** Period with which to compare the data of the selected period. This parameter is used for calculating change.
- **Account:** E-mail accounts to which e-mails are directed. This includes deleted accounts (deleted using the soft delete functionality). You can view statistics for a specific account or for all accounts.
- **Classification:** Method of categorization for the routing of e-mail messages. This includes deleted classifications (deleted using the soft delete functionality).

Reports and Graphs

The Email Center Management dashboard contains the following report regions:

- Email Response Performance
- Email Activity

Most of the reports in these regions feature graphs, as well as tabular data.

Personalizing Links

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

Customization

You can add links to other reports in the Links region. (You can add only reports to which your responsibility has access.) You can also add external URL addresses, see Regions, page 1-12.

Email Center Management KPIs

The Email Center Management KPIs region provides quick access to the latest status of the key performance indicators (KPIs) for the enterprise call centers. The KPIs region presents a snapshot of performance, agent productivity, e-mail volume, activity, and outcomes.

For more information about key performance indicators and KPI regions, see Regions, page 1-12.

KPI Columns

The KPI table contains the following columns:

- **Name:** The name of the KPI.
- **XTD:** The period for which data is aggregated in the table. This is based on the Period Type parameter.
- **Change:** The difference between the selected period and the comparison period from the Compare To parameter. These metrics are expressed as follows:
 - **Percent:** For numbers that represent a count or hours, the change is shown as a percentage and is expressed as:
$$(\text{Current Measure} - \text{Comparison Measure}) / \text{Absolute value of Comparison Measure} * 100$$
 - **Difference:** For numbers that represent percentage or a ratio, the change is expressed as:
$$(\text{Current Measure}) - (\text{Comparison Measure})$$

KPI Headings and Calculations

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

- **Replied within Service Level Goal:** This KPI comes from the Email Response Performance report. It is the percentage of e-mails responded to within the service level goal. It is calculated as:
$$\text{E-mails Responded to within Service Level Goal} / \text{Total E-mails Responded to} * 100$$
- **Transfer Rate:** This KPI comes from the Email Response Performance report. It is the percentage of e-mails that were transferred at least once before resolution to the number of e-mails resolved. Resolved e-mails are those which were either replied to or deleted. This KPI is calculated as:
$$(\text{E-mails Transferred Out of the E-mails Replied to or Deleted}) / (\text{E-mails Replied to} + \text{E-mails Deleted}) * 100$$
- **Delete Rate:** This KPI comes from the Email Response Performance report. It is the percentage of e-mails that were deleted to the number of e-mails that were resolved. "E-mails resolved" refers to e-mails that were replied to, deleted, or auto-processed. It is calculated as:
$$(\text{Deleted} + \text{Auto-Deleted}) / (\text{Deleted} + \text{Auto-Deleted} + \text{Replied to} + \text{Auto-Replied} + \text{Auto-Updated SR} + \text{Auto-Resolved}) * 100$$

- **One & Done Resolution:** This KPI comes from the Email Response Performance report. It is the percentage of inbound e-mail interactions that were resolved with a single reply.

Example

Customer A sends e-mail.

Agent X replies to e-mail (reply contains TAG).

Customer A replies to agent X's reply (for example, thank-you e-mail).

One & Done Resolution is True.

Customer A sends e-mail.

Agent X replies to Customer A's e-mail (reply contains TAG).

Customer A replies to agent X's reply (for example, follow-up question).

Agent X replies to Customer A's second e-mail.

One & Done Resolution is False.

- **Customer Wait Time (Hours):** This KPI is from the Email Response Performance report. It is the time (expressed in hours) the e-mail was received by the Oracle Email Center system to the time it was replied to. This KPI is calculated as:
Total Customer Wait Time / E-mails Replied to
Customer Wait Time is calculated as:
 $(\text{Time E-mail was Replied to}) - (\text{Time E-mail was Received})$
- **Received:** This KPI is from the Email Activity report. It represents the total number of e-mails received from the Oracle Email Center system.
- **Replied:** This KPI is from the Email Activity report. It represents the total number of e-mail replies sent from the Oracle Email Center system.
- **Backlog:** This KPI is from the Email Activity report. It represents the total number of inbound e-mails not responded to at the end of the reporting period. It is calculated as:
Accumulated Open E-mails in Master Queue + Accumulated Open E-mails in Agent's Inbox
- **Composed:** This KPI is from the Email Activity report. It is the number of the new outbound e-mails (not replies) generated from Oracle Email Center.
- **Service Requests Created:** This KPI comes from the Email Activity report. It is the total number of new service requests created in Oracle Email Center associated with inbound e-mail interactions.
- **Leads:** This KPI comes from the Email Activity report. It is the total number of the

new leads requested for creation in Oracle Email Center that are associated with e-mail interactions.

- **Replied per Agent Hour:** This KPI is from the Email Activity by Agent report. It is the average number of e-mail replies sent by an agent in a one-hour period of the agent's login time. It is calculated as:

E-mails to which Agent Replied / Agent Hours

Agent Hours is the sum of all Agent Work Times during a given time period. It is calculated as Logout Time minus Login Time.

Graphs

Service Level Trend: This KPI is from the Email Activity report. It is the number of the new outbound e-mails (not replies) generated from Oracle Email Center.

Email Response Performance

The Email Response Performance region presents performance measures related to e-mail response activity for every active e-mail account defined in Oracle Email Center. The summary of measures provides a quick and overall assessment of e-mail center operations.

This region contains the following reports:

- Email Response Performance
- Email Resolution
- Emails by Outcome, Result, Reason

Report Parameters

The reports in this region use the parameters listed in Parameters, page 1-4, plus the following unique parameter:

- **View By:** Use this parameter to toggle between viewing account or classification data.

Note: The Emails by Outcome, Result, Reason report does not have the View By parameter. It only has the dashboard parameters.

For more information about how parameters (including time periods) affect the results on dashboards and reports, see General Dashboard and Report Behavior, page 1-26.

Graphs

The graphs in this region provide visual representations of some of the key data presented in the reports. They are:

- **Customer Wait Time Trend (Hours):** This graph displays the amount of time a customer had to wait before receiving a response compared with the wait time goal over the period of time. For more information about graph regions and the trend graph type, see Regions, page 1-12.
- **Agent Response Time Trend (Hours):** This graph displays agents' e-mail response time over a period of time. For more information about graph regions and the trend graph type, see Regions, page 1-12.
- **One and Done Resolution Trend:** This graph displays trends that pertain to the percentage of inbound e-mail interactions that were resolved during the first interaction. For more information about graph regions and the trend graph type, see Regions, page 1-12.

Customization

Daily Business Intelligence for Interaction Center reports allow some customization at the user level and at the site level.

At the user level, you can personalize reports by saving some parameters as default, customizing the links sections of the report, and scheduling the report via e-mail. See General Dashboard and Report Behavior, page 1-26 for information about personalizing reports.

For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

Email Response Performance Report

This report summarizes the information for e-mail accounts in terms of the e-mail accounts or e-mail classifications. The data summarized include the total number of e-mails replied to, percentage of e-mails replied to within the service level goal, the transfer and the delete rates, customer wait time, and agent response time.

There is no graphical representation of data in this report.

Report Headings and Calculations

- **Account or Classification (as determined by view-by selection):** All e-mail accounts and classifications defined in Oracle Email Center by the organization.
- **Replied:** Total number of e-mails processed through reply (includes both deleted by the agent and auto replied).

- **Change:** Change in Replied. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Replied within Service Level Goal:** Percentage of e-mail responded to within the service level goal.
- **Change:** Change in Replied within Service Level Goal. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **Auto Replied Rate:** Percentage of e-mail responses that were automatically generated.
- **Change:** Change in Auto Replied Rate. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **Transfer Rate:** Percentage of Emails Resolved that were transferred at least once.
- **Change:** Change in Transfer Rate. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **Delete Rate:** Percentage of Emails Resolved that were deleted.
- **Change:** Change in Delete Rate. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **One and Done Resolution:** Percentage of inbound e-mail interactions that were resolved with a single reply.
- **Change:** Change in One and Done Resolution. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **Customer Wait Time (Hours):** Time (expressed in hours) the e-mail is received by the Oracle Email Center system to the time the e-mail is replied to.
- **Change:** Change in Customer Wait Time. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Agent Response Time (Hours):** Time it took the agent to respond to an e-mail after fetching it from the queue or opening it from the inbox, in cases where the e-mail was transferred by another agent, assigned by a supervisor, or automatically routed.
- **Change:** Change in Agent Response Time. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

Email Resolution Report

The Email Resolution report provides detailed analysis of resolutions for every e-mail account or e-mail classification defined in Oracle Email Center.

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

Report Headings and Calculations

- **Account or Classification (as determined by view-by selection):** All e-mail accounts/classifications defined in Oracle Email Center by the organization.
- **Completed:** Total number of e-mails resolved via reply, delete, or auto-processing.
- **Change:** Change in Completed. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Agent Response:** Total number of e-mails resolved via reply or delete by the agent.
- **Auto Response:** Total number of e-mails resolved via auto-reply, auto-delete, auto-resolved, and auto-service request update.
- **Agent Replied:** Total number of e-mails processed through reply by the agent.
- **Change:** Change in Replied by Agent. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Agent Deleted:** Total number of e-mails processed through delete by the agent.
- **Change:** Change in Deleted by Agent. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Auto Replied:** Number of incoming e-mails that were automatically responded to.
- **Change:** Change in Auto Replied. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Auto Deleted:** Number of incoming e-mails that were automatically deleted.
- **Change:** Change in Auto Deleted. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Auto Resolved:** Number of incoming e-mails for which a custom procedure/workflow was effected and interaction closed.
- **Change:** Change in Auto Resolved. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.

- **Auto Service Request Update:** Number of incoming e-mails for which the associated service request was automatically updated and interaction closed.
- **Change:** Change in Auto Service Request Update. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

Graphs

This report has the following graphs:

- **Resolution Method:** This graph displays the number of e-mails that were resolved manually and by auto-response for the view-by column.
- **Manual Resolution:** This graph displays the breakdown of the manually resolved e-mails to which an agent replied or which an agent deleted for the view-by column.
- **Auto Resolution:** This graph displays the breakdown of auto-resolved e-mails in terms of auto-replied, auto-deleted, auto-resolved, and auto-service request update for the view-by column.

Emails by Outcome, Result, Reason Report

The Emails by Outcome, Result, Reason report provides detailed analysis of outcomes, results, and reasons for every active account and e-mail classification defined in Oracle Email Center. For every outcome, the report displays the corresponding results, reasons, and outcome subtotals.

There is no graphical representation of data in this report.

For more information about navigating within reports, exporting data, or personalizing reports, see Reports, page 1-21.

Report Headings and Calculations

- **Result:** Result of the e-mail interaction.
- **Reason:** Reason for the e-mail interaction.
- **Email Count:** Total number of e-mails.
- **Percent of Total:** Percentage of the count of the e-mails with respect to the subtotal count for that outcome and result.
- **Change:** Change in Percent of Total. It is calculated by comparing the values of the

current period with a prior period. This is an absolute change.

Email Activity

The Email Activity region presents a snapshot and an overview of activity KPIs by account in terms of e-mail numbers, like number of e-mails received, replied to, transferred, deleted, composed, and in backlog.

This region contains the following reports:

- Email Activity
- Email Activity by Agent
- Email Activity by Customer
- Email Backlog Aging

Report Parameters

The reports in this region use the parameters listed in Parameters, page 1-4, plus the following unique parameters:

- **Account Group:** The Email Activity by Agent Group report uses this unique parameter.
- **View By:** The Email Activity and Email Backlog Aging reports use this dimension to control how to display the data, for example, by account or by classification.

Graphs

The graphs in this region provide visual representations of some of the key data presented in the reports. They are:

- **Email Activity Trend:** This graph displays the trend of e-mail activity in terms of e-mails that were received and replied to over time. For more information about graph regions and the trend graph type, see Regions, page 1-12.
- **Email Activity:** This graph displays key volume account measures by e-mail account. For more information about graph regions and the trend graph type, see Regions, page 1-12.
- **Email Backlog Trend:** This graph provides a view of accumulated e-mail that was not responded to, representing all e-mail accounts over the period of time. For more information about graph regions and the trend graph type, see Regions, page 1-12.

Customization

Daily Business Intelligence for Interaction Center reports allow some customization at the user level and at the site level.

At the user level, you can personalize reports by saving some parameters as default, customizing the links sections of the report, and scheduling the report via e-mail. See *General Dashboard and Report Behavior*, page 1-26 for information about personalizing reports.

For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

Email Activity Report

The Email Activity report presents metrics as they pertain to volume and productivity for a specific e-mail account or for all accounts. You can also toggle the view by to view the report by classification.

The report presents metrics in both table and graph format.

For more information about navigating within reports, exporting data, or personalizing reports, see *Reports*, page 1-21.

Report Headings and Calculations

- **Account or Classification (as determined by view-by selection):** All e-mail accounts/classifications defined in Oracle Email Center by the organization.
- **Received:** Number of inbound e-mails received by the Oracle Email Center system.
- **Change:** Change in Received. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Replied:** Total number of e-mails that were processed through reply (includes both replied by the agent and auto-replied).
- **Change:** Change in Replied. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Deleted:** Total number of e-mails that were processed through delete (includes those which were deleted by the agent and auto-deleted).
- **Change:** Change in Deleted. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Transferred:** Number of resolved e-mails that had at least one transfer activity.
- **Change:** Change in Transferred. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.

- **Backlog:** Total number of e-mails not respond to, including queued e-mails and e-mails in agents' inboxes.
- **Change:** Change in Backlog. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Composed:** Total number of new e-mails that were composed by the agent.
- **Change:** Change in Composed. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Transfer Rate:** Percentage of Emails Resolved that were transferred at least once.
- **Change:** Change in Transfer Rate. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **Delete Rate:** Percentage of Emails Resolved that were deleted.
- **Change:** Change in Delete Rate. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **Service Requests Created:** Total number of service requests that were created in the Oracle Email Center.
- **Change:** Change in Service Requests Created. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Leads:** Total number of leads that were generated in Oracle Email Center and that were associated with inbound e-mail interactions.
- **Change:** Change in Leads. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

Graphs

This report has the following graphs:

- **Received:** This graph displays the number of e-mails that were received in this period and compares them against the prior period based on the Compare To parameter.
- **Replied:** This graph displays the number of e-mails that were replied to in this period and compares them against the prior period based on the Compare To parameter.

- **Backlog:** This graph displays the number of e-mails that remain in backlog in this period and compares them against the prior period based on the Compare To parameter.

Email Activity by Agent Report

The Email Activity by Agent report presents activity metrics by agent for a given e-mail account or for all accounts. The report displays all agents assigned to a select e-mail account during a select period.

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

For more information about navigating within reports, exporting data, or personalizing reports, see Reports, page 1-21.

Report Headings and Calculations

- **Agent:** Name of the agent who handles the e-mail account and inbound calls.
- **Emails Received in Inbox:**
 - **Count:** Total Number of e-mails that were received in the agent's inbox.
 - **Fetches:** Total number of e-mails that were fetched by the agent.
 - **Transfer Activity In:** Number of times an e-mail was transferred in to an agent.
 - **Assigned:** Total number of e-mails that were assigned to the agent by a supervisor.
 - **Auto Routed:** Total number of e-mails that were auto-routed.
- **Emails Processed:**
 - **Count:** Total Number of e-mails that were processed.
 - **Replied:** Total number of e-mails that were processed through reply (includes both replied by the agent and auto-replied).
 - **Deleted:** Total number of e-mails that were processed through delete (includes those which were deleted by the agent and auto-deleted).
 - **Transfer Activity Out:** Number of times an e-mail was transferred out by an agent.
 - **Rerouted:** Total number of e-mails that were processed by rerouting the e-mail.
- **Replied within Service Level Goal:** Percentage of e-mail replies that were sent

within the service level goal.

- **Deviation from Average:** Deviation from the average for that account for the Replied within Service Level Goal calculation.
- **Replied per Agent Hour:** Average number of e-mail replies that were sent by an agent in a one-hour period of agent's work.
- **Deviation from Average:** Deviation from the average for that account for Replied per Agent Hour.
- **Agent Response Time (Hours):** Time required for an agent to respond to an e-mail after fetching it from the queue or opening it from the inbox, in cases where the e-mail was transferred by another agent, assigned by the supervisor, or automatically routed.
- **Deviation from Average:** Deviation from the average for that account for Agent Response Time.
- **Service Requests Created:** Total number of service requests that were created in Oracle Email Center.
- **Percent of Total:** Percentage total of the Service Requests Created that were updated.
- **Leads:** Total number of leads that were generated in Oracle Email Center and that were associated with inbound e-mail interactions.
- **Percent of Total:** Total of the Leads that were identified.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

Graphs

This report has the following graphs:

- **Received:** This graph displays by agent the number of e-mails that were received in this period and compares it with the prior period based on the Compare To parameter.
- **Replied within Service Level Goal:** This graph displays the number of e-mails replied to within the service level goal for each agent in this period and compares it with the prior period based on the Compare To parameter.
- **Replied per Agent Hour:** This graph displays number of e-mails that were replied to per agent hour in this period and compares it with the prior period based on the Compare To parameter.

Email Activity by Customer Report

The Email Activity by Customer report presents activity metrics by customer or for all customers as determined by the volume of e-mails received and selected period.

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

For more information about navigating within reports, exporting data, or personalizing reports, see Reports, page 1-21.

Report Headings and Calculations

- **Customer:** Customer name that is associated with Oracle Email Center.
- **Replied:** Total number of e-mails processed through reply (includes both replied by the agent and auto-replied).
- **Change:** Change in Replied. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Replied within Service Level Goal:** Percentage of e-mail responded to within the service level goal.
- **Change:** Change in Replied within Service Level Goal. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **Customer Wait Time (Hours):** Time (expressed in hours) the e-mail is received by the Oracle Email Center system to the time the e-mail was replied to.
- **Change:** Change in Customer Wait Time. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **One and Done Resolution:** Percentage of inbound e-mail interactions that were resolved with a single reply.
- **Change:** Change in One and Done Resolution. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **Received:** Number of inbound e-mails that were received by the Oracle Email Center system.
- **Change:** Change in Received. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Backlog:** Total number of e-mails that were not responded to. It includes queued e-mails and e-mails in agents' inboxes.
- **Change:** Change in Backlog. It is calculated by comparing the values of the current

period with a prior period. It is shown as a percentage.

- **Service Requests Created:** Total number of service requests that were created in the Oracle Email Center.
- **Change:** Change in Service Requests Created. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Leads:** Total number of leads that were generated in Oracle Email Center associated with inbound e-mail interactions.
- **Change:** Change in Leads. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

Graphs

This report has the following graphs:

- **Replied:** This graph displays the number of e-mails that were replied to in this period and compares them with the prior period based on the Compare To parameter. The graph shows the data for each customer.
- **Replied within Service Level Goal:** This graph displays the number of e-mails replied to within the service level goal in this period and compares them with the prior period based on the Compare To parameter.
- **Customer Response Time:** This graph displays the average customer wait time for each customer in this period and compares them with the prior period based on the Compare To parameter.

Email Backlog Aging Report

The Email Backlog Analysis report provides detailed aging of e-mail backlog for every active account that is defined in Oracle Email Center. This report breaks down e-mail backlog by aging buckets and provides a view of backlog at the classification level for the account.

The report displays data and calculations in both table and graph format.

For more information about navigating within reports, exporting data, or personalizing reports, see Reports, page 1-21.

Report Headings and Calculations

- **Account or Classification (as determined by view-by selection):** All e-mail

accounts/classifications that are defined in Oracle Email Center by the organization.

- **Backlog:** Total number of e-mails that were not responded to, including queued e-mails and e-mails in agents' inboxes.
- **Change:** Change in Backlog. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Agent Hours Equivalent:** Total agent hours that were required to reply to all e-mails in backlog and reduce backlog to 0.
- **Aging Distribution:** Percentage of e-mails in backlog that fall within that age period.
- **Change:** Change in Aging Distribution. It is calculated by comparing the values of the current period with a prior period. This an absolute change.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

Graphs

This report contains the Backlog graph. This graph displays the number of e-mails that are in backlog in this period and compares them with the prior period based on the Compare To parameter.

Inbound Telephony Management Dashboard

The Inbound Telephony Management dashboard provides an overview of inbound telephony operations for different centers, classifications, and dialed numbers. Familiar KPIs provide a snapshot of performance, and the associated graphs provide details about the trends for the selected time period.

You can view metrics by call center, classification, and dialed number.

For a basic understanding and description of the behavior of Daily Business Intelligence dashboards, see General Dashboard and Report Behavior, page 1-26.

For details regarding refreshing dashboard data, see Refreshing Data, page 1-27.

Parameters

This dashboard uses the following parameters. For more information about the Date, Period Type, and Compare To parameters, as well as how parameters affect results on a dashboard, see Parameters, page 1-4.

- **Date**

- **Period Type:** The time period for which data is aggregated. Options are Week, Month, Quarter, and Year.
- **Compare To:** This parameter is used for calculating change.
- **Call Center:** The call center for which the inbound telephony metrics are being measured and by which you can view. You can view metrics for a particular call center or for all call centers.
- **Classification:** Classifications specify how calls are identified, which business application should be used for the screen list of values, and which contains the caller data. You can view metrics for a particular classification or for all classifications.
- **Dialed Number:** The number the customer dialed to contact the call center. You can view metrics for a particular dialed number or for all dialed numbers.

Reports and Graphs

The Inbound Telephony Management dashboard contains the following report regions:

- Call Activity by Classification
- Call Activity by Center

Most of the reports in these regions feature graphs, as well as tabular data.

Personalizing Links

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

Customization

You can add links to other reports in the Links region. (You can add only reports to which your responsibility has access.) You can also add external URL addresses. See Regions, page 1-12.

Inbound Telephony Management KPIs

The Inbound Telephony Management KPIs region provides quick access to the latest status of the key performance indicators (KPIs) for the inbound telephony activities of an enterprise call center. The KPIs region provides a snapshot of performance, volume, productivity, and outcomes for a select period.

For more information about key performance indicators and KPI regions, see Regions,

KPI Columns

The KPI table contains the following columns:

- **Name:** The name of the KPI.
- **XTD:** The period for which data is aggregated in the table. This is based on the Period Type parameter.
- **Change:** The difference between the selected period and the comparison period from the Compare To parameter. These metrics are expressed as follows:
 - **Percent:** For numbers that represent a count, or time (for example, hours/seconds), the change is shown as a percentage and is expressed as:
$$(\text{Current Measure} - \text{Comparison Measure}) / \text{Absolute Value of Comparison Measure} * 100$$
 - **Difference:** For numbers that represent percentage, or a ratio, the change is expressed as:
$$(\text{Current Measure}) - (\text{Comparison Measure})$$

KPI Headings and Calculations

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

- **Inbound Service Level:** This KPI comes from the Inbound Telephony Activity report. It is the percentage of calls answered within a predefined wait time goal. The wait time goal is defined using the BIX: Call Service Level Goal in Seconds profile option. It is calculated as:
$$\text{Total Incoming Calls Handled within Customer Wait Time Goal} / \text{Total Calls Offered} * 100$$

Only calls of type Teleinbound are considered for this calculation.
- **Average Speed to Answer (Seconds):** This KPI comes from the Inbound Telephony Activity report. It is the average amount of time inbound calls spent in the queue before being picked up by agents. It is calculated as:
$$\text{Total Queue Time of Handled Calls} / \text{Total Handled Calls}$$
- **Abandon Rate:** This KPI comes from the Inbound Telephony Activity report. It is the percentage of calls offered in which the customer hung up before speaking with an agent. It is calculated as:
$$\text{Total Number of Calls Ended before Being Answered by Agent} / \text{Total Number of Calls Offered} * 100$$

- **Transfer Rate:** This KPI comes from the Inbound Telephony Activity report. It is the percentage of calls handled in which an agent receives the call and then transfers it to a different agent or conferences in other agents. The KPI calculates only the first time the call is transferred. It is calculated as:
$$\text{Total Number of Calls Transferred by Agent} / \text{Total Number of Calls Handled} * 100$$
- **Inbound Calls Handled:** This KPI is from the Inbound Telephony Activity report. It is the number of incoming calls of media item type Inbound or Direct.
- **Agent Dialed Calls:** This KPI is from the Inbound Telephony Activity by Agent report. It is the total number of calls manually dialed by all agents.
- **Web Callbacks Handled:** This KPI comes from the Inbound Telephony Activity by Agent report. It is the total calls handled in which media item type is Web Callback.
- **Availability Rate:** This KPI comes from the Inbound Telephony Activity by Agent report. It is the percentage of time agents are logged in and ready for calls. It is calculated as:
$$(\text{Waiting for Calls Time} + \text{Talk Time} + \text{Wrap Time}) / \text{Login Time} * 100$$

OR
$$\text{Login Time} - \text{Idle Time} / \text{Login Time} * 100$$
- **Utilization Rate:** This KPI comes from the Inbound Telephony Activity by Agent report. It is the percentage of time agents handle customer calls versus the time logged in.
$$(\text{Talk Time} + \text{Wrap Time}) / \text{Login Time} * 100$$

OR
$$(\text{Login Time} - \text{Idle Time} - \text{Waiting for Calls Time}) / \text{Login Time} * 100$$
- **Average Talk Time per Call (Seconds):** This KPI is from the Inbound Telephony Activity report. It is the average amount of time an agent spent talking to a customer. This includes inbound, direct, manual, Web callback, and unsolicited call types. It is calculated as:
$$\text{Total Talk Time for All Handled Calls} / \text{Number of Calls Handled}$$
- **Average Wrap Time per Call (Seconds):** This KPI is from the Inbound Telephony Activity report. It is the average amount of time an agent spent performing interaction wrap-up activities after ending a call. This includes inbound, direct, manual, Web callback, and unsolicited call types. It is calculated as:
$$\text{Total Wrap Time for All Handled Calls} / \text{Number of Calls Handled}$$
- **Calls Handled per Agent Hour:** This KPI is from the Inbound Telephony Activity by Agent report. It is the average number of calls an agent handled per hour of

login time. This includes inbound, direct, manual, Web callback, and unsolicited call types. It is calculated as:

Calls Handled / Total Login Time of All Agents

- **Service Requests Created:** This KPI is from the Inbound Telephony Activity report. It is the number of service requests that were created through telephone calls. This includes inbound, direct, manual, Web callback, and unsolicited call types.
- **Leads Created:** This KPI is from the Inbound Telephony Activity report. It is the number of leads that were created through telephone calls. This includes inbound, direct, manual, Web callback, and unsolicited call types.
- **Opportunities Created:** This KPI is from the Inbound Telephony Activity report. It is the number of opportunities that were created through telephone calls. This includes inbound, direct, manual, Web callback, and unsolicited call types.

Graphs

This region contains the Inbound Service Level Trend graph. This graph presents a quick, at-a-glance summary of the inbound service level performance trend and inbound service level goal over the period of time. The service level goal is set in the profile option BIX: Call Service Level Goal Target Percent.

Related Topics

Regions, page 1-12

Call Activity by Classification

The Call Activity by Classification region presents an overview of performance and call volume, agent productivity, and outcomes for call classifications. For more information about table regions, see Regions, page 1-12.

This region contains the following reports:

- Inbound Telephony Activity
- Inbound Telephony Activity by Customer

Report Parameters

The reports in this region use the parameters listed in the Parameters, page 1-4 section of the *Daily Business Intelligence User Guide*, and the Inbound Telephony Activity Report uses the unique View By parameter. You can use the View By parameter to toggle between viewing call center, classification, or dialed number.

For more information about how parameters (including time periods) affect the results on dashboards and reports, see General Dashboard and Report Behavior, page 1-26.

Graphs

The graphs in this region provide visual representations of some of the key data presented in the reports. They are:

- **Average Speed to Answer Trend:** This graph displays the trend of the average number of seconds a customer had to wait to talk to an agent. For more information about graph regions and the trend graph type, see *Regions*, page 1-12.
- **Abandon and Transfer Rate Trend:** This graph displays the trend of the percentage of inbound calls that were abandoned in the queue or transferred. For more information about graph regions and the trend graph type, see *Regions*, page 1-12.
- **Availability and Utilization Rate Trend:** This graph displays the trend of the agents' availability, as well as their productivity. For more information about graph regions and the trend graph type, see *Regions*, page 1-12.

Customization

Daily Business Intelligence for Interaction Center reports allow some customization at the user level and at the site level.

At the user level, you can personalize reports by saving some parameters as default, customizing the links sections of the report, and scheduling the report via e-mail. See *General Dashboard and Report Behavior*, page 1-26 for information about personalizing reports.

For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

Inbound Telephony Activity Report

The Inbound Telephony Activity report enables you to view inbound activity by call center, classification, or dialed number based on the parameter you select.

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

For more information about navigating within reports, exporting data, or personalizing reports, see *Reports*, page 1-21.

Report Headings and Calculations

- **Call Center or Classification or Dialed Number** (as determined by view-by selection): Refer to the *Parameters* section for more details on the definition of these parameters.
- **Inbound Service Level:** Percentage of calls answered that were handled within the customer wait time goal.
- **Change:** Change in Inbound Service Level. It is calculated by comparing the values

of the current period with a prior period. This is an absolute change.

- **Inbound Service Level Goal:** Target for the percentage of calls that are answered within the wait time goal.
- **Average Speed to Answer (Seconds):** Average amount of time inbound calls spent in the queue before being picked up by an agent.
- **Change:** Change in Average Speed to Answer. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Abandon Rate:** Percentage of calls offered in which the customer hung up before speaking with an agent.
- **Change:** Change in Abandon Rate. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **Transfer Rate:** Percentage of calls in which an agent received the call and transferred it to a different agent or conferenced in another agent.
- **Change:** Change in Transfer Rate. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **Inbound Calls Handled:** Number of incoming calls that were answered/handled by an agent, excluding short calls and abandoned calls.
- **Change:** Change in Inbound Calls Handled. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Abandoned Calls:** Number of calls offered in which the customer hung up before speaking with an agent.
- **Change:** Change in Abandoned Calls. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Web Callbacks:** Count of the customer interactions that were handled by agents responding to a request for a Web callback.
- **Change:** Change in Web Callbacks. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Average Talk Time per Call (Seconds):** Average amount of time an agent spent talking to a customer for all types of calls.
- **Change:** Change in Average Talk Time per Call. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Average Wrap Time per Call (Seconds):** Average amount of time an agent spent

performing interaction wrap-up activities after ending a call.

- **Change:** Change in Average Wrap Time per Call. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Service Requests Created:** Total number of service requests that were created in the Advanced Inbound application.
- **Change:** Change in Service Requests Created. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.

Leads Created: Number of leads that were created (Oracle TeleSales) during the period from Advanced Inbound.

- **Change:** Change in Leads Created. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Opportunities Created:** Number of opportunities that were created during the period.
- **Change:** Change in Opportunities Created. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

Graphs

This report has the following graphs:

- **Inbound Service Level:** This graph displays the inbound service level percentage for the view-by selection compared to the prior period, per the Compare To parameter.
- **Average Speed to Answer:** This graph displays the average speed to answer for the view-by selection compared to the prior period, per the Compare To parameter.
- **Abandon Rate:** This graph displays the abandon rate of the calls for the view-by selection compared to the prior period, per the Compare To parameter.
- **Inbound Calls Handled:** This graph displays the total number of inbound calls handled for the view-by selection compared to the prior period, per the Compare To parameter.
- **Average Talk Time per Call:** This graph displays the average talk time per call for the view-by selection compared to the prior period as per the Compare To parameter.
- **Outcomes:** This graph displays the breakdown of the outcome of the calls handled

in terms of the number of Service Requests Created, Leads Created, and Opportunities Created for the view-by selection.

Inbound Telephony Activity by Customer Report

The Inbound Telephony Activity by Customer report enables you to view inbound activity for a specific customer or all customers.

For more information about navigating within reports, exporting data, or personalizing reports, see Reports, page 1-21.

There is no graphical representation of data in this report.

Report Headings and Calculations

- **Customer:** Customer name that is associated with inbound telephony activities.
- **Inbound Service Level:** Percentage of calls answered that were handled within customer wait time goal.
- **Change:** Change in Inbound Service Level. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **Inbound Service Level Goal:** Target for the percentage of calls that are answered within the wait time goal.
- **Average Speed to Answer (Seconds):** Average amount of time inbound calls spent in the queue before being picked up by an agent.
- **Change:** Change in Average Speed to Answer. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Transfer Rate:** Percentage of calls in which an agent received the call and transferred it to a different agent or conferenced in another agent.
- **Change:** Change in Transfer Rate. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.
- **Inbound Calls Handled:** Number of incoming calls that were answered/handled by an agent, excluding short calls and abandoned calls.
- **Change:** Change in Inbound Calls Handled. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Average Talk Time per Call (Seconds):** Average amount of time an agent spent talking to a customer for all types of calls.
- **Change:** Change in Average Talk Time per Call. It is calculated by comparing the

values of the current period with a prior period. It is shown as a percentage.

- **Average Wrap Time per Call (Seconds):** Average amount of time an agent spent performing interaction wrap-up activities after ending a call.
Change: Change in Average Wrap Time per Call. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Service Requests Created:** Total number of service requests that were created in the Advanced Inbound application.
Change: Change in Service Requests Created. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Leads Created:** Number of leads that were created (Oracle TeleSales) during the period from Advanced Inbound.
Change: Change in Leads Created. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.
- **Opportunities Created:** Number of opportunities that were created during the period.
Change: Change in Opportunities Created. It is calculated by comparing the values of the current period with a prior period. It is shown as a percentage.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

Call Activity by Center

The Call Activity by Center region presents Call Activity by Center table and a link to a detailed report of Inbound Telephony Activity by classification, call center, and dialed number. For more information about table regions, see Regions, page 1-12.

This region contains the following reports:

- Inbound Telephony Activity by Agent
- Inbound Telephony Activity by Outcome, Result and Reason

Report Parameters

The reports in this region use the core Parameters, page 1-4 plus the unique Agent Group parameter. The Inbound Telephony Activity by Agent report uses this parameter.

Graphs

The graphs in this region provide visual representations of some of the key data presented in the reports. They are:

- **Calls Handled by Media Type:** This graph displays the calls in terms of agent dialed, Web callbacks, and inbound calls and compares them with the prior period, per the Compare To parameter. For more information about graph regions and the trend graph type, see Regions, page 1-12.
- **Average Talk and Wrap Time Trend:** This graph displays the trend of Talk and Wrap Times over the period of time. For more information about graph regions and the trend graph type, see Regions, page 1-12.
- **Outcomes:** This graph provides a view of the outcome of inbound calls in terms of service requests, leads, and opportunities created and compares them against the prior period. For more information about graph regions and the trend graph type, see Regions, page 1-12.

Customization

Daily Business Intelligence for Interaction Center reports allow some customization at the user level and at the site level.

At the user level, you can personalize reports by saving some parameters as default, customizing the links sections of the report, and scheduling the report via e-mail. See General Dashboard and Report Behavior, page 1-26 for information about personalizing reports.

For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

Inbound Telephony Activity by Agent Report

The Inbound Telephony Activity by Agent report enables you to view inbound activity for a specific agent, all agents, or an agent group within a call center.

The grand total for the Average Talk Time per Call (Seconds) column represents the average talk time at the agent level, which could differ from the average talk time per call at the call center level. The Average Talk Time per Call (Seconds) KPI (as presented on the Inbound Telephony Management dashboard) could vary, if a call is handled by multiple agents at the same time, for example, the call is conferenced. In this case, the overlapping segments are counted just once at the call level, but are counted multiple times at the agent level because the agent spent time on the call. For example, Agent A spends 3 minutes on a call and then conferences Agent B in for 7 minutes. Therefore, at the call center level, the average talk time is 10 minutes. For Agent A the average talk time is 10 minutes, and for Agent B the average talk time is 7 minutes.

For more information about navigating within reports, exporting data, or personalizing reports, see Reports, page 1-21.

There is no graphical representation of the data in this report.

Report Headings and Calculations

- **Agent:** Name of the agent who handles the e-mail account and inbound calls.
- **Logged in Time (Hours):** Total time the agent was logged in.
- **% of Total:** Percentage of the agent's Logged in Time (Hours) with respect to the total Logged in Time (Hours).
- **Inbound Calls Handled**
 - **Inbound Calls Handled:** Number of incoming calls handled by an agent, excluding short calls and abandoned calls.
 - **% of Total:** Percentage of the agent's Inbound Calls Handled with respect to the total Inbound Calls Handled.
 - **Per Agent Hour:** Average number of customer interactions per agent via an inbound telephone call.
 - **Deviation from Average:** Deviation from the average for that agent for Per Agent Hour.
- **Agent Dialed Calls**
 - **Agent Dialed Calls:** Total number of outbound calls that were manually dialed by the agent.
 - **% of Total:** Percentage of the agent's dialed calls with respect to the total Agent Dialed Calls.
 - **Per Agent Hour:** Average number of customer interactions per agent via manual dial.
 - **Deviation from Average:** Deviation from the average for that agent for Per Agent Hour.
- **Web Callbacks Handled**
 - **Web Callbacks Handled:** Count of the customer interactions that were handled by agents responding to a request for a Web callback.
 - **% of Total:** Percentage of the agent's Web callbacks with respect to total Web callbacks.
 - **Per Agent Hour:** Average number of customer interactions per agent via Web

callbacks.

- **Deviation from Average:** Deviation from the average for that agent for Per Agent Hour.
- **Availability Rate:** Percentage of time agents are logged in and ready for calls.
- **Deviation from Average:** Deviation from the average of the agent's Availability Rate.
- **Utilization Rate:** Percentage of time agents handled customer calls versus the logged in time.
- **Deviation from Average:** Deviation from the average of the agent's Utilization Rate.
- **Average Talk Time per Call (Seconds):** Average amount of time an agent spent talking to a customer for all types of calls.
- **Deviation from Average:** Deviation from the average of the agent's Average Talk Time per Call.
- **Average Wrap Time per Call (Seconds):** Average amount of time an agent spent performing interaction wrap-up activities after ending a call.
- **Deviation from Average:** Deviation from the average of the agent's Average Wrap Time per Call.
- **Service Requests Created:** Total number of service requests that were created in the Advanced Inbound application.
- **% of Total:** Percentage of the agent's Service Requests Created with respect to the total Service Requests Created.
- **Leads Created:** Number of leads that were created (Oracle TeleSales) during the period from Advanced Inbound.
- **% of Total:** Percentage of the agent's Leads Created with respect to the total Leads Created.
- **Opportunities Created:** Number of opportunities that were created during the period.
- **% of Total:** Percentage of the agent's Opportunities Created with respect to the total Opportunities Created.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

Inbound Telephony by Outcome, Result, Reason Report

The Inbound Telephony Activity by Outcome, Result, and Reason report enables you to view call outcomes by classification, call center, and dialed number, which are the default parameters. Columns include associated result and reason codes for particular outcomes, total counts, percentage of total, and change since last period.

There is no graphical representation of data in this report.

For more information about navigating within reports, exporting data, or personalizing reports, see Reports, page 1-21.

Report Headings and Calculations

- **Outcome:** Outcome of the inbound telephony interaction.
- **Result:** Result of the inbound telephony interaction.
- **Reason:** Reason for the inbound telephony interaction.
- **Inbound Count:** Total number of calls handled by the agent.
- **Percent of Total:** Percentage of the Inbound Count for the Outcome, Result, and Reason combination with respect to the total of that Outcome.
- **Change:** Change in Percent of Total. It is calculated by comparing the values of the current period with a prior period. This is an absolute change.

Using Daily Business Intelligence for Maintenance

This chapter covers the following topics:

- Daily Business Intelligence for Maintenance Common Concepts
- Maintenance Management Dashboard

Daily Business Intelligence for Maintenance Common Concepts

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

The following information is common across Daily Business Intelligence for Maintenance reports.

Bucket Setup

Daily Business Intelligence for Maintenance uses bucket distributions to represent the following measures: Past Due Aging, Request to Completion, and Late Completion Aging. For example, a customer might require the buckets of 0–1 Days, 1–2 Days, 2–5 Days, but another customer might require larger or smaller buckets. These buckets come with the system, but an administrator can modify them if necessary.

Related Topics

Maintenance Management Dashboard, page 7-7

Daily Business Intelligence for Maintenance Parameters

Daily Business Intelligence for Maintenance uses the following parameters for reports. Individual reports do not use all parameters.

Activity

The activity to perform. Activities provide you with a standard template of jobs, which are applied to work orders, such as routine or preventive maintenance. You must associate an activity with an asset or rebuildable item before you can specify it on a work order. To define an activity, use the master item window in Oracle Inventory to create an item, and assign the attribute `Activity` that is located on the Asset Management tab. See *Defining Activities, Oracle Enterprise Asset Management User's Guide* for more information.

Note: You do not have to specify an activity when you create a work order.

Asset

The asset that is specified in the work order. An asset number is a unique number that identifies an asset. An asset number is always associated with an asset group. It is defined as an Oracle Install Base instance number. You can search the Asset parameter in DBI for Maintenance by both asset and asset group. The Asset Number parameter is dependent on the Asset Group parameter. See *Defining Asset Numbers, Oracle Enterprise Asset Management User's Guide*. You cannot create a work order without specifying an asset group, asset, or rebuildable item.

Asset Category

The category that is assigned to an asset. Category codes are used as naming conventions for assets. They are user-defined, and used to logically group assets, simplifying the search for asset numbers.

Category codes are first defined, then added to the Oracle Enterprise Asset Management Category Set. After you associate a category with the category set, you can associate it with asset groups, which tie to individual assets. When you define an asset, you can assign a category.

Asset Criticality

The importance of the asset. The asset criticality determines how important the asset is to your organization. Optionally, you can define a criticality code for an asset.

Asset Group

List of asset groups or rebuildable items that are defined in the master items window, and assigned to organizations. Asset groups represent a group of virtually identical assets. Generally, an asset group is defined for each manufacturer and model number combination (make, model, and year), for example, Acme Model 123 2006 Pump. You define asset groups in the Master Items window with the asset management item type of asset group. Asset groups do not depend on the Maintenance Organization

parameter in DBI for Maintenance Management. See *Defining Asset Groups*, *Oracle Enterprise Asset Management User's Guide*.

Assigned Department

The operation department where material, labor, and equipment are charged.

Cost Category

List of maintenance cost classifications. Oracle Enterprise Asset Management does costing at the cost element level. These elements are classified into cost categories. They are defined as extensible manufacturing lookup codes. Daily Business Intelligence for Maintenance provides the following lookup codes:

- Maintenance
- Operations
- Contract

Cost Element

Work order cost classification. Oracle Enterprise Asset Management contains the following cost elements:

- Material
- Labor
- Expense

Currency

The currency for all values with respect to the amount on the dashboard or report.

Reports: Primary global and secondary global currencies, and the functional currency of the selected maintenance organization, or of all organizations if the organizations have the same functional currency and it differs from both global currencies.

When you view information for a single organization, you can display the currency amounts as either the functional currency or the global currency. When you display the currencies for all organizations, however, the following logic applies:

- If Organization is All and all organizations have the same functional currency and the global currency is the functional currency, then only the global currency appears.
- If Organization is All and all organizations have the same functional currency, but the global currency and the functional currency differ, then the system displays

both the functional currency and the global currency.

- If Organization is All and the organization currencies differ, then the system displays the global currency.

Department

The list of BOM departments across an organization. Four types of departments exist for portlets and reports.

- Asset owning department: When you define an asset, you can specify the department that is responsible for asset maintenance. This is an optional field. The system refers to this department in the asset reports.
- Work order owning department: When you create a work order, you can specify the department that is responsible for scheduling and carrying out the work order. The asset owning department defaults on the work order; however, you can change the department. The department field is required when you release a work order. The system refers to this department on the backlog and completion reports.
- Work order operation department: The department that is assigned at the work order operation. Only resources that are owned or shared by the department can be assigned at the operation. This is the department that is mentioned in the cost reports.
- Request department: The department that is specified in a service request or work request that originates a work order. This is the department that is mentioned in the request-to-completion reports.

Estimated Cost Value

The total estimated cost for a work order that the maintenance cost estimation process calculates. This parameter filters work orders based on the estimated cost value.

Note: The accuracy of the estimation process depends upon your input.

The parameter values are:

- All
- Estimated Cost > 0
- Estimated Cost = 0

Late Completion Days

This parameter lists the user-defined time buckets for grouping days late.

Organization

The maintenance organizations to which you have access. To define an organization as a maintenance organization, you must set the EAM Enabled parameter on the Organizations Parameters window in Oracle Inventory. See: Defining Default Inventory Parameters, *Oracle Inventory User's Guide*. Organization is the primary dimension parameter for Daily Business Intelligence for Maintenance. See: Primary Dimension Parameter, page 1-10.

Note: In some cases, this is the organization that performs the activity on a work order.

Past Due Days

This parameter lists the user-defined time buckets for grouping past due days.

Period

Period of time, such as week, month, quarter, or year. This is used as the current period for period-to-date aggregation, as well as for compare-to periods.

Request to Completion Days

This parameter lists the time buckets for grouping request-to-completion days.

Request Type

The type of request. To report a maintenance incident and request service, you can create a work request in Oracle Enterprise Asset Management or a service request in service. You can create a work request or service request and associate it with a work order to fulfill the request. The relationship between requests and work orders is as follows:

- A work request can be associated with only one work order.
- A service request can be associated with one or many work orders.
- A work order can service different work requests.
- A work order can service only one service request.

Request

The service or work request number.

Request Severity

Severity code of the request.

Request Start Date

Work request creation date or service request incident date.

Resource

The labor resource that is assigned to the work order operation.

You define resources in Oracle Bills of Material. You must assign resources to a department before you can specify them on a work order. See *Defining a Resource, Oracle Bills of Material User's Guide*.

Work Order Type

This is a list of user-defined lookups that are used for work order classification. When you create a work order, you can optionally assign a work order type.

Work Order Status

Oracle Enterprise Asset Management enables you to create user-defined work order statuses and map them to existing seeded work order statuses. This parameter lists the user-defined work order statuses, as well as the following seeded work order statuses:

- Draft
- On Hold
- Released
- Unreleased

Related Topics

Asset Management Attribute Group, *Oracle Inventory User's Guide*

Defining Items, *Oracle Inventory User's Guide*

Setting Up Category Codes, *Oracle Enterprise Asset Management User's Guide*

Activity Causes, *Oracle Enterprise Asset Management User's Guide*

Activity Sources, *Oracle Enterprise Asset Management User's Guide*

Defining a Department, *Oracle Bills of Material User's Guide*

Assigning Resources to a Department, *Oracle Bills of Material User's Guide*

eAM Work Orders, *Oracle Enterprise Asset Management User's Guide*

Additional Information

Global Start Date

The following work orders are candidates to be included in the Daily Business Intelligence for Maintenance reports, in relation to the global start date.

- Work orders closed on or after the global start date. You can count work orders that were completed before the global start date, but closed after the global start date.
- Work orders still open (not closed) as of current date. Request to Completion reporting is based on the Completion Date.

Showing Zero Versus Null

Most reports display 0 instead of null. For any count or value measure, data is displayed as zero when no data is available. In this case, 0 and "no data" are synonymous and the reports appear better with 0, especially trend reports. If a calculated measure comes from these types of measures, then the system follows the normal mathematical logic in showing N/A instead of 0. For example, 0 divided by a number would be 0 but something divided by 0 would be N/A.

Cycle time measures cannot be forced to 0. This is a case in which "no data" would be confusing by using 0 in its place. The request to completion days reports show N/A if no data exists.

Asset Group Column in Summary Reports

The Asset parameter is based on the Oracle Install Base instance number. When a DBI summary report is viewed by Asset, the Asset Group column is also displayed to qualify the Asset.

Related Topics

Maintenance Management Dashboard, page 7-7

Maintenance Management Dashboard

The Maintenance Management dashboard provides information about work order completion backlog, status of work orders, actual costs, asset downtime, and compliance with schedules. The Maintenance Management reports enable you to:

- View work orders that were completed on time and late as of any day.
- Analyze the late-completion and request-to-completion trends.

- Review work order actual costs in terms of material, labor, and equipment.
- Assess asset downtime for the period.
- Analyze backlog and past due work orders.

This dashboard is available to the Maintenance Manager and Daily Maintenance Intelligence responsibilities.

Dashboard Parameters

For information about the following parameters, see Daily Business Intelligence for Maintenance Parameters, page 7-1.

- **Period**
- **Compare to**
- **Organization**
- **Currency**

Related Reports and Links

This dashboard contains links to the following report regions:

- Maintenance KPIs, page 7-8
- Work Order Cost Reports, page 7-9
- Asset Downtime Reports, page 7-12
- Backlog Work Orders Reports, page 7-14
- Work Order Completion Reports, page 7-20

Related Topics

Daily Business Intelligence for Maintenance Common Concepts, page 7-1

Daily Business Intelligence for Maintenance Key Performance Indicators

The following section describes the maintenance key performance indicators (KPIs).

KPIs

- **Work Order Cost:** The Work Order Cost KPI represents the actual costs of

completed, complete no charge, closed work orders, and any other user-defined status that is mapped to these statuses.

- **Asset Downtime (Hours):** The Asset Downtime (Hours) KPI represents the duration during which an asset is not available for normal operations due to maintenance work. In Oracle Enterprise Asset Management, you can enter downtime for an asset when you perform a work order or operation completion transaction. You can also manually enter asset downtime if the asset is not associated with a work order.
- **Completed Work Orders:** The Completed Work Orders KPI provides the count of completed work orders.
- **Late to Schedule Completion %:** $(\text{Late completion} / \text{completed work order}) * 100$
The Late to Schedule Completion % KPI is the percentage of work orders that are completed late to the total work orders that are actually completed within the selected period.
- **Work Order Backlog:** The Work Order Backlog KPI is the count of all work orders in status draft, released, unreleased, or on hold (and any other user-defined status mapped to these statuses) as of the selected date.
- **Past Due to Schedule %:** The Past Due to Schedule % KPI is the percentage of work order backlog, that has a scheduled completion date prior to the last collection date.
- **Request to Completion (Days):** The Request to Completion (Days) KPI is the duration in days between the work request creation date or service request incident date and the work order completion date. Request to completion (days) KPI represents the average number of days between the point that a request for maintenance is initiated and the point that it is fulfilled by the work order completion.

Related Topics

Maintenance Management Dashboard, page 7-7

Work Order Cost Reports, page 7-9

Asset Downtime Reports, page 7-12

Backlog Work Order Reports, page 7-14

Work Order Completion Reports, page 7-20

Work Order Cost Reports

The work order cost region enables you to see how well you control maintenance organization costs. The work order cost trend graph indicates the actual costs that are

incurred by the maintenance organization in comparison to prior periods. The work order cost portlet shows the actual cost of completed work that is listed by the departments responsible for the work. The linked reports give you detailed information about the actual costs and cost variance. This section explains the following reports:

- Work Order Cost Report, page 7-10
- Work Order Cost Summary Report, page 7-11
- Work Order Cost Trend Report, page 7-11
- Work Order Cost Detail Report, page 7-12

Report Parameters

The following parameters are unique to this report. For information about parameters, see Daily Business Intelligence for Maintenance Parameters, page 7-1:

- **Assigned Department**
- **Asset Group**
- **Asset**
- **Activity**
- **Cost Category**
- **Cost Element**
- **Estimated Cost Value**

Report Headings and Calculations

Work Order Cost Report

This report displays the work order actual cost, estimated cost, and the variance between them. It contains the following columns:

- **Estimated Cost:** Total estimated cost for a work order that the maintenance cost estimation process calculates.
- **Estimated Cost Change:** Percentage change of estimated cost, based on period and compare-to parameters.
- **Actual Cost:** Costs of completed, complete no charge, closed work orders, and any other user-defined status mapped to these statuses. It allows you to examine costs trends and conformance to estimates to evaluate cost control over maintenance operations.

- **Actual Cost Change:** Percentage change of actual cost, based on Period and Compare To parameters.
- **Actual Cost - Estimated Cost** Variance = Actual Cost – Estimated Cost
- **Variance Change:** Percentage change of cost variance, based on Period and Compare To parameters.
- **Variance Percent:** Percentage ratio of cost variance to estimated cost.
- **Variance Percent Change:** Absolute change of cost variance percentage, based on Period and Compare To parameters.

This report contains the following graphs:

- **Actual Cost:** This horizontal bar graph represents the current and prior actual costs.
- **Cost by Variance Percent:** This horizontal bar graph represents the current and prior variance cost percentage.

Work Order Cost Summary Report

This report displays the work order actual costs in maintenance by cost element. It contains the following columns:

- **Material:** Material actual cost.
- **Labor:** Labor actual cost.
- **Equipment:** Equipment actual cost.
- **Total Estimated Cost:** Sum of material, labor, and equipment estimated cost.
- **Total Actual Cost:** Sum of material, labor, and equipment actual cost.
- **Estimated:** Estimated costs.

This report includes the following graphs:

- **Estimated Cost Summary:** This horizontal stacked bar graph shows the material, labor, and equipment estimated costs.
- **Actual Cost Summary:** This horizontal stacked bar graph shows the material, labor, and equipment actual costs.
- **Cost Variance:** This horizontal stacked bar graph shows the material, labor, and equipment estimated and actual costs.

Work Order Cost Trend Report

This report displays the following graphs:

- **Work Order Cost Trend:** Work order actual cost displayed over time.
- **Actual to Estimated Cost Trend:** Actual and estimated cost over time. No comparison is made to costs of the prior period.
- **Variance Percent Trend:** Variance between actual and estimated costs are displayed over time.

For information about column headings in this report, see Work Order Cost Report, page 7-10.

Work Order Cost Detail Report

This report lists the details of the work orders that are actually charged in the selected period. It displays the work order number, type, asset, asset group, activity, current status, assigned department, actual cost incurred, and breakdown in terms of material, labor and equipment, total estimated cost, variance, and variance percent. You can access this report from the Actual Cost measure in the Work Order Cost Summary report when you view by asset group, asset, or activity. The default sorting is Total Cost – Actual, descending. You can access the Work Order Transaction page in Oracle Enterprise Asset Management from the work order number. This allows for a real-time view of the work order.

For information about column headings in this report, see Work Order Cost Report, page 7-10.

Related Topics

Maintenance Management Dashboard, page 7-7

Daily Business Intelligence for Maintenance Parameters, page 7-1

eAM Work Orders, *Enterprise Asset Management User's Guide*

Asset Downtime Reports

The Asset Downtime reports indicate the unavailability of assets due to maintenance work. They enable you to view the impact of maintenance on assets. This section explains the following reports:

- Asset Downtime Report, page 7-13
- Asset Downtime Detail Report, page 7-13
- Asset Downtime Trend Report, page 7-14

Report Parameters

This report uses the following parameters:

- **Department**

- **Asset Group**
- **Asset**
- **Asset Category**
- **Asset Criticality**
- **View By**

See: Daily Business Intelligence for Maintenance Parameters, page 7-1.

Report Calculations and Headings

Asset Downtime Report

The asset downtime report provides information about asset downtime in hours.

This report contains the following columns:

- **Downtime Hours:** The duration of time during which an asset is unavailable due to maintenance work. You can enter the asset downtime at work order completion. You can also enter asset downtime manually without an association to a work order. You can select the Downtime Hours Measure to access the Asset Downtime Detail report. You can access this report if you view by asset.
- **Change:** Absolute change of downtime hours based on Period and Compare To parameters.

View By

- **Organization:** The organization that performs the work.
- **Department:** The department that owns the asset.
- **Asset Category:** The category that is assigned to the asset.
- **Asset Group:** The asset group or rebuildable item of the asset.
- **Asset:** The asset number or serialized rebuildable item for which downtime is reported.

Asset Downtime Detail Report

This report details the downtime occurrences for assets that you enter. You access this report from the Asset Downtime report. This report displays details such as the asset, asset group, start and end date of asset operations, total number of downtime hours, work orders, and operations. The Asset Downtime report shows the number of hours the asset was down to date without overlap, but the Asset Downtime Detail report shows the full amount of downtime hours with overlap. If the end date goes beyond the selected date, then the downtime hours in the Asset Downtime Detail report might not match the downtime number that was on the Asset Downtime report.

For information about column headings in this report, see Asset Downtime Report, page 7-13.

- **Start Date:** The start date when an asset is down.
- **End Date:** The end date of the asset downtime.
- **Work Order:** The work order that is responsible for the downtime. This column may have a null value if the downtime is not associated with a work order. You can access the work order detail page in Oracle Enterprise Asset Management from this field.
- **Operation:** The operation that caused the downtime. This can be null if the downtime is reported at the time of work order completion.
- **Description:** The description of the downtime.

Asset Downtime Trend

The Asset Downtime Trend report displays the trend of the average asset downtime hours.

For information about column headings, see Asset Downtime Report, page 7-13.

- **Period:** See Daily Business Intelligence for Maintenance Parameters, page 7-1.

Related Topics

Maintenance Management Dashboard, page 7-7

Work Order Backlog Reports

The Work Order Backlog reports enable you to see the count of work orders that are behind schedule. The past due percentage trend indicates the progress of your organization in meeting the work order completion schedule. The available linked reports display the aging of past due work orders, the current work order backlog, and the labor hours that are required for the backlog. This section explains the following reports:

- Work Order Backlog Report, page 7-15
- Work Order Backlog Trend, page 7-16
- Work Order Backlog Detail Report, page 7-16
- Past Due Work Order Detail Report, page 7-17
- Past Due Work Order Aging Report, page 7-17
- Labor Backlog Report, page 7-18

- Labor Backlog Detail Report, page 7-19

Report Parameters

This report uses the following parameters. See Daily Business Intelligence for Maintenance Parameters, page 7-1 for more information.

- **Department**
- **Asset Group**
- **Asset**
- **Activity**
- **Work Order Type**
- **View By**
- **Work Order Status** (Used in the Work Order Backlog Detail report.)
- **Resource** (Used in the Labor Backlog report and Labor Backlog Detail report.)
- **Assigned Department** (Used in the Labor Backlog report.)

Report Headings and Calculations

Work Order Backlog Report

The Work Order Backlog report provides information about both the work order backlog and the past due work orders. The default View By for this report is Department, and the default sort is Past Due Percent. The Backlog and Past Due count columns are whole numbers. All change columns and percent columns are limited to one decimal place. You can access the Work Order Backlog Detail report from the Backlog column if the as-of date is the same as or later than the last collection date. You can access the Past Due Work Order Detail report from the Past Due column if the as-of date is the same as the last collection date.

- **Backlog:** See Maintenance Key Performance Indicators (KPIs), page 7-8.
- **Backlog Change:** Percentage change of open work order counts based on Period and Compare To parameters.
- **Past Due:** Count of past due work orders based on schedule date. See Maintenance Key Performance Indicators (KPIs), page 7-8.
- **Past Due Change:** Percentage change of past due work order counts based on Period and Compare To parameters.

- **Past Due Percent:** See Maintenance Key Performance Indicators (KPIs), page 7-8.
- **Past Due Percent Change:** Absolute change of the past due percent based on Period and Compare To parameters.

View By

- **Organization:** The organization that performs the work.
- **Department:** The department that owns the work order.
- **Asset:** The asset number or serialized rebuildable item that is associated with the work order.
- **Asset Group:** The asset group of the asset for which the work order is performing work.
- **Activity:** The activity to perform. It is the activity of the work order.

Note: Some work orders might not have a specified activity.

- **Work Order Type:** The work order type code. You can optionally assign a work order type to a work order.

Work Order Backlog Trend Report

This report includes the following graphs:

- **Backlog Trend:** This graph displays the work order backlog counts over time.
- **Past Due Trend:** This report displays the past due work order counts over time.
- **Past Due Percent Trend:** This graph displays the percentage of open work orders past the scheduled completion date over time. It provides an indication of the maintenance organization compliance with the schedule over time.

The Backlog and Past Due columns contain whole numbers. All change columns and percent columns go to one decimal place.

For more information about report parameters and column headings, see Work Order Backlog Report, page 7-15.

Work Order Backlog Detail Report

This report lists all the maintenance work orders with a current status of draft, release, unreleased, on hold, and any other user-defined status that is mapped to these statuses. The report displays details such as the work order number, type, asset, asset group, work order status, and schedule start and completion dates. Click the Backlog column in the Work Order Backlog report or the related link to access this report. The default sorting for this report is Schedule Completion Date. You can access the Oracle Enterprise Asset Management Work Order Transaction page by selecting the work

order number in this report.

Note: The Oracle Enterprise Asset Management Work Order Transaction page is read-only.

This report contains the following columns:

- **Work Order:** Work order number.
- **Work Order Status:** Status of the work order.
- **Scheduled Start Date:** Date the work order was scheduled to start.
- **Scheduled Completion Date:** Date the work order was scheduled to complete.

For more information about column headings, see Work Order Backlog Report, page 7-15.

Past Due Work Order Detail Report

This report displays all current open work orders with a schedule completion date prior to the last collection date. (Use the Data Last Updated line at the bottom of the dashboard or report page to see your last collection date.) This report displays the details of the work order, such as the work order number, work order type, asset, asset group, status, scheduled start date, scheduled completion date, and the number of days the work order is past due. You can access this report from the Past Due column of the Work Order Backlog report, the Past Due Aging report, or the related links. You can access the Oracle Enterprise Asset Management Work Order Detail page from the Work Order field.

Note: You cannot use this report to view historical data because the report is based on the last collection date.

This report contains the following unique column:

- **Past Due Days:** The number of days between the current date and the work order scheduled completion date. This is based on full calendar days.

For more information about report parameters and column headings, see Work Order Backlog Report, page 7-15 and Work Order Backlog Detail Report, page 7-16.

Past Due Work Order Aging Report

This report displays a distribution of work order count by past due days. It displays distribution of the past due work order count as a horizontal bar graph. You access this report from the Work Order Backlog report or related links. You can access the Past Due Work Order Detail report from the Past Due column of this report. You cannot use this report to view historical data for this report because the report is based on the last collection date.

This report contains the following columns:

- **Past Due Days:** Number of days between the last collection date and the work order schedule completion date. This column has the following labels by default:
 - <1>
 - <2>
 - <3>
 - <4>
 - <5 To 9>
 - <10 To 14>
 - <15 and Over>

These labels are buckets that you define. An administrator can customize up to ten buckets and change the size of each bucket. The bucket set name is called Maintenance Management - Past Due Aging. See: Bucket Setup, page 7-1.

- **Past Due:** Past due work order count for the current period according to the number of past due days.
- **Percent of Total:** Ratio of past due work order count for a specific group of past due days to the total past due work order count for the current period.

Labor Backlog Report

This report displays the labor hours that are still required for the work order backlog. Date, Period, and Change are not available for this report because the report is based on the last collection date. The default View By for this report is Assigned Department, and the default sorting is Hours Backlog. You can open the Labor Backlog Detail report from the Hours Backlog column when you view by resource.

- **Resource:** Labor resource that is assigned at the work order operation level.
- **Hours Required:** Labor hours that are required at the work order operation.
- **Hours Charged:** Number of hours that are charged by the resource to the operation.
- **Hours Backlog:** Labor hours that are required to relieve the work order backlog.

Note: The labor reports display only resources with a unit of measure (UOM) type that belongs to the same class as the Hours Base UOM Code used in Oracle Enterprise Asset Management.

Note: If the hours charged are greater than the required hours, then no backlog exists. The system reports only non-completed operations and

work orders in draft, released, unreleased, and on hold statuses.

View By

- **Organization:** The organization that performs the work. It is the organization of the work order.
- **Department:** The work order operation department where the resource is used. When you create a maintenance work order, you can create a routing (or it comes from asset activity on the work order). This routing has details of operations, owning department of the operations, and the resources that are used in these operations. The department from the work order operation is picked up.
- **Resource:** The labor resource that is assigned at the work order operation.

Labor Backlog Detail Report

This report lists the open resource requirement for the work order backlog. It displays the resource, assigned department, work order operation sequence, operation start date, operation end date, required hours, hours charged, and total hours in the backlog. You can access this report from the hours backlog column of the Labor Backlog report or from the related links. A resource requirement is open when all the following conditions are met:

- The number of labor hours that are required is still greater than the number of labor hours used.
- The operation is not complete.
- The work order of the operation is in a draft, released, unreleased, or on hold status.

This report contains the following columns:

- **Resource:** Labor resource that is required for the work order.
- **Assigned Department:** Operation department where material, labor, and equipment are charged.
- **Operation Sequence:** Work order operation where the resource is required.
- **Operation Start Date:** First unit scheduled receipt date.
- **Operation End Date:** First unit scheduled completion date.
- **Hours Required:** Labor hours that are required for the work order operation.
- **Hours Charged:** Labor hours that are charged to the work order operation.
- **Hours Backlog:** Hours Required - Hours Charged. Remaining labor hours still required.

Related Topics

Maintenance Management Dashboard, page 7-7

Customize Buckets, *Oracle Daily Business Intelligence Implementation Guide*

Work Order Completion Reports

The Work Order Completion reports enable you to measure the amount of work the organization completes and how effective the organization is at completing maintenance work as scheduled. It contains the following reports:

- Work Order Completion Report, page 7-21
- Work Order Completion Detail Report, page 7-22
- Late Completion Detail Report, page 7-23
- Late Completion Aging Report, page 7-23
- Work Order Completion Trend Report, page 7-24
- Request to Completion Report, page 7-24
- Request to Completion Detail Report, page 7-25
- Requested Work Order Detail Report, page 7-26
- Request to Completion Distribution Report, page 7-26
- Request to Completion Trend Report, page 7-27

Report Parameters

This report uses the following parameters:

- **Department**
- **Asset Group**
- **Asset**
- **Activity**
- **Work Order Type**
- **View By**
- **Late Completion Days** (Used in the Late Completion Detail report.)

- **Request Type** (Used in the Request to Completion report, the Request to Completion Detail report, the Requested Work Order Detail report, the Request to Completion Distribution report, and the Request to Completion Trend report.)
- **Request to Completion (Days)** (Used in the Request to Completion Detail report.)
- **Request** (Used in the Requested Work Order Detail report.)
- **Request Severity** (Used in the Requested Work Order Detail report.)
- **Request Start Date** (Used in the Requested Work Order Detail report.)

For information about parameters, see Daily Business Intelligence for Maintenance Parameters, page 7-1.

Report Headings and Calculations

Work Order Completion Report

The Work Order Completion report includes the completed work order count for both on time and late work orders. It also includes average days late. The default View By for this report is Department.

This report contains the following columns:

- **Completed Work Orders:** The total number of completed work orders.
- **Completed Work Orders Change:** The percentage difference between the number of completed orders in this period and the completed orders of the prior period.
- **On-Time Completion:** The count of work orders that were completed by the scheduled date (at a day level).
- **On-Time Completion Change:** The percentage difference between the number of work orders that were completed for this period and the compare-to period.
- **On-Time Completion Percent:** The work orders that were completed on time as a percentage of total completed work orders.
- **On-Time Completion Percent Change:** The absolute difference between the on-time completion percent for this period and the compare-to period.
- **Late Completion:** The number of work orders that were completed past the schedule date for this period based on a day level. A late work order is a work order that is completed the next calendar day or later.
- **Late Completion Percent:** The percentage of work orders that were completed late over a specific period of time.
- **Late Completion Percent Change:** The absolute difference between the late

percentage of completed work orders for this period and the compare-to period.

- **Average Days Late:** The average number of days that a work order is late. This is the average of the actual completion date minus the scheduled completion date for late work orders.

View By

- **Organization:** The organization that performs the work.
- **Department:** The department that owns the work order.
- **Asset Group:** The asset group or rebuildable item the work order specifies.
- **Asset:** The asset number or serialized rebuildable item that is associated with the work order.
- **Activity:** The activity to perform on the asset.

Note: Some work orders might not have an assigned activity.

- **Work Order Type:** The type of work order.

Note: Some work orders might not have an assigned work order type.

Work Order Completion Detail Report

The Work Order Completion Detail report lists the work orders that are completed over a selected time period. The report lists the work order number, work order type, asset, asset group, activity, status, department, schedule start and completion date, and actual completion date. You can access this report from the Completed Work Orders column of the Work Order Completion report. If you select a work order number in the Work Order Completion report, then the Work Order Transactions page in Oracle Enterprise Asset Management opens. This report is accessible from the Work Order Completion report on the column Completed Work Orders and only when you view by asset group, asset, or activity.

This report contains the following columns:

- **Work Order:** The work order number.
- **Schedule Start Date:** The scheduled start date of the work order.
- **Scheduled Completion Date:** The scheduled completion date of the work order.
- **Actual Completion Date:** The actual completion date of the work order.

For more information about column headings, see Work Order Completion Report,

page 7-21.

Late Completion Detail Report

This report lists the details of work orders completed late. It displays the work order number, type, asset, asset group, activity, status, department, schedule start and completion date, actual completion date, and number of days late. You access this report from the Maintenance Management dashboard and the Work Order Completion and Late Completion Aging reports. You can also select the work order number to open the Work Order Transactions Page in Oracle Enterprise Asset Management.

This report contains the following columns:

- **Status:** The status of the work order.
- **Days Late:** The number of days the work order is past schedule. This is the actual completion date minus the scheduled completion date. The result is a whole number based on a calendar day.

For more information about column headings, see Work Order Completion Detail Report, page 7-22.

Late Completion Aging Report

The Late Completion Aging report shows the count of work orders that were completed past schedule according to the late completion days. You can access this report from the Late Completion Aging Days graph on the Maintenance Management dashboard.

This report contains the following columns:

- **Late Completion Days:** The number of days between the work order schedule completion date and the actual completion date. This column has the following labels by default:
 - <1>
 - <2>
 - <3>
 - <4>
 - <5 To 9>
 - <10 To 14>
 - <15 and Over>

These labels are buckets that an administrator can modify. An administrator can customize up to ten buckets and change the size of each bucket. The bucket set name is called Maintenance Management - Late Completion Aging. See Bucket Setup, page 7-1.

- **Late Completion:** The number of work orders within x number of days late

completion for this period. This number is based on calendar days, not hours.

- **Change:** The percentage change of late completion based on the Period and Compare To parameters.
- **Percent of Total:** The percentage of the total work orders that each row represents.

For more information about column headings, see Work Order Completion Report, page 7-21.

Work Order Completion Trend Report

The Work Order Completion Trend report includes the following graphs:

- **Work Order Completion Trend:** This graph displays the completed work order counts over time.
- **On-Time Completion Trend:** This graph displays the on-time work order completion counts over time.
- **Late Completion Percent Trend:** This graph displays the percentage of late completions over time.

For more information about column headings, see Work Order Completion Report, page 7-21.

Request to Completion

This report displays the number of service requests and work requests, the average amount of time to initiate work order for the requests, and the amount of time to complete the work order. This report includes service requests that are associated with work orders completed during the selected time period. If more than one work order is associated with a service request, then the system displays the most recently completed work order. In addition, the system displays work requests with the status completed and that are associated with a completed work order during the selected time period. You can access this report from the Maintenance Management dashboard. The default View By for this report is Asset Group, and the default sorting is Request to Completion Days. You can select a request number in the Request column to access the Request to Completion Detail report.

This report contains the following columns:

- **Requests:** The number of requests.
- **Request Change:** The percentage change in the number of requests between the current and prior time period, based on the Period and Compare To parameters.
- **Response (Days):** The average duration in days between the creation of the request and the creation of the work order. If multiple work orders are associated with a request, then the system uses the earliest work order.
- **Response Days Change:** The absolute change in response days between current

and prior periods based on the Period and Compare To parameters.

- **Request to Completion Days:** The average duration in days between creation of a request and the actual work order completion date. If multiple work orders are associated with a request, then the system uses the latest completion date.
- **Request to Completion Days Change:** The absolute change in request-to-completion days between the current and prior periods based on the Period and Compare To parameters.

For more information about column headings, see Work Order Completion Report, page 7-21.

View By

- **Organization:** Maintenance organization of the work orders.
- **Department:** Department that is specified on the service request or work request.
- **Asset Group:** Asset group of the asset that is specified on the work request.
- **Asset:** Asset number or serialized rebuildable item of the work request.
- **Request Type:** Type of the request, either work request or service request.

Request to Completion Detail Report

This report lists requests that have associated work orders completed in the selected period. The report displays the request number, request type, number of work orders associated with the request, asset details, severity, start date, response days, and the request-to-completion days. This report is accessed from Maintenance Management dashboard. The default sorting for the report is by Request to Completion (Days). You can click the Work Orders column to access the Requested Work Order Detail report.

This report contains the following columns:

- **Request:** Service or work request number.
- **Description:** Summary description of the request.
- **Request Types:** Type of request, either service request or work request.
- **Work Orders:** Count of the work orders that are associated with the request.
- **Asset:** Asset/serialized rebuildable item that is specified in the service request or work request.
- **Asset Group:** Asset group of the asset that is specified in the service request or work request.
- **Department:** Department that is assigned to the request.

- **Request Severity:** Severity code of the request.
- **Request Start Date:** Request creation date.
- **Response Days:** Duration in days between the work request creation date or service request incident date and the work order creation date.
- **Request to Completion Days:** Duration in days between the work request creation date or service request incident date and the work order completion date.

Requested Work Order Detail Report

This report lists the details of the work orders that are associated with the request as follows: work order number, work order type, activity, status, scheduled start and completion date, and the actual completion date. This report can be drilled to from the Request to Completion Detail report. The default sorting is Actual Completion Date, descending. Click the work order number to open the Work Order Transaction page in Oracle Enterprise Asset Management. This page enables you to view the work order details.

This report contains the following columns:

- **Work Order:** The work order number.
- **Work Order Type:** The type of work order.
- **Activity:** The activity to perform.
- **Status:** The status of the work order.
- **Scheduled Start Date:** The scheduled start date of the work order.
- **Scheduled Completion Date:** The scheduled completion date of the work order.
- **Actual Completion Date:** The actual completion date of the work order.

Request to Completion Distribution Report

This report displays a distribution of request count by Request to Completion days. This report is accessed from the Maintenance Management dashboard. Sorting is not enabled in this report. You can click the Requests column to access the Request to Completion Detail report.

This report contains the following columns:

- **Request to Completion Days:** Number of days between the request creation and the work order completion. This column has the following labels by default:
 - <under 1>
 - <1>

- <2>
- <3>
- <4>
- <5>
- <6 To 9>
- <10 to 14>
- <15 to 19>
- <20 and over>

An administrator can modify these buckets. An administrator can customize up to ten buckets and change the size of each bucket. The bucket set name is called Maintenance Management - Request to Completion Distribution. See Bucket Setup, page 7-1.

- **Requests:** Number of requests.
- **Request Change:** Percentage change in request count between current and prior periods.
- **Percent of Total:** Ratio of request counts for a specific request-to-completion days group to the total requests for the current period.

Request to Completion Trend Report

This report includes the following graphs:

- **Requests Trend:** This graph displays the number of requests over a period of time.
- **Response (Days) Trend:** This graph displays the average response days for a period of time.
- **Request to Completion (Days) Trend:** This graph displays the average request to completion days for a period of time.

This report contains the following columns:

- **Period:** As specified by the report parameter Period.
- **Requests:** Number of requests in the period.
- **Requests Change:** Percentage change in requests between the current and prior periods, based on Period and Compare To parameters.
- **Response (Days):** Average response days.

- **Response Days Change:** Absolute change in response days between current and prior periods, based on Period and Compare To parameters.
- **Request to Completion (Days):** Average request-to-completion days.
- **Request to Completion Days Change:** Absolute change in request-to-completion days between current and prior periods, based on Period and Compare To parameters.

Related Topics

Maintenance Management Dashboard, page 7-7

Maintenance Intelligence Key Performance Indicators (KPIs), page 7-8

Overview of Work Requests, *Oracle Enterprise Asset Management User's Guide*

Work Request Statuses, *Oracle Enterprise Asset Management User's Guide*

Creating and Updating Work Requests, *Oracle Enterprise Asset Management User's Guide*

Using Daily Business Intelligence for Marketing

This chapter covers the following topics:

- Overview
- Marketing Management Dashboard
- Lead Management Dashboard

Overview

Oracle Daily Business Intelligence (DBI) for Marketing provides a set of performance reports for marketing executives and senior managers. It helps marketing professionals make decisions throughout the marketing and sales cycle by providing daily visibility through various reports in the following key areas:

- Lead Generation
- Lead Conversion
- Campaign to Cash
- Campaign ROI
- Budgets

Marketing professionals can analyze each of the key areas, take corrective actions to improve performance, and verify the impact of the corrective actions through daily updates and alerts. They can also analyze performance trends, track campaign to cash, measure lead conversions, calculate marketing ROI and assess the success of a campaign. It also helps in aligning marketing activities with sales objectives. Sales managers can assess the contribution made by marketing in achieving sales targets and measure the impact of marketing on sales. Using DBI for Marketing, personnel at all levels in the organization are able to monitor marketing activities and continuously

improve performance.

DBI for Marketing provides users with two intelligence dashboards for measuring and improving marketing performance.

- **Marketing Management Dashboard;** page 8-2 This dashboard provides users with daily insight into key marketing performance areas such as lead generation, lead conversion, campaign to cash, marketing budgets, and marketing ROI. It helps in analyzing trends in lead generation, lead conversion, cost per lead, and revenue per lead.
- **Lead Management Dashboard;** page 8-73 This dashboard provides marketing and sales managers with daily visibility into lead activity, lead conversion and lead aging for all leads assigned to sales groups.

The key feature of this release is:

Market Segment Reports

- The reports are:
 - Segment Value
 - Segment Campaign Effectiveness

This release provides reports which track market segment size, revenue and marketing impact trends by product and time dimensions. These reports help users identify under-performing and over-performing market segments and allow users to intelligently decide segments in which they can run marketing campaigns.

A market segment is a set of individuals, groups or organizations with one or more characteristics that cause them to have relatively similar product needs. Companies who are able to find new ways of segmenting their markets are able to change strategies and win against their competition. Oracle Marketing enables users to define and create market segments.

Oracle DBI provides reports that can help analyze questions such as:

- Are the segments valuable?
- Is marketing effective in these segments?
- Based on answers from the above, were segments well defined?

Answers to these questions enable marketers to understand their segments better. Based on this understanding, marketers can conduct more effective marketing activities in a segment.

Marketing Management Dashboard

The Marketing Management dashboard enables the marketing professionals to quickly

determine the health of the marketing department. This dashboard contains the KPI region and reports on campaign to cash, campaign ROI, and budgets. The Marketing Management dashboard facilitates comparing data of the current period with prior periods and helps analyze trends in lead generation, lead conversion, cost per lead, and revenue per lead, thereby providing historic trend data to plan future objectives.

Use the Daily Marketing Intelligence responsibility to log into this dashboard.

Marketing Management Dashboard KPIs

The KPI region includes a snapshot of key performance data and enables marketing professionals to quickly assess the health of the marketing department. The KPIs present information on key marketing areas, such as lead generation, lead conversion, won opportunities amount, booked orders and so on. You can quantify, compare, measure, and track KPIs against prior periods to view historic trend data. Some KPIs provide additional drill-down details, others display one level of summary data. By selecting a specific link within the region, you can drill down for more details.

The following table describes the Marketing Management KPIs:

Marketing Management KPIs

KPI Name	Description
Leads from Customers	New Leads created during the selected period from existing customers. Customer is a person or an organization with which the company has a selling relationship, regardless of whether anything has actually been purchased or serviced. A customer is a party with a customer account.
Leads from Prospects	New Leads created during the selected period from prospects. A prospect is a person or organization, which the company, does not yet have a selling relationship.
'A' Leads	Leads created during the specified period and with a lead rank of 'A' as of the system date.
'A' Leads %	Leads created during the specified period and with a lead rank of 'A' as of the system date and as a percentage of new leads.

KPI Name	Description
New Opportunities Amount	The sum of the sales credit amount of all opportunities with a marketing source created within the specified period.
Won Opportunities Amount	<p>The sum of the sales credit amount of all opportunities with a marketing source that have the:</p> <ul style="list-style-type: none"> • Close date within the selected current period • Closed flag set • Won flag set <p>For more information, see the setup on cost per lead.</p>
Cost Per Lead	<p>The marketing cost incurred for generating all leads.</p> <p>The Cost Per Lead displays expenses associated with each lead during the selected period. Based on the profile settings, either PTD Cost or Total Cost is displayed. Program cost calculations are defined from either the approved budget amount or the actual cost value. This is determined by the profile - BIM: Program Cost. To use actual cost value, associate the actual cost metric with the campaign, event, or program being viewed.</p> <ul style="list-style-type: none"> • If BIM:Program Cost is set to Actual cost, the actual cost associated to the marketing object is considered. • If BIM:Program Cost is set to Approved budget, the approved budget associated to the object is considered. In this case, the actual cost metric is ignored and the approved budget amount is displayed instead.
Revenue Per Lead	The booked revenue ratio resulting from all generated leads.

KPI Name	Description
Lead to Opportunity Conversion	Percentage of leads converted to opportunities during the specified period irrespective of when the leads were created.
Campaign Started	Number of campaigns started during the selected period.
Events Started	Number of events started during the selected period.

Response Rate Report

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

The following table provides details of the Response Rate report and graphs.

Response Rate - Report and Graphs

Graph/Report Name	Description
Targeted Audience Graph	Depending on the value selected in the View By drop-down list, this graph displays data by target audience.
Response Rate Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of positive responses obtained.
Change in Response Rate Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in response rate based on the selected parameters in Period Type and Compare To.

Graph/Report Name	Description
Response Rate Report	<p>The Response Rate report displays the following data in report format:</p> <ul style="list-style-type: none"> • PTD Responses: The sum of positive responses obtained during the selected period. • Change: The percentage of <i>change in responses</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Targeted Audience: The number of target group entries. Target group entry is a combination of lists, segments, and employee lists. • Total Responses: The total of all positive responses obtained as of system date. • Response Rate: The percentage of response. Formula: (Total Responses / Targeted Audience) * 100. • Change: The percentage of <i>change in response rate</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.

Response Summary Report

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

The following table provides details of the Response Summary report and graphs.

Response Summary - Report and Graphs

Report/Graph Name	Description
Forecast vs. Actual Responses Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of responses expected and the actual responses obtained during the specified period.
Cost per Response Graph	Depending on the value selected in the View By drop-down list, this graph plots the cost per response during the specified period.
Change in Cost per Response	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in cost per response based on the selected parameters in Period Type and Compare To.

Report/Graph Name	Description
Response Summary Report	<p>The Response Summary report displays the following data in report format:</p> <ul style="list-style-type: none"> • Type: The type of marketing object. • PTD Responses: Actual positive responses received during the specified period. • Change: The percentage of <i>change in positive responses</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Total Responses: Actual positive responses as of system date. • Response Forecast: Positive responses forecasted for the specified period. • Variance: Formula: $[(\text{Actual} - \text{Forecast}) / \text{Forecast}] * 100$ • Cost per Response: Formula: $(\text{Total campaign cost during the period} / \text{Number of total actual responses during the specified period})$. Cost can be actual cost or approved budget based on the profile setting. • Change: The percentage of <i>change in cost per response</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.

New Leads Summary Report

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

The following table provides details of the New Leads Summary Report.

New Leads Summary - Report and Graphs

Graph/Report Name	Description
New Leads Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of new leads created from customers (existing) and prospects during the specified period.
Change in New Leads Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in number of new leads based on the selected parameters in Period Type and Compare To.
Distribution for New Leads Graph	Depending on the value selected in the View By drop-down list, this graph shows the distribution of new leads. For example, if Campaign is selected from the drop-down list, the graph plots the distribution of the new leads against each campaign.

Graph/Report Name	Description
New Leads Summary Report	<p>The New Leads Summary report displays the following data in report format:</p> <ul style="list-style-type: none"> • Type: Type of marketing object. • New: Number of new leads created during the specified period. • Change: <p>The percentage of <i>change in new leads</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</p> • New From Customers: Number of new leads created from existing customers during the specified period. • Change: The percentage of <i>change in new leads created from existing customers</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • New from Prospects: Number of new leads created from prospects during the specified period. • Change: The percentage of <i>change in new leads created from prospects</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior

Graph/Report Name	Description
	Period, this column displays the percentage of change for the same number of days in the period for the previous period.

Lead Quality Report

The Lead Quality report allows the user to measure the quality of a lead. It displays information about lead ranks mapped to the columns A, B, C and D in the code definition screen. All the other columns are grouped under the title "others".

The following table provides details of the Lead Quality report.

Lead Quality - Report

Graph/Report Name	Description
Total and 'A' Leads Graph	Depending on the value selected in the View By drop-down list, this graph plots total leads and 'A' leads.
Change in 'A' Leads Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in 'A' leads based on the selected parameters in Period Type and Compare To.
Distribution for 'A' Leads Graph	Depending on the value selected in the View By drop-down list, this graph shows the distribution of 'A' leads. For example, if Campaign is selected from the drop-down list, the graph plots the distribution of 'A' leads against each campaign.

Graph/Report Name	Description
Lead Quality Report	<p>The Lead Quality report displays the following data in report format. The 'Drill To' feature is enabled for the 'A', 'B', 'C', 'D', and 'Others' columns. This feature enables users to link to the "Leads Report". Parameters in the report are derived from dimension options in the Lead Quality Report.</p> <ul style="list-style-type: none"> • Type: Name of marketing object. • A: Number of leads that are ranked 'A' as of system date and are created during the selected period. • Change: The percentage of <i>change in 'A' leads</i> depending on the parameters selected in Period Type and Compare To. • B: Number of leads that are ranked 'B' as of system date and are created during the selected period. • C: Number of leads that are ranked 'C' as of system date and are created during the selected period. • D: Number of leads that are ranked 'D' as of system date and are created during the selected period. • Others: Number of leads that belong to the other different ranks, as well as the leads that are not ranked. • Total: Number of new leads open as of date, that is A+B+C+D+Others. • % Contribution of Grand Total: Displays the contribution made by the lead to the grand total. • Qualified Leads: All Leads in the system with the qualified flag set to 'Y' during the specified period. A lead is qualified when the attributes of the lead indicate

Graph/Report Name	Description
	interest in the purchase of a product.
	<ul style="list-style-type: none"> Change: The percentage of <i>change in qualified leads</i> depending on the parameters selected in Period Type and Compare To.

Cost Per Lead Report

The Cost Per Lead report provides information on expenses associated to each lead.

Program cost calculations are defined from either the approved budget amount or the actual cost value. This is determined by the profile - **BIM: Program Cost**.

To use actual cost value, associate the actual cost metric with the campaign, event, or program being viewed. For more information on associating metrics with marketing objects, see *Oracle Marketing User's Guide*.

- If **BIM: Program Cost** is set to **Actual cost**, the actual cost associated to the marketing object is considered.
- If **BIM: Program Cost** is set to **Approved budget**, the approved budget associated to the object is considered. In this case, the actual cost metric is ignored and the approved budget amount is displayed instead.

The following table provides details of the Cost Per Lead Report.

Cost Per Lead - Report and Graphs

Graph/Report Name	Description
Campaign Cost vs. Revenue Graph	Depending on the value selected in the View By drop-down list, this graph plots the cost of the campaign and the revenue generated through the campaign.
Total Cost per Lead Graph	Depending on the value selected in the View By drop-down list, this graph plots the total cost associated to each lead.

Graph/Report Name	Description
Change in PTD Cost per Lead Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in PTD cost based on the selected parameters in Period Type and Compare To.

Graph/Report Name	Description
Cost Per Lead Report	<p>The Cost Per Lead report displays the following data in report format:</p> <ul style="list-style-type: none"> • Type: The type of marketing object. It can be either program, campaign, or event. This is applicable only if marketing object is selected in the View By drop-down list. • PTD Leads: Number of leads created during the specified period. PTD leads include leads with a "dead" status. • PTD Cost: Displays Actual Cost or Approved Budget (based on the profile setting) for all the marketing objects contributing to costs and all marketing objects contributing to leads during the specified period. • PTD Cost per Lead: Formula: (Total PTD Costs / Total PTD Leads). See PTD Cost Calculations, page 8-16 for details. • Change: The percentage of <i>change in PTD cost</i> for each lead depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Total Leads: Total number of leads as of system date. • Total Cost: Total cost as of system date. • Total Cost per Lead: Formula: Total Costs / Total Leads. See Total Cost Calculations, page 8-16 for details. • Total Revenue: Total Revenue as of system date. Revenue can be won

Graph/Report Name	Description
	opportunities amount, booked order amount, or invoiced order amount based on the profile settings.

Examples

PTD Cost Calculations

PTD cost is calculated as follows:

1. Distribute campaign costs incurred for all marketing objects or leads for the specified period as follows. (Marketing objects with status "cancelled", "completed", "closed", "active" or, "on hold" are considered.)
 - If the marketing object ends before the period start date, then cost for the period is considered as zero.
 - If the Marketing object ends after the period start date, then cost = [approved budget or actual cost] * [number of days budget or cost utilized as of date] / [number of days budget or cost utilized for the object].

Number of days budget or cost utilized as of date: If as of date is less than the marketing object start date, budget approved date, or actual cost date (whichever is greater), then number of days budget or cost utilized as of date is considered as zero.

Else, number of days budget or cost utilized as of date = [as of date or marketing object end date (whichever is lesser)] – [period start date, object start date, budget approved date or actual cost date (whichever is greater)] + 1

Number of days budget or cost utilized for the object = [end date of the object] - [object start date, budget approved date or actual cost date (whichever is greater)] + 1

2. Sum up the distributed costs.
3. Sum up the leads generated in the specified period.
4. Divide total distributed costs by total leads to derive Cost Per Lead. PTD Cost Per Lead = Total PTD Cost/Total PTD Leads.

Total Cost Calculations

Total cost is calculated as follows:

1. Distribute campaign costs incurred for all marketing objects or leads for the specified period as follows. (Marketing objects with status "cancelled", "completed",

"closed", "active" or "on hold" are considered.)

- If the marketing object ends before the period start date, then cost = budget amount or actual cost.
- If the Marketing object ends after the period start date, cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: If as of date is less than object start date, budget approved date or actual cost date (whichever is greater), then number of days budget or cost utilized as of date = 0

Else, number of days budget or cost utilized as of date = [as of date or object end date (whichever is lesser)] – [object start date, budget approved date or actual cost date (whichever is greater)] + 1

Number of days budget or cost utilized for the object = [end date of the object start date, budget approved date or actual cost date (whichever is greater)] + 1

2. Sum up the distributed costs.
3. Sum up the leads generated in the specified period.
4. Divide total distributed costs by total leads to derive Cost Per Lead. Total Cost Per Lead = Total Cost/Total Leads.

A few examples illustrating PTD Cost calculation and Total Cost calculation in different scenarios are discussed below.

Example 1 - Calculating PTD Cost and Total Cost

Period selected: Quarter

Period start date: 1st July 2004

As of date: 31st August 2004

Budget approved: \$9000 on 11th June 2004

Campaign started: 1st June 2004

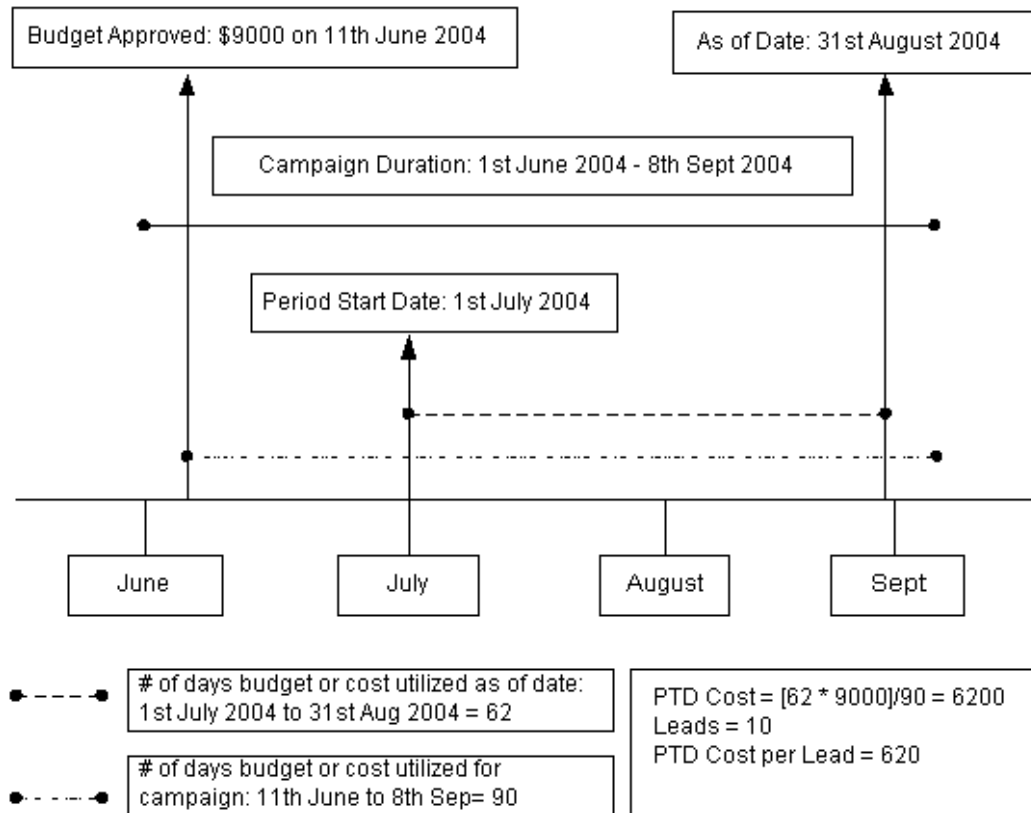
Campaign ended: 8th September 2004

Number of leads: 10

PTD Cost Calculation

The figure below illustrates PTD cost calculation.

PTD Cost Calculation



Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

$$= [62 * 9000] / 90$$

$$= 6200$$

PTD Cost Per Lead = Total PTD Cost / Total PTD Leads

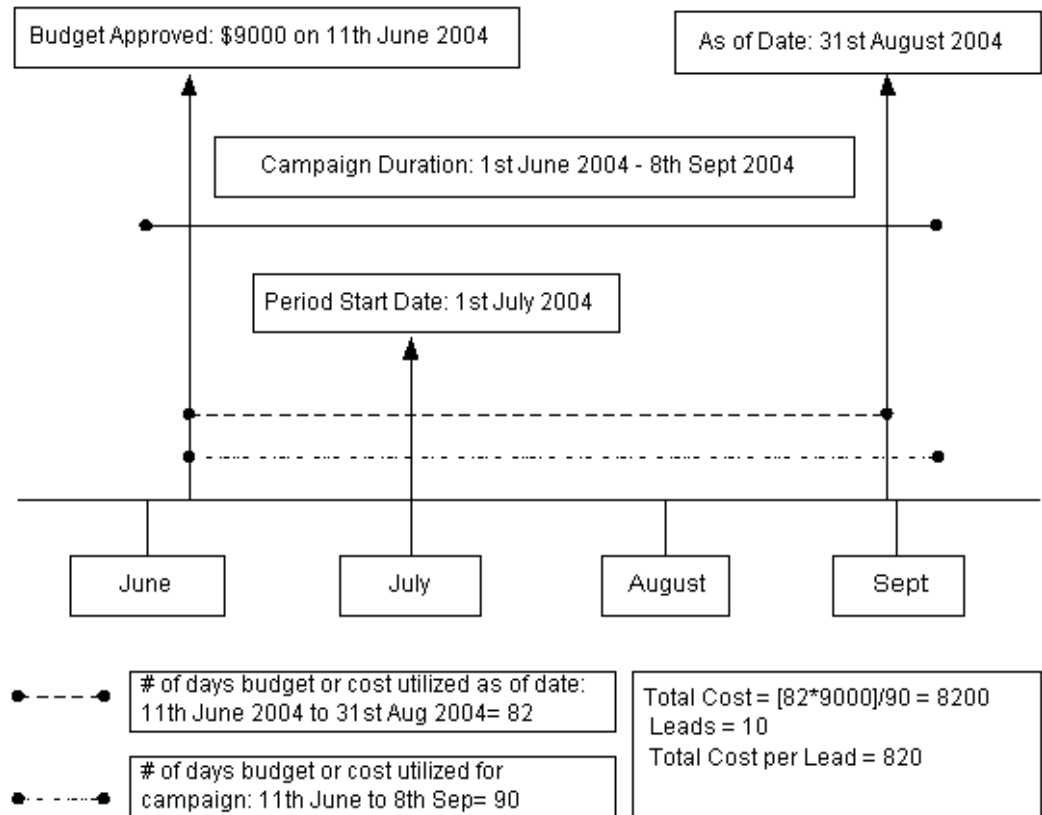
$$= 6200 / 10$$

$$= 620$$

Total Cost Calculation

The figure below illustrates total cost calculation.

Total Cost Calculation



Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

$$= [82*9000]/90$$

$$= 8200$$

Total Cost Per Lead = Total Cost/Total Leads

$$= 8200/10$$

$$= 820$$

Example 2 - Calculating PTD Cost and Total Cost

In this example, 2 budgets are approved during the selected period.

Period selected: Quarter

As of date: 31st August

Period start date: 1st July 2004

Number of leads: 10

Budget1 approved: \$9000 on 11th June 2004

Campaign started: 1st June 2004

Campaign ended: 8th September 2004

Budget2 approved: \$3900 on 1st August 2004

Campaign started: 1st June 2004

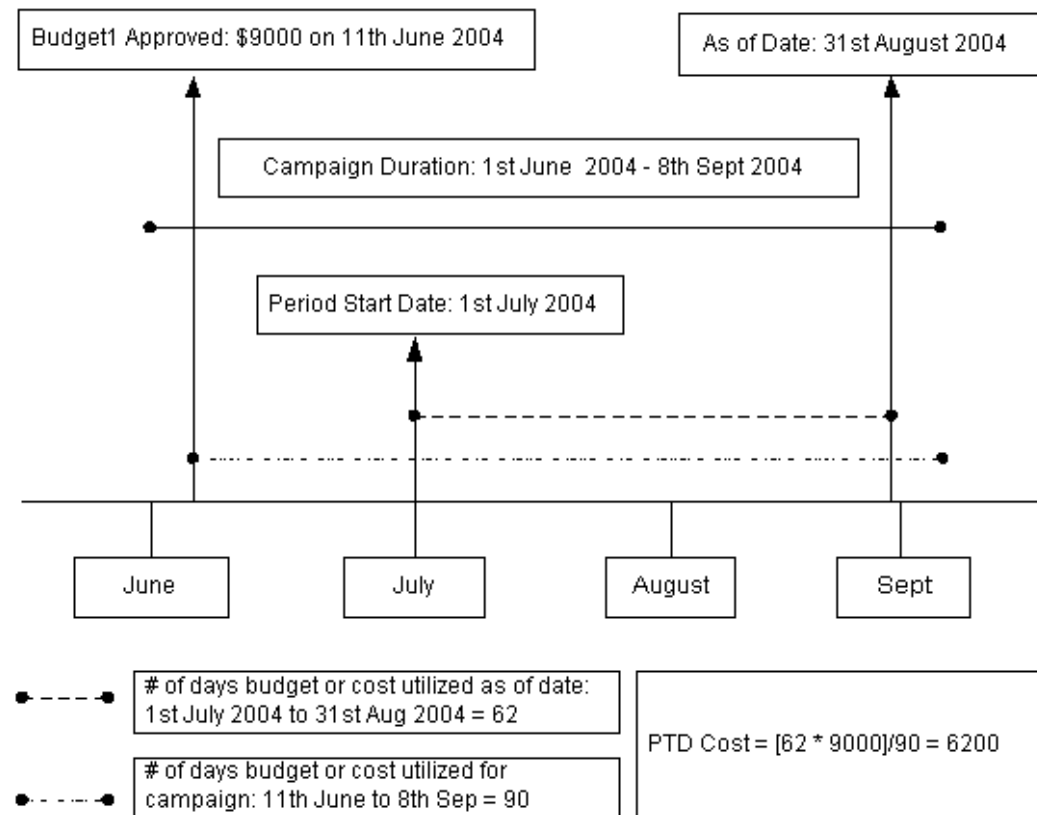
Campaign ended: 8th September 2004

PTD Cost Calculation

Budget1:

The figure below illustrates PTD cost calculation for Budget1.

PTD Cost Calculation for Budget1



Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

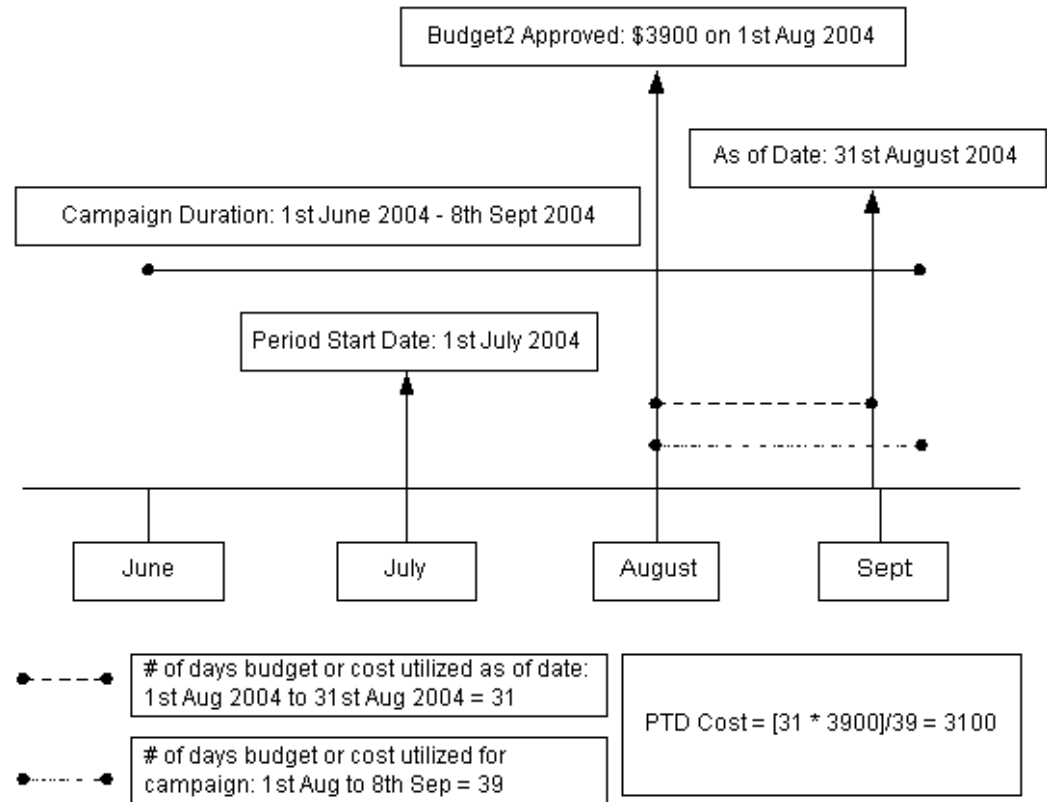
= $[62 * 9000] / 90$

= 6200

Budget2:

The figure below illustrates PTD cost calculation for Budget2.

PTD Cost Calculation for Budget2



Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

$$= [31 * 3900] / 39$$

$$= 3100$$

PTD Cost Per Lead = Total PTD Cost / Total PTD Leads

$$= [6200 + 3100] / 10$$

$$= [9300 / 10]$$

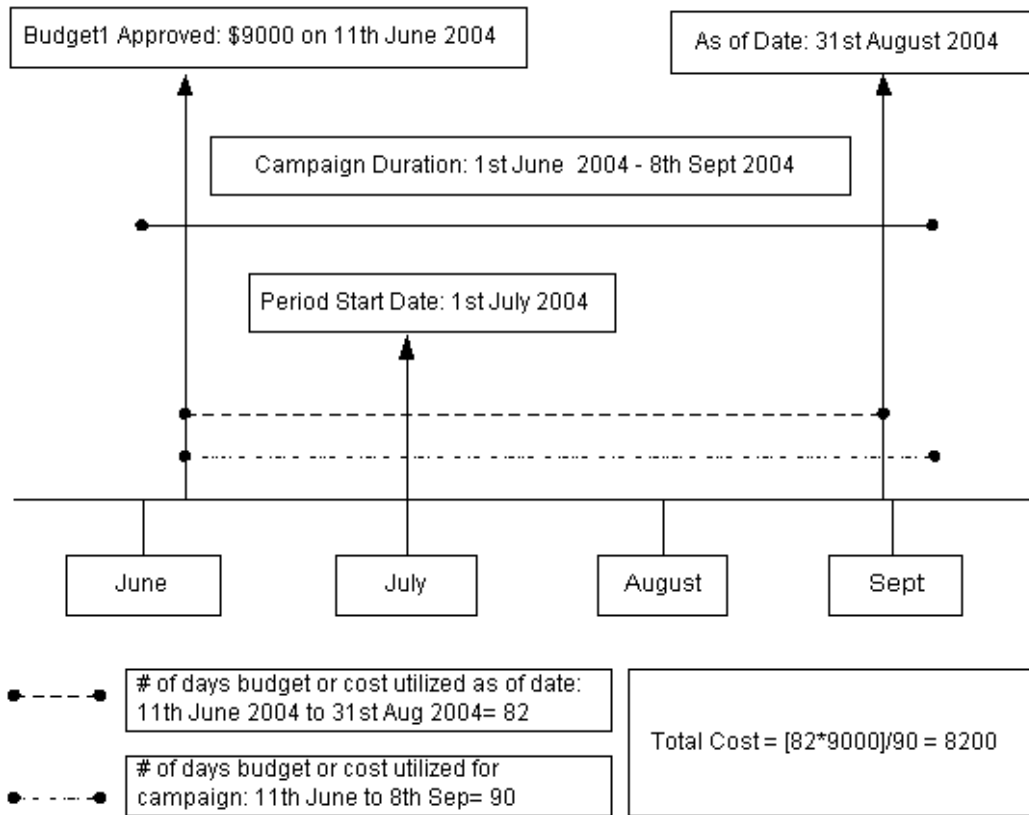
$$= 930$$

Total Cost Calculation

Budget1:

The figure below illustrates total cost calculation for Budget1

Total Cost Calculation for Budget1



Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

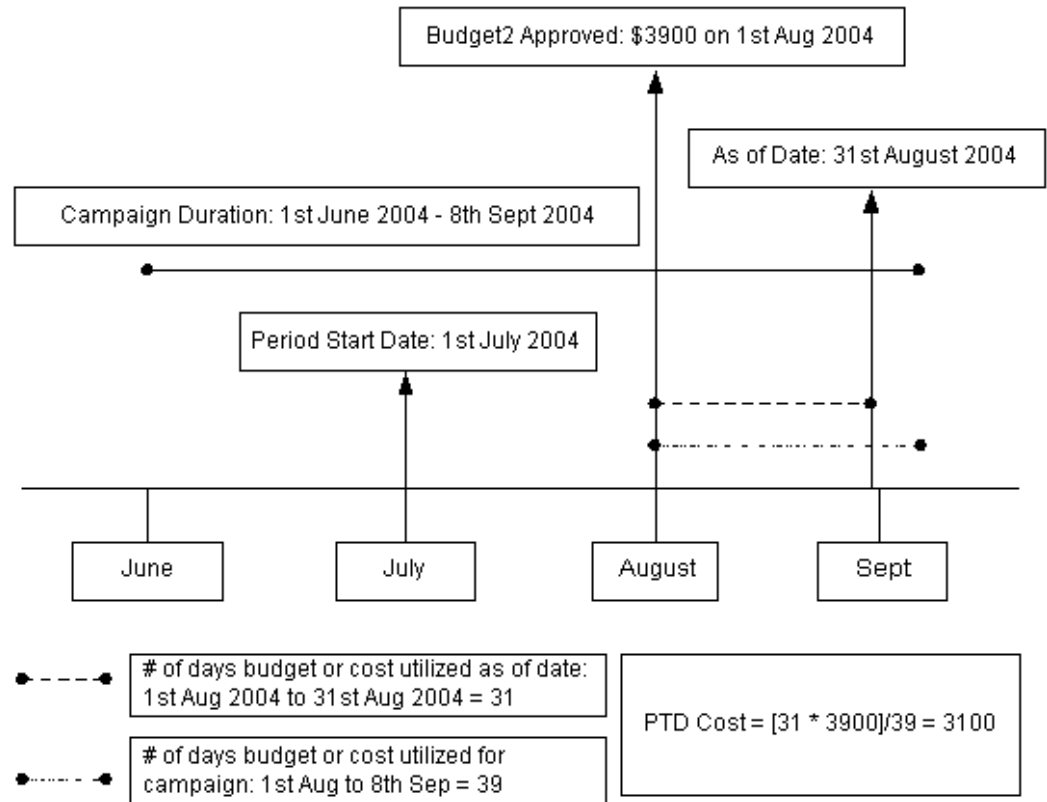
= $[82 * 9000] / 90$

= 8200

Budget2:

The figure below illustrates total cost calculation for Budget2.

Total Cost Calculation for Budget2



Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

$$= [31 * 3900] / 39$$

$$= 3100$$

Total Cost Per Lead = Total Cost / Total Leads

$$= [8200 + 3100] / 10$$

$$= [11300 / 10]$$

$$= 1130$$

Example 3 - Calculating PTD Cost and Total Cost

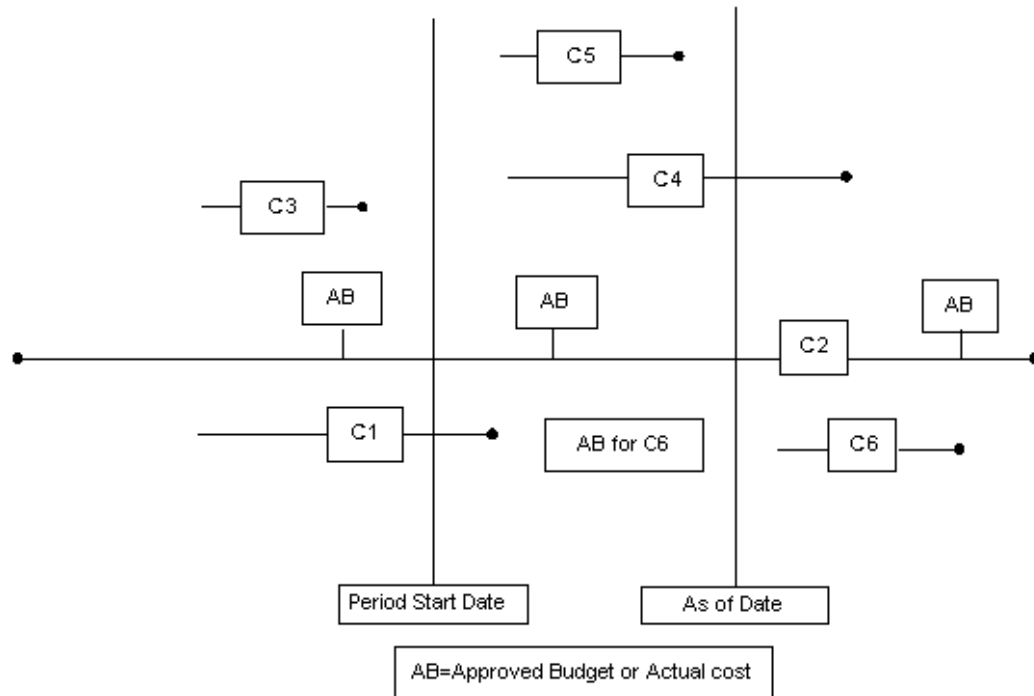
The figure below illustrates six campaign scenarios.

Period selected: Quarter

As of date: 31st August

Period start date: 1st July 2004

PTD Cost and Total Cost Calculations



Campaign 1 Scenario

- Starts before the specified period and ends before the as of date
- Has leads in the specified period
- Has approved budget in the specified period
- Has approved budget before the specified period
- Has leads before the specified period

PTD Cost Calculation

Budget approved: \$7200 on 1st January 2004

Campaign started: 11th June 2004

Campaign ended: 21st August 2004

Number of leads before 1st July: 20

Number of leads after 1st July: 10

Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 1st July 2004 to 31st August 2004 = 62 days

Number of days budget or cost utilized for campaign: 11th June 2004 to 21st August 2004 = 72 days

Therefore Cost = $[62 * 7200] / 72$
= 6200

Total Cost Calculation

Budget approved: \$7200 on 1st January 2004

Campaign started: 11th June 2004

Campaign ended: 21st August 2004

Number of leads before 1st July 2004: 20

Number of leads after 1st July 2004: 10

Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 11th June 2004 to 21st August 2004 = 82 days

Number of days budget or cost utilized for campaign: 11th June 2004 to 21st August 2004 = 82 days

Therefore Cost = $[82 * 7200] / 82$
= 7200

Campaign 2 Scenario

- Starts before the specified period and ends after the as of date
- Has approved budget and leads before the specified period
- Has approved budget and leads in the specified period
- Has approved budget and leads after the specified period

PTD Cost Calculation

Budget approved: \$16400 on 1th January 2004

Campaign started: 11th June 2004

Campaign ended: 21st November 2004

Number of leads before 1st July 2004: 15

Number of leads after 1st July 2004: 25

Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 1st July 2004 to 31st August 2004 = 62 days

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

2004 = 164 days

Therefore Cost = $[62 * 16400] / 164$

= 6200

Total Cost Calculation

Budget approved: \$16400 on 1th January 2004

Campaign started: 11th June 2004

Campaign ended: 21st November 2004

Number of leads before 1st July 2004: 15

Number of leads after 1st July 2004: 25

Cost = $[\text{number of days budget or cost utilized as of date}] * [\text{budget amount or actual cost}] / [\text{number of days budget or cost utilized for the object}]$

Number of days budget or cost utilized as of date: 11th June 2004 to 31st August 2004 = 82 days

Number of days budget or cost utilized for campaign: 11th June 2004 to 21st November 2004 = 164 days

Therefore Cost = $[82 * 16400] / 164$

= 8200

Campaign 3 Scenario

- Starts before the specified period ends before the quarter starts
- Has leads in the specified period
- Has approved budget before the specified period
- Has leads before the specified period

PTD Cost Calculation

Budget approved: \$7200 on 1st January 2004

Campaign started: 11th June 2004

Campaign ended: 21st June 2004

Number of leads before 1st July 2004: 20

Number of leads after 1st July 2004: 10

Since campaign start date and end date are before period start date (1st July 2004), cost is 0.

Total Cost Calculation

Budget approved: \$7200 on 1st January 2004

Campaign started: 11th June 2004

Campaign ended: 21st June 2004

Number of leads before 1st July 2004: 20

Number of leads after 1st July 2004: 10

Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 11th June 2004 to 21st June 2004 = 82

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

Therefore Cost = [82 * 7200]/11

= 53673

Campaign 4 Scenario

- Starts in the specified period ends before as of date
- Has leads and approved budget in the specified period

PTD Cost Calculation

Budget approved: \$7200 on 11th July 2004

Campaign started: 11th July 2004

Campaign ended: 1st August 2004

Number of leads after 1st July 2004: 40

Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 11th July 2004 to 1st August 2004 = 22

Number of days budget or cost utilized for campaign: 11th July 2004 to 1st August 2004 = 22

Therefore Cost = [22 * 7200]/22

= 7200

Total Cost Calculation

Budget approved: \$7200 on 11th July 2004

Campaign started: 11th July 2004

Campaign ended: 1st August 2004

Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 11th July 2004 to 1st August 2004 = 22 days

Number of days budget or cost utilized for campaign: 11th July 2004 to 1st August 2004 = 22 days

Number of leads after 1st July 2004: 40

Therefore Cost = $[22 * 7200]/22$

= 7200

Campaign 5 Scenario

- Starts in the specified period ends after the as of date
- Has approved budget after the specified period
- Has Leads in the specified period

PTD Cost Calculation

Budget approved: \$1100 on 15th July 2004

Campaign started: 11th July 2004

Campaign ended: 1st November 2004

Number of leads after 1st July 2004: 40

Cost = $[\text{number of days budget or cost utilized as of date}] * [\text{budget amount or actual cost}] / [\text{number of days budget or cost utilized for the object}]$

Number of days budget or cost utilized as of date: 15th July 2004 to 31st August 2004 = 48 days

Number of days budget or cost utilized for campaign: 15th July 2004 to 1st November 2004 = 110 days

Therefore Cost = $[48 * 1100]/110$

= 480

Total Cost Calculation

Budget approved: \$1100 on 15th July 2004

Campaign started: 11th July 2004

Campaign ended: 1st November 2004

Number of leads after 1st July 2004: 40

Cost = $[\text{number of days budget or cost utilized as of date}] * [\text{budget amount or actual cost}] / [\text{number of days budget or cost utilized for the object}]$

Number of days budget or cost utilized as of date: 15th July 2004 to 31st August 2004 = 48 days

Number of days budget or cost utilized for campaign: 15th July 2004 to 1st November 2004 = 110 days

Therefore Cost = $[48 * 1100]/110$

= 480

Campaign 6 Scenario

- Starts after the as of date

- Has one approved budget in the specified period
- Has one approved budget after the as of date

PTD Cost Calculation

Budget approved: \$1100 on 15th July 2004

Campaign started: 11th September 2004

Campaign ended: 1st November 2004

Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 0 days

Number of days budget or cost utilized for campaign: 15th July 2004 to 1st November 2004 = 110 days

Therefore Cost = $[0 * 1100] / 110$

= 0

Total Cost Calculation

Budget approved: \$1100 on 15th July 2004

Campaign started: 11th September 2004

Campaign ended: 1st November 2004

Cost = [number of days budget or cost utilized as of date] * [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 0 days

Number of days budget or cost utilized for campaign: 15th July 2004 to 1st November 2004 = 110 days

Therefore Cost = $[0 * 1100] / 110$

= 0

Therefore,

PTD Cost Per Lead = Total PTD Cost/Total PTD Leads

Total Distributed Cost: $6200+6200+0+7200+480+0 = 20080$

Number of Leads: $10+25+10+40+40 = 125$

= $20080/125$

= 160.64

Total Cost Per Lead = Total Cost/Total Leads

Total Cost: $7200+8200+53673+7200+480+0 = 76753$

Total Leads: $20+10+15+25+20+10+40+40 = 180$

= 76753/180

= 426.40

Leads and Cost per Lead Report

The Leads and Cost per Lead graph plots the current and previous period values of the KPIs. It displays trend graphs for various periods.

The following table provides details of the Leads and Cost per Lead graph and report.

Lead and Cost Per Lead - Report and Graphs

Report/Graph Name	Description
Lead and Cost per Lead Graph	Plots lead data (depending on the time period selected) for leads and cost per lead.
Lead and Cost per Lead Report	Displays the following data in report format: <ul style="list-style-type: none">• Time: Displays lead data for the selected period.• Leads: Displays the number of leads generated.• Cost per Lead: Displays cost incurred per lead.

Lead to Opportunity Conversion Summary Report

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

The following table provides details of the Lead to Opportunity Conversion Summary report and graphs.

Lead to Opportunity Conversion Summary - Report and Graphs

Report Name	Description
Leads Converted to Opportunities Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of leads that are converted to opportunities during the specified period.

Report Name	Description
Change in Lead Conversion Graph	Depending on the value selected in the View By drop-down list, this graph plots the change in number of leads converted based on the selected parameters in Period Type and Compare To.
Distribution for Leads Conversion Graph	Depending on the value selected in the View By drop-down list, this graph shows the distribution of the leads converted. For example, if Marketing Channel is selected from the drop-down list, the graph plots the distribution of the leads converted against each marketing channel.

Report Name	Description
Lead to Opportunity Conversion Summary Report	<p>The Lead to Opportunity Conversion report displays the following data in report format:</p> <ul style="list-style-type: none"> • Leads Converted: The number of leads converted to opportunities during the specified period. Leads created outside the specified period but converted during the specified period are also considered. • Change: The percentage of <i>change in leads converted</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Average Lead Conversion Time: The average time taken for all leads to convert to opportunities. Formula: [Time taken for all conversions in the specified period / Number of leads converted] • 'A' Leads Converted: The number of 'A' Leads converted to opportunities during the specified period. This column is not displayed when Lead Quality is selected in the View By drop-down list. • Change: The percentage of <i>change in 'A' leads converted</i> to opportunities depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. This column is not displayed when Lead Quality is selected in the View By drop-down list. • Average 'A' Lead Conversion Time: The average time taken for all 'A' leads to convert to opportunities during the specified period. Formula: (Time taken for all 'A' lead conversions in the specified period / Number of 'A' leads converted). This column is not displayed when Lead Quality is selected in the View By drop-down list. • Leads Converted from Customers: The number of leads created from existing customers and converted to opportunities during the specified period. Leads created outside the specified period but converted during the specified period are also considered. • Leads Converted from Prospects: The number of leads created from prospects and converted to opportunities during the specified period.

Report Name	Description
	Leads created outside the specified period but converted during the specified period are also considered.

Opportunity Amount Summary Report

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

The following table provides details of the Opportunity Amount Summary Report.

Opportunity Amount Summary - Report and Graphs

Graph/Report Name	Description
Won, Lost Opportunities Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of won and lost opportunities.
Change in Won, Lost Opportunities Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in won and lost opportunities based on the selected parameters in Period Type and Compare To.
Distribution for Won Opportunities Graph	Depending on the value selected in the View By drop-down list, this graph shows the distribution of the won opportunities for the specified period. For example, if Product Category is selected from the drop-down list, the graph plots the distribution of the won opportunities against each product category.

Graph/Report Name	Description
Opportunity Amount Summary Report	<p>The Opportunity Amount Summary report displays the following data in report format:</p> <ul style="list-style-type: none"> • New: The value of all opportunities (with a marketing source) created within the specified period. • Change: The percentage of <i>change in new opportunitiesamount</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Won: Value of opportunities closed with a "won" status. • Change: The percentage of <i>change in won opportunitiesamount</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Lost: Value of opportunities closed with a "lost" status. • Change: The percentage of <i>change in lost opportunitiesamount</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.

Graph/Report Name	Description
	<ul style="list-style-type: none"> No-Opportunity: Value of opportunities closed with a "no opportunity" status. Change: The percentage of <i>change in no-opportunities amount</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. Win/Loss Ratio: Formula: (Won Opportunities / Lost Opportunities).

Revenue Per Lead Report

The Revenue Per lead report provides information on the amount of revenue generated per lead.

Revenue calculations are determined by the profile - **BIM: Revenue Type**. Revenue type can be booked order amount, invoiced order amount or won opportunities amount.

For more information on booked orders and promised orders see *Oracle Order Management User's Guide*.

The following table provides details of the Revenue Per Lead Report.

Revenue Per Lead - Report and Graphs

Graph/Report Name	Description
Campaign Revenue vs. Cost Graph	Depending on the value selected in the View By drop-down list, this graph plots revenue generated from the campaign and the cost incurred on the campaign.

Graph/Report Name	Description
Total Revenue per Lead Graph	Depending on the value selected in the View By drop-down list, this graph plots the amount of revenue generated per lead.
Change in PTD Revenue per Lead Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in PTD revenue based on the selected parameters in Period Type and Compare To.

Graph/Report Name	Description
Revenue Per Lead Report	<p>The Revenue Per Lead Report displays the following data in report format:</p> <ul style="list-style-type: none"> • Type: The type of marketing object. It can be either program, campaign, or event. This is applicable only if marketing object is selected in the View By drop-down list. • PTD Leads: Number of leads created during the specified period. PTD leads include leads with a "dead" status. • PTD Revenue: Total revenue generated during the specified period. Revenue can be won opportunities amount, booked order amount, or invoiced order amount based on the profile settings. • PTD Revenue per Lead: Formula: (Total PTD Revenue / Total PTD Leads). If PTD leads = 0, then PTD revenue per lead is shown as N/A. See Revenue Per Lead Calculations, page 8-38 for details. • Change: The percentage of <i>change in PTD revenue</i> for each lead depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Total Leads: Total number of leads as of system date. • Total Revenue: Total revenue as of system date. Revenue can be won opportunities amount, booked order amount, or invoiced order amount based on the profile settings. • Total Revenue per Lead: If total leads = 0,

Graph/Report Name	Description
	then total revenue per lead will be shown as N/A. Formula: (Total Revenue/ Total Leads).
	<ul style="list-style-type: none"> • Total Cost: Total cost as of system date. Costs can be either Actual Costs or Approved Budget depending on the profile settings.

Revenue Per Lead Calculations

Based on the profile settings, revenue can be booked amount, invoiced amount or won opportunities amount.

Revenue per lead = PTD Revenue/PTD Lead

A few examples illustrating PTD Revenue calculation and Total Revenue calculation in different scenarios are discussed below.

Calculation PTD Revenue and Total Revenue - Example 1

Profile value for **BIM: Revenue Type**: Booked Amount

Period selected: Quarter

Period start date: 1st July 2004

As of date: 31st August 2004

PTD won opportunities amount: 100

Total won opportunities amount: 200

PTD booked amount: 110

Total booked amount: 220

PTD invoiced amount: 105

Total invoiced amount: 210

PTD leads: 10

Total leads: 50

Revenue Per Lead Calculation

Revenue Per Lead = PTD Revenue/PTD Leads

= PTD Booked Amount / PTD Leads

= 110/10

= 11

Total Revenue Per Lead Calculation

$$\begin{aligned} &= \text{Total Booked Amount} / \text{Total Leads} \\ &= 220/50 \\ &= 4.4 \end{aligned}$$

Calculation PTD Revenue and Total Revenue - Example 2

Profile value for **BIM: Revenue Type**: Won Opportunities Amount

Period selected: Quarter

Period start date: 1st July 2004

As of date: 31st August 2004

PTD won opportunities amount: 100

Total won opportunities amount: 200

PTD booked amount: 110

Total booked amount: 220

PTD invoiced amount: 105

Total invoiced amount: 210

PTD leads: 0

Total leads: 50

Revenue Per Lead Calculation

$$\begin{aligned} \text{Revenue per lead} &= \text{PTD Revenue} / \text{PTD Leads} \\ &= \text{PTD Won Opportunities Amount} / \text{PTD Leads} \\ &= 100/0 \\ &= \text{N/A} \end{aligned}$$

Total Revenue Per Lead Calculation

$$\begin{aligned} &= \text{Total Won Opportunities Amount} / \text{Total Leads} \\ &= 200/50 \\ &= 4 \end{aligned}$$

Calculation PTD Revenue and Total Revenue - Example 3

Profile value for **BIM: Revenue Type**: Invoiced Amount

Period selected: Quarter

Period start date: 1st July 2004

As of date: 31st August 2004

PTD won opportunities amount: 100

Total won opportunities amount: 200

PTD booked amount: 110

Total booked amount: 220

PTD invoiced amount: 105

Total invoiced amount: 210

PTD leads: 10

Total leads: 100

Revenue Per Lead Calculation

Revenue per lead = PTD Revenue/PTD Leads

= PTD Invoiced Amount / PTD Leads

= 105/10

= 10.5

Total Revenue Per Lead Calculation

= Total Invoiced Amount / Total Leads

= 210/100

= 2.1

Event Activity Summary Report

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

The following table provides details of the Event Activity Summary Report.

Event Activity Summary - Report and Graphs

Graph/Report Name	Description
Active, Started and Ended Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of events started, ended, or active during the specified period.
Distribution for Events Started Graph	Depending on the value selected in the View By drop-down list, this graph plots the distribution of the events that started during the specified period.

Graph/Report Name	Description
Change in Events Started Graph	<p>Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in the events started based on the selected parameters in Period Type and Compare To.</p>

Graph/Report Name	Description
Event Activity Summary Report	<p>The Event Activity Summary report displays the following data in report format. The 'Drill To' feature is enabled for the 'Started', 'Ended' and 'Current Active' columns. This feature enables users to link to the "Events Report". Parameters in the report are derived from dimension options in the Event Activity Summary Report.</p> <ul style="list-style-type: none"> • Prior Active: Number of events that were active when the specified period started. • Started: Number of events started during the specified period. • Change: The percentage of <i>change in events started</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Ended: Number of events that ended during the specified period. • Change: The percentage of <i>change in events ended</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Current Active: Number of events active at the end of the specified date. • Change: The percentage of <i>change in current active events</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this

Graph/Report Name	Description
	column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.

Events Report

The Events Report displays either active, started or closed events depending on the column selected in the "Event Activity Summary Report". DBI users also have the option to drill to Oracle Marketing Online to further view details of events of interest by clicking on the "Event Name".

The "Events Report" contains only read only parameters. The parameter values are same as those in the "Event Activity Summary Report".

The following table provides details of the Events report.

Events Report

Report Name	Description
Events Report	<p>The Events Report displays the following data in report format.</p> <ul style="list-style-type: none">• Event: Name of the Event. DBI users can click on a event name and navigate to Oracle Marketing Online showing details of event. All events started in the period are displayed if the user reached the report by clicking on Started column. All events started are those that have a start date greater than or equal to the first day in the period. All events ended in the period are displayed if the user reached the report by clicking on Ended column. All ended events are those whose end date lies between start date of the period and "As of date". All currently active events in the period are displayed if the user reached the report by clicking on Started column. All active events are those whose end date is greater than "As of date".• Start Date: Date on which the event started.• End Date: Date on which the event will end.• Total Budget Amount Approved: The total budget amount approved as of system date.• Total Actual Cost: The total budget amount earned or used as of system date.• Balance: Formula: (Amount approved-Amount utilized).

Campaign Activity Summary Report

The Campaign Activity Summary report provides information on campaigns started,

ended or active for a specified period.

The following table provides details of the Campaign Activity Summary Report.

Campaign Activity Summary - Report and Graphs

Graph/Report Name	Description
Active, Started, Ended Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of campaigns started, ended, or active during the specified period.
Distribution for Active Campaigns Graph	Depending on the value selected in the View By drop-down list, this graph plots the distribution of the active campaigns during the specified period.
Change in Active Campaigns Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in active campaigns based on the selected parameters in Period Type and Compare To.

Graph/Report Name	Description
Campaign Activity Summary Report	<p>The Campaign Activity Summary report displays the following data in report format. The 'Drill To' feature is enabled for the 'Started', 'Ended' and 'Current Active' columns. This feature enables users to link to the "Campaigns Report". Parameters in the report are derived from dimension options in the Campaign Activity Summary Report.</p> <ul style="list-style-type: none"> • Prior Active: Number of campaigns that were active when the specified period started. • Started: Number of campaigns started during the specified period. • Change: The percentage of <i>change in campaigns started</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Ended: Number of campaigns ended during the specified period. • Change: The percentage of <i>change in campaigns ended</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Current Active: Number of campaigns active at the end of the specified period. • Change: The percentage of <i>change in</i>

Graph/Report Name	Description
	<i>current activecampaigns</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.

Campaign Schedule Activity Summary Report

Campaign Schedules define marketing activities that are scheduled to be executed. The Campaign Schedule Activity Summary report provides information on the campaigns schedules started, ended, or active for a specified period.

The following table provides details of the Campaign Schedule Activity Summary Report.

Campaign Schedule Activity Summary - Report and Graphs

Graph/Report Name	Description
Active, Started, Ended Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of campaign schedules started, ended, or active during the specified period.
Distribution for Active Campaigns Graph	Depending on the value selected in the View By drop-down list, this graph plots the distribution of the active campaign schedules during the specified period.
Change in Active Campaigns Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in active campaigns schedules based on the selected parameters in Period Type and Compare To.

Graph/Report Name	Description
Campaign Schedule Activity Summary Report	<p>The Campaign Schedule Activity Summary report displays the following data in report format. The 'Drill To' feature is enabled for the 'Started', 'Ended' and 'Current Active' columns. This feature enables users to link to the "Campaign Schedules Report". Parameters in the report are derived from dimension options in the Campaign Schedule Activity Summary Report.</p> <ul style="list-style-type: none"> • Prior Active: Number of campaign schedules that were active when the specified period started. • Started: Number of campaign schedules started during the specified period. • Change: The percentage of <i>change in campaign schedules started</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Ended: Number of campaign schedules ended during the specified period. • Change: The percentage of <i>change in campaign schedules ended</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Current Active: Number of campaign schedules active as of system date.

Graph/Report Name	Description
	<ul style="list-style-type: none"> Change: The percentage of <i>change in current active campaign schedules</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.

Campaigns Report

The Campaigns Report displays either active, started or closed campaigns in the selected period depending on the column selected in "Campaign Activity Summary Report". DBI users also have the option to drill to Oracle Marketing Online to further view details of Campaigns of interest by clicking on the "Campaign Name".

The "Campaigns Report" contains only read only parameters. The parameter values are same as those in the "Campaign Activity Summary Report".

The following table provides details of the Campaigns report.

Campaigns Report

Report Name	Description
Campaigns Report	<p>The Campaigns Report displays the following data in report format.</p> <ul style="list-style-type: none">• Campaign: Name of the campaign. DBI users can click on a campaign and drill to Oracle Marketing to view campaign details. The report displays either active, started or closed campaigns depending on the column selected in the 'Campaign Activity Summary Report'. All campaigns started in the period are displayed if the user reached the report by clicking on started column. All campaigns started are those that have a start date greater than or equal to the first day in the period. All campaigns ended in the period are displayed if the user reached the report by clicking on Ended column. All ended campaigns are those whose campaign end date lies between start date of the period and "As of date". All currently active campaigns in the period are displayed if the user reached the report by clicking on Started column. All active campaigns are those whose end date is greater than "As of date".• Start Date: Date on which the campaign was created.• End Date: Date on which the campaign will end.• Total Budget Amount Approved: The total budget amount approved as of system date.• Total Actual Cost: The total budget amount earned or used as of system date.• Balance: Formula: (Amount approved-Amount utilized).

Campaign Schedules Report

The Campaign Schedules Report displays either active, started or closed campaign schedules in the selected period depending on the column selected in the "Campaign Schedule Activity Summary" Report. DBI users also have the option to drill to Oracle Marketing Online to further view details of a campaign schedule of interest by clicking on the campaign schedule.

The "Campaign Schedules Report" contains only read only parameters. The parameter values are same as those in the "Campaign Activity Summary Report".

The following table provides details of the Campaign Schedules report.

Campaign Schedules Report

Report Name	Description
Campaign Schedules Report	<p>The Campaign Schedules Report displays the following data in report format.</p> <ul style="list-style-type: none">• Campaign Schedule: Name of the Campaign Schedule. DBI users can click on a campaign schedule and drill to Oracle Marketing to view the campaign schedule details. All campaign schedules started in the period are displayed if the user reached the report by clicking on Started column. All campaign schedules started are those that have a start date greater than or equal to the first day in the period. All campaigns ended in the period are displayed if the user reached the report by clicking on Ended column. All ended campaign schedules are those whose campaign end date lies between start date of the period and "As of date". All currently active campaigns in the period are displayed if the user reached the report by clicking on Started column. All active camping schedules are those hose whose end date is greater than "As of date".• Campaign: The campaign under which the schedule was created.• Start Date: The date on which the campaign schedule starts.• End Date: Date on which the campaign schedule will end.• Total Budget Amount Approved: The total budget amount approved as of system date.• Total Actual Cost: The total budget amount earned or used as of system date.• Balance: Formula: (Amount

Report Name	Description
	approved-Amount utilized).

Campaign to Order by Campaign Hierarchy Report

The Campaign to Order by Campaign Hierarchy report provides campaign to order information for programs, campaigns, or events to which the marketing professionals have access.

You can view additional campaign details using the drill-downs available in this report. You can drill down from the marketing program level to the marketing campaign level and view information on the responses and leads generated by the programs and campaigns.

The marketing object displayed first is based on the profile - **BIM: View Program** (set at user level).

- If set to **Yes**, you can view program level (highest level) object details.
- If set to **No**, you cannot view program level (highest level) objects.

The following table provides details of the Campaign to Order by Campaign Hierarchy graph and report.

Campaign to Order by Campaign Hierarchy - Report and Graph

Report/Graph Name	Description
Lead Conversion Rate and Opp. Amt.	Depending on the value selected in the View By drop-down list, this graph plots the percentage of leads converted to opportunities and the opportunities amount.
Distribution: Opportunity Amount	Depending on the value selected in the View By drop-down list, this graph plots distribution of the opportunity amount. For example, if Product Category is selected from the drop-down list, the graph plots the distribution of the opportunity amount against each product category.

Report/Graph Name	Description
Change in Opportunity Amount	Depending on the value selected in the View By drop-down list, this graph plots the percentage change in opportunity amount based on the selected parameters in Period Type and Compare To.

Report/Graph Name	Description
Campaign to Order by Campaign Hierarchy Report	<p data-bbox="971 306 1442 432">Depending on the value selected in the View By drop-down list, this report displays Campaign to Order by Campaign data in report format.</p> <p data-bbox="971 457 1372 552">The Campaign to Order by Campaign Hierarchy report displays data for the following columns:</p> <ul data-bbox="971 577 1461 1734" style="list-style-type: none"> <li data-bbox="971 577 1356 640">• Name: Displays the name of the marketing object. <li data-bbox="971 678 1409 772">• Type: Displays the type of marketing object. It can be either program, campaign, or event. <li data-bbox="971 810 1458 936">• Targeted Audience: The number of target group entries. Target group entry is a combination of lists, segments, and employee lists. <li data-bbox="971 974 1458 1100">• Responses: Displays any positive interaction (in the Interaction History tables) that have a marketing source code attached. <li data-bbox="971 1138 1453 1232">• New Leads: Displays the number of new leads generated. New leads include leads with a "dead" status. <li data-bbox="971 1270 1442 1428">• 'A' Leads: Displays the number of 'A' leads generated as a result of the campaign or product category. A' Leads are the percentage of A' Leads in total leads. <li data-bbox="971 1465 1458 1560">• % Leads Converted to Opportunities: The percentage of leads converted to opportunities for the selected campaign. <li data-bbox="971 1598 1437 1734">• New Opportunities :The number of opportunities converted from the leads, excluding opportunities with a "no opportunity" status.

Report/Graph Name	Description
	<ul style="list-style-type: none"> Booked Order Amount: The booked order amount for the booked orders. Invoiced Order Amount: Amount from invoiced orders for the specified period. New Opportunities Amount: The value of all opportunities created within the specified period. Won Opportunities Amount: Value of opportunities closed within the selected period with a "won" status.

Cost, Sales, and ROI by Campaign Hierarchy Report

The Cost, Sales, and ROI by Campaign Hierarchy report provides return on investment information for programs, campaigns, or events to which the marketing professionals have access.

Cost, Sales and ROI values are presented as "to-date" totals for all marketing objects that were active for at least one day during the selected time period.

Select the **Name column** to drill-down into the campaign hierarchy. The objects displayed first in the campaign hierarchy are based on the profiles - **BIM: View Program** (set at user level).

- If set to **Yes**, the user can view program level object details.
- If set to **No**, the user cannot see program level objects.

The following table provides details of the Cost, Sales and ROI by Campaign report

Cost, Sales and ROI by Campaign - Report and Graphs

Report/Graph Name	Description
Cost - Forecast vs. Actual Graph	Depending on the value selected in the View By drop-down list, this graph plots the forecasted cost and the actual cost for the campaign during the specified period.

Report/Graph Name	Description
Revenue - Forecast vs. Actual Graph	Depending on the value selected in the View By drop-down list, this graph plots the expected revenue and the actual revenue generated from the campaign during the specified period.
Marketing ROI Graph	Depending on the value selected in the View By drop-down list, this graph plots the return on investment during the specified period.
Cost, Sales and ROI by Campaign Report	<p>Cost, Sales and ROI by Campaign report displays the following data in report format:</p> <ul style="list-style-type: none"> • Name: Name of the marketing object. • PTD Cost: Costs incurred for the specified period to date. • PTD Revenue: Revenue generated per campaign for the specified period to date. Based on profile settings, won opportunities amount, or booked order amount or invoiced order amount is used. • Total Cost: Displays the total cost incurred. Based on profile settings, either approved budget or actual cost is used. • Total Revenue: Displays the total revenue generated. Based on profile settings, won opportunities amount, or booked order amount or invoiced order amount is used.

Report/Graph Name	Description
-	<ul style="list-style-type: none"> • Total ROI: Displays the total return on investment. Formula: (Total revenue - Total cost)/Total cost. • Cost Forecast: Expected costs associated to this campaign for the specified period. This value is pulled from the forecasted cost metric associated to the campaign. • Revenue Forecast: Expected revenues from this campaign for the specified period. This value is generated from the revenue forecast metric associated to the campaign. • ROI Forecast: Expected return on investment for the specified period. Formula: (Forecast Revenue - Actual Revenue Cost)/Total Cost.

Top Campaigns and Events by Leads Report

The Top Campaigns and Events by Leads report provides details on leads against top campaigns and events.

The following table provides details of the Top Campaigns and Events graph and report.

Top Campaigns and Events by Leads - Report and Graphs

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

Graph/Report Name	Description
Events by Leads Graph	<p>Plots total number of leads against top 10 events.</p> <p>Top 10 events are plotted on the Y-axis and the number of generated leads are displayed numerically on the X-axis.</p>
Top Campaigns and Events by Leads Report	<p>Displays campaigns and events by leads data (shown above in graph format) in report format.</p> <ul style="list-style-type: none"> • Campaign Name: Displays campaigns (by name) created within the period selected. • Leads: Displays data for leads by campaign. The leads data is populated from the Oracle Leads tables. • Event Name: Displays events (by name) created within the period selected. • Leads: Displays data for leads by event. The leads data is populated from the Oracle leads tables.

Top Campaigns and Events by Won Opportunities Amount Report

The Top Campaigns and Events by Won Opportunities Amount reports provide information on opportunities amount against top campaigns and events.

The following table provides details of the Top Campaigns and Events by Won Opportunities Amount graph and report.

Top Campaigns and Events by Won Opportunities - Report and Graphs

Campaign Name by Opportunity Graph	Enables a marketer to view opportunities amount against top campaigns. Displays campaigns (on the Y-axis) and plots by number of opportunities (on the X-axis).
Event Name by Opportunity Graph	Enables a marketer to view opportunities amount against top events. Displays events (on the Y-axis) and plots by number of opportunities (on the X-axis).
Top Campaigns and Events by Opportunities Report	Displays the data in a report format. <ul style="list-style-type: none">• Campaign Name: Displays campaigns for the time period selected.• Opportunities: Displays the opportunities amount by campaign.• Event Name: Displays events for the time period selected.• Opportunities: Displays the opportunities amount by event.

Marketing Budget Summary by Budget Name Report

The Marketing Budget Summary by Budget Name report provides details on the total sum of money allocated for marketing activities and the amount used, transferred, or accrued during the specified period. Data is displayed based on budget name.

The following table provides details of the Marketing Budget Summary by Budget Name graph and report.

Marketing Budget Summary by Budget Name - Report and Graphs

Report/Graphs Name	Description
Original Budgets Graph	Plots distribution of the initial budget amount by budget name.

Report/Graphs Name	Description
Budget Balance Graph	<p>Plots the current balance against the budget name.</p> <p>Budget name is plotted on the Y-axis and the balance amount is displayed numerically on the X-axis.</p>
Budget Utilization Graph	<p>Plots the amount utilized against the budget name.</p> <p>Budget name is plotted on the Y-axis and the utilized amount or committed amount is displayed numerically on the X-axis.</p>

Report/Graphs Name	Description
Marketing Budget Summary Report	<p data-bbox="873 306 1349 338">Displays the following data in report format:</p> <ul style="list-style-type: none"> <li data-bbox="878 363 1317 426">• Budget Type: The type of budget. For example, fixed or accrued. <li data-bbox="878 464 1349 527">• Budget Category: The category to which the budget belongs. <li data-bbox="878 564 1317 596">• Original: Total initial budget amount. <li data-bbox="878 634 1357 697">• Prior Balance: Budget balance at the start of the specified period. <li data-bbox="878 735 1333 798">• Transfer-In: Amount transferred to the budget during the specified period. <li data-bbox="878 835 1308 930">• Transfer-Out: Amount transferred to another budget during the specified period. <li data-bbox="878 968 1357 999">• Hold-back: Total amount held in reserve. <li data-bbox="878 1037 1349 1268">• Accrued: Accrued amount held for fully accrued budgets. Fully accrued budgets can be created to accrue funds for customer, or accrue funds for sales activities. See the Oracle Trade Management User Guide for more information on "fully accrued budgets". <li data-bbox="878 1306 1365 1369">• Committed: Total amount of all approved budgets requests. <li data-bbox="878 1407 1349 1501">• Current Balance = ((Prior Balance + Transfer-In - Transfer-Out - Hold back) - Committed). <li data-bbox="878 1539 1365 1602">• Planned: Total amount of budget requests not yet approved. <li data-bbox="878 1640 1252 1671">• Utilized: Total amount utilized.

Marketing Budget Summary by Budget Category Report

The Marketing Budget Summary by Budget Category report provides details on the total sum of money allocated for marketing activities and the amount used, transferred, or accrued during the specified period. Data is displayed based on budget category.

The following table provides details of the Marketing Budget Summary by Budget Category graph and report.

Marketing Budget Summary by Budget Category - Report and Graphs

Report/Graphs Name	Description
Original Budgets Graph	Plots distribution of the initial budget amount by budget category.
Budget Balance Graph	<p>Plots the current balance against the budget category.</p> <p>Budget category is plotted on the Y-axis and the balance amount is displayed numerically on the X-axis.</p>
Budget Utilization Graph	<p>Plots the amount utilized against the budget category.</p> <p>Budget category is plotted on the Y-axis and the utilized amount or committed amount is displayed numerically on the X-axis.</p>

Report/Graphs Name	Description
Marketing Budget Summary report	<p>Displays the following data in report format:</p> <ul style="list-style-type: none"> • Original: Total initial budget amount. • Prior Balance: Budget balance at the start of the specified period. • Transfer-In: The amount transferred into the budget from another budget during the specified period. • Transfer-Out: The amount transferred out of the budget into another budget during the specified period. • Hold-back: The amount reserved in the budget. • Accrued: Amount held for fully accrued budgets. Fully accrued budgets can be created to accrue funds for customer, or accrue funds for sales activities. See the Oracle Trade Management User Guide for more information on "fully accrued budgets". • Committed: Total amount of all the approved budget requests.
-	<ul style="list-style-type: none"> • Current Balance: Formula: ((Prior Balance + Transfer-In - Transfer-Out - Hold back) - Committed) • Planned: Total amount of all the budget requests that are waiting for approval during the specified period. • Utilized: Amount of budget earned or used during the specified period.

Marketing Budget Utilization Summary Report

The Marketing Budget Utilization Summary report provides information on the budget

amount approved for a campaign and the actual amount utilized.

The following table provides details of the Marketing Budget Utilization graph and report.

Marketing Budget Utilization Summary - Report and Graphs

Report/Graphs Name	Description
Approved Mix Graph	Depending on the value selected in the View By drop-down list, this graph plots the distribution of the total approved budget amount during the specified period.
Approved vs. Utilized, Balance Graph	Depending on the value selected in the View By drop-down list, this graph plots the total approved budget amount, total actual cost and the balance amount.
Marketing Budget Utilization Report	<p>Displays the following data in report format:</p> <ul style="list-style-type: none">• PTD Approved: The total budget amount approved during the specified period.• PTD Actual Cost: The total budget amount earned or used during the specified period.• Total Approved: The total budget amount approved as of system date.• Total Actual Cost: The total budget amount earned or used as of system date.• Balance: Formula: (Amount approved-Amount utilized)

Segment Value Report

The Segment Value report provides information on the segment value. For example, most valuable segments, measured in terms of revenue, customers, average transactional value and size.

The following table provides details of the Segment Value graphs and report.

Segment Value - Report and Graphs

Report/Graphs Name	Description
Segment Revenue Graph	This graph plots the Amount on the X axis and the Segment Name on the Y axis.
Active Customers Graph	This graph plots the Number of active customers on the X axis and the Segment Name on the Y axis.
Average Transactional Value Graph	This graph plots the Number on the X axis and the Segment Name on the Y axis.

Report/Graphs Name	Description
Segment Value Report	<p data-bbox="971 306 1446 338">Displays the following data in report format:</p> <ul style="list-style-type: none"> <li data-bbox="971 363 1463 489">• Customers, Total: Number of customers that are members of the segment and whose accounts have been created in TCA as of the 'As of Date'. <li data-bbox="971 531 1463 657">• Customers, Change: Change in number of total customers when comparing specified period to 'prior year' or 'prior period'. <li data-bbox="971 699 1463 919">• Customers, Active: Number of customers that are members of the segment (as of the segment definition as the 'As of Date') and their accounts were created in TCA before the 'As of Date' and they had placed one or more booked orders in the specified period. It does not matter if the customer was associated with the segment before or after the customer's account was created, both cases will be considered when counting the number of active customer accounts. <li data-bbox="971 1171 1463 1455">• Active Customers, Change: Change in 'active customers' when comparing specified period to 'prior year' or 'prior period'. This column is hyperlinked to the Customer Activity trend which displays customer activity trends over time. The trend graph displays Time on the X axis and the Number of Active customers on the Y axis. <li data-bbox="971 1497 1463 1623">• % Active Customers: This is a derived column and displays the number of 'active customers' divided by number of 'total customers'. <li data-bbox="971 1665 1463 1791">• Inactive Customers: This is a derived column and displays Total Customer Accounts in the segment minus Active customers. i.e., these are customers who

Report/Graphs Name	Description
	<p>did not book an order in the specified period.</p> <ul style="list-style-type: none"> Revenue, PTD: Revenue during the specified period obtained through customers that belong to the segment. (as of the segment definition as the 'As of Date'). Revenue is defined as net recognized revenue in Oracle Financials, it includes all revenue (be it license, service etc.), that goes through Oracle Accounts Receivable, and is posted to Oracle General Ledger (GL). <p>Revenue cannot be changed or revised once posted to GL. It can be adjusted in a subsequent month and recorded as a negative number.</p> <ul style="list-style-type: none"> Revenue, Change: Change in 'revenue in period' when comparing specified period to 'prior year' or 'prior period'. This column is hyperlinked to the Segment Revenue trend which displays segment revenue trends over time. The trend graph displays Time on the X axis and the Revenue (\$ Amount) on the Y axis. Revenue, Per Active Customer: This is a derived column and displays the revenue during the specified period/Number of active customers. Average Transactional Value, PTD: 'Sum' of booked orders placed during the specified period by customers in the segment/'Number' of booked orders placed during the specified period by customers in the segment. Average Transactional Value, Change: Change in the 'Average Transactional Value' when comparing specified period to 'prior year' or 'prior period'. This column is hyperlinked to the Average

Report/Graphs Name	Description
	<p>Transactional Value trend which displays average transactional value trend over time. The trend graph displays Time on the X axis and Amount (\$) (Average Transactional Value) on the Yaxis.</p> <ul style="list-style-type: none"> • Segment Size, Total: Number of customers in the segment as of the specified (i.e. 'As of') date. Size is cumulative. • Segment Size, Change: Change in total segment size when comparing specified period to 'prior year' or 'prior period'. This column is hyperlinked to the Segment Size trend which displays segment size trend over time. The trend graph displays Time on the X axis and Size (Count) on the Y axis.

Segment Campaign Effectiveness Report

The Segment Campaign Effectiveness report provides information on effectiveness of campaign activities in segments. For example, responses that were generated, leads, booked orders for campaign activities in a given segment, by product/by marketing channel/by campaign activity.

The following table provides details of the Segment Campaign Effectiveness graphs and report.

Segment Campaign Effectiveness - Report and Graphs

Report/Graphs Name	Description
Number of Activities Graph	<p>This pie chart displays information based on the selected view by dimension. (i.e. Marketing Channel, Product Category, Segment Name)</p> <p>This graph is not displayed for the 'Campaign Activity' view-by dimension.</p>

Report/Graphs Name	Description
Responses Graph	This pie chart displays information based on the selected view by dimension. (i.e. Marketing Channel, Product Category, Segment Name, Campaign Activity)
Booked Order Amount Graph	This pie chart displays information based on the selected view by dimension. (i.e. Marketing Channel, Product Category, Segment Name, Campaign Activity)

Report/Graphs Name	Description
Segment Campaign Effectiveness Report	<p data-bbox="971 306 1446 338">Displays the following data in report format:</p> <ul style="list-style-type: none"> <li data-bbox="971 363 1463 842"> <p>Number of Activities: Number of campaign activities during the specified period, which lists the market segment as a 'target group'. If a campaign activity lists multiple segments for its target groups, the activity is counted once for each segment. For example: If a campaign activity S1 targets segments A, B and C belonging to a parent segment P, the number of campaign activities in this report lists one campaign activity each for A, B, C. For parent segment P, the number of campaign activities is 3. Drilling into A, B, C from P lists 1 campaign activity each for A, B, C.</p> <p data-bbox="1016 867 1435 930">This column is not available for the Campaign Activity view-by dimension.</p> <p data-bbox="1016 955 1438 1081">When you view-by product category, only campaign activities that list the product category as a 'primary' product category are counted.</p> <p data-bbox="1016 1106 1435 1201">Activities will be counted 'x' times if activity contains 'x' segments and the view by is product category or channel.</p> <li data-bbox="971 1234 1463 1577"> <p>Change: Change in 'Campaign Activities' when comparing specified period to 'prior year' or 'prior period'. This column is not available for the Campaign Activity view-by dimension.</p> <p data-bbox="1016 1423 1458 1577">This column is hyperlinked to the Activities trend which displays campaign activities trend over time. The trend graph displays Time on the X axis and Number of Activities on the Y axis.</p> <li data-bbox="971 1612 1463 1776"> <p>Responses: Number of positive responses, with an associated source code, for a given customer. The customer must belong to a segment and the segment must belong to a source code.</p>

Report/Graphs Name	Description
	<ul style="list-style-type: none"> Change: Change in 'Responses' when comparing specified period to 'prior year' or 'prior period'. This column is hyperlinked to the Segment Responses trend which displays segment responses trend over time. The trend graph displays Time on the X axis and Number of Responses on the Y axis. Leads: Number of leads, with an associated source code, for a given customer. The customer must belong to a segment and the segment must belong to a source code. Change: Change in 'Leads' when comparing specified period to 'prior year' or 'prior period'. This column is hyperlinked to the Segment Leads trend which displays segment leads trend over time. The trend graph displays Time on the X axis and Number of Leads on the Y axis. New Opportunity Amount: The amount of opportunities created from leads, with an associated source code, for a given customer. The customer must belong to a segment and the segment must belong to a source code. Change: Change in 'New Opportunity Amount' when comparing specified period to 'prior year' or 'prior period'. This column is hyperlinked to the Segment New Opportunity trend which displays segment new opportunity amount trend over time. The trend graph displays Time on the X axis and New Opportunity Amount on the Y axis. Booked Order Amount: Amount of booked orders, with an associated source code, for a given customer The customer must belong to a segment and the

Report/Graphs Name	Description
	segment must belong to a source code.
	<ul style="list-style-type: none"> • Change: Change in 'Booked Order Amount' when comparing specified period to 'prior year' or 'prior period'. This column is hyperlinked to the Segment Booked Orders trend which displays segment booked orders over time. The trend graph displays Time on the X axis and Booked Order Amount on the Y axis.

Lead Management Dashboard

The Lead Management dashboard provides lead conversion information by product category or by sales group. Marketing uses this information to align marketing activities with sales. For example, marketing departments can identify sales groups that are struggling with lead conversion and the product category. They can then use this information to create marketing activities for the sales group. Also, sales users can measure lead conversions by lead quality and find out what percentage of leads supplied by marketing are worthwhile.

This dashboard also provides marketing and sales managers in the organization with daily visibility into lead activity, conversion and aging for all leads assigned to the sales groups. Sales managers or sales group administrators can view the flow of the lead statuses, measure the quality of leads, see the conversion rates from lead to opportunity, and compare cost and revenue of lead generation.

This dashboard reflects the performance of a sales group. Managers can view details from the sales group level to the individual sales representatives' levels.

Use the Daily Marketing Intelligence responsibility to log into this dashboard.

Parameters

The following parameters are unique to this dashboard.

- **Product Category:** Displays information on a particular category of the product hierarchy. Product or product category need to be properly assigned to the lead, otherwise the lead is attributed to an unassigned category.
- **Sales Group:** Displays lead activities by sales group. For security, content should be accessible and restricted by using the security model in Oracle Sales Online. Based

on the sales group hierarchy setup in the Resource Manager, the user can traverse the hierarchy to analyze the performance of subordinates. Access to peer data is not allowed by the security model. The default value is the sales group of the user logged in where the user's role in that group is "Manager." If there is more than one qualifying group, for the first login, the default sales group is the first sales group in the list. The default login for successive logins is the previous selected value. Note that resource groups used should be common across sales, including marketing, and quoting.

Lead Management Dashboard KPIs

The KPIs provide key summary data about lead activities, such as new leads, top leads, revenue per lead, leads converted to opportunity, and so on. This information provides the sales manager with a daily snapshot of sales performance and activities.

The following table describes the Lead Management KPIs.

Lead Management Key Performance Indicators (KPIs)

KPI Name	Description
Opportunities Amount - Converted from Leads	The amount of opportunities converted from leads during the specified period.
Leads Converted to Opportunities	The number of leads converted to opportunities during the specified period.
Lead to Opportunity Conversion	The percentage of leads converted to opportunities for the specified period.
New Leads	Leads created during the specified period.
Open Leads	Leads open as of the selected date
'A' Leads	Leads ranked 'A' and created during the specified period.
Average Lead Age (in Days)	The average number of days a lead is open during the rolling fiscal year. This KPI is not affected by the date parameter selected.
Average 'A' Lead Age (in Days)	The average number of days an 'A' Lead is open during the rolling fiscal year. This KPI is not affected by the date parameter selected.

Lead Activity Report

This report provides information on new leads and conversions to opportunities. It also displays information about the status flow of all the leads.

All parameters found in the Lead Management dashboard.

The following table provides details of the Lead Activity report and graphs.

Lead Activity - Report and Graphs

Report Name	Description
Prior Open vs. Current Open Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of leads that are open prior to the specified period and the new leads created during the specified period.
Converted, Closed vs. Dead Graph	Depending on the value selected in the View By drop-down list, this graph plots leads that are converted, closed, and dead during the specified period.
Lead Conversion Distribution Graph	Depending on the value selected in the View By drop-down list, this graph shows the distribution of the leads converted. For example, if Sales Group is selected from the drop-down list, the graph plots the distribution of the leads converted against each sales group.

Report Name	Description
Lead Activity Report	<p>The Lead Activity report displays the following data in report format. The 'Drill To' feature is enabled for the 'New for Period', 'Converted', 'Closed without Conversion', 'Current Open', and 'Current Open with no Activity' columns.</p> <ul style="list-style-type: none"> • Prior Open: Number of leads open at the beginning of the specified period. Open leads are leads that are not dead, converted, or closed. • New for Period: Number of leads created during the specified period. The 'Drill To' feature of this column enables users to link to the "Leads - New for Period Report". Parameters in the report are derived from dimension options in the "Lead Activity Report". • Converted: Number of leads converted to opportunity during the specified period. The 'Drill To' feature of this column enables users to link to the "Leads - Converted for Period Report". Parameters in the report are derived from dimension options in the "Lead Activity Report". • Changed to Dead: Number of leads changed to status "dead" during the specified period. • Closed without Conversion: Number of leads with "closed" status, apart from dead leads and converted leads. Closed leads are leads that cannot be converted to opportunities. The 'Drill To' feature of this column enables users to link to the "Leads by Close Reason Report". Parameters in the report are derived from dimension options in the "Lead Activity Report". • Current Open: Number of leads with "open" status at the end of the specified period. Open leads are leads that are not dead, converted, or closed. The 'Drill To' feature of this column enables users to link to the "Leads - Current Open Report". Parameters in the report are derived from dimension options in the "Lead Activity Report". The drill down report displays data for all leads that are currently open. • Current Open Leads with no Activity: Number of leads that were created but not updated (i.e remained unchanged). The 'Drill To' feature of this column enables users to link to the "Leads - Current Open Report". Parameters in the report are derived from dimension options in the "Lead Activity Report". The drill down report displays data for leads that are currently open and have had no activity from the time they were created. • Current Open Leads with no Activity: The percentage of leads that

Report Name	Description
	were created but not updated. Formula: (Current Open Leads with no Activity/Current Open Leads) * 100. For example, out of 4,580 current open leads, if 3,750 are unchanged by the sales representative, then the percentage is $((3,750 / 4,580) * 100) = 82\%$.

Lead Conversion Report

The Lead Conversion report provides the details of conversion flow of a lead. It includes the number of leads converted, the conversion time, and the number of new leads converted.

All parameters found in the Lead Management dashboard.

The following table provides details of the Lead Conversion report.

Lead Conversion - Report

Graph/Report Name	Description
Lead Conversion Rate and Opp. Amt. Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of leads converted and the opportunities amount.
Change in Leads Converted Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in leads converted (to opportunities) based on the selected parameters in Period Type and Compare To.
Change in Opportunities Amount Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage change in the opportunities amount based on the selected parameters in Period Type and Compare To.

Graph/Report Name	Description
Lead Conversion Report	<p>The Lead Conversion report displays the following data in report format:</p> <ul style="list-style-type: none"> • Opportunities Amount – Converted from Leads: Displays the sales credit amount of the opportunities that are created from existing leads and opportunities (linked to existing leads) during the specified period. • Change: The percentage of <i>change in opportunities amount - converted from leads</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. • Leads Converted: Total number of leads converted to opportunities during the specified period. • Average Conversion Time: Average time taken in days, to convert leads (from the date they were created) into opportunities during the specified period. For example, if a lead was created a year back, and was converted to an opportunity during the specified period, the average time taken for this lead to be converted to an opportunity is calculated. • % Leads Converted: The percentage of leads converted. Formula: [Leads Converted during the specified period/(Prior Open Leads + New Leads) * 100].

Lead Conversion Time Report

The Lead Conversion Time report provides information on the number of leads

converted to opportunities during the specified period and the average time taken to convert the leads to opportunities.

All parameters found in the Lead Management dashboard.

The following table provides details of the Lead Conversion Time report.

Lead Conversion Time - Report

Graph/ Report Name	Description
Leads Converted Graph	Depending on the value selected in the View By drop-down list, this graph plots number of leads converted to opportunities during the specified period.
Change in Leads Converted Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in number of leads converted based on the selected parameters in Period Type and Compare To.
Conversion Time Graph	Depending on the value selected in the View By drop-down list, this graph plots the average time taken to convert the leads to opportunities.

Graph/ Report Name	Description
Lead Conversion Time Report	<p>The Lead Conversion Time report displays the following data in report format:</p> <ul style="list-style-type: none"> • Lead Converted: Total number of leads converted to opportunities during the specified period. • % Leads Converted: The percentage of leads converted. Formula: $[\text{Leads Converted} / (\text{Prior Open Leads} + \text{New Leads}) * 100]$ • Average Conversion Time: Average time taken to convert leads (from the date they were created) into opportunities during the specified period. For example, if a lead was created a year back, and was converted to an opportunity during the specified period, the average time taken for this lead to be converted to an opportunity is calculated. • New Lead Converted: Total number of new leads converted to opportunities during the specified period. • % New Leads Converted: The percentage of new leads converted. Formula: $(\text{New leads Converted} / \text{New leads}) * 100$. For example, out of 4,580 new leads, if 3,750 are converted, then the percentage is $((3,750 / 4,580) * 100) = 82\%$.

Lead to Opportunity Report

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

The following table provides details of the Lead to Opportunity report.

Lead to Opportunity - Report and Graphs

Graph/Report Name	Description
Lead to Opportunity Graph	<p>The following KPI columns are represented in the graph:</p> <ul style="list-style-type: none">• New Leads: Cumulative count of leads created during the specified period.• Leads Converted to Opportunity: Number of leads converted to opportunities during the specified period.
Lead to Opportunity Report	<p>The Lead to Opportunity report displays the following data in report format:</p> <ul style="list-style-type: none">• Time: Displays lead data for the specified period.• Leads: Displays the number of leads.• Opportunities: Displays the number of leads converted to opportunities.

Lead Quality Report

The Lead Quality report allows the user to measure the quality of a lead. It displays information about lead ranks mapped to the columns A, B, C and D in the code definition screen. All the other columns are bucketed under the title "others".

The following table provides details of the Lead Quality report.

Lead Quality - Report

Graph/Report Name	Description
Lead Rankings Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of leads by ranks.

Graph/Report Name	Description
'A' Lead Distribution Graph	Depending on the value selected in the View By drop-down list, this graph plots the distribution of the 'A' leads. For example, if Product Category is selected from the drop-down list, the graph plots the distribution of the leads converted against each product category.
Qualified Lead Distribution Graph	Depending on the value selected in the View By drop-down list, this graph plots the distribution of the qualified leads.

Graph/Report Name	Description
Lead Quality Report	<p>The Lead Quality report displays the following data in report format. The 'Drill To' feature is enabled for the 'A', 'B', 'C', 'D', and 'Others' columns. This feature enables users to link to the "Leads Report". Parameters in the report are derived from dimension options in the Lead Quality Report.</p> <ul style="list-style-type: none"> • A: Dynamically displays label using Rank Name mapped to the column 'A' in the code definition screen. Displays leads that belong to this rank. • B: Dynamically displays label using Rank Name mapped to the column 'B' in the code definition screen. Displays leads that belong to this rank. • C: Dynamically displays label using Rank Name mapped to the column 'C' in the code definition screen. Displays leads that belong to this rank. • D: Dynamically displays label using Rank Name mapped to the column 'D' in the code definition screen. Displays leads that belong to this rank. • : Others: Displays leads that belong to the other different ranks, as well as the leads that are not ranked. • Total: Displays the total number of leads. • % Contribution of Grand Total: Displays the contribution made by the lead to the grand total. • Qualified Leads: All Leads in the system with the qualified flag set to 'Y'. A lead is qualified when the attributes of the lead indicate interest in the purchase of a product.

Lead Aging Report

The Lead Aging report provides information on aging of open leads, measured in days elapsed since the lead creation dates. The region includes all open leads created during the current rolling year.

Rolling Year starts 365 days before the system date. For example, if the system date is November 15, 2004, the Rolling Year begins on November 15, 2003.

All parameters found in the Lead Management dashboard except the Calendar parameter.

The following table provides details of the Lead Aging report.

Lead Aging - Report

Graph/ Report Name	Description
Lead Aging Report	<p>The Lead Aging report displays the following data in report format. The 'Drill To' feature is enabled from the '<3 to 42+' columns. This feature enables users to link to the "Leads - Current Open Report". Parameters in the report are derived from dimension options in the Lead Aging Report.</p> <ul style="list-style-type: none">• <3: Open leads created less than 3 days ago.• 3 - 7: Open leads created between 3 and 7 days back, both inclusive.• 8 -14: Open leads created between 8 and 14 days back, both inclusive.• 15 - 21: Open leads created between 15 and 21 days back, both inclusive.• 22 - 28: Open leads created between 22 and 28 days back, both inclusive.• 29 - 35: Open leads created between 29 and 35 days back, both inclusive.• 36 - 42: Open leads created between 36 and 42 days back, both inclusive.• 42+: Open leads created more than 42 days back.• Total: Sum of leads for all buckets.

Leads by Close Reason Report

The Leads by Close Reason Report displays breakdown of all open leads by closed leads by lead closed reasons in the selected period for the combination of view by's in the "Lead Activity Report". By clicking on number of leads DBI, users can view the "Leads - Closed without Conversion" report that provides a list of leads lying in the bucket selected.

Users can use this report to gain insight into reasons contributing to lower lead to opportunity conversions.

The "Leads by Close Reason Report" contains only read only parameters. The parameter values are same as those in the "Lead Activity Report".

The following table provides details of the Leads by Close Reason report.

Leads by Close Reason Report

Report Name	Description
Leads by Close Reason Report	<p>The Leads by Close Reason Report displays the following data in report format.</p> <ul style="list-style-type: none">• Close Reason: This column displays the closed reasons for leads in the selected period for the combination of view-by's in "Lead Activity Report".• Number of Leads: This is the number of closed leads in the selected period for the combination of view-by's in "Lead Activity Report" by lead closed reason. The column links to the "Leads – Closed without Conversion" report.• Average Lead Age: The average age of leads present in the closed reason bucket. This is the sum of lead age of all leads divided by the number of leads.

Leads - New for Period Report

The Leads - New for Period Report displays all new leads created in a period for the combination of sales group and product category selected in "Lead Activity Report". DBI users can further refine their search of leads by customer category, lead source, rank, customer name etc. navigate to Oracle Sales Online to take actionable measures on leads by clicking on individual lead number.

The "Leads - New for Period Report" contains only read only parameters. The parameter values are same as those in the "Lead Activity Report".

The following table provides details of the Leads - New for Period report.

Leads - New for Period Report

Report Name	Description
Leads - New for Period Report	<p>The Leads - New for Period Report displays the following data in report format.</p> <ul style="list-style-type: none">• Lead Number: Unique sales lead identifier for each new lead created in the period. These are leads that have been closed however they do not have a status of "Dead". DBI users can click on a lead number and navigate Oracle Sales Online showing details of sales leads.• Lead Name: The business name attributed to a lead.• Customer Name: The customer from where the lead was generated.• Customer Category: The category of industry to which the customer is associated.• Campaign: The marketing object (campaign/campaign schedule/event/event schedule) associated with lead. In case of no marketing objects 'Unassigned' will be displayed.• Lead Rank: The rank indicative of lead quality measure.• Sales Channel: The sales channel through which the lead was generated.• Lead Start Date: The date on which the lead was created.• Lead Status: The current status of the lead.

Leads - Converted for Period Report

The Leads - Converted for Period Report displays all leads converted to opportunity for the combination of sales group and product category selected in "Lead Activity Report". DBI users can further refine their search of leads by customer category, lead source, rank, customer name etc. and navigate to Oracle Sales Online to take actionable measures on leads by clicking on individual lead number.

The "Leads - Converted for Period Report" contains only read only parameters. The parameter values are same as those in the "Lead Activity Report".

The following table provides details of the Leads - Converted for Period report.

Leads - Converted for Period Report

Report Name	Description
Leads - Converted for Period Report	<p>The Leads - Converted for Period Report displays the following data in report format.</p> <ul style="list-style-type: none">• Lead Number: Unique sales lead identifier for each new lead created in the period. These are leads that have been closed however they do not have a status of "Dead". DBI users can click on a lead number and navigate Oracle Sales Online showing details of sales leads.• Lead Name: The business name attributed to a lead.• Customer Name: The customer from where the lead was generated.• Customer Category: The category of industry to which the customer is associated.• Campaign: The marketing object (campaign/campaign schedule/event/event schedule) associated with lead. In case of no marketing objects 'Unassigned' will be displayed.• Lead Rank: The rank indicative of lead quality measure.• Sales Channel: The sales channel through which the lead was generated.• Lead Start Date: The date on which the lead was created.• Lead End Date: The date on which lead got converted to an opportunity.• Number of Days to Closure: Number of days between lead start date and lead end

Report Name	Description
	date.

Leads - Closed without Conversion Report

The Leads - Closed without Conversion Report displays leads that are closed without being converted, with the close reason. DBI users can identify closed leads of interest in "Lead Activity Report" and further refine their search in "Leads by Close Reason Report". DBI users are also provided with the option to navigate to Oracle Sales Online to take actionable measures on leads by clicking on individual Lead Number.

The "Leads - Closed without Conversion Report" contains only read only parameters. The parameter values are same as those in the "Lead Activity Report".

The following table provides details of the Leads - Closed without Conversion report.

Leads - Closed without Conversion Report

Report Name	Description
Leads - Closed without Conversion Report	<p>The Leads - Closed without Conversion Report displays the following data in report format.</p> <ul style="list-style-type: none">• Lead Number: Unique sales lead identifier for each new lead created in the period. These are leads that have been closed however they do not have a status of "Dead". DBI users can click on a lead number and navigate Oracle Sales Online showing details of sales leads.• Lead Name: The business name attributed to a lead.• Customer Name: The customer from where the lead was generated.• Customer Category: The category of industry to which the customer is associated.• Campaign: The marketing object (campaign/campaign schedule/event/event schedule) associated with lead. In case of no marketing objects 'Unassigned' will be displayed.• Lead Rank: The rank indicative of lead quality measure.• Sales Channel: The sales channel through which the lead was generated.• Lead Start Date: The date on which the lead was created.• Lead End Date: The date on which lead got converted to an opportunity.• Number of Days to Closure: Number of

Report Name	Description
	days between lead start date and lead end date.

Leads - Current Open Report

The Leads - Current Open Report displays all open leads for the combination of sales group and product category selected in "Lead Activity Report" or "Lead Aging Report". DBI users can further refine their search of leads by customer category, lead source, rank, customer name etc. and navigate to Oracle Sales Online to take actionable measures on leads by clicking on individual lead number. Navigating to Current Open Leads Detail Report from "Current Open" bucket gives detail information of leads that have not converted into an opportunity and also those that do not have status of dead or closed. Navigating to Current Open Leads Detail report from "Current Open with No Activity" bucket gives detail information of current open leads that have remain unchanged since the time they were created. The report can also be reached from "Lead Aging Report". In that case it show all open leads for the lead aging bucket selected. DBI users are also provided with the option to navigate to Oracle Sales Online to take actionable measures on leads by clicking on individual Lead Number.

The "Leads - Current Open Report" contains only read only parameters. The parameter values are derived from the dimension values present in the "Lead Activity Report" or the "Lead Aging Report" depending the path from which the report was reached.

The following table provides details of the Leads - Current Open report.

Leads - Current Open Report

Report Name	Description
Leads - Current Open Report	<p>The Leads - Current Open Report displays the following data in report format.</p> <ul style="list-style-type: none">• Lead Number: Unique sales lead identifier for each new lead created in the period. These are leads that have been closed however they do not have a status of "Dead". DBI users can click on a lead number and navigate Oracle Sales Online showing details of sales leads.• Lead Name: The business name attributed to a lead.• Customer Name: The customer from where the lead was generated.• Customer Category: The category of industry to which the customer is associated.• Campaign: The marketing object (campaign/campaign schedule/event/event schedule) associated with lead. In case of no marketing objects 'Unassigned' will be displayed.• Lead Rank: The rank indicative of lead quality measure.• Sales Channel: The sales channel through which the lead was generated.• Lead Start Date: The date on which the lead was created.• Lead Status: Status of the current open lead.• Lead Age: The age of lead in days.

Leads Report

The Leads Report explodes individual leads present in various lead quality buckets in the "Lead Quality Report". For example: Users clicking on 'A' leads in Lead Quality Report get leads summary information on all 'A' leads created in that period. DBI users are also provided with the option to navigate to Oracle Sales Online to further view details of individual leads of interest by clicking on the "Lead Number".

The "Leads Report" contains only read only parameters. The parameter values are derived from the dimension values present in "Lead Quality Report".

The following table provides details of the Leads report.

Leads Report

Report Name	Description
Leads Report	<p>The Leads Report displays the following data in report format.</p> <ul style="list-style-type: none">• Lead Number: Unique sales lead identifier for each new lead created in the period. These are leads that have been closed however they do not have a status of "Dead". DBI users can click on a lead number and navigate to Oracle Sales Online showing details of sales leads.• Lead Name: The business name attributed to a lead.• Customer Name: The customer from where the lead was generated.• Customer Category: The category of industry to which the customer is associated.• Campaign: The marketing object (campaign/campaign schedule/event/event schedule) associated with lead. In case of no marketing objects 'Unassigned' will be displayed.• Lead Rank: The rank indicative of lead quality measure.• Sales Channel: The sales channel through which the lead was generated.• Lead Start Date: The date on which the lead was created.• Lead Status: The current status of the lead.

Leads by Campaign Report

The Leads by Campaign Report enhances the alignment between marketing initiative and sales objectives. By providing the ability to slice and dice lead activity data simultaneously against both sales group and campaign dimensions, users can assess the impact of marketing on lead conversion process across sales groups. Users can identify which groups are benefiting from the marketing promotions launched and use this information to customize marketing offerings to improve sales ROI.

The "Leads Report" contains only read only parameters. The parameter values are derived from the dimension values present in "Lead Quality Report".

The following table provides details of the Leads by Campaign report.

Leads by Campaign Report

Report Name	Description
Leads by Campaign Report	<p>The Leads by Campaign Report displays the following data in report format.</p> <ul style="list-style-type: none">• New for Period: Number of new leads created in the period.• A for Period: Number of leads with Rank 'A' created in the period.• Current Open: Number of leads that are in the 'Open' status at the end of the specified period. Open leads are leads that are not dead, converted, or closed.• Count, Not Touched: Number of leads (minus dead) created and not updated after a representative has been assigned.• % of Current Open, Not Touched: The percentage composition of currently open leads that are "Not Touched".• No Contact (Dead), Close: Number of leads changed to status 'Dead' during the specified period.• No Conversion, Closed: Number of leads in the 'Closed' status, apart from the dead leads and converted leads.• Count, Converted: Number of leads converted to opportunity during the specified period.• % of Assigned, Converted: The percentage of assigned leads converted.• Average time to Convert, Converted: Average time taken to convert leads (from the date they were created) into opportunities during the specified period. For example, if a lead was created a year

Report Name	Description
	back, and was converted to an opportunity during the specified period, the average time taken for this lead to be converted to an opportunity is calculated.

Using Daily Business Intelligence for Procurement

This chapter covers the following topics:

- Introduction
- Common Concepts for DBI for Procurement
- Procurement Status Dashboard
- Procurement Performance Management Dashboard
- Procurement Management Dashboard
- Procure-to-Pay Management Dashboard
- Commodity Spend Management Dashboard
- Commodity Supplier Management Dashboard
- Cost Center Spend Management Dashboard
- Sourcing Management Dashboard
- Supplier Management Dashboard
- Average Price Reports

Introduction

By using Oracle Daily Business Intelligence (DBI) for Procurement, supply chain and procurement professionals can source new items, analyze supplier performance, develop a commodity strategy, and analyze spend. DBI for Procurement provides easy access to information that can be useful for identifying savings opportunities, improving supplier relationships and supplier service, reducing operational inefficiencies, and making strategic decisions to maximize profits.

Common Concepts for DBI for Procurement

The following information is common across DBI for Procurement.

DBI for Procurement Parameters

DBI for Procurement uses the following parameters by which to view data. (Not all reports use all parameters.)

Operating Unit

The operating units to which you have access are controlled by security setup in Oracle Applications. When you select All in the Operating Units parameter, the report displays data for all the operating units to which you have access (not all operating units in the enterprise).

If the security profile is not designated at the site or user level, then you will still be able to view data for the operating unit designated in the MO: Operating Unit profile option.

Operating units function as follows in the reports:

- In the purchase order-based reports, data appears in the operating unit in which the purchase order was created. You see data only for purchase orders that were created in operating units to which you have access.
- In the invoice-based reports (Payables Leakage, Manual Invoices, and Invoice Amount), data appears in the operating unit in which the invoice was created. You see data only for invoices that were created in operating units to which you have access.
- In the requisitions-based reports (Procurement Status and Procurement Performance Management), data appears in the operating unit in which the corresponding purchase order was created, if a purchase order exists. If the requisition is not yet on a purchase order, then the data appears in the operating unit in which the requisition was created. See also: Data Obtained First from Purchase Orders, page 9-21.

Currency

This parameter displays the functional currencies associated with each operating unit to which you have access. It also displays the primary currency established during the DBI setup. If a secondary currency was set up for DBI, then this parameter also displays that currency.

If the functional currency of an operating unit is the same as the primary or secondary currency, the parameter displays only the primary or secondary currency.

For example, assume the following available operating units and currencies:

Operating Unit	Currency
Vision France	Functional currency is euro.
Vision Operations	Functional currency is USD.
—	Primary currency is USD at Corporate.
—	Optional: Secondary currency is GBP Reporting. (A secondary currency is optional. Your company may not use one.)

In this example, the currencies available to you in the Currency parameter are shown in the following table, which also shows that all data appears for the operating unit and the currency that you select:

Selected Operating Unit	Available Currencies if Primary Currency Is Set	Available Currencies if Primary and Secondary Currencies Are Set	Data Displayed
Vision France	USD at Corporate, and euro	USD at Corporate, euro, GBP Reporting	Data appears in the currency you select for the Vision France operating unit.
Vision Operations	USD at Corporate	USD at Corporate, GBP Reporting	Because the Vision Operations currency and the primary currency are the same, data displays in the primary currency, for the Vision Operations operating unit. If a secondary currency (GBP in this example) is set, then you can also select that currency in which to display the data.

Selected Operating Unit	Available Currencies if Primary Currency Is Set	Available Currencies if Primary and Secondary Currencies Are Set	Data Displayed
All	USD at Corporate	USD at Corporate, GBP Reporting	Data appears in the currency that you select, either the primary or secondary currency.

In the previous example, the currency names include the rate type, such as *at Corporate*. Whether the currency name displays just the currency (such as GBP) or both the currency and the rate type (such as GBP Reporting) depends on how the currency setup was performed for DBI. See Parameters, page 1-4. See also the *Oracle Daily Business Intelligence Implementation Guide* for information about DBI profile options.

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

When using the primary or secondary currency, the system performs the conversions between the functional currency and the primary or secondary currency, not between the transaction currency and the primary or secondary currency. The conversions are performed as follows:

- For conversions in the purchase order-based reports, the rate date from the purchase order is used.
- For the Payables Leakage and Invoice Amount reports, the rate date from the invoice is used.
- For the Returns, Rejections, and Receipt Date Exceptions reports, the rate date from the receipt is used.
- For Procurement Status and Procurement Performance Management reports, the rate date from the purchase order is used, if a purchase order is available. If only the requisition is available, then the rate date from the requisition is used. (Even for the Fulfilled Requisitions reports on the Procurement Performance Management dashboard, the rate date from the purchase order, not the invoice or receipt, is used. The fulfilled amount is based on the exchange rate at the time the purchase order was approved and not on when the purchase order was fulfilled that is, invoiced or received.
- For the Sourcing Management reports, the rate date from the negotiation

documents is used.

Category

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

In the Commodity Spend Management, Commodity Supplier Management, Sourcing Management, and Supplier Management reports, the categories available in the Category parameter are limited based on the selected commodity. (See the description of Commodity later in this section.) For example, if a Facilities commodity is selected in the Commodity parameter, then the list of available categories in the Category parameter includes only those categories that were assigned to the Facilities commodity; you will not find categories in other commodities. If All is selected in the Commodity parameter, then the list of available categories in the Category parameter includes all categories assigned to all of the available commodities. (Available commodities are all of the commodities to which you are assigned.)

Note: Even if you can find a particular category in the Category parameter, the category does not appear in the reports if no purchases were made in that category. (The reports display the message *No data found.*)

Item

The reports display and aggregate items as follows.

- **Master Items:** Master items appear as they were defined in Oracle Inventory, appended with the master organization code; for example, item name *AS54888 (BOS)*. These items were defined for the master inventory organization which was defined in the financials system parameters (Financials Options window) in Oracle Applications. For reports that display the item description, item master also provides that item description.
- **Non-Master Items with a Supplier Item Number:** If a non-master item (not defined in Oracle Inventory) has an associated supplier item number, then the supplier item number appears 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, then they are aggregated as one item. (They are aggregated by supplier name and supplier item number.) The item description that they display is the one from the first-collected purchase order when the programs were run to populate the reports. For example, the following two items exist on purchase orders:
 - Supplier item number *Laptop X (Supplier Corp)* with the item description *Ultra-thin laptop*.

- Supplier item number *Laptop X (Supplier Corp)* with the item description *Standard employee laptop*.

Because the supplier item numbers and suppliers are the same, the item is aggregated as *Laptop X (Supplier Corp)*, and the first-collected description appears. If the first-collected purchase order used the latter item description, then this item appears as a single item, *Laptop X (Supplier Corp)* with the item description *Standard employee laptop*. (For the Procurement Status reports, the supplier item number and description come from the first-collected requisition if a first-collected purchase order is not available.)

In the rare case that a purchase order does not have a supplier and supplier identifier (ID), then the item is treated as a non-master item without a supplier item number.

- **Non-Master Items Without a Supplier Item Number:** If the non-master item has no associated supplier item number, then the item's full description appears, 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, then they are aggregated and appear as one item, with the description and category code. If the descriptions or categories differ, they appear as separate items. (If the descriptions and categories are the same but the suppliers differ, then they still appear as one item, with the description and category code. If you view the item information by supplier, however, you see the data for that item and supplier.)

Supplier and Supplier Site

The Supplier and Supplier Site parameters obtain the suppliers and supplier sites from the Suppliers and Supplier Sites windows in Oracle Applications. The parameters display all suppliers and supplier sites, but the reports display only those suppliers and sites that exist on purchasing documents. For the invoice-based reports (Payables Leakage, Manual Invoices, and Invoice Amount), the reports display the suppliers and supplier sites from the invoices. (The supplier site that is used on invoices is the Pay Site in the Supplier Sites window.) The reports display data only for the supplier sites that are defined for the selected operating unit.

When viewing information in the reports by supplier, the reports aggregate the data for suppliers for which transactions exist in the system, across all supplier sites.

Buyer, Invoice Creator, Requester, or Negotiation Creator

The Buyer parameter enables you to view data by buyer. The buyer is indicated on the purchase order. Only employees defined as buyers in the Buyers window in Oracle Purchasing are available for searching within the Buyer parameter.

The Invoice Creator parameter, which is used in the Payables Leakage and Manual

Invoices reports, enables you to view data by invoice creator. (Because invoice amounts are matched to purchase orders, the Invoice Amount report enables you to view data by buyer, not invoice creator.) The invoice creator is the person who created or canceled the invoice distribution. For example, a transaction that was created by Employee A but canceled by Employee B appears under Employee B's total payables leakage amount.

The Requester parameter, which is used by the Procurement Status and Procurement Performance Management reports, includes all defined employees in Oracle Applications. The reports themselves show data only for requesters who created requisitions in the selected time period. The reports show the requester from the Requester field, and the requester is not always the same person as the requisition preparer. Requisitions generated from Oracle Master Scheduling/MRP or Oracle Advanced Supply Chain Planning use the planner's employee name as the requester.

The Negotiation Creator parameter lists users who created negotiation documents in Oracle Sourcing. The negotiation creator is not necessarily the buyer. The Sourcing Management reports use this parameter.

Commodity

The Commodity Spend Management, Commodity Supplier Management, Sourcing Management, Supplier Management, and Cost Center Spend Management reports use the Commodity parameter.

A commodity is a grouping of purchasing categories. Commodities to which you have been assigned in Oracle Purchasing appear in this parameter if you were assigned these commodities in the context of the commodity manager role during the Daily Business Intelligence setup.

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

Example Commodities and Categories

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

Commodity	Purchasing Category	Category Code in Oracle Applications
	Brake Foundations	FOUND.BRAKES

In addition to assigning categories to commodities, the commodities setup requires assigning people to the commodities. In the commodity-based reports, you see only the commodities to which you have been assigned. Only one commodity level, just above the category level, is supported.

The data that you can view in the commodity-based reports is an intersection of the operating units and commodities to which you have access. For example, your company consists of three operating units: A, B, and C. One of your company's commodities is Paper. A centralized commodity manager who has access to all three operating units sees purchasing data for Paper across all operating units. A local commodity manager sees purchasing data for Paper only in the operating unit to which the local manager is assigned.

Commodities with no categories assigned to them are available for searching within the Commodity parameter, but do not appear in the commodity-based reports. (Categories that are not assigned to commodities do not display data in the commodity-based reports.)

In the Supplier Management reports, the categories that are not assigned to any commodity are shown as the Unassigned commodity.

Organizations

Many reports display an Organization parameter. The Organization parameter contains the inventory organizations that are defined in Oracle Applications. The reports display the organizations that are entered as ship-to organizations, in the Ship To Org field, on the purchase order shipments. The receiving clerk also selects this organization before creating the receipt. (For information on the Procurement Status and Procurement Performance reports, see *Data Obtained First from Purchase Orders*, page 9-21.)

The ship-to organization does not have to belong to the same operating unit for which the purchase order was created. For example, you have access to data in Operating Unit 1 (OU1), but not Operating Unit 2 (OU2). The purchase order was created in OU1, but its ship-to organization belongs to OU2. In the Organization parameter, you can select the ship-to organization that belongs to OU2 and view the data.

Company

This is the primary dimension for the Cost Center Spend Management dashboard. It represents a hierarchy of strategic business units or legal entities, which can be organized across geographic regions or otherwise tailored to business needs. You set up this dimension in Oracle Financials.

Cost Center

This is the primary dimension for the Cost Center Spend Management dashboard. The Cost Center dimension is a hierarchical grouping of balancing segment values or cost centers, which are entities that track either expenses or revenue. You set up this dimension in Oracle Financials. See Oracle Financials User's Guide.

Complex Work Procurement

DBI for Procurement reports include purchase orders for the procurement of complex work. Complex work contracts are fixed price contracts with interim progress payments that are based on either cost or milestones. These progress payments can be financing payments or delivery payments.

Complex work is included in all calculations except:

- Fulfilled requisitions in the Procurement Performance Management dashboard.
- Unfulfilled requisitions in the Procurement Status dashboard.
- Receipts and Returns measures in Commodity Supplier Management and Supplier Management dashboards.

Multi-Organization Access Control

See Operating Unit, page 9-2 for information about the MO: Operating Unit profile, which controls access to multiple organizations.

Purchase Order Cancellations

In all reports that use purchase order amounts, cancellations are taken into account. If the purchase order, purchase order line, or purchase order shipment is canceled, then the quantity used to calculate the purchase amount is the quantity ordered minus the quantity canceled. The quantity canceled is defined as the number of units not yet received for that purchase order, purchase order line, or purchase order shipment when the cancellation occurred. For example, if you ordered five items, received two, and canceled the order line, then the quantity canceled is three.

Purchase order lines that are completely canceled (before any quantity has been received) do not appear in the reports that show the underlying purchasing documents. For example, the Price Savings by PO Number report shows the purchase orders that contributed to the savings. If a line on the purchase order was completely canceled, then that line does not appear in the Price Savings by PO Number report.

Unlike cancellations, return-to-supplier transactions do not affect the purchase order amount. (The Fulfilled Requisitions and Unfulfilled Requisitions reports are exceptions. In these reports, return-to-supplier transactions can affect fulfillment and the fulfilled amount.)

For information on how purchase order cancellations, returns, and other transactions affect fulfilled and processed requisitions, see *Common Concepts for Procurement Status and Procurement Performance Management*, page 9-18.

Invoice Cancellations

In all reports that use invoice amounts or invoice distributions, cancellations are taken into account. If the invoice or invoice distribution is canceled, then the quantity used to calculate the invoice amount (or the number of invoice distributions, in the Manual Invoices report) subtracts the cancellation. For example, an original invoice, with no matching purchase order, was created for 100 USD. Later, 25 USD is canceled on the invoice. After the invoice is canceled and data is re-collected for the reports, the payables leakage calculation includes 75 USD instead of 100 USD.

In another example, an invoice is created for 200,000 USD. Because it is not matched to a purchase order, 200,000 USD is included as leakage in the Payables Leakage report. (If the invoice were created manually, then its one distribution would be included in the Manual Invoices report.) After the invoice is canceled and data is re-collected for the reports, the amount of 200,000 USD is no longer included in the payables leakage. (If the invoice were created manually, then it would no longer display in the Manual Invoices report after it is canceled.)

In another example, a purchase order is created for 100,000 USD. A validated invoice for 100,000 USD is matched to the purchase order. Therefore, 100,000 USD is included in the Invoice Amount report. When this invoice is canceled and data is re-collected for the reports, the amount of 100,000 USD is no longer included in the Invoice Amount report.

You might not see an invoice cancellation deducted from the amount if the cancellation occurred in a different period than the one you are viewing. Recall, also, that the invoice creator is the person who created or canceled the invoice. If the person who canceled the invoice is different from the one who created it, and you are viewing the report by invoice creator, then the cancellation appears under the person who canceled the invoice.

For information on how invoice cancellations affect fulfilled requisitions, see *Common Concepts for Procurement Status and Procurement Performance Management*, page 9-18.

Consigned Inventory

The consumption of items from consigned stock creates either a release or a standard purchase order that references a global blanket purchase agreement, depending on how the consigned item was set up. These documents (also known as consumption advice documents) are included in the purchase order amounts, with the exceptions listed later in this section. They are also included in the contract purchase amount like any other release or standard purchase order that references a global agreement. (The initial purchase order that is created to request the shipment of the consigned items, the consigned purchase order, is not included in the purchase order amounts because it is

simply a request for the shipment. Also, the pricing on this request is not used, but the pricing on the consumption advice document is.)

The Returns, Rejections, and Receipt Date Exceptions reports do use the initial purchase order that was created for the consigned items because this is the purchase order that is received against. (The consumption advice documents are not created until after the receipt is made.)

Consigned purchase orders and consumption advice documents are excluded from the Fulfilled Requisitions and Unfulfilled Requisitions reports because receiving against a consigned purchase order does not accurately capture fulfillment as defined by these reports. (Consigned purchase orders are included in the Processed Requisitions and Unprocessed Requisitions reports, but consumption advice documents are not.)

Consigned purchase orders are not included in the Procurement Management dashboard, but Consumption Advice documents are.

Consigned purchase orders are not included in Contract Utilization measures and Price Savings measures in the Commodity Spend Management dashboard, but Consumption Advice documents are included.

Excluded Line Types

Some reports exclude certain line types. Possible line types are:

- Goods: For example, 10 books at 5 USD each; the price is 5 and the quantity is 10 on the purchase order.
- Amount-based: For example, 500 USD for a service; the price is 1 and the quantity is 500 on the purchase order.
- Rate-based: For example, a contractor at 100 USD per hour; on the purchase order, the rate is 100 in the price field, the unit of measure (UOM) is hour, and the amount is the agreed-upon amount for the service plus any additional amount to cover rate differentials such as overtime and weekend time.
- Fixed price: For example, 500 USD for a service; the amount is 500 on the purchase order. This includes lines for the procurement of complex work.

Note: Rate-based and fixed price line types are available only if Oracle Services Procurement is implemented.

PO Price Savings and Quantity Change, and PO Price Change

The PO Price Savings and Quantity Change report and the PO Price Change report include only data for goods line types. They do not include data for amount-based, rate-based, or fixed price line types.

For example, amount-based lines have a price of 1 and a quantity equal to the total

amount that will be paid to the supplier. Because these items combine the price and quantity into a single number, including the number in the price change measure makes the measure less meaningful. Likewise, fixed price lines have only an amount, not a price or quantity, and rate-based purchase order lines do not specify a quantity. Therefore, the purchase order amount for these line types cannot be accurately attributed to either price savings or quantity change.

Blanket Leakage Reports

Rate-based and fixed price lines in Oracle Services Procurement are excluded from the Blanket Leakage reports because these line types are never for master items. The Blanket Leakage reports consider master items only.

Receipt-Based Reports

The Receipt Date Exceptions, Returns, and Rejections on Inspection reports exclude rate-based and fixed price line types, which include lines for complex work. Receipts cannot be entered for rate-based lines in Oracle iProcurement and Oracle Purchasing; therefore, rate-based lines do not generate sufficient data for these reports. Fixed price lines can be received, but they do not specify the date that a service was rendered; therefore, they do not accurately capture receipt date exceptions. Because fixed price lines cannot be returned or inspected, they also generate no data for returns or rejections.

Fulfilled and Unfulfilled Requisitions Reports

Fixed-price and rate-based line types generated by Oracle Services Procurement are not included in the Fulfilled Requisitions and Unfulfilled Requisitions reports. (Some reports include fixed-price, complex work purchase orders, but they are not included in the Fulfilled Requisitions and Unfulfilled Requisitions reports. For more information, see Complex Work Procurement.) Fulfillment is defined as receipt or invoice of the goods; however, the receipt or invoice date does not reflect when the services were rendered (fulfilled). (These line types, however, are included in the Unprocessed Requisitions and Processed Requisitions reports. For example, an approved, fixed-price requisition line consists of an amount of 500 USD, which would be included in the Unprocessed Amount until the line is placed on a purchase order and the purchase order is approved; then it is included in the Processed Amount.)

For temporary labor fixed-price or rate-based line types, the point at which the requisition line is considered approved for inclusion in the Unprocessed Requisitions and Processed Requisitions reports could be slightly different from other line types. See Approved Requisitions Only, page 9-18.

All Other Reports

All other reports include all line types. For amount-based lines, for example, a charge of 50 USD per hour, for 10 hours, is entered on the purchase order as a price of 1 and a quantity of 500 (10 * 50). In this example, the PO Purchases Amount for this line is 500.

Fixed price and rate-based lines specify an amount explicitly. For these, the reports use the Amount, rather than Price * Quantity.

The quantity and UOM columns in the reports display N/A for amount-based, rate-based, and fixed price lines.

Contract and Non-Contract Purchases

When a user creates a purchase order in Oracle Purchasing or Oracle iProcurement, the user indicates whether the purchase price was negotiated as part of a blanket purchase agreement. If a user selects the Negotiated flag, then the purchase is classified as a contract purchase; otherwise, it is considered a non-contract purchase. Non-contract purchases include blanket leakage.

Blanket leakage occurs when both of the following conditions are met:

- There was a blanket purchase agreement in effect, but it was not referenced when the standard purchase order was created
- The Negotiated flag was not selected when the user created the purchase order

Note: While these are general guidelines for the definition of contract purchases and non-contract purchases, the user is responsible for designating them properly. The classification of reports in DBI for Procurement relies on the user's correct use of the negotiated flag.

Units of Measure

Nearly all of the Procurement Status, Procurement Performance Management, Commodity Spend Management, and Commodity Supplier Management reports display the unit of measure (UOM) when you view item-level details. (For details on how items are grouped for display purposes, see Item, page 9-5.) For example, the Contract Utilization report includes the total PO Purchases Amount. If you click a category in the report, then the report shows the items in that category, including their UOMs.

Procurement Status and Procurement Performance Management UOMs

UOMs in these reports behave exactly as described in the next section, Commodity Spend Management, with one addition: for master items, the UOM is converted from the UOM on the requisition to the Primary UOM set up for the item if a corresponding purchase order is not available. For non-master items, the UOM for the item is taken from the requisition if a corresponding purchase order is not available.

Commodity Spend Management UOMs

UOM aggregation is performed as follows in the Commodity Spend Management

reports:

Master Items

For master items, the UOM is converted from the UOM on the purchase order transaction to the Primary UOM set up for the item. This is the Primary UOM defined for the master organization of the FSP organization. (The FSP organization is the Inventory Organization in the Supplier-Purchasing tabbed region of the Financials Options window. Every FSP organization is associated with a master organization.) For example:

Example Master Item UOMs

Data	Transaction 1	Transaction 2
Item	128MB SDRAM DIMM (V1)	128MB SDRAM DIMM (V1)
UOM	Each	Dozen
Quantity	20	5
Price	25	250
PO Amount	20 * 25 = 500	5 * 250 = 1250

Using this example 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	1750

Non-Master Items

For non-master items (with or without a supplier item number), the reports use the UOM from the purchase order transaction. For example:

Example Non-Master Item UOMs on Purchasing Transactions

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 * 50 = 250	10 * 45 = 450	2 * 550 = 1100	4 * 500 = 2000

Using this example, the item-level details in the reports display one row for the item expressed as Each and one row for the item expressed as Dozen:

Item	UOM	Quantity	PO Purchases Amount
RAM - 32MB (Supplier Name)	Each	15	700
RAM - 32MB (Supplier Name)	Dozen	6	3100

Based on the item grouping rules described in Item, page 9-5 and on the UOM rules described previously, non-master items without supplier item numbers that do not have the same UOM, category, and description, appear 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 UOMs.)

Commodity Supplier Management UOMs

UOMs in the Commodity Supplier Management reports behave the same as they do for UOMs in the Commodity Spend Management reports with one addition: non-master items in the Returns, Rejections, and Receipt Date Exceptions reports take into account the UOM on the receipt, return, or rejection transaction.

The following example shows how receiving and return transactions for non-master items are handled when the UOMs differ in the Returns, Rejections on Inspection, and Receipt Date Exceptions reports.

For non-master items with or without a supplier item number, the reports use the UOM from the purchase order transaction. In this example, all five dozen items were received; however, one dozen contained two damaged items (each), which were returned:

Example Non-Master Item UOMs on Receiving Transactions

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 * 550 = 2750	Receipt Amount = 5 * 550 = 2750	2 (Each) / 12 = .167 Return Amount = 550 * .167 = 91.85

Changes to Purchase Orders

If a change is made to a purchase order, causing it to require re-approval, then the changes are not reflected in the reports until the purchase order has been approved again. If the changes do not require re-approval, then they are reflected in the reports after the request sets are run by a system administrator. The request sets populate the reports with the latest data as long as the status remains Approved.

The following purchase order changes are reflected in the reports:

- **Commodities.** If the category assignments in a commodity change, then the reports reflect the new commodity assignment.
- **Category.** If the category changes on the purchase order, then the reports reflect the new category.
- **Item.** If item details change on the purchase order (such as supplier item number or item description), then the reports reflect the new item information.
- **Buyer.** If the buyer changes on the purchase order, then the reports reflect the new buyer.

The latest commodity, category, item, and buyer appear even if you enter a past date. For example, if the commodity was different a month ago than it is today, then the latest commodity appears even when you enter last month's date.

Zero Amount Purchase Orders

Purchase order prices of zero are not included in the report amounts. If zero amount purchase orders are the only data for the current period and no other column (such as Change) has data, then no data appears in the reports. For example, if the only purchase that occurred this period was for a zero amount but the previous period had non-zero purchase amounts, then the Change calculation shows the change. (The row will be all zero values except for the Change column.) If the purchase has a zero amount and the View-by parameter is Item, then the Quantity column may display a value greater than zero. If it does, then the row for the zero-priced purchase order will appear.

Viewing Purchase Orders and Other Documents

Some reports display the purchasing documents underlying the data. For example, Price Savings by PO Number displays each purchase order that contributed to the savings amount.

See Viewing Purchase Orders, Requisitions, and Sourcing Documents, page 9-24 for information about viewing documents in the Procurement Status and Procurement Performance Management reports.

Note: The purchasing documents could have been updated since the last time they were collected by DBI for appearing in the reports. Therefore, when viewing specific documents, you might see a recent change on the document that is not yet reflected in the amounts. Typically, the data is collected daily, and you should see the updated amounts the next day.

In addition, the reports aggregate data for specific document lines and shipments. For example, the PO Price Savings by PO Number report aggregates data for those purchase order lines and shipments that contributed to the savings. The purchasing document might contain other lines or shipments that are not included in the calculation because they did not contribute to it.

Global Start Date

The global start date is established when setting up DBI.

- For data to appear in the purchase order-based reports, both the creation date and first approval date of the purchase order distribution have to have occurred after the global start date.

- For data to appear in the Returns, Rejections, and Receipt Date reports, both the creation date of the return, receipt, or rejection transaction and the creation date of the purchase order shipment must have occurred after the global start date.
- For data to appear in the Payables Leakage and Invoice Amount reports, the general ledger (GL) date on the invoice distribution must have occurred after the global start date.
- For data to appear in the Manual Invoices report, the creation date of the invoice distribution must have occurred after the global start date.
- For data to appear in the Procurement Status and Procurement Performance Management reports, both the creation date and last approval date of the requisition must have occurred after the global start date.

Comparing Procurement Management and Commodity Reports

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

- The PO Purchases Amount on the Procurement Management dashboard is the total purchases amount for all purchasing categories in which purchases were made for the operating units to which you have access.
- The PO Purchases Amount on the Commodity Spend Management dashboard is the total purchases amount for items for the operating units to which you have access and for the commodities to which you have access.

If you do not have access to all commodities or if your implementation team did not assign all purchasing categories to commodities, then the amounts are not the same.

Common Concepts for Procurement Status and Procurement Performance Management

The following information applies to all Procurement Status and Procurement Performance Management reports. The Procurement Status reports show unprocessed and unfulfilled requisitions; the Procurement Performance Management reports show processed and fulfilled requisitions.

Approved Requisitions Only

Only approved requisition lines are included in the Procurement Status and Procurement Performance Management reports. If you use Oracle Services Procurement, which includes temporary labor lines, the temporary labor lines are not considered approved until a contractor has been assigned for those lines with a status that began with Approved, Pending only. Not all temporary labor lines require contractor assignment, only those with the status Approved, Pending. Approval after

contractor assignment is not an additional requirement to be considered approved by the reports. As long as the status is Assigned for lines requiring contractor assignment, then they are considered approved. For example, the status Requires Reapproval, Assigned is considered approved just as Approved, Assigned is.) Temporary labor lines can be either a fixed-price or rate-based line type. For more information on temporary labor lines, also known as contractor requests, in Oracle Services Procurement, see the *Oracle iProcurement Implementation Guide* or Oracle iProcurement online Help.

Canceled Requisitions

Canceled requisitions are excluded from the reports. For example, on Tuesday a requisition line appears in the reports as processed. That afternoon, the requisition line (or the entire requisition) is canceled. That evening, the DBI processes that collect daily data for the reports are run. Wednesday, the requisition line no longer appears in reports, either as processed or unprocessed.

Returned or Rejected Requisitions

Requisitions that the approver returns to the requisition preparer or rejects do not appear in the reports. If the returned requisition is modified and reapproved, then it appears in the relevant report. Only approved requisitions appear in the reports.

Changed Requisitions

Using Oracle iProcurement, requesters can change an approved requisition that was created in Oracle iProcurement or Oracle Purchasing.

If an approved requisition is not on an approved purchase order or release, then it is included in the Unprocessed Requisitions reports. If the requester changes this requisition, then it is withdrawn from the approval process and no longer appears in the Unprocessed Requisitions reports while the change is being made and, if required, approved. After the requisition is resubmitted and approved, it again appears in the reports, with the change.

Note: In the Unprocessed Requisitions reports, you can view unprocessed requisitions that are Pending Buyer's Workbench, Pending Buyer's Submission for Approval, and Pending PO Approval. Only requisitions that are Pending Buyer's Workbench can be changed because they are not yet on a purchase order or release. Requisitions that are Pending Buyer Submission for Approval or Pending PO Approval have been placed on purchase orders or releases that are in an Incomplete or In Process status; these requisitions cannot be changed.

If the approved requisition is on an Approved purchase order or release, then the requisition change process is as follows:

1. Because the requisition is placed on an approved purchase order or release, it is included in the Processed Requisitions reports.
2. After the requester changes this requisition, a change request is initiated. The requisition remains in an Approved status. If the change does not require approval by the requester's management chain, then the purchase order changes to an In Process status and you can proceed to the next step. If the requisition change requires approval by the requester's management chain, then the corresponding purchase order or release remains Approved and continues to appear in the Processed Requisition reports until either of the following actions occurs:
 - If the requester's manager rejects the change, then the requisition remains unchanged and Approved. Request for the buyer's approval is never initiated; the purchase order remains Approved. The requisition is still included in the Processed Requisitions reports, unchanged.
 - If the manager approves the change, then the corresponding purchase order or release assumes an In Process status and progresses to the buyer for review.
3. After the purchase order is at In Process status, the requisition moves from the Processed Requisitions reports to the Unprocessed Requisitions reports. Specifically, it is included in Unprocessed Amount - Pending PO Approval in the Unprocessed Requisitions Amount report. Because the changes are not yet approved by the buyer, the previous requisition quantity and amount still appear. The buyer must review the change request and:
 - If the buyer approves the change request, then the changes are applied to both the purchase order and the requisition. Sometimes, additional approval by the buyer's management chain might be required to the purchase order. After the status of the purchase order is Approved, the requisition moves back to the Processed Requisitions reports, with the changes.
 - If the buyer rejects the change request, then the purchase order changes back to an Approved status and moves back to the Processed Requisitions reports, but without the changes.

Note: Recall that the latest changes to a purchase order or requisition are not reflected in the reports until the request sets are run (usually daily) by your system administrator to populate the reports with the latest data.

A requisition in the Fulfilled Requisitions reports can also be changed. If the corresponding purchase order or release is Closed for Receiving or Closed for Invoicing, then it can still be changed. The same requisition change process applies. When this requisition is changed, its status remains Approved, but the purchase order becomes In Process. The requisition moves from the Fulfilled Requisitions reports to the

Unprocessed Requisitions reports (specifically to Unprocessed Amount - Pending PO Approval), unchanged until the buyer approves it. If the buyer rejects the change request, then the old quantity and amount return to the Fulfilled Requisitions reports. If the buyer approves the change request, then the new quantity and amount are reflected in the Fulfilled Requisitions reports. If the change to the purchase order amount places the corresponding invoice or receipt outside the close tolerance percentage, then the requisition appears in the Unfulfilled Requisitions reports. (See Unfulfilled Requisitions Reports, page 9-44 for an explanation of how the invoice or the receipt qualifies as fulfillment.)

Recall that processing or fulfillment time starts from the last approval date of the requisition. Therefore, approval of requisition changes is not counted in the buyer's processing time. Instead, processing time starts over from the last requisition approval date. Likewise, in the Processed Requisitions reports, the requisition is placed in the same period as the last processed purchase order or release approval date. See Last Approval Dates, page 9-69.

Exclusions

Internal requisitions and purchase requisitions with a source type of Supplier are reported, but those with a source type of Inventory are not.

Data Obtained First from Purchase Orders

Where a corresponding purchase order exists for the requisition line, the Procurement Status and Procurement Performance Management reports obtain the following data from the purchase order (the purchase order does not have to be approved). If the requisition is not yet on a purchase order, then the reports obtain this data from the requisition line:

- Operating Unit
- Currency (to calculate amounts)
- Organization (ship-to organization [Org] on the purchase order shipment, organization that owns the Deliver-To Location on the Oracle iProcurement requisition, or destination Organization on the Oracle Purchasing requisition)
- Supplier
- Buyer
- Category
- Item
- Description

- Expected Date (Promised Date or Need-By Date)
- Price
- Quantity
- UOM
- Amount

Note: Because information is taken from the purchase order where available, you might notice changes such as:

- The use of global agreements in Oracle Purchasing can create purchase orders in a different operating unit than the requisition. Therefore, you might first see the data in the operating unit of the requisition. After the requisition is placed on a purchase order that references a global agreement, you will see the data in the operating unit of the purchase order, which may differ from the requisition operating unit.
- If the purchase order is processed by a different operating unit than the requisition (as can be the case when global blanket purchase agreements are used to process a requisition), then the category on the requisition could differ from that on the purchase order because the category structures between the two operating units differ.
- A non-master item and category may be specified on a requisition line, but during AutoCreate in Oracle Purchasing, the buyer could change the category. Therefore, a requisition line that appears in one category before being placed on a purchase order could appear in a different category after the line is placed on a purchase order.

Canceled Purchase Orders

If a purchase order shipment that corresponds to a requisition line is canceled, but the requisition line itself is not canceled, then the requisition line is returned to the requisition pool. Therefore, the requisition line is no longer considered processed in the Processed Requisitions reports or fulfilled in the Fulfilled Requisitions reports. Instead, the requisition line appears as unprocessed in the Unprocessed Requisitions reports and proceeds to the Processed Requisitions and Fulfilled Requisitions reports as it progresses through the process.

Note: To capture accurate data in the Unprocessed Requisitions reports, it may be best practice to cancel requisition lines with corresponding

purchase order shipments that have been canceled.

If a purchase order shipment is canceled after partial receipt, then Oracle Purchasing creates another requisition line for the remaining quantity. This remaining requisition line is considered processed, unprocessed, or fulfilled, as its status requires. For example:

1. Requisition line 1 has a quantity of 100 and is placed on an approved purchase order. It is considered processed.
2. A quantity of 15 is received against this purchase order shipment.
3. The purchase order shipment is canceled.
4. Oracle Purchasing automatically updates the quantity on requisition line 1 to 15 and creates a requisition line 2 with a quantity of 85. Assuming that 3-Way or 4-Way matching was selected for the purchase order shipment, requisition line 1 appears as fulfilled because it was completely received against, within tolerances. Requisition line 2, however, is part of the requisition pool. Until it is placed on an approved purchase order, it is unprocessed.

Modified Purchase Orders

If the purchase order shipment corresponding to the requisition line is modified and assumes a Requires Reapproval status, then the requisition line is no longer considered processed, and it appears in the Unprocessed Requisitions reports. Specifically, the requisition line is considered unprocessed Pending Buyer's Workbench because it is on a purchase order that has not yet been submitted for approval.

Likewise, if a fulfilled purchase order shipment is modified and requires re-approval, then the corresponding requisition line is considered both unprocessed and unfulfilled. After the shipment is processed (approved), it is considered both processed and fulfilled again.

Manually Created Purchase Order Shipments

When a buyer manually adds a purchase order shipment, that shipment is not tied to the corresponding requisition line. For example, a requisition line for a quantity of 10 is created and approved. A corresponding purchase order is created and approved, with a shipment line for a quantity of 10. The amount corresponding to this quantity of 10 appears in the Processed Requisitions reports. The buyer changes this shipment to a quantity of 6, adds a new shipment for a quantity of 4, and re-approves the purchase order. This new shipment is not tied to the requisition line. Therefore, you might initially see a processed requisition line amount for the quantity of 10. Later, that amount is reduced to an amount associated with a quantity of 6. The shipment for the quantity of 4 is not included in the reports.

Purchase Order Freeze or On Hold

A frozen purchase order (the status is Freeze in Oracle Purchasing) has no effect on the reports. For example, if a requisition line is placed on an approved purchase order, then it is considered processed even if the purchase order later becomes frozen.

A purchase order that is placed on hold cancels approval of the purchase order; therefore, the corresponding requisition line becomes unprocessed and unfulfilled. Once the hold is released and the purchase order is again approved, the corresponding requisition line becomes processed or fulfilled, as appropriate.

Viewing Purchase Orders, Requisitions, and Sourcing Documents

The Procurement Status and Procurement Performance Management reports display both the purchase order (if available) and the requisition underlying the data. The Unprocessed Requisitions reports also display the underlying sourcing document for those requisitions in a Pending Sourcing status, if Oracle Sourcing is used.

Note: To see the sourcing documents, if any, in the Unprocessed Requisitions reports, you must be set up as an Oracle Sourcing user. Details are described in the *Oracle Daily Business Intelligence Implementation Guide*.

In the Procurement Status and Procurement Performance Management reports, the underlying purchase order or release, if available, might sometimes display as a PDF file. If so, the purchase order or release is in an Incomplete status. (In all other cases, the purchase order or release appears in the browser like any other document or report.) Incomplete documents can be retrieved only in PDF for these reports, if PDF setup has been performed in Oracle Purchasing (see the *Oracle Daily Business Intelligence Implementation Guide*). You cannot view the purchase order or release if it is both Incomplete and On Hold.

Canceled and Modified Invoices

If an invoice that currently fulfills a purchase order or release shipment is canceled, then the requisition line corresponding to that shipment is no longer considered fulfilled if a 2-Way match approval level is selected on the shipment. The requisition line would display in the Unfulfilled Requisitions reports. If a 3-Way or 4-Way match approval level is used, then the shipment is always considered fulfilled once the receipt is created. After another validated invoice distribution is matched to the purchase order or release shipment for which 2-Way matching is used, the corresponding requisition line is once again considered fulfilled.

If an invoice is modified outside the invoice close tolerance percentage, it is no longer considered fulfilled if a 2-Way match approval level is used. If a 3-Way or 4-Way match approval level is used, then the shipment is always considered fulfilled once the receipt is created. For example:

- A validated invoice for 1000 USD is matched to a purchase order for the amount 1000 USD. On the purchase order shipment, the Invoice Close Tolerance (%) is 15 percent, and 2-Way matching is selected. Since the invoice and purchase order values match within the tolerance, the corresponding requisition line is reported as fulfilled.
- This invoice is modified to 900 USD and validated. Because 900 USD is still within the tolerance (850 USD is the limit for a tolerance of 15 percent), the requisition line is still considered fulfilled.
- This invoice is now modified to 800 USD and validated. Because 800 USD falls outside the tolerance of 15 percent, the requisition line is no longer considered fulfilled. The requisition line now appears in the Unfulfilled Requisitions reports.

Note the following about invoice validation:

- After a shipment (and corresponding requisition line) is fulfilled by a validated invoice, merely invalidating the invoice does not cancel fulfillment of the requisition line. Only a modification to the invoice that is outside the invoice close tolerance percentage cancels fulfillment of the line.
- When a purchase order is created with Pay on Receipt selected in its terms and conditions, the invoice is created automatically upon receipt. Invoices created this way do not have a validated status; however, a Closed for Invoicing date is recorded in the database for the purchase order shipment. As a result, the corresponding requisition line is considered fulfilled even though the invoice is not validated.

Credit Memos

Validated credit memos may affect fulfillment when a 2-Way match approval level is selected on the purchase order or release shipment. For example, a purchase order shipment for a quantity of 100 is matched to an invoice for a quantity of 100. The invoice close tolerance percentage is zero. The invoice is validated, the shipment is Closed for Invoicing, and the corresponding requisition line displays as fulfilled. Later, a credit memo for a quantity of 30 is matched to this invoice and validated. Because this credit places the invoice quantity outside the invoice close tolerance, the shipment changes from a Closed for Invoicing status back to an open shipment. The corresponding requisition line becomes unfulfilled.

Returns and Receipt Corrections

After a shipment is returned using a return-to-supplier transaction in the Returns window in Oracle Purchasing or the Return Items functionality in Oracle iProcurement, it is no longer considered fulfilled if a 3-Way or 4-Way match approval level is used and if the return reduces the total receipt quantity to something outside the receipt close tolerance percentage. For example, the shipment quantity is 10, and you receive 10 and

return one. The shipment is still fulfilled when the receipt tolerance is 10 percent. The same is true of corrections. If the corrected quantity falls outside the tolerance, then the shipment is no longer fulfilled; if it falls within the tolerance, then the shipment is still fulfilled. Returns and corrections do not affect fulfillment when a 2-Way match approval level is used. Only a change to the invoice outside the invoice close tolerance percentage affects fulfillment in a 2-Way match. See *Canceled and Modified Invoices*, page 9-24.

Modifying Tolerances

Changing the receipt close tolerance or invoice close tolerance percentages on a purchase order or release shipment after it has already been fulfilled does not change the fulfilled status. This kind of change does not change the closed status of the shipment; therefore, it is still considered fulfilled.

Average Age

Many reports show the Average Age in days that requisition lines have been waiting to be processed or fulfilled or days that requisition lines took to be processed or fulfilled. If the number of days is less than zero (for example, a receipt was backdated before the purchase order approval date for a fulfilled requisition line), then the number of days for that requisition line is considered to be zero in the average age calculation.

Additional Information

Although reports might display only the first few rows of data, grand totals are given for *all* data where applicable. For example, if you are viewing transactions for the month to date as of January 27 for all operating units, values (including grand totals) are given for all data in that month up to January 27 for all operating units to which you have access.

Note: If all columns across a report, including for the previous period, are zero or contain no values, then the row does not appear in the report. For example, a category in PO Purchases does not appear if no purchases occurred in that category in the current and previous periods.

For more information on factoring, what N/A means, and other general information, see *General Dashboard and Report Behavior*, page 1-26.

For more information on Daily Business Intelligence, see *Overview of Daily Business Intelligence*, page 1-1.

Related Reports and Links

DBI for Procurement consists of the following dashboards and reports:

- Procurement Status Dashboard, page 9-28
 - Unprocessed Requisitions Reports, page 9-32
 - Unfulfilled Requisitions Reports, page 9-44
- Procurement Performance Management Dashboard, page 9-57
 - Processed Requisitions Reports, page 9-60
 - Fulfilled Requisitions Reports, page 9-70
- Procurement Management Dashboard, page 9-83
 - Non-Contract Purchases Reports, page 9-85
 - Blanket Leakage Reports, page 9-88
 - PO Purchases Reports, page 9-99
 - Payables Leakage Reports, page 9-101
- Procure-to-Pay Management Dashboard, page 9-104
 - Manual Invoices Reports, page 9-106
- Commodity Spend Management Dashboard, page 9-108
 - Invoice Amount Reports, page 9-111
 - Spend Evaluation Reports, page 9-115
 - Contract Utilization Reports, page 9-127
- Commodity Supplier Management Dashboard, page 9-138
 - PO Price Change Reports, page 9-142
 - Returns Reports, page 9-149
 - Receipt Date Exceptions Reports, page 9-157
- Cost Center Spend Management Dashboard, page 9-167
 - Invoice Amount Reports, page 9-111
 - Spend Evaluation Reports, page 9-115

- Contract Utilization Reports, page 9-127
- Sourcing Management Dashboard, page 9-168
 - Sourcing and Award Reports, page 9-171
 - Sourcing Cycle Time Reports, page 9-176
 - Sourcing Savings Reports, page 9-180
- Supplier Management Dashboard, page 9-183
 - Spend Analysis Reports, page 9-185
 - PO Purchases Reports, page 9-99
 - PO Price Change Reports, page 9-142
 - Receipt Date Exceptions Reports, page 9-157
 - Invoice and Payables Reports, page 9-187
 - Returns Reports, page 9-149
- Average Price Reports, page 9-187

Procurement Status Dashboard

Use the Procurement Status dashboard to measure the workload and productivity of your procurement organization and:

- View the volume of requisitions, in currency amount and number of requisition lines, that are not yet processed into purchase orders. See Unprocessed Requisitions Reports, page 9-32.
- Of the unprocessed requisitions, view how many are pending placement on a purchase order, pending purchase order submission for approval, and pending purchase order approval. See Unprocessed Requisitions Reports, page 9-32.
- View the volume of requisitions, in currency amount and number of requisition lines, not yet fulfilled (that is, received or invoiced). See Unfulfilled Requisitions Reports, page 9-44.
- View how long, on average, the requisitions have been waiting to be processed or fulfilled. See Unprocessed Requisitions Reports, page 9-32 and Unfulfilled Requisitions Reports, page 9-44.

Using the Procurement Status reports, procurement managers can see the volume of requisitions waiting to be processed (their purchase orders are approved) and fulfilled (their purchase orders are received or invoiced against). If needed, managers can take the necessary steps to improve or speed processing.

These reports show the status of the requisitions as of the Data Last Updated date that appears at the bottom of the dashboard or report, for all requisitions since their creation, which is the global start date set up for Daily Business Intelligence (DBI). As soon as a requisition line is placed on an approved purchase order (that is, processed), it no longer appears in the Procurement Status reports. Instead, it appears in the Procurement Performance Management reports.

The Procurement Status reports are based on information in Oracle Purchasing and, if used, Oracle iProcurement.

The Procurement Status dashboard and reports are available to users with the Procurement Manager or Daily Procurement Intelligence responsibility.

Note: All reports, except the Unfulfilled Requisition reports, include requisitions for complex work.

Dashboard Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

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

Because the Procurement Status dashboard shows the current status of the orders as of the Data Last Updated date, you cannot select a specific date or time period within which to view the data.

For more information on how parameters, including periods, affect the results on dashboards and reports, see Parameters, page 1-4.

Related Reports and Links

This dashboard has these report regions:

- Procurement Status KPIs, page 9-30
- Unprocessed Requisitions Reports, page 9-32
- Unfulfilled Requisitions Reports, page 9-44

Additional Information

For information on factoring, what N/A means, and other general information, see General Dashboard and Report Behavior, page 1-26.

Related Topics

Average Price Reports, page 9-187

Common Concepts for Procurement Status and Procurement Performance Management, page 9-18

Common Concepts for DBI for Procurement, page 9-2

Overview of Daily Business Intelligence, page 1-1

Procurement Status KPIs

This section describes key performance indicators (KPIs) for procurement status.

Report Headings and Calculations

Use the unprocessed requisitions KPIs to see what volume of requisitions currently need processing into purchase orders or releases, including how many are processed late (past their expected date) and how long on average they have been in an unprocessed state. Use these KPIs to help monitor processing time in your procurement organization.

For more details on the following KPIs, see Unprocessed Requisitions Reports, page 9-32:

- **Unprocessed Requisition Lines:** Number of approved requisition lines that are not canceled, returned, or rejected and that are not on an approved purchase order or release.
- **Unprocessed Requisition Lines Past Expected Date:** Number of unprocessed requisition lines for which the current date (that is, the Data Last Updated date that appears at the bottom of each page) is past the Promised Date or Need-By Date on the purchase order or release shipment, or past the Need-By Date on the requisition line, whichever is available.
- **Unprocessed Requisitions Amount:** Price * Quantity
Sum of the amounts on each purchase order or release shipment corresponding to each unprocessed requisition line. If the requisition line is not yet on a purchase order, then the requisition line amount (Price * Quantity) is used.
- **Unprocessed Average Age (Days):** Number of Days Pending / Unprocessed Requisition Lines.

Number of Days Pending is the sum of the number of days between the last approval date of the unprocessed requisition line and the current date (that is, the Data Last Updated date that appears at the bottom of each page). This number is then divided by the number of unprocessed requisition lines. Both date and time (hours, minutes, and seconds) are taken into account.

Use the unfulfilled requisitions KPIs to see what volume of requisitions is currently unfulfilled, including how many are fulfilled late (past their expected date) and how long, on average, they have been in an unfulfilled state. Use these KPIs to help monitor fulfillment time in your procurement organization, from request to receipt or invoice, including both processing time and supplier issues that may affect fulfillment.

For more details on the following KPIs, see Unfulfilled Requisitions Reports, page 9-44:

- **Unfulfilled Requisition Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, and that were not:
 - Fully received within the receipt close tolerance percentage if 3-Way or 4-Way matching is used.
 - Fully invoiced within the invoice close tolerance percentage if 2-Way matching is used.
 - Closed for any other reason.
- **Unfulfilled Requisition Lines Past Expected Date:** Number of unfulfilled requisition lines for which the current date (that is, the Data Last Updated date that appears at the bottom of each page) is past the Promised Date or Need-By Date on the purchase order shipment or past the Need-By Date on the requisition line, whichever is available.
- **Unfulfilled Requisitions Amount:** Price * Quantity
Sum of the amounts on each purchase order shipment referenced by each unfulfilled requisition line. If the purchase order is not yet created, then the requisition line amount (Price * Quantity) is used.
- **Unfulfilled Average Age (Days):** Number of Days Pending / Unfulfilled Lines
Number of Days Pending is the sum of the number of days between the last approval date of the unfulfilled requisition line and the current date (that is, the Data Last Updated date that appears at the bottom of each page). This number is divided by the number of unfulfilled requisition lines. Both date and time (hours, minutes, and seconds) are taken into account.

Related Topics

Procurement Status Dashboard, page 9-28

Common Concepts for DBI for Procurement, page 9-2

General Dashboard and Report Behavior, page 1-26

Key Performance Indicators, page 1-14

Unprocessed Requisitions Reports

This section describes these reports:

- Unprocessed Requisitions, page 9-35
- Unprocessed Requisition Lines Summary, page 9-37
- Unprocessed Requisitions Amount, page 9-38
- Unprocessed Requisitions Aging, page 9-39
- Unprocessed Requisition Lines, page 9-40
- Unprocessed Requisition Lines - Past Expected Date, page 9-41
- Unprocessed Requisition Lines - Pending Sourcing, page 9-42
- Unprocessed Requisition Lines - Pending Buyer's Workbench, page 9-42
- Unprocessed Requisition Lines - Pending Buyer's Submission, page 9-42
- Unprocessed Requisition Lines - Pending PO Approval, page 9-43
- Unprocessed Requisition Lines - Emergency, page 9-43
- Unprocessed Requisition Lines - Urgent, page 9-43

The Unprocessed Requisitions reports answer these questions:

- What volume of requisitions, in amount and number of requisition lines, is not yet processed into approved purchase orders, planned purchase orders, or blanket releases?
- Of the unprocessed requisitions, how many are pending placement on a purchase order or release, pending purchase order or release submission for approval, and pending purchase order or release approval?
- On average, how long have the requisitions been waiting to be processed?

The Unprocessed Requisitions reports show approved requisition lines in Oracle iProcurement and Oracle Purchasing that are not on approved standard purchase orders, planned purchase orders, or blanket purchase agreement releases. These reports allow procurement managers to monitor requisition processing and determine whether buyers are processing purchase orders in a timely manner. By viewing the stages of

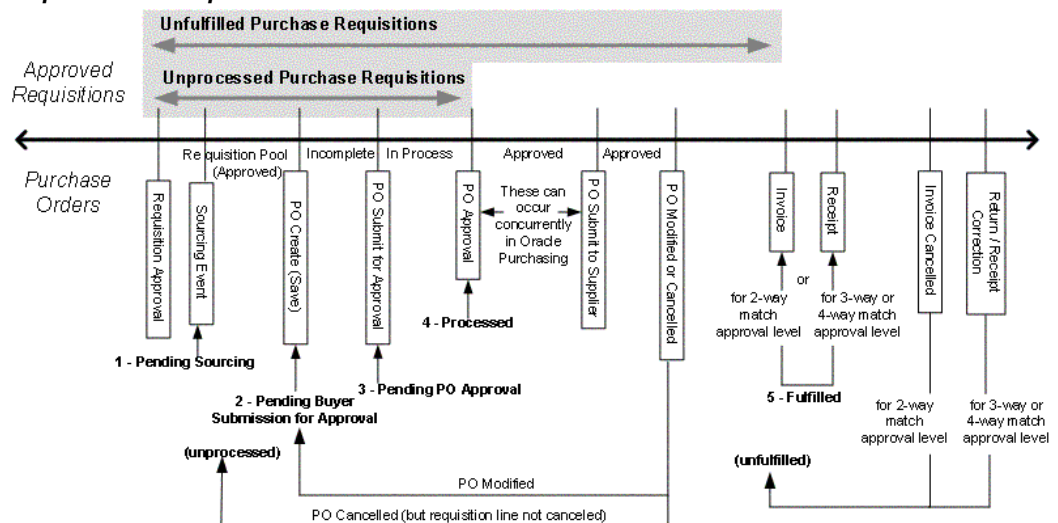
processing (for example, how many requisitions are pending purchase order approval), managers can see which stages of the process are causing slowdowns.

The reports include all approved purchase requisitions, such as requisitions imported through Requisition Import, from Oracle Master Scheduling/MRP, from Oracle Advanced Supply Chain Planning, or from an external system. The reports exclude:

- Internal requisitions.
- Canceled, returned, or rejected requisitions.
- Purchase orders or releases that were not created from a requisition.

Note: Unprocessed requisitions are a subset of unfulfilled requisitions. A requisition line that is not on an approved purchase order or release is both unprocessed and unfulfilled. After the purchase order or release is approved, the requisition line becomes processed but unfulfilled. Processed and fulfilled requisition data appears in the Procurement Performance Management reports. This subsetting has a few exceptions, such as: Oracle Services Procurement line types and consigned purchase order lines are included in the processed and unprocessed reports, but they are excluded from the fulfilled and unfulfilled reports.

Unprocessed Requisitions



The preceding diagram shows the basic concepts of when approved requisitions are considered processed (on an approved purchase order) and fulfilled (received or invoiced). See Unfulfilled Requisitions Reports, page 9-44 for details about fulfillment.

Note: For complete details on the effect of canceled or modified purchase orders, invoices, and receipts, see Common Concepts for Procurement Status and Procurement Performance Management, page 9-18.

Report Parameters

The Unprocessed Requisitions reports show the current status of the requisitions as of the Data Last Updated date that appears at the bottom of the dashboard or report. Therefore, you cannot select a specific date or time period within which to view the data. See Procurement Status Dashboard, page 9-28.

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Operating Unit**
- **Currency**
- **Buyer:** When viewing data by Buyer, you might see an Unassigned row in the reports. An Unassigned value means that the requisition is not yet on a purchase order or release, which always specifies a buyer or that no suggested buyer is selected on the requisition. Unassigned means you are viewing data for all transactions for which no buyer is specified.

Note: To find unprocessed lines that are not yet on a purchase order, view the Unassigned buyer row in the reports.
- **Requester**
- **Supplier:** When selecting a View By of Supplier, you might see an Unassigned row in the reports. Unassigned suppliers contain all data for unprocessed requisition lines for which no supplier was found because either no purchase order or release is associated with the requisition line or no supplier is included on the requisition. If the supplier on the requisition does not exactly match a supplier defined in Oracle Purchasing (case sensitivity is included in the matching), then that requisition line also appears under Unassigned suppliers.
- **Category**
- **Item**
- **Organization**
- **Aging:** This parameter appears in some reports. Select a value to see requisition lines that are unprocessed and past their expected date, which is the Promised Date

or Need-By date on the purchase order or release, or Need-By date on the requisition. Later in this section are additional details on the Aging buckets and the expected date.

For more information about how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

See also Data Obtained First from Purchase Orders, page 9-21.

Report Headings and Calculations

In the Unprocessed Requisitions reports, Price and Quantity are defined as follows:

- When the requisition line is on a purchase order, Price is the price on the purchase order for the item being purchased. Quantity is the distribution quantity from the purchase order line for the item being purchased. This value is adjusted for any quantity that has been canceled.
- When the requisition line is not yet on a purchase order, Price is the price on the requisition line for the item being requested. Quantity is the distribution quantity from the requisition line for the item being requested. Canceled requisition lines are not included.

Unprocessed Requisitions

This Unprocessed Requisitions report contains these columns:

- **Unprocessed Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, and that are not on an approved purchase order or release.

Note: Requisition lines are not considered processed until the corresponding purchase order or release has been approved.

- **Percent of Total:** (Unprocessed Requisition Lines for Parameter / Unprocessed Lines) * 100

Number of unprocessed requisition lines for the listed parameter, such as Buyer, as a percentage of the total number of unprocessed requisition lines for the selected report parameters. For example, you select an item in the Item parameter. All other parameters are set to All, and the View By is Buyer. In this example, Buyer A displays a Percent of Total of 62 percent. Of all buyers procuring this item, Buyer A is responsible for 62 percent of the total unprocessed lines.

- **Lines Past Expected Date:** Number of unprocessed requisition lines for which the current date is past the Promised Date on the corresponding purchase order or release shipment. If no Promised Date is available, then the Need-By Date on the purchase order or release shipment is used. If no Promised Date or Need-By Date is available (that is, either the dates are not entered on the purchase order or release,

or a purchase order or release is not yet created), then the Need-By Date on the requisition line is used. For example, if the current date is 10-May and the Need-By Date on the requisition line is 08-May, then this unprocessed requisition line is counted as past the expected date. Both date and time are taken into account for this calculation. For example, if the Need-By Date is 08-May 10:30, and the current date is 08-May 22:00, then this value is also considered past the expected date.

If Promised Date and Need-By Date are not available, then the requisition line is not included in this measure. A purchase order for a non-master item, for example, does not require a Promised Date or Need-By Date. Need-By Date is optional on a requisition in Oracle Purchasing.

Note: *Current date* is the date that data was last collected for the reports. You can see the last collection date in the Data Last Updated line at the bottom of the dashboard or report page.

- **Unprocessed Amount:** Price * Quantity

Sum of the amounts on each purchase order or release shipment referenced by each unprocessed requisition line. If the requisition is not yet on a purchase order or release, then the requisition line amount (Price * Quantity) is used. This amount corresponds to the number of Unprocessed Lines.

- **Average Age (Days):** Number of Days Pending / Unprocessed Lines

Number of Days Pending is the sum of the number of days between the last approval date of the unprocessed requisition line and the current date (see the previous note), taking time (hours, minutes, and seconds) into account. This number is divided by the number of unprocessed requisition lines, and the resulting number is rounded to one decimal place.

For example, this table shows unprocessed requisition lines, their last approval dates and times, and the current (Data Last Updated) date and time:

Unprocessed Requisition Line	Last Requisition Approval Date	Current Date	Day/Time Difference
1	10-May 08:00	15-May 12:00	5 days + 4 hours = 5.1666 hours
3	15-May 01:00	15-May 12:00	0 days + 11 hours = .4583 hours
5	08-May 14:00	15-May 12:00	6 days + 22 hours = 6.9166 hours

Time is converted into decimals of a day. In this example, the average age in days is $(5.1666 + .4583 + 6.9166) / 3$ Unprocessed Lines = $12.5415 / 3 = 4.1805$, which is rounded to 4.2.

Note: To simplify this example, the time difference is truncated to the fourth decimal place; however, in the actual calculation, only the final result is rounded. For example, the actual calculation uses 5.166666666666666666666666666667, but this example uses 5.1666.

See also *Average Age*, page 9-26.

Unprocessed Requisition Lines Summary

Access this report by clicking an Unprocessed Lines value in the Unprocessed Requisitions report. This report contains the following columns:

- **Unprocessed Lines Total:** See Unprocessed Lines in Unprocessed Requisitions, page 9-35.
- **Unprocessed Lines Pending Sourcing:** Number of unprocessed requisition lines that contain a reference to a document in Oracle Sourcing or to a request for quotation (RFQ) in Oracle Purchasing, but are not yet on a purchase order or release. After the requisition line with the Oracle Sourcing document or RFQ reference is placed on a purchase order or release, it moves to the Pending Buyer Submission for the Approval phase.
- **Unprocessed Lines Pending Buyer's Workbench:** Number of unprocessed requisition lines that are not yet on a purchase order or release and that do not contain an Oracle Sourcing document or RFQ reference. If the requisition were to gain an Oracle Sourcing document or RFQ reference, then it would move to the Pending Sourcing phase.
- **Unprocessed Lines Pending Buyer Submission for Approval:** Number of unprocessed requisition lines that were placed on a purchase order or release that is not yet submitted for approval.
- **Unprocessed Lines Pending PO Approval:** Number of unprocessed requisition lines that were placed on a purchase order or release that was submitted for approval but is not yet approved.

Note: Buyers with approval authority for their own purchase orders might not see many requisition lines in this column because submitting the purchase order for approval automatically approves it, promoting it to the Processed Requisitions reports. Requisition lines are more likely found in this column when approval beyond

the buyer is required.

- **Unprocessed Lines Past Expected Date:** See Lines Past Expected Date in Unprocessed Requisitions, page 9-35.
- **Emergency:** Number of unprocessed requisition lines for which the requester requested an immediate purchase order number in Oracle iProcurement. Although a purchase order number is specified, the requisition line is considered unprocessed because it is not on a purchase order.
- **Urgent:** Number of unprocessed requisition lines for which the requester selected the Urgent option in Oracle iProcurement or Oracle Purchasing.

Unprocessed Requisitions Amount

Access this report by clicking an Unprocessed Amount value in the Unprocessed Requisitions report. This report contains the following columns:

- **Unprocessed Amount Total:** Price * Quantity.
Sum of the amounts on each purchase order or release shipment referenced by each unprocessed requisition line. If the requisition line is not yet on a purchase order or release, then the requisition line amount (Price * Quantity) is used. This amount corresponds to the Unprocessed Lines Total.
- **Unprocessed Amount Pending Sourcing:** Price * Quantity
Sum of the amounts on the unprocessed requisition lines that contain a reference to a document in Oracle Sourcing or to an RFQ in Oracle Purchasing, but are not yet on a purchase order or release. This requisition amount corresponds to Unprocessed Lines Pending Sourcing.
- **Unprocessed Amount Pending Buyer's Workbench:** Price * Quantity
Sum of the amounts on the unprocessed requisition lines that are not yet on a purchase order or release and that do not contain an Oracle Sourcing document or RFQ reference. This requisition amount corresponds to Unprocessed Lines Pending Buyer's Workbench.
- **Unprocessed Amount Pending Buyer Submission for Approval:** Price * Quantity
Sum of the purchase order or release shipment amounts corresponding to unprocessed requisition lines, where the purchase orders or releases are not yet submitted for approval. This amount corresponds to Unprocessed Lines Pending Buyer Submission for Approval.
- **Unprocessed Amount Pending PO Approval:** Price * Quantity
Sum of the purchase order or release shipment amounts corresponding to

unprocessed requisition lines, where the purchase orders or releases were submitted for approval but are not approved yet. This amount corresponds to Unprocessed Lines Pending PO Approval.

- **Unprocessed Amount by Age 0-2 Days:** Price * Quantity

Total Unprocessed Amount when the current date surpasses the last requisition approval date of the unprocessed requisition lines by 0 to 2 days.

Note: *Current date* is the date that data was last collected for the reports. Typically, data is collected daily, at a scheduled time. Refer to the Data Last Updated line at the bottom of the dashboard or report page to see your last collection date.

The system takes into account both date and time. For example, the current (Data Last Updated) date and time is 04-January 10:00. The last requisition approval date for an unprocessed line is 01-January 13:00. In this example, the line has been unprocessed for 2 days and 21 hours, or 2.875 days. In this example, the unprocessed line is placed in the 0-2 Days bucket.

Note: Oracle Daily Business Intelligence enables your administrator to configure the days buckets. By default, the buckets are 0-2, 3-13, and 14+; however, your company might have set up different buckets. See the *Oracle Daily Business Intelligence Implementation Guide* for information about bucket setup.

Using the last approval date to determine the start of the processing time ensures that the transaction is considered unprocessed based on when the buyer takes responsibility for it. For example, a modified requisition for which a user cancels approval could wait for approval in the requester's approval hierarchy. This wait time should not be (and is not) included in the buyer's processing time. After the requisition is re-approved, the processing time starts over from the last re-approval date.

- **Unprocessed Amount by Age 3-13 Days:** Price * Quantity

Unprocessed Amount Total where the current date and time surpass the last requisition approval date and time by 3 to 13 days. See the previous description.

- **Unprocessed Amount by Age 14+ Days:** Price * Quantity

Unprocessed Amount Total where the current date and time surpass the last requisition approval date and time by 14 or more days. See the previous description.

Unprocessed Requisitions Aging

Access this report by clicking an Average Age (Days) value in the Unprocessed

Requisitions report. This report contains the following columns:

- For information about the **Average Age (Days)** and **Unprocessed Lines** columns, see Unprocessed Requisitions, page 9-35.
- **Unprocessed Lines by Age 0-2 Days:** Number of unprocessed requisition lines for which the current date and time surpass the last requisition approval date and time by 0 to 2 days. These unprocessed lines correspond to Unprocessed Amount by Age 0-2 Days.
- **Unprocessed Lines by Age 3-13 Days:** Number of unprocessed requisition lines for which the current date and time surpass the last requisition approval date and time by 3 to 13 days. These unprocessed lines correspond to Unprocessed Amount by Age 3-13 Days.
- **Unprocessed Lines by Age 14+ Days:** Number of unprocessed requisition lines for which the current date and time surpass the last requisition approval date and time by 14 or more days. These unprocessed lines correspond to Unprocessed Amount by Age 14+ Days.

Unprocessed Requisition Lines

This Unprocessed Requisition Lines report contains the following columns:

- **Requisition Number:** Number of the unprocessed requisition. Click the Requisition Number to view the requisition. (Click Back on your browser to return to the report.)
- **Line Number:** Number of the unprocessed requisition line.
- **Operating Unit:** Name of the operating unit in which the requisition was created.
- **Requester:** Name from the Requester field on the requisition. The requester is not always the same person as the requisition preparer.
- **Requisition Approval Date:** Last approval date of the requisition line.
- **Item:** For master items, the number from the item master. For non-master items, the item number from the purchase order or release, if available. Otherwise, the item number comes from another purchase order or release that uses the same supplier item number and supplier. If no purchase order or release is available, then the item number comes from the requisition.
- **Supplier:** Value on the purchase order or release, if available. Otherwise, this value comes from the supplier on the requisition line. If a supplier was not entered on the requisition or does not exactly match a supplier defined in Oracle Purchasing, then this column displays N/A.

- **Amount:** Price * Quantity

Purchase order or release shipment amount corresponding to the unprocessed requisition line. If the requisition line is not yet on a purchase order or release, then the requisition line amount (Price * Quantity) is used.

- **PO Number:** Number of the purchase order or release on which the requisition line was placed. For releases, the PO Number is the blanket purchase agreement number appended with the release number. For example, if the PO Number is 504-1, this means the blanket purchase agreement number is 504, and the release against that agreement is 1. Click the PO Number to view the purchase order or release.

If the requisition line is not yet on a purchase order or release, then this column displays N/A.

If you have trouble viewing the document, then see Viewing Purchase Orders, Requisitions, and Sourcing Documents, page 9-24.

- **Operating Unit:** Name of the operating unit in which the purchase order or release was created. (For purchase orders that reference global blanket purchase agreements, the purchase order may be created in a different operating unit than the requisition.) If the requisition line is not yet on a purchase order or release, then this measure displays N/A.

Unprocessed Requisition Lines - Past Expected Date

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click a Past Expected Date value.

This report lists each unprocessed requisition line that is past the expected date. This report contains the following columns:

- For information about the **Requisition Number**, **Line Number**, **Requester**, **Requisition Approval Date**, **Item**, **Supplier**, and **Amount** columns, see Unprocessed Requisition Lines, page 9-40.
- **Expected Date:** Promised Date on the corresponding purchase order or release shipment. If no Promised Date is available, then the Need-By Date on the purchase order or release shipment is used. If no Promised Date or Need-By Date is available (that is, either the dates are not entered on the purchase order or release, or a purchase order or release has not yet been created), then the Need-By Date on the requisition line is used. If none of these dates is available, then the requisition line is not counted in this measure. A purchase order for a non-master item, for example,

does not require a Promised Date or a Need-By Date. A Need-By Date is optional on a requisition in Oracle Purchasing.

Unprocessed Requisition Lines - Pending Sourcing

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click a Pending Sourcing value.

This report lists each unprocessed requisition line that is pending sourcing. See description of Pending Sourcing in Unprocessed Requisition Lines Summary, page 9-37. This report contains the following columns:

- For information about the **Requisition Number**, **Line Number**, **Requester**, **Requisition Approval Date**, **Item**, **Supplier**, and **Amount** columns, see Unprocessed Requisition Lines, page 9-40.
- **Sourcing Document Number**: Number of the document in Oracle Sourcing that references the requisition line. If the document is an RFQ in Oracle Purchasing, then this measure displays RFQ. If the Oracle Sourcing document is in a Draft status, then you cannot view the document because it is not linked. If you have other trouble viewing the sourcing document, then see Viewing Purchase Orders, Requisitions, and Sourcing Documents, page 9-24.
- **Operating Unit**: Name of the operating unit in which the Oracle Sourcing document was created. If the document is an RFQ in Oracle Purchasing, then this measure displays RFQ.

Unprocessed Requisition Lines - Pending Buyer's Workbench

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click an Unprocessed Lines Pending Buyer's Workbench value.

This report lists each unprocessed requisition line that is not yet on a purchase order or release and that does not contain an Oracle Sourcing document or RFQ reference. For information on the columns in this report, see Unprocessed Requisition Lines, page 9-40.

Unprocessed Requisition Lines - Pending Buyer Submission

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click an Unprocessed Lines Pending Buyer Submission for Approval value.

This report lists each unprocessed requisition line that is placed on a purchase order or release that has not yet been submitted for approval. For information on the columns in this report, see Unprocessed Requisition Lines, page 9-40.

Unprocessed Requisition Lines - Pending PO Approval

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click an Unprocessed Lines Pending PO Approval value.

This report lists each unprocessed requisition line that is placed on a purchase order or release that was submitted for approval but is not approved. For information about the columns in this report, see Unprocessed Requisition Lines, page 9-40.

Unprocessed Requisition Lines - Emergency

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click an Emergency value.

This report lists each unprocessed requisition line for which an immediate purchase order number was requested on the requisition in Oracle iProcurement. For information about the columns in this report, see Unprocessed Requisition Lines, page 9-40.

Unprocessed Requisition Lines - Urgent

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click an Urgent value.

This report lists each unprocessed requisition line for which the Urgent option was selected on the requisition in Oracle iProcurement or Oracle Purchasing. For information about the columns in this report, see Unprocessed Requisition Lines, page 9-40.

View By Item

To view reports by item, select a View By of Item in the report parameters, or click a category link in the report to see the items in that category. When viewing the reports by item, the following columns appear:

- **Item:** For master items, the item information comes from the item master. For non-master items with a supplier item number, the item information comes from these sources and in this order:
 - Purchase order or release, if available.
 - Another purchase order or release in Oracle Purchasing with a matching supplier and supplier item number. Specifically, the first matching purchase order or release that was collected when the programs were run to populate the reports.
 - Requisition line.

For non-master items without supplier item numbers, the item information comes from the purchase order or release, if available. If not available, it comes from the unprocessed requisition line.

For information on how items are grouped for display purposes, see Item, page 9-5.

- **Description:** Description of the item. See the preceding description of Item for information about the source of this information.
- **UOM:** UOM comes from the purchase order or release shipment, if available. Otherwise, it comes from the unprocessed requisition line. For information about how units of measure are handled, see Units of Measure, page 9-13.
- **Quantity:** Quantity comes from the purchase order or release shipment, if available. Otherwise, it comes from the unprocessed requisition line.

Related Topics

Procurement Status Dashboard, page 9-28

Procurement Performance Management Dashboard, page 9-57

Common Concepts for DBI for Procurement, page 9-2

Common Concepts for Procurement Status and Procurement Performance Management, page 9-18

Unfulfilled Requisitions Reports

This section describes these reports:

- Unfulfilled Requisitions, page 9-48
- Unfulfilled Requisition Lines Summary, page 9-51
- Unfulfilled Requisition Amount, page 9-51
- Unfulfilled Requisitions Aging, page 9-53
- Unfulfilled Requisition Lines, page 9-53
- Unfulfilled Lines - PO Revisions, page 9-54
- Unfulfilled Lines - Past Expected Dates, page 9-55
- Unfulfilled Lines - Pending Processing, page 9-55
- Unfulfilled Lines - Processed Pending Fulfillment, page 9-56

The Unfulfilled Requisitions reports answer these questions:

- What volume of requisitions, in amount and number of requisition lines, is not yet fulfilled (that is, received or invoiced)?
- What portion of unfulfilled lines is not processed (that is, they are not on an approved purchase order or release)? Also, what portion is processed but still unfulfilled?
- On average, how long have the requisitions been waiting to be fulfilled?

The Unfulfilled Requisitions reports show approved requisition lines, except those for complex work, in Oracle iProcurement and Oracle Purchasing that are not yet received or invoiced. (How the receipt or invoice qualifies for fulfillment is discussed in detail later.) These reports help procurement managers track the requisition-to-fulfillment process in its entirety to ensure that requests are completed in a timely manner or in the promised amount of time. By viewing late fulfillments (fulfilled past the expected date), managers can identify backlogged requests, exposing both internal processing and supplier issues.

All approved purchase requisitions, including requisitions imported through Requisition Import, are included in the reports. Requisitions imported through Requisition Import include those from Oracle Master Scheduling/MRP, Oracle Advanced Supply Chain Planning, or an external system. The reports exclude:

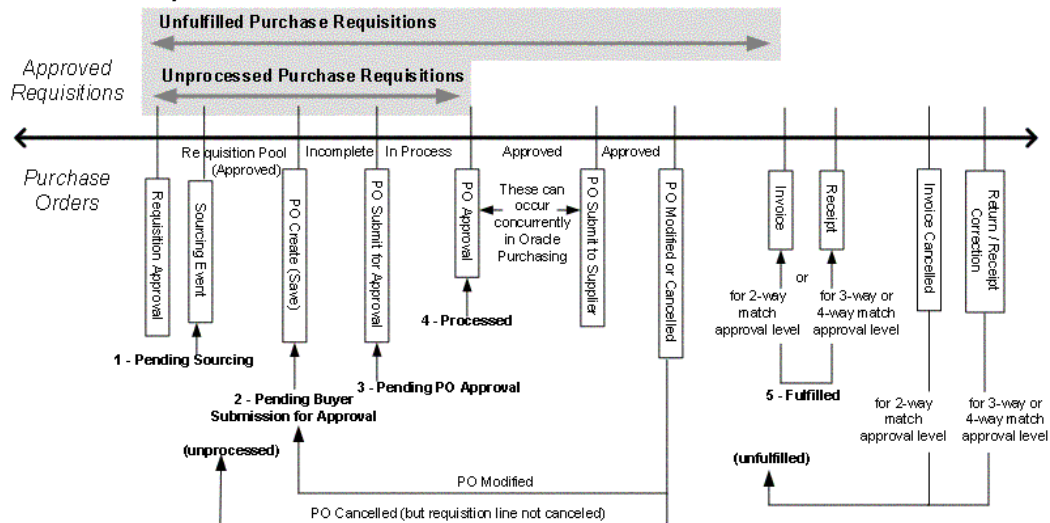
- Internal requisitions.
- Canceled requisitions.
- Returned requisitions.

- Rejected requisitions.
- Purchase orders or releases that were not created from a requisition.

Note: Processed and unprocessed requisitions are subsets of unfulfilled requisitions. For example, a requisition line that is not on an approved purchase order or release is both unprocessed and unfulfilled. After the purchase order or release is approved, the requisition line becomes processed, but it is still unfulfilled. Processed and fulfilled requisition data appears in the Procurement Performance Management reports. This subsetting has a few exceptions, such as Oracle Services Procurement line types and consigned purchase order lines are included in the processed and unprocessed reports, but they are excluded from the fulfilled and unfulfilled reports.

The terms *purchase order* and *release* in these reports refer to standard purchase orders, planned purchase orders, and blanket purchase agreement releases.

Unfulfilled Requisitions



The previous diagram shows the basic concepts of when approved requisitions are considered processed (on an approved purchase order) and fulfilled (received or invoiced). See Unprocessed Requisitions Reports, page 9-32 for details about those requisitions.

Note: For complete details about the effect of canceled or modified purchase orders, invoices, and receipts, see Common Concepts for Procurement Status and Procurement Performance Management, page 9-18.

Report Parameters

These reports show the current status of the requisitions as of today's date, which should be the Data Last Updated date that appears at the bottom of the dashboard or report. Therefore, you cannot select a specific date or period to filter the data. See Procurement Status Dashboard, page 9-28.

For information about the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Operating Unit**
- **Currency**
- **Buyer:** When viewing data by Buyer, you might see an Unassigned row in the reports. An Unassigned value means that the requisition is not yet on a purchase order or release, which always specifies a buyer, or that no suggested buyer is selected on the requisition. Unassigned means you are viewing data for all transactions for which no buyer is specified.
- **Requester**
- **Supplier:** When selecting a View By of Supplier, you might see an Unassigned row in the reports. Unassigned suppliers contain all data for requisition lines for which no supplier was found because either no purchase order or release is associated with the requisition line or no supplier is included on the requisition. If the supplier on the requisition does not exactly match a supplier defined in Oracle Purchasing (matching includes case sensitivity), then that requisition line also appears under Unassigned suppliers.
- **Category**
- **Item**
- **Organization**
- **Aging:** This parameter appears in some reports. Select a value to see requisition lines that are unfulfilled past their expected date, which is the Promised Date or Need-By date on the purchase order or release or Need-By date on the requisition, whichever is available. An example would be past their expected date by 0-7 days. Later in this section are additional details about the Aging buckets and the Expected Date.

For more information about how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

See also Data Obtained First from Purchase Orders, page 9-21.

Report Headings and Calculations

In the Unfulfilled Requisitions reports, Price and Quantity are defined as follows:

- When the requisition line is on a purchase order, Price is the price on the purchase order for the item being purchased. Quantity is the distribution quantity from the purchase order line for the item being purchased. It is adjusted for any quantity that has been canceled.
- When the requisition line is not yet on a purchase order, Price is the price on the requisition line for the item being requested. Quantity is the distribution quantity from the requisition line for the item being requested. Canceled requisition lines are not included.

Unfulfilled Requisitions

This Unfulfilled Requisitions report contains the following columns:

- **Unfulfilled Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, and that are not received or invoiced. For purchase order or release shipments for which 2-Way match approval level is selected, the corresponding requisition line is not fulfilled until the shipment is fully invoiced within the invoice close tolerance percentage (it is in a Closed for Invoicing status) or the shipment is closed (it is in a Closed status). For purchase order or release shipments for which 3-Way or 4-Way match approval level is selected, the corresponding requisition line is not fulfilled until the shipment is fully received within the receipt close tolerance percentage (it is in a Closed for Receiving status) or the shipment is closed (it is in a Closed status).

This table summarizes the content of this column:

Match Approval Level	Closed for Receiving?	Closed for Invoicing?	Closed?	Fulfilled?
3-Way or 4-Way	Yes	No	No	Yes
3-Way or 4-Way	No	Yes	No	No
3-Way or 4-Way	Yes *	Yes	No	Yes
3-Way or 4-Way	No	No	Yes	Yes
2-Way	Yes	No	No	No
2-Way	No	Yes	No	Yes

Match Approval Level	Closed for Receiving?	Closed for Invoicing?	Closed?	Fulfilled?
2-Way	Yes	Yes *	No	Yes
2-Way	No	No	Yes	Yes

* The line is considered fulfilled because this value is Yes.

The Match Approval Level comes from the purchase order shipment, which in turn is provided by default from other levels in Oracle Purchasing, such as the Suppliers window. The invoice and receipt close tolerance percentages come from the purchase order shipment, which are provided by default from other levels, such as the Purchasing Options window in Oracle Purchasing. For details, see *Entering Purchase Order Shipments*, *Oracle Purchasing User's Guide* and *Receiving Controls, Options, and Profiles*, *Oracle Purchasing User's Guide*.

- Percent of Total:** Unfulfilled Requisition Lines for Parameter / Unfulfilled Lines
 Number of unfulfilled requisition lines for the listed parameter, such as Buyer, as a percentage of the total number of unfulfilled requisition lines for the selected report parameters. For example, you select an item in the Item parameter. All other parameters are set to All, and the View By is Buyer. In this example, Buyer A displays a Percent of Total of 62 percent. Of all buyers procuring this item, Buyer A is responsible for 62 percent of the total unfulfilled lines.
- Lines Past Expected Date:** Number of unfulfilled requisition lines for which the current date and time surpasses the promised date and time on the corresponding purchase order or release shipment. If no Promised Date is available, then the Need-By Date on the purchase order or release shipment is used. If no Promised Date or Need-By Date is available because either the dates are not entered on the purchase order or release or a purchase order or release is not created yet, then the Need-By Date on the requisition line is used. For example, if today is 10-May 10:30 and the Need-By Date on the requisition is 08-May 12:00, then this unfulfilled requisition line is counted as past the expected date. Both date and time are taken into account. For example, if the Need-By Date is 08-May 10:30 and the current date is 08-May 22:00, then this requisition line is also considered past the expected date.

 If none of these dates is available, then the requisition line is not included in this measure. For example, some purchase orders for non-master items might be excluded because purchase orders for non-master items do not require a Promised Date or Need-By Date. The Need-By Date is optional on a requisition in Oracle Purchasing.

Note: *Current date* is the date that data was last collected for the

reports. Typically, data is collected daily at a scheduled time. You can view your last collection date on the Data Last Updated line at the bottom of the dashboard or report page.

- **Unfulfilled Amount:** Price * Quantity

Sum of the amounts on each purchase order or release shipment referenced by each unfulfilled requisition line. If the requisition line is not yet on a purchase order or release, then the requisition line amount (Price * Quantity) is used.

- **Average Age (Days):** Number of Days Pending / Unfulfilled Lines

Number of Days Pending is the sum of the number of days between the last approval date of the unfulfilled requisition line and the current date (see the previous note), taking time (hours, minutes, and seconds) into account. This number is divided by the number of unfulfilled requisition lines, and the resulting number is rounded to one decimal place.

For example, the following unfulfilled requisition lines have the following last approval dates and times, and the current date and time is 15-May 12:00:

Unfulfilled Requisition Line	Last Requisition Approval Date	Current Date	Day/Time Difference
1	10-May 08:00	15-May 12:00	5 days + 4 hours = 5.1666 hours
3	15-May 01:00	15-May 12:00	0 days + 11 hours = .4583 hours
5	08-May 14:00	15-May 12:00	6 days + 22 hours = 6.9166 hours

Time is converted into decimals of a day. In this example, the average age in days is $(5.1666 + .4583 + 6.9166) / 3$ Unfulfilled Lines = $12.5415 / 3 = 4.1805$, which is rounded to 4.2.

Note: To simplify this example, the time difference is truncated to the fourth decimal place; however, in the actual calculation, only the final result is rounded. For example, the actual calculation uses 5.166666666666666666666666666667, but this example uses 5.1666.

See also *Average Age*, page 9-26.

Unfulfilled Requisition Lines Summary

Access this report by clicking an Unfulfilled Lines value in the Unfulfilled Requisitions report. This report contains the following columns:

- **Unfulfilled Lines Total:** See Unfulfilled Lines in Unfulfilled Requisitions, page 9-48.
- **Unfulfilled Lines Pending Processing:** Of the Unfulfilled Lines Total, this is the number of unfulfilled requisition lines that are not on an approved purchase order or release.
- **Unfulfilled Lines Processed Pending Fulfillment:** Of the Unfulfilled Lines Total, this is the number of requisition lines that are on an approved purchase order or release but are not fulfilled.
- **Past Expected Date:** See Lines Past Expected Date in Unfulfilled Requisitions, page 9-48.
- **PO Revisions:** Number of times that purchase orders or releases associated with the unfulfilled requisition lines were revised. This measure counts the number of revisions, not the number of purchase orders or releases. For example, a single purchase order was revised three times. Therefore, a count of three is included in the number of purchase order revisions. If more than one requisition line is associated with the same purchase order, and the purchase order is revised, then the number of revisions is reported for each requisition line. For example, if two requisition lines are associated with a single purchase order, which is revised twice, then the total number of purchase order revisions is four.

Most modifications to a purchase order or release are considered revisions, but not all are. In addition, the moment that the revision is recorded depends on whether Oracle Purchasing was set up to archive (store the revision) upon approval or upon printing. For example, a revision to a purchase order may not be included yet because the purchase order is not printed yet. For details, see Document Revision Numbering, *Oracle Purchasing User's Guide* and Document Revision Rules, *Oracle Purchasing User's Guide*.

Unfulfilled Requisitions Amount

Access this report by clicking an Unfulfilled Amount value in the Unfulfilled Requisitions report, or click the Unfulfilled Requisitions Amount graph title on the Procurement Status dashboard. This report contains the following columns:

- **Unfulfilled Amount Total:** Price * Quantity

Sum of the amounts on each purchase order or release shipment referenced by each unfulfilled requisition line. If the purchase order or release is not created yet, then the requisition line amount (Price * Quantity) is used. This amount corresponds to the number of Unfulfilled Lines.

- **Unfulfilled Amount Pending Processing:** Price * Quantity

Of the Unfulfilled Amount Total, this is the amount associated with unfulfilled requisition lines that are not on an approved purchase order or release yet. If these lines are on a purchase order or release that has not been approved yet, then the purchase order or release shipment amount is used; otherwise, the requisition line amount is used. This amount corresponds to Unfulfilled Lines Pending Processing.

- **Unfulfilled Amount Processed Pending Fulfillment:** Price * Quantity

Of the Unfulfilled Lines Total, this is the purchase order or release shipment amount corresponding to requisition lines that are on an approved purchase order or release, but not fulfilled yet. This is the amount corresponding to Unfulfilled Lines Processed Pending Fulfillment.

- **Unfulfilled Amount by Age 0-7 Days:** Price * Quantity

Unfulfilled Amount Total for which the current date surpasses the last approval date of the unfulfilled requisition lines by 0 to 7 days.

Note: *Current date* is the date that data was last collected for the reports. Typically, data is collected daily at a scheduled time. Use the Data Last Updated line at the bottom of the dashboard or report page to see your last collection date.

Both date and time are taken into account. For example, the current (Data Last Updated) date and time is 09-January 10:00. The last requisition approval date for an unfulfilled line is 01-January 13:00. In this example, the line has been unfulfilled for 7 days and 21 hours, or 7.875 days. In this example, the unfulfilled line appears in the 0-7 Days bucket.

Note: Oracle Daily Business Intelligence enables your administrator to configure the days buckets. By default, the buckets are 0-7, 8-13, and 14+; however, your company may have set up different buckets. Information on buckets setup is in the *Oracle Daily Business Intelligence Implementation Guide*.

Using the last approval date to determine the start of the fulfillment time ensures that the transaction is considered unfulfilled based on when the buyer takes responsibility for it. For example, a modified requisition for which a user cancels approval could wait for approval in the requester's approval hierarchy. This waiting time should not be included in the buyer's processing time. After the requisition is re-approved, the processing and fulfillment time starts over from the last re-approval date.

- **Unfulfilled Amount by Age 8-13 Days:** Price * Quantity

Unfulfilled Amount Total for which the current date and time surpass the last

requisition approval date and time by 8 to 13 days. See the previous description.

- **Unfulfilled Amount by Age 14+ Days:** Price * Quantity

Unfulfilled Amount Total for which the current date and time surpass the last requisition approval date and time by 14 or more days. See the previous description.

Unfulfilled Requisitions Aging

Access this report by clicking an Average Age (Days) value in the Unfulfilled Requisitions report. This report contains the following columns:

- For information about the **Average Age (Days)** and **Unfulfilled Lines** column, see Unfulfilled Requisitions, page 9-48.
- **Unfulfilled Lines by Age 0-7 Days:** Number of unfulfilled lines for which the current date and time surpass the last requisition approval date and time by 0 to 7 days. The number of lines corresponds to the Unfulfilled Amount by Age 0-7 Days.
- **Unfulfilled Lines by Age 8-13 Days:** Number of unfulfilled requisition lines for which the current date and time surpass the last requisition approval date and time by 8 to 13 days. The number of lines corresponds to the Unfulfilled Amount by Age 8-13 Days.
- **Unfulfilled Lines by Age 14+ Days:** Number of unfulfilled requisition lines for which the current date and time surpass the last requisition approval date and time by 14 or more days. The number of lines corresponds to the Unfulfilled Amount by Age 14+ Days.

Unfulfilled Requisition Lines

This report contains the following columns:

- **Requisition Number:** Number of the unfulfilled requisition. Click the Requisition Number to view the requisition. Click Back on your browser to return to the report.
- **Line Number:** Number of the line of the unfulfilled requisition.
- **Operating Unit:** Name of the operating unit in which the requisition was created.
- **Requester:** Name from the Requester field on the requisition. The requester is not always the same person as the requisition preparer.
- **Requisition Approval Date:** Last approval date of the requisition line.
- **Processed Date:** Last approval date of the purchase order or release shipment corresponding to the requisition line. If the requisition line is not yet on an approved purchase order or release shipment, then this column displays N/A.

- **Item:** For master items, this is the number from the item master. For non-master items, this number corresponds to the item from the purchase order or release, if available. Otherwise, the item comes from another purchase order or release that uses the same supplier item number and supplier. If no purchase order or release is available, then the item number comes from the requisition.
- **Supplier:** Supplier from the purchase order or release, if available. If none is available, then the supplier comes from the supplier on the requisition line. If a supplier was not entered on the requisition or does not exactly match a supplier defined in Oracle Purchasing, then this column displays N/A.
- **Amount:** Price * Quantity
Purchase order or release shipment amount that corresponds to the unfulfilled requisition line. If the requisition line is not yet on a purchase order or release, then the requisition line amount (Price * Quantity) is used.
- **PO Number:** Number of the purchase order or release on which the requisition line was placed. For releases, the PO Number is the blanket purchase agreement number appended with the release number. For example, if the PO Number is 504-1, this means the blanket purchase agreement number is 504, and the release against that agreement is 1. Click the PO Number to view the purchase order or release.

If the requisition line is not yet on a purchase order or release, then this column displays N/A.

If you have trouble viewing the document, see Viewing Purchase Orders, Requisitions, and Sourcing Documents, page 9-24.
- **Operating Unit:** Name of the operating unit in which the purchase order or release was created. For purchase orders that reference global blanket purchase agreements, the purchase order could be created in a different operating unit than the requisition. If the requisition line is not yet on a purchase order or release, then this column displays N/A.

Unfulfilled Lines - PO Revisions

Access this report as follows:

1. In the Unfulfilled Requisitions report, click an Unfulfilled Lines value to open the Unfulfilled Requisition Lines Summary report.
2. In the Unfulfilled Requisition Lines Summary report, click a PO Revisions value.

This report lists each requisition line that corresponds to the number of PO Revisions in the Unfulfilled Requisition Lines Summary report. Using this report, you can see whether a high number of purchase order or release revisions correlates with a particular kind of requisition, such as one with a particular requester or item. This

report contains the following columns:

- For information about the **Requisition Number, Line Number, Operating Unit, Requester, Requisition Approval Date, Processed Date, Item, Supplier, Amount, PO Number, and Operating Unit** columns, see Unfulfilled Requisition Lines, page 9-53.
- **PO Revisions:** See Unfulfilled Requisition Lines Summary, page 9-51. In this report, click the PO Revisions value to view the change history for the purchase order or release.

Recall that if you use the Archive on Print feature in Oracle Purchasing, then a revision to a purchase order might not appear yet because the purchase order is not yet printed.

Unfulfilled Lines - Past Expected Date

Access this report by clicking a Lines Past Expected Date value in the Unfulfilled Requisitions report or by clicking the Past Expected Date value in the Unfulfilled Requisition Lines Summary report.

This report lists each requisition line that is unfulfilled and is past its expected date. This report contains the following columns:

- For information about the **Requisition Number, Line Number, Operating Unit, Requester, Requisition Approval Date, Processed Date, Item, Supplier, Amount, PO Number, and Operating Unit** columns, see Unfulfilled Requisition Lines, page 9-53.
- **Expected Date:** Promised Date on the corresponding purchase order or release shipment. If no Promised Date is available, then the Need-By Date on the purchase order or release shipment is used. If no Promised Date or Need-By Date is available (that is, the dates are not entered on the purchase order or release, or a purchase order or release is not yet created), then the Need-By Date on the requisition line is used.

If Promised or Need-By dates are not available on the requisition line, then the requisition line is not included in this report. A purchase order for a non-master item does not require a Promised Date or Need-By Date; therefore, some might be excluded from this report. Similarly, Oracle Purchasing requisitions do not require a Need-By Date, so some requisitions might be excluded.

Unfulfilled Lines - Pending Processing

Access this report as follows:

1. In the Unfulfilled Requisitions report, click an Unfulfilled Lines value to open the Unfulfilled Requisition Lines Summary report.
2. In the Unfulfilled Requisition Lines Summary report, click an Unfulfilled Lines

Pending Processing value.

This report lists each unfulfilled requisition line that is also not processed. For information about the columns in this report, see Unfulfilled Requisition Lines, page 9-53.

Unfulfilled Lines - Processed Pending Fulfillment

Access this report as follows:

1. In the Unfulfilled Requisitions report, click an Unfulfilled Lines value to open the Unfulfilled Requisition Lines Summary report.
2. In the Unfulfilled Requisition Lines Summary report, click an Unfulfilled Lines Processed Pending Fulfillment value.

This report lists each unfulfilled requisition line that is processed but not fulfilled. For information on the columns in this report, see Unfulfilled Requisition Lines, page 9-53.

View By Item

To view reports by item, select a View By of Item in the report parameters, or click a category link in the report to see the items in that category. When viewing the reports by item, the following columns appear:

- **Item, Description:** For master items, the item information comes from the item master. For non-master items with a supplier item number, the item information comes from the following sources, in order:
 - Purchase order or release, if available.
 - Another existing purchase order or release in Oracle Purchasing with a matching supplier and supplier item number (specifically, the first matching purchase order or release that was collected when the programs were run to populate the reports).
 - Requisition line.

For non-master items without supplier item numbers, the item information comes from the purchase order or release, if available; if not available, it comes from the unfulfilled requisition line.

For information about how items are grouped for display purposes, see Item, page 9-5.

- **UOM:** UOM comes from the purchase order or release shipment, if available. Otherwise, it comes from the unfulfilled requisition line. For information about how UOMs are handled, see Units of Measure, page 9-13.
- **Quantity:** Quantity comes from the purchase order or release shipment, if available.

Otherwise, it comes from the unfulfilled requisition line.

Related Topics

Procurement Status Dashboard, page 9-28

Procurement Performance Management Dashboard, page 9-57

Common Concepts for DBI for Procurement, page 9-2

Common Concepts for Procurement Status and Procurement Performance Management, page 9-18

Procurement Performance Management Dashboard

Use the Procurement Performance Management reports to help you manage your buyers and procurement activities:

- How are my buyers performing based on the number and purchase order amount of processed and fulfilled requisition lines? See Processed Requisitions Reports, page 9-60 and Fulfilled Requisitions Reports, page 9-70.
- On average, how long did it take for buyers to process an order, from requisition approval date to purchase order approval date? See Processed Requisitions Reports, page 9-60.
- On average, how long did it take for buyers to fulfill an order, from requisition approval date to receipt or invoice date? See Fulfilled Requisitions Reports, page 9-70.
- What volume of purchase orders was created manually? See Processed Requisitions Reports, page 9-60. See Fulfilled Requisitions Reports, page 9-70.

Note: All reports except Fulfilled Requisitions reports include requisitions for complex work.

The Procurement Performance Management dashboard and reports are available to users with the Procurement Manager or Daily Procurement Intelligence responsibility.

Dashboard Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

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

For more information on how parameters (including time periods) affect the results on dashboards and reports, see [Parameters](#), page 1-4.

The Procurement Performance Management dashboard and reports are available to users with the Procurement Manager or Daily Procurement Intelligence responsibility.

Related Reports and Links

This dashboard contains the following report regions:

- [Procurement Performance Management KPIs](#), page 9-58
- [Processed Requisitions Reports](#), page 9-60
- [Fulfilled Requisitions Reports](#), page 9-70

Additional Information

For information on factoring, what N/A means, and other general information, see [General Dashboard and Report Behavior](#), page 1-26.

See also:

- [Common Concepts for DBI for Procurement](#), page 9-2
- [Common Concepts for Procurement Status and Procurement Performance Management](#), page 9-18
- [Overview of Daily Business Intelligence](#), page 1-1

Related Topics

[Average Price Reports](#), page 9-187

Procurement Performance Management KPIs

KPIs for procurement performance management are described in the following paragraphs.

Report Headings and Calculations

These KPIs enable procurement managers to view how much work their organization is doing in volume and amount of processed requisitions, including how long on average it took to process the requisitions.

For more details on the following KPIs, see [Processed Requisitions Reports](#), page 9-60:

- **Processed Requisition Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, and that are on an approved purchase order or

release

- **Processed Requisitions Amount:** Price * Quantity

Sum of the purchase order or release shipment amounts corresponding to each processed requisition line.

- **Processed Average Age (Days):** Number of Days to Process / Processed Requisition Lines

Number of Days to Process is the sum of the number of days between the processed requisition line's last approval date and the last approval date of the corresponding purchase order or release shipment; this number is divided by the number of processed requisition lines. Both date and time (hours, minutes, seconds) are taken into account.

These KPIs enable you to measure the productivity of their organization by seeing the volume of fulfilled requisitions, including how long it took on average to fulfill the requisitions, from requisition approval to rendering of the goods or services.

For more details on the following KPIs, see Fulfilled Requisitions Reports, page 9-70:

- **Fulfilled Requisition Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, and that have a corresponding purchase order or release shipments that have been received within the receipt close tolerance percentage (if 3-Way or 4-Way matching is used), invoiced within the invoice close tolerance percentage (if 2-Way matching is used), or closed. The status of a fulfilled shipment is Closed for Receiving, Closed for Invoicing, or Closed.

- **Fulfilled Requisitions Amount:** Price * Quantity

Sum of the amounts on each purchase order or release shipment referenced by each fulfilled requisition line.

- **Fulfilled Average Age (Days):** Number of Days Pending / Fulfilled Requisition Lines

Number of Days Pending is the sum of the number of days between the last approval date of the fulfilled requisition line and the receipt or invoice date. This sum is divided by the number of fulfilled requisition lines. Both date and time (hours, minutes, and seconds) are taken into account.

- **Percent Past Expected Date:** (Fulfilled Requisition Lines Past Expected Date / Fulfilled Requisition Lines) * 100

Percent of fulfilled (received or invoiced) requisition lines that were fulfilled past the Promised Date or Need-By Date on the purchase order or release shipment or past the Need-By Date on the requisition line, whichever is available.

Related Topics

Procurement Performance Management Dashboard, page 9-57

Common Concepts for DBI for Procurement, page 9-2

General Dashboard and Report Behavior, page 1-26

Key Performance Indicators, page 1-14

Processed Requisitions Reports

This section describes these reports:

- Processed Requisitions, page 9-63
- Processed Requisition Lines Summary, page 9-65
- Processed Requisitions Amount, page 9-65
- Processed Requisitions Aging, page 9-66
- Processed Lines Automation Trend, page 9-67
- Processed Requisitions Amount Trend, page 9-67
- Processed Average Age Trend, page 9-67
- Processed Requisition Lines, page 9-67
- Processed Requisition Lines - Manual, page 9-69

The Processed Requisitions reports answer these questions:

- What volume of requisitions, in terms of amount and number of requisition lines, was processed into approved purchase orders, planned purchase orders, and blanket releases?
- On average, how long did requisition processing take?
- On average, did buyers process requisitions faster in the last 30 days than in the previous 30 days?
- What percentage of the requisitions was processed manually? For example, was AutoCreate in Oracle Purchasing used to create the purchase order from the requisition line manually, rather than workflow creating the purchase order automatically?

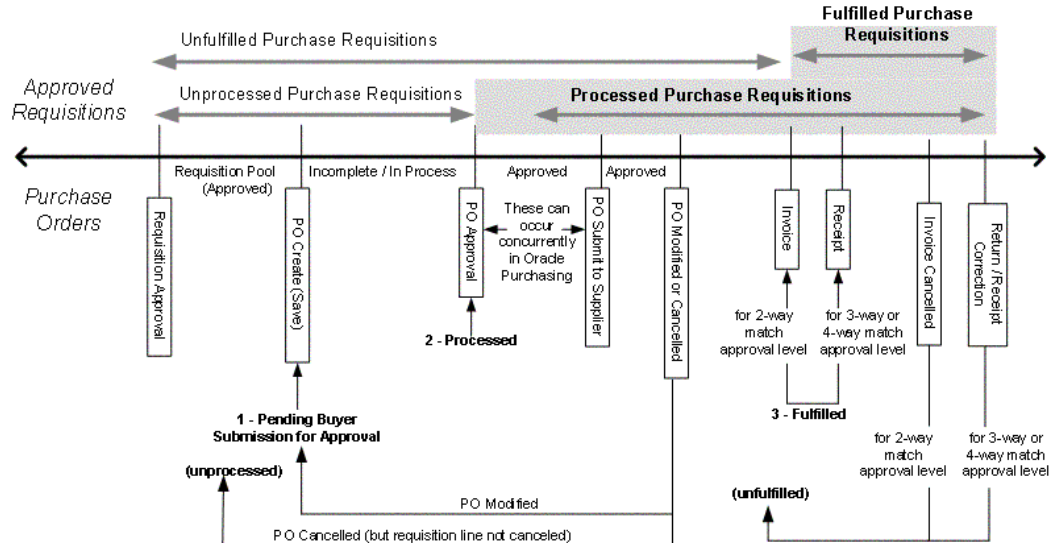
The Processed Requisitions reports show approved requisition lines in Oracle iProcurement and Oracle Purchasing that are on approved standard purchase orders,

planned purchase orders, or blanket purchase agreement releases. These reports enable procurement managers to view how much work their organization is doing in terms of volume and amount of requisitions processed. By viewing the volume of requisitions processed manually, managers can also determine whether increased automation might help processing time.

All approved purchase requisitions are included in the reports, including requisitions imported through Requisition Import, such as requisitions from Oracle Master Scheduling/MRP, Oracle Advanced Supply Chain Planning, or an external system. Internal requisitions and canceled, returned, or rejected requisitions are not included in the reports. Purchase orders or releases that were not created from a requisition do not appear in these reports.

Note: Processed requisitions are a subset of fulfilled requisitions. For example, the number of fulfilled requisitions includes some processed requisitions. To see the number or amount of processed requisition lines that are not yet fulfilled, see Unfulfilled Requisitions Reports, page 9-44. The exceptions to this subsetting are Oracle Services Procurement line types and consigned purchase order lines are included in the processed and unprocessed reports, but they are excluded from the fulfilled and unfulfilled reports.

Processed Requisitions



The preceding diagram shows the basic concepts of when approved requisitions are considered processed on an approved purchase order and fulfilled (that is, received or invoiced). See Fulfilled Requisitions Reports, page 9-70 for details on fulfillment.

Note: For complete details on the effect of canceled or modified

purchase orders, invoices, and receipts, see *Common Concepts for Procurement Status and Procurement Performance Management*, page 9-18.

Report Parameters

For information on the following parameters, see *DBI for Procurement Parameters*, page 9-2:

- **Operating Unit**
- **Currency**
- **Buyer**
- **Requester**
- **Supplier**
- **Category**
- **Item**
- **Organization**
- **Aging:** This parameter appears in some reports. Select a value to see requisition lines that took a certain number of days to process, from last requisition approval date and time to last purchase order or release shipment approval date and time. An example of this are requisitions that took 0-2 days to process. See the next section for details on the Aging buckets.

For more information on how parameters (including rolling time periods) affect the results on dashboards and reports, see *Parameters*, page 1-4.

See also *Data Obtained First from Purchase Orders*, page 9-21.

Report Headings and Calculations

The Processed Requisitions reports use the processed date, which is the latest purchase order or release approval date, to determine in which period to report the processed requisition information. Therefore, the reports show you the requisitions in the period that they were processed. If a purchase order or release is modified (canceling its approval and placing it in a Requires Reapproval status), then the corresponding requisition line is no longer considered processed. After the modified purchase order or release is re-approved, the requisition line is again considered processed and the requisition line now appears in the period according to this latest approval date.

In the reports, Price is the price on the purchase order for the item being purchased.

Quantity is the distribution quantity from the purchase order line for the item being purchased, adjusted for any quantity that was canceled.

Processed Requisitions

This report contains the following columns:

- **Buyer** from the purchase order or release. See DBI for Procurement Parameters, page 9-2.
- **Processed Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, that are on an approved purchase order or release.

Note: Lines are not considered processed until the corresponding purchase order or release is approved.

- **Change:** $([\text{Current Processed Lines} - \text{Prior Processed Lines}] / \text{Absolute Value of Prior Processed Lines}) * 100$

Percent change in the number of processed lines between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

- **Manual Lines:** Number of processed requisition lines that were manually turned into purchase orders or releases in Oracle Purchasing.

Manual methods in Oracle Purchasing are manually entering the standard purchase order or release, using the Copy Document functionality to create the purchase order, using AutoCreate, and creating the document as an award in Oracle Sourcing.

Automatic methods in Oracle Purchasing enable the creation of:

- Purchase order or release, through the Purchasing Documents Open Interface.
- Release, through the Create Releases process.
- Purchase order or release, through the PO Create Documents workflow.
- Purchase order or release, through the Create Consumption Advice process in Oracle Inventory for consigned inventory.

- **Manual Lines Rate:** $\text{Manual Lines} / \text{Processed Lines}$

Percent of processed lines that were manually turned into purchase orders or releases in Oracle Purchasing.

- **Change:** $\text{Current Manual Lines Rate} - \text{Prior Manual Lines Rate}$

Change in the manual lines rate between the current and previous time periods. For

complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

- **Processed Amount:** Price * Quantity

Sum of the amounts on each purchase order or release shipment referenced by each processed requisition line. This amount corresponds to the number of Processed Lines.

- **Change:** $([\text{Current Processed Amount} - \text{Prior Processed Amount}] / \text{Absolute Value of Prior Processed Amount}) * 100$

Percent change in the processed amount between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

- **Average Age (Days):** Number of Days to Process / Processed Lines

Number of Days to Process is the sum of the number of days between the last approval date of the processed requisition line and the last approval date of the corresponding purchase order or release shipment, taking time (hours, minutes, and seconds) into account. This number is divided by the number of processed requisition lines, and the resulting number is rounded to one decimal place.

For example, the following processed requisition lines have the following approval dates and times:

Processed Requisition Line	Last Requisition Approval Date	Last Purchase Order Approval Date	Day/Time Difference
1	10-May 08:00	12-May 13:00	2 days + 5 hours = 2.2083
3	12-May 12:00	12-May 10:00	0 days + 22 hours = .9166
5	13-May 14:00	17-May 06:00	3 days + 16 hours = 3.6666

Time is converted into decimals of a day. In this example, the average age in days is $(2.2083 + .9166 + 3.6666) / 3 \text{ Processed Lines} = 6.7915 / 3 = 2.2638 = 2.3$.

Note: To simplify this example, the time difference is truncated to the fourth decimal place; however, in the actual calculation, only the result is rounded. For example, the actual calculation uses

.916666666666666666666666666667, but this example uses .9166.

See also *Average Age*, page 9-26.

- **Change:** Current Average Age (Days) - Prior Average Age Days

Change in the days of average age between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

Processed Requisition Lines Summary

Access this report by clicking a Processed Lines value in the Processed Requisitions report. For information on the columns in this report, see Processed Requisitions, page 9-63.

Processed Requisitions Amount

Access this report by clicking a Processed Amount value in the Processed Requisitions report. This report contains the following columns:

- For information on the **Processed Amount** and **Change** columns, see Processed Requisitions, page 9-63.

- **Manual Amount:** Price * Quantity

Sum of the amounts on each purchase order or release shipment, for each processed requisition line that was manually turned into a purchase order or release in Oracle Purchasing.

Manual methods in Oracle Purchasing are manually entering the standard purchase order or release, using the Copy Document functionality to create the purchase order, using AutoCreate, and creating the document as an award in Oracle Sourcing.

- **Manual Amount Rate:** $(\text{Manual Amount} / \text{Processed Amount}) * 100$

Percent of the processed line amount that was created manually.

- **Change:** Current Manual Amount Rate - Prior Manual Amount Rate

Change in the manual amount rate between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

- **Processed Amount by Age 0-2 Days:** Price * Quantity

Processed Amount for which the number of days between the last requisition approval date and the last purchase order or release shipment approval date is between 0 and 2 days.

Both date and time are taken into account. For example, the last requisition approval date and time for a processed line is 01-January 13:00. The last approval date of the corresponding purchase order shipment is 04-January 10:00. In this example, the line took 2 days, 21 hours, or 2.875 days, to process. In this example, the processed line is placed in the 0-2 Days bucket.

Note: Oracle Daily Business Intelligence enables your administrator to configure the days buckets. By default, the buckets are 0-2, 3-13, and 14+; however, your company may have set up different buckets. Information on buckets setup is in the *Oracle Daily Business Intelligence Implementation Guide*.

See also Last Approval Dates, page 9-69.

- **Processed Amount by Age 3-13 Days:** Price * Quantity
Processed Amount for which the number of days between the last requisition approval date and time and the last purchase order or release shipment approval date and time is between 3 and 13 days. See the previous description.
- **Processed Amount by Age 14+ Days:** Price * Quantity
Processed Amount for which the number of days between the last requisition approval date and time and the last purchase order or release shipment approval date and time is 14 or more days. See the previous description.

Processed Requisitions Aging

Access this report by clicking an Average Age (Days) value in the Processed Requisitions report. This report contains the following columns:

- For information about the **Average Age (Days)**, **Change**, **Processed Lines**, **Change**, **Manual Lines**, **Manual Lines Rate**, and **Change** columns, see Processed Requisitions, page 9-63.
- **Processed Lines by Age 0-2 Days:** Number of processed requisition lines for which the number of days between the last requisition approval date and time and the last purchase order or release shipment approval date and time is between 0 and 2 days. These lines correspond to the Processed Amount by Age 0-2 Days.
- **Processed Lines by Age 3-13 Days:** Number of processed requisition lines for which the number of days between the last requisition approval date and time and the last purchase order or release shipment approval date and time is between 3 and 13 days. These lines correspond to the Processed Amount by Age 3-13 Days.
- **Processed Lines by Age 14+ Days:** Number of processed requisition lines for which the number of days between the last requisition approval date and time and the last purchase order or release shipment approval date and time is 14 or more days.

These lines correspond to the Processed Amount by Age 14+ Days.

Processed Lines Automation Trend

This report contains the following columns:

- For information on the **Processed Lines**, **Change**, **Manual Lines**, and **Change** columns, see Processed Requisitions, page 9-63.
- **Automated Lines:** Number of processed requisition lines that were automatically turned into purchase orders or releases in Oracle Purchasing.

Automatic methods in Oracle Purchasing enable the creation of:

- Purchase order or release, through the Purchasing Documents Open Interface.
- Release, through the Create Releases process.
- Purchase order or release, through the PO Create Documents workflow.
- Purchase order or release, through the Create Consumption Advice process in Oracle Inventory for consigned inventory.

- **Change:** $([\text{Current Automated Lines} - \text{Prior Automated Lines}] / \text{Absolute Value of Prior Automated Lines}) * 100$

Percent change in the number of automated lines between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

Processed Requisitions Amount Trend

Access this report by clicking the Processed Amount Trend graph title on the Procurement Performance Management dashboard. This report contains the following columns:

- For information about the **Processed Amount** and **Change** columns, see Processed Requisitions, page 9-63.
- For information about the **Manual Amount**, **Manual Amount Rate**, and **Change** columns, see Processed Requisitions Amount, page 9-65.

Processed Average Age Trend

For information about the columns in this report, see Processed Requisitions, page 9-63.

Processed Requisition Lines

This report lists each processed requisition line. This report contains the following columns:

- **Requisition Number:** Number of the requisition. Click the Requisition Number to view the requisition. (Click Back on your browser to return to the report.)
- **Line Number:** Number of the processed requisition line.
- **Operating Unit:** Name of the operating unit in which the requisition was created.
- **Requester:** Name from the Requester field on the requisition. The requester is not always the same person as the requisition preparer.
- **Requisition Approval Date:** Last approval date of the requisition line.
- **Processed Date:** Last approval date of the purchase order or release shipment corresponding to the requisition line. If the requisition line is not yet on an approved purchase order or release shipment, then this column displays N/A.
- **Fulfilled Date:** Date that the purchase order or release shipment corresponding to the requisition line was fully received within the receipt close tolerance percentage if 3-Way or 4-Way matching is used in Oracle Purchasing; fully invoiced within the invoice close tolerance percentage if 2-Way matching is used; or closed. The status of a fulfilled shipment is Closed for Receiving, Closed for Invoicing, or Closed. The Fulfilled Date corresponds to:
 - Receipt Date of the final receipt for 3-Way or 4-Way matching.
 - Invoice Date for 2-Way matching.
 - Date the shipment was closed manually.

If the purchase order or release shipment corresponding to the requisition line is not fulfilled yet (that is, received or invoiced), then this column displays N/A.

- **Item:** Number from the item master for master items. For non-master items, this is the item number from the purchase order or release, if available. Otherwise, the item comes from another purchase order or release that uses the same supplier item number and supplier. If no purchase order or release is available, then the item number comes from the requisition.
- **Supplier:** Supplier from the purchase order.
- **Amount:** Price * Quantity
Purchase order or release shipment amount corresponding to the processed requisition line.
- **PO Number:** Number of the purchase order or release on which the requisition line has been placed. For releases, the PO Number is the blanket purchase agreement number, appended with the release number. For example, if the PO Number is

504-1, then it means that the blanket purchase agreement number is 504, and the release against that agreement is 1. Click the PO Number to view the purchase order or release.

If you have trouble viewing the document, then see *Viewing Purchase Orders, Requisitions, and Sourcing Documents*, page 9-24.

- **Operating Unit:** Name of the operating unit in which the purchase order or release was created. For purchase orders that reference global blanket purchase agreements, the purchase order may be created in a different operating unit than the requisition.

Processed Requisition Lines - Manual

Access this report as follows:

1. In the Processed Requisitions report, click a Processed Lines value to open the Processed Requisition Lines Summary report.
2. In the Processed Requisition Lines Summary report, click a Manual Lines value.

This report lists each requisition line that was processed manually. For a definition of Manual Lines, see *Processed Requisitions*, page 9-63. For information on the columns in the Processed Requisition Lines - Manual report, see *Processed Requisition Lines*.

View By Item

To view reports by item, select a View By of Item in the report parameters, or click a category link in the report to see the items in that category. When viewing the reports by item, the following columns appear:

- **Item, Description:** For master items, the item information is taken from the item master. For non-master items, the item information is taken from the purchase order or release.

For information on how items are grouped for display purposes, see *Item*, page 9-5.

- **UOM:** Unit of measure is taken from the purchase order or release shipment. For information on how units of measure are handled, see *Units of Measure (UOM)*, page 9-13.
- **Quantity:** Quantity is taken from the purchase order or release shipment.

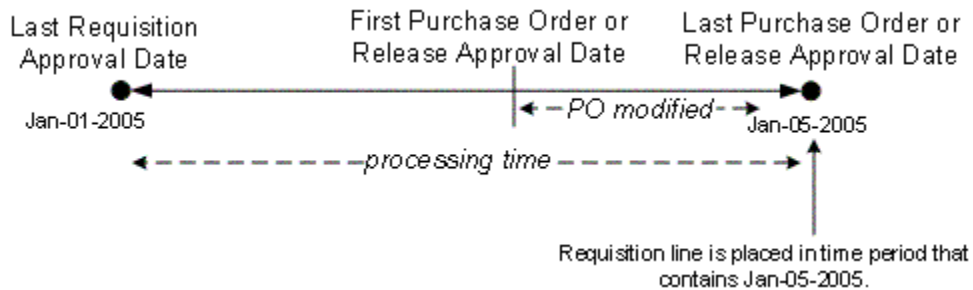
Additional Information

Last Approval Dates

In the average age (days) calculations, both the latest purchase order or release approval date and latest requisition approval date are taken into account. For example, a modified requisition, which becomes unapproved, could take time waiting for approval

in the requester's approval hierarchy. This time should not be (and is not) included in the buyer's processing time. After the requisition is re-approved, it assumes the later approval date.

Processing Time



The preceding diagram shows that the latest requisition approval date is used to determine the start of the processing time. The latest purchase order or release approval date is used to determine the completion of the processing time. The processed requisition is placed in the time period of the processed date (last purchase order or release approval date).

Related Topics

Procurement Status Dashboard, page 9-28

Procurement Performance Management Dashboard, page 9-57

Common Concepts for DBI for Procurement, page 9-2

Common Concepts for Procurement Status and Procurement Performance Management, page 9-18

Fulfilled Requisitions Reports

This section describes these reports:

- Fulfilled Requisitions, page 9-73
- Fulfilled Requisition Lines Summary, page 9-76
- Fulfilled Requisitions Amount, page 9-77
- Fulfilled Requisitions Aging, page 9-78
- Fulfilled Lines Automation Trend, page 9-79
- Fulfilled Requisitions Amount Trend, page 9-79
- Percent Fulfilled Past Expected Date Trend, page 9-79

- Fulfilled Requisition Lines, page 9-80
- Fulfilled Requisition Lines - Manual, page 9-81
- Fulfilled Lines - Past Expected Date, page 9-81

Fulfilled Requisitions reports answer these questions:

- What volume of requisitions, in amount and number of requisition lines, has been fulfilled (that is, received or invoiced)?
- On average, how long did the requisitions take to be fulfilled?
- Did the average fulfillment time occur faster in the last 30 days than in the previous 30 days?
- What percentage of requisition lines was fulfilled late (past the Need-By or Promised Date)?
- What percentage of the requisitions was processed manually? For example, was AutoCreate in Oracle Purchasing used to create the purchase order from the requisition line manually, or was it created automatically in workflow?

The Fulfilled Requisitions reports show approved requisition lines (except those for complex work) in Oracle iProcurement and Oracle Purchasing that have been fulfilled by a receipt or invoice. How the receipt or the invoice qualifies for fulfillment is discussed in detail later in this section. These reports enable procurement managers to measure the productivity of their organization by seeing the average time required to fulfill requisitions, from requisition approval to rendering of the goods or services. If managers have a target fulfillment time, they can compare the actual average fulfillment time with the target time. By viewing the volume of requisitions processed manually, they can also determine whether increased automation might decrease fulfillment time.

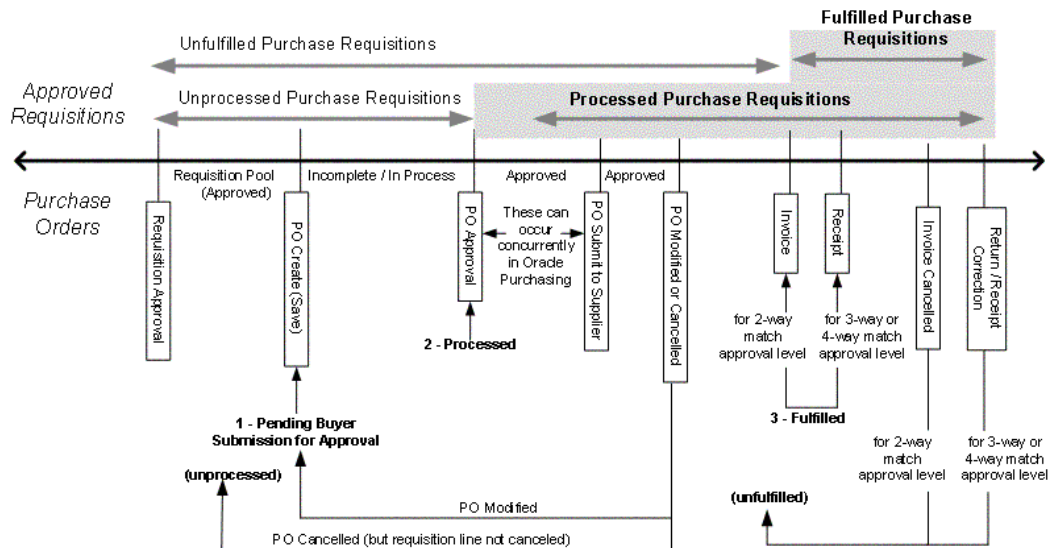
The reports include all approved purchase requisitions, including requisitions imported through Requisition Import, such as requisitions from Oracle Master Scheduling/MRP, Oracle Advanced Supply Chain Planning, or an external system. Internal requisitions and canceled, returned, or rejected requisitions are not included in the reports. Purchase orders or releases that were not created from a requisition do not appear in these reports.

Note: Processed requisitions are a subset of fulfilled requisitions. Therefore, the number of processed requisitions and fulfilled requisitions do not add up to the total number of such requisitions. For example, the number of fulfilled requisitions includes processed requisitions. Exceptions to this subsetting include: Oracle Services Procurement line types and consigned purchase order lines are

included in the processed and unprocessed reports, but they are excluded from the fulfilled and unfulfilled reports.

The terms *purchase order* and *release* in this report refer to standard purchase orders, planned purchase orders, and blanket purchase agreement releases.

Fulfilled Requisitions



The preceding diagram shows the basic concepts of when approved requisitions are considered processed, on an approved purchase order, and fulfilled (that is, received or invoiced). See *Processed Requisitions*, page 9-60 for details on those requisitions.

Note: For complete details on the effect of canceled or modified purchase orders, invoices, or receipts, see *Common Concepts for Procurement Status and Procurement Performance Management*, page 9-18.

Report Parameters

For information on the following parameters, see *DBI for Procurement Parameters*, page 9-2:

- **Operating Unit**
- **Currency**
- **Buyer**
- **Requester**

- **Supplier**
- **Category**
- **Item**
- **Organization**
- **Aging:** This parameter appears in some reports. Select a value to see requisition lines that were fulfilled past their expected date (that is, Promised Date or Need-By date on the purchase order or release or the Need-By date on the requisition, whichever is available); for example, past the expected date by 0-7 days. See the next section for details on the Aging buckets and the Expected Date.

For more information about how parameters, including rolling time periods, affect the results on dashboards and reports, see *Parameters*, page 1-4.

See also *Data Obtained First from Purchase Orders*, page 9-21.

Report Headings and Calculations

The Fulfilled Requisitions reports use the fulfilled date to determine in which time period to report the fulfilled requisition information. The fulfilled date is the date the corresponding receipt or invoice was created. (See description of Fulfilled Date in *Fulfilled Requisition Lines*, page 9-80.) Therefore, the reports show you the requisitions in the time period that they were fulfilled. For example, if an invoice is canceled, then the corresponding requisition line is no longer considered fulfilled if a 2-Way match approval level is used. After the corresponding purchase order or release shipment is invoiced, the requisition line is once again considered fulfilled; however, the requisition line appears in the time period according to this new (latest) fulfilled date.

In the reports, Price is the price on the purchase order for the item being purchased. Quantity is the distribution quantity from the purchase order line for the item being purchased, adjusted for any quantity that has been canceled.

Fulfilled Requisitions

This report contains the following columns:

- **Buyer** from the purchase order or release. See *DBI for Procurement Parameters*, page 9-2.
- **Fulfilled Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, and that have been received or invoiced. For purchase order or release shipments for which a 2-Way match approval level is selected, the corresponding requisition line is fulfilled when the shipment is fully invoiced within the invoice close tolerance percentage (that is, it is in a Closed for Invoicing status) or the shipment is closed (that is, it is in a Closed status). For purchase order or release shipments for which a 3-Way or 4-Way match approval level is selected,

the corresponding requisition line is fulfilled when the shipment is fully received within the receipt close tolerance percentage (that is, it is in a Closed for Receiving status) or the shipment is closed (that is, it is in a Closed status). For example, the shipment is for a quantity of 10, the receipt close tolerance is 10 percent, and the match approval level on the shipment is 3-Way or 4-Way. Receiving nine of the 10 fulfills the shipment, but receiving eight of 10 does not.

This table summarizes this information:

Match Approval Level	Closed for Receiving?	Closed for Invoicing?	Closed?	Fulfilled?
3-Way or 4-Way	Yes	No	No	Yes
3-Way or 4-Way	No	Yes	No	No
3-Way or 4-Way	Yes *	Yes	No	Yes
3-Way or 4-Way	No	No	Yes	Yes
2-Way	Yes	No	No	No
2-Way	No	Yes	No	Yes
2-Way	Yes	Yes *	No	Yes
2-Way	No	No	Yes	Yes

* The line is considered fulfilled because the value is Yes.

The Match Approval Level comes from the purchase order shipment, which in turn is defaulted from other levels in Oracle Purchasing, such as the Suppliers window. The invoice and receipt close tolerance percentages come from the purchase order shipment, which in turn are defaulted from other levels such as the Purchasing Options window in Oracle Purchasing. For details, see *Entering Purchase Order Shipments*, *Oracle Purchasing User's Guide* and *Receiving Controls, Options, and Profiles*, *Oracle Purchasing User's Guide*.

- **Change:** $[(\text{Current Fulfilled Lines} - \text{Prior Fulfilled Lines}) / \text{Absolute Value of Prior Fulfilled Lines}] * 100$

Percent change in the number of fulfilled requisition lines between the current and previous time periods. For complete information on change comparisons, see *General Dashboard and Report Behavior*, page 1-26.

- **Manual Lines:** Number of fulfilled requisition lines that were manually turned into

purchase orders or releases in Oracle Purchasing.

Manual methods in Oracle Purchasing are manually entering the standard purchase order or release, using the Copy Document functionality to create the purchase order, using AutoCreate, and creating the document as an award in Oracle Sourcing.

Automatic methods in Oracle Purchasing enable the creation of:

- Purchase order or release, through the Purchasing Documents Open Interface.
 - Release, through the Create Releases process.
 - Purchase order or release, through the PO Create Documents workflow.
 - Purchase order or release, through the Create Consumption Advice process in Oracle Inventory for consigned inventory.
-
- **Manual Lines Rate:** Manual Lines / Fulfilled Lines
Percent of fulfilled lines that were manually turned into purchase orders or releases in Oracle Purchasing.
 - **Change:** Current Manual Lines Rate - Prior Manual Lines Rate
Change in the manual lines rate between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.
 - **Percent Past Expected Date:** $(\text{Fulfilled Lines Past Expected Date} / \text{Fulfilled Lines}) * 100$
Percent of fulfilled requisition lines that were fulfilled past the Promised Date and time on the corresponding purchase order or release shipment. If no Promised Date is available, then the Need-By Date on the purchase order or release shipment is used. If no Promised Date or Need-By Date is available, then the Need-By Date on the requisition line is used. If none of these dates is available, then the requisition line is not counted in this measure. A purchase order for a non-master item, for example, does not require a Promised Date or a Need-By Date. A Need-By Date is optional on a requisition in Oracle Purchasing.

This value is the percent of fulfilled lines whose fulfilled date is past the expected date. See Fulfilled Requisition Lines, page 9-80 for a complete description of Fulfilled Date.
 - **Fulfilled Amount:** Price * Quantity
Sum of the amounts on each purchase order or release shipment referenced by each fulfilled requisition line. This amount corresponds to the number of Fulfilled Lines.
 - **Change:** $([\text{Current Fulfilled Amount} - \text{Prior Fulfilled Amount}] / \text{Absolute Value of$

Percent change in the fulfilled amount between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

- Number of Days to Fulfill is the sum of the number of days between the last approval date of the fulfilled requisition line and the fulfilled date of the corresponding purchase order or release shipment, taking time (hours, minutes, seconds) into account. This number is divided by the number of fulfilled requisition lines, and the resulting number is rounded to one decimal place. See Fulfilled Requisition Lines, page 9-80 for a complete description of Fulfilled Date.

Fulfilled Requisition Line	Last Requisition Approval Date	Fulfilled Date	Day/Time Difference
1	10-May 08:00	12-May 13:00	2 days + 5 hours = 2.2083
3	12-May 12:00	12-May 10:00	0 days + 22 hours = .9166
5	13-May 14:00	17-May 06:00	3 days + 16 hours = 3.6666

Note: To simplify this example, the time difference is truncated to the fourth decimal place; however, in the actual calculation, only the final result is rounded. For example, the actual calculation uses .9166666666666666666666666666667, but this example uses .9166.

Fulfilled Requisition Lines Summary

- For information about the **Fulfilled Lines**, **Change**, **Manual Lines**, **Manual Lines Rate**, and **Change** columns, see Fulfilled Requisitions, page 9-73.

- **Past Expected Date:** Number of fulfilled lines that were fulfilled (that is, received or invoiced) past the Promised Date on the corresponding purchase order or release shipment. If no Promised Date is available, then the Need-By Date on the purchase order or release shipment is used. If none of these dates is available, then the requisition line is not counted in this measure. A purchase order for a non-master item, for example, does not require a Promised Date or Need-By Date. Need-By Date is optional on a requisition in Oracle Purchasing.

These are the fulfilled lines that have a fulfilled date that is past the expected date. See Fulfilled Requisition Lines, page 9-80 for a complete description of Fulfilled Date.

- **Percent Past Expected Date:** See Fulfilled Requisitions, page 9-73.

Fulfilled Requisitions Amount

Access this report by clicking a Fulfilled Amount value in the Fulfilled Requisitions report. This report contains the following columns:

- For information about the **Fulfilled Amount** and **Change** columns, see Fulfilled Requisitions, page 9-73.
- **Manual Amount:** Price * Quantity
Sum of the purchase order or release shipment amounts corresponding to fulfilled lines that were manually placed on the purchase order or release. This amount corresponds to the number of Manual Lines described in Fulfilled Requisitions, page 9-73.
- **Manual Amount Rate:** (Manual Amount / Fulfilled Amount) * 100
Percent of the fulfilled line amount that was created manually.
- **Change:** Current Manual Amount Rate - Prior Manual Amount Rate
Change in the manual amount rate between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.
- **Fulfilled Amount by Age 0-7 Days:** Price * Quantity
Purchase order or release shipment amount of fulfilled lines that required between 0 and 7 days to fulfill. That is, the number of days between the last requisition approval date and time and the fulfilled date and time was between 0 and 7 days. See Fulfilled Requisition Lines, page 9-80 for a complete description of Fulfilled Date.

Both date and time are taken into account. For example, the last requisition approval date and time is 01-January 13:00. The fulfilled date is 09-January 10:00. In this example, the line required 7 days and 21 hours, or 7.875 days, to fulfill. In this

example, the fulfilled line is placed in the 0-7 Days bucket.

Note: Oracle Daily Business Intelligence enables your administrator to configure the days buckets. By default, the buckets are 0-2, 3-13, and 14+; however, your company may have set up different buckets. See the *Oracle Daily Business Intelligence Implementation Guide* for information about bucket setup.

- **Fulfilled Amount by Age 8-13 Days:** Price * Quantity

Fulfilled Amount where the number of days between the last requisition approval date and time and the fulfilled (receipt or invoice) date and time is between 8 and 13 days. See the previous description.

- **Fulfilled Amount by Age 14+ Days:** Price * Quantity

Fulfilled Amount where the number of days between the last requisition approval date and time and the fulfilled (that is, receipt or invoice) date and time is 14 or more days. See the previous description.

Fulfilled Requisitions Aging

Access this report by clicking an Average Age (Days) value in the Fulfilled Requisitions report. This report contains the following columns:

- **Average Age (Days):** See Fulfilled Requisitions, page 9-73.
- **Change:** Current Average Age (Days) - Prior Average Age (Days)
Change in the average age between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.
- For information about the **Fulfilled Lines**, **Change**, **Manual Lines**, **Manual Lines Rate**, and **Change** columns, see Fulfilled Requisitions, page 9-73.
- **Fulfilled Lines by Age 0-7 Days:** Number of fulfilled lines that required between 0 and 7 days to fulfill. That is, the number of days between the last requisition approval date and time and the fulfilled date and time was between 0 and 7 days. This number of lines corresponds to Fulfilled Amount by Age 0-7 Days.
- **Fulfilled Lines by Age 8-13 Days:** Number of fulfilled lines that required between 8 and 13 days to fulfill. That is, the number of days between the last requisition approval date and time and the fulfilled date and time was between 8 and 13 days. This number of lines corresponds to Fulfilled Amount by Age 8-13 Days.
- **Fulfilled Lines by Age 14+ Days:** Number of fulfilled lines that required 14 or more days to fulfill. That is, the number of days between the last requisition approval

date and time and the fulfilled date and time was 14 or more days. This number of lines corresponds to Fulfilled Amount by Age 14+ Days.

Fulfilled Lines Automation Trend

This report contains the following columns:

- For information about the **Fulfilled Lines**, **Change**, **Manual Lines**, and **Change** columns, see Fulfilled Requisitions, page 9-73.

- **Automated Lines:** Number of fulfilled requisition lines that were automatically turned into purchase orders or releases in Oracle Purchasing.

Automatic methods in Oracle Purchasing enable the creation of:

- Purchase order or release, through the Purchasing Documents Open Interface.
- Release, through the Create Releases process.
- Purchase order or release, through the PO Create Documents workflow.
- Purchase order or release, through the Create Consumption Advice process in Oracle Inventory for consigned inventory.

- **Change:** $([\text{Current Automated Lines} - \text{Prior Automated Lines}] / \text{Absolute Value of Prior Automated Lines}) * 100$

Percent change in the number of automated lines between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

Fulfilled Requisitions Amount Trend

Access this report by clicking the Fulfilled Amount Trend graph title on the Procurement Performance Management dashboard. This report contains the following columns:

- For information about the **Fulfilled Amount** and **Change** columns, see Fulfilled Requisitions, page 9-73.
- For information about the **Manual Amount**, **Manual Amount Rate**, and **Change** columns, see Fulfilled Requisitions Amount, page 9-77.

Percent Fulfilled Past Expected Date Trend

This report contains the following columns:

- **Percent Fulfilled Past Expected Date:** See Percent Past Expected Date in Fulfilled Requisitions, page 9-73.

- **Change:** Current Percent Fulfilled Past Expected Date - Prior Percent Fulfilled Past Expected Date

Change in the average age between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

Fulfilled Requisition Lines

This report contains the following columns:

- **Requisition Number:** Number of the requisition. Click the Requisition Number to view the requisition. (Click Back on your browser to return to the report.)
- **Line Number:** Number of the fulfilled requisition line.
- **Operating Unit:** Name of the operating unit in which the requisition was created.
- **Requester:** Name in the Requester field on the requisition. The requester is not always the same person as the requisition preparer.
- **Requisition Approval Date:** Last approval date of the requisition line.
- **Processed Date:** Last approval date of the purchase order or release shipment corresponding to the requisition line.
- **Fulfilled Date:** Date the purchase order or release shipment corresponding to the requisition line was fully received within the receipt close tolerance percentage if 3-Way or 4-Way matching is used in Oracle Purchasing, fully invoiced within the invoice close tolerance percentage if 2-Way matching is used, or closed. The status of a fulfilled shipment is Closed for Receiving, Closed for Invoicing, or Closed. The Fulfilled Date corresponds to:
 - Receipt Date of the final receipt of the full shipment within tolerance if 3-Way or 4-Way matching is used.
 - Invoice Date of the purchase order-matched invoice if 2-Way matching is used.
 - Date the shipment was closed manually.
- **Item:** For master items, this is the number from the item master. For non-master items, this is the item number from the purchase order or release, if available. Otherwise, the item number comes from another purchase order or release that uses the same supplier item number and supplier. If no purchase order or release is available, then the item number comes from the requisition.
- **Supplier:** Supplier from the purchase order or release.

- **Amount:** Price * Quantity
Purchase order or release shipment amount corresponding to the fulfilled requisition line.
- **PO Number:** Number of the purchase order or release on which the requisition line has been placed. For releases, the PO Number is the blanket purchase agreement number, appended with the release number. For example, if the PO Number is 504-1, this means the blanket purchase agreement number is 504, and the release against that agreement is 1. Click the PO Number to view the purchase order or release.

If you have trouble viewing the document, then see Viewing Purchase Orders, Requisitions, and Sourcing Documents, page 9-24.
- **Operating Unit:** Name of the operating unit in which the purchase order or release was created. For purchase orders that reference global blanket purchase agreements, the purchase order may be created in a different operating unit than the requisition.

Fulfilled Requisition Lines - Manual

Access this report by clicking a Manual Lines value in the Fulfilled Requisitions report.

This report lists each requisition line that was fulfilled manually. See the description of Manual Lines in Fulfilled Requisitions, page 9-73 for what constitutes manual requisition lines.

For information about the columns in this report, see Fulfilled Requisition Lines.

Fulfilled Lines - Past Expected Date

Access this report by clicking a Percent Past Expected Date value in the Fulfilled Requisitions report.

This report lists each requisition line that was fulfilled after its expected date.

This report contains the following columns:

- For information about the **Requisition Number, Line Number, Operating Unit, Requester, Requisition Approval Date, Processed Date, and Fulfilled Date** columns, see Fulfilled Requisition Lines, page 9-80.
- **Expected Date:** Promised Date on the corresponding purchase order or release shipment. If no Promised Date is available, then the Need-By Date on the purchase order or release shipment is used. If no Promised Date or Need-By Date is available, then the Need-By Date on the requisition line is used. If none of these dates is available, then the requisition line is not included in this report. (A purchase order for a non-master item, for example, does not require a Promised Date or Need-By Date. A Need-By Date is optional on a requisition in Oracle Purchasing.)

- For information about the **Item, Supplier, Amount, PO Number, and Operating Unit** columns, see *Fulfilled Requisition Lines*, page 9-80.

View By Item

To view reports by item, select a View By of Item in the report parameters, or click a category link in the report to see the items in that category. When viewing the reports by item, the following columns appear:

- **Item, Description:** For master items, the item information comes from the item master. For non-master items, the item information comes from the purchase order or release.

For information about how items are grouped for display purposes, see *Items*, page 9-5.

- **UOM:** Unit of measure comes from the purchase order or release shipment. For information about how units of measure are handled, see *Units of Measure (UOM)*, page 9-13.
- **Quantity:** Quantity comes from the purchase order or release shipment.

Additional Information

Common Concepts for Procurement Status and Procurement Performance Management, page 9-18

If a shipment is first closed for receiving (in a 3-Way or 4-Way match) or closed for invoicing (in a 2-Way match), and then the shipment is closed manually, then the earlier of the two dates is the Fulfilled Date. For example:

1. Invoice a 2-Way matched shipment completely. The shipment is Closed for Invoicing. It is included in the Fulfilled Requisitions reports. Its Fulfilled Date is the date that the shipment became Closed for Invoicing.
2. Close the shipment manually. Shipment status is now Closed, which implicitly means the shipment is also Closed for Receiving. The Fulfilled Date is still the date corresponding to step 1, when the shipment was originally Closed for Invoicing.
3. Cancel the invoice. Shipment status is now Closed for Receiving (because the Closed for Invoicing status is no longer true).
4. Because it is a 2-Way match shipment, the shipment is no longer considered fulfilled. (The shipment is neither Closed nor Closed for Invoicing.) The shipment is included in the Unfulfilled Requisitions reports.
5. If this shipment is later matched to another invoice within tolerance, then it again becomes fulfilled and appears in the Fulfilled Requisitions reports. In this case, the later Fulfilled Date is used.

This example demonstrates that if a shipment is closed twice but is still considered fulfilled, then the earlier date is used as the Fulfilled Date. Alternatively, if for any reason the shipment becomes unfulfilled but fulfilled again later, then the later Fulfillment Date is used.

Related Topics

Procurement Status Dashboard, page 9-28

Procurement Performance Management Dashboard, page 9-57

Common Concepts for DBI for Procurement, page 9-2

Procurement Management Dashboard

Use the Procurement Management reports for the following:

- Monitor key performance measures, such as the percentage of non-contract purchases to total purchases, and compare them across operating units. See Non-Contract Purchases Reports, page 9-85.
- Observe purchasing trends including top suppliers, categories, and items. See PO Purchases Reports, page 9-99.
- Identify maverick purchases (blanket leakage) to manage compliance. See Blanket Leakage Reports, page 9-88.
- Measure the percentage of the total invoice amount that is processed and controlled by the purchasing organization. See Payables Leakage Reports, page 9-101.

The Procurement Management dashboard and reports are available to users with the Procurement Manager or Daily Procurement Intelligence responsibility.

Dashboard Parameters

For information about the following parameters, see DBI for Procurement Parameters, page 9-2:

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

For more information on how parameters (including time periods) affect the results on dashboards, see Parameters, page 1-4.

Related Reports and Links

This dashboard contains the following report regions:

- Procurement Management KPIs, page 9-84
- Non-Contract Purchases Reports, page 9-85
- Blanket Leakage Reports, page 9-88
- PO Purchases Reports, page 9-99
- Payables Leakage Reports, page 9-101

Additional Information

For information on factoring, what N/A means, and other general information, see: General Dashboard and Report Behavior, page 1-26.

Related Topics

Overview of Daily Business Intelligence, page 1-1

Common Concepts for DBI for Procurement, page 9-2

Average Price Reports, page 9-187

Procurement Management KPIs

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

If you select the primary currency in the Currency parameter, each KPI graphically compares all operating units using the primary currency. (If your company set up a secondary currency, then that currency is also available for comparing data in a secondary currency.) If you choose a functional currency, which is associated with an operating unit, the KPIs show data only for the selected operating unit, in that currency. When you choose the functional currency, the comparison between operating units is not displayed.

For more information about operating unit and currency, see DBI for Procurement Parameters, page 9-2. For more information on the KPIs, see Key Performance Indicators, page 1-14.

Report Headings and Calculations

- **Non-Contract Purchases Rate:** $(\text{Non-Contract Purchases Amount} / \text{PO Purchases Amount}) * 100$. Percent of non-contract purchases to the total purchase amount. Non-contract purchases occur when, for an item purchased on a standard purchase order, there was no negotiated pricing (no blanket purchase agreement or Oracle iProcurement catalog item entry) in place. Non-contract purchases include blanket leakage. Blanket leakage occurs when there was a blanket purchase agreement in effect, but it was not referenced when the standard purchase order was created. See

also: Non-Contract Purchases Reports, page 9-85, PO Purchases Reports, page 9-99
.

- **PO Purchases Growth Rate:** $((\text{PO Purchases Amount Current Period} - \text{PO Purchases Amount Previous Period}) / \text{PO Purchases Amount Previous Period}) * 100$. Percent increase or decrease in the total purchase amount between the current and previous time periods. See also: PO Purchases Reports, page 9-99.

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

- **Payables Leakage Rate:** $(\text{Leakage Amount} / \text{Invoice Amount}) * 100$. Invoice amount for invoices that were not matched to a purchase order or receipt, as a percentage of the total invoice amount. See also: Payables Leakage Reports, page 9-101.

Use this KPI to identify how much of your invoice amount has not gone through your procurement organization. A lower rate is desirable.

Change is given between the current and previous time period. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

Related Topics

Procurement Management Dashboard, page 9-83

Procure-to-Pay Management Dashboard, page 9-104

Payables Management Dashboard, *Oracle Daily Business Intelligence User Guide*

Non-Contract Purchases Reports

This section describes these reports:

- Non-Contract Purchases, page 9-86
- Non-Contract Purchases Trend, page 9-87

The Non-Contract Purchases report can be used to answer the following questions:

- How much does the company spend on purchases for which there are no contracts, meaning pricing has not been negotiated with the supplier?
- What are the top items or categories for which there is no contract in place?
- What is the percentage of non-contract purchases to the total purchase amount, and has this percentage increased or decreased over time?
- Which buyers and suppliers are responsible for the most non-contract purchases?
- Have non-contract purchases increased or decreased this quarter?

For information about how contract and non-contract purchases are determined, see *Contract and Non-Contract Purchases*, page 9-13.

Once the top non-contract purchases, including redundant, large purchases, are identified, you can achieve more savings by creating and using contracts for the purchases. Supplier, item, and category information in the report can also help you initiate the sourcing process with specific suppliers and commodities.

For a demonstration of the differences between contract purchases and non-contract purchases, see *Determining a Non-Contract Purchase*, page 9-88.

Report Parameters

For information on the following parameters, see *DBI for Procurement Parameters*, page 9-2:

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

For more information on how parameters (including time periods) affect the results on dashboards and reports, see *Parameters*, page 1-4.

Report Headings and Calculations

This section explains the report columns.

Non-Contract Purchases

The Non-Contract Purchases report uses the first approval date for the purchase order distribution to determine in which time period to report the purchase. Although the information taken from the purchase order always includes the latest approved changes, the first approval date is used to report the purchase in a specific time period.

- **Non-Contract Purchases Amount:** Price * Quantity. Price is the price on the purchase order for the item being purchased. Quantity is the distribution quantity from the purchase order line for the item being purchased, adjusted for any quantity that has been canceled.

See *Contract and Non-Contract Purchases*, page 9-13 for more information.

- **Change:** $((\text{Non-Contract Purchases Amount Current Period} - \text{Non-Contract Purchases Amount Previous Period}) / \text{Absolute Value of Non-Contract Purchases Amount Previous Period}) * 100$. Percent change in non-contract purchases between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

A negative change means a decrease in non-contract purchases.

- **PO Purchases Amount:** Price * Quantity. Total purchases. Price is the price on the purchase order for the items being purchased. Quantity is the distribution quantity from the purchase order line for the items being purchased, adjusted for any quantity that has been canceled. See also PO Purchases Reports, page 9-99.
- **Non-Contract Rate:** $(\text{Non-Contract Purchases Amount} / \text{PO Purchases Amount}) * 100$. Percent of non-contract purchases to the total purchase amount.

If Oracle Services Procurement is implemented, then the purchase order line Amount, rather than Price * Quantity, is used for service and temporary labor line types. For information about line types, see Common Concepts for DBI for Procurement, page 9-2.

For information on factoring, what N/A means, and other general information, see: General Dashboard and Report Behavior, page 1-26.

Non-Contract Purchases Trend

This report shows non-contract purchases over time. See Non-Contract Purchases for a description of the columns.

Graphs

These reports contain the following graphs:

- **Non-Contract Purchases Amount:** Shows the non-contract purchase amount by supplier, supplier site, buyer, item, or category. This graph appears in the Non-Contract Purchases report.
- **Non-Contract Purchases Amount Trend:** Shows the total non-contract rate (percentage), over time. This graph appears in the Non-Contract Purchases Trend report. See Non-Contract Purchases Amount for the calculation.

Related Reports and Links

For information on the related reports see: Procurement Management Dashboard, page 9-83.

Additional Information

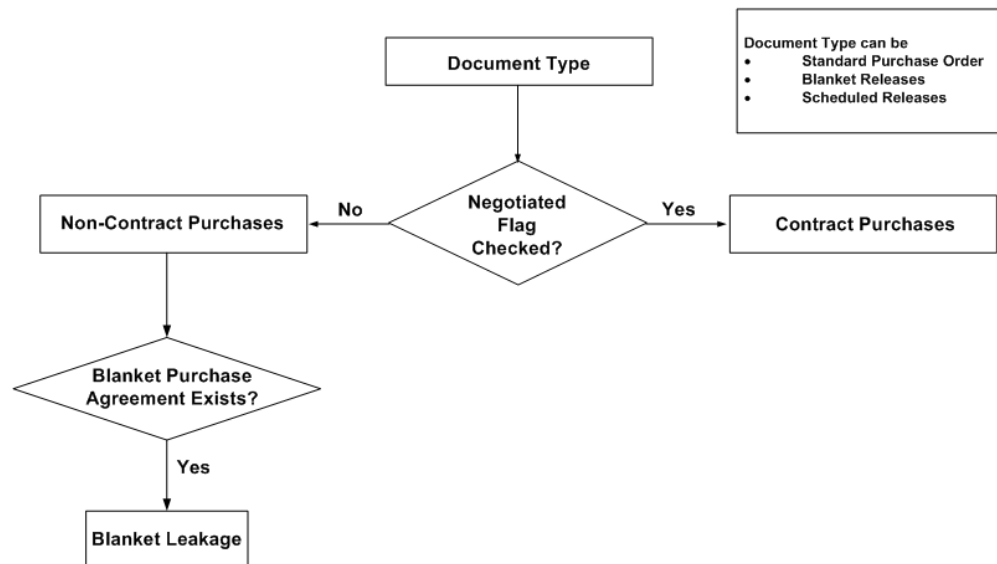
The diagram Determining a Non-Contract Purchase demonstrates the following:

- For master items (items defined in Oracle Inventory) on a standard purchase order,

the system checks if a blanket purchase agreement exists. If a blanket purchase agreement exists, then the item counts as *leakage*. (See Blanket Leakage Reports, page 9-88.) If a blanket purchase agreement does not exist, then the item counts as a *non-contract purchase* but not as leakage.

- For non-master items (items not defined in Oracle Inventory) on a standard purchase order, the system checks if the item meets the following criteria: the item was bulk loaded to the Oracle iProcurement catalog, or the item was obtained via a punchout from the Oracle iProcurement catalog to an external supplier site. An item that meets this criteria is a *contract purchase*. An item that does not meet this criteria is a *non-contract purchase*.

Determining a Non-Contract Purchase



For a description of how an item is matched to a blanket purchase agreement in order to determine whether it is leakage, see Blanket Leakage, page 9-88.

For information such as how consigned inventory and purchase order cancellations are handled, see Common Concepts for DBI for Procurement, page 9-2.

Blanket Leakage Reports

This section describes these reports:

- Blanket Leakage, page 9-90

- Blanket Leakage Trend, page 9-91

The Blanket Leakage report can be used to answer the following questions:

- What was the amount purchased by the company that resulted in blanket leakage?
- Has blanket leakage increased or decreased over time?
- How much could have been saved if blanket leakage had been prevented?
- Which buyers, suppliers, supplier sites, categories, or items are responsible for the blanket leakage?

Blanket leakage occurs when both of the following conditions are met:

- There was a blanket purchase agreement in effect, but it was not referenced when the standard purchase order was created.
- The Negotiated flag was not selected when the user created the purchase order.

The Blanket Leakage report displays the amount for all standard, approved purchase orders where, for an item purchased, there was a blanket purchase agreement in effect that could have been used to purchase the same item, instead of the standard purchase order. The report also displays (as leakage impact) the potential savings that could have been realized had blanket leakage been prevented. This report can be used to identify where blanket leakage is occurring, and where the greatest savings opportunities can be achieved if blanket leakage is eliminated.

For a demonstration of the differences between contract purchases, non-contract purchases, and leakage, see the diagram in Non-Contract Purchases Reports, page 9-85.

Note: Non-contract purchases include blanket leakage. These reports, however, refer only to non-contract purchases that were blanket leakage. In other words, there was a blanket purchase agreement in effect, but it was not used for the purchase.

Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Currency**
- **Operating Unit**
- **Category**
- **Item**

- **Supplier**
- **Supplier Site**
- **Buyer**

Note: Although all purchased items are displayed in the Item parameter, the report itself performs calculations only for master items.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

This section explains the report columns.

Blanket Leakage

The Blanket Leakage report uses the first approval date for the purchase order distribution to determine in which time period to report the leakage. Although the information taken from the purchase order always includes the latest approved changes, the first approval date is used to report the leakage in a specific time period.

- **Leakage Amount:** Price * Quantity. Amount originating from approved standard purchase orders where, for the item purchased, there was a blanket purchase agreement in effect that could have been used to purchase the same item, instead of the standard purchase order. That is, the agreement could have been used validly to deliver the item to the ship-to organization on the standard purchase order. For complete details, see Additional Information, page 9-91.

Price is the price on the purchase order for the item being purchased. Quantity is the distribution quantity from the standard purchase order line for the item being purchased, adjusted for any quantity that has been canceled.

- **Change:** $((\text{Current Leakage Amount} - \text{Prior Leakage Amount}) / \text{Absolute Value of Prior Leakage Amount}) * 100$. Percent change in leakage between the current and previous time periods. For complete information on change comparisons, see: General Dashboard and Report Behavior, page 1-26.

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

- **Leakage Impact Amount:** Quantity * (Price - Best Price). Potential savings that would have been realized if a blanket purchase agreement had been used instead of a standard purchase order. Quantity is the distribution quantity from the standard purchase order line for the item being purchased, adjusted for any quantity that has been canceled. Price is the price on the purchase order for the item being purchased. Best Price is the lowest price on any blanket purchase agreement that includes the

item being purchased and that was effective at the time the standard purchase order was created. Price breaks are considered when determining the lowest price. Only items considered in the leakage amount are also counted in leakage impact.

Note: To calculate the best price, the terms and conditions between the purchase order and the agreement must match. If they do not, you may see cases in which a purchase counts as leakage, but its leakage impact is 0. See: Additional Information later in this section.

- **Leakage Rate:** $(\text{Leakage Amount} / \text{PO Purchases Amount}) * 100$. Percent of blanket leakage to the total purchase amount. See also: PO Purchases, page 9-99.

A negative leakage impact means that better prices are being obtained through standard purchase orders, and agreements might need to be renegotiated.

In the leakage calculations, only master items (items defined in Oracle Inventory) are included in the amount. (For a report that takes into account non-master items, see Non-Contract Purchases, page 9-85.)

If Oracle Services Procurement is implemented, the purchase order line Amount, rather than Price * Quantity, is used for service and temporary labor line types. See information on line types in Common Concepts for DBI for Procurement, page 9-2.

For information on factoring, what N/A means, and other general information, see: General Dashboard and Report Behavior, page 1-26.

Blanket Leakage Trend

This report shows blanket leakage over time. For more information, see the Blanket Leakage report.

Graphs

These reports contain the following graphs:

- **Blanket Leakage Amount:** Shows the leakage amount by supplier, supplier site, buyer, item, or category. This graph appears in the Blanket Leakage report.
- **Blanket Leakage Amount Trend:** Shows the leakage rate (percentage) over time. This graph appears in the Blanket Leakage Trend report.

Additional Information

A standard purchase order is considered leakage if one of the operating units in your enterprise could have created and fulfilled the same item.

Determining Leakage

To determine whether an agreement could have been used to fulfill the item, the report checks whether a blanket purchase agreement (global or non-global) could have been used validly to deliver the item to the ship-to organization on the standard purchase order. To make this validation, the report does the following:

First, determines a list of operating units that could have shipped to the destination operating unit:

- Check the ship-to organization on the standard purchase order shipment. Check whether the operating unit that owns this ship-to organization is a destination operating unit in a transaction flow defined in Oracle Inventory. The transaction flow must meet the following requirements:
 - The creation date of the standard purchase order distribution must fall within the effective dates of the transaction flow, or the transaction flow has no effective dates.
 - The item category on the standard purchase order must be a category for which the transaction flow is defined, or the transaction flow is defined for all categories.
 - The ship-to organization on the standard purchase order shipment must be the same as the organization for which the transaction flow is defined, or the transaction flow is not defined for a specific organization.

For more information, see Transaction Setup in the *Oracle Inventory User's Guide*.

- The operating unit that owns the ship-to organization on the purchase order shipment is also included in the list of valid operating units, even if it is not part of a transaction flow.

Second, finds valid agreements within those operating units:

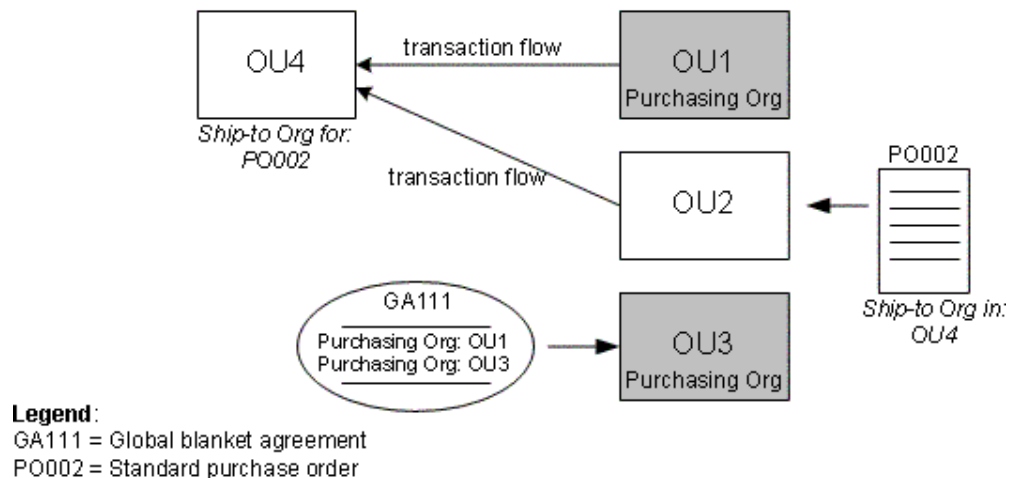
- Among the operating units identified in the previous step, check whether any of the operating units is designated as a Purchasing Org on a global blanket purchase agreement. The Purchasing Orgs are operating units that can use the agreement. If so, that agreement could have been used, if the requirements in the third step are met.
- For the operating unit that owns the ship-to organization on the purchase order shipment, check whether a blanket purchase agreement (one that is not global) exists. If so, that agreement could have been used to fulfill the item (if the requirements in the third step are met).

Third, ensures that the agreement could have been used for the item:

- The item on the purchase order and the agreement should be the same. The item will always be a master item (defined in Oracle Inventory), and the defined item number on the two documents must be the same.
- The agreement must have a status of Approved or Requires Re-approval.
- The header, line, or shipment (price break) on the agreement cannot be canceled.
- The agreement should be effective at the time the purchase order distribution was created. (The agreement start and end dates and the line expiration date should indicate that it was effective.)
- The agreement line should have been created before the purchase order distribution. (This criteria shows that the agreement existed and could have been used when the purchase order was created.)

Valid Global Blanket Purchase Agreement Could Have Been Used

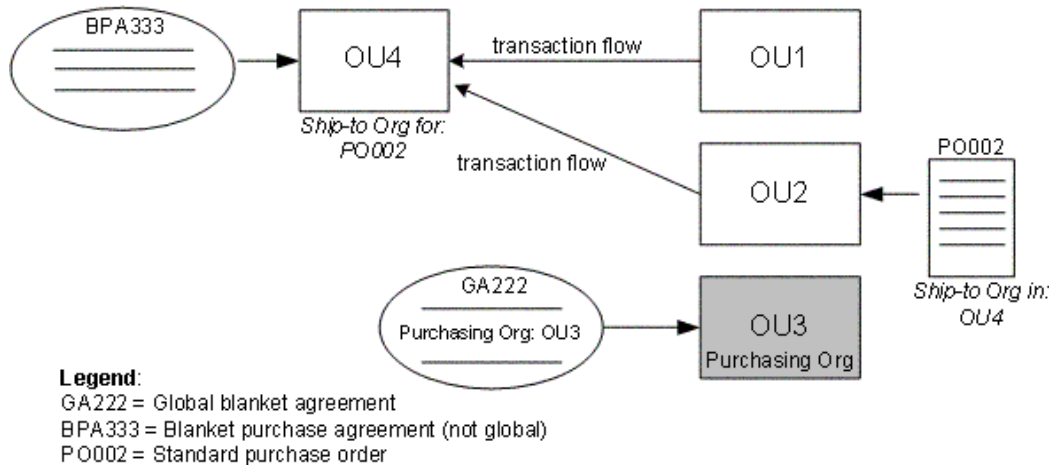
Your Enterprise's Operating Units (OU)



In the preceding figure, standard purchase order PO002 was created in operating unit OU2. The ship-to organization on the purchase order shipment exists in OU4. Global blanket purchase agreement GA111 was created in OU3, with OU3 and OU1 specified as valid Purchasing Orgs (operating units) for the agreement. For OU4, transaction flows exist only for OU1 and OU2. In this example, PO002 in OU2 is considered leakage because you could have created the purchase order in OU1, referencing GA111, to ship the item to OU4.

Valid Blanket Purchase Agreement (Not Global) Could Have Been Used

Your Enterprise's Operating Units (OU)



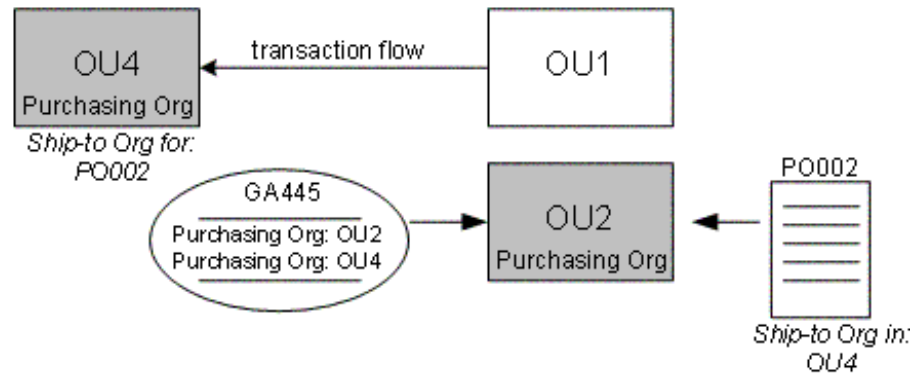
In the preceding figure, standard purchase order PO002 was created in operating unit OU2. The ship-to organization on the purchase order shipment exists in OU4. Global blanket purchase agreement GA222 was created in OU3, with only OU3 specified as a valid Purchasing Org (operating unit) for the agreement. For OU4, transaction flows exist for OU1 and OU2. In this example, OU4 could not have used the global agreement because no transaction flow is defined for OU3; however, a blanket purchase agreement (not global) exists in OU4. PO002 in OU2 is considered leakage because you could have created a release in OU4 against blanket purchase agreement BPA333.

If blanket purchase agreement BPA333 existed in OU2 instead of OU4, then purchase order PO002 would not be leakage. PO002 is shipping to OU4. For non-global agreements, only an agreement in OU4 (where the ship-to organization is) would make the purchase leakage.

If more than one agreement makes the purchase leakage (for example, if GA222 included OU1 as a Purchasing Org in the preceding figure), then the best price is obtained from the better matching agreement, as described in Determining Leakage Impact, page 9-95.

Valid Global Blanket Purchase Agreement, No Transaction Flow

Your Enterprise's Operating Units (OU)



Legend:

GA445 = Global blanket agreement

PO002 = Standard purchase order

In the preceding figure, standard purchase order PO002 was created in OU2. The ship-to organization on the purchase order shipment is in OU4. Global agreement GA445 was created in OU2, with OU2 and OU4 specified as Purchasing Orgs (operating units) on the agreement. In this example, even though no transaction flow between OU4 and OU2 exists, the purchase order counts as leakage. (The transaction flows determine whether a purchase in one operating unit can validly be shipped to another operating unit. A transaction flow does not have to be defined between the operating unit that owns the global agreement and the Purchasing Org operating unit.) The global agreement specifies OU4 as a valid Purchasing Org directly. Therefore, the purchase order could have been created in OU4, referencing the global agreement.

Determining Leakage Impact

To determine whether a best price exists for the item on the purchase order, the report checks all of the following criteria until it finds the best price:

- The agreement must satisfy the conditions described previously, showing that it could have been used instead of the standard purchase order.
- The item unit of measure must match between the purchase order and blanket purchase agreement. If not, the item still counts towards leakage because a blanket purchase agreement exists, but because of the UOM difference, the leakage impact is not calculated (it is 0).
- To find the best price, the system finds all blanket purchase agreements with price breaks that have a ship-to location that matches the ship-to location on the purchase order. For example, the system finds two blanket purchase agreements that meet all of the criteria described here; however, one agreement has a blank ship-to location

and the other has a ship-to location that matches the location on the purchase order. The system uses the price on the agreement with the matching ship-to location, even if the price on the agreement with the blank ship-to location is lower. If no agreements with matching ship-to locations are found, then the system extends its search to agreements with blank ship-to locations. If agreements with matching price breaks that have blank ship-to locations are found, or if no matching price breaks are found, then the system searches for all blanket purchase agreement lines that match the criteria described here and chooses the one with the lowest price.

- Amount limits must reconcile. If the amount on the standard purchase order is outside the minimum and maximum release amounts specified on the blanket purchase agreement header or line, then that agreement is not considered in the best price calculation. Because the purchase order amount is outside the limits, the agreement could not have been used. In this case, the purchase order amount counts as leakage, but because the best price is not calculated, the leakage impact is zero. The amount limits include any previous releases that have been released against the agreement, until the date the purchase order distribution was created. For example, an agreement with a maximum release amount of 10,000 USD already has 8,000 USD released against it; a standard purchase order for the item for 3,000 USD is then created, falling outside the maximum release amount. In this example, the leakage is 3,000 USD, but the leakage impact is zero.
- Both cumulative and non-cumulative price breaks are taken into account when determining the lowest price. For example, a blanket purchase agreement line that matches the criteria above indicates a non-cumulative price break of 250 USD if the quantity is at least 100. If the purchase order quantity for the item is 100 or greater, the system uses the best price of 250 USD. (If not, it uses the price associated with a quantity less than 100.) For cumulative price breaks, the system takes into account the total quantity already released against the blanket purchase agreement, until the date the purchase order distribution was created. If the total released quantity up until that date, plus the purchase order quantity, is greater than or equal to the price break quantity, the system uses that price break as the best price.

Effective dates for price breaks are considered in obtaining the best price. The Need-By date on the purchase order (or the Created date, if no Need-By date was specified) must fall within the Effective From and To dates of the price break. If the price break has no Effective From date, the system uses the price break creation date as the start date. For example, one price break is effective from April 1 to April 30; another was created on May 1, with no Effective From date, but with an Effective To date of May 31. If the purchase order distribution was created in May, the May price break is used as the best price; if it was created in April, the April price break is used as the best price.

If there are identical price breaks on the matching blanket purchase agreement, the system uses the following order to choose the price break:

- The system uses the price break with the highest quantity. For example, one

price break specifies 250 USD for a quantity of 100. Another specifies 230 USD for a quantity of 200. The purchase order distribution quantity is 300. The system chooses 230 USD as the best price.

- If the quantities are the same, then the system uses the most recently created price break. Identical quantities can occur when effective dates overlap. For example, one price break specifies 250 USD for a quantity of 100 from April 1 to 15. Another specifies 185 USD for a quantity of 100 from April 1 to 30. The purchase order distribution was created on April 15. In this scenario, the system uses the most recently created price break.
- If the price breaks were created on the same day, with the same quantities, then the system uses the price break with the lowest price.
- If multiple blanket purchase agreement prices match the criteria described here, then the system uses the lowest price. For example, the system finds two matching blanket purchase agreements. Using the previously described criteria, it chooses the best price break or line price from each agreement. Between these two prices, the system picks the lower price. If more than one line on a single agreement matches the criteria, the system also picks the line with the lowest price.
- If the item currencies on the purchase order and the blanket purchase agreement do not match, then a currency conversion is performed. The agreement price is converted to the functional currency of the operating unit in which the standard purchase order was created, as follows:
 - The agreement price is converted to the functional currency of the operating unit in which the agreement was created, using the exchange rate on the agreement.
 - That price is converted to the primary currency established during DBI setup. The conversion uses the rate type associated with the DBI primary currency and the rate date on the standard purchase order.
 - The converted agreement price is converted to the functional currency of the operating unit in which the standard purchase order was created, using the rate date and rate type from the purchase order.
 - The purchase order price is converted to the functional currency of the operating unit in which it was created, using the exchange rate on the purchase order.
 - With both the agreement and the purchase order price converted to the functional currency of the purchase order's operating unit, the prices are compared to see which is the better price.

- If more than one blanket purchase agreement exists with the same best price, then DBI for Procurement chooses any one of the blanket purchase agreements.

Some of the scenarios mentioned result in a leakage amount, but no (0) leakage impact. The impact is zero because in these cases not all of the criteria listed here are satisfied in matching the purchase order to the blanket purchase agreement, and so a best price is not found. Because a best price is not found, it is not accurate to calculate the leakage impact; however, a standard purchase order *was* created when an existing effective blanket purchase agreement could have been used (and the purchase order *could* have been adjusted to satisfy all of the matching criteria), so that amount is included in the leakage.

Encumbrance

If your company uses encumbrance, which is turned on in some operating units, then the following conditions apply in addition to those described in Determining Leakage, page 9-92:

- Case 1. Encumbrance is turned on in the destination operating unit. The destination operating unit owns the ship-to organization on the purchase order shipment, which is operating unit OU4 in the previous figures. In this case, either of the following could occur:
 - Option A. The destination operating unit is not a Purchasing Org on a global blanket purchase agreement. In this case, even if there is a transaction flow to the destination operating unit, Oracle Purchasing does not allow the transaction, for accounting reasons. Therefore, the purchase that ships to the destination operating unit is not leakage.
 - Option B. The destination operating unit is a Purchasing Org on a global agreement. In this case, a transaction flow is not needed. The purchase is leakage, if it meets the requirements described earlier.
- Case 2. Encumbrance is turned off in the destination operating unit, but turned on in the operating unit that can ship to it. For example, OU4 is the destination operating unit. OU1 can ship to OU4, as determined by the transaction flow. Because OU1 is encumbered, however, it is not included in the list of operating units that can ship to OU4, even if it is a Purchasing Org (operating unit) on a global agreement. Oracle Purchasing does not allow the transaction, for accounting reasons. Therefore, a purchase created in (for example) OU3 is not considered leakage, even if the purchase ships to OU4.
- Case 3. Encumbrance is turned on in the operating unit that created the global agreement. Encumbrance in this operating unit does not matter. The purchase is leakage, if it meets the requirements described earlier.

Common Concepts

For information about how consigned inventory and purchase order cancellations are handled, see Common Concepts for DBI for Procurement, page 9-2.

Related Topics

Procurement Management Dashboard, page 9-83

PO Purchases Reports

The PO Purchases report can be used to answer the following questions:

- What is the total purchase amount, and has it increased or decreased over time?
- Who are my top ten suppliers from whom I purchase the greatest purchase order amount?
- What item categories represent my biggest purchases?
- What items represent my biggest purchases?

The PO Purchases report displays the amount for all approved standard purchase orders, blanket purchase agreement releases, and planned purchase order releases, including those for the procurement of complex work. You can use this report to determine with which suppliers and for which items money is being spent. It can be used to determine the largest suppliers for a specific item or category, as a tool to prepare for negotiations with suppliers, to identify purchasing trends, or to improve supplier performance and relationships. (The report lists suppliers in descending order by purchase amount. In this way, you can see the top suppliers to which you've issued the greatest purchase order amount.)

Note: The PO Purchases Amount is not necessarily equal to the invoice amounts in the Payables Leakage report. Invoice and purchase order amounts are not necessarily equal in any business practice.

Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Period:** If you are viewing this report using the Procurement Manager responsibility, then Period refers to period to date. If you are viewing this report using the Supplier Manager responsibility, then Period refers to rolling periods. For information on rolling periods, see Period Parameter, page 1-7.
- **Commodity:** This parameter is available only when the PO Purchases report is

accessed using the Supplier Manager responsibility.

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

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

This section describes the report columns.

PO Purchases

When accessed using the Daily Procurement Intelligence responsibility, the PO Purchases report displays the amount and growth rate of PO purchases. When accessed using the Supplier Manager responsibility, it displays PO purchases by commodity.

The PO Purchases report uses the first approval date for the purchase order or release distribution to determine in which time period to place the purchase. Although the information taken from the purchase order always includes the latest approved changes, the first approval date is used to report the purchase in a specific time period.

- **PO Purchases Amount:** Price * Quantity

Amount of approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases. Price is the price on the purchase order or release for the items being purchased. Quantity is the quantity from the purchase order or release distribution for the items being purchased, adjusted for any quantity that has been canceled.

- **Growth Rate:** $((\text{PO Purchases Amount Current Period} - \text{PO Purchases Amount Previous Period}) / \text{PO Purchases Amount Previous Period}) * 100$

Percent increase or decrease in the PO Purchases Amount between the current and previous time periods.

A negative growth rate means your total PO Purchases Amount with the supplier or within a category have decreased.

- **Percent of Total:** PO Purchases Amount for the category, item, supplier, supplier site, or buyer, divided by the total PO Purchases Amount for the selected operating unit.

- **Change:** Percent of Total Current Period - Percent of Total Previous Period

Change in the Percent of Total between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

A negative change means your Percent of Total decreased since the prior period.

If Oracle Services Procurement is implemented, the purchase order line Amount, rather than Price * Quantity, is used for service and temporary labor line types. See information on line types in Common Concepts for DBI for Procurement, page 9-2.

For information on factoring, what N/A means, and other general information, see: General Dashboard and Report Behavior, page 1-26.

Graphs

These reports contain the following graphs:

- **PO Purchases Percent of Total:** Shows the Percent of Total (the PO Purchase amount as a percentage of the total PO Purchases) for each supplier, supplier site, item, category, or buyer, for the selected operating unit. This graph appears in the PO Purchases report.
- **PO Purchases Amount:** Shows the PO Purchases amount by supplier, supplier site, item, category, or buyer. This graph appears in the PO Purchases report.
- **PO Purchases Trend:** Shows the total purchase amount over time. This graph appears in the PO Purchases Trend report.

Additional Information

For information about how consigned inventory and purchase order cancellations are handled, see: Common Concepts for DBI for Procurement, page 9-2.

Related Topics

Procurement Management Dashboard, page 9-83

Procure-to-Pay Management Dashboard, page 9-104

Payables Leakage Reports

The Payables Leakage report can be used to answer the following questions:

- What portion of the total amount spent was processed by the purchasing

organization? (That is, how much of the total amount is *not* leakage?)

- With which suppliers does the payables leakage occur?
- Which invoice creators within the payables organization processed the invoices that caused the payables leakage?
- How much has payables leakage increased or decreased over time?

The Payables Leakage report displays validated invoice amounts that have not been matched to a purchase order or receipt. These amounts are displayed as leakage. This report can be used to identify invoice amounts that are bypassing the purchasing organization, and to take action to decrease such purchases. Using the Payables Leakage report, you can monitor invoices that are bypassing the purchasing organization and not using suppliers that are preferred by the purchasing organization.

Note: The PO Purchases Amount in the PO Purchases report will not necessarily be equal to the invoice amounts in this report. Invoice and purchase order amounts are not necessarily equal in any business practice.

Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Currency**
- **Operating Unit**
- **Supplier**
- **Supplier Site**
- **Invoice Creator**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

This section describes the report columns.

Payables Leakage

The Payables Leakage report uses the general ledger (GL) date on the invoice distribution to determine in which time period to report the invoice transaction.

This report contains the following columns:

- **Leakage Amount:** Total invoice distribution amount for all validated invoices, except expense and procurement card invoices, that have not been matched to either a purchase order or a receipt.
- **Change:** $((\text{Leakage Amount Current Period} - \text{Leakage Amount Previous Period}) / \text{Absolute Value of Leakage Amount Previous Period}) * 100$
Percent change in leakage between the current and previous time periods. For complete information on change comparisons, see: General Dashboard and Report Behavior, page 1-26.
- **Invoice Amount:** Total invoice distribution amount for all validated invoices, except expense and procurement card invoices.
- **Leakage Rate:** $(\text{Leakage Amount} / \text{Invoice Amount}) * 100$
Amount of invoices that were not matched to a purchase order or receipt, as a percentage of the total invoice amount.

For information on factoring, what N/A means, and other general information, see General Dashboard and Report Behavior, page 1-26.

Graphs

These reports contain the following graphs:

- **Payables Leakage Rate:** Shows the Leakage Rate (percentage) by invoice creator, supplier, or supplier site. This graph appears in the Payables Leakage report.
- **Payables Leakage Amount:** Shows the leakage amount by supplier, supplier site, or invoice creator. This graph appears in the Payables Leakage report.
- **Payables Leakage Amount Trend:** Shows the leakage rate (percentage) over time. This graph appears in the Payables Leakage Trend report.

Additional Information

In detail, an invoice must meet all of the following criteria to be considered payables leakage:

- The invoice is not matched to a purchase order or receipt.
- The invoice is validated.
- The Match Approval Level for the supplier is set up to 2-Way, 3-Way, or 4-Way matching. If the Match Approval Level is blank, then matching is not required and the payables leakage amount is appropriately zero.
- The Purchasing option is selected in the Supplier Sites window for the supplier site.

- The invoice line type is not Expense.
- The supplier cannot also be an employee. (If defined as an employee, invoices from this supplier are excluded from payables leakage.)

Except for expense type and procurement card invoices, all invoice types are included in the invoice and leakage amounts, including debit memos, credit memos, and mixed invoices. For example:

- If a debit memo is matched to a return-to-supplier transaction, then it is not considered leakage.
- If a debit memo, credit memo, or mixed invoice is matched to a purchase order or receipt, then it is not considered leakage. If it is not matched to a purchase order or receipt, then it is considered leakage.

To be considered matched, the invoice distribution must have the matching purchase order distribution recorded directly on it in the database. An invoice that is matched directly to a purchase order or receipt typically meets this requirement. Sometimes, however, an invoice can be matched to an invoice, which in turn matches to a purchase order or receipt. Some of these cases are not considered a match and will show up as leakage, depending on their complexity and the sequence of operations.

Invoice creators display as Unassigned if their user setup in Oracle Applications is not associated with an employee. The invoice creator must have an employee record in the Enter Person window in Oracle Applications, and that employee must be entered in the Person field in the Users window.

For information about how invoice cancellations are handled, see *Common Concepts for DBI for Procurement*, page 9-2.

Related Topics

Procurement Management Dashboard, page 9-83

Procure-to-Pay Management Dashboard, page 9-104

Procure-to-Pay Management Dashboard

Use the Procure-to-Pay Management reports for the following:

- Identify and resolve processing bottlenecks in the purchasing and payables organizations. See *Manual Invoices Reports*, page 9-106.
- Monitor key performance measures in the procure-to-pay lifecycle and compare them across operating units. See *Manual Invoices Reports*, page 9-106.

The Procurement-to-Pay Management dashboard and reports are available to users with the Procurement Manager or Daily Procurement Intelligence responsibility.

Dashboard Parameters

For information about the following parameters, see DBI for Procurement Parameters, page 9-2:

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

The Manual Invoices report does not use the Currency parameter because the report displays the number and percentage of manually created invoice distributions, rather than amounts. Related reports accessible from the Procure-to-Pay Management dashboard, however, inherit the Currency selected on the dashboard.

For more information on how parameters (including time periods) affect the results on dashboards, see Parameters, page 1-4.

Reports and Graphs

This dashboard contains the following report regions:

- Procure-to-Pay KPIs, page 9-105
- Manual Invoices Reports, page 9-106

For information on factoring, what N/A means, and other general information, see: General Dashboard and Report Behavior, page 1-26.

Related Topics

Overview of Daily Business Intelligence, page 1-1

Average Price Reports, page 9-187

Procure-to-Pay KPIs

Key performance indicators (KPIs) in the procure-to-pay process are described in this section.

If you select the primary currency in the Currency parameter, each KPI graphically compares all operating units using the primary currency. If your company set up a secondary currency, then that currency is also available for comparing data in a secondary currency. If you choose a functional currency that is associated with an operating unit, then the KPIs show data only for the selected operating unit, in that currency. When you choose the functional currency, the comparison between operating units is not displayed.

For more information on operating unit and currency, see Procure-to-Pay Management Dashboard, page 9-104. For more information on the KPIs, see KPI Region, page 1-14.

Report Headings and Calculations

The Procure-to-Pay Management dashboard features the Manual Invoices Rate KPI.

Manual Invoices Rate: Manual Distributions / Distributions. Percent of manual invoice distributions to the total number of invoice distributions. See also: Manual Invoices Reports, page 9-106.

Use this KPI to determine the level of automation you are achieving in the invoicing process.

Change is given between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

Related Topics

Procure-to-Pay Management Dashboard, page 9-104

Payables Management Dashboard, *Oracle Daily Business Intelligence User Guide*

Manual Invoices Reports

The Manual Invoices report can be used to answer the following questions:

- How efficient is my invoicing process?
- With which suppliers can I automate my invoicing process?
- Which invoice creators are creating the most manual invoices?
- How is the percentage of manual invoice creation changing over time?

The Manual Invoices report displays the number and percentage of invoices that are created manually, as compared to automatically created invoices. This report can be used to determine which suppliers are still being invoiced manually, to help streamline the invoicing process by increasing the level of automation.

Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Currency**
- **Operating Unit**
- **Supplier**
- **Supplier Site**

- **Invoice Creator**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

The Manual Invoices Report uses the creation date on the invoice distribution to determine in which time period to report the invoice transaction.

- **Manual Distributions:** Number of validated invoice distributions that were created manually. Manual invoices are those created using the invoice gateway, invoice entry window, or expense report in Oracle Payables. (Internet Expenses are not considered manual invoices.)

Invoices that were created automatically and later updated are still considered automatically created invoices.

- **Change:** $((\text{Manual Distributions Current Period} - \text{Manual Distributions Previous Period}) / \text{Absolute Value of Manual Distributions Previous Period}) * 100$

Percent change in the number of manual distributions between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

A negative change means the number of manual distributions has decreased since the last period.

- **Distributions:** Total number of validated distributions for the supplier, supplier site, or invoice creator.
- **Manual Distribution Rate:** $\text{Manual Distributions} / \text{Distributions}$

Percent of manual invoice distributions to the total number of invoice distributions.

Procurement card invoices, and freight and tax line types, are excluded from this report.

For information on factoring, what N/A means, and other general information, see: General Dashboard and Report Behavior, page 1-26.

Graphs

These reports contain the following graphs:

- **Manual Invoice Distributions:** Shows the number of manual distributions by supplier, supplier site, or invoice creator. This graph appears in the Manual Invoices report.
- **Manual Invoice Distributions Trend:** Shows the trend of the number of manual invoice distributions. This graph appears in the Manual Invoices Trend report.

Additional Information

Invoice creators appear as Unassigned if their user setup in Oracle Applications is not associated with an employee. The invoice creator must have an employee record in the Enter Person window in Oracle Applications, and that employee must be entered in the Person field in the Users window.

Related Topics

Procure-to-Pay Management Dashboard, page 9-104

Commodity Spend Management Dashboard

Use the Commodity Spend Management reports for the following:

- View how much your company is spending, based on the invoice amount, for each commodity and supplier. See Invoice Amount Reports, page 9-111.
- View the purchase order savings for a commodity across all items and suppliers in an operating unit, in the selected period. These savings result from better purchase order prices, compared to the average price paid in the previous year. See Spend Evaluation Reports, page 9-115.
- View how much more or less the company is spending on purchases in a commodity because of the quantities it is buying. See Spend Evaluation Reports, page 9-115.
- View the total amount of contract purchases (for which negotiated contracts were used) and non-contract purchases by commodity. See Contract Utilization Reports, page 9-127.
- View contract purchases and non-contract purchases rates as a percentage of the total PO Purchases Amount. If the total PO Purchases Amount for a commodity is increasing, then you can determine whether the rate of contract utilization is increasing with it. See Contract Utilization Reports, page 9-127.
- View the purchasing documents that are responsible for contract purchases and non-contract purchases. See Contract Utilization Reports, page 9-127.

Note: See Contract and Non-Contract Purchases, page 9-13 for information about how contract and non-contract purchases are determined.

Using the Commodity Spend Management reports, commodity managers can report the total cost of procuring goods and services in their commodities. They can analyze the reports to lower those costs and can focus on negotiating contracts for the commodities

that will yield the greatest savings.

The Commodity Spend Management reports are based on information in Oracle Purchasing.

The Commodity Spend Management dashboard and reports are available to users with the Commodity Manager or Daily Commodity Intelligence responsibility.

Dashboard Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Currency**
- **Commodity**

This dashboard displays data for all operating units to which you have access, as determined by security setup in Oracle Applications. To view data for a specific operating unit, click a report title or KPI. Then select an operating unit in the report parameters.

In addition to the primary currency and, if available, the secondary currency, established for DBI, the Currency parameter provides the functional currency associated with the operating units, if the same currency is used for all operating units and is different from the primary and secondary currencies.

For more information about how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

For information about factoring, what N/A means, and other general information, see General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

This dashboard contains the following reports and graphs.

- Commodity Spend Management KPIs, page 9-110
- Invoice Amount Reports, page 9-111
- Spend Evaluation Reports, page 9-115
- Contract Utilization Reports, page 9-127

Related Topics

Overview of Daily Business Intelligence, page 1-1

Average Price Reports, page 9-187

Commodity Spend Management KPIs

This section describes key performance indicators (KPIs) for commodity spend management.

For more information about the KPIs, see Key Performance Indicators, page 1-14.

Report Headings and Calculations

- **Invoice Amount Growth Rate:** $[(\text{Invoice Amount Current Period} - \text{Invoice Amount Previous Period}) / \text{Invoice Amount Previous Period}] * 100$.

This is the approximate amount that is being invoiced for the selected commodity or commodities, compared to the previous period. See Invoice Amount Reports, page 9-111.

- **Price Savings Amount:** $\text{Sum of } [\text{Quantity} * (\text{Price} - \text{Benchmark Price})] * -1$

Use this KPI to measure how much you are saving in a commodity because of better purchase order prices. The savings are measured by comparing today's prices with a benchmark price, which is the average purchase order unit price for the items in the previous enterprise year for all suppliers in a commodity, across all operating units. A negative price savings indicates a price increase.

See also: Spend Evaluation Reports, page 9-115.

- **Quantity Change Amount at Benchmark:** $\text{Sum of } [\text{Benchmark Price} * (\text{Quantity Ordered Current Period} - \text{Quantity Ordered Previous Period})]$

Use this KPI to track whether an increase in spending in a commodity is the result of an increase in the purchased quantity, based on a benchmark price. The benchmark price is the average purchase order unit price for the items in the previous enterprise year for all suppliers in a commodity, across all operating units. A positive number indicates an increase in the quantity purchased as compared to the prior period.

For example, a price savings amount of -31 indicates that your price increased compared to the benchmark price. If the quantity change at the benchmark price also indicates an increase, then the commodity manager can determine whether the increased volume indicates a need to negotiate volume-discount prices or indicates market price increases in that commodity.

See also: Spend Evaluation Reports, page 9-115.

- **Contract Purchases Rate:** $(\text{Contract Purchases Amount} / \text{PO Purchases Amount}) * 100$

The Contract Purchases Amount is the amount on all 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) which

were marked with a Negotiated flag. For more information, see Contract and Non-Contract Purchases, page 9-13.

Use this KPI to determine what percentage of your total purchasing amount in the commodity was purchased on contract. A higher rate is desirable.

See also: Contract Utilization Reports, page 9-127.

- **Non-Contract Purchases Rate:** $(\text{Non-Contract Purchases Amount} / \text{PO Purchases Amount}) * 100$

The Non-Contract Purchases Amount is the amount on all approved standard purchase orders for which the Negotiated flag was not selected. This calculation also includes blanket leakage. See Contract and Non-Contract Purchases, page 9-13 for more information.

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

See also: Contract Utilization Reports, page 9-127.

For information about how consigned inventory and purchase order cancellations are handled, see Common Concepts for DBI for Procurement, page 9-2.

Related Topics

Commodity Spend Management Dashboard, page 9-108

Payables Management Dashboard, *Oracle Daily Business Intelligence User Guide*

Invoice Amount Reports

The Invoice Amount report is known as the PO Match Invoice Amount report when it is accessed from the Supplier Management dashboard. Use these reports to answer the following questions:

- How much has total spending (based on the invoice amount) changed between the current and previous periods?
- For the commodities I manage, which purchasing categories show the highest spending based on invoice amount?
- Based on invoice amount, how much is my company spending for a given commodity, category, item, supplier, or supplier site?

Additional Information

The Invoice Amount report is called PO Match Invoice Amount when viewed from the Supplier Management dashboard. When you access the Supplier Management dashboard using the Supplier Manager responsibility, the PO Match Invoice Amount report shows data by rolling period, and the report is secured by Operating Unit only

(not Commodity). When you access the Supplier Management dashboard from Oracle iSupplier Portal, PO Match Invoice Amount is secured by Supplier only, not by Operating Unit.

When you access the Cost Center Spend Management dashboard using the Daily Procurement Spend Intelligence responsibility, the Invoice Amount report has the Company and Cost Center parameters. It does not have the Organization and Supplier Site parameters.

Report Parameters

For information about the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Currency**
- **Operating Unit**
- **Organization**
- **Commodity**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**

For more information about how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

This section explains the report columns.

Invoice Amount

The Invoice Amount report provides commodity managers information about how commodity spending, based on the supplier invoiced amount, is changing. It helps identify trends with suppliers and commodities, potential demand aggregation opportunities, and key suppliers.

This report displays amounts only from invoices that were matched to a purchase order or receipt. By using matched invoices, the report can link an invoice amount to the commodity, purchasing category, item, or buyer from the purchase order, so that you can analyze where the spending occurred. Invoices that are not matched are not

included in the invoice amount.

Note: The Invoice Amount in this report will not necessarily be equal to the PO Purchases Amounts in the Commodity Spend Management and Commodity Supplier Management reports. Invoice and purchase order amounts do not necessarily equal in any business practice.

The Invoice Amount report uses the general ledger (GL) date on the invoice distribution to determine in which time period to report the invoice transaction.

The report contains the following columns:

- **Invoice Amount:** Total invoice distribution amount for all validated invoices, except expense and procurement card invoices, that are matched to an approved purchase order or to a receipt.

All invoice distributions with an item line type are included in the invoice amount. Invoice distributions with a line type of freight or tax are not included in the invoice amount.

Except for expense type and procurement card invoices, all invoice types are included in the invoice amount, including debit memos, credit memos, and mixed invoices.

The invoice amount is the sum of all debits and credits, including invoice corrections. That is, if a debit memo, credit memo, or mixed invoice is matched to a purchase order or receipt, then it is included in the invoice amount. For example, a debit memo that is matched to a return-to-supplier transaction is included in the invoice amount. Invoice cancellations are also taken into account in the invoice amount.

- **Growth Rate:** $[(\text{Invoice Amount Current Period} - \text{Invoice Amount Previous Period}) / \text{Invoice Amount Previous Period}] * 100$

This is the approximate amount that is being invoiced for the selected commodity or commodities, compared to the previous period.

- **Percent of Total:** Invoice amount as a percentage of the total, based on the parameters selected.

For example, if the View By is Commodity and all other parameters are set to All, the percent of total shows the invoice amount of each commodity as a percentage of the total invoice amount for all commodities. In another example, you select an item in the Item parameter. All other parameters are set to All, and the View By is Supplier. In this example, Supplier 1 displays a Percent of Total of 62 percent. Of all suppliers of this item, Supplier 1 is responsible for 62 percent of the invoice amount.

- **Change:** Percent of Total Current Period - Percent of Total Previous Period.

Difference in the Percent of Total between the current and previous time periods.

For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

You can also click a category in the reports to display the item number and description. For information about how the items are grouped for display purposes, see Item, page 9-5.

For information about factoring, what N/A means, and other general information, see General Dashboard and Report Behavior, page 1-26.

Graphs

These reports contain the following graphs:

- **Invoice Amount:** Shows the Invoice Amount matched to purchase order or receipt for the selected period in the Invoice Amount report.
- **Invoice Amount Trend:** Shows the invoice amount over time. This graph appears in the Invoice Amount Trend report.

Additional Information

Invoices that are not matched to a purchase order or receipt are not included in the Invoice Amount report. These invoices can be either of the following:

- Invoices that do not require a purchase order. For example, electricity bills may be paid without a matching purchase order. Typically, these kinds of invoices are not the responsibility of a commodity manager and do not need to be represented in the invoice amount.
- Invoices that require matching but have not been matched to a purchase order or receipt. These invoices have bypassed the procurement process and are considered payables leakage. Use the Payables Leakage report to track these invoices. See Payables Leakage Reports, page 9-101.

Note: Both the Invoice Amount and Payables Leakage reports display information for the operating units to which you have access. The Invoice Amount report, however, displays information only for your assigned commodities; the Payables Leakage report displays information for all invoiced items, not just those in your assigned commodities. For this and other reasons, the invoice amounts in these reports will not match.

Items for which no invoices were created do not appear in the Invoice Amount report.

To be considered matched, the invoice distribution must have the matching purchase order distribution recorded directly on it in the database. An invoice that is matched directly to a purchase order or receipt typically meets this requirement. Sometimes,

however, an invoice can be matched to an invoice, which in turn matches to a purchase order or receipt. Some (not all) of these cases are not considered a match, depending on their complexity and the sequence of operations.

If an invoice is matched to a purchase order, which is then canceled, then the invoice amount does not reflect the canceled purchase order amount. Invoice cancellations, however, are taken into account. For example, a purchase order is created for 5,000 USD, approved, and then matched to a validated invoice for 5,000 USD. After the match, the purchase order is canceled. The Invoice Amount report still shows 5,000 USD in the invoice amount. If the invoice were canceled, however, then the invoice amount would no longer show 5,000 USD. See Common Concepts for DBI for Procurement, page 9-2.

Related Topics

Commodity Spend Management Dashboard, page 9-108

Payables Leakage Reports, page 9-101

Spend Evaluation Reports

This section describes these reports:

- PO Price Savings and Quantity Change, page 9-117
- Price Savings by PO Number, page 9-119
- Cumulative Price Savings, page 9-120

Use the Spend Evaluation reports to answer the following questions:

- For the commodities I manage, am I saving money through lower purchase order prices this period compared to the average price (benchmark price) in the previous year?
- Based on the average purchase order price that I paid last year, and comparing the quantity this period with last period, how much more am I spending because I am buying more?
- Are reductions in purchase order price being facilitated by increased volume for the commodities I manage? Am I reducing purchase order prices even during flat or decreasing volume for the commodities I manage?

The Spend Evaluation reports provide commodity managers with price savings and quantity change, key measurements that help indicate whether an increase in the total PO Purchases Amount is due to an increase in volume (quantity) or purchase order prices. Both measurements use a benchmark price to determine the increase or decrease.

For example, a price savings amount of -31 indicates that your purchase order price increased compared to the benchmark price. If the quantity change at the benchmark

price also indicates an increase, then the commodity manager can determine whether the increased volume indicates a need to negotiate volume-discount prices or indicates market price increases in that commodity.

Typically, an increase in volume should be accompanied by a reduction in price. A decrease in volume associated with a price increase may indicate the commodity is not being managed properly.

Note: Price savings and quantity change, together, do not equal the total change in the PO Purchases Amount. Rather, they are indicators. Price savings indicates whether the PO Purchases Amount changed because of price. Quantity changed indicates whether the PO Purchases Amount changed because of quantity.

The PO Price Savings and Quantity Change report obtains data from all approved standard purchase orders, blanket purchase agreement releases, and planned purchase order releases, including those for complex work. The Price Savings by PO Number report displays the purchasing documents that are responsible for the savings.

Report Parameters

For information about the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**
- **Organization**

For more information about how parameters affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

The PO Price Savings and Quantity Change reports use the first approval date for the purchase order distribution to determine in which period to place the purchase.

Although the information taken from the purchase order always includes the latest approved changes, the first approval date is used to report the purchase in a specific period.

PO Price Savings and Quantity Change

This report contains the following columns:

- **Price Savings Amount:** Sum of [Quantity * (Price - Benchmark Price)] * -1
 - **Quantity:** Total distribution quantity for the item on the approved standard purchase order, planned purchase order release, or blanket purchase agreement release for which the price savings is being calculated, adjusted for any quantity that has been canceled.
 - **Price:** Unit price of the item on the approved standard purchase order, planned purchase order release, or blanket purchase agreement release this period for which the price savings is being calculated.
 - **Benchmark Price:** Average unit price on the purchase order for the same item in the previous enterprise year (based on the DBI Enterprise Calendar) for all suppliers in a commodity, in the same operating unit in which the purchase took place. If the item was not purchased in the previous enterprise year, then the average unit price in this enterprise year is used.

The Price Savings Amount is the approximate amount you are paying for purchases in a commodity compared with the previous period, because of an increase or decrease in price. A negative price savings indicates a price increase, meaning you are paying more than you did based on the average price for purchases made in the previous year.

For examples, see Additional Information, page 9-122.

- **Savings Rate:** (Price Savings Amount / PO Purchases Amount) * 100
Percent of the PO Purchases Amount (Price * Quantity) for the category that the price savings represents.

The savings rate reveals the magnitude of the price reduction offered by the supplier. For example, if the savings rate is -50 percent, then half of your PO Purchases Amount this period is due to an increase in price. The following table demonstrates more examples:

Example	Quantity	Price	Benchmark Price	PO Purchases	Price Savings	Savings Rate
1	100	10	30	1,000	2,000	200%

Example	Quantity	Price	Benchmark Price	PO Purchase s	Price Savings	Savings Rate
2	100	500	600	50,000	10,000	20%
3	100	30	10	3,000	-2,000	-66.7%

In Example 1, the Savings Rate is 200 percent. By contrast, the Savings Rate in Example 2 is 20 percent. Example 2 has a greater price savings amount, but the supplier did not reduce the price as significantly as done in Example 1. The price savings amount helps you identify the greatest amount of savings due to higher prices or greater quantities. The savings rate helps you identify suppliers that reduced their prices the most.

- **Current Amount at PO Price:** Sum of (Quantity * Price)

This measure is the aggregation of all current purchase order distribution amounts for the category on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases this period, to the selected date, based on the current purchase order price.

- **Benchmark Price Current Amount:** Sum of (Quantity Ordered Current Period * Benchmark Price)

- **Benchmark Price:** See previous description.

- **Quantity Ordered Current Period:** Total purchase order distribution quantity of the item ordered on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases this period to the selected date, adjusted for any quantity that was canceled.

The current amount at the benchmark price is the aggregation of all purchase order distribution amounts for the category, based on the quantities purchased in the current period and the benchmark price for each item.

This measure, subtracted from the PO Purchases Amount, is equal to the Price Savings Amount.

- **Benchmark Price Prior Amount:** Sum of (Quantity Ordered Previous Period * Benchmark Price)

- **Benchmark Price:** See the previous description.

- **Quantity Ordered Previous Period:** Total distribution quantity ordered last period, up to the selected date from last period, on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement

releases, adjusted for any quantity that has been canceled.

The prior amount at the benchmark price is the aggregation of purchase order distribution amounts for the category, based on the quantities purchased in the previous period and the benchmark price for each item.

This measure, subtracted from the Benchmark Price Current Amount, is equal to the Benchmark Price Quantity Change Amount.

- **Benchmark Price Quantity Change Amount:** Sum of [Benchmark Price * (Quantity Ordered Current Period - Quantity Ordered Previous Period)]

This measure is the positive or negative amount you are paying for purchases of a commodity compared to the previous period, because of an increase or decrease in quantity, based on the benchmark price. A negative amount indicates the quantities are decreasing, that is, you are buying less. A positive amount indicates the quantities are increasing, that is, you are buying more.

You can also click a category in the reports to display item-level information. When you do, the following columns appear:

- **Item, Description, UOM:** For information about how the items are grouped for display purposes, see Item, page 9-5. For information about how units of measure are handled, see Units of Measure (UOM), page 9-13.
- **Current Quantity:** Same as the previous description of Quantity Ordered Current Period. This is the item quantity associated with the **Benchmark Price Current Amount**.
- **Prior Quantity:** Same as the previous description of Quantity Ordered Previous Period. This is the item quantity associated with the **Benchmark Price Prior Amount**.
- **Quantity Change:** Current Quantity - Prior Quantity
- **Quantity Change Amount at Benchmark:** Same as the previous description of **Benchmark Price Quantity Change Amount**.

Price Savings by PO Number

This report contains the following columns:

- **PO Number:** Number of the purchase order or release that contributed to the savings. For releases, the PO Number is the contract number, appended with the release number. For example, if the PO Number is 504-1, this means the blanket purchase agreement number is 504, and the release against that agreement is 1. For standard purchase orders that reference a global blanket purchase agreement, the standard PO Number is given. Click the PO Number to view the purchase order or release.

Only purchase orders and releases that influenced the price savings appear. To see all purchasing documents in the period, use the Contract Utilization report, also on the Commodity Spend Management dashboard.

- **Line Number:** Line number of the item on the purchase order or release that contributed to the savings.
- **Operating Unit:** Name of the operating unit in which the purchase order or release was created.
- **Item, UOM:** For information about how the items are aggregated for display purposes, see Item, page 9-5. For information about how units of measure are handled, see Units of Measure (UOM), page 9-13.
- **Quantity:** Sum of the distribution quantities for the purchase order or release line, adjusted for any quantity that was canceled. This is the quantity associated with the PO Price.
- **Benchmark Price:** For this item, the average price you paid last year. See the description of Benchmark Price in PO Price Savings and Quantity Change, page 9-117.
- **PO Price:** Price of the item on the purchase order or release line.
- **Price Difference:** Benchmark Price - PO Price
Difference between the Benchmark Price and the PO Price.
- **Price Savings Amount:** Amount saved for this purchase order or release. See the description of Price Savings Amount in PO Price Savings and Quantity Change, page 9-117. This is the amount specifically from this purchase order or release that contributed to the Price Savings Amount.
- **Current Amount at PO Price:** The amount from this purchase order or release that contributed to the Current Amount at PO Price. See description of Current Amount at PO Price in PO Price Savings and Quantity Change, page 9-117.

See also information on viewing purchase orders in Common Concepts for DBI for Procurement, page 9-2.

For information about factoring, what None or N/A means, and other general information, see General Dashboard and Report Behavior, page 1-26.

Cumulative Price Savings

This report displays the price savings for the current period in comparison with the prior period over time. Cumulative price savings are the current price savings added to the price savings of the prior period. For example, your price savings in January was 10,000 USD; in February, it was 5,000 USD. In February, the table shows a cumulative

price savings of 15,000 USD (10,000 + 5,000). If in March the savings are - 5,000, then the cumulative price savings in March are 10,000 USD (10,000 + 5,000 - 5,000).

Use this report to understand how much users have saved the organization in the current period due to price reductions from the prior period.

This report contains the following columns:

- **Cumulative Price Savings:** Shows cumulative price savings up to the selected period to date. Another column of the same name shows the cumulative price savings for the prior period.
- **Price Savings:** Shows price savings for the selected period to date.

Graphs

These reports contain the following graphs:

- **Price Savings Amount:** Shows the Price Savings Amount for the selected parameters over a period of time in the PO Price Savings and Quantity Change report. Use the graph to understand where price savings are being realized. See the PO Price Savings and Quantity Change report, page 9-117 to understand how price savings are calculated.
- **Quantity Change Amount:** Shows the Quantity Change Amount for the selected parameters and period in the PO Price Savings and Quantity Change report. Use the graph to understand the price savings in the PO purchases amount due to increased quantity.
- **Cumulative Price Savings Amount:** This graph shows how much you have saved so far this period and whether purchase order savings are showing a downward or upward trend. If downward, you can investigate reducing prices. The graph helps you monitor how well you are meeting your target price reduction.

Price savings are displayed by month if you select a period of a Year period or by day if you select a period of Quarter, Month, or Week. For example, if the period is Quarter, then each day in the quarter appears, from -91, the first day of the quarter if your quarter is 91 days, to 0, the last day of the quarter. Month and Week time periods start with 1, the first day of the period, and end with the last day of the period, such as 7 for Week or 30 for Month.)

This graph appears in the Cumulative Price Savings report.

- **Payables Leakage Rate:** Shows leakage amount as a percentage of total invoice amount. This graph appears in the Payables Leakage report.
- **Payables Leakage Amount:** Shows the amount of payables leakage for the selected View By value. This graph appears in the Payables Leakage report.
- **Top Price Savings:** Highlights the categories that have had the greatest savings due

to purchase order price reductions. It helps you identify the areas where the greatest success has been achieved. You can also sort the categories from the least to greatest savings. (Click the graph title to display the report, then click the Price Savings column to change the sorting.) You can then focus on negotiating better contracts for categories with the least savings. This graph appears on the Commodity Spend Management dashboard.

- **Top Quantity Change:** Highlights the categories that have had the greatest quantity increase, based on the benchmark price. It helps you see which categories experienced the greatest swings in quantity and how these changes affect purchase order prices. It helps you identify the categories that have the greatest potential for price reductions based on volume. This graph appears on the Commodity Spend Management dashboard.

Additional Information

Three benchmark prices are calculated: one in the functional currency associated with the selected operating unit; one in the primary currency established for DBI when viewing data in the primary currency; and one in the secondary currency established for DBI when viewing data in the secondary currency, if a secondary currency has been set up. You see the savings expressed in the currency that you select. Both benchmark prices use the rate date from the purchase order to perform the conversion. (For more information about operating units and currencies, see DBI for Procurement Parameters, page 9-2.)

If the purchase order or release is approved in one enterprise year but reapproved in another, then the benchmark price is calculated based on the year in which the document was first approved. For example, the current enterprise year is January 1 through December 31, 2004. For an item purchased in 2004, the benchmark price is obtained from the previous enterprise year, January 1 through December 31, 2003. The item exists on a purchase order in 2003, but the purchase order was first approved in 2002. Therefore, that purchase order is not used to calculate the 2003 benchmark price. Instead, it is used to calculate a 2002 benchmark price.

See also Comparing Procurement Management and Commodity Reports, page 9-18.

For information about how consigned inventory and purchase order cancellations are handled, see Common Concepts for DBI for Procurement, page 9-2.

Price Savings and Quantity Change if No Data in Current or Previous Periods

If no quantity was purchased in the previous period, zero is used for the Quantity Ordered Previous Period. If no quantity was purchased in the current period, then zero is used for the Quantity Ordered Current Period and the Price Savings Amount is zero.

The Price Savings Amount is zero if no data is available in the current period or if the benchmark price is equal to the price on the existing purchase order.

Price Savings and Quantity Change Example 1

In this example, no quantity of the item was ordered in the previous period (quarter). The Benchmark Price can use the average unit price from the previous enterprise year. The selected date on the report is July 28, 2003, the Period Type is Quarter, and the Compare To is Prior Period.

In this example, the Enterprise Calendar used by DBI begins on July 1 and ends on June 30 of the following calendar year. The quarters are: Q1 is July through September, Q2 is October through December, Q3 is January through March, and Q4 is April through June.

Purchase Order	Purchase Order Approval Date	Price	Quantity
101	July 15, 2002 (Q1)	10	90
102	August 15, 2002 (Q1)	11	80
103	July 15, 2003 (Q1)	12	100

In this example, the following formula components are used:

- Quantity Ordered Current Period (to date) is 100. The date is July 28, 2003. So far in the quarter, 100 items were ordered on purchase order 103.
- Quantity Ordered Previous Period (to that date) is zero. In the previous quarter, April - June 2003, no items were ordered.
- Price on Purchase Order 103, for which the savings is being calculated, is 12. This purchase was made in the current quarter.
- Quantity on Purchase Order 103, for which the savings is being calculated, is 100.
- Benchmark Price (average of last year's price) is 10.5. Purchase order numbers 101 and 102 were made in the previous enterprise year: $[(10 * 90) + (11 * 80)] / 170 = 10.5$.

Note: To simplify these examples, the Benchmark Price is rounded; however, in the actual calculations, only the final result is rounded.

Price Savings Amount:

- Sum of [Quantity * (Price - Benchmark Price)] * -1
 $100 * (12 - 10.5) * -1 = -150$

Benchmark Price Quantity Change Amount:

- Sum of [Benchmark Price * (Quantity Ordered Current Period - Quantity Ordered Previous Period)]

$$10.5 * (100 - 0) = 1,050$$

Notice that this example shows that the quantity change is 1,050 because the comparison is Prior Period. If the comparison were Prior Year, then the quantity change would be: $10.5 * (100 - 170) = -735$. That is because in the Prior Period there was no quantity, but in the Prior Year the quantity was 170.

Price Savings and Quantity Change Example 2

In this example, no purchase order exists for the item in the previous enterprise year. The Benchmark Price, therefore, is the average unit price from the current enterprise year. The selected date on the report is August 28, 2003, the Period Type is Quarter, and the Compare To is Prior Period.

In this example, the Enterprise Calendar used by DBI begins on July 1 and ends on June 30 of the following calendar year. The quarters are: Q1 is July through September, Q2 is October through December, Q3 is January through March, and Q4 is April through June.

Purchase Order	Purchase Order Approval Date	Price	Quantity
101	July 15, 2003 (Q1)	10	90
102	August 15, 2003 (Q1)	11	80
103	September 15, 2003 (Q1)	12	100

In this example, the following formula components are used:

- Quantity Ordered Current Period (to date) is 270. The date is August 28, 2003. So far in that quarter, 270 items were ordered on purchase orders 101, 102, and 103.
- Quantity Ordered Previous Period (to that date) is zero. (In the previous quarter, April - June 2003, no items were ordered.)
- Price on each purchase order for which the price savings is being calculated is 12, 11, and 10 for purchase orders 103, 102, and 101 respectively. (These purchases were made in the current quarter.)
- Quantity on each purchase order for which the price savings is being calculated is 100, 80, and 90 for purchase orders 103, 102, and 101 respectively.

- Benchmark Price (average of this year's price) is 11. Purchase orders 101, 102, and 103 were made this enterprise year, averaging as follows: $[(10 * 90) + (11 * 80) + (12 * 100)] / 270 = 11$.

Price Savings Amount:

- Sum of [Quantity * (Price - Benchmark Price)] * -1
 $[[100 * (12 - 11)] + [80 * (11 - 11)] + [90 * 10 - 11]] * -1$
 $(100 + 0 - 90) * -1 = -10$

Benchmark Price Quantity Change Amount:

- Sum of [Benchmark Price * (Quantity Ordered Current Period - Quantity Ordered Previous Period)]
 $11 * (270 - 0) = 2,970$

Price Savings and Quantity Change Example 3

In this example, no purchase order exists for the item in the current period. The benchmark price is the average unit price from the prior enterprise year. The selected date on the report is October 28, 2003, the Period Type is Quarter, and the Compare To is Prior Year.

In this example, the Enterprise Calendar used by DBI begins on July 1 and ends on June 30 of the following calendar year. The quarters are: Q1 is July through September, Q2 is October through December, Q3 is January through March, and Q4 is April through June.

Purchase Order	Purchase Order Approval Date	Price	Quantity
101	October 15, 2002 (Q2)	10	90
102	November 15, 2002 (Q2)	11	80
103	July 15, 2003 (Q1)	12	100
104	August 15, 2003 (Q1)	13	200

In this example, the following formula components are used:

- Quantity Ordered Current Period (to date) is zero. (The date is October 28, 2003. In that quarter, October - December 2003, no purchases were made.)
- Quantity Ordered Previous Period (to that date) is 170. (In the previous enterprise

year, 170 items were ordered on purchase orders 101 and 102.)

- Price (to date) is zero. (No purchases were made in the current quarter.)
- Quantity (to date) is zero.
- Benchmark Price (average of last year's price) is 10.5. Purchase orders 101 and 102 were made in the previous enterprise year, averaging as follows: $[(10 * 90) + (11 * 80)] / 170 = 10.5$.

Price Savings Amount:

- Sum of [Quantity * (Price - Benchmark Price)] * -1
 $0 * (0 - 10.5) = 0$

Quantity Change Amount:

- Sum of [Benchmark Price * (Quantity Ordered Current Period - Quantity Ordered Previous Period)]
 $10.5 * (0 - 170) = -1,785$

Example of Price Savings Loss Due to Exchange Rate Fluctuation

The PO Price Savings and Quantity Change report does not perform direct currency translation between the price savings. For example:

- View By = Category
- Operating Unit = Vision France
- Currency = USD at Corporate
- Current year is 2003, and the benchmark price is the average unit price from the enterprise year 2002.

The following table shows the data in USD:

Category	Price Savings Amount (thousands)	Current Amount at PO Price (thousands)
Miscellaneous (MISC.MISC)	-11	330
Finished Goods (PRODUCTN.FINGOODS)	-36	3417

The following table shows the data in EUR:

Category	Price Savings Amount (thousands)	Current Amount at PO Price (thousands)
Miscellaneous (MISC.MISC)	-8	348
Finished Goods (PRODUCTN.FINGOODS)	0	3635

The transaction that took place in 2003 used an exchange rate, from EUR to USD, of .94, which is higher than in 2002. Therefore, the price in USD in 2002 is lower because of exchange rate fluctuation. The functional currency price happens to be the same in 2002 and 2003.

Therefore, the price savings is zero in the functional currency (EUR). The euro appreciated in value over time; therefore, although the goods bought this year had a negative price savings in USD, your price savings is better when the data is viewed in EUR. You see a negative price savings in the primary currency (USD) because the USD price increased over the past year, which translates to a loss.

Related Topics

Commodity Spend Management Dashboard, page 9-108

Payables Leakage Reports, page 9-101

Contract Utilization Reports

This section describes these reports:

- Contract Utilization Rates, page 9-129
- Contract Utilization, page 9-130
- PO Purchases Amount Trend, page 9-131
- Contract Utilization Trend, page 9-131
- Contract Purchases, page 9-131
- Non-Contract Purchases, page 9-131
- Blanket Leakage, page 9-132
- Contract Purchases Detail, page 9-133
- Contract Purchases by PO Number, page 9-134

- Non-Contract Purchases by PO Number, page 9-135
- Blanket Leakage by PO Number, page 9-135

Use these reports to answer the following questions:

- Are negotiated contracts, such as blanket purchase agreements, being used across the organization?
- What is the total amount of contract purchases and non-contract purchases by commodity?
- If the total purchase amount for a commodity is increasing, is the rate of contract utilization increasing with it?
- Which document types are used most frequently for contract purchases?
- Specifically, which purchasing documents contributed to the contract purchases and non-contract purchases values?

The Contract Utilization and related reports show, for the selected commodity, the purchase amounts that were contract and non-contract, as a percentage of the total PO Purchases Amount. This includes purchase orders for complex work. You can view contract purchases by document type. You can also view the purchasing documents responsible for the contract and non-contract purchases. For descriptions of contract and non-contract purchases, see Non-Contract Purchases Reports, page 9-85. See also PO Purchases Reports, page 9-99.

The non-contract rates and amounts that are displayed in the Contract Utilization reports are the same as those given in the Procurement Management reports, except that they are displayed for one or more commodities. The Procurement Management reports show the information for all categories, for the operating units to which you have access. The Contract Utilization reports show the information for the operating units to which you have access, only for the commodities (groupings of categories) to which you have access.

Non-contract purchases include blanket leakage.

Categories or commodities with a large percentage of non-contract purchases need to have more negotiated contracts put in place. Categories or commodities with a large percentage of blanket leakage purchases need increased adherence to existing contracts.

See Contract and Non-Contract Purchases, page 9-13 for information about how contract and non-contract purchases are determined.

Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

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

For more information on how parameters (including time periods) affect the results on dashboards and reports, see *Parameter*, page 1-4.

Report Headings and Calculations

The Contract Utilization report use the first approval date for the purchase order distribution to determine in which time period to place the purchase or leakage. Although the information taken from the purchase order always includes the latest approved changes, the first approval date is used to report the purchase in a specific time period.

The following definitions apply to the report calculations:

- **Price** = Price on the purchase order or release for the items being purchased.
- **Quantity** = Quantity from the purchase order or release distribution for the items being purchased, adjusted for any quantity that has been canceled.

If Oracle Services Procurement is implemented, then the purchase order line Amount, rather than Price * Quantity, is used for service and temporary labor line types. See information on line types in *Common Concepts for DBI for Procurement*, page 9-2.

Contract Utilization Rates

This report contains the following columns:

- **PO Purchases Amount:** Price * Quantity
Amount of approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases for items in the commodity. See *PO Purchases Reports*, page 9-99 for more details.
- **Contract Purchases Rate:** (Contract Purchases Amount / PO Purchases Amount) * 100

Percent of the total PO Purchases Amount in that commodity that were marked with a Negotiated flag. See Contract and Non-Contract Purchases, page 9-13 for more information.

- **Change:** Contract Purchases Rate Current Period - Contract Purchases Rate Previous Period

For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

- **Non-Contract Purchases Rate:** (Non-Contract Purchases Amount / PO Purchases Amount) * 100

Percent of the total PO Purchases Amount that was non-contract purchases in that commodity.

- **Change:** Non-Contract Purchases Rate Current Period - Non-Contract Purchases Rate Previous Period

For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

- **Blanket Leakage Rate:** (Blanket Leakage Amount / PO Purchases Amount) * 100

Percent of the total PO Purchases Amount that was blanket leakage purchases in that commodity.

- **Change:** Blanket Leakage Rate Current Period - Blanket Leakage Rate Previous Period

For complete information on change comparisons, see: General Dashboard and Report Behavior, page 1-26.

Contract Utilization

This report shows purchase amounts that were contract and non-contract, as a percentage of the total PO purchases amount.

This report contains the following columns:

- **PO Purchases:** PO Price * PO Distribution Quantity

The purchase order distribution amount displayed in approved purchase orders for this category in the selected time period.

- **Percent of Total:** (PO Purchases Amount for each contract utilization type / Total PO Purchases Amount) * 100

PO purchases amount for each contract utilization type (contract purchases and non-contract purchases) as a percentage of the total PO purchases amount.

- **Change:** ([Amount this period – Amount prior period] / Amount prior period)

Percent change of PO purchases amount of this period for each contract utilization type compared with the amount of last period.

PO Purchases Amount Trend

This report shows the PO purchases amount over time for the selected parameters.

The report contains the following columns:

- **PO Purchases Amount:** Total PO purchases amount from approved purchase orders and releases.
- **Change:** $[(\text{PO Purchases in the Selected Period}) - (\text{PO Purchases in the Compare To Period}) / \text{PO Purchases in the Compare To Period}] * 100$

Contract Utilization Trend

This report shows contract and non-contract purchases as a percentage of total purchases over time.

- **Contract Purchases Rate:** $(\text{Contract Purchases} / \text{Purchases}) * 100$
- **Change:** $(\text{Contract Purchases Rate in Selected Period}) - (\text{Contract Purchases Rate in Compare To Period})$
- **Non-Contract Purchases Rate:** $(\text{Non-Contract Purchases} / \text{Purchases}) * 100$
- **Change:** $(\text{Non-Contract Purchases Rate in Selected Period}) - (\text{Non-Contract Purchases Rate in Compare To Period})$

Contract Purchases

This report includes the following columns:

- **Contract Purchases Rate:** See Contract Utilization Rates, page 9-129.
- **Change:** See Contract Utilization Rates, page 9-129.
- **Contract Purchases Amount:** Price * Quantity for master items on approved standard purchase orders and non-master items purchased through the Oracle iProcurement catalog or punchout from the Oracle iProcurement catalog which were marked with a Negotiated flag. See Contract and Non-Contract Purchases, page 9-13 for more information.
- **PO Purchases Amount:** See Contract Utilization Rates, page 9-129.

Non-Contract Purchases

This report includes the following columns:

- **Non-Contract Purchases Rate:** See Contract Utilization Rates, page 9-129.
- **Change:** See Contract Utilization Rates, page 9-129.
- **Non-Contract Purchases Amount:** Price * Quantity on all approved standard purchase orders that were marked with a Negotiated flag. See Contract and Non-Contract Purchases, page 9-13 for more information.
- **PO Purchases Amount:** See Contract Utilization Rates, page 9-129.

Blanket Leakage

This report includes the following columns:

- **Blanket Leakage Rate** (see Contract Utilization Rates, page 9-129)
- **Change** (see Contract Utilization Rates, page 9-129)
- **Blanket Leakage Amount:** Price * Quantity on all approved standard purchase orders, where for the item purchased, there was a blanket purchase agreement in effect that could have been used to purchase the same item, instead of the standard purchase order. See Blanket Leakage Reports, page 9-88 for more details.
- **Best Price Leakage Impact Amount:** Quantity * (Price - Best Price)
Potential savings that would have been realized if a blanket purchase agreement had been used instead of a standard purchase order. Best Price is the lowest price on any blanket purchase agreement that includes the item being purchased and that was effective at the time the standard purchase order was created. See Blanket Leakage Reports, page 9-88 for more details.
Both the Below Contract Amount and Above Contract Amount measures are used to give the total, net Leakage Impact Amount.
- **Best Price Below Contract Amount:** Quantity * (Price - Best Price)
Leakage Amount that is below the contracted amount. That is, the standard purchase order price is less than the Best Price (contract price). This amount means that better prices are being obtained through standard purchase orders, and contracts (agreements) might need to be renegotiated.
- **Best Price Above Contract Amount:** Quantity * (Price - Best Price)
Leakage Amount that exceeds the contracted amount. That is, the standard purchase order price is greater than the Best Price (contract price). This amount indicates how much more you are paying because you did not use the contract.
- **PO Purchases Amount:** See Contract Utilization Rates, page 9-129.

You can also click a category in the reports to display item-level information. When you

do, the following additional columns appear:

- **Item, Description, UOM:** For information about how the items are grouped for display purposes, see Item, page 9-5. For information about how units of measure are handled, see Units of Measure (UOM), page 9-13.
- **Quantity:** Displayed at the item level only, this is the total quantity ordered of the item in the selected period, to the selected date, from the purchase order or release distributions, adjusted for any quantity that has been canceled.

Contract Purchases Detail

To access this report, click the Contract Purchases link in the Contract Utilization report region. Then click a Contract Purchases Amount number. (See Contract and Non-Contract Purchases, page 9-13 for information on how contract purchases are determined.) The Contract Purchases Detail report includes the following additional columns:

- **Document Type:** (Price * Quantity). Price, multiplied by the distribution quantity, for all purchase orders or releases in the listed document type. The document type can be one of the following, which are qualified as contract purchases:
 - **Blanket Releases:** All releases created against a blanket purchase agreement in Oracle Purchasing are aggregated under Blanket Releases.
 - **Scheduled Releases:** All releases created against a planned purchase order in Oracle Purchasing are aggregated under Scheduled Releases.
 - **Standard PO with Negotiated Pricing:** All non-master items purchased through the Oracle iProcurement catalog or through a "punchout" from the Oracle iProcurement catalog are considered to be items with negotiated pricing. These items are placed on requisitions in Oracle iProcurement, then converted to purchase orders in Oracle Purchasing. These purchases are aggregated under Standard PO with Negotiated Pricing.
 - **Standard PO Referencing Global Agreements:** All standard purchase orders that reference a global blanket purchase agreement are aggregated under Standard PO Referencing Global Agreements.
- **Contract Purchases Amount:** See Contract Purchases, page 9-131.
- **Percent of Total:** (Contract Purchases Amount for Document Type / Total Contract Purchases Amount) * 100

Amount purchased for the listed document type as a percentage of the total Contract Purchases Amount for the selected parameters, for example, for an operating unit, commodity, or category.

- **Change:** Percent of Total Current Period - Percent of Total Previous Period
Difference in the Percent of Total between the current and previous time periods, for the listed document type. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

Contract Purchases by PO Number

Access this report by clicking the link in the Contract Utilization report region or by clicking the Contract Purchase Amount number in the Contract Purchases report. See Contract and Non-Contract Purchases, page 9-13 for information about how contract purchases are determined.

This report lists the approved purchasing documents for each contract purchase document type. It includes the following columns:

- **PO Number:** Number of the purchase order or release that was a contract purchase. For releases, the PO Number is the contract number, appended with the release number. For example, if the PO Number is 504-1, this means the blanket purchase agreement number is 504, and the release against that agreement is numbered 1. For standard purchase orders that reference a global blanket purchase agreement, the standard PO Number is given. Click the PO Number to view the contract purchase.
- **Operating Unit:** Name of the operating unit in which the purchase order or release was created.
- **Contract Number:** Number of the blanket purchase agreement, planned purchase order, or global agreement against which the purchase order or release was created. Click the number to view the document.

For the Standard PO with Negotiated Pricing document type, the contract number is a contract purchase agreement number if the Oracle iProcurement requisition references a contract purchase agreement. For details on how contract purchase agreements can be referenced in Oracle iProcurement, see information on contract sourcing setup in the *Oracle iProcurement Implementation Guide*. If no contract purchase agreement was used, then the term Catalog appears as the contract number.

- **Operating Unit** Name of the operating unit in which the contract was created. The operating unit in which the planned purchase order or blanket purchase agreement was created is the same operating unit in which the corresponding release occurred. The operating unit in which the global agreement was created may be different from the operating unit in which the corresponding purchase order was created. For the Standard PO with Negotiated Pricing document type, the operating unit of the agreement is displayed if the catalog item comes from or references a contract purchase agreement or blanket purchase agreement. If the catalog item has no backing agreement, then N/A appears.

- **Item, Description, and UOM:** For information about how the items are aggregated for display purposes, see Item, page 9-5. For information about how units of measure are handled, see Units of Measure (UOM), page 9-13.
- **Quantity:** Distribution quantity from the purchase order or release that is a contract purchase, adjusted for any quantity that has been canceled. This is the quantity associated with the Contract Purchases Amount, described next.
- **Contract Purchases Amount:** Amount from this purchase order that contributed to the Contract Purchases Amount. See Contract Purchases, page 9-131.

See also information on viewing purchase orders in Common Concepts for DBI for Procurement, page 9-2.

Non-Contract Purchases by PO Number

Access this report by clicking its link in the Contract Utilization report region or by clicking the Non-Contract Purchases Amount number in the Non-Contract Purchases report. See Contract and Non-Contract Purchases, page 9-13 for information on how contract purchases are determined.

This report lists all of the approved standard purchase orders where, for the items being purchased, no negotiated pricing (no blanket purchase agreement or non-master item from the Oracle iProcurement catalog or punchout) was in place when the purchase order distribution was created. This report includes the following columns:

- **PO Number:** Number of the purchase order that was a non-contract purchase. Click the number to view the document.
- **Operating Unit:** Name of the operating unit in which the purchase order was created.
- **Item, Description, and UOM:** For information about how the items are aggregated for display purposes, see Items, page 9-5. For information on how units of measure are handled, see Units of Measure (UOM), page 9-13.
- **Quantity:** Distribution quantity from the purchase order that is a non-contract purchase, adjusted for any quantity that has been canceled. This is the quantity associated with the Non-Contract Purchases Amount.
- **Non-Contract Purchases Amount:** Amount from this purchase order that contributed to the Non-Contract Purchases Amount. See Contract and Non-Contract Purchases, page 9-13 for more information.

See also information on viewing purchase orders in Common Concepts for DBI for Procurement, page 9-2.

Blanket Leakage by PO Number

Access this report by clicking the link in the Contract Utilization report region or by clicking the Blanket Leakage Amount number in the Blanket Leakage report.

This report lists all of the approved standard purchase orders for which, for each item purchased, a blanket purchase agreement was in effect. This blanket purchase agreement could have been used instead of the standard purchase order to purchase the same item. This report has these columns:

- **PO Number:** Number of the purchase order that was responsible for the blanket leakage. Click the number to view the document.
- **Operating Unit:** Name of the operating unit in which the purchase order was created.
- **Supplier:** Supplier from the purchase order.
- **Item, Description, and UOM:** For information on how the items are aggregated for display purposes, see Items, page 9-5. For information about how units of measure are handled, see Units of Measure (UOM), page 9-13.
- **Quantity:** Distribution quantity from the purchase order responsible for the blanket leakage, adjusted for any quantity that has been canceled. This is the quantity associated with the Blanket Leakage Amount.
- **Blanket Leakage Amount:** Amount from this purchase order that contributed to the blanket leakage. See Blanket Leakage, page 9-132.
- **Best Price Leakage Impact Amount:** Amount from this purchase order that contributed to the leakage impact amount. If the Best Price is the same as the price on the standard purchase, then a Leakage Impact Amount of zero appears. See Blanket Leakage, page 9-132.

When the Best Price cannot be determined, 0 appears as the Best Price Leakage Impact Amount, and N/A appears in the Best Price Unused Contract Number, Best Price Operating Unit, and Best Price Unused Supplier columns.

See Blanket Leakage, page 9-88 for additional information about Best Price.

- **Best Price Unused Contract Number:** Number of the blanket purchase agreement that could have been used for the purchase instead of the standard purchase order. This contract contains the Best Price. Click the number to view the document.
- **Best Price Operating Unit:** Operating unit in which the blanket purchase agreement was created. For global blanket purchase agreements, this operating unit may differ from the one in which the standard purchase order was created.
- **Best Price Unused Supplier:** Supplier name from the header of the blanket purchase agreement that could have been used for the purchase. This supplier provides the Best Price.

See also information on viewing purchase orders in: Common Concepts for DBI for Procurement, page 9-2.

If more than one blanket purchase agreement exists with the same best price, then DBI for Procurement chooses any one of the blanket purchase agreements.

For information on factoring, what N/A means, and other general information, see General Dashboard and Report Behavior, page 1-26.

Graphs

These reports contain the following graphs:

- **Commodity PO Purchases Amount:** Shows the PO purchases amount for the selected parameters. This graph appears in the Contract Utilization Rates report.
- **Contract Utilization Rates:** Shows utilization rates for contract purchases and non-contract purchases. This graph appears in the Contract Utilization Rates report.
- **Contract Utilization Percent of Total:** Shows contract and non-contract purchases as a percentage of total purchases. This graph appears in the Contract Utilization report.
- **Commodity PO Purchases Amount Trend:** Shows the PO Purchases Amount over time for the selected parameters. It performs the same function as the PO Purchases Amount Trend graph on the Procurement Management dashboard, except that it displays the data only for the commodities to which you have access. This graph appears in the PO Purchases Amount Trend report.
- **Contract Utilization Trend:** Displays the Contract Purchases Rate and Non-Contract Purchases Rate trends over time. Use this graph to see whether contract utilization is increasing or decreasing. This graph appears in the Contract Utilization Trend report.
- **Commodity Contract Purchases Rate:** Shows the rate of contract purchases to PO purchases. This graph appears in the Contract Purchases report.
- **Commodity Non-Contract Purchases Rate:** Shows the rate of non-contract purchases to PO purchases. This graph appears in the Non-Contract Purchases report.
- **Commodity Blanket Leakage Rate:** Shows the blanket leakage amount as a percentage of the PO purchases amount. This graph appears in the Blanket Leakage report.
- **Contract Purchases Detail Amount:** Shows the contract purchase amounts for each document type. This graph appears in the Contract Purchases Detail report.
- **Contract Purchases Detail Percent of Total:** Shows the document type as a

percentage of the total contract purchases, for the parameters selected. For example, if you select a Category, the document type is displayed as a percentage of the total of all documents types, for the selected category. This graph appears in the Contract Purchases Detail report.

Using the PO Purchases Amount Trend graph and the Contract Utilization Trend graph, you can see whether contract utilization is increasing along with the PO Purchases Amount. If contract utilization is not increasing, then you might decide to negotiate additional contracts.

Additional Information

For information such as how consigned inventory and purchase order cancellations are handled, see *Common Concepts for DBI for Procurement*, page 9-2.

The reports that display the underlying purchasing documents use the first approval date for the purchase order distribution responsible for the contract purchase, non-contract purchase, or leakage to determine in which period to place the amount. They do not use the approval date of the document in the Contract Number or Unused Contract Number heading to determine in which period to place the amount.

When viewing the Contract Purchases by PO Number report, you might see the same purchase order number listed more than once, each listing with a different global agreement as the referenced contract. In this case, different lines on the purchase order reference different global agreements. The Contract Purchases Amount is totaled for each line or lines that reference the corresponding global agreement.

When you view the Blanket Leakage by PO Number report, an exception case occurs for purchase order prices of zero. The special case occurs when you view the report by item and the zero amount purchase order has a non-zero quantity. If this purchase is blanket leakage but has no leakage impact, then this purchase appears in the Non-Contract Purchases by PO Number report for technical reasons. If this purchase is leakage and has leakage impact, then it appears in the Blanket Leakage by PO Number report.

Related Topics

Commodity Spend Management Dashboard, page 9-108

Commodity Supplier Management Dashboard

Use the Commodity Supplier Management reports to judge the performance of your suppliers. These reports enable you to:

- See how much a supplier's prices have increased or decreased in a commodity, across all items and operating units for that supplier. See *Spend Evaluation Reports*, page 9-142.
- Use return rates and reasons to measure a supplier's quality and performance in a

commodity. You can also see which suppliers and commodities have the highest return amount or number of return transactions, and you can determine the most common return reasons. See Returns Reports, page 9-149.

- Measure how suppliers for a particular commodity are performing based on rejections during inspection. See Returns Reports, page 9-149.
- View the amount or number of transactions received early, within tolerance, or late for specific suppliers and commodities based on your receiving options setup in Oracle Purchasing. You can also see which suppliers and commodities have the highest receipt date exception amount or number of receipt date exception transactions. See Receipt Date Exceptions, page 9-157.

The Commodity Supplier Management reports are based on information in Oracle Purchasing.

The Commodity Supplier Management dashboard and reports are available to users with the Commodity Manager or Daily Commodity Intelligence responsibility. The Supplier Management dashboard and reports are available to users with the Supplier Manager responsibility and to users who have access to Oracle iSupplier Portal. When accessed from the Supplier Manager responsibility, Operating Unit security applies to the dashboard and to reports. When accessed from Oracle iSupplier Portal, supplier security applies to the dashboard and reports.

Dashboard Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Currency**
- **Commodity**

This dashboard displays data for all operating units to which you have access as determined by security setup in Oracle Applications. To view data for a specific operating unit, click a report title or KPI and then select an operating unit in the report parameters.

In addition to the primary currency and, if set up, the secondary currency, established for Daily Business Intelligence, the Currency parameter provides the functional currency associated with the operating units if the same currency is used for all operating units and is different from the primary and secondary currencies.

For more information on how parameters, including periods, affect the results on dashboards and reports, see Parameters, page 1-4.

Reports and Graphs

This dashboard contains the following reports, and graphs.

- Commodity Supplier Management KPIs, page 9-140
- Spend Evaluation Reports, page 9-142
- Returns Reports, page 9-149
- Receipt Date Exceptions Reports, page 9-157

For information about factoring, what N/A means, and other general information, see General Dashboard and Report Behavior, page 1-26.

Related Topics

Overview of Daily Business Intelligence, page 1-1

Common Concepts for DBI for Procurement, page 9-2 .

Average Price Reports, page 9-187

Commodity Supplier Management KPIs

KPIs for commodity supplier management are described in the following paragraphs.

For more information on KPIs, see Key Performance Indicators, page 1-14.

Report Headings and Calculations

- **Price Change Amount:** Sum of (Quantity * [Price - Supplier Benchmark Price])
Use this KPI to measure how much you are saving in a commodity because of better prices. The savings are measured by comparing today's prices with a supplier benchmark price, which is the average unit price for the items in the previous enterprise year for a supplier in a commodity, across all operating units. The calculation includes complex work procurement.
A negative number indicates a price decrease.
See also: Spend Evaluation Reports, page 9-142.
- **Return Amount:** Sum of (Price * Return Quantity)
The purchase order price is the price on the purchase order. Return Quantity is the quantity on the return.
Use this KPI to see how much has been returned to suppliers, including the change in that amount between the current and previous periods.
See also Returns Reports, page 9-149.
- **Return Transactions:** Number of return transactions performed in Oracle Purchasing or Oracle iProcurement for the selected parameters. Each receipt can have multiple return transactions.

See also Returns Reports, page 9-149.

- **Receipt Date Exception Amount Rate:** $(\text{Sum of Exception Amount} / \text{Sum of Receipt Amount}) * 100$

The Exception Amount is the price on the purchase order multiplied by the receipt quantity for all receipts whose receipt dates fall outside the days early or days late Receiving Options settings in Oracle Purchasing. The Receipt Amount is the price on the purchase order multiplied by the receipt quantity for all receipts.

Use this KPI to monitor the supplier's performance by evaluating both early and late receipt exceptions. A low rate is desirable.

See also Receipt Date Exceptions Reports, page 9-157.

- **Receipt Date Exception Transactions Rate:** $(\text{Sum of Exception Transactions} / \text{Sum of Receipt Transactions}) * 100$

Number of receipt date exception transactions as a percentage of all receipt transactions that occurred for the selected parameters and period.

See also: Receipt Date Exceptions Reports, page 9-157.

Change between the current and previous time periods is shown. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

Additional Information

An administrator can add these KPIs to the dashboard:

- **Rejection on Inspection Amount Rate:** Measures the rate of rejection on inspection amount for goods and services.
- **Return Amount Rate:** Measures the rate of returned amount for goods and services.
- **Return Transactions Rate:** Measures the rate of return transactions to suppliers.

See the *Oracle Daily Business Intelligence Implementation Guide* for information on how to add KPIs to dashboard.

Related Reports and Links

For information on the related reports, see Commodity Supplier Management Dashboard, page 9-138

See Payables Management Dashboard, *Oracle Daily Business Intelligence User Guide*.

See also Common Concepts for DBI for Procurement, page 9-2

PO Price Change Reports

This section describes these reports:

- PO Price Change, page 9-143
- Price Change by PO Number, page 9-145

The PO Price Change reports can be used to answer these questions:

- How much more am I purchasing for each commodity because of changes in purchase order price?
- Which suppliers have the highest purchase order price increases in each commodity or across all commodities?
- How much is my company spending, based on the PO Purchases Amount, on a commodity, category, or item? With which suppliers or supplier sites is that amount being spent?

The PO Price Change reports measure purchase order price increases and decreases for a commodity for specific suppliers by comparing today's prices with a supplier benchmark price. The reports consider purchase orders for complex work. The supplier benchmark price is the average unit price for the items in the previous enterprise year for that supplier, across all operating units.

The PO Price Change reports measure how well a supplier is performing on price relative to the supplier's past performance. Ideally, suppliers should be reducing their prices as they become more efficient or as the volume of purchases increases. The Price Change by PO Number report displays the purchasing documents that are responsible for the price change.

Note: The PO Price Change reports show purchase order price increases and decreases for each supplier within a commodity and across all operating units. By comparison, the PO Price Savings and Quantity Change reports on the Commodity Spend Management dashboard show the price savings or losses for all suppliers in a commodity in a selected operating unit. Both price measures are calculated the same, but they are calculated across different parameters. In addition, one is expressed as a price increase or decrease, and the other as a savings or loss.

Use the PO Price Change reports to help you determine whether a purchase order price increase is a reflection of supplier performance or market price increases in that commodity. Use the PO Price Savings and Quantity Change report to further analyze the impact of quantity on those price changes.

Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**
- **Organization**

Note: When calculating supplier benchmark prices, the PO Price Change report creates a benchmark price for each supplier, even if the suppliers provide the same item number.

For more information on how parameters affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

The PO Price Change reports use the first approval date for the purchase order distribution to determine in which period to place the purchase or supplier benchmark price. Although the information taken from the purchase order always includes the latest approved changes, the first approval date is used to report the purchase in a specific period.

PO Price Change

This report measures purchase order price increases and decreases in a commodity for specific suppliers by comparing today's prices with a supplier benchmark price.

This report includes the following columns:

- **Price Change Amount:** Sum of (Quantity * [Price - Supplier Benchmark Price])
 - **Quantity:** Total distribution quantity for the item on the approved standard

purchase order, planned purchase order release, or blanket purchase agreement release for the period in which the price change is being calculated, adjusted for any quantity that has been canceled.

- **Price:** Unit price for the item on the approved standard purchase order, planned purchase order release, or blanket purchase agreement release this period for which the price change is being calculated.
- **Supplier Benchmark Price:** Average unit price on the purchase order for the same item in the previous enterprise year (based on the Daily Business Intelligence Enterprise Calendar) for a specific supplier in a commodity, across all operating units. If the item was not purchased in the previous enterprise year, then the average unit price in this enterprise year is used.

The Price Change Amount is the approximate amount you are paying for a supplier's purchases in a commodity compared to the previous period because of an increase or decrease in purchase order price. A negative price change indicates a price decrease. (That is, you are paying less than you did based on the average item price for purchases made in the previous year from that supplier.)

- **Price Change Rate:** $(\text{Price Change Amount} / \text{PO Purchases Amount}) * 100$

Percent of the PO Purchases Amount that the price change amount represents.

For example, if the rate is 50 percent, then the price increase is half of your PO Purchases Amount for that period. In another example, the Price Change Amount is -500 (a decrease in price), and the PO Purchases Amount is 100,000. The Price Change Rate is: $(-500 / 100,000) * 100 = -1\%$.

- **PO Purchases Amount:** Price * Quantity

Amount of approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases for items in the commodity. See PO Purchases Reports, page 9-99 for more details.

Price is the price on the purchase order or release for the items being purchased. Quantity is the quantity from the purchase order or release distribution for the items being purchased, adjusted for any quantity that has been canceled.

- **Change:** $([\text{PO Purchases Amount Current Period} - \text{PO Purchases Amount Previous Period}] / \text{Absolute Value of PO Purchases Amount Previous Period}) * 100$

Percentage increase or decrease in the PO Purchases Amount between the current and previous periods. A negative change means your total PO Purchases Amount with the supplier has decreased.

For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

When you view the PO Price Change report by item, the quantities of the item purchased in the selected period also appear:

- **Item, Description, UOM:** For information on how the items are grouped for display purposes, see Item, page 9-5. For information on how units of measure are handled, see Units of Measure (UOM), page 9-13.
- **Quantity:** The number of items that contributed to the Price Change Amount.

For example, you ordered 5 items on a purchase order in the selected period for a unit price of 10. The Supplier Benchmark Price per unit was 15. Therefore, the Price Change Amount is: $[Quantity * (Price - Supplier Benchmark Price)] = 5 * (10 - 15) = -25$. For those 5 items, your price decreased by 25.

Now assume that you ordered 10 items for the same price (10) and supplier benchmark price (15). The Price Change Amount is: $10 * (10 - 15) = -50$. For those 10 items, your price decreased by 50.

Price Change by PO Number

This report contains the following columns:

- **PO Number:** Number of the purchase order or release that contributed to the price change amount. For releases, the PO Number is the contract number, appended with the release number. For example, if the PO Number is 504-1, this means the blanket purchase agreement number is 504, and the release against that agreement is 1. For standard purchase orders that reference a global blanket purchase agreement, the standard PO Number is given. Click the PO Number to view the purchase order or release.

Only purchase orders and releases that influenced the price change amount appear. To see all purchasing documents in the period, use the Contract Utilization report on the Commodity Spend Management dashboard.

- **Line Number:** Number of the line on the purchase order or release that contributed to the price change amount.
- **Operating Unit:** Name of operating unit in which the purchase order or release was created.
- **Supplier:** Supplier on the purchase order or release.
- **Item, UOM:** For information about how the items are grouped for display purposes, see Items, page 9-5. For information about how units of measure are handled, see Units of Measure (UOM), page 9-13.
- **Quantity:** Sum of the distribution quantities for the purchase order or release line, adjusted for any quantity that has been canceled. This quantity is associated with the PO Price.

- **Supplier Benchmark Price:** For this item, the average price you paid last year was the Supplier Benchmark Price. See the description of Supplier Benchmark Price in the Price Change by PO Number report, page 9-145.
- **PO Price:** Price of the item on the purchase order or release line.
- **Price Difference:** Supplier Benchmark Price - PO Price
Difference between the Supplier Benchmark Price and the PO Price.
- **Price Change Amount:** Amount from this purchase order or release that contributed to the Price Change Amount. See the description of Price Change Amount in the PO Price Change report, page 9-143.
- **PO Purchases Amount:** Amount from this purchase order or release that contributed to the PO Purchases Amount. See the description of PO Purchases Amount in the PO Price Change report, page 9-143.

See also information on viewing purchase orders in Common Concepts for DBI for Procurement, page 9-2.

For information on factoring, what N/A means, and other general information, see General Dashboard and Report Behavior, page 1-26.

Graph

- **Price Change Amount:** Shows price change by commodity, operating unit, supplier, supplier site, buyer, category, item, and organization. See the PO Price Change report, page 9-143 to see how price change is calculated.
- **Top Price Change:** Shows the suppliers whose prices have increased the most. You can also sort the suppliers from least to greatest increases to see which suppliers have performed better. Click the graph title to display the report, then click the Price Change Amount column to change the sorting.

This graph appears on the Commodity Supplier Management dashboard.

Additional Information

The supplier benchmark price is always calculated in the primary currency established for DBI. If a secondary currency is also set up, then the supplier benchmark price is also calculated in the secondary currency. The primary or secondary currency is used because the supplier benchmark price is calculated for each supplier across operating units, which may not share the same functional currency. You can still view the price change amount in the functional currency of an operating unit. In that case, the supplier benchmark price is converted from the primary currency to the functional currency using the inverse conversion rate.

If the purchase order or release is approved in one enterprise year but re-approved in

another, then the supplier benchmark price is calculated based on the year in which the document was first approved. For example, the current enterprise year is January 1 through December 31, 2004. For an item purchased in 2004, the supplier benchmark price is obtained from the previous enterprise year, January 1 through December 31, 2003. The item exists on a purchase order in 2003, but the purchase order was first approved in 2002. Therefore, that purchase order is not used to calculate the 2003 supplier benchmark price. Instead, it is used to calculate a 2002 supplier benchmark price.

See also Comparing Procurement Management and Commodity Reports, page 9-18.

For information such as how consigned inventory and purchase order cancellations are handled, see Common Concepts for DBI for Procurement, page 9-2.

Supplier Benchmark Price Example 1

In this example, the same master item was purchased from two different suppliers. All purchase orders were approved in 2002, the selected date is May 23, 2003, and the primary currency is USD. The currency conversion rate from EUR to USD is the same for all of 2002: 1 EUR = 1.2 USD. The Primary UOM is EA (each).

PO Number	Supplier	Master Item (from PO)	PO Price	UOM	Quantity	Operating Unit
10	ABC Electronics	AS54888 (V1)	200 USD	EA	10	Vision Operations
20	Freedom ASIC LTD	AS54888 (V1)	250 EUR	DZ	10	Vision Services
30	ABC Electronics	AS54888 (V1)	2250 USD	DZ	10	Vision Operations

In this example, the UOM for the item is converted from dozen (DZ) to each EA because master items use the Primary UOM. (See Units of Measure (UOM), page 9-13.) One supplier benchmark price is calculated for ABC Electronics and another for Freedom ASIC LTD, with these results:

- ABC Electronics:

Supplier Benchmark Price (average of last enterprise year's price) = $[(200 * 10) + (2250 * 10)] / [10 + (10 * 12)] = 188 \text{ USD}$

- Freedom ASIC LTD:

Supplier Benchmark Price (average of last enterprise year's price) = $(250 * 1.2 * 10) /$

$(10 * 12) = 25$ USD. The currency conversion rate of 1.2 is multiplied by 250 EUR.

Supplier Benchmark Price Example 2

In this example, a non-master item from the same supplier is purchased in two different units of measure. All purchase orders were approved in 2002, the selected date is May 23, 2003, and the primary currency is USD.

PO Number	Supplier	Non-Master Item (from PO)	PO Price	UOM	Quantity	Operating Unit
40	ABC Electronics	Clarion 230i (ABC Electronics)	100 USD	EA	10	Vision Operations
50	ABC Electronics	Clarion 230i (ABC Electronics)	4300 USD	Box of 50	10	Vision Operations
60	ABC Electronics	Clarion 230i (ABC Electronics)	120 USD	EA	10	Vision Operations
70	ABC Electronics	Clarion 230i (ABC Electronics)	4500 USD	Box of 50	10	Vision Operations

Because the UOM for non-master items is not converted, a benchmark price is calculated for each UOM and supplier item number combination with the following results:

- ABC Electronics, Clarion 230i (ABC Electronics), UOM of EA:
Supplier Benchmark Price = $[(100 * 10) + (120 * 10)] / (20) = 110$ USD
- ABC Electronics, Clarion 230i (ABC Electronics), UOM of Box of 50:
Supplier Benchmark Price = $[(4300 * 10) + (4500 * 10)] / (20) = 4400$ USD

See also Units of Measure (UOM), page 9-13.

Price Change Amount Examples

See Additional Information, page 9-122 for the PO Price Savings and Quantity Change report. The Price Change Amount uses the same calculation as Price Savings Amount in the PO Price Savings and Quantity Change report. One difference is that Price Change Amount is performed for each supplier across all operating units, and Price Savings

Amount is performed across all suppliers for each operating unit. Another difference is that one value is expressed as savings and the other as a change.

Related Topics

Commodity Supplier Management Dashboard, page 9-138

Returns Reports

This section describes these reports:

- Returns, page 9-151
- Returns Trend, page 9-153
- Returns Breakdown, page 9-153
- Rejections on Inspection, page 9-154
- Rejections by Reason, page 9-155

Use the Returns reports to answer the following questions:

- Which suppliers have the highest return rate for this period and over time?
- How much—in amount, quantity, and number of return transactions—have I returned to a particular supplier over a period of time?
- These returns were for which commodities, purchasing categories, and items?
- What is the return reason for each category and item? Is it the same return reason continuously?

The Rejections on Inspection and Rejections by Reason reports answer the following questions:

- Which suppliers and categories have the highest rejection rate for this period, and over time?
- What quantity have I rejected for a particular item or items?
- What are the most common rejection reasons for each category and item? Is the same rejection reason occurring in multiple time periods?

The Returns reports enable you to see how suppliers are performing for a particular commodity, based on the purchase order return amount, return quantity, and number of returns, for return-to-supplier transactions only. The reports also display return rates and return reasons.

The reports include returns and receipts in both Oracle Purchasing and Oracle

iProcurement. (Returns and receipts made in Oracle iProcurement are automatically recorded in Oracle Purchasing.) The reports do not consider returns and receipts associated with complex work purchase orders.

The Rejections on Inspection report assists commodity managers in measuring how suppliers for a commodity are performing based on rejections during inspection for quality, engineering, and other requirements. Commodity managers can report the rejection measurement in this report to their suppliers. The measurement can be used to comprise a portion of the supplier's score when the commodity manager measures a supplier's performance.

The Rejections by Reason report enables the commodity manager to measure if the rejection reason for an item is recurring. It helps identify recurring supplier problems with quality.

By evaluating these reports for a supplier, commodity managers can monitor their commodities' performance and watch trends to achieve the best service and quality for their organization.

Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**
- **Organization**

The following additional parameter appears in this report:

- **Reason:** This parameter contains all of the available reason codes, such as Broken Upon Delivery. These codes are defined in the Transaction Reasons setup window in Oracle Applications. The person entering the return selects a reason code in the Details tabbed region in the Returns window when entering a return in Oracle Purchasing.

The Reason code field is optional on the return. Returns for which no reason code is given appear with a reason of Unassigned in the Returns report.

The Reason parameter appears in most Returns reports; however, only the Returns Breakdown report allows you to specify a reason in the View By parameter.

For more information on how parameters affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

The Returns reports use the return date on the return transaction to determine in which period to report the return. The reports use the receipt date from the receipt transaction to determine in which period to report the receipt, including the Receipt Returned Amount.

The Rejections on Inspection and Rejections by Reason reports use the following dates to determine in which time period to report the receipt or rejection:

- The Receipt Amount, Receipt Rejection Amount, and Rejection Rate are reported in the same time period as the receipt date of the receipt transaction.
- The Rejection Amount, Receipt Inspected Amount, and Receipts Inspected Rejection Rate are reported in the same time period as the inspection date of the inspection transaction.

In the report calculations, Purchase Order Price is the unit price on approved standard purchase orders, planned purchase order releases, or blanket purchase agreement releases.

Corrections (quantity adjustments) to inspection, rejection, and receipt quantities are reflected in the amounts.

Returns

The Returns report includes the following columns on the Commodity Supplier Management dashboard:

- **Return Amount:** (Purchase Order Price * Return Quantity)

Purchase order return amount for all returns that took place in the period, for the selected commodity and supplier.

Only return-to-supplier transactions are included. For example, customer returns, internal returns, and return-to-receiving transactions are not included. Corrections to return quantities are included. The correction is included in the same period as the return.

- **Change:** ((Return Amount Current Period - Return Amount Previous Period) / *Absolute Value of Return Amount Previous Period*) * 100

Percent increase or decrease in the Return Amount between the current and

previous periods.

For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

- **Return Transactions:** Number of return transactions performed in Oracle Purchasing or Oracle iProcurement for the selected parameters (for example, for the selected commodity or supplier). Each receipt can have multiple return transactions.

Use both the return amount and the number of return transactions to determine a supplier's performance. For example, a low monetary amount may have been returned to a supplier, but that amount may comprise a high number of returns. Alternatively, a low number of returns may have high-value items.

The following columns appear when you click the Returns report title on the Commodity Supplier Management dashboard:

- **Description, UOM:** For information on how the items are grouped for display purposes, see Items, page 9-5. For information on how units of measure are handled, see Units of Measure (UOM) in Receiving, page 9-15.
- **Return Quantity:** Quantity of the item that was returned in the selected period. This quantity is associated with the Return Amount.
- **Receipt Quantity:** Quantity of the item that was received in the selected period. This quantity is associated with the Receipt Amount.
- **Return Amount:** See previous description.
- **Change:** See previous description.
- **Return Transactions:** See previous description.
- **Change:**
$$\left(\frac{\text{Return Transactions Current Period} - \text{Return Transactions Previous Period}}{\text{Absolute Value of Return Transactions Previous Period}} \right) * 100$$

Percent increase or decrease in the number of Return Transactions between the current and previous periods.

For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

- **Receipt Amount:** (Purchase Order Price * Receipt Quantity)
Purchase order amount for all receipts that took place in the period, for the selected commodity and supplier. All receipts made in the Receipts, Match Unordered Receipts, or Corrections windows in Oracle Purchasing are included in the receipt amount, regardless of the destination type or receipt routing.

- **Receipt Returned Amount:** $(\text{Purchase Order Price} * \text{Return Quantity})$

Purchase order amount for all returns that have a corresponding receipt within the period. For example, the Return Amount for Quarter 1 to date is 5000 USD. Of this amount, 100 USD is for receipts that occurred in the previous quarter. In this example, the Receipt Returned Amount is 4900 USD.

In Oracle Purchasing, receipts must be created in order to create a return; therefore, every return has a corresponding receipt.

By placing the Receipt Returned Amount in the same period as the receipt, the Receipt Returned Amount is always less than or equal to the total Receipt Amount for the same period.

- **Return Rate:** $(\text{Receipt Returned Amount} / \text{Receipt Amount}) * 100$

Note: The Return Rate is based on Receipt Returned Amount, not the Return Amount. Therefore, the Return Rate is a true indication of what has been returned and its association with the initial receipts.

When viewing reports at the item level, the system displays the quantities so that you can determine how much of the Return Amount is due to the return of high-value items and how much is due to high-volume returns. See descriptions of these columns in a previous section.

Returns Trend

This report shows returns over time. See the Returns report for an explanation of the columns.

Returns Breakdown

The Returns Breakdown report displays the return information by reason. The returns are aggregated by reason across all of the selected parameters—for example, across all items, categories, and suppliers, or across all items and categories for the supplier that you select. This report includes the following columns:

- **Return Amount** (see Returns, page 9-151)
- **Change** (see Returns, page 9-151)
- **Percent of Total:** $(\text{Return Amount for Reason} / \text{Return Amount}) * 100$

Return Amount for the listed reason as a percentage of the total Return Amount for the selected parameters and period.

- **Return Transactions:** See Returns, page 9-151.
- **Change:** See Returns, page 9-151.

- **Percent of Total:** $(\text{Return Transactions for Reason} / \text{Return Transactions}) * 100$
Number of Return Transactions for the listed reason as a percentage of the total number of Return Transactions and for the selected parameters and period.

For information on factoring, what N/A means, and other general information, see General Dashboard and Report Behavior, page 1-26.

Rejections on Inspection

This report includes the following columns:

- **Rejection Amount:** $(\text{Purchase Order Price} * \text{Rejection Quantity})$
Purchase order amount of all receiving transactions that were marked with a Reject status during inspection in Oracle Purchasing. In Oracle Purchasing, you select a receiving transaction in the Receiving Transactions window, and then click the Inspect button to accept or reject it. Only supplier transactions are included. Customer and internal rejections are excluded.
- **Change:** $((\text{Rejection Amount Current Period} - \text{Rejection Amount Previous Period}) / \text{Absolute Value of Rejection Amount Previous Period}) * 100$
Percent increase or decrease in the Rejection Amount between the current and previous periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.
- **Receipt Amount:** $(\text{Purchase Order Price} * \text{Receipt Quantity})$
Purchase order amount for all receipts that took place in the period, for the selected commodity and supplier. All receipts made in the Receipts, Match Unordered Receipts, or Corrections windows in Oracle Purchasing are included in the receipt amount, regardless of the destination type or receipt routing.
- **Receipt Rejection Amount:** $(\text{Purchase Order Price} * \text{Rejection Quantity})$
Purchase order amount for all rejections that have a corresponding receipt within the period. For example, the Rejection Amount for Quarter 1 to date is 5000 USD. 100 USD of those rejections are for receipts that occurred in the previous quarter. In this example, the Receipt Rejection Amount is 4900 USD.

By placing the Receipt Rejection Amount in the same time period as the receipt, the Receipt Rejection Amount is always less than or equal to the total Receipt Amount for the same period.

In Oracle Purchasing, receipts must be created in order to create a rejection; therefore, for every rejection, there is a corresponding receipt.
- **Rejection Rate:** $(\text{Receipt Rejection Amount} / \text{Receipt Amount}) * 100$

Note: The Rejection Rate is based on the Receipt Rejection Amount, not on the Rejection Amount. Therefore, the Rejection Rate is a true indication of what has been rejected and how it is associated with the initial receipts.

- **Receipt Inspected Amount:** Receipt Accepted Amount + Receipt Rejection Amount
Of the amount received, this is the total amount that was inspected, including both accepted and rejected transactions during inspection. (Receipt Accepted Amount is Purchase Order Price * Accepted Quantity.)
- **Receipt Inspected Rejection Rate:** $(\text{Rejection Amount} / (\text{Amount Accepted} + \text{Rejection Amount})) * 100$
Amount that was rejected, as a percentage of the amount inspected.

When viewing reports at the item level, the following columns appear. The system displays the quantities so that you can determine how much of the rejection amount is due to the rejection of high-value items and how much is due to high-volume rejections:

- **Item, Description, and UOM:** For information on how the items are grouped for display purposes, see Items, page 9-5. For information on how units of measure are handled, see Units of Measure (UOM) in Receiving, page 9-15.
- **Reject Quantity:** Quantity of the item that was rejected in the selected time period from the inspection transaction. This quantity is associated with the Rejection Amount.
- **Receipt Quantity:** Quantity of the item that was received in the selected period. This quantity is associated with the Receipt Amount.

Rejections by Reason

To access the Rejections by Reason report, click the Rejections on Inspection report link. In the Links section at the bottom of the page, click the Rejections by Reason link. Alternatively, click the Rejection Amount number for a specific category in the Rejections on Inspection report.

This report contains the following columns:

- **Rejection Amount** (see Rejections on Inspection Report, page 9-154)
- **Change** (see Rejections on Inspection Report, page 9-154)
- **Percent of Total:** $(\text{Rejection Amount for Reason} / \text{Rejection Amount}) * 100$
Rejection Amount for the listed reason as a percentage of the total Rejection Amount.

For information on factoring, what N/A means, and other general information, see General Dashboard and Report Behavior, page 1-26.

Graphs

These reports contain the following graphs:

- **Return Amount:** Shows the return amount and receipt returned amount for the selected parameters over a period of time in the Returns report.
- **Return Transactions:** Shows the number of return transactions for the selected parameters over a period of time in the Returns report.
- **Return Amount Rate:** Shows the return amount rate, which is the ratio of the receipt returned amount to receipt amount, for the selected parameters over a period of time in the Returns report.
- **Return Amount Trend:** Shows the return amount over time in the Returns Trend report.
- **Return Transactions Trend:** Shows the number of return transactions over time in the Returns Trend report. Use the graph to see how suppliers are performing and fluctuating on returns for the selected parameters—for example, for a particular commodity.
- **Return Amount Percent of Total:** Shows the percentage of the return amount for the selected parameters over a period of time in the Returns Breakdown report.
- **Return Transactions Percent of Total:** Shows the percentage of return transactions for the selected parameters over a period of time in the Returns Breakdown report.
- **Returns Percent of Total:** Shows Percent of Total Return Amount and Percent of Total Return Transactions for the selected parameters over a period of time in the Returns Breakdown report.

Additional Information

Unordered receipts are not included in the receipt amount, until they are matched to a purchase order. Matched receipts are included in the same period as the receipt date that was entered on the unordered receipt.

If you see a return amount or quantity of zero, but a positive number of return transactions, then either the item price on the purchase order was zero, or a return correction was made. For example, you may record a return of 250 items in Oracle Purchasing. Later, you and the supplier agree not to return the items, and you record a return correction of -250. The total amount and quantity returned is zero, but the number of return transactions one is still recorded.

For information such as how consigned inventory is handled, see Common Concepts

for DBI for Procurement , page 9-2.

Note: If you select a reason in the Reason parameter, the Receipt Amount and Receipt Quantity are zero because a reason is never associated with a receipt. If you change the reason to All, the appropriate receipt amount and quantity appear.

In Oracle Purchasing, rejecting items during inspection and returning items are two separate transactions. That is, rejecting an item does not automatically return it. Typically, an organization would create return transactions for items that it rejects, but it depends on your company's procedures.

The reason codes used during inspection are the same set of reason codes used when creating a return transaction. The person entering the return typically selects the same reason code that was selected during the inspection, but it is not required; one can select a different reason on the return. If so, the reason codes will differ between the Returns by Reason and Rejections by Reason reports.

Receipts for external drop shipments are excluded from this report. (They are, however, included in the Returns report. Therefore, if you see a different Receipt Amount in the Returns report than in this report, part of that difference may be external drop shipments.)

Related Topics

Commodity Supplier Management Dashboard, page 9-138

Receipt Date Exceptions Reports

This section describes these reports:

- Receipt Date Exceptions, page 9-159
- Receipt Date Exception Amount, page 9-161
- Receipt Date Exception Transactions, page 9-162
- Receipt Item Quantities, page 9-163
- Receipt Date Exceptions Trend, page 9-164
- Receipt Date Exception Rates Trend, page 9-164

The Receipt Date Exceptions reports can be used to answer the following questions:

- Which suppliers have the highest receipt exceptions rate (items received early or late) for this period, and over time? What is the rate in purchase order amount and in number of transactions?

- For each supplier and commodity, what amount, quantity, and number of transactions have I received early or late?
- How many days early or late, on average, are my suppliers delivering?
- For which purchasing categories and items do the receipt exceptions occur?

The Receipt Date Exceptions reports display the purchase order amount, quantity, and number of transactions for items received outside the receipt days tolerance, as determined by the receiving options that are set up in Oracle Purchasing. If an item is received within the Days Early or Days Late allowed in the receiving options defined on the purchase order shipment, it is not a receipt date exception.

By evaluating receipt date exceptions, including the amount late or early and the average days late or early, you can monitor a supplier's performance to achieve the best service and on-time delivery for your organization.

The reports include receipts in both Oracle Purchasing and Oracle iProcurement. (Returns and receipts made in Oracle iProcurement are automatically recorded in Oracle Purchasing.) The calculations do not include receipts for complex work procurement.

Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-2:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**
- **Organization**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, page 1-4.

Report Headings and Calculations

The Receipt Date Exceptions reports use the receipt date from the receipt transaction to determine in which time period to report the receipt or exception.

In the report calculations, Purchase Order Price is the unit price on approved standard purchase orders, planned purchase order releases, or blanket purchase agreement releases.

Receipt Date Exceptions

The Receipt Date Exceptions report includes the following columns on the Commodity Supplier Management dashboard:

- **Exception Amount:** Purchase Order Price * Receipt Quantity

Purchase order amount of receipts received outside the Days Early or Days Late tolerances, as determined by the receiving options that are set up in Oracle Purchasing. These are any receipts received sooner than the Days Early tolerance or later than the Days Late tolerance. Specifically, this measure uses the tolerance specified on the purchase order shipment. (The tolerances set in the Receiving Options window in Oracle Purchasing and at other levels, such as in the Suppliers window, carry on to the purchase order shipment, which can also be updated.)

The date for determining early or late receipts is the Promised Date on the purchase order or, if no Promised Date is given, the Need-by Date or, if no Need-by Date is given, the Receipt Date. (That is, if promised or need-by dates are not specified on the purchase order, then all its receipts are considered within tolerance.)

Both date and time (hours, minutes, and seconds) are used to determine whether a receipt is early or late. For example, the days late tolerance is .5 in the receiving options, translating to 12 hours. If the receipt is made 13 hours after the Need-by Date, then the receipt is considered late.

All receipts made in the Receipts, Match Unordered Receipts, or Corrections windows in Oracle Purchasing are included in the receipt and exception amounts. For example, if the receipt quantity is 100 and a correction of -25 is made, the receipt quantity is 75.

Note: If the action of a receiving option is set to Reject in Oracle Purchasing (the choices are None, Reject, and Warning), then items received outside the specified option or tolerance are rejected and cannot be received. These items are not included in the Receipt Date Exceptions report because they have no receipt transactions.

- **Change:** $([\text{Exception Amount Current Period} - \text{Exception Amount Previous Period}] / \text{Absolute Value of Exception Amount Previous Period}) * 100$

Percent increase or decrease in the Exception Amount between the current and

previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

- **Exception Amount Rate:** $(\text{Exception Amount} / \text{Receipt Amount}) * 100$
Exception Amount as a percentage of the total Receipt Amount.
- **Exception Transactions:** Number of receipt transactions that were made outside the Days Early or Days Late tolerances.

Each time a receipt is made that is an exception, an exception transaction is recorded. For example, a single receipt can consist of two transactions, one in which you received part of the shipment and another in which you received the remainder. If only one of these was an exception, then one exception transaction is recorded. If both were exceptions, then two exception transactions are recorded.
- **Change:** $([\text{Exception Transactions Current Period} - \text{Exception Transactions Previous Period}] / \text{Absolute Value of Exception Transactions Previous Period}) * 100$

Percent increase or decrease in the Exception Transactions between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.
- **Exception Transactions Rate:** $(\text{Exception Transactions} / \text{Receipt Transactions}) * 100$

Number of Exception Transactions as a percentage of all receipt transactions that occurred for the selected parameters and time period.

The following columns display when you click the Receipt Date Exceptions report title on the Commodity Supplier Management dashboard:

- **Exception Amount:** See the previous description.
- **Change:** See the previous description.
- **Receipt Amount:** Purchase Order Price * Receipt Quantity

Purchase order amount of all receipts made in the selected period for the selected commodity and supplier.
- **Exception Amount Rate:** See the previous description.
- **Change:** Exception Amount Rate Current Period - Exception Amount Rate Previous Period

Difference in the Exception Amount Rate between the current and previous time periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.
- **Exception Transactions:** See the previous description.

- **Change:** See the previous description.
- **Exception Transactions Rate:** See the previous description.
- **Change:** Exception Transactions Rate Current Period - Exception Transactions Rate Previous Period.

Difference in the Exception Transactions Rate between the current and previous periods. For complete information on change comparisons, see General Dashboard and Report Behavior, page 1-26.

Receipt Date Exception Amount

This report contains the following columns.

For descriptions of these columns, see Receipt Date Exceptions, page 9-159:

- **Exception Amount**
- **Change**
- **Receipt Amount**
- **Exception Amount Rate**

This report also contains the following columns:

- **Early Amount:** Purchase Order Price * Receipt Quantity.

Portion of the receipt exception amount that was received early. Early is defined as being received before the Promised Date (or Need-by Date if the Promised Date is not available), minus the number of Days Early set in the receiving options. Both date and time (hours, minutes, seconds) are taken into account.

For example, if the Promised Date is March 15 12:00:00, and the Days Early is 2, any receipt made before March 13 12:00:00 is early.

- **Average Days Early:** Sum of ((Promised Date - Days Early) - Receipt Date) / Number of Early Receipts.

Average number of days early that receipts are made for the supplier.

Example Transaction 1:

Receipt Date = March 10 00:00:00

Promise Date = March 15 00:00:00

Days Early Tolerance = 2

$(15 - 2) - 10 = 3$ days early

Example Transaction 2:

Receipt Date = March 8 00:00:00

Promise Date = March 15 00:00:00

Days Early Tolerance = 2

$(15 - 2) - 8 = 13 - 8 = 5$ days early

For transactions 1 and 2, the average days early is $(5 + 3) / 2 = 4$.

Both date and time (hours, minutes, seconds) are taken into account. For example, you may average 3.2 days early.

- **Late Amount:** Purchase Order Price * Receipt Quantity

Portion of the receipt exception amount that was received late. Late is defined as being received after the Promised Date (or Need-by Date if the Promised Date is not available), plus the number of Days Late set in the receiving options. Both date and time (hours, minutes, seconds) are taken into account.

For example, if the Promised Date is March 15 12:00:00, and the Days Late is 2, any receipt made after March 17 12:00:00 is late.

- **Average Days Late:** Sum of (Receipt Date - (Promise Date + Days Late)) / Number of Late Receipts

Average number of days late that receipts are made for the supplier.

Example Transaction 1:

Receipt Date = March 10 00:00:00

Promise Date = March 5 00:00:00

Days Late Tolerance = 2

$10 - (5 + 2) = 10 - 7 = 3$ days late

Example Transaction 2:

Receipt Date = March 18 00:00:00

Promise Date = March 15 00:00:00

Days Late Tolerance = 2

$18 - (15 + 2) = 18 - 17 = 1$ day late

For transactions 1 and 2, the average days late is $(3+1) / 2 = 2$.

Both date and time (hours, minutes, seconds) are taken into account. For example, you may average 3.2 days late.

Receipt Date Exception Transactions

This report contains the following columns.

For descriptions of these columns, see Receipt Date Exceptions, page 9-159:

- **Exception Transactions**
- **Change**
- **Receipt Transactions**
- **Exception Transactions Rate**
- **Average Days Early**
- **Average Days Late**

This report also contains the following columns:

- **Early Transactions:** Number of receipt transactions that were made early. (See the definition of early in Early Amount.)
- **Late Transactions:** Number of receipt transactions that were made late. (See the definition of late in Late Amount.)

For information on factoring, what N/A means, and other general information, see General Dashboard and Report Behavior, page 1-26.

Receipt Item Quantities

This report includes the following columns:

- **Item, Description, UOM:** For information on how the items are grouped for display purposes, see Item, page 9-5. For information on how units of measure are handled, see Commodity Supplier Management UOMs, page 9-15.
- **Quantity Received Early:** Total receipt quantity of the item received early. (See the definition of early in Early Amount.)
- **Quantity Received in Tolerance:** Total receipt quantity of the item received within the days early and days late tolerances, including quantities whose Receipt Date matches the Promised Date or Need-by Date on the purchase order shipment.

For example, the Promised Date is March 15, the Days Early is 2, and the Days Late is 2. The range in tolerance is March 13 through March 17. Any quantity of the item from that purchase order that is received on or between March 13 and March 17 is in tolerance.

- **Quantity Received Late:** Total receipt quantity of the item received late. (See the definition of late in Late Amount.)
- **Quantity Received Total:** Quantity Received Early + Quantity Received in Tolerance + Quantity Received Late

Total quantity received in the selected period. This is the same quantity used to get

the Receipt Amount.

- **Exception Amount:** See Receipt Date Exceptions, page 9-159.
- **Receipt Amount:** See Receipt Date Exceptions, page 9-159.
- **Exception Transactions:** See Receipt Date Exceptions, page 9-159.
- **Receipt Transactions:** Number of receipt transactions for the item, for the selected parameters and time period.

Each time something is received in Oracle Purchasing, a receipt transaction is recorded. For example, a single receipt can consist of two transactions, one in which you received part of the shipment and another in which you received the remainder. In this example, two receipt transactions are recorded.

Receipt Date Exceptions Trend

This report shows receipt date exception amounts and transactions over time. The report contains the following columns:

- **Exception Amount:** PO Price * Quantity for receipts that were out of the Days Early or Days Late tolerances. The exception amount is shown over time.
- **Change:** $[(\text{Exception Amount in Selected Period}) - (\text{Exception Amount in Compare To Period}) / \text{Exception Amount in Compare To Period}] * 100$
- **Exception Transactions:** Number of receipt transactions that were made outside the Days Early or Days Late tolerances. This amount is shown over time.
- **Change:** $[(\text{Exception Transactions in Selected Period}) - (\text{Exception Transactions in Compare To Period}) / \text{Exception Transactions in Compare To Period}] * 100$

Receipt Date Exception Rates Trend

This report shows the Receipt Date Exception Amount Rate and Exception Transaction Rate over time. The report contains the following columns:

- **Exception Amount Rate:** Exception amount as a percentage of total receipts, shown over time.
- **Change:** $[(\text{Exception Amount Rate of the Selected Period}) - (\text{Exception Amount Rate of the Compare To Period}) / \text{Exception Amount Rate of the Compare To Period}] * 100$
- **Exception Transactions Rate:** Exception transactions as a percentage of total transactions, shown over time.

- **Change:** $[(\text{Exception Transactions Rate of the Selected Period}) - (\text{Exception Transactions Rate of the Compare To Period}) / \text{Exception Transactions Rate of the Compare To Period}] * 100$

Graphs

These reports contain the following graphs:

- **Receipt Date Exception Amount:** Shows the purchase order amount of receipts received outside the Days Early or Days Late tolerances. This graph appears in the Receipt Date Exceptions report.
- **Receipt Date Exception Percent of Total:** Shows the receipt date exceptions amount as a percentage of the total receipt date exceptions amount for the selected parameters over a period of time in the Receipt Date Exceptions report.
- **Receipt Date Exception Rates:** Shows the exception amount rate and exception transaction rate for the selected parameters over a period of time in the Receipt Date Exceptions report.
- **Receipt Amount:** Shows total receipt amounts, breakdown into early receipts, in-tolerance receipts, and late receipts. This graph appears in the Receipt Date Exception Amount report.
- **Receipt Average Days Early or Late:** Shows the average days early and average days late for the selected parameters over a period of time in the Receipt Date Exception Amount report. It displays the average number of days for early receipts and late receipts received from a supplier. This graph also appears in the Receipt Date Exception Transactions report.
- **Receipt Transactions:** Shows total receipt transactions for the selected View By. Total receipt transactions are broken down into Early Transactions, In Tolerance Transactions, and Late Transactions. This graph appears in the Receipt Date Exception Transactions report.
- **Exception Amount by Item:** Purchase order amount of exceptions, grouped by item. This graph appears in the Receipt Item Quantities report.
- **Receipt Date Exception Amount Trend:** Shows the receipt date exception amount over time. This graph appears in the Receipt Date Exceptions Trend report.
- **Receipt Date Exceptions Transaction Trend:** Shows the number of exception transactions over time. This graph appears in the Receipt Date Exceptions Trend report.

Additional Information

Unordered receipts are not included until they are matched to a purchase order. Matched receipts are included in the same time period as the receipt date that was entered on the unordered receipt. The receipt date is compared with the purchase order Promised Date or Need-by Date to determine whether it is a receipt exception.

For information such as how consigned inventory is handled, see Common Concepts for DBI for Procurement, page 9-2.

In addition to the standard purchase order changes that are reflected in the reports, the following purchase order changes are additionally reflected in the Receipt Date Exceptions reports:

- Receiving options. If you change the receiving options on a purchase order after some items have already been received, the change takes effect for both new and existing receipts. For example, a purchase order has a Days Late allowed of 2 days. Some of the items are received outside this limit, on day 3, and display in the report as late. Later, you change the Days Late on this purchase order to 3. The next time the request sets are run by the system administrator to populate the reports with the latest data, the already-received items no longer display in the report. Both new and existing receipts are affected by the change.
- Promised Date or Need-by Date. A change to the Promised Date or Need-by Date on the purchase order is reflected in the receipt amounts. For example, if the Promised Date on the purchase order changes to a date that no longer places the item outside its Days Late received tolerance, then the receipt amount no longer displays as a receipt exception amount.

The latest assigned information displays, even if you enter a past date. For example, the Promised Date changed since last week, removing the purchase from the receipt date exception amount; therefore, it is no longer displayed as an exception even when you enter last week's date.

If you see an amount or quantity of zero, but a positive number of transactions, then either the price of the item was zero on the purchase order or a receipt correction was made. For example, you may record a receipt of 50 items in Oracle Purchasing, all of them exceptions. Later, you enter a correction of -50. The total amount and quantity of receipt exceptions is zero, but the number of exception transactions (one) is still recorded.

Receipts for external drop shipments are excluded from this report. Since external drop shipments are received by the customer directly and not by the buying organization, their receipts in Oracle Purchasing are logical receipts created for accounting purposes. Therefore, the dates of these receipts cannot accurately be determined as receipt date exceptions. External drop shipment receipts, however, are included in the Returns report. Therefore, if you see a different Receipt Amount in the Returns report than in this report, part of that difference could be external drop shipments.

If you use Oracle Transportation Execution, you have the option of indicating whether a

purchase order has its transportation arranged by the buying organization or by the supplier. If the Transportation Arranged option was set to Buying Organization in the Terms and Conditions window when entering a purchase order, then receipt of this shipment is always considered on time. This option can also be set in the Supplier Sites window, and defaulted onto purchasing documents based on the supplier site. If the buyer arranges transportation, then an early or late receipt is not a reflection on the supplier's performance. Therefore, shipments arranged by the buying organization are included in the total receipt amounts, quantities, and transactions, but never in the exceptions.

Related Topics

Commodity Supplier Management Dashboard, page 9-138

Cost Center Spend Management Dashboard

Use the Cost Center Spend Management dashboard to answer the following questions:

- What is the total invoice amount matched to a PO for a company or cost center? See Invoice Amount Reports, page 9-111.
- What is the top price savings for the company and cost centers? See Spend Evaluation Reports, page 9-115.
- What is the amount of contract purchases for the company and cost centers? See Contract Utilization Reports, page 9-127.
- What is the amount of non-contract purchases for the company and cost centers? See Contract Utilization Reports, page 9-127.

Use the Cost Center Spend Management dashboard and reports to analyze commodity spend by company and cost center. They are the primary dimensions for the dashboard.

The Cost Center Spend Management dashboard and reports use information from:

- Oracle Purchasing
- Oracle iProcurement (if installed)
- Oracle Payables
- Oracle Human Resources (if installed)
- Oracle Financials (for Company and Cost Center setup)

Users with the Daily Procurement Spend Intelligence responsibility have access to the dashboard and reports. Dashboard security is based on user-level access to company and cost center.

Dashboard Parameters

This dashboard contains the following parameters:

- **Company:** See Common Concepts for DBI for Procurement, page 9-2.
- **Cost Center:** See Common Concepts for DBI for Procurement, page 9-2.
- **Currency:** See DBI for Procurement Parameters, page 9-2.

Related Reports and Links

Cost Center Spend Management KPIs, page 9-168

Invoice Amount Reports, page 9-111

Spend Evaluation Reports, page 9-115

Contract Utilization Reports, page 9-127

Cost Center Spend Management KPIs

The key performance indicators are the same as the Commodity Spend Management KPIs, page 9-110.

Invoice Amount Reports

See Commodity Spend Management, Invoice Amount Reports, page 9-111.

Spend Evaluation Reports

See Commodity Spend Management, Spend Evaluation Reports, page 9-115.

Contract Utilization Reports

See Commodity Spend Management, Contract Utilization Reports, page 9-127.

Sourcing Management Dashboard

Use the Sourcing Management dashboard to manage and evaluate the sourcing process:

- View total sourcing amount awarded in a period. See: Sourcing and Award Reports, page 9-171.
- View the trend of awards to certain suppliers. See: Sourcing and Award Reports, page 9-171.

- Find out the average time that elapsed from the creation of the sourcing negotiation documents to completion of the award. See Sourcing Cycle Time Reports, page 9-176.
- View the total savings achieved through negotiations. See Sourcing Savings Reports, page 9-180.
- Identify projected sourcing savings for the period. See: Sourcing and Award Reports, page 9-171.

Using the Sourcing Management reports, you can oversee the sourcing process and identify areas to improve, such as reducing the sourcing cycle time. You can learn the profitability of your organization by tracking projected and realized savings.

The Sourcing Management reports are based on information in Oracle Sourcing and Oracle Purchasing.

Users with the Sourcing Manager or Daily Sourcing Intelligence responsibility have access to these reports. Oracle Sourcing users with the Sourcing Super User or Sourcing User responsibility also have access to these reports.

Dashboard Parameters

This dashboard contains the following parameters:

- Commodity
- Currency

See DBI for Procurement Parameters for an explanation of the parameters.

Related Reports and Links

This dashboard contains the following report regions:

- Sourcing Management KPIs, page 9-170
- Sourcing and Award Reports, page 9-171
- Sourcing Cycle Time Reports, page 9-176
- Sourcing Savings Reports, page 9-180

Additional Information

The columns contain the following abbreviations:

- RFI: Request for Information

- RFQ: Request for Quotation

For information on factoring, what N/A means, and other general information, see: General Dashboard and Report Behavior, page 1-26. See also: Common Concepts for DBI for Procurement, page 9-2 and Overview of Daily Business Intelligence, page 1-1.

Sourcing Management KPIs

This section describes KPIs for the Sourcing Management dashboard:

- **Percent Purchases Negotiated:** $([\text{Sum of Purchase Amount from PO and Release with backing sourcing document}] / [\text{Sum of Purchase Amount}]) * 100$

This KPI shows the percentage of PO purchases amount that are backed by a sourcing document in the period. This calculation takes into account all standard purchase orders and releases, including those for complex work procurement.

- **PO Purchases Amount:** Sum of Purchase Amounts from Approved POs and Releases

This KPI shows the total PO purchases amount. The calculation groups POs by first approval date. This calculation takes into account all standard purchase orders and releases, including those for complex work procurement.

- **Awarded Amount:** Sum of Sourcing Awarded Amount

This KPI shows the sum of all sourcing amounts awarded in the period, based on the award completed date.

- **Average Cycle Time (Days):** $\text{Sum of the Number of Days from Creation to Completion of Sourcing Document Line} / \text{Number of Sourcing Document Lines Completed in the Period}$

For Auctions and RFQs, the KPI considers the award completion date. For RFIs, the KPI considers the complete date. For documents that undergo multiple rounds of negotiation, each round is counted as a separate document.

- **Projected Savings**

- **Amount:** Sum of $[\text{Current Amount} - \text{Award Amount}]$

The amount is calculated based on the award completion date. Current price is established by the buyer in the sourcing document at the beginning of the negotiation process.

- **Rate:** $(\text{Sum of Projected Savings Amount} / \text{Sum of Current Amount}) * 100$

- **Per Line:** $\text{Sum of Projected Savings Amount} / \text{Sum of Number of Awarded Negotiation Lines}$

- **Realized Savings Amount:** Sum of [Current Price * PO Quantity – PO Purchase Amount] + Sum of [Current Price * Released Quantity – Release Amount]

The current price is the price cited in the first round of the auction.

Graph

The Negotiated Purchases Trend graph, page 9-176 in the KPIs region links to the Negotiated Purchases Trend report.

Related Topics

Sourcing Management Dashboard, page 9-168

Sourcing and Award Reports

This section describes these reports:

- Sourcing Summary, page 9-172
- Award Summary, page 9-173
- Awarded Amount Trend, page 9-173
- Negotiated Purchases Trend, page 9-174
- Awarded Amount by Sourcing Document, page 9-174
- Completed Negotiations by Sourcing Document, page 9-175

Use the Sourcing and Award reports to answer the following questions:

- What was the total amount awarded a given supplier last year?
- What is the growth rate of awarded negotiated lines over a period of time?
- What is the organization's ratio of negotiated purchases to non-negotiated purchases?

Report Parameters

These reports contain the following parameters:

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

- **Supplier**
- **Negotiation Creator:** Person who created the sourcing document.
- **Category**
- **Item**
- **Document Type:** Sourcing document type, for example, request for information (RFI), request for quotation (RFQ), auction.

See Common Concepts for DBI for Procurement, page 9-2 for an explanation of the parameters not explained here.

Report Headings and Calculations

This section explains the Sourcing and Award reports. These reports refer to current amount. Current amount = Current Price * Awarded Quantity. Negotiation lines are the lines of the negotiation document or sourcing document, for example, RFI, RFQ, Auction.

Sourcing Summary

This report provides a high-level view of key sourcing information, such as awarded amount, growth rate, current amount, projected savings, and average cycle time. From this report, you have access to detail reports that provide in-depth information.

This report contains the following columns:

- **Awarded Amount:** Total awarded sourcing amount for the period as of the selected date.
- **Growth Rate:** Change in total awarded sourcing amount between the current and previous periods.
- **Current Amount:** Total current amount of the item when the sourcing event started.
- **Projected Savings**
 - **Amount:** Sum of [(Current Amount) – (Award Amount)]
It is the amount of savings negotiated by the negotiation creator from the beginning of the negotiation to award.
 - **Change:** [(Sum of Projected Savings Amount in Current Period) - (Sum of Projected Savings Amount in Prior Period) / (Sum of Projected Savings Amount in Prior Period)] * 100
 - **Rate:** (Projected Savings Amount / Current Amount) * 100

It is the rate of projected sourcing savings.

- **Change:** (Projected Savings Rate in Current Period) - (Projected Savings Rate in Prior Period)
- **Average Cycle Time (Days):** Total average cycle time for all the sourcing documents related to the commodity for the period as of the selected date.
- **Change:** (Average Cycle Time this Period) - (Average Cycle Time in the Prior Period)

When you view the report by Item, the item description, unit of measure (UOM), and quantity also appear in the table.

Award Summary

This report provides a high-level view of award information, such as awarded amount, growth rate, negotiation lines, and projected savings per line. From this report, you have access to detailed reports that provide in-depth information.

The report contains the following columns:

- **Awarded Amount:** Total awarded amount.
- **Growth Rate:** Growth in total awarded sourcing amount in the current period compared to previous period.
- **Negotiation Lines:** Sum of the awarded negotiation lines.
- **Change:** $[(\text{Sum of Negotiation Lines in Current Period}) - (\text{Sum of Negotiation Lines in Prior Period}) / \text{Sum of Negotiation Lines in Prior Period}] * 100$
- **Projected Savings per Line:** $\text{Sum of } [(\text{Current price amount}) - (\text{Award Amount})] / \text{Number of Negotiation Lines Awarded}$

It is the amount of savings negotiated by the negotiation creator per negotiation line from the beginning of the negotiation to award.

- **Change:** $[(\text{Sum of Projected Savings per Line in Current Period}) - (\text{Sum of Projected Savings per Line in Prior Period}) / (\text{Sum of Projected Savings per Line in Prior Period})] * 100$

When you view the report by Item, the item description, UOM, and quantity appear in the table.

Awarded Amount Trend

This report shows the trend of total sourcing awarded and how it has changed over time.

The report contains the following columns:

- **Awarded Amount:** Total awarded amount.
- **Change:** $[(\text{Total Awarded Amount in Current Period}) - (\text{Total Awarded Amount in Prior Period}) / (\text{Total Awarded Amount in Prior Period})] * 100$

Negotiated Purchases Trend

This report shows trends of negotiated purchases amount, non-negotiated purchases amount, and the percentage of purchases negotiated. Negotiated purchases are purchases that have a backing sourcing document from Oracle Sourcing. The negotiated purchases calculation includes complex work procurement purchase orders.

The report contains the following columns:

- **Negotiated Purchases Amount:** Total purchase amount that was negotiated.
- **Change:** $[(\text{Negotiated Purchases Amount in Current Period}) - (\text{Negotiated Purchases Amount in Prior Period}) / (\text{Negotiated Purchases Amount in Prior Period})] * 100$
- **Non-Negotiated Purchases Amount:** Total purchase amount that was not negotiated.
- **Change:** $[(\text{Non-Negotiated Purchases Amount in Current Period}) - (\text{Non-Negotiated Purchases Amount in Prior Period}) / (\text{Non Negotiated Purchases Amount in Prior Period})] * 100$
- **Percent Purchases Negotiated:** Percentage of total purchases (for the parameter selections) that were negotiated.
- **Change:** $(\text{Percentage Purchases Negotiated in Current Period}) - (\text{Percentage Purchases Negotiated in Prior Period})$

Awarded Amount by Sourcing Document

This report lists sourcing documents and the award amount, as well as other key information about the sourcing document and award outcome.

The report contains the following columns:

- **Sourcing Document:** The unique identifier of the sourcing document created in Oracle Sourcing. In the case of multiple rounds of negotiation, the report shows the sourcing document number of the latest round.

If you select the document number, then a report opens that shows additional details about the document you selected.

- **Line Number:** Line number of the sourcing document.

- **Item:** Negotiation line item.
- **Operating Unit:** Operating unit in which the sourcing document was created.
- **Document Type:** Sourcing document type, for example, RFQ and Auction.
- **Negotiation Creator:** Person who created the sourcing document.
- **Supplier:** Supplier to which business was awarded.
- **Award Outcome:** Result of the award, for example, standard PO, blanket purchase agreement, contract purchase agreement.
- **PO Number:** Purchase order number or blanket purchase agreement number. If you select the number, then a report opens that shows additional details about the purchase order or blanket purchase agreement.
- **UOM:** Unit of measure of the item.
- **Quantity:** Quantity awarded. Quantity is N/A for blanket purchase agreements.
- **Awarded Amount:** Total awarded amount.

Completed Negotiations by Sourcing Document

This report shows completed sourcing negotiations by sourcing document. The report includes completed RFIs, awarded RFQs, and awarded auctions for all kinds of procurement, including complex work.

- **Sourcing Document Number:** Unique identifier of the completed sourcing document. In the case of multiple rounds of negotiation, the report shows the sourcing document number of the latest round.

If you select the document number, then a report opens that shows additional details about the document you selected.

- **Line Number:** Line number of the sourcing document.
- **Item:** Negotiation line item.
- **Operating Unit:** Operating unit in which the sourcing document was created.
- **Document Type:** Sourcing document type, for example, RFI, RFQ, or Auction.
- **Negotiation Creator:** Person who created the sourcing document.
- **Creation Date:** Date the negotiation document was created.
- **Completed Date:** Date the negotiation document was completed. For RFQs and

Auctions, this is the award completed date. For RFIs, this is the Completed Date.

Graphs

These reports contain the following graphs:

- **Awarded Amount:** Shows the total awarded sourcing amount in the selected period. This graph appears in the Sourcing Summary report.
- **Projected Savings Amount:** Shows the projected savings amount based on the total awards granted in the selected period. This graph appears in the Sourcing Summary report.
- **Projected Savings Rate:** Shows the rate (percentage) of projected savings based on the total awards granted in the selected period. This graph appears in the Sourcing Summary report.
- **Negotiation Lines:** Shows the count of negotiation lines awarded in the selected period. This graph appears in the Award Summary report.
- **Projected Savings per Line:** Shows the projected savings per negotiation line in the selected period. This graph appears in the Award Summary report.
- **Awarded Amount Trend:** Plots awarded amount over time to show the trend. This graph appears in the Awarded Amount Trend report.
- **Negotiated Purchases Trend:** Plots negotiated purchases amount and non-negotiated purchases amount over time. This graph appears in the Negotiated Purchases Trend report.
- **Percent Purchases Negotiated Trend:** Plots over time the percentage of purchases that were negotiated. This graph appears in the Negotiated Purchases Trend report.

Related Topics

Sourcing Cycle Time Reports, page 9-176

Sourcing Savings Reports, page 9-180

Sourcing Management Dashboard, page 9-168

Sourcing Cycle Time Reports

This section describes these reports:

- Sourcing Average Cycle Time, page 9-178
- Sourcing Average Cycle Time Trend, page 9-179

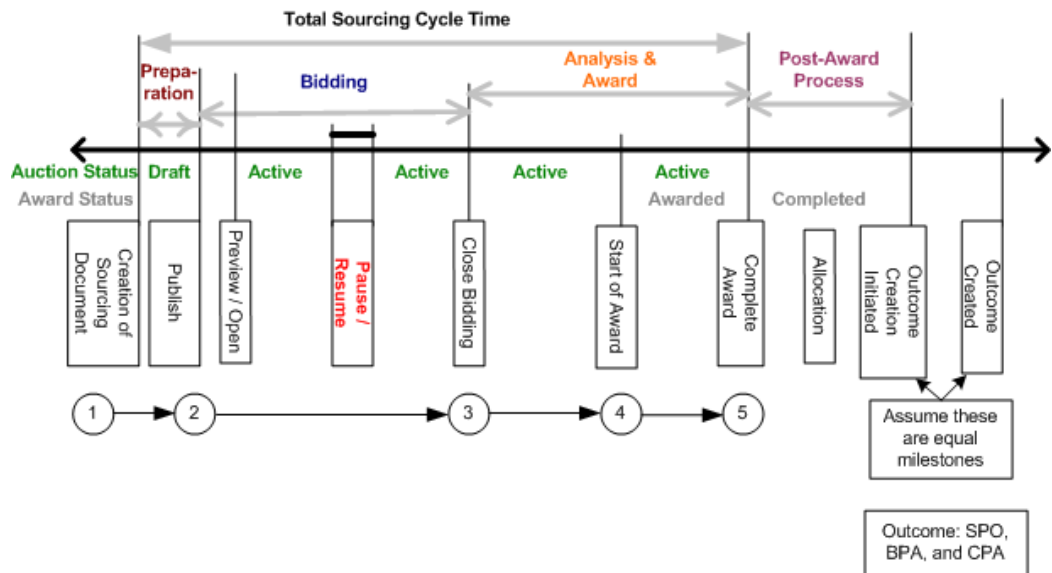
Use the Sourcing Cycle Time reports to answer the following questions:

- On average, how long does it take to complete an award?
- In what sourcing phase are the bottlenecks?
- Has the sourcing cycle time improved since last quarter?

The Sourcing Cycle Time reports break the sourcing process into phases:

- **Preparation:** Begins with creation of the sourcing document and ends with the publication of the sourcing document (Publish Date).
- **Bidding:** Begins when the sourcing document is open for bidding (Open Date) and ends when bidding is closed (Close Date).
- **Analysis and Award:** Begins when bidding is closed and ends when the award is completed.

If a pause occurs during bidding, the report resumes counting within the bidding phase, excluding the pause time.



Report Parameters

These reports contain the following parameters:

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

- **Supplier**
- **Negotiation Creator:** See "Report Parameters" in Sourcing and Award Reports, page 9-171.
- **Category**
- **Item**
- **Document Type:** See "Report Parameters" in Sourcing and Award Reports, page 9-171.

See Common Concepts for DBI for Procurement, page 9-2 for explanations of the parameters not explained here.

Report Headings and Calculations

This section explains the report columns.

Sourcing Average Cycle Time

This report shows the average cycle time of negotiation lines and breaks down the cycle into parts of the process: Preparation, Bidding, and Analysis and Award.

The report contains the following columns:

- **Negotiation Lines:** (Sum of Awarded Sourcing Document Lines) + (Sum of Completed RFIs)
- **Average Cycle Time (Days)**
 - **Preparation:** $\text{Sum of (Publish Date - Creation Date)} / (\text{Sum of Awarded Sourcing Document Lines Count and sum of Completed RFI Lines Count})$
Auction status: Draft to Active
Total average cycle time from creation date to publish date.
 - **Bidding:** $\text{Sum of [Close Date - Publish Date]} / (\text{Sum of Awarded Sourcing Document Lines Count and sum of completed RFI Lines Count})$
Auction Status: Active
Period during which suppliers bid for the contract. It is the total average cycle time from publish date to (RFI , RFQ or Auction) close date.
 - **Analysis and Award:** $\text{Sum of (Complete Award Date - Close Date)} / (\text{Sum of Awarded Sourcing Document Lines Count and sum of completed RFI Lines Count})$
Award Status: Awarded (for RFQ and Auctions)

Award Status: Completed (for RFIs)

Total average cycle time to complete the award or, in the case of an RFI, complete the response.

- **Total:** Sum of (Cycle Time from the Publish Date to the Award Complete Date) / (Sum of Awarded Sourcing Document Lines Count and Sum of Completed RFI Lines Count)

In negotiations that undergo multiple rounds, the Analysis and Award phase of the first round includes the time from the first round close date to the second round open date.

For view by Document Type and Supplier, the report does not display the grand total.

Sourcing Average Cycle Time Trend

This report shows the average cycle time of the sourcing process over time.

The report contains the following columns:

- **Average Cycle Time (Days):** Sum of Sourcing Lines Cycle Time (from Creation Date to Completion Date) / Sum of Completed (awarded) Sourcing Negotiation Lines
- **Change:** (Average Cycle Time in Current Period) – (Average Cycle Time in Prior Period)

Graphs

These reports contain the following graphs:

- **Sourcing Average Cycle Time:** Shows the average cycle time and breaks it down visually by preparation time, bidding time, and analysis and award time. This graph appears in the Sourcing Average Cycle Time report.
- **Sourcing Average Cycle Time Trend:** Plots total average cycle time for the whole sourcing process over time. It does not break the cycle time down into preparation, bidding, and analysis and award. This graph appears in the Sourcing Average Cycle Time Trend report.

Related Topics

Sourcing Management Dashboard, page 9-168

Sourcing and Award Reports, page 9-171

Sourcing Savings Reports

This section describes these reports:

- Projected Savings Trend, page 9-180
- Projected Savings per Line Trend, page 9-181
- Realized Savings Amount, page 9-181
- Realized Savings Trend, page 9-182

Use the Sourcing Savings reports to answer the following questions:

- How much did the organization save through negotiations? (What are the realized savings?)
- What are the organization's projected savings over a specific period?

Report Parameters

These reports contain the following parameters:

- **Commodity**
- **Operating Unit**
- **Currency**
- **Supplier**
- **Negotiation Creator:** See "Report Parameters" in Sourcing and Award Reports, page 9-171.
- **Category**
- **Item**
- **Document Type:** See "Report Parameters" in Sourcing and Award Reports, page 9-171.

Report Headings and Calculations

This section explains the report columns.

Projected Savings Trend

This report shows the trend projected savings. Projected savings is defined as the difference between the current price and the award amount.

The report contains the following columns:

- **Projected Savings:** Sum of (Current Amount - Award Amount)
- **Change:** $([\text{Projected Savings Amount in Current Period}] - [\text{Projected Savings Amount in Prior Period}] / [\text{Projected Savings Amount in Prior Period}]) * 100$

Projected Savings Per Line Trend

This report shows the projected savings per awarded negotiation line.

The report contains the following columns:

- **Negotiation Lines:** Total number of negotiation lines awarded in the period as of the selected date.
- **Change:** $([\text{Sum of Negotiation Lines in Current Period}] - [\text{Sum of Negotiation Lines in Prior Period}] / [\text{Sum of Negotiation Lines in Prior Period}]) * 100$
- **Projected Savings per Line:** Sum of Projected Savings Amount / Sum of Negotiation Lines
- **Change:** $([\text{Sum of Projected Savings per Line in Current Period}] - [\text{Sum of Projected Savings per Line in Prior Period}] / [\text{Sum of Projected Savings per Line in Prior Period}]) * 100$

Realized Savings Amount

This report compares the current price at the beginning of the sourcing transaction to the price on the purchase order or release. For the calculation, the report considers standard purchase orders created as an outcome of the sourcing process and releases against a blanket purchase agreement when the sourcing event results in a blanket purchase agreement and standard purchase order with reference to a contract purchase agreement.

The report contains the following columns:

- **Realized Savings**
 - **Amount:** Total amount of savings realized due to sourcing events in the period as of the selected date.

Realized savings are calculated as follows:

$$\text{Sum of } [\text{Current Price} * \text{PO Quantity} - \text{PO Purchase Amount}] \text{ for Standard PO} + \text{Sum of } [\text{Current Price} * \text{Released Quantity} - \text{Release Amount}] \text{ for blanket purchase agreement}$$
 - **Change:** $([\text{Realized Savings Amount in Current Period}] - [\text{Realized Savings Amount in Prior Period}] / [\text{Realized Savings Amount in Prior Period}]) * 100$

- **Rate:** $(\text{Sum of Realized Savings Amount} / \text{Sum of PO Purchases Amount}) * 100$
- **PO Purchases Amount:** Total amount of purchases for the period as of the selected date.
- **Change:** $([\text{PO Purchases Amount in Current Period}] - [\text{PO Purchases Amount in Prior Period}] / [\text{PO Purchases Amount in Prior Period}]) * 100$
- **Negotiated Purchases Amount:** Total amount of purchases negotiated this period as of the selected date. A purchase is considered negotiated if there is a backing sourcing document.
- **Change:** $([\text{Negotiated Purchases Amount in Current Period}] - [\text{Negotiated Purchases Amount in Prior Period}] / [\text{Negotiated Purchases Amount in Prior Period}]) * 100$
- **Percent Purchases Negotiated:** $([\text{Sum of Negotiated Purchases Amount}] / [\text{Sum of Purchase Amount}]) * 100$
Percent of PO purchases amount for purchases that have a backing sourcing document.
- **Change:** $(\text{Percentage Purchases Negotiated in Current Period}) - (\text{Percentage Purchases Negotiated in Prior Period})$

Realized Savings Trend

This report shows trends of realized savings due to negotiations.

The report contains the following columns:

- **Realized Savings:** Total savings amount realized due to sourcing events for the period as of the selected date. See the Realized Savings Amount report, page 9-181 for more information about this calculation.
- **Change:** $([\text{Realized Savings Amount in Current Period}] - [\text{Realized Savings Amount in Prior Period}] / [\text{Total Realized Savings Amount in Prior Period}]) * 100$

Graphs

These reports contain the following graphs:

- **Projected Savings Trend:** Shows the amount of projected savings over time. This graph appears in the Projected Savings Trend report.
- **Negotiation Lines Trend:** Shows the number of negotiation lines that were awarded over time. This graph appears in the Projected Savings per Line Trend report.

- **Projected Savings per Line Trend:** Shows projected savings over time. This graph appears in the Projected Savings per Line Trend report.
- **Realized Savings:** Shows the realized savings amount for the View By selection. This graph appears in the Realized Savings Amount report.
- **Realized Savings Rate:** Shows the percentage of savings for the View By selection. This graph appears in the Realized Savings Amount report.
- **Realized Savings Trend:** Plots realized savings over time. This graph appears in the Realized Savings Trend report.

Related Topics

Sourcing Management Dashboard, page 9-168

Sourcing and Award Reports, page 9-171

Supplier Management Dashboard

Use the Supplier Management dashboard and reports to monitor supplier performance:

- How many purchases were made from each supplier?
See PO Purchases Reports, page 9-99.
- Are we adjusting our purchases in response to changes in price? See Spend Analysis Reports, page 9-185.
- Which suppliers have the highest receipt exceptions rate for this period and over time? See Receipt Date Exceptions Reports.
- What is the total invoice amount matched to purchase orders and receipts? See Invoice and Payables Reports, page 9-187.
- What is the total invoice distribution for a supplier? See Invoice and Payables Reports, page 9-187.
- Which suppliers have the highest return rate for this period and over time? See Returns Reports, page 9-149.

The Supplier Management dashboard presents information from Oracle Purchasing and Oracle Payables.

Users with the Supplier Manager responsibility have access to this dashboard and reports. When accessed from the Supplier Manager responsibility, Operating Unit security applies to the dashboard and reports. Oracle iSupplier Portal users also have access to the dashboard and reports. When accessed from iSupplier Portal, Supplier security applies to the dashboard and reports.

Dashboard Parameters

- **Period:** Uses rolling periods. For information on rolling periods, see [Period Parameter](#), page 1-7.
- **Supplier:** You cannot select the All option from the dashboard; however, you can select this option when viewing a report.
- **Currency**

For a definition of the Currency parameter, see [Common Concepts for DBI for Procurement](#), page 9-2.

Additional Information

The Period parameter on the dashboard and in all Supplier Management reports refers to rolling periods. For information on rolling periods, see [Period Parameter](#), page 1-7.

Reports and Graphs

This dashboard contains the following report regions:

- [Supplier Management KPIs](#), page 9-184
- [Spend Analysis Reports](#), page 9-185
- [PO Purchases Reports](#), page 9-99
- [PO Price Change Reports](#), page 9-142
- [Receipt Date Exception Reports](#), page 9-157
- [Invoice and Payables Reports](#), page 9-187
- [Returns Reports](#), page 9-149

Related Topics

[Commodity Supplier Management Dashboard](#), page 9-138

[Average Price Reports](#), page 9-187

Supplier Management KPIs

This section describes the KPIs for the Supplier Management dashboard:

- **PO Purchases Amount:** Sum of approved purchase amount for a selected supplier

or suppliers for the specified rolling period. The calculation includes purchases of complex work.

- **Price Change Amount:** See Commodity Supplier Management KPIs, page 9-140.
- **Receipt Date Exception Amount Rate:** See Commodity Supplier Management KPIs, page 9-140.
- **Receipt Date Exception Transactions Rate:** See Commodity Supplier Management KPIs, page 9-140.
- **PO Match Invoice Amount:** Total amount of invoices that are matched to a PO or receipt for the rolling period.
- **Manual Invoices Rate:** See Procure-to-Pay KPIs, page 9-105.
- **Return Amount:** See Commodity Supplier Management KPIs, page 9-140.
- **Return Transactions:** See Commodity Supplier Management KPIs, page 9-140.

Additional Information

A user with the Daily Business Intelligence Administrator responsibility can add the following KPIs to the dashboard:

- **Rejection on Inspection Amount Rate**
- **Return Amount Rate**
- **Return Transactions Rate**

See Additional Information, page 9-141 in "Commodity Supplier Management KPIs" for more information.

Spend Analysis Reports

Use the Spend Analysis Trend report to view spending trends in a variety of ways:

- Have PO purchases from a selected supplier increased or decreased over time?
- Which operating unit has the greatest invoice amount entered for a selected supplier?
- What is the total invoice amount matched to a PO for each category for a selected supplier?
- What is the total payment amount to a selected supplier?

Report Parameters

The Spend Analysis Trend report contains the following parameters:

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

See Common Concepts for DBI for Procurement, page 9-2 for an explanation of the parameters.

Report Headings and Calculations

This section explains the Spend Analysis Trend report.

Spend Analysis Trend

This report contains the following columns:

- **PO Purchases Amount:** Sum of approved PO purchases for goods from a particular supplier for the selected rolling period.
- **Change:** $[(\text{PO Purchases in Current Period} - \text{PO Purchases in Compare To Period}) / \text{PO Purchases in Compare To Period}] * 100$
- **Invoice Entered Amount:** Total amount of invoices entered for the selected rolling period.
- **Change:** $[(\text{Invoice Amount Entered in the Selected Period} - \text{Invoice Amount Entered in the Compare To Period}) / \text{Invoice Amount Entered in the Compare To Period}] * 100$
- **PO Match Invoice Amount:** Total amount of invoices matched to a purchase order for the selected rolling period.
- **Change:** $[(\text{Match Invoice Amount in the Selected Rolling Period} - \text{Match Invoice Amount of the Compare To Period}) / \text{Match Invoice Amount of the Compare To Period}] * 100$
- **Payments Amount:** Total payments amount to a supplier in the selected rolling period. For more information, see Payables
- **Change:** $[(\text{Payments Amount in the Selected Rolling Period} - \text{Payments Amount of the Compare To Period}) / \text{Payments Amount of the Compare To Period}] * 100$

For payment amount information, see the Payables Management Dashboard, *Oracle Daily Business Intelligence User Guide*.

Graph

The Spend Analysis Trend graph shows PO Purchases Amount, Invoice Entered Amount, PO Match Invoice Amount, and Payments Amount over rolling periods of time. It appears on the Supplier Management dashboard and the Spend Analysis Trend report.

Related Topics

Supplier Management Dashboard, page 9-183

Commodity Spend Management Dashboard, page 9-108

PO Purchases Reports

See Procurement Management Dashboard, PO Purchases Reports, page 9-99.

PO Price Change Reports

See Commodity Supplier Management Dashboard, PO Price Change Reports, page 9-142.

Receipt Date Exceptions Reports

See Commodity Supplier Management Dashboard, Receipt Date Exceptions Reports, page 9-157.

Invoice and Payables Reports

This section explains the following reports:

- PO Match Invoice Amount, page 9-111
- PO Match Invoice Amount Trend, page 9-111
- Manual Invoices, page 9-106
- Manual Invoices Trend, page 9-106

Returns Reports

See Commodity Supplier Management Dashboard, Returns Reports, page 9-149.

Average Price Reports

This section describes these reports:

- Item Average Price, page 9-189
- Item Average Price Details, page 9-190
- Item Average Price by PO Number, page 9-190
- Item Average Price Trend, page 9-191

Use the Average Price reports to answer the following questions:

- What is the average price of an item for a particular supplier or group of supplier over a period of time?
- How has the average price of an item changed over time?
- What is the difference between the average price of an item in the current period compared to a past period?
- What would the potential savings have been if the operating unit had placed purchase orders with the supplier with the lowest average price?
- What is the PO purchases amount of an item?

Additional Information

The report security depends on the responsibility used to access the report:

Responsibility	Security
Supplier Manager, Procurement Manager, Daily Procurement Intelligence	Operating Unit
Commodity Manager, Daily Commodity Intelligence	Commodity and Operating Unit

Report Parameters

The reports contain the following parameters:

- **Period:** If you are viewing this report using the Supplier Manager responsibility, then Period refers to rolling periods. For information on rolling periods, see Period Parameter, page 1-7.
- **Commodity**

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

Report Headings and Calculations

Average price is defined as the weighted average of all purchase amount spend on an item with respect to the total item quantity. The average price of an item is determined by totaling the approved purchase amount and dividing that by the total ordered quantity.

The Item Average Price reports calculate and report on approved standard purchase orders, approved blanket purchase agreement releases, and planned purchase order releases. Reports on all periods on or after global start date. The reports use the first approval of the purchase order shipment to determine in which time period to group them. If the organization does not purchase an item in a particular period, then the Average Price Amount and PO Purchases Amount show N/A.

Item Average Price

This report shows the average price of an item across multiple suppliers over a period of time.

The report contains the following columns:

- **Average Price:** Sum of the Purchase Amount of the Item / Sum of the Purchases Quantity

Clicking on the Average Price value opens the Item Average Price Details report.

- **Change:** $(\text{Average Price this Period} - \text{Average Price of the Compare To Period}) / \text{Average Price of the Compare To Period}$
- **PO Purchases Amount:** Sum of the purchase amount of the item.
- **Change:** $(\text{PO Purchases this Period} - \text{PO Purchases of the Compare To Period}) / \text{PO Purchases of the Compare To Period}$
- **Description:** Description of the item. Descriptions of master items come from the

item master. Descriptions of one-time items with or without supplier item numbers come from the purchase order transaction.

- **UOM:** Unit of measure of the item.
- **Quantity:** Total quantity listed on the purchase order lines for each item.

Item Average Price Details

This report shows the average price for all suppliers of a specific item. The Category, Item, and UOM parameters are display-only in this report.

You can access this report only from the Item Average Price report. It is not available on the menu.

- **UOM**
- **Quantity:** Total quantity listed on the PO lines for each item

.

- **Average Price:** See Item Average Price for a definition.

Clicking the Average Price value opens the Item Average Price by PO Number report.

- **Change**
- **PO Purchases Amount**
- **Change**
- **Potential Savings Amount:** Sum of the potential savings amount for the item for the selected period. Potential savings amount is the amount the organization would have saved by purchasing from the lowest cost supplier.

See Item Average Price, page 9-189 for a description of the columns not explained here.

Item Average Price by PO Number

This report lists average price by the purchase order number. This report is not available on the menu. You can access this report only from the Item Average Price Detail report. The Category, Item, and UOM parameters are display-only in this report.

The report contains the following columns:

- **PO Number:** Purchase order number of the item.
Clicking this value opens a summary of the purchase order.
- **Operating Unit:** Operating unit in which purchase order was created.

- **Buyer:** Buyer who created the purchase order.
- **UOM**
- **Quantity**
- **Average Price**
- **PO Price:** Price from the PO line of the item.
- **Price Difference:** Difference between Average Price and PO Price.
- **PO Purchases Amount**

See Item Average Price, page 9-189 for a description of the columns not explained here.

Item Average Price Trend

This report shows item average price of a specific item over time. This report is not available on the menu. You can access this report only from the Item Average Price, Item Average Price Detail, and Item Average Price by PO Number reports. The Category, Item, and UOM parameters are display-only in this report.

The report contains the following columns:

- **Average Price**
- **Change**
- **Quantity:** Total quantity listed on the purchase order lines for the item.
- **Change:** $(\text{Purchase Quantity of the Item this Period} - \text{Purchase Quantity of the Item in the Compare To Period}) / \text{Purchase Quantity of the Item in the Compare To Period}$
- **PO Purchases Amount**
- **Change**

See Item Average Price, page 9-189 for a description of the columns not explained here.

Graphs

These reports contain the following graphs:

- **Item Average Price:** Shows the average price of the items. This graph appears in the Item Average Price report.
- **PO Purchases Amount:** In the Item Average Price report, the PO Purchases

Amount graph shows the PO Purchases Amounts of the items. In the Item Average Price Detail report, it shows PO purchases amount of an item by supplier.

- **Average Price:** Shows the average price of an item by supplier. This graph appears in the Item Average Price Detail report.
- **Average Price Trend:** Shows the average price of a specific item over time. This graph appears in the Item Average Price Trend report.
- **Quantity Trend:** Shows the quantity purchased of a specific item over time. This graph appears in the Item Average Price Trend report.
- **PO Purchases Amount Trend:** Shows the amount of PO purchases of a specific item over time. This graph appears in the Item Average Price Trend report.

Related Topics

Procurement Status, page 9-28

Procurement Performance Management, page 9-57

Procurement Management, page 9-83

Procure-to-Pay Management, page 9-104

Commodity Spend Management, page 9-108

Commodity Supplier Management, page 9-138

Supplier Management, page 9-183

Using Daily Business Intelligence for Product Lifecycle Management

This chapter covers the following topics:

- Product Management - Engineering Dashboard
- Product Management Dashboard

Product Management - Engineering Dashboard

The Product Management - Engineering dashboard enables you to monitor the engineering and manufacturing process of a product, enabling you to make faster and better decisions.

Some of the key performance indicators in this dashboard are:

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

You can use the Product Management - Engineering dashboard and its associated reports to determine whether an item is complex to manufacture or to see the change order creation and cycle time trends of the item.

From this dashboard, you can drill down to detailed reports on unit cost, part counts, and manufacturing steps, as well as change orders. This dashboard also contains links to the HR Management and the Expense Management dashboards. To view these dashboards, your system administrator must complete the required setup for each dashboard (see *Oracle Daily Business Intelligence Implementation Guide*).

The items that appear on the Product Management - Engineering dashboard are secured by operating unit. Your system administrator must ensure that items are secured according to specifications that are outlined in "Defining Organization Access," *Oracle Inventory User's Guide* or in the Oracle Product Lifecycle Management online Help. In addition, the system administrator must define the MO: Security Profile (see "Operating Unit," *Oracle Daily Business Intelligence Implementation Guide*).

Use the Daily Product Intelligence responsibility or the Engineering Manager responsibility to view this dashboard.

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

Parameters

The following parameters are unique to this dashboard. For more information about how dashboard parameters affect the results on a dashboard, see Parameters, page 1-4.

- **Item:** This parameter displays only the items that belong to both the selected organization and the selected item catalog category and its child categories. You must select an item to view data on the dashboard. Items are defined in Oracle Inventory or Oracle Product Lifecycle Management (see "Define Items," *Oracle Inventory User Guide* or the Oracle Product Lifecycle Management online Help).
- **Item Catalog Category:** This parameter displays the list of available item catalog categories. Item catalog categories are defined in Oracle Inventory or Oracle Product Lifecycle Management (see "Define Item Catalog Groups," *Oracle Inventory User Guide* or "Item Catalog" in the Oracle Product Lifecycle Management online Help).
- **Organization:** This parameter displays the organizations to which you have access. The complete list of organizations that you can view is based on organization security (see "Set Up Organization Security," *Oracle Daily Business Intelligence Implementation Guide*).

Related Reports

You can drill down to the following reports from this dashboard.

- Unit Cost by Cost Element and Unit Cost Trend
- Part Count and Manufacturing Steps
- Part Count by Item Catalog Category
- Component Detail
- Change Order Summary

- Change Order List
- Change Order Cycle Time
- Change Order Aging
- Part Count and BOM Levels

Product Management - Engineering Key Performance Indicators

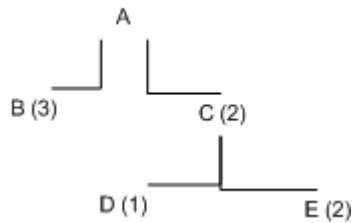
The following key performance indicators (KPI) appear on this dashboard.

- **BOM Levels:** The maximum number of levels that are defined in the primary bill of materials of an item, indicating the depth of an assembly.
- **Change Order Cycle Time (Days):** The average time that is required to implement a change order. Only the distinct change order headers, line-level item associations, and revised items are considered in this calculation. All change order elements (priority, implementation date, need by date, creation date, status) are taken from the header level. For more information about change orders, see "Engineering Change Orders," *Oracle Engineering User's Guide*.
- **Manufacturing Steps:** The number of operation sequences that are required to manufacture a product, as defined by the primary routing of the item. Only operation sequences that are defined for the end assembly and that are effective on the as-of date are considered. For more information about primary routing, see "Routings," *Oracle Bills of Material User's Guide*.
- **New Change Orders:** The total number of change orders that were generated or raised for this product in the current period.
- **Open Change Orders:** The total number of change orders without an Implemented or Cancel date on the as-of date. This number also includes change orders that have an Implemented or Cancel date that falls after the selected date.
- **Part Count:** The number of end-level components in the primary bill of materials of an item. This count summarizes all the individual components in the primary bill of materials of the product without considering the quantity of each component. This value includes only components that are effective on the as-of date.

For example, the following figure shows a product with three components (B, D, and E). Part C is not included in the part count because it consists of the individual components D and E. In addition, the quantity of each part is not considered (B=3, D=1, E=2).

Bill of Materials for Product A

Bill of Materials for Product A



- Some items are counted differently. This value includes optional items for the Standard, assemble-to-order (ATO), and kit item types and excludes optional items for the pick-to-order (PTO) item type.

For more information about part counts, see *Oracle Bills of Material User's Guide*.

- **Unit Cost:** The cost of the selected item. It presents unit cost by the following cost elements: Materials, Material Overhead, Resources, Outsourcing, and Overhead. Only the valuation cost type of the organization is included in this cost (for example, standard cost).

Unit Cost by Cost Element and Unit Cost Trend

The Unit Cost by Cost Element report presents the elemental breakdown of the total unit cost. The elements are Materials, Material Overhead, Resources, Outsourcing, and Overhead.

Unit cost represents the cost to produce an item and is the sum of individual cost elements (Materials, Material Overhead, Resources, Outsourcing, and Overhead). The cost of each cost element for an item is defined in Oracle Cost Management (see "Define Item Cost," *Oracle Cost Management User's Guide*).

If any cost element is changed in Oracle Cost Management, then you must run the Unit Cost Update concurrent program to reflect the cost changes in this report.

See Product Management - Engineering Dashboard, page 10-1.

Part Count and Manufacturing Steps

The Part Count and Manufacturing Steps report presents the number of components and the number of operation sequences that are required for the item selected. These numbers are generally regarded as a measure of the complexity of an item.

Only components from the primary bill of materials and operation sequences from the primary routing, which are effective on the date selected, are included in this report.

See Product Management - Engineering Dashboard, page 10-1.

Part Count by Item Catalog Category

The Part Count by Catalog Category report presents the part count of an item by the catalog categories to which its components have been assigned. You can drill down on the values in this report to view the Component Detail report.

See Product Management - Engineering Dashboard, page 10-1.

Component Detail

The Component Detail report presents the list of components that are used for an item's assembly. The report filters the components based on the catalog category to which they are assigned.

The parameters in this report are passed from the Part Count by Item Catalog Category report and are read-only.

You can drill down from the component description into additional component details in Oracle Product Lifecycle Management.

Change Order Summary

The Change Order Summary report presents change order information for a selected item. It displays open, new, and implemented change order counts, as defined in Oracle Product Lifecycle Management. It also includes the change in change orders based on the compare-to period.

The report displays the following column:

- **Cycle Time (Days):** The average time that is required for a change order to be implemented.

$$\text{Cycle Time (Days)} = \frac{\text{Sum of (Change Order Implementation Date - Creation Date + 1)}}{\text{Number of Implemented COs}}$$

Applicable change orders (CO) are any change orders that have an implemented date that is earlier than the selected date.

See Product Management - Engineering Dashboard, page 10-1.

Change Order List

The Change Order List report presents detailed information about change orders that are defined in Oracle Product Lifecycle Management. You can drill down to this report from the Change Order Summary, Change Order Cycle Time, Past Due Change Order Aging, and Change Order Aging reports or from the Daily Business Intelligence for Product Lifecycle Management menu.

The name of the Change Order List report changes based on the report from which you drill down. The following table lists the variations of the Change Order List report

based on the report from which you drill down.

Change Order List Drill-Down To Reports

Drill Down From . . .	To
Change Order Summary (Cancelled column)	Cancelled Change Order List
Change Order Summary (Implemented column)	Implemented Change Order List
Cycle Time report	Implemented Change Order List
Aging report	Open Change Order List
Change Order Summary (Open Column)	Open Change Order List
Change Order Summary (New column)	New Change Order List
Past Due Change Order Aging	Past Due Change Order List

The number of change orders that are displayed in the report to which you drilled down reflects the number of change orders that are displayed in the region or report from which you drilled down.

All change order attributes are taken from the header level. This includes Type, Status, Reason, Priority, Implementation Date, Need By Date, and Creation Date. This report considers only distinct change order header-level and line-level item associations and revised items. For example, if change order 1 (CO1) has Item1 associated at the header level and line level, then CO1 is counted only once for item1.

The following unique parameters appear in this report.

- **Priority (All):** Possible priorities are Other, Medium, High, and any priority that is defined in Oracle Product Lifecycle Management or Oracle Engineering.
- **Reason (All):** The list of reasons for change orders as defined in Oracle Product Lifecycle Management or Oracle Engineering.
- **Status (All):** The list of change order statuses that are defined in Oracle Product Lifecycle Management. Possible statuses are On Hold, In Trouble, Open, and Closed.
- **Type (All):** The list of change order types that are defined in Oracle Product Lifecycle Management or Oracle Engineering.

This report displays the following unique column:

- **Cycle Time (Days):** The average time that is required for a change order to be implemented.

$$\text{Cycle Time (Days)} = \text{Sum of (Change Order Implementation Date - Creation Date + 1)} / \text{Number of Implemented COs}$$

Applicable COs are any change orders that have an implemented date that is earlier than the selected date.

See Product Management - Engineering Dashboard, page 10-1.

Change Order Cycle Time

The Change Order Cycle Time report presents the count of implemented change orders, creation to approval cycle time, approval to implementation cycle time, and the overall cycle time with the corresponding change values based on the compare-to period over time.

The Change Order Cycle Time Trend report presents the change orders over time and by priority. The possible priorities are:

- High (code 0)
- Medium (code 1)
- Other (any other priority code)

Priority codes are assigned to change orders in Oracle Engineering, Oracle Product Lifecycle Management, or Oracle Product Information Management.

These reports display the following unique columns:

- **Approval to Implementation Time (Days):** The average time that is required to implement a change order after it is approved. The report considers dates from approval to implementation.

$$\text{Approval to Implementation Time (Days)} = \text{Sum of (Implementation Date - Approval Date + 1)} / \text{Number of Approved Implemented Change Orders}$$

- **Creation to Approval Time (Days):** The average time that is required for a change order approval. The report considers dates from the change order creation to the change order approval.

$$\text{Creation to Approval Time (Days)} = \text{Sum of (Approval Date - Creation Date + 1)} / \text{Number of Approved Implemented Change Orders}$$

- **Cycle Time (Days):** The average time that is required for a change order to be implemented.

$$\text{Cycle Time (Days)} = \text{Sum of (Change Order Implementation Date - Creation Date + 1)} / \text{Number of Implemented COs}$$

+1) / Number of Implemented COs

Applicable COs are any change orders with an implementation date on or before the selected date in the selected period.

- **Implemented (Change Orders):** The count of change orders with an implementation date on or before the selected date in the selected period.

See Product Management - Engineering Dashboard, page 10-1.

Change Order Aging

The Change Order Aging report presents the count and average age of open change orders, as well as their distribution by age. For the implemented count and average age measures, the report also presents the percentage change from the previous period.

The Change Order Aging Trend report presents the same data, but over time.

This report displays the following unique column:

- **Open:** For a definition, see the Open Change Orders KPI, page 10-3.

See Product Management - Engineering Dashboard, page 10-1.

Past Due Change Order Aging

The Past Due Change Order Aging report presents the change order count and the average age of the change orders, which have been open past the Need By date specified. The corresponding change values, based on the compare-to period, are also presented. Only Change Orders with a specified Need By date are taken into account. The report further distributes this Change Order count into buckets based on age.

The Past Due Change Order Aging Trend report is similar to the Past Due Change Order Aging report, but displays results over time.

See Product Management - Engineering Dashboard, page 10-1.

Part Count and BOM Levels

The Part Count and BOM Levels report presents the number of components and levels in the bills of materials (BOM) for the item selected. These numbers are generally regarded as a measure of the complexity of the item.

This report includes only components and BOM levels from the primary BOM that are effective on the date selected.

The report displays the following column:

- **BOM Levels:** The number of levels in the bill of materials of the item. For more information about bills of materials, see "Bills of Material," *Oracle Bills of Material User's Guide*.

See Product Management - Engineering Dashboard, page 10-1.

Product Management Dashboard

The Product Management dashboard enables you to monitor product profitability through several key performance indicators (KPIs), including Revenue, Product Margin, and Sales Forecast.

Use the Daily Product Intelligence or Product Manager responsibilities to access this dashboard.

Parameters

This dashboard uses the following unique parameter. For a description of common parameters, see Parameters, page 1-4.

- **Product Category:** The hierarchical structure of product categories. These are the categories under which the sellable products are classified in the default catalog of the Product Reporting functional area in Oracle Product Lifecycle Management.

Common Report Parameters

The following are common parameters for reports that are linked to this dashboard.

- **Customer:** The customer on the order line in Oracle Order Management.
- **Line of Business:** The line of business as defined by the Line of Business dimension, which is set up when you implement Daily Business Intelligence. For more information, see "Set Up Financial Dimensions," *Oracle Daily Business Intelligence Implementation Guide*.
- **Organization:** The organizations to which you have access, which is based on the organization security that is set up when you implement Daily Business Intelligence. For more information, see "Set Up Organization Security," *Oracle Daily Business Intelligence Implementation Guide*.
- **Product:** A sellable item in the master organization. The values in this list of values depend on the choice of the Product Category and Organization parameter. Data that is associated with this product is aggregated across all child organizations of the master organization. This parameter is not available for the Product Other Expenses report and all Sales reports.

For example, you can choose item1 in a child org and see only the data for the item in the child org; however, if you choose an item in a master org, then the report shows all the data for the item in the master and child orgs.

- **Product Category:** The product category in the default catalog of the Product

Reporting functional area in Oracle Inventory.

Related Reports

You can drill down to the following reports from this dashboard.

- Product Revenue and Costs
- Product Other Expenses
- Product Inventory Value
- Product Fulfillment Performance
- Product Return Value
- Product Returns by Reason
- Product Returns Detail
- Top Order Backlog
- Top Open Opportunities
- Customer and Product Activity
- New and Renewal Support Comparison
- Leads, Opportunities and Backlog

Product Management Key Performance Indicators

This dashboard displays the following measures. All the KPIs on this dashboard are aggregated and presented at the Master Item level (sellable product) after taking all the Child Organization transactions into account.

- **Booked Value:** Total value of items from customer (external) sales order lines that are booked. These sales orders can be fulfilled or unfulfilled and are aggregated based on the book date. This value excludes internal sales orders.

$\text{Booked Value} = (\text{Booked Quantity} * \text{Selling Price})$

- **Backlog Value:** Total value of items from customer (external) sales order lines that have been booked, but not yet fulfilled. This is also synonymous with the APICS definition of Open Orders.
- **Cost of Goods Sold:** Total item costs that are associated with the shipped product. Cost of goods sold is the cost of goods shipped as booked to the COGS account in

Oracle Shipping.

- **Inventory Value:** Total cost of ending inventory, including on-hand, intransit, and work in process (WIP) inventory, excluding expense items, asset items in expense subinventories, and Oracle Process Manufacturing non-inventory items.
- **Other Expenses:** All expenses that are attributable to any financial category, except Cost of Goods Sold, for a selected product category within the selected period. For example: Marketing Expenses, General Administration, usually along the Line of Business.
- **Product Margin:** Net revenue that is generated by the product after taking expenses into account for a selected product category within the selected period.

$$\text{Product Margin} = (\text{Revenue} - (\text{Cost of Goods Sold} + \text{Other Expenses}) / \text{Revenue}) * 100$$

- **Revenue:** Revenue that is generated by a product in the period selected. Sales of all items sold and processed by Oracle Order Management. This is revenue that is attributed directly to a product, taken from the final invoice in Oracle Receivables.
- **Sales Forecast:** Last submitted forecast of the subordinate managers of the selected sales group.
- **Open Opportunity:** Sum of the sales credit amount of all open opportunities.
- **Open Leads:** Count of leads that have not been closed, converted to opportunity, or marked as dead in the period that is selected based on the as-of date.
- **Active Service Contract Balance:** Sum of the value of all service contract lines in Active status on the as-of date.
- **New Service Requests:** Count of all new service requests that were opened in the selected period.

Product Revenue and Costs

The Product Revenue and Costs report presents the Revenue, Cost of Goods Sold, Other Expenses, and Product Margin KPIs with their respective change based on the compare-to period. This report displays recognized revenue in Oracle Receivables.

When the View By is Product Category, you can drill down to the next level categories and all the way to the sellable product.

You can also drill down from the Other Expenses value and go to the Product Other Expenses report.

The Product Revenue and Costs Trend report is the same as the Product Revenue and Costs report, but this report presents the KPIs over time. You cannot drill down to the

Product Other Expense report from the trend report.

See Product Management Dashboard, page 10-9.

Related Topics

Product Management - Engineering Dashboard

"Security" in *Oracle System Administrator Guide*

Product Other Expenses

The Product Other Expenses report presents the Other Expenses KPI and the corresponding change based on the compare-to period. Other expenses are all expenses that are directly attributable to the Product Expenses financial category and do not include cost of goods sold.

The Product Other Expenses Trend report is similar to the Product Other Expenses report, but the key performance indicators are presented over time. Each KPI has a change column based on the compare-to period that is selected.

When the View By is Product Category, you can drill down to the next level categories.

See Product Management Dashboard, page 10-9.

Product Inventory Value

The Product Inventory Value report presents the ending inventory value for selected products across all organizations and the corresponding change based on the compare-to period. It represents a snapshot of inventory that is on-hand and intransit and work in process. The list of available products depends on the product category value.

The Product Inventory Value Trend report is similar to the Product Inventory Value report, but all KPIs are presented over time. Each KPI has a change column based on the compare-to period that is selected.

The report displays the following unique columns:

- **Intransit Value:** Value of inventory that is being shipped between inventory organizations.
- **Total Value:** Ending inventory value, including on-hand, intransit, and WIP.
- **WIP Value:** Value of inventory that is issued to shop floor for production and assembly operations.

See: Product Management Dashboard, page 10-9.

Product Fulfillment Performance

The Product Fulfillment Performance report presents Booked Value, Fulfilled Value, and Book to Fulfill ratio with corresponding change based on the compare-to period. The values are from customer order lines that are booked and fulfilled independently of each other. To elaborate, the order lines that are booked in a given period might not be the same set of order lines that are fulfilled in the same period. The report excludes internal orders to provide a true potential revenue source from external customers. Booked and fulfilled values include order lines only for items that are products and do not include service items. The booked and fulfilled values do not take any retrobilling into account.

When the View By is Product Category, you can drill down to the next level categories and to the corresponding products that are classified under them.

The Product Fulfillment Performance Trend report is similar to the Fulfillment Performance report, but the KPIs are presented over time. Each KPI has a change column based on the compare-to period that is selected. This is a report in the Related Links section of the Fulfillment Performance region.

See Product Management Dashboard, page 10-9.

Product Return Value

The Product Return Value report presents the value of all products from fulfilled return order lines, with the exception of service items. (Service items are not returnable through Oracle Order Management.) The report also presents the return rate with corresponding change from the compare-to period.

You can drill down on the Return Value and go to the Product Returns by Reason report, which presents return value by the return reason. You can also drill down on the return lines count and go to the Product Returns Detail report, which presents a list of all orders, lines, or both accounting for the return value.

When the View By is Product Category, you can drill down to the next level categories and to the corresponding products that are classified under them.

The Product Return Value Trend report is similar to the Product Return Value report, but the KPIs are presented over time. Each KPI has a change column based on the compare-to period that is selected.

The report displays the following unique column:

- **Return Rate:** The Return Value as a percentage of the fulfilled value of all items except for service items.

See Product Management Dashboard, page 10-9.

Product Returns by Reason

The Product Returns by Reason report presents information about why products are returned. It is available as a drill-down from the Product Return Value report. The report presents Return value, its change based on the compare-to period, the % contribution of each reason towards the total return value, and the number of return lines.

You can also drill down on the return lines count and go to the Product Returns Detail report, which presents a list of all orders, lines, or both, accounting for the return value.

See Product Management Dashboard, page 10-9.

Product Returns Detail

The Product Returns Detail report presents the return line numbers with their associated order numbers. This is a drill-down report from the Product Return Value report, as well as from the Product Returns by Reason report. It includes the order number, line number, customer, fulfilled return date, and return value.

By clicking the Order Number, you can drill down directly to the Order Information Portal (OIP), in Oracle Order Management.

This report does not show the Compare To parameter.

See Product Management Dashboard, page 10-9.

Top Order Backlog

The Top Order Backlog report presents the top 25 open orders. The order backlog value is derived from the order lines and presents the value of orders (lines) that have not been fulfilled. The information enables you to know the pipeline of order backlog and work proactively at reducing the backlog to ensure customer satisfaction. The report also provides a sales perspective by presenting the sales person and sales group information for each order.

The data that is presented in the report is always current and is based on the as-of date. The Period Type and Compare To parameters are not applicable to this report.

See Product Management Dashboard, page 10-9.

Top Open Opportunities

The Top Open Opportunities report presents the top 25 open opportunities (by opportunity value) for product categories, products, or both, by customer. The opportunity value is derived from opportunity lines and represents the opportunities that have a close date in the current period. This information enables product managers to work proactively on leading opportunities to successful completion, to secure opportunities at risk, or both by defining a counter-strategy to prevent future loss to

aggressive competition.

The data that is presented in the report is always current and is based on the as-of date in the dashboard. The Period Type and Compare To parameters are not applicable to this report.

See Product Management Dashboard, page 10-9.

Customer and Product Activity

The Customer and Product Activity report presents an overview of a product from the order management and service side of the business. The report presents the net booked value on order lines in the current period, the number of service requests that were raised in the current period, the total value of the active service contracts, and the percentage of grand total of the active service contract value, along with the corresponding change based on the compare-to period. The report takes sellable products, which are not service items, into account. The report presents the new service request count for the products that were serviced and the active service contracts information for the products on the service contract lines.

You can drill down on the Active Service Contracts value to drill down to the New and Renewal Support Comparison report.

The Customer and Product Activity Trend report is similar to the Customer and Product Activity report, but the KPIs are presented over time. Each KPI has a change column based on the compare-to period that is selected. You cannot drill down from the trend report to the New and Renewal Support Comparison report.

See Product Management Dashboard, page 10-9.

New and Renewal Support Comparison

The New and Renewal Support Comparison report presents the active service contracts value by new or renewal business value. The report presents the active service contracts value, the value of new service contracts, the value of renewed service contracts, and the corresponding change based on the compare-to period. The report takes sellable products, which are not service items, into account. The report presents the contract value for the products on the service contract lines.

This report has the following additional parameter.

- **Leaf Category:** The last level of categories for the Product Category hierarchy. This parameter enables you to choose products directly instead of the higher-level product categories. It also represents the level to which items are assigned.

Using Daily Business Intelligence for Projects

Overview of Daily Business Intelligence for Projects

Project executives can use Oracle Daily Business Intelligence for Projects to monitor performance across the projects of an organization by performance indicators related to cost and revenue. You can generate reports to find available resources, monitor utilization of resources, and check trends in project performance, resource availability, and resource utilization for the projects of the organization.

Daily Business Intelligence for Projects reports can be grouped into the four key management areas of profitability, operations, and cost for capital projects and for contract projects. These reports are available via the following dashboards:

- Projects Profitability Management Dashboard
- Projects Operations Management Dashboard
- Capital Projects Cost Management Dashboard
- Contract Projects Cost Management Dashboard

A dashboard contains a set of reports that you can access either by drilling down from one to another or by using links that you can configure. You can also use links to access reports from another functional area. For more information on the features of dashboards, see Dashboards. For information on configuring links on a dashboard or report see Customize Links.

Daily Business Intelligence for Projects also offers a single click access to related content from Daily Business Intelligence for Financials and Daily Business Intelligence for Human Resources.

Common Concepts

This section explains the concepts that are common to Oracle Daily Business Intelligence for Projects dashboards and reports. These include:

- Responsibility, page 11-2
- Report Parameters, page 11-2
- Report Viewing Options, page 11-5
- Report Headings and Calculations, page 11-6
- Viewing Performance Reports for a Project , page 11-6
- Viewing Utilization and Availability for Employees and Contingent Workers, page 11-7

For detailed information, see the respective dashboard or report.

Responsibility

Oracle Daily Business Intelligence for Projects provides the Daily Project Intelligence and the Project Intelligence Super User responsibilities to access the Daily Business Intelligence for Projects dashboards and reports. In addition to this, for the Project Executive, Oracle Daily Business Intelligence for Projects provides a Project Executive responsibility.

Note: You can set up either the Project Executive or the Daily Project Intelligence responsibility and the Project Intelligence Superuser responsibility reflects the content of it. If you set up the Project Executive responsibility, the Project Intelligence Superuser responsibility will have access to HR reports from the HR Management dashboard and financial reports from the Expense Management dashboard.

Other stakeholders of the project dealing with finances, day-to-day operations, resources and staffing, and procurement can use Daily Business Intelligence for Projects reports that may be useful if given access.

Report Parameters

Parameters are used across Oracle Daily Business Intelligence for Projects reports to filter information that is reported. Each report has its own set of filters. However, the primary dimension is either the project / resource organization or the operating unit.

Possible report filters for Oracle Daily Business Intelligence for Projects reports include:

- **Availability Days:** The number of full-time employee days, based on confirmed assignments, for which resources are available.
- **Availability Threshold:** The minimum percentage of time in a workday for which no task is assigned to the resource and the resource is considered available. For example, if your workday is defined as 8 hours and you enter 50% in this parameter, the report displays resources with 4 or more hours of availability in a workday.
- **Category:** You can select the category to which the project belongs such as contract, indirect, or capital.
- **Classification:** You can further select a sub-category for a project. For example, if you selected contract as the category, sub categories can be engineering and construction, consultancy, product manufacturing. Or if you selected indirect as the category, subcategories can be research, training, and computer usage.
- **Compare To:** You can compare the values of the current reporting period with values from another reporting period. The other reporting period can be the preceding or prior period, an identical period in the prior year, or the current period in the budget. To enable comparison, you must first define the period type and then select the comparison parameter.
- **Currency:** All dashboards and report amounts default to the primary global currency that you set up while implementing Oracle Daily Business Intelligence. If you also set up a secondary global currency during implementation, you can select this currency to display reported amounts. In addition, in relevant reports, you can select the project functional currency of an operating unit to analyze data for that operating unit.
- **Duration Type:** You can select a consecutive or cumulative duration type for x number of days that a resource is available. You must define the value for x while implementing Oracle Daily Business Intelligence for Projects.

For example x can be defined as 1-5 days, 6-10 days, 11-15 days, 16-20 days, and more than 20 days. If a resource is available for the first 8 days in a month, has been assigned tasks the next 4 days, and is free for the next 7 days, the report will reflect consecutive availability of the resource under 6-10 days and cumulative availability under the 16-20 day column.

- **Expenditure / Event Type:** Irrespective of the revenue category selected, you can select to enter either an expenditure type (airfare, effort or accommodation) or an event (bonuses, or the foundation, elevation, floors, and interiors for a construction project). The expenditure type you select may belong to an expenditure category and not to a revenue category.

- **Job Level:** When viewed by job level, the report shows utilization of selected resources for each job level.
- **Operating Unit:** You can select to report information for a single operating unit of the organization or across all its operating units. Each operating unit has its own set of books. The default value is All.
- **Period Type:** You can select to view data for a week, the period of a month, or a quarter. If the report is not a trend report, you can further select the comparison parameter to compare data of the current period with that of the preceding or same period in the budget or in a preceding year.

The following table applies to trend reports:

If you select a Period Type of...	The report shows...
Enterprise Month	The current month and eleven previous months
Enterprise Quarter	The current quarter and three previous quarters
Enterprise Week	The current week and twelve previous weeks
Enterprise Year	The current year and previous year
Fiscal Month	The current month and eleven previous months
Fiscal Quarter	The current quarter and three previous quarters
Fiscal Year	The current year and previous year
PA Period	The current PA period and twelve previous PA periods

- **Revenue Category:** You can select a revenue category such as labor, fees, taxable income, or real estate.
- **Utilization Category:** You can choose to view reported resource utilization for each utilization category.
- **Work Type:** You can choose to view resource utilization on scheduled assignments

or by actual time cards for each project work type. Examples of project work types are training, development, billable, non-billable, and commercial.

Report Viewing Options

A report may have one or more of the following View By options. Select a viewing option to organize the data in the report that is filtered by the parameters.

- **Expenditure Category:** Select to view information for each category or group of expenditure types assigned to the project. Examples of expenditure categories are department, equipment, employee, fees, and overheads.
- **Expenditure / Event Type:** Select to view information for each expenditure type or event type assigned to the project. Examples of event types are milestones, scheduled payments, and write-offs. Examples of expenditure types are labor, air travel, books, electricity, and rentals.
- **Project Classification:** Select to view information for all the projects of a type in a selected project category. You must first select a project category before you can select a project type in that category.

For example if you select the project category of construction, you can choose to view information for all construction projects doing renovations, or all of those involved in constructing new buildings, or all of the projects involved in merely constructing annexes or adding additional wings to existing buildings.

Alternatively, if you select the project category of funding, you can choose to view information for all the projects which deal with federal funding, or all those dealing with international funding, or all those dealing with funding from private sponsors.

- **Project Job Level:** Select to view resource utilization by job level. Job levels are used to rank jobs on a project by the competence and skills required or expected of the resource.
- **Project Organization:** Select to view informant for each sub-organization within the selected organization.
- **Project Work Type:** Select to view resource utilization on scheduled assignments or by time cards for each project work type. Examples of project work types are training, marketing, presales, production, and warranty.
- **Revenue Category:** Select to view information for each expenditure or event type in a revenue category.
- **Utilization Category:** Select to view resource utilization on assignments for each utilization category. A utilization category comprises a group of work types and has defined weighting percentages at individual resource level and at organization level.

Report Headings and Calculations

A Daily Business Intelligence for Projects dashboard or report displays amounts and calculations in graphs and in tables. On reports, table column headings with numeric values or percentages represent amounts. Amounts can be directly picked up from transactions or be derived or calculated using hard-coded formula and available transaction information.

Viewing Performance Reports for a Project

You can navigate from detail reports in Oracle Daily Business Intelligence for Projects to the financial and resource-related details of a project in project performance pages if you are licensed to use Oracle Project Management.

For example, you may need to compare the cost and profitability as of the last day of the quarter for the Asia Pacific region with the cost and profitability for each of the contributing projects before you send in your recommendation on projects that failed to accomplish their goals in the last quarter. Alternatively, you can navigate to the details of a project to understand why it is high on cost and low on revenue. On closer examination, you may learn that the reason for this is that the project has neither realized the revenue from approved change orders nor accounted for this revenue in the forecast.

Note: You can only navigate from a cost, profitability, or bookings and backlog detail report in Daily Business Intelligence for Projects to project performance pages. Daily Business Intelligence for Projects reports summary amounts daily, weekly, monthly, and yearly whereas Oracle Projects reports summary amounts weekly, monthly, quarterly, and yearly. To ensure that information is consistent between organization level and project level reports, take the following precautions before navigating from Daily Business Intelligence for Projects reports to project performance pages.

- Ensure that your project uses a financial plan and not a budget type to view budgeted amounts on project performance pages.
- Select the end of the period as the as-of-date in the Daily Business Intelligence for Projects report.
- Plan amounts in Oracle Projects are always current as Oracle Projects unlike Daily Business Intelligence for Projects summarizes financial plan amounts online. To ensure that plan amounts in Daily Business Intelligence for Projects reports is current, run the request set generator for incremental updates.

You can click on a project name or number in the following intelligence detail reports to

navigate to the performance overview of the project.

- Projects Profitability Detail Report, page 11-16
- Projects Cost Detail Report, page 11-22
- Projects Bookings and Backlog Detail Report, page 11-28
- Projects Bookings and Backlog Activity Detail Report, page 11-31
- Capital Projects Cost Detail Report, page 11-64
- Contract Projects Cost Detail Report, page 11-71

At the project level, you can view project performance by task, resource, and time and navigate further to expenditure item, commitment, or event that constitute the summary amounts.

Note: Use your browser's back button to navigate *back* from project level details through the project performance overview and return to the original Daily Business Intelligence for Projects detail report.

Viewing Utilization and Availability for Employees and Contingent Workers

The following detail reports related to resources display amounts by employee and contingent worker:

- Projects Actual Utilization Detail, page 11-49
- Projects Scheduled Utilization Detail, page 11-52
- Projects Expected Utilization Detail, page 11-54
- Projects Available Resource Detail, page 11-60

You can use this to compare and analyze employee and contingent worker utilization, and make decisions on resource value and utilization.

For example, you may be tasked with identifying consultants with the lowest margin to enable a revision of their billing rates or to remove them from the organization. You can use the parameter to view the list of consultants or contingent workers and navigate from a single named consultant to view the associated cost, billing rate, and margin for that contingent worker.

Projects Profitability Management Dashboard

You can access the Projects Profitability Management dashboard via the Project

Executive, Daily Project Intelligence, or Project Intelligence Superuser responsibility. This dashboard summarizes project performance in terms of actual and forecast profitability, trends in profitability, and costs.

This section comprises the following topics:

- Projects Profitability Management Key Performance Indicators, page 11-8
- Projects Profitability Reports, page 11-8
- Projects Cost Reports, page 11-17

Projects Profitability Management Key Performance Indicators

The key performance measures (KPI) for profitability reports are:

- Margin
- Margin Percent
- Revenue

For the calculation of each of the KPIs see Report Headings and Calculations in Projects Profitability Reports below.

The Actual Profitability, Cost Summary, Cost Trend, and Profitability Trend portlets provide details on the above KPIs.

The report compares the key performance measures of revenue, margin, and margin percent for the organization, currency, the period type, period, and compare to values given. For more information on filtering data for reports see Report , page 11-2.

For more information on Daily Business Intelligence, see: Overview of Daily Business Intelligence, *Oracle Daily Business Intelligence User Guide*.

Projects Profitability Reports

Projects Profitability reports show actual profit against budgeted and forecasted profit and profitability trends. These reports include:

- Projects Actual Profitability Report, page 11-9
- Projects Forecast Profitability Report, page 11-11
- Projects Profitability Overview Report, page 11-13
- Projects Profitability Trend Report, page 11-14
- Projects Profitability Cumulative Trend Report, page 11-15

- Projects Profitability Detail Report, page 11-16

Report Headings and Calculations in Projects Profitability Reports

The following table lists the headings that appear on projects profitability reports and describes the way in which they are calculated.

Heading	Description (Formula)
Budgeted Margin	= Budgeted revenue - budgeted cost
Forecast Margin	= Forecast revenue - forecast cost
Change	Displayed either as amount or percent. It is the difference between the previous duration and the current duration, depending on the Period Type and Compare To parameters selected. For Trend reports the Compare To is prior year.
Forecast Margin Variance	(Forecast revenue - forecast cost) as a percentage of forecast revenue
Forecast Revenue	Forecasted revenue on selected projects for the period (week, period, quarter, year).
Margin	= Revenue - cost
Margin Percent	Is the margin as a percent of revenue or margin / revenue
Prior Year	The prior year and prior year% columns show the amounts or percents for the same duration (week, period, quarter, year) in the prior year to the as of date in the prior year.
Revenue	Accrued revenue on selected projects for the period (week, period, quarter, year) to the As Of Date selected

Projects Actual Profitability Report

This report shows the project profitability of the organization over a given time period for the key performance measures of revenue, margin, and margin percent. You can compare the actual profit in a period with that of a previous period or with that

budgeted for the entire period of the project.

The business questions answered in this report are:

- How profitable are the projects in my organizations?
- How does project profitability compare to the budget?
- How does project profitability compare to last year or the previous period?
- How profitable are the projects of the selected category and type (such as Renovation projects in a construction project category)?
- How does project profitability compare across different expenditure categories or across different revenue categories?

Parameters

You can limit profitability information by:

- Organization
- Operating Unit
- Period Type
- Compare To period
- Currency
- Category of the project
- Classification of the project
- Revenue Category
- Expenditure / Event Type

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification
- Project Revenue Category
- Expenditure / Event Type

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Period-to-date revenue, margin, margin percent
- Change between the current and prior year periods for each of the above quantities

For information on how headings are calculated, see Report Headings and Calculations in Projects Profitability Reports, page 11-9.

Note: Budget amounts are shown as full period amounts. When you select Budget as the Compare To parameter, period-to-date actual amounts are shown compared with the full period budget amounts.

Related Reports and Links

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-7.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations.
- Click on revenue, margin, or margin percent to view the Projects Profitability Overview Report, page 11-13.

Projects Forecast Profitability Report

This report shows forecast project profitability of an organization across selected time periods for the key performance measures of revenue, margin, and margin percent. You can compare forecast profit in a selected time period with that of a previous period or with the profit budgeted for the entire project.

The business questions answered in this report are:

- What is the forecast profitability of projects in my organizations?
- How does forecast project profitability compare to the budget?
- How does forecast project profitability compare to last year or the previous period?
- What is the forecast profitability across projects of the selected type and category (such as Renovation projects in a construction project category)?
- How does forecast profitability compare across the different expenditure categories or different revenue categories?

Parameters

You can limit forecast profitability information by:

- Organization
- Operating Unit
- Period Type
- Compare To period
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Period forecast revenue, forecast margin, and forecast margin percent
- Change between the comparison and current periods for each of the above quantities

For information on how headings are calculated, see Report Headings and Calculations in Projects Profitability Reports, page 11-9.

Related Reports and Links

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-7.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations.
- Click on revenue, margin, or margin percent to view the Projects Profitability

Projects Profitability Overview Report

This report shows the change in actual profitability and in forecast profitability for the key performance measures of revenue, cost, margin, and margin percent.

The business questions answered in this report are:

- What are the revenue, cost, and margin on projects compared to the budget?
- Is revenue or cost the source of margin variance?

Parameters

You can limit profitability information by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Revenue Category
- Expenditure / Event Type

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Period-to-date and prior year actual profitability
- Period and prior year forecast profitability
- Changes for actual and forecast profitability between the current and prior year period

For information on how quantities are calculated, see Report Headings and Calculations in Projects Profitability Reports, page 11-9.

Related Reports and Links

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-7.

You can drill down to the following detailed information:

- Click on a period-to-date Revenue, Margin or Margin Percent amount to view the related Projects Profitability Detail Report, page 11-16 that lists the projects comprising these amounts.
- Click on a period-to-date Cost amount to view the related Projects Cost Detail , page 11-22Report that lists the projects comprising these amounts.

Projects Profitability Trend Report

This report compares revenue and margin percent for each period in the current and in the prior year to display trends in organization profits.

The business questions answered in this report are:

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

Parameters

You can limit profitability information over time by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Revenue Category
- Expenditure / Event Type

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Period and prior year revenue
- Current and prior year margin percent
- Changes between the current and prior year periods for revenue and for margin percent

For information on how headings are calculated, see Report Headings and Calculations

in Projects Profitability Reports, page 11-9.

Related Reports and Links

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-7.

Projects Profitability Cumulative Trend Report

This report compares total revenue and margin percent across periods of the current and prior year to display the cumulative trend in profitability of the organization. While the Projects Profitability Trend report shows profit amounts for each period in the current and in the prior year, this report displays the profit accumulated across the periods of a year.

The business questions answered in this report are:

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

Parameters

You can limit cumulative profitability information across the periods of a year by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Revenue Category
- Expenditure / Event Type

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Period and prior year revenue
- Period and prior year margin percent
- Changes between the current and prior year periods for revenue and for margin percent

For information on how headings are calculated, see Report Headings and Calculations in Projects Profitability Reports, page 11-9.

Related Reports and Links

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-7.

Projects Profitability Detail Report

This report shows the details of the information that is summarized in the Projects Actual Profitability, Projects Forecast Profitability, and Projects Profitability Overview reports.

The business questions answered in this report are:

- What is the profitability of each project during the selected period?
- How does the actual profitability of individual projects compare with their forecast profitability?
- How does the actual profitability of each project compare with its budgeted profitability?

Parameters

You can limit profitability details by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Project Name
- Revenue Category
- Expenditure / Event Type

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Period-to-date cost, revenue, and margin
- Period forecast cost, revenue, and margin
- Period budgeted margin
- Period forecast margin variance

For information on how headings are calculated, see Report Headings and Calculations in Projects Profitability Reports, page 11-9.

Related Reports and Links

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-7.

For information on navigating to the financial and resource-related details of a project, see: Viewing Performance Reports for a Project, page 11-6.

Projects Cost Reports

Projects Cost reports compare actual costs with budgeted and forecasted costs, and displays trends. These reports include:

- Projects Cost Summary Report, page 11-18
- Projects Cost Trend Report, page 11-20
- Projects Cost Cumulative Trend Report, page 11-21
- Projects Cost Detail Report, page 11-22

Report Headings and Calculations in Project Cost Reports

The following table lists the headings that appear on projects cost reports and describes the way in which they are calculated.

Heading	Description (Formula)
Budgeted Cost	Budgeted cost for the period (week, period, quarter, year)
Capital Cost	Capitalizable cost for the duration (week, period, quarter, year) to the as of date.

Heading	Description (Formula)
Change	Displays the change from the previous duration to the current duration as an amount. The durations compared depends on the Period Type and Compare To parameters selected. On Trend reports the Compare To is prior year.
Cost	Total project cost for the duration (week, period, quarter, year) to the as of date.
Expense	Expense (non capitalizable cost) for the duration (week, period, quarter, year) to the as of date.
Forecast Cost	Forecast Cost for the period (week, period, quarter, or year)
Forecast Cost Variance	$(\text{Forecast Cost} - \text{Budgeted Cost}) / \text{Budgeted Cost}$
Percent Cost	Capital Cost / Cost on projects for the duration (week, period, quarter, year) to the as of date.
Prior Year	The prior year and prior year% columns show the amounts or percents for the same duration (week, period, quarter, year) in the prior year to the as of date in the prior year.

Projects Cost Summary Report

This report compares actual costs with forecast and budgeted cost across selected time periods for the current and previous years.

The business questions answered in this report are:

- What is the cost on projects in my organizations?
- What are the costs on projects compared to the budget?
- How do forecast costs compare with actual project costs across periods?
- How do project costs compare to last year or the previous period?
- What is the cost across projects of a given type and category?

Parameters

You can limit project cost information by:

- Organization
- Operating Unit
- Period Type
- Compare To period
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Project Work Type

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification
- Expenditure Category
- Expenditure Type
- Project Work Type

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Period-to-date actual cost
- Period forecast cost
- Changes between the comparison and current periods for each of the above

headings

For information on how headings are calculated, see Report Headings and Calculations in Projects Cost Reports, page 11-17.

Related Reports and Links

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-7.

You can drill down to the following detailed information:

- Click on a period-to-date Actual amount to view the related Projects Cost Detail , page 11-22Report that lists the projects comprising these amounts.

Projects Cost Trend Report

This report compares costs for projects across the periods of the current year with the periods of the previous year to display trends in cost.

The business questions answered in this report are:

- What is the trend in costs this year compared to that of last year?

Parameters

You can limit cost trends by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Project Work Type

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Current and prior year cost over time and the change between them

For information on how headings are calculated, see Report Headings and Calculations in Projects Cost Reports, page 11-17.

Related Reports and Links

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-7.

Projects Cost Cumulative Trend Report

This report compares the total costs of projects for the current and the previous year to show cumulative trends. While the Projects Cost Trend report shows cost amounts for each period, this report sums up the costs across periods to show cumulative cost.

The business questions answered in this report are:

- What is the cumulative cost trend this year in comparison to that of last year?

Parameters

You can limit cumulative cost trends by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Project Work Type

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Current and prior year cumulative cost over time and the change between them

For information on how headings are calculated, see Report Headings and Calculations in Projects Cost Reports, page 11-17.

Related Reports and Links

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-

7.

Projects Cost Detail Report

This report shows in detail, the information that is summarized in the Projects Cost Report, page 11-18.

The business questions answered in this report are:

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

Parameters

You can limit cost details by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Project Work Type
- Project Name

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Period-to-date cost, and cost variance
- Period budgeted cost, forecasted cost, and forecasted cost variance

For information on how headings are calculated, see Report Headings and Calculations in Projects Cost Reports, page 11-17.

Related Reports and Links

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-7.

For information on navigating to the financial and resource-related details of a project,

see: Viewing Performance Reports for a Project, page 11-6.

Projects Operations Management Dashboard

You can access the Projects Operations Management dashboard via the Project Executive, Daily Project Intelligence, or Project Intelligence Superuser responsibility. This dashboard summarizes amounts related to bookings and backlog, and utilization and availability amounts against resources.

This section comprises the following topics:

- Projects Operations Management Key Performance Indicators, page 11-23
- Projects Bookings and Backlog Reports, page 11-24
- Projects Utilization Reports, page 11-44
- Projects Resource Availability Reports, page 11-55

Report Headings and Calculations in Projects Operational Reports

Report headings for Projects Operations Management can be divided into the two broad areas of bookings and backlog reports and resource management reports as given below:

- Report Headings and Calculations in Projects Bookings and Backlog Reports, *Oracle Daily Business Intelligence User Guide*
- Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*

Projects Operations Management Key Performance Indicators

The key performance measures (KPI) for projects operation reports are:

- Billable Utilization Percent
- Total Utilization Percent
- Available Resources Percent
- Bookings
- Backlog
- Book to Bill ratio

For the calculation of each of the KPIs see Report Headings and Calculations in Projects

Bookings and Backlog Reports and Report Headings and Calculations in Projects Resource Management Reports below.

Projects Bookings and Backlog Reports

Projects operations management is concerned with the funding advanced by the stakeholder or bookings and the remaining amount of the bookings or backlog after the recovery of revenue per costs incurred.

These reports include:

- Projects Bookings and Backlog Summary Report, page 11-27
- Projects Bookings and Backlog Detail Report, page 11-28
- Projects Bookings and Backlog Activity Report, page 11-30
- Projects Bookings and Backlog Activity Detail Report, page 11-31
- Projects Bookings Summary Report, page 11-32
- Projects Bookings Trend Report, page 11-33
- Projects Bookings Source Trend Report, page 11-34
- Projects Backlog Summary Report, page 11-36
- Projects Backlog Trend Report, page 11-37

Report Headings and Calculations in Projects Bookings and Backlog Reports

The formulas used to calculate headings in the projects bookings and backlog reports are shown below:

Booking and Backlog Headings

Heading	Description (Formula)
Active Backlog	Backlog on active, ongoing projects
Additional Bookings Amount	Total funding classified as "additional"
Additional Bookings Count	Number of funding lines entered as "additional"

Heading	Description (Formula)
Average Additional Booking	Additional Bookings Amount / Additional Bookings Count
Average Original Booking	Original Bookings Amount / Original Bookings Count
Backlog	Project funding not yet accrued as revenue; unrecognized funding
Backlog Not Started	Backlog on projects that have not yet started (where there is no billable transaction activity to date)
Backlog Percent of Total Bookings	Total Ending Backlog / Total Bookings, Inception to Date
Beginning Backlog	Funding not yet accrued as of the beginning of the period
Book to Bill Ratio	Period-to-Date Bookings / Period-to-Date Revenue (where Period-to-Date is the number of days you specify in your Daily Business Intelligence for Projects setup)
Bookings	Project funding allocated during the period
Bookings Adjustments	Funding lines classified as "Correction" or "Transfer"
Cancellations	Funding lines classified as "Cancellation"
Dormant Backlog	Backlog on projects that have had no revenue accrual for a specified period of time (time period is specified in Daily Business Intelligence for Projects setup)
Lost Backlog	Backlog remaining on projects that have been closed. Also termed "money on the table".
Original Bookings Amount	Funding lines classified as "Original"

Heading	Description (Formula)
Original Bookings Count	Number of funding lines classified as "Original"
Prior Year Total Net Bookings	Previous year bookings amount for the given period (= Previous Year Original Bookings + Previous Year Additional Bookings)
Revenue at Risk	Accrued revenue in excess of funding (= Accrued revenue - Total Funding). Can also be revenue exceeding backlog on a project if the result of the total ending backlog formula is negative.
Total Bookings Count	= Original Bookings Count + Additional Bookings Count
Total Bookings ITD	= Original Bookings + Additional Bookings + Bookings Adjustments - Cancellations (from inception till date)
Total Ending Backlog	Beginning backlog + Total net bookings for the period - Accrued revenue - Revenue at risk at the beginning of the period (if the result of this formula is negative, zero is displayed)
Total Net Bookings Amount	= Original Bookings + Additional Bookings + Bookings Adjustments - Cancellations (for the given period)

Headings for Changes in Bookings and Backlog

Heading	Description (Formula)
Change in Backlog	= (Total Ending Backlog - Prior Period-to-Date Backlog) / Prior Period-to-Date Backlog
Change in Book to Bill Ratio	= Book to Bill Ratio - Prior Period-to-Date Book to Bill Ratio

Heading	Description (Formula)
Percent Change in Bookings from the previous year	<p>The increase or decrease in total net bookings from the previous year as a percent of previous year net booking. This is for the given period.</p> $= (\text{Current Total Net Bookings Amount} - \text{Previous Year Net Bookings Amount}) / \text{Previous Year Net Bookings Amount}$
Percent Change in Original Bookings from the previous year	<p>The increase or decrease in original bookings from the previous year as a percent of previous year original booking. This is for the given period.</p> $= (\text{Period-to-Date Original Bookings} - \text{Prior Period-to-Date Original Bookings}) / \text{Prior Period-to-Date Original Bookings}$

Projects Bookings and Backlog Summary Report

This report compares bookings and backlog for the current and comparison periods.

The business questions answered in this report are:

- How do the total bookings, backlog, and book-to-bill ratio compare across organizations?
- How have these amounts changed relative to last year or the previous period?
- Which projects of a type and category are responsible for bookings this period?
- What is the backlog of projects of a type and category?

Parameters

You can limit bookings and backlog information by:

- Organization
- Operating Unit
- Period Type
- Compare to Period
- Currency

- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Change in bookings
- Total ending backlog
- Change in backlog
- Change in book to bill ratio

For information on how headings are calculated, see Report Headings and Calculations in Projects Bookings and Backlog Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations
- Click on Period to Date Bookings to view the Projects Bookings Summary Report, page 11-32.
- Click on Total Backlog to view the Projects Backlog Summary Report, page 11-36.
- Click on Book to Bill Ratio to view the Projects Bookings and Backlog Activity Report, page 11-30.

Projects Bookings and Backlog Detail Report

The report lists the projects that generate bookings in a given period of time. The report

also displays the different backlog amounts on each project. Besides booking and backlog information, the report displays project details such as start and end dates, project manager, and primary customer.

The business questions answered in this report are:

- What projects are responsible for bookings in this period?
- What projects make up the backlog?
- How much backlog was lost and which projects were responsible for this?
- Which projects have revenue at risk?

Parameters

You can limit bookings and backlog details by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Revenue at Risk Projects only

For more information, see Report Parameters, page 11-2.

Headings

The quantities for this report are:

- Total bookings
- Total ending backlog

For information on how headings are calculated, see Report Headings and Calculations in Projects Bookings and Backlog Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

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

For information on navigating to the financial and resource-related details of a project, see: Viewing Performance Reports for a Project, page 11-6.

Projects Bookings and Backlog Activity Report

This report shows changes in backlog and the components of backlog changes. The components include:

- Original Bookings
- Additional Bookings
- Bookings Adjustments
- Cancellations
- Accrued Revenue

The business questions answered in this report are:

- What is the size of current backlog?
- What is the change in backlog?
- What is the cause of the change in backlog?

Parameters

You can limit information on bookings and backlog activity by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Total net bookings
- Total ending backlog
- Revenue at risk
- Lost backlog

For information on how headings are calculated, see Report Headings and Calculations in Projects Bookings and Backlog Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on a Total Ending Backlog amount to view the related Projects Bookings and Backlog Activity Detail Report, page 11-31 that lists the projects comprising these amounts.

Projects Bookings and Backlog Activity Details Report

This report shows project-level detail of the information in the Projects Bookings and Backlog Activity Report, page 11-30.

The business questions answered in this report are:

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

Parameters

You can limit bookings and backlog activity details by:

- Organization
- Operating Unit
- Period Type
- Currency

- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Total net bookings
- Total ending backlog
- Revenue at risk
- Lost backlog

For information on how headings are calculated, see Report Headings and Calculations in Projects Bookings and Backlog Reports, *Backlog Reports*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

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

For information on navigating to the financial and resource-related details of a project, see: Viewing Performance Reports for a Project, page 11-6.

Projects Bookings Summary Report

This report shows the total number and value of bookings to date. It indicates if bookings are new projects or extensions of existing projects. It also compares bookings for the current and previous years.

The business questions answered in this report are:

- Are bookings from new projects or from change orders?
- How do current bookings compare with bookings from the previous year?
- Which projects of a type and category are responsible for current bookings?

Parameters

You can limit booking information by:

- Organization

- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Total booking counts for the period
- Total net bookings for the current period
- Total net bookings for the prior year period
- Percent change in total net bookings between current period and prior year period

For information on how headings are calculated, see Report Headings and Calculations in Projects Bookings and Backlog Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on an Original, Additional, or Total Bookings Amount to view the related Projects Bookings and Backlog Detail Report, page 11-28 that lists the projects comprising these amounts.

Projects Bookings Trend Report

This report compares original and additional bookings by period for the current and previous years.

The business questions answered in this report are:

- How much have I booked in new projects this year in comparison to last year?
- How do my total bookings compare to that of last year?

Parameters

You can limit information on booking trends by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Original and total net bookings for the current period
- Original and total net bookings for the prior year period
- Percent change in original bookings between the current and the prior year period
- Percent change in total net bookings between the current and the prior year period

For information on how headings are calculated, see Report Headings and Calculations in Projects Bookings and Backlog Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on an Original Additional Bookings Amount to view the related Projects Bookings and Backlog Detail Report, page 11-28 that lists the projects comprising these amounts.

Projects Bookings Source Trend Report

This report shows the count and amount of original and additional bookings by period.

It also displays the corresponding average original and additional bookings in each period.

The business questions answered in this report are:

- How many new project bookings were made each period over the past year?
- How many bookings were generated from change orders in each period over the past year?

Parameters

You can limit information on trends in booking sources by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Original average bookings
- Additional average bookings

For information on how headings are calculated, see Report Headings and Calculations in Projects in Bookings and Backlog Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on an Original or Additional Bookings Amount to view the related Projects Bookings and Backlog Detail Report, page 11-28 that lists the projects comprising these amounts.

Projects Backlog Summary Report

This report lists the total backlog, by category, for a set of organizations and projects of a type and category.

The business questions answered in this report are:

- What is the total ending backlog for projects that have not started?
- What is the backlog on active projects?
- What is the backlog on projects with no activity?
- What backlog remains on projects that have been closed?
- What is the amount of revenue at risk on projects?

Parameters

You can limit backlog information by:

- Organization
- Operating Unit
- Period Type
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Total ending backlog for the current period
- Total ending backlog for the prior year period
- Percent change in total ending backlog between the prior year period and current

period

- Total net bookings from inception till date
- Backlog percent of total bookings
- Lost backlog
- Revenue at risk

For information on how headings are calculated, see Report Headings and Calculations in Projects in Bookings and Backlog Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on a Total Ending Backlog amount to view the related Projects Bookings and Backlog Detail Report, page 11-28 that lists the projects comprising these amounts.

Projects Backlog Trend Report

This report compares the amount and source of backlog change by period for the current and previous years.

The business questions answered in this report are:

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

Parameters

You can limit information on backlog trends by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Total net bookings
- Accrued revenue and revenue at risk
- Beginning backlog, lost backlog, and total ending backlog for the current period and for the prior year period
- Percent change in the total ending backlogs for the current period and for the prior year period

For information on how headings are calculated, see Report Headings and Calculations in Projects Bookings and Backlog Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on an amount to view the related Projects Bookings and Backlog Activity Detail Report, page 11-31 that lists the projects comprising these amounts.

Projects Resource Management Reports

This section describes the two sets of resource-related reports; one for resource utilization and the other set for resources availability.

For reports on resources, see either:

- Projects Utilization Reports, page 11-44
- Projects Resource Availability Reports, page 11-55

Report Headings and Calculations in Projects Resource Management Reports

The formulas used to calculate headings in the Project Resource Management reports are shown below:

Headings in Projects Resource Management Reports

Heading	Description (Formula)
Actual Hours	Total unweighted actual hours

Heading	Description (Formula)
Actual Weighted Hours	Weighted actual hours based on the work type
Available Days	Number of full-time employee days the resources are available based on only confirmed assignments (Capacity Days - Confirmed Days)
Available Hours	Capacity Hours - Confirmed Hours
Available Since*	Date the resource became available
Available x Days (x = 1-5, 6-10, 16-20, and Greater than 20)	<p>If Duration Type is Consecutive: The number of resources available for x consecutive days within the specified time boundary.</p> <p>If Duration Type is Cumulative: The number of resources available for a total of x days within the specified time boundary.</p>
Billable Hours	Total actual billable work type hours
Billable Weighted Hours	Billable hours weighted based on the work type
Capacity Hours	Total hours based on the resource's calendar less hours with a work type that reduces capacity
Confirmed Billable Hours	Scheduled billable hours with confirmed assignment status
Confirmed Hours	see: Confirmed Scheduled Hours
Confirmed Non-Billable Hours	Scheduled non-billable hours with confirmed assignment status
Confirmed Scheduled Hours	Scheduled assignment hours with confirmed status
Current Available Resources	The number of available resources on the specified Date

Heading	Description (Formula)
Current Available Resources Percent	Available resources as a percent of total resources (Current Week Available Resources / Total Resources)
Current/Last Project	Name of current billable project, or name of last billable project or projects the resource was working on before becoming available.
Current Week Available Resources	Number of resources available in the current week
Expected Hours	Actual hours through the last summarization date + Scheduled hours from the last summarization date to the end of the period
Job Level	Job level of the resource
Missing Hours	Capacity Hours - Total actual hours worked reported on timecards
Next Project*	Project number of next assignment
Next Assignment Date*	Start date of next billable assignment
Non-Billable Hours	Total actual non-billable work type hours
Percent of Days Available	Percentage of time the resource is available to capacity (Available Days / Capacity Days)
Provisional Billable Hours	Scheduled billable hours with provisional assignment status
Provisional Hours	see: Provisional Scheduled Hours
Provisional Non-Billable Hours	Scheduled non-billable hours with provisional assignment status
Provisional Scheduled Hours	Provisionally scheduled assignment hours
Scheduled Capacity Hours	Total Scheduled Capacity hours - Hours on Assignments with Work Types That Reduce Capacity

Heading	Description (Formula)
Scheduled Hours	see: Confirmed Scheduled Hours
Scheduled Utilization Hours	Confirmed scheduled hours weighted based on the work type
Total Available Resources	Number of available resources for the organization in the specified period for the specified availability threshold (Capacity Hours - Confirmed Scheduled Hours).
Total Available Resources Percent	Available resources in the specified period, as a percent of total resources ((Total Available Resources / Total Resources) * 100)
Total Resources	Total number of resources
Training Hours	Total training work type hours with confirmed status
Unassigned Hours	Number of hours for which the resources are completely unscheduled (Capacity Hours - Confirmed Scheduled Hours - Provisional Scheduled Hours)
Utilization Hours	Actual hours weighted based on work type
Variance to Scheduled Utilization Percent	Actual Utilization Percent - Scheduled Utilization Percent
Week 1, 2, 3, 4	Available resources one, two, three, and four weeks from now

*The unit of measure for each of these amounts depends on the unit of measure for reporting labor, as specified in the Daily Business Intelligence for Projects setup. "Hours" is used in the descriptions below, but the definition also applies if the unit of measure is Days or Weeks (just substitute the unit of measure in the description).

Percent Headings in Projects Resource Management Reports

Heading	Description (Formula)
Actual Utilization Percent	Actual Weighted Hours / Capacity Hours
Billable Utilization Percent	Billable Weighted Hours / Capacity Hours
Expected Training Percent	Expected training hours / Capacity hours Expected training hours = Actual training hours + Scheduled training hours Note: Actual training hours is calculated through the last summarization date. Scheduled training hours is calculated from the last summarization date to the As of Date.
Expected Utilization Percent	Actual Utilization Percent + Scheduled Utilization Percent Note: Actual utilization is calculated through the last summarization date. Scheduled utilization is calculated from the last summarization date to the As of Date.
Non-Billable Utilization Percent	Non-Billable Weighted Hours / Capacity Hours
Percent Hours Available	Available Hours / Capacity Hours
Period-to-Date Billable Utilization Percent	Period-to-Date Billable Weighted Hours / Period-to-Date Capacity Hours
Period-to-Date Total Utilization Percent	Period-to-Date Actual Hours / Period-to-Date Capacity Hours (includes billable and non-billable utilization)
Prior Year Utilization Percent	Prior Year Weighted Hours* / Prior Year Capacity Hours
Provisional Billable Utilization Percent	Billable Provisional Weighted Hours* / Capacity Hours
Provisional Scheduled Utilization Percent	Provisional Scheduled Weighted Hours / Capacity Hours

Heading	Description (Formula)
Scheduled Utilization Percent	Confirmed Scheduled Weighted Hours / Capacity Hours
Training Percent	Training Hours / Capacity Hours
Unassigned Percent	Available (Unscheduled) Hours / Capacity Hours
Utilization Percent	Weighted Hours* / Capacity Hours
Utilization Percent to Date	Period-to-Date Weighted Hours* / Period-to-Date Capacity Hours

*Hours are either *actual* or *scheduled*, depending on the report.

Headings for Changes in Projects Resource Management Reports

Heading	Description (Formula)
Change in Actual Utilization Percent	Period-to-Date Actual Utilization Percent - Prior Period-to-Date Actual Utilization Percent
Change in Available Resources Percent	Period-to-Date Available Resources Percent - Prior Period-to-Date Available Resources Percent
Change in Billable Utilization Percent	Period-to-Date Billable Utilization Percent - Prior Period-to-Date Billable Utilization Percent
Change in Missing Hours	Period-to-Date Missing Hours - Prior Period-to-Date Missing Hours / Prior Period-to-Date Missing Hours
Change in Total Utilization Percent	Period-to-Date Total Utilization Percent - Prior Period-to-Date Total Utilization Percent
Variance to Scheduled Utilization Percent	Actual Utilization Percent - Scheduled Utilization Percent

Projects Utilization Reports

This set of reports compares the scheduled, actual, and expected resource utilization by organization of an operating unit. These reports include:

- Projects Resource Utilization and Availability Report, page 11-44
- Projects Utilization Summary Report, page 11-45
- Projects Utilization Trend Report, page 11-47
- Projects Actual Utilization Report, page 11-48
- Projects Actual Utilization Detail Report, page 11-49
- Projects Scheduled Utilization Report, page 11-50
- Projects Scheduled Utilization Detail Report, page 11-52
- Projects Expected Utilization Report, page 11-53
- Projects Expected Utilization Detail Report, page 11-54

Projects Resource Utilization and Availability Report

This report compares resource utilization and availability by organization for the current and previous years.

The business questions answered in this report are:

- How does current billable utilization percent compare to that of the previous year?
- How does the current percent of available resource hours compare to that of the previous year?
- What is the trend in utilization across organizations?

Parameters

You can limit resource utilization and availability information by:

- Organization
- Operating Unit
- Period Type
- Compare to Period

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Current billable utilization percent
- Change in billable utilization percent between current and prior year period
- Current total utilization percent
- Change in total utilization percent between current and prior year period
- Current percent availability
- Change in percent availability between current and prior year period

For information on how headings are calculated, see Report Headings and Calculations in *Projects Resource Management Reports, Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on a Total Utilization Percent Change amount to view the related Projects Utilization Summary Report, page 11-45 that lists the projects comprising these amounts.

For more detailed information about Resource Utilization, see the *Oracle Project Resource Management Implementation and Administration Guide*.

Projects Utilization Summary Report

This report compares actual utilization, billable utilization, and missing hours for the current and previous years or periods. It also compares current and prior actual utilization with scheduled utilization.

The business questions answered in this report are:

- How does current actual utilization compare to scheduled and previous year utilization?
- How does current billable utilization compare to that of the previous year?
- What is the total number of hours that resources were available but not utilized this year and last year?

Parameters

You can limit resource utilization information by:

- Organization
- Operating Unit
- Period Type
- Compare to Period
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Resource Organization
- Utilization Category
- Work Type
- Job Level

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Period to date actual and scheduled utilization percent and the variance periods
- Change in the actual utilization percent from the prior year
- Period to date billable utilization percent and the change in this from the prior year
- Missing hours and the change in this from the prior year

For information on how headings are calculated, see Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations.
- Click on an Actual Utilization Percent heading to view the related Projects Actual Utilization Report, page 11-48.
- Click on an Scheduled Utilization Percent heading to view the related Projects Scheduled Utilization Report, page 11-50.

Projects Utilization Trend Report

This report compares actual and scheduled utilization by organization, for the current and previous years. You can use this report to see if an organization's resources are working according per scheduled.

The business questions answered in this report are:

- How does the actual utilization compare to scheduled utilization?
- Are resources working according to their projected schedules?

Parameters

You can limit information on trends in resource utilization by:

- Organization
- Operating Unit
- Period Type

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Actual, scheduled (provisional, confirmed, utilization), missing, and utilization hours
- Percent utilization (actual, scheduled, billable, and non-billable)
- Prior year utilization percent

For information on how headings are calculated, see Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on an Actual Utilization Percent heading to view the related Projects Actual Utilization Report , page 11-48that lists the projects comprising these amounts.
- Click on an Scheduled Utilization Percent heading to view the related Projects Scheduled Utilization Report , page 11-50that lists the projects comprising these headings.

Projects Actual Utilization Report

This report shows current and prior year utilization for an organization.

The business questions answered in this report are:

- Which organizations have the highest utilization?
- How does my actual utilization compare to that of the previous year?
- What is the breakdown of utilization with respect to billable hours, training hours, and job level?

Parameters

You can limit actual utilization information by:

- Organization
- Operating Unit
- Period Type
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Resource Organization
- Utilization Category
- Work Type
- Job Level

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Actual and capacity hours for the current and prior year periods
- Utilization and missing hours
- Percent utilization, billable, and non-billable utilization for the current and prior year periods
- Percent training for the current and prior year period

For information on how headings are calculated, see Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations.
- Click on a Utilization Percent amount to view the related Projects Actual Utilization Report , page 11-48that lists the projects comprising these amounts.

Projects Actual Utilization Detail Report

This report shows the breakdown of utilization information for an organization by the individual resources in a work type and job level. You can view amounts by employee and contingent worker. For more information, see: Viewing Utilization and Availability for Employees and Contingent Workers, page 11-7.

The business questions answered in this report are:

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

Parameters

You can limit actual utilization details by:

- Organization
- Operating Unit
- Period Type
- Utilization Category
- Work Type

- Job Level

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Actual, capacity, missing, billable, non-billable, and training hours
- Percent actual, billable, and non-billable utilization
- Percent training

For information on how headings are calculated, see Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

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

Projects Scheduled Utilization Report

This report compares an organization's scheduled, actual and capacity hours. It also compares billable, non-billable utilization for the current and previous years. Scheduled utilization is shown by utilization category, work type, and job level.

The business questions answered in this report are:

- What is the scheduled utilization across organizations?
- How does scheduled utilization this year compare to that of last year?
- What is the breakdown of scheduled utilization with respect to billable hours, training hours, and job level?
- How much of the resource availability was unassigned and how much was spent in training?

Parameters

You can limit scheduled utilization information by:

- Organization
- Operating Unit

- Period Type
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Resource Organization
- Utilization Category
- Work Type
- Job Level

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Capacity, provisional, scheduled, and utilization hours
- Prior year actual hours
- Percent billable and non billable utilization for the current period and for the prior year period
- Percent scheduled and provisional (billable and non billable) utilization
- Prior year percent utilization
- Percent unassigned and training

For information on how headings are calculated, see Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its

suborganizations.

- Click on a Utilization Percent amount to view the related Projects Scheduled Utilization Report, page 11-50 that lists the projects comprising these amounts.

Projects Scheduled Utilization Detail Report

This report shows the breakdown of scheduled utilization by individual resources for a utilization category, work type and job level. You can view amounts by employee and contingent worker. For more information, see: Viewing Utilization and Availability for Employees and Contingent Workers, page 11-7.

The business questions answered in this report are:

- What is the detailed breakdown of scheduled utilization information by resource?
- What is the actual billable and non-billable utilization compared to the scheduled utilization?
- Have individual resources been utilized well?

Parameters

You can limit scheduled utilization details by:

- Organization
- Operating Unit
- Period Type
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Scheduled, capacity, provisional and confirmed billable and non-billable, and training hours
- Percent scheduled, billable, and non-billable utilization
- Percent unassigned and percent training

For information on how headings are calculated, see Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

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

Projects Expected Utilization Report

This report shows expected utilization based on actual utilization to date and scheduled utilization in the future.

The business questions answered in this report are:

- Based on actual work done to date and scheduled work for the future, what is the expected utilization for this period?
- If provisional assignments are not confirmed, what is the impact on expected utilization?
- How does expected utilization compare with the previous year utilization?

Parameters

You can limit expected utilization information by:

- Organization
- Operating Unit
- Period Type
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Resource Organization
- Utilization Category
- Work Type

- Job Level

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Capacity and expected hours
- Percent provisional, scheduled, actual, and expected utilization
- Percent expected total utilization and prior year total utilization

For information on how headings are calculated, see Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations
- Click on a Scheduled Utilization Percent to view the related Projects Scheduled Utilization Detail Report, page 11-52 that lists the projects comprising these amounts.

Note: For the Expected Utilization Report, actual utilization is shown through the last summarization date. Scheduled utilization is shown from the last summarization date to the As of Date.

Projects Expected Utilization Detail Report

This report shows the breakdown of expected utilization by individual resource, based on actual utilization to date and scheduled work for the future. The report lists utilized resources for the utilization category, work type, and job level. You can view amounts by employee and contingent worker. For more information, see: Viewing Utilization and Availability for Employees and Contingent Workers, page 11-7.

The business questions answered in this report are:

- For each resource, what can I expect utilization to be for the period, based on the actual work done to date and scheduled work for the future?
- If my provisional assignments are not confirmed, what is the impact on my projected resource utilization?

- How does projected resource utilization for this year compare with that of last year?

Parameters

You can limit expected utilization details by:

- Organization
- Operating Unit
- Period Type
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Expected, capacity, and missing hours
- Percent actual, scheduled (provisional and confirmed), expected, expected billable, expected non-billable, and expected total utilization
- Percent prior year utilization
- Percent expected training

For information on how headings are calculated, see Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

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

Projects Resource Availability Reports

Resource availability reports display the current and future availability of the resources of an organization including trends. These reports include:

- Projects Available Time Summary Report, page 11-56

- Projects Availability Trend Report, page 11-57
- Projects Current Available Resources Report, page 11-58
- Projects Available Resources Duration Report, page 11-59
- Projects Available Resource Detail Report , page 11-60

Projects Available Time Summary Report

This report shows the number of available hours or days (depending on the set up of the labor unit display).

The business questions answered in this report are:

- How much time is available?
- What organizations have the most availability?
- For organizations with high availability, what is their utilization to date and expected utilization for the future?
- How many more resource hours become available if provisional assignments are not approved?

Parameters

You can limit information on availability by:

- Organization
- Operating Unit
- Period Type
- Availability Threshold

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Capacity, provisional, confirmed, unassigned, and available hours
- Percent scheduled and actual utilization
- Percent available hours

For information on how headings are calculated, see Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on an Available Days amount to view the related Projects Available Resource Detail Report, page 11-60 that lists the projects comprising these amounts.
- Click on a Percent Days Available amount to view the related Projects Availability Trend Report, page 11-57 that lists the projects comprising these amounts.

Projects Availability Trend Report

This report displays the trend of available resources for an organization over the next thirteen weeks.

The business questions answered in this report are:

- What is the trend of available time over the next quarter?
- How much time is provisional? How much is confirmed?

Parameters

You can limit information on availability trends by:

- Organization
- Operating Unit
- Period Type
- Availability Threshold

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Capacity, provisional, confirmed, unassigned, and available hours
- Percent scheduled utilization
- Percent available hours

For information on how headings are calculated, see Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-

23.

You can drill down to the following detailed information:

- Click on an Available Days figure to view the related Projects Available Resource Detail Report, page 11-60 that lists the projects comprising these amounts.

Projects Current Available Resources Report

This report shows the number of resources currently available and those available over the next four weeks.

The business questions answered in this report are:

- What percentage of my resources are available today?
- How many resources are available today, and how many resources will be available in the future?

Parameters

You can limit information on current availability of resources by:

- Organization
- Operating Unit
- Availability Threshold

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Total number of resources
- Number of resources available now, and one, two, three, and four weeks from now
- Percent current available resources

For information on how headings are calculated, see Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on a Current Available Resources amount to view the related Projects Available Resource Detail Report, page 11-60 that lists the projects comprising these amounts.

- Click on a Total Available Resources Percent amount to view the related Projects Availability Trend Report, page 11-57 that lists the projects comprising these amounts.

Projects Available Resources Duration Report

This report shows how long resources are currently available and how long they will remain available.

The business questions answered in this report are:

- How many resources are available, and for how long are they available?
- For how long were my currently available resources available in the past?
- For how long will my currently available resources be available in the future?

Parameters

You can limit information on the duration of availability by:

- Organization
- Operating Unit
- Period Type
- Availability Threshold
- Duration Type

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Total number of resources
- Number of resources currently available, available for consecutive or incremental five-day periods in the next 20 days, and available beyond the first 20 days
- Percent total available resources for the period

For information on how headings are calculated, see Report Headings and Calculations in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on a Current or Total Available Resources amount, or on an Available Days amount, to view the related Projects Available Resource Detail Report, page 11-60 that lists the projects comprising these amounts.

Projects Available Resource Detail Report

This report shows a detailed listing of resources who are available. The report shows how long each resource has been available, and other key staffing information. You can view amounts by employee and contingent worker. For more information, see: Viewing Utilization and Availability for Employees and Contingent Workers, page 11-7.

The business questions answered in this report are:

- Who are the available resources? How long have they been available? What was their last assignment? When is their next assignment?
- What available resources require immediate action, due to their low utilization?

Parameters

You can limit availability details by:

- Organization
- Operating Unit
- Period Type
- Availability Threshold
- Availability Days

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Job level of the resource
- Capacity, provisional, confirmed, unassigned, and available hours
- First date on which available, the current or last project that the person was in, the next project if known, and the next date of assignment.
- Percent scheduled and actual utilization

No information is displayed in the fields that display dates for availability or details on project and assignment for resources who are not available as of the selected Current Date.

For information on how headings are calculated, see Report Headings and Calculations

in Projects Resource Management Reports, *Oracle Daily Business Intelligence User Guide*.

Note: This report is based on cumulative availability duration. For more information, please refer to the Projects Available Resources Duration Report, page 11-59.

Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-23.

You can drill down to the following detailed information:

- Click on a resource to view employee details.

Capital Projects Cost Management Dashboard

You can access the Capital Projects Cost Management dashboard via the Project Executive, Daily Project Intelligence, or Project Intelligence Superuser responsibility. The dashboard summarizes capital costs and non-capital costs or expenses on capital projects.

This section comprises the following topics:

- Capital Projects Cost Management Key Performance Indicators, page 11-61
- Capital Projects Cost Reports, page 11-62

Capital Projects Cost Management Key Performance Indicators

The key performance measures (KPI) for capital project cost reports are:

- Cost
- Capital Cost
- Percent of Cost
- Expense

The Cost Summary, Cost Detail, and Cost Trend portlets provide details on each of the KPIs above.

For the calculation of each of the KPIs, see Report Headings and Calculations in Capital Projects Cost Reports, page 11-62.

The report compares the key performance measures of cost, capital cost, and expense for the organization, currency, the period type, period, and compare to values given and give a cost analysis. For more information on filtering data for reports see Report

Parameters, page 11-2.

Capital Projects Cost Reports

These reports compare actual cost with budgeted and forecasted cost for capital projects and displays trends. The reports are:

- Capital Projects Cost Summary Report, page 11-63
- Capital Projects Cost Detail Report, page 11-64
- Capital Projects Cost Trend Report, page 11-66
- Capital Projects Cost Cumulative Trend Report, page 11-67

You can also use the links to navigate to project cost and project profitability reports.

Report Headings and Calculations in Capital Projects Cost Reports

The following table lists cost headings for capital projects and describes the way in which they are calculated.

Heading	Description (Formula)
Capital Cost	Capitalizable cost for the duration (week, period, quarter, year) to the as of date.
Change (%)	The change and change% columns show the amount or percent change from previous duration to the current duration, depending on the selected parameters in Period Type and Compare To. On Trend reports the Compare To is prior year.
Cost	Total cost on capital projects for the duration (week, period, quarter, year) to the as of date.
Expense	Expense (non capitalizable cost) for the duration (week, period, quarter, year) to the as of date. = Total cost - capital cost
Percent Cost	Capital Cost / Cost for the duration (week, period, quarter, year) to the as of date for capital projects.

Heading	Description (Formula)
Prior Year	The prior year and prior year% columns show the amounts or percents for the same duration (week, period, quarter, year) in the prior year to the as of date in the prior year.

Capital Projects Cost Summary Report

This report displays the breakout of capitalizable and non capitalizable costs for capital and indirect/capital project types.

The business questions answered in this report are:

- How much have I spent toward capitalizable assets?
- What is my total non capitalizable cost (expense) on capital projects?
- What is the total cost (capitalizable and expense) for all capital projects?
- What is the cost of different project types in the capital project type class?
- What is my total expense (capitalizable and expense) on indirect and capital projects?

Parameters

You can limit information on costs for capital projects by:

- Organization
- Operating Unit
- Period Type
- Compare to Period
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Work Type

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification
- Expenditure Category
- Expenditure Type
- Work Type

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Period-to-date cost, capital cost, and expense
- Percent current cost and change between current percent cost and percent cost of the comparison period

For information on how headings are calculated, see Report Headings and Calculations in Capital Projects Cost Reports, page 11-62.

Related Reports and Links

For a list of related reports, see: Capital Projects Cost Management Dashboard, page 11-61.

You can drill down to the following detailed information:

- Click an organization name to see a breakdown of information by its suborganizations.
- Click any amount to view the Capital Projects Cost Detail Report, page 11-64.

Capital Projects Cost Detail Report

This report shows the details about the information that is summarized in the Capital Projects Cost Reports, page 11-62.

The business questions answered in this report are:

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

Parameters

You can limit detailed information on costs for capital projects by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Project Work Type
- Project Name

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Period-to-date cost, capital cost, and expense
- Percent cost

For information on how headings are calculated, see Report Headings and Calculations in Capital Projects Cost Reports, page 11-62.

Related Reports and Links

For a list of related reports, see: Capital Projects Cost Management Dashboard, page 11-61.

For information on navigating to the financial and resource-related details of a project, see: Viewing Performance Reports for a Project, page 11-6.

Capital Projects Cost Trend Report

This report shows the trend in costs over time and its breakdown for capital projects.

The business questions answered in this report are:

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

Parameters

You can limit trend information for costs on capital projects by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Work Type

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Current and prior year cost, capital cost, and expense
- Current and prior year percent cost and the change between them

For information on how headings are calculated, see Report Headings and Calculations in Capital Projects Cost Reports, page 11-62.

Related Reports and Links

For a list of related reports, see: Capital Projects Cost Management Dashboard, page 11-61.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations.

- Click on revenue, margin, or margin percent to view the Projects Profitability Overview Report, page 11-13.

Capital Projects Cost Cumulative Trend Report

This report shows the cumulative capital cost trend for the selected group of projects. While the Capital Projects Cost Trend report shows distinct capital cost amounts over time, in this report capital cost figures are accumulated within a period to show cumulative capital cost.

The business questions answered in this report are:

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

Parameters

You can limit information on cumulative trends by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Work Type

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Current cost, prior year cost, and the percent change between current and prior year periods

For information on how headings are calculated, see Report Headings and Calculations in Capital Projects Cost Reports, page 11-62.

Related Reports and Links

For a list of related reports, see: Capital Projects Cost Management Dashboard, page 11-61.

Contract Projects Cost Management Dashboard

You can access the Contract Projects Cost Management dashboard via the Project Executive, Daily Project Intelligence, or Project Intelligence Superuser responsibility. This dashboard summarizes the billable and non-billable costs on contract projects.

This section comprises the following topics:

- Contract Projects Cost Management Key Performance Indicators, page 11-68
- Contract Projects Cost Reports, page 11-68

Contract Projects Cost Management Key Performance Indicators

The key performance measures (KPI) for contract projects cost reports are:

- Cost
- Percent of budget
- Billable cost
- Percent of cost
- Non-billable cost

The Cost Summary, Cost Detail, and Cost Trend portlets provide details on each of the KPIs above.

For the calculation of each of the KPIs, see Report Headings and Calculations in Contract Projects Cost Reports.

The report compares the key performance measures of cost, billable cost, and expense for the current and comparison period and produces a cost analysis. For more information on filtering data for reports see Report Parameters, page 11-2.

Contract Projects Cost Reports

Cost reports for contract projects show capital cost and expense and trends in cost management.

Contract Projects Cost Reports include:

- Contract Projects Cost Summary Report, page 11-69
- Contract Projects Cost Detail Report, page 11-71
- Contract Projects Cost Trend Report, page 11-72

- Contract Projects Cost Cumulative Trend Report, page 11-73

Report Headings and Calculations in Contract Projects Cost Reports

The following table lists cost headings for contract projects and describes the way in which they are calculated.

Heading	Description (Formula)
Billable Cost	The billable cost for the duration (week, period, quarter, year) to the as of date.
Budget	Budget cost for the duration (week, period, quarter, year) to the as of date.
Change (%)	The change and change% columns show the amount or percent change from previous duration to the current duration, depending on the selected parameters in Period Type and Compare To. On Trend reports the Compare To is prior year.
Cost	.Total cost on contract projects for the duration (week, period, quarter, year) to the as of date.
Non-billable Cost	The non billable cost for the duration (week, period, quarter, year) to the as of date.
Percent Budget	Billable Cost / Budget Cost for the duration (week, period, quarter, year) to the as of date.
Percent Cost	Billable Cost / Cost on contract projects for the duration (week, period, quarter, year) to the as of date.
Prior Year	The prior year and prior year% columns show the amounts or percents for the same duration (week, period, quarter, year) in the prior year to the as of date in the prior year.

Contract Projects Cost Summary Report

This report displays the breakout of billable and non billable costs for contract and indirect project types.

The business questions answered in this report are:

- What is my total non billable cost on contract projects?
- What is my total expense (billable and non billable) on indirect and contract projects?

Parameters

You can limit information on costs for contract projects by:

- Organization
- Operating Unit
- Period Type
- Compare to Period
- Currency
- Category of the project
- Classification of the project
- Expenditure category
- Expenditure type
- Work type

For more information, see Report Parameters, page 11-2.

View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification
- Expenditure Category
- Expenditure type
- Work type

For more information, see Report Viewing Options, page 11-5.

Headings

The headings for this report are:

- Period to date cost, billable cost, budget, and non-billable cost
- Percent current cost against prior year cost.

For information on how headings are calculated, see Report Headings and Calculations in Contract Projects Cost Reports, page 11-69.

Related Reports and Links

For a list of related reports, see: Contract Projects Cost Management Dashboard, page 11-68.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its sub-organizations.
- Click on any amount to drill to the Contract Projects Cost Detail Report, page 11-71

Contract Projects Cost Detail Report

This report shows the details about the information that is summarized in the Projects Cost Summary report on dashboard.

The business questions answered in this report are:

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

Parameters

You can limit detailed information on costs for contract projects by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure category
- Expenditure type
- Work type
- Name of project

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Period-to-date cost, billable cost, non-billable cost, and budget
- Percent cost and budget cost

For information on how headings are calculated, see Report Headings and Calculations in Contract Projects Cost Reports, page 11-69.

Related Reports and Links

For a list of related reports, see: Contract Projects Cost Management Dashboard, page 11-68.

For information on navigating to the financial and resource-related details of a project, see: Viewing Performance Reports for a Project, page 11-6.

Contract Projects Cost Trend Report

This report shows cost trend for the selected group of projects. It shows cost amounts for a progression of selected periods, thus illustrating the trend in cost over time.

The business questions answered in this report are:

- What is the cost trend compared to last year?

Parameters

You can limit information on cost trends for contract projects by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure category
- Expenditure type
- Work type

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Cost, billable cost, non-billable cost, and budget for the current and prior year period and the percent change for each of these
- Percent cost for the current and prior year periods and the change
- Percent budget for the current and prior year periods and the change

For information on how headings are calculated, see Report Headings and Calculations in Contract Projects Cost Reports, page 11-69.

Related Reports and Links

For a list of related reports, see: Contract Projects Cost Management Dashboard, page 11-68.

Contract Projects Cost Cumulative Trend Report

This report shows the cumulative contract cost trend for the selected group of projects. While the Contract Projects Cost Trend report shows distinct contract cost amounts over time, in this report contract cost figures are accumulated within a period to show cumulative contract cost.

The business questions answered in this report are:

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

Parameters

You can limit information on cumulative cost trends for contract projects by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure category
- Expenditure type
- Work type

For more information, see Report Parameters, page 11-2.

Headings

The headings for this report are:

- Cost, billable cost, non-billable cost, and budget for the current and prior year period and the percent change for each of these
- Percent cost for the current and prior year periods and the change
- Percent budget for the current and prior year periods and the change

For information on how headings are calculated, see Report Headings and Calculations in Contract Projects Cost Reports, page 11-69.

Related Reports and Links

For a list of related reports, see: Contract Projects Cost Management Dashboard, page 11-68.

Using Daily Business Intelligence for Quoting

This chapter covers the following topics:

- Overview
- Common Concepts
- Quote Management Dashboard
- Quote Management Dashboard KPIs

Overview

Daily Business Intelligence (DBI) for Quoting, allows sales and marketing managers to analyze the quote to order life cycle. Managers can analyze total quotes, quotes converted to orders, quote approvals, and key performance indicators (KPIs) on a daily basis. They can view this information via at-a-glance KPIs as well as in informational tables and graphs. DBI for Quoting integrates with DBI for Sales to provide a 360-degree view of the sales cycle.

DBI for Quoting provides users with one intelligence dashboard to evaluate performance at all levels and take appropriate action to ensure that sales targets are met.

- Quote Management Dashboard; page 12-3 This dashboard displays information on various aspects of the quoting process through a series of KPIs, tables and graphs.

Common Concepts

The following terms can aid your understanding of DBI for Quoting.

- All Submissions --- The number of all quotes, submitted for approval, which had their window of approval partly or completely within the reporting period.

- **Approved Percent from All Submissions** --- The number of approval submissions that have completed the approvals process with an 'Approved' status, expressed as a percentage of All Submissions.
- **Approved Percent from Completed Submissions** --- The number of approval submissions that have completed the approvals process with an 'Approved' status, expressed as a percentage of all submissions that have completed the approvals process..
- **Average Days to Convert** --- The average number of days taken for the highest version of the quote to convert to an order, since the creation of the first version of the quote.
- **Average Number of Days for Approval** --- The average number of days taken to approve an approval submission, regardless of the approval status, from the time the quote was submitted for approval, to the final approver of the quote.
- **Average Number of Approvers** --- The average number of approvers required to approve an approval submission, regardless of the approval status.
- **Change, Count and Amount** --- Several columns display change expressed as a percentage and calculated as (Absolute value of metric in Current Period minus Value of metric in Comparison Period) divided by (Value of metric in Comparison Period). Thus, if the value of a metric is 120 in the current period and 100 in the comparison period, the change is $(120-100)/(100)$ or 20%.
- **Comparison Between Periods** --- Users may compare information, in pages and reports, between the current selected period and the specified former period. The algorithm used compares information from the start of the current period to the As of Date, with n days remaining to the end of the period. For the former period, information from the start of the period up to the point in time with the same number of days remaining in the period is used for the comparison.
- **Converted Amount Percent** --- The value of Converted Quotes expressed as a percentage of the value of Total Quotes.
- **Converted Count Percent** --- The number of Converted Quotes expressed as a percentage of the number of Total Quotes.
- **Currency Conversion During Data Collection** --- When data collection programs are run, quote data is converted into the primary and secondary global currencies using the exchange rate current at the time of the last update date for each quote.
- **Discount** --- Discount or premium on a quote as calculated at the header level, and is the percent of all price adjustments to the quote amount. Does not include charges and/or taxes. The price adjustments should include automatic as well as manual price adjustments.

- No data found --- When a data collection request set is run for DBI for Quoting, it may or may not find any data for a particular KPI. If there is no data found for a KPI, N/A is displayed.
- Quotes, Converted --- All quotes (number and amount) where the highest version was converted to an order during the reporting period. Specifically, those quotes where the highest version has a status of "Order Submitted" and an order date in the reporting period.
- Quotes, Reported Information --- In DBI for Quoting, a quote is always the highest version of the quote. A quote can have multiple versions, but the latest is always considered, even if the same quote is being displayed in the comparison period. Therefore, it follows that the quote amount will always be shown as of the highest version of the quote. For example, if the quote amount is \$1,000 in the current period but was \$500 in an earlier version in the comparison period, it will be considered as \$1,000 even in the comparison period.
- Quotes, Total --- All quotes (number and amount) that had the potential to be converted into orders during the reporting period, regardless of the current status of the quote. The value of the quotes is from the highest version of the quote.
- Sales group hierarchy --- The sales group hierarchy utilizes the Oracle Field Sales security model. All data displayed on the pages and reports is for the subordinate sales groups/persons belonging to the selected sales group. Active sales groups are those that have not been end-dated. Inactive sales groups are those that have been end-dated or have had their group relationships end-dated.
- Sales persons display --- All sales persons, regardless of active/inactive status, who have the Manager or Member role are candidates for display.

Quote Management Dashboard

The dashboard displays information from various reports on quoting operations in a consolidated, easy-to-read format. The following reports are available for DBI for Quoting:

- Quote Summary by Sales Group Report
- Quote Summary by Product Category Report
- Quote Summary by Adjusted Price Report
- Top Quotes Report
- Approval Summary by Sales Group Report

- Approval Rules Summary Report

Quote Summary by Sales Group

This report shows total quotes generated by the organization and those converted to orders, aggregated by sales group hierarchy. Data on both the selected current and prior periods is displayed, together with the change between the respective periods. This report can be valuable for monitoring the quote conversion process, enabling corrective action to be taken to reduce cycle times and to secure more orders.

Quote Summary by Product Category

This report shows total quotes generated by the organization and those converted to orders, aggregated by product category. Information on both the selected current and prior periods is displayed, together with the change between the respective periods. This information is valuable in monitoring the quote conversion process, enabling corrective action to be taken to secure more orders.

Quote Summary by Adjusted Price

This report shows total quotes generated by the organization and those converted to orders, broken into discrete discount or surcharge ranges. Information on both the selected current and prior periods is displayed, together with the change between the respective periods. Using this report, sales executives can analyze the results of the discounts offered or the surcharges imposed, and how these are translating into orders. This enables sales executives and managers to set discount or premium levels that are most effective in obtaining orders.

Top Quotes

This report displays the top open quotes, converted to orders, and expired quotes or the top quotes of all statuses. The report lets sales executives view the key quotes attributes such as customer, product, amount and can be viewed by different quote statuses. This information is valuable in monitoring the performance of the sales organization and identifying situations where executives may need to intervene in order to eliminate functional bottlenecks and meet customer satisfaction.

Approval Summary by Sales Group

This report shows both the approved percent of all quotes submitted for approval, and the approved percent of quotes that have completed the approval process (regardless of approval status), aggregated by sales group hierarchy. The information is displayed for both the selected current and prior periods, together with the change between the respective periods. This information enables sales executives and managers to identify bottlenecks in the approval process and to resolve the issue promptly, leading to a more

efficient quote conversion process.

Approval Rules Summary

This report shows quote approval rules in place and the proportion of quotes approved against a particular rule, by the sales group hierarchy. The report lets sales executives see an overview of the types of approvals that are most and least frequently requested. This data can then be used to streamline approval processes in order to enhance the business flows and processes of the organization, leading to greater efficiency in the quote approvals process.

Quote Management Dashboard KPIs

The Quote Management dashboard contains a set of KPIs. Each KPI is a hyperlink that allows you to drill down into an underlying report. The table on the Quote Management dashboard displays the current period value of the KPI and the change over the comparison period. The change is a percentage value, shown to one decimal place, based on the difference of the current and prior period values.

The currency values displayed in the KPI table are automatically scaled to amounts in thousands (K), millions (M) and billions (B).

DBI for Quoting Key Performance Indicators

KPI	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	<p>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.</p> <p>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.</p>
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.

KPI	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.
All Submissions	The number of all quotes, submitted for approval, which had their window of approval partly or completely within the reporting period.
Processed Submissions	The number of all approval submissions which have completed their approval process, regardless of approval status.
Approved Percent from All Submissions	Approved percent from quotes that have been submitted for their respective approval processes. Calculated as: (Number of Quotes with 'Approved' status) x 100 divided by the Number of Quotes submitted for Approval.
Approved Percent from Completed Submissions	The number of all approval submissions which have an 'Approved' approval status, expressed as a percentage of the number of all submissions that have completed the approval process.
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.

Using Daily Business Intelligence for Regulatory Compliance

This chapter covers the following topics:

- Overview of Daily Business Intelligence for Regulatory Compliance
- Financial Statement Certification Dashboard

Overview of Daily Business Intelligence for Regulatory Compliance

Oracle Daily Business Intelligence for Regulatory Compliance (DBI for Regulatory Compliance) is a component of Oracle E-Business Intelligence Daily Business Intelligence, a suite of reporting and analysis applications powered by the Oracle E-Business Suite.

Under Sarbanes-Oxley Section 404, an organization issuing financial statements must provide "an assessment of the effectiveness of the internal control structure and procedures for financial reporting" as of the end of the fiscal year. Oracle Internal Controls Manager (OICM) enables the assessment process by providing certification functionality for all processes in the organization. DBI for Regulatory Compliance provides a Financial Statement Certification dashboard which displays a summary of your organization's financial and process certifications.

Signing officers can use the Financial Statement Certification dashboard to view, at a single glance, certification status and progress, as well as any open issues and remedial actions. DBI for Regulatory Compliance lets you drill to supporting reports for details.

Financial Statement Certification Dashboard

The Financial Statement Certification dashboard displays financial statement certification metrics by key performance indicators (KPIs) of organizations, processes, and significant accounts allowing signing officers to measure and track the performance of certification in the focus areas of financial statement certification. For more information on KPIs, see: Key Performance Indicators, page 13-4.

This dashboard lets signing officers see all certification details at a glance and drill down to further details. This allows you to quickly analyze and take necessary actions to certify financial statements in a timely manner.

The following responsibility provides access to the DBI for Regulatory Compliance dashboards, regions, and reports:

- **Daily Compliance Intelligence:** The Daily Compliance Intelligence responsibility provides access to all the DBI for Regulatory Compliance menu items.

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Parameters

The following parameters are unique to this dashboard.

- **Period:** Includes the periods that you can view summarized data for:
 - Month
 - Quarter.
 - Year

Note: The default value is Quarter.

- **Period Name:** Includes the values for the selected period type.
- **Certification Type:** Includes all types of certifications, for example:
 - SOX 302
 - SOX 404
- **Certification:** Includes all certifications and is dependent upon the certification type parameter selection.
- **Certification Status:** Includes all status indicators for certifications:
 - Active
 - Archived
 - Completed
 - Draft

- Rejected
- **Organization:** Includes all auditable units.
- **Process:** Includes all organizational processes.
- **Significant Account:** Includes all significant accounts which are mapped to at least one process.
- **Priority:** Includes all priorities for a remediation and issue. See: Open Remedial Action Summary, page 13-5 and Open Issue Summary, page 13-13.
- **Reason:** Includes all reasons for a remediation and issue. See: Open Remedial Action Summary, page 13-5 and Open Issue Summary, page 13-13.
- **Phase:** Includes all phases of a remediation. See: Open Remedial Action Summary, page 13-5.
Also excludes issues with a *Not Implemented* status. See: Open Issue Summary, page 13-13.
- **Account Evaluation Result:** Includes all evaluated significant accounts:
 - Deficient
 - Effective
 - Materially Weak
 - Not Evaluated
 - Significantly Deficient

See: Significant Account Evaluation Summary, page 13-7, Significant Account Detail, page 13-16, and Significant Account Evaluation Detail, page 13-17.
- **Organization Certification Result:** Includes all certified organizations:
 - Certified
 - Not Certified
 - Certified with Issues

See: Organization Certification Summary, page 13-9, Organization Detail, page 13-15, Organization Certification Detail, page 13-17, and Organization Deficiency Detail, page 13-15.
- **Process Certification Result:** Includes all certified processes:

- Certified
- Not Certified
- Certified with Issues

See: Process Certification Summary, page 13-11, Process Detail, page 13-15, Process Certification Detail, page 13-17, and Process Deficiency Detail, page 13-15.

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

Financial Statement Certification Dashboard Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard:

Open Remedial Actions KPIs

- **Open Remedial Actions: Remediation:** The total count of open remediations of Oracle Internal Controls Manager (OICM).
- **Open Remedial Actions: Findings:** The total count of open findings of OICM.

Note: An open object, such as an open finding, is defined as any object without a completion date, or with a completion date that is past the selected period's last day.

You can drill to the Open Remedial Action Summary report, page 13-5 from these KPIs.

Significant Account Evaluation Status KPIs

- **Significant Account Evaluation Status: % Not Evaluated:** The number of significant accounts that are not evaluated divided by the total number of significant accounts, expressed as a percentage.
- **Significant Account Evaluation Status: % Evaluated as Having Ineffective Controls:** The number of significant accounts that are evaluated as anything other than effective divided by the total number of significant accounts, expressed as a percentage.
- **Significant Account Evaluation Status: % Evaluated as Having Effective Controls:** The number of significant accounts that are evaluated as effective divided by the total number of significant accounts, expressed as a percentage.

You can drill to the Significant Account Evaluation Result report, page 13-6 from these KPIs.

Organization Certification Status KPIs

- **Organization Certification Status: % Not Certified:** The number of organizations

that are not certified divided by the total number of organizations, expressed as a percentage.

- **Organization Certification Status: % Certified with Issues:** The number of organizations that are certified with issues divided by the total number of organizations, expressed as a percentage.
- **Organization Certification Status: % Certified:** The number of organizations that are certified divided by the total number of organizations, expressed as a percentage.

You can drill to the Organization Certification Result report, page 13-9 from the above listed KPIs.

Process Certification Status KPIs

- **Process Certification Status: % Not Certified:** The number of organizational processes that are not certified divided by the total number of organizational processes, expressed as a percentage.
- **Process Certification Status: % Certified with Issues:** The number of organizational processes that are certified with issues divided by the total number of organizational processes, expressed as a percentage.
- **Process Certification Status: % Certified:** The number of organizational processes that are certified divided by the total number of organizational processes, expressed as a percentage.

You can drill to the Process Certification Result report, page 13-11 from these KPIs.

Open Remedial Action Summary

The Open Remedial Action Summary displays a summary view on all open remedial actions, including remediation and findings.

You can easily view how long remedial actions have been open and the response to remediations and findings.

This report includes the following graphs:

- **Open:** Presents counts of open findings and remediation by priorities, by default.
- **Open Remediation Aging:** Presents counts of open remediation by priorities at different age periods.
- **Open Finding Aging:** Presents counts of open findings by priorities at different age periods.

See Parameters, page 13-2 for more information on parameters of this report.

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

- How many findings were logged for the selected period?
- How many remediations have been created for the selected period?
- How many processes have open findings for the selected period?
- How effective is the closing process?
- What are the top ten organizations with the most number of remediations?
- What are the top ten processes with the most number of findings or remediations?
- What are the top ten risks with the most number of findings or remediations?
- What is the average cycle time in closing findings or remediations?
- How many late remediations do I have?

This report contains the following unique headings and calculations:

- **Open:** The count of open remediations or findings.
- **Past Due:** The count of past due open remediations or findings.
- **% of Open:** The number of past due open remediations or findings divided by the number of open remediations or findings, expressed as a percentage.
- **Average Age (Days):** The sum of Days Opened divided by the number of open remediations or findings where:
Days Opened = First day of the quarter - Creation date
- **Age Distribution:** The count of open remediations or findings for four different age distributions.

You can drill to the following reports from these headings.

- Remediation Detail, page 13-18
- Finding Detail, page 13-18

Significant Account Evaluation Result

The Significant Account Evaluation Result report displays counts of different evaluations of significant accounts, providing you with a summary view of significant account evaluation results and the percentage of total number of significant accounts in all financial statement certifications.

You can easily view what portion of significant accounts have been evaluated. For evaluated significant accounts, you can view how many are effective, deficient,

significantly deficient, and materially weak. This presents an overview of evaluation progress and highlights potential trouble areas.

See Parameters, page 13-2 for more information on parameters of this report.

See Significant Account Evaluation Summary, page 13-7 to view business questions answered by this report.

This report contains the following unique headings and calculations:

- **Count:** The count of significant accounts for any evaluation result.
- **% of Total:** The number of significant accounts for any evaluation result divided by the total number of significant accounts, expressed as a percentage.

You can drill to the Significant Account Detail report, page 13-16 from these headings.

Significant Account Evaluation Summary

The Significant Account Evaluation Summary displays significant account evaluations and process certification results in all selected financial statement certifications.

This report not only provides evaluation and certification breakdown and progress, but also highlights trouble areas, such as ineffective significant account counts, processes that are certified with issues, and unmitigated risks for each significant account.

This report includes the following graphs:

- **Evaluation Summary:** Presents counts of different evaluations for each significant account.
- **Process Certification Summary:** Presents counts of different process certifications for each significant account.
- **Audit Summary:** Presents counts of unmitigated risks and ineffective controls.

See Parameters, page 13-2 for more information on parameters of this report.

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

- How many significant accounts are certified?
- How many significant accounts are not certified in 302?
- What is the percentage of certified significant accounts in 404?
- How long has it been since I evaluated a significant account?
- How many risks out of the evaluated risks for the selected period are unmitigated?
- What is the percentage of unmitigated risks for the selected period?

- How many high impact risks are evaluated as unmitigated for the selected period?
- How many controls are tested for the selected period?
- What is the percentage of untested controls for the selected period?
- How many controls out of the tested controls for the selected period are ineffective?
- What is the percentage of ineffective controls?

This report contains the following unique headings and calculations:

- **Account Evaluations: Ineffective:** The count of significant accounts that have been evaluated as ineffective, including deficient, significantly deficient, and materially weak.
- **Account Evaluations: Effective:** The count of significant accounts that have been evaluated as effective.
- **Account Evaluations: Not Evaluated:** The count of significant accounts that have not been evaluated.
- **Organizations with Ineffective Controls:** The count of organizations that are inferred by process mapping and have at least one ineffective control for a significant account.
- **Processes: Certified With Issues:** The count of processes that have been certified with issues.
- **Processes: Certified:** The count of processes that have been certified.
- **Processes: Not Certified:** The count of processes that have not been certified.
- **Unmitigated Risks:** The count of risks that are inferred by process mapping and are evaluated as ineffective for a significant account.
- **Ineffective Controls:** The count of controls that are inferred by process mapping and are evaluated as ineffective for a significant account.

You can drill to the following reports from these headings.

- Significant Account Evaluation Detail, page 13-17
- Organization Deficiency Detail, page 13-15
- Process Detail, page 13-15
- Risk Detail, page 13-16

- Control Detail, page 13-16

Organization Certification Result

The Organization Certification Result report displays counts of different certifications of organizations, providing you with a summary view on organization certification results and the percentage of total number of auditable units.

You can easily view what portion of organizations have been certified. For certified organizations, you can view how many are certified with issues, and how many are not certified. This presents an overview of certification progress and highlights potential trouble areas.

See Parameters, page 13-2 for more information on parameters of this report.

See Organization Certification Summary, page 13-9 to view business questions answered by this report.

This report contains the following unique headings and calculations:

- **Count:** The count of organization for any certification result.
- **% of Total:** The number of organization for any certification result divided by the total number of organizations, expressed as a percentage.

You can drill to the Organization Detail report, page 13-15 from these headings.

Organization Certification Summary

The Organization Certification Summary displays organization and process certification results in all selected financial statement certifications.

This report not only provides certification breakdown and progress, but also highlights trouble areas, such as organizations that are certified with issues, processes with ineffective controls, unmitigated risks, and open issues for each organization.

This report includes the following graphs:

- **Certification Summary:** Presents counts of different certification for each organization.
- **Process Certification Summary:** Presents counts of different process certifications for each organization.
- **Audit Summary:** Presents counts of unmitigated risks and ineffective controls.

See Parameters, page 13-2 for more information on parameters of this report.

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

- How many organizations are certified?

- What is the percentage of certified processes for the selected period?
- How many processes are not certified for the selected period?
- How long has it been since I certified an organization?

See Significant Account Evaluation Summary, page 13-7 to view more business questions answered by this report.

This report contains the following unique headings and calculations:

- **Certification Results: Certified with Issues:** The count of organizations that have been certified with issues.
- **Certification Results: Certified:** The count of organizations that have been certified.
- **Certification Results: Not Certified:** The count of organizations that have not been certified.
- **Processes with Ineffective Controls:** The count of processes that are inferred by process mapping and have at least one ineffective control for an organization.
- **Processes: Certified With Issues:** The count of processes that have been certified with issues.
- **Processes: Certified:** The count of processes that have been certified.
- **Processes: Not Certified:** The count of processes that have not been certified.
- **Unmitigated Risks:** The count of risks that are inferred by process mapping and are evaluated as ineffective for an organization.
- **Ineffective Controls:** The count of controls that are inferred by process mapping and are evaluated as ineffective for an organization.
- **Open Issues:** The count of open issues that are logged in the organization and any organizational processes.

You can drill to the following reports from these headings.

- Organization Certification Detail, page 13-17
- Process Deficiency Detail, page 13-15
- Process Detail, page 13-15
- Risk Detail, page 13-16

- Control Detail, page 13-16
- Issue Detail, page 13-18

Process Certification Result

The Process Certification Result report displays counts of different certifications of organizations, providing you with a summary view on process certification results and the percentage of total number of processes.

You can easily view what portion of processes have been certified. For certified processes, you can view how many are certified with issues, and how many are certified. This presents an overview of certification progress and highlights potential trouble areas.

See Parameters, page 13-2 for more information on parameters of this report.

See Process Certification Summary, page 13-11 to view business questions answered by this report.

This report contains the following unique headings and calculations:

- **Count:** The count of processes for any certification result.
- **% of Total:** The number of processes for any certification result divided by the total number of organizations, expressed as a percentage.

You can drill to the Process Detail report, page 13-15 from these headings.

Process Certification Summary

The Process Certification Summary displays process certification results in all selected financial statement certifications.

This report not only provides certification breakdown and progress, but also highlights trouble areas, such as processes that are certified with issues, risks with ineffective controls, unmitigated risks, ineffective controls, and open issues for each process.

This report includes the following graphs:

- **Certification Summary:** Presents counts of different certification for each process.
- **Risk Evaluation Summary:** Presents counts of different risk evaluations for each process.
- **Control Evaluation Summary:** Presents counts of different control evaluations for each process.

See Parameters, page 13-2 for more information on parameters of this report.

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

- How many processes are certified?
- What is the percentage of certified processes for the selected period?
- How many processes are not certified for the selected period?
- How long has it been since I audited a process?

See Significant Account Evaluation Summary, page 13-7 to view more business questions answered by this report.

This report contains the following unique headings and calculations:

- **Certification Results: Certified with Issues:** The count of processes that have been certified with issues.
- **Certification Results: Certified:** The count of processes that have been certified.
- **Certification Results: Not Certified:** The count of processes that have not been certified.
- **Risks with Ineffective Controls:** The risks that have at least one ineffective control for a process.
- **Risks: Somewhat Mitigated:** The count of risks that are evaluated as somewhat mitigated for a process.
- **Risks: Somewhat Exposed:** The count of risks that are evaluated as somewhat exposed for a process.
- **Risks: Fully Exposed:** The count of risks that are evaluated as fully exposed for a process.
- **Controls: Deficient:** The count of controls that are evaluated as deficient for a process.
- **Controls: Significantly Deficient:** The count of controls that are evaluated as significantly deficient for a process.
- **Controls: Materially Weak:** The count of controls that are evaluated as materially weak for a process.
- **Open Issues:** The count of open issues that are logged in the process.

You can drill to the following reports from these headings.

- Process Certification Detail, page 13-17
- Risk Detail, page 13-16

- Control Detail, page 13-16
- Issue Detail, page 13-18

Open Issue Summary

The Open Issue Summary displays an overview of open issues in all the related sub-certifications.

This report not only provides the number of issues in different age distribution periods, but also highlights trouble areas, such as past due issues.

This report includes the following graphs:

- **Open:** Presents counts of open and past due issues by priority, by default.
- **Open Aging:** Presents counts of open issues by priorities at different age periods.

See Parameters, page 13-2 for more information on parameters of this report.

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

- What is the count of open issues for the selected period?
- What is the count of past due open issues for the selected period?
- What is the count of open issues by priorities at different aging periods?

This report contains the following unique headings and calculations:

- **Open:** The count of open issues.
- **Past Due:** The count of past due open issues.
- **% of Open:** The number of past due open issues divided by the number of open issues, expressed as a percentage.
- **Average Age (Days):** The sum of Days Opened divided by the number of open issues where:

$$\text{Days Opened} = \text{First day of the quarter} - \text{Creation date}$$
- **Age Distribution:** The count of open issues for four different age distributions.

You can drill to the Issue Detail report, page 13-18 from these headings.

Compliance Environment Change Summary

The Compliance Environment Change Summary displays an overview of environment changes in the chosen quarter.

This report includes data related to process revision, changed risks, and changed controls.

This report includes the following graphs:

- **Processes:** Presents counts of unique revisions of processes and total number of processes related to the selected financial statement certifications.
- **Risks:** Presents counts of changed risks and total number of risks related to the selected financial statement certifications.
- **Controls:** Presents counts of changed controls and total number of controls related to the selected financial statement certifications.

See Parameters, page 13-2 for more information on parameters of this report.

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

- How many new, changed, and deleted processes exist for the selected period
- How many new, changed, deleted risks exist for the selected period?
- How many new, changed, and deleted controls exist for the selected period?
- What is the percentage of completed process revisions of the total number of processes for the selected period?
- What is the percentage of changed risks of the total number of risks for the selected period?
- What is the percentage of changed controls of the total number of controls for the selected period?

This report contains the following unique headings and calculations:

- **Process Revisions:** The count of revisions for a process.
- **Revised Processes:** The count of processes under revision.
- **Total Processes:** The count of total number of processes that have been revised.
- **% of Total:** The number of processes under revision divided by the number of processes, expressed as a percentage.
- **Changed Risks:** The count of changed (added, updated, and deleted) risks.
- **% of Total:** The number of changed risks divided by the number of total risks, expressed as a percentage.
- **Changed Controls:** The count of changed (added, updated, and deleted) controls.

- **% of Total:** The number of changed controls divided by the total number of controls, expressed as a percentage.

Process Detail

The Process Detail report lets you view process summaries at a glance, including different processes, their organization details, their attributes, and their latest certification and evaluation results.

See Parameters, page 13-2 for more information on parameters of this report.

See Significant Account Evaluation Summary, page 13-7 to view business questions answered by this report.

Process Deficiency Detail

The Process Deficiency Detail report lets you view process deficiency summaries at a glance, including different processes and their organization details, attributes, unmitigated risks and ineffective controls, and latest certification and evaluation results.

See Parameters, page 13-2 for more information on parameters of this report.

See Significant Account Evaluation Summary, page 13-7 to view business questions answered by this report.

Organization Detail

The Organization Detail report lets you view organization summaries at a glance, including different organizations and their subsidiaries and LOB details, number of risks, controls, and processes, and latest certification and evaluation results.

See Parameters, page 13-2 for more information on parameters of this report.

See Organization Certification Summary, page 13-9 to view business questions answered by this report.

Organization Deficiency Detail

The Organization Deficiency Detail report lets you view organization deficiency summaries at one glance, including different organizations, and their subsidiaries and LOB details, number of unmitigated risks, ineffective controls, and ineffective processes, and latest certification and evaluation results.

See Parameters, page 13-2 for more information on parameters of this report.

See Significant Account Evaluation Summary, page 13-7 to view business questions answered by this report.

Significant Account Detail

The Significant Account Detail report lets you view significant account summaries at a glance, including different accounts and their number of pending certification and ineffective processes, unmitigated risks, ineffective controls, and latest certification and evaluation results.

See Parameters, page 13-2 for more information on parameters of this report.

See Significant Account Evaluation Summary report, page 13-7 to view business questions answered by this report.

This report contains the following unique heading:

- **Process with Ineffective Controls:** The count of processes that have at least one ineffective control.

Risk Detail

The Risk Detail report is a drill down report accessible from the Unmitigated Risks column present in Significant Account Evaluation Summary, Organization Certification Summary, and Process Certification Summary reports.

The Risk Detail report lets you view risk summaries at a glance with their detailed evaluation results. Key parameters in this report include risk impact, risk likelihood, and materiality of a risk. You can easily find out the evaluation details of all high impact material risks of a specific organization. See Parameters, page 13-2 for more information on parameters of this report.

See Significant Account Evaluation Summary, page 13-7 to view business questions answered by this report.

This report contains the following unique headings:

- **Material:** Indicates whether the risk is material or not.
- **Impact:** The impact level of the risk.
- **Likelihood:** Indicates whether the risk is likely or not.

Control Detail

The Control Detail report is a drill down report accessible from the Ineffective Controls column present in Significant Account Evaluation Summary, Organization Certification Summary, and Process Certification Summary reports.

The Control Detail report lets you view controls summaries at a glance with their detailed evaluation results. Key parameters in this report include key control and disclosure control. You can easily find out the evaluation details of all key controls of a specific organization. See Parameters, page 13-2 for more information on parameters of

this report.

See Significant Account Evaluation Summary, page 13-7 to view business questions answered by this report.

This report contains the following unique headings:

- **Key:** Indicates whether the control has a key.
- **Disclosure:** Indicates whether the control is of the disclosure type.
- **Automation:** The automation type of the control.
- **Frequency:** The frequency of the control.

Process Certification Detail

The Process Certification Detail report lets you view process certification summaries at a glance, including different process certifications and their details, and latest certification results.

See Parameters, page 13-2 for more information on parameters of this report.

See Process Certification Summary, page 13-11 to view business questions answered by this report.

Organization Certification Detail

The Organization Certification Detail report lets you view organization certification summaries at a glance, including different organization certifications and their details, and latest certification results.

See Parameters, page 13-2 for more information on parameters of this report.

See Organization Certification Summary, page 13-9 to view business questions answered by this report.

Significant Account Evaluation Detail

The Significant Account Evaluation Detail report lets you view financial statement certification summaries at a glance, including different financial statement certification and their details, and latest certification results.

See Parameters, page 13-2 for more information on parameters of this report.

See Significant Account Evaluation Summary, page 13-7 to view business questions answered by this report.

This report contains the following unique heading:

- **Financial Statement:** The financial statement for which this certification is done.

Finding Detail

The Finding Detail report lets you view findings of concern at a glance, including different findings and their details.

See Parameters, page 13-2 for more information on parameters of this report.

See Open Remedial Action Summary, page 13-5 to view business questions answered by this report.

Remediation Detail

The Remediation Detail report lets you view remediations of concern at a glance, including different remediations and their details.

See Parameters, page 13-2 for more information on parameters of this report.

See Open Remedial Action Summary, page 13-5 to view business questions answered by this report.

Issue Detail

The Issue Detail report lets you view issues of concern at a glance, including different issues and their details.

See Parameters, page 13-2 for more information on parameters of this report.

See Open Issue Summary, page 13-13 to view business questions answered by this report.

Using Daily Business Intelligence for Sales

This chapter covers the following topics:

- Overview
- Common Concepts
- Sales Forecast Management Dashboard
- Sales Management Dashboard
- Opportunity Management Dashboard

Overview

Oracle Daily Business Intelligence (DBI) for Sales is a management reporting tool that provides information in two key areas:

- Opportunity
- Forecast

DBI for Sales enables sales executives to gain the most comprehensive Forecast analyses, Revenue backlog summaries, Opportunity activity reviews, and sales force comparisons for their organizations.

DBI for Sales comprises of a series of key performance indicators (KPIs), trend graphs, and summarized tables. It is tailored for sales executives and managers, enabling them to monitor sales performance and formulate an optimal sales strategy for the business. Sales managers can update reports and KPIs on a daily basis to view the most recent sales trends and indicators of their business. Sales DBI focuses on Forecast versus Pipeline performance, Lead and Opportunity data by Campaign, Pipeline growth trends, Opportunity win/loss reporting, and Revenue backlog accumulation information.

DBI for Sales enables managers to drill into Oracle Sales. Several KPIs such as Pipeline, Won, Lost, and No Opportunities direct them to the Opportunity Line Detail report to view opportunities that are in the pipeline, won, lost, or are no opportunities. A user

may be prevented from viewing the opportunity within Oracle Sales by the opportunity access privileges granted to that user.

DBI for Sales provides users with three dashboards that provide timely, relevant and cross-functional sales information that enables sales organizations to address all mission-critical challenges. KPIs that form the dashboards and reports are sourced from the Oracle E-Business Suite. The three dashboards are:

- Sales Forecast Management Dashboard, page 14-7
- Sales Management Dashboard, page 14-10
- Opportunity Management Dashboard, page 14-16

The key features of this release are:

Top/Bottom Sales Performers Report

- This report is a new report which identifies top and bottom sales performers and thus increases the effectiveness of a sales organization. Top performers usually bring in key sales that have a strong impact on the overall sales. In contrast, bottom sales performers not only hurt the company with their poor performance but also add to the cost of the sales organization, which ultimately impacts its sales effectiveness. Through this report, sales managers can drill into Oracle Sales to review underlying opportunities. This provides them with valuable insight into the effectiveness of their sales force and its impact on the organization as a whole.

Report Links Layout

- Each DBI report contains a Report links section at the bottom of the report. The main purpose of these links is to allow the user to quickly go to a particular report or page for a related area of analysis. The new layout for the report links section makes links manageable and intuitive for user navigation.

Functional Menu Layout

- The new functional menu layout for the Daily Sales Intelligence responsibility groups reports by dashboard, which enables the user to easily find reports. Within each dashboard section, reports are grouped by type, i.e, non-trend reports are listed first, followed by trend reports. This enables the user to identify reports easily.

Data Display Method

- In the past, daily display of sales data required an intensive performance process and had an impact on the scalability of DBI for Sales, especially during the incremental load process. To ensure that DBI for Sales is scalable, the data display method has been adjusted to decrease the amount of data required. For Pipeline and Open measures, users can view the 'true snapshot' view of the data, i.e., they can examine data exactly as it was captured on the specified As-of-Date.

Common Concepts

The following terms can aid your understanding of DBI for Sales.

Terminology

Term	Description
Booked	Total value associated with all order lines, for products that have been booked.
Campaign	Name of the Marketing campaign, programme, or event. Information in the Lead and Opportunity by Campaign report is aggregated by campaigns, programs, or events selected in the Campaign parameter.
Compare To	The period to which the current period data is to be compared. The comparison periods available for selection are: Prior Period or Prior Year.
Comparison Between Periods	Users may compare information in dashboards and reports between the current selected period and the specified former period. The algorithm used compares information from the start of the current period to the As of Date, with n days remaining to the end of the period. For the former period, information from the start of the period up to the point in time with the same number of days remaining in the period is used for the comparison.
Converted From Leads	The sum of the sales credit amount of all opportunities: (1) Created from an existing Lead, between the start of the selected current period and selected As of Date; (2) First linked (existing opportunity) to an existing Lead, between the start of the selected current period and selected As of Date for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter).

Term	Description
Currency	DBI for Sales supports the Primary Global Currency, defined during implementation. Refer to the <i>Daily Business Intelligence Implementation Guide</i> for further information.
Currency Conversion During Data Collection	When data collection programs are run, transaction data is converted into the Primary Global Currency. The forecast collection program uses the exchange rate as of the forecast submission date; the sales collection program uses the exchange rate as of the opportunity close date, or the current date if the close date is in the future.
Deferred Revenue	All product revenue that has gone through the revenue recognition process and has been designated as deferred revenue, plus all revenue associated with line items that have been invoiced but have not gone through the revenue recognition process.
Forecast	The last submitted forecast of the manager of the sales group or sales person, that is subordinate to the selected sales group, that has the: (1) Forecast submission for the selected current period; (2) Forecast period type as the current selected period type (or rolled up to the current selected period type)
Forecast and Opportunity Reporting	All Forecast and Opportunity credit reporting is based on the credit type defined in the site level profiles, OS: Forecast Sales Credit Type or ASN: Forecast Sales Credit Type.
Lost Count	Number of lost opportunities
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).

Term	Description
New for Period	The sum of the sales credit amount of all opportunities that have the: (1) Creation date between the start of the selected current period and selected As of Date; (2) Close date within the selected current period for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter).
No data found	When a report is run, there may be no data for the selected combination of parameters. This will cause the 'No Data Found' message to be displayed.
Open, Current Open, Open Opportunity Amount	The sum of the sales credit amount of all opportunities that have the: (1) Close date within the selected current period; (2) Open flag set ('Open' checked); and (3) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Open value of a prior period falls within a period for which no snapshot is available, '-' will be displayed. Therefore, the change value between the current and prior periods will be blank.
Open Leads, Open Lead Count	Number of open leads in selected period.
Order Backlog	Revenue associated with all order lines for products that have been booked but not fulfilled.

Term	Description
Period Start Open	The sum of the sales credit amount of all opportunities, created before or on the first day of the current selected period, that have the: (1) Close date within the selected current period; (2) Forecastable flag set ('Include in Forecast' checked); (3) Open flag set ('Open' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter).
Period Type	The period type for which data is to be selected for display. The period types available for selection are Week, Month, Quarter and Year.
Product Category	Displays the product category hierarchy. All data displayed on the dashboard or report is for product categories belonging to the selected product category.
Report By	Filters opportunities by the selected opportunity status.
Sales Group	Information is aggregated by all the sales groups/sales persons that are subordinate to the sales group selected in the Sales Group parameter. If a sales person is selected, the information displayed is that of the sales person.
Sales Group Hierarchy	All data that displays is based on the latest view of the sales group hierarchy. The sales group hierarchy utilizes the Oracle Field Sales security model. All data displayed on the dashboards and reports is for the subordinate sales groups/persons belonging to the selected sales group. Active sales groups are those that have not been end-dated. Inactive sales groups are those that have been end-dated or have had their group relationships end-dated.

Term	Description
Sales persons display	All sales persons, regardless of active/inactive status, who have the Manager or Member role are candidates for display.
Time	All the trend reports have information aggregated by time, to illustrate the trend of sales activities (over a single period or over multiple periods).
Total Judgment	This is the difference between product category worksheet forecast value and the corresponding forecast value from the opportunity forecast summary. DBI for Sales looks at the last successfully submitted forecast collected in the last concurrent run. DBI for Sales total judgment value is reflected from the Forecast History table in Oracle Sales (ASN), if implemented.
Total Opportunity	Total value of opportunities that are: (1) Open; (2) Won; (3) Lost; (4) No Opportunity
Total Opportunity Amount	Sum of all opportunity lines belonging to this opportunity
View By	The type of aggregation to be performed on information for display in dashboards and reports. The View By types available for selection are: Sales Group and Product Category. All trend reports display information by time.
Won Count	Number of won opportunities

Note: There are instances where a sales person creates an opportunity and sets the close date to a date in the past. This usually occurs when the sales person has been unable to enter the opportunity into the system due to travel constraints. In such cases, the close date of the opportunity is also considered as the creation date of the opportunity.

Sales Forecast Management Dashboard

The Sales Forecast Management dashboard displays an overview of the forecast and pipeline information related to sales groups and subordinates. From the key sales

forecast data provided, users can view forecast-related KPIs, view a forecast, won graph, access reports which allow further analysis of key forecast and sales information, and view other DBI dashboards.

Use the Daily Sales Intelligence responsibility to log into this dashboard.

Information from two separate forecasts is reported within DBI for Sales:

- **Sales Group Forecast:** This is the Forecast that was last submitted by the manager of the selected sales group.
- **Direct Reports Forecast:** The Direct Reports Forecast displays forecasts that were last submitted by managers/sales persons belonging to the selected sales group. These forecasts are summed up to provide the Direct Reports Forecast KPI.

DBI for Sales reports sales forecast information for the 'Period type' set in the system profile BIL: Base Forecast Period Type, during implementation. Therefore, forecast information is only displayed when the same period type is selected in dashboards and reports. Forecasts for Month or Quarter period types may be rolled up to the next largest period, depending on the value set in the system profile BIL: Enable Forecast Period Rollup. However, this excludes forecasts submitted for period type Week.

To view accurate forecast information, if Oracle Field Sales is implemented, it is recommended that an individual sales forecast category be mapped to a single product category. The product category should be the top level node in the hierarchy. Forecasts submitted for a forecast category mapped to multiple product categories are not displayed. Forecasts submitted for multiple forecast categories mapped to a single product category are summed up when reported in Sales DBI.

Refer to the *Oracle Daily Business Intelligence Implementation Guide* for further information.

Sales Forecast Management Dashboard KPIs

The following KPIs appear on this dashboard.

- **Sales Group Forecast:** The last submitted forecast of the manager of the selected sales group that has the: (1) Forecast submission for the selected current period. (2) Forecast period type as the current selected period type. (or rolled up to the current selected period type)
- **Direct Reports Forecast:** The sum of the last submitted forecasts of the subordinates of the selected sales group that have the: (1) Forecast submission for the selected current period. (2) Forecast period type as the current selected period type (or rolled up to the current selected period type). Note that depending upon where it is located, the Direct Reports Forecast KPI will drill to one of the following reports: Sales Results vs Forecast or Forecast Overview. In these cases, it will be named accordingly in the UI.

- **Weighted Pipeline:** The sum of the sales credit amount of all opportunities, weighted by the Win Probability, that have the: (1) Close date within the selected current period. (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Weighted Pipeline value of a prior period falls within a period for which no snapshot is available, '-' will be displayed. Therefore, the change value between the current and prior periods will be blank. Note that depending upon where it is located, the Weighted Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI.
- **Pipeline:** The sum of the sales credit amount of all opportunities that have the: (1) Close date within the selected current period. (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Pipeline value of a prior period falls within a period for which no snapshot is available, '0' will be displayed. Therefore, the change value between the current and prior periods will be blank. Note that depending upon where it is located, the Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI.
- **Won:** The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date. (2) Closed flag set ('Open' unchecked) (3) Won flag set ('Win' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). Note that depending upon where it is located, the Won KPI will drill to one of the following reports: Sales Results vs Forecast, Opportunity Win/Loss, and Forecast Overview. In these cases, it will be named accordingly in the UI.

Forecast Overview Report

This report shows forecasts, pipeline, weighted pipeline, and won opportunity data, filterable by sales group or product category. The data can allow management to determine the accuracy of each sales group's judgement, as the graphs illustrate those groups who have forecasted above or below the actual results. In addition, forecasts by product category enable sales executives to set expectations about sales of key products. Information on both the selected current and prior periods is displayed, together with the change between the respective periods.

Top Open Opportunities Report

This report displays top opportunities, by individual or all opportunity statuses. This

enables management to delve into opportunity information, including drill-down into actual opportunity transactions, so that they may provide additional assistance where necessary to lead opportunities to successful completion or to secure opportunities at risk.

Sales Management Dashboard

The Sales Management Dashboard includes information on pipeline, weighted pipeline, sales forecasts, and won and lost opportunities. Also included are booked orders and recognized revenue information.

Use the Daily Sales Intelligence responsibility to log into this dashboard.

Sales Management Dashboard KPIs

The following KPIs appear on this dashboard.

- **Revenue:** Total value of product revenue that has gone through the revenue recognition process and has been designated as recognized revenue.
- **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.
- **Sales Group Forecast:** The last submitted forecast of the manager of the selected sales group that has the: (1) Forecast submission for the selected current period. (2) Forecast period type as the current selected period type. (or rolled up to the current selected period type)
- **Direct Reports Forecast:** The sum of the last submitted forecasts of the subordinates of the selected sales group that have the: (1) Forecast submission for the selected current period. (2) Forecast period type as the current selected period type (or rolled up to the current selected period type). Note that depending upon where it is located, the Direct Reports Forecast KPI will drill to one of the following reports: Sales Results vs Forecast or Forecast Overview. In these cases, it will be named accordingly in the UI.
- **Weighted Pipeline:** The sum of the sales credit amount of all opportunities, weighted by the Win Probability, that have the: (1) Close date within the selected current period. (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Weighted Pipeline value of a prior period falls within a period for which no snapshot is available, '-' will be displayed. Therefore, the change value between the current and prior periods will be blank. Note that depending upon where it is located, the Weighted Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI.

- **Pipeline:** The sum of the sales credit amount of all opportunities that have the: (1) Close date within the selected current period. (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Pipeline value of a prior period falls within a period for which no snapshot is available, '0' will be displayed. Therefore, the change value between the current and prior periods will be blank. Note that depending upon where it is located, the Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI.
- **Won:** The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date. (2) Closed flag set ('Open' unchecked) (3) Won flag set ('Win' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). Note that depending upon where it is located, the Won KPI will drill to one of the following reports: Sales Results vs Forecast, Opportunity Win/Loss, and Forecast Overview. In these cases, it will be named accordingly in the UI.

Note: With the 'As-of-Date' parameter, users can go back in time to review historical data. Sales DBI now offers the true snapshot view of data. In other words, users can view data exactly as it was captured in the specified as-of-date.

- **Weekly Display:** Through the 'Pipeline' and 'Open' measures users can view data on a weekly basis. Sales organizations almost never conduct analysis on a daily basis, but rather on a quarterly basis (and sometimes on a monthly basis). The profile () determines the last day of the week. When it is the last day of the week, users can view data for period type Week, Month, Quarter, and Year. In other words, as of last day of the week, open and pipeline data are displayed by Week, Month, Quarter, and Year. Consequently, when users specify 'As-of-Date' to any other day in that week, they can view data as of the last day of the week.

For example, If Sunday is the last day of the week (02 May 05 - 07 May 05), on Sunday, the 'Pipeline' and 'Open' data are captured for Week, Month, Quarter, and Year. If the 'As-of-Date' is Monday, 02 May 05, the 'Pipeline' and 'Open' data are displayed for Sunday, 07 May 05. Similarly, if 'As-of-Date' = Tuesday, Wednesday, Thursday, Friday, or Saturday, data is displayed as of Sunday.

- **Week falls between 2 different months, quarters, or years:**

When the selected week falls between 2 periods.

If the 'As-of-Date' is Monday, 25 April 05, data is now displayed as of Saturday, 30 April 05, since this is the last day of the month. Similarly, true snapshot for last day of the Quarter and Year are captured to address scenarios when users want to view data when the last day of the period is outside the current period.

- **Daily true snap shot for 20 days from system date:**

Even though sales users analyze data on a weekly or a monthly basis, they still need to analyze on a daily basis. For example, the end of a quarter is a common time where most sales activities are finalized so sales users would like to track data on a daily basis. There could be scenarios where daily snapshots are useful at the end of the month.

Users can still view daily true snapshot for 20 days or at least 2 complete historical weeks from the system date (i.e. today). For example, if there are 5 weeks W1, W2, W3, W4, and W5 and the system date falls between W4 and W5. Assume that the system date (or today) is the first day of W4.

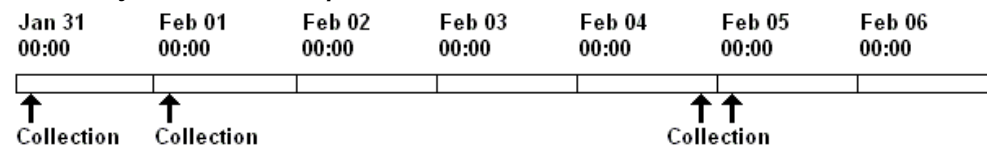
- If the 'As-of-Date' is during any day of W1, users can view data as of the last day of W1, i.e., this is the weekly snapshot.
- If the 'As-of-Date' is any day in W2 or W3, users can view data for the specified day, i.e., this is the daily true snap shot for that specified day. This applies for any day during W2 and W3.

As the system date progresses, users can view daily true snap shot if the 'As-of-Date' is any day in W4. When the system date progress to the first day of W5, users can view a weekly snapshot on the last day of W2. At this point, if the 'As-of-Date' is W2, users can view data as of the last day of W2.

- **Daily true snap shot over a period of seven days:**

In this example, collections are made over a period of seven days, from January 31 to February 6. For this example, assume that all seven days belong to the same week.

Seven-Day Time Period Snapshot



Data collection request sets were run on four days of the 7-day period shown, shortly after the end of the proceeding business day or towards the end of the current business day.

The snapshot of the Pipeline, Weighted Pipeline and Open opportunity KPIs obtained on the current day will be shown for the current As of Date. If there is no collection run for the current date, the snapshot of the Pipeline, Weighted Pipeline and Open Opportunity KPIs obtained on the preceding day will be shown for the current As of Date. If the preceding day is not in the current period, as selected in the Period Type parameter, the Pipeline and Open KPIs will show '-'. If there is a gap between two collection runs, the data for the days within the gap are

reconstructed from the opportunity log tables as part of the later collection run. The reconstructed values are snapshots as of the end of the day. An analysis of the above example follows:

Current Date: January 31, As of Date: January 31

The collection run on January 31 captures the snapshot of the KPIs for January 31.

Current Date: February 1, As of Date: February 1

The collection run on February 1 captures the snapshot of the KPIs for February 1.

For the period between the end of January 31, up to the time of the collection on February 1, the snapshot of the KPIs obtained on January 31 will be shown for the As of Date, February 1, as follows:

- The snapshot obtained on January 31, if Period Type is Week
- '-', if Period Type is Month
- The snapshot obtained on January 31, if Period Type is Quarter
- The snapshot obtained on January 31, if Period Type is Year

After the collection on February 1 has completed successfully, the snapshot of the KPIs obtained on February 1 will be shown for the As of Date, February 1.

Current Date: February 2, As of Date: February 2

For February 2, the snapshot of the KPIs obtained on February 1 will be shown for the As of Date, February 2.

Current Date: February 3, As of Date: February 3

There was no collection run on February 2. Therefore, the Pipeline and Open opportunity KPIs will display '0' and Weighted Pipeline KPI will display '-' for the As of Date, February 3, as there was no data collection on the preceding day.

Current Date: February 3, As of Date: February 2

There was no collection run on February 2. Therefore, the Pipeline and Open opportunity KPIs will display '0' and Weighted Pipeline KPI will display '-' for the As of Date February 2.

Current Date: February 4, As of Date: February 4

There was no collection run on February 3. Therefore, for the period between the end of February 3, up to the time of the collection on February 4, the Pipeline and Open opportunity KPIs will display '0' and Weighted Pipeline KPI will display '-' for the As of Date, February 4, as there was no data collection on the preceding day. After the collection on February 4 has completed successfully, the snapshot of the KPIs obtained on February 4 will be shown for the As of Date, February 4. The values for February 2 and February 3 are also reconstructed as part of this collection.

Current Date: February 5, As of Date: February 5

The collection run on February 5 captures the snapshot of the KPIs for February 5. For the period between the end of February 4, up to the time of the collection on February 5, the snapshot of the Pipeline, Weighted Pipeline and Open opportunity KPIs obtained on February 4 will be shown for the As of Date, February 5.

After the collection on February 5 has completed successfully, the snapshot of the KPIs obtained on February 5 will be shown for the As of Date, February 5

Current Date: February 6, As of Date: February 1

The snapshot of the KPIs obtained on February 1 will be shown for the As of Date, February 1.

Current Date: February 6, As of Date: February 2

The reconstructed snapshot of the KPIs as of midnight on February 2, from the February 4 collection, will be displayed for the As of Date, February 2.

Sales Results versus Forecast Report

This report shows forecast, won opportunity, net booked orders, and recognized revenue information, filterable by sales group or product category. This information can give management insight into how the business is performing against the expected performance in the target areas. The information displayed is for both the selected current and prior periods, together with the change between the respective periods.

Note: The Net Product Bookings and Product Revenue reports are accessed via the hyperlinked amounts in the Net Booked and Revenue columns in the Sales Results versus Forecast table on the Sales Management page.

Sales Group Forecast by Product Category Report

This report contains the breakdown of sales group forecast, direct reports forecast, total judgment, and weighted pipeline by product category. This report is also the underlying report for the Sales Group Forecast KPI.

In Oracle Sales, when a sales person creates an opportunity, the sales person may enter an opportunity forecast amount. This forecast amount is for all of the products, on all of the opportunity lines, within that opportunity. This opportunity forecast amount is shown within the Opportunity Forecast Detail in the Forecast screen. Please refer to the *Oracle Sales User Guide* for further information. The Total Judgement, at any point in the sales group hierarchy, is the difference between the product category forecast value, shown in the Forecast Worksheet, and the corresponding forecast value, shown in the Opportunity Forecast Detail. When a sales person is selected in the Sales Group parameter, then the Sales Group Forecast will show N/A, and the sales person's last submitted forecast will be shown in the Salesperson Forecast column.

Leads, Opportunities, and Backlog Report

This report presents the number of open leads, the value of open opportunities, the order backlog, and the deferred revenue, viewed by sales group or product category. The data gives management a tool for tracking the course of potential revenue --- from leads to opportunities, to orders, to the revenue recognition process --- by providing end-to-end revenue visibility. Information on both the selected current and prior periods is displayed, together with the change between the respective periods.

Forecast versus Won Trend Report

This report enables sales executives and managers to view the trend of won opportunities against forecast information. The forecast information is for the current period, while the won information will compare the selected current and prior periods.

Lead and Opportunity by Campaign Report

This report displays lead and opportunity information by marketing campaign, filterable by sales group or product category. The data enables management to monitor the performance of marketing activities, potentially highlighting the marketing programs and events that have been successful in generating leads and opportunities and ultimately, converting to won opportunities. The report features drill-down into the campaign hierarchy to see lead and opportunity information by marketing programs and events. Information presented is for both the selected current and prior periods, together with the changes between the respective comparison periods.

Top/Bottom Sales Performers Report

This report enables sales managers to view basic measures related to a sales representative's performance such as Forecast, Pipeline, Won, Win/Loss ratio and Booked Amounts. Sales managers can track performance from forecast predictions to booked amounts. While the report ranks sales performers by Booked Amount, Won and Win/Loss ratio measures, sales managers may sort the report by the Forecast, Pipeline, Won, Win/Loss ratio and Booked Amount measures. This enables sales managers to view the correlation between performance measures.

By drilling into the 'Pipeline' measure, sales managers can access details about sales opportunities that affect a sales representative's performance. By drilling into the 'Won' measure, sales managers can access details about opportunities that a sales representative wins. Due to the integration between Sales DBI and Oracle Sales, sales managers can drill from the Pipeline/Won measure in the Top/Bottom Sales Performers report to the Opportunity Line Detail report. From the Opportunity Line Detail report, sales managers can view opportunities that are in the pipeline/won and drill into Oracle Sales and view the actual transaction.

Extended Forecast versus Won Trend Report

This report shows trends of won opportunities progressing against forecast information, over an extended time period. This information is valuable in providing management with a historical perspective into the accuracy of forecasts against won opportunities, influencing current forecasts. The forecast information is the sum of the last submitted forecasts of the subordinate sales group managers, of the selected sales group. Both the forecast and won information is for the selected current and prior periods.

Extended Forecast versus Pipeline Trend Report

This report displays trends of won opportunities progressing against pipeline information, over an extended time period. This information is valuable in providing management with a historical perspective into the accuracy of forecasts against the pipeline, influencing current forecasts. The forecast information is the sum of the last submitted forecasts of the subordinate sales group managers, of the selected sales group. Both the forecast and pipeline information is for the selected current and prior periods.

Opportunity Management Dashboard

The Opportunity Management Dashboard offers an overview of opportunity-specific sales information, including details about opportunities of different statuses and progress against forecasts. From the key summary sales data provided on this dashboard, users can view opportunity-related KPIs, break down KPIs, view forecast to pipeline graphs, view other DBI dashboards, and access reports which allow further analysis of key opportunity and sales information.

Use the Daily Sales Intelligence responsibility to log into this dashboard.

Opportunity Management Dashboard KPIs

The following KPIs appear on this dashboard.

- **Won:** The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date. (2) Closed flag set ('Open' unchecked) (3) Won flag set ('Win' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). Note that depending upon where it is located, the Won KPI will drill to one of the following reports: Sales Results vs Forecast, Opportunity Win/Loss, and Forecast Overview. In these cases, it will be named accordingly in the UI.
- **Open:** The currency value of open opportunities.

- **Pipeline:** The sum of the sales credit amount of all opportunities that have the: (1) Close date within the selected current period. (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Pipeline value of a prior period falls within a period for which no snapshot is available, '0' will be displayed. Therefore, the change value between the current and prior periods will be blank. Note that depending upon where it is located, the Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI.
- **Weighted Pipeline:** The sum of the sales credit amount of all opportunities, weighted by the Win Probability, that have the: (1) Close date within the selected current period. (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Weighted Pipeline value of a prior period falls within a period for which no snapshot is available, '-' will be displayed. Therefore, the change value between the current and prior periods will be blank. Note that depending upon where it is located, the Weighted Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI.
- **Lost:** The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date. (2) Closed flag set ('Open' unchecked) (3) Lost flag set ('Loss' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category. (defined by the View By parameter)
- **Win/Loss Ratio:** Total value of opportunities that are Won, divided by total value of opportunities that are Lost. Won and Lost opportunities must have close dates between the start of the selected current period and selected As of Date. The ratio figure is displayed to one decimal place.
- **No Opportunity:** The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date. (2) Closed flag set ('Open' unchecked) (3) No Opportunity flag set ('Neither' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category. (defined by the View By parameter)

Note: The Won, Lost and No Opportunity KPIs will be reported by the close date of the opportunity corresponding to the selected As of Date. Therefore, all dashboards and reports will display all Won, Lost and No Opportunity information for opportunities that have a close date from the start of the current selected period, up to the As of Date. This assumes that DBI data collection programs will be run on a daily basis. If there is a

lapse in the execution of the DBI data collection programs, the opportunity information displayed will only include those opportunities that have close dates from the start of the current period up to and including the date of the last DBI data collection. The current period in this case is the period that was current when the DBI data collection programs were last run.

Opportunity Win/Loss Report

This report presents opportunity value information by sales group or product category. This gives management a view of the efficiency of the sales force versus the competition. The information is displayed for both the selected current and prior periods, together with the change between the respective periods.

Opportunity Win/Loss (with Counts) Report

This report shows opportunity number and value information by sales group. This gives management a view of the efficiency of the sales force versus the competition. The number of opportunities may be used as an indicator of the economic conditions impacting the business. The information is displayed for both the selected current and prior periods, together with the change between the respective periods.

Opportunity Line Detail Report

This report is the 'placeholder' report for drillable KPIs. It shows the opportunity lines that make up the aggregate KPI value. For example, it can provide the breakdown of a particular sales group's pipeline value. The user is able to drill to the transaction application from Opportunity lines displayed in the report.

This report contains a link to the Product Revenue Bookings and Backlog page, which displays the net bookings, revenue, revenue booked this period, and revenue backlog for the sale of products (but not for services) by sales group and by product category.

Forecast, Pipeline, Won Trend Report

This report depicts trends of won opportunities progressing against forecast and pipeline information. This provides insights into the performance of the sales force, by comparing the won opportunities against the pipeline, and can help managers submit accurate forecasts. Won opportunities are shown as a cumulative figure from the start of the period. The forecast information is the last submitted forecast of the subordinate sales group managers. The trend information is displayed for the current selected period only.

Opportunity Activity Report

This report shows opportunity activity occurring during the selected current period, together with the value of open opportunities at the start of the period. This information

is valuable to management in helping to adjust their business operations to leverage maximum productivity from the sales force and prevailing economic conditions. Opportunities that have moved into the period, moved out of the period, increased in value or decreased in value are shown as the adjustment to the period. The activity information may be viewed or filtered by any combination of sales group or product category. The activity information is presented for the current selected period only.

Weighted Pipeline Report

This report displays pipeline and pipeline weighted by win probability information, filterable by sales group or product category. For analyses purposes, the weighted pipeline data is also broken down into discrete win probability ranges. This report can give management insight into the health of the pipeline, highlighting the performance of the sales force and the sales of key products. The information is displayed for both the selected current and prior periods, together with the change between the respective periods.

Flexible Bucketing Feature for Weighted Pipeline Report

You can customize the weighted pipeline bucket. This enables organizations to tailor the weighted pipeline buckets to their specific business needs.

Pipeline Trend Report

This report presents positive and negative growth trends, over a number of successive periods, filterable by sales group or product category. This data can be useful in determining the health of the business, allowing corrective action by management.

Win/Loss Trend Report

This report displays total opportunities, as well as won and lost opportunities trend information, filterable by sales group or product category. The respective proportion of the won and lost opportunities (of total opportunities) is also displayed. This provides management with a view to the efficiency of the sales force, leading to prompt corrective action if necessary. The information displayed is for the current selected period.

Using Daily Business Intelligence for Service Contracts

This chapter covers the following topics:

- Introduction
- Common Concepts
- Service Contracts Management Dashboard
- Service Renewals Management Dashboard
- Oracle Discoverer Business Area for Service Contracts Intelligence

Introduction

Using Oracle Daily Business Intelligence (DBI) for Service Contracts, service contracts managers and executives can view service contracts booking status, new business and renewals, expirations, cancellations, and terminations. DBI for Service Contracts provides easy access to information that can help you manage and track the effectiveness of the renewal process.

Use the information in these dashboards and reports to analyze service contract trends, make long-term strategic decisions, and initiate short-term actions based on recently booked or cancelled contracts, upcoming expiring contracts, and pending renewals.

Common Concepts

The following concepts are common across the reports in Oracle Daily Business Intelligence (DBI) for Service Contracts.

Line and Subline

The service line of a contract is called a line, and the covered line is called a subline.

Signed Date and Booking Date

Signed date is synonymous with booking date.

Value and Change

Value is the sum of the Subtotal Amount on each subline in the contract. The Subtotal Amount is in the Lines Pricing/Products tabbed region, in the Pricing tabbed region of the subline.

Change is the percentage change in the given value in comparison with the previous period or the comparison period. This applies only to changes expressed in percentages. Changes on ratios, percentages, and cycle times are absolute numbers.

Null Values

N/A appears when the system cannot perform a mathematical computation (changes when you need to divide by zero). If there is no data, then "-" appears.

The system filters out any row in which 0, -, or N/A appears for every column. If data is not found, then the row does not appear. If a change occurred between the current and the prior period, however, then the row appears. For example, if a given sales group has no bookings in the period or in the prior period, then no row appears for the sales group in the Activations report. If there were bookings in the prior period, however, then the row appears to show the value in the Change column.

Time Periods

Each report region provides data for distinct time periods.

- **Period to Date:** The Renewal Bookings and Renewal Cancellation reports display booking, forecast, cancellation, and uplift values for all renewals with activity dates in the selected period. The Booking to Renewal reports display renewal and booked values for all renewals in the selected period to date. In these reports, a period is the time on or after the first day of the period and on or before the selected date.

All Activations, Terminations, and Expirations reports, except the Period Expiring Contracts reports, use this measure.

- **Period:** The Period Renewals reports display renewal, booked, cancellation, and uplift values for all renewals with a start date in the selected period. In these reports, a period is the time on or after the first day of the period and on or before the last day of the period. This definition of period also applies to the Period Expiring Contracts report.

For example, Renewal Bookings Summary displays the booked value in the selected period to date (any booking that occurred on or after the first day of the period, and on or before the selected date). Period Renewals Summary displays the booked

value for contracts that start in the selected period, although the booking occurred in a previous period. It displays any booked contract that starts on or after the first day of the period, and on or before the last day of the period, including after the selected date.

- **Inception to Date:** The Backlog reports display the renewal value for all renewals from the date on which Oracle Daily Business Intelligence for Service Contracts started collecting the data, to (and including) the selected date. Inception to Date also applies to the Active Service Contracts report.

Data displays for the selected date if it was collected on that date. See: General Dashboard and Report Behavior, page 1-26 for more information.

Transferred Contracts

You can use DBI for Service Contracts to track the renewal relationship of a transferred contract. DBI for Service Contracts ensures continuity of the contract by maintaining the renewal relationship of the contract under its previous owner with the contract under its new owner.

Example

Contract 23456 R01 is a renewal of contract 23456 created on Company Y for \$1000 for 10 months. Four months into the contract, Company X acquires Company Y, thus inheriting all of Company Y's service contracts. An Oracle Service Contracts user must transfer contract 23456 R01 after the 4th month. In order to do this, the user terminates contract 23456 R01 for \$400 and creates a new contract M001 for \$600.

DBI for Service Contracts shows the following:

- The Renewals Booking Summary report shows booked values of \$1000 for 23456 R01 and \$600 for M001.
- The Service Contracts Management dashboard shows 23456 R01 as activated renewal business and later shows it as terminated for \$400 billed value and \$600 remaining value. The dashboard shows M001 as activated renewal business with a value of \$600.
- The Terminations portlet shows a termination for \$600. Reason: Transferred.
- The Service Contracts Management dashboard shows uplift for M001 when compared to original contract 23456. It shows a misleading value of -\$400. Look at the values in annualized amounts. In this case, the system compares M001 to the corresponding line / value duration in contract 23456. The system computes uplift for 23456 R01 when compared to original contract 23456. Uplift is 0.

Common Parameters

Many of the reports in Oracle Daily Business Intelligence for Service Contracts contain

the following parameters:

Operating Units

The operating unit parameter is available at the dashboard and report levels. Selecting All operating units displays data for all the operating units in the company.

Currencies

This parameter displays the functional currencies associated with each operating unit. It also displays the corporate (global) primary currency established during Oracle Daily Business Intelligence setup. If the Daily Business Intelligence administrator set up secondary currency and annualized currency in the global parameters, then these values also appear in the Currency parameter. The annualized currency parameter enables you to view the annualized amounts on the Service Contracts Management dashboard and reports. For more information, see *Annualized Currency*, page 15-7.

If the functional currency of an operating unit is the same as the primary or secondary currency, the parameter only displays the functional currency.

Example

Assume the following available operating units and currencies:

Operating Units and Currencies Used in Example Enterprise

Operating Unit	Currency
Vision France	Functional currency is EURO.
Vision Operations	Functional currency is USD Fixed.
—	Primary currency is USD Fixed.
—	<i>Optional:</i> Secondary currency is GBP Reporting. (A secondary currency is optional. Your system might not have one.)

The following table shows the currencies available to you in the Currency parameter and the data that appears in the report, based on your operating unit and currency selection:

Report Data that Displays for Example Enterprise

Selected Operating Unit	Available Currencies if Primary Currency Is Set	Available Currencies If Primary and Secondary Currencies are Set	Report Data
Vision France	USD Fixed, EURO	USD Fixed, EURO, GBP Reporting	Data in the report displays in the currency you select, for the Vision France operating unit.
Vision Operations	USD Fixed	USD Fixed, GBP Reporting	Because the Vision Operations currency and the primary currency are the same (USD), data in the report appears in the primary currency for the Vision Operations operating unit. If a secondary currency (GBP in this example) is set, then you can select that currency.
All	USD Fixed	USD Fixed, GBP Reporting	Data in the report appears in the currency you select.

If all operating units have the same functional currency, which differs from the primary or secondary currency, then you can display data in the functional currency of the operating units or in the primary or secondary currency, even if you select All in the Operating Unit parameter.

When using the primary or secondary currency, the system performs the conversions between the functional currency and the primary or secondary currency, and not between the transactional currency and the primary or secondary currency.

Currency Conversion

DBI for Service Contracts stores currency information in the transactional, functional, primary, and secondary currencies for all contracts. To calculate the functional value of a contract subline, the system uses the conversion rate from the transactional currency to the functional currency. To calculate the primary or secondary currency, the system

uses the conversion rate from the functional currency to the corresponding currency.

Converting Transactional Currency to Functional Currency

To convert transactional currency to functional currency, consider the following:

- If the contract author created the contract in the functional currency, then the currency conversion rate from transactional to functional is 1.
- If the contract author did not create the contract in the functional currency, and if the Currency Conversion Rate Type specified for the contract is User, then the system uses the currency conversion rate listed in the contract to convert the transactional currency to the functional currency.
- If the contract author did not create the contract in the functional currency, and if the Currency Conversion Rate Type specified for the contract is not User, then the system uses the conversion date and the conversion type in the contract to calculate the rate. If the contract does not contain a conversion date, then the system uses the approval date (or, if the approval date is not available, the contract creation date), to find the conversion rate. If the contract does not contain a conversion type, then the system uses the Oracle Daily Business Intelligence global primary conversion rate type.
- If the conversion date and rate are not defined in the GL Currency Conversion table, then the processes that load the data from Oracle Service Contracts into Oracle Daily Business Intelligence for Service Contracts fail. In this case, the data in the reports is the data from the last successful load.

Converting Functional Currency to Primary or Secondary Currency

The following rules apply to conversions from the functional currency to the primary currency and to the optional secondary currency. If the Daily Business Intelligence administrator only set up a primary currency, then the system converts the functional currency amounts only to the primary currency using the following rules. If the administrator set up both primary and secondary currencies, then two conversions are performed using these rules: one currency amount is provided in the primary currency and another in the secondary currency.

- If the functional currency is the same currency as the primary or secondary currency, then the currency conversion rate from the functional to the primary or secondary currency is 1.
- If the contract contains a conversion date, then the system uses the conversion date and the Oracle Daily Business Intelligence global conversion rate type to retrieve the rate. For a conversion from the functional to the primary currency, the system uses the primary rate type. For a conversion from the functional to the secondary currency, the system uses the secondary rate type.
- If the contract does not contain a conversion date, then the system uses the approval date (or, if the approval date is not available, the contract creation date) and the

Oracle Daily Business Intelligence global conversion rate type to retrieve the rate. For a conversion from the functional to the primary currency, the system uses the primary rate type. For a conversion from the functional to the secondary currency, the system uses the secondary rate type.

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 the date is before January 1, 1999. Instead, it uses January 1, 1999 as the conversion date. For more information on Euro conversions, see information about the Currency parameter in Parameters, page 1-4.

- If the conversion date and rate are not defined in the GL Currency Conversion table, then the processes that load the data from Oracle Service Contracts into Oracle Daily Business Intelligence for Service Contracts fail. In this case, the data in the reports is the data from the last successful load, rather than the most recent (unsuccessful) load.

Annualized Currency

Annualized currency values are the contract values normalized to a 365-day time period (366-day time period for leap years). You can view the annualized currency values in the Service Contracts Management dashboard and reports.

Annualized currency values provide a complementary view to measures based on the face value of the contracts.

Example

Assume you are viewing new business activations details in the Activations Detail report. The table in this report shows Contract 1 to be worth 1000 USD for 3 months' duration and Contract 2 to be worth 4000 USD for 2 years' duration. In this case, although the value of Contract 2 is much higher than the value of Contract 1, its duration is also greater than the duration of Contract 1. With a probability of the contracts being renewed continuously, the revenue from Contract 1 will eventually be much higher than from Contract 2. For such cases, you can view the annualized contract amounts. In this example, the report shows the annualized values at 4000 USD for Contract 1 and 2000 USD for Contract 2 and thus help you view the actual worth of the contracts.

To view the annualized contract amounts, select the annualized currency option from the Currency parameter. You can view the annualized contract amounts either in the primary or the secondary currency. The annualized currency is set up in the global parameters for Daily Business Intelligence using the Daily Business Intelligence Administrator responsibility. During setup, the administrator specifies the name of the annualized currency that displays in the Currency parameter. For more information on setting up annualized currency, see the section on Annualized Currency in the *Oracle Daily Business Intelligence Implementation Guide*.

When you select the annualized currency option in the Currency parameter, the system first converts the subline amounts to the primary or secondary currency as applicable, and then normalizes these amounts to a year using the following formula: annualized subline value = subline value * annualization factor. For information on how the system converts the subline amounts to the primary and secondary currencies, see Currency Conversion, page 15-5.

The annualization factor is a number available in Oracle Service Contracts, which, when multiplied by the contract subline amount, gives the annualized subline amount. The annualization factor considers the days in a year and the number of days between the subline start and end dates.

Oracle Service Contracts calculates the annualization factor as follows: $[365 + (\text{number of leap days} / \text{number of years})] / [(\text{subline end date} + 1) - \text{subline start date}]$

The system calculates the number of years between the subline start and end dates by identifying the dates for every one-year interval, starting from the start date until it reaches or crosses the end date.

Example

Consider an 18-month contract with a start date of 01-January-1995 and an end date of 30-June-1996. In this example, the system calculates the number of years as follows:

1st year: 01-January-1995 To 31-December-1995 (start date + 12 months – one day)

2nd year: 01-January-1996 To 31-December-1996

Number of years: 2

As shown, even though the contract is for 18 months, the system uses 2 as the number of years for calculating the annualization factor.

The system calculates the number of leap days between the subline start and end dates by identifying the dates for every one-year interval, starting from the start date until it reaches or crosses the end date. In this example, the system calculates the number of leap days as follows:

1. 1st year: 01-January-1995 To 31-December-1995 (one complete year that has 365 days)
2. 2nd year: 01-January-1996 To 30-June-1996 (partial year)

For each complete year, the system calculates the number of days between the start and end dates. If the number of days is 366, then the number of leap days is 1. In this example, the number of leap days for the complete year (01-January-1995 To 31-December-1995) is 0.

For the partial year, the system calculates the number of leap days by:

1. Calculating the dates for one year after the start date. In this example, the dates are 01-January-1996 to 31-December-1996 (one complete year that has 366 days).
2. Identifying the dates for one year prior to the end date. In this example, the dates

are 01-July-1995 to 30-June-1996 (one complete year that has 366 days).

The system calculates the number of days between the start and end dates identified in points one and two above. If both are 366, as in this example, the system counts the leap days as 1.

Summary of the annualization factor calculation:

Start Date: 01-January-1995

End Date: 30-June-1996

Number of years: 2

Number of Leap Days: 1

Annualization Factor: $[365 + (1 / 2)] / [(30\text{-June-1996} + 1) - 01\text{-January-1995}] = 365.5 / 547 = 0.6682$

Product

The parameter displays items defined in the item master in Oracle Inventory. The parameter displays service items from the contract line for line types of Service or Extended Warranty. The product category selection determines the products that appear in this parameter.

Product Category

Categories defined in Oracle Purchasing and Oracle Inventory. These categories contain items that are sold, including service items. You can see these items in the Product parameter.

Sales Representatives

Some reports display the sales representative associated with the contract. To determine the sales representative on a contract, the system checks if the OKS: Enable Sales Credits profile option in Oracle Service Contracts is set to Yes or Derive. If set to Yes or Derive, the system looks at the profile option OKS: Vendor Contact Role. The system chooses the Vendor Contact whose role matches the value in this profile option as the sales representative for that contract line. If OKS: Enable Sales Credits is not set to YES or Derive, then the system chooses the Vendor Contact associated with the role of Sales Person.

In rare cases, a sales representative is deleted from a sales group. If so, when you try to access data for that sales representative, the reports produce an error. For example, when you select a sales group to view the sales representatives, the report lists all of the sales representatives who performed activity in the sales group at that time, including the deleted sales representative, and their associated values (such as the renewals values). In some reports, you can select the value for each sales representative to see contract details. If you select a value for the deleted sales representative, then you get an error. If the person who maintains the sales group hierarchy uses an end date to expire

a sales representative's participation in a sales group, then this error does not occur. The error occurs only if a sales representative is deleted.

Sales Group

Administrators create sales groups in Oracle Resource Manager and assign them to resources using the CRM Administrator responsibility. In Oracle Service Contracts, users select from among these sales groups. Oracle Daily Business Intelligence uses the sales group that is stamped on the contract.

The Service Contracts Management and Service Renewals Management dashboards use sales group security. This means only users who are set up as managers or administrators of a sales group have access to the transactions within the sales group and any sales groups that belong to it.

An example sales group hierarchy is as follows:

Worldwide Sales

- **USA Sales (sales group)**
 - Apt, Peter M. (sales representative)
 - Industry Accounts (sales group)
 - Sprague, Helena (sales representative)
 - Weinbert, Jerry (sales representative)
- **APAC Sales (sales group)**
 - China Sales (sales group, with sales representatives)
 - Australia Sales (sales group, with sales representatives)

Select a sales group to view data for the group sales representatives or sales groups.

The Unassigned sales group displays contract data for sales representatives under the following conditions: there is no Vendor Contact (it is an optional field) on the contract, the Vendor Contact does not have a role of Sales Person or the role specified by OKS: Vendor Contact Role (if OKS: Enable Sales Credits is Yes or Derive), the Vendor Contact is not attached to a sales group, or the Vendor Contact is explicitly attached to the Unassigned sales group.

The Sales Group parameter displays up to three sales group levels, depending on where you are in the hierarchy and the sales groups to which you have access. Consider the preceding example and assume you have the Admin responsibility for the USA Sales sales group. If you are in Industry Accounts, then you can see Helena Sprague and Jerry Weinbert. You can also see Peter M. Apt, because he is in USA Sales. You cannot, however, see data for APAC Sales.

The Sales Group parameter includes current sales groups and current and historical sales representatives. An example of a historical sales representative is one who has left the company or joined a new group. A sales representative who left the company appears under the former sales group in reports that cover the period when the representative was still with the company. A sales representative who joins a new group appears under the new group, as well as the previous group. In the previous group, the sales representative's name appears within parentheses, and the contracts the representative booked while in the previous group appear in the report.

The sales group hierarchy contains inactivated sales groups but not historical sales groups changes.

Customer Classification

You can classify customers based on logical groupings or classifications. For example, you can classify customers by industry, such as aerospace or high tech, or by customer size, such as small business or medium business. If a customer has not been classified under a specific customer classification, then the system groups all of that customer's service contracts under Unassigned. The Customer Classification parameter is available in the Service Contracts Management reports.

The Daily Business Intelligence Administrator specifies the Class Category that determines the options available in the Customer Classification parameter. If no Class Category is specified, then the only options available are All and Unassigned, and all customers are grouped under Unassigned. For more information, see the section on Customer Classification in the *Oracle Daily Business Intelligence Implementation Guide*.

Customer

This parameter is available only in detail reports such as the Activations Detail report and the Renewal Bookings Detail report. Users specify the customer name at the contract header level by associating a name with the Customer Party Role in the Summary tabbed region of the Service Contracts Authoring window in Oracle Service Contracts. For more information, see *Oracle Service Contracts User Guide*.

Note: In the Service Contracts Management detail reports, such as the Expirations Detail report, you can view and analyze information using the Customer parameter, as well as the Customer Classification parameter. These two parameters, however, are independent of each other. That is, all customers appear in the Customer parameter, regardless of the customer classifications you select in the Customer Classification parameter. Therefore, it is possible to select a customer in the Customer parameter that does not belong to the selected customer classifications. In this case, the system displays *No data found...* in the report.

Service Contracts Management Dashboard

The Service Contracts Management dashboard shows contracts for both new business (new sublines, with no relationship to an original expired subline) and renewals (sublines renewed from an original expired subline).

Use the Service Contracts Management dashboard to:

- Review three states of service business: past, current, and future. Analyze service contract trends that enable long-term strategic decisions, as well as short-term corrective actions.
- View service contracts and their life cycle status at a high level. The dashboard shows summarized contract information, while reports provide details of service contract activations, expirations, and terminations. The system considers a contract subline active if it is signed and has a start date sometime within the period to date. The signed date is irrelevant.
- Reduce revenue leakage by detecting problems early in the renewal process. Detailed reports enable you to take actions based on recently activated or cancelled contracts and on soon-to-expire contracts.
- Track performance indicators and their changes over time.

The Service Contracts Management dashboard includes contracts of the following contract categories:

- Service Agreement
- Warranty and Extended Warranty

It includes all Service and Extended Warranty service lines.

The Service Contracts Management dashboard displays information at the contract subline level. Consider a million dollar service contract that contains ten sublines. Each contract subline has a value of 100,000 dollars. The Service Contracts Management dashboard displays active, terminated, and expired information for each of the ten sublines on that contract.

The contract sublines also appear in the reports. For example, a million-dollar contract with ten contract sublines has a contract period of a calendar year. One of the contract sublines becomes active and booked on January 15 of that year. It then terminates on May 15 of that year. On December 20, when you view the reports, the contract subline appears in both the Activations and Terminations reports for that year period.

When you select a date in the past, the contract subline status the system shows is the status as of that date, not the current status. Using the above example, if you change the date at the top of the report to January 20 instead of December 20, then the report displays the contract in the Activations report only.

The Service Contracts Management dashboard uses the following activity dates to place contracts in the proper time period:

- Signed (booked) date, derived from the Date Signed in the Summary Administration tabbed region of the contract.
- Start date, derived from the subline Start Date in the Lines Pricing/Products tabbed region of the contract, in the Effectivity tabbed region of the subline.
- Terminated date, derived from the subline Date Terminated in the Lines Pricing/Products tabbed region of the contract, in the Effectivity tabbed region of the subline.
- End date, derived from the subline End Date in the Lines Pricing/Products tabbed region, in the Effectivity tabbed region of the subline.

The Service Contracts Management dashboard and reports are available to service contract managers and executives who have the Service Contracts Manager, Service Sales Manager, or Daily Service Contracts Intelligence responsibility.

Dashboard Parameters

The Service Contracts Management dashboard contains the following parameters:

- **Date**
- **Period**
- **Compare To**
- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**

See Common Concepts, page 15-1 for a description of all the parameters except Date, Period, and Compare To. See Parameters, page 1-4 for a description of these parameters and how parameters affect the results on dashboards and reports.

Reports and Graphs

This dashboard contains the following report regions:

- Service Contracts Management KPIs, page 15-14
- Expirations, page 15-19

- Activations, page 15-24
- Terminations, page 15-28

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Service Contracts Management KPIs

This section describes key performance indicators (KPIs) in service contracts. See Dashboard Parameters, page 15-13 for a description of the parameters on this dashboard. See Common Concepts, page 15-1 for a definition of value and change.

KPI Definitions

The following are the Service Contracts Management KPIs:

- **Beginning Active Service Contracts:** Sum of the value of all contract sublines active at the beginning of the selected period.
- **Expired Value:** Sum of the value of all contract sublines that expire in the selected period to date.
- **Activated New Business Value:** Sum of the value of all new business contract sublines activated in the selected period to date. A new business contract subline is considered activated in this period if it is signed and has a start date in the selected period to date, regardless of the booking date.
- **Activated Renewals Value:** Sum of the value of all renewal contract sublines activated in the selected period to date. The system considers a renewal contract subline activated in the period if it is signed and has a start date in the selected period to date, regardless of the booking date.
- **Terminated Billed Value:** Sum of the billed value of all contract sublines that have a termination date in the selected period to date. This value is equivalent to the original value of the subline, minus the Terminated Remaining Value.
- **Terminated Remaining Value:** Sum of the remaining value after termination of all contract sublines terminated in the selected period to date. The system calculates it as the sum of the unbilled amount, credit amount, and suppressed credit of the terminated contract sublines.
- **Current Active Service Contracts:** Sum of the value of all contract sublines active on the selected date. The system considers a signed contract subline active if both of the following conditions are met:
 - The subline start date is on or before the selected date.

- The subline end date is after the selected date.

Personalization

See: General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see: Service Contracts Management Dashboard, page 15-12.

Additional Information

For information on factoring, what None means, and other general information, see: General Dashboard and Report Behavior, page 1-26.

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Active Service Contracts

This section explains the following reports:

- Active Service Contracts, page 15-16
- Current Active Service Contracts Detail, page 15-17
- Current Active Service Contracts Trend, page 15-18

Use the Active Service Contracts reports to answer the following questions:

- What service contracts were active at the beginning of the selected period?
- What service contracts were active as of the selected date?
- Which customers have active service contracts, as of the selected date?

Report Parameters

The Active Service Contracts reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**

- **Product**
- **Customer**
- **Customer Classification**

See Common Concepts, page 15-1 for a description of the parameters. See Parameters, page 1-4, for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

Using the View By parameter in the Active Service Contracts report, you can view information by sales group, operating unit, product category, product, or customer classification. The default View By is product category.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below. See Common Concepts, page 15-1 for an explanation of change and time period.

Active Service Contracts Report

The Active Service Contracts report provides information on active contracts at the beginning of the period and as of the selected date. The system considers a contract subline active on a date if it is signed and if the given date falls on or between the subline start and end dates.

This report contains the following headings:

- **Beginning Active Service Contracts:** Sum of the value of all contract sublines active at the beginning of the selected period, based on the View By parameter. For example, if you are viewing by customer classification, then it is the sum of the value of all contract sublines active at the beginning of the selected period for a specific customer classification.
- **Change**
- **Percent of Total (for beginning active service contracts):** Percentage of beginning active service contracts for the selected View By parameter when compared to the grand total of the column. For example, if you view the report by product, then it is the percentage of beginning active service contracts for a specific product, when compared to the sum of the beginning active service contracts of all products.
- **Change**
- **Current Active Service Contracts:** Sum of the value of all contract sublines active on the selected date, based on the View By parameter. For example, if you view the report by product category, then it is the sum of the value of all active contract sublines on the selected date for a specific product category.

- **Change**
- **Percent of Total (for current active service contracts):** Percentage of current active service contracts for the selected View By parameter when compared to the grand total of the column. For example, if you view the report by product, then it is the percentage of current active service contracts for a specific product, when compared to the sum of the current active service contracts of all products.
- **Change**
- **Period to Date Change:** $[(\text{Current Active Service Contracts} - \text{Beginning Active Service Contracts}) / \text{Beginning Active Service Contracts}]$

Change in the active service contract value between the current and comparison periods to date. Period to date is the time period from the beginning of the period to the selected date.

The link on the Current Active Service Contracts column is enabled when you view by product or by the lowest level of the sales group hierarchy (sales representative). Click this link to view the Current Active Service Contracts Detail report.

Current Active Service Contracts Detail Report

This report provides a detailed view of the contracts that comprise the current active service contracts value. When you view by product or by the lowest level of the sales group hierarchy (sales representative) in the Active Service Contracts report, the link on the Current Active Service Contracts column is enabled. Use this link to access the Current Active Service Contracts Detail report.

This report contains the following headings:

- **Contract:** Contract numbers of the current active sublines that make up the selected value.
- **Customer:** Name associated with the customer party role of the contract.
- **Sales Representative:** Person in the Vendor Contact field of the contract who is associated with the Sales Representative role. For more information, including about unassigned sales representatives, see Sales Representatives, page 15-9.
- **Sign Date:** Date the contract was booked (Date Signed in the Summary Administration tab on the contract).
- **Contract Start Date:** Start date from the contract header.
- **Contract End Date:** End date from the contract header.
- **Contract Value:** Full value of the contract with the current active sublines.

- **Current Active Service Contracts:** Sum of the values of the current active sublines in the contract.

From this report, you can access the Contract Details report.

Contract Details Report

This is a read-only report that contains real-time information on the contract. It is sourced directly from Oracle Service Contracts, which means that it contains up-to-the-minute information; you do not need to wait for DBI to refresh before you can see the latest data. If an Oracle Service Contracts user updates the contract after the DBI load runs, then the DBI user sees this change in the Contract Details report. For example, if a contract is terminated after the DBI load runs, then the summary reports show the contract as Active, but the Contract Details report shows the real-time status as terminated.

Current Active Service Contracts Trend Report

This report shows the current active service contract values over time based on the selected period. It provides the value of current active service contracts for various time periods, along with the change when compared with the comparison period. Current Active Service Contract values for the previous periods on the trend report are the sum of the values of all contract sublines active on the last day of the period.

This report contains the following headings:

- **Period**
- **Current Active Service Contracts**
- **Change**

See Active Service Contracts, page 15-16 for a description of the headings.

See Common Concepts, page 15-1 for information on change and time period (month, quarter, or year).

Graphs

Beginning Active Service Contracts is a horizontal bar graph that displays the beginning active service contracts for the current and comparison periods.

Current Active Service Contracts is a horizontal bar graph that displays the service contracts that are active on the selected date and the service contracts that were active on the same date in the comparison period.

The Current Active Service Contracts Trend graph displays the active service contracts over time.

Personalization

See: General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on related reports, see: Service Contracts Management Dashboard, page 15-12.

Expirations

This section explains the following reports:

- Expirations, page 15-20
- Expirations Detail, page 15-21
- Expired Value Distribution, page 15-21
- Period Expiring Contracts, page 15-22
- Period Expiring Contracts Detail, page 15-23

Use the Expirations reports to answer the following questions:

- What is the status of contract sublines that expired during the period?
- Are expired contracts successfully renewed, or is business being lost?
- Are customers cancelling renewals?

Note: These reports consider a contract subline expired on the end date plus one day.

Report Parameters

The Expirations reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**
- **Customer**
- **Type:** This parameter appears in the Expirations Detail report. The Type parameter

contains classification of expired contracts according to the status of the renewal. It has four possible values: Renewed, Open Renewal, Cancelled Renewal, and No Renewal.

- **Customer Classification**

See Common Concepts, page 15-1 for a description of the parameters. See Parameters, page 1-4 for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

You can use the View By parameter in the Expirations report and the Period Expiring Contracts report to view information by sales group, operating unit, product category, product, or customer classification. The default View By is product category.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below. See Common Concepts, page 15-1 for an explanation of change and time period.

Expirations Report

The Expirations report shows expired contract sublines that were successfully renewed or lost. It displays the value of expired contracts and groups data according to the status of the corresponding renewal: Renewed, Open Renewal, Cancelled Renewal, and No Renewal.

The anchor date for the measures on this report is the expiration date of the contract. Contracts expire at the end of the day, so the expiration date is the contract line end date plus one day.

- **Total Expired Value:** (Renewed Value + Open Renewal Value + Cancelled Renewal Value + No Renewal Value)

Sum of the value of all contract sublines that expired in the period, regardless of the current status.

- **Change**
- **Percent of Total**
- **Renewed Value:** Sum of all values of original contract sublines that expired in the period and were renewed (the renewal contract was signed), irrespective of the renewal sign date.
 - **% of Expired:** Expired contracts of type Renewed, as a percentage of total expired contracts.
- **Open Renewal Value:** Sum of all original contract subline values that expired in the period without any renewed contract sublines, or if the contract subline is renewed, then it is still in entered status as of the selected date.

- **% of Expired:** Expired contracts of type Open Renewal, as a percentage of total expired contracts.
- **Cancelled Renewal Value:** Sum of the value of all original contract sublines that expired in the period and the corresponding renewal was cancelled. This report does not include contract sublines cancelled because of a renewal consolidation. Also, if a user cancels a renewed subline and creates it again, then the system does not consider the previous cancellation.
 - **% of Expired:** Expired contracts of type Cancelled Renewal, as a percentage of total expired contracts.
- **No Renewal Value:** Sum of all original contract subline values that expired in the period and will not be renewed.
 - **% of Expired:** Expired contracts of type No Renewal, as a percentage of total expired contracts.

When you view by product or by the lowest level of the sales group hierarchy (sales representative), the values are links you can select to view the Expirations Detail report.

Expirations Detail Report

This report displays the following headings:

- **Contract:** Contract that contains the expired subline value for the selected status (Cancelled Renewal, No Renewal, Open Renewal, Renewed).
- **Customer:** Name associated with the Customer party role.
- **Sales Representative:** Person in the Vendor Contact field who is associated with the Sales Representative role. For more information, including about Unassigned sales representatives, see Sales Representatives, page 15-9.
- **Sign Date:** Date the contract was booked (Date Signed in the Summary Administration tab on the contract).
- **Contract End Date:** Contract header end date.
- **Contract Value:** Full value of the contract that contains the expired sublines.
- **Expired Value:** Sum of the value of the expired contract sublines in the selected status.

From this report, you can access the Contract Details report, page 15-18.

Expired Value Distribution Report

The Expired Value Distribution report provides details on expired value by expired

contract type: Renewed, Open Renewal, Cancelled Renewal, No Renewal. A pie graph shows expired value by expired contract type. The following headings display:

- **Expired Value:** Value of all the expired contracts of the given expired contract type.
- **Change**
- **Percent of Total:** All expired contracts of the given contract type divided by total expired contracts.
- **Change**

Period Expiring Contracts Report

The period expiring value is the sum of all contract sublines that expire sometime within the period (from the start to the end date of the period).

This report contains the following headings:

- **Total Period Expiring Value:** Period expiring value for all of the View By selection.
 - **Change**
 - **% of Total**
- **Renewed Value:** Sum of all values of original contract sublines that expire in the period and were renewed (the renewal contract was signed). This measure is irrespective of the renewal sign date.
 - **% of Period Expiring:** Contracts that expire this period that are of type Renewed, as a percentage of total contracts that expire this period.
- **Open Renewal Value:** Sum of all values of original contract sublines that expire in the period and were either not renewed or the renewal contract is not signed.
 - **% of Period Expiring:** Contracts that expire this period that are of type Open Renewal, as a percentage of total contracts that expire this period.
- **Cancelled Renewal Value:** Sum of all values of original contract sublines that expire in the period and have a corresponding renewal that was cancelled. This report does not include contract sublines that were cancelled because of a renewal consolidation. Also, if a user cancelled a renewed subline and created it again, then DBI for Service Contracts does not consider the previous cancellation.
 - **% of Period Expiring:** Contracts that expire this period that are of type Cancelled Renewal, as a percentage of total contracts that expire this period.
- **No Renewal Value:** Sum of all values of original contract sublines that expire in the period and are marked No Renewal.

- **% of Period Expiring:** Contracts that expire this period that are of type No Renewal, as a percentage of total contracts that expire this period.
- **Period Expiring Value:** Sum of the value of the expiring contract sublines.

When you view by product or by the lowest level of the sales group hierarchy (sales representative), the values are links you can select to view the Period Expiring Contracts Detail report.

Period Expiring Contracts Detail Report

When you view by product or by the lowest level of the sales group hierarchy (sales representative) in the Period Expiring Contracts report, the links on the value columns are enabled. Use these links to access the Period Expiring Contracts Detail report, which displays the following headings:

- **Contract:** Contract that contains the expiring subline value for the selected status (Cancelled Renewal, No Renewal, Open Renewal, Renewed).
- **Customer**
- **Sales Representative**
- **Contract End Date**
- **Contract Value:** Full value of the contract that contains the expiring sublines.
- **Period Expiring Value:** Value of the expiring contract sublines.

Headings not explained here are explained in the Expirations Detail report, page 15-21.

From this report, you can access the Contract Details report, page 15-18.

Graphs

Expired Value is a horizontal bar graph that displays expired values for the current and comparison periods.

Expired Value Breakdown is a horizontal bar graph that displays the breakdown of the expired contracts values for the current view. The breakdown is by renewal status: Renewed, Open Renewal, Cancelled Renewal, and No Renewal.

Expired Value Distribution is a pie graph that displays the expired value according to the renewal status: Renewed, Open Renewal, Cancelled Renewal, and No Renewal.

Period Expiring Value is a horizontal bar graph that displays the total period expiring value for the current and comparison periods.

Period Expiring Value Breakdown is a horizontal bar graph that displays the breakdown of the period expiring contracts value for the current view. The breakdown is by renewal status: Renewed, Open Renewal, Cancelled Renewal, and No Renewal.

Personalization

See: General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports see: Service Contracts Management Dashboard, page 15-12.

Additional Information

In the rare case a user activates a contract after expiration, the reports include the corresponding contract lines in the expired (on the end date plus one day) and activated (on the start date) data sections. For example, the Period is Month. The contract has the following dates:

- Contract Start Date: 12-May-2002
- Contract End Date: 11-June-2002
- Contract Date Signed: 10-May-2003

In this example, the contract appears in the Expirations report on 12-June-2002. (A contract expires on the end date plus one day.) The contract appears in the Activations report on 12-May-2002. (See Activations, page 15-24.)

See also: Currency Conversion, page 15-5.

For more information on Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Activations

This section explains the following reports:

- Activations, page 15-25
- Activations Detail, page 15-26
- Activations Trend, page 15-27

For the Active Service Contracts reports, see Active Service Contracts, page 15-15.

Use the Activations reports to answer the following questions:

- Where is our business generated?
- How many activations are new business?
- How many activations are renewals?

- Are my renewal activations of higher or lesser value than the original expired contract?

Report Parameters

The Activations reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**
- **Customer**
- **Type:** Use this parameter to view data by New Business or Renewals. (See these status descriptions below.) This is a Daily Business Intelligence classification; this type does not represent a contract status in Oracle Service Contracts.
- **Customer Classification**

See Common Concepts, page 15-1 for a description of the parameters. See Parameters, page 1-4, for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

You can use the View By parameter in the Activations report to view information by sales group, operating unit, product category, product, or customer classification. The default View By is product category.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below. See Common Concepts, page 15-1 for an explanation of change and time period.

Activations Report

This report provides information on the period-to-date activated contracts, regardless of the booking date. The system considers a contract subline activated in the period if it is signed and has a start date period to date. It provides new business and renewals classification with their percent of total activated value, so you can identify whether activations are coming from new business or from renewals. The anchor date for the measures on this report is the start date of the contract subline.

The following headings appear in the Activations report:

- **Total Activated**

- **Value:** Sum of the value of all contract sublines (new and renewal business) that are signed and have a start date period to date.
- **Change**
- **Percent of Total:** Percentage of total activations (new business+renewal) attributed to the given view by when compared to the grand total of the column.
- **Activated New Business**
 - **Value:** Value of new service contract sublines that are signed and have a start date period to date. Renewals are not considered new business.
 - **Change**
 - **Percent of Activated:** Percentage of new activations attributed to the view by value when compared to the total activations for that value (both new business and renewals).
- **Activated Renewal**
 - **Expired Value:** For period to date activated renewals, the value of the corresponding original contract sublines expired.
 - **Uplift:** Difference between the value of the renewed activated subline and the value of the corresponding original expired subline.
 - **Value:** Value of renewed service contract sublines that are signed and have a start date period to date. The booking date is irrelevant. This value is the same as adding Expired Value and Uplift.
 - **Change**
 - **Percent of Activated:** Percentage of renewal business activations attributed to the view by value when compared to the total activations for that value (both new business and renewals). In the case of Activated Renewal, this is the percentage of renewal activations attributed to the total activations of the selected value. For example, if you have 100,000 total activations, of which 40,000 is new business and 60,000 is renewals, the percentage of activated for new business is 40%, and 60% is activated renewals.

When you view by product or by the lowest level of the sales group hierarchy (sales representative), the values are links you can select to view the Activations Detail report.

Activations Detail Report

In this report, you can select a type to filter the data by new business or renewal

business. This report has the following headings:

- **Contract:** Contract numbers of the activated sublines that comprise the selected value.
- **Customer:** Name associated with the Customer party role.
- **Sales Representative:** Person in the Vendor Contact field of the contract who is associated with the Sales Representative role. For more information, see Sales Representatives, page 15-9.
- **Sign Date:** Date the contract was booked (Date Signed in the Summary Administration tab on the contract).
- **Contract Start Date:** Start date from the contract header.
- **Contract End Date:** End date from the contract header.
- **Contract Value:** Full contract value of the contract with the activated sublines.
- **Activated Value:** Sum of the value of the activated contract sublines period to date.

From this report, you can access the Contract Details report, page 15-18.

Activations Trend Report

This report provides details on the value activated with view by time. The report contains the following headings:

- **Activated Value:** Sum of the value of all contract sublines (new and renewal business) that are signed and have a start date period to date.
- **Change**

Graphs

Activated Value is a horizontal bar graph that displays total activated value and the activated value of a comparison period for the parameter you select in the View By parameter.

Activated Value Breakdown is a horizontal bar graph that displays a breakdown of activations into Activated New Business Value and Activated Renewal Value.

Activations Trend displays total activated value over time.

Personalization

See: General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports see: Service Contracts Management Dashboard, page 15-12.

Additional Information

For information on factoring and other general information, see: General Dashboard and Report Behavior, page 1-26.

See also: Currency Conversion, page 15-5

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Terminations

This section explains the following reports:

- Terminations, page 15-29
- Terminations Trend, page 15-30
- Terminations Detail, page 15-30

Use the Terminations reports to answer the following questions:

- What is the true value being terminated?
- What are the main reasons contract lines are terminated?
- When was the contract line terminated?

Report Parameters

The Terminations reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**
- **Customer**
- **Reason:** Termination reasons, such as breach or bankruptcy, that are defined in

Oracle Service Contracts. For example, you can terminate a contract line because the contract was breached, or the customer can terminate the contract. You can select any reason to narrow your view of the terminated contracts.

- **Customer Classification**

See Common Concepts, page 15-1 for a description of the parameters. See Parameters, page 1-4, for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

Use the View By parameter in the Terminations report to view information by sales group, operating unit, product category, product, reason, or customer classification. The default View By is product category.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below. See Common Concepts, page 15-1 for an explanation of value, change, and time period.

Terminations Report

The Terminations report displays detailed information on terminated contract sublines. This report indicates the reasons for termination and gives the value of the contract sublines terminated for those reasons. Senior management can then put programs in place to address those reasons and decrease the probability of contract subline terminations. The anchor date for the measures on this report is the termination date of the contract subline.

- **Terminated Remaining Value:** Sum of the terminated remaining value of all contract sublines with a termination date within the period to date. Terminated remaining value is the prorated value of the subline after the termination date. It is the value that has been terminated and therefore not billed. It is the sum of the unbilled amount, credit amounts, and suppressed credit of the terminated contract sublines. See Additional Information, page 15-31 for an example that explains the terminated remaining value calculation.
- **Change**
- **Percent of Total:** Value of the measure divided by the total value of the column.
- **Change**
- **Terminated Billed Value:** Sum of the true value of all terminated contract sublines. Oracle Service Contracts calculates this value. It is generally the prorated value of the subline between the subline start date and the terminated date. The true value is equal to the original value of the subline minus the terminated remaining value. The system subtracts the terminated billed value from the balance on the termination date. See Additional Information, page 15-31 for an example that explains the terminated billed value calculation.

- **Percent of Original Value:** [Terminated Remaining Value / (Terminated Remaining Value + Terminated Billed Value)]

When you view by product, reason, or by the lowest level of the sales group hierarchy (sales representative), the values in the Terminated Remaining Value column are links you can select to view the Terminations Detail report.

Terminations Detail Report

This report contains the following headings:

- **Contract:** Contract with the value of sublines terminated. (The contract might also have other sublines that are not in the terminated status.)
- **Customer:** Name associated with the Customer party role in the Summary Parties tabbed region of the contract.
- **Sales Representative:** Person in the Vendor Contact field of the contract (in the Summary Parties tabbed region) who is associated with the Sales Representative role. For more information, see Sales Representatives, page 15-9.
- **Reason:** Termination reason for the terminated sublines.
- **Contract Start Date:** Start date from the contract header.
- **Earliest Termination Date:** Earliest of the termination dates of the sublines terminated in the period. The Date Terminated is in the Lines Pricing/Products tabbed region of the contract, in the Effectivity tabbed region of the subline.
- **Earliest Termination Entry Date:** Date of the earliest last update of all the terminated sublines included in the Terminated Value column of the report.
- **Contract Value:** Full value of the contract before termination with the terminated sublines.
- **Terminated Billed Value**
- **Terminated Remaining Value**

Headings not explained here are explained in the Terminations report, page 15-29.

From this report, you can access the Contract Details report, page 15-18.

Terminations Trend Report

This report contains the following columns:

- **Terminated Value:** Sum of the terminated remaining value of all contract sublines with termination date period to date, mainly the prorated value of the subline after the termination date, the value that has been terminated and therefore not billed. It

is calculated as the sum of the unbilled amount, credit amounts, and suppressed credit of the terminated contract sublines.

- **Change**

Graphs

The Terminated Remaining Value graph displays the current period and prior period terminated remaining value for the selected View By option.

The Terminations Trend graph displays the terminated value over time.

Personalization

See: General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports see: Service Contracts Management Dashboard, page 15-12.

Additional Information

The following example explains how the system calculates the terminated remaining value and terminated billed value.

Example

Consider a new-business, active contract with a start date of 1-January-05 and an end date of 31-December-05. The contract amount is \$1200 at \$100 per month, and the customer is billed \$1200 in advance. If the contract is terminated on 01-March-05, then:

Unbilled Amount = 0

Credit Amount = \$1000 (for 10 months)

Suppressed Credit = 0

Terminated Remaining Value = Unbilled Amount + Credit Amount + Suppressed Credit
= \$1000

Terminated Billed Value = Original Value of the Subline – Terminated Remaining Value
= \$1200-\$1000
=\$200

For information on null values, see: Common Concepts, page 15-1.

For information on factoring and other general information, see: General Dashboard and Report Behavior, page 1-26.

See also: Currency Conversion, page 15-5.

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

Service Renewals Management Dashboard

The Service Renewals Management dashboard shows information about renewals.

Use the Service Renewals Management dashboard to manage and track the effectiveness of the renewal process:

- View renewal bookings performances for the period to date, including bookings to date and bookings that are forecasted in the period.
- View renewal opportunities (or quotas) in the current period. These are renewals that started or will start in the current period and the portion of those renewals that have been booked to date.
- Track renewal ratios by comparing booked renewals to date with the renewal opportunities created to date.
- Track the status of open opportunities (renewals not booked or cancelled yet) and opportunities (renewals with a start date on or before the selected date that have not yet been booked or cancelled).

The Service Renewals Management dashboard includes contracts of the following contract categories:

- Service Agreement
- Warranty and Extended Warranty

It includes all Service and Extended Warranty service lines.

Based on contract subline status at different points in time, a contract can appear in multiple report buckets—such as the cancelled bucket in the Renewal Cancellations Summary report.

Example

An Oracle Service Contracts user enters a renewal in Quarter 1 and cancels it in Quarter 3. The renewal displays as cancelled in Quarter 3 in the Renewal Cancellations Summary report. If you view past data in Quarter 1, then it does not appear as cancelled in the Renewal Cancellations Summary report. Instead, it appears as an open opportunity in the Backlog report.

The Service Renewals Management dashboard uses the following activity dates to place contracts in the proper bucket:

- Creation date, derived from the subline level.
- Expected close date, derived from the Estimation Date in the Summary Administration tabbed region of the contract.

- Canceled date, derived from the Date Canceled in the Summary Administration tabbed region of the contract.
- Signed (booked) date, derived from the Date Signed in the Summary Administration tabbed region of the contract.
- Start date, derived from the subline level.
- End date, derived from the subline level.

See Common Concepts, page 15-1 for more information on time periods.

The Service Renewals Management dashboard and reports are available to service contract managers and executives using the Service Sales Manager, Service Contracts Manager, or Daily Service Contracts Intelligence responsibilities.

Dashboard Parameters

The Service Renewals Management dashboard contains the following parameters:

- **Date**
- **Period**
- **Compare To**
- **Sales Group:** This parameter always displays the latest sales group hierarchy set up in Oracle Applications, even if you enter a date in the past. See Common Concepts, page 15-1 for more information.
- **Currency**
- **Product Category**

See Common Concepts, page 15-1 for a description of all the parameters except Date, Period, and Compare To. See Parameters, page 1-4 for a description of these parameters and how parameters affect the results on dashboards and reports.

Reports and Graphs

This dashboard contains the following report regions:

- Service Renewals Management KPIs, page 15-35
- Renewal Bookings and Renewal Cancellations, page 15-36
- Period Renewals, page 15-45
- Booking to Renewal Activity, page 15-48

- Renewals Backlog, page 15-51

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Additional Information

In most cases, the reports show data based on the selected date. For example, if an Oracle Service Contracts user entered a renewal in Quarter 1 and cancelled it in Quarter 3, then it appears as cancelled in Quarter 3. When you view past data in Quarter 1, it does not appear as cancelled. In the following measures, however, Oracle Daily Business Intelligence for Service Contracts applies what is known now to data in the past:

- Cancellations in the Period Renewals reports. See Period Renewals, page 15-45 for details.
- Expected bookings value in the Renewal Bookings reports.
The expected bookings measure is meaningful only as of the latest date (typically today's date, if the data is refreshed daily by the Daily Business Intelligence administrator). Selecting a past date does not show the expected bookings as it was back then but reflects any cancellation or booking that has taken place since the selected date. For example, consider a renewal that started this period and was cancelled. When you enter an earlier date in the period, the system still considers the renewal cancelled and eliminates it from the expected bookings as of that date. See Renewal Bookings and Renewal Cancellations, page 15-36.
- Bookings, when they apply to the Expected Bookings (to eliminate them from the expected bookings amount) and Forecast measures but not when measured on their own.
For example, on January 15, a contract is expected to be booked on May 15. It is booked on May 15. On May 15, the contract appears in the Booked Value. If you enter the past date of January 15, however, the contract does not appear in the Expected Bookings value because, as of today, it is booked (no longer expected).
- Expected Bookings percentage. For any expected bookings amount for a date in the past, Oracle Daily Business Intelligence for Service Contracts applies the expected bookings percentage as it is known today. For example, if the original expected bookings percentage was 10% but changed to 20%, the expected bookings measure shows 20%, even if you view the past date.
- Sales groups hierarchy. The reports show the sales representative from the transaction (booking, cancellation, and so on). If, however, the sales representative is assigned to a different sales group, then new transactions appear in the new group but the old transactions appear in the old group.

- Subline amount. If the subline amount in a contract changes, then the reports display the latest updated line amount.

The reports do not display contracts that are terminated, cancelled, or expired before the global start date set up for Oracle Daily Business Intelligence. Therefore, the values might not be what you expect shortly after the global start date. For example, a contract expires before the global start date. It is renewed after the global start date. In this example, the Uplift value behaves as if there were no original (expired) contract. (The Uplift is 100% for that renewal.)

If a renewal is terminated after it is booked, then the system still considers it in the Booked Value, including the Booked Value in the Renewal Rate.

See also: Currency Conversion, page 15-5.

Note: Accessing data for a deleted sales representative produces an error. See Common Concepts, page 15-1 for more information.

Service Renewals Management KPIs

This section describes key performance indicators (KPIs) on the Service Renewals Management dashboard. See Dashboard Parameters, page 15-33 for a description of the parameters on this dashboard. For more information on Expected Bookings, see Additional Information, page 15-34.

Change is given between the current and comparison time periods. For complete information change comparisons, see: General Dashboard and Report Behavior, page 1-26.

KPI Definitions

The following are the Service Renewals Management KPIs:

- **Booked Value:** Sum of the value of all renewal contract sublines booked (signed) in the selected period to date, regardless of their start date.
- **Forecast:** Expected Bookings + Booked Value
Expected Bookings: For renewals entered as of the selected date and that have an expected close date in the period, the sum of the value of sublines multiplied by the estimation percentage in the renewal header. The system does not consider cancelled or booked sublines in the Expected Bookings measure.
- **Uplift:** Sum of (Renewal Contract Line Value) - (Original Expired Line Value), for all renewal sublines booked in the selected period to date.
- **Period Renewals Value:** Sum of the value of all renewal contract sublines that start in the selected period.

- **Period Booked Value:** Sum of the value of renewal contract sublines that start in the period and were booked during or before the selected period.
- **Period Renewal Rate:** Period Booked Value / Period Renewals Value
- **Period Uplift:** Sum of (Renewal Contract Subline Value) - (Original Expired Subline Value) for all Period Renewal Bookings.
- **Booked to Renewal Ratio:** Booked Value / Renewals Value
Renewals Value is the sum of the value of all renewal contract sublines with a start date in the selected period to date.
- **Past Due Percent:** Past Due Value / Open Backlog
Past Due Value is the value of entered renewal contract sublines with a start date on or before the selected date that have not yet been cancelled or booked. Open Backlog is the value of entered renewal contract sublines that have a creation date on or before the selected date that have not yet been booked or cancelled.

Related Reports and Links

For information on the related reports see: Service Renewals Management Dashboard, page 15-32.

Personalization

See: General Dashboard and Report Behavior, page 1-26.

Additional Information

For information on factoring, what None means, and other general information, see: General Dashboard and Report Behavior, page 1-26.

For more information on Daily Business Intelligence, see: Overview of Daily Business Intelligence, page 1-1.

Renewal Bookings and Renewal Cancellations

This section explains the following reports:

- Renewal Bookings Summary , page 15-38
- Renewal Bookings Detail, page 15-40
- Top Renewal Bookings, page 15-40
- Renewal Expected Bookings Detail, page 15-40

- Late Renewal Bookings, page 15-41
- Late Renewal Bookings Aging, page 15-42
- Renewal Cancellations Summary, page 15-43
- Renewal Cancellations Detail, page 15-43
- Renewal Bookings Trend, page 15-44

Use the Renewal Bookings reports to answer the following questions:

- How effective is my company's renewal process?
- What is the status of renewal bookings to date?
- Using the uplift measure, am I booking for more or less value than the original contract?
- If I book all forecasted contracts, what will my bookings be at the end of the period (what are my expected bookings)?
- What is being cancelled and why?
- Am I booking late?

The Renewal Bookings and Renewal Cancellations reports display bookings, expected bookings, forecast, cancellation, and uplift values for all renewals in the selected time period. The Renewal Bookings reports display the value of bookings made in the selected period to date and the expected bookings (contract renewals not yet booked but with an expected close date in the period). The reports also show whether the renewal is booked for a higher or lower value than the original contract (uplift).

The Late Renewal Bookings report shows whether the period-to-date booked renewal sublines were booked on time or late. This report also displays renewal contracts booked after the grace period on the original contract.

The Renewal Cancellations reports display all the cancellations that occurred from the beginning of the period to date, regardless of the start date of the renewal.

If a renewal is terminated after it is booked, then the system still considers the renewal in the Booked Value, including the Booked Value in the Renewal Rate.

Report Parameters

The Renewal Bookings and Renewal Cancellations reports contain the following parameters:

- **Sales Group**

- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**
- **Reason:** This parameter appears in the Renewal Cancellations Summary and Renewal Cancellations Detail reports. It enables you to select a reason by which to view the cancellations. For example, a renewal could be cancelled because the customer declined service (a Reason of Declined Service) or changed providers. Administrators define reasons in Oracle Service Contracts. Users must select a reason when cancelling a contract.
- **Customer**

See Common Concepts, page 15-1 for a description of the parameters. See Parameters, page 1-4, for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

Use the View By parameter in the Renewal Bookings Summary report to view information by sales group, operating unit, product category, or product. In the Renewal Cancellations Summary report, you can also view data by reason. In the Late Renewal Bookings report, you can view by sales group or operating unit. The default View By in these reports is sales group.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below. See Common Concepts, page 15-1 for an explanation of value, change, and time period. See Service Renewals Management Dashboard, page 15-32 for information on how the reports determine in which time bucket to report the data.

Renewal Bookings Summary Report

This report 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 contains the following headings:

- **Booked Value:** Value of all renewal contract sublines booked (signed) in the selected period to date, regardless of their start date. (That is, the Date Signed is within the selected period to date.) The anchor date for this measure is the signed date of the contract.
- **Change:** $[(\text{Bookings Current Period}) - (\text{Bookings Comparison Period}) / \text{Bookings Comparison Period}] * 100$

Percentage change in bookings between the current and comparison time periods. For complete information change comparisons, see: General Dashboard and Report Behavior, page 1-26.

- **Expected Bookings:** Sum of the estimated value of all renewal contract sublines with an expected close date in the selected period that have not been booked. Sublines with a status of cancelled or booked are not included in the forecast. The estimated value and expected close date come from the Estimation Percent and Estimation Date in the Summary Administration tabbed region of the contract. The anchor date for this measure is the estimation date (expected close date) of the contract.
 - **Forecast:** Bookings + Expected Bookings
 - **Expected Bookings at Full Value:** Same as Expected Bookings, except the subline value is not multiplied by the estimation percentage. That is, the subline value is computed in full. The full value indicates the value of the contract if you book the contract for the current full value without the estimation percentage.
 - **Forecast at Full Value:** Bookings + Expected Bookings at Full Value, where the Expected Bookings subline value is not multiplied by the estimation percentage. Forecast at full value indicates the value of the bookings if you book the contract for the current full value, without the estimation percentage. The anchor date for this measure is the estimation date of the contract.
- The forecast at full value is helpful if your company uses the estimation percentage as a probability the contract will be booked, rather than as a percentage of the value expected to be booked.
- **Uplift:** Sum of (Renewal Contract Line Value) - (Original Expired Line Value), for all sublines booked in the selected period to date. (The sum of the Renewal Contract Line Values is the same as the Booked value.) A positive value indicates a net uplift (increase) in the renewal contract subline values over the original expired contract subline. A negative value indicates a net reduction in the renewal contract subline values. The anchor date for this measure is the signed date of the contract.
 - **Change:** $[(\text{Uplift Current Period}) - (\text{Uplift Comparison Period}) / \text{Absolute value of Uplift Comparison Period}] * 100$

Percentage change in the uplift between the current and comparison time periods. For complete information change comparisons, see: General Dashboard and Report Behavior, page 1-26.

When you view by product or by the lowest level of the sales group hierarchy (sales representative), the values in the Booked Value and Expected Bookings columns are links you can select to view detail reports. The link on the Booked Value column opens the Renewal Bookings Detail report, page 15-40, and the link on the Expected Bookings column opens the Renewal Expected Bookings Detail report, page 15-40.

Renewal Bookings Detail Report

This report displays details for the booked contract renewals in the Renewal Bookings Summary report, page 15-38. The report contains the following headings:

- **Contract:** Contract number.
- **Customer:** Name associated with the Customer party role in the Parties tab of the renewal contract.
- **Sales Representative:** Person in the Vendor Contact field (in the Summary Parties tabbed region) on the renewal contract. For more information, see Sales Representatives, page 15-9.
- **Contract Start Date:** Contract start date at the header.
- **Contract End Date:** Contract end date at the header.
- **Signed Date:** Date the renewal was booked (Date Signed in the Summary Administration tabbed region of the contract).
- **Booked Value:** See the Renewal Bookings Summary report, page 15-38.

From this report, you can access the Contract Details report, page 15-18.

Top Renewal Bookings Report

This report displays the top value renewals booked period to date. It contains the following headings:

- **Contract**
- **Customer**
- **Sales Representative**
- **Contract Start Date**
- **Contract End Date**
- **Signed Date**
- **Booked Value**

See the Renewal Bookings Detail report, page 15-40 for a description of the headings.

From this report, you can access the Contract Details report, page 15-18.

Renewal Expected Bookings Detail Report

This report displays details for the expected bookings contract renewals that appear in

the Renewal Bookings Summary report, page 15-38.

This report contains the following headings:

- **Contract:** See the Renewal Bookings Detail report, page 15-40.
- **Customer:** See the Renewal Bookings Detail report, page 15-40.
- **Sales Representative:** See the Renewal Bookings Detail report, page 15-40.
- **Contract Start Date:** See the Renewal Bookings Detail report, page 15-40.
- **Expected Close Date:** Estimation Date in the Summary Administration tab of the entered renewal.
- **Expected Bookings at Full Value:** See the Renewal Bookings Summary report, page 15-38.
- **Expected Bookings Percent:** Estimation Percent in the Summary Administration tabbed region for the entered renewal.

If you enter a past date on the report, then the expected bookings percentage as it is known today is used and applied to the expected bookings value.

- **Expected Bookings:** Full Value (for the subline) * Expected Bookings Percent

From this report, you can access the Contract Details report, page 15-18.

Late Renewal Bookings Report

The Late Renewal Bookings report shows whether the period-to-date booked renewal sublines 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 on the original contract.

The report contains the following headings:

- **Booked Value:** See the Renewal Bookings Summary report, page 15-38.
- **Late Value:** Bookings with a signed date that occurs after the start date. The anchor date for this measure is the signed date of the contract.
- **Percent Late:** $(\text{Late Value} / \text{Booked Value}) * 100$
- **Change:** $(\text{Percent Late Current Period}) - (\text{Percent Late Comparison Period})$
Change in the Percent Late between the current and comparison time periods. For complete information on change comparisons, see: General Dashboard and Report Behavior, page 1-26.
- **Late after Grace Period:** Bookings with a signed date that occurs after the Grace

Period End Date, plus one day, on the original expired subline. For example, the Grace Period End Date is January 1. The booking is considered Late After Grace Period on January 3. The anchor date for this measure is the signed date of the contract.

Grace periods of less than a day are rounded to one full day. If there is no grace period entered for the renewal contract subline, then the system assumes a grace period of 0. In this case, the system considers the subline value in the Late after Grace Period measure.

- **Percent Late after Grace Period:** $(\text{Late after Grace Period} / \text{Bookings}) * 100$
- **Change:** $(\text{Percent Late after Grace Period in the Current Period}) - (\text{Percent Late after Grace Period in the Comparison Period})$

Change in the Percent Late after Grace Period between the current and comparison time periods. For complete information on change comparisons, see: General Dashboard and Report Behavior, page 1-26.

- **Average Days Late:** Average days late of the late bookings, not using the grace period.

Late Renewal Bookings Aging Report

This report shows bookings that have a signed date that occurs after the start date. (The system does not consider the grace period.)

- **Days Late:** Buckets of days late. For example, all renewal bookings between one and seven days late display in the 1-7 Days Late bucket. A Daily Business Intelligence administrator can define buckets.
- **Lines:** Number of renewal contract lines that fall into the corresponding Days Late bucket.
- **Late Value:** Value of the renewal contract lines that fall into the corresponding Days Late bucket. The anchor date for this measure is the signed date of the contract.
- **Change:** $[(\text{Late Value Current Period} - \text{Late Value Comparison Period}) / \text{Late Value Comparison Period}] * 100$

Percentage change in the Late Value between the current and comparison time periods, for renewal contract lines that fall into the corresponding Days Late bucket. For complete information on change comparisons, see: General Dashboard and Report Behavior, page 1-26.

- **Percent of Total:** Value of the renewal contract lines that fall into the corresponding Days Late bucket, divided by the total value booked late.

Renewal Cancellations Summary Report

This report shows all of the cancellations that occurred from the beginning of the period to date, regardless of the start date of the renewal. It contains the following headings:

- **Cancelled Value:** Value of all renewal contract sublines cancelled within the selected period to date, regardless of the subline start date. The anchor date for this measure is the cancelled date of the contract.
- **Change:** $[(\text{Cancelled Value Current Period} - \text{Cancelled Value Comparison Period}) / \text{Cancelled Value Comparison Period}] * 100$

Percentage change in the cancelled value between the current and comparison time periods. For complete information change comparisons, see: General Dashboard and Report Behavior, page 1-26.

- **Percent of Total:** Cancelled value divided by the total value of the column.

When you view by product, reason, or by the lowest level of the sales group hierarchy (sales representative), the values in the Cancelled Value column are links you can select to view the Renewal Cancellations Detail report.

Renewal Cancellations Detail Report

This report contains the following headings:

- **Contract**
- **Customer**
- **Sales Representative**
- **Reason:** Cancellation reason, such as Declined Service, given in Oracle Service Contracts when the renewal is cancelled. In Oracle Service Contracts, the reason comes from the contract status when the user cancels the contract. See Report Parameters, page 15-37 for more information on reasons.
- **Contract Start Date**
- **Earliest Cancellation Date:** Cancellation date of the line or subline that was cancelled earliest. It comes from the sublines Effectivity tabbed region of the contract, which is accessed through the Pricing/Products tabbed region available at the line level.
- **Contract Value:** Full value of the contract at the header. It takes into account cancelled lines and sublines.
- **Cancelled Value:** See the Renewal Cancellations Summary Report, page 15-43.

Headings not explained here are explained in the Renewal Bookings Detail report, page

15-40.

For information on factoring, what None means, and other general information, see: General Dashboard and Report Behavior, page 1-26.

From this report, you can access the Contract Details report, page 15-18.

Renewal Bookings Trend

This report enables you to view the current forecast and booked value over time. It contains the following columns:

- **Booked Value**
- **Change**

See the Renewal Bookings Summary report, page 15-38 for a description of the headings.

Graphs

The Renewal Bookings Trend graph displays the booked value and forecast value over time, by year, quarter, or month. See Service Renewals Management KPIs, page 15-35 for definitions of Booked Value and Forecast. In a Prior Period comparison for Month or Quarter, the Forecast is a dot on the graph. Also, the system only plots Forecast for the current period.

Personalization

See: General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports see: Service Renewals Management Dashboard, page 15-32.

Additional Information

Renewals with a future signed date are not current bookings. For example, a renewal has a start date in the current period. Today, the renewal is signed, but with a signed date in the future. As of today, this renewal is not included in the booked value.

To access the Renewal Bookings Detail and Renewal Expected Bookings Detail reports, click a Sales Group link in the Renewal Bookings Summary report, and then click the bookings or expected booked value for a sales representative. The links to contract details for sales representatives in the Unassigned sales group are not enabled. To view contracts that belong to the Unassigned sales group, navigate to the detail report, and choose the Unassigned sales group from the sales group parameter.

For information that applies to all reports on the Service Renewals Management dashboard, see the Additional Information section for Service Renewals Management,

page 15-34.

See also: Currency Conversion, page 15-5.

Period Renewals

This section explains the following reports:

- Period Renewals Summary , page 15-46
- Period Renewal Bookings Detail, page 15-47
- Period Renewals Trend, page 15-47

Use the Period Renewals reports to answer the following questions:

- Am I meeting my renewals quota for renewals scheduled to start this period?
- Are there cancellations for renewals that are scheduled to start this period?

The Period Renewals Summary and Detail reports display bookings and cancellations for contract renewal sublines that start in the selected period regardless of when they were booked or cancelled. The reports also show whether the renewals were booked at a higher or lower value than the original contract (uplift).

Report Parameters

The Period Renewals reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**
- **Customer**

See Common Concepts, page 15-1 for a description of the parameters. See Parameters, page 1-4, for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

You can use the View By parameter in the Period Renewals Summary report to view information by sales group, operating unit, product category, or product. The default View By is sales group.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below. See Common Concepts, page 15-1 for an explanation of value, change, and time period.

Period Renewals Summary Report

This report contains the following headings:

- **Renewals Value:** Value of all renewal contract sublines with a start date in the period, regardless of their current status (such as entered, booked, or cancelled). These are renewal sublines with a start date that occurs on or between the start and end dates of the selected period.
- **Percent of Total:** Renewal value divided by the total value of the column.

For performance reasons, if you change the selected date on the report to a date in the past, then the value shows the cancellations as of the current date. For example, a renewal starting this period was cancelled. When you enter an earlier date in the period (before the renewal was cancelled), the renewal is still considered cancelled.
- **Booked Value:** Value of renewal contract sublines with a start date in the period and with a signed date on or before the selected date.

The value includes prebookings for which the signed date occurred before the beginning of the period.
- **Renewal Rate:** $(\text{Booked Value} / \text{Renewals Value}) * 100$
- **Change:** $(\text{Renewal Rate Current Period}) - (\text{Renewal Rate Comparison Period})$

Change in the Renewal Rate between the current and comparison time period. For complete information change comparisons, see: General Dashboard and Report Behavior, page 1-26.
- **Cancelled Value:** Value of renewal contract sublines that have a start date in the period and were cancelled. They could have been cancelled any time, not necessarily in the period.
- **Uplift:** Sum of $(\text{Renewal Contract Line Value}) - (\text{Original Expired Line Value})$ for all renewal booking sublines with a start date in the period. (The sum of the Renewal Contract Line Value is the same as the Renewals Value.)
- **Change:** $[(\text{Uplift Current Period} - \text{Uplift Comparison Period}) / \text{Absolute value of Uplift Comparison Period}] * 100$

Percentage change in the uplift between the current and comparison time period. For complete information on change comparisons, see: General Dashboard and Report Behavior, page 1-26.

The anchor date for the measures on this report is the start date of the contract subline. When you view by product or by the lowest level of the sales group hierarchy (sales representative), the values in the Booked Value column are links you can select to view the Period Renewal Bookings Detail report.

Period Renewal Bookings Detail Report

This report displays the following headings:

- **Contract:** Contract number at the header.
- **Customer:** Name associated with the Customer party role in the Parties tab of the renewal contract.
- **Sales Representative:** Person in the Vendor Contact field (in the Summary Parties tabbed region) on the renewal contract. For more information, including about Unassigned sales representatives, see Sales Representatives, page 15-9.
- **Contract Start Date:** Start date from the contract header.
- **Contract End Date:** End date from the contract header.
- **Sign Date:** Date the contract was booked (Date Signed in the Summary Administration tab on the contract).
- **Contract Value:** Total contract true value at the contract header.
- **Booked Value:** See the Period Renewals Summary report, page 15-46.

From this report, you can access the Contract Details report, page 15-18.

Period Renewals Trend Report

Use this report to view the booked value, renewals value, renewal rate, and uplift over time. The report contains the following headings:

- **Renewals Value**
- **Booked Value**
- **Renewal Rate**
- **Change**
- **Uplift**
- **Change**

See Period Renewals Summary report, page 15-46 for an explanation of the headings.

Graphs

In the Period Renewals Trend graph, you can view renewals value and booked value over time, by year, quarter, or month. Headings and calculations are explained in the Period Renewals Summary report, page 15-46.

In the Period Renewal Rate Trend graph, you can view the period renewal rate over time.

In the Period Uplift Trend graph, you can view the period uplift over time.

The Period Renewal Rate graph is a horizontal bar graph that enables you to view the renewal rate for the current and comparison periods.

The Period Uplift graph displays the uplift for the current and comparison periods.

Personalization

See: General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports see: Service Renewals Management Dashboard, page 15-32.

Additional Information

To access the Period Renewal Bookings Detail report, click a Sales Group link in the Period Renewals Summary report, and then click the booked value for a sales representative. The links to contract details for sales representatives in the Unassigned sales group are not enabled. To view contracts that belong to the unassigned sales group, navigate to the detail report, and choose the Unassigned sales group from the sales group parameter.

If a renewal was terminated after it was booked, then the system still considers it in the Booked Value, including in the Renewal Rate.

For information that applies to all reports on the Service Renewals Management dashboard, see the Additional Information section for Service Renewals Management, page 15-34.

See also: Currency Conversion, page 15-5.

Booking to Renewal Activity

This section explains the following reports:

- Booking to Renewal Activity, page 15-49
- Booking to Renewal Ratio Trend, page 15-50

Use the Booking to Renewal Activity reports to answer the following questions:

- Are my sales representatives booking renewals at the rate I expect?
- Am I completing bookings at the same rate that opportunities (entered renewals) are arising, so that no backlog is generated?

The Booking to Renewal Activity report displays renewal and booked values for all renewals from the beginning of the period to date. The Booking to Renewal Activity report compares renewal lines and booked (signed) renewal lines in the current period to date.

Report Parameters

The Booking to Renewal Activity reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**

See Common Concepts, page 15-1 for a description of the parameters. See Parameters, page 1-4 for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

You can use the View By parameter in the Booking to Renewal Activity report to view information by sales group, operating unit, product category, or product. The default View By is sales group.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below.

See Common Concepts, page 15-1 on for an explanation of value, change, and time period. See Service Renewals Management Dashboard, page 15-32 for information on how the reports determine in which time period to report the data.

Booking to Renewal Activity Report

This report shows renewal and booked values for all renewals from the beginning of the period to date and compares renewal lines and booked (signed) renewal lines within the current period to date. It contains the following headings:

- **Renewals Value:** Value of all renewal contract sublines with a start date within the period to date, regardless of their current status (such as entered, booked, or cancelled). These are renewal sublines with a start date that occurs on or between

the start date of the period and the selected date. The anchor date for this measure is the start date of the contract subline.

- **Booked Value:** Value of all renewal contract sublines booked (signed) within the selected period to date. (That is, the Date Signed is within the selected period, to date.) The anchor date for this measure is the signed date of the contract.
- **Percent of Total:** Booked value divided by the total value of the column.
- **Ratio:** Booked Value / Renewals Value
- **Change**

Renewal Bookings Detail Report

See Renewal Bookings Detail report, page 15-40.

Booking to Renewal Ratio Trend Report

This report displays the booking to renewal ratio change over time. This report contains the following column headings:

- **Booked to Renewal:** Ratio that compares bookings of renewal lines within the selected period to date with renewal lines that start within the selected period to date. This ratio is computed as bookings divided by renewals value (sum of the value of all renewal lines with a start date in the selected period to date).
- **Change**

Graphs

The Booking to Renewal Ratio Trend graph displays the ratio of booked value to renewals value over time, by year, quarter, or month. See the Booking to Renewal Activity report, page 15-49 for a definition of ratio.

The Booking to Renewal Ratio graph is a horizontal bar graph that displays the booking to renewal ratio for the current and comparison periods.

Personalization

See: General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports see: Service Renewals Management Dashboard, page 15-32.

Additional Information

For information that applies to all reports on the Service Renewals Management

dashboard, see the Additional Information section for Service Renewals Management, page 15-34.

To access the Period Renewal Bookings Detail report, click a Sales Group link in the Period Renewals Summary report, and then click the booked value for a sales representative. The links to contract details for sales representatives in the Unassigned sales group are not enabled. To view contracts that belong to the unassigned sales group, navigate to the detail report, and choose the Unassigned sales group from the sales group parameter.

If a renewal was terminated after it was booked, then it is still considered in the Booked Value, including in the Renewal Rate.

See also: Currency Conversion, page 15-5.

Renewals Backlog

This section explains the following reports:

- Backlog, page 15-52
- Past Due Renewals Detail, page 15-53
- Past Due Percent Trend, page 15-54

Use the Renewals Backlog reports to answer the following questions:

- Am I booking renewals on time?
- What is my backlog of open renewal opportunities?
- Which portion of this backlog is past due (not booked before the start date)?

The Backlog reports display the renewal value for all renewals from the date on which Oracle Daily Business Intelligence for Service Contracts started collecting the data, to the selected date.

- The Backlog report displays the open opportunities (entered renewals neither booked nor cancelled) in the system. The report also displays the past due renewals not booked by the subline start date. It also displays the past due renewals as a percentage of the total open opportunities.
- The Past Due Renewals Detail report lists the past due contracts that appear in the Backlog report.

Report Parameters

The Backlog reports contain the following parameters:

- **Sales Group**

- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**
- **Customer**

See Common Concepts, page 15-1 for a description of the parameters. See Parameters, page 1-4, for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

You can use the View By parameter in the Backlog report to view information by sales group, operating unit, product category, or product. The default View By is sales group.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below. See Common Concepts, page 15-1 on for an explanation of value, change, and time period. See Service Renewals Management Dashboard, page 15-32 for information on how the reports determine in which time period to report the data.

Backlog Report

The Backlog report includes the following headings:

- **Open Value:** Value of entered renewal contract sublines with a creation date on or before the selected date and that have not yet been booked (signed) or cancelled on or before the selected date. The anchor date for this measure is the creation date of the contract subline.

When you change the date to the past, the system considers the renewal creation date to reflect existing renewals as of that date. For example, if today is May 1, 2003, and you look at data as of March 1, 2003, only renewals created on or before March 1 are considered in the open value.

If the signed date is in the future (past the selected date), then the system does not consider the renewal booked.

- **Past Due Value:** Entered renewal contract sublines with a start date on or before the selected date and that have not been cancelled or booked on or before the selected date. The anchor date for this measure is the start date of the contract subline.

Note: When you select a date in the past, Past Due backlog is not always a subset of the open backlog, according to the above computations. For example, a contract is created today with a start

date in the past. When you select a date that is in the past but after the start date, the system considers the contract Past Due backlog; however, because the contract was not created yet as of that date, the system does not necessarily consider the contract in the open backlog. In these cases, the Past Due Percent can be more than 100%.

- **Percent of Total:** Past Due Value for the selected View By parameter divided by the total value of the column.
- **Past Due Value Change:** $[(\text{Past Due Value Current Period}) - (\text{Past Due Value Comparison Period}) / \text{Past Due Value Comparison Period}]$
- **Past Due Percent:** $(\text{Past Due Value} / \text{Open Value}) * 100$
- **Change:** $(\text{Past Due Percent Current Period}) - (\text{Past Due Percent Comparison Period})$
Change in the Past Due Percent between the current and comparison time periods. For complete information on change comparisons, see: General Dashboard and Report Behavior, page 1-26.

When you view by product or by the lowest level of the sales group hierarchy (sales representative), the values in the Past Due Value column are links you can select to view the Past Due Renewals Detail report.

Past Due Renewals Detail Report

This report shows the sum of subline values that are past due, grouped by the contract to which they belong. The report displays the following headings:

- **Contract:** Contract number.
- **Customer:** Name associated with the Customer party role in the Parties tab of the renewal contract.
- **Sales Representative:** Person in the Vendor Contact field (in the Summary Parties tabbed region) on the renewal contract. For more information, including about Unassigned sales representatives, see Sales Representatives, page 15-9.
- **Contract Start Date:** Start date from the contract header.
- **Expected Close Date:** Estimation Date in the Summary Administration tab of the renewal.
- **Contract Value:** Full subline value of the past due renewal subline. The full value indicates the value of the contract if you book it for the current value.

- **Expected Bookings:** For entered renewals with an expected close date between the selected date and the selected period, the sum of the value of sublines multiplied by the estimation percentage in the renewal header. The system does not consider cancelled or booked sublines in the Expected Bookings measure.
- **Past Due Value:** The full value of affected contract sublines.

From this report, you can access the Contract Details report, page 15-18.

Past Due Percent Trend Report

This report enables you to view the past due percentage change over time.

This report contains the following headings:

- **Open Value**
- **Past Due Value**
- **Past Due Percent**
- **Change**

See the Backlog report, page 15-52 for a description of the headings and calculations.

Graphs

The Past Due Percent Trend graph displays the past due percentage over time, by year, quarter, or month.

The Past Due Percent graph is a horizontal bar graph that displays the past due percent values for the current and comparison periods.

Personalization

See: General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports see: Service Renewals Management Dashboard, page 15-32.

Additional Information

For information that applies to all reports on the Service Renewals Management dashboard, see the Additional Information section for Service Renewals Management, page 15-34.

To access the Past Due Renewals Detail report, click a Sales Group link in the Backlog report, and then click the past due value for a sales representative. The links to contract details for sales representatives in the Unassigned sales group are not enabled. To view

contracts belonging to the unassigned sales group, navigate to the detail report, and from there choose the Unassigned sales group from the sales group parameter.

See also: Currency Conversion, page 15-5.

Oracle Discoverer Business Area for Service Contracts Intelligence

The end-user layer provides a user-friendly way to access data from the database for multi-faceted analyses of your service contracts business. With the end-user layer, you can access exactly the type of information you need by creating custom ad-hoc reports using the end-user layer folders. A workbook is a collection of worksheets. Worksheets contain the data you want to analyze plus Discoverer components to help you analyze the data, such as parameters, totals, percentages, exceptions, and calculations.

To use the end-user layer you must have Oracle Discoverer and have a working knowledge of it. This chapter assumes you have access to the *Oracle Business Intelligence Discoverer Desktop User's Guide*.

Service Contracts Intelligence – User Business Area

The folders you use to create ad-hoc queries are located in the Service Contracts Intelligence - User business area. You must have the Service Contracts Intelligence Discoverer User or Service Contracts Intelligence Discoverer Administrator responsibility to access this business area.

Folders

The following folders are in the Service Contracts Intelligence - User business area.

Service Contract Headers

This folder contains information about renewal and first-time contract headers.

Columns

- **Contract ID:** Unique identifier of the contract.
- **Contract Number:** Contract number on the header.
- **Contract Number Modifier:** Further identifies the contract. It appears with the contract number on the header.
- **Complete Contract Number:** Full contract number, which is created by combining the contract number and contract number modifier.
- **Status Type Code:** Internal system code for Status Type.
- **Status Type:** System-defined meaning of the corresponding Status Type Code. Examples: Entered, Cancelled, Signed, Activated, Expired, and Terminated.

- **Status Code:** User-defined internal system code for status.
- **Status:** User-defined subset for Status Type. For example, user could define statuses for Entered Status type as Quote Sent, Awaiting PO, or Pending Approval.
- **Start Date:** Contract header start date.
- **End Date:** Contract header end date.
- **Duration in Days:** Header duration in days.
- **Date Approved:** Date the contract was approved.
- **Date Signed:** Date the contract was signed.
- **Date Cancelled:** Date the contract is cancelled at the header.
- **Date Terminated:** Date the contract terminated.
- **Termination Reason:** Reason for termination of the contract.
- **Order Number:** Oracle Order Management order number at the header from which the contract is created.
- **Category Code:** Internal system code for contract category.
- **Contract Category:** System-defined contract category for Class – Service Agreement.
- **Operating Unit:** Operating unit for which the contract was created.
- **Customer Name:** Customer for whom the contract was created.
- **Alternate Customer Name:** Alternate name of the customer.
- **Customer Number:** Number of the customer as defined in Oracle Receivables.
- **Customer Party ID:** Unique identifier of the customer.
- **Authoring Org ID:** Unique identifier of the contract authoring organization.
- **Sales Group Name:** Sales group to which the contract sales person is assigned.
- **Resource Name:** Resource name of the sales person attached to the contract.
- **Agreement Name:** Name of the pricing agreement. The pricing agreement specifies prices, discounts, and billing practices for a particular customer. Users create pricing agreements in Oracle Order Management.

- **Price List:** Price list used for service item and covered item pricing.
- **Accounting Rule:** Rules for determining the number of periods and percentage of total revenue to record in each accounting period. Users create accounting rules in Oracle Receivables.
- **Payment Term:** Term for customer payment at the header.
- **Invoicing Rule:** Rule that specifies if the customer is billed at the start or at the end of the billing period.
- **Transactional Currency Code:** Code for the transactional currency of the contract. Example: USD.
- **Functional Currency Code:** Code for the functional currency of the contract.
- **Primary Currency Code:** Code for the primary currency set up in the Global Parameters form in DBI.
- **Secondary Currency Code:** Code for the secondary currency set up in the Global Parameters form in DBI.
- **Annualized Currency Code:** Code for the annualized currency set up in the Global Parameters form in DBI.
- **Contract Amount in Transactional Currency:** Amount of the contract at the header level, given in the transactional currency.
- **Contract Amount in Functional Currency:** Amount of the contract at the header level, given in the functional currency.
- **Contract Amount in Primary Currency:** Amount of the contract at the header level, given in the primary currency.
- **Contract Amount in Secondary Currency:** Amount of the contract at the header level, given in the secondary currency.
- **Annualized Contract Amount:** Annualized amount of the contract at the header level.
- **Unbilled Amount in Transactional Currency:** Amount of the contract unbilled at the header level, given in the transactional currency.
- **Unbilled Amount in Functional Currency:** Amount of the contract unbilled at the header level, given in the functional currency.
- **Unbilled Amount in Primary Currency:** Amount of the contract unbilled at the header level, given in the primary currency.

- **Unbilled Amount in Secondary Currency:** Amount of the contract unbilled at the header level, given in the secondary currency.
- **Annualized Unbilled Amount:** Annualized unbilled amount of the contract at the header level.
- **Credited Amount in Transactional Currency:** Credit issues to the customer upon termination of the contract, given in the transactional currency.
- **Credited Amount in Functional Currency:** Credit issues to the customer upon termination of the contract, given in the functional currency.
- **Credited Amount in Primary Currency:** Credit issues to the customer upon termination of the contract, given in the primary currency.
- **Credited Amount in Secondary Currency:** Credit issues to the customer upon termination of the contract, given in the secondary currency.
- **Annualized Credited Amount:** Annualized credit issues to the customer upon termination of the contract.
- **Suppressed Amount in Transactional Currency:** Credit suppressed upon termination of the contract, given in the transactional currency.
- **Suppressed Amount in Functional Currency:** Credit suppressed upon termination of the contract, given in the functional currency.
- **Suppressed Amount in Primary Currency:** Credit suppressed upon termination of the contract, given in the primary currency.
- **Suppressed Amount in Secondary Currency:** Credit suppressed upon termination of the contract, given in the secondary currency.
- **Annualized Suppressed Amount:** Annualized credit suppressed upon termination of the contract.
- **Overridden Amount in Transactional Currency:** Credit overridden upon termination of the contract, given in the transactional currency.
- **Overridden Amount in Functional Currency:** Credit overridden upon termination of the contract, given in the functional currency.
- **Overridden Amount in Primary Currency:** Credit overridden upon termination of the contract, given in the primary currency.
- **Overridden Amount in Secondary Currency:** Credit overridden upon termination of the contract, given in the secondary currency.

- **Annualized Overridden Amount:** Annualized credit overridden upon termination of the contract.
- **Renewal Type Code:** Code that represents how the renewal takes place.
- **Renewal Type:** Meaning of the code that specifies how the renewal takes place.
- **Grace End Date:** End date of the grace period for renewing the contract.
- **Grace Duration in Days:** Duration from the contract end date to the grace end date for renewing the contract.
- **Expected Bookings Percent:** Win percentage allocated for the contract at the header.
- **Expected Close Date:** Date the renewal is expected to be signed.
- **Bill To Party Account:** Account number of the Bill To party.
- **Bill To Location:** Location where customer should be billed.
- **Bill to Address1:** First line of the customer billing address.
- **Bill to Address2:** Second line of the customer billing address.
- **Bill to Address3:** Third line of the customer billing address.
- **Bill to City:** City on the customer billing address.
- **Bill to Postal Code:** Postal code on the customer billing address.
- **Bill to State:** State on the customer billing address.
- **Bill to Country:** Country on the customer billing address.
- **Ship to Party Account:** Account number of the party to which the item should be shipped.
- **Ship to Location:** Customer address to ship item.
- **Ship to Address1:** First line of the customer shipping address.
- **Ship to Address2:** Second line of the customer shipping address.
- **Ship to Address3:** Third line of the customer shipping address.
- **Ship to City:** City on the customer shipping address.

- **Ship to Postal Code:** Postal code on the customer shipping address.
- **Ship to State:** State on the customer shipping address.
- **Ship to Country:** Country on the customer shipping address.
- **Quote Contact:** Person to whom the quote should be sent.
- **Quote Contact Email:** E-mail address of the person to whom the quote should be sent.
- **Quote Contact Phone:** Phone number of the person to whom the quote should be sent.
- **Quote Contact Fax:** Fax number of the person to whom the quote should be sent.
- **Quote Contact Address:** Address of the person to whom the quote should be sent.
- **Record Creation Date:** Date the contract was collected in this folder.
- **Record Last Update Date:** Date the contract was last updated in this folder.

Service Lines

This folder contains information about renewal and first-time service lines.

Columns

- **Contract ID:** See "Contract ID" in Service Contract Headers, page 15-55.
- **Contract Number:** See "Contract Number" in Service Contract Headers, page 15-55.
- **Contract Number Modifier:** See "Contract Number Modifier" in Service Contract Headers, page 15-55.
- **Complete Contract Number:** See "Complete Contract Number" in Service Contract Headers, page 15-55.
- **Line Number:** Line number of the service line.
- **Line ID:** Unique identifier of the service line.
- **Item Name:** Name of the service item.
- **Service Item ID:** Unique identifier of the service item. The service item is created in Oracle Inventory.
- **Inventory Organization ID:** Unique identifier of the inventory organization associated with the service item.

- **Item Description:** Description of the service item.
- **Product Category:** Category under which the product is classified in Oracle Applications. Users assign categories to items in Oracle Inventory or Oracle Purchasing.
- **Service Item Category ID:** Unique identifier of the category to which the service item belongs.
- **Status Type Code:** Internal system code for the service line Status Type.
- **Status Type:** System-defined meaning of the corresponding service line Status Type Code, for example, Entered, Cancelled, Signed, Activated, Expired, and Terminated.
- **Status Code:** User-defined internal system code for status at the service line level.
- **Status:** User-defined subset for Status Type at the service line level. For example, users could define Entered Status type as Quote Sent, Awaiting PO, or Pending Approval.
- **Start Date:** Service line start date.
- **End Date:** Service line end date.
- **Duration in Days:** Duration of the service line given in days.
- **Date Cancelled:** Date the service line was cancelled.
- **Date Terminated:** Date the service line terminated.
- **Termination Reason:** Reason for terminating the service line.
- **Termination Code:** Code that represents the reason for termination of the service line.
- **Renewal Type Code:** See "Renewal Type Code" in Service Contract Headers, page 15-55.
- **Renewal Type:** See "Renewal Type" in Service Contract Headers, page 15-55.
- **Transactional Currency Code:** See "Transactional Currency Code" in Service Contract Headers, page 15-55.
- **Functional Currency Code:** See "Functional Currency Code" in Service Contract Headers, page 15-55.
- **Primary Currency Code:** See "Primary Currency Code" in Service Contract

Headers, page 15-55.

- **Secondary Currency Code:** See "Secondary Currency Code" in Service Contract Headers, page 15-55, page 15-57.
- **Annualized Currency Code:** See "Annualized Currency Code" in Service Contract Headers, page 15-55.
- **Negotiated Price in Transactional Currency:** Fixed fee negotiated for the service line, given in the transactional currency.
- **Negotiated Price in Functional Currency:** Fixed fee negotiated for the service line, given in the functional currency.
- **Negotiated Price in Primary Currency:** Fixed fee negotiated for the service line, given in the primary currency.
- **Negotiated Price in Secondary Currency:** Fixed fee negotiated for the service line, given in the secondary currency.
- **Annualized Negotiated Price:** Annualized fixed fee negotiated for the service line.
- **Unbilled Amount in Transactional Currency:** Unbilled amount of the service line, given in the transactional currency.
- **Unbilled Amount in Functional Currency:** Unbilled amount of the service line, given in the functional currency.
- **Unbilled Amount in Primary Currency:** Unbilled amount of the service line, given in the primary currency.
- **Unbilled Amount in Secondary Currency:** Unbilled amount of the service line, given in the secondary currency.
- **Annualized Unbilled Amount:** Annualized unbilled amount of the service line.
- **Credited Amount in Transactional Currency:** Credit issues to the customer upon termination of the service line, given in the transactional currency.
- **Credited Amount in Functional Currency:** Credit issues to the customer upon termination of the service line, given in the functional currency.
- **Credited Amount in Primary Currency:** Credit issues to the customer upon termination of the service line, given in the primary currency.
- **Credited Amount in Secondary Currency:** Credit issues to the customer upon termination of the service line, given in the secondary currency.

- **Annualized Credited Amount:** Annualized credit issues to the customer upon termination of the service line.
- **Suppressed Amount in Transactional Currency:** Credit suppressed upon termination of the service line, given in the transactional currency.
- **Suppressed Amount in Functional Currency:** Credit suppressed upon termination of the service line, given in the functional currency.
- **Suppressed Amount in Primary Currency:** Credit suppressed upon termination of the service line, given in the primary currency.
- **Suppressed Amount in Secondary Currency:** Credit suppressed upon termination of the service line, given in the secondary currency.
- **Annualized Suppressed Amount:** Annualized credit suppressed upon termination of the service line.
- **Overridden Amount in Transactional Currency:** Credit overridden upon termination of the service line, given in the transactional currency.
- **Overridden Amount in Functional Currency:** Credit overridden upon termination of the service line, given in the functional currency.
- **Overridden Amount in Primary Currency:** Credit overridden upon termination of the service line, given in the primary currency.
- **Overridden Amount in Secondary Currency:** Credit overridden upon termination of the service line, given in the secondary currency.
- **Annualized Overridden Amount:** Annualized credit overridden upon termination of the service line.
- **Segment1:** Segment 1 of the service item.
- **Segment2:** Segment 2 of the service item.
- **Segment3:** Segment 3 of the service item.
- **Segment4:** Segment 4 of the service item.
- **Segment5:** Segment 5 of the service item.
- **Segment6:** Segment 6 of the service item.
- **Segment7:** Segment 7 of the service item.
- **Segment8:** Segment 8 of the service item.

- **Segment9:** Segment 9 of the service item.
- **Segment10:** Segment 10 of the service item.
- **Segment11:** Segment 11 of the service item.
- **Segment12:** Segment 12 of the service item.
- **Segment13:** Segment 13 of the service item.
- **Segment14:** Segment 14 of the service item.
- **Segment15:** Segment 15 of the service item.
- **Segment16:** Segment 16 of the service item.
- **Segment17:** Segment 17 of the service item.
- **Segment18:** Segment 18 of the service item.
- **Segment19:** Segment 19 of the service item.
- **Segment20:** Segment 20 of the service item.
- **Record Creation Date:** Date the service line was collected in this folder.
- **Record Update Date:** Date information on the service line was updated in this folder.

Covered Lines

This folder contains information about renewal and first-time covered lines.

Columns

- **Contract ID:** See "Contract ID" in Service Contract Headers, page 15-55.
- **Contract Number:** See "Contract Number" in Service Contract Headers, page 15-55.
- **Contract Number Modifier:** See "Contract Number Modifier" in Service Contract Headers, page 15-55.
- **Complete Contract Number:** See "Complete Contract Number" in Service Contract Headers, page 15-55.
- **Line Number:** Line number of the covered line.
- **Service Line ID:** Unique identifier of the service line.
- **Covered Line ID:** Unique identifier of the covered line.

- **Contract Category Code:** Represents the covered line category.
- **Contract Category:** User-defined meaning for Contract Category.
- **Covered Line ID:** Unique identifier of the covered line.
- **Item Description:** Description of the covered item.
- **Item Name:** Name of the covered item.
- **Inventory Item ID:** Item ID of the inventory item and product mentioned in the covered line.
- **Inventory Organization ID:** Unique identifier of the inventory organization associated with the service item.
- **Status Type Code:** Internal system code for the covered line Status Type.
- **Status Type:** System-defined meaning of the corresponding covered line Status Type Code, for example, Entered, Cancelled, Signed, Activated, Expired, and Terminated.
- **Status Code:** User-defined internal system code for status at the covered line level.
- **Status:** User-defined subset for Status Type at the covered line level. For example, users could define Entered Status type as Quote Sent, Awaiting PO, or Pending Approval.
- **Start Date:** Covered line start date.
- **End Date:** Covered line end date.
- **Duration in Days:** Duration of the covered line, given in days.
- **Date Terminated:** Date the covered line was terminated.
- **Termination Reason:** Reason for terminating the covered line.
- **Termination Code:** Code that represents the reason the covered line was terminated.
- **Date Cancelled:** Date the covered line was cancelled.
- **Renewal Type Code:** Code that specifies the type of renewal for the covered line.
- **Renewal Type:** Type of renewal for the covered line.
- **Renewal Status:** Indicates one of the following options:

- New Business, Not Renewed
 - New Business, Renewed
 - Renewal, Not Renewed
 - Renewal, Renewed
-
- **Quantity:** Quantity of the covered line.
 - **Unit of Measure:** Unit of measure for the covered line.
 - **Transactional Currency Code:** See "Transactional Currency Code" in Service Contract Headers, page 15-55.
 - **Functional Currency Code:** See "Functional Currency Code" in Service Contract Headers, page 15-55.
 - **Primary Currency Code:** See "Primary Currency Code" in Service Contract Headers, page 15-55.
 - **Secondary Currency Code:** See "Secondary Currency Code" in Service Contract Headers, page 15-55.
 - **Annualized Currency Code:** See "Annualized Currency Code" in Service Contract Headers, page 15-55.
 - **Covered Product Price in Transactional Currency:** List price of the covered item, given in the transactional currency.
 - **Covered Product Price in Functional Currency:** List price of the covered item, given in the functional currency.
 - **Covered Product Price in Primary Currency:** List price of the covered item, given in the primary currency.
 - **Covered Product Price in Secondary Currency:** List price of the covered item, given in the secondary currency.
 - **Unit Price in Transactional Currency:** Unit price of the service line for the covered-level product and item, given in the transactional currency. For any other covered level, it is the price entered.
 - **Unit Price in Functional Currency:** Unit price of the service line for the covered-level product and item, given in the functional currency. For any other covered level, it is the price entered.

- **Unit Price in Primary Currency:** Unit price of the service line for the covered-level product and item, given in the primary currency. For any other covered level, it is the price entered.
- **Unit Price in Secondary Currency:** Unit price of the service line for the covered-level product and item, given in the secondary currency. For any other covered level, it is the price entered.
- **Covered Line Duration UOM:** Unit of measure (period) for the duration of the covered line.
- **Covered Line Duration Quantity:** Duration of the covered line. This is a number.
- **Covered Level:** Identifies the coverage level for the covered line as Item, Product, Customer, Site, Party or System.
- **Negotiated Price in Transactional Currency:** Extended price on the covered line, given in the transactional currency.
- **Negotiated Price in Functional Currency:** Extended price on the covered line, given in the functional currency.
- **Negotiated Price in Primary Currency:** Extended price on the covered line, given in the primary currency.
- **Negotiated Price in Secondary Currency:** Extended price on the covered line, given in the secondary currency.
- **Annualized Negotiated Price:** Annualized extended price on the covered line.
- **Negotiated Price of Renewed Line in Transactional Currency:** Extended price of the original line for which this covered line is a renewal, given in the transactional currency.
- **Negotiated Price of Renewed Line in Functional Currency:** Extended price of the original line for which this covered line is a renewal, given in the functional currency.
- **Negotiated Price of Renewed Line in Primary Currency:** Extended price of the original line for which this covered line is a renewal, given in the primary currency.
- **Negotiated Price of Renewed Line in Secondary Currency:** Extended price of the original line for which this covered line is a renewal, given in the secondary currency.
- **Annualized Negotiated Price of Renewed Line:** Annualized extended price of the original line for which this covered line is a renewal.

- **Unbilled Amount in Transactional Currency:** Unbilled amount of the covered line, given in the transactional currency.
- **Unbilled Amount in Functional Currency:** Unbilled amount of the covered line, given in the functional currency.
- **Unbilled Amount in Primary Currency:** Unbilled amount of the covered line, given in the primary currency.
- **Unbilled Amount in Secondary Currency:** Unbilled amount of the covered line, given in the secondary currency.
- **Annualized Unbilled Amount:** Annualized unbilled amount of the covered line that has not been billed.
- **Credited Amount in Transactional Currency:** Credit issues to the customer upon termination of the covered line, given in the transactional currency.
- **Credited Amount in Functional Currency:** Credit issues to the customer upon termination of the covered line, given in the functional currency.
- **Credited Amount in Primary Currency:** Credit issues to the customer upon termination of the covered line, given in the primary currency.
- **Credited Amount in Secondary Currency:** Credit issues to the customer upon termination of the covered line, given in the secondary currency.
- **Annualized Credited Amount:** Annualized credit issues to the customer upon termination of the covered line.
- **Suppressed Amount in Transactional Currency:** Credit suppressed upon termination of the covered line, given in the transactional currency.
- **Suppressed Amount in Functional Currency:** Credit suppressed upon termination of the covered line, given in the functional currency.
- **Suppressed Amount in Primary Currency:** Credit suppressed upon termination of the covered line, given in the primary currency.
- **Suppressed Amount in Secondary Currency:** Credit suppressed upon termination of the covered line, given in the secondary currency.
- **Annualized Suppressed Amount:** Annualized credit suppressed upon termination of the covered line.
- **Overridden Amount in Transactional Currency:** Credit overridden upon termination of the covered line, given in the transactional currency.

- **Overridden Amount in Functional Currency:** Credit overridden upon termination of the covered line, given in the functional currency.
- **Overridden Amount in Primary Currency:** Credit overridden upon termination of the covered line, given in the primary currency.
- **Overridden Amount in Secondary Currency:** Credit overridden upon termination of the covered line, given in the secondary currency.
- **Annualized Overridden Amount:** Annualized credit overridden upon termination of the covered line.
- **Serial Number:** Instance serial number for the covered product.
- **Reference Number:** Item instance number for the covered product. In Oracle Order Management, this is called the Reference Number.
- **Installation Date:** Installation date of the covered product.
- **Order Number:** Oracle Order Management order number from which this subline was created.
- **Instance ID:** Unique identifier Oracle Install Base assigns to customer products.
- **Covered Product Order Line ID:** Unique identifier of the Oracle Order Management order line.
- **System ID:** Unique identifier of the covered system.
- **System Name:** Name of the covered system.
- **Pricing Context:** Qualifying information used in the price list.
- **Pricing Attribute 1:** Subset of Pricing Context.
- **Pricing Attribute 2:** Subset of Pricing Context.
- **Pricing Attribute 3:** Subset of Pricing Context.
- **Pricing Attribute 4:** Subset of Pricing Context.
- **Pricing Attribute 5:** Subset of Pricing Context.
- **Pricing Attribute 6:** Subset of Pricing Context.
- **Pricing Attribute 7:** Subset of Pricing Context.
- **Pricing Attribute 8:** Subset of Pricing Context.

- **Pricing Attribute 9:** Subset of Pricing Context.
- **Pricing Attribute 10:** Subset of Pricing Context.
- **Pricing Attribute 11:** Subset of Pricing Context.
- **Pricing Attribute 12:** Subset of Pricing Context.
- **Pricing Attribute 13:** Subset of Pricing Context.
- **Pricing Attribute 14:** Subset of Pricing Context.
- **Pricing Attribute 15:** Subset of Pricing Context.
- **Pricing Attribute 16:** Subset of Pricing Context.
- **Pricing Attribute 17:** Subset of Pricing Context.
- **Pricing Attribute 18:** Subset of Pricing Context.
- **Pricing Attribute 19:** Subset of Pricing Context.
- **Pricing Attribute 20:** Subset of Pricing Context.
- **Covered Product Segment1:** Segment 1 of the covered item.
- **Covered Product Segment2:** Segment 2 of the covered item.
- **Covered Product Segment3:** Segment 3 of the covered item.
- **Covered Product Segment4:** Segment 4 of the covered item.
- **Covered Product Segment5:** Segment 5 of the covered item.
- **Covered Product Segment6:** Segment 6 of the covered item.
- **Covered Product Segment7:** Segment 7 of the covered item.
- **Covered Product Segment8:** Segment 8 of the covered item.
- **Covered Product Segment9:** Segment 9 of the covered item.
- **Covered Product Segment10:** Segment 10 of the covered item.
- **Covered Product Segment11:** Segment 11 of the covered item.
- **Covered Product Segment12:** Segment 12 of the covered item.

- **Covered Product Segment13:** Segment 13 of the covered item.
- **Covered Product Segment14:** Segment 14 of the covered item.
- **Covered Product Segment15:** Segment 15 of the covered item.
- **Covered Product Segment16:** Segment 16 of the covered item.
- **Covered Product Segment17:** Segment 17 of the covered item.
- **Covered Product Segment18:** Segment 18 of the covered item.
- **Covered Product Segment19:** Segment 19 of the covered item.
- **Covered Product Segment20:** Segment 20 of the covered item.
- **Record Creation Date:** Date the covered line was collected in this folder.
- **Record Last Update Date:** Date the covered line was last updated in this folder.
- **Renewal Status:** Status of the renewal process for the covered line. Example: Quote Accepted.
- **Covered Item ID:** Unique identifier of the covered item.

Contract Parties

This folder contains information on parties to the contract.

Columns

- **Contract ID:** See "Contract ID" in Service Contract Headers, page 15-55
- **Contract Number:** See "Contract Number" in Service Contract Headers, page 15-55.
- **Contract Number Modifier:** See "Contract Number Modifier" in Service Contract Headers, page 15-55.
- **Complete Contract Number:** See "Complete Contract Number" in Service Contract Headers, page 15-55.
- **Party Name:** Parties to the contract, including vendor, customer, or a third party, such as a distributor or dealer.
- **Alternate Party Name:** Alternate name defined for the party.
- **Party Number:** Number of the party to the contract.
- **Party Role:** Role of the party with respect to the contract. Examples: Vendor, Merchant.

Header Sales Credits

This folder contains information about contract sales credits.

Columns

- **Contract ID:** See "Contract ID" in Service Contract Headers, page 15-55.
- **Contract Number:** See "Contract Number" in Service Contract Headers, page 15-55.
- **Contract Number Modifier:** See "Contract Number Modifier" in Service Contract Headers, page 15-55.
- **Complete Contract Number:** See "Complete Contract Number" in Service Contract Headers, page 15-55.
- **Resource Name:** See "Resource Name" in Service Contract Headers, page 15-55.
- **Sales Group Name:** See "Sales Group Name" in Service Contract Headers, page 15-55.
- **Sales Credit Type:** Type of revenue or non-revenue credit the contract sales person receives.
- **Sales Credit Percent:** Percentage of credit the sales person receives. Revenue credit always adds up to 100%.

Status Change History

This folder contains information related to status changes at the contract header.

Columns

- **Contract ID:** See "Contract ID" in Service Contract Headers, page 15-55.
- **Contract Number:** See "Contract Number" in Service Contract Headers, page 15-55.
- **Contract Number Modifier:** See "Contract Number Modifier" in Service Contract Headers, page 15-55.
- **Complete Contract Number:** See "Complete Contract Number" in Service Contract Headers, page 15-55.
- **Status Type Code:** See "Status Type Code" in Service Contract Headers, page 15-55.
- **Status Type:** See "Status Type" in Service Contract Headers, page 15-55.
- **Status Code:** See "Status Code" in Service Contract Headers, page 15-55.
- **Status:** See "Status" in Service Contract Headers, page 15-55.
- **Status Change Date:** Date the contract status was changed.

- **Contract Version:** Version of the contract at the header.
- **Change Reason:** Reason for the change to the contract status.
- **Comments:** Contract author notes about the change to the contract status.
- **Termination Code:** Alternate name defined for the party.
- **Termination Reason:** See "Termination Reason" in Service Contract Headers, page 15-55.
- **User Name:** User name of the person who made the change.
- **Person Name:** Name of the person who made the change.
- **Email Address:** E-mail address of the person who made the change.

Service Line Sales Credits

This folder contains information about service line sales credits.

Columns

- **Contract ID:** See "Contract ID" in Service Contract Headers, page 15-55.
- **Service Line ID:** See "Service Line ID" in Covered Lines, page 15-64.
- **Contract Number:** See "Contract Number" in Service Contract Headers, page 15-55.
- **Contract Number Modifier:** See "Contract Number Modifier" in Service Contract Headers, page 15-55.
- **Complete Contract Number:** See "Complete Contract Number" in Service Contract Headers, page 15-55.
- **Resource Name:** See "Resource Name" in Service Contract Headers, page 15-55.
- **Sales Group Name:** See "Sales Group Name" in Service Contract Headers, page 15-55.
- **Sales Credit Type:** See "Sales Credit Type" in Header Sales Credits, page 15-71.
- **Sales Credit Percent:** See "Sales Credit Percent" in Header Sales Credits, page 15-71.

Service Line Billing History

This folder contains information about the billing history of service lines.

- **Contract ID:** See "Contract ID" in Service Contract Headers, page 15-55.
- **Contract Number:** See "Contract Number" in Service Contract Headers, page 15-55.

- **Contract Number Modifier:** See "Contract Number Modifier" in Service Contract Headers, page 15-55.
- **Complete Contract Number:** See "Complete Contract Number" in Service Contract Headers, page 15-55.
- **Service Line ID:** See "Service Line ID" in Covered Lines, page 15-64.
- **Bill Action:** Determines whether the billing line is a billing or credit transaction.
- **Invoice Class:** Determines whether the line is invoiced.
- **Invoice Number:** Number of the invoice sent to the customer.
- **Date Billed:** Date of the invoice.
- **Date Billed From:** "From" date of the invoiced period.
- **Date Billed To:** "To" date of the invoiced period.
- **Transactional Currency Code:** See "Transactional Currency Code" in Service Contract Headers, page 15-55.
- **Functional Currency Code:** See "Functional Currency Code" in Service Contract Headers, page 15-55.
- **Primary Currency Code:** See "Primary Currency Code" in Service Contract Headers, page 15-55.
- **Secondary Currency Code:** See "Secondary Currency Code" in Service Contract Headers, page 15-55.
- **Bill Schedule Amount in Transactional Currency:** Amount of the contract billed according to the billing schedule. The amount is given in the transactional currency.
- **Bill Schedule Amount in Functional Currency:** Amount of the contract billed according to the billing schedule. The amount is given in the functional currency.
- **Bill Schedule Amount in Primary Currency:** Amount of the contract that will be billed according to the billing schedule. The amount is given in the primary currency.
- **Bill Schedule Amount in Secondary Currency:** Amount of the contract billed according to the billing schedule. The amount is given in the secondary currency.
- **Billed Amount in Transactional Currency:** Billed amount of the contract, given in the transactional currency.

- **Billed Amount in Functional Currency:** Billed amount of the contract, given in the functional currency.
- **Billed Amount in Primary Currency:** Billed amount of the contract, given in the primary currency.
- **Billed Amount in Secondary Currency:** Billed amount of the contract, given in the secondary currency.

License Lines

This folder contains license information of the covered products.

Columns

- **Contract Number:** See "Contract Number" in Service Contract Headers, page 15-55.
- **Contract Number Modifier:** See "Contract Number Modifier" in Service Contract Headers, page 15-55.
- **Complete Contract Number:** See "Complete Contract Number" in Service Contract Headers, page 15-55.
- **Covered Line ID:** See "Covered Line ID" in Covered Lines, page 15-64.
- **Instance ID:** See "Instance ID" in Covered Lines, page 15-64.
- **Instance Type Code:** Code of the item instance type in Oracle Install Base.
- **System ID:** See "System ID" in Covered Lines, page 15-64.
- **System Name:** System name for the covered line entered in Oracle Install Base.
- **Order Number:** See "Order Number" in Covered Lines, page 15-64.
- **Last OE PO Number:** Purchase order number entered on the last order created for the covered line instance.
- **Last OE Order Line ID:** Order line ID of the last order for the covered line instance.
- **Ordered Quantity:** Quantity ordered from Oracle Order Management.
- **Pricing Quantity:** Pricing quantity from Oracle Order Management.
- **Cust PO Number:** Customer purchase order number entered in Oracle Order Management for the covered item.
- **Resource ID:** Unique identifier of the resource.
- **Resource Name:** See "Resource Name" in Service Contract Headers, page 15-55.

- **Transactional Currency Code:** See "Transactional Currency Code" in Service Contract Headers, page 15-55.
- **Functional Currency Code:** See "Functional Currency Code" in Service Contract Headers, page 15-55.
- **Primary Currency Code:** See "Primary Currency Code" in Service Contract Headers, page 15-55.
- **Secondary Currency Code:** See "Secondary Currency Code" in Service Contract Headers, page 15-55.
- **Unit List Price in Transactional Currency:** List price per unit of the covered item, given in the transactional currency.
- **Unit List Price in Functional Currency:** List price per unit of the covered item, given in the functional currency.
- **Unit List Price in Primary Currency:** List price per unit of the covered item, given in the primary currency.
- **Unit List Price in Secondary Currency:** List price per unit of the covered item, given in the secondary currency.
- **Unit Selling Price in Transactional Currency:** Selling price per unit of the covered item, given in the transactional currency.
- **Unit Selling Price in Functional Currency:** Selling price per unit of the covered item, given in the functional currency.
- **Unit Selling Price in Primary Currency:** Selling price per unit of the covered item, given in the primary currency.
- **Unit Selling Price in Secondary Currency:** Selling price per unit of the covered item, given in the secondary currency.

Contract Territories

This folder contains information about territories.

Columns

- **Operating Unit ID:** Unique identifier of the operating unit associated with the contract.
- **Organization Name:** Organization for which the contract was authored.
- **Customer Party ID:** Unique identifier of the customer who is party to the contract.
- **Customer Name:** See "Customer Name" in Service Contract Headers, page 15-55.

- **Territory ID:** Unique identifier of the territory associated with the contract sales person.
- **Territory Name:** Name of the territory associated with the contract sales person.
- **Resource Name:** See "Resource Name" in Service Contract Headers, page 15-55.
- **Manager Name:** Sales manager to whom the contract sales person reports.

Contract Customer Classification

This folder contains information about customer classifications, such as class category and class code.

Columns

- **Party ID:** See "Customer Party ID" in Contract Territories, page 15-76.
- **Class Category:** Broad subject area within which you can classify parties. It is a logical grouping of one or more class codes and allows for rules to be defined for how the category code structure is set up, as well as which entities can be assigned to these categories.
- **Class Category Meaning:** Description of the class category.
- **Primary Flag:** Indicates if this is the primary class code of a class category for the organization. Y indicates primary class code, while N indicates all others.
- **Class Code:** Specific value of the class category.
- **Class Code Meaning:** Description of the class code.
- **Customer Name:** See "Customer Name" in Service Contract Headers, page 15-55.

Contract Sales Groups

This folder contains information about sales groups in your organization.

Columns

- **Contract ID:** See "Contract ID" in Service Contract Headers, page 15-55.
- **Contract Number:** See "Contract Number" in Service Contract Headers, page 15-55.
- **Contract Number Modifier:** See "Contract Number Modifier" in Service Contract Headers, page 15-55.
- **Complete Contract Number:** See "Complete Contract Number" in Service Contract Headers, page 15-55.
- **Group ID:** Unique identifier of the sales group to which the contract sales person belongs.

- **Group Name:** Name of the sales group to which the contract sales person belongs.
- **Parent Group ID:** Unique identifier of the parent sales group.
- **Parent Group Name:** In the sales group hierarchy, the name of the sales group that is the parent of the sales group associated with the contract.
- **Denorm Level:** Shows the depth of the sales group hierarchy.

Covered Line Sources

This folder provides details about the transaction source of covered lines. You can use this information to track renewal consolidations.

- **Source Covered Line ID:** Source covered line ID on which the operation was performed.
- **Transaction Source:** Indicates the performed operation: Renewal, Renewal Consolidation, or Transfer.
- **Source Contract Number:** Source contract number on which the operation was performed.
- **Source Contract Modifier:** Source contract number modifier on which the operation was performed.
- **Source Contract Line Number:** Source contract line number on which the operation was performed.

Using Daily Business Intelligence for Supply Chain

This chapter covers the following topics:

- Introduction
- Common Concepts
- Customer Fulfillment Management Dashboard
- Shipping Management Dashboard
- Inventory Management Dashboard
- Manufacturing Management Dashboard
- Product Cost Management Dashboard
- Plan Management Dashboard
- Product Revenue Bookings and Backlog Dashboard
- Warehouse Management Dashboard
- Transportation Management Dashboard
- Sales Agreement Management Dashboard

Introduction

By using Oracle Daily Business Intelligence for Supply Chain, supply chain professionals can effectively measure performance and drive continuous improvement in the supply chain. DBI for Supply Chain provides easy access to information that reveals opportunities to save money, improve on-time delivery performance, reduce cycle times, and make strategic decisions to maximize profits.

- Common Concepts
- Customer Fulfillment Management Dashboard

- Fulfillment KPIs
- Fulfillment Performance
- Backlog and Past Due Schedule Value
- Fulfilled Return Value

- Shipping Management Dashboard
 - Shipping KPIs
 - Shipping Performance
 - Book to Ship Days
 - Past Due Schedule Performance

- Inventory Management Dashboard
 - Inventory Management KPIs
 - Inventory
 - Cycle Count Accuracy

- Manufacturing Management Dashboard
 - Manufacturing Management KPIs
 - Production to Plan
 - Material Usage Variance
 - Manufacturing Cost Variance
 - Current Unrecognized Variance
 - Resource Utilization
 - Resource Variance
 - Scrap

- Product Cost Management Dashboard
 - Product Cost Management KPIs

- Product Gross Margin
- Material Usage Variance
- Resource Variance
- Plan Management Dashboard
 - Planning KPIs
 - Planned Revenue and Margin
 - Planned Performance
- Product Revenue Bookings and Backlog
 - Revenue, Bookings & Backlog KPIs
 - Cumulative Bookings and Revenue
 - Revenue Overview
 - Bookings, Revenue and Revenue Backlog Trend
- Warehouse Management Dashboard
 - Warehouse Management KPIs
 - Pick Release to Ship Cycle Time
 - Receipt to Putaway Cycle Time
 - Warehouse Storage Utilized
 - Picks & Exceptions Analysis
- Transportation Management Dashboard
 - Transportation KPIs
 - Rated Freight Cost per Unit Weight, Volume, and Distance
 - On-Time Arrival Rate
 - Carrier Payment and Billing
 - Freight Cost Recovery

- Sales Agreement Management
 - Sales Agreement Management KPIs
 - Active Agreements Summary

Common Concepts

The following information is common across Oracle Daily Business Intelligence for Supply Chain.

Parameters

Oracle Daily Business Intelligence for Supply Chain uses the following parameters by which to view data; however, not all reports use all parameters.

- **Organization:** These are inventory organizations to which you have access, as determined by the organization security setup in Oracle Inventory.

In previous releases, Oracle Manufacturing and Oracle Process Manufacturing (OPM) had different organization structures. Oracle Process Manufacturing inventory warehouses and resource warehouses were displayed in Oracle Daily Business Intelligence as organizations; Oracle Process Manufacturing plants were displayed as organizations on the Manufacturing Management dashboard and underlying reports. With this release, however, manufacturing organizations have converged. This means that OPM data is grouped into the corresponding organization. During the upgrade to this release, the DBI initial load will collect data from both pre-convergence and post-convergence data models. Incremental loads will collect data from only the post-convergence data model and will disregard any changes in the data of the old data model. Oracle Process Manufacturing plants will continue displaying as organizations on the Manufacturing Management dashboard and underlying reports for old data.

On the Customer Fulfillment Management and Shipping Management dashboards, the reports show the inventory organizations from the Ship From Organization on order lines.

On the Manufacturing Management dashboard and reports, the Organization parameter shows all inventory organizations to which you have access, regardless of whether they have manufacturing data. DBI for Supply Chain only displays manufacturing and cost variance information for organizations that are enabled for work in process (WIP).

Certain Transportation Management reports use an unsecured version of the Organization parameter. This version shows all the inventory organizations, regardless of access (unsecured).

Selecting All in the Organization parameter shows data for all organizations to

which you have access, not all organizations in the enterprise.

- **Customer Classification:** These values show the types of customers, based on logical groupings or classifications, for example, by industry (such as aerospace or high tech) or customer size (such as small-business or medium-business).
- **Product Category:** These categories aggregate sales and fulfillment measures. A user assigns items to these categories at the master organization level. A user sets up the hierarchy of these categories in Oracle Advance Product Catalog, using item categories as the basis for the hierarchy.

The reports also give values for items (such as items on sales orders) that were not assigned to a product category during Oracle Applications setup. These products appear in an Unassigned category.

- **Inventory Category:** Oracle Inventory categories are defined by the category set for the Inventory functional area. A user assigns items to inventory categories at the master organization level or at the individual organization level. Oracle Daily Business Intelligence uses the category assignments set up in Oracle Inventory.
- **Item:** These are items defined at the organization level in Oracle Inventory.

In the Manufacturing Management dashboard and reports, items are assemblies, and they appear in the category assigned to the assembly. (Items produced by discrete manufacturing are called assemblies; items produced by process manufacturing are called products, coproducts, or byproducts.)

Note: All dashboards and reports based on order lines (such as the Customer Fulfillment Management, Shipping Management, Product Cost Management, Product Revenue, Bookings and Backlog, and Transportation Management dashboards and associated reports) report on activities related to the sale of products, but not services. For example, if a user creates a sales order for a television, which includes a service plan on an associated line, the report calculations use only the line item for the television. 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 Contract Item Type attribute is of type Service or Warranty, then Oracle Order Management assigns an item type code of SERVICE on the order line. Oracle Daily Business Intelligence for Supply Chain excludes all order lines with an item type code of "SERVICE."

- **Job Status:** This parameter is available in some of the manufacturing-related

reports. These values correspond to the various stages in the life cycle of a job, such as Released, On-Hold, Complete, Complete - No Charges, Pending Close, Failed Close, Close, and Cancelled.

- **Sales Group:** This parameter contains the sales groups and sales representatives to which you have security access. This sales group represents the sales group credited for the booked order line on the order line details within Oracle Order Management. Order lines within Oracle Order Management can be credited to one or more sales representative and sales group pair.
- **View By:** For reports that have parameters listed as view-by options, the selected View By controls the first column of the reports. The first column is the context by which all data is aggregated and displayed.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see *Parameters*, page 1-4.

Promise Date

All Customer Fulfillment Management and Shipping Management reports that use the promise date from the sales order line assume that your company is using the promise date to capture the date promised to the customer.

Schedule Ship Date

All Customer Fulfillment Management and Shipping Management reports that use the schedule ship date from the sales order line assume that your company is using the schedule ship date to capture the date the line is scheduled to ship from your warehouse.

Firmed Date

In the Customer Fulfillment Management, Shipping Management, and Product Revenue Bookings and Backlog dashboards, you can use the firmed date in place of the Booked Date when appropriate. The firmed date is appropriate for businesses that have sales processes that result in an order being finalized off-line. An example of this type of process is one in which the sales representative meets in person with the customer and finalizes the order agreement with a handshake; this type of sales process contrasts with one in which the order is finalized once it is entered into the system at a call center.

The firmed date is intended to capture the actual date the buyer and seller agree on all the terms and conditions that create a binding agreement. This date usually occurs before a user enters the order into the system and always before the user books the order in Oracle Order Management.

The firmed date is usually set up to be defaulted from the Date Ordered field on the header of the order. The user can change the firmed date of an order and an order line by changing the Date Ordered field on the header.

Order and Shipping Snapshots

The Customer Fulfillment Management dashboard includes past due values. The Shipping Management dashboard includes values for backorder and past due lines.

The system administrator runs Oracle Daily Business Intelligence processes that capture past due and backorder data as snapshots. The reports show order lines that are past due or in backorder status from the latest snapshot taken between the period start date and the date that the processes last ran.

Example

For example, in the Date parameter you select August 12, and in the Period parameter you select Month. The processes were last run on August 10. Even though the selected date is August 12, the report shows data that was past due as of August 10.

When the system administrator runs the processes daily as recommended, the snapshots accurately reflect the backorder or past due value at that time.

The system preserves snapshots for historical data. If you select a date in the past, the values show data based on the latest snapshot for that date. In other words, the values show what was past due as of that date. (The date the snapshot was taken is the Snapshot Date).

Example

Assume today's date is 30-Oct-2005, and the Period parameter selection is Month. You change the date to 6-Jan-2004 on the report. The past due data is based on the latest snapshot taken as of 6-Jan-2004. That snapshot could have been taken 1-Jan-2004.

Past due includes *all* orders as of the date the system took the snapshot. This could include orders booked in a period prior to the selected period, resulting in a past due value greater than the booked value for a period within the Fulfillment Performance report. For example, it is possible that there are orders from last year that are past due. If they are still past due, they are displayed for any selected time period in the year you are viewing.

Example

Your organization has booked 10 orders so far this month. The value of the booked orders is \$46,000. The past due value, however, is \$128,000. The past due value includes all orders that are past due in the system, as of the selected date, not just those in the selected time period.

Past due and backorder trend graphs show the data over time. The graphs show the latest snapshot value in the time period.

Example

Assume the Period is Month and the Compare To is Prior Period. The latest recorded (snapshot) values in each month appear on the report. If a snapshot was not taken on the last day of the month, the report looks for a snapshot on the second to last day, and so on, until it finds the latest snapshot value in that month to compare to the latest snapshot value in the other months.

Item-Level Details

Many reports in Oracle Daily Business Intelligence for Supply Chain enable you to view data by Item. When you view a report by Item, the following additional columns appear:

- **Item:** Name as defined for the organization, appended with the organization code—for example, *AS54888 (BOS)*.
- **Description:** Description of the item as defined for the organization.
- **UOM:** Unit of measure (UOM) name for the item. This is the primary unit of measure of the item, as defined for the organization in Oracle Inventory.

Reporting Units of Measure

The dashboards and reports show all measures in the reporting unit of measure. The system converts all weight, volume, and distance measures from the transactional unit of measure to a single reporting unit of measure for each type of measure. The system administrator can use the Daily Business Intelligence Administrator responsibility to select reporting units of measure. If you are using the Warehouse Management dashboard, the system administrator can select reporting unit of measure for volume and weight. If you are using the Transportation Management dashboard, the system administrator can select a reporting unit of measure for distance, volume, and weight. For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

Recurring Charges

DBI excludes recurring charge lines from the following dashboards and associated KPIs and reports:

- Customer Fulfillment Management
- Shipping Management
- Product Cost Management
- Product Revenue Bookings and Backlog
- Warehouse Management
- Transportation Management
- Sales Agreement Management

For information on recurring charges, see the *Oracle Order Management User's Guide*.

Inventory Transfers

DBI for Supply Chain supports all inventory transfers: Oracle Manufacturing (discrete manufacturing) to Oracle Manufacturing, Oracle Manufacturing to Oracle Process Manufacturing (OPM), and OPM to OPM.

In interorganization transfers (Oracle Manufacturing to OPM or OPM to Oracle Manufacturing), the organization that owns the intransit inventory costs the transaction. If Oracle Manufacturing is the owning organization, then the cost manager costs the transaction. If OPM is the owning organization, then the OPM cost manager costs the transaction. If FOB is RECEIVE, then the shipping organization owns the inventory (until it is received). Similarly, if the FOB point is SHIP, then the receiving organization owns the inventory. For example, an item is transferred from an OPM organization to a discrete organization. FOB is RECEIVE, so the OPM organization is responsible for the costing.

If the receiving organization is a standard costing organization, then the item is received at standard cost, and the difference between the transfer cost and the standard cost is charged to a variance account. The inventory is valued at standard cost. Cost variances between the source and destination organizations are accounted for in a GL charge account. Both process and discrete inventory use the same account.

Cost of Goods Sold (COGS)

Some DBI for Supply Chain reports show cost of goods sold (COGS). COGS is the cost of goods shipped, as booked to the COGS account in Oracle Inventory. COGS is recognized in the same period that revenue is recognized. When the revenue is recognized in a later period, COGS is considered deferred. All COGS calculations in the reports consider both types of COGS.

Note: To determine cost of goods sold or inventory cost, standard costing organizations use standard cost, and actual costing organizations use actual cost. In annualized COGS, the calculation is annualized over the fiscal year.

Additional Information

For information on factoring, null values, report totals, and other general information, see General Dashboard and Report Behavior, page 1-26.

Note: If there are no values for all columns across a row in a report, including for the previous time period, the row does not appear in the report. For example, a category does not appear if there are no values for it in both the selected and prior periods.

Reports

For information on reports, refer to the section that discusses the dashboard with which they are associated:

- Customer Fulfillment Management Dashboard, page 16-10
- Shipping Management Dashboard, page 16-33
- Inventory Management Dashboard, page 16-55
- Manufacturing Management Dashboard, page 16-78
- Product Cost Management Dashboard, page 16-100
- Plan Management Dashboard, page 16-121
- Product Revenue Bookings and Backlog Dashboard, page 16-143
- Warehouse Management Dashboard, page 16-157
- Transportation Management Dashboard, page 16-178
- Sales Agreement Management Dashboard, page 16-197

Customer Fulfillment Management Dashboard

The Customer Fulfillment Management dashboard presents data from a customer satisfaction perspective for both shippable and non-shippable items. Bookings and fulfillment values on this dashboard also indicate potential revenue.

The Customer Fulfillment Management dashboard displays reports based on information in Oracle Order Management. It displays information from customer sales orders only (not internal orders).

Use the Customer Fulfillment Management dashboard to monitor your organization's fulfillment performance from a customer perspective:

- View the values of booked and fulfilled orders by organization, product category, item, and customer. See Fulfillment Performance, page 16-14.
- View cycle time from booking to fulfillment and lead times from booking to schedule ship date and request date, by organization, product category, item, and customer. See Fulfillment Performance, page 16-14.
- View the value of backlog and past due orders by organization, product category, item, and customer. View the past due value by aging buckets (for example, everything that is a day past due, two days past due, and so on). See Backlog and

Past Due Schedule Value, page 16-21.

- View the value of fulfilled returns, return rates, and reasons by organization, product category, item, and customer. See Fulfilled Return Value, page 16-29.

Users assigned the Supply Chain Manager, Daily Supply Chain Intelligence, or Daily Fulfillment Intelligence responsibility have access to the Customer Fulfillment Management dashboard and reports.

Parameters

The following parameters appear on this dashboard:

- **Organization**
- **Currency**

For information on these parameters, see Common Concepts, page 16-4.

For more information on how parameters affect the results on dashboards, see Parameters, page 1-4.

Additional Information

For information on factoring, null values, report totals, and other general information, see General Dashboard and Report Behavior, page 1-26.

Parent and Child Items

In Oracle Inventory Management, users assign child items of pick-to-order (PTO), kit, and assemble-to-order (ATO) items to categories but not necessarily to the same category as the parent items. Therefore, in the Customer Fulfillment Management reports, you might see child items in a different category than the parent items. The models are the parent items; the options, option classes, included items, and configured items are the child items. The Fulfillment Performance for Top Models report is an exception; it displays the total value of all child items aggregated to their associated models. See Fulfillment Performance, page 16-14.

Service Items

All reports on the Customer Fulfillment Management dashboard exclude service items. For details, see information about the Item parameter in Common Concepts, page 16-4.

Promise Date

The Customer Fulfillment Management dashboard includes reports that display order lines that are past due according to the promise date. The reports assume that your company uses the promise date consistently with the request date, as intended by Oracle Order Management. For details, see Promise Date, page 16-6.

Payment Terms Discounts

Although the report values include price discounts, they do not include payment terms discounts on sales orders. Oracle Order Management does not process payment terms discounts.

Recurring Charges

The dashboard and reports exclude lines with recurring charges. For more information, see Common Concepts, page 16-4.

Reports and Graphs

This dashboard contains the following report regions:

- Fulfillment KPIs, page 16-12
- Fulfillment Performance, page 16-14
- Backlog and Past Due Schedule Value, page 16-21
- Fulfilled Return Value, page 16-29

For more information on Oracle Daily Business Intelligence, see Overview of Daily Business Intelligence, page 1-1.

Fulfillment KPIs

This section describes fulfillment key performance indicators (KPIs).

KPI Definitions

- **Booked Value:** This measure is the sum of (Booked Quantity * Selling Price) for all order lines, during the selected period. The Grand Total line for booked value is calculated as the sum of the booked value for all categories.

It is the value of all sales order lines booked during the selected period to date, including fulfilled and unfulfilled order lines, but not return lines or canceled order lines. (The selling price reflects the price after discounts were applied.) See also: Fulfillment Performance, page 16-14.

Use this KPI to identify the value of what is booked for the time period to date. This KPI can be viewed as the potential revenue from sales orders. You can also view the change in bookings since the previous time period. The bookings trend indicates the fluctuation of booked orders or price over a period of time.

- **Fulfilled Value:** Fulfilled Quantity * Selling Price

This measure is the total value of the fulfilled sales order lines in the selected period to date. See also: Fulfillment Performance, page 16-14.

Use this KPI to identify the value of what is fulfilled for the time period to date. This KPI signifies the potential revenue from sales orders that are ready for invoicing by Oracle Receivables. You can also view the change in fulfillment since the previous time period. The fulfillment trend indicates the fluctuation of order completion or price over a period of time.

- **Book to Fulfill Ratio:** (Booked Value) / (Fulfilled Value)

This measure is the ratio of the value of orders booked in a selected period to the value of orders fulfilled in the period. See also: Fulfillment Performance, page 16-14.

The book-to-fulfill ratio (also known as the book-to-bill ratio) suggests the balance of supply and demand. A ratio of 1.00 implies that the value of incoming orders equals the value of outgoing orders. For a non-cyclical business, the book-to-fulfill ratio could be close to one. In downturns, the ratio could drop under 1.00, which means that supply is greater than demand. A ratio higher than 1.00 implies that demand is greater than supply.

- **Backlog Value:** This measure is the sum of (Booked Quantity * Selling Price) for all order lines that are booked and not yet fulfilled. Also known as open orders, this is the value of sales order lines that are booked, but not yet fulfilled. See also: Backlog and Past Due Schedule Value, page 16-21.

Use this KPI to identify the value of orders in the pipeline that still need to be fulfilled. The backlog trend can indicate fluctuations in booked orders or suggest the volume of unfinished activities required to execute orders.

- **Past Due Schedule Value:** This measure shows Booked Quantity * Selling Price, for lines where the current date is past the schedule ship date. Also known as delinquent backlog, it is the total value of unfulfilled order lines where the current date is past the schedule ship date on the sales order line. See also: Backlog and Past Due Schedule Value, page 16-21.

Use this KPI to determine the value of delinquent orders that should have been fulfilled. This KPI signifies the amount of potential revenue overdue beyond the schedule ship date. View the change in this KPI to determine a trend in past due orders since previous periods. An increasing past due trend could suggest issues such as poor performance of order execution, capacity problems, or warehouse inefficiencies.

- **Fulfilled Return Value:** Fulfilled Quantity * Selling Price, for order lines that are returns.

Use this KPI to monitor the value and trend of returns. Returns could indicate customer dissatisfaction due to poor order execution, high pricing, incorrect items, or other reasons that appear in the underlying report. See also: Fulfilled Return Value, page 16-29.

Related Reports and Links

For information on the related reports, see Customer Fulfillment Management Dashboard, page 16-10.

Fulfillment Performance

This section explains the following reports:

- Fulfillment Performance, page 16-15
- Fulfillment Performance Trend, page 16-17
- Fulfillment Performance for Top Models, page 16-17
- Fulfillment Performance for Top Models Trend, page 16-17
- Book to Fulfill Days, page 16-18
- Book to Fulfill Days Trend, page 16-19
- Booked Order Line Detail, page 16-18
- Requested Shipping Lead Time Trend, page 16-19

Use these reports to answer the following questions:

- Are orders higher or lower this period as compared to the prior year?
- Are cycle times increasing?
- Are organizations keeping pace with fulfilling incoming orders?

The Fulfillment Performance report shows the value of customer order lines that are booked in a selected period, the value of customer order lines that are fulfilled in the same period, and the ratio of the booked to fulfilled values. Monitoring this report enables you to view the value of orders incoming (booked) and outgoing (fulfilled). When you view this report by customer, or if you choose a specific customer from the Customer parameter, you can access the Booked Order Line Detail report, which enables you to reconcile the bookings with specific orders.

You can view booked value as the potential revenue from sales orders. The bookings trend indicates the fluctuation of booked orders or price over a period of time. The fulfilled value signifies the potential revenue from sales orders that are ready for invoicing by Oracle Receivables. The fulfillment trend indicates the fluctuation of order completion or price over time. The book-to-fulfill ratio (also known as the *book-to-bill* ratio) suggests the balance of supply and demand.

The Fulfillment Performance for Top Models report is useful for businesses that have assemble-to-order (ATO), pick-to-order (PTO), or kit items. The Book to Fulfill Days

report displays the time it takes from booking the orders to fulfilling them. By tracking the book-to-fulfill days trend, you can ensure cycle times are sustaining or improving because of efficient processes and product availability. The Requested Shipping Lead Time Trend report shows the responsiveness to customer requests over time.

These reports only consider booked customer sales orders, not returns or internal orders. (To see returns data, see Fulfilled Return Value, page 16-29.) For the Fulfilled Value measure and the Book to Fulfill Days reports, order lines must also be fulfilled (have a fulfilled date). All reports except Requested Shipping Lead Time Trend include both shippable and non-shippable lines; this report includes shippable items only. The reports exclude all canceled lines (lines in which the order quantity is 0).

Report Parameters

The following parameters appear on these reports:

- **Organization**
- **Currency**
- **Product Category**
- **Item**

For information on these parameters, see Common Concepts, page 16-4.

This report also shows the Customer parameter, which contains sold-to customers from sales order headers.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

All reports, except for the Fulfilled Value measure and the Book to Fulfill Day reports, use the date on which the order was booked to determine in which time period to report the data. The Fulfilled Value and the Book to Fulfill Days reports use the fulfilled date to determine in which period to report the data.

Booked and fulfilled dates are stored in Oracle Order Management; they do not appear on the sales order.

Fulfillment Performance

This report 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 describes the balance of supply and demand.

The report contains the following columns:

- **Booked Value:** Booked Quantity * Selling Price

This measure represents the value of all sales order lines booked during the selected period to date, including fulfilled and unfulfilled order lines. The selling price reflects the price after discounts were applied.

The booked quantity is the quantity (Qty) on the sales order line after the Book Order action was taken on the order.

- **Change:** $[(\text{Booked Value Current Period} - \text{Booked Value Previous Period}) / \text{Absolute Value of Booked Value Previous Period}] * 100$

This column shows the percentage change in the booked value between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Fulfilled Value:** Fulfilled Quantity * Selling Price

This column shows the total value of the fulfilled sales order lines in the selected period to date. The fulfilled quantity is the Qty Fulfilled on the sales order line.

The fulfilled value is based on the fulfilled date. (That is, a fulfilled value appears if the fulfillment occurred in the selected time period.)

Order lines are considered fulfilled after the fulfillment workflow runs in Oracle Order Management. Fulfillment is the last step before the sales order line interfaces with Oracle Receivables for invoicing. (For shippable items, the fulfillment workflow occurs after the Ship Confirm process is completed.)

- **Change:** $[(\text{Fulfilled Value Current Period} - \text{Fulfilled Value Previous Period}) / \text{Absolute Value of Fulfilled Value Previous Period}] * 100$

This column shows the percentage change in the fulfilled value between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Book to Fulfill Ratio:** $(\text{Booked Value}) / (\text{Fulfilled Value})$

This column shows the ratio of the value of orders booked in a selected period to the value of orders fulfilled in the period.

The Fulfilled Value reflects orders fulfilled in the selected period, regardless of whether those same orders were booked in that period. That is, the set of sales orders that were booked in a given time period are not necessarily the same set of sales orders that were fulfilled in that time period. For example, it is possible to see 0 for the book-to-fulfill ratio if there are no bookings in the period, but there are fulfilled lines in that period.

A book-to-fulfill ratio of 1.00 implies that the value of incoming orders equals the value of outgoing orders. For a non-cyclical business, the book-to-fulfill ratio could be close to one. In downturns, the ratio can drop under 1.00, which means that supply is greater than demand. (Bookings are not keeping up with fulfillments.) A ratio higher than 1.00 implies that demand is greater than supply. (More orders are

being booked than fulfilled.)

- **Change:** (Book to Fulfill Ratio Current Period) - (Book to Fulfill Ratio Previous Period)

This column shows the difference in the book-to-fulfill ratio between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

Fulfillment Performance Trend

This report displays the booked value, fulfilled value, and book-to-fulfill ratio over time, by year, quarter, month, or week.

The report contains the following column headings:

- **Booked Value**
- **Change**
- **Fulfilled Value**
- **Change**
- **Book to Fulfill Ratio**
- **Change**

See Fulfillment Performance, page 16-15 for a description of the report headings and calculations.

Fulfillment Performance for Top Models

This report displays the same columns as the Fulfillment Performance report, except that parent items in ATO, PTO, and kit items include the value of their child items. For these items, the report shows only the parent item (top model), but not the child items. That is, if child items of ATO, PTO, or kit items are never sold separately as standard items, they do not appear in the Fulfillment Performance for Top Models report. (If they are standard items, they also appear as a standard item in the Top Models report.)

See Fulfillment Performance, page 16-15 for a description of the report headings and calculations.

Fulfillment Performance for Top Models Trend

This report displays fulfillment performance for top models over time, by year, quarter, month, or week.

The report contains the following column headings:

- **Booked Value**
- **Change**
- **Fulfilled Value**

- **Change**
- **Book to Fulfill Ratio**
- **Change**

See Fulfillment Performance, page 16-15 for a description of the report headings and calculations.

Booked Order Line Detail

To access this report, select the Fulfillment Performance report link on the Customer Fulfillment Management dashboard. Select a View By of Customer, or select a customer in the Customer parameter. Select a Booked Value link. This report displays the following columns:

- **Order Number:** This column shows the sales order number. Select this number to view the specific sales order on the Order Information page. The Order Information page is part of Oracle Order Management.
- **Line Number:** This column shows the line number from the sales order.
- **Organization:** This column shows the inventory organization from the Ship From Organization (Warehouse) on the order line.
- **Booked Date:** This column shows the booked date from the sales order line.
- **Customer:** This column shows the sold-to customer name from the sales order header.
- **Item, Description, UOM:** See Item-Level Details, page 16-8.
- **Booked Quantity:** See Item-Level Reports, page 16-20.
- **Booked Value:** See Fulfillment Performance, page 16-15.

Book to Fulfill Days

This report displays the average cycle time of order lines from when they are booked to when they are fulfilled.

The report contains the following columns:

- **Book to Fulfill Days:** [Sum of (Fulfill Date - Book Date), for all fulfilled order lines] / Number of Fulfilled Order Lines

This column shows the average time in days that it took for all order lines to be processed in the selected period to date, from the time they were booked to the time they were fulfilled.

The calculation is done at the time level, but the display is at the day level, to one decimal place, such as 5.1 days.

- **Change:** (Book to Fulfill Days Current Period) - (Book to Fulfill Days Previous Period)

This column shows the difference in the average number of book-to-fulfill days between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

Book to Fulfill Days Trend

This report displays Book to Fulfill Days over time, by year, quarter, month, or week.

The report contains the following column headings:

- **Book to Fulfill Days**
- **Change**

See Book to Fulfill Days, page 16-18 for a description of the report headings and calculations.

Requested Shipping Lead Time Trend

This report shows the responsiveness to customer requests over time, by displaying the lead times of order lines from when they are booked to the schedule ship date and request date.

Because this report provides a shipping perspective, it displays data only for shippable items that have both a schedule ship date and a request date, where the request date type is SHIP or blank. Because service items, such as warranties, are not shippable, they are not included in this report.

The system calculates lead time at the time level but displays it at the day level, to one decimal place, such as 5.1 days.

This report contains the following columns:

- **Scheduled Days:** [Sum of (Schedule Ship Date - Booked Date) for all booked order lines] / Number of Booked Order Lines

This column shows the average lead time in days from the booked date to the schedule ship date on the order line, for all shippable order lines booked in the selected period to date. (The booked date is the booked date from the sales order line.)

- **Requested Days:** [Sum of (Request Date - Booked Date) for all booked order lines] / Number of Booked Order Lines

This column shows the average lead time in days from the booked date to the request date on the order line, for all shippable order lines that also have a schedule ship date. This measure includes only order lines for which the request date type is SHIP or blank.

- **Deviation from Requested Days:** [Sum of (Schedule Ship Date - Request Date) for all booked order lines] / Number of Booked Order Lines

This column shows the average time difference in days between the schedule ship date and request date on shippable order lines booked in the selected period to date.

Item-Level Reports

When you view reports by item, the following additional columns appear:

- For information on **Item**, **Description**, and **UOM**, see Item-Level Details, page 16-8.
- **Booked Quantity:** Quantity (Qty) on the sales order line after the Book Order action was taken on the order, for the listed item in the selected time period.
- **Fulfilled Quantity:** Quantity fulfilled (Qty Fulfilled) on the sales order line for the listed item in the selected time period.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Graphs

- **Booked Value Trend:** In the Fulfillment Performance Trend report, this graph shows the booked value over time. In the Fulfillment Performance for Top Models Trend report, this graph shows booked value for top models over time.
- **Fulfilled Value Trend:** In the Fulfillment Performance Trend report, this graph shows the fulfilled value over time. In the Fulfillment Performance for Top Models Trend report, this graph shows fulfilled value for top models over time.
- **Book to Fulfill Ratio Trend:** In the Fulfillment Performance Trend report, this graph shows the book-to-fulfill ratio over time. In the Fulfillment Performance for Top Models Trend report, this graph shows the book-to-fulfill ratio for top models over time.
- **Book to Fulfill Days Trend:** This graph shows the average book-to-fulfill cycle time in days, over time. This graph appears in the Book to Fulfill Days Trend report.
- **Scheduled vs. Requested Lead Time:** This graph shows the average lead time to scheduled and requested dates in days, over time. This graph appears in the Requested Shipping Lead Time Trend report.
- **Deviation from Requested Days:** This graph shows the trend in the Deviation From Requested Days measure over time. This graph appears in the Requested Shipping Lead Time Trend report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Customer Fulfillment Management Dashboard, page 16-10.

Additional Information

For general information on how ATO, PTO, and kit items are handled, see the Additional Information section in Customer Fulfillment Management Dashboard, page 16-10.

The Fulfillment Performance for Top Models report does not display quantities or units of measure at the item level. Some business processes may allow a PTO item to have child option items, which have values but can be independently fulfilled after the top model has been fulfilled. If you view the report after a PTO top model is fulfilled, but before an option item is fulfilled, the aggregated Fulfilled Value of the top model does not include the value of all its child items. In this case, showing the top model value with quantities could be misleading if you were to use the report to calculate the average per unit value (by dividing the Fulfilled Value of the top model by the Fulfilled Quantity). If needed, you can view the value and quantities of top models and the associated child items separately in the Fulfillment Performance report.

For ATO models in the Book to Fulfill Days, Book to Fulfill Days Trend, and Requested Shipping Lead Time Trend reports, the system only considers one sales order line—the configuration line—in the calculations. The reports list an ATO item and its child items on separate lines, one for each child item; however, an ATO item is a single item that ships after the child items are assembled. The reports use the configuration line generated after using the Configurator and completing the Progress Order action in the calculation. The system inserts this line automatically into the sales order; it is the only line that is shippable. The system uses this logic so as not to skew the cycle time or lead time double counting lines. For PTOs and kits, the reports include all lines in the calculations because all child items can be shipped or fulfilled at separate times.

Backlog and Past Due Schedule Value

This section explains the following reports:

- Backlog and Past Due Schedule Value, page 16-23
- Backlog and Past Due Schedule Value Trend, page 16-24
- Past Due Schedule Value Aging, page 16-25
- Past Due Schedule Value Summary, page 16-25
- Past Due Schedule Value Detail, page 16-26
- Past Due Promise Value Aging, page 16-26

- Past Due Promise Value Summary, page 16-27
- Past Due Promise Value Detail, page 16-28
- Past Due Promise Value Trend, page 16-28

Use the Backlog and Past Due reports to answer the following questions:

- What is the current backlog? Is the backlog growing or shrinking?
- What products are supposed to be shipped, but are now past due? Is the amount past due getting better or worse?
- Which organizations have the most overdue orders?
- Which customers are affected most by past due orders?

The Backlog and Past Due Schedule Value report displays as backlog the value from customer order lines that are booked but not yet fulfilled. Backlog orders are also known as *open orders*. Backlog helps you identify the value of orders in the pipeline that still need to be fulfilled. The backlog trend can indicate fluctuations in booked orders or suggest the volume of unfinished activities required to execute orders.

The Past Due Schedule Value reports display values from the open order lines that are past due according to the schedule ship date. These order lines have been booked but not fulfilled, and they are past due beyond the schedule ship date, as of the selected date. The Past Due Promise Value reports display information for open order lines that are past due according to the promise date. Past due shipments are also known as *delinquent backlog*.

By monitoring the Backlog and Past Due reports, you can focus not only on open orders, but also delinquent (past due) orders. You can view high-value delinquent orders or delinquent orders for specific customers that should be completed and fulfilled. The reports also give an indication of future or delayed revenue in the pipeline. An increasing past due trend can suggest issues such as poor performance of order execution, capacity problems, or warehouse inefficiencies.

For data to appear in the Backlog report, the order lines must be booked and not yet fulfilled. For data to appear in the Past Due reports, the order lines must be booked, not yet fulfilled, and past due beyond the schedule ship date or promise date. Only booked orders (not returns) are included in these reports. The reports include both shippable and non-shippable items. The reports exclude canceled lines (lines in which the order quantity is 0), internal orders, and closed orders.

Report Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Organization**

- **Currency**
- **Product Category**
- **Item**

The report also contains the Customer parameter, which has the sold-to customers from the sales order headers.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

The reports use the selected date to determine in which time period to report the data. For example, if the selected date is 15-Dec-2005, the reports show values for items that are past due or in backlog as of December 15, 2005. If you change the date to September 4, 2005, the values are shown as of September 4, 2005.

Backlog and Past Due Schedule Value

This report 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 schedule ship date.

This report contains the following columns:

- **Backlog Value:** Booked Quantity * Selling Price

Also known as open orders, this is the value of sales order lines that are booked (for which the Book Order action was taken), but not yet fulfilled.

Booked Quantity is the quantity (Qty) on the sales order line after the order is booked.

- **Change:** $[(\text{Backlog Value Current Period} - \text{Backlog Value Previous Period}) / \text{Absolute Value of Backlog Value Previous Period}] * 100$

This column shows the percentage change in the backlog value between the current and previous time periods.

For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Percent of Total:** $(\text{Backlog Value for Row} / \text{Grand Total Backlog Value}) * 100$

This column shows the backlog for the row (for example, for a product category) as a percentage of the total backlog (for example, across all product categories).

- **Past Due Schedule Value:** Booked Quantity * Selling Price, for unfulfilled lines where the selected date is past the schedule ship date.

Also known as *delinquent backlog*, this is the total value of booked, but unfulfilled,

lines that are past due beyond the schedule ship date on the sales order line, as of the selected date. (Specifically, these are lines that are past due as of the snapshot date. See Order and Shipping Snapshots, page 16-6.)

Order lines are considered fulfilled after the fulfillment workflow runs in Oracle Order Management. Fulfillment is the last step before the sales order line interfaces with Oracle Receivables for invoicing. (For shippable items, the fulfillment workflow occurs after the Ship Confirm process is completed.)

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates. For example, if today's date (the selected date) is the same date as the schedule ship date, regardless of time, the line is not past due.

Note: If the line does not have a schedule ship date, then it is not included in this measure.

- **Change:** $[(\text{Past Due Schedule Value Current Period} - \text{Past Due Schedule Value Previous Period}) / \text{Absolute Value of Past Due Schedule Value Previous Period}] * 100$

Percentage change in the past due schedule value between the current and previous time periods, using the latest recorded values from the time periods. (These recorded values are known as *snapshots*. See Order and Shipping Snapshots, page 16-6.)

For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Percent of Total:** $(\text{Past Due Schedule Value for Row} / \text{Grand Total Past Due Schedule Value}) * 100$

This column shows the past due schedule value for the row (for example, for a product category) as a percentage of the total past due schedule value (for example, across all product categories).

Backlog and Past Due Schedule Value Trend

This report displays Backlog and Past Due Schedule Value over time, by year, quarter, month, and week.

The report contains the following column headings:

- **Backlog Value**
- **Change**
- **Past Due Schedule Value**
- **Change**

See Backlog and Past Due Schedule Value, page 16-23 for a description of the report headings and calculations.

Past Due Schedule Value Aging

This report highlights the value impact of all open orders and how old they are, so you can focus on fulfilling them.

The report contains the following columns:

- **Past Due Days:** These are buckets of past due days. For example, today is August 15, and the schedule ship date of an order is August 14. As of today, this order line appears in the 1 Past Due Days bucket. Order lines that are two days past due appear in the 2 Past Due Days bucket, and so on.

Past Due Schedule Value Aging shows lines that are past due, according to their schedule ship date.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates.

- **Past Due Lines:** This column shows the number of order lines that are booked, but not yet fulfilled, where the date selected on the report is past the schedule ship date.
- **Past Due Schedule Value:** See Backlog and Past Due Schedule Value, page 16-23.
- **Change:**
$$\left[\frac{\text{Past Due Value Current Period} - \text{Past Due Value Previous Period}}{\text{Absolute Value of Past Due Value Previous Period}} \right] * 100$$

This column shows the percentage change in the value between the current and previous time periods, for the value that falls in the listed Past Due Days bucket. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Percent of Total:**
$$\left(\frac{\text{Past Due Value for the Row}}{\text{Total Past Due Value}} \right) * 100$$

The value in the listed Past Due Days bucket as a percentage of the total Past Due Schedule Value.

Past Due Schedule Value Summary

This report displays the details of the past due values according to the schedule ship 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.

The report contains the following columns:

- **Past Due Schedule Value:** See Backlog and Past Due Schedule Value, page 16-23.
- **Change:** This column shows the change in Past Due Schedule Value between the selected period and the compare-to period.
- **Past Due Lines:** This column shows the number of order lines that are booked, but not yet fulfilled, where the date selected on the report is past the schedule ship date.
- **Late (Days):**
$$\left[\text{Sum of (Snapshot Date - Schedule Ship Date)} \right] \text{ for booked and}$$

unfulfilled order lines] / Past Due Lines

This column shows the average time in days that the order lines in the selected period to date are past due, according to the schedule ship date. For example, if there are ten past due lines for a given customer, the Average Days Late calculates the average days late over the ten lines for that customer (if viewed by customer). For more information on the Snapshot Date, see Order and Shipping Snapshots, page 16-6.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates.

Past Due Schedule Value Detail

This report lists the order number, line number, and value of past due orders according to the schedule ship date. Select the order number to access the Order Information page, which displays the order details.

The report contains the following columns:

- **Order Number:** This column shows the sales order number. Select this number to view the specific sales order on the Order Information page. The Order Information page is part of Oracle Order Management.
- **Line Number:** This column shows the line number from the sales order.
- **Organization:** This column shows the Inventory organization from the Ship From Organization (Warehouse) on the order line.
- **Customer:** This column shows the sold-to customer name from the sales order header.
- **Booked Date:** This column shows the booked date from the sales order line.
- **Days Late:** Snapshot Date minus Schedule Ship Date, in the Past Due Schedule Value Detail report. The calculation is Snapshot Date minus Promise Date, in the Past Due Promise Value Detail report.

This column shows the number of days the order line is past the schedule ship date, in the Past Due Schedule Value Detail report, or past the promise date, in the Past Due Promise Value Detail report. For more information on the Snapshot Date, see Order and Shipping Snapshots, page 16-6.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates.

Past Due Promise Value Aging

This report displays the same information as Past Due Schedule Value Aging, except it shows data that is past due according to the promise date.

The report contains the following columns:

- **Past Due Days:** These are buckets of past due days. For example, today is August 15, and the promise date of an order line is August 14. As of today, this order line appears in the 1 Past Due Days bucket. Order lines that are two days past due appear in the 2 Past Due Days bucket, and so on.

Past Due Promise Value Aging shows lines that are past due according to their promise date.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates.

- **Past Due Lines:** This column shows the number of order lines that are booked, but not yet fulfilled, where the date selected on the report is past the promise date.
- **Past Due Promise Value:** Booked Quantity * Selling Price, for unfulfilled lines where the selected date is past the promise date.

Also known as delinquent backlog, this is the total value of booked, but unfulfilled, lines that are past due (beyond the promise date on the sales order line) as of the selected date.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates. For example, if today's date (the selected date) is the same date as the promise date, the line is not past due.

Note: If the line does not have a promise date, then it is not included in this measure.

- **Change:** $[(\text{Past Due Value Current Period} - \text{Past Due Value Previous Period}) / \text{Absolute Value of Past Due Value Previous Period}] * 100$

This column shows the value in the listed Past Due Days bucket as a percentage of the total Past Due Promise Value.

- **Percent of Total:** $(\text{Past Due Value for the Row} / \text{Total Past Due Value}) * 100$

Past Due Promise Value Summary

This report displays the details of the past due values according to the promise 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.

The report contains the following columns:

- **Past Due Promise Value:** See Past Due Promise Value Aging, page 16-26.
- **Change:** This column shows the change in Past Due Promise Value between the selected period and the compare-to period.
- **Past Due Lines:** This column shows the number of order lines that are booked, but not yet fulfilled, where the date selected on the report is past the promise date.

- **Late (Days):** Sum of (Snapshot Date - Promise Date) for booked and unfulfilled order lines / Past Due Lines

It is the average time in days that the order lines in the selected period to date are past due, according to the promise date. For example, if there are ten past due lines for a given customer, then the Average Days Late calculates the average days late over the ten lines for that customer (if viewed by customer). For more information on the Snapshot Date, see Order and Shipping Snapshots, page 16-6.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates.

Past Due Promise Value Detail

This report displays the same information as Past Due Schedule Value Detail, page 16-26, except it shows data that is past due according to the promise date.

Past Due Promise Value Trend

This report displays past due promise value over time, by year, quarter, month, and week.

The report contains the following column headings:

- **Past Due Promise Value**
- **Change**

See Past Due Promise Value Aging, page 16-26 for a description of the report headings and calculations.

Item-Level Reports

When you view reports by item, the following additional columns appear:

- For information on **Item**, **Description**, and **UOM**, see Item-Level Details, page 16-8.
- **Backlog Quantity:** Quantity (Qty) of the listed item on sales order lines that were booked but not fulfilled.
- **Past Due Quantity:** Quantity (Qty) of the listed item on sales order lines that were booked and not fulfilled, and are past due.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Graphs

- **Backlog Value Trend:** This graph shows backlog value over time. It appears in the Backlog and Past Due Schedule Value Trend report.
- **Past Due Schedule Value Trend:** This graph shows past due schedule value over time. It appears in the Backlog and Past Due Schedule Value Trend report.

- **Past Due Schedule Value Aging:** This graph shows the past due schedule values in aging buckets for the current and previous periods. It appears in the Past Due Schedule Value Aging report.
- **Past Due Promise Value Aging:** This graph shows the past due promise values in aging buckets for the current and previous periods. It appears in the Past Due Promise Value Aging report.
- **Past Due Promise Value Trend:** This graph shows past due promise value over time. It appears in the Past Due Promise Value Trend report.

To understand how to interpret past due data in graphs, see Order and Shipping Snapshots, page 16-6.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Customer Fulfillment Management Dashboard, page 16-10.

Additional Information

The Past Due Promise reports assume your company is using the promise date consistently with the Request Date, as intended by Oracle Order Management. For details, see Promise Date, page 16-6.

Past due values are captured as snapshots. To understand how to interpret these values, see Order and Shipping Snapshots, page 16-6.

The backlog value is shown as of the selected date, but it uses the most up-to-date quantity and selling price. For example, 50 items on a sales order line are in backlog as of September 4. On September 5, the same sales order line quantity changes to 25. When viewing backlog data on September 4, the backlog value reflects the quantity of 25, not 50.

For information on how assemble-to-order (ATO), pick-to-order (PTO), and kit items are handled, see Additional Information in Customer Fulfillment Management Dashboard, page 16-10.

Fulfilled Return Value

This section explains the following reports:

- Fulfilled Return Value, page 16-31
- Fulfilled Return Value Trend, page 16-31

- Returns by Reason, page 16-32
- Returns Detail, page 16-32

Use these reports to answer the following questions:

- Which customer has the highest rate of returns?
- What is the main reason for returns? Which product category or items are causing returns for this reason?
- How much are returns going to affect the potential revenue for the current period?
- Which organizations have the most returns or the highest return rate?

The Fulfilled Return Value report displays the number and monetary value of all fulfilled return order lines. It also displays the rate of returns, which is the value of returns expressed as a percentage of the total fulfilled value of customer sales orders. The Returns by Reason report displays the reasons and values for fulfilled return order lines. It also displays the return value for a specific reason as a percentage of the total return value. From the Returns Detail report, you can view the specific sales orders, line numbers, customers, and return date.

By monitoring these reports, you can identify the most returned items or most affected customers, the organizations causing the most returns, and the reasons for these returns.

Only return orders that are fulfilled are considered in this report. Both shippable and non-shippable lines are included. Internal sales orders and canceled lines (lines in which the order quantity is 0) and return lines with a value of zero are excluded from the calculations.

Report Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Organization**
- **Currency**
- **Product Category**
- **Item**

This report also contains the following parameters:

- **Customer:** Sold-to customers from sales order headers.
- **Reason:** Return Reasons, such as Wrong Product, defined in Oracle Receivables. The reports display the reasons selected on return transactions in Oracle Order

Management. A return reason is required in Oracle Order Management.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

These reports use the fulfilled date to determine in which time period to report the data.

Fulfilled Return Value

This report displays the number of fulfilled return order lines, their associated value, and the return rate.

The report contains the following columns:

- **Return Value:** Fulfilled Quantity * Selling Price, for order lines that are returns.

This column shows the value of return order lines that are fulfilled in the selected period. The Fulfilled Quantity is the Qty Fulfilled on the sales order line.

Order lines (and return lines) are considered fulfilled after the fulfillment workflow runs in Oracle Order Management. Fulfillment is the last step before the sales order or return line interfaces with Oracle Receivables for invoicing. (For shippable items, the fulfillment workflow occurs after the Ship Confirm process is completed.)

- **Change:** $[(\text{Return Value Current Period} - \text{Return Value Previous Period}) / \text{Absolute Value of Return Value Previous Period}] * 100$

This column shows the percentage change in the return value between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Return Rate:** $[\text{Return Value} / (\text{Fulfilled Quantity} * \text{Selling Price, for all sales order lines})] * 100$

This column shows the return value as a percentage of the total fulfilled value for items in the selected period to date.

The return rate is the amount of returns (return orders fulfilled) as a percentage of the total order amount (sales orders fulfilled). It shows how much is being returned as compared to how much you are fulfilling regular sales orders.

- **Change:** (Return Rate Current Period) - (Return Rate Previous Period)

This column shows the difference in the return rate between the current and previous periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Return Lines:** This column shows the number of return lines in the selected period to date.

Fulfilled Return Value Trend

This report displays the fulfilled return value over time, by year, quarter, month, or week.

The report contains the following column headings:

- **Return Value**
- **Change**

See Fulfilled Return Value, page 16-31 for a description of the report headings and calculations.

Returns by Reason

This report displays the reasons and values for fulfilled return order lines and the percentage of total that the reasons represent.

The report contains the following columns:

- **Reason:** Return Reason, such as Wrong Product, from the return order line. A return reason is required in Oracle Order Management.
- **Percent of Total:** $(\text{Return Value for Reason} / \text{Total Return Value}) * 100$
Value for the listed Return Reason, as a percentage of the total Return Value.
- **Return Lines:** Number of return order lines in the selected period to date, for the listed reason.

Returns Detail

This report lists the order numbers and line numbers for fulfilled return order lines. Select the order number to access the Order Information page, which displays the order details.

The report contains the following columns:

- **Order Number:** This column shows the order number that contains the return line. Select this number to view the specific order on the Order Information page. The Order Information page is part of Oracle Order Management.
- **Line Number:** This column shows the line number of the return.
- **Organization:** This column shows the inventory organization from the Ship From Organization (Warehouse) on the order line.
- **Customer:** This column shows the sold-to customer name from the sales order header.
- **Return Date:** This column shows the date the return was fulfilled. (The fulfilled date is stored internally in the database; it does not appear on the sales order.)

Item-Level Reports

When you view reports by item, the following additional columns appear:

- For information on **Item**, **Description**, and **UOM**, see Item-Level Details, page 16-8.
- **Return Quantity**: Total return quantity fulfilled (Qty Fulfilled on the return line) for the listed item in the selected time period.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Graphs

- **Fulfilled Return Value Trend**: This graph shows the return value over time. It appears in the Fulfilled Return Value Trend report.
- **Return Value**: This graph shows the return value by reason for the current and previous periods. It appears in the Returns by Reason report.
- **Percent of Total**: This graph shows a percentage breakdown of return value by reason. It appears in the Returns by Reason report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Customer Fulfillment Management Dashboard, page 16-10.

Additional Information

When returning an assemble-to-order (ATO) item, Oracle Order Management recommends that users enter the parent (top model) item on the return line and reference the original sales order. Users must reference the original order in order to automatically populate all child items in the ATO onto the return order. If the child items are not populated onto the return order, then they are not included in the return value in these reports.

For more information on how ATO, pick-to-order (PTO), and kit items are handled, see Additional Information in Customer Fulfillment Management Dashboard, page 16-10.

Shipping Management Dashboard

The Shipping Management dashboard shows data for shippable items only, from a shipping and operations perspective.

The Shipping Management dashboard displays reports based on information in Oracle

Order Management. Because the intent of this dashboard is to show the performance of your shipping processes, the Shipping Management reports include both internal and external orders.

Use the Shipping Management dashboard to monitor your warehouse operations, including the performance of your shipping operations and changes over time:

- View number of lines shipped, and percentage of late shipments by organization, inventory category, item, and customer. See Shipping Performance, page 16-37.
- View a trend of the number and percentage of lines shipped early, late, and on time, compared to the schedule ship date, over the selected time periods. See Shipping Performance, page 16-37.
- View book-to-ship cycle time by organization, inventory category, item, and customer. See Book to Ship Days, page 16-44.
- View the number of lines shipped by cycle time buckets—for example, lines that were shipped within a day, a week, and so on. See Book to Ship Days, page 16-44.
- View the number of lines that are past due by aging buckets—for example, lines that are a day past due, a week past due, and so on. See Past Due Schedule Performance, page 16-48.
- View the number of lines that are in backorder status by organization, inventory category, item, and customer. See Past Due Schedule Performance, page 16-48.
- Monitor key performance measures in number of lines shipped, percentage of late shipments, book-to-ship cycle time, and past due scheduled lines. See Shipping KPIs, page 16-36.

Note: Most reports let you view data by week, month, quarter, and year. The following Shipping Management reports also let you view data by day:

- Lines Shipped Performance
- Lines Shipped Performance Trend
- Backorder Summary
- Backorder Trend
- Book to Ship (Days)
- Book to Ship Aging

- Book to Ship (Days) Trend

The Shipping Management dashboard does not have Day in the Period parameter.

Users assigned the Supply Chain Manager, Daily Supply Chain Intelligence, or Daily Fulfillment Intelligence responsibility have access to the Shipping Management dashboard and reports.

Parameters

For information on the **Organization** parameter, see Common Concepts, page 16-4.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Additional Information

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Shippable Items

The Shipping Management reports display information for shippable items only. For assemble-to-order (ATO) items, only the configured (assembled) item is shippable on the sales order. Therefore, only that sales order line is included in the report calculations. For pick-to-order (PTO) and kit items, any line that is shippable is included in the reports. Because service items, such as warranties, are not shippable, they are not included in the reports.

Note: For ATO, PTO, and kit items, child items are assigned to categories just as all other items are. They are not necessarily assigned to the same category as their parent items. That is, child items in the reports can be under the same or different category as their parent items.

Promise Date

The Shipping Management dashboard includes reports that display order lines shipped late after the promise date. The reports assume your company is using the promise date consistently with the request date, as intended by Oracle Order Management.

Recurring Charges

The dashboard and reports exclude lines with recurring charges. For more information see Common Concepts, page 16-4.

Reports and Graphs

This dashboard contains the following report regions:

- Shipping KPIs, page 16-36
- Shipping Performance, page 16-37
- Book to Ship Days, page 16-44
- Past Due Schedule Performance, page 16-48

For more information on Oracle Daily Business Intelligence, see Overview of Daily Business Intelligence, page 1-1.

Shipping KPIs

Shipping key performance indicators (KPIs) are described in this section.

KPI Definitions

- **Lines Shipped:** This KPI shows the total number of sales order lines that have shipped.
See also: Shipping Performance, page 16-37.
Use this KPI to identify the volume of lines shipped for organizations and how they compare to the previous period. This KPI suggests whether warehouse activity is increasing or decreasing.
- **Lines Late to Schedule:** (Total number of lines shipped late after the Schedule Ship Date on the sales order line / Lines Shipped) * 100
See also: Shipping Performance, page 16-37.
Use this KPI to determine which organizations have the best or worst shipping performance and which customer is impacted the most. This KPI shows whether the timeliness of shipments is worsening or improving.
- **Lines Late to Promise:** (Total number of lines shipped late, after the Promise Date on the sales order line / Lines Shipped) * 100
See also: Shipping Performance, page 16-37.
- **Book to Ship Days:** For all order lines, the average of (Shipped Date - Firm Date). If a firm date is not available, booked date is used. See Firm Date, page 16-6 for more information.
This KPI shows the average number of days between booking the sales order and shipping the items. See also: Book to Ship Days, page 16-44.

Use this KPI to determine an organization's cycle time from order booking to shipping. Select the KPI to view the report, which shows the cycle time by organization, inventory category, items, or customer to determine what is driving the cycle time or who is affected by it.

- **Past Due Schedule Lines:** This KPI shows the number of booked sales order lines that are not yet shipped and where the Schedule Ship Date is earlier than the selected date.

See also: Past Due Schedule Performance, page 16-48.

Use this KPI to determine the current state of past due order lines. You can compare this KPI to the prior period to determine the fluctuation of volume in terms of lines and to see whether the trend is improving.

Related Reports and Links

For information on the related reports, see Shipping Management Dashboard, page 16-33.

Shipping Performance

This section explains the following reports:

- Lines Shipped Performance, page 16-38
- Lines Shipped Performance Trend, page 16-40
- Lines Shipped Late to Schedule Summary, page 16-40
- Lines Shipped Late to Schedule Detail, page 16-41
- Lines Shipped Late to Promise Summary, page 16-41
- Lines Shipped Late to Promise Detail, page 16-42
- Lines Shipped On-Time to Schedule Trend, page 16-42

The Lines Shipped Performance and related reports can be used to answer the following questions:

- Which items are shipping late and from which organization?
- What customers are affected the most by late shipments?
- How timely are the shipments in your organization? How do they break down into early, on-time, or late shipments?
- Is my shipping performance improving over time?

The Lines Shipped Performance and related reports provide you with the total number of shipped sales order lines so that you can determine whether warehouse activity is increasing or decreasing. They show you the number of sales order lines shipped early, late, and on time so that you can see whether the timeliness of shipments is worsening or improving and which organizations have the best or worst shipping performance. The reports also display the percentage of order lines that are late past the schedule ship date or promise date. From the detail reports, you can view specific sales orders. By monitoring these reports, you can better manage the order execution process.

The reports include only shipped order lines (not returns) with shippable items. To determine whether a line shipped, the reports use the actual ship date that is recorded and displayed in the delivery line details in Oracle Shipping. Because the intent of this report is to show the performance of your shipping processes for all orders, the reports include both internal and external orders.

Report Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Organization**
- **Inventory Category**
- **Item**

The following parameter also appears in this report:

- **Customer:** Ship-to customers from sales order lines.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

These reports use the actual shipment date from the delivery line details to determine in which time period to report the data.

Lines Shipped Performance

This report displays the total number of sales order lines that have shipped, their quantities, and the percentage of sales order lines shipped late by both the schedule ship date and the promise 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.

The report contains the following columns:

- **Lines Shipped:** This column shows the number of order lines that were shipped. These are lines with a Qty Shipped that is greater than zero, whose items are shippable (the item attribute is shippable in Oracle Inventory). For information on how assemble-to-order (ATO) lines are counted, see Additional Information in

Shipping Management Dashboard, page 16-33.

- **Change:** $[(\text{Lines Shipped Current Period} - \text{Lines Shipped Previous Period}) / \text{Lines Shipped Previous Period}] * 100$

This column shows the percentage change in the number of lines shipped between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Lines Late to Schedule:** $(\text{Lines Shipped Late to Schedule} / \text{Lines Shipped}) * 100$

This column shows the percentage of the total lines that shipped after the schedule ship date on the sales order line.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates. For example, if the line shipped on the same date as the schedule ship date, regardless of time, the line is not late.

Note: If the line does not have a schedule ship date, it is not included in this measure.

- **Change:** $(\text{Lines Late to Schedule Current Period}) - (\text{Lines Late to Schedule Previous Period})$

This column shows the difference in the percentage of the lines shipped late according to the schedule ship date, between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Lines Late to Promise:** $(\text{Lines Shipped Late to Promise} / \text{Lines Shipped}) * 100$

This column shows the percentage of the total lines that shipped after the promise date on the sales order line.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates. For example, if the line shipped on the same date as the promise date, regardless of time, the line is not late.

Note: If the line does not have a promise date, then it is not included in this measure.

- **Change:** $(\text{Lines Late to Promise Current Period}) - (\text{Lines Late to Promise Previous Period})$

This column shows the difference in the percentage of the lines shipped late according to the promise date, between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

Lines Shipped Performance Trend

This report displays 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 promise date, by year, quarter, month, week, and day.

The report contains the following column headings:

- **Lines Shipped**
- **Change**
- **Lines Late to Schedule**
- **Change**
- **Lines Late to Promise**
- **Change**

See Lines Shipped Performance, page 16-38 for a description of the report headings and calculations.

Lines Shipped Late to Schedule Summary

This report displays what was shipped late according to the schedule ship 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.

The report contains the following columns:

- **Late Lines:** This column shows the number of order lines that shipped after the schedule ship date on the sales order line.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates.
- **Percent Late Lines:** Same as Lines Late to Schedule.

This column shows the percentage of the total lines that shipped after the schedule ship date.
- **Average Days Late:** [Sum of (Actual Ship Date - Schedule Ship Date) for all late lines] / Late Lines

This column shows the average number of days that a line shipped past the schedule ship date. For example, if there are ten late order lines for a given customer, the system calculates the average days late over the ten order lines for that customer (if viewed by customer).

The actual ship date comes from the delivery line details in Oracle Order Management. The actual ship date, schedule ship date, and promise date used to calculate the average are rounded up to days, ignoring the hours, minutes, and

seconds associated with the dates.

- **Book to Ship Days:** For all order lines, the average of (Shipped Date - Firm Date). If a firm date is not available, then the system uses the booked date. The booked date is from the sales order line. See Firm Date, page 16-6 for more information.

Lines Shipped Late to Schedule Detail

This report lists the order numbers and lines that were shipped late, according to the schedule ship date. Select the order number to access the Order Information page, which displays the order details.

The report contains the following columns:

- **Order Number:** This column shows the sales order number that contains the late shipped line. Select this number to view the specific sales order on the Order Information page. The Order Information page is part of Oracle Order Management.
- **Line Number:** This column shows the line number from the sales order that contains the late shipped line.
- **Organization:** This column shows the inventory organization from the Ship From Organization on the order line.
- **Customer:** This column shows the ship-to customer name from the sales order line.
- **Ship Date:** This column shows the Actual Ship Date from the delivery line details.
- **Days Late:** (Ship Date) - (Schedule Ship Date)

In the case of the Lines Shipped Late to Promise Detail report, the calculation is: (Ship Date) - (Promise Date).

The number of days that a line shipped past the schedule ship date, for the Lines Shipped Late to Schedule Detail report, or past the promise date, for the Lines Shipped Late to Promise Detail report.

The dates used to calculate the difference are rounded up to days, ignoring the hours, minutes, and seconds associated with the dates.

Lines Shipped Late to Promise Summary

This report displays what was shipped late according to the promise 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.

The report contains the following columns:

- **Late Lines:** This column shows the number of order lines that shipped past the promise date on the sales order line.

This measure rounds up to days, ignoring the hours, minutes, and seconds

associated with the dates.

- **Percent Late Lines:** This column shows the percentage of the total lines that shipped after the promise date.
- **Average Days Late:** [Sum of (Actual Ship Date - Promise Date) for all late lines] / Late Lines

The average number of days that a line shipped past the promise date. For example, if there are 10 late order lines for a given customer, the Average Days Late calculates the average days late over the 10 order lines for that customer (if viewed by customer).

The actual ship date comes from the delivery line details in Oracle Order Management. The actual ship date, schedule ship date, and promise date used to calculate the average are rounded up to days, ignoring the hours, minutes, and seconds associated with the dates.

- **Book to Ship Days:** See Lines Shipped Late to Schedule Summary, page 16-40.

Lines Shipped Late to Promise Detail

This report lists the order numbers and lines that were shipped late, according to the promise date. Select the order number to access the Order Information page, which displays the order details.

See Lines Shipped Late to Schedule Detail, page 16-41 for a description of the report headings and calculations.

Lines Shipped On-Time to Schedule Trend

This report displays the trend of the number of lines shipped compared to the number of lines scheduled to ship. It also displays the trend of the percentage of lines shipped early, late, and on-time according to the schedule ship date. The trend displays by year, quarter, month, and week.

The report contains the following columns:

- **Lines Shipped Early:** This column shows the number of order lines that were shipped before the schedule ship date.

This measure rounds up to days, ignoring the hours, minutes, and seconds. Therefore, a line had to ship at least one calendar day before the schedule ship date to be included in this measure.
- **Percent Early:** (Lines Shipped Early / Lines Shipped) * 100

This column shows the lines shipped early as a percentage of the total lines shipped.
- **Lines Shipped On-Time:** This column shows the number of order lines that were shipped on the schedule ship date.

This measure rounds up to days, ignoring the hours, minutes, and seconds.

Therefore, a line had to ship the same calendar day as the schedule ship date to be included in this measure. If a line does not have a schedule ship date, then the system considers it on-time.

- **Percent On-Time:** $(\text{Lines Shipped On-Time} / \text{Lines Shipped}) * 100$
This column shows the lines shipped on time as a percentage of the total lines shipped.
- **Lines Shipped Late:** This column shows the number of order lines that shipped past the schedule ship date.
This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the schedule ship date.
- **Percent Late:** Same as Lines Late to Schedule, above.
- **Total Lines Shipped:** Same as Lines Shipped, above.
- **Lines Scheduled:** This column shows the number of order lines in the selected period to date, that are for shippable items with a schedule ship date.
- **Scheduled Lines Shipped:** $(\text{Lines Shipped} / \text{Lines Scheduled}) * 100$
This column shows the percentage of all order lines that shipped in the selected period to date, among all lines that had a schedule ship date (lines that were scheduled).

Item-Level Reports

When you view reports by item, the following additional columns appear:

- For information on **Item**, **Description**, and **UOM**, see Item-Level Details, page 16-8.
- **Quantity Shipped:** Total quantity shipped (Qty Shipped) for the listed item in the selected time period.
- **Quantity Late:** Total quantity shipped (Qty Shipped) late in the selected time period for the listed item. In the Lines Shipped Late to Schedule reports, this is the quantity shipped late after the schedule ship date. In the Lines Shipped Late to Promise reports, this is the quantity shipped late after the promise date.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Graphs

- **Lines Shipped Trend:** This graph shows the number of lines shipped over time. It appears in the Lines Shipped Performance Trend report.
- **Lines Late to Schedule Trend:** This graph shows the percentage of lines shipped

late to schedule over time. It appears in the Lines Shipped Performance Trend report.

- **Lines Late to Promise Trend:** This graph shows the percentage of lines shipped late to promise over time. It appears in the Lines Shipped Performance Trend report.
- **Lines Shipped Breakdown:** This graph shows the breakdown of the lines shipped early, late, and on time. It appears in the Lines Shipped On-Time to Schedule Trend report.
- **Total Lines Shipped to Schedule:** This graph shows the total number of lines shipped compared to the total number of lines scheduled. It appears in the Lines Shipped On-Time to Schedule Trend report.
- **Percent Lines Shipped Breakdown:** This graph shows the percentage of total lines shipped early, late, and on time. It appears in the Lines Shipped On-Time to Schedule Trend report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Shipping Management Dashboard, page 16-33.

Additional Information

For information on how assemble-to-order (ATO), pick-to-order (PTO), and kit items are handled, see Additional Information in Shipping Management Dashboard, page 16-33.

Book to Ship Days

This section explains the following reports:

- Book to Ship (Days), page 16-45
- Book to Ship (Days) Trend, page 16-46
- Book to Ship Aging, page 16-46

The Book to Ship (Days) and related reports can be used to answer the following questions:

- What is the book-to-ship cycle time for a given organization or customer?

- What items take the longest to ship?

The Book to Ship Days and related reports display information on the time it takes from firming or booking the order to shipping the items. If a firm date is not available, then the booked date is used. The booked date is from the sales order line. You can evaluate the integration and velocity of your order management, manufacturing, picking, and shipping processes. Tracking this measure enables you to determine the cycle time of an organization. This report also shows the cycle time by inventory category, items, or customer to determine what is driving the cycle time or who is affected by it.

For these reports, order lines must be shipped. Only shipped order lines (not returns) and only order lines with shippable items are included. To determine whether a line shipped, the reports use the actual ship date that is recorded and displayed in the delivery line details in Oracle Shipping. The reports include both external and internal orders.

Report Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Organization**
- **Inventory Category**
- **Item**

The following parameter is also displayed in this report:

- **Customer:** Ship-to customers from sales order lines.

For more information on how page parameters (including time periods) affect the results on pages and reports, see Parameters, page 1-4.

Report Headings and Calculations

The reports use the actual ship date from the delivery line details to determine in which time period to report the data.

Book to Ship (Days)

This report 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.

The report contains the following columns:

- **Book to Ship (Days):** For all order lines, the average of (Shipped Date - Firm Date).

If a firm date is not available, then the system uses the booked date. The booked

date is from the sales order line. See *Firmed Date*, page 16-6 for more information.

The system calculates days at the time level but displays the information at the day level, to one decimal place, such as 5.1 days.

- **Change:** (Days Current Period) - (Days Previous Period)

This column shows the difference in the average book-to-ship days between the current and previous time periods. For complete information on how change comparisons work, see *General Dashboard and Report Behavior*, page 1-26.

Book to Ship (Days) Trend

This report displays the average book-to-ship cycle time by year, quarter, month, week, and day.

The report contains the following column headings:

- **Book to Ship (Days)**
- **Change**

See *Book to Ship (Days)*, page 16-45 for a description of the report headings and calculations.

Book to Ship Aging

This report shows the number of order lines shipped by the book-to-ship days, displayed in aging buckets. For example, the report shows lines that were shipped a day after booking and a week after booking. You can also view each bucket as a percentage of the total lines.

The report contains the following columns:

- **Book to Ship Days:** These are buckets of cycle time, in days, between the firmed and ship dates. (Booked metrics consider the firmed date, if it has been set up.) For example, an order line was booked on August 15 at 08:00:00 a.m. and shipped on August 17 at 10:00:00 a.m. This order line appears in the Book to Ship Days 2 bucket. (It took two days and two hours to ship after the booked date, but less than three days.)
 - For example:
 - 1: Took one or more, but less than two, days to ship after the booked date.
 - 2: Took two or more, but less than three, days.
 - 3: Took three or more, but less than four, days.
 - 6 to 9: Took six or more, but less than ten, days.
 - 20 and Over: Took 20 or more days.

Note: The system administrator can change groupings of data, or

buckets. For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

- **Lines Shipped:** This column shows the number of order lines that shipped in the listed Book to Ship Days bucket. For example, 68 lines may have shipped under one day after booking.
- **Change:** $[(\text{Lines Shipped Current Period} - \text{Lines Shipped Previous Period}) / \text{Lines Shipped Previous Period}] * 100$

This column shows the percentage change in the number of lines shipped in the listed Book to Ship Days bucket between the current and previous time periods. For example, 68 Lines Shipped under one day is a 5.0% increase over the previous time period, for lines that shipped under one day. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Percent of Total:** $(\text{Lines Shipped for the Row} / \text{Total Number of Shipped Lines}) * 100$

This column shows the number of lines shipped in the listed Book to Ship Days bucket, expressed as a percentage of the total number of lines shipped.

Item-Level Reports

When you view the reports by item, the following additional columns appear:

- **Item:** Name as defined for the organization, appended with the organization code—for example, *AS54888 (BOS)*.
- **Description:** Description of the item, as defined for the organization.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Graphs

- **Booked to Ship (Days) Trend:** This graph shows the book-to-ship cycle time in days, over time. It appears in the Book To Ship (Days) Trend report.
- **Lines Shipped by Days:** This graph shows the number of order lines that shipped in the listed Book to Ship Days bucket. It appears in the Book to Ship Aging report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Shipping Management Dashboard, page 16-

Additional Information

For information on how assemble-to-order (ATO), pick-to-order (PTO), and kit items are handled, see Additional Information in Shipping Management Dashboard, page 16-33.

Past Due Schedule Performance

This section explains the following reports:

- Past Due Schedule Line Aging, page 16-49
- Past Due Schedule Line Trend, page 16-50
- Past Due Schedule Line Summary, page 16-50
- Past Due Schedule Line Detail, page 16-51
- Backorder Summary, page 16-51
- Backorder Detail, page 16-52
- Backorder Trend, page 16-53

Use the Past Due Schedule and Backorder reports to answer the following questions:

- What inventory categories and items are supposed to be shipped, but are now past due?
- Which organizations have the most overdue items?
- Is the volume of past due order lines getting better or worse?
- What customers are affected by orders that are past due?

The Past Due Schedule reports provide the number of sales order lines that are firmed or booked (if a firmed date is not available, the booked date is used), not shipped, and past due (past the schedule ship date). They also display the average days past due for an item, organization, inventory category, or customer. An unshipped line is any shippable line that does not have an actual ship date in the delivery line details, is not fully canceled, and is not closed. These past due shipments are also known as *delinquent backlog*. From the report, you can also view the specific sales orders.

By monitoring this report, you can assess the number of scheduled order lines that have not yet shipped by their schedule ship date and evaluate the performance of your shipping process. You can compare the past due order lines to prior periods to determine the fluctuation of volume in terms of lines and to see whether the trend is

improving.

The Backorder reports show the number of sales order lines with a warehouse delivery detail line in backorder status, including the backordered quantity.

For data to appear in these reports, the order lines must be booked and not yet shipped. The reports include only firmed or booked orders (not returns), for order lines with shippable items. Canceled lines have an order quantity of 0; they are not included in the report. (For example, if a past due line is canceled, it is not included in the past due value.) The reports include external and internal orders but exclude closed orders.

Report Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Organization**
- **Inventory Category**
- **Item**

The following parameter also appears in this report:

- **Customer:** Ship-to customers from sales order lines.

For more information on how page parameters (including time periods) affect the results on pages and reports, see Parameters, page 1-4.

Report Headings and Calculations

These reports use the firmed or booked date to determine in which time period to report the data.

Past Due Schedule Line Aging

This report displays the past due order lines and the percentage of past due order lines to total order lines. The report also displays the difference between the current period and the prior period, and the corresponding percentage.

The report contains the following columns:

- **Past Due (Days):** These are buckets of past due days for shippable lines that are past their schedule ship date on the sales order line, as of the selected date. (Specifically, these are lines that are past due as of the snapshot date. See Order and Shipping Snapshots, page 16-6.)

For example, today is August 15, and the schedule ship date of an open order line is August 14. As of today, this order line appears in the 1 Past Due Days bucket. Order lines that are two days past due appear in the 2 Past Due Days bucket, and so on.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates. For example, if today's date (the date selected on the

report) is the same date as the schedule ship date, regardless of time, the line is not past due.

Note: If the line does not have a schedule ship date, then it is not included in this measure.

- **Past Due Lines:** This column shows the number of shippable order lines that are firmed or booked (booked metrics consider the firmed date, if it has been set up), but not shipped, where the date selected on the report is past the schedule ship date. See Firmed Date, page 16-6 for more information.

- **Change:** $[(\text{Past Due Lines Current Period} - \text{Past Due Lines Previous Period}) / \text{Past Due Lines Previous Period}] * 100$

This column shows the percentage change in the number of past due lines between the current and previous time periods, for the lines that fall in the listed Past Due (Days) bucket, using the latest recorded values from the time periods. (These recorded values are known as *snapshots*. See Order and Shipping Snapshots, page 16-6.)

For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Percent of Total:** $(\text{Past Due Lines for the Row} / \text{Total Past Due Lines}) * 100$

This column shows the number of past due lines in the listed Past Due (Days) bucket as a percentage of the total past due lines.

Past Due Schedule Line Trend

This report displays the number of past due lines over time, by year, quarter, month, and week.

The report contains the following column headings:

- **Past Due Lines**
- **Change**

See Past Due Schedule Line Aging, page 16-49 for a description of the report headings and calculations.

Past Due Schedule Line Summary

This report displays details of the past due shipment according to the schedule ship 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.

The report contains the following columns:

- **Past Due Lines:** See Past Due Schedule Line Aging, page 16-49.

- **Change:** See Past Due Schedule Line Aging, page 16-49.
- **Late (Days):** [Sum of (Snapshot Date - Schedule Ship Date) for past due lines] / Past Due Lines

This column shows the average number of days that a shippable line is past the schedule ship date. For example, if there are ten past due order lines for a given customer, the Average Days Late calculates the average days past due over the ten order lines for that customer (if viewed by customer). For more information on the Snapshot Date, see Order and Shipping Snapshots, page 16-6.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates.

Past Due Schedule Line Detail

This report displays the number of past due lines over time, by year, quarter, month, and week.

The report contains the following columns:

- **Order Number:** This column shows the sales order number that contains the past due line. Select this number to view the specific sales order on the Order Information page. The Order Information page is part of Oracle Order Management.
- **Line Number:** This column shows the sales order line number that is past due.
- **Organization:** This column shows the inventory organization from the Ship From Organization on the order line.
- **Customer:** This column shows the ship-to customer name from the sales order lines.
- **Booked Date:** This column shows the firmed or booked date from the sales order line.
- **Days Late:** (Current Date) - (Schedule Ship Date)

This column shows the number of days an order is past the schedule ship date for lines that are shippable.

The dates used to calculate the difference are rounded up to days, ignoring the hours, minutes, and seconds associated with the dates.

Backorder Summary

This report displays the backordered order lines, items, and quantity.

The report contains the following columns:

- **Backordered Lines:** This column shows the number of sales order lines whose associated warehouse delivery detail line is in backorder status. (Backorder status is displayed in the View Shipping Status or Shipping Transaction window in Oracle

Order Management.)

In Oracle Order Management, an entire order line is put on backorder. If a lesser quantity of the order line can ship, it ships; the remaining quantity is placed on another order line and the associated delivery line is set to a backorder status.

- **Change:** $[(\text{Backordered Lines Current Period} - \text{Backordered Lines Previous Period}) / \text{Backordered Lines Previous Period}] * 100$

This is the percentage change in the number of backordered lines between the current and previous time periods, using the latest recorded values from the time periods. (These recorded values are known as *snapshots*. See Order and Shipping Snapshots, page 16-6.)

For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Backordered Items:** This column shows the number of distinct items that are in a backorder status as of the selected date (or the latest snapshot). The same item is counted only once.
- **Change:** $[(\text{Backordered Items Current Period} - \text{Backordered Items Previous Period}) / \text{Backordered Items Previous Period}] * 100$

This is the percentage change in the number of backordered items between the current and previous time periods, using the latest recorded values from the time periods. (These recorded values are known as *snapshots*. See Order and Shipping Snapshots, page 16-6.)

For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

Backorder Detail

This report lists the backordered order number, line number, number of items, customer, days late, request date, and schedule ship dates. Select the order numbers to access the Order Information page, which displays the order details.

The report contains the following columns:

- **Order Number:** This column shows the sales order number that contains the backordered line. Select this number to view the specific sales order on the Order Information page. The Order Information page is part of Oracle Order Management.
- **Line Number:** This column shows the sales order line number that is backordered.
- **Organization:** This column shows the inventory organization from the Ship From Organization (Warehouse) on the order line.
- **Customer:** This column shows the ship-to customer name from the sales order line.

- **Item, Description, UOM:** See Item-Level Details, page 16-8.
- **Backordered Quantity:** This column shows the order quantity (Qty) on the line where the status in the delivery details (in the View Shipping Status or Shipping Transaction window) is backorder.
- **Request Date:** This column shows the request date from the sales order line that is backordered.
- **Schedule Date:** This column shows the schedule ship date from the sales order line that is backordered.

- **Days Late to Request:** (Snapshot Date) - (Request Date)

This is the number of days the line is past due, after the customer's request date. The dates used to calculate the difference are rounded up to days, ignoring the hours, minutes, and seconds associated with the dates. For more information on the snapshot date, see Order and Shipping Snapshots, page 16-6.

If the order line is ahead of schedule, then this measure is a negative number. That is, an order can be placed in backorder status before the request date. For example, an order is placed for ten items today, with a request date of tomorrow. Of the ten items, five items are placed on backorder today. Because the request date is tomorrow, the items are not considered past due yet. Therefore, in a Days Late measure, they display as a negative number.

- **Days Late to Schedule:** (Snapshot Date) - (Schedule Date)

This is the number of days the line is past due, after the schedule ship date. The dates used to calculate the difference are rounded up to days, ignoring the hours, minutes, and seconds associated with the dates. For more information on the Snapshot Date, see Order and Shipping Snapshots, page 16-6.

If the order line is ahead of schedule, then this measure is a negative number. That is, an order can be placed in backorder status before the schedule ship date. (See the example above, for Days Late to Request.)

Backorder Trend

This report displays the number of backordered order lines and items over time, by year, quarter, month, week, and day.

The report contains the following column headings:

- **Backordered Lines**
- **Change**
- **Backordered Items**
- **Change**

See Backorder Summary, page 16-51 for a description of the report headings and calculations.

Item-Level Reports

When you view the reports by item, the following additional columns appear:

- For information on **Item**, **Description**, and **UOM**, see Item-Level Details, page 16-8.
- **Quantity**: Total quantity (Qty) past due or backordered for the listed item in the selected time period.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Graphs

- **Past Due Lines by Day**: This graph shows the number of lines past due, grouped by the number of days they are past due. It appears in the Past Due Schedule Line Aging report.
- **Past Due Schedule Line Trend**: This graph shows the number of past due lines, over time. It appears in the Past Due Schedule Line Trend report.
- **Backordered Lines Trend**: This graph shows the number of backordered lines over time. It appears in the Backorder Trend report.
- **Backordered Items Trend**: This graph shows the number of backordered items over time. It appears in the Backorder Trend report.

To understand how to interpret backorder and past due data, see Order and Shipping Snapshots, page 16-6.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Shipping Management Dashboard, page 16-33.

Additional Information

The system captures backorder and past due lines as snapshots. To understand how to interpret backorder and past due data, see Order and Shipping Snapshots, page 16-6.

For information on how the system treats assemble-to-order (ATO), pick-to-order (PTO), and kit items, see Additional Information in Shipping Management Dashboard, page 16-33.

Inventory Management Dashboard

Use the Inventory Management dashboard to view information about inventory value and turns, and cycle count accuracy:

- View total inventory value, which includes inventory that is on hand (for example, in the store), WIP value (including material issues and resource charges), and inventory in transit between organizations.
- View inventory turns by organization, including the change in the inventory turns of an organization over time.
- View cycle count accuracy, including hit/miss accuracy and adjustment rate.
- Find out how much lot-controlled inventory has expired.
- Monitor inventory level by days of consumption.
- Monitor on-hand inventory by lot, grade, and locator.
- View available on-hand inventory by primary and secondary units of measure.

Inventory Management uses information from the following application areas:

- Oracle Inventory
- Oracle Work in Process
- Oracle Cost Management
- Oracle Order Management
- Oracle Process Manufacturing (including Oracle Process Manufacturing Cost Management, Oracle Process Manufacturing Inventory Management, Oracle Process Manufacturing Process Execution)

Users assigned the Supply Chain Manager, Daily Supply Chain Intelligence, Daily Inventory Intelligence, or Daily Warehouse Intelligence responsibility have access to the Inventory Management dashboard and reports.

Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Organization**
- **Currency**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Reports and Graphs

This dashboard contains the following report regions:

- Inventory Management KPIs, page 16-56
- Inventory, page 16-57
- Cycle Count Accuracy, page 16-71

For more information on Oracle Daily Business Intelligence, see Overview of Daily Business Intelligence, page 1-1.

Inventory Management KPIs

This section describes inventory key performance indicators (KPIs).

KPI Definitions

- **Inventory Value:** This KPI shows the total cost of ending inventory, which consists of on-hand, intransit, and work-in-process (WIP) inventory. Oracle Applications supports various types of inventory transfers, which DBI for Supply Chain reports. For information on costing intransit inventory, see Inventory Transfers, page 16-9.
See also: Inventory Value Summary., page 16-59
- **Annualized Inventory Turns:** Annualized COGS / Average Daily Inventory
$$\text{Annualized COGS} = (\text{COGS} / \text{Number of Days in Selected Period}) * 365$$

For information about COGS, see Cost of Goods Sold., page 16-9
$$\text{Average Daily Inventory} = \text{Sum of Daily Ending Inventory Balance} / \text{Number of Days}$$

See also: Inventory Turns, page 16-63.
- **Hit/Miss Accuracy:** $(\text{Total Hit Entries} / \text{Total No. of Entries}) * 100$
This KPI shows the percentage of the total number of cycle count entries that fall within the hit/miss tolerance as compared to the total number of cycle count entries made.
See also: Cycle Count Accuracy, page 16-72.
- **Gross Adjustments - Rate:** $(\text{Total Gross Adjustment Value} / \text{Total System Inventory})$

Value) * 100

This KPI shows the gross value of the adjustments made during cycle counting to the total system inventory value of the counted items at the time of completion of the cycle count entries.

See also: Cycle Count Accuracy, page 16-72.

- **Exact Matches - Rate:** (Total Match Entries / Total Number of Entries) * 100

This KPI shows the number of exact match entries as a percentage of the total number of cycle count entries.

An exact match entry is an entry where the counted quantity entered is the same as the system quantity.

See also: Cycle Count Accuracy, page 16-72.

Related Reports and Links

For information on the related reports, see Inventory Management Dashboard, page 16-55.

Inventory

This section explains the following reports:

- Inventory Value Summary, page 16-59
- Inventory Value Trend, page 16-61
- Inventory Value by Type, page 16-61
- On-Hand Inventory Detail, page 16-62
- Current Inventory Status, page 16-62
- Intransit Inventory Detail, page 16-63
- Inventory Turns, page 16-63
- Inventory Turns Trend, page 16-64
- Current Inventory Expiration Status, page 16-64
- Inventory Days On-Hand, page 16-65

Use these reports to answer the following questions:

- What is the total value of inventory, by inventory organization or inventory category, for a given period?

- What is the trend in inventory value over time, and how does it compare to previous periods?
- What is the real-time on-hand inventory in both primary and secondary units of measure?
- What percentage of total inventory value is in store, in transit, or on the shop floor?
- What is the number of inventory turns by inventory organization for a given period?
- What is the inventory turns trend for a specific inventory organization?
- How do current inventory turns compare across inventory organizations?
- How much lot-controlled inventory has expired?
- What is the value of on-hand inventory in the selected rolling period?
- What is the inventory level, in days of consumption?

The following reports provide additional details on inventory value, by organization:

- The On-hand Inventory Detail report displays the value of available inventory by subinventory. The report also shows quantities at the item level.
- The Intransit Inventory Detail report displays the value of inventory that is in transit between organizations, by the owning organization, inventory category, or item. The report also shows quantities at the item level.
- The Current Inventory Status report shows the real-time on-hand inventory in both primary and secondary units of measure by lot, grade, and locator.

Report Parameters

For more information on how parameters (including time periods) affect the results on dashboards, see Parameters, page 1-4.

- **Currency**
- **Grade:** A means of grouping similar items. It can be used to control the movement, pricing, and storage of an item, especially if the units present in inventory must be tracked and handled differently based on their quality.
- **Item:** Items defined at the organization level in Oracle Inventory.
- **Inventory Category:** Oracle Item categories that are defined by the category set for the Inventory functional area.

- **Locator:** A physical area within a subinventory where you store material, such as a row, aisle, bin, or shelf. It is dependent on subinventory.
- **Lot:** A means of logically grouping homogenous units of an item. Use lots to track inventory at a fine level of detail. This is not a parameter, but a View-By option.
- **Organization:** Inventory organizations to which you have access as determined by organization security setup in Oracle Inventory.

Selecting All organizations displays data for all organizations to which you have access (not necessarily all organizations in the enterprise).

- **Subinventory:** Subinventories defined in Oracle Inventory. Subinventories are defined for each organization. In the reports, the subinventories that are listed vary depending on the Organization selected.

Prior to this release, values generated from Oracle Process Manufacturing were grouped into an Unassigned subinventory in the reports, when viewing by subinventory. Data prior to this release will remain in the Unassigned subinventory and will not be updated. Data from this release or later will be grouped in the corresponding subinventory.

Changes in inventory value due to cost updates in an average costing organization also display in an Unassigned subinventory, when viewing by subinventory. When a cost update occurs in an average costing organization, the change in an item's cost applies to the entire quantity of the item, which can reside in different subinventories. Therefore, the reports cannot distribute these values to item quantities across different subinventories. For more information on cost updates, see "Overview of Average Costing" in the *Oracle Cost Management User's Guide*.

Report Headings and Calculations

All inventory reports use the transaction date to determine in which time period to report the inventory value. All returns are also reflected on the return transaction date.

Items produced by Oracle Manufacturing are called assemblies; items produced by Oracle Process Manufacturing are called products, coproducts, or byproducts.

Annualized means the data for the selected time period is prorated for the entire fiscal year. For example, if the Period is Quarter, then the annualized inventory turns are for the entire fiscal year, based on the data so far in the quarter.

Inventory turns do not include interorganization transfers. For internal sales orders, if the shipping network is not enabled for inter-company transactions, then the transaction is also not included in the inventory turns.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Inventory Value Summary

This report displays the total ending inventory, which consists of on-hand, work in

process (WIP), and intransit inventory, as well as the change in each value that is on hand, in transit, or work in process. You can also view these values by item. This report shows the inventory levels by organization within your inventory category and item.

The report contains the following columns:

- **On-Hand Value:** This column shows the total value of the on-hand quantity for each item, excluding WIP and intransit inventory. For standard costing organizations, the inventory is valued at the standard cost of each item. For actual costing organizations, the inventory is valued at the actual cost of each item. For more information, see *Overview of On-hand and Availability, Oracle Inventory User's Guide*, *Viewing On-Hand Quantities, Oracle Inventory User's Guide*, *Viewing Inventory Positions, Oracle Inventory User's Guide*, and *Requesting the Multi-Organization Quantity Report, Oracle Inventory User's Guide* in the *Oracle Inventory User's Guide*.
- **Change:** This column shows the change in on-hand quantity based on the selected comparison period.
- **Intransit Value:** This column shows the value of inventory that is being shipped between organizations. The value is placed under the owning organization's inventory value, based on the free on board (FOB) code of the shipment.
- **Change:** This column shows the change in intransit quantity based on the selected comparison period.
- **WIP Value:** This column shows the inventory issued to the shop floor for production and assembly operations. The WIP value also includes both inventory that is shipped for outside processing and inventory that is in transit to outside processing. The WIP value is reported by the category of the final assembly item on the work order, if the work order is for a final assembly. (The assembly items may be subassemblies or final assemblies.) The value after processing includes the outside processing cost. Work in process that is charged to a scrap account ceases to be part of the WIP value.
- **Change:** This column shows the change in WIP quantity based on the selected comparison period.
- **Total Value:** This column shows the ending inventory, including inventory on hand, issued to Work in Process (WIP), and intransit inventory. If you are viewing the total value by organization, then this is the ending inventory for all item categories in that organization. If you are viewing the total value by category, then this is the ending inventory for all items in that category, in the selected organization or organizations. For example, the total value for items in the Monitors category, in the Seattle organization, might be 16 million. The total value for all items in the Monitors category, across all organizations, might be 18 million.
- **Change:** $[(\text{Total Value Current Period} - \text{Total Value Previous Period}) / \text{Absolute}]$

$\text{Value of Total Value Previous Period}] * 100$

This column shows the percentage change in the total inventory value between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

The Inventory Value Summary report shows change separately for On-Hand Value, WIP Value, and Intransit Value.

- **Percent of Total:** This column shows the total inventory value expressed as a percentage of the selected parameters. For example, you select a category in the Inventory Category parameter. You set all other parameters to All, and select a View By of Organization. In this example, Organization 1 displays a Percent of Total of 62%. That is, of all organizations with inventory in this category, Organization 1 carries 62% of the inventory in this category.

For information on costing intransit inventory, see Inventory Transfers, page 16-9.

Inventory Value Trend

This report displays the total ending inventory, including on-hand, work in process (WIP), and intransit inventory, over time, by year, quarter, month, or week.

The report contains the following column headings:

- **On-Hand Value**
- **Change**
- **WIP Value**
- **Change**
- **Intransit Value**
- **Change**
- **Total Value**
- **Change**

See Inventory Value Summary, page 16-59 for a description of the report headings and calculations.

For information on costing intransit inventory, see Inventory Transfers, page 16-9

Inventory Value by Type

This report shows on-hand, WIP, and intransit inventory values as a pie chart to show them as percentages of total ending inventory.

The report contains the following columns:

- **Value:** Inventory value for each inventory type.

- **Change:** Change in the value of the inventory type compared to the prior period or year.

For information on costing intransit inventory, see Inventory Transfers, page 16-9

On-Hand Inventory Detail

This report displays the value of available inventory by organization, subinventory, inventory category, or item. Quantities are shown at the item level.

The report contains the following columns:

- **On-Hand Value:** See Inventory Value Summary, page 16-59.
- **Change:** See Inventory Value Summary, page 16-59.
- **Percent of Total:** On-Hand Inventory value as a percentage of the selected parameters.

If you view the report by item, the following additional columns appear:

- **On-Hand Quantity:** On-hand quantity of the item.
- **Change:** Percentage difference between the on-hand quantity during the selected period and the on-hand quantity of the selected compare-to period.

Current Inventory Status

This report shows the real-time on-hand inventory in both primary and secondary units of measure by lot, grade, and locator. It directly references Oracle Inventory, so data is up-to-the-minute.

You can access this report from the On-Hand Quantity column of the On-Hand Inventory Detail report when you view the report by item and the selected date is the current system date.

The report contains the following columns:

- **Primary UOM**
 - **UOM:** Primary unit of measure of the item.
 - **On-Hand Quantity:** Quantity of item as on-hand inventory. It does not include intransit or Work in Process inventory.
- **Secondary UOM**
 - **UOM:** Secondary unit of measure of the item. No value appears if a secondary unit of measure was not defined.
 - **On-Hand Quantity:** Quantity of item as on-hand inventory. It does not include intransit or Work in Process inventory.

Note: If you are viewing the On-Hand Inventory report by item with the as-of date equal to the system date and then drill to the Current Inventory Status report through the On-Hand Quantity value, you might find that the on-hand quantity in the On-Hand Inventory report does not match the grand total of the Primary UOM—On-Hand Quantity column of the Current Inventory Status report. This results because there could have been an additional transaction after the last DBI refresh; the Current Inventory Status report has real-time information, while the On-Hand Inventory report contains data as of the last DBI refresh.

Intransit Inventory Detail

This report displays the value of inventory that is in transit between organizations. You can view the value by the owning organization, inventory category, or item. The report shows quantities at the item level.

The report contains the following columns:

- **Intransit Value:** See Inventory Value Summary, page 16-59.
- **Change:** See Inventory Value Summary, page 16-59.
- **Percent of Total:** Intransit value as a percentage of the selected parameters.

If you view the report by item, the following additional columns appear:

- **Intransit Quantity:** Intransit quantity of the item.
- **Change:** Percentage difference between the intransit quantity of the selected period and the intransit quantity of the selected compare-to period.

For information on costing intransit inventory, see Inventory Transfers, page 16-9.

Inventory Turns

This report 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.

The annualized cost of goods sold (COGS) is also shown relative to the inventory investment (average on-hand inventory value). For information about COGS, see Cost of Goods Sold, page 16-9.

For Oracle Process Manufacturing, the inventory turns value refers to data from Oracle Order Management.

The report contains the following columns:

- **Average Daily Inventory:** Sum of Daily Ending Inventory Balance / Number of

Days

This column shows the average of the daily ending inventory balance since the start of the specified time period. The inventory balance includes value of asset items in the inventory accounts. The inventory balance excludes receipt inventory owned by suppliers; it also excludes expense items and asset items in expense subinventories.

- **Annualized COGS:** $(\text{COGS} / \text{Number of Days in Selected Period}) * 365$

In this report, COGS is the cost of goods shipped as booked to the COGS account in Oracle Shipping. The value of COGS used to calculate turns excludes interorganization transfers.

For more information about COGS, see Cost of Goods Sold, page 16-9.

- **Turns:** Annualized COGS / Average Daily Inventory

This column shows the number of times that inventory cycles, or is consumed, for the specified time period, annualized for the entire fiscal year. For an example of an inventory turns calculation, see Additional Information, page 16-68.

For more information about COGS, see Cost of Goods Sold, page 16-9.

- **Change:** (Turns Current Period) - (Turns Previous Period)

This column shows the change in inventory turns between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

Inventory Turns Trend

This report displays inventory turns over time, by year, quarter, month, or week.

The report contains the following column headings:

- **Average Daily Inventory**
- **Annualized COGS**
- **Turns**
- **Change**

See Inventory Turns, page 16-63 for a description of the report headings and calculations.

Current Inventory Expiration Status

This report displays current expired inventory of lot-controlled items, expired inventory, current on-hand inventory, and expired inventory as a percentage of current on-hand inventory. On-hand inventory does not include inventory in transit or in WIP. For actual costing organizations, the inventory is valued at the current cost associated with the cost group corresponding to every lot. For standard costing organizations, the inventory is valued at the current item cost.

Lots without an expiration date are included in the on-hand value, but they are not included in the expiration value.

This report directly references Oracle Inventory, so data is up-to-the-minute.

Note: This report supports only functional currency.

The report contains the following columns:

- **Expired Value:** This column shows the value of lot-controlled inventory that has passed its expiration date. Value is the expired quantity at current item cost.
- **On-Hand Value:** This column shows the value of current on-hand inventory (inventory in the warehouse) of lot-controlled items. Value is the current on-hand quantity at current item cost.
- **Expired Percent:** This column shows the expired inventory value as a percentage of on-hand inventory value.

If you view the report by item, the following additional columns appear:

- **Item Description:** This column contains a description of the item from Oracle Inventory.
- **UOM:** This column shows the unit of measure of the item.
- **Expired Quantity:** This column shows the quantity of the lot-controlled item that has passed its expiration date.
- **On-Hand Quantity:** This column shows the quantity of lot-controlled item currently on hand (inventory in the warehouse). It does not include inventory intransit or in WIP.

Inventory Days On-Hand

This report shows the number of days the inventory is on hand, as well as the average daily value of inventory consumption, value of inventory issued to the shop floor, and cost of goods shipped. The report collects data up to the first unclosed transaction.

The report contains the following columns:

- **On-Hand Value:** This column shows the value of on-hand inventory in the selected rolling period. It does not include inventory that is intransit or in WIP net of return.
- **Consumption**
 - **Production:** This column shows the value of the inventory issued to the shop floor for production and assembly operations during the selected rolling period. This value comes from WIP component issue and return transactions from all modes of manufacturing except Oracle Enterprise Asset Management.

This value excludes Oracle Process Manufacturing byproduct completions (negative component issue).

- **Shipments:** This column shows the cost of goods shipped, including internal orders and returns, for the selected rolling period.

Note: The shipment consumption of RMA items is negative, so average daily consumption and days on-hand appear as blank.

- **Total Value:** This column shows total consumption of inventory, both for production and shipments.
- **Daily Average:** This column shows the average of total consumption value for the selected rolling period.
- **Days On-Hand:** This column shows the ratio of on-hand value to daily average of total inventory consumption value.
- **Change:** This shows the percentage difference between the days on-hand in the selected period and the days on-hand in the compare-to period.

When you view the report by item, the following additional columns appear:

- **Item Description**
- **UOM**
- **On-Hand Quantity**

See Current Inventory Expiration, page 16-64 for a description of these columns.

Graphs

- **Total Value:** This graph shows the total inventory value for each inventory category, organization, or item for the current and previous periods. It appears in the Inventory Value Summary report.
- **Inventory Breakdown:** This graph shows the total inventory value for each inventory category, organization, or item with a breakdown of the inventory value by On-Hand, WIP, and Intransit. It appears in the Inventory Value Summary report.

For information on costing intransit inventory, see Inventory Transfers, page 16-9.

- **Inventory Value Trend:** This graph shows the total inventory value over time. It appears in the Inventory Value Trend report.

- **Inventory Breakdown Trend:** This graph shows the total inventory value for each inventory category, organization, or item over time with a breakdown of the inventory value by On-Hand, WIP, and Intransit. It appears in the Inventory Value Trend report.
- **Inventory Value by Type:** This graph shows the ending inventory value by type (WIP, Intransit, or On-hand), as a percentage of total inventory, in a pie graph. It appears in the Inventory Value by Type graph.
- **On-Hand Value:** This graph compares the value of on-hand inventory in the specified period with the value of on-hand inventory in the compare-to period. It appears in the On-Hand Inventory Detail report.
- **Intransit Value:** This graph compares the value of intransit inventory in the specified period with the value of intransit inventory in the compare-to period. It appears in the Intransit Inventory Detail report.
- **Inventory Turns:** This graph shows the inventory turns by organization and compares it with the prior period or year. It appears in the Inventory Turns report.
- **Inventory Turns Trend:** This graph shows the annualized inventory turns, for all selected organizations over time. When any of the inventory values is negative, that portion of the pie graph is not plotted. It appears in the Inventory Turns Trend report.
- **Expired Inventory Value:** This graph shows the value of expired inventory by inventory category, item, or organization. It appears in the Current Inventory Expiration Status report.
- **Expired Inventory Percent:** This graph shows inventory that has passed its expiration date as a percentage of total on-hand inventory. It appears in the Current Inventory Expiration Status report.
- **Inventory Days On-Hand:** This graph compares the number of days that inventory was on-hand in the selected period with the number of days on-hand in the compare-to period. It appears in the Inventory Days On-Hand report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Inventory Management Dashboard, page 16-55.

For information on the Planned Inventory Turns report, see Planned Performance, page 16-135.

Additional Information

Inventory Category

For classifying inventory value, the system uses the categories that are defined by the category set for the inventory functional area.

Assignment of items to inventory categories can be controlled at the master organization level or at the individual organization level. Oracle Daily Business Intelligence uses the category assignments set up in Oracle Inventory. If the items are assigned to categories at a master organization level, then all inventory in all organizations is reported by the category in the master organization. If the items are assigned to categories at an individual organization level, then the inventory is reported in each organization to which the categories have been assigned.

If inventory categories are assigned at the master organization level, then each item will be categorized identically within each organization, as in the following example:

Example of Inventory Categories Assigned at the Master Organization Level

Item	Value	Organization	Inventory Category
Item 1	500 USD	Org 1	Category 1
Item 1	700 USD	Org 2	Category 1
Item 2	300 USD	Org 2	Category 3
Item 4	400 USD	Org 2	Category 1
Total:	1,900 USD		

The results in inventory value by category, for all organizations, are as follows:

Inventory Value by Category for All Organizations

Category	Total Value
Category 1	1600 USD
Category 3	300 USD

Example of Inventory Categories Assigned at the Individual Organization Level

Item	Value	Organization	Inventory Category
Item 1	500 USD	Org 1	Category 1
Item 1	700 USD	Org 2	Category 2
Item 2	300 USD	Org 2	Category 3
Item 4	400 USD	Org 2	Category 1
Total:	1,900 USD		

Inventory Value by Category for All Organizations

Category	Total Value
Category 1	900 USD
Category 2	700 USD
Category 3	300 USD

In other words, inventory value is always reported in a category based on the organization that holds the inventory, whether it is controlled from the master organization, or at the individual organization level.

For more information on how inventory items are categorized and assigned, see the *Oracle Inventory User's Guide*.

The following table demonstrates an inventory turns calculation where the date parameter is 17-Feb-2006 and the Period is Week (in other words, the week beginning February 13, as of February 17).

Inventory Turns Example

Date	Total Inventory Value (in thousands)	COGS (in thousands)
13-Feb-06	37,132	164

Date	Total Inventory Value (in thousands)	COGS (in thousands)
14-Feb-06	36,968	164
15-Feb-06	39,851	164
16-Feb-06	39,726	125
17-Feb-06	39,578	0
Average Daily Ending Inventory:	39,251	
Total COGS:	—	617
Annualized COGS for the week as of 17-Feb-2006:	—	32,172
Turns:	—	0.8

In thousands, the table shows the average daily ending inventory for the week to date as 38,651. The total COGS for the week to date is 617, but the *annualized* COGS (for the entire fiscal year) is 32,172. Dividing the annualized COGS by the average daily inventory gives an inventory turns ratio of .8

If an inventory organization is new (created some time during the selected time period), then it does not appear in the report until the date of the first receipt. After some inventory has been received in that organization, the inventory turns is 0 until the first shipment out of that organization. The following table shows an example.

Example of 0 Inventory Turns

Month	Average Daily Inventory	Annualized COGS	Inventory Turns
Jan-2006 *	—	—	—
Feb-2006 *	—	—	—
Mar-2006	4,258	0	0.0

Month	Average Daily Inventory	Annualized COGS	Inventory Turns
Apr-2006	6,547	1361	0.2

The table shows that an inventory organization was created sometime between January and March. In March, inventory valued at 4,258 was received into the organization. Because nothing shipped from the organization yet, the COGS and turns are 0. In April, some inventory was shipped, resulting in COGS and turns values.

Cycle Count

This section explains the following reports:

- Cycle Count Accuracy, page 16-72
- Cycle Count Accuracy Trend, page 16-73
- Hit/Miss Summary, page 16-74
- Cycle Count Adjustment Summary, page 16-75
- Cycle Count Adjustment Detail, page 16-76

Use the Cycle Count reports to view information about the accuracy of inventory cycle counting in your organization. Key metrics include Hit/Miss Accuracy, Gross Adjustment Rate, and Exact Match Rate.

Use these reports to answer the following questions:

- How accurate is the organization inventory?
- What are the discrepancies between the system quantity and the entered quantity?

In Oracle Inventory, you can make cycle count entries in both primary and secondary units of measure. An entry is an exact match only if the quantities in the primary unit of measure match. For example, 1 kilogram of an item in the primary unit of measure is equal to 2 liters in the secondary unit of measure; however, if the cycle count is 1 kilogram in the primary unit of measure and 1.9 liters in the secondary unit of measure, then the system still considers it an exact match because the primary units of measure match.

Report Parameters

- **Currency:** See Common Concepts, page 16-4.
- **Organization:** Inventory organizations to which you have access as determined by

organization security setup in Oracle Inventory.

Selecting All organizations displays data for all organizations to which you have access (not necessarily all organizations in the enterprise).

DBI for Supply Chain shows counts for all levels of the organizational hierarchy, including Oracle Process Manufacturing sublots.

- **Inventory Category:** Oracle Inventory categories that are defined by the category set for the Inventory functional area.
- **Subinventory:** Subinventories defined in Oracle Inventory. You define a subinventory for each organization. In the reports, the subinventories that appear vary, depending on the Organization selected.

In previous releases, OPM data appeared in the Unassigned subinventory. This data will continue to appear in unassigned. OPM data from this and future releases will appear in a designated subinventory. For more information, see Organization, page 16-4.

- **Item:** Items in Oracle Inventory, concatenated with the Inventory Organization Code.
- **Cycle Count:** Sets of cycle counting parameters. Each set, identified by a unique name, includes a list of items, schedule, and tolerances. Users define these parameters in Oracle Inventory.
- **Cycle Count Class:** Groups of items that are included in a particular cycle count. Users define cycle count classes in Oracle Inventory and Oracle Process Manufacturing Inventory Management.

Report Headings and Calculations

This section explains the Cycle Count Accuracy reports.

Cycle Count Accuracy

This report 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. For more information on the cycle counts that DBI for Supply Chain reports, see Cycle Count, page 16-71.

The report contains the following columns:

- **Total Entries:** This column shows the total number of cycle count entries made for an item during the selected period.
- **Hit/Miss**
 - **Accuracy:** This column aggregates the hit/miss accuracy based on the parameters you select. Select an Accuracy value to access the Hit/Miss

Summary report.

For more information about exact matches, see Cycle Count, page 16-71.

- **Change:** This column shows the change in the hit/miss accuracy over the selected period.
- **Gross Adjustment**
 - **Value:** Total Positive Adjustments + Total Negative Adjustments
This column shows the total absolute adjustment made for an item during a cycle count.
 - **Rate:** This column shows the ratio of the total adjustments made to the item quantities and how they compared with the on-hand quantities at the time of the cycle count.
 - **Change:** This column compares the gross adjustments rate with the rate during the same period last year (if the selected comparison period is prior year), or previous period (if the selected comparison period is prior period).
- **Exact Matches**
 - **Rate:** This column shows the ratio of exact match entries to the total number of cycle count entries. An exact match entry is also considered a Hit entry, because it deviates by 0% and is within hit/miss tolerance. Select a Rate value to access the Hit/Miss Summary report.
 - **Change:** This column compares the exact matches measure with its value during the same period last year (if the selected comparison period is prior year), or previous period (if the selected comparison period is prior period).

Cycle Count Accuracy Trend

This report shows the trends in hit/miss accuracy, gross adjustment rates, and match rates across all organizations to which you have access.

The report contains the following column headings:

- **Total Entries**
- **Hit/Miss - Accuracy**
- **Hit/Miss - Change**
- **Gross Adjustment - Value**
- **Gross Adjustment - Rate**

- **Gross Adjustment - Change**
- **Exact Matches - Rate**
- **Exact Matches - Change**

See Cycle Count Accuracy, page 16-72 for a description of the report headings and calculations.

Hit/Miss Summary

This report provides a summary of the hit/miss accuracy details that includes 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 contains the following columns:

- **Total Entries:** This column shows the total number of cycle count entries made for an item during the selected period.
- **Hits**
 - **Entries:** The system considers a cycle count entry a hit if the discrepancy between the entered and system quantities falls within the tolerance limits specified.
 - **Rate:** This column shows the ratio of hits to the total number of cycle count entries.
 - **Change:** This column compares the hits measure with its value during the same period last year (if the selected comparison period is prior year), or previous period (if the selected comparison period is prior period).
- **Misses**
 - **Entries:** The system considers a cycle count entry a miss if the discrepancy between the entered and system quantity exceeds the tolerance.
 - **Rate:** This column shows the ratio of misses to the total number of cycle count entries.
 - **Change:** This column compares the misses measure with its value during the same period last year (if the selected comparison period is prior year), or previous period (if the selected comparison period is prior period).

Note: Hit/miss tolerance is a user-defined limit for the difference between the system tracked on-hand quantity and the actual cycle count quantity.

In Oracle Inventory, users specify hit/miss tolerance percentages while defining the cycle count header and cycle count classes. Oracle Inventory uses the percentages defined at the cycle count class level first. If a percentage is not defined for an item class, then the system uses the tolerances at the cycle count header level. If no tolerances are defined for the header or for the cycle count class, Oracle Inventory assumes there is no limit to the hit/miss tolerance, and all entries are therefore "hits," regardless of the discrepancy.

Oracle Process Manufacturing uses its Warning Tolerance as the basis for hit/miss determination. A count is considered a hit if the absolute value of the adjustment quantity is less than $\text{System Inventory Quantity} * (\text{Percent Warning Tolerance} / 100)$.

- **Exact Matches**

- **Entries:** The system considers an entry an exact match if there is no discrepancy between the entered and system quantities. The system also considers an exact match entry a hit entry because it deviates by 0 percent and is within the hit/miss tolerance.
- **Rate:** This column shows the ratio of exact match entries to the total number of cycle count entries. Select a Rate value to access the Hit/Miss Summary report.
- **Change:** This column compares the exact matches measure with its value during the same period last year (if the selected compare-to period is prior year), or previous period (if the selected compare-to period is prior period).

Cycle Count Adjustment Summary

This report shows details about the adjustments made to the system quantities and values of the items in a category during a cycle count process. DBI for Supply Chain shows cycle count adjustment entries based on the approval date. It shows the cycle count adjustment summary by organization, subinventory, inventory category, item, cycle count, and cycle count class. 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 contains the following columns:

- **Entries**

- **Total:** This column shows the total number of cycle count entries made for an item during the selected period.

- **Adjustments:** This column shows the number of entries where an actual adjustment was made to the item quantities.
- **System Inventory - Value:** This column shows the on-hand values of an item at the time of cycle count entry. It is calculated by valuing the system inventory quantity at cost.
- **Gross Adjustment**
 - **Value:** Total Positive Adjustments + Total Negative Adjustments
This column shows the total absolute adjustment made for an item during a cycle count.
 - **Rate:** This column shows the ratio of the total adjustments made to the item quantities and how they compared with the on-hand quantities at the time of the cycle count.
 - **Change:** This column compares the gross adjustments rate with the rate during the same period last year (if the selected comparison period is prior year), or previous period (if the selected comparison period is prior period).
- **Net Adjustment**
 - **Value:** (Total Positive Adjustments) - (Total Negative Adjustments)
This column shows the difference between total positive and negative adjustments for an item.
 - **Rate:** This column shows the ratio of the net adjustments made to the item quantities and how they compared with the on-hand quantities at the time of the cycle count.
 - **Change:** This column compares the net adjustments rate with the rate during the same period last year (if the selected comparison period is prior year), or previous period (if the selected comparison period is prior period).

Cycle Count Adjustment Detail

This report 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.

The report contains the following headings:

- **Total Entries:** See Cycle Count Adjustment Summary, page 16-75.
- **System Inventory**
 - **Value:** See Cycle Count Adjustment Summary, page 16-75.

- **Quantity:** This column shows the total quantity adjusted. It is displayed when viewed by item only.
- **Positive Adjustment**
 - **Value:** This column shows the total positive adjustment made for an item during a cycle count.
 - **Quantity:** This column shows the total quantity adjusted of all entries where the Entered Quantity was greater than System Quantity. This is displayed when viewed by item only.
- **Negative Adjustment**
 - **Value:** This column shows the total negative adjustment made for an item during a cycle count.
 - **Quantity:** This column shows the total quantity adjusted of all entries where the Entered Quantity was less than the System Quantity. This is displayed only when viewed by item.
- **Total Adjustment Value**
 - **Gross:** See Cycle Count Adjustment Summary, page 16-75.
 - **Net:** See Cycle Count Adjustment Summary, page 16-75.

When you view the report by item, the following additional columns appear:

- **Item Description:** Displays the description of the item.
- **UOM:** Displays the primary UOM of the item for the organization to which it belongs.

Graphs

- **Hit/Miss Accuracy:** This graph compares the hit/miss accuracy across inventory categories or other parameter you select. It appears in the Cycle Count Accuracy and Cycle Count Accuracy Trend reports.
- **Gross Adjustment Rate:** This graph compares the gross adjustment rate across inventory categories, or other view-by parameters, with prior year or prior period values. It appears in the Cycle Count Accuracy and Cycle Count Adjustment Summary reports.
- **Exact Match Rate:** This graph compares the exact match rate across inventory categories or other parameter you select. It appears in the Hit/Miss Summary and

Cycle Count Accuracy reports.

- **Hit/Miss Accuracy Trend:** This graph shows the hit/miss accuracy rate over time. It appears in the Cycle Count Accuracy Trend report.
- **Gross Adjustment Trend:** This graph shows the Gross Adjustment Value and Rate over a period of time. It appears in the Cycle Count Accuracy Trend report.
- **Hit Rate:** This graph compares the hit rates across inventory categories or other parameter you select. It appears in the Hit/Miss Summary report.
- **Miss Rate:** This graph compares the miss rates across inventory categories or other parameter you select. It appears in the Hit/Miss Summary report.
- **Net Adjustment Rate:** This graph compares the miss rate across inventory categories or other parameter you select. It appears in the Cycle Count Adjustment Summary report.
- **Total Adjustment Value:** This graph compares the total positive and total negative adjustments made to the items during cycle counting. It appears in the Cycle Count Adjustment Detail report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Inventory Management Dashboard, page 16-55.

Manufacturing Management Dashboard

Use the Manufacturing Management dashboard to view manufacturing performance:

- Compare actual production values with planned production values. See also: Production to Plan, page 16-83.
- Find out the percentage of on-time production to total production. See also: On-Time Production, page 16-88.
- Find out how many jobs are currently running late. See also: Current Production Delayed, page 16-89.
- View standard and actual costs, and cost variances, for all closed jobs. (Standard costs include material, resource, outside processing, and overhead costs.) See also: Cost Variance, page 16-106.

- View all open jobs for which there is an unrecognized cost variance—that is, the cost charged is greater than the standard cost for the job. See also: Cost Variance, page 16-106.
- Compare the total, actual material cost that is charged to completed jobs (jobs with the status of completed-no charge, canceled, or closed) with the standard material cost. See also: Cost Variance, page 16-106.
- Compare the value of utilized resources and available resources, and view the percentage resource utilization. See also: Resource Utilization, page 16-91.
- View actual and standard resource costs, and the resource variance, for all completed jobs (jobs with the status of completed-no charge, canceled, or closed). View the actual and standard hours for a resource and the resource efficiency, for all completed jobs. See also: Resource Variance, page 16-115.
- View scrap value by reason, compare scrap value with gross production value, and see the percentage of scrap for all jobs (open or closed). See also: Scrap, page 16-96.

Manufacturing Management references information from the following application areas and transactions:

- Oracle Advanced Supply Chain Planning (for example, planned and firm orders)
- Oracle Work in Process (for example, production quantity and value, scrap quantity and value, and WIP material and resource transactions)
- Oracle Inventory (for example, material issues and returns, and WIP completions and returns)
- Oracle Process Manufacturing (including OPM Cost Management, OPM Process Execution, and OPM Product Development)
- Oracle Cost Management (for example, item costs and cost variances)
- Oracle Bills of Material (for example, standard material requirements for jobs)
- Oracle Engineering (for example, standard resource requirements for jobs)
- Oracle Flow Manufacturing (for example, production quantity and value, scrap quantity and value, and WIP material and resource transactions)
- Oracle Shop Floor Management

The Manufacturing Management dashboard supports the following modes of manufacturing. The table also shows report-level detail.

Manufacturing Reports	Oracle Discrete Manufacturing	Oracle Process Manufacturing	Oracle Repetitive Manufacturing	Oracle Flow Manufacturing	Oracle Shop Floor Management
Production to Plan	x	x	x	x	x
On-Time Production	x	x	x	x	x
Current Production Delayed	x	x	x	x	x
Material Usage Variance	x	x	x	x	
Manufacturing Cost Variance	x	x	x	x	x
Current Unrecognized Variance	x	x	x	x	x
Resource Utilization	x	x	x	x	x
Resource Efficiency	x	x	x		
Resource Variance	x	x	x		
Scrap	x		x	x	x

Users assigned the Supply Chain Manager, Daily Supply Chain Intelligence, or Daily Manufacturing Intelligence responsibility have access to the Manufacturing Management dashboard and reports.

Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Organization**
- **Currency**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see *Parameters*, page 1-4.

For information on factoring, null values, and other general information, see *General Dashboard and Report Behavior*, page 1-26.

Additional Information

The production calculation includes all production batches, even if they were created in a laboratory.

The Manufacturing Management dashboard excludes Oracle Project Manufacturing data and non-standard jobs.

If the values appear in a currency other than the transaction currency, then the system applies a currency conversion rate to the values. For the values in this report, the system applies the rate associated with the date the item costs were collected for the reports. (That is, the standard and actual values use the same rate, so they can be compared.)

Reports and Graphs

This dashboard contains the following report regions:

- Manufacturing Management KPIs, page 16-81
- Production to Plan, page 16-83
- Material Usage Variance, page 16-106
- Resource Utilization, page 16-91
- Scrap, page 16-96

For more information on Oracle Daily Business Intelligence, see *Overview of Daily Business Intelligence*, page 1-1.

Manufacturing Management KPIs

This section describes the Manufacturing Management key performance indicators (KPIs).

KPI Definitions

- **Production to Plan:** $(\text{Produced Standard Value} / \text{Planned Standard Value}) * 100$

The Produced Standard Value is the total quantity of assembly completions for each

item in the selected time period, multiplied by the cost of the item when the baseline plan was collected. The Planned Standard Value is the total quantity of the item on firm and planned orders in the selected time period, multiplied by the cost of the item when the baseline plan was collected.

This KPI shows how production values compare to planned values, as a percentage.

See also: Production to Plan, page 16-83.

- **Production Value:** This KPI shows the net of WIP Completions value and WIP Returns value, into the Inventory Asset Account. All WIP returns in a discrete job are processed as of the return transaction date.

See also: Production to Plan, page 16-83.

- **On-Time Production:** $(\text{On-Time Production} / \text{Total Production}) * 100$

This KPI shows the value of completed jobs (those with status Complete, Complete-No Charge, or Closed), which were on time. The value is computed on actual completed quantity.

See also: On-Time Production, page 16-88.

- **Manufacturing Cost Variance:** $[(\text{Actual Cost} - \text{Standard Cost}) / \text{Standard Cost}] * 100$

This column shows the actual cost charged to all closed jobs, as a percentage of the standard cost for all closed jobs (standard cost of production).

See also: Cost Variance, page 16-106.

- **Material Usage Variance:** $[(\text{Actual Usage} - \text{Standard Usage}) / \text{Standard Usage}] * 100$

Actual Usage is the actual quantity of components issued to a job for an assembly, multiplied by the Actual Cost. (The actual quantity issued to a job is the quantity issued from inventory to work in process.) Standard Usage is the standard quantity of components in the assembly, multiplied by the Actual Cost. (The standard quantity is obtained from the bills of material or Oracle Process Manufacturing formula.)

This KPI shows how much material was consumed as compared to the standard material consumption.

See also: Cost Variance, page 16-106.

- **Resource Utilization:** $(\text{Resource Cost Charged} / \text{Cost of Resources Available}) * 100$

Resource Cost Charged is the resource hours charged to all open and closed jobs, multiplied by the standard cost of the resource on the date of the resource transaction. Cost of Resources Available is the available hours specified on the resource calendar for a selected period, multiplied by the standard cost of the resource during that period.

This KPI shows the extent to which available resources are utilized.

See also: Resource Utilization, page 16-91.

- **Resource Variance:** $[(\text{Actual Resource Cost} - \text{Standard Resource Cost}) / \text{Standard Resource Cost}] * 100$

Actual Resource Cost is the resource hours charged to a completed job, multiplied by the actual cost of the resources based on each resource transaction. Standard Resource Cost is the standard resource hours for a job, based on the actual routing used, multiplied by the standard cost of a resource at the time of completion.

This KPI shows the resource cost charged as compared to the standard resource cost.

See also: Resource Variance and Efficiency, page 16-115.

- **Scrap:** $(\text{Scrap Value} / \text{Gross Production Value}) * 100$

Scrap Value is the value of scrap generated across all item categories, obtained from all scrap transactions. It is the cost that was charged to an assembly that was scrapped. Gross Production Value is the cost of work in process completions into inventory (minus returns), plus Scrap Value.

This KPI shows the value of scrap generated, compared with the gross production value.

The Scrap KPI does not apply to Oracle Process Manufacturing (OPM). An OPM product that does not meet the specification is either reworked within the same batch or is completed as a coproduct using another item. The rework impact is reflected in the Resource Variance report (see Resource Variance and Efficiency), and the coproduct impact is reflected in the Material Usage Variance report (see Material Usage Variance).

See also: Scrap, page 16-96.

Related Reports and Links

For information on the related reports, see Manufacturing Management Dashboard, page 16-78.

Production to Plan

This section explains the following reports:

- Production to Plan, page 16-85
- Actual Production Job Detail, page 16-86
- Production to Plan Trend, page 16-87
- Cumulative Production to Plan, page 16-87

- On-Time Production, page 16-88
- Current Production Delayed, page 16-89

Use these reports to answer the following questions:

- What is the total value of production for any selected period, by organization and inventory category?
- How does the production compare to the plan for the selected period, by organization and inventory category?
- What is the percentage of on-time production to total production?
- How many jobs are currently running late?
- Which items were over-produced and under-produced, compared to the plan?

Report Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Organization**
- **Currency**
- **Inventory Category**
- **Item:** Even if the plan uses product families, the reports display the data by item and inventory category.
- **Job Status:** Displays all possible job statuses: Released, On-hold, Completed, Complete - No Charges, Pending Close, Failed Close, Close, Cancelled.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

Current cost is the latest item cost from Oracle Cost Management when the baseline plan was collected by Oracle Daily Business Intelligence. (Note that this is not necessarily the item cost at the time the plan was created, but at the time the plan was collected for the reports.)

The reports exclude non-standard jobs, but include expense items. Asset items cannot be completed into expense subinventories. All WIP assembly values subtract WIP return transaction values, as of the return transaction date.

References to WIP completions are assembly completions in Oracle Manufacturing; in Oracle Process Manufacturing, these are known as product, coproduct, or byproduct

completions. A WIP completion occurs when the quantity is completed and transferred to inventory.

- **Planned Quantity:** Planned production quantity for the selected period. The value is taken from all firm and planned orders released in Oracle Advanced Supply Chain Planning.
- **Actual Quantity:** Actual production quantity for the selected period, from WIP completions in the inventory account.

If there is a planned quantity for an item, but no WIP completions, then the actual and produced values for the item are 0. For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Production to Plan

The Production to Plan report displays the planned standard value, produced standard value, and the ratio of the two as a percentage. It also displays the actual production value, which could include items that have not been planned. The report excludes byproduct.

The Production to Plan report captures the details of a particular plan, and compares those numbers with actual production numbers on the same date or in the same time period. During the implementation of Oracle Daily Business Intelligence, one or more plans was selected as a baseline for comparison. (Because a production plan changes frequently, often daily, to accommodate the changing status of orders and supplies, the baseline of that plan enables you to compare actual production values with a stable snapshot of the initial plan.) The baseline is created from plans in Oracle Advanced Supply Chain Planning. The baseline is set up during implementation and can be changed as needed.

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.

The Production to Plan report uses the work in process (WIP) completion date to determine in which time period to report the Produced Standard Value and Actual Production Value.

Use this report to monitor the production with respect to a baseline plan, and to control unplanned production or deviations from the plan.

The report contains the following columns:

- **Planned Standard Value:** $\text{Planned Quantity} * \text{Current Cost}$
This is the total planned quantity of WIP completions for each item in the selected time period, multiplied by the cost of the item when the baseline plan was collected. The planned quantity is obtained from all firm and planned orders (make orders, not buy orders) released in Oracle Advanced Supply Chain Planning, for each item.
- **Produced Standard Value:** $\text{Actual Quantity} * \text{Current Cost}$
This is the total actual quantity of WIP completions for each item in the selected

time period, multiplied by the cost of the item when the baseline plan was collected. The Produced Standard Value only includes items that were included in the plan.

Note: If produced and planned values are zero for a selected time period, then there is no baseline plan data for that period. For example, the reports display actual production values from 1999 forward. The baseline plan, however, was set up to be collected from January 1, 2003 forward. Assume that you are viewing data in 2002. In this example, actual production values display for 2002, but produced and planned standard values are 0 in 2002.

- **Production to Plan:** $(\text{Produced Standard Value} / \text{Planned Standard Value}) * 100$
This column shows Produced Standard Value as a percentage of the Planned Standard Value.
- **Change:** $(\text{Production to Plan Current Period}) - (\text{Production to Plan Previous Period})$
This is the difference in the production to plan ratio between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.
- **Actual Value:** This column shows the net of WIP completions value and WIP returns value into the Inventory Asset Account. The Actual Value includes all items, even those that were not included in the plan. All WIP returns of discrete jobs are processed on the return transaction date. The Currency Conversion Rate Date for Actual Value is the date associated with WIP completions and returns.
You can view value in the functional, primary, or secondary currency.
- **Change:** $[(\text{Actual Value Current Period} - \text{Actual Value Previous Period}) / \text{Absolute Value of Actual Value Previous Period}] * 100$
This is the percentage change in the actual value between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

Actual Production Job Detail

If you are viewing the Production to Plan report by Item, Organization is not All, and Period is Week or Month, then you can select the Actual Value to display the Actual Production Job Detail report. This report provides information about the completed quantity and the actual value for all job statuses. If there is an uncosted transaction for any organization, then this report provides information for that organization up to the first uncosted transaction.

The report contains the following columns:

- **Job Status:** This column shows the status of the job.

- **Item:** This column shows the item (assembly) associated with the job.
- **Item Description:** This column contains the description from Oracle Inventory.
- **UOM:** This column shows the unit of measure for the item.
- **Completed Quantity:** This column shows the WIP completion quantity for all open and closed jobs. The WIP completion quantity is the quantity of assemblies completed from any routing operation and intraoperation step into inventory, net of the quantity returned from inventory to work-in-process.
- **Actual Value:** See Production to Plan, page 16-85.

From this report, you can access the Job Information Report, page 16-100.

Production to Plan Trend

This report displays the ratio of production to plan as a percentage over time, by year, quarter, month, and week.

The report contains the following column headings:

- **Planned Standard Value**
- **Produced Standard Value**
- **Production to Plan**
- **Change**
- **Actual Value**
- **Change**

See Production to Plan, page 16-85 for a description of the report headings and calculations.

Cumulative Production to Plan

This report shows the cumulative production value compared to the cumulative planned value over a period of time.

The report contains the following columns:

- **Produced Standard Value:** See Production to Plan, page 16-85.
- **Planned Standard Value:** See Production to Plan, page 16-85.
- **Cumulative Produced Standard Value:** Accumulated Produced Standard Value, up to the selected date.
- **Cumulative Planned Standard Value:** Accumulated Planned Standard Value for the entire period. (The planned value covers the period during which the plan was

both run in Oracle Advanced Supply Chain Planning and collected by Oracle Daily Business Intelligence.)

On-Time Production

This report provides information about the on-time performance of completed jobs and batches. It shows late production, on-time production, and on-time production as a percentage of total production. The system considers a job late if the actual completion date is later than the scheduled completion date. Completion refers to actual completed quantity. The report displays jobs with the following statuses: Complete, Complete-No Charges, and Closed. Each coproduct of a batch is considered a job. For standard costing organizations, the value is the standard cost of completions. For actual costing organizations, the value is the actual value of completion.

The report excludes scrap and byproduct. It also excludes jobs and batches with a start date before the global start date.

The report contains the following columns:

- **Late Production**
 - **Number:** Number of completed late jobs, where the actual completion date is later than the scheduled completion date.
 - **Value:** Actual WIP completion value for late jobs.
- **On-Time Production**
 - **Number:** Number of on-time completed jobs.
 - **Value:** Value of jobs completed on time. The value is computed on actual completed quantity.
- **Total Production**
 - **Number:** Number of jobs completed on time and late.
 - **Value:** Value of jobs completed on time and late. The value will be computed on actual completed quantity.
- **On-Time Production Percent**
 - **Number:** Number of on-time completed jobs as a percentage of total completed jobs.
 - **Value:** Value of jobs completed on time as a percentage total completed jobs.
 - **Change:** Difference between On-Time Production Percent Value of the selected period and the compare-to period.

When you view the report by item, the following additional columns appear:

- **Item Description:** See Actual Production Job Detail, page 16-86.
- **UOM:** See Actual Production Job Detail, page 16-86.
- **Late Production - Quantity:** Actual completed quantity of jobs completed late.
- **On-Time Production - Quantity:** Actual completed quantity of on-time completed jobs.
- **Total Production - Quantity:** Actual completed quantities of total completed jobs, completed both late and on time.

Current Production Delayed

This report shows the number and value of current jobs that are running late. Jobs include those that are released and on-hold. Each coproduct of a batch is considered a job. For standard costing organizations, the value is standard cost. For actual costing organizations, the value is actual cost.

The report excludes jobs with a start date before the global start date. It also excludes byproduct.

The report contains the following columns:

- **Late Jobs**
 - **Number:** Number of open jobs that are running late.
 - **Value:** Value of open jobs that are running late. It is the job start quantity at the current cost.
- **Open Jobs**
 - **Number:** Number of open jobs, both on time and late.
 - **Value:** Value of jobs that are open. It is the job start quantity at current cost.
- **Late Jobs Percent**
 - **Number:** Number of current delayed jobs as a percentage of total open jobs.
 - **Value:** Current delayed job value as a percentage of the total value of open jobs.

If you view the report by item, the following additional columns appear:

- **Item Description:** See Actual Production Job Detail, page 16-86.
- **UOM:** See Actual Production Job Detail, page 16-86.

- **Late Jobs - Quantity:** Starting quantities of open jobs that are running late.
- **Open Jobs - Quantity:** Starting quantities of open jobs, both on time and late.

Graphs

- **Production to Plan:** In the Production to Plan report, this graph shows the ratio of produced standard value to planned standard value for the current and previous periods. In the Production to Plan Trend report, this graph shows the production to plan ratio over time.
- **Actual Value:** In the Production to Plan report, this graph shows actual value (Net of WIP completions value and WIP returns value) for the current and previous periods. In the Production to Plan Trend report, this graph shows actual value over time.
- **Production Value Trend:** This graph shows the actual production value for the selected organization, over time. It appears in the Production to Plan Trend report.
- **Cumulative Production to Plan:** This graph shows the cumulative planned and produced standard values for the selected organization and time period. These values help you see how much production might be required to achieve the plan by the end of the selected period.

The graph appears in the Cumulative Production to Plan report.

- **On-Time Production Value:** This graph compares the value of on-time completed production of the selected period with the value from the compare-to period. It appears in the On-Time Production report.
- **On-Time Production Percent (Number):** This graph compares the on-time production percent of the selected period with the number of the compare-to period. See On-Time Production, page 16-88 for information on the On-Time Production Percent calculation.

The graph appears in the On-Time Production report.

- **Late Jobs Value:** This graph shows the value of late jobs by the selected View By. It appears in the Current Production Delayed report.
- **Late Jobs Percent (Number):** This graph shows the number of current delayed jobs as a percentage of total open jobs. It appears in the Current Production Delayed report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Manufacturing Management Dashboard, page 16-78.

For information on the Past Due Schedule Line Summary report, see Past Due Schedule Line Aging, page 16-48.

Additional Information

Production to Plan

Planned values are available for certain time buckets in Oracle Advanced Supply Chain Planning. The period you view in the reports, however, could be part of a larger time bucket. For example, you are viewing production-to-plan numbers by week in the reports, but the planning time bucket is monthly. In another example, you are viewing quarter-to-date data through August 15. The planning buckets are monthly; however, because you are only viewing data through August 15, you are viewing only part of the August planning time bucket.

In such cases, planned values for the period being viewed are not directly available. Instead, the values for each day are prorated according to the planning buckets in Oracle Advanced Supply Chain Planning. The non-working days of the organization that owns the plan, as well as the manufacturing organization, are ignored. The system prorates according to the Oracle Daily Business Intelligence enterprise calendar, for all organizations.

For example, the following organizations have different calendars:

- Organization 1 works Monday through Friday.
- Organization 2 works Monday through Saturday.
- Organization 3 works seven days a week.

Oracle Advanced Supply Chain Planning has its own planning buckets. For example, a plan has Organization 1 producing 56 items every week. If the Oracle Daily Business Intelligence calendar uses a seven-day week, then the Manufacturing Management dashboard prorates the 56 items for Organization 1 across a seven-day week. In this example, the planned number for a single day is 8. The actual number produced could be more or less, and is reported on the actual date of manufacture.

Resource Utilization

This section explains the following reports:

- Resource Utilization, page 16-93
- Resource Utilization Trend, page 16-94

- Resource Efficiency—See Resource Variance, page 16-115.
- Resource Efficiency Trend—See Resource Variance, page 16-115.

Use the Resource Utilization report and trend report to answer the following questions:

- What is the availability of each resource, and how much is utilized for any selected time period by organization, resource group, and department?
- Which resources were most utilized, as a percentage of their availability, and were likely to have been bottlenecks? Which may be underutilized or have excess capacity?

The Resource Utilization report displays the cost of resource availability and resource usage for a selected time period by organization, resource group, and department. The report also displays the resource utilization as a percentage of the available resource. You can use this report to monitor and control utilization of resources, to identify likely bottlenecks and underutilized resources.

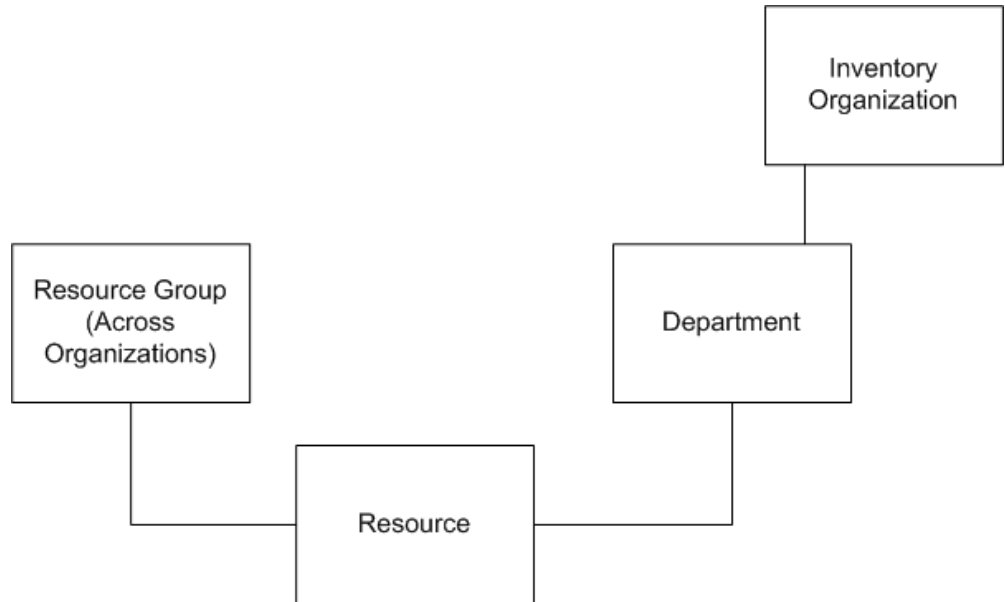
The report includes only time-based resources (resources whose utilization or availability is given in units of time, such as hours). This report includes all available or charged resources in Oracle Engineering, Oracle Work in Process, and Oracle Process Manufacturing in the selected time period.

The Resource Utilization Trend report lets you see resource utilization over time. This report shows the metrics for several previous periods and lists the change from the previous period in the column.

Report Parameters

These reports use the following parameters:

- **Organization:** See Common Concepts, page 16-4.
- **Currency:** See Common Concepts, page 16-4.
- **Resource, Resource Group, Department:** Users define resources in Oracle Engineering. Depending on how the setup was done in Oracle Engineering, the resources can be grouped by Resource Group or Department. As shown in the following illustration, resource groups are defined across organizations; departments are defined within an organization.



- Each resource belongs to one or more owning departments within an organization. (The resource cannot be used in another organization, but it can be used in another department.) Therefore, the resource departments that are listed depend on the inventory organization selected in the Organization parameter.

Utilized hours are obtained from all open and closed jobs. If a resource is owned by one department and used by another, then the report displays the utilization by owning department, resource group, or resource.

Oracle Applications requires resource departments for discrete manufacturing; resource groups are optional. If your company has not set up resource groups, the report lists all resources under a single Unassigned resource group. Select the Unassigned group to display each resource.

For Oracle Process Manufacturing (OPM), Resource Groups are sourced from the Plant Resource attribute called the Resource Category (known as the Group Resource in previous releases). The Resource Category is a required field, and it defaults to the resource itself. Resource Departments are sourced from the OPM Resource Class, which is an optional attribute of the Resource defined at the global level. If the Resource Class is left blank, then the report places the resource in an Unassigned resource department (when viewing the data by department). Select the Unassigned department to display each resource.

Report Headings and Calculations

The Resource Utilization reports use the resource transaction date to determine in which time period to report the utilization.

Resource Utilization

This report compares the total value of utilized resources and available resources, and

calculates the percentage resource utilization. The report only considers time-based resources.

The report contains the following columns:

- **Resource Cost Charged:** This column shows the cost of all resources charged to jobs (open or closed) in the selected time period. The resource hours charged are multiplied by the standard cost for the resource, as of the date of the resource transaction in Oracle Work in Process. The standard cost of the resource comes from Oracle Cost Management.
- **Cost of Resource Available:** This column shows the resource hours available for each resource, multiplied by the standard cost for each resource as of the day the data was collected by Oracle Daily Business Intelligence from Oracle Applications. Each resource may be available for 24 hours, or for certain shifts. Resource availability is obtained from the resource or manufacturing calendar in Oracle Engineering and Oracle Work in Process.
- **Utilization:** $(\text{Resource Cost Charged} / \text{Cost of Resource Available}) * 100$
- **Change:** $(\text{Utilization Current Period}) - (\text{Utilization Previous Period})$
This column shows the difference in utilization between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

If you view the Resource Utilization report by resource, then the following additional columns appear. The profile option BOM : Hour UOM in Oracle Applications is used as a basis for converting the primary unit of measure of the resource into hours:

- **Available Hours:** Number of available resource hours in the selected time period, as of the selected date.
- **Utilized Hours:** Number of resource hours used in the selected time period, as of the selected date.

If available hours are not known, Cost of Resource Available is reported as N/A. If there is an available resource, but no resource costs charged, then the Resource Cost Charged and Utilized Resource are 0.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Resource Utilization Trend

This report displays the trend of the percentage of utilized hours to available hours for all resources over time, by year, quarter, month, and week.

The report contains the following column headings:

- **Resource Cost Charged**

- **Cost of Resource Available**
- **Utilization**
- **Change**

See Resource Utilization, page 16-93 for a description of the report headings and calculations.

Graphs

- **Resource Utilization:** This graph shows resource utilization by organization, resource group, department, and resource for the selected and compare-to periods. It appears in the Resource Utilization report.
- **Resource Utilization Trend:** This graph shows the percentage of utilized hours to available hours for all resources over time. It appears in the Resource Utilization Trend report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Manufacturing Management Dashboard, page 16-78.

Additional Information

In Oracle Applications, resource capacities are available only at a given time. Therefore, the reports do not recreate capacities for dates that occur before Oracle Daily Business Intelligence was implemented. When Oracle Daily Business Intelligence is first set up, and the data is collected from Oracle Applications for displaying in the reports, the capacity collected at that time is assumed to be the capacity for all previous dates. Thereafter, data is typically collected daily, and the current capacity is reflected as of each collection date. In other words, if you enter a past date that occurred before Oracle Daily Business Intelligence was implemented, the capacity used is the capacity as of the implementation date.

If the values appear in a currency other than the transaction currency, the system applies a currency conversion rate to the values. For the values in this report, the system applies the rate associated with the date of the resource availability (or of the resource transaction, if a transaction occurred). This rate is used for both the resource utilization and availability as of that date, so the values can be compared.

Scrap

This section explains the following reports:

- Scrap, page 16-97
- Scrap Job Detail, page 16-98
- Scrap Trend, page 16-99
- Scrap By Reason, page 16-99

Use the Scrap reports to answer the following questions:

- What was the value and quantity of scrap generated in a given time period, by organization and inventory category?
- What was the percentage of scrap value and quantity to the gross production value and quantity?
- What are the reasons for scrap?

The Scrap reports display the value and quantity of scrap generated in a given time period, by organization and inventory category. The reports also display the gross production value and the scrap as a percentage of gross production. This report can be used to assess the quality of the production process.

Scrap does not apply to Oracle Process Manufacturing (OPM). The OPM product that does not meet the specification is either reworked within the same batch or is completed as a coproduct using another item. The rework impact is reflected in the Resource Variance report (see Resource Variance, page 16-115), and the coproduct impact is reflected in the Material Usage Variance report (see Cost Variance, page 16-106).

Note: The system does not consider scrap transactions without scrap accounts.

Report Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Organization**
- **Currency**
- **Item**
- **Inventory Category**

- **Job Status:** Displays all possible job statuses: Released, On-hold, Completed, Complete - No Charges, Pending Close, Failed Close, Close, Cancelled.

For more information on how page parameters (including time periods) affect the results on pages and reports, see Parameters, page 1-4.

Report Headings and Calculations

The Scrap report uses the scrap transaction date to determine in which time period to report the scrap quantity and value.

If there is a gross production value for an item for a given set of parameters, and there are no scrap transactions, then the scrap quantity and value are 0 (zero).

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Scrap

This report 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.

The report contains the following columns:

- **Scrap Value:** This column shows the value of scrap as of the day it was generated, minus scrap returns. The scrap value is the cost that was charged to an assembly that was scrapped. The value is obtained by aggregating all scrap transactions. The value includes scrap generated from all standard discrete jobs, open or closed. The report does not take into account cost updates. (For more information on cost updates, see Overview of Average Costing, *Oracle Cost Management User's Guide* in the *Oracle Cost Management User's Guide*.)

- **Change:** $[(\text{Scrap Value Current Period} - \text{Scrap Value Previous Period}) / \text{Absolute Value of Scrap Value Previous Period}] * 100$

This column shows the percentage change in the scrap value between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Gross Production Value:** This column shows the sum of the work in process (WIP) completion value and Scrap Value in the selected period. These values are obtained from WIP assembly completions and scrap transactions. Return transactions are subtracted from the gross production value. A WIP completion occurs when the quantity is completed and transferred to inventory.

- **Scrap Value Percent:** $(\text{Scrap Value} / \text{Gross Production Value}) * 100$

This column shows the percentage of the gross production value that is scrap.

- **Change:** $(\text{Scrap Value Percent Current Period}) - (\text{Scrap Value Percent Previous Period})$

This column shows the difference in the scrap value percentage between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

If you view the report by item, the following additional columns appear:

- **Scrap Quantity:** Quantity of partially or fully completed assemblies that were scrapped using the scrap transaction.
- **Gross Production Quantity:** Sum of the WIP completion quantity and Scrap Quantity.
- **Scrap Quantity Percent:** $(\text{Scrap Quantity} / \text{Gross Production Quantity}) * 100$
Percentage of the gross production quantity that was scrap.

Scrap Job Detail

If you are viewing the Scrap report by item, and the Organization parameter selection is not All, and Period is Week or Month, then you can select the scrap percent value to access the Scrap Job Detail report. You can use this report to monitor and control scrap. If there is an uncosted transaction for any organization, then this report provides information for that organization up to the first uncosted transaction.

The report contains the following columns:

- **Job Status:** See Report Parameters, page 16-96.
- **Item**
- **Item Description**
- **UOM**
- **Completed Quantity:** This report shows the WIP completion quantity for all open and closed jobs. The WIP completion quantity is the quantity of assemblies completed from any routing operation and intraoperation step into inventory, net of the quantity returned from inventory to work-in-process.
- **Scrap Quantity**
- **Scrap Value**
- **WIP Completion Value:** $(\text{Value of WIP assembly completions}) - (\text{Value of WIP assembly returns})$
- **Gross Production Value**
- **Scrap Percent**

For an explanation of Item, Item Description, and UOM, see Actual Production Job

Detail, page 16-86. For an explanation of Scrap Quantity, Scrap Value, Gross Production Value, and Scrap Percent, see Scrap, page 16-97.

From this report, you can access the Job Information Report, page 16-100.

Scrap Trend

This report displays the trend of scrap value as a percentage of gross production value over time, by year, quarter, month, and week.

The report contains the following column headings:

- **Scrap Value**
- **Change**
- **Gross Production Value**
- **Scrap Value Percent**
- **Change**

See Scrap, page 16-97 for a description of the report headings and calculations.

Scrap by Reason

If you are viewing the Scrap report, then you can select the Scrap Value link to open this report. This report lets you see scrap value by reason for all Oracle Discrete Manufacturing jobs. If a user has not entered a reason for scrap, then the job appears under "Reason Not Specified."

The report contains the following columns:

- **Scrap Value:** See Scrap, page 16-97.
- **Change:** Difference between scrap value in the selected period and scrap value of the compare-to period.
- **Percent of Total:** Scrap value as a percentage of the sum of all scrap value.

Note: Scrap only occurs in discrete manufacturing. Therefore, this report does not show Oracle Process Manufacturing jobs.

Graphs

- **Scrap Value:** In the Scrap report, the Scrap Value graph compares scrap from the selected period with scrap from the compare-to period according to the view-by selection.

In the Scrap Trend report, the Scrap Value graph shows scrap value over time for the view-by selection.

In the Scrap by Reason report, the Scrap Value graph compares the scrap value by

reason of the selected period with that of the compare-to period.

- **Scrap Value Percent:** In the Scrap report, the Scrap Value Percent graph shows scrap value as a percentage of gross production value for the selected period and the compare-to period.

In the Scrap Trend report, the Scrap Value Percent graph shows scrap value as a percentage of gross production value over time for the view-by selection.

- **Reason:** This pie chart shows the breakdown of total scrap reasons.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Manufacturing Management Dashboard, page 16-78.

Additional Information

Currency Conversion Rates

If the values display in a currency other than the transaction currency, then the system applies a currency conversion rate to the values. The currency conversion rate date used for the conversion is the date associated with each transaction.

Over-Completions

Over-completions are treated in the reports like any other completion.

Job Information

This report displays current data relating to a job. It provides a variety of information about open and closed jobs, such as job start date, schedule completion date, status, various costs, and variances by cost-elements.

Product Cost Management Dashboard

Use the Product Cost Management dashboard to view information about factors affecting product gross margin, such as the fulfilled value of orders, product cost, and manufacturing cost variances.

- View product gross margin by organization, product category, item, and customer, including change in product gross margin over time.
- View standard and actual manufacturing costs, and the resulting variance, for all closed jobs.

- View material usage variance amount and percent by organization, inventory category, and item.
- View resource variance amount and percent by resource group, organization, department, and resource.

The Product Cost Management uses information from the following Oracle Applications:

- 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)

Users assigned the Supply Chain Manager, Daily Supply Chain Intelligence, or Daily Product Cost Intelligence responsibility have access to the Product Cost Management dashboard and reports.

Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Organization**
- **Currency**

For more information on how parameters affect the results on dashboards and reports, see Parameters, page 1-4.

Reports and Graphs

This dashboard contains the following report regions:

- Product Cost Management KPIs, page 16-102
- Product Gross Margin, page 16-102
- Material Usage Variance, page 16-106
- Resource Variance, page 16-115

For more information on Oracle Daily Business Intelligence, see Overview of Daily Business Intelligence, page 1-1.

Product Cost Management KPIs

This section describes the Product Cost Management key performance indicators (KPIs).

KPI Definitions

- **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.
For information about COGS, see Cost of Goods Sold, page 16-9.
- **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

Related Reports and Links

For information on the related reports, see Product Cost Management Dashboard, page 16-100.

Product Gross Margin

This section explains the following reports:

- Product Gross Margin, page 16-104
- Product Gross Margin Trend, page 16-105

This report is useful for managers who are responsible for product profitability and percentage gross margin. Use the Product Gross Margin reports to answer the following questions:

- What is the product margin, by product category and by product, in a given time period?
- What is the trend of product margin over time, for all or for specific organizations or product categories?
- How does product margin compare across organizations?

The Product Gross Margin report compares the total cost of goods sold (COGS) for items that are shipped on sales orders to the total fulfilled value of items on sales orders. The report expresses product gross margin as the difference between total fulfilled value and COGS. The report displays the product gross margin value (fulfilled value, minus COGS) as a percentage of total fulfilled value.

The Product Gross Margin report shows the margin on orders booked after the global start date. If an order was booked before the global start date and fulfilled subsequently, then it is not included in the report.

For Oracle Process Manufacturing, the fulfilled value, COGS and margin refer to data from Oracle Order Management.

For more information about COGS, see Cost of Goods Sold, page 16-9.

Report Parameters

- **Organization:** See Common Concepts, page 16-4.
- **Currency:** See Common Concepts, page 16-4.
- **Product Category:** These are product categories defined during Oracle Applications setup, to categorize products that are sold. For pick-to-order (PTO), kit, and assemble-to-order (ATO) models, the products are categorized according to the top model associated with each configuration.

The report also gives margin values for products (items on sales orders) that were not assigned to a product category during Oracle Applications setup. These products appear in an unassigned category.

- **Item:** Items defined in Oracle Inventory, concatenated with the Inventory Organization Code.

See Common Concepts, page 16-4 for information on these report parameters.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

The fulfilled value of all orders is reported on the fulfillment date of the order line. The cost of goods sold for the order line is reported on the date of the shipment. The fulfilled value of all order returns is accounted for on the fulfillment date of the RMA. The report shows the adjustment to cost of goods sold for returns on the date of the receipt of goods.

Oracle Discrete Manufacturing and Oracle Process Manufacturing support all scenarios of drop shipments. Users can drop-ship inventory across operating units, legal entities, and sets of books. Suppliers, customers, or both can be part of the same company. The margin for drop-shipped items is displayed in the shipping organization identified on the order line.

Negative fulfilled value or COGS indicates sales returns of shipped items. Negative margin indicates the cost of an item was greater than its selling price on the order.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Product Gross Margin

This report 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 who are responsible for product profitability and gross margin percentage.

For additional information about COGS, see Cost of Goods Sold, page 16-9.

The report contains the following columns:

- **Fulfilled Value:** This column shows the value of all order lines for products, fulfilled by an organization. It includes the Fulfilled Values for both external and internal orders. Fulfilled Value is calculated as the product of the Fulfilled Quantity and the Selling Price on the order line (including discounts and charges). Retrobilling orders and order lines credits and charges are not included in Fulfilled Value.
- **COGS:** This column shows the cost of goods sold (COGS). COGS refers to the total item costs associated with the products sold. In this report, COGS is the cost of goods shipped as booked to the COGS account in Oracle Shipping.
- **Margin:** (Fulfilled Value) - (COGS)

Margin is calculated as the difference between fulfilled value and cost of goods sold for products. Order lines with service items are excluded. For information on service items, see Common Concepts, page 16-4.

(The Margin (%) is displayed on the Product Cost Management dashboard; the Margin is displayed when you view the full report.)

- **Change:** This column shows the difference between the margin during the selected period and the margin of the prior period or year.

- **Margin (%):** $[(\text{Fulfilled Value} - \text{COGS}) / \text{Fulfilled Value}] * 100$

This column shows product gross margin, calculated as the difference between product fulfilled value and cost of goods sold for products, expressed as a percentage of product fulfilled value. (See Margin above, for more detail about the margin calculation.)

- **Change:** $(\text{Margin \% Current Period}) - (\text{Margin \% Previous Period})$

This column shows the change in margin percentage between the selected period and the prior period or year. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

Product Gross Margin Trend

This report displays the difference between the fulfilled values and cost of goods sold (COGS) for items that are shipped. The report shows data over time, by week, month, quarter, or year.

The report contains the following column headings:

- **Fulfilled Value**
- **COGS**
- **Margin**
- **Change**
- **Margin Percent**
- **Change**

See Product Gross Margin, page 16-104 for an explanation of the report headings and calculations.

For more information about COGS, see Cost of Goods Sold, page 16-9.

Graphs

- **Product Gross Margin:** This graph compares the product gross margin for the selected period with that of the compare-to period for the selected View By. It appears in the Product Gross Margin report.
- **Product Gross Margin Percent:** This graph compares the product gross margin

percentage for the selected period with that of the compare-to period for the selected View By. It appears in the Product Gross Margin report.

- **Product Gross Margin Trend:** This graph shows the product gross margin for all product categories in the selected organizations, over time. It appears in the Product Gross Margin Trend report.
- **Product Gross Margin Percent Trend:** This graph shows the product gross margin percentage for all product categories in the selected organizations, over time. It appears in the Product Gross Margin Trend report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Product Cost Management Dashboard, page 16-100.

Cost Variance

This section explains the following reports:

- Material Usage Variance, page 16-107
- Material Usage Job Detail, page 16-108
- Material Usage Variance Trend, page 16-109
- Manufacturing Cost Variance, page 16-109
- Manufacturing Cost Job Detail, page 16-111
- Manufacturing Cost Variance Trend, page 16-111
- Current Unrecognized Variance, page 16-112
- Open Job Detail, page 16-113

For information on the Resource Variance reports, see Resource Variance, page 16-115.

Use the Material Usage Variance report to answer the following questions:

- Does the actual cost of material used in a job exceed the standard cost for all completed jobs, for a selected period, by organization and inventory category?
- What is cost variance in amount and percentage for all completed jobs for a selected period, by organization and inventory category?

Use the Manufacturing Cost Variance reports to answer the following questions:

- What is the cost variance in amount and percentage for all closed jobs in a given time period, by organization and inventory category?
- Currently, what is the cost variance in amount and percentage for the open jobs for a selected time period, by organization and inventory category?
- How do the current metrics compare with those of previous periods?

Use the Current Unrecognized Variance report to answer the following questions:

- What is the variance amount for all open jobs in the selected period?
- Which organization has the largest cost variance?

Report Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Organization**
- **Currency**
- **Inventory Category**
- **Item**
- **Job Status:** Displays all possible job statuses: Released, On-hold, Completed, Complete - No Charges, Pending Close, Failed Close, Close, Cancelled.

You cannot select a date in the report parameters. This report shows the latest data as of the Data Last Updated date that displays beneath the report.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Material Usage Variance

The Material Usage Variance report displays the standard cost and actual cost of material consumption for all completed jobs for an organization or inventory category. Completed jobs are jobs for which no more charges are expected. These jobs have a status of Closed, Completed-No Charge, or Canceled. (In Oracle Process Manufacturing, jobs are known as batches. See Additional Information, page 16-114.) The report excludes Oracle Shop Floor Management jobs.

The report also displays variances for both standard and actual (average) costing

organizations and variance as a percentage of the total standard cost.

The Material Usage Variance report uses the job completion date to determine in which time period to report the usage.

The report contains the following columns:

- **Standard Usage:** This column shows the cost of the standard quantity of components (or, in Oracle Process Manufacturing, ingredients) required for a job. The standard quantity of components required is obtained from the bill of material (or formula, for Oracle Process Manufacturing) after completion of the job. The item cost of the components is the average item cost of all issues of each component for the job. A job is completed when the quantity is completed and transferred to inventory.
- **Actual Usage:** This column shows the cost of the actual quantity of components used for a job. The actual quantity issued to a job is the quantity issued from inventory to work in process (WIP). The actual cost of components is obtained from the WIP Issue and WIP Component Return transactions for a job.
- **Variance Amount:** (Actual Usage) - (Standard Usage)
- **Change:** $[(\text{Variance Amount Current Period} - \text{Variance Amount Previous Period}) / \text{Absolute Value of Variance Amount Previous Period}] * 100$

This column shows the percentage change in the variance amount between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Variance Percent:** $[(\text{Actual Usage} - \text{Standard Usage}) / \text{Standard Usage}] * 100$
- **Change:** (Variance Percent Current Period) - (Variance Percent Previous Period)
This column shows the difference in the variance amount between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

Material Usage Job Detail

If you are viewing the Material Usage Variance report by Item, Organization is not All, and Period is Week or Month, then you can select the Variance Amount value to access the Material Usage Job Detail report. You can use this report to monitor and control material consumption costs to keep them in line with standards for completed jobs.

The report contains the following columns:

- **Job Status**
- **Item**
- **Item Description**

- **UOM**
- **Job Completion Date:** Date the job was actually completed.
- **Completed Quantity:** WIP completion quantity for all completed jobs. The WIP completion quantity is the quantity of assemblies completed from any routing operation and intraoperation step into inventory, net of the quantity returned from inventory to work-in-process.
- **Standard Usage**
- **Actual Usage**
- **Variance Amount**
- **Variance Percent**

For a definition of Job Status, Item, Item Description, and UOM, see Actual Production Job Detail, page 16-86. For definitions of the remaining unexplained columns, see Material Usage Variance, page 16-107.

From this report, you can access the Job Information Report, page 16-100.

Material Usage Variance Trend

This report displays the trend of material usage variance amount and percentage over time, by year, quarter, month, and week.

The report contains the following column headings:

- **Standard Usage**
- **Actual Usage**
- **Variance Amount**
- **Change**
- **Variance Percent**
- **Change**

See Material Usage Variance, page 16-107 for a description of the report headings and calculations.

Manufacturing Cost Variance

The Manufacturing Cost Variance report displays the standard and actual costs, and the resulting variance, for all closed jobs for any given time period, by organization and inventory category. These costs include material, resource, outside processing, and overhead costs. The report also displays the difference or variance in the standard and actual amounts, and the actual cost as a percentage of standard cost.

As in Oracle Applications, the report shows variances for standard costing organizations. The report shows variances for average costing organizations only if Oracle Cost Management is set up to report variances for closed jobs.

The Manufacturing Cost Variance reports use the job closing date to determine in which time period to report the cost variance.

Use the Manufacturing Cost Variance report to monitor and control the cost of material consumed for completed jobs with respect to standards for each item, inventory category, time period, or organization.

The report contains the following columns:

- **Standard Cost:** This column shows the total standard cost of all quantities produced of each item. The quantity produced is obtained from all closed jobs. The standard cost for each closed job is obtained from Oracle Cost Management. (It is the Cost Relieved that is displayed for the job in Oracle Work in Process.)
- **Actual Cost:** This column shows the total actual cost charged to all closed jobs. (If there is a closed job, but no cost charged, the actual cost is 0.) The actual cost, which is computed in Oracle Cost Management, is the Cost Incurred that is displayed for the job in Oracle Work in Process.

- **Variance Amount:** (Actual Cost) - (Standard Cost)

For average costing organizations only, if Oracle Cost Management is set up to report variances for closed jobs, this report displays those variances. (That is, if the System Option in the Costing tabbed region in the WIP Parameters in Oracle Applications is set to Use Actual Resources, then the report displays No Data Found for average costing organizations. If the System Option is set to Use Predefined Resources, then the variances are reported as given in Oracle Applications.) Standard costing organizations always show a variance, if variance occurred.

- **Change:** $[(\text{Variance Amount Current Period} - \text{Variance Amount Previous Period}) / \text{Absolute Value of Variance Amount Previous Period}] * 100$

This column shows the percentage change in the variance amount between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Variance Percent:** $(\text{Variance Amount} / \text{Standard Cost}) * 100$

This column shows manufacturing cost variance as a percentage of the standard cost.

- **Change:** $(\text{Variance Percent Current Period}) - (\text{Variance Percent Previous Period})$

This column shows the difference in the variance percentage between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

If you view the report by item, then the Completed Quantity column also appears. It shows the quantity of the item completed, obtained from the closed jobs. (This quantity comes from the Completed quantity in the Discrete Jobs window in Oracle Work in Process, in the Job History tabbed region.)

Manufacturing Cost Job Detail

If you are viewing the Manufacturing Cost Variance report by item, the Organization parameter selection is not All, and Period is Week or Month, then you can select the Variance Amount value to access the Manufacturing Cost Job Detail report. You can use this report to monitor and control costs with respect to standards, for each job.

The report contains the following columns:

- **Item**
- **Item Description**
- **UOM**
- **Start Quantity:** Number of assemblies required to fulfill the job.
- **Completed Quantity:** WIP completion quantity for all closed jobs. The WIP completion quantity is the quantity of assemblies completed from any routing operation and intraoperation step into inventory, net of the quantity returned from inventory to work-in-process.
- **Standard Cost**
- **Actual Cost**
- **Variance Amount**
- **Variance Percent**

For a description of Item, Item Description, and UOM, see Actual Production Job Detail, page 16-86. For a description of the other unexplained columns, see Manufacturing Cost Variance, page 16-109.

From this report, you can access the Job Information Report, page 16-100.

Manufacturing Cost Variance Trend

This report displays the trend of cost variance amount and percentage, for all closed jobs over a period of time, by year, quarter, month, and week.

The report contains the following column headings:

- **Standard Cost**
- **Actual Cost**
- **Variance Amount**

- **Change**
- **Variance Percent**
- **Change**

See Manufacturing Cost Variance, page 16-109 for a description of the report headings and calculations.

Current Unrecognized Variance

This report displays the standard cost, actual cost, and cost variance of open jobs, where the actual cost charged exceeds the total standard cost, as of the date the data was last updated. Jobs are of status Released, On-Hold, Complete, Complete-No Charges, Pending Close, Failed Close, and Cancelled. The jobs may or may not be complete.

You can view the report by organization, inventory category, and item. The report also displays the variance as an amount and as a percentage of the total standard cost.

The report only includes jobs with an actual cost that exceeds the standard cost. For example, a user creates a job was created for ten items. If the cost of those ten items is still less than the standard cost for ten, the report does not show the job.

The Current Unrecognized Variance report uses the date on which the data was last collected from Oracle Applications (the Data Last Updated date) to determine in which time period to report the actual and standard cost.

The report contains the following columns:

- **Standard Cost of Open Jobs:** Quantity * Current Cost

For all open jobs, this is the job quantity (or plan quantity for Oracle Process Manufacturing batches) or the completed quantity, whichever is greater, multiplied by the current cost for each item, as of the Data Last Updated date. Current cost is the latest item cost collected by Oracle Daily Business Intelligence from Oracle Cost Management.

- **Total Cost Charged:** Total actual cost charged to all open jobs (any job that is not closed).

The actual cost, which is computed in Oracle Cost Management, is the Cost Incurred that is displayed for the job in Oracle Work in Process.

- **Variance Amount:** (Total Cost Charged) - (Standard Cost of Open Jobs)
- **Variance Percent:** (Variance Amount / Standard Cost of Open Jobs) * 100

If you view the report by item, then the Actual Quantity column appears. Actual quantity is the actual production quantity of the item being completed.

Use this report to monitor and control costs for open jobs with respect to standards, for each item, inventory category, and organization.

For information on factoring, null values, and other general information, see General

Dashboard and Report Behavior, page 1-26.

Open Job Detail

If you are viewing the Current Unrecognized Variance report by Item, and Organization is not All, then you can select the Variance Amount to access the Open Job Detail report. You can use this report to see job-level information on all open jobs where actual cost exceeds standard cost. If there is an uncosted transaction for any organization, then this report provides information for that organization up to the first uncosted transaction.

The report contains the following columns:

- **Job Status:** Status of all open jobs where actual cost exceeds standard cost. Values are Released, On-Hold, Completed, Complete – No Charges, Pending Close, Failed Close, and Cancelled.
- **Item**
- **Item Description**
- **UOM**
- **Start Quantity**
- **Completed Quantity:** WIP completion quantity for all open jobs where actual cost exceeds the standard cost. The WIP completion quantity is the quantity of assemblies completed from any routing operation and intraoperation step into inventory, net of the quantity returned from inventory to work-in-process.
- **Standard Cost:** Standard cost for all open jobs where actual cost exceeds standard cost.
- **Total Cost Charged**
- **Variance Amount**
- **Variance Percent**

For an explanation of Item, Item Description, UOM, and Start Quantity, see Actual Production Job Detail, page 16-86. For an explanation of Total Cost Charged, Variance Amount, and Variance Percent, see Current Unrecognized Variance, page 16-112.

From this report, you can access the Job Information Report, page 16-100.

Graphs

- **Variance Amount:** In the Material Usage Variance report, the Variance Amount graph shows the variance amount in the selected period; it also shows the variance amount in the previous period for comparison. In the Material Usage Variance

Trend report, the Variance Amount graph shows the variance amount over time.

In the Manufacturing Cost Variance report, the Variance Amount graph shows the cost variance amount for closed jobs in the selected period; it also shows the cost variance amount in the previous period for comparison. In the Manufacturing Cost Variance Trend report, the Variance Amount graph shows the variance amount over time.

In the Current Unrecognized Variance report, the graph shows the cost variance amount of open jobs for the current and previous periods.

- **Variance Percent:** In the Material Usage Variance report, the Variance Percent graph shows the variance as a percentage of standard usage in the selected period; it also shows the variance percentage in the previous period for comparison. In the Material Usage Variance Trend report, the Variance Percent graph shows the variance percentage over time.

In the Manufacturing Cost Variance report, the Variance Percent graph shows the variance as a percentage of standard usage in the selected period; it also shows the variance percentage in the previous period for comparison. In the Manufacturing Cost Variance Trend report, the Variance Percent graph shows the variance percentage over time.

In the Current Unrecognized Variance report, this graph shows the cost variance percentage of open jobs for the current and previous periods.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Manufacturing Management Dashboard, page 16-78.

Additional Information

In Oracle Process Manufacturing, jobs are known as batches. Occasionally, Oracle Process Manufacturing (OPM) batches contain more than one product, referred to as coproducts. When a batch produces coproducts, it is not sufficient to scale the material requirement using the total yielded quantity when calculating material variance, because the coproducts could have different material requirements and costs. If the actual yield from a batch produces a different ratio of coproducts than planned, then it is considered in the material usage variance calculation. When Oracle Daily Business Intelligence extracts the data from Oracle Process Manufacturing for displaying in the reports, the extraction uses a cost allocation factor for the coproducts to weight the quantities. For example, product A has a higher cost allocation factor than product B, and you plan to produce ten units of each product using the standard quantity of ingredients. If you produce nine units of product A and 11 units of product B, then a

negative material variance occurs. If you produce 11 units of product A and nine units of product B, then a positive material variance occurs.

Over-completions are treated in the reports like any other completion.

Resource Variance

This section explains the following reports:

- Resource Variance, page 16-116
- Resource Variance Job Detail, page 16-117
- Resource Variance Trend, page 16-118
- Resource Utilization Trend—See Resource Utilization, page 16-91
- Resource Utilization—See Resource Utilization, page 16-91
- Resource Efficiency, page 16-119
- Resource Efficiency Job Detail, page 16-119
- Resource Efficiency Trend, page 16-119

Use the Resource Variance reports to answer the following questions:

- Does the actual cost of the resource used in a job exceed the standard cost for all completed jobs in a given time period, by organization, resource group, and department?
- What is the resource cost variance in amount and percentage for all completed jobs in a given time period, by organization, resource group, and department?
- How do the current metrics compare with those of previous periods?

Use the Resource Efficiency reports to answer the following questions:

- Were the resource hours used on a job within the standards for all completed jobs in a given time period?
- What was the efficiency of each resource for all completed jobs in a given time period?
- How do the current metrics compare with those of previous periods?

The Resource Variance report displays the standard resource cost and actual resource cost for all completed jobs for a selected time period, by organization, resource group, and department. The report also displays the variance as an amount and as a percentage of the total standard resource cost. This report can be used to monitor and

control resource costs for all completed jobs with respect to standards, for each resource, resource group, department, time period, and organization.

The Resource Efficiency report displays the standard resource hours required and actual hours used for all completed jobs in a given time period. The report also displays the resource efficiency as the percentage of standard to actual hours for each resource.

The Resource Variance and Resource Efficiency reports consider all completed jobs for which no more charges are expected. This includes returns. These are Closed, Complete-No Charges, and Canceled jobs. Variances are shown for both standard and actual costing organizations. If the resource charges for any job change, then the reports show the updated figures.

Note: The Resource Variance and Resource Efficiency reports exclude Oracle Shop Floor Management and Flow Manufacturing transactions.

Report Parameters

- **Organization**
- **Currency**
- **Resource Group**
- **Department**
- **Resource**

See Common Concepts, page 16-4 for information on the **Organization** and **Currency** parameters.

For a description of the **Resource**, **Resource Group**, and **Department** parameters, see Resource Utilization, page 16-91.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

The Resource Variance and Resource Efficiency reports use the job completion date to determine in which time period to report the data. (For example, charges that occur later are moved back to the job completion date.)

Resource Variance

This report 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.

The report contains the following columns:

- **Actual Cost:** Actual resource hours charged, multiplied by the actual resource rate for each resource.

The actual resource rate is obtained from the work in process (WIP) resource transactions. The rate is the cost per unit of time.

- **Standard Cost:** Standard resource hours, multiplied by the standard rate for each resource.

The standard resource hours are obtained from the routing used for the job. The system calculates standard hours using the actual quantity completed on the job, not the Job Start Quantity.

For Oracle Process Manufacturing, the costing of closed batches uses the Batch Completion date for looking up resource costs for both actual and standard resource costs.

- **Variance Amount:** Actual Cost - Standard Cost
- **Change:** $[(\text{Variance Amount Current Period} - \text{Variance Amount Previous Period}) / \text{Absolute Value of Variance Amount Previous Period}] * 100$

This column shows the percentage change in the variance amount between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

- **Variance Percent:** $(\text{Variance Amount} / \text{Standard Cost}) * 100$
 - **Change:** $(\text{Variance Percent Current Period}) - (\text{Variance Percent Previous Period})$
- This column shows the difference in the variance percentage between the current and previous time periods. For complete information on how change comparisons work, see General Dashboard and Report Behavior, page 1-26.

If you view the report by resource, then the following additional columns appear. Viewing actual hours by resource helps you identify whether the cost of a resource is high because of the rate or because of the excess hours used for processing.

- **Actual Hours:** Actual resource hours obtained from Oracle Work in Process, from the WIP resource transactions for each job.
- **Standard Hours:** Standard resource hours obtained from Oracle Engineering and Oracle Work in Process, from the routing used for the job. The standard hours are calculated using the actual quantity completed on the job, not the Job Start Quantity.

If a completed job has no resource charges, then the actual hours and cost are 0.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Resource Variance Job Detail

If you are viewing the Resource Variance report by Resource, Organization is not All, and Period is Week or Month, then you can select the Variance Amount value to access the Resource Variance Job Detail report. You can use this report to monitor and control resource costs with respect to standards, for completed jobs. From this report, you can access the Job Information Report, page 16-100.

The report contains the following columns:

- **Job Status:** Status of the job.
- **Job Completion Date:** Date the job was completed.
- **Completed Quantity:** WIP completion quantity for all closed jobs. The WIP completion quantity is the quantity of assemblies completed from any routing operation and intraoperation step into inventory, net of the quantity returned from inventory to work-in-process.
- **Actual Cost**
- **Actual Hours**
- **Standard Cost**
- **Standard Hours**
- **Variance Amount**
- **Variance Percent**

For definitions of the remaining unexplained columns, see Resource Variance, page 16-116.

Resource Variance Trend

This report displays the trend of resource variance amount and the percentage over a period of time, by year, quarter, month, and week.

The report contains the following column headings:

- **Actual Cost**
- **Standard Cost**
- **Variance Amount**
- **Change**
- **Variance Percent**
- **Change**

See Resource Variance, page 16-116 for a description of the report headings and calculations.

Resource Efficiency

This report 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).

The report contains the following columns:

- **Standard Hours:** See Resource Variance, page 16-116.
- **Actual Hours:** See Resource Variance, page 16-116.
- **Resource Efficiency:** $(\text{Standard Hours} / \text{Actual Hours}) * 100$
Percentage of standard to actual hours for each resource.

Resource Efficiency Job Detail

If you are viewing the Resource Efficiency report by resource, the Organization parameter selection is not All, and Period is Week or Month, then you can select the Resource Efficiency value to access the Resource Efficiency Job Detail report. This report displays the job completion date, completed quantity, actual hours, and standard hours, as well as resource efficiency of resources for all completed jobs. From this report, you can access the Job Information Report, page 16-100. The Job Information report displays current data relating to a job. This report provides a variety of information about open and closed jobs, such as job start date, schedule completion date, status, various costs, and variances by cost-elements.

The report contains the following columns:

- **Job Status:** Status of the job.
- **Job Completion Date:** Date the job was completed.
- **Completed Quantity:** WIP completion quantity for all closed jobs. The WIP completion quantity is the quantity of assemblies completed from any routing operation and intraoperation step into inventory, net of the quantity returned from inventory to work-in-process.
- **Standard Hours:** See Resource Variance, page 16-116.
- **Actual Hours:** See Resource Variance, page 16-116.
- **Efficiency:** See Resource Efficiency, page 16-119.

Resource Efficiency Trend

This report displays the trend of resource efficiency over time, by year, quarter, month, and week.

The report contains the following column headings:

- **Standard Hours**
- **Actual Hours**
- **Resource Efficiency**
- **Change**

See Resource Efficiency, page 16-119 for a description of the report headings and calculations.

Graphs

- **Variance Amount:** In the Resource Variance report, the Variance Amount graph compares the variance amount of the selected period with the compare-to period.
In the Resource Variance Trend report, the Variance Amount graph shows the variance amount over time.
- In the Resource Variance report, the Variance Percent graph compares the variance percentage of the selected period with the compare-to period.
In the Resource Variance Trend report, the Variance Percent graph shows variance percentage over time.
- **Resource Efficiency:** This graph compares resource efficiency of the selected period with the compare-to period. It appears in the Resource Efficiency report.
- **Resource Efficiency Trend:** This graph displays the resource efficiency percentage over time. It appears in the Resource Efficiency Trend report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Product Cost Management Dashboard, page 16-100.

Additional Information

Resource Rates

Resource variance in the Resource Variance report does not capture variation due to non-standard routing. The report does not take into account changes in resource rates after job completion, even if the job is not closed.

The standard rate is the resource rate that was in effect the first time Oracle Daily Business Intelligence collected the data, after the job was completed.

Oracle Flow Manufacturing Data

Oracle Flow Manufacturing does not allow manual charges. Therefore, in the Resource Variance and Efficiency reports, if an organization has half flow jobs and half discrete jobs, the 100 percent efficiency of flow resources would distort the overall variance and efficiency. Therefore, the reports exclude flow data.

Currency Conversion Rate

If the values appear in a currency other than the transaction currency, then the system applies a currency conversion rate to the values. The currency conversion rate date used for the conversion is the date on which the job was completed. (That is, the standard and actual values use the same rate, so the values can be compared.)

Plan Management Dashboard

Use the Plan Management dashboard to compare plans with each other or to see how the plans are changing over time:

- Display planned revenue, cost, margin, and margin percentage, including the variance in these numbers between the selected plan and the comparison plan. See Planned Revenue and Margin, page 16-126.
- Display planned production, carrying, and purchasing costs for the selected plan and comparison plan, including the variance in these numbers between the plans. See Planned Revenue and Margin, page 16-126.
- View a trend of the planned revenue, margin, and costs by month, quarter, and year. See Planned Revenue and Margin, page 16-126.
- Understand the reasons for potential revenue shortfall.
- Display the planned inventory turns, on-time shipment percentage, and resource utilization, including the variance in these measures between the selected plan and the comparison plan. See Planned Performance, page 16-135.
- Display the planned resource utilization percentage for each resource, resource group, or department, including the variance in this measure between the selected plan and the comparison plan. See Planned Performance, page 16-135.
- View a trend of the planned inventory turns, planned on-time shipment percentage, and planned resource utilization by month, quarter, and year. See Planned Performance, page 16-135.
- Monitor key performance measures in planned revenue, margin, margin percentage, inventory turns, on-time shipment percentage, and resource utilization. See Planning KPIs, page 16-125.

The Plan Management dashboard references information from Oracle Advanced Supply Chain Planning.

Users assigned the Supply Chain Manager, Daily Supply Chain Intelligence, or Daily Planning Intelligence responsibility have access to the Plan Management dashboard and reports.

Parameters

For more information on how parameters (including time periods) affect the results on dashboards and reports, see *Parameters*, page 1-4.

- **Period:** Month, Quarter, and Year values are available. Oracle Advanced Supply Chain Planning may use different calendars for different organizations. The Plan Management reports in Oracle Daily Business Intelligence re-aggregate the key performance measures (KPIs) in Oracle Advanced Supply Chain Planning to render them within the Enterprise Calendar that is set up for Oracle Daily Business Intelligence. This re-aggregation enables the KPIs in Oracle Advanced Supply Chain Planning to be reasonably compared with other measures in Oracle Daily Business Intelligence. It also ensures that the results of two plans can be reasonably compared. (See *Additional Information*, below.)

You cannot select a specific date at the top of the page for the Plan Management reports. The reports show information that is summarized for the entire period, as indicated by the Period Name and Period parameters. The date range covered by a plan is dictated by the plan run date and the planning horizon, as defined in Oracle Advanced Supply Chain Planning.

- **Period Name:** This parameter displays future plan periods for all plans. It is dependent on the Period. Depending on the period chosen, the parameter displays all available periods defined in the plan(s). If you choose Month from the Period parameter, and the planning horizon for the plan was for 1/1/01 to 12/31/03, then the Period Name parameter contains "Jan-01, Feb-01, Mar-01, etc." If you choose Quarter from the Period parameter, then Period Name contains "Q1-01, Q2-01, etc."
- **Organization:** Inventory organizations to which you have access as determined by organization security setup in Oracle Inventory.

Selecting All organizations displays data for all organizations to which you have access (not necessarily all organizations in the enterprise).

- **Currency:** For a definition, see *Common Concepts*, page 16-4.

Currency measures in the reports (such as Revenue and Cost) are displayed in the same currency that is used for the measures in Oracle Advanced Supply Chain Planning. For each organization, these measures equal the organization-level figures in the Oracle Advanced Supply Chain Planning planner workbench. For more information, see the *Oracle Advanced Planning and Scheduling Implementation and User's Guide*.

- **Plan:** Plans from Oracle Advanced Supply Chain Planning of the type

Manufacturing, Production, or Distribution.

Plans are captured as snapshots, which are scheduled when setting up Oracle Daily Business Intelligence. For example, suppose the following plans exist in Oracle Advanced Supply Chain Planning:

Plan X (run weekly)

- Run in Oracle Advanced Supply Chain Planning on August 14, 2005
- Run in Oracle Advanced Supply Chain Planning on August 21, 2005

Plan Y (run monthly)

- Run in Oracle Advanced Supply Chain Planning on September 1, 2005

In Oracle Daily Business Intelligence, a senior planner schedules weekly snapshots of Plan X and just one snapshot of Plan Y. The following snapshots are available to choose from in the Plan and Compare Plan parameters. The plans are listed in the following format: Plan Name-Run Date.

- Plan X-14-AUG-2005
- Plan X-21-AUG-2005
- Plan Y-1-SEPT-2005

If weekly snapshots were not taken of Plan X, the snapshots might only be as follows:

- Plan X-14-AUG-2005
- Plan Y-1-SEPT-2005

The frequency of the plan snapshots depends on how frequently the senior planner scheduled them in the Oracle Daily Business Intelligence setup. For example, if a plan is run weekly, every Sunday, then the snapshots may be taken weekly, three days after the plan is run.

The plan snapshots contain data that extends from the plan run date to the planning horizon end date. For example, if the plan is run on August 14, then viewing data by month shows data from August 14, forward for that plan. (If you are viewing data for a longer time period than the planning horizon, then the data displays only up until the planning horizon end date.)

The Plan Management reports get the data from database tables in Oracle Advanced Supply Chain Planning by taking snapshots of the data. These snapshots enable good reporting performance, even when Oracle Advanced Supply Chain Planning is implemented on a separate instance than the enterprise resource planning (ERP) system.

- **Compare Plan:** The same plans as listed in the Plan parameter. Choose None if you want to see the data of a single plan only.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Additional Information

If you view the data in a time period that is smaller than the Oracle Advanced Supply Chain Planning plan period, then the report distributes the data accordingly. For example, a period in Oracle Advanced Supply Chain Planning could be a quarter, whereas you are viewing the data by month. The report divides the quarterly plan numbers by the total number of days in the quarter. Then it multiplies this number by the number of days in the month.

In the case of average inventory balances, the reports assume that the average inventory balance for an Oracle Advanced Supply Chain Planning period is the same for each day in that period. For example, the inventory turns for a quarter in Oracle Advanced Supply Chain Planning is the same inventory turns for one month in the reports. On the other hand, if the Oracle Advanced Supply Chain Planning periods are months and you view quarterly or yearly data in the reports, the reports average the monthly average inventory balances over the quarter or year.

Following is an example of average inventory balance used in the inventory turns calculation. Planned inventory turns is calculated as follows: $[Cost\ of\ Total\ Demand\ in\ the\ Period * (365 / Number\ of\ Days\ in\ Period)] / Cost\ of\ Average\ Inventory\ for\ the\ Period$. In this example, the *Cost of Total Demand in the Period* is represented by COGS (cost of goods sold). The $[Cost\ of\ Total\ Demand\ in\ the\ Period * (365 / Number\ of\ Days\ in\ Period)]$ is the Annualized COGS. The Average Daily COGS is the COGS divided by the number of days in the period.

Example of Average Inventory Balance Used in the Inventory Turns Calculation

Month	COGS	Days	Average Daily COGS	Annualized COGS	Average Inventory Value	Turns
January	310	31	10	3,650	100	37
February	336	28	12	4,380	110	40
March	496	31	16	5,840	130	45
Quarter 1	1,142	90	13	4,631	113	41

In this example, Oracle Advanced Supply Chain Planning gives the planned turns for

each month, but in the Planned Performance report (which shows the planned inventory turns) you have selected a time period of Quarter. This example shows that the inventory values are averaged over the quarter to give the quarterly inventory turns.

Reports and Graphs

This dashboard contains the following report regions:

- Planning KPIs, page 16-125
- Planned Revenue and Margin, page 16-126
- Planned Performance, page 16-135

For more information on Oracle Daily Business Intelligence, see Overview of Daily Business Intelligence, page 1-1.

Planning KPIs

This section describes the planning key performance indicators (KPIs). These are the same KPIs visible in the planner workbench in Oracle Advanced Supply Chain Planning.

KPI Definitions

The variance shows the absolute change between the selections in the Plan and Compare Plan parameters.

- **Planned Revenue:** Total Shipment Units * Standard Price * Standard Discount, from Oracle Advanced Supply Chain Planning.

Use this KPI to determine the total revenue value of independent demand for the period, including sales orders and forecasted demand. See also: Planned Revenue and Margin, page 16-126.

- **Planned Margin:** Planned Revenue - (Total Shipment Units * Standard Cost), from Oracle Advanced Supply Chain Planning.

Use this KPI to determine the margin that is projected to result from the Planned Revenue for the period. See also: Planned Revenue and Margin, page 16-126.

- **Planned Margin Percent:** (Planned Margin / Planned Revenue) * 100

Use this KPI to determine the margin percentage for the period. See also: Planned Revenue and Margin, page 16-126.

- **Planned Inventory Turns:** [Cost of Total Demand in the Period * (365 / Number of Days in Period)] / Cost of Average Inventory for the Period

Use this KPI to determine the inventory turns that are projected to result from the execution of the plan. See also: Planned Performance, page 16-135.

- **Planned On-Time Shipment:** $[(\text{Total Number of Order Lines} - \text{Number of Late Order Lines}) / \text{Total Number of Order Lines}] * 100$

Use this KPI to determine the customer service level projected to result from the execution of the plan. Compare this KPI with the Planned Inventory Turns to determine the ideal trade-off between inventory levels and customer service. See also: Planned Performance, page 16-135.

- **Planned Resource Utilization:** $(\text{Hours of Capacity Planned} / \text{Available Hours of Capacity}) * 100$, from Oracle Advanced Supply Chain Planning.

Use this KPI to help identify resource constraints to manufacturing throughput. These would be resources with a utilization near or exceeding 100 percent. Under-utilization can also point to revenue opportunities that can result from changes in product promotion or pricing strategies. See also: Planned Performance, page 16-135.

Related Reports and Links

For information on the related reports, see Plan Management Dashboard, page 16-121.

Planned Revenue and Margin

This section explains the following reports:

- Plan Details, page 16-128
- Planned Organizations, page 16-129
- Planned Revenue and Margin, page 16-129
- Planned Revenue and Margin Trend, page 16-130
- Potential Revenue Shortfall Trend, page 16-131
- Top Potential Revenue Shortfall Reasons, page 16-132
- Planned Cost Breakdown Summary, page 16-132
- Planned Cost Breakdown Summary Trend, page 16-133
- Planned Purchasing Cost, page 16-133

Use these reports to answer the following questions:

- What is the plan horizon for a given plan?

- Which inventory organizations are covered by a given plan?
- How do different optimization objectives between two plans affect projected profitability?
- Over time, how have the profit expectations of a plan changed? (Changes can result from a variety of factors, including forecast changes or resource downtime, and material constraint changes.)
- How will differences between plans affect a company's cash flow, as cash flow is affected by procurement needs?
- How much revenue will the organization lose due to late shipping?
- How do my planned production costs compare with those from last year?
- Who is our biggest supplier, in terms of planned costs?

Note: All measures in these reports, such as margin percentage, come from Oracle Advanced Supply Chain Planning, where they are visible in the planner workbench. For additional details, refer to the *Oracle Advanced Planning and Scheduling Implementation and User's Guide*.

Report Parameters

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

For information on the following parameters, see Plan Management Dashboard, page 16-121:

- **Organization**
- **Currency**
- **Period**
- **Period Name**
- **Plan**
- **Compare Plan**
- **Ship-From Organization:** Internal organization responsible for shipping the item.
- **Supplier:** External supplier of the item that is a planning exception.

- **Supply Item:** Item sourced from an external supplier, where that item is a planning exception.
- **Resource Organization:** Internal manufacturing organization responsible for a resource that is a planning exception.
- **Resource:** A resource that belongs to the Resource Organization, where that resource is a planning exception.

For information on the following parameters, see Common Concepts, page 16-4:

- **Item**
- **Product Category**
- **Inventory Category**

Even if the plan uses product families, the reports (except for Planned Revenue and Margin) display the data by item and inventory category. Planned Revenue and Margin displays data by item and product category.

Report Headings and Calculations

After a plan runs in Oracle Advanced Supply Chain Planning, the application creates planned activities, such as planned purchase orders and planned manufacturing orders, with suggested dates. It also creates plans to move existing scheduled activity, such as sales orders, to new suggested dates, if required by material or resource constraints. The reports use the suggested dates in Oracle Advanced Supply Chain Planning to determine the time period in which to report the data. For example, revenue appears in the time period that contains the demand satisfied date (suggested due date).

Plan Details

This report displays the details of the selected plan as it was set up in Oracle Advanced Supply Chain Planning, such as the plan horizon. From this report, you can access the Plan Organizations report to view the inventory organizations that are covered by the selected plan.

The report contains the following columns:

- **Plan:** This column shows the name of the plan, appended with the plan's run date.
- **Plan Description:** This column contains the description of the plan as defined in Oracle Advanced Supply Chain Planning .
- **Plan Horizon:** This column shows the dates between which the plan is being used.
- **Plan Type:** This column shows the type of plan: Manufacturing, Production, Distribution.

- **Run Date:** This column shows the latest run date in Oracle Advanced Supply Chain Planning that was captured by the plan snapshot. (Oracle Daily Business Intelligence takes snapshots of the Oracle Advanced Supply Chain Planning plans.)

For example, a plan is run in Oracle Advanced Supply Chain Planning on the 5th, 15th, and 25th of the month. Assume that Oracle Daily Business Intelligence is set up to take scheduled snapshots of the plan on the 10th and 20th of the month. On the 16th of the month, the Plan Details report shows the 5th as the last run date, because the latest snapshot was taken on the 10th.

- **Snapshot Date:** This column shows the date that the snapshot of the plan was taken. For example, the plan is run weekly, every Sunday. Assume the snapshot frequency scheduled by the senior planner in Oracle Daily Business Intelligence is weekly, with an offset of two days after the plan has run. In this example, if the Run Date is April 10, the Snapshot Date is April 12.
- **Planned Organizations:** This column shows the number of distinct organizations included in the plan. Select the number to open the Planned Organizations report, which lists the organizations.

Planned Organizations

This report lists the inventory organizations that are planned by the selected plan. This report is accessed from the Plan Details report.

The report contains only the Planned Organizations column. See Plan Details, page 16-128 for a description.

Planned Revenue and Margin

This report multiplies the total planned shipments by the standard item price, including the discount, to display planned revenue. It subtracts planned cost from the planned revenue to display planned margin. 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 comparison plan.

The report contains the following columns:

- **Organization:** This column shows the inventory organization in the selected plan or comparison plan. This column appears only when you view by organization. If an organization appears in one plan but not the other, then the measure for the plan that does not contain the organization is interpreted as zero.

Unless you want to compare the plans of different organization structures, you should ensure that the plans being compared include the same organizations. Use the Plan Details report (described below) to see the organizations in a plan.

- **Revenue:** Total Shipment Units * Standard Price * Standard Discount

This column shows the value of the items planned to be shipped (revenue value of independent demand).

Total Shipment Units is the number of units planned to be shipped (shipped

quantity) in Oracle Advanced Supply Chain Planning. The quantity includes both existing demand from sales orders in Oracle Order Management and forecasted demand from Oracle Demand Planning.

Standard Price and Standard Discount are the item price and standard discount for the item in Oracle Advanced Supply Chain Planning. For assemble-to-order (ATO), pick-to-order (PTO), and kit sales, revenue and margin are presented for top model items, as calculated by Oracle Advanced Supply Chain Planning. See the *Oracle Advanced Supply Chain Planning User Guide* for more information.

- **Variance:** (Plan Revenue) - (Compare Plan Revenue)

- **Cost:** Total Shipments Units * Standard Cost

This is the Planned Cost from Oracle Advanced Supply Chain Planning. It is the cost of the items the organization plans to ship.

- **Variance:** (Plan Cost) - (Compare Plan Cost)

- **Margin:** Revenue - Cost

This column shows the difference between the planned Revenue and planned Cost is the potential margin for the items that the organization plans to ship.

- **Variance:** (Plan Margin) - (Compare Plan Margin)

- **Margin Percent:** (Planned Margin / Planned Revenue) * 100

The ratio of planned margin to planned revenue is the potential margin percentage for the items that the organization plans to ship.

- **Variance:** (Plan Measure) - (Compare Plan Measure)

In all of the Plan Management reports, the variance is the difference between the Plan and Compare Plan measures. It is the variance of the value directly preceding it in the report. For example, revenue of 42 thousand in the Plan and 50 thousand in the Compare Plan results in a variance of -8 thousand. The variance between two percentages is calculated the same: for example, 98.5% - 97.4% = 1.1.

Planned Revenue and Margin Trend

This report displays the planned revenue, planned margin, and planned margin percentage over time, by month, quarter, and year.

The report contains the following column headings:

- **Revenue**
- **Variance**
- **Cost**

- **Variance**
- **Margin**
- **Variance**
- **Margin Percent**
- **Variance**

See Planned Revenue and Margin, page 16-129 for a description of the report headings and calculations.

Potential Revenue Shortfall Trend

This report shows the amount of revenue at risk of being lost due to late shipment planning exceptions.

The report contains the following columns:

- **Planned Revenue:** Total Shipment Units * Standard Price * Standard Discount.
This column shows the value of what the organization plans to ship.
- **Revenue Shortfall:** Total Shortfall in Shipment Units * Standard Price * Standard Discount.
This column shows the value of what the organization plans to ship after the schedule ship date or for which there are supply exceptions.
- **Variance (Revenue Shortfall):** This column shows the variance between the Plan and Compare Plan for the Revenue Shortfall measure.
- **Revenue Shortfall Percent:** This column shows the ratio of the Planned Revenue Shortfall to the Planned Revenue.
- **Variance (Revenue Shortfall Percent):** This column shows the variance between the Plan and Compare Plan for the Revenue Percent Shortfall measure.
- **Margin Shortfall:** This column shows the difference between the Planned Revenue Shortfall and Planned Cost. It is the margin (calculated the same way as Planned Margin) for the items that the organization plans to ship late.
- **Variance (Margin Shortfall):** This column shows the variance between the Plan and Compare Plan for the Margin Shortfall measure.
- **Margin Percent Shortfall:** This column shows the ratio of the Planned Margin Shortfall to the Planned Revenue Shortfall.
- **Variance (Margin Percent Shortfall):** This column shows the variance between the Plan and Compare Plan for the Margin Percent Shortfall measure.

Top Potential Revenue Shortfall Reasons

This report identifies the leading causes of risk to planned revenue, including item, supplier, and manufacturing resources.

The report contains the following columns:

- **Revenue Shortfall:** See Potential Revenue Shortfall Trend, page 16-131.
- **Variance:** See Potential Revenue Shortfall Trend, page 16-131.
- **Percent of Total:** Value of the planned shipment.
 $\text{Planned Revenue} = \text{Total Shipment Units} * \text{Standard Price} * \text{Standard Discount}$
- **Margin Shortfall:** See Potential Revenue Shortfall Trend, page 16-131.
- **Margin Percent Shortfall:** See Potential Revenue Shortfall Trend, page 16-131.

The Site/Department column shows the supplier site name, if the reason is an item, or the department name, if the reason is a resource.

Planned Cost Breakdown Summary

This report 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 comparison plan.

The report contains the following columns:

- **Production Cost:** This column shows the sum of (Resource Time Needed * Resource Cost), for all resources in the organization.

Resource Time Needed is an output of Oracle Advanced Supply Chain Planning. Resource Costs are also taken from Oracle Advanced Supply Chain Planning. The values here were in place in Oracle Advanced Supply Chain Planning on the Run Date of the plan.
- **Variance:** (Production Cost for Plan) - (Production Cost for Compare Plan)
- **Carrying Cost:** Average Inventory for the Period * Inventory Carrying Cost Percentage

Planned cost of carrying inventory for the selected period. Inventory Carrying Cost is an output of Oracle Advanced Supply Chain Planning. The system calculates it based on the average inventory level in each time bucket.
- **Variance:** (Carrying Cost for Plan) - (Carrying Cost for Compare Plan)
- **Purchasing Cost:** Sum of (Standard Cost * Supply Quantity) for all items

This column shows the standard cost of all items that are planned to be purchased. The planned purchased items are outputs of Oracle Advanced Supply Chain Planning, based on the required supply. The Supply Quantity includes item

quantities on both planned purchase orders and scheduled purchase order receipts.

Standard Cost is the item list price, multiplied by the supply quantity. In the absence of the item list price, the standard item cost is used.

- **Variance:** (Purchasing Cost for Plan) - (Purchasing Cost for Compare Plan)

- **Combined Cost:** Purchasing Cost + Carrying Cost + Production Cost

This column shows the total of the planned production, carrying, and purchasing costs. This measure helps identify the most and least costly products or organizations.

- **Variance:** (Combined Cost for Plan) - (Combined Cost for Compare Plan)

Planned Cost Breakdown Summary Trend

This report displays the planned production costs, planned carrying costs, and planned purchasing costs for the selected plan over time, by month, quarter, and year.

The report contains the following column headings:

- **Production Cost**
- **Variance**
- **Carrying Cost**
- **Variance**
- **Purchasing Cost**
- **Variance**
- **Combined Cost**
- **Variance**

See Planned Cost Breakdown Summary, page 16-132 for a description of the report headings and calculations.

Planned Purchasing Cost

The Planned Purchasing Cost report is a measure of the purchasing cost included in the plan (see Purchasing Cost, above), listed by supplier. (Oracle Advanced Supply Chain Planning provides the association between planned purchase orders and suppliers.)

This report contains the following columns:

- **Purchasing Cost:** See Planned Cost Breakdown Summary, page 16-132.
- **Variance:** Purchasing Cost for the Plan - Purchasing Cost for the Compare Plan

Item-Level Reports

When you view the reports by item, the following additional columns appear:

- For information on **Item**, **Description**, and **UOM**, see Item-Level Details, page 16-8.
- **Shipment Quantity**: Quantity planned to be shipped is determined by Oracle Advanced Supply Chain Planning. The quantity includes both sales orders and forecast demand.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Graphs

- **Planned Revenue**: In the Planned Revenue and Margin report, the Planned Revenue graph shows total planned shipments multiplied by standard item price for the current and comparison plans.

In the Planned Revenue Shortfall Trend report, it shows revenue shortfall next to firm revenue.
- **Planned Margin**: This graph shows planned margin of revenue to cost for the current and comparison plans. It appears in the Planned Revenue and Margin report.
- **Planned Margin Percent**: This graph shows planned margin as a percentage of planned revenue for the current and comparison plans. It appears in the Planned Revenue and Margin report.
- **Planned Revenue Trend**: This graph shows planned revenue over time for the current and comparison plans. It appears in the Planned Revenue and Margin Trend report.
- **Planned Margin Trend**: This graph shows planned margin over time for the current and comparison plans. It appears in the Planned Revenue and Margin Trend report.
- **Planned Margin Percent Trend**: This graph shows planned margin percentage over time for the current and comparison plans. It appears in the Planned Revenue and Margin Trend report.
- **Potential Revenue Shortfall**: This graph shows revenue shortfall for the current and comparison plans over time. It appears in the Planned Revenue Shortfall Trend report.
- **Potential Margin Shortfall**: This graph shows the margin for the items the organization plans to ship late for the current and comparison plans over time. It appears in the Planned Revenue Shortfall Trend report.

- **Potential Revenue Shortfall:** This graph shows margin percentage shortfall by reason for the current and comparison plans.
- **Planned Production Cost:** This graph shows the production cost for the current and comparison plans by organization, inventory category, and item. It appears in the Planned Cost Breakdown Summary report.
- **Planned Carrying Cost:** This graph shows the carrying cost for the current and comparison plans by organization, inventory category, and item. It appears in the Planned Cost Breakdown Summary report.
- **Planned Purchasing Cost:** This graph shows the purchasing cost for the current and comparison plans by organization, inventory category, and item. It appears in the Planned Cost Breakdown Summary report.
- **Planned Production Cost Trend:** This graph shows the production cost of the current and comparison plans over time. It appears in the Planned Cost Breakdown Summary Trend report.
- **Planned Carrying Cost Trend:** This graph shows the carrying cost of the current and comparison plans over time. It appears in the Planned Cost Breakdown Summary Trend report.
- **Planned Purchasing Cost Trend:** This graph shows the carrying cost of the current and comparison plans over time. It appears in the Planned Cost Breakdown Summary Trend report.
- **Planned Purchasing Cost:** This graph shows the purchasing cost by organization, inventory category, item, and supplier for the current and comparison plans. It appears in the Planned Purchasing Cost report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, including how the reports display data when the selected time period differs from the Oracle Advanced Supply Chain Planning plan periods, see Plan Management Dashboard, page 16-121.

For information on the Product Gross Margin report, see Product Gross Margin, page 16-102.

Planned Performance

This section explains the following reports:

- Planned Performance, page 16-138
- Planned Inventory Turns, page 16-140
- Planned Inventory Turns Trend, page 16-140
- Planned On-Time Shipment, page 16-140
- Planned On-Time Shipment Trend, page 16-141
- Planned Resource Utilization, page 16-141
- Planned Resource Utilization Trend, page 16-141

Use these reports to answer the following questions:

- Based on the plans selected in the Plan and Compare Plan parameters, will a change of planning policy (represented by the policy differences between the two plans) result in a reduction of the inventory needed as compared to the total independent demand?
- Which planning policies result in the best balance of inventory turns and on-time shipments?
- Will resource overloading become a problem within the planning horizon?
- Towards what individual resources should we focus attention to prevent supply problems due to resource overloading?

The Planned Performance report displays the planned inventory turns, on-time shipment percentage, and resource utilization. The Planned Inventory Turns and Planned On-Time Shipment reports display these measures by inventory category, item, and organization. The Planned Resource Utilization report displays the planned resource utilization percentage for each resource, resource group, and organization.

Note: All of the measures in these reports, such as inventory turns, come from Oracle Advanced Supply Chain Planning, where they are visible in the planner workbench. For additional details, refer to the online Help in Oracle Advanced Supply Chain Planning, or the *Oracle Advanced Planning and Scheduling Implementation and User's Guide*.

Report Parameters

For information on the following parameters, see Plan Management Dashboard, page 16-121:

- **Organization**

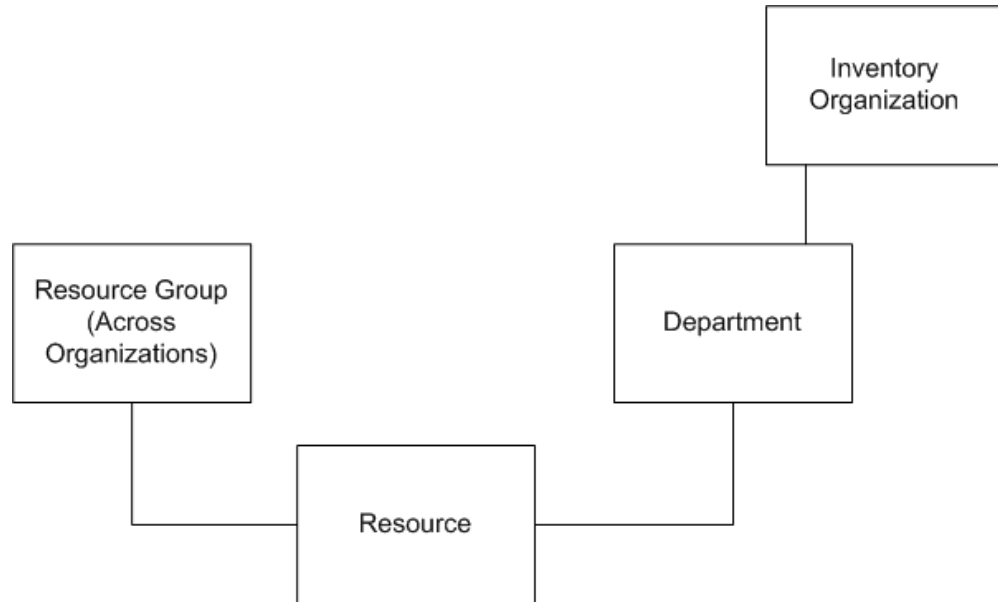
- **Currency**
- **Period**
- **Period Name**
- **Plan**
- **Compare Plan**

For information on the following parameters, see Common Concepts, page 16-4:

- **Item**
- **Inventory Category**
- **Product Category**

The following additional parameter appears in the Resource Utilization report:

- **Resource, Resource Group, Department:** Resources are used only by the Planned Resource Utilization report. They are defined in Oracle Engineering. Depending on how the setup was done in Oracle Engineering, the resources can be grouped by Resource Group or Department. As shown in the following illustration, resource groups are defined across organizations; departments are defined within an organization.



- Each resource belongs to one or more owning departments within an organization. (The resource cannot be used in another organization, but it can be used in another department.) Therefore, the resource departments that are listed depend on the inventory organization selected in the Organization parameter.
- The Planned Resource Utilization report displays the planned utilization by owning department, resource group, or resource for the selected period. The Planned Resource Utilization Trend report shows data for several periods (of the type you choose: Month, Quarter, Year) in the future, as of the period you select. You can select a comparison plan; the graph will plot the data for both plans.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Parameters, page 1-4.

Report Headings and Calculations

After a plan runs in Oracle Advanced Supply Chain Planning, the application creates planned activities, such as planned purchase orders and planned manufacturing orders, with suggested dates. It also plans to move existing scheduled activity, such as sales orders, to new suggested dates, if required by material or resource constraints. The reports use the suggested dates in Oracle Advanced Supply Chain Planning to determine the time period in which to report the data.

Planned Performance

This report 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 comparison plan.

The report contains the following columns:

- **Organization:** This column shows the inventory organization in the selected plan or comparison plan. This column displays only when you view by organization. If an organization appears in one plan but not the other, the measure for the plan that does not contain the organization is interpreted as zero.

Unless you want to compare the plans of different organization structures, you should ensure that the plans being compared include the same organizations.

- **Inventory Turns:** $[\text{Cost of Total Demand in the Period} * (365 / \text{Number of Days in Period})] / \text{Cost of Average Inventory for the Period}$

This column shows the ratio of the cost of total demand over the cost of average inventory, for a given period. These costs come from Oracle Advanced Supply Chain Planning. This measure shows the Inventory Turns from the planner workbench in Oracle Advanced Supply Chain Planning. These are the inventory turns projected to result from the execution of the plan.

For a detailed formula of planned inventory turns, see "Inventory Turns" in the *Oracle Advanced Planning and Scheduling Implementation and User's Guide*.

- **Variance:** (Plan Inventory Turns) - (Compare Plan Inventory Turns)
- **On-Time Shipment:** $[(\text{Total Number of Order Lines} - \text{Number of Late Order Lines}) / \text{Total Number of Order Lines}] * 100$

This column shows the percentage of the total number of order lines that are planned to be shipped on time (not shipped late). Late order lines are based on planning exceptions; they are an output of Oracle Advanced Supply Chain Planning.

An order is late if the demand satisfied date in Oracle Advanced Supply Chain Planning is later than the Schedule Ship Date on the sales order or the Forecast Date in Oracle Demand Planning. An order is considered on time if it is planned to be delivered before or on its schedule ship or forecasted date.

This measure is the same as the Planned On-Time Delivery measure in the planner workbench in Oracle Advanced Supply Chain Planning. This measure is used to determine the customer service level projected to result from execution of the plan.

- **Variance:** (Plan On-Time Shipment) - (Compare Plan On-Time Shipment)
- **Resource Utilization:** $(\text{Hours of Capacity Planned} / \text{Available Hours of Capacity}) * 100$

Percentage of the capacity hours planned to be used, of the available capacity hours. The hours of required capacity are an output of Oracle Advanced Supply Chain Planning. As done in Oracle Advanced Supply Chain Planning, this calculation is based on manufacturing resources only. The Resource Utilization measure is the same as the Planned Resource Utilization KPI in the planner workbench in Oracle Advanced Supply Chain Planning. Use this measure and KPI to identify projected

over-utilization, helping to identify bottlenecks to manufacturing throughput. Under-utilization may also point to revenue opportunities that could result from changes in product promotion or pricing strategies.

For more information, see "Planned Utilization" in the *Oracle Advanced Planning and Scheduling Implementation and User's Guide*.

This measure shows the average utilization in the period. (Peaks or bottlenecks in the resource utilization might not show in a month or more period.)

- **Variance:** (Plan Resource Utilization) - (Compare Plan Resource Utilization)

In all Plan Management reports, the variance is the difference between the Plan and Compare Plan measures. It is the variance of the value directly preceding it in the report. For example, the variance between two percentages is calculated as follows: $98.5\% - 97.4\% = 1.1$.

Planned Inventory Turns

This report 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 comparison plan.

The report contains the following columns:

- **Cost:** Total Shipment Units * Standard Cost
Cost of the items planned to be shipped. Total Shipment Units is the number of units planned to be shipped (shipped quantity) in Oracle Advanced Supply Chain Planning. The quantity includes both existing demand from sales orders in Oracle Order Management and forecasted demand from Oracle Demand Planning.
- **Average Inventory Value:** Cost of average inventory for the period, as determined in Oracle Advanced Supply Chain Planning.
- **Inventory Turns:** See Planned Performance, page 16-138.
- **Variance:** See Planned Performance, page 16-138.

Planned Inventory Turns Trend

This report displays the planned inventory turns by month, quarter, and year.

The report contains the following column headings:

- **Inventory Turns**
- **Variance**

See Planned Inventory Turns, page 16-140 for a description of the report headings and calculations.

Planned On-Time Shipment

This report 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 comparison plan.

The report contains the following columns:

- **Lines On-Time:** Number of demand lines planned to be shipped on or before the demand date. Demand lines include sales order lines and forecast lines. The "demand date" of sales orders is the Schedule Ship Date. The demand date of forecasted orders is the forecast date from Oracle Demand Planning.
- **Lines Shipped:** Total number of sales order lines planned to be shipped.
- **On-Time Shipment:** See Planned Performance, page 16-138.
- **Variance:** See Planned Performance, page 16-138.

Planned On-Time Shipment Trend

This report displays the planned on-time shipment by month, quarter, and year.

The report contains the following column headings:

- **On-Time Shipment**
- **Variance**

See Planned Performance, page 16-138 for a description of the report headings and calculations.

Planned Resource Utilization

This report 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 comparison plan.

The report contains the following columns:

- **Required Hours:** Number of hours the resources are required to be used, as given by Oracle Advanced Supply Chain Planning.
- **Available Hours:** Number of hours the resources are available for use, as given by Oracle Advanced Supply Chain Planning.
- **Resource Utilization:** See Planned Performance, page 16-138.
- **Variance:** See Planned Performance, page 16-138.

For information on factoring, null values, and other general information, see General Dashboard and Report Behavior, page 1-26.

Planned Resource Utilization Trend

This report displays the planned resource utilization for several periods (of the type you choose: month, quarter, year) in the future, as of the period that you select.

The report contains the following columns:

- **Resource Utilization:** See Planned Performance, page 16-138.
- **Variance:** See Planned Performance, page 16-138.

Graphs

- **Planned Inventory Turns:** This graph shows the ratio of cost of total demand over the cost of average inventory, for a given period for the current and comparison plans. It appears in the Planned Performance and the Planned Inventory Turns reports.
- **Planned On-Time Shipment:** This graph shows the percentage of the total number of order lines that are planned to be shipped on time (not shipped late) for the current and comparison plans. It appears in the Planned Performance and the Planned On-Time Shipment reports.
- **Planned Resource Utilization:** This graph shows the percentage of capacity hours planned to be used to the total available capacity hours for the current and comparison plans. It appears in the Planned Performance and the Planned Resource Utilization reports.
- **Planned Inventory Turns Trend:** This graph displays the planned inventory turns over for the current and comparison plans over time. It appears in the Planned Inventory Turns Trend report.
- **Planned On-Time Shipment Trend:** This graph displays the planned on-time shipment percentage for the current and comparison plans over time. It appears in the Planned On-Time Shipment Trend report.
- **Planned Resource Utilization Trend:** This graph displays the planned resource utilization percentage for the current and comparison plans over time. It appears in the Planned Resource Utilization Trend report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, including how the reports display data when the selected time period differs from the Oracle Advanced Supply Chain Planning plan periods, see Plan Management Dashboard, page 16-121.

The Inventory Turns, Shipping Performance, and Resource Utilization related reports provide actual numbers to compare with the planned inventory turns, on-time shipments, and resource utilization. For information on how Oracle Daily Business Intelligence calculates the actual numbers, see the following sections:

- Inventory, page 16-57
- Shipping Performance, page 16-37
- Resource Utilization, page 16-91

When comparing the actual numbers in the above reports with the planned numbers, note the following:

- The Inventory Turns report calculates the average inventory value from an average of the daily historical inventory balances. Oracle Advanced Supply Chain Planning projects inventory turns using the projected average inventory balance for a period.
- The Lines Shipped Performance report breaks down the on-time shipments measure into two measures: early shipments and on-time (on-schedule) shipments.

Product Revenue Bookings and Backlog Dashboard

The Product Revenue Bookings and Backlog dashboard shows the state of revenue, from booked to recognized. You can see the revenue backlog for a given time period, how it compares to previous time periods, and the details of what comprises it.

Use the Product Revenue Bookings and Backlog dashboard to follow the course of potential revenue from firm orders to invoicing, and all the way to the revenue recognition process:

- View net product bookings in a selected period or over time.
- View revenue booked in a selected period or over time.
- View revenue resulting from new business booked in the selected period.
- View product revenue backlog in a selected period or over time.

Product Revenue Bookings and Backlog uses information from the following Oracle Applications:

- Oracle Order Management
- Oracle Receivables
- Oracle General Ledger

Users assigned the Daily Sales Intelligence or Sales Manager responsibility have access to the Product Revenue Bookings and Backlog dashboard and reports.

Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Sales Group**
- **Product Category**
- **Currency**

For more information on how parameters affect the results on dashboards, see Parameters, page 1-4.

Additional Information

Lines with recurring charges are excluded from calculations. For more information see Recurring Charges, page 16-8.

Reports and Graphs

This dashboard contains the following report regions:

- Revenue, Bookings & Backlog KPIs, page 16-144
- Cumulative Bookings and Revenue, page 16-146
- Revenue Overview, page 16-147
- Bookings, Revenue and Revenue Backlog Trend, page 16-156

For more information on Oracle Daily Business Intelligence, see Overview of Daily Business Intelligence, page 1-1.

Revenue, Bookings & Backlog KPIs

This section describes the Revenue, Bookings & Backlog key performance indicators (KPIs).

KPI Definitions

- **Net Booked:** (Total Value of Order Lines Booked) - (Absolute Value of Total Value of Return Lines Booked)

This KPI shows the revenue associated with all order lines for products that have been booked plus the negative value of returns order lines that have been booked.

The net booked metrics take into consideration that some order line bookings are for a positive value while others, for return lines or RMAs, are for a negative value.

Metrics are based on the firmed date rather than the booked date when a firmed date is available; if the firmed date value is null, then the booked value is based on the booked date. See Firmed Date, page 16-6 for more information.

See also: Revenue Overview, page 16-147.

- **Revenue:** This KPI shows revenue recognized from the sale of products, but not services.

Recognized revenue is revenue that has satisfied a set of recognition criteria, enabling it to be credited to an income statement; if the revenue has not met established criteria, then it is deferred until the criteria are met. Revenue enters the Oracle Receivables system when an order has been fulfilled and an invoice is generated. Depending on the rules associated with an invoice line, the revenue is either recognized immediately or deferred according to a set of rules that results in a revenue recognition schedule. In many cases, it is possible to manually review and allocate revenue into deferred and recognized categories, because recognizing revenue can be a matter of judgment.

The revenue figures in the Product Revenue Bookings and Backlog dashboard are the net of product returns and credit memos. They are not the net of:

- Offsetting amounts usually tracked in other accrued accounts (for example, bad debt and payment discounts).
- Internal orders that are entered through Oracle Order Management and adjusted for later in Oracle General Ledger.

See also: Revenue Overview, page 16-147.

- **Revenue Booked this Period:** This KPI shows the recognized revenue in a period that was also booked in the same period. For example, if the period is month, Revenue Booked This Period would be all revenue recognized in the current month that was also booked in the current month. If the revenue was booked last month and recognized this month, it should not be included in Revenue Booked This Period.

For revenue to be considered booked and recognized in the same period, the Booked Date from the order and the General Ledger Date from the invoice must both fall within the selected period.

See also: Revenue Overview, page 16-147.

- **Revenue Booked in Prior Periods:** This KPI shows recognized revenue in a period that was booked in a previous period. For example, if period is month, Revenue Booked in Prior Periods would be all revenue recognized in the current month that was booked in a prior period. If the revenue was booked this month and recognized this month, then it is not be included in this column.

See also: Revenue Overview, page 16-147.

- **Product Revenue Backlog:** This KPI shows the total value of order lines for products that have been booked in Oracle Order Management, but for which the revenue has not been recognized by Oracle Receivables; and the negative value of return order lines that have been booked, but for which the revenue has not been recognized by Oracle Receivables.

See also: Revenue Overview, page 16-147.

Related Reports and Links

For information on the related reports, see Product Revenue Bookings and Backlog Dashboard, page 16-143.

Cumulative Bookings and Revenue

This section explains the Cumulative Bookings and Revenue report.

This 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. This report is always viewed by time but can be limited by sales group, customer, or product category.

Report Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Sales Group**
- **Product Category**
- **Currency**
- **Customer**
- **Customer Classification**

Report Headings and Calculations

- **Period:** Dynamically set to the period specified in the parameters.
- **Net Booked (Selected Period):** Cumulative value of net bookings for the period as defined by the selected date and Period parameter.
- **Net Booked (Compare-To Period):** Cumulative value of net bookings for the period selected in the Compare To parameter.
- **Revenue (Selected Period):** Cumulative value of net revenue bookings for the period as defined by the selected date and Period parameter.
- **Revenue (Compare-To Period):** Cumulative value of net revenue bookings for the period selected in the Compare To parameter.

Graphs

- **Cumulative Net Booked:** This graph displays the accumulated value of net bookings and revenue over time against the trend of a comparison period. It appears in the Cumulative Bookings and Revenue report.
- **Cumulative Revenue:** This graph displays the accumulated value of revenue over time against the trend of a comparison period. It appears in the Cumulative Bookings and Revenue report.

Note: The report shows the complete trend line of the comparison period, even if the current period is not yet complete.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Product Revenue Bookings and Backlog Dashboard, page 16-143.

Revenue Overview

This section explains the following reports:

- Bookings Overview, page 16-148
- Net Product Bookings, page 16-149
- Product Revenue Backlog, page 16-149
- Revenue Overview, page 16-150 (by Sales Group, Product Category, and Customer)
- Product Bookings and Revenue Trend, page 16-151
- Bookings, Revenue and Revenue Backlog Trend, page 16-151
- Booked Order Line Detail, page 16-152
- Booked Return Line Detail, page 16-152
- Backlog Line Detail, page 16-153

Report Parameters

For information on the following parameters, see Common Concepts, page 16-4:

- **Sales Group**
- **Product Category**
- **Currency**
- **Customer**
- **Customer Classification**

Report Headings and Calculations

This section explains the report columns and headings.

Bookings Overview

This 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 displays value for the sale of products, but not services. It provides you with the ability to view this breakdown by sales group, product category, and customer and by year, quarter, month, and week. It compares these metrics to either the prior period or the prior year.

The report contains the following columns:

- **Net Booked:** (Total Value of Order Lines Booked) - (Absolute Value of Total Value of Return Lines Booked)

This column shows the revenue associated with all order lines for products that have been booked plus the negative value of returns order lines that have been booked.

The Net Booked metrics take into consideration that some order line bookings are for a positive value while others, for Return lines or RMAs, are for a negative value.
- **Change:** This column shows the percentage change in the Net Booked metric from the selected comparison period.
- **Revenue:** This column shows the revenue recognized from the sale of products, but not services. The value in this column links to the Product Revenue report for the displayed sales group.
- **Change:** This column shows the percentage change in the Revenue measure compared to the prior period or year.
- **Revenue Booked this Period:** This column shows the total value of revenue that has been booked, and has gone through the revenue recognition process and designated as revenue in the same period. The booked date and the General Ledger date fall within the same designated period. The value within this column links to the Product Revenue report for the displayed sales group.

- **Change:** This column shows the percentage change in the Revenue Booked this Period metric compared to the prior period or year.
- **Product Revenue Backlog:** This column shows the total value of order lines for products that have been booked in Oracle Order Management but for which the revenue has not been recognized by Oracle Receivables, plus the negative value of Return Order Lines that have been booked but for which the revenue has not been recognized by Oracle Receivables. The value within this column links to the Product Revenue Backlog report for the displayed sales group.
- **Change:** This column shows the percentage change in the Product Revenue Backlog metric compared to the prior period or year.

Net Product Bookings

This report provides information about the value of order line bookings, return line bookings, and their combined value in net bookings from the sale of products, but not services. You can view this breakdown by sales group, product category, and customer and by year, quarter, month, and week. It compares these bookings metrics to either the prior period or the prior year.

This report contains the following columns:

Product Bookings

- **Orders:** Value of booked order lines.
- **Change:** Percentage change in the Orders metric compared to the prior period or year.
- **Returns:** Value of booked return lines.
- **Change:** Percentage change in Returns metric compared to the prior period or year.
- **Net Booked:** Value of booked order lines plus the negative value of booked return order lines.
- **Change:** Percentage change in the net booked compared to the prior period or year.

Product Revenue Backlog

This report displays the value of the net product order backlog, the deferred revenue backlog, and the product revenue backlog.

The report contains the following columns:

- **Net Product Order Backlog:** Specific part of the Product Revenue Backlog that reflects the value of order lines that have been booked in Oracle Order Management but not invoiced in Oracle Receivables. Due to implementations requirements specified in this document, it is revenue associated with all order lines for products that have been booked but not fulfilled.

- **Value:** Monetary value of Net Product Order Backlog (order lines and return lines).
- **Percent of Total:** Percentage that the value of the line of the table represents, as compared to the total value.
- **Change:** Percentage change in Net Product Order Backlog compared to the prior period or year.
- **Deferred Product Revenue:** All revenue that has gone through the revenue recognition process and has been designated as deferred revenue, plus all revenue associated with line items that have been invoiced but which have not gone through the revenue recognition process.
 - **Value:** Monetary value of Deferred Product Revenue.
 - **Percent of Total:** Percentage that the value of the line of the table represents, as compared to the total value.
 - **Change:** Percentage change in Deferred Product Revenue compared to the prior period or year.
- **Total Revenue Backlog:** Net Product Order Backlog + Deferred Product Revenue
 - **Value:** Monetary value of Total Revenue Backlog.
 - **Percent of Total:** Percentage that the value of the line of the table represents as compared to the total value.
 - **Change:** Percentage change in Total Revenue Backlog compared to the prior period or year.

Revenue Overview

This overview report provides information on the value of revenue by sales group, product category or customer. It also shows the value of product revenue backlog, and revenue recognized by sales group. The report displays the value for the sale of products, but not services. This report enables you to view this breakdown by Sales Group, Product Category, and Customer and by year, quarter, month, and week. It compares these metrics to either the prior period or the prior year.

The report contains the following columns:

- **Net Booked**
- **Change**
- **Revenue**

- **Change**
- **Revenue Booked this Period**
- **Change**
- **Product Revenue Backlog**
- **Change**

See Bookings Overview, page 16-148 for a description of the report headings and calculations.

Product Bookings and Revenue Trend

This report 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 you with the ability to view this breakdown by year, quarter, month, and week. It compares these metrics to either the prior period or the prior year.

The report contains the following columns:

- **Net Booked**
- **Change**
- **Revenue**
- **Change**
- **Revenue Booked this Period**
- **Change**

See Bookings Overview, page 16-148 for a description of the report headings and calculations.

Bookings, Revenue and Revenue Backlog Trend

This report displays trends over time of net product bookings, recognized revenue, and revenue backlog from the sale of products, but not services. The report provides you with the ability to view this breakdown by year, quarter, month, and week. It compares these metrics to either the prior period or the prior year.

The report contains the following columns:

- **Net Booked**
- **Change**
- **Revenue**

- **Change**
- **Revenue Booked this Period**
- **Change**
- **Product Revenue Backlog**
- **Change**

See Bookings Overview, page 16-148 for a description of the report headings and calculations.

Booked Order Line Detail

Provides details about booked order lines. The report contains the following columns:

- **Order Number:** Number of the order from the order heading. The order number is linked to the Order Detail page.
- **Line Number:** Specific line number for sales order line displayed.
- **Operating Unit:** Operating unit associated with order header.
- **Booked Date:** Booked date from the sales order line.
- **Customer:** Customer from the sales order line.
- **Customer Classification:** See Parameters, page 16-4.
- **Item:** Master product number from the sales order line.
- **Description:** Master product description.
- **Sales Group:** Sales group credited with the booked value for the line item.
- **Sales Representative:** Representative who booked the order.
- **Booked Order Sales Credit:** Value of booked order value credited to the sales group and sales representative for the specific operating unit/order number/line number, sorted from highest to lowest.

Booked Return Line Detail

Provides details about booked return lines. The report contains the following columns:

- **Order Number**
- **Line Number**
- **Operating Unit**

- **Booked Date**
- **Customer**
- **Customer Classification**
- **Item**
- **Description**
- **Sales Group**
- **Sales Representative**
- **Booked Return Sales Credit:** Value of booked return value credited to the sales group and sales representative for the specific operating unit/order number/line number, sorted from highest to lowest.

For a description of the other columns, see Booked Order Line Detail, page 16-152.

Backlog Line Detail

Provides details about backlogged order lines. The report contains the following columns:

- **Order Number**
- **Line Number**
- **Operating Unit**
- **Booked Date**
- **Customer**
- **Customer Classification**
- **Item**
- **Description**
- **Sales Group**
- **Sales Representative**
- **Backlog Sales Credit:** Value of the backlog value credited to the sales group and sales representative for the specific operating unit/order number/line number, sorted from highest to lowest.

For a description of the other columns, see Booked Order Line Detail, page 16-152.

Graphs

- **Product Bookings and Revenue Trend:** This graph compares 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. It appears in the Product Bookings and Revenue Trend report.
- **Net Booked Trend:** This graph shows net bookings over time. It appears in the Bookings, Revenue and Revenue Backlog Trend report.
- **Revenue Trend:** This graph shows revenue recognized from the sale of products, but not services, over time. It appears in the Bookings, Revenue and Revenue Backlog Trend report.
- **Revenue Booked this Period Trend:** This graph shows the total value of revenue booked and designated as revenue this period. It appears in the Bookings, Revenue and Revenue Backlog Trend report.
- **Revenue Backlog Trend:** This graph shows the total value of orders booked this period for which revenue has not been recognized. The graph shows the value over time. It appears in the Bookings, Revenue and Revenue Backlog Trend report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Product Revenue Bookings and Backlog Dashboard, page 16-143.

Product Revenue

This report displays detail information about booked revenue, comparing revenue booked in the current period to revenue booked in previous periods, as well as trend analysis for rolling months or quarters.

Report Parameters

- **Sales Group:** Specifies which sales group data to display. For information about setting up sales groups, see Daily Business Intelligence for Sales in the *Oracle Daily Business Intelligence Implementation Guide*.
- **Product Category:** Specifies which product category data to display. For information about product categories, see Item Dimension Reporting in the *Oracle Daily Business Intelligence Implementation Guide*.

- **Customer:** Filters data by the specified customer.

Report Headings and Calculations

- **Revenue**
 - **xTD:** Cumulative value of product revenue for the period selected.
 - **Change (xTD):** Change in xTD revenue compared to the selected period.
 - **Booked this Period:** Cumulative value of product revenue for the period selected when the order was also booked in Oracle Order Management during the same period.
 - **Change:** Change in revenue booked during the current period compared to the period selected.
 - **Booked in Previous Periods:** Recognized revenue in a period that was booked in a previous period. For example, if period is month, Revenue Booked in Prior Periods would be all revenue recognized in the current month that was booked in a prior period. If the revenue was booked this month and recognized this month, then it is not included in this column.
 - **Change:** Comparison between revenue recognized in the selected period for orders booked in a previous period and revenue recognized in the compare-to period for orders booked in a previous period.

Rolling Trend

- For a Period of Year, shows rolling 4-quarter revenue trend.
- For a Period of Quarter, shows rolling 3-month revenue trend.
- For a Period of Month or Week, does not show any data.

Graphs

This report contains a pie graph that shows the revenue broken down by the entries in the View-by parameter.

Related Reports and Links

For information on the related reports, see Product Revenue Bookings and Backlog Dashboard, page 16-143.

Bookings, Revenue and Revenue Backlog Trend

This section explains the following graphs:

- Net Booked Trend, page 16-156
- Revenue Backlog Trend, page 16-156
- Revenue Trend, page 16-156
- Revenue Booked this Period Trend, page 16-156

See Revenue Overview, page 16-147 for an explanation of the Product Bookings and Revenue Trend report and the Bookings, Revenue and Revenue Backlog Trend report.

Report Parameters

- **Customer Classification:** See Common Concepts, page 16-4.
- **Customer:** Sold-to customers from sales order headers.

Graphs

- **Net Booked Trend:** This graph shows revenue associated with all order lines for products that have been booked, plus the negative value of return order lines that have been booked, over time.
- **Revenue Backlog Trend:** This graph shows potential revenue associated with order lines from the time the order line is booked until the associated revenue is recognized by the revenue recognition process in Oracle Receivables. The value within this column links to the Product Revenue Backlog report for the displayed sales group. This graph shows these values over time.
- **Revenue Trend:** This graph shows revenue recognized in Oracle Receivables and posted to the General Ledger from the sale of products, but not services. This graph shows these values over time.
- **Revenue Booked this Period Trend:** This graph shows revenue recognized by Oracle Receivables and posted to the General Ledger in the same period in which it was booked. This graph shows these values over time.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Product Revenue Bookings and Backlog Dashboard, page 16-143.

Warehouse Management Dashboard

The Warehouse Management dashboard features content that points to operational efficiency of a warehouse and capacity utilization. You can view data that relates to outbound shipments, such as number of picks, pick release to ship cycle time and pick exceptions, putaway cycle time for incoming material, operation plan performance, and the amount of the warehouse storage that is in use and the weight and volume of the materials that are being stored.

The Warehouse Management dashboard groups data that comes from a variety of reports that you can access. The reports reference data from the following Oracle Applications:

- Oracle Warehouse Management
- Oracle Inventory
- Oracle Order Management
- Oracle Purchasing

Use the Warehouse Management dashboard to monitor your warehouse operations.

- View the average amount of time elapsed between pick release and actual shipment. See Pick Release to Ship Cycle Time, page 16-159.
- Find out how efficiently received materials are being moved from the receiving area into their final storage locations. See Receipt to Putaway Cycle Time, page 16-163.
- Understand how effective are your operation plans. See Operation Plan Performance, page 16-175.
- Determine if you need to reallocate more space for any particular organization or subinventory. See Warehouse Storage Utilized, page 16-167.
- View the volume and weight utilization of the warehouse at this moment. See Current Capacity Utilization, page 16-169.

The Warehouse Management dashboard is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Warehouse Intelligence responsibilities.

Parameters

For information on the following parameters, see Parameters, page 1-4:

- **Date**
- **Period:** These reports use rolling periods. For information on rolling periods, see Parameters, page 1-4.
- **Compare To**
- **Organization:** See Common Concepts, page 16-4.

For more information on how parameters affect the results on dashboards, see Parameters, page 1-4.

Reports and Graphs

This dashboard contains the following report regions:

- Warehouse Management KPIs, page 16-158
- Pick Release To Ship Cycle Time, page 16-159
- Receipt to Putaway Cycle Time, page 16-163
- Warehouse Storage Utilized, page 16-167
- Picks & Exceptions Analysis, page 16-172

For more information on Oracle Daily Business Intelligence, see Overview of Daily Business Intelligence, page 1-1.

Warehouse Management KPIs

This section discusses the Warehouse Management key performance indicators:

KPI Definitions

- **Pick Release To Ship (Hours):** (Total elapsed time for the shipping confirmations / Number of shipping confirmations)

The average time from pick release to the time the delivery shipment is confirmed. The KPI shows data for delivery lines for which shipment has been confirmed in the selected period.

See also: Pick Release to Ship Cycle Time Report, page 16-159.

- **Receipt To Putaway (Hours):** (Total Elapsed Time for All the Putaways) / (Number

of Putaways)

The average elapsed time from receipt of an item to the time it is put away to its final storage location.

See also: Receipt to Putaway Cycle Time Report, page 16-165.

- **Utilized Volume:** Space occupied by the material stored in the organization or subinventory.

See also: Warehouse Storage Utilized Report, page 16-168.

- **Weight Stored:** Total weight of the material stored in the organization or subinventory.

See also: Warehouse Storage Utilized Report, page 16-168.

- **Pick Exceptions Rate:** $(\text{Picks with Exception} / \text{Picks}) * 100$

The number of picks in which an exception was encountered, as a percentage of the total number of picks.

See also: Picks & Exceptions Analysis Report, page 16-173.

Related Reports and Links

For information on the related reports, see Warehouse Management Dashboard, page 16-157.

Pick Release to Ship Cycle Time

This section explains the following reports:

- Pick Release To Ship Cycle Time, page 16-161
- Pick Release to Ship Cycle Time Trend, page 16-161

You can use the Pick Release to Ship Cycle Time reports to answer the following questions:

- How efficiently are orders being moved from the storage location to shipping?
- How many delivery lines were pick released during the selected period?
- Has the pick release to ship cycle time improved in the last three months?

The Pick Release to Ship Cycle Time reports show the average time between pick release of delivery lines to shipping confirmation. Pick release is the process of selecting orders for release to the warehouse for packing and shipping. Shipping confirmation occurs when the order has passed through the shipping dock on its way to the customer. View the trend report to evaluate performance over time.

The data in these reports comes from the following Oracle Applications:

- Oracle Inventory
- Oracle Order Management

Additional Information

- For reporting purposes, Oracle Daily Business Intelligence considers the delivery lines that were marked with the following status codes in Oracle Order Management:
 - S: Released to warehouse
 - Y: Staged
 - C: Shipped
- If sales orders are shipped with "auto-pick confirm" set to On and the shipment is confirmed through the desktop, then data on these delivery lines is not collected for these reports.
- One pick released delivery line could generate multiple shipment confirmations. Oracle Daily Business Intelligence counts each shipment confirmation separately.
- Delivery lines pick released or ship confirmed before the global start date that is set up for Oracle Daily Business Intelligence are not reported.
- When this report is viewed by Subinventory, the Delivery Lines Pick Released column and its Change column display N/A.

Report Parameters

These reports contain the following parameters:

- **Source Subinventory:** The actual storage location (not the suggested location) from where the material was picked.

Note: There is no source subinventory associated with pick-released lines. If you select any subinventory other than All, then the Delivery Lines Pick Released and its Change column, and the Quantity Pick Released column display N/A.

- **Inventory Category:** See Common Concepts, page 16-4.
- **Item:** See Common Concepts, page 16-4.

Note: There is no source subinventory associated with pick released lines. If you view one of the Pick Release to Ship Cycle Time reports by source subinventory, then the Delivery Lines Pick Released column and its Change column display N/A.

Report Headings and Calculations

This section explains the Pick Release to Ship Cycle Time reports:

Pick Release to Ship Cycle Time

This report shows the average time taken from the time of pick release to shipment confirmation.

The report contains the following columns:

- **Delivery Lines Pick Released:** This column shows the delivery lines that were pick released during the selected period.
- **Change:** This column shows the change in the number of delivery lines picked. The delivery lines picked from the selected period are compared with those from the selected compare-to period.
- **Delivery Lines Ship Confirmed:** This column shows the number of shipping confirmation transactions during the selected time period.
- **Change:** This column shows the change in the delivery lines for which shipment was confirmed. The delivery lines from the selected period are compared with those from the selected compare-to period.
- **Pick Release to Ship (Hours):** This column shows the average time in hours from the point of pick release to when the shipping confirmation is issued.
- **Change:** This column shows the change in the pick release to ship hours. The pick release to ship time from the selected period is compared with that of the selected compare-to period.

If you view the report by item, then the table displays the following additional columns:

- **Item Description:** Description of the item in the row.
- **UOM:** Primary unit of measure of corresponding items.
- **Quantity Pick Released:** Quantity of the item that was pick released, expressed in the primary unit of measure of the item.
- **Quantity Ship Confirmed:** Quantity of the item for which shipment was confirmed, expressed in the primary unit of measure of the item.

Pick Release to Ship Cycle Time Trend

This report shows the trend in pick release to ship (hours), which measures the average time taken to complete ship confirm from the time of pick release.

The report contains the following column headings:

- **Delivery Lines Pick Released**
- **Change**
- **Delivery Lines Ship Confirmed**
- **Change**
- **Pick Release to Ship (Hours)**
- **Change**

See Pick Release To Ship Cycle Time, page 16-161, for a description of the columns and headings.

Graphs

The following graphs appear on the Warehouse Management dashboard and in the Pick Release to Ship Cycle Time reports:

- **Delivery Lines Pick Released:** This graph shows the number of delivery lines that were pick released for the view-by selected. Delivery lines pick released from the selected period are contrasted with those of the compare-to period. It appears in the Pick Release To Ship Cycle Time report.
- **Delivery Lines Ship Confirmed:** This graph shows the number of delivery lines for which shipment was confirmed. Delivery lines ship confirmed from the selected period are contrasted with those of the compare-to period. It appears in the Pick Release To Ship Cycle Time report.
- **Pick Release To Ship Time:** This graph shows pick release to ship time in hours for the view-by selected. Data from the selected period is contrasted with data from the selected compare-to period. It appears in the Pick Release To Ship Cycle Time report.
- **Delivery Lines Pick Released Trend:** This graph shows the number of delivery lines that were pick released from the selected date back in time. The data is grouped in increments of the selected time period. It appears in the Pick Release To Ship Cycle Time Trend report.
- **Delivery Lines Ship Confirmed Trend:** This graph shows the number of delivery lines for which shipment was confirmed for the view-by selected from the selected date back in time. The data is grouped in increments of the selected time period. It

appears in the Pick Release To Ship Cycle Time Trend report.

- **Pick Release To Ship Time Trend:** This graph shows the pick release to ship time in hours from the selected date back in time. The data is grouped in increments of the selected time period. It appears in the Pick Release To Ship Cycle Time Trend report.

Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Warehouse Management Dashboard, page 16-157.

Receipt to Putaway Cycle Time

This section explains the following reports:

- Receipt To Putaway Cycle Time, page 16-165
- Receipt To Putaway Cycle Time Trend, page 16-166

You can use the Receipt to Putaway Cycle Time reports to answer the following questions:

- How efficiently are received materials being moved to their final storage locations?
- Has the receipt to putaway time improved in the last three months? Does my inbound operation plan need to be reevaluated?
- Which items take the longest to put away?
- Is it taking longer to put away material into a particular subinventory?

The data in these reports comes from the following Oracle Applications:

- Oracle Purchasing
- Oracle Inventory
- Oracle Warehouse Management

Please note the following considerations:

- These reports show the time it takes to put away material received into its final storage location in the warehouse. Putaway tasks are counted irrespective of

whether the material received is associated with a license plate number (LPN). This measure does not include the putaways for which the material was not received — that is, the putaway of material coming from manufacturing (WIP Completions).

- Receiving transactions and putaway tasks that occurred prior to the global start date are not reported. For information on global start date, see the description in Date Parameter, page 1-6.
- The receiving transactions displayed are for the period and might not be related to the putaway tasks completed. For example, material is received in the warehouse during the selected time period, but it has not been put away during the selected time period. Similarly, material might have been put away during the selected period, but it was received much earlier.
- If an operation plan is terminated before it is put away into the final storage location, then the reports do not include the tasks completed before termination.
- Desktop receipts can result in a putaway through a pack transaction and are included in the reports.
- Receiving transactions of type "Unordered/Match" are counted on the date of the match transaction. The cycle time is also calculated starting with the date on the match transaction.
- "One-time" items (also known as non-master items) are not put away because they are not inventory items. Therefore, Oracle Daily Business Intelligence does not include these transactions in the receiving measures.
- There is no destination subinventory associated with receiving transactions. When this report is viewed by Subinventory, the Receiving Transactions column and its Change column display N/A. If you select a subinventory other than All from the Destination Subinventory parameter, then the Receiving Transactions column and Change column display N/A.
- These reports do not count one-time items. These are items that can be purchased through a purchase order and received into the inventory but are not inventory items.

Report Parameters

These reports contain the following parameters:

- **Destination Subinventory:** Inventory storage location in which the material must be stored. This is the final storage location where the item was put away, irrespective of what the suggested subinventory was or whether the item was dropped off at another subinventory before it was finally put away.

- **Inventory Category:** See Common Concepts, page 16-4.
- **Item:** See Common Concepts, page 16-4.

Report Headings and Calculations

This section explains the Receipt to Putaway Cycle Time reports:

Receipt to Putaway Cycle Time

This report shows the time taken for the received material to be put away into the final storage location.

The report contains the following columns:

- **Receiving Transactions:** This column shows the number of material receipts during the selected time period.
- **Change:** This column shows the change in the number of material receipts. The material receipts from the selected period are contrasted with those of the selected compare-to period.
- **Putaways:** This column shows the number of time material was put away into the final storage locations during the selected period.

Putaway tasks are generated in Oracle Warehouse Management. Each task dynamically selects storage locations for materials received into the warehouse or completed from Oracle Work in Process.

- **Change:** This column shows the change in the number of putaways. The putaways from the selected period are contrasted with those of the selected compare-to period.
- **Receipt To Putaway Time (Hours):** This column shows the time (in hours) it took from receipt of material in the warehouse to when it was put away in its final storage location.
- **Change:** This column shows the change in the receipt to putaway time. The data from the selected period is contrasted with the data from the selected compare-to period.

If you view the report by item, then the table displays the following additional columns:

- **Item Description:** Description of the item in the row.
- **UOM:** Primary unit of measure.
- **Quantity Received:** Quantity of the item that was received, expressed in the primary unit of measure of the item.
- **Quantity Putaway:** Quantity of the item that was put away, expressed in the

primary unit of measure of the item.

Receipt to Putaway Cycle Time Trend

This report displays the trend in the Receipt To Putaway (Hours), which is the average time taken, from the time material is received to the time the material is put away in the final storage location.

The report contains the following column headings:

- **Receiving Transactions**
- **Change**
- **Putaways**
- **Change**
- **Receipt to Putaway (Hours)**
- **Change**

See Receipt to Putaway Cycle Time, page 16-165, for a description of the columns and headings.

Note: If you select a subinventory other than All, then the Receiving Transactions and Change columns display N/A.

Graphs

- **Receiving Transactions:** This graph shows the total number of receipts for the for the view-by selected. Receiving transactions from the selected period are contrasted with those from the selected compare-to period. It appears in the Receipt to Putaway Cycle Time report.
- **Putaways:** This graph shows the total number of putaways for the for the view-by selected. Putaways from the selected period are contrasted with those of the selected compare-to period. It appears in the Receipt to Putaway Cycle Time report.
- **Receipt To Putaway Time:** This graph shows receipt to putaway time in hours for the view-by selected. Receipt to putaway time from the selected period is contrasted with that of the selected compare-to period. It appears in the Receipt to Putaway Cycle Time report.
- **Receiving Transactions Trend:** This graph shows the receipts from the selected date back in time. The data is grouped in increments of the time period that was selected. It appears in the Receipt to Putaway Cycle Time Trend report.
- **Putaways Trend:** This graph shows the total number of putaways from the selected

date back in time. The data is grouped in increments of the selected time period. It appears in the Receipt to Putaway Cycle Time Trend report.

- **Receipt To Putaway Time Trend:** This graph shows the receipt to putaway time in hours from the selected date back in time. The data is grouped in increments of the selected time period. It appears in the Receipt to Putaway Cycle Time Trend report.

Related Reports and Links

For information on the related reports, see Warehouse Management Dashboard, page 16-157. The following dashboards also contain related reports:

- Commodity Supplier Management (Oracle Daily Business Intelligence for Procurement)
- Customer Fulfillment Management (Oracle Daily Business Intelligence for Supply Chain)
- Inventory Management (Oracle Daily Business Intelligence for Supply Chain)

Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard and Report Behavior, page 1-26.

Warehouse Storage Utilized

This section describes the following reports:

- Warehouse Storage Utilized, page 16-168
- Warehouse Storage Utilized Trend, page 16-169
- Current Capacity Utilization, page 16-169

You can use these reports to answer the following questions:

- How much storage space is being used in a particular subinventory?
- Do I need to allocate more storage space for a particular organization?
- How does the warehouse volume utilization compare with the prior periods?
- At this moment, what is the volume and weight utilization of the warehouse?

The data in these reports comes from Oracle Inventory and Oracle Warehouse Management.

If you view a report by item, then the report displays N/A for any item for which

weight and volume specifications are not provided in the item master. Only the item's quantity is shown.

Utilized Volume and Weight Stored reflect the weight and volume of the item and not the container.

Report Parameters

These reports contain the following parameters:

- **Subinventory:** Subdivision of an organization, representing either a physical area or a logical grouping of items, such as a storeroom or receiving dock.
- **Inventory Category:** See Common Concepts, page 16-4.
- **Item:** See Common Concepts, page 16-4.

Report Headings and Calculations

This section explains the Warehouse Storage Utilized reports:

Warehouse Storage Utilized

This report indicates the storage space utilization of subinventories or organizations. It includes the volume and weight utilization measures.

The report contains the following columns:

- **Utilized Volume:** This column shows the space used by the material currently in the subinventory or organization.
- **Change:** This column shows the change in the volume used by the material in the subinventory or organization. The volume from the selected period is compared with the volume from the selected compare-to period.
- **Weight Stored:** This column shows the weight of the material that is currently stored in the subinventory or organization.
- **Change:** This column shows the change in the weight stored in the subinventory or organization. The weight from the selected period is compared with the weight from the selected compare-to period.

If you view the report by item, then the table displays the following additional columns:

- **Item Description:** Description of the item in the row.
- **UOM:** Primary unit of measure of corresponding items.
- **Quantity:** Quantity of the stored item.

Additional Information

Storage is computed for the entire subinventory or organization, and not for particular

locators. The calculation of weight and volume utilized is based on item attributes and not based on the locator attributes.

Warehouse Storage Utilized Trend

This report displays the trend in the Volume Utilized and Weight Stored KPIs and indicates the trend in the storage space utilization of the subinventory or organization.

The report contains the following column headings:

- **Utilized Volume (Cubic foot)**
- **Change**
- **Weight Stored (Pounds)**
- **Change**

See Warehouse Storage Utilized, page 16-168, for a description of the columns and headings.

Current Capacity Utilization

The Current Capacity Utilization report differs from the other Warehouse Storage Utilized reports in that it reports on the actual on-hand quantity of the item and not the quantity as of the last refresh date. Most reports in Oracle Daily Business Intelligence are current as of the latest refresh of Oracle Daily Business Intelligence; the time when the incremental load gathers the latest data from Oracle Warehouse Management. This report retrieves the data directly from Oracle Warehouse Management transaction tables, so the data you see is current to the minute you run the report. In addition, this report displays the capacities of the subinventories or organizations and, hence, the utilization levels in the warehouse.

Note: If the system administrator did not set up the conversion for reporting units of measure, then the report you are trying to run could produce an error. If this occurs, consult the system administrator.

This report contains the following columns:

- **Utilized Volume:** This column shows the volume currently used by the material in the subinventory or organization.
- **Volume Capacity:** This column shows the total volume of the subinventory or organization that can be used by the material. The report does not display a total for this column when viewed by item or inventory category.
- **Volume Utilization:** [Used volume of a physical location / (Volume capacity of the physical location)] *100

This column shows the used volume of a physical location as a percentage of the volume capacity of the physical location.

- **Weight Stored:** This column shows the weight of the material that is currently stored in the subinventory or organization.
- **Weight Capacity:** This column shows the total capacity of the weight of material that can be stored in the subinventory or organization. The report does not display the total for this column when viewed by item or inventory category.
- **Weight Utilization:** This column shows the used weight of a physical location as a percentage of the weight capacity of the subinventory or organization.

If you view the report by item, then the table displays the following additional columns:

- **Item Description:** Description of the item in the row.
- **UOM:** Primary unit of measure of corresponding items.
- **Quantity:** Quantity of the stored items.

Additional Information

- In Oracle Warehouse Management, it is not mandatory to enter values in the Weight, Dimensions, and Volume fields of an item. Items that do not have these values are not included in the capacity utilized measures in Oracle Daily Business Intelligence for Supply Chain.
- All measures are reported in the reporting unit of measure (UOM). For more information, see Common Concepts, page 16-4.
- All stock locators that are enabled as of collection are included.
- All capacity calculations are based on the primary unit of measure for the item.
- Only organizations and subinventories that have been enabled in Oracle Warehouse Management are included in the capacity utilization calculations.
- Only locators with a specified weight capacity are counted in the columns Weight Stored, Weight Capacity, and Weight Utilization. Similarly, only locators with a specified volume capacity are counted in the columns Utilized Volume, Volume Capacity, and Volume Utilization.
- Weight Utilized and Volume Utilized are the ending balance based on the end of the as-of date.

Viewing the Report by Inventory Category or Item

If you view this report by inventory category or item, then the following statements apply:

- The Volume Capacity and Weight Capacity columns reflect the organization or subinventory and will be the same for all the items.

- The utilized volume and utilized weight are those of the corresponding item(s), but the capacity is that of the selected inventory organizations or subinventories.
- The Volume Capacity and Weight Capacity columns display N/A for total.
- The total volume capacity is calculated as: Volume or Weight Capacity = Sum (Volume or weight capacity of subinventories or organizations that are selected).

Graphs

- **Utilized Volume:** This graph shows the total space occupied in the selected organizations or subinventories across the selected time periods. The utilized volume from the selected period is contrasted with that of the selected compare-to period. It appears in the Warehouse Storage Utilized report.
- **Weight Stored:** This graph shows the total weight stored in the selected organizations or subinventories. Weight stored from the selected period is contrasted with weight stored from the selected compare-to period. It appears in the Warehouse Storage Utilized report.
- **Utilized Volume Trend:** This graph shows the total volume used in the selected organizations or subinventories from the selected date back in time. The data is grouped in increments of the selected time period. It appears in the Warehouse Storage Utilized Trend report.
- **Weight Stored Trend:** This graph shows the trend in the total weight stored in the selected organizations or subinventories across selected time periods from the selected date back in time. The data is grouped in increments of the time period that was selected. It appears in the Warehouse Storage Utilized Trend report.
- **Volume Utilization:** This graph shows the used volume of a physical location as a percentage of the capacity of the physical location. It appears in the Current Capacity Utilization report.
- **Weight Utilization:** This graph shows the weight stored in a physical location as a percentage of the weight capacity of the physical location. It appears in the Current Capacity Utilization report.

Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Warehouse Management Dashboard, page 16-157.

Picks & Exceptions Analysis

This section describes the following reports:

- Picks & Exceptions Analysis, page 16-173
- Picks & Exceptions Trend, page 16-174
- Pick Exceptions by Reason, page 16-174
- Operation Plan Performance, page 16-175
- Operation Plan Exceptions by Reason, page 16-176

You can use these reports to answer the following questions:

- What was the percentage of the number of picks to the total number of pick tasks across all organizations for the last 30 days?
- Has the company's pick exceptions rate been improving?
- What are the top reasons for the pick exceptions that are occurring?
- Which operation plan has the greatest number of executions with exceptions?
- What are the top five reasons for exceptions during operation plan executions?

The data in these reports comes from Oracle Warehouse Management.

Pick exceptions are encountered during the picking process and are entered into Oracle Warehouse Management. The Picks with Exceptions measure shows the number of *picks* during which an exception was encountered, regardless of the number of exceptions that were encountered during the pick. This measure is different from the Pick Exceptions measure, which shows the number of *exceptions* that was encountered, regardless of the number of picks. To summarize, the first measure focuses on the picks, while the second measure focuses on the exceptions.

Picks and Exceptions reports are related to outbound activity, while Operation Plan reports are related to inbound activity.

Report Parameters

These reports contain the following parameters:

- **Subinventory:** A subdivision of an organization, representing either a physical area or a logical grouping of items, such as a storeroom or receiving dock.
- **Inventory Category:** See Common Concepts, page 16-4.
- **Item:** See Common Concepts, page 16-4.

- **Operation Plan:** Operation plans associated with organizations. An operation plan is a sequence of operations detailing the planned movement of material within the warehouse facility for inbound activities. Operation plans are user defined and configurable.
- **Reason:** The reason code associated with an exception. The reason code is a means of classifying exceptions and explaining the reason why a transaction deviated from the system suggested action. Reason codes are user defined and independent of organization.

Note: Some exceptions do not have a reason code assigned. The skip task exception is one such example. Exceptions without reason codes appear as Unassigned in the Exceptions by Reason Code report so that the totals are consistent across reports.

Report Headings and Calculations

This section explains the Picks and Exceptions Analysis reports:

Picks & Exceptions Analysis

This report shows picks across the organization, picks with exceptions, and the pick exceptions rate.

The report contains the following columns:

- **Picks:** The number of picks that occurred in the warehouse. This is a measure of the number of times material was picked out of stock locators for outbound purposes.
- **Change:** The change in the number of picks. The picks from the selected period are compared with the picks from the selected compare-to period.
- **Percent of Total:** $(\text{Number of picks} / \text{Number of pick tasks across all organizations}) * 100$

The number of picks as a percentage of the total number of pick tasks across all organizations.

- **Picks with Exceptions:** The number of picks with exceptions.
- **Change:** The change in the number of picks with exceptions. The picks with exceptions from the selected period are compared with those from the selected compare-to period.
- **Pick Exceptions Rate:** $(\text{Number of picks with exceptions} / \text{Total number of picks}) * 100$

The number of picks with exceptions as a percentage of the number of picks.

- **Change:** The change in the number of picks with exceptions as a percentage of the number of picks. The rate of the selected period is compared with the rate of the selected compare-to period.
- **Pick Exceptions:** The number of pick exceptions.
- **Change:** The change in the number of pick exceptions. The pick exceptions from the selected period are compared with those from the selected compare-to period.

If you view the report by item, then the table displays an Item Description column.

Picks & Exceptions Trend

This report displays the trend in the occurrence of pick exceptions.

The report contains the following column headings:

- **Picks**
- **Change**
- **Picks With Exceptions**
- **Change**
- **Pick Exceptions Rate**
- **Change**
- **Pick Exceptions**
- **Change**

See Picks & Exceptions Analysis, page 16-173, for a description of the columns and headings.

Pick Exceptions by Reason

This report classifies pick exceptions by the reason specified when the exception was raised.

The report contains the following columns:

- **Pick Exceptions:** The number of picks that occurred in the warehouse that ended in exceptions with the associated reason code.
- **Change:** The change in the number of pick exceptions. The pick exceptions from the selected period are compared with those from the selected compare-to period.
- **Percent of Total:** (Number of exceptions with specific reason code / Total number of exceptions) * 100

The number of exceptions with a specific reason code as a percentage of the total

number of exceptions.

Additional Information

The reports include only exceptions logged at the time of a load operation.

Operation Plan Performance

This report provides information about cycle time, number of tasks, and number of exceptions to the execution of the operation plans that were set up in Oracle Warehouse Management. An operation plan is a sequence of operations detailing the planned movement of material within the warehouse facility for inbound activities. Subinventory in this report refers to the destination subinventory.

The report contains the following columns:

- **Operation Plan Cycle Time:** (Sum of cycle times for executions of an operation plan) / (Number of executions)

The cycle time for operation plans that were executed in the organization. The cycle time is calculated from the first load operation to the final drop operation.

Note: The executions are for the actual subinventory in which they started, not necessarily the system-suggested subinventory. This is because a user might have overridden the system-suggested subinventory.

Operation Plans that include only an inspection step are not reported.

- **Change:** The change in the operation plan cycle time between the selected period and the selected compare-to period.
- **Executions:** The number of times an operation plan was executed. An execution occurs when all the tasks in an operation plan are carried out one full time, from start to completion.
- **Executions with Exceptions:** The number of operation plan executions in which one or more exceptions was encountered.
- **Operation Plan Exceptions Rate:** (Executions with exceptions / Total executions) * 100

The number of executions in which an exception was encountered as a percentage of the total number of executions.

- **Change:** The change in the operation plan exception rate between the selected period and the selected compare-to period.
- **Exceptions:** The number of exceptions that were encountered during the execution of an operation plan.

- **Change:** The change in the number of exceptions between the selected period and the selected compare-to period.

Operation Plan Exceptions by Reason

This report shows the number of exceptions that occurred during the execution of the operation plans by the reason code associated with the exceptions.

The report contains the following columns:

- **Exceptions:** The number of exceptions that occurred in the warehouse that ended in exceptions with the associated reason code.
- **Change:** The change in the exceptions between the selected period and the selected compare-to period.
- **Percent of Total:** The number of exceptions with a specific reason code as a percentage of the total number of exceptions.

Graphs

- **Picks:** This graph shows the number of picks performed by organization, subinventory, inventory category, or item. Picks of the selected period are contrasted with those of the selected compare-to period. It appears in the Picks & Exceptions Analysis report.
- **Picks with Exceptions:** This graph shows the number of picks with exceptions by organization, subinventory, inventory category, or item. Picks with exceptions of the selected period are contrasted with those of the selected compare-to period. It appears in the Picks & Exceptions Analysis report.
- **Pick Exceptions Rate:** This graph shows pick exceptions as a percentage of total picks by organization, subinventory, inventory category, or item. The rate of the selected period is contrasted with the rate of the selected compare-to period. It appears in the Picks & Exceptions Analysis report.
- **Pick Exceptions:** This graph shows the number of pick exceptions by organization, subinventory, inventory category, or item. Pick exceptions of the selected period are contrasted with those of the selected compare-to period. It appears in the Picks & Exceptions Analysis report.
- **Pick Exceptions by Reason:** This pie chart shows pick exceptions grouped by their reason code. It appears in the Pick Exceptions by Reason report.
- **Picks Trend:** This graph shows the trend in the picks in the selected organizations or subinventories from the selected date back in time. The data is grouped in increments of the time period that was selected. This graph appears in the Picks & Exceptions Trend report.

- **Picks with Exceptions Trend:** This graph shows the picks with exceptions trend in the selected organizations or subinventories from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the Picks & Exceptions Trend report.
- **Pick Exceptions Rate Trend:** This graph shows the trend in the pick exceptions rate in the selected organizations or subinventories from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the Picks & Exceptions Trend report.
- **Pick Exceptions Trend:** This graph shows the trend in the occurrence of pick exceptions in the selected organizations or subinventories from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the Picks & Exceptions Trend report.
- **Operation Plan Cycle Time:** This graph shows the cycle time across the selected dimensions. The cycle times of the selected period are contrasted with the cycle times of the selected compare-to period. The data is grouped in increments of the selected time period. This graph appears in the Operation Plan Performance report.
- **Operation Plan Exceptions Rate:** This graph shows operation plan exceptions as a percentage of total picks across the selected parameters. Exceptions from the selected period are contrasted with the exceptions from the selected compare-to period. This graph appears in the Operation Plan Performance report.
- **Exceptions:** This graph shows operation plan exceptions across the selected dimensions. Exceptions from the selected period are contrasted with exceptions from the selected compare-to period. The data is grouped in increments of the time period that was selected. This graph appears in the Operation Plan Performance report.
- **Operation Plan Exceptions by Reason:** This pie chart shows operation plan exceptions grouped by their reason code. It appears in the Operation Plan Exceptions by Reason report.

Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Warehouse Management Dashboard, page 16-157.

Transportation Management Dashboard

The Transportation Management dashboard groups and presents information about an organization's logistics operations in terms of the movement of freight. The dashboard provides information on freight costs, arrival performance, carrier billing, and freight cost recovery and variance. With this information, transportation managers can understand transportation performance as of any date and track trends over time. This can help transportation managers control costs, manage freight carriers, and drive continual improvement in the transportation operation.

The Transportation Management reports derive their data from the following Oracle Applications:

- Oracle Order Management
- Oracle Transportation Execution
- Oracle Payables

Use the Transportation Management dashboard to help you monitor transportation performance:

- Understand freight costs with respect to weight, volume, and distance. See Unit Freight Cost, page 16-181.
- View the rate of on-time arrivals at trip stops. See On-Time Arrival Rate, page 16-187.
- Find out the difference between the amounts carriers billed your organization and the amounts that have been approved and paid. See Carrier Billing and Payment Variance, page 16-191.
- Monitor the amount of freight costs that are recovered from freight charges on order lines. See Carrier Billing and Payment Variance, page 16-191.

The Transportation Management dashboard is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Transportation Intelligence responsibilities.

Parameters

For an explanation of the Date and Compare To parameters, see Parameters, page 1-4. For information on the Currency parameter, see Common Concepts, page 16-4:

- **Date**
- **Compare To**
- **Currency**

- **Mode:** Primary parameter for the page. It is unsecured. The Mode parameter lists all modes of transportation defined in Oracle Applications. If the mode was not designated in Oracle Transportation Execution, then the report displays "Unassigned." The values in the list come from Oracle Transportation Execution.

For more information on how parameters affect the results on dashboards, see Parameters, page 1-4.

Additional Information

The Transportation Management dashboard and reports provide information about multi-delivery consolidations. A consolidation delivery is a group of deliveries traveling together to the same destination. A physical consolidation is an entity (of fixed size, weight, volume, and capacity) that contains multiple deliveries. A logical consolidation is a grouping of deliveries that does not reference a container.

These reports show multi-delivery consolidations of outbound and internal orders only. The dashboard and reports show:

- Gross weight and volume of consolidation deliveries.
- Arrival performance of consolidation and deconsolidation trip stops.
- Bills for consolidation delivery legs, for LTL.

The system assumes the following:

- Oracle Order Management users must enter a Ship From value.
- Consolidations are outbound or internal orders only.
- Your consolidation delivery system is set up as follows:
 - Gross weight is the sum of the gross weight and tare weight of child deliveries in a consolidation.
 - For physical consolidations, volume is the volume of the consolidation LPN. For logical consolidations, volume is the sum of the volume of child deliveries.
 - Weight and volume fields are view-only for the consolidation delivery.

Reports and Graphs

This dashboard contains the following report regions:

- Transportation Management KPIs, page 16-180
- Unit Freight Cost, page 16-181

- On-Time Arrival Rate, page 16-187
- Carrier Billing and Payment Variance, page 16-191
- Freight Cost Recovery Rate, page 16-195

For more information on Oracle Daily Business Intelligence, see Overview of Daily Business Intelligence, page 1-1.

Transportation Management KPIs

This section describes the Transportation Management key performance indicators (KPIs):

KPI Definitions

- **Rated Freight Cost per Unit Weight:** Rated freight cost / Freight weight
The cost per unit of weight for transporting goods for all deliveries within trips.
See also: Rated Freight Cost per Unit Weight Report, page 16-182.
- **Freight Weight:** The sum of all gross weights for deliveries that are associated with rated freight costs.
See also: Rated Freight Cost per Unit Weight Report, page 16-182.
- **On-time Arrival Rate:** $[(\text{Number of On-Time Arrivals to Trip Stops}) / (\text{Number of Arrivals Planned for every Trip Stop})] * 100$
The amount of times deliveries arrived at trip stops on time as a percentage of total deliveries.
See also: On-Time Arrival Rate Report, page 16-188.
- **Carrier Billed to Paid Variance:** $[(\text{Billed} - \text{Paid In Full}) / (\text{Absolute Value of Paid In Full for all carrier bills paid in full within the selected period})] * 100$
The amount of payment made to the carrier as a percentage of the total amount billed.
See also: Carrier Billing and Payment Variance Report, page 16-192.
- **Carrier Payments:** The sum of all payments made to the carrier for the selected period (aggregated on the paid date of the payment created)
See also: Carrier Billing and Payment Variance Report, page 16-192.

Related Reports and Links

For information on the related reports, see Transportation Management Dashboard, page 16-178.

Unit Freight Cost

This section explains the following reports:

- Rated Freight Cost per Unit Weight, page 16-182
- Rated Freight Cost per Unit Weight Trend, page 16-183
- Rated Freight Cost per Unit Volume, page 16-183
- Rated Freight Cost per Unit Volume Trend, page 16-184
- Rated Freight Cost per Unit Distance, page 16-184
- Rated Freight Cost per Unit Distance Trend, page 16-185

You can use these reports to answer the following questions:

- How much did transportation cost per pound, per cubic feet, or per mile this period?
- How did organizations perform in comparison with last month, quarter, or year?
- Which organization is achieving the best unit cost per weight, volume, and distance?
- Which carrier service levels have the worst unit cost per weight, volume, and distance?
- How are the unit costs doing over time for carriers and organizations?
- What is the total spend by carrier, mode, and service level?
- Which carrier is responsible for the greatest cost of shipping goods?

These reports provide unit cost information, which you can use to assess how effectively goods are being consolidated for transportation. Managers can also use the data to assess how well the planning function is taking advantage of weight, volume, and distance breaks on freight rates.

Report Parameters

These reports contain the following parameters:

- **Mode:** The Mode parameter lists all modes of transportation defined in Oracle Applications. If the mode was not designated in Oracle Transportation Execution, then the report displays "Unassigned." The values in the list come from Oracle Transportation Execution.

- **Carrier:** The defined freight carriers associated with Trips from Shipping. If the record does not list a carrier, then it is included the Unassigned category.
- **Service Level:** The defined service levels associated with Trips from Shipping. If the record does not list a service level, then the records are included in the Unassigned category.
- **Organization:** All the organizations for which shipments have been tracked. When displaying information for a single organization, the amounts are shown in the functional currency of the operating unit to which the organization belongs, and the primary currency.

This parameter is not available on the Rated Freight Cost per Unit Distance or Rated Freight Cost per Unit Distance Trend reports.

Note: This parameter is unsecured, which means that all users who have access to the dashboard can view information on all organizations.

- **Shipment Direction:** Refers to the direction of the shipment: Inbound, Outbound, Drop Ship, or Internal Orders. In the case of consolidation, the Shipment Direction parameter represents the shipment direction of the consolidation delivery.

This parameter is not available on the Rated Freight Cost per Unit Distance or Rated Freight Cost per Unit Distance Trend reports.

Report Headings and Calculations

This section explains the Unit Freight Cost reports.

Rated Freight Cost per Unit Weight

This report shows the cost per unit of weight for transporting goods for all deliveries within trips where there is an actual departure date on the first trip stop.

The report shows gross weight and volume of consolidation deliveries. The report excludes all child deliveries that are grouped into a consolidation to avoid double counting.

The report contains the following columns:

- **Rated Freight Cost:** The sum of all freight costs that are calculated based on carrier freight rates and the freight weight, volume, distance, or other attributes. Rated freight cost is calculated by Oracle Transportation Execution.
- **Change:** The change in the rated freight cost. The rated freight costs from the selected period are compared with those of the selected compare-to period.
- **Percent of Total:** The rated freight cost of the row as a percentage of the grand total of the rated freight cost.

- **Freight Weight:** The gross weight (Net + Tare) transported by carriers for all deliveries within trips. It focuses on the sum of all gross weights for deliveries that are associated with rated freight costs.
- **Change:** The change in the freight weight. This is a comparison of the freight weight of the selected period and that of the selected compare-to period.
- **Percent of Total:** The freight weight of the row as a percentage of the grand total of the freight weight.
- **Freight Cost per Unit Weight:** (Rated freight cost) / (Freight weight in the global weight unit of measure)

The calculated cost per unit weight for transporting goods. It is calculated for all deliveries within trips.
- **Change:** The change in freight cost per unit weight. This is a comparison of the freight cost per unit weight of the selected period and that of the compare-to period.

Rated Freight Cost per Unit Weight Trend

This report shows the rated freight costs and gross weights from deliveries associated with trips, where there is an actual departure date on the first trip stop.

The report contains the following column headings:

- **Rated Freight Cost**
- **Change**
- **Freight Weight (Pounds)**
- **Change**
- **Freight Cost per Unit Weight**
- **Change**

See Rated Freight Cost per Unit Weight, page 16-182, for a description of the columns and headings.

Rated Freight Cost per Unit Volume

This report shows the rated freight costs and associated volumes from deliveries associated with trips, where there is an actual departure date on the first trip stop.

The report shows gross weight and volume of consolidation deliveries. The report excludes all child deliveries that are grouped into a consolidation to avoid double counting.

The report contains the following columns:

- **Freight Volume:** The freight volume associated with the freight cost generated by

Oracle Transportation Execution. It is aggregated by the global volume unit of measure.

- **Change:** The change in freight volume. The freight volume from the selected period is compared with that of the selected compare-to period.
- **Percent of Total:** The freight volume of the row as a percentage of the grand total of the freight volume.
- **Freight Cost per Unit Volume:** Rated Freight Cost / Rated Freight Volume
The calculated cost per unit volume for transporting goods.
- **Change:** The change in freight cost per unit volume. The freight cost from the selected period is compared with that of the selected compare-to period.

See Rated Freight Cost per Unit Weight, page 16-182 for a description of Rated Freight Cost, Change, and Percent of Total.

Rated Freight Cost per Unit Volume Trend

This report shows the rated freight costs and associated volumes from deliveries associated with trips, where there is an actual departure date on the first trip stop.

The report contains the following column headings:

- **Rated Freight Cost**
- **Change**
- **Freight Volume (Cubic Foot)**
- **Change**
- **Freight Cost per Unit Volume**
- **Change**

See Rated Freight Cost per Unit Volume, page 16-183, for a description of the columns and headings.

Rated Freight Cost per Unit Distance

This report shows the rated freight costs and associated distances from deliveries associated with trips, where there is an actual departure date on the first trip stop.

Note: This report only provides the Truck (TL) selection from the Mode parameter.

The report contains the following columns:

- **Distance:** The trip stop distances associated with the freight cost generated by

Oracle Transportation Execution. It is aggregated by the global distance unit of measure.

- **Change:** The change in distance. The distance from the selected period is compared with that of the selected compare-to period.
- **Percent of Total:** The distance of the row as a percentage of the grand total of the distance.
- **Rated Freight Cost per Unit Distance:** Rated Freight Cost / Distance
The calculated cost per unit distance for transporting goods.
- **Change:** The change in rated freight cost per unit distance. The rated freight cost per unit distance from the selected period is compared with that of the selected compare-to period.

See Rated Freight Cost per Unit Weight, page 16-182 for a description of Rated Freight Cost, Change, and Percent of Total.

Rated Freight Cost per Unit Distance Trend

This report shows the rated freight costs and associated distances from deliveries associated with trips, where there is an actual departure date on the first trip stop.

The report contains the following column headings:

- **Rated Freight Cost**
- **Change**
- **Distance (Mile)**
- **Change**
- **Freight Cost per Unit Distance**
- **Change**

See Rated Freight Cost per Unit Distance Report, page 16-184, for a description of the columns and headings.

Graphs

- **Rated Freight Cost:** This graph shows the rated freight costs across the selected parameters. The rated freight cost from the selected period is contrasted with that of the selected compare-to period. It appears in the Rated Freight Cost per Unit Weight, Rated Freight Cost per Unit Volume, and Rated Freight Cost per Unit Distance reports.
- **Freight Weight:** This graph shows freight weight across the selected parameters.

The freight weight from the selected period is contrasted with that of the selected compare-to period. It appears in the Rated Freight Cost per Unit Weight report.

- **Rated Freight Cost per Unit Weight:** This graph shows the rated freight cost per unit weight across the selected parameters. The rated freight cost per unit weight from the selected period is contrasted with that of the selected compare-to period. It appears in the Rated Freight Cost per Unit Weight report.
- **Rated Freight Cost Trend:** This graph shows the rated freight cost from the selected date back in time. The data is grouped in increments of the selected time period. It appears in the Rated Freight Cost per Unit Weight Trend, Rated Freight Cost per Unit Volume, and Rated Freight Cost per Unit Distance reports.
- **Freight Weight Trend:** This graph shows the freight weight from the selected date back in time. The data is grouped in increments of the selected time period. It appears in the Rated Freight Cost per Unit Weight Trend report.
- **Rated Freight Cost per Unit Weight Trend:** This graph shows the rated freight cost per unit weight trend from the selected date back in time. The data is grouped in increments of the selected time period. It appears in the Rated Freight Cost per Unit Weight Trend report.
- **Freight Volume:** This graph shows freight volume associated with the freight cost. It appears in the Rated Freight Cost per Unit Volume report.
- **Rated Freight Cost per Unit Volume:** This graph shows calculated freight cost per unit volume. It appears in the Rated Freight Cost per Unit Volume report.
- **Freight Volume Trend:** This graph shows freight volume associated with the freight cost over time. It appears in the Rated Freight Cost per Unit Volume Trend report.
- **Rated Freight Cost per Unit Volume Trend:** This graph shows calculated freight cost per unit volume over time. It appears in the Rated Freight Cost per Unit Volume Trend report.
- **Distance:** This graph shows trip stop distances associated with the freight cost. It appears in the Rated Freight Cost per Unit Distance report.
- **Rated Freight Cost per Unit Distance:** This graph shows calculated freight cost per unit distance. It appears in the Rated Freight Cost per Unit Distance report.
- **Distance Trend:** This graph shows trip stop distances associated with the freight cost over time. It appears in the Rated Freight Cost per Unit Distance Trend report.
- **Rated Freight Cost per Unit Distance Trend:** This graph shows trip stop distances associated with the freight cost over time. It appears in the Rated Freight Cost per

Unit Distance Trend report.

Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Transportation Management Dashboard, page 16-178.

On-Time Arrival Rate

This section explains the following reports:

- On-Time Arrival Rate, page 16-188
- On-Time Arrival Rate Trend, page 16-189
- Trip Stop Arrival Performance Trend, page 16-189

You can use these reports to answer the following questions:

- Which carriers are consistently late on arrivals?
- What mode of transportation, carrier, or service level is most reliable?
- Are carriers typically early, late, or on time?
- How are carriers performing over time?
- How late are carriers arriving at trip stops?

These reports show the timeliness of carriers arriving to their trip stops. Supply chain or transportation managers can assess on-time performance. This information shows how carriers are performing, which ultimately affects deliveries to intermediate and end customers.

Note: The report calculations include consolidation and deconsolidation trip stops.

Report Parameters

These reports contain the following parameters:

- **Mode:** All modes of transportation provided by Oracle Applications. If the mode was not designated in Oracle Transportation Execution, then the report displays

"Unassigned." The values in the list come from Oracle Transportation Execution.

- **Carrier:** The defined freight carriers associated with Trips from Shipping. If the record does not list a carrier, then it is included the Unassigned category.
- **Service Level:** The defined service levels associated with Trips from Shipping. If the record does not list a service level, then the records are included in the Unassigned category.

Report Headings and Calculations

This section explains the On-Time Arrival Rate reports.

On-Time Arrival Rate

This report shows the on-time performance for deliveries associated with trips for which there is an actual arrival date and planned arrival date on the trip stop.

The report contains the following columns:

- **Trip Arrivals:** The number of trips that have arrived at the last trip stop. A trip is defined as the route traversed by a carrier to pick up and deliver items. Oracle Daily Business Intelligence for Supply Chain only counts trips with a planned arrival date.
- **Change:** The change in the number of trip arrivals. The trip arrivals from the selected period are compared with those of the selected compare-to period.
- **Trip Stop Arrivals:** The number of trip stops. A trip stop is a point along the route where material is either picked up or dropped off. A trip must consist of at least two stops (one pick-up and one drop-off), but could include any number of stops.
- **Change:** The change in trip stop arrivals. The trip stop arrivals from the selected period are compared with those of the selected compare-to period.
- **On-Time Trip Stop Arrivals:** The number of trip stops at which a carrier has arrived within tolerance according to the planned arrival date.

Tolerance comes from the Carrier On-time Arrival Window that is defined in Oracle Transportation Execution. The variance from the planned arrival date is calculated as the absolute value of (Actual Arrival Date - Planned Arrival Date). If this variance is less than the number of days defined in the Carrier On-time Arrival Window, then the shipment is considered to be on time.

- **Change:** The change in on-time trip stop arrivals. The on-time trip stop arrivals from the selected period are compared with those of the selected compare-to period.
- **Late Trip Stop Arrivals:** The number of trip stops at which a carrier has arrived later than the planned arrival date.

- **Early Trip Stop Arrivals:** The number of trip stops at which a carrier has arrived earlier than the planned arrival date.
- **On-Time Arrival Rate:** $[(\text{Number of On-Time Arrivals to Trip Stops}) / (\text{Number of Arrivals Planned for every Trip Stop})] * 100$
The number of on-time arrivals to trip stops as a percentage of the number of arrivals planned for every trip stop.
- **Change:** The change in the on-time arrival rate. The trip stop arrival rates from the selected period are compared with those of the selected compare-to period.

On-Time Arrival Rate Trend

This report shows the on-time performance for deliveries associated with trips for which there is an actual arrival date and planned arrival date on the trip stop.

The report contains the following columns:

- **Trip Arrivals:** The number of trips that have arrived at the last trip stop with planned arrival dates.
- **Change:** The change in trip arrivals. The trip arrivals from the selected period are compared with those of the selected compare-to period.

See On-Time Arrival Rate, page 16-188, for a description of the other columns and headings.

Trip Stop Arrival Performance Trend

This report shows the on-time performance for deliveries associated with trips for which there is an actual arrival date and planned arrival date on the trip stop.

The report contains the following columns:

- **On-Time Trip Stop Arrivals:** See On-Time Arrival Rate, page 16-188.
- **On-Time Arrival Rate:** See On-Time Arrival Rate, page 16-188.
- **Late Trip Stop Arrivals:** The number of trip stops where carriers arrived later than the planned arrival date.
- **Late Arrival Rate:** $(\text{Number of Late Trip Arrivals} / \text{Number of Planned Trips}) * 100$
The percentage of trips that arrived at the destination trip stop later than the planned arrival date.
- **Early Trip Stop Arrivals:** The number of trip stops at which a carrier has arrived earlier than the planned arrival date.
- **Early Arrival Rate:** $(\text{Number of Early Trip Arrivals} / \text{Number of Planned Trips}) * 100$

The percentage of trips that arrived at the destination trip stop earlier than the planned arrival date.

- **Trip Stop Arrivals:** See On-Time Arrival Rate, page 16-188.
- **Planned Trip Stop Arrivals:** The number of trip stops that have an associated planned arrival date.
- **Trip Stop Arrivals to Plan:** $(\text{Number of Trip Stop Arrivals} / \text{Number of Planned Trip Stop Arrivals}) * 100$

The number of arrivals at trip stops that have an actual arrival date as a percentage of the number of planned trip stops that have a planned arrival date.

Graphs

- **Trip Stop Arrivals:** This graph shows the trip stop arrival totals across the selected parameters. Trip stop arrivals from the selected period are contrasted with those from the selected compare-to period. It appears in the On-Time Arrival Rate report.
- **Timeliness of Arrivals:** This graph displays the on-time, late, and early arrivals for the selected parameters. It appears in the On-Time Arrival Rate report.
- **On-Time Arrival Rate:** This graph shows the on-time arrival rate for the selected dimensions. The on-time arrival rate of the selected period are contrasted with that of the selected compare-to period. It appears in the On-Time Arrival Rate report.
- **Trip Stop Arrivals Trend:** This graph shows the trip stop arrival totals across the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the On-Time Arrival Rate Trend report.
- **On-Time Arrivals Trend:** This graph shows the on-time arrivals for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the On-Time Arrival Rate Trend report.
- **On-Time Arrival Rate Trend:** This graph shows the on-time arrival rate for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the On-Time Arrival Rate Trend report.
- **Timeliness of Arrivals Trend:** This graph shows on-time, late, and early arrivals for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the Trip Stop Arrival Performance Trend report.

- **Arrival Rates Trend:** This graph shows on-time, late, and early arrivals for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the Trip Stop Arrival Performance Trend report.
- **Trip Stop Arrivals to Plan Trend:** This graph shows the number of trip stop arrivals to the planned trip stop arrivals for the selected parameters. It appears in the Trip Stop Arrival Performance Trend report.

Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Transportation Management Dashboard, page 16-178.

Carrier Billing and Payment Variance

This section explains the following reports:

- Carrier Billing and Payment Variance, page 16-192
- Carrier Billing and Payment Variance Trend, page 16-193

You can use the Carrier Billing and Payment Variance reports to answer the following questions:

- Are carrier bills accurate? If not, by how much are they inaccurate?
- What is the trend in accuracy over time?
- How much is being paid to carriers this period?
- Which carrier constitutes the greatest cost of shipping goods?
- Which carriers are consistently billing more, and by how much?

The Carrier Billing and Payment Variance reports show the accuracy of carrier freight bills. You can compare the total payments against the bills to find out accuracy.

Note: The system counts freight bills for consolidation delivery legs for Less Than Truck Load (LTL), but not for Truck Load (TL).

Report Parameters

- **Mode:** The mode displays only less than truckload (LTL) and Truck for these reports.
- **Carrier:** This parameter contains the defined freight carriers associated with trips from shipping. If the record does not list a carrier, then it is included in the Unassigned category.
- **Service Level:** This parameter contains the defined service levels associated with Trips from Shipping. If the record does not list a service level, then it is included in the Unassigned category.

Report Headings and Calculations

This section explains the Carrier Billing and Payment Variance reports:

Carrier Billing and Payment Variance

This report shows the accuracy of carrier freight bills. The freight bills are compared to the approved amounts only when bills are fully paid to highlight by how much the carrier bills are inaccurate. This report includes total payments, payments paid in full, approved bills, and the associated variances.

The report contains the following columns:

- **Payments:** The sum of all payment amounts made to carriers for the selected period.
- **Change:** The change in payments.
- **Percent of Total:** $(\text{Payments for the row} / \text{Grand Total of Payments}) * 100$
The percent that the row represents with respect to the grand total of the payments.
- **Billed to Paid Variance**
 - **Paid in Full:** The amount paid in full (where a fully paid date exists). The total, or cumulative, payment amounts for bills that have reached Paid status within the selected period. To reach Paid status, a bill must be paid in full within the selected period.
 - **Billed:** The original amounts of freight bills that have been processed to Paid status. The original freight bill amounts are used for the variance calculation once the bills reach Paid status. The original bill amounts that contribute to the sum for a selected period could be from bills received before the selected period.
 - **Variance Amount:** Billed – Paid In Full, for all carrier bills paid in full within the selected period.

The variance of the total amount paid in full as compared to the original carrier bill amount, expressed in terms of an amount difference.

- **Variance Percent:** $[(\text{Billed} - \text{Paid In Full}) / (\text{Absolute Value of Paid In Full for all carrier bills paid in full within the selected period})] * 100$

The variance of the total (cumulative) amounts paid in full as a percentage of the associated original carrier bill amounts.

- **Change:** The change in the billed to paid variance percent.
- **Billed to Approved Variance**
 - **Approved Bills:** The sum of the bills that have been approved in the period paid (where a Fully Paid Date exists). The approved amounts of freight bills that have been processed to Paid status. The approved freight bill amounts are used for the variance calculation once the bills reach Paid status. The approved bill amounts that contribute to the sum for a selected period could be from bills received before the selected period.
 - **Variance Amount:** Billed – Approved Bills, for all carrier bills paid in full within the selected period.

The variance of the original amounts as compared to the approved amounts for freight bills that are fully paid, expressed in terms of an amount difference.
 - **Variance Percent:** $(\text{Billed} - \text{Approved Bills}) / (\text{Absolute Value of Approved Bills}), \text{ for all carrier bills paid in full within the selected period} * 100$

The variance of the original amounts as a percentage of the approved amounts for freight bills that are fully paid.
 - **Change:** The change in the billed-to-approved variance percent

Carrier Billing and Payment Variance Trend

This report shows the trend in the accuracy of carrier freight bills over time. It shows the trend of carrier payments, billed-to-paid variance, and billed-to-approved variance.

Note: You cannot select Air in the Mode parameter.

The report contains the following column headings:

- **Payments**
- **Change**
- **Billed to Paid Variance**

- **Variance Amount**
- **Change**
- **Variance Percent**
- **Change**
- **Billed to Approved Variance**
 - **Variance Amount**
 - **Change**
 - **Variance Percent**
 - **Change**

See Carrier Billing and Payment Variance, page 16-192, for a description of the columns and headings.

Graphs

- **Carrier Payments:** This graph shows carrier payments for the selected parameters. The carrier payments from the selected period are contrasted with those from the selected compare-to period. This graph appears in the Carrier Billing and Payment Variance report.
- **Carrier Payments Percent of Total:** This graph shows the percentage of the total for the selected parameters. It appears in the Carrier Billing and Payment Variance report.
- **Billed to Paid Variance:** This graph shows the billed-to-paid variance for the selected parameters. The billed-to-paid variance of the selected period is contrasted with that of the selected compare-to period. This graph appears in the Carrier Billing and Payment Variance report.
- **Carrier Payments Trend:** This graph shows carrier payments for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the Carrier Billing and Payment Variance Trend report.
- **Billed to Paid Variance Trend:** This graph shows the billed-to-paid variance for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the Carrier Billing and Payment Variance Trend report.

- **Billed to Approved Variance Trend:** This graph shows the billed-to-approved variance for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the Carrier Billing and Payment Variance Trend report.

Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Transportation Management Dashboard, page 16-178.

Freight Cost Recovery Rate

This section explains the following reports:

- Freight Cost Recovery Rate, page 16-195
- Freight Cost Recovery Rate Trend, page 16-196

You can use the Freight Cost Recovery Rate reports to answer the following questions:

- Are we charging customers the proper amount in order to recover our freight costs?
- Have the freight charges applied to orders and order lines been covering the cost of freight over time?

Report Parameters

- **Organization:** All the organizations for which shipments have been tracked. When displaying information for a single organization, the amounts are shown in the functional currency of the operating unit to which the organization belongs, and the primary currency.
- **Customer:** The customer on the order.
- **Product Category:** See Common Concepts, page 16-4 for an explanation of this parameter.
- **Item:** See Common Concepts, page 16-4 for an explanation of this parameter.

Report Headings and Calculations

This section explains the Freight Cost Recovery Rate reports:

Freight Cost Recovery Rate

This report shows whether freight charges applied to orders and order lines are covering the cost of freight. Using this report, you can assess whether your business is charging the proper amount to customers to cover its freight costs.

The report contains the following columns:

- **Estimated Freight Cost:** All freight costs from order lines in Oracle Order Management, including manual and rated freight costs.
- **Change:** The change in the estimated freight cost.
- **Order Line Freight Charges:** The amount applied on order lines to charge customers for the shipping of goods.
- **Change:** The change in the order line freight charges.
- **Percent of Total:** $(\text{Order Line Freight Charges for the Row} / \text{Grand Total of the Order Line Freight Charges}) * 100$
The percentage that the row represents with respect to the grand total of the order line freight charges.
- **Recovery Rate:** $(\text{Order Line Freight Charges} / \text{Estimated Freight Cost}) * 100$
The percentage that represents the extent to which freight charges to customers are covering the total freight cost of shipping goods. If it is 100%, the total freight costs are entirely recovered by the freight charges.
- **Change:** The change in the freight cost recovery rate.

Freight Cost Recovery Rate Trend

This report shows the trend in recovering freight costs, meaning that freight charges applied to orders and order lines are covering the cost of freight, over time.

The report contains the following column headings:

- **Estimated Freight Cost**
- **Change**
- **Order Line Freight Charges**
- **Change**
- **Recovery Rate**
- **Change**

See Freight Cost Recovery Rate, page 16-195, for a description of the columns and headings.

Graphs

- **Order Line Freight Charges:** This graph shows the order line freight charges for the selected parameters. The order line freight charges from the selected period are contrasted with those from the selected compare-to period. This graph appears in the Freight Cost Recovery Rate report.
- **Order Line Freight Charges Percent of Total:** This graph shows the percentage of the total for the selected parameters. It appears in the Freight Cost Recovery Rate report.
- **Freight Cost Recovery Rate:** This graph shows the freight cost recovery rate for the selected parameters. The freight cost recovery rate of the selected period is contrasted with that of the selected compare-to period. This graph appears in the Freight Cost Recovery Rate report.
- **Estimated Freight Cost Trend:** This graph shows the estimated freight cost for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the Freight Cost Recovery Rate Trend report.
- **Order Line Freight Charges Trend:** This graph shows the order line freight charges for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the Freight Cost Recovery Rate Trend report.
- **Freight Cost Recovery Rate Trend:** This graph shows the freight cost recovery rate for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period. This graph appears in the Freight Cost Recovery Rate Trend report.

Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Transportation Management Dashboard, page 16-178.

Sales Agreement Management Dashboard

The Sales Agreement Management dashboard and reports provide contract administrators and contract, sales, and finance managers a central location to track sales agreements in all stages. Reports show both current and historical information. With

this kind of insight, managers can quickly identify problems and make corrections. Contract teams can focus on establishing stronger contracts, and sales teams can focus on signing more agreements.

The dashboard and reports include sales order lines with service items. Fulfillment of service items occurs when the sales order lines are closed. As a result, the Sales Agreement Management dashboard and reports might not be consistent with the fulfillment reports on the Customer Fulfillment Management dashboard.

The Sales Agreement Management dashboard and reports reference data from Oracle Order Management.

Use the Sales Agreement Management reports to learn about:

- The status of agreements.
 - Find out the value of active, new, expiring, expired, or terminated agreements for any period.
 - Analyze the value of agreements over time.
 - Analyze agreements by currency, sales group, agreement type, customer classification, customer, product category, and product.
- Performance against agreements.
 - Monitor sales order fulfillment against an agreement.
 - See the fulfillment performance of the organization.
 - Analyze outstanding agreements, unrealized agreements, and total fulfilled value by sales group, agreement type, or customer classification.
- Non-agreement sales orders.
 - Find out the percentage of non-agreement sales orders.
 - Find out the value of non-agreement sales orders.

"Agreement" refers to a blanket sales agreement. The Sales Agreement Management dashboard and reports only include agreements that have lines for items or item categories and that have a minimum agreed value at either the header or the line level. If the header does not show a value, then the minimum agreed value is the sum of the value of the minimum value agreed for all of the line items.

Users granted the Daily Sales Agreement Intelligence responsibility have access to the Sales Agreement Management dashboard and reports.

Parameters

This dashboard contains the following parameters:

- **Date**
- **Period**
- **Compare To**
- **Sales Group:** Primary secured dimension of the dashboard. Sales group/sales representative comes from the agreement header for all fulfillment activity that references an agreement; for all other fulfillment activity, it is the sales group/sales representative from the sales credit sub-structure of the order line. See also Common Concepts, page 16-4.
- **Currency**

For information on other parameters, see Common Concepts, page 16-4 or Parameters, page 1-4.

Reports and Graphs

This dashboard contains the following report regions:

- Sales Agreement Management KPIs, page 16-199
- Active Agreements Summary, page 16-201

For more information on Oracle Daily Business Intelligence, see Overview of Daily Business Intelligence, page 1-1.

Sales Agreement Management KPIs

This section describes Sales Agreement Management key performance indicators (KPIs):

KPI Definitions

The following are the Sales Agreement Management KPIs:

Active Agreements Summary

- **Beginning Active Agreements:** Total minimum agreement value of all agreements active at the beginning of the selected period.
- **New Agreements:** Value of agreements that have been activated from the beginning of the period to the selected date.

- **Expired Agreements:** Value of agreements that have expired from the beginning of the period to the selected date. This measure does not include agreements that have a termination date on or before the as-of date.
- **Terminated Agreements:** Value of agreements that have been terminated from the beginning of the period to the selected date. The system creates a terminated date when a user terminates the agreement.
- **Total Active Agreements:** Total minimum agreement values of all agreements active as of the selected date. This summary includes the agreements active at the beginning of the selected period, any newly activated agreements, and excludes agreements that have expired or terminated from the beginning of the period to the selected date.

See also: Active Agreements Summary report, page 16-202.

Expiring Agreements

- **Total Value:** Total of the minimum agreement value of agreements that are expiring from the selected date to the end of the selected period. See also: Active Agreements Summary report, page 16-202.
- **Outstanding Value:** (Value of Active Agreements Expiring this Period) – (Value of the Fulfilled Portion of the Same Agreements, up to and including the as-of date)

Difference of the total minimum agreement value and the total fulfilled value referencing the active agreements that are expiring from the selected date to the end of the selected period. Negative values are rounded up to 0. See also: Total Performance Against Agreements report, page 16-206.

Agreement Orders Analysis

- **Agreement Orders:** Value of all sales order lines that reference an agreement fulfilled in the selected period.
- **Non-Agreement Orders:** Value of all sales order lines that do not reference a blanket sales agreement, fulfilled in the selected period.
- **Percent Non-Agreement Orders:** $(\text{Non-Agreement Orders} / \text{Sum of All Non-Agreement Orders and Agreement Orders}) * 100$
Percentage of the value of non-agreement orders compared to the sum of all orders, fulfilled in the selected period. All orders are within the same period, up to and including the as-of date.

See also: Agreement Orders Analysis report, page 16-207.

Related Reports and Links

For information on the related reports, see Sales Agreement Management Dashboard,

page 16-197.

Active Agreements Summary

This section explains the following reports:

- Active Agreements Summary, page 16-202
- New Agreements, page 16-204
- Expired Agreements, page 16-204
- Terminated Agreements, page 16-205
- Expiring Agreements, page 16-206
- Total Performance Against Agreements, page 16-206
- Agreement Orders Analysis, page 16-207
- Agreement Order Line Detail, page 16-208
- Non-Agreement Order Line Detail, page 16-208
- Agreements Trend, page 16-209
- Outstanding Value Trend, page 16-210
- Top Agreements by Fulfillment Activity, page 16-210

Use these reports to track agreements at various stages of the agreement life cycle, monitor performance, assess agreement value, and view the original orders and agreements.

Report Parameters

These reports contain the following parameters:

- **Date**
- **Period**
- **Compare To**
- **Sales Group**
- **Agreement Type:** Agreement type from the blanket sales agreement header.
- **Customer Classification**

- **Product**
- **Product Category**
- **Customer:** Sold-to customer on the sales order or sales agreement.
- **Currency**

For information on parameters not described here, see Common Concepts, page 16-4 or Parameters, page 1-4.

Report Headings and Calculations

This section explains the Active Agreements Summary reports.

Active Agreements Summary

This report provides information on agreement activity, to help you analyze new, expiring, expired and terminated agreements.

Links to other reports appear, if you view the report by any of the following parameters:

- Customer
- Sales Group, if you select a particular sales representative in the Sales Group parameter.
- Customer Classification and Agreement Type, if you select one particular customer in the Customer parameter.

The report contains the following columns:

- **Period Beginning Active Agreements - Value:** Total value of all agreements that were active at the beginning of the specified period.
- **Period Beginning Active Agreements - Change:** $[(\text{Value of Agreements Active during the Specified Period}) - (\text{Value of Agreements Active in the Compare To Period}) / \text{Value of Compare To Period}] * 100$

Percentage difference between the value of all agreements active at the end of the previous period and the value of all agreements active at the end of the compare-to period.

- **New Agreements - Count:** Number of agreements that have an activation date within the specified period.

Clicking the link opens the New Agreements report, page 16-204.

- **New Agreements - Value:** Value of agreements that have an activation date within the specified period, up to and including the as-of date.

- **New Agreements - Change:** $[(\text{Value of New Agreements in Specified Period}) - (\text{Value of New Agreements in the Compare To Period}) / \text{Value of New Agreements in Compare To Period}] * 100$

Percentage difference between the value of new agreements of the specified period and the value of new agreements of the compare-to period.

- **Expired Agreements - Value:** Value of agreements that expired within the specified period, up to and including the as-of date. This measure does not include agreements that have a termination date on or before the as-of date.

Clicking the link opens the Expired Agreements report, page 16-204.

- **Expired Agreements - Change:** $[(\text{Value of Agreements that Expired in the Specified Period}) - (\text{Value of Agreements that Expired in the Compare To Period}) / \text{Value of Agreements that Expired in the Compare To Period}] * 100$

Percentage difference between the value of agreements that expired in the specified period and the value of agreements that expired in the compare-to period.

- **Terminated Agreements - Value:** Value of agreements that have a termination date within the specified period, up to or including the as-of date. The system provides a terminated date when a user terminates the agreement.

Clicking the link opens the Terminated Agreements report, page 16-205.

- **Terminated Agreements - Change:** $[(\text{Value of Agreements Terminating in the Specified Period}) - (\text{Value of Agreements Terminated in the Compare To Period}) / \text{Value of Agreements Terminated in the Compare To Period}] * 100$

Percentage difference between the value of agreements terminated in the specified period and the value of agreements terminated in the compare-to period.

- **Total Active Agreements - Value:** Minimum agreed value of agreements that have an activation date on or before the as-of date and an expiration date or termination date after the as-of date. For more information on minimum agreed value, see Sales Agreement Management, page 16-197.

Clicking the link opens the Top Agreements by Fulfillment Activity report, page 16-210.

- **Total Active Agreements - Change:** $[(\text{Total Agreements Active in the Specified Period}) - (\text{Total Agreements Active in the Compare To Period}) / \text{Total Agreements Active in the Compare To Period}] * 100$

Percentage difference between the total value of agreements active in the specified period and the total value of agreements active in the compare-to period.

- **Expiring Agreements - Value:** Value of agreements that are still active, but which will expire by the end of the current period.

Clicking the link opens the Expiring Agreements report, page 16-206.

- **Expiring Agreements - Change:** $[(\text{Current Expiring Agreements Value}) - (\text{Expiring Agreements Value of Compare To Period}) / \text{Expiring Agreements Value of Compare To Period}] * 100$

Percentage difference between the value of agreements expiring in the specified period and the value of agreements expiring in the compare-to period.

New Agreements

This report provides data on agreements that have an activation date within the selected period, up to and including the selected date.

The report lists information by agreement number. You can analyze the report data by agreement type, customer classification, and customer.

The report contains the following columns:

- **Agreement Number:** Number of the agreement.
- **Customer Classification:** Classification to which the customer belongs.
- **Customer:** Customer who is party to the agreement.
- **Sales Group:** Sales group that created the agreement.
- **Agreement Type:** Agreement type from the header.
- **Agreement Orders:** Number of sales orders that reference the agreement and that have a fulfilled date that falls within the given period, up to and including the as-of date.
- **Total Fulfilled Value:** Sum of all sales orders that reference the agreement and that were fulfilled within the specified period, up to and including the as-of date.
- **Outstanding Value:** Value of the portion of the new agreement that remains outstanding.
- **Agreement Value:** Minimum agreed value. For more information, see Sales Agreement Management dashboard, page 16-197.
- **Activation Date:** Effective start date of the agreement.
- **Expiration Date:** Effective end date of the agreement.

Expired Agreements

This report provides fulfillment information about agreements that expired from the beginning of the period to the selected date.

The report lists information by agreement number. You can analyze the report data by sales group, agreement type, customer classification, and customer.

The report contains the following columns:

- **Agreement Number**
- **Customer Classification**
- **Customer**
- **Sales Group**
- **Agreement Type**
- **Agreement Orders**
- **Total Fulfilled Value**
- **Unrealized Value:** Value of the unrealized portion of the expired agreement.
- **Agreement Value:** See Sales Agreement Management dashboard, page 16-197.
- **Activation Date**
- **Expiration Date**

See New Agreements, page 16-204 for information on column headings not explained here.

Terminated Agreements

This report provides fulfillment information about agreements that were terminated within the period, up to and including the selected date.

The report contains the following columns:

- **Agreement Number**
- **Customer Classification**
- **Customer**
- **Sales Group**
- **Agreement Type**
- **Agreement Orders**
- **Total Fulfilled Value**
- **Unrealized Value:** Value of the unrealized portion of the terminated agreement.
- **Agreement Value:** See Sales Agreement Management dashboard, page 16-197.

- **Activation Date**
- **Termination Date:** Date the system creates when a user terminates the agreement in Oracle Order Management.

See New Agreements, page 16-204 for information on column headings not explained here.

Expiring Agreements

This report shows the number and value of agreements that will expire within the selected period.

The report contains the following columns:

- **Agreement Number**
- **Customer Classification**
- **Customer**
- **Sales Group**
- **Agreement Type**
- **Agreement Orders**
- **Total Fulfilled Value**
- **Outstanding Value:** Value of the portion of the expiring agreement that remains outstanding.
- **Agreement Value:** See Sales Agreement Management dashboard, page 16-197.
- **Activation Date**
- **Expiration Date**

See New Agreements, page 16-204 for information on column headings not explained here.

Total Performance Against Agreements

This report shows total values, along with outstanding and unrealized values for active, expiring, terminated, and expired agreements.

The report contains the following columns:

- **Active Agreements Value – Total:** Minimum agreed value of all active agreements.
- **Active Agreements Value – Outstanding:** Value of the portion of all active agreements that remains outstanding.

- **Expiring Agreements Value – Total:** Minimum agreed value of expiring agreements.
- **Expiring Agreements Value – Outstanding:** Value of the portion of expiring agreements that remains outstanding.
- **Terminated Agreements Value – Total:** Minimum agreed value of all terminated agreements.
- **Terminated Agreements Value – Unrealized:** Value of the unrealized portion of terminated agreements.
- **Expired Agreements Value – Total:** Total minimum agreed value of expired agreements.
- **Expired Agreements Value – Unrealized:** Value of the unrealized portion of expired agreements.

Agreement Orders Analysis

This report provides a breakdown of agreement and non-agreement orders, as well as the percentage of non-agreement orders to the total orders for the selected period. You can view and analyze this information by sales group, customer classification, and customer. In addition to these view-by parameters, the report includes Agreement Type as a parameter.

Links to other reports appear, if you view the report by any of the following parameters:

- Sales Group, if you select a particular sales representative in the Sales Group parameter.
- Customer
- Customer Classification

The report contains the following columns:

- **Agreement Orders – Fulfilled Value:** Fulfilled value against agreement order lines. This report links to the Agreement Order Lines Detail report, page 16-208.
- **Agreement Orders – Change:** $[(\text{Fulfilled Value Against Agreement Order Lines this Period}) - (\text{Fulfilled Value Against Agreement Order Lines in Compare To Period}) / \text{Fulfilled Value Against Agreement Order Lines in Compare To Period}] * 100$
- **Non-Agreement Orders – Fulfilled Value:** Fulfilled value against non-agreement order lines. This report links to the Non-Agreement Order Lines Detail report, page 16-208.
- **Non-Agreement Orders – Change:** $[(\text{Fulfilled Value Against Non-Agreement Order$

Lines this Period) - (Fulfilled Value Against Non-Agreement Order Lines in Compare To Period) / Fulfilled Value Against Non-Agreement Order Lines in Compare To Period] * 100

- **Total Orders – Fulfilled Value:** Fulfilled value against total order lines.
- **Total Orders – Change:** [(Fulfilled Value Against Total Order Lines this Period) - (Fulfilled Value Against Total Order Lines in Compare To Period) / Fulfilled Value Against Total Order Lines in Compare To Period] * 100
- **Non-Agreement Orders Value Percent:** (Value of Non-Agreement Orders / Value of Total Orders) * 100

Agreement Order Line Detail

This report provides information on order lines that are referenced by an agreement. It displays information on the date for each order line, and product sold, as well as the fulfilled value.

The report lists information by order line. You can analyze the report data by sales group, agreement type, customer classification, customer and product.

The report contains the following columns:

- **Order Number:** Sales order number referenced to the agreement. Click this link to view the order.
- **Line Number:** Sales order line number.
- **Agreement Number:** Agreement from the sales order line. Click this link to view the agreement.
- **Fulfilled Date:** Actual fulfilled date from the sales order line.
- **Customer:** Customer listed on the sales order.
- **Customer Classification:** See New Agreements, page 16-204.
- **Product:** Product listed on the sales order line.
- **Product Description:** Item description from the sales order line.
- **Sales Group:** Sales group to which the sales representative belongs.
- **Sales Representative:** Sales representative from the agreement header.
- **Fulfilled Order Line Sales Credit:** Amount of fulfilled order value credited to the sales group and sales representative for the given order number/line number.

Non-Agreement Order Line Detail

This report provides information on order lines that are not referenced by an

agreement. It displays information on the date for each order line, product sold, and fulfilled value.

The report lists information by order line. You can analyze the report data by sales group, agreement type, customer classification, customer, and product.

- **Order Number**
- **Line Number**
- **Operating Unit:** Operating unit from which the order was placed.
- **Fulfilled Date**
- **Customer**
- **Customer Classification**
- **Product**
- **Product Description**
- **Sales Group**
- **Sales Representative**
- **Fulfilled Order Line Sales Credit**

See Agreement Order Line Detail, page 16-208 and New Agreements, page 16-204 for information on column headings not explained here.

Agreements Trend

This report shows the value of new, expired, terminated, and total active agreements over time.

The report contains the following columns:

- **New – Value:** Minimum value of agreements that have an activation date in the period.
- **New – Change:** Percentage difference between "New – Value" this period and "New – Value" of the compare-to period.
- **Expired – Value:** Minimum value of agreements that expired within the period, up to and including the as-of date.
- **Expired – Change:** Percentage difference between "Expired – Value" this period and "Expired – Value" of the compare-to period.
- **Terminated – Value:** Minimum value of agreements that were terminated within

the period, up to and including the as-of date.

- **Terminated – Change:** Percentage difference between "Terminated – Value" this period and "Terminated – Value" of the compare-to period.
- **Total Active – Value:** Total fulfilled value of agreements that have a fulfilled date within the period.
- **Total Active – Change:** Percentage difference in "Total Active - Value" of the selected period and "Total Active – Value" of the compare-to period.

Outstanding Value Trend

This report displays the trend in the total outstanding value of active agreements and the total active agreements value for the selected time periods.

The report contains the following columns:

- **Total Outstanding – Value:** Total outstanding value of agreements with an outstanding date within the selected period.
- **Total Outstanding – Change:** Percentage difference between the total outstanding value of the selected period and the total outstanding value of the compare-to period.
- **Total Active Agreements – Value:** Minimum agreed value of active agreements within the selected period. For more information on minimum agreed value, see Sales Agreement Management dashboard, page 16-197.
- **Total Active Agreements – Change:** Percentage difference between total active agreements of the selected period and total active agreements of the compare-to period.

Top Agreements by Fulfillment Activity

This report displays information about active agreements based on the fulfillment values of order lines associated with the corresponding agreement number. It also includes the total outstanding value and the agreement value for each agreement.

The report lists information by agreement number. You can analyze the report data by sales group, agreement type, customer classification, and customer.

The report contains the following columns:

- **Agreement Number**
- **Customer Classification**
- **Customer**
- **Sales Group**

- **Agreement Type**
- **Agreement Orders**
- **Total Fulfilled Value**
- **Outstanding Value**
- **Agreement Value**
- **Activation Date**
- **Expiration Date**

See New Agreements, page 16-204 for information on the column headings.

Graphs

- **New Agreements:** This pie graph shows the breakdown of new agreements. This graph lets you view data by sales group, agreement type, customer classification, and customer. It appears in the Active Agreements Summary report.
- **Total Active Agreements:** This horizontal bar graph shows total active agreements in the specified period alongside those of the compare-to period. It appears in the Active Agreements Summary report.
- **Active Agreements Value:** This horizontal stacked bar graph shows the outstanding value and the total value of active agreements. It appears in the Total Performance Against Agreements report.
- **Expiring Agreements Value:** This horizontal stacked bar graph shows the outstanding value and the total value of expiring agreements. It appears in the Total Performance Against Agreements report.
- **Terminated Agreements Value:** This horizontal stacked bar graph shows the unrealized value and the total value of terminated agreements. It appears in the Total Performance Against Agreements report.
- **Expired Agreements Value:** This horizontal stacked bar graph shows the unrealized value and the total value of expired agreements. It appears in the Total Performance Against Agreements report.
- **Agreement Orders:** This pie graph shows the breakdown of agreement orders of the components of the selected View By. It appears in the Agreement Orders Analysis report.
- **Total Orders:** This vertical stack bar graph shows non-agreement and agreement orders of the components of the selected View By. It appears in the Agreement

Orders Analysis report.

- **Agreements Trend:** This line graph plots the value of new, terminated, expired and total active agreements. It appears in the Agreements Trend report.
- **Outstanding Value Trend:** This line graph shows the trend of outstanding value over time. It appears in the Outstanding Value Trend report.

Personalization

See General Dashboard and Report Behavior, page 1-26.

Related Reports and Links

For information on the related reports, see Sales Agreement Management Dashboard, page 16-197.

Responsibility and Dashboard Matrix

Responsibility and Dashboard Matrix

The following table provides a list of the responsibilities provided with Daily Business Intelligence and the dashboards they provide access to.

Responsibility	Dashboard
Benefit Manager	<ul style="list-style-type: none">• Open Enrollment Management
Chief HR Officer	<ul style="list-style-type: none">• Chief HR Officer - Overview• Chief HR Officer - Headcount• Chief HR Officer - Turnover• Contingent Worker Management
Commodity Manager	<ul style="list-style-type: none">• Commodity Spend Management• Commodity Supplier Management• Payables Status• Payables Management• HR Management - Overview

Responsibility	Dashboard
Cost Center Manager	<ul style="list-style-type: none"> • Expense Management • HR Management - Overview
Customer Support Manager	<ul style="list-style-type: none"> • Customer Support Management • Expense Management • HR Management - Overview
Daily Commodity Intelligence	<ul style="list-style-type: none"> • Commodity Spend Management • Commodity Supplier Management
Daily Customer Support Intelligence	<ul style="list-style-type: none"> • Customer Support Management
Daily Depot Repair Intelligence	<ul style="list-style-type: none"> • Depot Repair Management
Daily eCommerce Intelligence	<ul style="list-style-type: none"> • Site Management • Site Top Activity • Site Top Sales Activity
Daily Field Service Intelligence	<ul style="list-style-type: none"> • Field Service Management
Daily Financials Intelligence	<ul style="list-style-type: none"> • Profit and Loss • Profit and Loss Analysis • Profit and Loss by Manager • Expense Analysis • Expense Management • Funds Management

Responsibility	Dashboard
Daily Fulfillment Intelligence	<ul style="list-style-type: none"> • Customer Fulfillment Management • Shipping Management
Daily HR Intelligence	<ul style="list-style-type: none"> • Contingent Worker Management • HR Management - Overview • HR Management - Headcount • HR Management - Turnover • Open Enrollment Status • Workforce Budget Management
Daily Interaction Center Intelligence	<ul style="list-style-type: none"> • Email Center Management • Inbound Telephony Management
Daily Inventory Intelligence	<ul style="list-style-type: none"> • Inventory Management
Daily iStore Intelligence	<ul style="list-style-type: none"> • Store Management • Store Top Activity
Daily Maintenance Intelligence	<ul style="list-style-type: none"> • Maintenance Management
Daily Manufacturing Intelligence	<ul style="list-style-type: none"> • Manufacturing Management
Daily Marketing Intelligence	<ul style="list-style-type: none"> • Lead Management • Marketing Management
Daily Payables Intelligence	<ul style="list-style-type: none"> • Payables Management • Payables Status

Responsibility	Dashboard
Daily Planning Intelligence	<ul style="list-style-type: none"> • Plan Management
Daily Procurement Intelligence	<ul style="list-style-type: none"> • Procurement Management • Procure-to-Pay Management • Procurement Status • Procurement Performance Management
Daily Procurement Spend Intelligence	<ul style="list-style-type: none"> • Cost Center Spend Management
Daily Product Cost Intelligence	<ul style="list-style-type: none"> • Product Cost Management
Daily Product Intelligence	<ul style="list-style-type: none"> • Product Management • Product Management - Engineering
Daily Project Intelligence	<ul style="list-style-type: none"> • Projects Profitability Management • Projects Operations Management • Capital Projects Cost Management • Contract Projects Cost Management
Daily Quoting Intelligence	<ul style="list-style-type: none"> • Quote Management
Daily Receivables Intelligence	<ul style="list-style-type: none"> • Receivables Management • Receivables Status

Responsibility	Dashboard
Daily Sales Intelligence	<ul style="list-style-type: none"> • Opportunity Management • Product Revenue Bookings and Backlog • Sales Forecast Management • Sales Management
Daily Sales Agreement Intelligence	<ul style="list-style-type: none"> • Sales Agreement Management
Daily Service Contracts Intelligence	<ul style="list-style-type: none"> • Service Contracts Management • Service Renewals Management
Daily Sourcing Intelligence	<ul style="list-style-type: none"> • Sourcing Management
Daily Supply Chain Intelligence	<ul style="list-style-type: none"> • Customer Fulfillment Management • Inventory Management • Manufacturing Management • Plan Management • Product Cost Management • Sales Agreement Management • Shipping Management • Transportation Management • Warehouse Management
Daily Transportation Intelligence	<ul style="list-style-type: none"> • Transportation Management
Daily Warehouse Intelligence	<ul style="list-style-type: none"> • Inventory Management • Warehouse Management

Responsibility	Dashboard
Depot Repair Manager	<ul style="list-style-type: none"> • Depot Repair Management • Expense Management • HR Management - Overview
Email Center Manager	<ul style="list-style-type: none"> • Email Center Management • Expense Management • HR Management - Overview
Engineering Manager	<ul style="list-style-type: none"> • Product Management - • Engineering • Expense Management • HR Management - Overview
Field Service Manager	<ul style="list-style-type: none"> • Field Service Management • Customer Support Management • Expense Management • HR Management - Overview
Funds Manager	<ul style="list-style-type: none"> • Funds Management

Responsibility	Dashboard
HR Line Manager	<ul style="list-style-type: none"> Contingent Worker Management HR Management - Overview HR Management - Headcount HR Management - Turnover Open Enrollment Status Workforce Budget Management
Marketing Manager	<ul style="list-style-type: none"> Expense Management HR Management - Overview Lead Management Marketing Management
Procurement Manager	<ul style="list-style-type: none"> Expense Management HR Management - Overview Payables Management Payables Status Procurement Management Procure to Pay Management Procurement Performance Management Procurement Status
Profit Center Manager	<ul style="list-style-type: none"> Profit and Loss Profit and Loss by Manager HR Management - Overview

Responsibility	Dashboard
Project Executive	<ul style="list-style-type: none"> Projects Profitability Management Projects Operations Management Capital Projects Cost Management Contract Projects Cost Management Expense Management HR Management - Overview
Quoting Intelligence Manager	<ul style="list-style-type: none"> Quote Management
Sales Manager	<ul style="list-style-type: none"> Opportunity Management Product Revenue Bookings and Backlog Sales Management Sales Forecast Management Expense Management HR Management
Service Contracts Manager	<ul style="list-style-type: none"> Service Contracts Management Service Renewals Management Expense Management HR Management - Overview

Responsibility	Dashboard
Service Sales Manager	<ul style="list-style-type: none"> • Service Renewals Management • Service Contracts Management • Expense Management • HR Management - Overview
Sourcing Manager	<ul style="list-style-type: none"> • Sourcing Management
Supplier Manager	<ul style="list-style-type: none"> • Supplier Management
Supply Chain Manager	<ul style="list-style-type: none"> • Customer Fulfillment Management • Inventory Management • Manufacturing Management • Plan Management • Product Cost Management • Sales Agreement Management • Shipping Management • Transportation Management • Warehouse Management • Expense Management • HR Management - Overview
Web Site Manager	<ul style="list-style-type: none"> • Site Management • Site Top Activity • Site Top Sales Activity

Responsibility	Dashboard
Workforce Budget Manager	<ul style="list-style-type: none"> • Workforce Budget Management

Additional Documentation

Daily Business Intelligence for HRMS

The Daily Business Intelligence for Human Resources (DBI for HRMS) content is contained in a separate documentation set. To find information on how to use and implement DBI for HRMS, see the following additional documentation, which is available on the Oracle E-Business Suite Documentation CD.

- *Oracle Daily Business Intelligence for HRMS User Guide*
- *Oracle Daily Business Intelligence for HRMS Implementation*

Daily Business Intelligence for iStore/Web Analytics

The Daily Business Intelligence for iStore/Web Analytics content is contained in a separate documentation set. To find information on how to use and implement DBI for iStore/Web Analytics, see the following additional documentation, which is available on Oracle E-Business Suite Documentation CD.

- *Oracle Web Analytics Implementation and Administration Guide*

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