



Feature at a Glance

Change Order Rate Benchmarking Widget (BNA-1037)

Content Owner: Chris Chase
Target GA: Q3, 2023 (Release 2308)

Introducing: **Change Order Rate Benchmarking Widget**

Feature Description

- The Change Order Benchmarking Widget displays the overall change order rate across all suppliers on supplier home page.
- The Change Order Benchmarking widget allows suppliers to compare their customers' change order rate performance against the aggregate performance of the network.
- Suppliers may compare performance by supplier region, buyer industry, and buyer performance quartile.
- Suppliers may choose last quarter, last month, last 12 months

Key Benefits

- Allows suppliers to use benchmarking as tool to improve performance.
- Allows suppliers to identify customer behaviors for discussion in contractual negotiations and in quarterly business reviews.
- Provides access to benchmarking data spanning many industries and regions.
- Eliminates costly data collection activities required to share data with a benchmarking service provider

Audience:

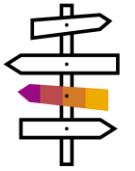
Suppliers

Enablement Model:

Automatically On

Applicable Solutions:

SAP Business Network



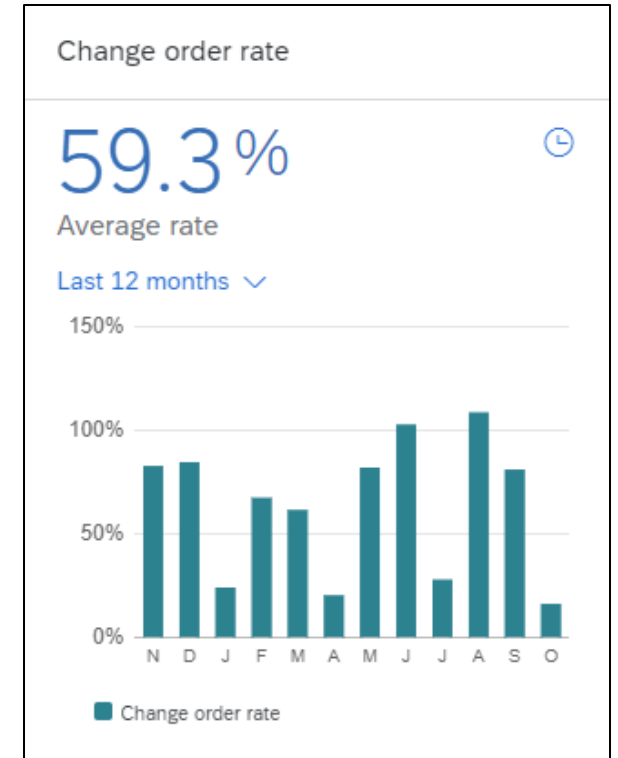
User Story

User Story: As the fulfillment manager my company and the sales manager negotiating with my customer, we need to understand the order change rate of our purchase orders. If our purchase orders have many changes, there may be any number of issues that we need to address with our buyer. When orders change frequently, we incur additional costs that effect our bottom line.

KPI Definition: The number of change orders divided by the total number of new purchase orders issued by buyers over the same period of time, as a percentage.

Order change rate measures the percentage of purchase orders issued by buyers that have a subsequent change. Change orders are often the result of poor practices on the buy-side including the following: incorrect pricing or quantities on original purchase order, over issuance of blankets, missing information on purchase order (e.g., missing buyer tax identification ID, incorrect shipping address, incorrect contact name, etc.), missing or incorrect catalogue or contract data.

Changer orders increase operational costs of small and large suppliers alike. Whereas new purchase order may be automatically integrated to the suppliers order fulfillment system, most change orders are manually processed or result high touch exception processing after automated receipt.





Prerequisites, Restrictions, Cautions

Prerequisites

- None

Restrictions

- You must have a bronze level or above subscription.
- You must have the Inbox and Order Access, Purchase Order Report Administration, or Invoice Generation permission to see the widget.
- This widget does not include order data from test accounts.

Cautions

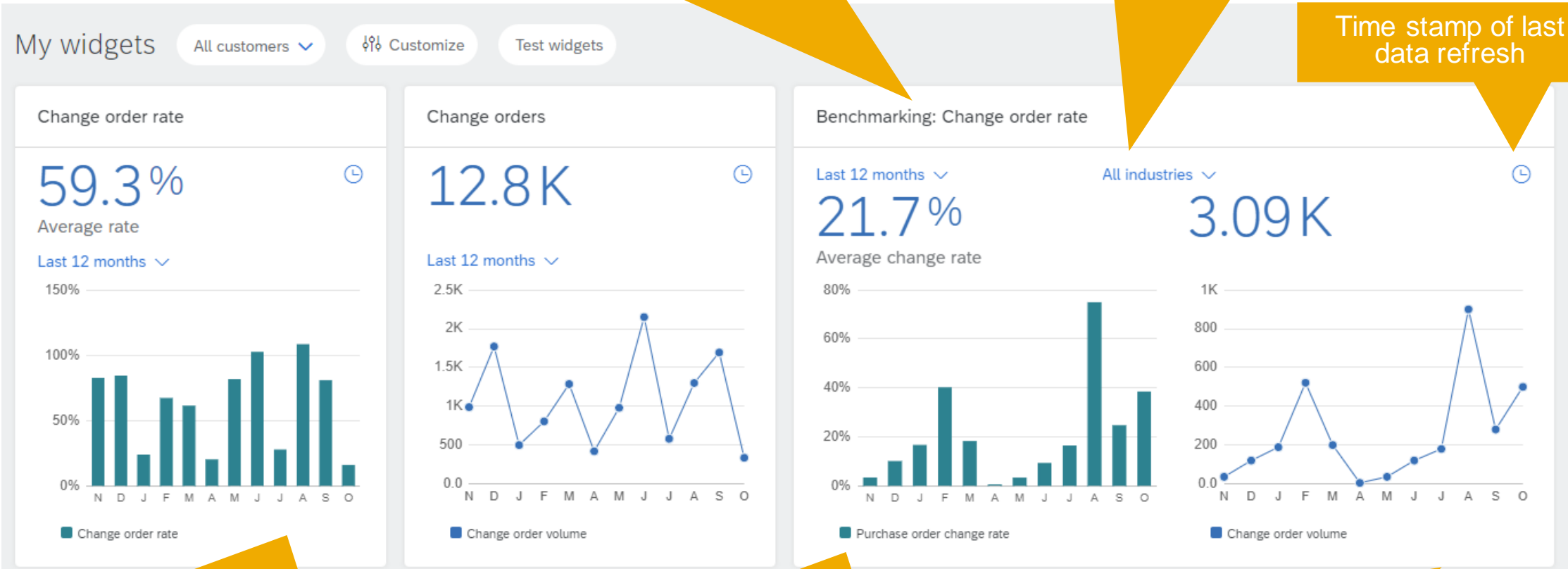
- The SAP Business Network KPI framework includes intelligence to identify and exclude data outliers that may be bad data, test data, or otherwise interfere with the KPI calculation. Therefore, KPI calculations may not fully reconcile with the scheduled payments with status Paid on Ariba Network.

Feature Details

Date Range chooser: Last 12 months, Last quarter, Last month

The chooser allows you to evaluate the benchmark by buyer industry, supplier region or buyer performance quartile.

Time stamp of last data refresh



The benchmark may be compared to your customer's performance.

The bar chart shows the change order rate per month.

The line chart shows the number of change orders per month.

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