



# Feature at a Glance

## PO change rate and change orders KPI widgets (BNA-276)

Content Owner: Chris Chase

Target GA: Q2, 2023 (Release 2305)

# Introducing: **PO change rate and change orders KPI widgets**

## Feature Description

- The Change Order Rate KPI widget measures the percentage of purchase orders with changes.
- The Changes Orders KPI widget measures the quantity of change orders.
- Suppliers may choose last quarter, last month, last 12 months.
- Supplier may select which customer.

## Key Benefits

- The Change Order Rate and Change Orders KPI widgets help suppliers see the impact of customer behavior on their business results.
- Suppliers can clearly see rate and quantity of order changes.
- Suppliers can create a dialogue with their customers about performance in quarterly business reviews to work together to improve the fulfillment process, reduce costs and strengthen their relationship.

Audience:

Suppliers

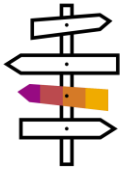
Enablement Model:

Automatically On

Applicable Solutions:

SAP Business Network

# User Story

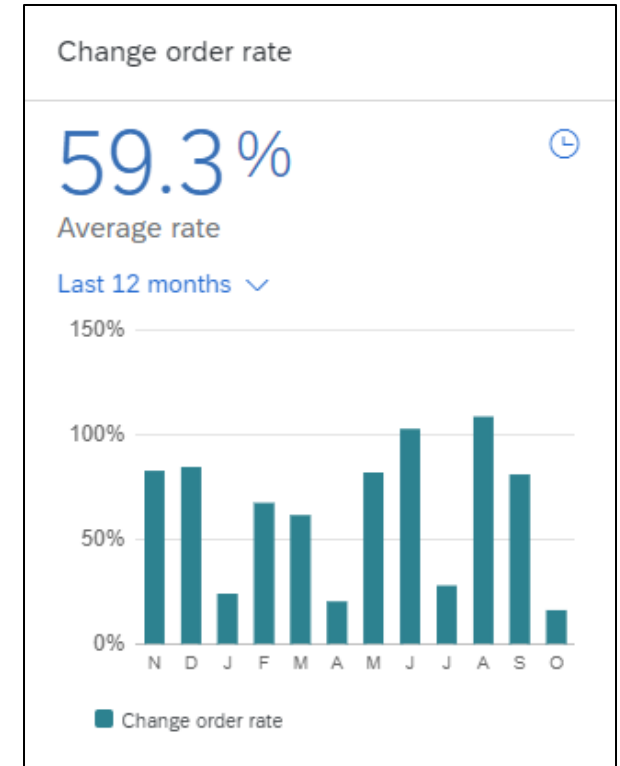


**User Story:** As the fulfillment manager my company and the sales manager negotiating with my customer, we need to understand the change order rate of our purchase orders. If our purchase orders have many changes, there may be any number of issues that we need to address with our buyer. When orders 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. Where as 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 permissions to see the widget.
- Scheduling agreements are excluded from the KPI calculation.
- This widget does not include order data from test accounts.

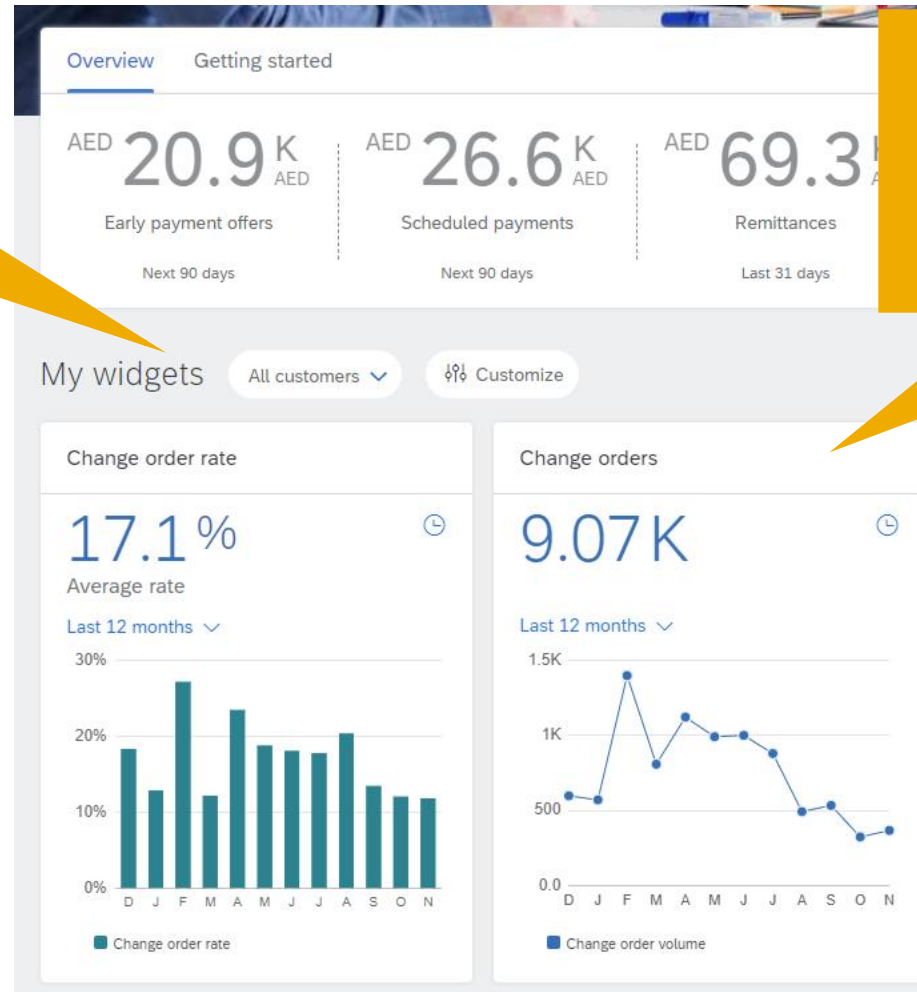
## Cautions

- The Ariba 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 invoices listed on the on Ariba Network.



# Feature Details

The customer chooser allows you to choose your customers with trading relationships on Ariba Network.



The change order rate and change orders KPI widgets are available to all suppliers on the SAP Business Network home page.



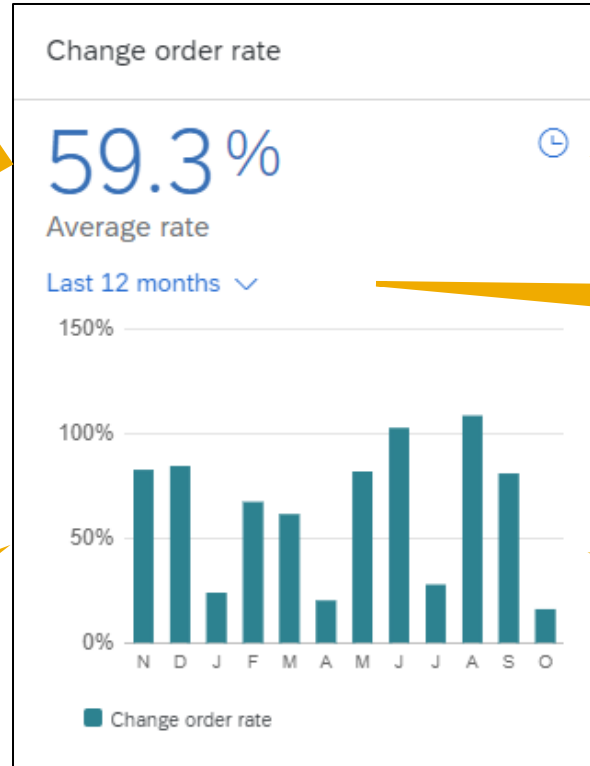


# Feature Details

Ariba Network calculates PO Change Rate by dividing the number of change orders by the total number of orders.

Scheduling agreements are excluded from the KPI calculation.

You must have the Inbox and order OR Purchase Order Report Administration OR Invoice Generation permissions to see the widget



Time stamp of last data refresh

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

The line chart shows the PO change rate per month

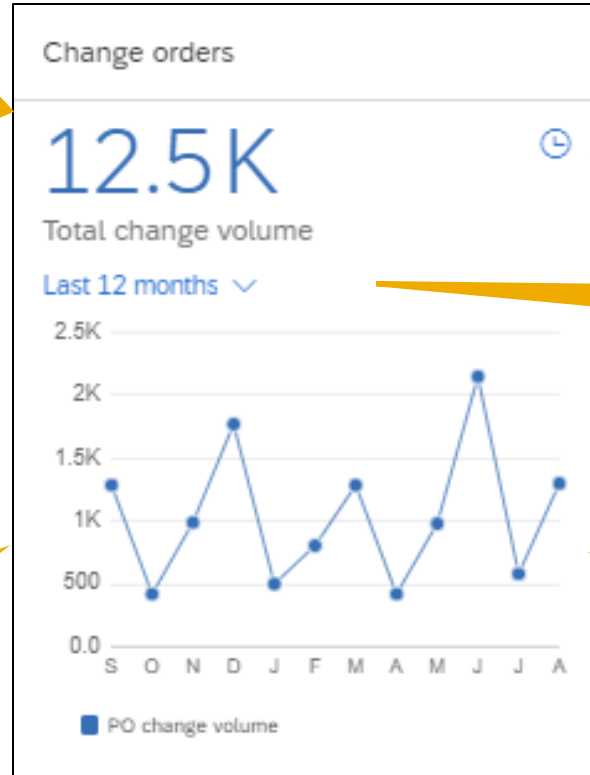


# Feature Details

The network counts each updated version of a purchase order as a change order.

Scheduling agreements are excluded from the KPI calculation.

You must have the Inbox and order OR Purchase Order Report Administration OR Invoice Generation permissions to see the widget



Time stamp of last data refresh

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

The line chart shows number of PO changes per month

# Thank you



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