

Customer > Order Processing > Order Promising

D&PS Expert

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General Description

This indicator explores the time taken to confirm an order in SAP by comparing the order line creation date and the confirmation date. The target is to be less than 48 hrs (≤ 2 business days). It measures also a "Stability" : did we change the first confirmation date afterwards ? If yes, then how many times?

Scope:

- Deleted order lines are excluded
- Order lines with a "Reason for rejection" have been excluded, except for the WP1 reason "98 - Incompleted delivery, tb closed-not OTIF".
- Filter on Sales Order Types, same as **OTIF scope**

Business day: We take into account server location: Week ends and Belgian holidays excluded.

Process of order promising:



Promising Split: Each order line is categorized in 5 possible Confirmation Status. We are supposed to confirm an order line within 2 business days. In this case, we are good, otherwise, we failed.

Good < 2 days	Order line was confirmed ≤ 2 business days
Failed 3-9 days	Order line confirmation date is between 3 and 9 business days after the creation date
Failed 10-30 days	Order line confirmation date is between 10 and 30 business days
Failed > 30 days	Order line confirmation date is more than 30 business days
Failed with allocation	◦ For WP1: if order line has failed to be confirmed within 2 business days and has ever had ZPEN flag on order line level (supply issue) ◦ For PF1: there is no common process, therefore this category is not defined for PF1 GBUs

[See all definitions and rules here](#)

Key figures	Calculation
Order Promising ratio	$\frac{\text{\# of GOOD confirmed} \leq 2 \text{ business day}}{\text{\# total orders lines}}$ Confirmed within 2 business days
Order Promising Cycle Time	Number of business days between Order line creation date and the first ATP confirmation date • In case of credit block the KPI measures: Number of business days between the first credit release and the 1st ATP confirmation date • If the order hasn't been confirmed yet we calculate number of business days with today's date • When we don't have the order confirmation date and the good issue is done then we consider that the order was immediately confirmed. First confirmation date = Orderline confirmation date
Failed Orders	Total of orders with a Failed Confirmation Status
# of Confirmations	Count how many times the order has been confirmed in the change log (after quantity or requested date change) If the order line was confirmed immediately and there is no confirmation in the change log, then count as 1 confirmation and use order line creation date in cycle time.
Stability	Stable Y = 1 confirmation Stable N = more than 1 confirmation No GI date = if the order has no GI date, it is considered not possible to calculate the KPI
Reference Date	For the KPI % Order Promising and the Cycle Time the reference date is Order Line Creation date. Order lines are taken into consideration as soon as they are entered in the system. (data load delay of 1 day, night batch)
First Confirmation Date	• For WP1: First Confirmed quantity date from Change Log. If there is no change in the quantity in the change log and the order line has been delivered, BW takes the order line creation date assuming that the order was confirmed immediately. • For PF1: BW uses a dedicated field ZZERDAT "1st committed delivery date"

Technical Documentation

Source:

CORE - BW_QRY_CPSDCH01_0001

QlikView - QV_BW_QRY_CPSDCH01_0001

Update: Daily

Exclusions:

- Material types:
 - PF1/Z703
 - WP1/ZDIE WP1/ZVER WP1/ZUNB
- Only Consolidated perimeter, sold companies excluded

Dimensions : [Global Overview of Dimensions](#)

			Order Promising
Global Filters	Period	Date	[C_ITM_SD__C_CDATE2] Order line creation date
	Organization	GBU	BFC GBU [CPFCTR1_2]
		Group of Activity	BFC Group of activ C_SUBACT2__CPFCTR2_2
		Sub-Activity	BFC Activity 1 C_SUBACT2__C_MAGNITU
		Company	[C_COMPCDE] Company_code
	Plant	Zone	Geographie/Zone [C_PLANT] Plant\Attributes\[C_GZONE]
		Country	Country key [C_PLANT] Plant\Attributes\[0COUNTRY]
		Corporate Group	Ship-to Corporate group [C_SHIPTID__C_CORPGR]
		Plant	Plant [C_PLANT]
	Ship Destination	Zone	Geographie/Zone [C_SHIPTID__C_GZONE]
		Country	Ship-to Country [C_SHIPTID__C_0COUNTRY]
		Ship Destination	Ship-to [C_SHIPTID]
	Product	Product Hierarchy	Prod.hierarchy [C_MATNR2__0PROD_HIER]
		Product	Com Prod / Mat Grp [C_MATNR2__C_PROD]
		Bulk/Packed	Transportation Group [C_MATNR2] Material\Attributes\[C_BULKPAC]
		Transport Mode	Transportation mode [C_SHIPCD2__C_TR_MODE]
Specific Filters		Sales Office	Sales Office [C_SAL_OFF]
		Packaging Type	Packaging type [C_MATNR2] Material\Attributes\[C_PACKAG]
		Customer Rep/ ZI Partner	CSR (Sold-to) [C_CUSTSAL__C_ZIPART]
		Value Stream	Value Stream [C_MATPNT2__C_VALSTR]