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Service level monitor

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THE BEST RUN SAP

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1 Service level monitor

The **service level monitor** is an application for monitoring deliveries for sales orders, purchase orders, internal stock transfers, and reservations. All confirmations and deliveries are determined for the selected order items. The **service level monitor** then calculates which quantities were confirmed and delivered on which dates.

The following quantities and dates are compiled for the result list for each order:

- Customer's requested quantity
- Requested delivery date
- All confirmations
- All deliveries
- Quantity confirmed for requested date
- Total confirmed quantity
- Quantity delivered on requested date
- Quantity delivered on confirmation date
- Total quantity delivered
- Requested delivery time (difference between receipt of purchase order and requested delivery date)
- Actual delivery time (difference between receipt of purchase order and actual delivery date)

Significance of KPI output:

- **Delivery service**: Was the requested quantity delivered in full on the requested delivery date? What proportion of the requested quantity will be delivered on the requested delivery date?
- **Delivery ability**: Was the requested quantity confirmed in full on the requested delivery date? What proportion of the requested quantity is confirmed for the requested delivery date?
- **Delivery reliability**: Was the confirmed quantity delivered in full on the confirmed date? What proportion of the confirmed quantity will be delivered on the confirmed date?
- **Delivery performance**: Was the requested quantity delivered in full on the delivery due date? What proportion of the requested quantity was delivered on the delivery due date?

For each KPI, there is a "Yes/No" statement and a percentage value for each order item. The information is also aggregated per order, customer, and material.

The results screen of the service level monitor shows the proportion of order items/orders/materials/customers for which the key figures are fulfilled, as well as a quantity-based and value-based statement for the respective key figures.

> ⚠ Restriction
>
> No actual delivery time can be determined for orders that have not yet been completed.
>
> The **service level monitor** does not evaluate scheduling agreements.

> ⓘ Note
>
> The transaction code for calling the **service level monitor** is `/SAPLOM/SLC`.

Note that to run the SAP SCM Consulting Solutions, an `/n` must be placed in front of the actual transaction code. Alternatively, you can also prefix `/o` to call the **service level monitor** in a new session.

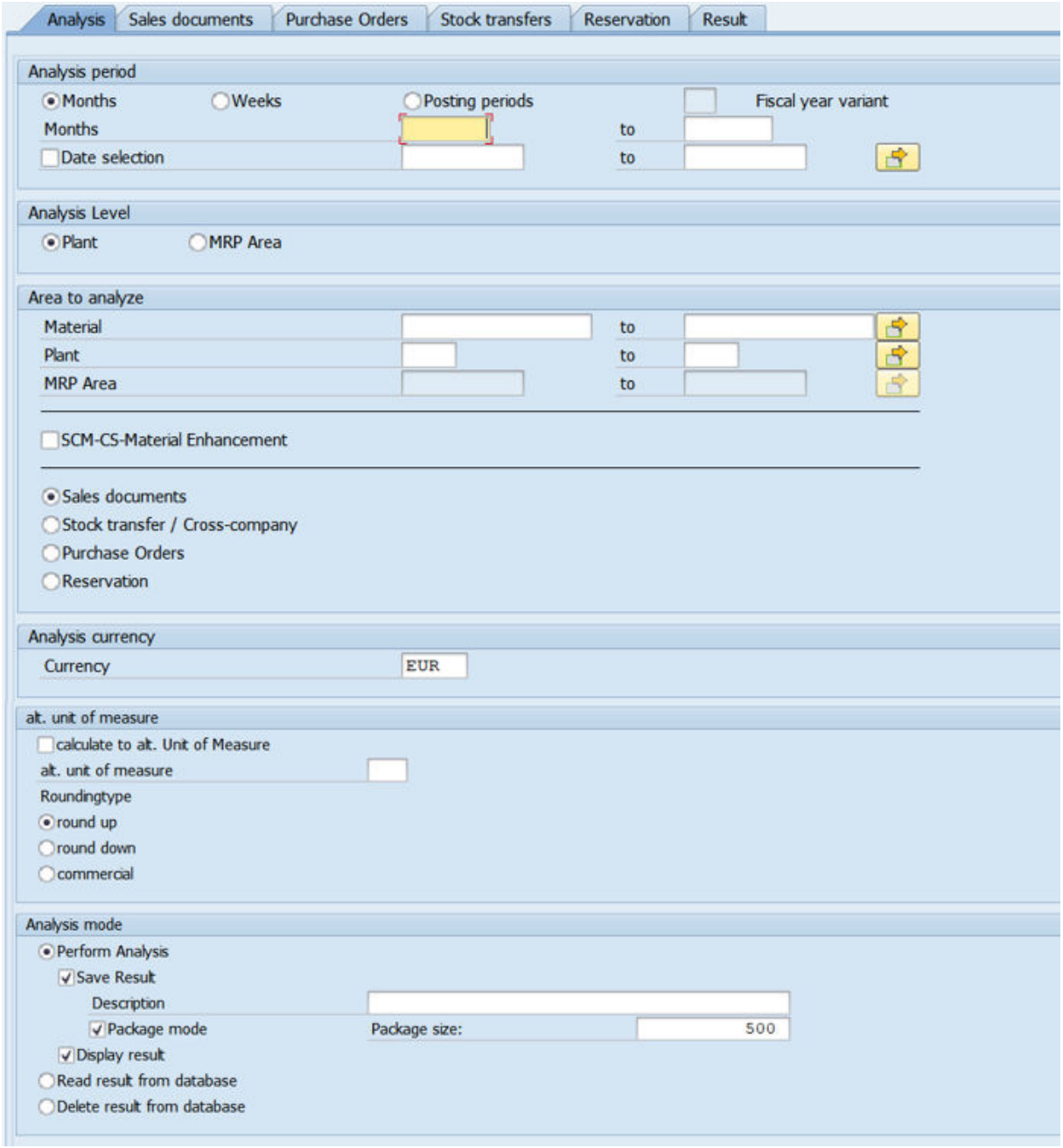
Therefore, if you want to call the **service level monitor** in the current session, you need to enter `/n/SAPLOM/SLC` in the transaction field.

2 Function Description

2.1 Selection

2.1.1 *Analysis* Tab

The *Analysis* tab has the following configuration options:



Analysis Tab

Analysis period:

All documents that are within the defined analysis period are evaluated. In terms of the selection period, you have two options:

1. You can make a period-based selection. In terms of the periodicity, you can choose between weeks, months, and posting periods (with reference to the fiscal year variant).

2. In addition to the period-based selection, you can also make a date selection. To do so, you enter a date for the start and end of the selection period.

> **Note**
>
> When analyzing sales documents, purchase orders, or stock transfers, different date values can be used for the selection date, for example, requested date or document date. You make the selection on the document-specific tab page for sales documents, purchase orders, or stock transfers in the Settings area. There, you can find the available options under the selection *Selection period refers to:*. The selection period controls which documents are included in the analysis. The documents are assigned to the periods based on the settings *Assignment of Items to Periods* on the document-specific tab page.

Analysis level:

For the analysis level, you specify whether the analysis is to be performed at the level of the plant or the MRP area.

Area to analyze:

In addition to the time restriction and specifying the analysis level, in the settings for the area to analyze, you specify which content is to be analyzed. One of the areas this affects is the selection of the document category. You need to decide whether you want to analyze sales documents, stock transfers, purchase orders, or reservations within an evaluation.

Within the area for analyzing settings, you also have the option of using additional selection criteria (materials, plants or MRP areas, or SCM-CS material enhancement parameters) to restrict the selection.

> **Note**
>
> The evaluated volume of data is usually high to very high when using the service level monitor. This can result in long runtimes and restricted system performance. Therefore, it is recommended that you make useful restrictions for the analysis period and the number of materials, and, where possible, restrict each analysis to a plant or MRP area.

Analysis currency:

The analysis currency is the currency in which the value analyses are output. For this, the currency from the documents is converted to the analysis currency. As a prerequisite, the conversion factor must be maintained.

Alt. unit of measure:

If this checkbox has been selected, you can select a unit for the translation (document unit in alternative unit of measure). You can also select a rounding type, or use the standard setting *round up*.

In detail, there are four fields available for the selected unit of measure.

1. Alternative unit of measure
2. Order quantity in the alternative unit of measure
3. Order quantity in the alternative unit of measure without rounding
4. Rounding indicator for the order quantity in the alternative unit of measure (if rounding was performed)

Analysis mode:

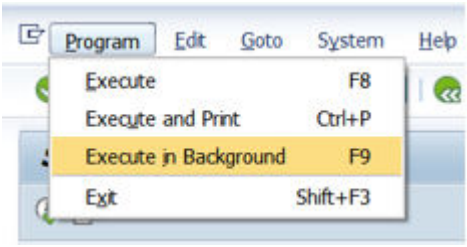
With the analysis mode, new analyses can be performed and optionally saved, and saved analyses can be displayed or deleted.

You can perform an analysis online (using the option *Perform Analysis* with the addition *Display result*). You can also save the results of analyses performed online (using the additional option *Save Result*). If you want to display the results of the analysis performed online, select the additional option *Display result*.

Alternatively, you can perform an analysis in the background. This mode of operation is strongly recommended for larger selections due to performance reasons. To perform an analysis in the background, first choose the option *Perform Analysis* and *Save Result*. In the same way as for an analysis performed online, you can choose any name for the analysis.

Next, check whether the selection parameters you want to use have been parameterized accordingly.

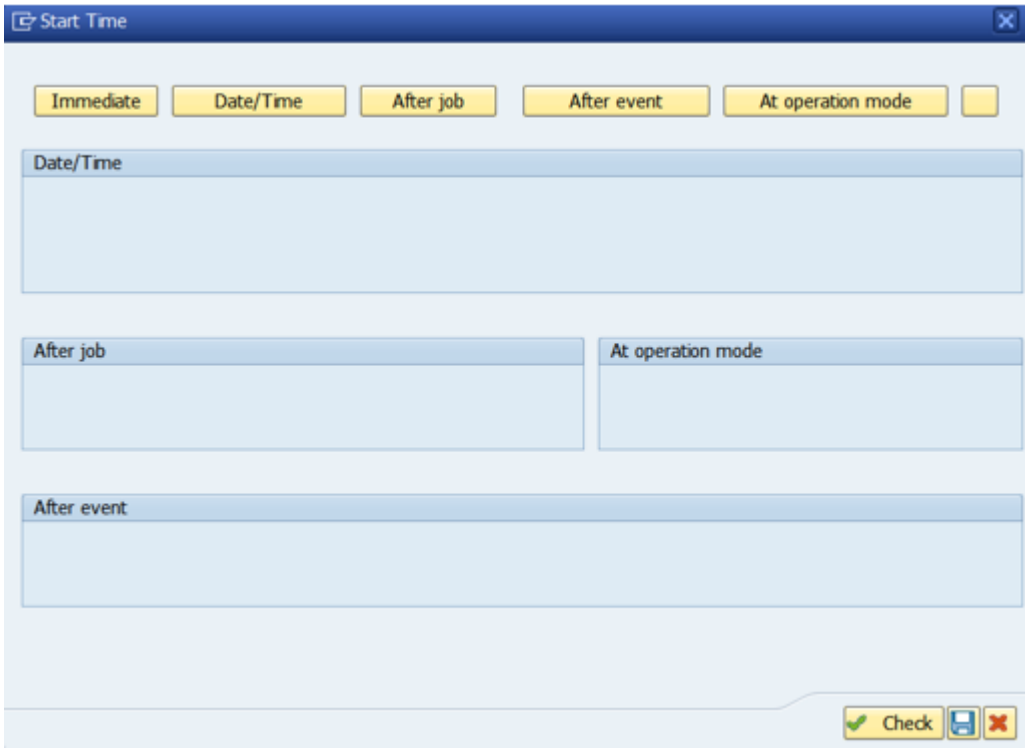
You can then schedule the performance of the analysis as a background job. To do so, from the menu, choose the option *Program* → *Execute in Background*:



Scheduling an Analysis as a Background Job

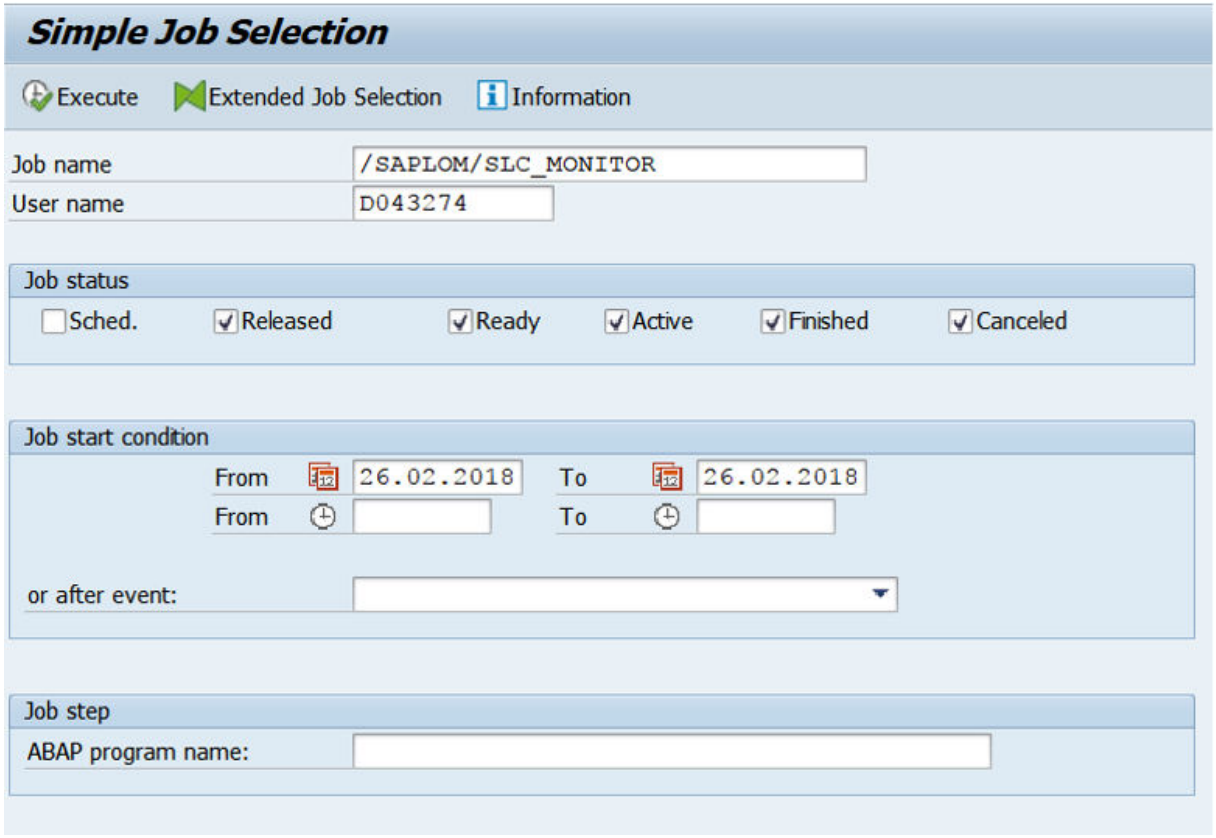
After you have selected a printer installed in the SAP system, you can define the start time. You can define a specific start date (for example, at midnight); alternatively, you can choose *Immediately* to schedule the job to run right away.

When selecting a time, click on the hard disk icon to save the setting. Make sure that the checkbox *Periodic job* has not been selected, otherwise this job will be performed at the same time every day.

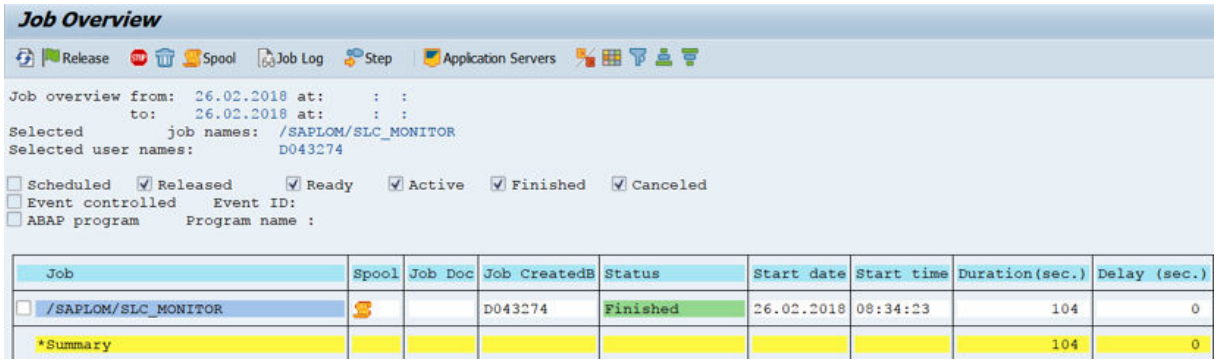


Start Time Values for Background Job

You can use transaction *SM37* to check the current status of the job. Enter the job name */SAPLOM/SLC_MONITOR* on the initial screen and/or the user name, and then choose the *Execute* pushbutton to select the job:



Simple Job Selection



Job Overview

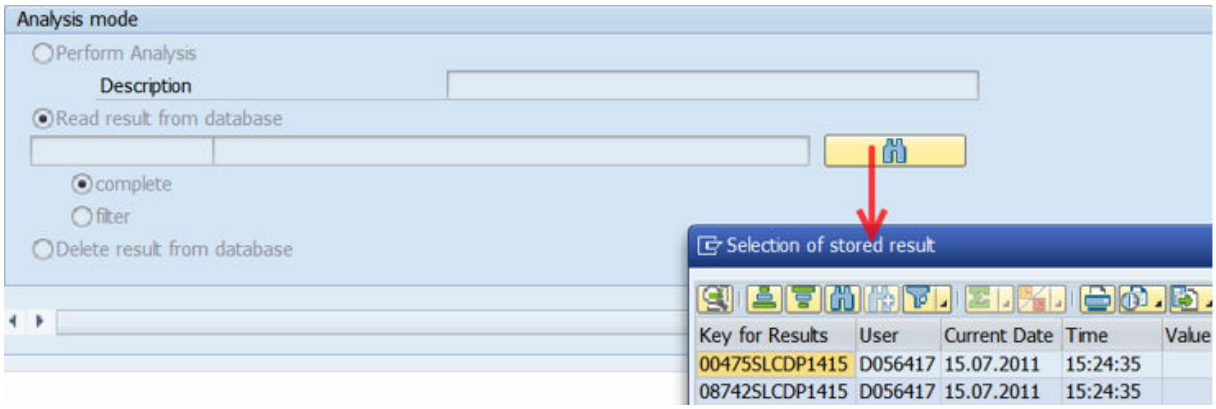
After the successful completion of the job, you can call the result from the database; for this, see the *Read result from database* section.

You can use package processing to specify the total number of documents that are to be analyzed during a background analysis within a work package. If you select this option, not all documents in a work step are analyzed during the analysis, rather only the number specified in the field *Package Processing*. The corresponding documents are analyzed together and written to the database. Once the first package has been processed, the system starts to analyze the second package. For larger volumes, package processing is

recommended. This method avoids overloading the main memory. The number of data records per package varies according to the respective different number of items per document. A package size of between 100 and 1,000 is recommended.

Read result from database:

Activate the *Read result from database* checkbox to read saved results from the database. You can use the binoculars icon to select all saved results by user, date, time, and name of the analysis (selection value).



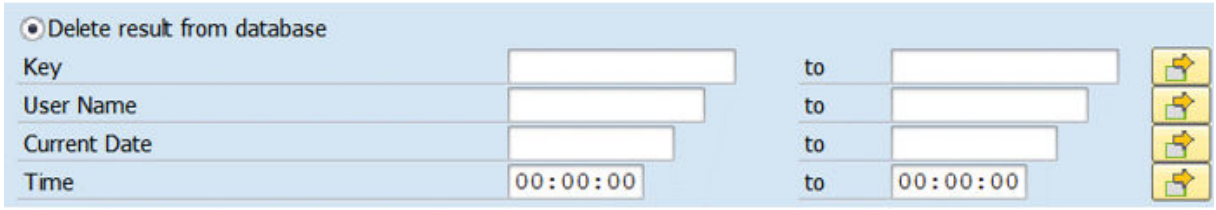
Read result from database

If the option *complete* is selected, the saved result is loaded in full, without applying selection criteria. If the option *filter* is selected, you can filter the result. Then, the restrictions specified on the tabs *Analysis*, *Sales documents*, *Purchase Orders*, and *Stock transfers* (depending on the chosen document category) apply.

However, the data sources for the specified data (customer's requested date from the header or the schedule line) are not read again.

Delete results from database:

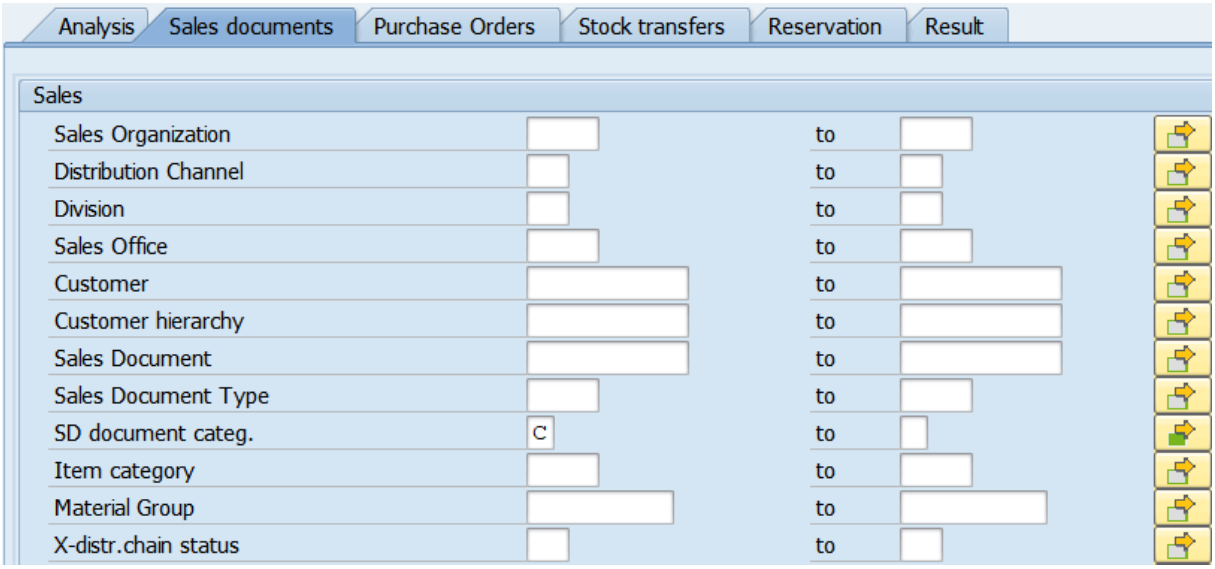
If the results of a service level monitor analysis are saved regularly, it is recommended that you delete the saved results from the database at regular intervals. This avoids filling the database with data records that are no longer required. Typically, rolling deletion of obsolete analyses is recommended.



Deleting Results from the Database

2.1.2 Tab Page *Sales and Distribution Documents*

On the *Sales Documents* tab page, you can specify additional criteria to restrict the selection of sales documents:



An important criterion is the selected document type. If you place the cursor in the field **Sales Document Type** and choose the F4 function key, the system lists all sales document types for which the SD document category "C = Order" applies.

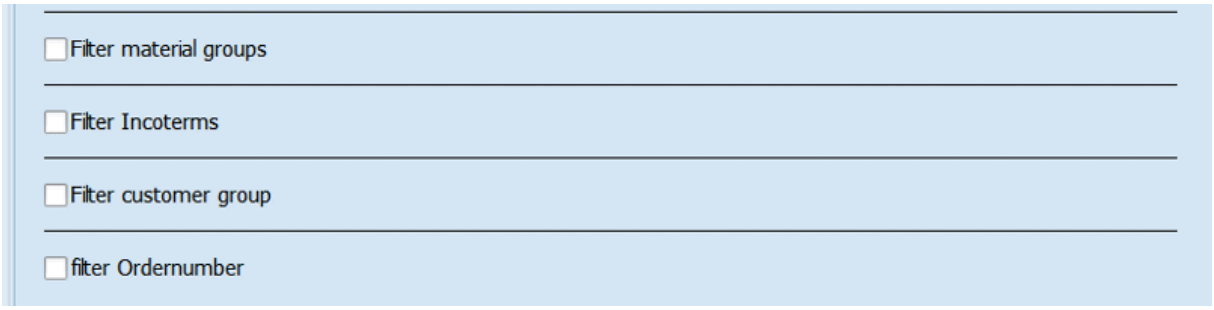
Quotes as well as direct debits and credit memos are not taken into account during the evaluation.

Available Selection Criteria on the Tabs Sales Documents and Database Origin

Selection Option	Database Origin
Sales Organization	VBAK-VKORG
Distribution Channel	VBAK-VTWEG
Division	VBAK-SPART
Sales Office	VBAK-VKBUR
Customer (Sold-To Party)	VBAK-KUNNR
Customer hierarchy	KNVH-KUNNR
Sales Doc.	VBAK-VBELN
Sales Document Type	VBAK-AUART
SD document categ.	VBAK-VBTYP
Item Category	VBAP-PSTYV
Material Group	VBAP-MATKL
X-distr.chain Status: Cross-Distribution-Chain Material Status	MARA-MSTAV
Overall Order Status	VBUK-GBSTK

Selection Option	Database Origin
Overall Item Status	VBUP-GBSTA
Delivery Status, Order	VBUK-LFSTK
Delivery Status, Item	VBUP-LFSTA
MRP Controller	MARC-DISPO
MRP Group	MARC-DISGR
Reason for rejection	VBAP-ABGRU
Partner role	VBPA-PARVW
Customer	VBPA-KUNNR
Country of Goods Recipient	VBPA-LAND1
ABC Indicator	MARC-MAABC
MRP Type	MARC-DISMM
Sales group	VBAK-VKGRP
Delivery block	VBAK-LIFSK
Shipping condition	VBAK-VSBED
Requirement type	VBAP-BEDAE
Product hierarchy (SO): Product hierarchy (Sales or item)	VBAP-PRODH
Overall status credit	VBUK-CMGST
Complete delivery	VBAK-AUTLF
Division, item: Division (sales order item)	VBAK-SPART
Use	VBAP-VKAUS
Order reason	VBAK-AUGRU
Customer attribute 3	KNA1-KATR3
Product hierarchy (MARA)	MARA-PRDHA
Created By	VBAK-ERNAM
Material group 4 (VBAP)	VBAP-MVGR4

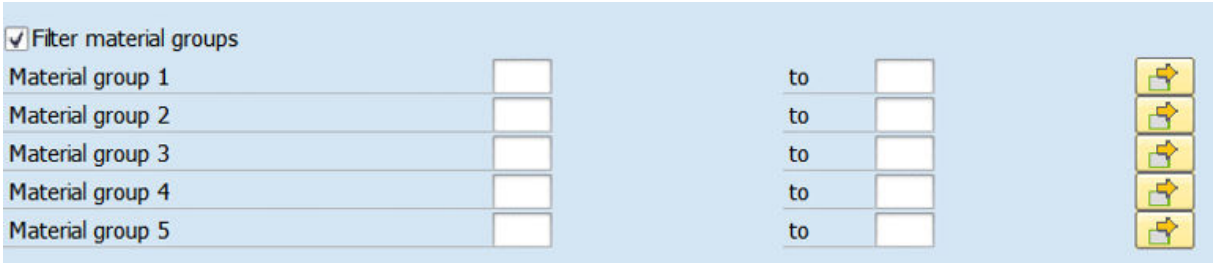
In addition to the selection criteria mentioned in the table above, it is also possible to filter by material groups, Incoterms, customer groups, and purchase order numbers.



Activatable Selection Criteria

For this, you must activate the relevant selection criterion. To do this, select the relevant checkbox. You can then enter the selection conditions for the activated criterion.

Material groups:



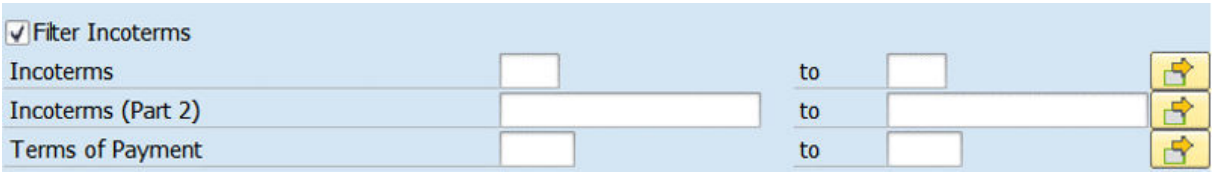
Filter material groups

If this indicator is set, you can enter the value that is to be used for the analysis of the service level monitor for each material group.

The material groups come from the database table MVKE (sales data for material). The five material groups correspond to the fields MVKE-MVGR1, MVKE-MVGR2, MVKE-MVGR3, MVKE-MVGR4, and MVKE-MVGR5.

The sales order item is linked to the material groups using the fields *Distribution Channel* (VTWEG) and *Sales Organization* (VKORG). These values are determined from the header data of the sales order (table VBAK).

Incoterms:

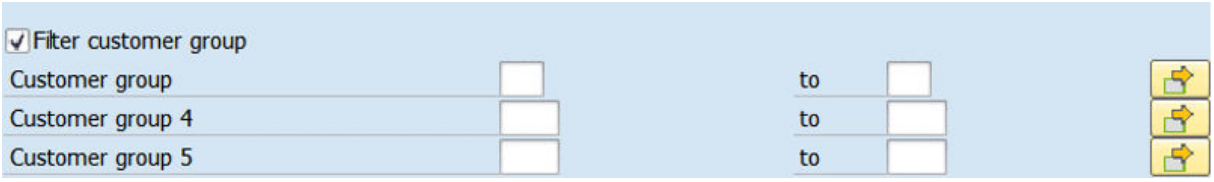


Filter Incoterms

In this panel, you can activate filtering via Incoterms.

Technically, the settings correspond to the fields VBKD-INCO1 and VBKD-INCO2.

Customer group:



Filter customer group

In this panel, you can filter the customer group.

Technically, the settings correspond to the fields KDGRP, KVGR4, and KVGR5 of table KNVV.

Purchase Order Number:



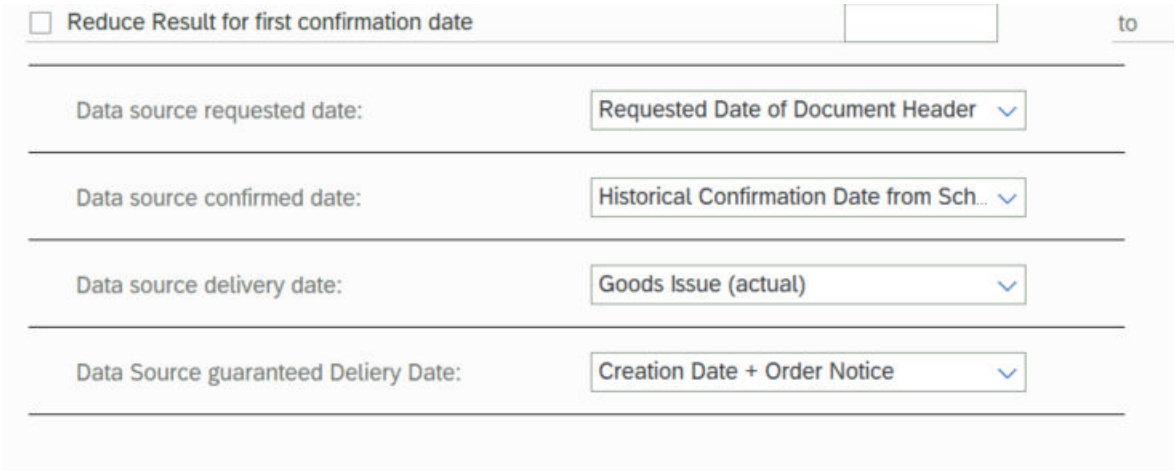
Filter Purchase Order Number

Another option is to filter by purchase order number.

Technically, this is table field VBKD-BSTKD.

Settings

In the *Settings* panel, you can select which fields are to be used to determine the relevant data. The selection of date values forms the basis of the calculated key figures, such as ability to deliver, delivery reliability, and delivery service. For this reason, it is important for your specific use case to define which value corresponds to the requested date, confirmation date, and delivery date of your processes.



Settings for selection period/data sources

Selection criteria available for setting "Selection period refers to"

Selection Option	Meaning
Requested Date from Order Header	Corresponds to the requested delivery date on the Sales tab page of the order; VBAK-VDATU
Requested Date from Schedule Lines	Corresponds to the date of the schedule line(s) with an order quantity; VBEP-EDATU
Document Date (Header)	Corresponds to the document date on the Sales tab page of the order; VBAK-ERDAT
Document Date (Item)	Corresponds to the creation date of the item; VBAP-ERDAT

Available selection options for "Data Source Requested Date" setting

Selection Option	Meaning
Requested Date from Order Header	Corresponds to the requested delivery date on the Sales tab page of the order; VBAK-VDATU

Selection Option	Meaning
Requested Date from Schedule Lines	Corresponds to the date of the schedule line(s) with an order quantity; VBEP-EDATU
Historical Requested Date from Schedule Lines	Corresponds to the historical date of the schedule line(s) with a requested quantity; VBEP-EDATU and change tables CDPOS CDHDR Caution: This date cannot always be uniquely determined using the standard SAP change documents because, for example, the original date is not updated during an ATP check. In this case, only a deletion document exists in the SAP change documents.

Available selection criteria for "Data Source Confirmation Date" setting

Selection Option	Meaning
Confirmation Date from Schedule Lines	Corresponds to the date of the schedule line(s) with a confirmed quantity; VBEP-EDATU
Confirmation Date from Historical Schedule Lines	Corresponds to the historical date of the schedule line(s) with a confirmed quantity; VBEP-EDATU and change tables CDPOS CDHDR. Caution: This date cannot always be uniquely determined using the standard SAP change documents because, for example, the original date is not updated during an ATP check. In this case, only a deletion document exists in the SAP change documents.
Rating Date	Corresponds to a service-level-monitor-specific date field. For a detailed description, see the section **Rating Date**; /SAPLOM/SLC_RAT-EDATU.

Available selection criteria for "Data Source Delivery Date" setting

Selection Option	Meaning
Acknowledgement of Receipt	Corresponds to the confirmation of receipt from the customer. Select this option only if the information is available in your system; LIKP-PODAT
Goods Issue	Corresponds to the actual goods issue date from the outbound delivery; LIKP-WADAT_IST
Goods Issue + Route	Corresponds to the actual goods issue date from the outbound delivery and the corresponding transportation time from the route; LIKP-WADAT_IST+TVRO_TRAZTD
Delivery Note Document Date	Corresponds to the document date from the outbound delivery; LIKP-BLDAT

Available Selection Criteria for "Data Source Guaranteed Delivery Date" Setting

Selection Option	Meaning
Creation date + lead time	Corresponds to the incoming orders plus the material-/plant-specific value for the lead time. (SCM CS 1 tab in the material master) VBAP-ERDAT + (/SAPLOM/MEH_MM01-NOTIC)

Selection Option	Meaning
Creation date + lead time + route	Corresponds to the incoming orders plus the material-/plant-specific value for the lead time (SCM CS 1 tab in the material master) plus the route: VBAP-ERDAT + (/SAPLOM/MEH_MM01-NOTIC) + (VBAP-ROUTE)

Selection period refers to:

In terms of the selection of date values for the selection period, you have various selection options.

Selection options for selection date

Example:

Depending on the setting, a sales document with a requested delivery date on January 28th in the header and a deviating requested delivery date of February 2 in the schedule line is assigned to either the month period January or February. If the selected date lies within the analysis period selected on the *Analysis* tab page, a document is included in the analysis.

You define the assignment of the documents to the periods in the *Assignment of Items to Periods* area. If you choose different criteria, it is possible that in the analysis result, a document is assigned to a period that lies outside of your analysis period.

Example:

You choose the analysis period July - December. A document has July 15 as the requested delivery date of the document header and June 20 as the creation date. If you now specify that the selection period refers to the requested delivery date from the order header, this document is within your analysis period. If you also select the creation date for the assignment of the documents, the document is assigned to the month of June on the results screen.

You also have the option of reducing the scope of selection by specifying a period for the first confirmation date. To do so, activate the option *Reduce Result for First Confirmation Date* and enter a period for the first confirmation date. The documents are also filtered so that only those sales documents are displayed whose first confirmation date lies in the selected period.



Reduce Result for First Confirmation Date

Data source requested date: You can use this setting to select which date is to be used as the requested delivery date for the analysis and calculation of the key figures.

Data source confirmed date: You use this setting to choose which date is used as the confirmation date. Possible options are the confirmation from the current schedule line, the first confirmation of the order, or the rating date.

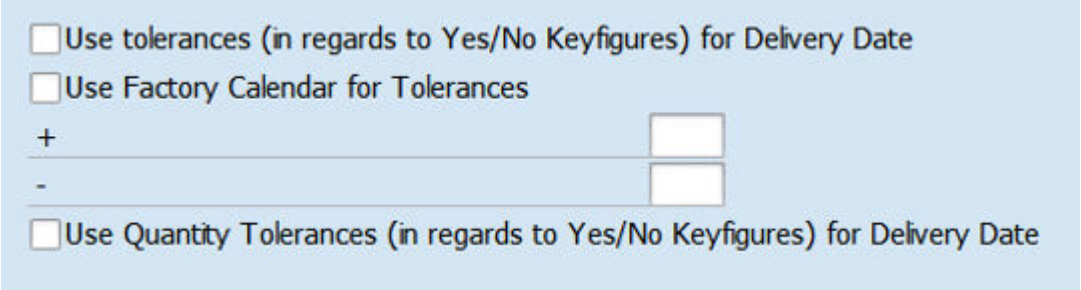
Rating date:

The rating date is a service-level-monitor-specific date field that can be maintained in table */SAPLOM/SLC_RAT* (field EDATU) at schedule line level. This date should reflect the first completed confirmation date. This date cannot always be uniquely determined using the standard SAP change documents because, for example, the original date is not updated during an ATP check. In this case, only a deletion document exists in the SAP change documents. The table for the rating date must be filled by external program logic. For this

purpose, an example implementation of a user exit (when saving the customer document) can be delivered by SAP, which needs to be adjusted depending on the customer requirements. Currently, only the rating date is accessed. A customer-specific adjustment would be required to map the historical quantities.

Data source delivery date: This setting specifies which data is used to determine the delivery date. If the customer specifies the time of the goods receipt in a confirmation of receipt, this date can be selected to determine the delivery date and calculate the key figures. Note that this date is not always filled. Alternatively, the goods issue of the order or the date of the goods issue plus the route can be used in the sales order. Furthermore, the document date from the delivery header can also be used (optional).

When considering the delivery dates, it is also possible to include tolerances in the analysis. The corresponding configuration options are also located in the *Settings* panel on the *Sales Documents* tab.

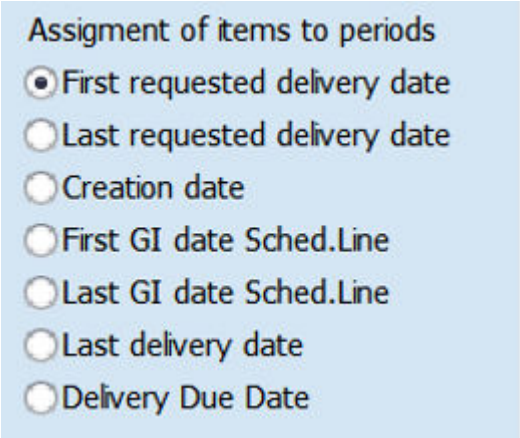


Tolerance settings for delivery date/quantity

You need to consider the following aspects when making settings for the tolerances:

- The temporal tolerances refer to the delivery date (actual delivery date).
- A tolerance window can be entered in the + (in days) / - (in days) values.
- If the function is activated, but no values are entered in the + (in days) /- (in days) fields, the delivery must be delivered on the exact date to be viewed as complete Without this setting, a premature delivery is accepted.
- Temporal tolerances are applied only for the yes/no calculation of KPIs (completeness analysis)
- The tolerances refer to the delivery date or delivery quantity. As a result, only those key figures are affected that are measured against the delivery date or the delivery quantity. These are delivery service, delivery performance, and delivery reliability.
- If the checkbox for the quantity tolerances is selected, the tolerance limits for overdelivery and underdelivery from the order items are taken into account. Technically, these are the table fields VBAP-UEBTO and VBAP-UNTTO.
- Example: For a tolerance of **10%** and a delivery of **95%** of the desired quantity, the quantity KPI is to show **100%** instead of **95%**.

Assignment of items to periods: You use this setting to determine for which period an item is to be counted in the evaluation. Depending on the selection, the item can be deemed to be an item delivered completely in the first month period of the first requested delivery date, even if the customer moves the requested delivery date at a later point in time. Note the connection between this setting and the settings in the area *Selection date refers to*.



Assignment of Items to Periods

Database table
VBEP-EDATU
VBEP-EDATU
VBAK-ERDAK
VBEP-WADAT
VBEP-WADAT

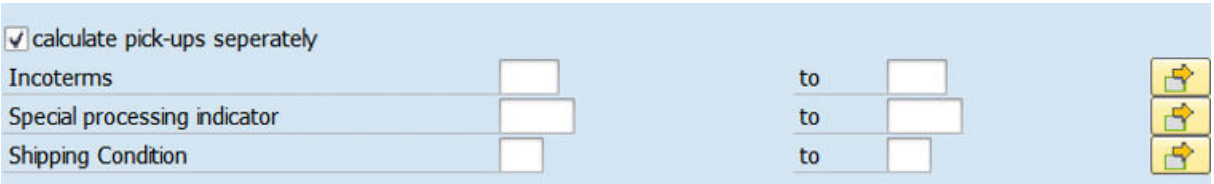
Delivery due date

The delivery due date is calculated from the creation date of the item, the order lead time, and the route time of the item. The order lead time is a field specific to SCM Consulting Solutions in the material master view (field /SAPLOM/MEH_MM01-NOTIC).

In the material master, you can maintain an order lead time in days at material/plant level. For more information about this, see the delivery performance section.

Pick-ups:

In this panel, you can configure a separate calculation for pick-ups.

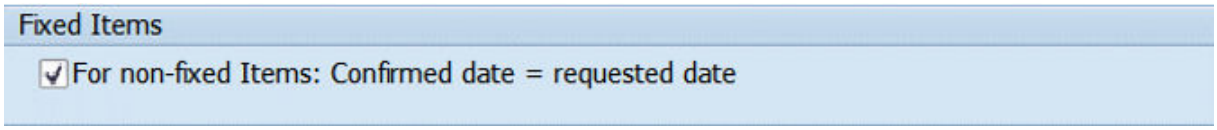


Pick-Ups

If you want to take pick-ups into account separately, activate the checkbox. The Incoterms (database field VBKD-INCO1) or the Special processing indicator (database field VBKD-SDABW) determine whether an order is treated as a pick-up. If one of the two conditions applies, the order is considered to be a pick-up.

For an order considered to be a pick-up, the value *Overall Goods Movement Status* (field VBUK-WBSTK) is selected for the respective delivery, once the initial delivery quantity is set to zero. If this condition is met, the picked quantity is considered to be the delivery quantity. The delivery time is the time when the *overall picking/putaway status* (field VBUK-KOSTK) is set to *Completed*. Thus, the time of picking (database field LIKP-KODAT) is considered to be the delivery time.

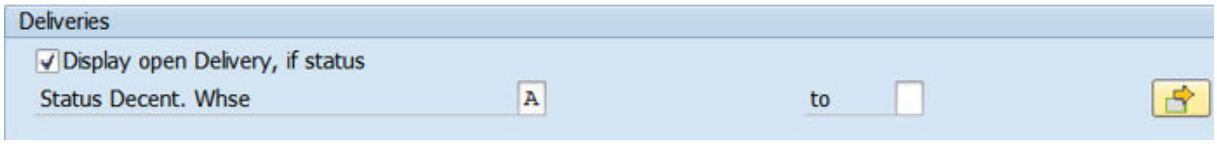
Fixed Items: For non-fixed items, the confirmed date can be set to the requested date (optional).



Fixed Items

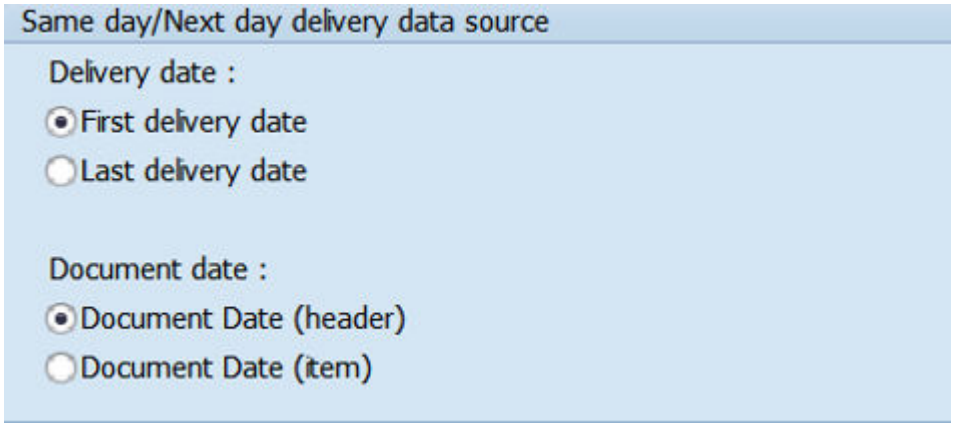
The reason for this is that some customers indicate that the requested date is only considered as promised if it has been fixed. The indicator for fixing is on the *Schedule Line* tab page of a sales order item (database field VBAP-FIXMG). If you use this function and therefore set the confirmed date to the requested date, the KPIs that refer to the confirmed date are not "diluted" by these non-fixed items.

Deliveries: If there is an open delivery for an order, this can be displayed.



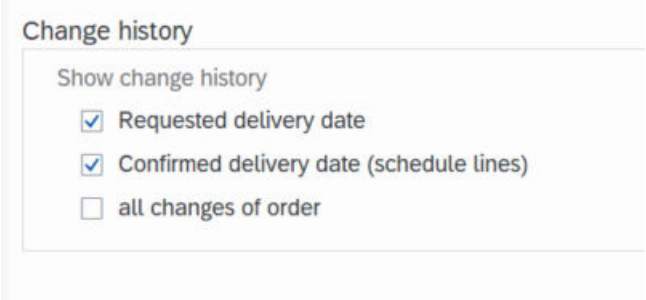
Delivery

Same Day/Next Day Delivery: You can use the service level monitor to determine which sales documents were supplied on the same or next day. When determining the KPIs, in the settings you have the option of selecting which date values are to be used when considering the delivery date and the document date.



Configuration Options for Same Day/Next Day Delivery

Change history: The settings for whether the change history is to be considered is now made directly when selecting the confirmation date and requested date (see above).



Change History

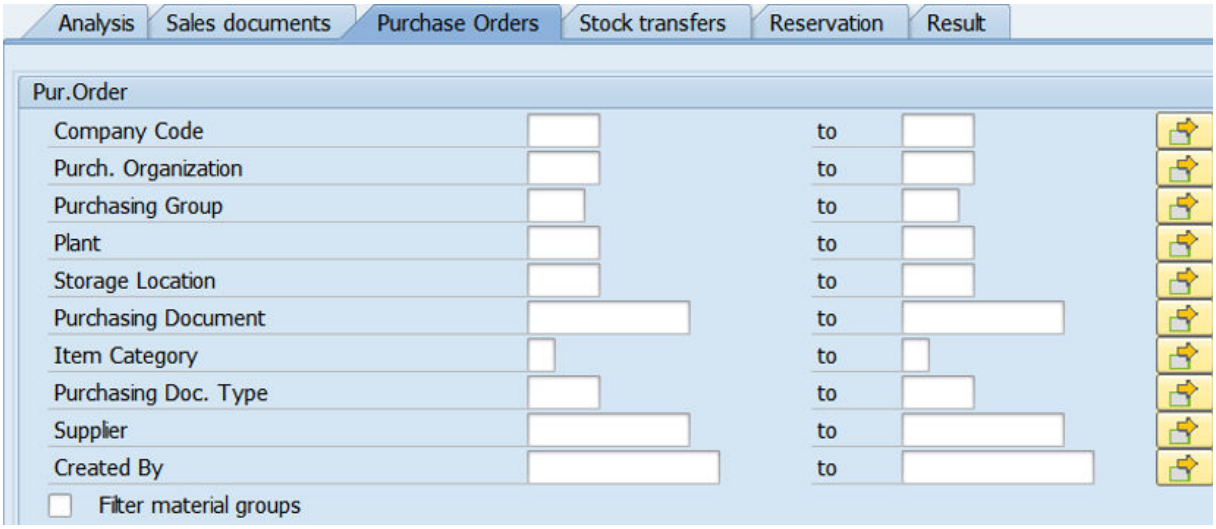
> **Note**
>
> If the sales order was changed repeatedly before the delivery and modified as a result of the delivery situation, the delivery reliability can still display as 100% even though the customer was informed multiple times of a changed and later date. In such a case it is recommended that you use the original value for the evaluation. In the event of occasional changes or changes triggered by the customer, it may be useful to use the current status for the evaluation.

2.1.3 *Purchase Orders* Tab

The **service level monitor** allows you to perform analyses for purchase orders. The key figures are calculated in the direction of suppliers.

If you have selected purchase orders as the document category to be analyzed on the *Analysis* tab page, the *Purchase Orders* tab is ready for input. You have the option of defining further purchase-order-specific selection criteria.

The *Purchase Orders* tab page also contains an area in which you can make further settings for the selection, data source, and tolerances.



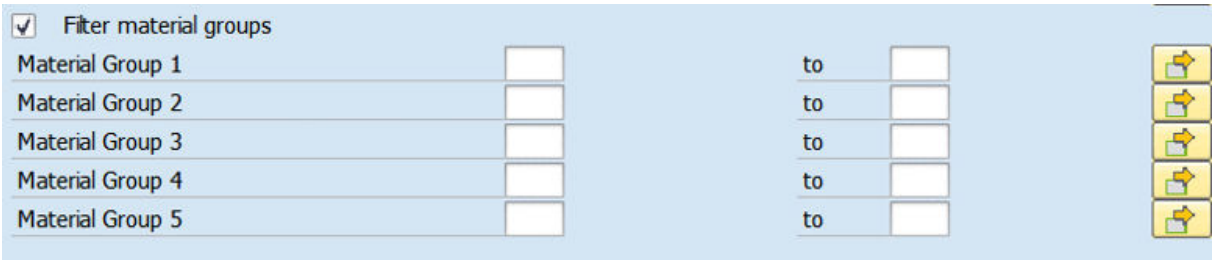
Selection Options for Purchase Orders

Available selection criteria on the tab Purchase Orders and database origin

Selection Options	Database Origin
Company Code	EKKO-BUKRS
Purch. Organization: Purchasing organization	EKKO-EKORG
Purchasing Group	EKKO-EKGRP
Plant	EKPO-WERKS
Storage Location	EKPO-LGORT
Purchasing Document	EKKO-EBELN
Item Category	EKPO-PSTYP
Purchasing Doc. Type	EKKO-ESART
Supplier	EKKO-LIFNR
Created By	EKKO-ERNAM

By default, the purchasing document types for stock transfers (UB, ZUB, EUB) are excluded from the selection. These documents are selected on the Stock Transfers tab page. If you want an alternative selection, you can overwrite the default setting.

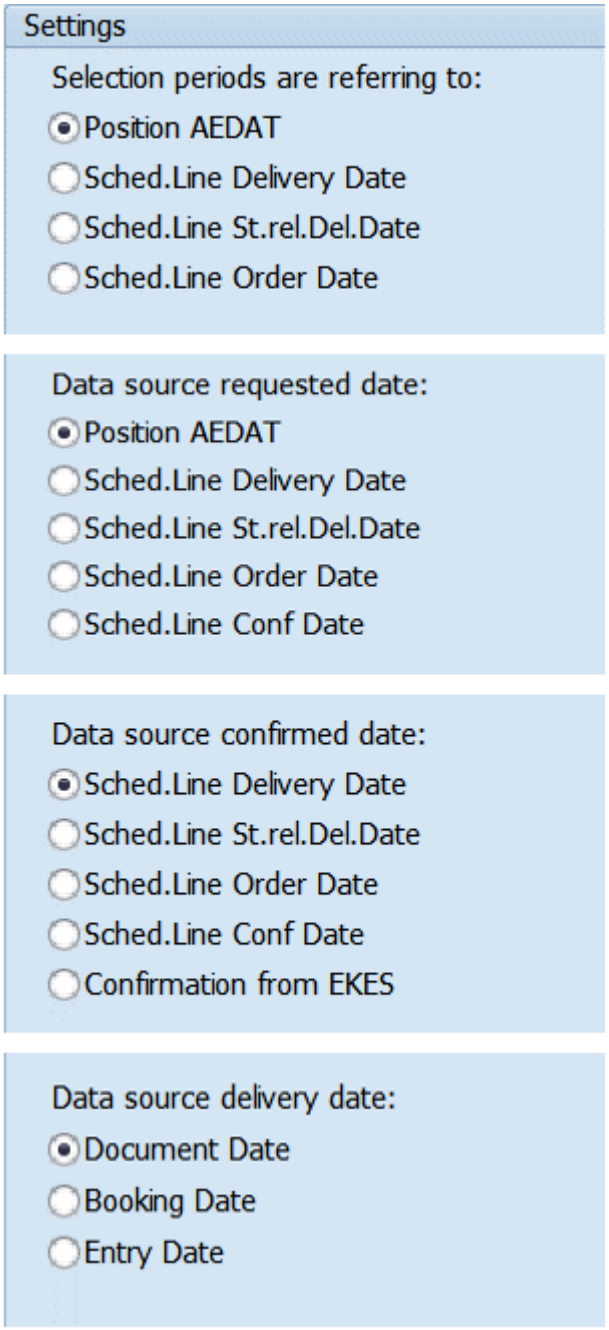
Material groups: As for the sales documents, you can also filter the purchase orders based on material groups.



Material Group Filtering for Purchase Orders

Settings

In the *Settings* panel, you can select which fields are to be used to define the relevant data. The selection of date values forms the basis of the calculated key figures, such as ability to deliver, delivery reliability, and delivery service. For this reason, it is important for your specific use case to define which values correspond to the requested date, confirmation date, and delivery date of your processes.



Setting Options for Purchase Orders (Section)

Selection criteria available for setting "Selection period refers to"

Selection Option	Meaning
Item AEDAT: Item Change Date	Corresponds to the change date of the purchasing document item; EKPO-AEDAT
Sched. "Delivery Date": Schedule Line Delivery Date	Corresponds to the delivery date on the Schedule Lines tab page of the purchase order; EKET-EINDT
Sched. "Stat.Rel.D.D.": Schedule line for statistically relevant delivery date	Corresponds to the statistically relevant delivery date on the Schedule Lines tab page of the purchase order; EKET-SLFDT

Selection Option	Meaning
Sched. "Order Date": Schedule Line Order Date	Corresponds to the order date of the schedule line; EKET-BEDAT

Available selection criteria for "Data Source Requested Date" setting

Selection Option	Meaning
Item AEDAT: Item Change Date	Corresponds to the change date of the purchasing document item; EKPO-AEDAT
Sched. "Delivery Date": Schedule Line Delivery Date	Corresponds to the delivery date on the Schedule Lines tab page of the purchase order; EKET-EINDT
Sched. "Stat.Rel.D.D.": Schedule line for statistically relevant delivery date	Corresponds to the statistically relevant delivery date on the Schedule Lines tab page of the purchase order; EKET-SLFDT
Sched. "Order Date": Schedule Line Order Date	Corresponds to the order date of the schedule line; EKET-BEDAT
Sched. "Conf. Date": Schedule Line Confirmed Date	Corresponds to the confirmed date on the Schedule Lines tab page of the purchase order; EKET-DAT01

Available selection criteria for "Data Source Confirmation Date" setting

Selection Option	Meaning
Sched. "Delivery Date": Schedule Line Delivery Date	Corresponds to the delivery date on the Schedule Lines tab page of the purchase order; EKET-EINDT
Sched. "Stat.Rel.D.D.": Schedule line for statistically relevant delivery date	Corresponds to the statistically relevant delivery date on the Schedule Lines tab page of the purchase order; EKET-SLFDT
Sched. "Order Date": Schedule Line Order Date	Corresponds to the order date of the schedule line; EKET-BEDAT
Sched. "Conf. Date": Schedule Line Confirmed Date	Corresponds to the confirmed date on the Schedule Lines tab page of the purchase order; EKET-DAT01
Confirmations from EKES	Corresponds to the date on the Confirmations tab page of the purchase order; EKES-EINDT

Available selection criteria for "Data Source Delivery Date" setting

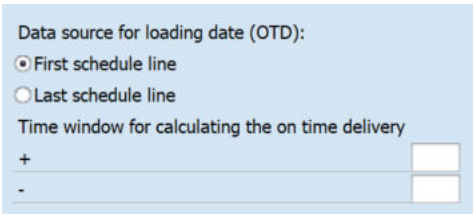
Selection Option	Meaning
Document date	Corresponds to the document date from the material document; MKPF-BLDAT
Posting date	Corresponds to the posting date for the material document item; MSEG-BUDAT
Entry date	Corresponds to the entry date for the material document item; MSEG-CPUDT

Data source loading date: The Data Source Loading Date section refers to the on-time delivery (OTD) key figure. This key figure compares the loading date of a purchase order with the statistical loading date. The input values for calculating the key figure are available at schedule line level. In this area, you determine whether the first or last schedule line of the item in a purchase order is to be used for determination.

You can use the time window to maintain a tolerance in calendar days that is taken into account in the calculation.

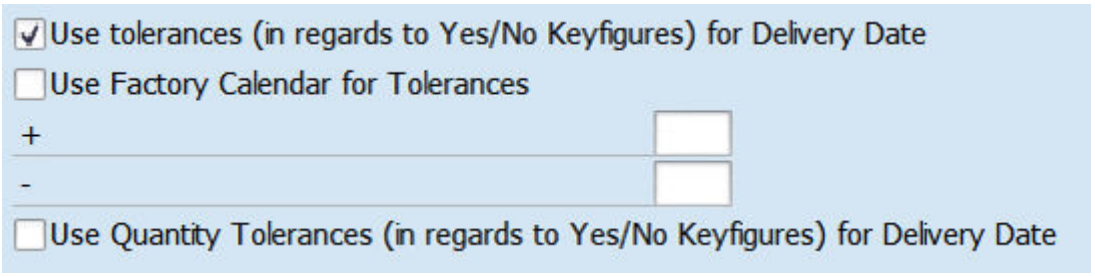
Example of a setting in the time window +: The statistical loading date is 01/15/2020; the loading date is 01/17/2020. Without a tolerance, the key figure OTD is not fulfilled, with a tolerance +5 days it would be fulfilled.

Example of a setting in the time window -: The statistical loading date is 01/15/2020; the loading date is 1/11/2020. Without a tolerance, the key figure OTD is not fulfilled, with a tolerance -5 days it would be fulfilled.



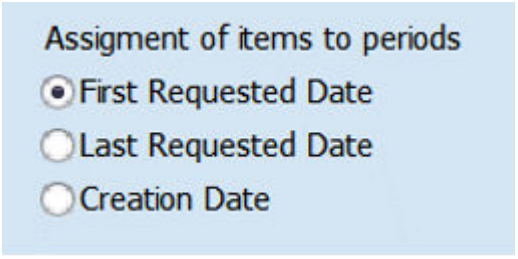
Settings for On-Time Delivery

Tolerances: In the same way as for the Sales Documents tab page, it is also possible to take tolerances into account with regard to the delivery date for purchase orders.



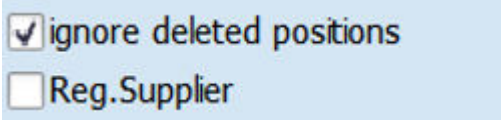
Tolerance Settings for Purchase Orders

Assignment of items to periods: You use this setting to determine for which period an item is to be counted in the evaluation.



Assignment of items to periods

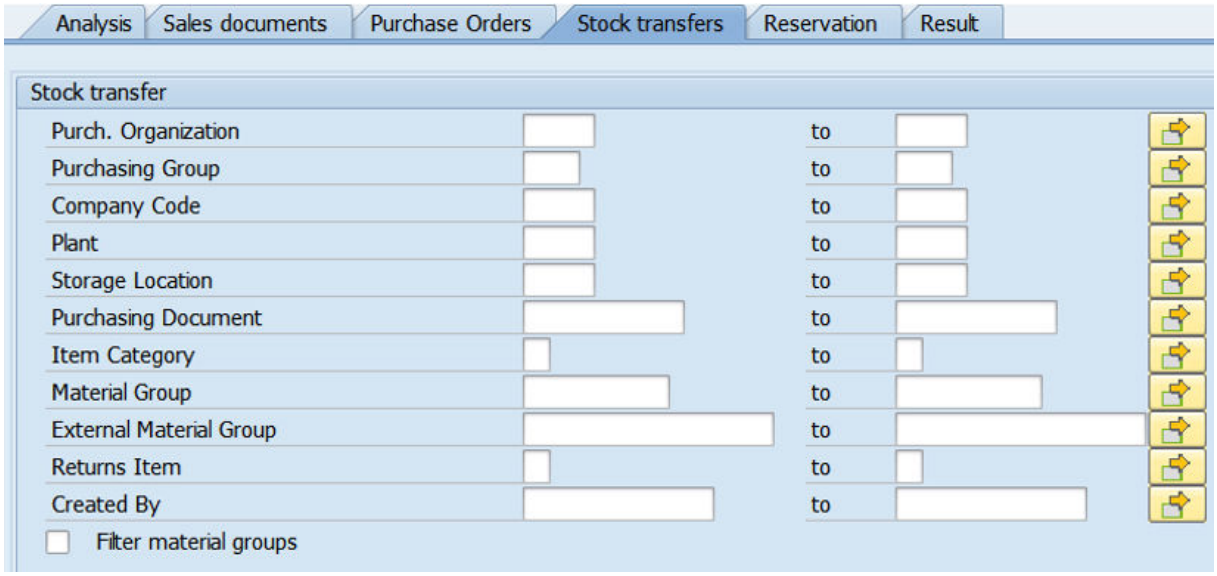
Ignore deleted item and regular supplier: If you want to ignore deleted items in the evaluation, you can use this setting to do so. You can also select the option *Reg.Supplier*. In this case, the regular supplier is selected via the purchasing info record (table EINA).



Deleted Items and Regular Supplier

2.1.4 *Stock Transfers* Tab

If you choose the *Stock Transfer* object on the *Analysis* tab page, the fields of the corresponding tab page are ready for input. The structure of the tab page is similar to the other detail tab pages: The upper area contains selection options for stock transfers; the lower area contains the detailed settings for the analysis.

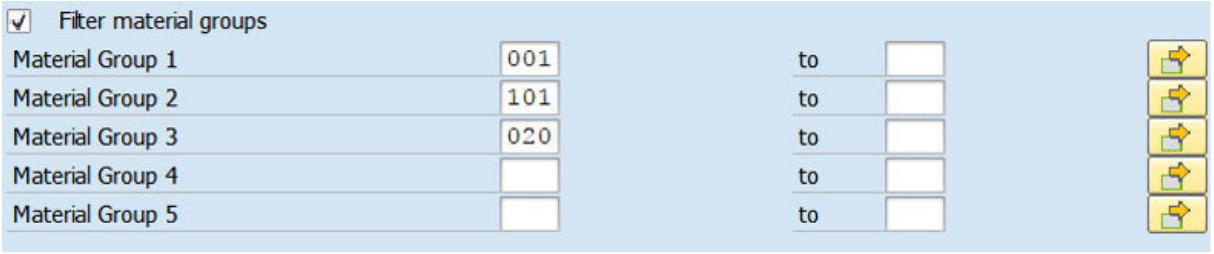


Selection Options for Stock Transfers

Available selection criteria on the tab Stock Transfers and database origin

Selection Option	Database Origin
Purch. Organization: Purchasing organization	EKKO-EKORG
Purchasing Group	EKKO-EKGRP
Company Code	EKKO-BUKRS
Plant	EKPO-WERKS
Storage Location	EKPO-LGORT
Purchasing Document	EKKO-EBELN
Item Category	EKPO-PSTYP
Material Group	EKPO-MATKL
External Material Group	MARA-EXTWG
Returns Item	EKPO-RETPO
Created By	EKKO-ERNAM

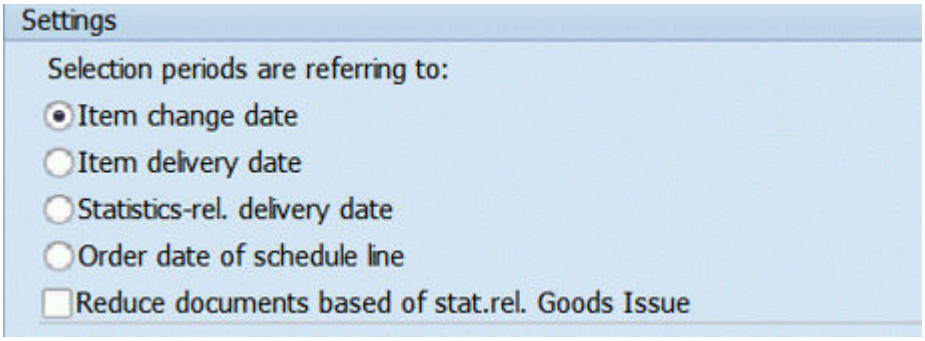
If material group filtering is activated, the corresponding selection fields are displayed and can be filled with the criteria.



Material Group Filtering for Stock Transfers

Settings

In the *Settings* panel, you can select which fields are to be used to define the relevant data. The selection of date values forms the basis of the calculated key figures, such as ability to deliver, delivery reliability, and delivery service. For this reason, it is important for your specific use case to define which values correspond to the requested date, confirmation date, and delivery date of your processes.

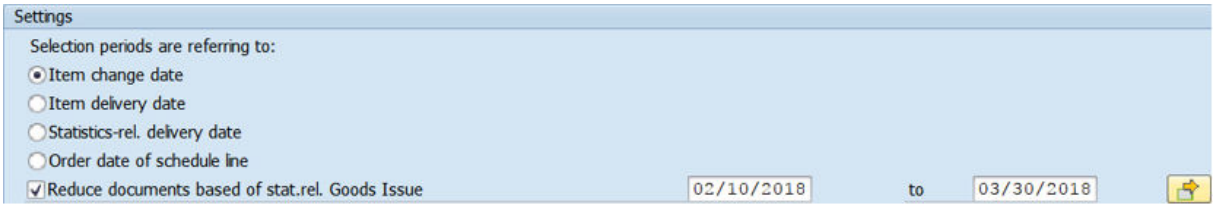


Selection Period for Stock Transfers

Selection criteria available for setting "Selection period refers to"

Selection Option	Meaning
Item AEDAT: Item Change Date	Corresponds to the change date of the stock transfer document item; EKPO-AEDAT
Sched. "Delivery Date": Schedule Line Delivery Date	Corresponds to the delivery date on the Schedule Lines tab page of the purchase order; EKET-EINDT
Sched. "Stat.Rel.D.D.": Schedule line for statistically relevant delivery date	Corresponds to the statistically relevant delivery date on the Schedule Lines tab page of the purchase order; EKET-SLFDT
Sched. "Order Date": Schedule line order date	Corresponds to the order date of the schedule line; EKET-BEDAT

In addition to selecting the date value, to which the selection period is to refer, you also have the option of reducing the scope of selection by certain documents. The statistically relevant goods issue date is used as a selection criterion. Documents outside the specified period are not included in the analysis.



Reduction Option for Documents



Setting Options for Stock Transfers (Section)

Available selection criteria for "Data Source Requested Date" setting

Selection Options	Meaning
Item AEDAT: Item Change Date	Corresponds to the change date of the stock transfer document item; EKPO-AEDAT
Sched. "Delivery Date": Schedule Line Delivery Date	Corresponds to the delivery date on the Schedule Lines tab page of the purchase order; EKET-EINDT
Sched. "Stat.Rel.D.D.": Schedule line for statistically relevant delivery date	Corresponds to the statistically relevant delivery date on the Schedule Lines tab page of the purchase order; EKET-SLFDT
Sched. "Order Date": Schedule line order date	Corresponds to the order date of the schedule line; EKET-BEDAT
Sched. "Conf. Date": Schedule Line Confirmed Date	Corresponds to the confirmed date on the Schedule Lines tab page of the stock transfer order; EKET-DAT01
Statistical goods issue: statistically relevant goods issue	See the section *Statistically Relevant Goods Issue Date* below.
Planned GI: Planned goods issue	Corresponds to the planned goods issue date from the schedule line; EKET-WADAT

Available selection criteria for "Data Source Confirmation Date" setting

Selection Options	Meaning
Sched. "Delivery Date": Schedule Line Delivery Date	Corresponds to the delivery date on the Schedule Lines tab page of the purchase order; EKET-EINDT
Sched. "Stat.Rel.D.D.": Schedule line for statistically relevant delivery date	Corresponds to the statistically relevant delivery date on the Schedule Lines tab page of the purchase order; EKET-SLFDT

Selection Options	Meaning
Sched. "Order Date": Schedule Line Order Date	Corresponds to the order date of the schedule line; EKET-BEDAT
Sched. "Conf. Date": Schedule Line Confirmed Date	Corresponds to the confirmed date on the Schedule Lines tab page of the stock transfer order; EKET-DAT01
Statistical GI first schedule line: statistically relevant goods issue first schedule line	See the section *Statistically Relevant Goods Issue Date* below.
Statistical GI last schedule line: statistically relevant goods issue last schedule line	See the section *Statistically Relevant Goods Issue Date* below.
Planned GI: Planned goods issue	see below

Available selection criteria for "Data Source Delivery Date" setting

Selection Options	Meaning
Document date	Corresponds to the document date from the material document; MSEG-BLDAT
Posting date	Corresponds to the posting date from the material document item; MSEG-BUDAT
Entry date	Corresponds to the entry date of the material document item; MSEG-CPUDT
Sched. "Conf. Date": Schedule Line Confirmed Date	Corresponds to the confirmed date on the Schedule Lines tab page of the stock transfer order; EKET-DAT01
Statistical GI: Statistically relevant goods issue	See the section *Statistically Relevant Goods Issue* below.
Actual GI: Actual goods issue	See the section *Actual Goods Issue* below.

Statistically relevant goods issue date

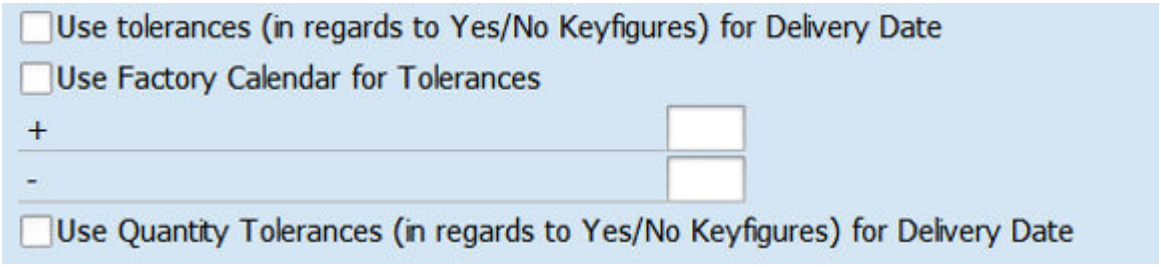
The change documents are evaluated for the date (table CDPOS and CDHDR). The statistically-relevant goods issue for the first schedule line is the first (oldest) goods issue date that is found using the change documents (database field EKET-WADAT). The first schedule line is always considered for the calculation of the requested date. For the confirmation date, you can choose between the first and last schedule lines. If no entry was found in the change documents, the current date of the schedule line is used.

Actual goods issue date

Database field EKBE-BUDAT (from the table for the purchasing document history). The assignment is made at item level.

Tolerances

As for the tolerances in the sales documents, this functionality can also be used for the delivery date of the stock transfers.

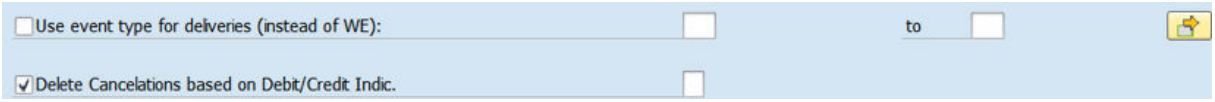


Tolerance Settings for Stock Transfers

Transaction Type and Cancelation Indicator

For the consideration of the delivery date, it is possible to use a different transaction type (for example, goods issue of issuing plant) from the default behavior (goods receipt of receiving plant).

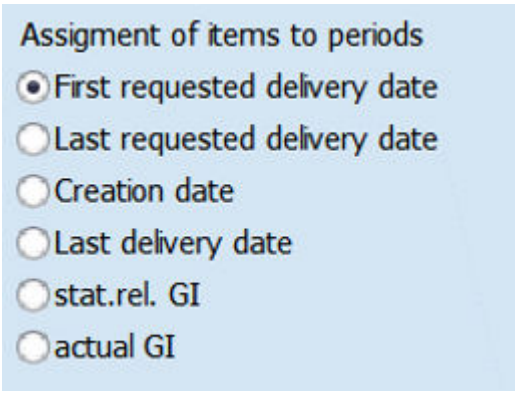
Depending on the "movement direction" of the chosen transaction type (debit or credit posting), the cancelation indicator must be modified accordingly. This is only relevant if reversal postings are to be considered.



Transaction Type and Cancelation Indicator

Assignment of items to periods

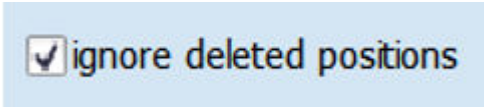
You use this setting to determine for which period an item is to be counted in the evaluation. Depending on your selection, the item can be deemed to be an item delivered completely in the first month period of the first requested delivery date, even if the customer moves the requested delivery date at a later point in time. Note the connection between this setting and the settings in the area *Selection date refers to*.



Assignment of items to periods

Ignore deleted items

You can use this setting to determine that items that have been deleted are not to be included in the evaluation.



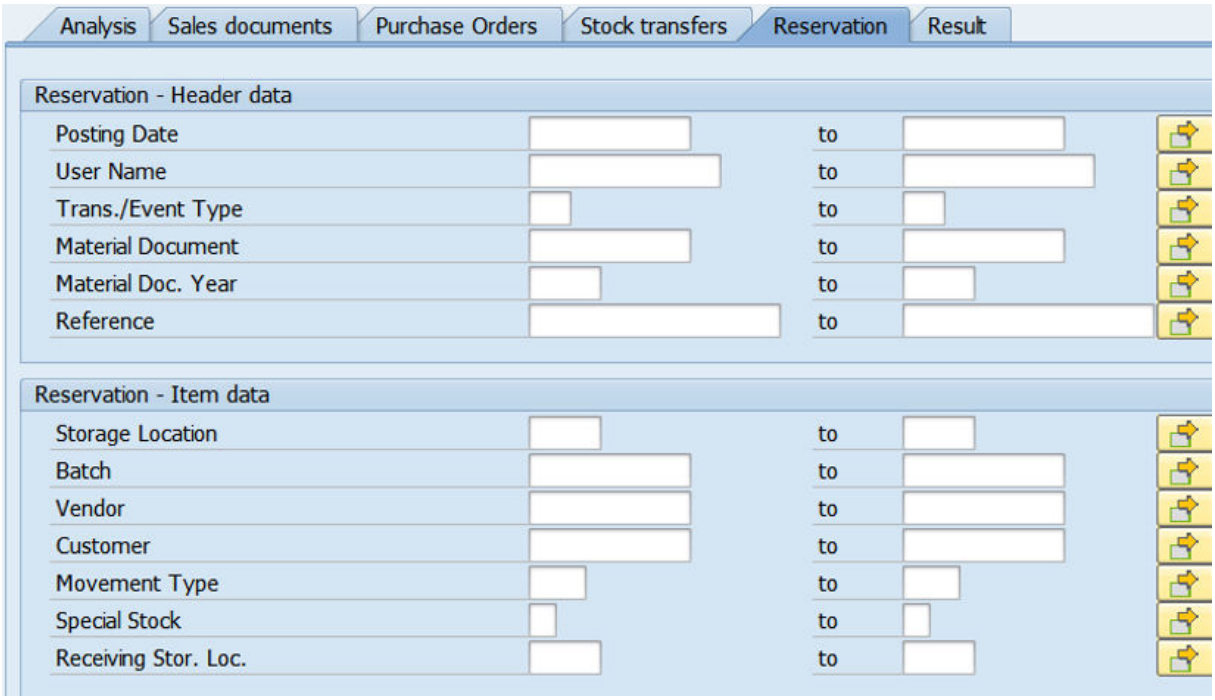
Ignore Deleted Items

2.1.5 *Reservations* Tab

If you use the **service level monitor** to evaluate reservations, the system selects reservation documents (table RESB) and compares them with the related deliveries (material documents from tables MKPF and MSEG).

In doing so, the system compares the requested date with the actual delivery date and calculates the delivery service.

The KPIs delivery reliability and delivery ability are not calculated in this scenario since reservations do not contain any confirmations.



Selection Options for Reservations

Available Selection Criteria for Header Data on Reservation and Database Origin Tab

Selection option - Header data	Database Origin
Posting Date	MKPF-BUDAT
User Name	MKPF-USNAM
Operation Type	MKPF-VGART
Material Document	MSEG-MBLNR
Material Doc. Year	MSEG-MJAHR
Reference	MKPF-XBLNR

Available Selection Criteria for Item Data on Reservation and Database Origin Tab

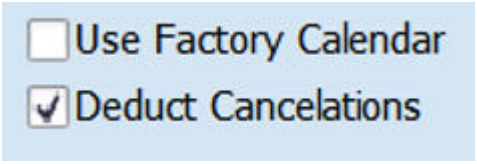
Selection option - Item data	Database Origin
Storage Location	RESB-LGORT
Batch	RESB-CHARG

Selection option - Item data	Database Origin
Supplier	RESB-LIFNR
Customer	MSEG-KUNNR
Movement Type	MSEG-BWART
Special Stock	RESB-SOBKZ
Receiving Stor. Loc.	MSEG-UMGLO

Settings

Plant Calendar and Cancellations

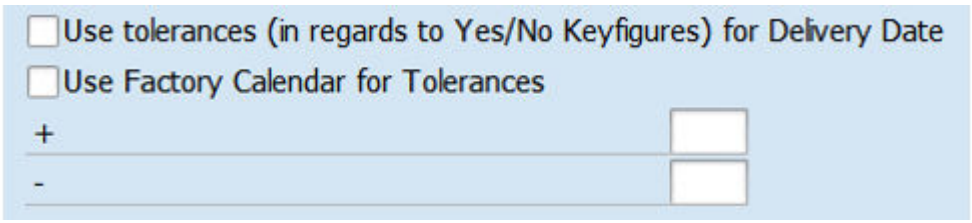
You can use the settings to specify that you want to consider the factory calendar in the calculation of the delivery time. You can also exclude cancelations (and their assigned documents) from the analysis (as in transaction MBSM).



Factory Calendar and Consideration of Cancelations

Tolerances

It is also possible to take tolerances into account for the evaluation of reservation documents.



Tolerance Settings for Reservation Documents

2.1.6 *Result* Tab

On the *Result* tab, you can make settings that control the calculation and formatting of the analysis results on the result screen.



Result – Values to be displayed

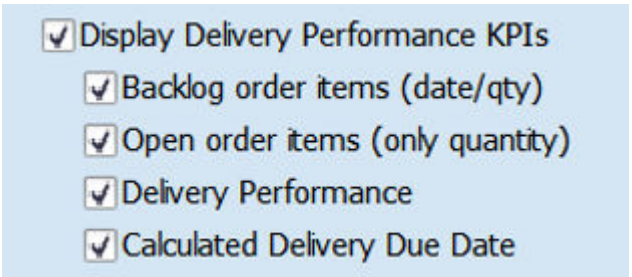
Values to be displayed

In this panel, you select the KPIs that are to be displayed on the result screen. Deselection means that the corresponding key figure is no longer calculated. The corresponding area in the key figure overview and detail list is **hidden**. To improve clarity, it is recommended that you hide the key figures that are not relevant for the use case.

Hide Key Figures Below/Above Target



You can use this function to hide the section Below/Above Target Key Figures in the upper results table if this function is not used.



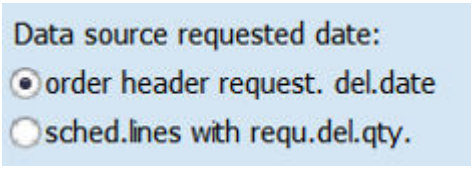
Result – Delivery Performance

The **Delivery Performance** key figure determines the delivery up to the delivery due date (see calculation below). Note that the Requested Date from Schedule Line option must be selected as a prerequisite for the calculation (see below for details).

Delivery due date

Calculation logic:

- Creation date of item + order lead time + time of route (of item)
- Database fields: VBAP-ERDAT + (/SAPLOM/MEH_MM01-NOTIC) + (VBAP-ROUTE)
- Sales order is assigned to MVKE entry via MATNR, VKORG, VTWEG
- If the delivery due date is before the first date requested by customer, the delivery due date is set to the requested date
- Prerequisite: Requested date from schedule line (*Sales document* tab). If this is not selected, the key figure is not displayed in the detail list.



Sales document tab – Data source requested date:

Backlog order items

Calculation logic:

- If the delivery due date has been exceeded (is before the system date when the program is executed) and a delivery quantity remains open.

Key figure	Level	February 2018
Backlog order items (date/qty)		
Number	Items	1
	Open Quan BUn	10,000
	open Value(EUR)	11.654,95

Backlog order items

Open order items

Calculation logic:

- If the delivery status of the order item is open or fulfillment in process, the item is included.

Key figure	Level	February 2018
Open order items (only quantity)		
Number	Items	2
	Open Quan BUn	955,000
	open Value(EUR)	19.561,27

Open order items

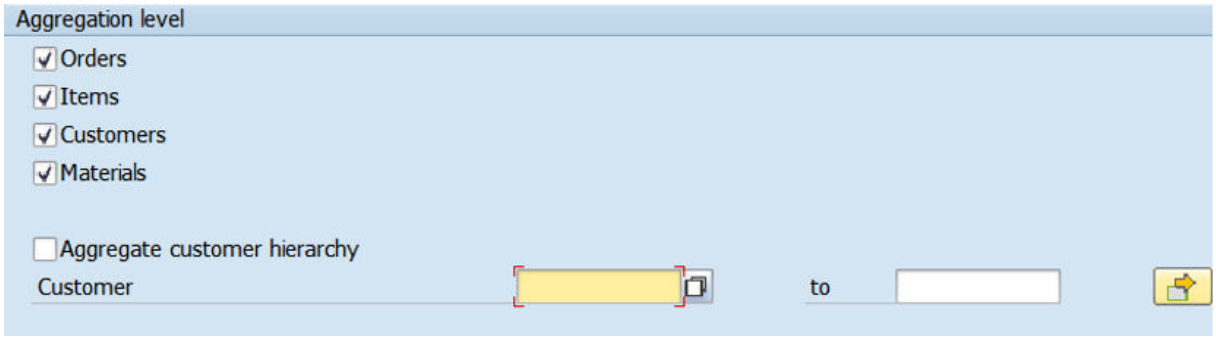
Aggregation level

In this panel, you define the criterion by which the results of the analysis are to be aggregated. As standard, the levels orders, items, customers, and materials are offered. Deselection means that the corresponding level

is no longer determined. The corresponding area in the key figure overview on the result screen is hidden. To improve clarity, it is recommended that you hide the levels that are not relevant for the use case.

Customer hierarchy

If you select the customer hierarchy criterion, all items are grouped under the customer, who functions as a header. For example, it is possible to enter all regional customers. Using the hierarchy relationships, all related items are then aggregated under the respective suitable header customer. The hierarchy aggregation is located in the navigation tree.



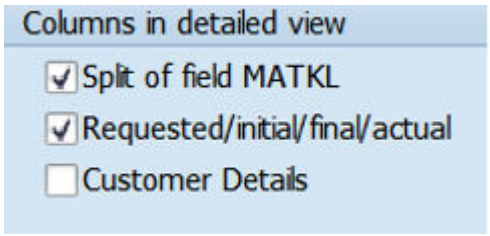
Aggregation level tab

Navigation tree

You have the option of determining which criteria are to be displayed in the navigation tree. The available criteria depend on the document category selected on the *Analysis* tab.

Columns in detailed view

In this section, additional fields can be displayed in the detailed view of the results.



Columns in detailed view

- The material group (database field MATKL) can be divided into four fields, which represent a subgroup of the material group.
  - Sales level (first 2 figures of MATKL)
  - Product group (first 4 figures of MATKL)
  - Material group (first 6 figures of MATKL)
  - Item group (first 8 figures of MATKL)
- Requested/initial/final/actual
  - Additional times can be displayed for the material availability date, the goods issue date, and the delivery date. If the corresponding selection is made, the following additional fields are displayed:
    - Service level material availability date; first initial plan material availability date; last initial plan material availability date; first task list material availability date; last task list material availability date; first actual material availability date; last actual material availability date

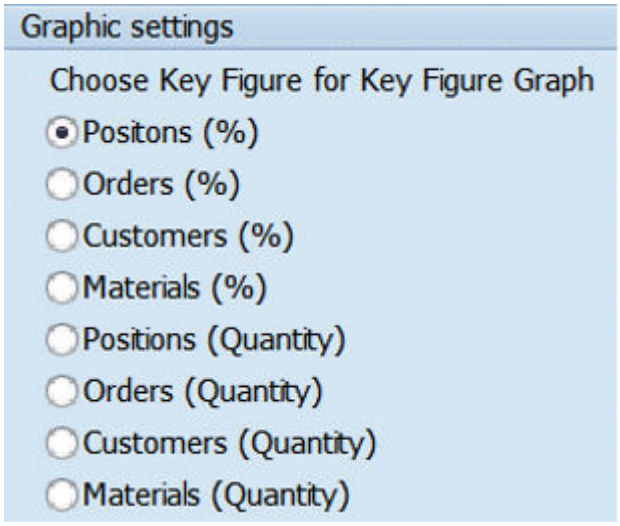
- Service level goods issue date; first initial plan goods issue date; last initial plan goods issue date; first task list goods issue date; last task list goods issue date; first actual goods issue date; last actual goods issue date
- Requested delivery date; first initial plan delivery date; last initial plan delivery date; first task list delivery date; last task list delivery date; first actual delivery date; last actual delivery date

- The following logic is used to calculate the individual times:
  - First and last initial plan: of the historical documents, the schedule lines with a confirmed quantity. The same 'restrictions' apply here as for the change history of the sales documents
  - First and last closing task list (final plan): of the current schedule lines, the schedule line with confirmed quantity
  - First and last actual date: from the current deliveries

Graphic settings

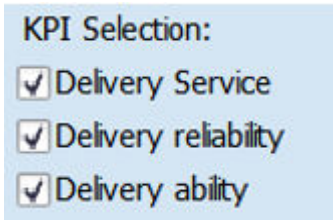
Choose Key Figure for Key Figure Graph

In this panel, you select the key figures, key figure level, and unit that are to be displayed in the key figure graphic. For some items in the navigation tree, the system can display an additional graph that provides information on the performance of the individual items (for example, the individual plants) in the navigation tree. In these settings, you select the key figure and its display for which such a comparison is to be made.



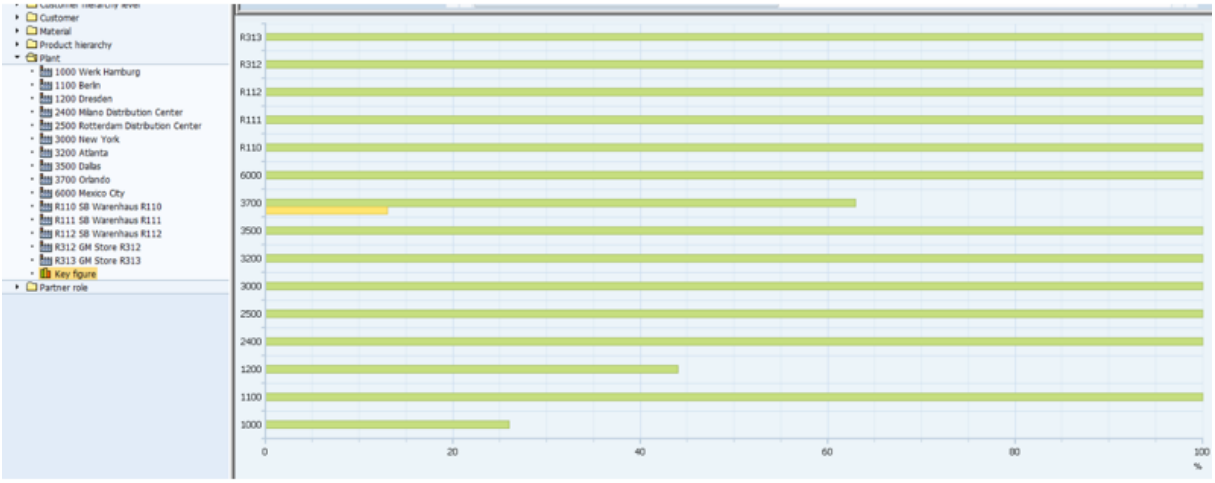
Choose Key Figure for Key Figure Graph

KPI Selection:



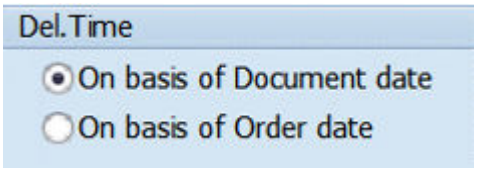
KPI Selection

The example shows a comparison of plants for the KPI "Positions (%)" (delivery service, delivery reliability, delivery ability).



Key figure graphic

Delivery time

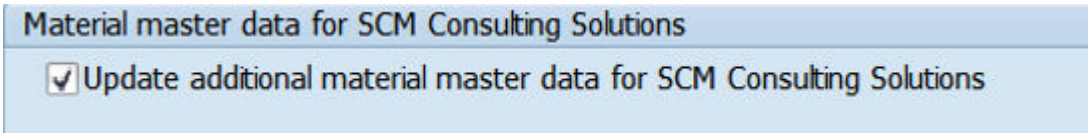


Delivery time – Basis date for calculation

Instead of, as customary in the standard SAP system, using the document date for the calculation, you can use the order date as an alternative (field BSTDK from table VBAK)

Material master data for SCM Consulting Solutions

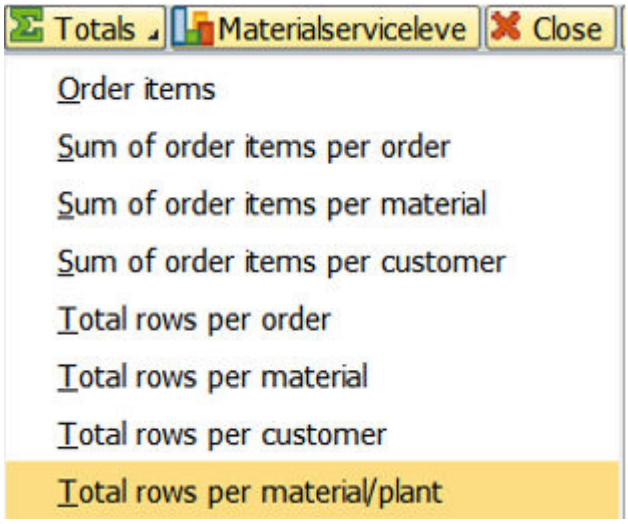
You have two options for updating the material master data of the SCM Consulting Solutions: You can either activate the option on the "Result" tab page of the selection screen:



Material master data for SCM Consulting Solutions

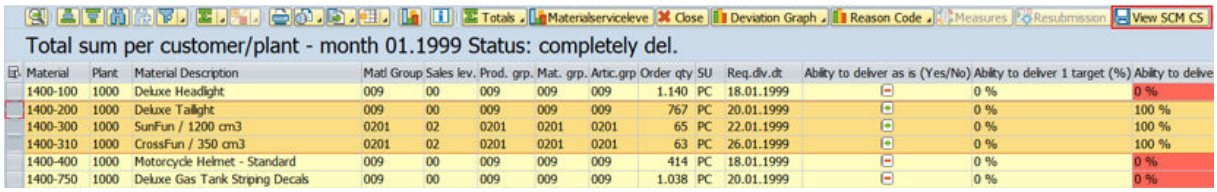
In this case, all material/plant combinations of a service level monitor analysis are updated.

The second option is to perform the update from the results screen of the service level monitor analysis. This option is available if you switch the consideration level to the material/plant level on the detail screen:



Selection of Material/Plant Level

Select all material/plant combinations for which an update is to be performed and then choose the button *SCM CS view*:



Material Master Update from the Detail View

Report Folder



Report Folder and Cross-Monitor Functions

If you want to store the result of a service level monitor analysis in an Excel file, you can use the report folder function. In this area, you activate report folder creation and enter the name of the report folder to be created. For more detailed information on the report folder function, see the configuration guide under General Report Folder.

You can also define the formula profile and the alert profile here. For more information, see the section Cross-Monitor Functions.

Related Information

Documentation on the Comprehensive Functions
General Report Folder

2.2 Result Screen

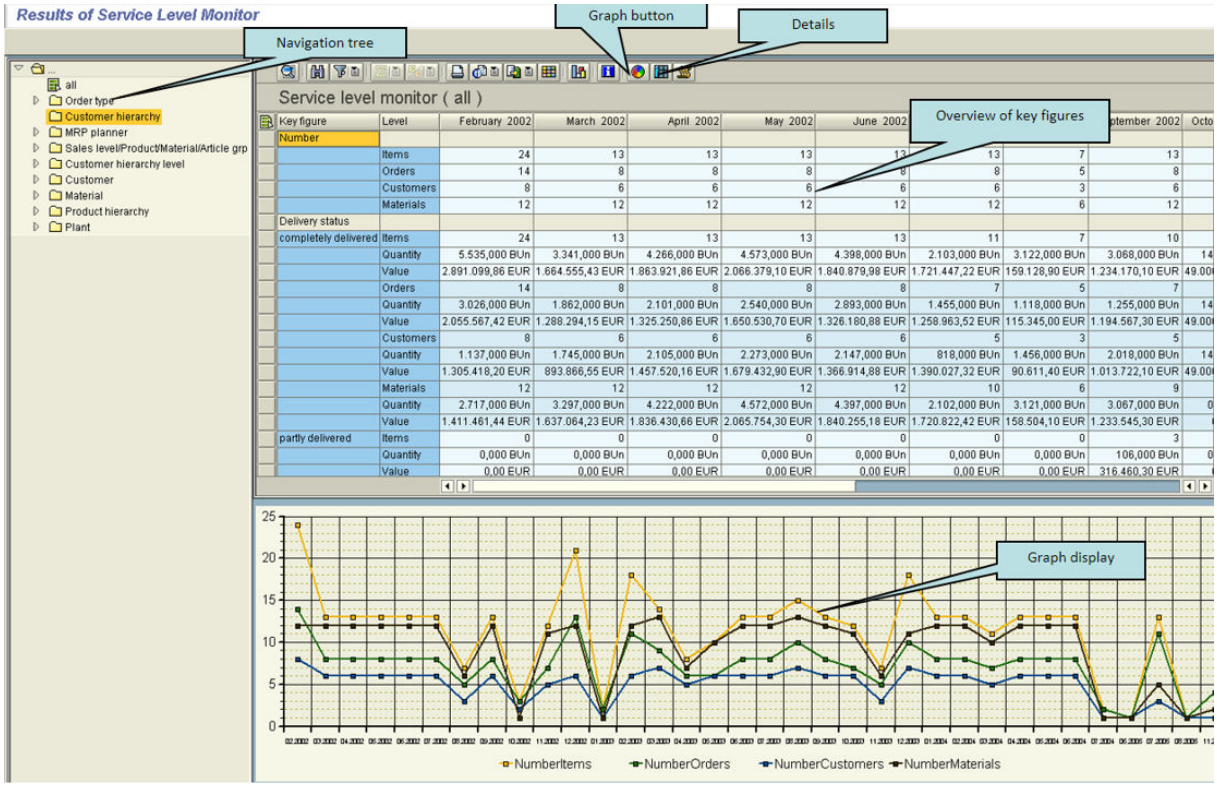
SLC Result Screen

In the SLC, there are two tab pages with evaluations on the result screen.

2.2.1 Results Tab

The results screen of the **service level monitor** consists of the following areas:

- Overview of key figures
- Graphic display
- Navigation tree
- Detailed display



Results Screen for service level monitor

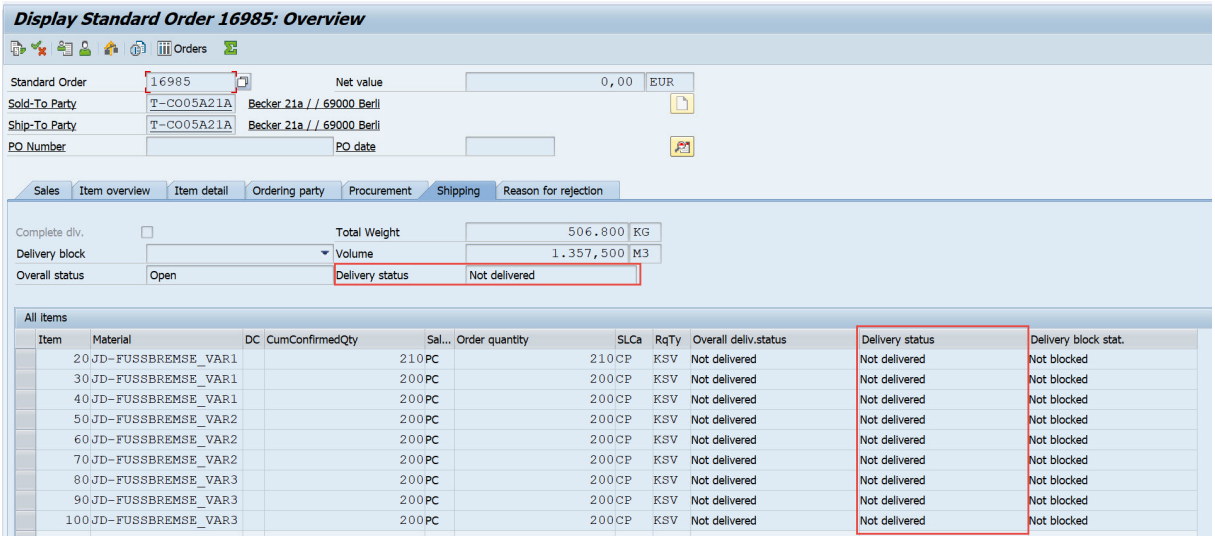
Overview of key figures

In the upper area, the key figures and key figure levels selected on the Result tab page are displayed as an overview. The information is displayed in the form of a matrix. All key figures and key figure levels are listed vertically. The information is displayed horizontally per period and as a total column.

You decide which criterion is to be used to assign a line item to the periods in the **Assignment of Items to Periods** section of the detail tab page.

The following section contains a detailed list of the key figures for the key figure overview. When interpreting the results, note the unit of the respective key figure. Key figures are displayed in different units, such as base quantity (BUoM), currency, or percentage value.

- **Number**: Number of evaluated items, orders, materials, and customers per period
- **Delivery status**: The delivery status is read from the Shipping tab page of the order and displayed in aggregated form. Orders with the delivery status “empty” are not displayed. Note that there is a delivery status at item and order level. For example, there can be an order that has 2 items. One of these items is fully delivered, the other only partially delivered. The order is thus partially delivered. This information can be found in the corresponding levels of the **service level monitor**. In the above example, the key figure overview would show 1 item but 0 orders as completely delivered.



Delivery Status Key Figure

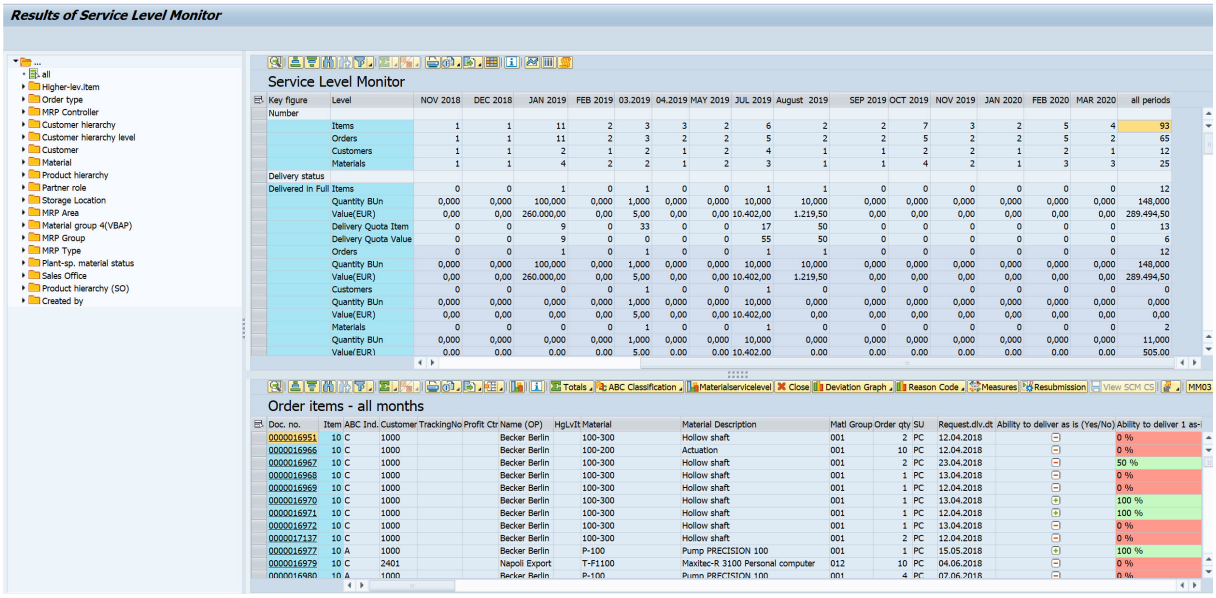
- **Delivery service**: The delivery service specifies whether the requested quantity was delivered on the requested date. The information is displayed as a percentage and as a quantity-based proportion.
  - According to the different levels, the percentage of items delivered in full is determined on the requested delivery date, as well as the orders that have been completely delivered, the materials delivered in full, and the customers that have received all their deliveries. The percentage values of the different levels can differ. For example, a customer is considered to have been supplied completely only when all of the customer's order items were delivered completely on the requested delivery date.
  - Proportion of the quantity delivered on the requested date by item, material, and customer, compared with the requested quantity. When calculating the average for an order, material, or customer, each order item is weighted equally, irrespective of the item quantity of each. For example, if a customer has ordered two items, of which only half of one (50%) was delivered on the requested date, but the other was delivered completely (100%), the average for the customer is 75%.
  - Over / Below Target compares the calculated ACTUAL value with target values on the MEH tab page.
- **Delivery service guaranteed**: The delivery service guaranteed specifies whether the requested quantity was delivered on the guaranteed delivery date. The guaranteed delivery date is calculated as follows: Order date + lead time from MEH tab (+ optionally the route).
  - Percentage of items, orders, materials, and customers delivered in full by the guaranteed delivery date.
  - Proportion of the quantity delivered by the guaranteed delivery date by item, material, and customer, compared with the requested quantity.
- **Delivery ability**: The delivery ability indicates whether the requested quantity was confirmed on the requested date. This is a comparison of the requested date/quantity with the confirmed delivery date/ quantity. The information is displayed as a percentage and as a quantity-based proportion.
  - Percentage of items completely confirmed on the requested delivery date, orders completely confirmed, materials completely confirmed, and customers completely confirmed.
  - Proportion of the quantity confirmed on the requested date by item, material, and customer, compared with the requested quantity. The average is calculated in the same way as for the delivery service.
  - Over / Below Target compares the calculated ACTUAL value with target values on the MEH tab page.

- **Ability to Deliver Guaranteed**: The ability to deliver guaranteed specifies whether the requested quantity was confirmed for the guaranteed delivery date. The guaranteed delivery date is calculated as follows: Order date + lead time from MEH tab (+ optionally the route).
  - Percentage of items, orders, materials, and customers confirmed in full by the guaranteed delivery date.
  - Proportion of the quantity confirmed by the guaranteed delivery date compared with the requested quantity - by item, material, and customer.
- **Delivery reliability**: Delivery reliability indicates whether the confirmed quantity was delivered on the confirmation date. This is a comparison of the confirmed delivery date/quantity with the actual delivery date/quantity. The information is displayed as a percentage and as a quantity-based proportion.
  - Percentage of items delivered completely on the requested delivery date, orders delivered completely, materials delivered completely, and customers supplied completely.
  - Proportion of the quantity delivered on the requested date by item, material, and customer, compared with the requested quantity. The average is calculated in the same way as for the delivery service.
  - Over / Below Target compares the calculated ACTUAL value with target values on the MEH tab page.
- **Same-day delivery**: Proportion of items, orders, customers, and materials for which the delivery date corresponds to the document date.
- **Next-day delivery**: Proportion of items, orders, customers, and materials for which the delivery date is the day after the document date.
- **On-time delivery**: Proportion of items, orders, customers, and materials for which the loading date is the same as the statistical loading date or the time window around the statistical loading date specified on the selection screen. The key figure is only determined during the analysis of purchase orders.
- **Backlog order items**: Items with an open delivery quantity after the delivery due date has passed. The key figure is output as:
  - Number of items
  - Quantity in base unit of measure (BUoM)
  - Open value in the selected currency
- **Open order items**: Items with the order status Open or Partially Delivered. The key figure is output as:
  - Number of items
  - Quantity in base unit of measure (BUoM)
  - Open value in the selected currency
- **Delivery value:**
  - Total value of the order items
    - Total value of the delivery quantity
    - Total value of the quantity not delivered
  - Total value of the items with the status “completely delivered”
  - Total value of the items with the status “completely delivered”
    - Total value of the undelivered proportion of the partly delivered items
    - Total value of the delivered proportion of the partly delivered items
  - Total value of the items with the status “not delivered”
  - Total value of the rejected items
- **Delivery time:**
  - Ideal: Requested delivery date – order creation date

- Actual:
  - By item: The delivery date of the delivery with which the item was delivered completely – order creation date;
  - By order: The delivery date of the delivery with which the order was delivered completely – order creation date;
- Open: Number of orders/items not delivered completely

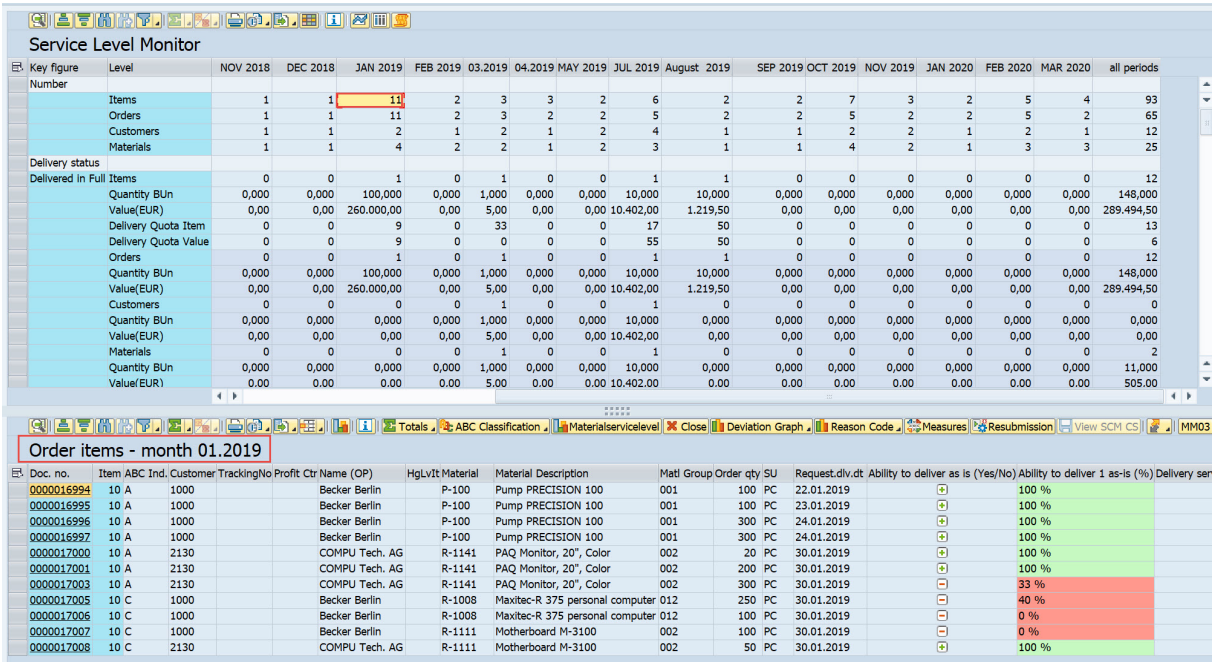
Choose the *Graph* pushbutton to display a graph for the data selected in a row of the upper window in the lower area of the screen. You can display any key figures graphically by selecting the rows in the key figure overview and choosing the pushbutton.

Click on the *Details* pushbutton to display a list of the items for the individual orders. If you select a column, only the items for the corresponding period are displayed. Otherwise, all data is displayed. The detailed list is output as SAP List Viewer with all standard functions for sorting, filtering, exporting, and so on. A large volume of data is displayed for the order items. This enables you to determine how the aggregated values were calculated.

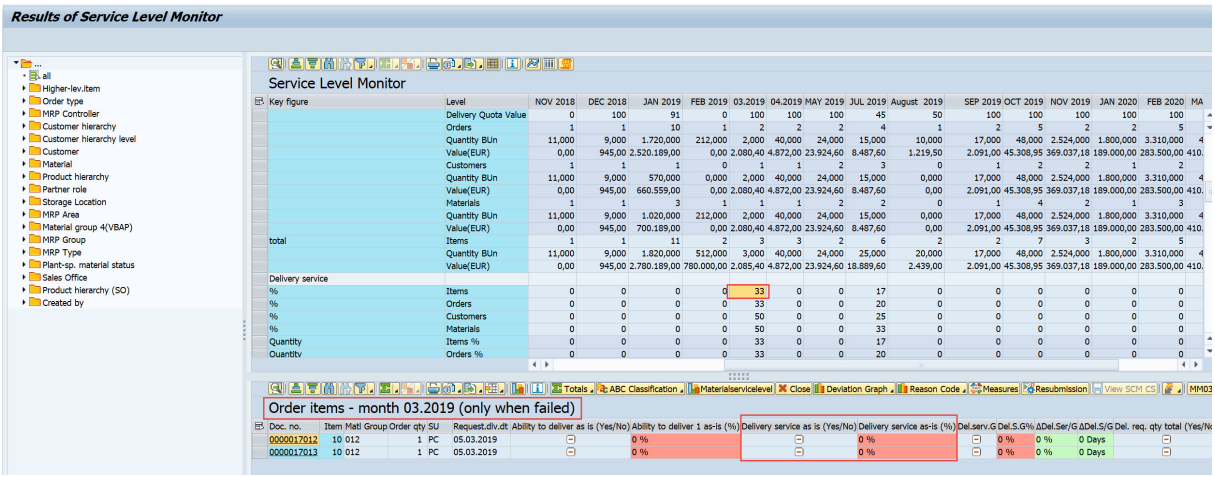


Results Screen with Detailed Display

By double-clicking on any content field of the key figure overview, the detailed information for the corresponding selection is displayed, for example, number of items in 03/2020. Note that some key figures have a negative display. Only the objects that do not fulfill the key figure are displayed. The following figures show two examples.



Detailed Display for Number of Items 01/2019



Detailed Display for Delivery Service % Items 03/2019 (Negative Only)

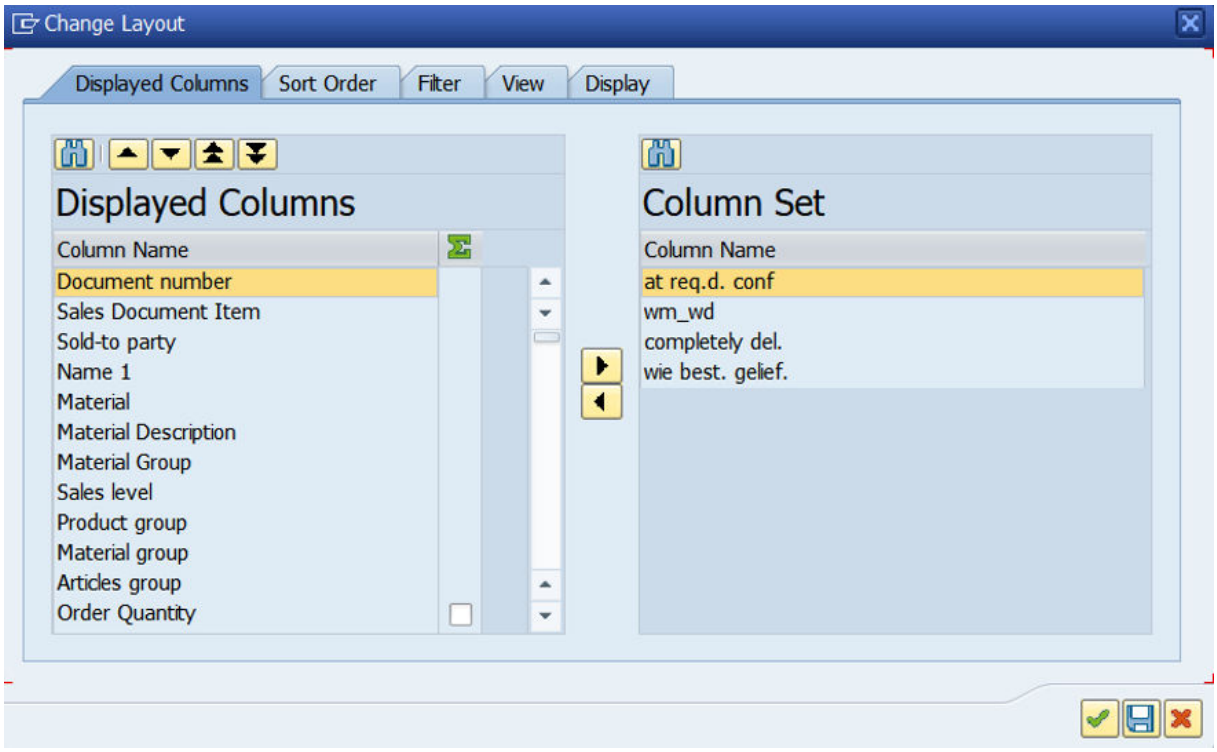
Navigation tree

Use the navigation tree to evaluate the items. After selecting a criterion, the overview of the key figures displays only values of positions that meet the criteria selected (for example, MRP controller, customer hierarchy). These filters are also used in the detailed display.

- You can access the detailed display for both the selected period (by clicking on the column header) and for the selected cell (by double-clicking on the cell). For example, if you select the cell “partly delivered items” in a period, only the partly delivered items for this period are displayed.
- Dynamic selection of aggregation levels on the detail screen. If, for example, you select a cell with values for the order aggregation level on the overview screen, the detail screen will display order items instead of orders. If possible, the item values will then be aggregated by order. The same applies to the material and customer levels.

Changing the layout

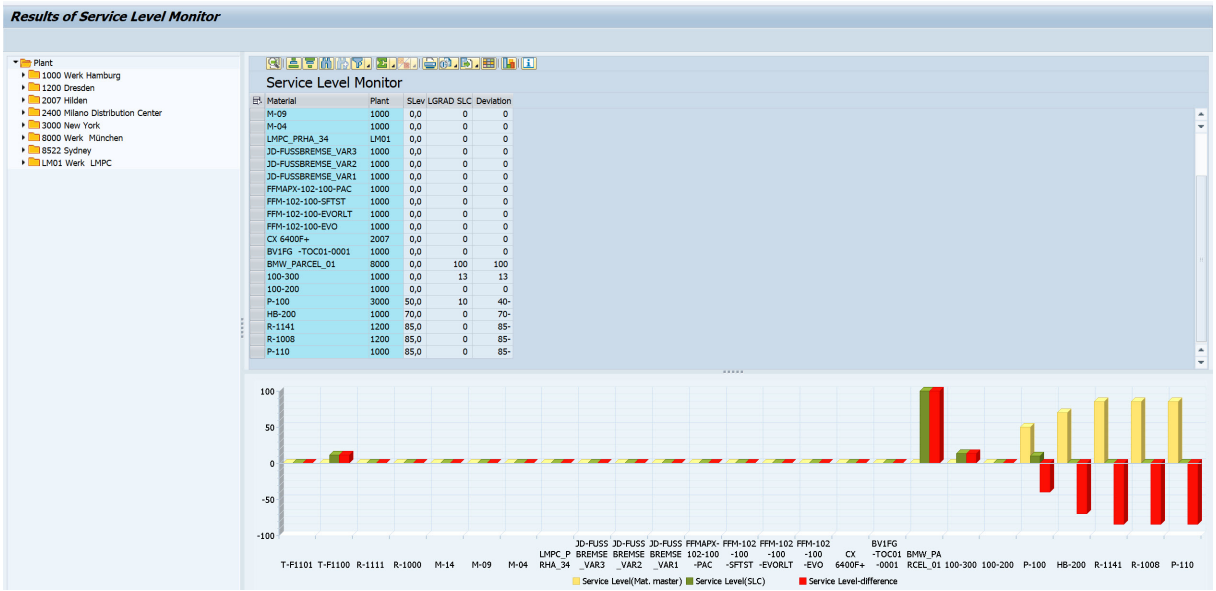
Choose the *Select Layout* pushbutton to change the layout. You can add additional columns from the column set to the detail display, or increase transparency by removing unnecessary columns.



Layout settings - column selection

Material service level comparison

To compare the calculated delivery service with the values maintained in the material master, choose the *Material Service Level* pushbutton. On the results screen displayed, the service level of the **service level monitor** (key figure: delivery service) is displayed for each material-plant combination and compared with the service level from the material master (MARC-LGRAD). The information is displayed as a table and as a graphic. The navigation tree can be used to filter the display by plants and materials.



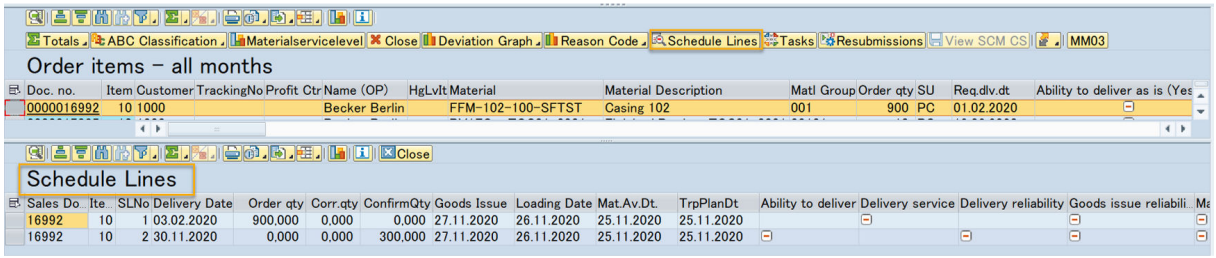
Material service level comparison

Schedule lines

To display the data at schedule line level, select one or more rows in the results list and choose the pushbutton Schedule Lines.

The selected objects appear on a subscreen with the following information from the schedule line level of the document and calculated key figures:

- Document number
- Item
- Schedule line
- Delivery date
- Order quantity
- Corrected quantity
- Confirmed quantity
- Goods issue date
- Loading date
- Material availability list
- Transportation planning date
- Delivery due date: The key figure is only filled for schedule lines with a confirmed quantity > 0. It compares the date (delivery date of the schedule line) of the confirmed quantity with the date (delivery date of the schedule line) of the order quantity.
- Delivery service: The key figure is only filled for schedule lines with an order quantity > 0. It compares the date (delivery date of the schedule line) of the order quantity with the actual delivery date of the item.
- Delivery reliability: The key figure is only filled for schedule lines with a confirmed quantity > 0. It compares the date (delivery date of the schedule line) of the confirmed quantity with the actual delivery date of the item.
- Goods issue backlog: Comparison of goods issue date with today's date
- Availability backlog: Comparison of material availability date with today's date

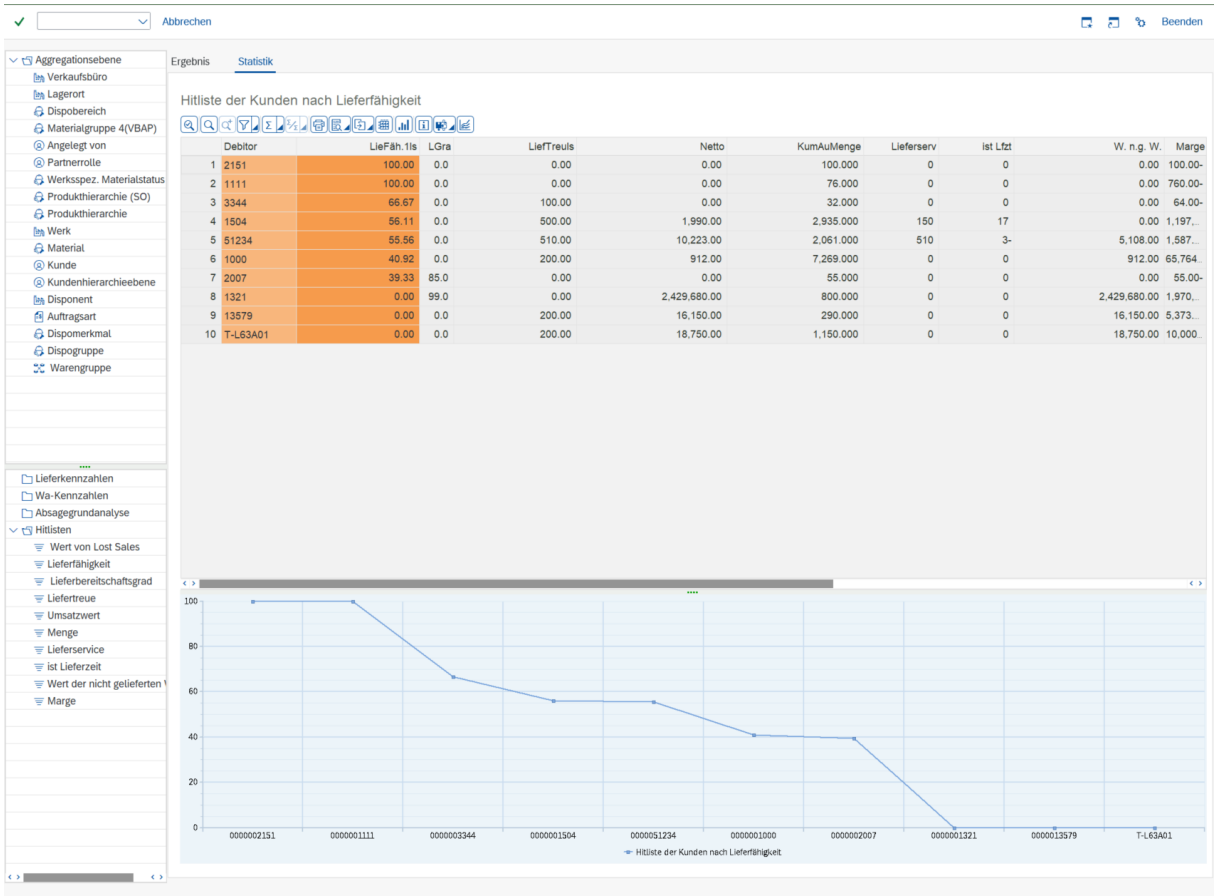


Information at Schedule Line Level

2.2.2 Statistics Tab

Statistics Tab

In addition to the normal results tab, SLC also contains the *Statistics* tab. Here, there are other delivery and goods issue key figures, an analysis of reason for rejection, as well as hit lists and graphics.



Structure of the Statistics Screen

As usual, there is a tree structure on the left side. Here you can select an aggregation level in the upper half. In the lower half, either a hit list or one of the key figure folders can be clicked.

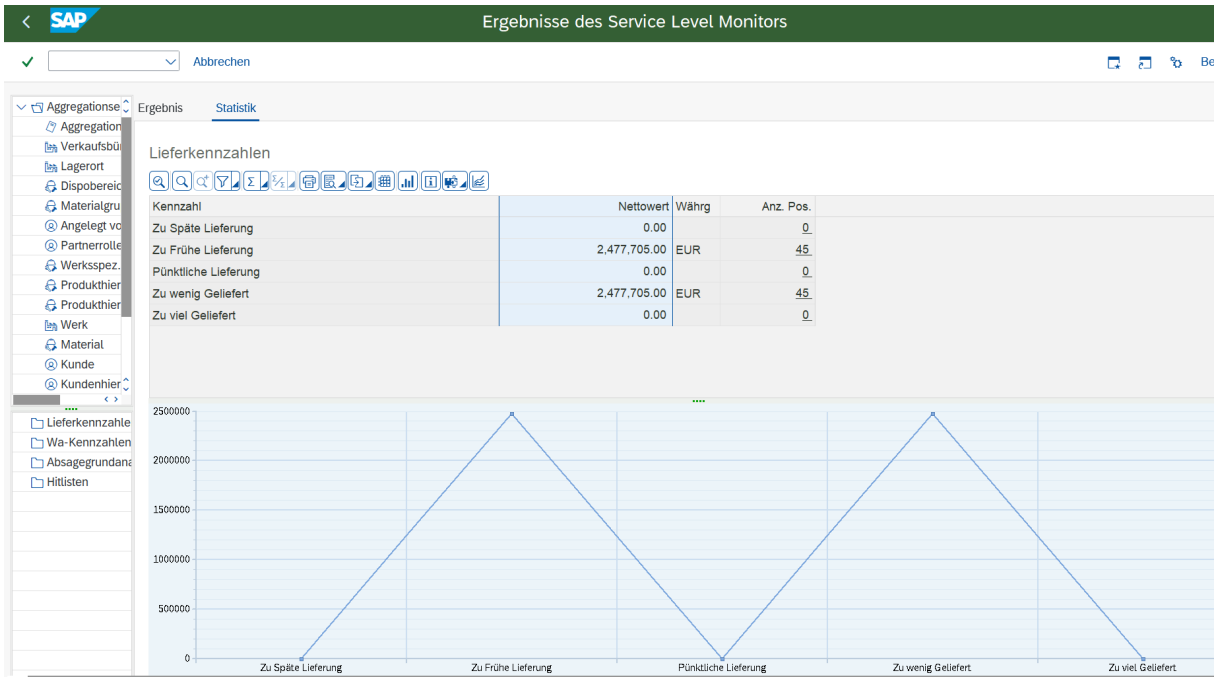
Hit Lists

A hit list always requires an aggregation level and a key figure to be used for sorting. As an example, you can display the materials sorted by delivery reliability so that the top 10, 25, or 100 materials can be identified.

Other key figures that can be used for sorting can be selected in the Hit Lists folder in the bottom section of the tree. The "Number of Items" column contains the number of items for which the relevant aggregation level applies. The values have a hotspot click. When the number is clicked, the relevant items are displayed in a table at the bottom.

Delivery Key Figures

A comprehensive evaluation of the delivery performance can be displayed by double-clicking the Delivery Key Figures folder. 6 delivery key figures are then displayed. The number of items and the value of these items are displayed for early, late, and on-time underdelivered and overdelivered items. Here you can also click on the number of items to display a table with them. If the displayed information is to be broken down to another aggregation level, for example, it is to be displayed for each plant, you can add this by double-clicking an aggregation level in the upper selection tree. You can remove the aggregation level by double-clicking on the "Remove Aggregation Level" node.



Goods Issue Key Figures

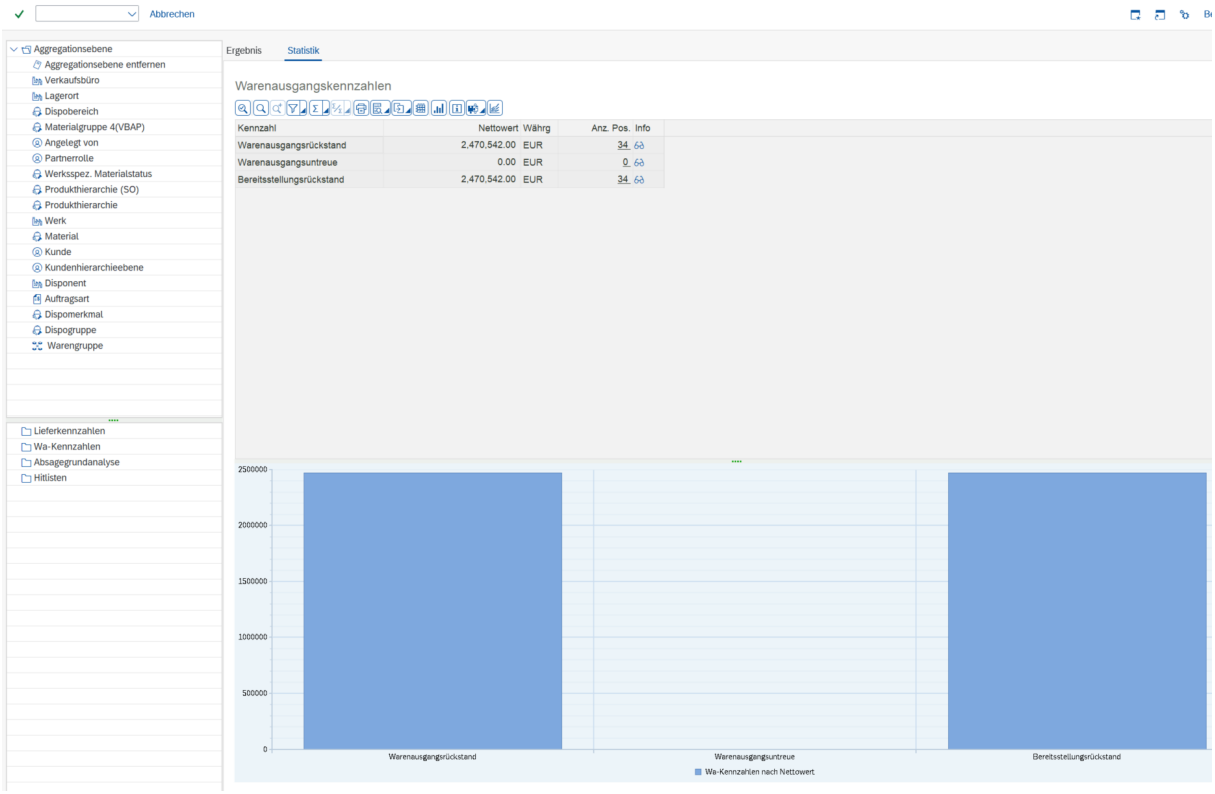
On this screen, the various goods issue key figures are formatted in the analysis.

Goods Issue Backlog: An item is considered as goods issue backlogged if the planned goods issue date is in the past but the processing status is open or partially processed.

Goods Issue Disloyalty: An item is considered as goods issue disloyal if the actual goods issue date is later than the planned goods issue date.

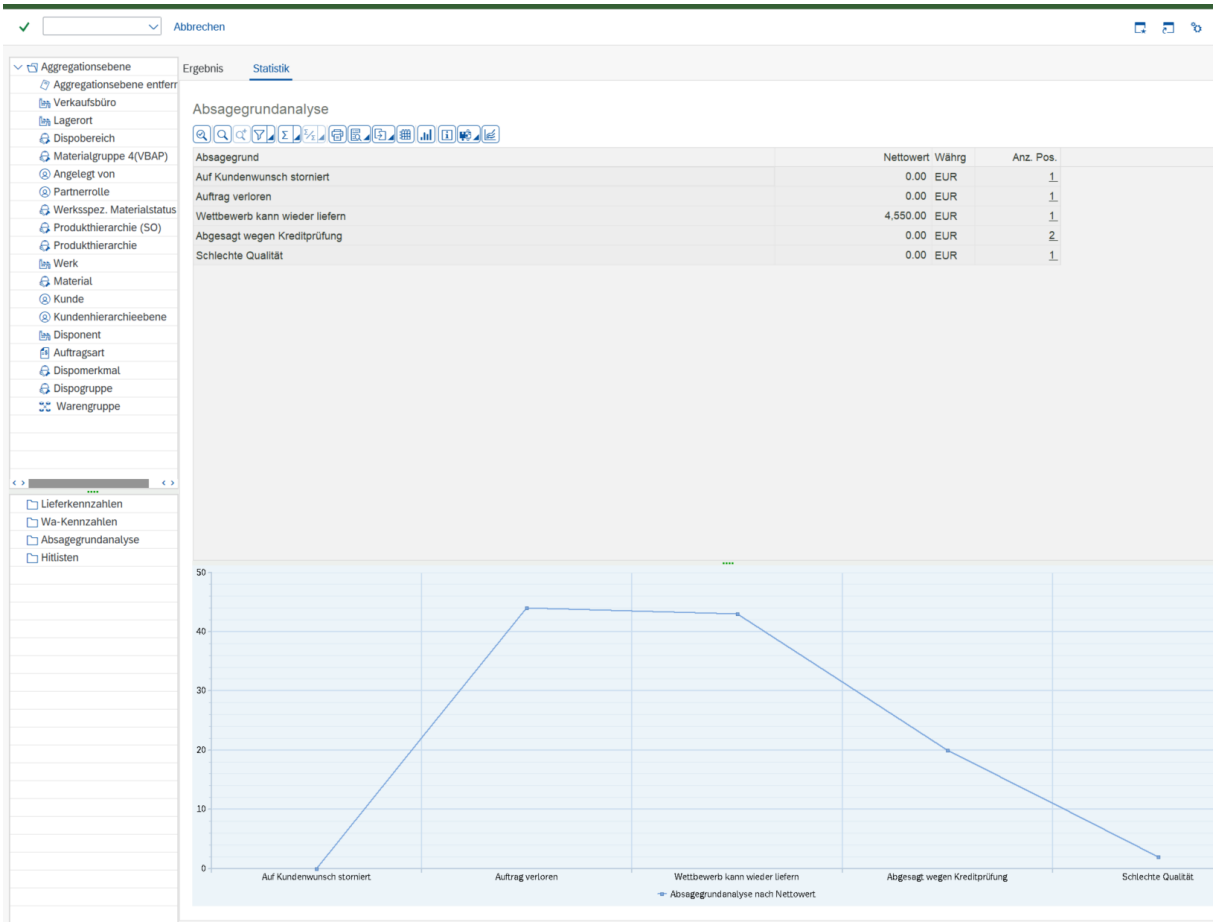
Provision Backlog: An item is considered to be provision backlogged if the planned material availability date is in the past but the processing status is open or partially processed.

Clicking on the number of items displays them in a table at the bottom of the screen. The goods issue key figures can also be broken down to the aggregation levels above. For example, the reasons for rejection can be broken down for the different plants. To do this, you must select the aggregation level in the upper selection tree. You can undo this by choosing "Remove Aggregation".



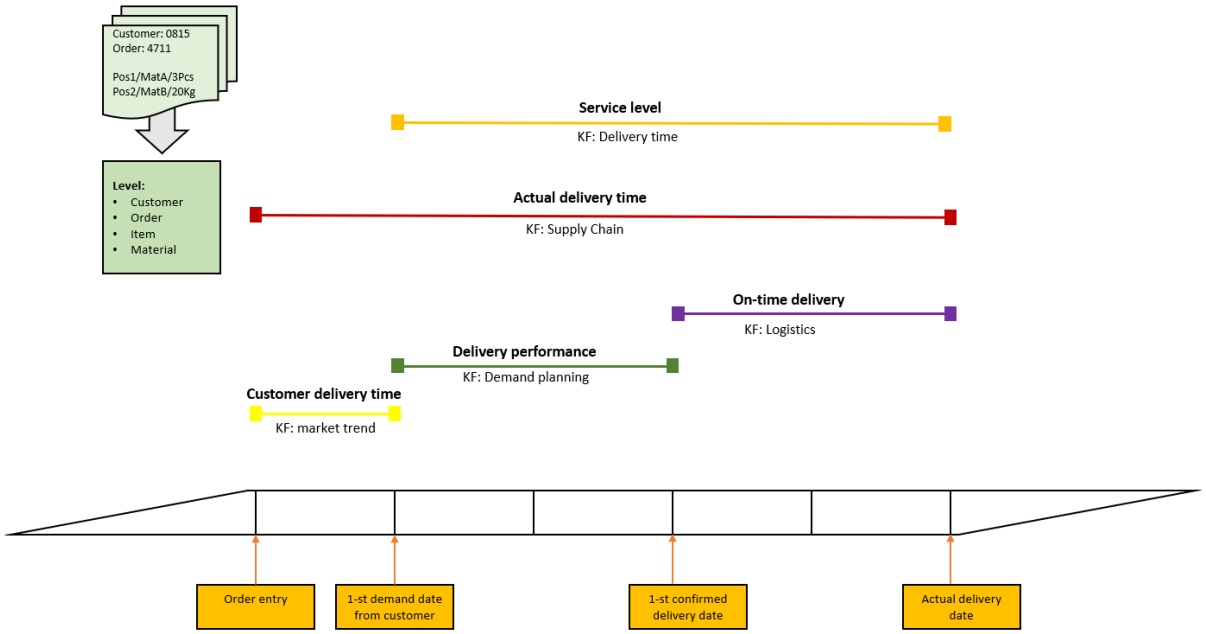
Analysis of Reason for Rejection

To analyze the various reasons for rejecting an item, open the Analysis of Reason for Rejection folder in the lower tree by double-clicking it. All rejection reasons are then listed in the selection and the number of items affected by this and the value of these are displayed. Clicking on the number of items displays them in a table at the bottom of the screen. If the displayed information is to be broken down to another aggregation level, for example, it is to be displayed for each plant, you can add this by double-clicking an aggregation level in the upper selection tree. You can remove the aggregation level by double-clicking on the "Remove Aggregation Level" node.



2.3 Key Figures

The following figure shows the most important key figures of the service level monitor and their input values.



Key figure calculation

Delivery ability = confirmed requested quantity on requested delivery date: C.r.qty.rd

Delivery reliability = delivery of confirmed quantity on confirmed date: D.c.qty.cd

Service level = delivered requested quantity on requested delivery date: D.r.qty.rd

Level of order fulfillment = total delivered requested quantity, including quantity delivered late: D.req.q to

Confirmed requested quantity on requested delivery date (in %)

= confirmed quantity on requested delivery date/requested quantity on requested delivery date

Confirmed requested quantity on requested delivery date (yes/no)

Requested quantity <= confirmed quantity

AND

Requested delivery date >= confirmed date

Delivered requested quantity on requested delivery date (in %)

= delivered quantity on requested delivery date/requested quantity on requested delivery date

Delivered requested quantity on requested delivery date (yes/no)

Requested quantity <= delivered quantity

AND

Requested delivery date >= confirmed date

Total delivered requested quantity (in %)

= delivered quantity / requested quantity (irrespective of date)

Total delivered requested quantity (yes/no)

Requested quantity <= delivered quantity

Delivery of confirmed quantity on confirmed date (in %)

= delivered quantity up to confirmed date / confirmed quantity

Delivery of confirmed quantity on confirmed date (yes/no)

Confirmed quantity up to confirmed date <= delivered quantity up to confirmed date

Requested delivery time

= requested delivery date – order date (from ERDAT, creation date of data record)

Requested delivery date (R.date)

= number of requested delivery dates in schedule lines (if schedule lines were added or changed manually)

First requested delivery date

= first requested delivery date of item

Last requested delivery date

= last requested delivery date of item (the requested delivery dates between the first and last dates are not displayed)

Schedule Lines

= number of confirmed schedule lines (if there is insufficient availability, the first schedule line with a confirmed quantity of zero is not counted)

First confirmed date

= first confirmed date of item

Last confirmed date

= last confirmed date of item (the confirmed dates between the first and last dates are not displayed)

Deliveries

= number of deliveries for the item

First delivery

= first delivery with the earliest date

Last delivery

= last delivery with the latest date

Confirmation on requested delivery date

= confirmed quantity on requested delivery date

Confirmed quantity

= confirmed quantity in total (irrespective of date)

Delivered

= delivered quantity in total (irrespective of date)

By requested delivery date

= delivered quantity by requested delivery date (an earlier delivery is acceptable)

By confirmed date

= delivered quantity by confirmed date (an earlier delivery is acceptable)

Confirmed quantity / quantity delivered

= (confirmed quantity / quantity delivered * 100)

Status

= document status as displayed in the status overview in the document flow

Total value of order item

= net value of item from the sales document

Value of goods delivered

= desired delivery quantity / delivered quantity * net value of item from the sales document

Value of goods not delivered

= total value of order item – value of goods delivered

Delivery status

= Delivery status from the order (SAP standard, no calculated key figure)

Delivery reliability guaranteed (previously delivery performance or delivery ability 2) = delivered requested quantity on guaranteed delivery date (= order date + lead time on MEH tab (+ the route (optional)))

Guaranteed ability to deliver = confirmed requested quantity on guaranteed delivery date (= item creation date + lead time on MEH tab (+ the route (optional)))

Margin

= net value of the item - cost of the item. The field MBEW-STPRS or VERPR is selected, depending on the selected price type (standard price or moving average price) and multiplied by the quantity of the item.

2.4 Sample calculation

2.4.1 Individual Purchase Order Item

- Order: Requested quantity of 200 by August 12, 2006
- Confirmed: 150 by August 12, 2006, 50 by August 20, 2006
- Delivered: 80 on August 12, 2006, 120 on August 20, 2006 (that is, 80 on requested date, 130 on confirmed date).

- Delivery ability: 150/200 = 75%, not complete -> “No”
- Delivery service: 80/200 = 40%, not complete -> “No”
- Delivery reliability: 130/200 = 65%, not complete -> “No”

2.4.2 Example of Aggregation: Per Order (or Customer or Material):

- Three order items with the following results for one of the key figures: 75% (= no), 100% (= yes), 65% (= no)
- At least one “No” in the items → “No” for the whole order (the order only receives a “Yes” if all items were valuated with “Yes”)
- 75 + 100 + 65 = 240; 240 / 3 = 80; → 80% in the totals row

2.4.3 Example of Aggregation for Total Period/per Period

- Four orders/items with the following results for one of the key figures: 75% (= no), 100% (= yes), 80% (= no), 25% (= no)
- Three “Noes”, one “Yes” → 25% in the row “%”
- 75 + 100 + 25 = 280; 280 / 4 = 70; → 70% in the quantity row

2.5 BAdIs

2.5.1 /SAPLOM/SLC_AUTH_CHK

Function: Authorization check for the **service level monitor**

Complexity: Easy to implement

Default implementation: Authorization check based on the sales organization for the analysis area Sales Orders

2.5.2 /SAPLOM/SLC_BADI_CONF_DATE

BAdI for Confirmation Date

Enhancement Spot: /SAPLOM/SLC_EHP_CONF_DATE

BAdI Definition: /SAPLOM/SLC_BADI_CONF_DATE

Interface: /SAPLOM/SLC_IF_CONF_DATE

The BAdI interface has a method called `get_conf_date`. The method has two importing parameters `iv_vbeln` and `iv_posnr`. The BAdI is called up in a loop and is to be used to return a confirmation date in the export parameter `ev_confdate` for every combination of `vbeln` and `posnr` received by the method. The **SLC** then operates with the confirmation date delivered by the BAdI.

3 Monitor Comprehensive Functions

3.1 Formulas

Integration of Formulas in SLC

In the service level monitor, you have the option of including the formula function. This enables the user to define individual calculations within the SLC results table that appear as new fields in the results table of the SLC. To define your own formulas, you must maintain them using the Customizing transaction. In the SLC monitor, you must enter the formula profile on the selection screen.

Important: The key figures that are included in the **SLC monitor** using the formula function exist only at the level "Item".

3.2 Alerts

Alerts Function

In the **SLC**, you can also use alerts to use a cross-SCMCS function. This enables you to define user-specific thresholds, and a traffic light column enables the user to check the values. For more information, see the documentation for the alerts:

Related Information

Creating and Editing Alert Profiles

3.3 Report Folder

Report Folder Integration in SLC

In SLC, you can generate a report folder. This is an Excel file that can be downloaded during an SLC run. The report folder can be compiled individually and contains, for example, Pivot graphics and key figures on other aggregation levels that are not displayed in the SLC, as well as the entire results table. To download a report folder, a template must be specified on the results tab on the selection screen.

For more information on configuring a report folder, see the documentation for the comprehensive functions, under Create Report Folder.

Related Information

Create Report Folder

3.4 Tasks, Comment, Resubmission Date

Integration of Tasks, Comments, Resubmission Date in SLC

In SLC, you can enter a task, a comment, or a resubmission date for a document item, for example. These are displayed as separate columns in the results table and are active in many other consulting solutions in addition to the SLC. For more information, see the following documentation:

Related Information

Tasks, Resubmissions, and Comments on the Results Screen

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