

USER GUIDE

Order to Cash with SAP Operational Process Intelligence powered by SAP HANA

Take complete control on orders with real time visibility into Order to Cash process and respond to situations in Oil and Gas Company

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1 OVERVIEW

1.1 SCENARIO DESCRIPTION

An Oil & Gas company uses SAP's Order-to-Cash process to centralize the workforce dispersed between oil fields, refineries and transport tankers across various locations.

1.2 BUSINESS PAIN POINTS

This following scenario addresses three major challenges of a Project Manager, Jack Wilson, at Oil & Gas Company:

- a. Limited visibility into overall operations
- b. Resolving situations with customer for better satisfaction
- c. Identifying process bottlenecks to improve the time-to-delivery

It also addresses following two challenges of a Logistics Manager at the same company:

- a. Reducing timespan between scheduling and delivery
- b. Limited visibility and control over the process and events

1.3 KEY MESSAGES AND VALUE PROPOSITION

SAP Operational Process Intelligence (OPInt) powered by SAP HANA enables line-of-business users to gain process visibility across their end-to-end business processes with a clear focus, improving the operational decision making to achieve better business outcomes.

SAP OPInt allows Oil & Gas companies to track the progress and milestones of key performance indicators that are crucial for their business. These KPIs are defined in OPInt using measures and indicators. KPIs for the OrderToCash scenario include:

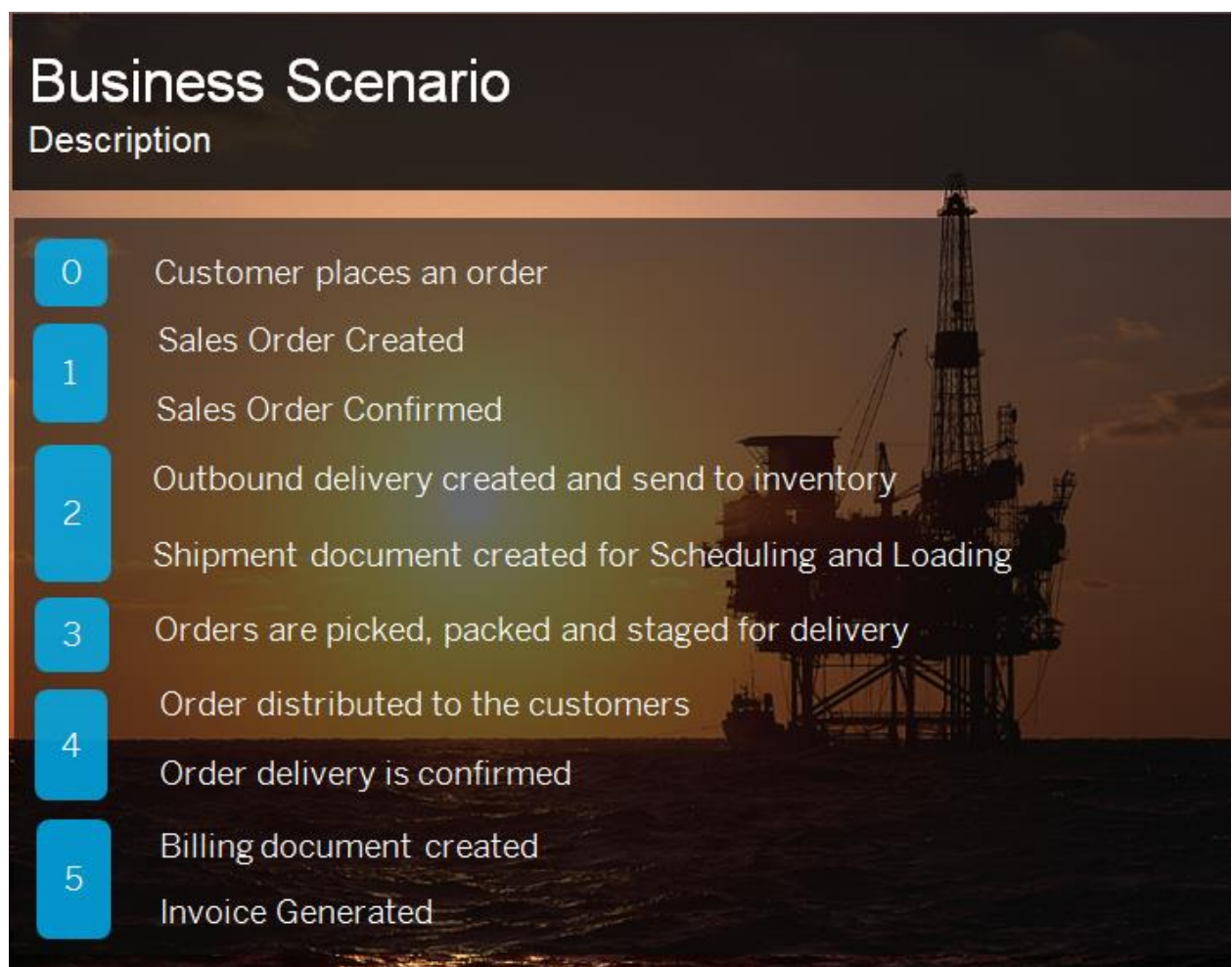
- Total billings
- Average number of times the critical fields changed
- Cycle Time for billing
- Cycle Time for delivery confirmation
- Number of Sales Order with Delivery/Credit block applied
- Net Order Value and so on.

SAP OPInt Space.me will be used by the Logistics Manager, Jack, to analyse process instances that are overdue or at risk and take appropriate corrective actions. He can take an action by creating tasks for process instances which are not completed on time.

1.4 STORY FLOW

An Oil and Gas company sells oil to a business partner. It also offers movement of the purchased oil or gas at optimized price. The company uses Order-to-Cash SAP solutions to centralize the workforce dispersed between oil fields, refineries, transport tankers and other remote locations. The scenario involves these two employees: Project Manager Jack Wilson and Logistics Manager Mack Rochelle. The Project Manager is responsible for planning, scheduling and execution of the projects. The Logistics Manager is responsible for warehousing and transport, including domestic movement, exports and marine delivery. Typically, Oil & Gas companies have long-term contracts with their customers. The orders can be received via any of the communication channels available to the customer – phone, online, fax, etc.

An OTC (Order to Cash) process starts when a Customer places an Order by any channel. A Sales Order is then created. The customer is allowed to make changes to this order. After the Sales order has been confirmed, an Outbound Delivery Document is sent to the Inventory. A shipment document gets created for Scheduling and Loading. Orders are typically picked, packed and staged for delivery. The order gets shipped. After delivery confirmation, the Billing document gets created and an invoice is generated.

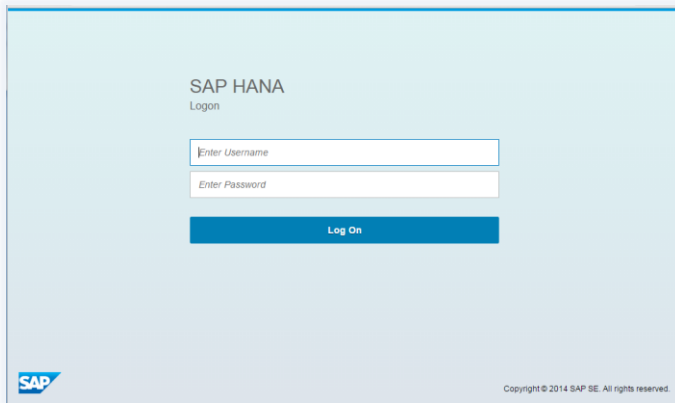


2. STEP-BY-STEP GUIDE

Step 1 – Access OPInt home page

1. Login to space.me with user: **Jack** and password: **Abcd1234**

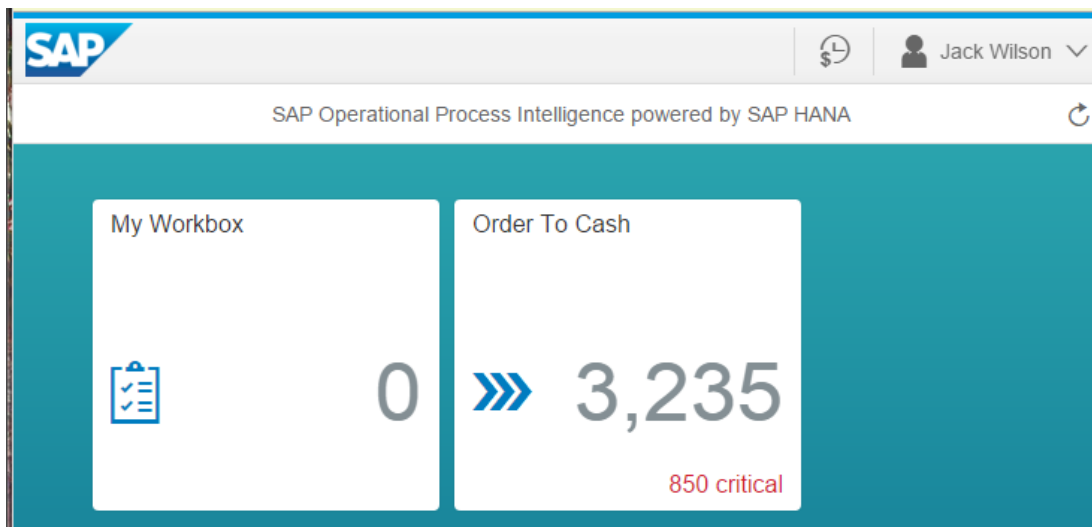
<https://smartprocessapps636d78be.hana.ondemand.com/sap/opi/pv/workspace>



The image shows the SAP HANA login page. It features a light blue background with the text 'SAP HANA' and 'Loton' at the top. Below this, there are two input fields: 'Enter Username' and 'Enter Password'. A blue 'Log On' button is positioned below the password field. The SAP logo is in the bottom left corner, and the copyright notice 'Copyright © 2014 SAP SE. All rights reserved.' is in the bottom right corner.

2. You can see the open orders which are currently under process in an Oil & Gas Company, out of which status of 850 orders are critical i.e. these orders have already surpassed their delivery date.

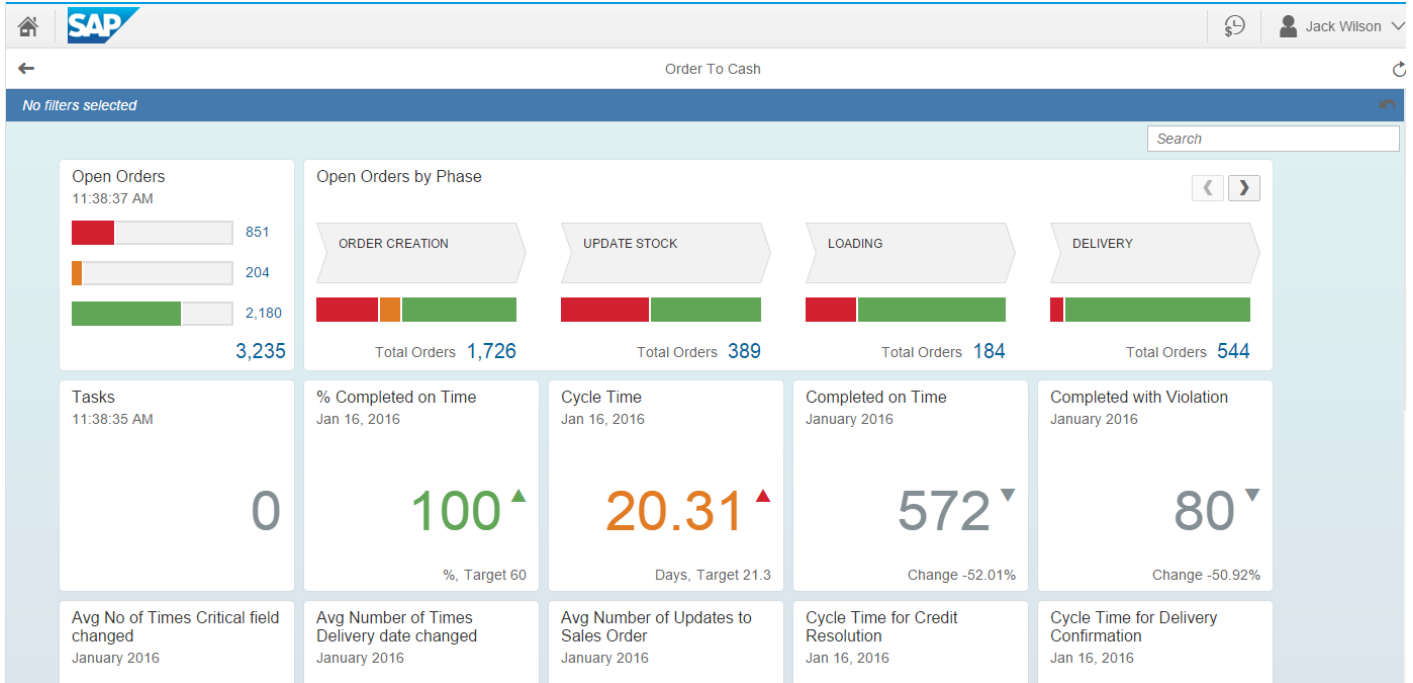
Click on the **Order To Cash** tile and you will be navigating the details of these orders.



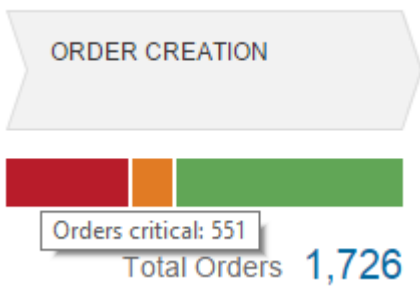
The image shows the SAP Operational Process Intelligence dashboard. The top header includes the SAP logo, a clock icon, and the user name 'Jack Wilson' with a dropdown arrow. Below the header, the text 'SAP Operational Process Intelligence powered by SAP HANA' is displayed with a refresh icon. The main content area features two tiles: 'My Workbox' with a clipboard icon and the number '0', and 'Order To Cash' with a right-pointing arrow icon, the number '3,235', and '850 critical' in red text below it.

- Explore **Open Orders** and **Open Orders by Phase** tiles to analyze orders that are overdue or at risk. You will see that there are lots of pending orders in **ORDER CREATION** phase.

Now drills down into **ORDER CREATION** phase to get complete details of all the pending orders.



- Select on the RED traffic light region in **ORDER CREATION** phase



Step 2 – Analyzing the Problem Cluster

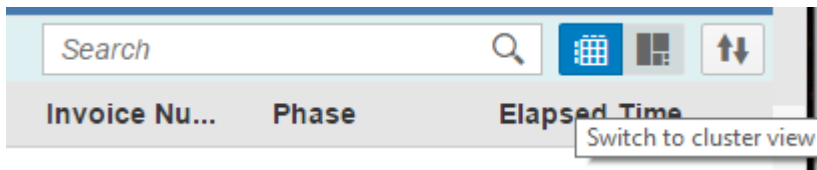
Here you would see how to cluster the reasons for the delay in delivery of the orders and how to take actions to keep these orders delivered on-time to their respective destinations.

1. You will see complete list of orders that are critical in ORDER CREATION phase in **Open Orders** page

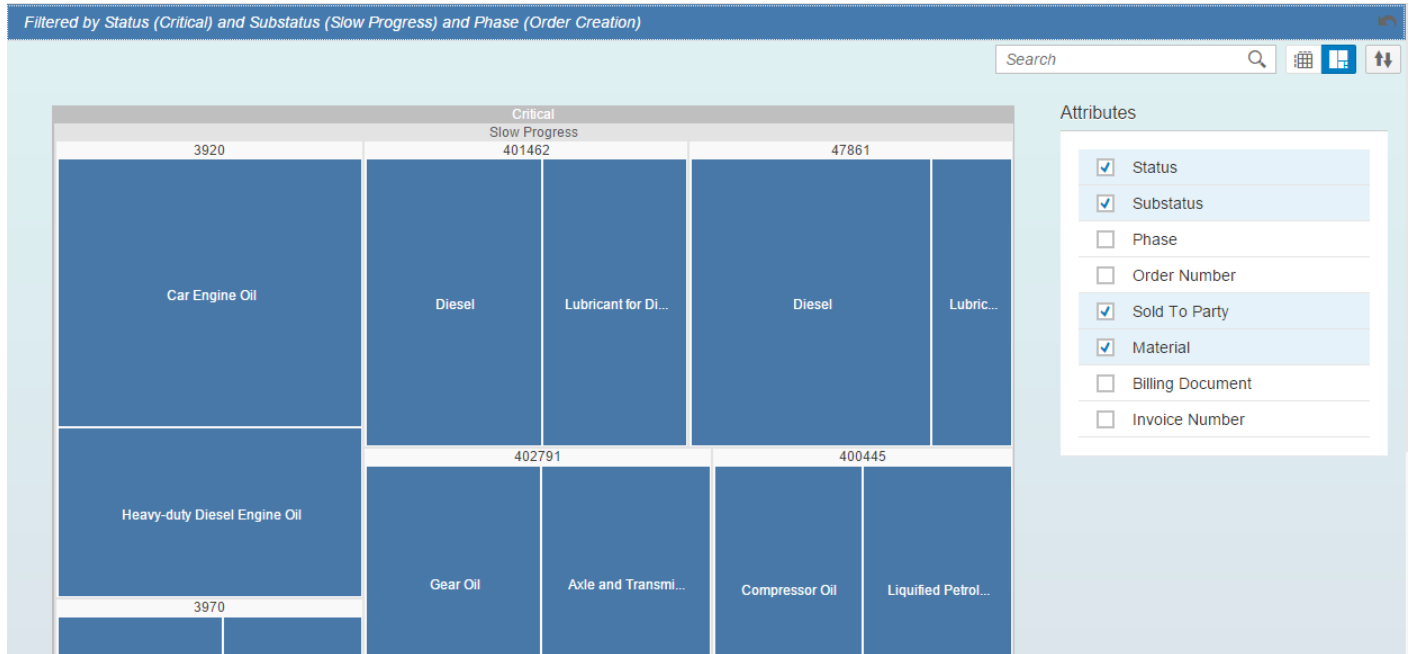
Filtered by Status (Critical) and Phase (Order Creation)

| Status | Substatus | Order Number | Sold To Party | Material | Net Value | Document ... | Requested ... | Billing Doc... | Invoice Nu... | Phase | Elapsed Time |
|--------|-----------|--------------|---------------|--------------------------------|-----------|--------------------------|--------------------------|----------------|---------------|----------------|-----------------|
| ● | Overdue | 30302 | 3920 | Car Engine Oil | 591 EUR | Sep 24, 2015, 5:30:00 AM | Oct 16, 2015, 5:30:00 AM | — | — | Order Creation | 113 days 16 h > |
| ● | Overdue | 30328 | 401462 | Diesel | 744 EUR | Sep 25, 2015, 5:30:00 AM | Oct 17, 2015, 5:30:00 AM | — | — | Order Creation | 112 days 15 h > |
| ● | Overdue | 30373 | 47861 | Lubricant for Diesel (Premium) | 680 EUR | Sep 27, 2015, 5:30:00 AM | Oct 19, 2015, 5:30:00 AM | — | — | Order Creation | 110 days 13 h > |
| ● | Overdue | 30355 | 47861 | Diesel | 502 EUR | Sep 28, 2015, 5:30:00 AM | Oct 20, 2015, 5:30:00 AM | — | — | Order Creation | 109 days 14 h > |
| ● | Overdue | 30295 | 402791 | Axle and Transmission Oil | 632 EUR | Sep 28, 2015, 5:30:00 AM | Oct 20, 2015, 5:30:00 AM | — | — | Order Creation | 109 days 10 h > |
| ● | Overdue | 30330 | 400445 | Compressor Oil | 735 EUR | Sep 28, 2015, 5:30:00 AM | Oct 20, 2015, 5:30:00 AM | — | — | Order Creation | 109 days 6 h > |
| ● | Overdue | 30340 | 3970 | Gear Oil | 150 EUR | Sep 29, 2015, 5:30:00 AM | Oct 21, 2015, 5:30:00 AM | — | — | Order Creation | 108 days 23 h > |
| ● | Overdue | 30312 | 403127 | Unleaded Petrol | 890 EUR | Sep 29, 2015, 5:30:00 AM | Oct 21, 2015, 5:30:00 AM | — | — | Order Creation | 108 days 22 h > |
| ● | Overdue | 30297 | 403127 | Unleaded Petrol | 627 EUR | Sep 29, 2015, 5:30:00 AM | Oct 21, 2015, 5:30:00 AM | — | — | Order Creation | 108 days 16 h > |
| ● | Overdue | 30339 | 3970 | Super Unleaded Petrol | 889 EUR | Sep 29, 2015, 5:30:00 AM | Oct 21, 2015, 5:30:00 AM | — | — | Order Creation | 108 days 15 h > |
| ● | Overdue | 30318 | 3920 | Car Engine Oil | 855 EUR | Sep 29, 2015, 5:30:00 AM | Oct 21, 2015, 5:30:00 AM | — | — | Order Creation | 108 days 13 h > |

2. Select '**Switch to Cluster View**' option (next to Search)



- Explore various clusters by selecting Attributes and filtering as shown the picture below
Notice that the cluster with *Sold to Party* as 3920 and *Material* as *Car Engine Oil* has the maximum orders waiting to be created



- Select cluster for 3920 and *Car Engine Oil* and click on the **Navigate to Orders**
You will be navigating to the orders (-stuck in ORDER CREATION phase-) bounded for Sold To Party 3920 where the order request is for *Car Engine Oil* material type.

Filtered by Status (Critical) and Substatus (Slow Progress) and Sold To Party (3920) and Phase (Order Creation)

Search

Critical
Slow Progress
3920

Status: Critical
Substatus: Slow Progress
Sold To Party: 3920
Material: Car Engine Oil
Orders: 52

Filter Navigate to Orders

Attributes

- Status
- Substatus
- Phase
- Order Number
- Sold To Party
- Material
- Billing Document
- Invoice Number

Car Engine Oil

Heavy-duty Diesel Engine Oil

Filtered by Status (Critical) and Substatus (Slow Progress) and Sold To Party (3920) and Material (Car Engine Oil) and Phase (Order Creation)

Search

| Status | Substatus | Order Nu... | Sold To P... | Material | Net Value | Document... | Requeste... | Billing Do... | Invoice N... | Phase | Elapsed Time |
|--------|---------------|-------------|--------------|----------------|-----------|-------------------------|--------------------------|---------------|--------------|----------------|---------------|
| | Slow Progress | 43002 | 3920 | Car Engine Oil | 560 EUR | Jan 6, 2016, 5:30:00 AM | Jan 28, 2016, 5:30:00 AM | — | — | Order Creation | 9 days 20 h > |
| | Slow Progress | 43077 | 3920 | Car Engine Oil | 225 EUR | Jan 6, 2016, 5:30:00 AM | Jan 28, 2016, 5:30:00 AM | — | — | Order Creation | 9 days 17 h > |
| | Slow Progress | 41628 | 3920 | Car Engine Oil | 235 EUR | Jan 6, 2016, 5:30:00 AM | Jan 28, 2016, 5:30:00 AM | — | — | Order Creation | 9 days 13 h > |
| | Slow Progress | 43505 | 3920 | Car Engine Oil | 713 EUR | Jan 7, 2016, 5:30:00 AM | Jan 29, 2016, 5:30:00 AM | — | — | Order Creation | 9 days 3 h > |
| | Slow Progress | 41027 | 3920 | Car Engine Oil | 185 EUR | Jan 7, 2016, 5:30:00 AM | Jan 29, 2016, 5:30:00 AM | — | — | Order Creation | 9 days > |
| | Slow Progress | 42251 | 3920 | Car Engine Oil | 430 EUR | Jan 7, 2016, 5:30:00 AM | Jan 29, 2016, 5:30:00 AM | — | — | Order Creation | 8 days 21 h > |
| | Slow Progress | 40500 | 3920 | Car Engine Oil | 447 EUR | Jan 7, 2016, 5:30:00 AM | Jan 29, 2016, 5:30:00 AM | — | — | Order Creation | 8 days 21 h > |
| | Slow Progress | 43576 | 3920 | Car Engine Oil | 244 EUR | Jan 7, 2016, 5:30:00 AM | Jan 29, 2016, 5:30:00 AM | — | — | Order Creation | 8 days 21 h > |

5. Select one order by clicking on any row to see detailed information of that order

Filtered by Status (Critical) and Substatus (Slow Progress) and Sold To Party (3920) and Material (Car Engine Oil) and Phase (Order Creation)

| Status | Substatus | Order Nu... | Sold To P... | Material | Net Value | Document... | Requeste... | Billing Do... | Invoice N... | Phase | Elapsed Time |
|--------|---------------|-------------|--------------|----------------|-----------|-------------------------|--------------------------|---------------|--------------|----------------|--------------|
| | Slow Progress | 43002 | 3920 | Car Engine Oil | 560 EUR | Jan 6, 2016, 5:30:00 AM | Jan 28, 2016, 5:30:00 AM | — | — | Order Creation | 9 days 20 h |

Step 3 – Detailed Information of Order

Explore complete detail of an individual order together with various status information like how many hours has the order been blocked in the ORDER CREATION phase.

1. Check the current overall status of the order and also the status of each phase

Status Information Tasks

26.2%

Complete the Order 43002 by Jan 30, 2016, 5:29:59 AM

Order should be in phase Loading but is in Order Creation

Start Date: Jan 8, 2016, 3:14:24 PM

Planned End Date: Jan 30, 2016, 5:29:59 AM


Forecasted End Date: **Feb 15, 2016, 5:38:46 AM**

ORDER CREATION Critical UPDATE STOCK Not Started LOADING Not Started DELIVERY Not Started BILLING Not Started

| Complete Order Creation by Jan 15, 2016, 2:43:05 AM | |
|---|--------------------------|
| Planned End | Jan 15, 2016, 2:43:05 AM |
| Actual | 9 days 20 h |
| Target | 6 days 11 h |
| Latest Run | |
| Start Date | Jan 8, 2016, 3:14:24 PM |
| End Date | — |
| Time Spent | 9 days 20 h |

2. Check the milestones status under each phase

Status Information Tasks



26.2%

Complete the Order 43002 by Jan 28, 2016, 5:29:59 AM


Instance should be in phase Loading but is in Order Creation

Start Date: Jan 6, 2016, 3:14:18 PM

Planned End Date: Jan 28, 2016, 5:29:59 AM

Forecasted End Date: Feb 13, 2016, 5:16:26 AM

ORDER CREATION Critical UPDATE STOCK Not Started LOADING Not Started DELIVERY Not Started BILLING Not Started



Reach **End of Order Creation** by Jan 13, 2016, 2:43:01 AM.


3. Navigate to **Information** and **Tasks** tab to view more context details about the order

Status **Information** Tasks

Related Data


| | |
|-------------------------|--------------------------|
| Order Number | 43002 |
| Sold To Party | 3920 |
| Material | Car Engine Oil |
| Net Value | 560 EUR |
| Document Date | Jan 6, 2016, 5:30:00 AM |
| Requested Delivery Date | Jan 28, 2016, 5:30:00 AM |
| Billing Document | — |
| Invoice Number | — |

Participants



00000000

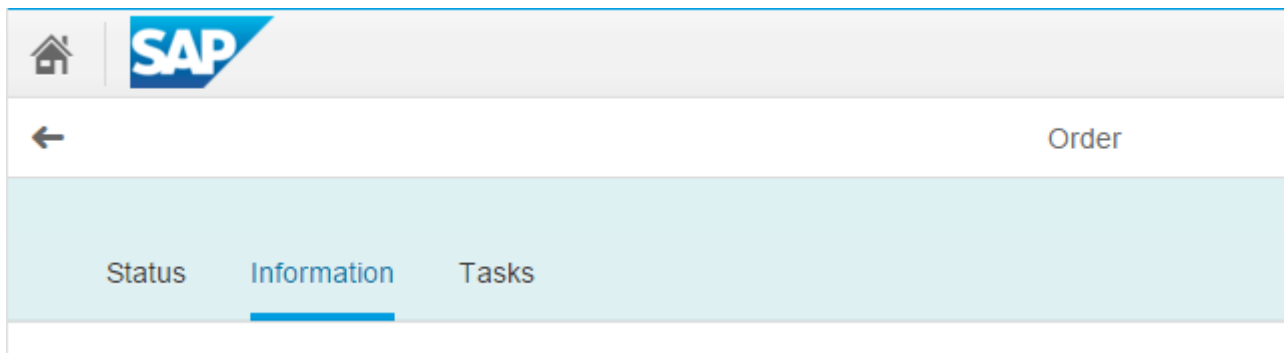
Requester



00000000

Processor

4. Navigate back, using **Back** button  to the *Open Orders* page after you have explored the content

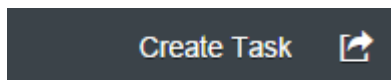


Step 4 – Creating a Task

After analysing orders, Jack has to take action to ensure that these orders are moved out of the ORDER CREATION phase on time.

You (-as Jack-) will create a task for Thomas, who you know is in charge of order creation phase. Thomas would then reply to the task and you can then choose to CONFIRM or REOPEN based on the response from him

1. In the Cluster View, click on **Create Task** button (bottom right on the button bar)



2. Enter *Subject* and *Description* of the task and then click on '**Create**' button to create the task.
Note: While entering description enter username with prefix @. This symbol is used to identify the user to which will be assigned.

Enter Subject as :

Orders waiting to be created for material type : Car Engine Oil

Enter Description as :

@Thomas - Why too many orders are waiting for be created for Car Engine Oil

New task for the Order To Cash scenario

*Subject:

Description:


Create Cancel

- The task will be shown in user's **My Workbox** tile. Both the assignee (i.e. *Thomas* in this example) and assigner (i.e. *Jack* in this example) will see the task in their respective **My Workbox** after they login to Oplnt space.me

SAP 🕒 Jack Wilson ▾


SAP Operational Process Intelligence powered by SAP HANA ↻

My Workbox



1

Order To Cash



3,235

867 critical

4. Click on **My Workbox** and Select the task “Order waiting to be created for material type: Car Engine Oil”

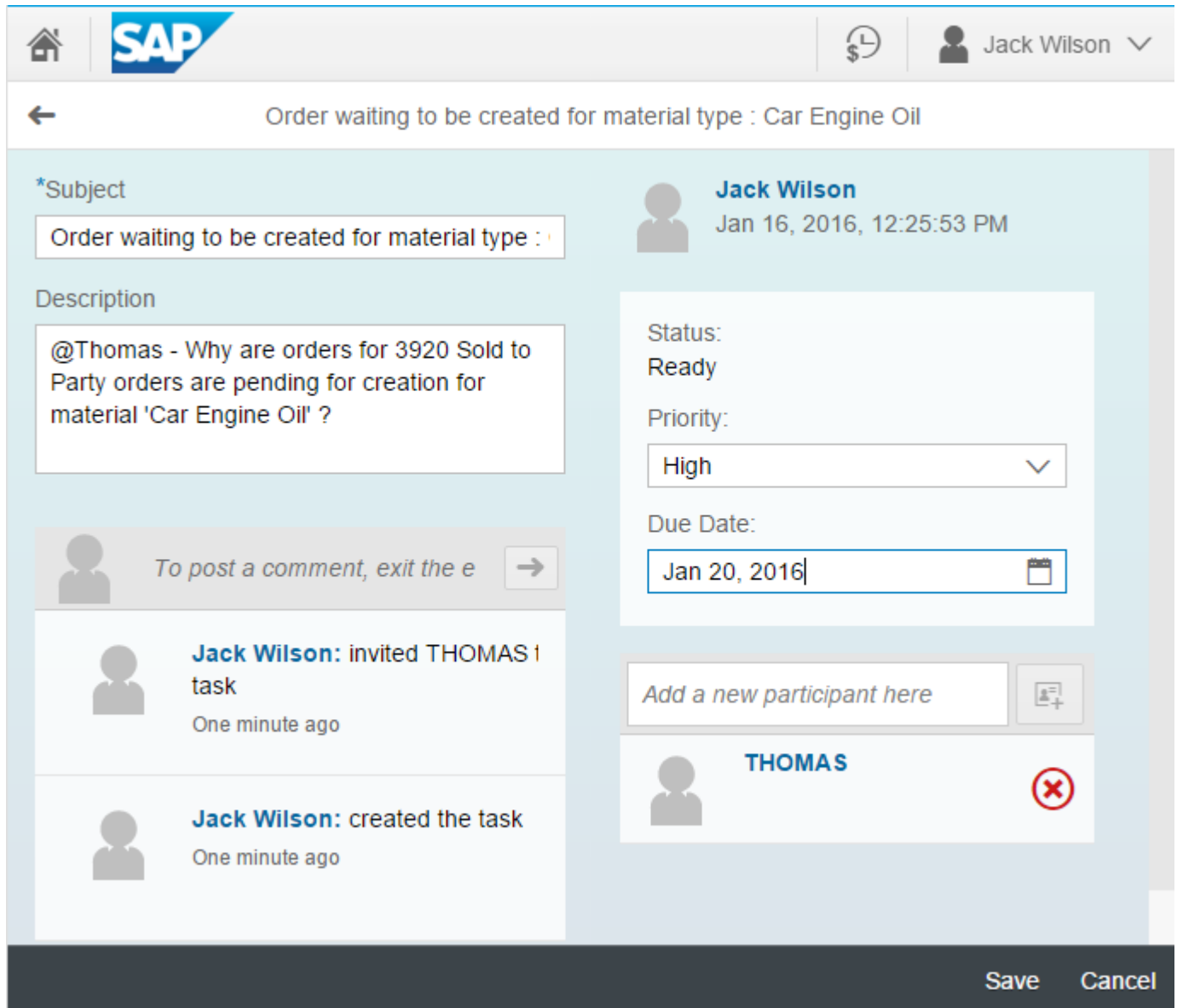
The screenshot shows the SAP My Workbox interface. At the top, there is a navigation bar with the SAP logo, a home icon, a clock icon, and the user name 'Jack Wilson'. Below the navigation bar, there is a header for 'My Workbox' with a refresh icon. The main content area has two tabs: 'Open' (selected) and 'Completed'. Below the tabs is a table with the following columns: Type, Subject, Creation Date, Due Date, Status, and Priority.

| Type | Subject | Creation Date | Due Date | Status | Priority |
|------|--|---------------|----------|--------|----------|
| | Order waiting to be created for material type : Car Engine Oil | Jan 16, 2016 | | Ready | Medium |

5. In Task Description page, select **Edit**

The screenshot shows the SAP Task Description page for the task 'Order waiting to be created for material type : Car Engine Oil'. The page has a header with the SAP logo, a home icon, a clock icon, and the user name 'Jack Wilson'. Below the header, there is a navigation bar with a back arrow and the task title. The main content area is divided into two columns. The left column contains a 'Description' section with a dropdown arrow, a text box containing '@Thomas - Why are orders for 3920 Sold to Party orders are pending for creation for material 'Car Engine Oil' ?', a comment input field with a placeholder 'Post a comment and invite people using @ notation', and two activity entries: 'Jack Wilson: invited THOMAS to task' and 'Jack Wilson: created the task'. The right column contains a user profile for 'Jack Wilson' with the timestamp 'Jan 16, 2016, 12:25:53 PM', a table with task details (Status: Ready, Priority: Medium, Due Date: empty), an 'Add a new participant here' input field, and a participant card for 'THOMAS'. At the bottom right, there are two buttons: 'Complete' and 'Edit'.

6. Change the Priority of the task to HIGH and Due Date
You may also choose to add more participant or delete existing ones



The screenshot shows the SAP mobile application interface for creating a task. At the top, there is a navigation bar with a home icon, the SAP logo, a currency icon, and the user name 'Jack Wilson'. Below this is a header for the task: 'Order waiting to be created for material type : Car Engine Oil'. The main content area is split into two columns. The left column contains a subject field with the text 'Order waiting to be created for material type :', a description field with the text '@Thomas - Why are orders for 3920 Sold to Party orders are pending for creation for material 'Car Engine Oil' ?', and a list of activity logs. The right column contains a user profile for 'Jack Wilson' with a timestamp, a status field set to 'Ready', a priority dropdown menu set to 'High', a due date field set to 'Jan 20, 2016', and a participant list with 'THOMAS' and a red 'X' icon. At the bottom right, there are 'Save' and 'Cancel' buttons.

***Subject**
Order waiting to be created for material type :

Description
@Thomas - Why are orders for 3920 Sold to Party orders are pending for creation for material 'Car Engine Oil' ?

Jack Wilson
Jan 16, 2016, 12:25:53 PM

Status:
Ready

Priority:
High

Due Date:
Jan 20, 2016

To post a comment, exit the e →

Jack Wilson: invited THOMAS 1 task
One minute ago





Jack Wilson: created the task
One minute ago


Add a new participant here

THOMAS

Save Cancel


7. Save the task


 Jack Wilson ▾


 Order waiting to be created for material type : Car Engine Oil


▼ Description


@Thomas - Why are orders for 3920 Sold to Party orders are pending for creation for material 'Car Engine Oil' ?

 *Post a comment and invite people using @ notation* →


 **Jack Wilson:** updated the priori
A few moments ago


 **Jack Wilson:** updated the due c
A few moments ago

 **Jack Wilson:** invited THOMAS 1

 **Jack Wilson**
Jan 16, 2016, 12:25:53 PM

| | |
|----------|--------------|
| Status | Ready |
| Priority | High |
| Due Date | Jan 20, 2016 |



 **THOMAS**

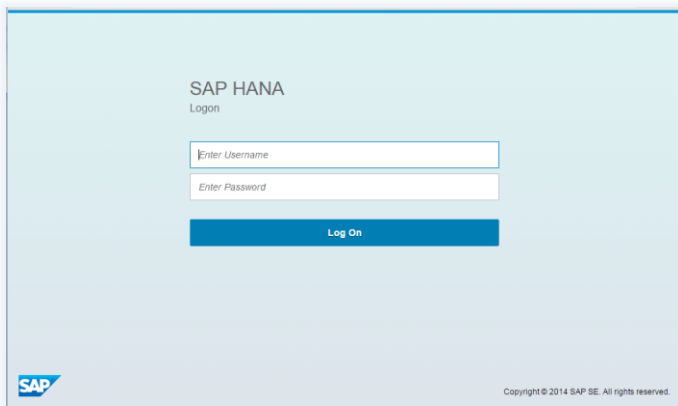
Complete Edit

Step 5 – Task Collaboration

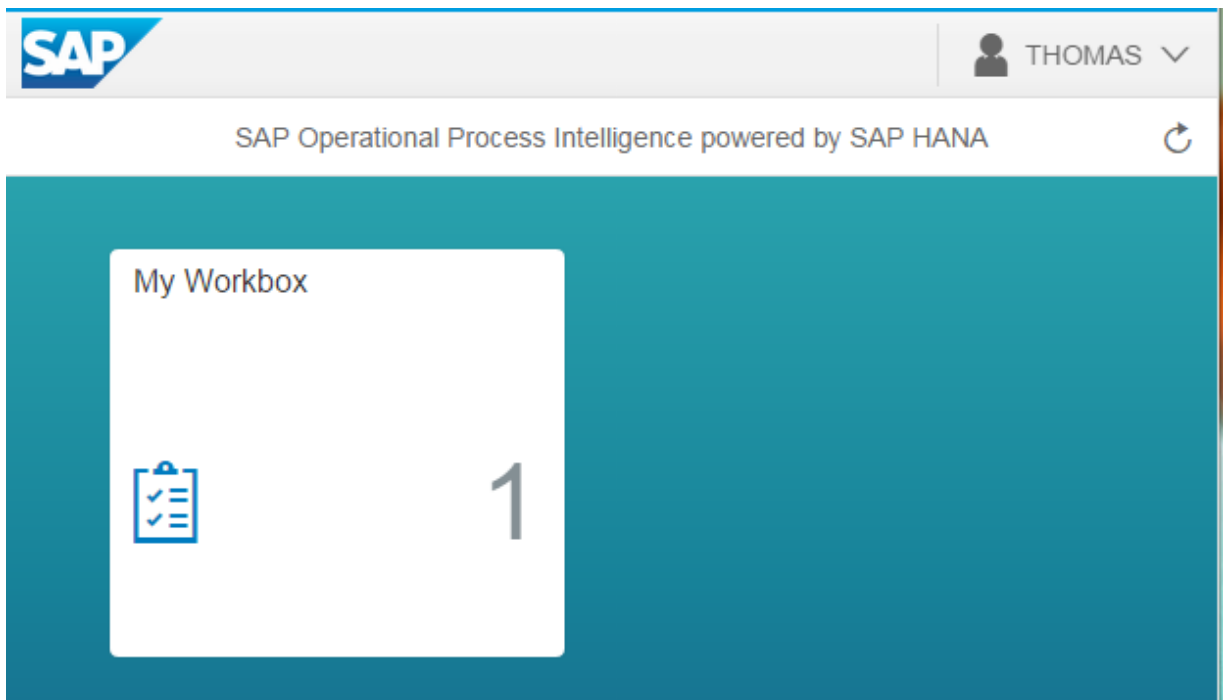
Explore **My Workbox** of the users involved in a task, to see how SAP Operational Process Intelligence helps them to manage their tasks and resolve the issue in a collaborative fashion.

1. Logoff as **Jack** user
2. Login to space.me with user: **Thomas** and password: **Abcd1234**

<https://smartprocessapps636d78be.hana.ondemand.com/sap/opi/pv/workspace>

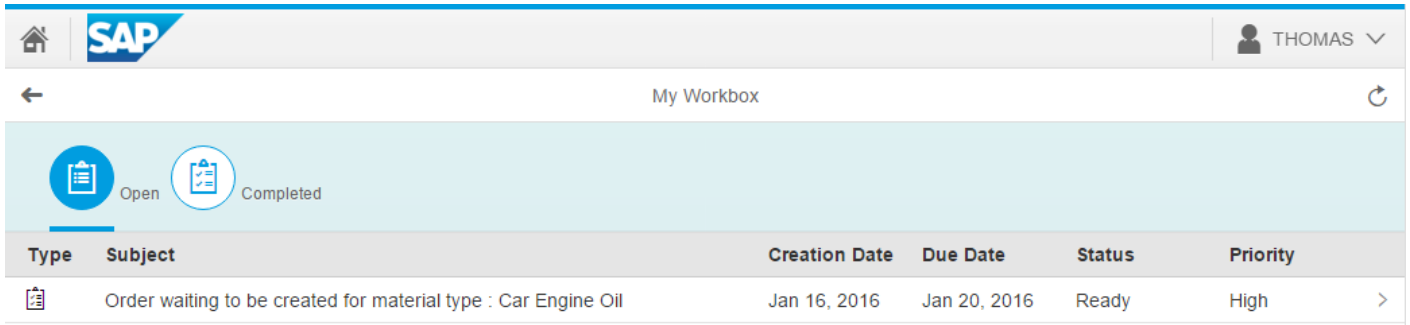


The image shows the SAP HANA login interface. At the top, it says "SAP HANA Logon". Below this, there are two input fields: "Enter Username" and "Enter Password". A blue "Log On" button is positioned below the password field. The SAP logo is in the bottom left corner, and the copyright notice "Copyright © 2014 SAP SE. All rights reserved." is in the bottom right corner.



The image shows the SAP Operational Process Intelligence workspace. The top navigation bar includes the SAP logo on the left and the user name "THOMAS" with a dropdown arrow on the right. Below the navigation bar, the text "SAP Operational Process Intelligence powered by SAP HANA" is displayed, followed by a refresh icon. The main content area features a "My Workbox" card with a clipboard icon and the number "1", indicating one task.

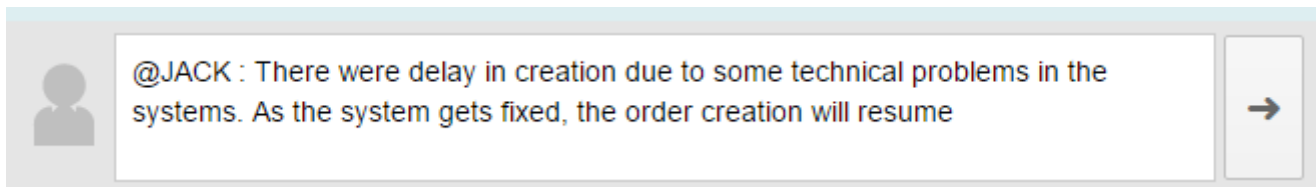
3. Click on **My Workbox** tile to see list of open tasks.



The screenshot shows the SAP My Workbox interface. At the top, there is a navigation bar with the SAP logo on the left and the user name 'THOMAS' on the right. Below the navigation bar, the title 'My Workbox' is centered. There are two filter buttons: 'Open' (with a blue icon) and 'Completed' (with a white icon). Below the filters is a table with the following columns: Type, Subject, Creation Date, Due Date, Status, and Priority. The table contains one row with the following data:

| Type | Subject | Creation Date | Due Date | Status | Priority |
|------|--|---------------|--------------|--------|----------|
| | Order waiting to be created for material type : Car Engine Oil | Jan 16, 2016 | Jan 20, 2016 | Ready | High |

4. Select the task "*Orders waiting to be created for material type: Car Engine Oil*" to reply
5. Post a reply/comment and click **COMPLETED** button.
"@JACK : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the order creation will resume"



The screenshot shows the reply input field in the SAP My Workbox interface. It features a text input area with a placeholder text: "@JACK : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the order creation will resume". To the right of the input area is a button with a right-pointing arrow.

Order waiting to be created for material type : Car Engine Oil

Description

@Thomas - Why are orders for 3920 Sold to Party orders are pending for creation for material 'Car Engine Oil' ?

Post a comment and invite people using @ notation

Jack Wilson
Jan 16, 2016, 12:25:53 PM

| | |
|----------|--------------|
| Status | Ready |
| Priority | High |
| Due Date | Jan 20, 2016 |

Add a new participant here

THOMAS

THOMAS: @JACK : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the order creation will resume

A few moments ago

Jack Wilson: updated the priority
4 minutes ago

Jack Wilson: updated the due date
4 minutes ago

Complete Edit

6. Task once completed would appear under **Completed** tab in Thomas' and Jack's **My Workbox**

My Workbox

Open **Completed**

| Type | Subject | Creation Date | Due Date | Status | Priority |
|------|--|---------------|--------------|-----------|----------|
| | Order waiting to be created for material type : Car Engine Oil | Jan 16, 2016 | Jan 20, 2016 | Completed | High |

7. Logoff as Thomas and Login to Space.me as **Jack** username and password **Abcd1234**

8. Open the **My Workbox** tile and switch to **Completed** tab

The screenshot shows the SAP My Workbox interface. At the top, there is a navigation bar with the SAP logo, a home icon, a clock icon, and the user name 'Jack Wilson'. Below this is a header for 'My Workbox' with a back arrow and a refresh icon. Two tabs are visible: 'Open' and 'Completed', with 'Completed' being the active tab. Below the tabs is a table with the following data:

| Type | Subject | Creation Date | Due Date | Status | Priority |
|------|--|---------------|--------------|-----------|----------|
| | Order waiting to be created for material type : Car Engine Oil | Jan 16, 2016 | Jan 20, 2016 | Completed | High |

9. Select the task “*Orders waiting to be created for material type: Car Engine Oil*” to open
See the response from Thomas and click **CONFIRM** button

The screenshot shows the SAP task detail view for the task 'Orders waiting to be created for material type : Car Engine Oil'. The interface includes a navigation bar with the SAP logo, a home icon, a clock icon, and the user name 'Jack Wilson'. Below this is a header for the task name with a back arrow. The main content area is divided into two sections. On the left, there is a 'Description' section with a dropdown arrow. Below it is a comment from Thomas: '@Thomas - Why too many orders are waiting for be created for Car Engine Oil'. Below the comment is a message: 'You can only comment on an open task' with a right arrow. Below that is a list of activity items: 'THOMAS: completed the task' (One minute ago), 'THOMAS: "@JACK : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the order creation will resume' (One minute ago), and 'Jack Wilson: invited THOMAS to the task' (2 minutes ago). On the right, there is a profile card for Jack Wilson with the date 'Jan 16, 2016, 12:36:57 PM'. Below the profile card is a table with the following data:

| | |
|----------|--------------|
| Status | Completed |
| Priority | High |
| Due Date | Jan 20, 2016 |

Below the table is a message: 'You can only add participants to an open task' with a plus icon. Below that is a profile card for THOMAS. At the bottom right, there are two buttons: 'Confirm' and 'Reopen'.

Step 6 – Details of Task

Jack and Thomas can see complete conversation of task collaboration by choosing that task from their **My Workbox** under Completed tab, at any given time

1. Login to Space.me as **Jack** or **Thomas** username and password **Abcd1234**
2. Open **My Workbox** and Select the task.
If the task is open you will see it in **Open** tab or else in **Completed** tab

The screenshot shows the SAP Space.me interface for a task titled "Order waiting to be created for material type : Car Engine Oil". The interface is split into two main sections: a left sidebar for task details and a right main area for the conversation.

Task Details (Left Sidebar):

- Description:** @Thomas - Why are orders for 3920 Sold to Party orders are pending for creation for material 'Car Engine Oil' ?
- Status:** Confirmed
- Priority:** High
- Due Date:** Jan 20, 2016

Conversation (Right Main Area):

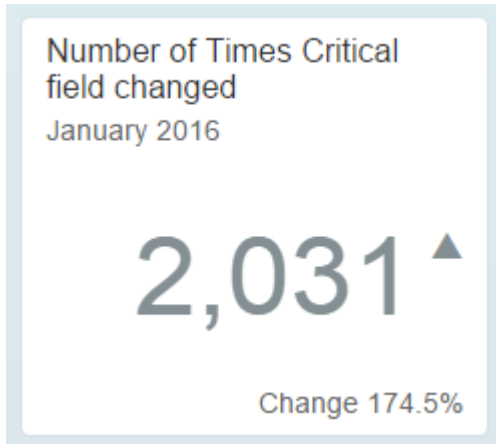
- Jack Wilson** (Jan 16, 2016, 12:25:53 PM): confirmed the completion of the task (6 minutes ago)
- THOMAS**: completed the task (8 minutes ago)
- THOMAS**: @JACK: There were delay in creation due to some technical problems in the systems. As the system gets fixed, the order creation will resume (8 minutes ago)
- Jack Wilson**: updated the priority (13 minutes ago)
- Jack Wilson**: updated the due date (13 minutes ago)

Navigation and UI elements include a home icon, SAP logo, user profile for Jack Wilson, and a back arrow.

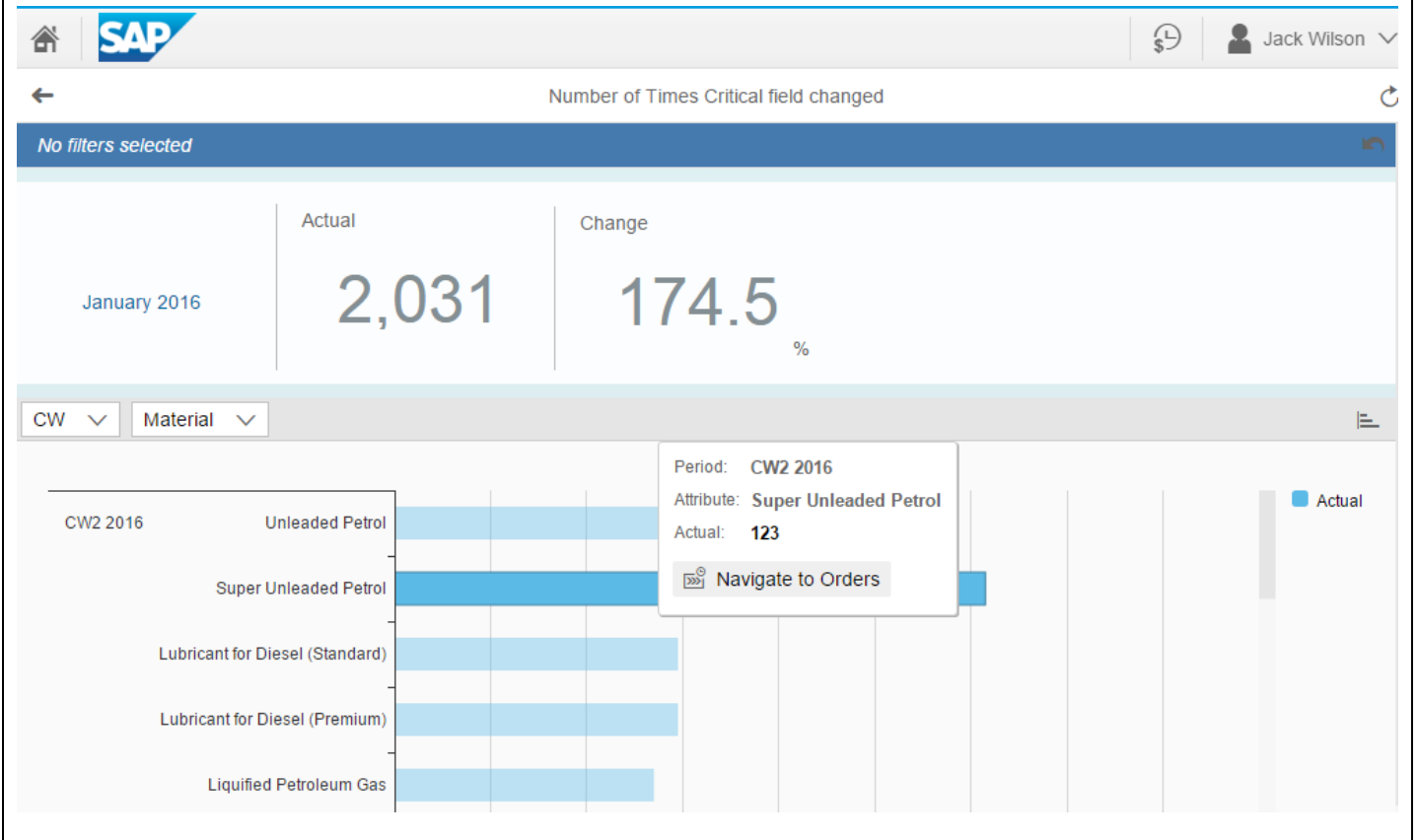
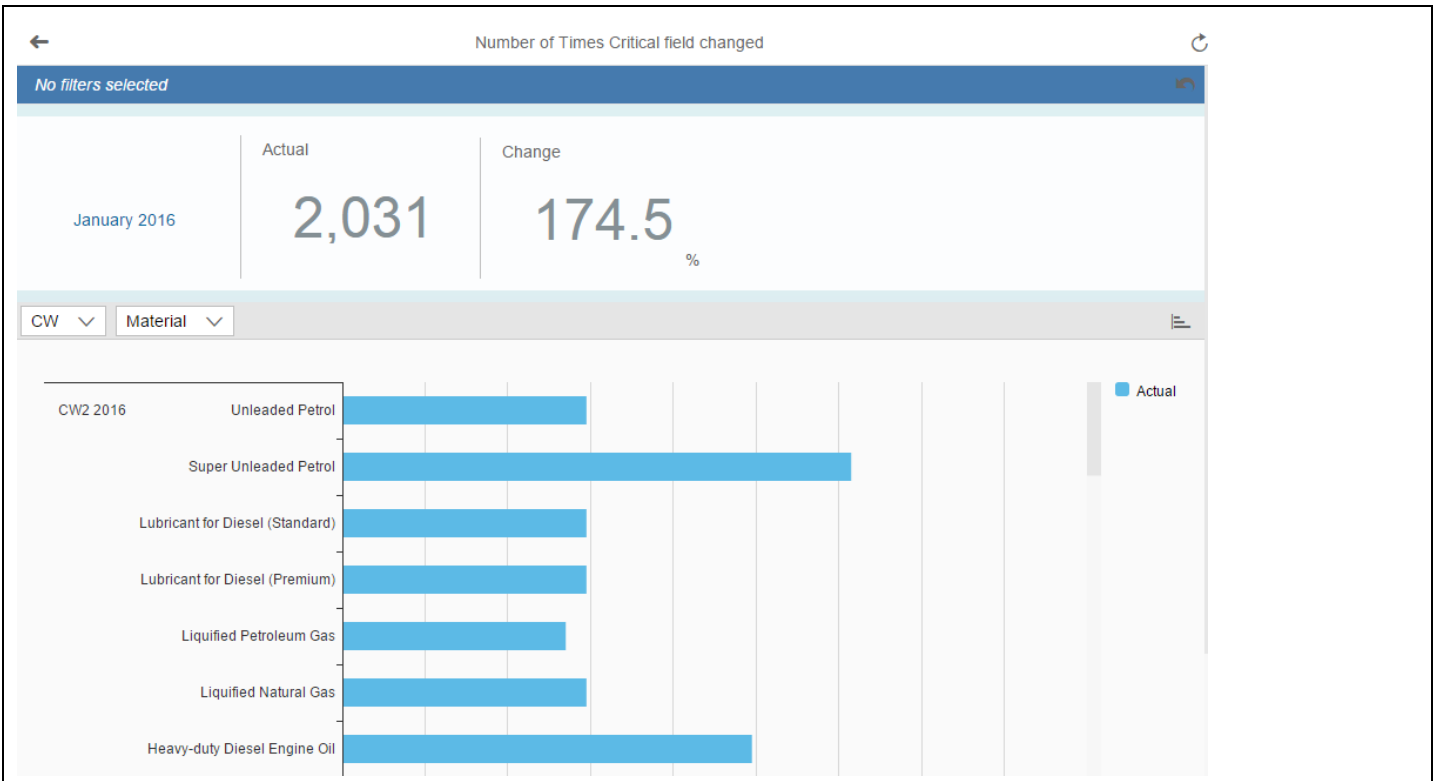
Step 7 – Details of KPI

Explore key business KPIs, using SAP Operational Process Intelligence, to trace their progress and track if targets are met or overshoot. You can also observe trends to analyse performance and address the bottlenecks in your process before they become problems.

1. Goto **Jack** main page and then click on “**Number of Times Critical field changed**” tile to see targets and trends of orders. **Number of Times Critical field changed** KPI indicates the orders whose critical fields like price, date of delivery etc. are changed in the process.



2. You can analyze the trend by changing the attributes and adding more attributes to filter the data. You can view the graph as various options like line, column etc.



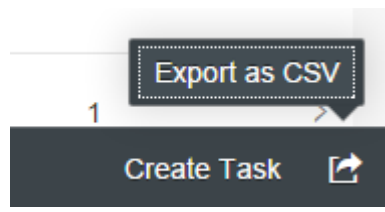
← Number of Times Critical field changed ↻

Filtered by Material (Super Unleaded Petrol)

Search

| Order Nu... | Sold To Party | Material | Net Value | Document ... | Requested ... | Billing Doc... | Invoice Nu... | Number of T... |
|-------------|---------------|-----------------------|-----------|--------------------------|--------------------------|----------------|---------------|----------------|
| 41610 | 3970 | Super Unleaded Petrol | 1,128 EUR | Jan 9, 2016, 5:30:00 AM | Jan 31, 2016, 5:30:00 AM | — | — | 2 |
| 40858 | 3970 | Super Unleaded Petrol | 440 EUR | Jan 8, 2016, 5:30:00 AM | Jan 30, 2016, 5:30:00 AM | — | — | 2 |
| 41482 | 3970 | Super Unleaded Petrol | 1,756 EUR | Jan 10, 2016, 5:30:00 AM | Feb 1, 2016, 5:30:00 AM | — | — | 2 |
| 43509 | 1750 | Super Unleaded Petrol | 250 EUR | Jan 10, 2016, 5:30:00 AM | Feb 1, 2016, 5:30:00 AM | — | — | 2 |
| 41156 | 1750 | Super Unleaded Petrol | 1,502 EUR | Jan 11, 2016, 5:30:00 AM | Feb 2, 2016, 5:30:00 AM | — | — | 2 |
| 33664 | 3970 | Super Unleaded Petrol | 791 EUR | Jan 3, 2016, 5:30:00 AM | Jan 25, 2016, 5:30:00 AM | 103664 | 123664 | 1 |
| 30728 | 3970 | Super Unleaded Petrol | 541 EUR | Jan 4, 2016, 5:30:00 AM | Jan 26, 2016, 5:30:00 AM | 100728 | 120728 | 1 |

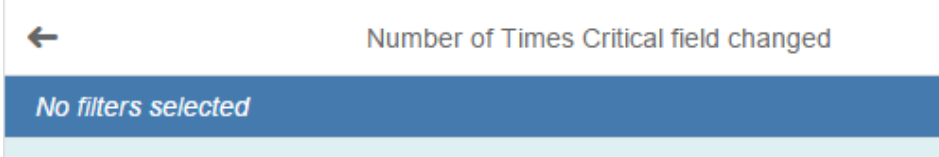
3. In the details page, select icon to export the complete list of orders into CSV file
Click on "Export as CSV"



The file would be shown as downloaded as CSV



4. Navigate back, using **Back** button  to the *Order To Cash* main page after you have explored the KPI




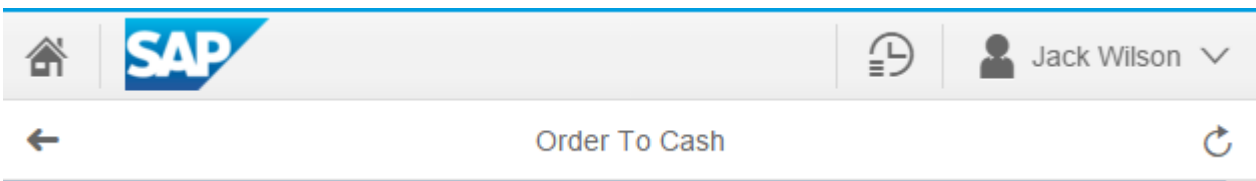
Step 8 – Business Situations

SAP Operational Process Intelligence enables sense and respond capabilities which notifies of any possible threats during Order To Cash. It also provides options to take action to avoid delays in ORDER CREATION.

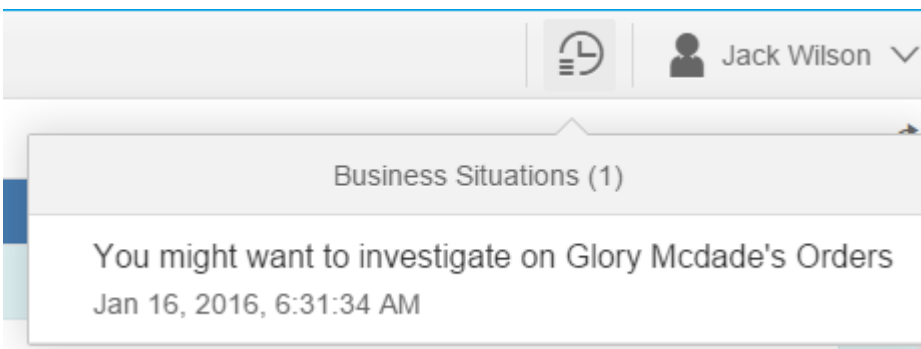
In this scenario, a situation is raised in Space.me a customer with Low credit rating raises an order of a value higher than a permissible limit. This gives project manager enough time to investigate such orders – thus avoiding any fraud and reducing overall loss to the company.

Ensure you are on **Order To Cash** scenario main page

1. Find **Business Situation** icon () on the title bar
Note: This icon will be shown only if there are any business situations raised in Order To Cash



2. Click on the icon to see the list of Business Situations raised for the customer whose credit rating is low compared to the order value placed by him/her



3. Select a Business Situation to process the order

You might want to investigate on Glory Mcdade's Orders

Glory Mcdade (ID: 402791) with poor credit rating with a total order value more than 1636508 EUR is considered risky. Do you want to create a task for further investigation?

You can summarize your actions here



Create Task for Further Investigation

Complete

Cancel

4. Click on **Create Task for Further Investigation** button, you will be shown a task completion message in a different tab window

Create Task

Task Created successfully.

Title: "Investigate Order"

Description: Glory Mcdade has poor credit rating and has order value of more than 1636508 EUR. Investigate further

5. Go to the previous tab and select **Complete**
6. Go back to the **Business Situations** button and you will see that the icon for Business Situations is shown no more. Note: The icon is shown only when there are at least one business situations raised.



SAP



Jack Wilson ▾



Order To Cash



