

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.

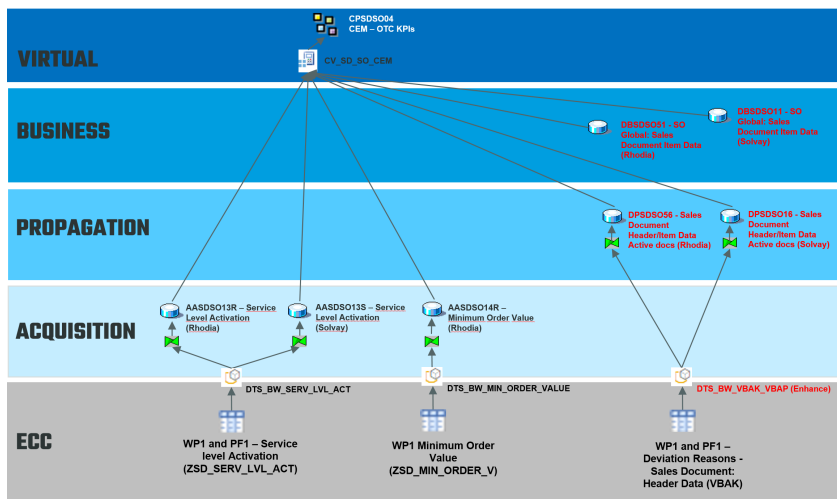
Tool Leader + IT leader of the application: Donia Rachdi + Diogo Paiva

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 – CPSDS004

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 ▼

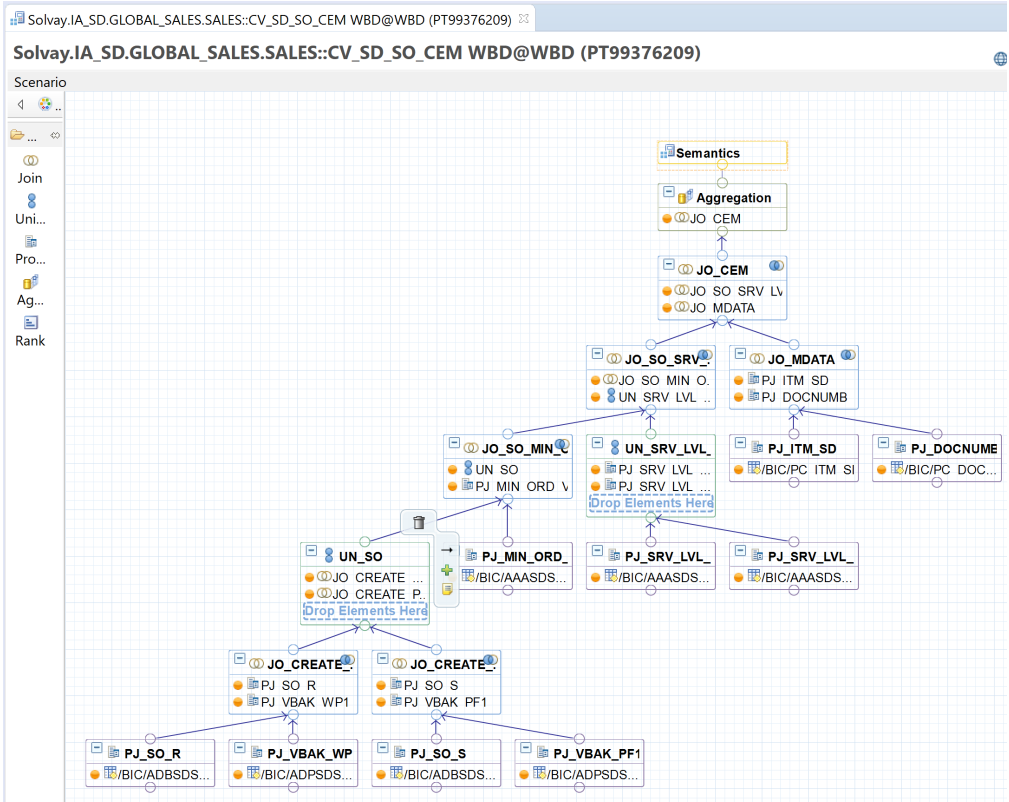
Existing Service Levels:

- 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:



The KPIs are calculated in the node JO_SO_SRV_LVL:

- CC_LT_REASON
- CC_LEAF_REASON
- CC_RUSH_REASON
- CC_MINVAL_REASON
- CC_MTO_REASON
- CC_RETURN_REASON
- CC_ORDER_CHANGE_REASON
- CC_ORDER_CANCEL_REASON
- CC_NB_ORDER
- CC_FEE_COUNT
- CC_FEE_VALUE
- CC_EXP_FEE_COUNT
- CC_FWP_FEE_VALUE
- CC_RUSH_FEE_COUNT
- CC_RUSH_FEE_VALUE
- CC_MINVAL_FEE_COUNT
- CC_MINVAL_FEE_VALUE
- CC_RETURN_FEE_COUNT
- CC_RETURN_FEE_VALUE
- CC_ORDER_CHANGE_FEE_COUNT
- CC_ORDER_CHANGE_FEE_VALUE
- CC_ORDER_CANCEL_FEE_COUNT
- CC_ORDER_CANCEL_FEE_VALUE
- CC_CALMONTH
- CC_CJ_MONTH
- CC_CHG_MONTH
- CC_DEL_MONTH
- CC_DFI_MONTH
- CC_FDV_REASON
- CC_MDQ_REASON
- CC_MDQ_MONTH
- CC_NB_REASON

For each KPI (counter) verifies if the Service Level is turned on, the document type (list below) and corresponding Service Level deviation field with value.

Example the Lead Time KPI formula:
 Service active + Document type + Deviation reason:

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&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&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) 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&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"> 152 - PROJECT - CEM <ul style="list-style-type: none"> CEM - Acquisition CEM - Daily Loadings CEM - Master Data 	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_CPSDSO04_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.