

# BW OTC - CEM

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## General presentation

### Objective of the application

Provide a report with the CEM (Customer Engagement Model) Service Level KPIs.

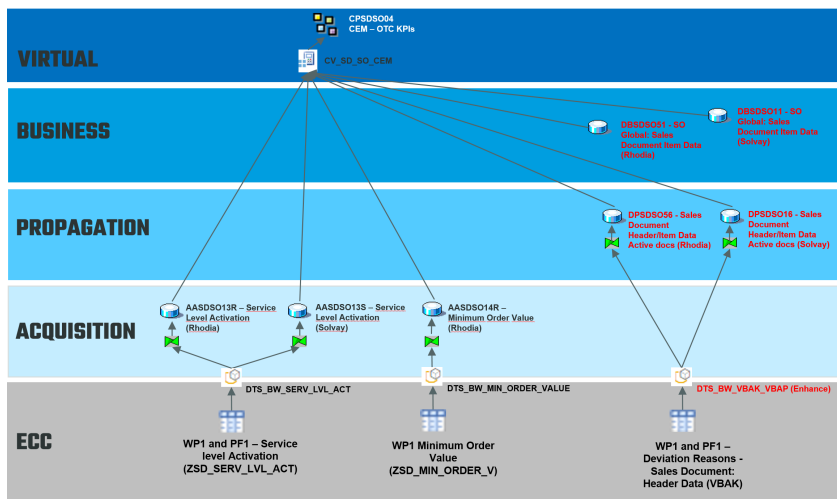
Tool Leader + IT leader of the application: Donia Rachdi + Diogo Paiva

### Authorization objects

List of authorization objects mandatory for the application.

Authorization object	Explanation
C_COMPDE__C_AUTHMA	Company authorization scope
CPFCTR1_2	Business unit

### Dataflow overview



ADSO AASDSO13R/AASDSO13S – Service Level Activation

ADSO AASDSO14R – Minimum Order Value

Calculation View – CV\_SD\_SO\_CEM

Composite Provider – CPSDSO04

### Functional and Technical rules on Workbench + Reporting

## Documentation

### Rules & Explanations

At the Sales Order header tab Addition Data B there are some fields to store the Service Level deviations:

Customer Engagement Model - Service Level - Deviation Reasons	
Lead Time	▼
Min. order value	▼
Product Return	▼
Rush order	▼
Expedited Order	▼
Order change	▼
Order cancellation	CA2 Customer request - fee waived ▼

Existing Service Levels:

- Lead Time
- Expedite / Express delivery
- Rush Orders
- Minimum Order Value
- MTO Full Batch
- Product Return
- Broken Pallets
- Order Change
- Order Cancellation
- Flexible Delivery
- Minimum Order Quantity

The BW report will provide a counter for Sales Order Deviated for each Service Level Listed above.

In SAP there is a Service Level configuration where the Functional team could turn on/off the functionality.

Calculation View – CV\_SD\_SO\_CEM detail:



## Edit Calculated Column

Calculated columns are used to derive some meaningful information in the form of columns, from existing columns.

Name:\*

Data Type:  Length:  Scale:

Expression

**Expression Editor**

Validate Syntax Language:

```
if ( ("ZSERV" = 'CAT_LEADTIME' or "ZSERV" = 'STD_LEADTIME') and (" _BIC_C_DOCTYP2" = 'TA' or
" _BIC_C_DOCTYP2" = 'ZOR' or " _BIC_C_DOCTYP2" = 'ORB' or " _BIC_C_DOCTYP2" = 'KB' or
" _BIC_C_DOCTYP2" = 'KBB' or " _BIC_C_DOCTYP2" = 'ZEXP' or " _BIC_C_DOCTYP2" = 'KL' or
" _BIC_C_DOCTYP2" = 'FG' or " _BIC_C_DOCTYP2" = 'RCM' or " _BIC_C_DOCTYP2" = 'TD' or
" _BIC_C_DOCTYP2" = 'M3' or " _BIC_C_DOCTYP2" = 'KN' or " _BIC_C_DOCTYP2" = 'KNCC' or
" _BIC_C_DOCTYP2" = 'ZORB' or " _BIC_C_DOCTYP2" = 'KBCC') and " _BIC_C_REA_LDT" != ' ',1,0)
```

Document Type by Service Level:

Service Level	Relevant Order Types
Lead Time	WP1 : TA - Standard Order ZOR - Immediate delivery ORB - BR Standard order KB - Consignment Fill-up KBB - BR Consig&Loan Deliv ZEXP - BR Export KL - Sample Order FG - Free of Charge Order RCM - BR Cta.&Ord. Sales PF1 : TD - Standard order M3 - M3 Reference order KN - free sample KNCC - Free sample CC ZORB - Standard Order BR KB - Consignment Fill-up KBCC - CC Consign.Sto.
Expedite / Express delivery	TA - Standard Order ZOR - Immediate delivery ORB - BR Standard order KB - Consignment Fill-up KBB - BR Consig&Loan Deliv ZEXP - BR Export KL - Sample Order FG - Free of Charge Order RCM - BR Cta.&Ord. Sales PF1 : TD - Standard order M3 - M3 KN - free sample KNCC - free sample ZORB - order brazil ( perox) KB - réappro consignation KBCC - réappro consignation
Rush Orders	TA Standard Order ORB BR Standard order KB Consignment Fill-up KBB BR Consig&Loan Deliv ZEXP BR Export RCM - BR Cta.&Ord. Sales PF1 : TD - Standard order M3 - M3 KN - free sample KNCC - free sample ZORB - order brazil ( perox)

Minimum Order Value	<p>WP1 :  TA Standard Order  ORB BR Standard order  ZEXP BR Export  PF1 :  TD - Standard order  M3 - M3  ZORB - order brazil ( perox)</p>
MTO Full Batch	<p>WP1 :  TA Standard Order  ORB BR Standard order  KB Consignment Fill-up  KBB BR Consig&amp;Loan Deliv  ZEXP BR Export  PF1 :  TD - Standard order  M3 - M3  KN - free sample  KNCC - free sample  ZORB - order brazil ( perox)  KB - réappro consignment  KBCC - réappro consignment</p>
Product Return	<p>WP1 :  RE - Returns  REB - BR Devol_Cust's NF  ROB - BR Return_Rhod's NF  WP1_400 LA Ret.Packaging Pickup  WP1_400 ZRAG BR Return_Rhod's NF  WP1_400 ZREB BR Dev Cust NF n'ref  PF1 :  RE - Returns  PF1_020 - R4 R4 Returns free ch.  PF1_020 REA REA Returns-AR  PF1_020 ZREN Returns NFe Custo BR  PF1_020 ZROB Own NFe Returns BR  PF1_020 RE Returns</p>
Broken Pallets	<p>WP1 :  TA Standard Order  ORB BR Standard order  KB Consignment Fill-up  KBB BR Consig&amp;Loan Deliv  ZEXP BR Export  RCM BR Cta.&amp;Ord. Sales  PF1 :  TD - Standard order  M3 - M3  KN - free sample  KNCC - free sample  ZORB - order brazil ( perox)  KB - réappro consignment  KBCC - réappro consignment</p>
Order Change	<p>WP1 :  TA Standard Order  ORB BR Standard order  KB Consignment Fill-up  KBB BR Consig&amp;Loan Deliv  ZEXP BR Exportrox)  PF1:  KB - réappro consignment  KBCC - réappro consignment  TD - Standard order  M3 - M3  ZORB - order brazil ( perox)</p>

Order Cancellation	WP1: TA - Standard Order ORB - BR Standard order KB - Consignment Fill-up KBB - BR Consig&Loan Deliv ZEXP - BR Export PF1: KB - réappro consignment KBCC - réappro consignment TD - Standard order M3 - M3 ZORB - order brazil ( perox)
Flexible delivery	PF1: KB - réappro consignment KBCC - réappro consignment TD - Standard order M3 - M3 ZORB - order brazil ( perox)
Minimum Order Quantity	PF1: KB - réappro consignment KBCC - réappro consignment TD - Standard order M3 - M3 ZORB - order brazil ( perox)

## Data loadings

### Process Chains

<ul style="list-style-type: none"> <li>152 - PROJECT - CEM           <ul style="list-style-type: none"> <li>CEM - Acquisition</li> <li><b>CEM - Daily Loadings</b></li> <li>CEM - Master Data</li> </ul> </li> </ul>	COMP_PC_CEM PC_CEM_02 PC_CEM_01 PC_CEM_03
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- PC\_CEM\_01 - CEM - Daily Loading
  - PC\_CEM\_02 - CEM - Acquisition
  - PC\_CEM\_03 - CEM - Master Data

### Loading frequency

Daily at 11:00 CET.

## Reporting

### Main queries

#### BW\_QRY\_CPDSO04\_0001 - CEM - OTC KPIs (SO Header level)

Row:

- BFC Global Business Unit
- BFC Group of activities

Key figures:

- Total Order
- Expedite / Express delivery
- Expedite / Express delivery %
- Expedite / Express delivery Fee
- Expedite / Express delivery Fee Value
- Minimum Order Value
- Minimum Order Value %
- Minimum Order Value Fee
- Minimum Order Value Fee Value
- Product Return
- Product Return %
- Product Return Fee
- Product Return Fee Value
- Rush Orders

- Rush Orders %
- Rush Orders Fee
- Rush Orders Fee Value
- Lead Time
- Lead Time %
- Broken Pallets
- Broken Pallets %
- MTO Full Batch
- MTO Full Batch %
- Order Cancellation
- Order Cancellation %
- Order Cancellation Fee
- Order Cancellation Fee Value
- Order Change
- Order Change %
- Order Change Fee
- Order Change Fee Value
- Flexible Delivery
- Flexible Delivery %
- Minimum Order Quantity
- Minimum Order Quantity %

#### **BW\_QRY\_CPSDSO04\_0002 - CEM - OTC KPIs (SO Line level)**

Row:

- BFC Global Business Unit
- BFC Group of activities

Key figures:

- Lead Time
- Lead Time - Line Level
- Expedite / Express delivery
- Expedite / Express delivery Fee
- Expedite / Express delivery Fee Value
- Rush Orders
- Rush Order Fee
- Rush Order Fee Value
- Minimum Order Value
- Minimum Order Value Fee
- Minimum Order Value Fee Value
- MTO Full Batch
- MTO Full Batch - Line Level
- Product Return
- Product Return Fee
- Product Return Fee Value
- Broken Pallets
- Broken Pallets - Line Level
- Order Change
- Order Change - Line Level
- Order Change Fee
- Order Change Fee Value
- Order Cancellation
- Order Cancellation - Line Level
- Order Cancellation Fee
- Order Cancellation Fee Value
- Flexible Delivery
- Minimum Order Quantity
- Minimum Order Quantity - Line Level

## Broadcast

The queries above are used to extract data to QlikView dashboard.