

USER GUIDE

*Contract Logistics with SAP Operational Process Intelligence
powered by SAP HANA*

*Take complete control on shipment movements and 3rd party
processes by achieving real time visibility at Utilities Company*

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1 OVERVIEW

1.1 SCENARIO DESCRIPTION

Contract Logistics business scenario help Contract Logistics Services Company to get full real-time visibility into their third party process data and events by tracking delivery of shipments, managing packing and incoming contracts from logistics providers.

SAP Operational Process Intelligence (OPInt) helps Logistics Manager, Daniel Solda, to get complete picture of all the shipments and processes. OPInt also helps Daniel to take actions by creating tasks to respective departments or in-charge of departments like Delivery Manager (Thomas) or Warehouse Manager.

1.2 BUSINESS PAIN POINTS

The following scenario addresses three major challenges of Logistics Manager, working for a major contract logistics services company:

- a. No visibility to 3rd party services like carrier and warehouse.
- b. Reducing total turnaround time for delivery of shipments.
- c. Allocating resources, information and goods by planning and controlling.

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 contract services companies to track the progress and milestones of key performance indicators (KPI) that are crucial for their business. These KPIs are defined in OPInt using measures and indicators. KPIs for this contract logistics scenario are:

- Total time for processing an contract
- Number of items per contract
- Number of items delivered in a day
- Total weight of the shipments delivered in day
- Average delivery duration of a carrier.

SAP OPInt provides Space.me which will be used by Logistics manager to track:

- Incoming Contracts from different logistic providers,
- Pick and pack of a shipment in warehouse like ACA.
- Delivery of shipments and performance of third party carriers like DKM, UTS who deliver shipments to end customers.

Logistics manager can view complete details of a shipment including information like since when the shipment is in that particular state etc. He can analyze root cause for delay in delivering of a shipment and can take an action by creating tasks for those shipments which are not delivered on time. Logistics Manager can track stock in warehouse, packing and incoming contracts, which are handled by 3rd party, using OPInt Space.me.

1.4 STORY FLOW

The process in contract logistics is started when Logistics Company receives one or more orders from the customers. The order will have item details and customer details to which contract has to be delivered. After receiving the order, Logistics Services Company prepare to deliver the order, where they identify suitable carrier based on various parameters like type of shipment, delivery address, customer category, etc. Logistics Services Company checks availability of items with warehouse manager to dispatch the shipment. Finally the selected carrier picks up the shipment from warehouse and delivers it to the customer.

Business Scenario
Description

- 1 Receive orders from logistic providers
- 2 Payment is processed
- 3 Orders are scanned to identify suitable warehouse and carrier
- 3 Orders are dispatched to warehouse
Pick and pack orders
- 4 Orders are picked by selected carrier for delivery
Order delivered to the customer
- 5 Order delivery is confirmed by the carrier to the company

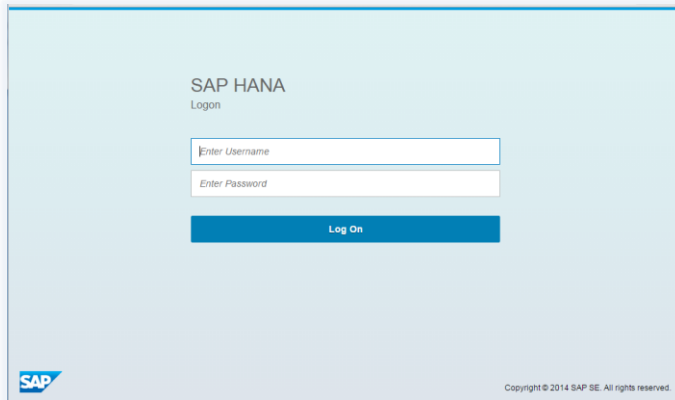
© 2011 SAP AG. All rights reserved. RMT

2. STEP-BY-STEP GUIDE

Step 1 – Access OPInt home page

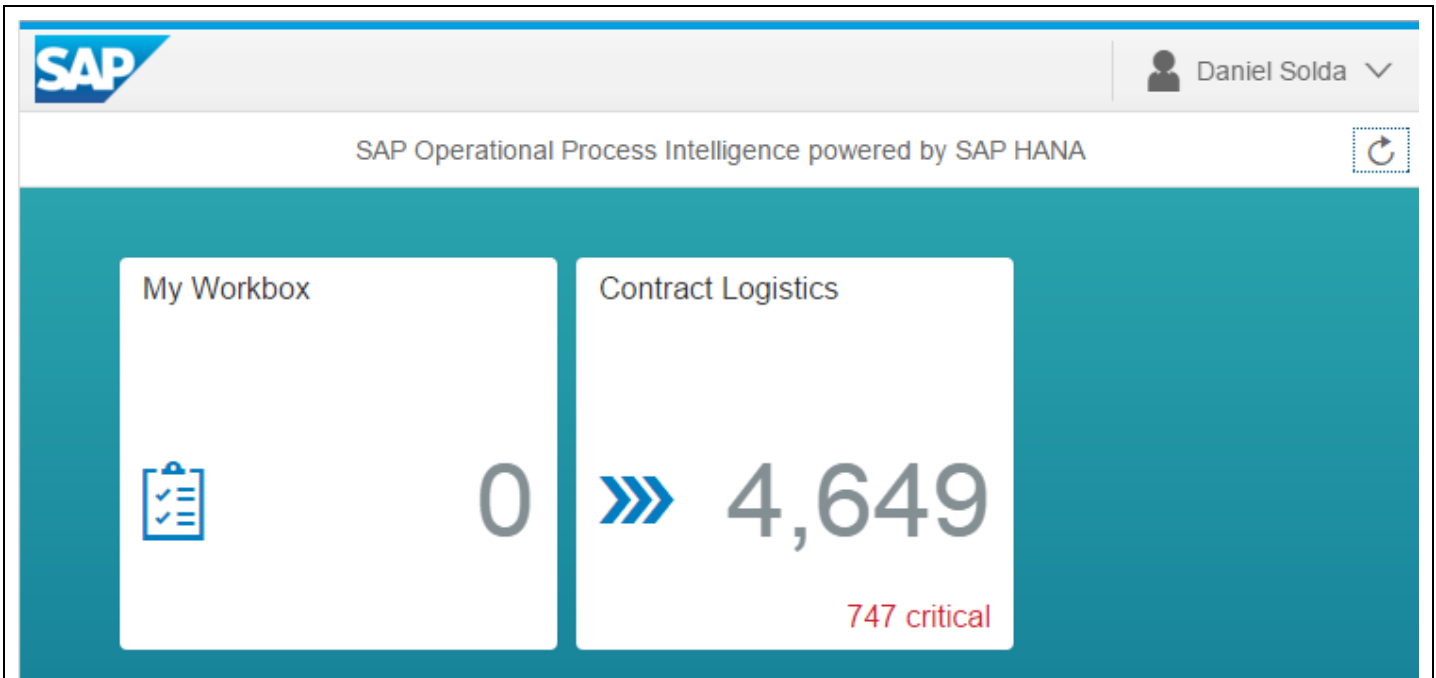
1. Login to space.me with user: **Daniel** and password: **Abcd1234**

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



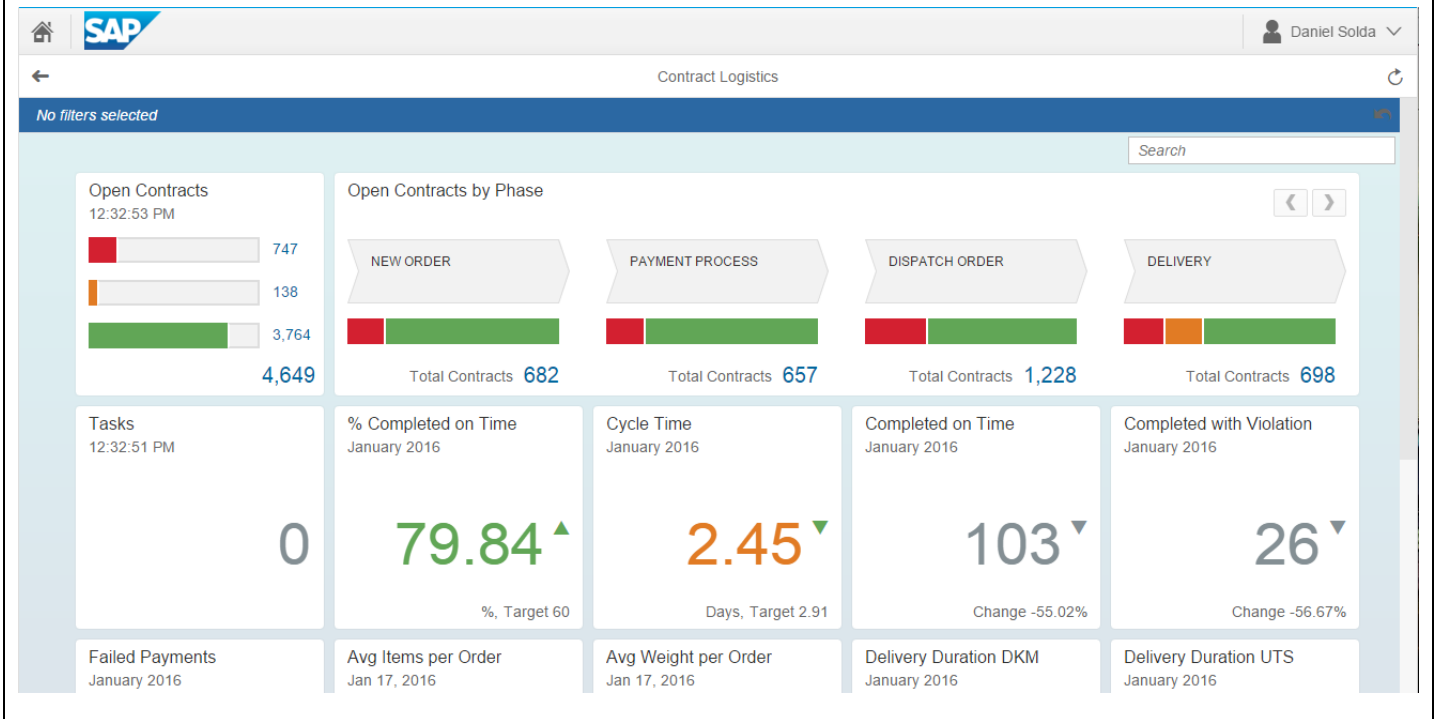
2. You can see the open contracts which are currently under process in contract logistics company, out of which status of 747 contracts are critical i.e. these contracts have already surpassed their delivery date.

Click on the **Contract Logistics** tile and you will be navigating the details of these contracts.

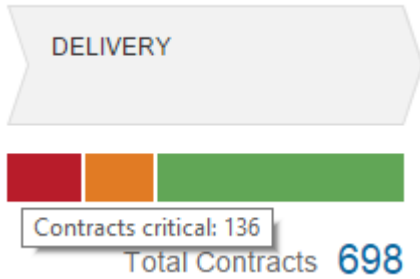


3. Explore **Open Contracts** and **Open Contracts by Phase** tiles to analyze contracts that are overdue or at risk. You will see that there are lots of pending contracts in **DELIVERY** phase.

Now drills down into **DELIVERY** phase to get complete details of all the pending contracts.



4. Select on the RED traffic light region in **DELIVERY** phase



Step 2 – Analyzing the Problem Cluster

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

1. You will see complete list of contracts that are critical in DELIVERY phase in **Open Contracts** page

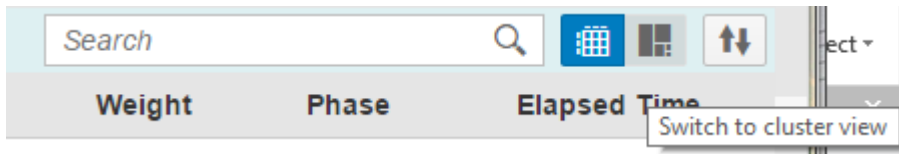
SAP Daniel Solda

Open Contracts

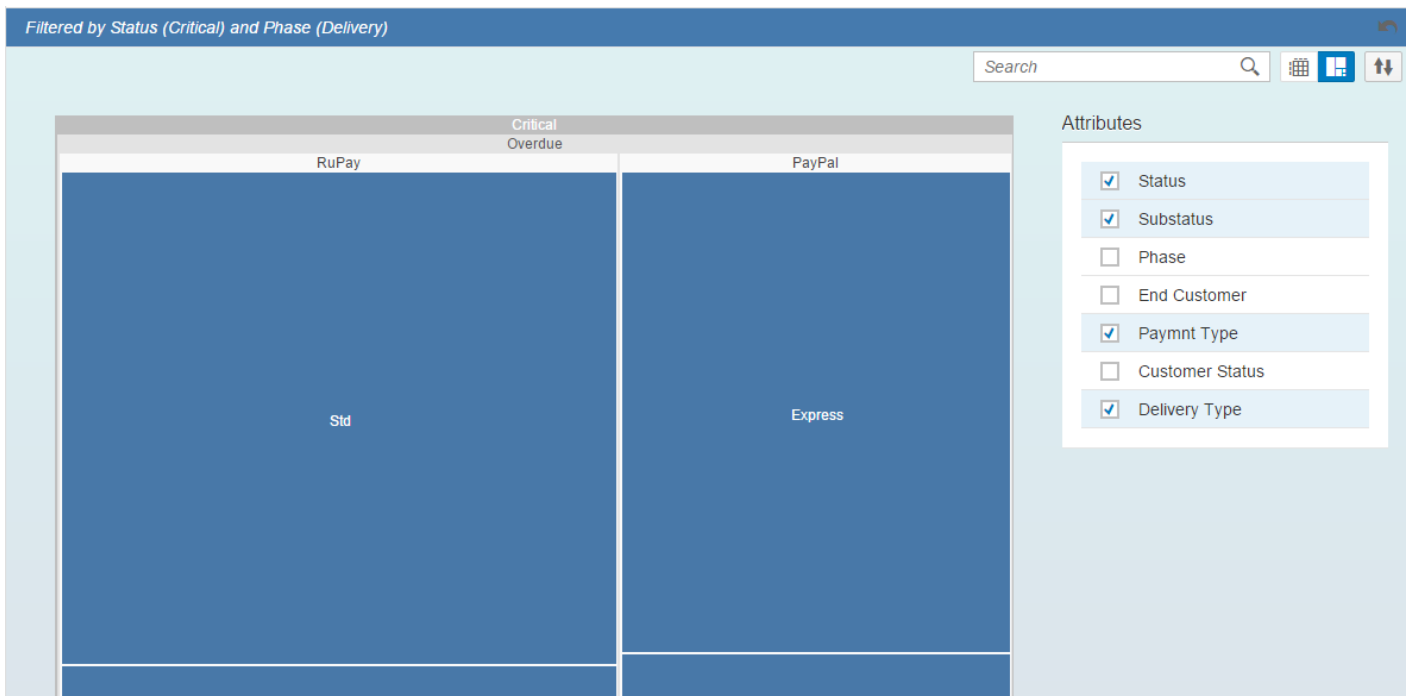
Filtered by Status (Critical) and Phase (Delivery)

Status	Substatus	End Custo...	Order Date	Delivery D...	Paymnt Type	Customer ...	Delivery T...	Items	Weight	Phase	Elapsed Time
●	Overdue	Rob Herriott	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	RuPay	Standard	Std	8	80	Delivery	4 days 12 h >
●	Overdue	Cameron Golding	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	Credit Card	Standard	Express	7	84	Delivery	4 days 12 h >
●	Overdue	Felicidad Sonoda	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	PayPal	Standard	Express	7	126	Delivery	4 days 12 h >
●	Overdue	Elin Prock	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	Cash on Delivery	Standard	Std	6	108	Delivery	4 days 12 h >
●	Overdue	Jake Temores	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	Credit Card	Standard	Express	7	0	Delivery	4 days 12 h >
●	Overdue	Tami Brosco	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	Cash on Delivery	Standard	Express	7	105	Delivery	4 days 12 h >
●	Overdue	Nathanael Clauson	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	RuPay	Standard	Std	3	45	Delivery	4 days 12 h >
●	Overdue	Cameron Penta	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	PayPal	Standard	Express	4	52	Delivery	4 days 12 h >
●	Overdue	Nestor Siena	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	Cash on Delivery	Standard	Express	3	24	Delivery	4 days 12 h >
●	Overdue	Nguyet Quinones	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	Cash on Delivery	Standard	Express	5	80	Delivery	4 days 12 h >
●	Overdue	Rikki Joslyn	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	PayPal	Standard	Express	9	162	Delivery	4 days 12 h >

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



3. Explore various clusters by selecting Attributes and filtering as shown the picture below
Notice that the cluster with *Payment Type* as *RuPay* and *Delivery Type* as *Std* has the maximum contracts waiting to be fulfilled



4. Select cluster for *RuPay* and *Std* and click on the **Navigate to Contracts**
You will be navigating to the Contracts (-stuck in DELIVERY phase-) bounded for *Std* delivery

Filtered by Status (Critical) and Phase (Delivery)

Search

Critical Overdue

RuPay PayPal

Status: Critical
 Substatus: Overdue
 Paymnt Type: RuPay
 Delivery Type: Std
 Contracts: 16

Filter

Std Express

Attributes

- Status
- Substatus
- Phase
- End Customer
- Paymnt Type
- Customer Status
- Delivery Type

Filtered by Status (Critical) and Substatus (Overdue) and Paymnt Type (RuPay) and Delivery Type (Std) and Phase (Delivery)

Search

Status	Substatus	End Cust...	Order Date	Delivery ...	Paymnt T...	Custome...	Delivery ...	Items	Weight	Phase	Elapsed Ti...
	Overdue	Rob Herriott	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	RuPay	Standard	Std	8	80	Delivery	4 days 12 h >
	Overdue	Nathanael Clauson	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	RuPay	Standard	Std	3	45	Delivery	4 days 12 h >
	Overdue	Andre Alarid	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	RuPay	Standard	Std	7	56	Delivery	4 days 12 h >
	Overdue	Jame Barclay	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	RuPay	Standard	Std	2	0	Delivery	4 days 12 h >
	Overdue	Jennifer Matteson	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	RuPay	Standard	Std	5	0	Delivery	4 days 12 h >
	Overdue	Kasey Behne	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	RuPay	Standard	Std	7	189	Delivery	4 days 12 h >
	Overdue	Scotty Digiambattist	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	RuPay	Standard	Std	4	28	Delivery	4 days 12 h >
	Overdue	Dexter Mcmasters	Jan 15, 2016, 5:30:00 AM	Jan 17, 2016, 5:30:00 AM	RuPay	VIP	Std	7	98	Delivery	2 days 3 h >

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

Filtered by Status (Critical) and Substatus (Overdue) and Paymnt Type (RuPay) and Delivery Type (Std) and Phase (Delivery)

Status	Substatus	End Cust...	Order Date	Delivery ...	Paymnt T...	Custome...	Delivery ...	Items	Weight	Phase	Elapsed Ti...
	Overdue	Rob Herriott	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	RuPay	Standard	Std	8	80	Delivery	4 days 12 h >
	Overdue	Nathanael Clauson	Jan 12, 2016, 5:30:00 AM	Jan 16, 2016, 5:30:00 AM	RuPay	Standard	Std	3	45	Delivery	4 days 12 h >

Step 3 – Detailed Information of Contract

Explore complete detail of an individual contract together with various status information like how many hours has the contract been blocked in the DELIVERY phase and more.

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

Status Information Tasks

Complete Contract by Jan 17, 2016, 5:53:03 PM
Running Late - Should have completed the Contract on Jan 17, 2016, 5:53:03 PM but is still in process

Start Date: Jan 13, 2016, 5:53:03 PM
Planned End Date: Jan 17, 2016, 5:53:03 PM
Forecasted End Date: **Jan 19, 2016, 6:17:48 AM**

NEW ORDER

Completed with Violations

PAYMENT PROCESS

Completed with Violations

DISPATCH ORDER

Completed with Violations

DELIVERY

Critical

Reach **End of Delivery by Jan 17, 2016, 1:05:03 PM.**


Complete Delivery by Jan 17, 2016, 1:05:03 PM

Planned End	Jan 17, 2016, 1:05:03 PM
Actual	1 day
Target	1 day 9 h
Latest Run	
Start Date	Jan 17, 2016, 10:29:03 AM
End Date	—
Time Spent	1 day

2. Check the milestones status under each phase

← Contract

Status Information Tasks



81%

Complete Contract by Jan 16, 2016, 11:54:03 PM

Running Late - Should have completed the Contract on Jan 16, 2016, 11:54:03 PM but is still in process

Start Date: Jan 12, 2016, 11:54:03 PM

Planned End Date: Jan 16, 2016, 11:54:03 PM

Forecasted End Date: **Jan 18, 2016, 2:07:43 PM**

NEW ORDER

✓ Completed with Violations

🟢

PAYMENT PROCESS

✓ Completed with Violations

🔴

DISPATCH ORDER

✓ Completed with Violations

🔴

DELIVERY

🔴 Critical

🔴

Reach **End of Delivery** by **Jan 16, 2016, 7:06:03 PM**.

NOTE: The small circles like 🟢 or 🔴 under the phases like NEW ORDER, PAYMENT PROCESS are milestones. For more details on phases and milestones, read the Developer's Guide


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

Status **Information** Tasks

Related Data


Order Number	MSFT3003370
Customer	M&N
End Customer	Rob Herriott
Order Date	Jan 12, 2016, 5:30:00 AM
Delivery Date	Jan 16, 2016, 5:30:00 AM
Paymnt Type	RuPay
Customer Status	Standard
Delivery Type	Std
Service Provider	CEVA
Carrier	UPS
Items	8
Weight	80

Participants



Zoe Capponi

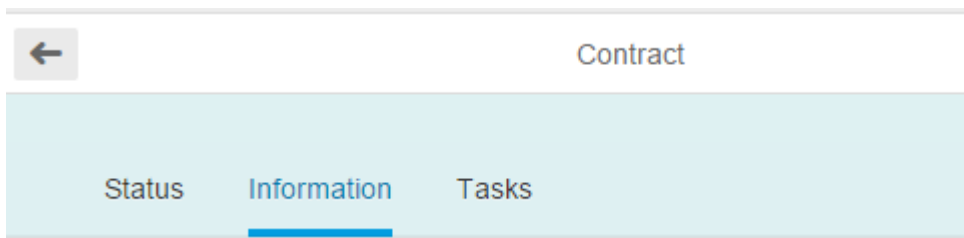
Requester



Luis Marcon

Processor

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

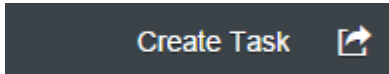


Step 4 – Creating a Task

After analysing contracts, Daniel has to take action to ensure that these contracts are moved out of the DELIVERY phase on time.

You (-as Daniel-) will create a task for Thomas, who you know is in charge of DELIVERY 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 : Contracts waiting to be delivered for Std delivery

Enter Description as : @Thomas - Why too many contracts are waiting for be delivered for Std type

New task for the Contract Logistics 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. *Daniel* in this example) will see the task in their respective **My Workbox** after they login to OpInt space.me

SAP Operational Process Intelligence powered by SAP HANA Daniel Solda ▾

SAP Operational Process Intelligence powered by SAP HANA
↻

My Workbox

1

Contract Logistics

4,649

747 critical

4. Click on **My Workbox** and Select the task “Contract waiting to be delivered for Std delivery”

The screenshot shows the SAP My Workbox interface. At the top, there is a home icon, the SAP logo, and the user name Daniel Solda. Below this is a navigation bar with a back arrow, the text "My Workbox", and a refresh icon. Underneath are two circular icons labeled "Open" and "Completed". A table lists tasks with columns for Type, Subject, Creation Date, Due Date, Status, and Priority. One task is visible: "Contracts waiting to be delivered for Std delivery" with a status of "Ready" and a priority of "Medium".

Type	Subject	Creation Date	Due Date	Status	Priority
	Contracts waiting to be delivered for Std delivery	Jan 17, 2016		Ready	Medium

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

The screenshot shows the task description page in SAP. The header includes the SAP logo and the user name Daniel Solda. The title of the task is "Contracts waiting to be delivered for Std delivery". Below the title is a "Description" section with a dropdown arrow. The description text reads: "@Thomas - Why too many contracts are waiting for be delivered for Std type". To the right of the description is the user's name "Daniel Solda" and the timestamp "Jan 17, 2016, 12:52:00 PM". Below this is a table with task details: Status (Ready), Priority (Medium), and Due Date. There is a section for "Add a new participant here" with a plus icon and a dropdown arrow. Below this is a list of participants, including "THOMAS". At the bottom right, there are two buttons: "Complete" and "Edit".

Description

@Thomas - Why too many contracts are waiting for be delivered for Std type

Daniel Solda
Jan 17, 2016, 12:52:00 PM

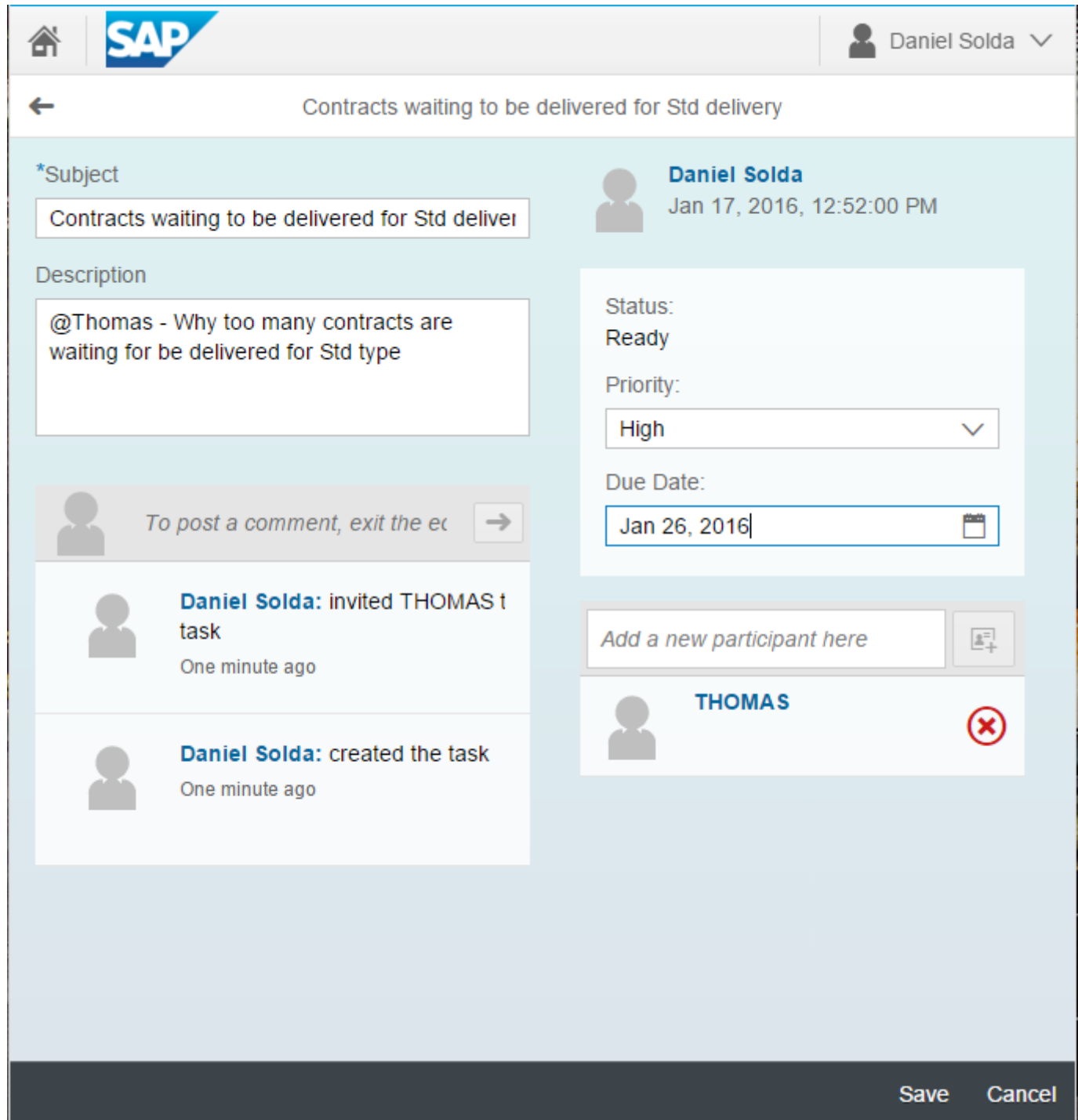
Status	Ready
Priority	Medium
Due Date	

Add a new participant here

THOMAS

Complete **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 editing a task. At the top, there is a navigation bar with a home icon, the SAP logo, and the user's name 'Daniel Solda'. Below this is a header for the task: 'Contracts waiting to be delivered for Std delivery'. The main content area is divided into several sections:

- *Subject:** A text field containing 'Contracts waiting to be delivered for Std deliver'.
- Description:** A text field containing '@Thomas - Why too many contracts are waiting for be delivered for Std type'.
- Status:** A dropdown menu set to 'Ready'.
- Priority:** A dropdown menu set to 'High'.
- Due Date:** A date picker field set to 'Jan 26, 2016'.
- Participants:** A list of participants. 'THOMAS' is currently listed and has a red 'X' icon next to it, indicating it can be removed. There is a button to 'Add a new participant here'.
- Activity Log:** A list of recent actions:
 - Daniel Solda: invited THOMAS t task (One minute ago)
 - Daniel Solda: created the task (One minute ago)

At the bottom right, there are 'Save' and 'Cancel' buttons.

7. Save the task

The screenshot shows the SAP mobile app interface for a task. At the top, there is a home icon, the SAP logo, and the user's name 'Daniel Solda'. Below this is a navigation bar with a back arrow and the task title 'Contracts waiting to be delivered for Std delivery'. The main content area is split into two columns. The left column contains a 'Description' section with a dropdown arrow, a comment from '@Thomas' asking why too many contracts are waiting, and a comment input field with a right arrow. Below the input field is a list of activity logs: 'Daniel Solda: updated the priority' (A few moments ago), 'Daniel Solda: updated the due date' (A few moments ago), 'Daniel Solda: invited THOMAS to the task' (2 minutes ago), and 'Daniel Solda: created the task' (2 minutes ago). The right column shows the user 'Daniel Solda' with a timestamp 'Jan 17, 2016, 12:52:00 PM' and a table of task details: Status (Ready), Priority (High), and Due Date (Jan 26, 2016). Below the table is a section to 'Add a new participant here' with a plus icon, and a participant card for 'THOMAS'. At the bottom right, there are 'Complete' and 'Edit' buttons.

Home | SAP | Daniel Solda

← Contracts waiting to be delivered for Std delivery

Description

@Thomas - Why too many contracts are waiting for be delivered for Std type

Post a comment and invite people using @ notation

Daniel Solda: updated the priority
A few moments ago

Daniel Solda: updated the due date
A few moments ago

Daniel Solda: invited THOMAS to the task
2 minutes ago

Daniel Solda: created the task
2 minutes ago

Daniel Solda
Jan 17, 2016, 12:52:00 PM

Status	Ready
Priority	High
Due Date	Jan 26, 2016

Add a new participant here

THOMAS

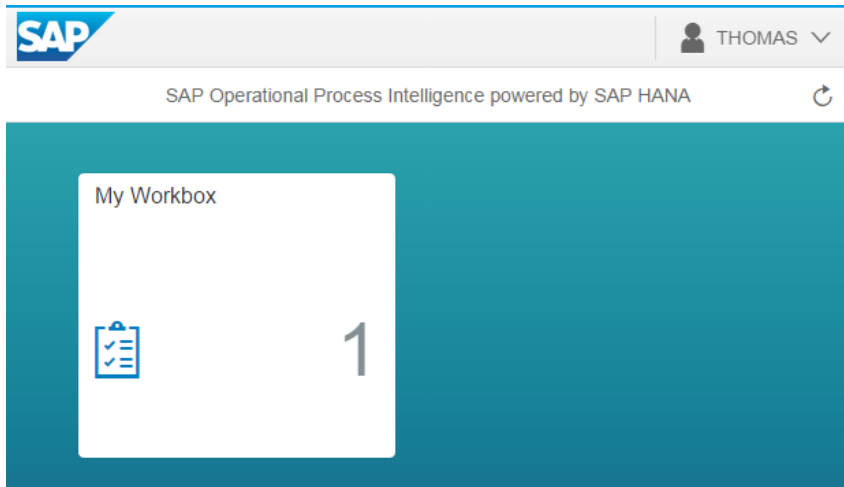
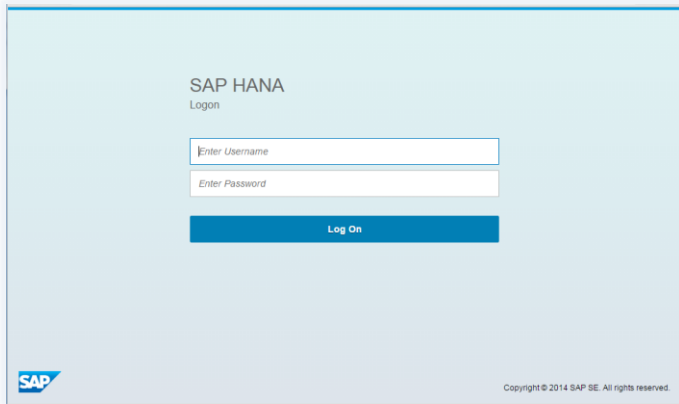
Complete Edit

Step 5 – Task Collaboration

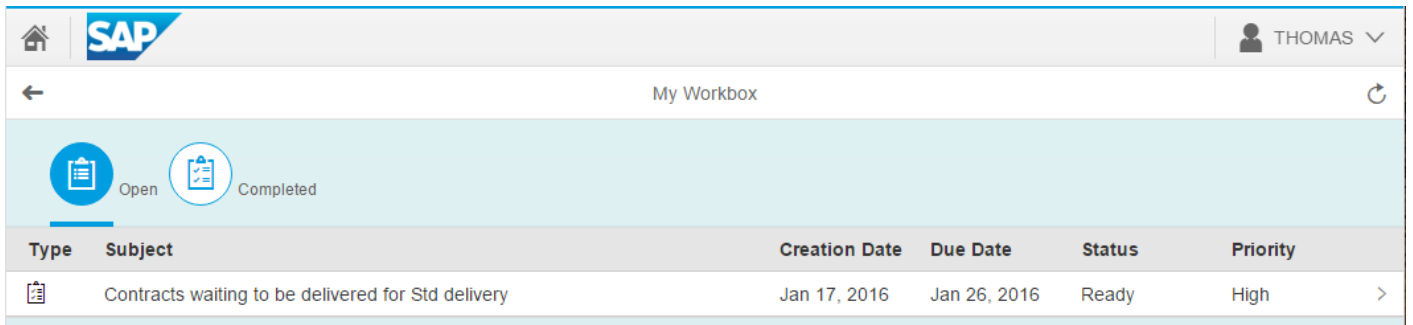
Explore **My Workbox** of the users involved in a task, to see how SAP Operational Process Intelligence helps them to manage their tasks and resolve the issue in a collaborative fashion.

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

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



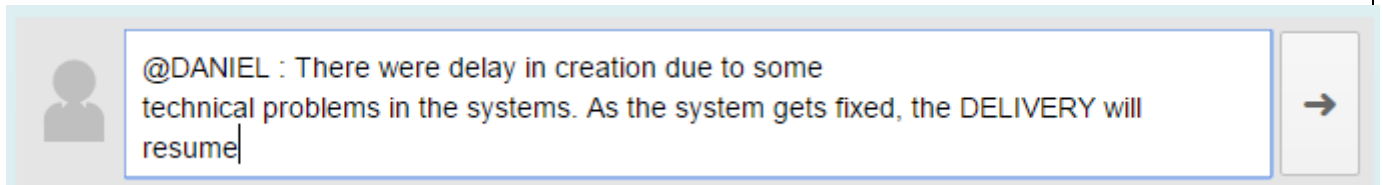
3. Click on **My Workbox** tile to see list of open tasks.



The screenshot shows the SAP My Workbox interface. At the top, there is a navigation bar with the SAP logo and a user profile for THOMAS. Below this is a header for 'My Workbox' with a refresh icon. A filter bar shows 'Open' and 'Completed' task statuses. The main content is a table with the following data:

Type	Subject	Creation Date	Due Date	Status	Priority
	Contracts waiting to be delivered for Std delivery	Jan 17, 2016	Jan 26, 2016	Ready	High

4. Select the task “*Contracts waiting to be delivered for Std delivery*” to reply
5. Post a reply/comment and click **COMPLETED** button.
“@DANIEL : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the DELIVERY will resume”



The screenshot shows the reply input field in the SAP My Workbox interface. The text entered is: "@DANIEL : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the DELIVERY will resume". A send button (arrow) is visible on the right side of the input field.

Contracts waiting to be delivered for Std delivery

Description

@Thomas - Why too many contracts are waiting for be delivered for Std type

Post a comment and invite people using @ notation

THOMAS: @DANIEL : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the DELIVERY will resume
A few moments ago

Daniel Solda: updated the priority
2 minutes ago

Daniel Solda: updated the due date
2 minutes ago

Daniel Solda: invited THOMAS to the task
4 minutes ago

Daniel Solda: created the task

Participant: THOMAS

Metadata:
 Status: Ready
 Priority: High
 Due Date: Jan 26, 2016

Complete Edit

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

My Workbox

Open Completed

Type	Subject	Creation Date	Due Date	Status	Priority
📄	Contracts waiting to be delivered for Std delivery	Jan 17, 2016	Jan 26, 2016	Completed	High

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

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

Type	Subject	Creation Date	Due Date	Status	Priority
	Contracts waiting to be delivered for Std delivery	Jan 17, 2016	Jan 26, 2016	Completed	High

9. Select the task “*Contracts waiting to be delivered for Std delivery*” to open
See the response from Thomas and click **CONFIRM** button

Description

@Thomas - Why too many contracts are waiting for be delivered for Std type

You can only comment on an open task

THOMAS: completed the task
One minute ago

THOMAS: @DANIEL : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the DELIVERY will resume
One minute ago

Daniel Solda: updated the priority
4 minutes ago

Daniel Solda: updated the due date
4 minutes ago

Daniel Solda: invited THOMAS to the task
6 minutes ago

Daniel Solda
Jan 17, 2016, 12:52:00 PM

Status	Completed
Priority	High
Due Date	Jan 26, 2016

You can only add participants to a

THOMAS

Confirm Reopen

Step 6 – Details of Task

At any given time, Daniel and Thomas can see full conversation of task collaboration by choosing that task from their **My Workbox** under Completed tab.

1. Login to Space.me as **Daniel** 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 "Contracts waiting to be delivered for Std delivery". The user "Daniel Solda" is logged in. The task description is "@Thomas - Why too many contracts are waiting for be delivered for Std type". The task status is "Confirmed", priority is "High", and the due date is "Jan 26, 2016". The task history shows several updates: Daniel Solda confirmed completion, Thomas completed the task, Thomas explained a delay in creation, Daniel Solda updated the priority, and Daniel Solda updated the due date.

Contracts waiting to be delivered for Std delivery

Description

@Thomas - Why too many contracts are waiting for be delivered for Std type

You can only comment on an open task

Daniel Solda: confirmed the completion of the task
A few moments ago

THOMAS: completed the task
One minute ago

THOMAS: @DANIEL : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the DELIVERY will resume
2 minutes ago

Daniel Solda: updated the priority
5 minutes ago

Daniel Solda: updated the due date
5 minutes ago

Daniel Solda
Jan 17, 2016, 12:52:00 PM

Status	Confirmed
Priority	High
Due Date	Jan 26, 2016

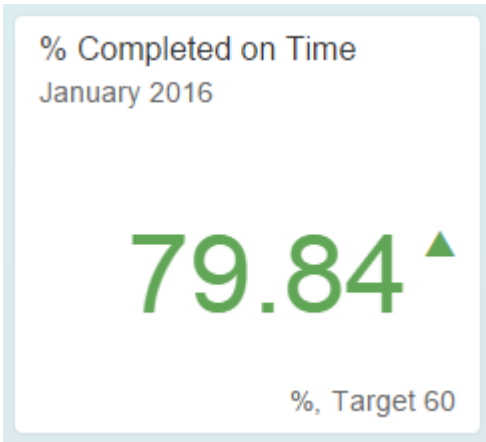
You can only add participants to a

THOMAS

Step 7 – Details of KPI

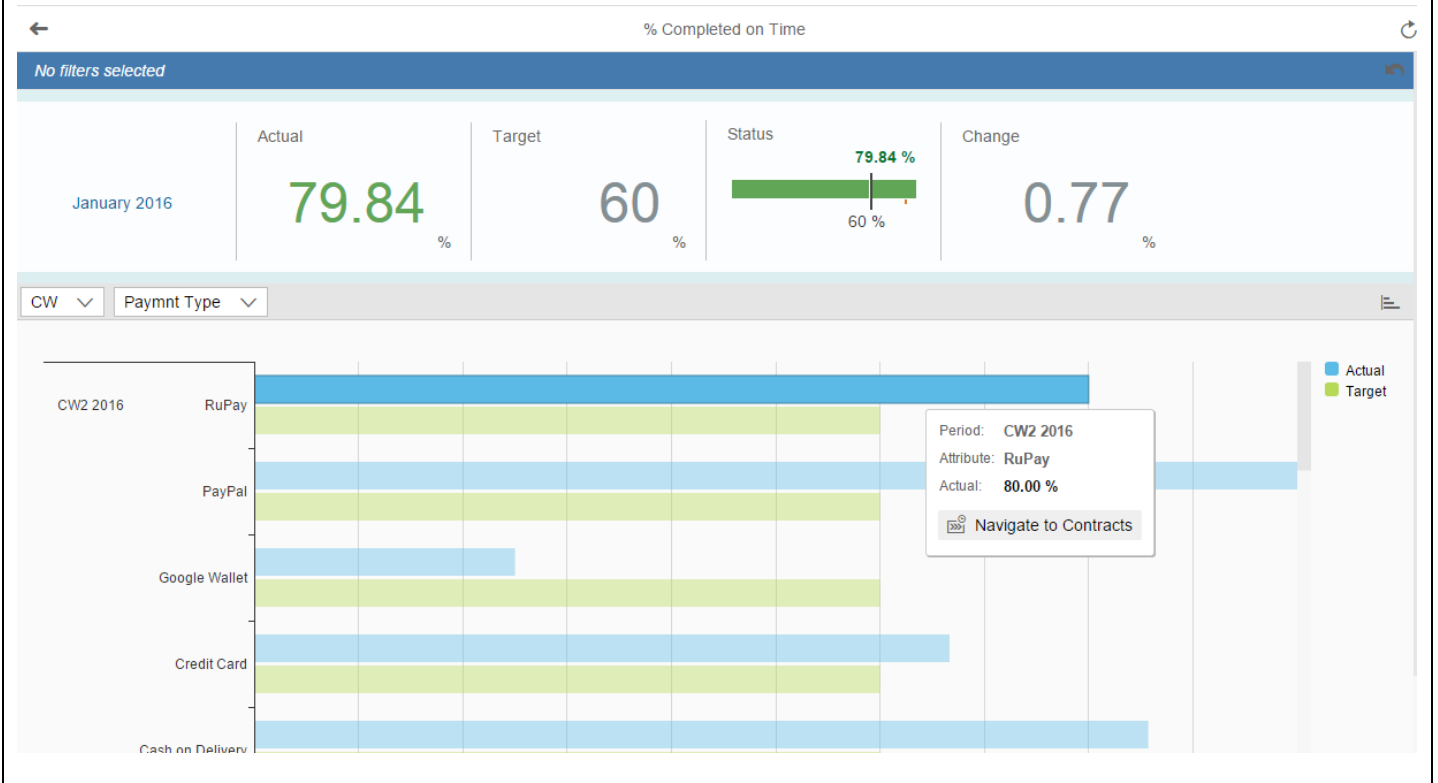
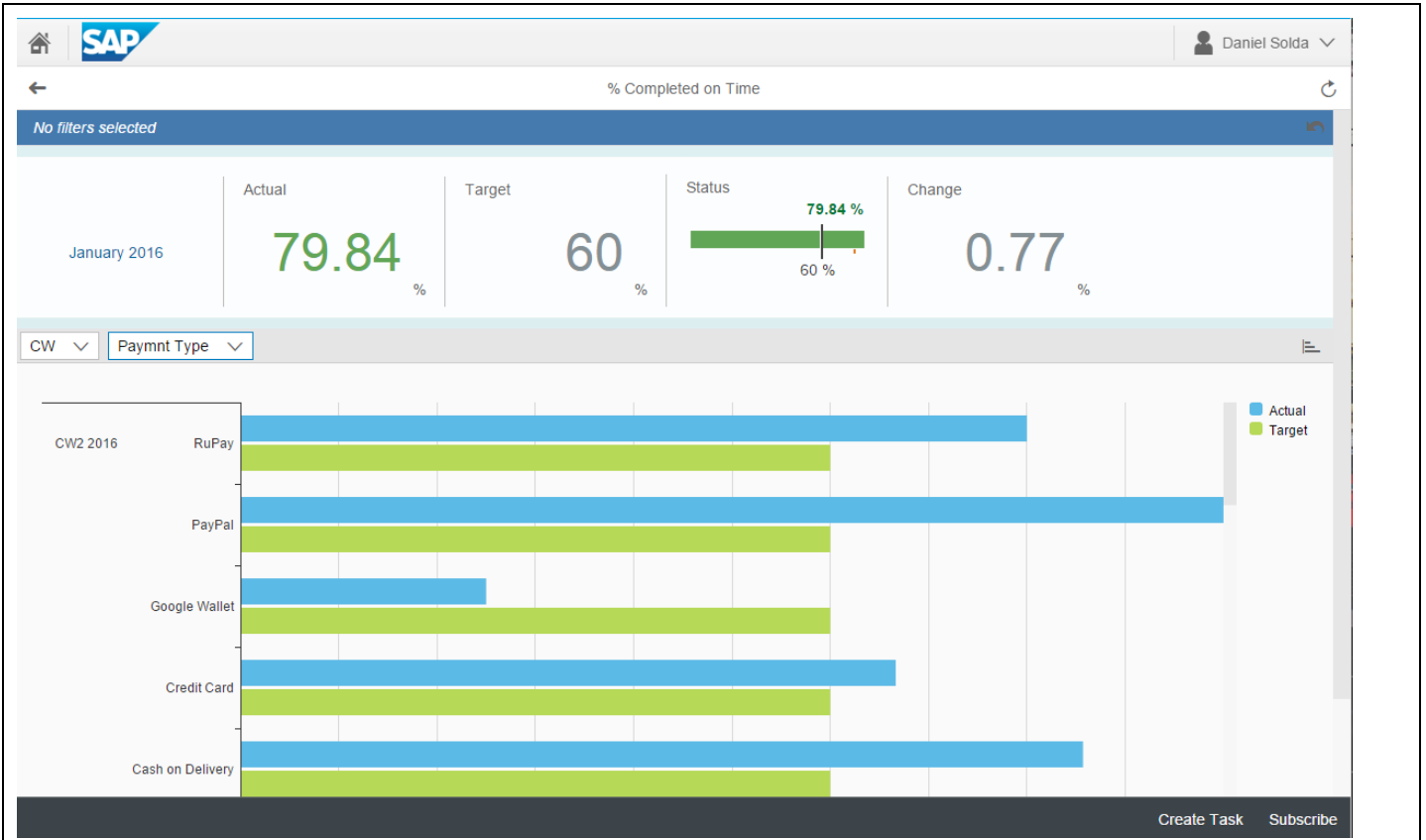
Explore key business KPIs, using SAP Operational Process Intelligence, to trace their progress and track if targets are met or overshoot. You can also observe trends to analyse performance and address the bottlenecks in your process before they become problems.

1. Goto **Contract Logistics** main page and then click on “**%Completed on Time**” tile to see targets and trends of contracts. **% Completed on Time** KPI indicates the contracts which are transported on time without any violations.



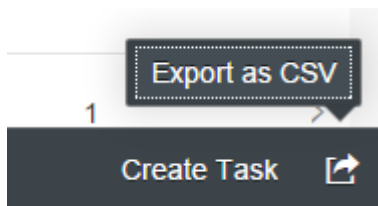
The trend shows positive (up-arrow) because the target was 60 and the actual for that month is 79.84%.

2. You can further 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.



End Customer	Order Date	Delivery Date	Paymnt Type	Customer Status	Delivery Type	Items	Weight	% Completed o...
Heidi Timmel	Jan 12, 2016, 5:30:00 AM	Jan 14, 2016, 5:30:00 AM	RuPay	VIP	Std	3	78	100 %
Cortez Hilbert	Jan 8, 2016, 5:30:00 AM	Jan 10, 2016, 5:30:00 AM	RuPay	VIP	Std	9	207	0 %

- In the details page, select icon  to export the complete list of Contracts into CSV file
Click on “**Export as CSV**”



The file would be shown as downloaded as CSV



- Navigate back, using **Back** button  to the *Contract Logistics* main page after you have explored the KPI

