

Sterling Supply Chain Visibility



Seller User Guide

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Note

Before using this information and the product it supports, read the information in "Notices" on page 141.

This edition applies to the 25 September 2011 release of IBM Sterling Supply Chain Visibility and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Introduction

Introduction to Supply Chain Visibility

IBM® Sterling Supply Chain Visibility is an as-a-service application that provides a comprehensive view into the supply chain order-to-cash and procure-to-pay processes.

This application service instantly displays and summarizes actionable supply chain information from all electronic trading partners and communities through a single dashboard. It presents a single web interface that enables users to manage and control the business processes, including documents such as purchase orders (PO), shipping acknowledgements, invoices, and other transactions that occur during these processes. Sterling Supply Chain Visibility also alerts users to events that disrupt information and material flow in the supply chain.

Sterling Supply Chain Visibility can be used by buyer organizations (inbound customers) as well as seller organizations (outbound customers). Buyer organizations can use this application for inbound visibility and to analyze and compare their suppliers' performance. Supplier organizations can use this application for outbound visibility and to analyze and compare their customer service levels. Both buyer and seller organizations can use the application to view and manage alerts that are raised when conditions applicable to them are met in the supply chain.

Sterling Supply Chain Visibility provides the following:

Integrated Platform

Offers an integrated platform across business-to-business (B2B) gateways and the Sterling Supply Chain Visibility Platform to enable various supply chain synchronization solutions. Sterling Supply Chain Visibility provides EDI mapping capabilities, and provides visibility into the purchasing and PO collaboration process at a relatively low customer cost.

Visibility

Provides a set of views to look up the status of an order, shipment, invoice, or payment. This application provides a one-place-visibility to all relevant details of that order, shipment, or invoice.

Inbound and Outbound Supply Monitoring

Alerts are generated when unplanned events occur. Customers can resolve these alerts to remove bottlenecks and streamline the supply chain process.

Key Performance Indicators (KPIs) and Reports

Generate KPIs and reports to analyze and compare supplier performance. Sellers can use these to evaluate their own performance with respect to various customers.

Dashboards

The dashboard provides a comprehensive view of alerts, invoices, shipments, KPI charts, and orders. The configurable dashboard can be used to analyze data and generate recommendations that drive strategy.

A Typical Supply Chain Process

A supply chain must be fully integrated to operate at maximum efficiency. In today's complex multiplatform enterprises, systems that can provide visibility and orchestrate work flows across disparate systems can be a significant force in driving business decisions.

A typical supply chain process is:

1. The buyer places an order and sends a purchase order (PO) to the supplier.
2. The supplier sends an acknowledgement to the buyer within a specified time period.
3. The supplier then sends a commitment, specifying when the shipment will be shipped, and the quantity and the items that will be shipped on that date.
4. The supplier sends an **Advance Ship Notice (ASN)** to the buyer.
5. The supplier sends the shipment.
6. The supplier creates an invoice and sends it to the buyer.

Supply Chain Visibility receives a copy of these transactions and others from carriers, transportation systems, and warehouse systems to provide a single source of visibility into the purchase order life cycle.

Challenges in Supply Chain Visibility

The Challenges found in the Sterling Supply Chain Visibility processes are discussed here.

Enterprises lose control over the inbound supply network because of the lack of visibility to disruptions in the supply chain. After a PO has been sent to the supplier, companies often have no means of figuring out its status until the shipment is received at the warehouse. This results in enterprises stocking up their warehouses with buffer inventory and contracting premium service levels with carriers. The lack of business process coordination with suppliers results in manually intensive and inefficient supply and demand management and reduced order fill rates.

Additionally, from a strategic perspective, the lack of forward-looking demand visibility causes increased inventory levels at different points in the supply chain. After all this confusion, there is no central repository of data available to enable an analysis of what went wrong and how suppliers, carriers, and other third-party participants performed. This is primarily because the data required is distributed across various systems in warehousing, purchasing, transportation management, supplier systems, and carrier systems. Sometimes the data does not even exist.

Some of the common supply chain challenges are:

- Inability to see a unified view of shipments, orders, and invoices with relevant details and statuses.
- Occurrence of unplanned events, such as delayed POs or shipments, short POs or shipments, supplier commit or ASN not received, and so forth. These events can arise from day to day, or hour to hour.
- Suppliers not meeting commitments or delaying the sending of POs, ASNs, and shipments.
- Supply-demand mismatches might delay the shipments, even when the items are available at another node or on the dock.

Overview of the Sterling Supply Chain Visibility Solution

Sterling Supply Chain Visibility is an application that provides a complete supply chain visibility solution. It alerts you on the occurrence of events that disrupt information and material flow in the supply chain.

Sterling Supply Chain Visibility provides the following solutions to the supply chain challenges:

Dashboards

Sterling Supply Chain Visibility enables you to view a comprehensive Dashboard as soon as you log into the application. The Dashboard provides a comprehensive view of alerts, invoices, shipments, KPI charts, and orders. You can configure the Dashboard to view any of the following panels:

- Alert Summary
- Alert Chart
- Order List
- Shipment List
- Invoice List
- KPI chart

The Dashboard provides an updated snapshot of those aspects of the supply chain that are most pertinent to your company. They can be used to analyze data and generate recommendations that drive strategy. The Dashboard displays the buyer view, seller view, or both depending upon the role of the user.

Visibility

Sterling Supply Chain Visibility provides a set of views to look up the status of an order, shipment, invoice, and payment. This application provides a one-place-visibility to all relevant details of that order, shipment, or invoice.

Outbound Supply Monitoring

Sterling Supply Chain Visibility generates alerts when unplanned events occur. For example, when the buyer places an order, the supplier can reject the order if the order cannot be fulfilled, and the PO Rejected by Supplier alert is raised. You can resolve these alerts to remove bottlenecks and smoothen the supply chain process.

Key Performance Indicators (KPIs) and Reports

Sterling Supply Chain Visibility enables buyers to generate KPIs and reports to analyze and compare supplier performance. Suppliers can use these to evaluate their own performance with respect to various customers. For example, you can measure the performance of a supplier by viewing the metric for that supplier over a specified period of time.

For more information about the Sterling Supply Chain Visibility components, see the following manuals:

- *IBM Sterling Supply Chain Visibility Release Notes*
- *IBM Sterling Supply Chain Visibility Overview Guide*
- *IBM Sterling Supply Chain Visibility Getting Started Guide*
- *IBM Sterling Supply Chain Visibility Customer Administration Guide*

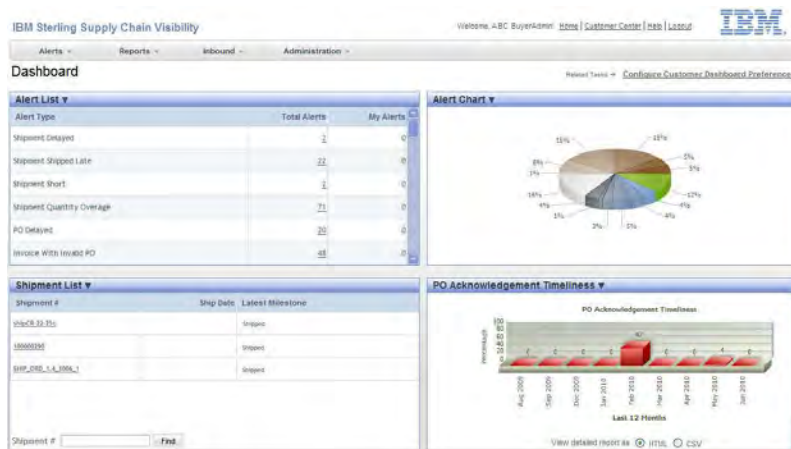
User Interface Layout

To get the most out of Sterling Supply Chain Visibility, it is important to understand the layout of the application and how you can navigate through it to meet your requirements.

Sterling Supply Chain Visibility provides a graphical user interface for navigation.

Note: The best resolution to view the Sterling Supply Chain Visibility user interface is 1024 x 768 pixels.

The following figure illustrates the layout of the Sterling Supply Chain Visibility user interface.



Menu Bar

The Menu Bar contains the menu options that enable you to access the features provided by Sterling Supply Chain Visibility. The menu options in the menu bar vary depending on the role of the user logged into the application.

Header Bar

The Header Bar displays the current module and the name of the user that has logged into the application. The header bar also enables you to log out of the application.

The header bar contains the following hyperlinks:

Home

Click this hyperlink to view the Sterling Supply Chain Visibility application home page. This home page can also be viewed by clicking **IBM Sterling Supply Chain Visibility** on the left-hand corner of the Header Bar.

Customer Center

Click this hyperlink to view the Sterling Customer Center home page.

Help

Click this hyperlink to view the Documentation Library for Sterling Supply Chain Visibility.

Logout

Click this hyperlink to sign out of the application.

Click the IBM logo on the right-hand corner of the Header Bar to view the **About Sterling as a Service Applications** pop-up window.

Work Area

The work area is the area that displays the alerts, orders, shipments, invoices, and KPI and reports. You can also use the Work area to enter the search criteria, view search results, configure the dashboard and alerts, and so forth.

Chapter 2. Dashboard

Components of the Dashboard

The Sterling Supply Chain Visibility dashboard provides an updated snapshot of those aspects of the supply chain that are most pertinent to your company. It can be used to analyze data and generate recommendations that drive business strategy. The Dashboard provides a comprehensive view of alerts, invoices, shipments, KPI charts, and orders. It displays five orders, shipments, and invoices.

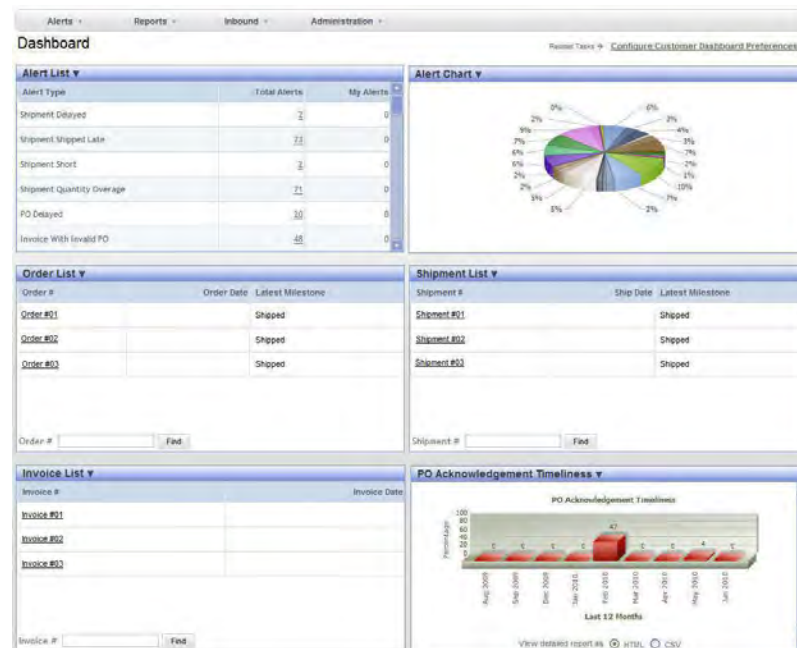
Users can configure the dashboard to view the details that they have to see most often. Sterling Supply Chain Visibility enables user to view information about alerts, orders, shipments, invoices, and **Key Performance Indicators (KPIs)**. The Dashboard is the first screen that is displayed when user log into Sterling Supply Chain Visibility.

The Dashboard displays the buyer view, supplier view, or both depending upon the role of the user.

Both the buyer user and supplier user views in the Dashboard enable user to view a maximum of six panels. For a user who is both a buyer and a supplier, the Dashboard enables user to view a maximum of twelve panels. You can configure the Dashboard to view any of the following panels:

- Alert Summary
- Alert Chart
- Order List
- Shipment List
- Invoice List
- KPI Chart

The figure below illustrates the Sterling Supply Chain Visibility Dashboard.



Alert Summary

The Alert Summary panel enables you to view a summary of alerts that are not in closed status. You can also view the total number of alerts and the number of alerts assigned to a user, for a particular Alert Type.

You can drill down to view the details of a particular alert and resolve the alert, if applicable. The fields in the Alert Summary panel are described in the table below:

Field	Description
Alert Type	The type of the alert.
Total Alerts	The total number of alerts raised in a particular category. Click this hyperlink to view the Search Result screen, which displays a list of alerts in that category.
My Alerts	The total number of alerts raised in a particular category that have been assigned to you. Click this hyperlink to view the Search Result screen, which displays a list of alerts in that category assigned to you.

For users belonging to a supplier organization, the Alerts Summary panel displays a list of all supplier alerts for the department to which the user belongs. The following types of supplier alerts are listed:

- ASN Not Sent
- Commitment Past Due
- Customer PO Functional Acknowledgement Past Due
- Customer PO Commitment Mismatch
- Customer PO Delayed
- Invoice with Invalid Order
- Payment Received
- Shipment Not Delivered
- Shipment Quantity Short

For more information about assigning the organization's roles and participant associations see the *IBM Sterling Selling and Fulfillment Foundation Platform Configuration Guide*.

Alert Chart

The Alert Chart panel displays the Alert Type Chart, which is a three-dimensional pie-chart representing the total percentage of alerts in each category.

Place your mouse over a region to view the details of the Alert Type that the region represents, along with the percentage of alerts raised for that category.

Order List

The Order List panel enables user to view a list of the first five orders created in last three days.

Users can also use this panel to search for a particular purchase order. The fields provided in the Order List panel are described in the table below:

Field	Description
Order#	Indicates the unique identifier of the purchase order.
Order Date	Indicates the date on which the order is created.
Milestone	Indicates the current milestone of the order.
Order #	<p>Enter the identifier of the order to search and click Find to locate the order.</p> <p>If user enters a valid order identifier, the Search Results screen is displayed.</p> <p>If user enters an invalid order identifier or if user do not enter any order identifier, the Search Results screen is displayed.</p>

Shipment List

The Shipment List panel enables user to view a list of the first five shipments created in the last five days.

Users can also use this panel to search for a particular shipment. The fields in the Shipment List panel are described in the table below:

Field	Description
Shipment #	Indicates the unique identifier of the shipment.
Ship Date	Indicates the date on which the shipment is shipped.
Milestone	Indicates the current milestone of the shipment.
Shipment #	<p>Enter the identifier of the shipment you want to search and click Find to locate the shipment.</p> <p>If you enter a valid identifier for the Shipment to search, the Shipment Results screen is displayed.</p> <p>If you enter an invalid identifier for the shipment to search or if you do not enter any identifier for the shipment, the Find Shipment screen is displayed.</p>

Invoice List

The Invoice List panel enables user to view a list of the first five invoices created in the last five days.

User can also use Invoice List panel to search for a particular invoice. The fields in the Invoice List panel are described in the table below:

Field	Description
Invoice #	Indicates the unique identifier of the invoice.
Invoice Date	Indicates the date on which the invoice is created.
Invoice #	<p>Enter the identifier of the invoice you want to search and click Find to locate the invoice.</p> <p>If you enter a valid identifier of the invoice to search, the Search Results screen is displayed.</p> <p>If you enter an invalid identifier of the invoice to search or if you do not enter any identifier of the invoice, the Search Results screen is displayed.</p>

KPI Chart

The KPI Chart panel can be used for a comprehensive view of the metrics for suppliers, buyers, or both.

User can also view a KPI chart that displays the milestone of purchase orders and shipments. This provides the business intelligence to help in strategic decision-making.

User can also configure the Dashboard to view the KPI chart that they want to see most often.

User can drill down from the Dashboard to view a detailed report for a particular time period, supplier, order milestone, and so forth. The Dashboard enables user to view the KPI report in any of the following formats:

- HTML (Hyper Text Markup Language Format)
- CSV (Comma Separated Variable Format)

Configuring Dashboard Preferences for Suppliers

Users can configure the Dashboard preferences to view the panel they want to see in the Dashboard

About this task

To configure Dashboard preferences, follow these steps:

Procedure

1. In The Dashboard screen, click **Configure Supplier Dashboard Preferences**. The various panels available are displayed.
2. Select the boxes against the chart panels to view in the Dashboard.
3. If you check the box for the KPI panel, select a KPI listed in the KPI panel.

Note: If you are playing the role of both a buyer and supplier:

- If you have configured the customer dashboard preferences to display a KPI on the Dashboard, you cannot configure the supplier dashboard preferences to display any KPI.

- If you configure the supplier dashboard preferences to display a KPI on the Dashboard, selecting another KPI in the customer dashboard preferences will override the supplier dashboard KPI preference.
4. Click **Next**.
- Depending upon the panels you select to view in the Dashboard, one of the following screens is displayed:
- Dashboard screen: If you select any or all of the available panels, except for the KPI Chart listed in the KPI panel. This screen displays the panels you want to view.
 - Customize Dashboard screen: If you select the box for the KPI panel listed in the KPI panel. The actions and fields in the Customize Dashboard screen are described in the tables below:

Table 1. Customize Dashboard, Customer Options

Action	Description
Manage Customer Group	This action takes you to the Sterling as a Service Applications screen where you can add, modify, or delete customer groups.
Add Customer Group	This action takes you to the Sterling as a Service Applications screen where you can add a new customer group.

Table 2. Customize Dashboard, Customer Options

Field	Description
All Customers	Select this to view the details of all the customers.
Specific Customer	To view the details of a specific customer, enter the customer identifier in the text-box. You can also click the Look Up icon to search for the specific customer.
Group of Customers	To view the details of a specific customer group, select the customer group from the drop-down list.

Table 3. Dashboard Preferences, General Options

Field	Description
Include outlier data to compute KPI	Select this box to include all data when computing the KPI, including the orders and shipments that have been outliered.
Show data for	Select the time frame for which you want to generate the chart. Select Custom from the drop-down list to generate the chart for a custom date range. Enter the date range for which you want to generate the KPI in the From and To text boxes. You can also click the Calendar Entry icon to select the date range.

Table 4. Dashboard Preferences, Chart Options

Field	Description
Show Data In intervals of	Select the time interval for which you want to view the chart appearing in the Dashboard.
Enable Performance Comparison	<p>Select this box to compare the supplier performance against the customers. When you select this box the following options display:</p> <p>Compare against all Customers - Select this option to compare performances against all customers.</p> <p>Compare against a specific Customer - Select this option to compare performances against a specific customer and enter the customer identifier.</p> <p>You can also click the Look Up icon to search the specific customer ID and select the customer ID from the list.</p> <p>Compare against a group of Customers - Select this option to compare performances against a group of customers. Select the customer group from the drop-down list.</p>

5. If you have chosen to view KPI Charts in the Dashboard,
 - a. In the Customize Dashboard screen, enter the required KPI criteria details.
 - b. Click **Save**.

Searching for Customers

Sterling Supply Chain Visibility enables you to search for customers from the customer lookup.

About this task

To search for customers from the customer lookup, follow these steps:

Procedure

1. Click the **Look Up** icon to search for the specific **Customer ID**.
2. Enter the customer identifier in the text-box adjacent to **Customer ID**.
3. Enter the customer name in the text-box adjacent to **Customer Name**. The fields in the Search Criteria panel are described in the table below:

Table 5. Customer Lookup, Search Criteria

Field	Description
Customer ID	Enter the identifier for the customer. You can also select one of the following values from the drop-down list to search for an identifier: <ul style="list-style-type: none"> • is: When selected, the application searches for the exact value entered. • starts with: When selected, the application searches for all the customer IDs that start with the entered value. • contains: When selected, the application searches for all the customer IDs that contain the entered value.
Customer Name	Enter the customer name. You can also select one of the following values from the drop-down list to search for an identifier: <ul style="list-style-type: none"> • is: When selected, the application searches for the exact value entered. • starts with: When selected, the application searches for all the customer names that start with the entered value. • contains: When selected, the application searches for all the customer names that contain the entered value.

4. Click **Search** to search for customers. The fields in the Listing panel are described in the table below:

Table 6. Customer Lookup, Listing

Field	Description
Customer ID	Indicates the identifier of the customer.
Customer Name	Indicates the name of the customer.
City	Indicates the city in which the customer is located.
Phone #	Indicates the telephone number of the customer.

Adding a Customer Group

Sterling Supply Chain Visibility enables you to group customers into customer groups. For example, you might want to group all customers supplying clothes into a group called Apparels.

About this task

To add a customer group, follow these steps:

Procedure

1. In the Dashboard screen, click **Configure Supplier Dashboard Preferences**. The various panels available are displayed.
2. Select the boxes against the charts panels to view in the Dashboard and click **Next**.

The Customize Dashboard screen is displayed if you check the box for any KPI listed in the KPI panel.

3. Click **Add Customer Group**. The Sterling as a Service Applications screen is displayed.
4. In the Add Customer panel,
 - a. In the **Customer Group Name** field, enter the name of the new customer group.
 - b. In the **Customer Group Description** field, enter the description of the new customer group.
5. In the Add Customer List panel,
 - a. Click the **Add a Record** icon to add new Customer IDs. A new row is displayed that enables you to add the **Customer ID** and **Customer Name**.
 - b. Enter the customer identifier in the text-box under Customer ID. You can also click the **Look Up** icon to search for the specific Customer ID.
 - c. In the **Customer Name** field, enter the name of the customer.
 - d. Click **Save** to save the new Customer group.

Modifying a Customer Group

Sterling Supply Chain Visibility enables you to modify a customer group.

About this task

To edit the details of a customer group, follow these steps:

Procedure

1. In the Dashboard screen, click **Configure Supplier Dashboard Preferences**. The various panels available are displayed.
2. Select the boxes against the charts panels to view in the Dashboard and click **Next**.

The Dashboard Preference Detail screen is displayed if you check the box for any KPI listed in the KPI panel.
3. Click **Manage Customer Group** action. The Sterling as a Service Applications screen is displayed.
4. In the Listing panel, the buyer group names are displayed.
5. To add a new customer group, click **Add**. The Sterling as a Service Applications screen is displayed, which enables you to add new customer groups.
6. To modify a customer group,
 - a. Select the box against the buyer group to edit.
 - b. Click **Modify**. The Sterling as a Service Applications screen is displayed, which enables you to modify customer groups.
7. To delete a customer group,
 - a. Select the box against the customer group to delete.
 - b. Click **Delete** and the customer group is deleted.

Modifying the Customer List

Sterling Supply Chain Visibility enables you to modify the details of a customer group.

About this task

To modify the customer list, follow these steps:

Procedure

1. In the Dashboard screen, click **Configure Supplier Dashboard Preferences**. The various panels available are displayed.
2. Select the boxes against the charts panels to view in the Dashboard and click **Next**.
The Dashboard Preference Detail screen is displayed if you check the box for any KPI listed in the KPI panel.
3. Click **Manage Customer Group** action. The Sterling as a Service Applications screen is displayed.
4. Click **Modify**. The Sterling as a Service Applications screen is displayed, which enables you to modify customer groups.
5. In the **Modify Customer**,
 - a. In the **Customer Group Name** field, you can view the name of the customer.
 - b. In the **Customer Group Description** field, you can edit the description of the customer group.
6. In the Modify Customer List panel,
 - a. Click the **Add a Record** icon to add new customer IDs.
A new row is displayed that enables you to add the customer ID and customer name.
 - Enter the customer identifier in the text-box under **Customer ID**. Click the **Look Up** icon to search for the specific customer ID.
 - b. Enter the customer name in the text-box under **Customer Name**.
7. Click **Save** to save the modified customer group.

Chapter 3. Using Visibility Features

Sterling Supply Chain Visibility provides features that enable you to look up the status of an order, shipment, invoice, or alert. The system provides single-point visibility to all the relevant details of that order, shipment, invoice, or alert.

Searching for a Customer PO

Sterling Supply Chain Visibility enables you to search for Customer Purchase Orders based on the search criteria you enter.

About this task

To search for Customer Purchase Orders, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as a user or administrator with a Seller role.
2. From the menu bar, navigate to **Outbound > Find Customer PO**. The Search Criteria panel is displayed in the Find Customer Order screen. The actions and fields in the Search Criteria panel are described in the table below:

Table 7. Find Customer Order, Search Criteria

Action	Description
Saved Searches	Click this action to view the saved searches. You can click the Delete a Record icon to delete a search.
Save this Search	Click this action to save the search. The Save Search dialog box appears. Enter the name of the search. If you want the search to be executed automatically, select the Auto Execute option.

Table 8. Find Customer Order, Search Criteria

Field	Description
Order #	Enter the customer order number to include in the search.
Customer ID	Enter the ID of the customer. You can also click the Look Up icon to search the specific customer ID and select the customer ID from the list.
Order Flow Type	Enter the Order Flow Type to be included in the search.
Created By	Enter the ID of the buyer who created the order for which you are searching.
Ship To Location	Enter the location from where the order is shipped for inclusion in the search.

Table 8. Find Customer Order, Search Criteria (continued)

Field	Description
Order Date	Enter the date range on which the order is created for inclusion in the search. You can also click the Calendar Entry icon to choose the date range.
Item ID	Enter the ID of the item that is to be included in the search.
Item Description	Enter the description of the item that is to be included in the search.
Latest Milestone	From the drop-down list, select the order milestone that is to be included in the search.
Only Orders on Watch List	Select this option to search for only the orders that are on the watch list.
<Expected Delivery Date/ Expected Ship Date> is on <date> or within <number> days thereafter	From the first drop-down list select the expected date criteria and enter the date. You can also click the Calendar Entry icon to choose the date from the drop-down list, select the number of days for inclusion in the search.
Max Records	Enter the maximum number of records that is to be listed as a result of the search. By default, the value of this field is set to 30. The maximum value that you can enter in this field is 500.
Freight Terms	Enter Prepaid or Collect to search for orders under the respective categories.
Include Cancelled and Closed Orders	Select this option to include canceled and closed orders in the search.
<User-Defined Fields>	Enter a value for each of the user-defined fields.

Note: A maximum of five user-defined fields each for Customer Order level, Customer Order Commitment level, Customer Order line level, and Customer Order Line Commitment level can be configured to feature in the Find Customer Order panel.

- Enter the search criteria and click **Search**. The results of the search are displayed in the Listing panel. The actions and fields in the Listing panel are described in the table below:

Table 9. Find Customer Order, Listing

Action	Description
View Details	Click this action to view the Customer Order Detail screen, which displays the order details.

Table 9. Find Customer Order, Listing (continued)

Action	Description
Export List as CSV	Click this action to view the order list in CSV format. Note: When you export the JasperReports in CSV format, the Order # , Shipment # , BOL# , PRO # , and Invoice # fields are prefixed with single quotes. You can double-click these fields to view their exact values.

Table 10. Find Customer Order, Listing

Field	Description
Order #	Indicates the customer order number. Click the order number hyperlink to view the Order Detail screen that displays the order details. The Open Alerts icon against an order number indicates that there are one or more open alerts for that order number. A Has Open Alerts hover help text is displayed when you place the mouse cursor on the icon.
Customer	Indicates the name of the customer to whom the shipment is shipped.
Order Date	Indicates the date on which the order is placed.
Order Total	Indicates the total cost of the order.
Ship To Location	Indicates the location from where the order is shipped.
Exp Del Date	Indicates the date on which the order is expected to be delivered.
Order Milestone	Provides a series of indicators to show the current state of the customer orders. When reviewing the indicators, consider the following: <ul style="list-style-type: none"> • Partial indicators represent a partially complete document where the value is greater than zero and less than 100. • Complete indicators represent a completed document.
<User-Defined Fields>	Indicates the values entered in the user-defined fields at the Customer Order and Customer Order Commitment level.

Table 10. Find Customer Order, Listing (continued)

Field	Description
Latest Milestone	<p>Provides a series of indicators to show the current milestone of the purchase orders. When viewing the indicators, consider the following:</p> <ul style="list-style-type: none"> • Partial indicator represents a partially complete document where the value is greater than zero and less than 100. • Complete indicators represent a completed document. <p>Note: This list displays only the prepackaged milestones.</p>

Note: A maximum of ten user-defined fields for Customer Order level and Customer Order Commitment level can be configured to be featured in the Customer Order List.

Viewing the Details of a Customer PO

You can use Sterling Supply Chain Visibility to view the details of an order.

About this task

Buyers and sellers can submit orders that contain up to 5000 lines. If your organization submits an order with more than 5000 lines, Sterling Supply Chain Visibility rejects the order and returns an error.

Procedure

To view the details of a customer order, follow these steps:

1. Log in to Sterling Supply Chain Visibility as a user or administrator with a Seller role.
2. Click **Outbound > Find Customer PO**. The Search Criteria panel is displayed in the Find Customer Order screen.
3. Enter the search criteria and click **Search**. The search results are displayed in the Listing panel.
4. From the list of Customer PO numbers, click the order number hyperlink for the order for which you want to see the details. The Customer Order Detail screen is displayed. The actions and fields in the Customer Order Detail screen are described in the tables below.

Note: For a canceled customer order, **Canceled** is displayed in the Primary Info panel and the background color of the Primary Info panel is gray.

Table 11. Actions for Customer Order Detail, Primary Info

Action	Description
Related Tasks	<p>Click this to perform additional tasks related to the order. You can perform the following tasks:</p> <ul style="list-style-type: none"> • View Shipments: Click this hyperlink to view the shipments associated with the order. • View Invoices: Click this hyperlink to view the invoices associated with the order. • View Payments: Click this hyperlink to view the payment details associated with the order.
Add to Watchlist	Click this action to add the customer order to the watch list.

Table 12. Fields for Customer Order Detail, Primary Info

Field	Description
Order #	Indicates the ID of the customer order.
Ship To Location	Indicates the location to which the shipment is shipped.
Amount Invoiced	Indicates the amount invoiced for the order.
Latest Milestone	Indicates the latest order milestone.
Order Date	Indicates the date on which the order is placed.
Order Flow Description	Indicates the order flow description of the order.
EDI ID	Indicates the identifier for the EDI documents of the seller.
Amount Paid	Indicates the amount paid by the buyer.
Customer	<p>Indicates the customer ID of the customer.</p> <p>Click this hyperlink to view the customer address.</p>
Order Amount	Indicates the total amount of the order.

Table 12. Fields for Customer Order Detail, Primary Info (continued)

Field	Description
Committed Amount	<p>Indicates the value of the total amount committed by the seller for the order.</p> <p>The committed amount is calculated by multiplying the Committed Quantity and the Committed Unit Price, then adding Line charges, for all committed order lines. The result for all committed order lines is then summed. Finally, Header Charges and Header Taxes are added to provide the total committed amount.</p> <p>The Traffic Chevron icon adjacent to the Committed Amount field indicates that there is a variation between the order amount and the committed amount. A Committed Amount does not match Order Amount hover help text is displayed when you place the mouse cursor on the icon. Note: The Committed Amount field will be displayed as blank if the commitment is not yet received for the order.</p>
Created By	Indicates the name of the user who created the order.
Freight Terms	Indicates whether the order comes under Prepaid or Collect.
<User-Defined Fields>	Indicates the values entered in the user-defined fields.

Table 13. Customer Order Detail, Ship To

This panel displays the address to where the order is shipped.
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Table 14. Customer Order Detail, Dates

Field	Description
Req Delivery Date	Indicates the date on which the order is requested to be delivered.
Committed Ship Date	Indicates the date on which the order is committed to be shipped.
Actual Delivery Date	Indicates the date on which the shipment is delivered.
Req Ship Date	Indicates the specific date or the date range within which the order is requested to be shipped.
Expected Delivery Date	Indicates the date on which the shipment is expected to be delivered.
Actual Ship Date	Indicates the date on which the shipment is shipped.
Committed Delivery Date	Indicates the date on which the seller has committed to deliver the order.

Table 14. Customer Order Detail, Dates (continued)

Field	Description
Expected Ship Date	Indicates the specific date or the date range within which the shipment is expected to be shipped.

Table 15. Customer Order Detail, Open Alerts

Action	Description
Close All Alerts	Click this hyperlink to close all the alerts listed in the panel. Note: When you click this hyperlink, a message is displayed to confirm whether all the alerts listed in the panel can be closed.
This panel displays all the open alerts associated with the order. Click the hyperlink corresponding to the alert for which you want to view the alert details. The Alert Detail screen is displayed.	

Table 16. Customer Order Detail, Notes

Action	Description
Add Notes	Click this hyperlink to enter additional information about the order. Enter your note in the Add Note screen and click Add to save the contents of the note you entered.
The Notes panel displays notes added for the alert by various users. This panel also displays the date and time when the note was added. Note: Notes entered in this panel will be carried over to the Shipment Detail screen and Invoice Detail screen pertaining to this order.	

Table 17. Customer Order Detail, Order Lines

Field	Description
Notes	Click the Tacked Note icon to view the Sterling as a Service Applications pop-up window, which displays the notes added at the line-level of the customer order. Notes added by the buyer at the order line-level are indicated by the yellow-colored Note icon, and notes added by the seller at the order line-level are indicated by the blue-colored Note icon. Note: No validation will be performed in Sterling Supply Chain Visibility for any duplicate notes that are received from Sterling Supplier Portal.
Line #	Indicates the order line number.
Item Desc	Indicates the description of the item.
Req Delivery Date	Indicates the date on which the shipment is requested to be delivered.

Table 17. Customer Order Detail, Order Lines (continued)

Field	Description
Req Ship Date	<p>Indicates the specific date or the date range within which the shipment is requested to be shipped.</p> <p>Click the Double Arrow icon to view the Committed Delivery Date, Committed Ship Date, Expected Delivery Date, Expected Ship Date, Actual Delivery Date, Actual Ship Date, Unit Price, Committed Price, and User-Defined fields.</p>
Committed Delivery Date	The date on which the order is committed to be delivered to the customer.
Committed Ship Date	The date on which the shipment is committed to be shipped to the customer.
Expected Delivery Date	The date on which the shipment is expected to be delivered to the customer.
Actual Delivery Date	The date on which the shipment is delivered to the customer.
Actual Ship Date	The date on which the shipment is shipped to the customer.
Expected Ship Date	The specific date or date range within which the shipment is expected to be shipped.
Unit Price	The price of one unit of the item that is associated with the specified UOM in the customer purchase order.
Comm Price	<p>The price of the unit item that is committed by the seller.</p> <p>The Traffic Chevron icon adjacent to the Comm Price field indicates that there is a variation between the unit price specified in the order and the committed price. A Committed Price does not match Unit Price hover help text is displayed when you place the mouse cursor on the icon.</p> <p>Note: The Comm Price field will be displayed as blank if the commitment is not yet received for the order line.</p>
Ordered Qty	Indicates the number of item units requested for the order line.
Comm Qty	<p>Indicates the number of item units the seller has committed to ship for the order line.</p> <p>The Traffic Chevron icon adjacent to the Comm Qty field indicates that there is a variation between the quantity specified in the order and the committed quantity. A There is a mismatch between ordered and committed qty hover help text is displayed when you place the mouse cursor on the icon.</p>

Table 17. Customer Order Detail, Order Lines (continued)

Field	Description
UOM	Unit of Measure. Indicates the unit of measure specified in the order for the particular item.
Comm UOM	<p>Indicates the UOM of the item that is committed by the seller.</p> <p>The Traffic Chevron icon adjacent to the Comm UOM field indicates that there is a variation between the UOM specified in the order and the committed UOM. A There is a mismatch between ordered UOM and Committed UOM hover help text is displayed when you place the mouse cursor on the icon.</p> <p>Note: The Traffic Chevron icon is not displayed if either the ordered UOM or the committed UOM values are not passed.</p>
Shipped Qty	<p>Indicates the number of item units the seller has shipped.</p> <p>The Traffic Chevron icon adjacent to the Shipped Qty field indicates that there is a variation between the quantity specified in the order and the shipped quantity. A There is a mismatch between ordered and shipped qty hover help text is displayed when you place the mouse cursor on the icon.</p>
Delivered Qty	<p>Indicates the number of item units the seller has delivered.</p> <p>If the color in this field is yellow, there is a mismatch between the ordered quantity and delivered quantity.</p> <p>The Traffic Chevron icon adjacent to the Delivered Qty field indicates that there is a variation between the quantity specified in the order and the delivered quantity. A There is a mismatch between ordered and delivered qty hover help text is displayed when you place the mouse cursor on the icon.</p>
Latest Milestone	Indicates the milestone of the order.
<User-Defined Fields>	Indicates the values entered in the user-defined fields.

Table 18. Customer Order Detail, Event Logs

This panel displays the events for the selected order.
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Viewing Committed Schedule Details for a Customer Order Line

Sterling Supply Chain Visibility enables you to view the committed schedule of a customer order line.

About this task

To view the line schedule for a customer order, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a user or administrator with a Seller role.
2. From the menu bar, navigate to **Outbound > Find Customer PO**. The Search Criteria panel is displayed in the Find Customer Order screen.
3. Enter the search criteria and click **Search**. The results of the search is displayed in the Listing panel.
4. From the list of order numbers displayed in the Listing panel, click the order number hyperlink of the order for which you want to see the details. The Purchase Order Detail screen is displayed.
5. Click the line number hyperlink to view the dialog box that displays the committed line schedule for a customer order line. The fields in the dialog box are described in the table below:

Table 19. Purchase Order Detail, Order Line Schedule Details

Field	Description
Quantity	Indicates the number of items in the particular milestone.
Milestone	Indicates the milestone of the order line.
Ship Date	Indicates the date on which the shipment is expected to be shipped.
Delivery Date	Indicates the date on which the shipment is expected to be delivered.

Viewing Payment Details of a Customer PO

Sterling Supply Chain Visibility enables you to view the payment details for an order.

About this task

To view the payment details, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a user or administrator with a Seller role.
2. From the menu bar, navigate to **Outbound > Find Customer PO**. The Search Criteria panel is displayed in the Find Customer Order screen.
3. Enter the search criteria and click **Search**. The results of the search is displayed in the Listing panel.
4. From the list of order numbers displayed in the Listing panel, click the order number hyperlink for the order for which you want to see the details. The Customer Order Detail screen is displayed.
5. Click **View Payments**. The Payment Summary panel is displayed in the View Payment screen. The fields in the Payment Summary panel are described in the table below:

Table 20. View Payment, Payment Summary

Field	Description
Payment ID	Indicates the identifier for the payment of the order.
Charge Date	Indicates the date on which the payment is made.
Amount	Indicates the payment amount.
Payment Type	Indicates the payment method for the invoice.
Related Invoice	Indicates the authorization ID of the payment type.

Adding or Removing Customer POs From the Watch List

Sterling Supply Chain Visibility enables you to add or remove a customer order from the watch list.

About this task

To change the watch list status, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as a user or administrator with the Seller role.
2. From the menu bar, navigate to **Outbound > Change Customer PO Watch List Status**. The Change Watch List Status screen is displayed.
3. In the Change Watch List Status panel:
 - a. In the **Order #** field, enter the identifier of the order you want to add or remove from the watch list.
You can also click the **Calendar Entry** icon to search the order number.
 - b. Click **Proceed**.
 - If the order number is not on the watch list, the **Add to Watch List** hyperlink appears.
 - If the order number is on the watch list, the **Remove From Watch List** hyperlink appears.
 - c. Click the appropriate hyperlink to add or remove the order from the watch list.

Submitting PO Commitments

When a buyer sends a purchase order to a supplier, the supplier can submit a commitment to the buyer.

Your buyer organization decides whether to require commitments from your company. You can submit a commitment to Sterling Supply Chain Visibility using an EDI 855 transaction. You cannot enter a commitment online in the application.

For information about the EDI 855 transaction requirements, contact IBM Customer Support.

Suppliers can also receive these alerts to help track their commitments:

- Customer PO Commitment Not Sent Alert
- Customer PO Commitment Mismatch Alert

Accepting New Line Items in Commitments

By default, Sterling Supply Chain Visibility fails a commitment that contains new line items. These are new items that were not in the original purchase order the buyer submitted.

As an option, a buyer organization can be configured in Sterling Supply Chain Visibility to accept new line items in your commitments. You can find out from your contact at the buyer organization if they use this feature.

For example:

1. Your buyer requests an item in the purchase order.
2. That item is out of stock.
3. You add a new item to the commitment to replace the item the buyer requested.

If your buyer is configured to use this feature, Sterling Supply Chain Visibility uses the following process to handle new items:

1. The buyer submits a purchase order to your organization.
2. You submit an EDI 855 commitment to the buyer:
 - The commitment includes new items that were not in the original purchase order.
 - You specify the **AcceptNewLinesInCommitment** attribute in the EDI 855 transaction and set it to **Y**. This attribute triggers Sterling Supply Chain Visibility to accept the new lines when it processes the commitment.
3. Sterling Supply Chain Visibility creates an internal change order that updates the purchase order to add the new items.
4. Sterling Supply Chain Visibility processes the commitment, which succeeds because the line items match the updated purchase order
5. When users view the updated purchase order in Sterling Supply Chain Visibility, the new item lines are marked with an icon.
6. The Event Log shows that Sterling Supply Chain Visibility processed the internal change order to add the new items and then accepted the EDI 855 commitment.

Searching for a Seller Invoice

Sterling Supply Chain Visibility enables you to search for invoices based on the criteria you enter.

About this task

To search for invoices, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as a user or administrator with the Seller role.

- From the menu bar, navigate to **Outbound > Find Invoice**. The Search Criteria panel is displayed in the Find Invoice screen. The actions and fields in the Search Criteria panel are described in the table below:

Table 21. Find Invoice, Search Criteria

Action	Description
Saved Searches	Click this action to view the saved searches. You can click the Delete a Record icon to delete a search.
Save this Search	Click this action to save the search. The Save Search dialog box appears. Enter the name of the search. If you want the search to be executed automatically, select the Auto Execute option.

Table 22. Find Invoice, Search Criteria

Field	Description
Invoice #	Enter the invoice number that is to be included in the search.
Order #	Enter the order number that is to be included in the search.
Invoice Date	Enter the invoice date range in the boxes. You can also click the Calendar Entry icon to choose the date range.
Payment Due Date	Enter the date range on which the payment is due for the invoice. You can also click the Calendar Entry icon to choose the date range.
Customer ID	Enter the ID of the customer associated with the invoice. You can also click the Calendar Entry icon to search for the specific customer ID and select the customer ID from the list.
Invoices Without Order	Select this box to display only the invoices that do not have an associated order.
Max Records	Enter the maximum number of records to be listed as a result of the search. By default, the value of this field is set to 30. The maximum value that you can enter in this field is 500.
<User-Defined Fields>	Enter a value for each of the user-defined fields.

- In the Search Criteria panel, enter the search criteria and click **Search**. The Listing panel in the Find Invoice screen is displayed. The actions and fields in the Listing panel are described in the table below.

Note: The list of invoices displayed in the Find Invoice search results might display multiple invoices with the same number. This is because a single invoice can contain multiple orders.

Note: A maximum of five user-defined fields for Invoice level can be configured to be featured in the Find Invoice panel.

Table 23. Find Invoice, Listing

Action	Description
View Details	Click this action to view the Invoice Detail screen, which displays the invoice details.
Export List in CSV	Click this action to view the invoice list in CSV format.

Table 24. Find Invoice, Listing

Field	Description
Invoice #	Indicates the ID of the invoice. Click this hyperlink to view the details of the invoice.
Order #	Indicates the order number of the invoice. Click the order number hyperlink to view the Order Detail screen, which displays order details.
Customer	Indicates the ID of the customer against whom the order is invoiced.
Order Total	Indicates the total cost of the order.
Invoice Date	Indicates the date on which the order is invoiced.
Payment Due Date	Indicates the date on which the payment is due for this invoice.
<User-Defined Fields>	Indicates the values entered in the user-defined fields at the Customer Invoice level.

Note: A maximum of ten user-defined fields for Invoice level can be configured to be featured in the Invoice List.

Viewing Details of a Seller Invoice

Sterling Supply Chain Visibility enables you to view the details of an invoice.

About this task

To view the details of a particular invoice, follow these steps:

Procedure

1. Log in Sterling Supply Chain Visibility as a user or administrator with the Seller role.
2. From the menu bar, navigate to **Outbound > Find Invoice**. The Search Criteria panel is displayed in the Find Invoice screen.
3. In the Search Criteria panel, enter the search criteria and click **Search**. The Find Invoice screen is displayed.
4. From the list of invoice numbers displayed in the Listing panel, click the invoice number hyperlink for the invoice for which you want to see the details.

The Invoice Detail screen is displayed. The actions and fields in the Invoice Detail screen are described in the tables below:

Table 25. Invoice Detail, Invoice Detail

Action	Description
Related Tasks	<p>Click this to perform additional tasks related to the invoice. You can perform the following task:</p> <ul style="list-style-type: none"> • View payments for order: Click this hyperlink to view the payment details associated with the invoice.

Table 26. Invoice Detail, Invoice Detail

Field	Description
Invoice #	<p>Indicates the identifier of the invoice.</p> <p>Click the Tacked Note icon to view the Sterling as a Service Applications pop-up window, which displays the notes added at the header-level of the order pertaining to this invoice. Notes added by the buyer at the order header-level are indicated by the yellow-colored Note icon, and notes added by the seller at the order header-level are indicated by the blue-colored Note icon.</p>
Order #	<p>Indicates the identifier of the order associated with the invoice.</p> <p>Click the order number hyperlink to view the Customer Order Detail screen, which displays order details.</p>
Customer ID	<p>Indicates the identifier of the customer associated with the invoice.</p> <p>Click the hyperlink to view the customer address.</p>
Invoice Date	Indicates the date on which the invoice was generated.
Total Invoiced Amount	Indicates the total amount of the invoice.
Payment Due Date	Indicates the date on which the payment is due to the seller.
EDI ID	Indicates the ID for the customer EDI documents.
<User-Defined Fields>	Indicates the values entered in the user-defined fields.

Table 27. Invoice Detail, Remit To

This panel displays the remittance address for the invoice.

Table 28. Invoice Detail, Charges

Field	Description
Line Sub Total	Indicates the sub-total for each line on the invoice.

Table 28. Invoice Detail, Charges (continued)

Field	Description
Total Charges	Indicates the additional charges on the invoice.
Total Header Charges	Indicates the tax levied on the invoice.
Order Total	Indicates the sum total of the order.

Table 29. Invoice Detail, Invoice Lines

Field	Description
Notes	Click the Tacked Note icon to view the Sterling as a Service Applications pop-up window, which displays the notes added at the line-level of the order pertaining to this invoice. Notes added by the buyer at the order line-level are indicated by the yellow-colored Note icon, and notes added by the seller at the order line-level are indicated by the blue-colored Note icon.
Line #	Indicates the invoice line number.
Item ID	Indicates the ID of the item.
Customer Item	Indicates the ID of the item according to the customer's catalog.
UPC Code	Indicates the UPC code that identifies the item.
Quantity	Indicates the number of item units included in the invoice line.
UOM	Unit of Measure. Indicates the unit of measure specified in the order for the particular item.
Invoiced UOM	Indicates the UOM of the item that is invoiced by the seller. The Traffic Chevron icon adjacent to the Invoiced UOM field indicates that there is a variation between the UOM specified in the order and the invoiced UOM. A There is a mismatch between the ordered UOM and invoiced UOM hover help text is displayed when you place the mouse cursor on the icon. Note: The Traffic Chevron icon is not displayed if either the ordered UOM or the invoiced UOM values are not passed.
Unit Price	Indicates the unit price of each item on the invoice.
Extended Price	Indicates the extended price of the item. This is calculated as the product of the Quantity and Unit Price.
<User-Defined Fields>	Indicates the values entered in the user-defined fields.

Searching for a Seller Shipment

Sterling Supply Chain Visibility enables you to search for shipments based on the criteria you enter.

About this task

To search for seller shipments, follow these steps:

Procedure

1. Log in Sterling Supply Chain Visibility as a user or administrator with the Seller role.
2. From the menu bar, navigate to **Outbound > Find Shipment**. The Search Criteria panel is displayed in the Find Shipment screen. The actions and fields in the Search Criteria panel are described in the table below:

Table 30. Find Shipment, Search Criteria - Find Shipment

Action	Description
Saved Searches	Click this action to view the saved searches. You can click the Delete a Record icon to delete a search.
Save this Search	Click this action to save the search. The Save Search dialog box appears. Enter the name of the Search. If you want the search to be executed automatically, select the Auto Execute option.
Max Records	Enter the maximum number of records to be listed as a result of the search. By default, the value of this field is set to 30. The maximum value that you can enter in this field is 500.

Table 31. Find Shipment, Search Criteria - Find Shipment - Primary Options

Field	Description
Shipment #	Enter the shipment number that is to be included in the search.
Order #	Enter the order number associated with the shipment that is to be included in the search.
BOL #	Enter the BOL number that is to be included in the search.
PRO #	Enter the progressive number of the shipment that is to be included in the search.
Trailer #	Enter the ID number of the trailer that is to be included in the search.
Container Seal #	Enter the seal number of the container that is to be included in the search.
Vessel ID	Enter the vessel ID in which the shipment is shipped for inclusion in the search.

Table 31. Find Shipment, Search Criteria - Find Shipment - Primary Options (continued)

Field	Description
Voyage #	Enter the voyage number of the vessel transporting the container that is to be included in the search.

Table 32. Find Shipment, Search Criteria - Find Shipment - Other Options

Field	Description
Customer ID	Enter the ID of the customer who is receiving the shipment. You can also click the Look Up icon to search for a customer by the specific Customer ID or Customer name, and select the Customer ID from the search results.
Ship To Location	Select the location where the shipment is received for inclusion in the search.
Item ID	Enter the ID of the item that is to be included in the search.
Item Desc	Enter the description of the item that is to be included in the search.
Carrier	Enter the name of the carrier used for the shipment that is to be included in the search. You can also search for the carrier by clicking the Look Up icon.

Table 32. Find Shipment, Search Criteria - Find Shipment - Other Options (continued)

Field	Description
Ship Date	<p>Enter the ship date and time range to include in the search. You can also click the Calendar Entry icon to choose the date range and the Time Entry icon to choose the time range. By default, the date range you enter includes both the expected ship date and the actual ship date. The ship date is evaluated based on the milestone you select from the Order Flow Type option.</p> <ul style="list-style-type: none"> • When you select that Met Milestone <Milestone Name> but Not Met Milestone <Milestone Name> option, the ship dates you enter are always evaluated as both expected ship date and actual ship date. All shipments that have the expected ship date or the actual ship date within the date range you specified are displayed in the Listing panel. • When you select having latest Milestone between <Milestone Name> and <Milestone Name>(inclusive) option, the evaluation of search criteria is as follows: <ul style="list-style-type: none"> – If you select a milestone that occurs prior to the Shipped milestone from the first <Milestone Name> drop-down list, and select a blank value from the second <Milestone Name> drop-down list, the ship date you enter is interpreted as both the expected ship date and the actual ship date. All shipments that have the expected ship date or the actual ship date within the date range you specified are displayed in the Listing panel. – If you select a milestone that occurs concurrent to or subsequent to the Shipped milestone from the first <Milestone Name> drop-down list, and select a blank value from the second <Milestone Name> drop-down list, the ship date you enter is evaluated as the actual ship date. All shipments that have the actual ship date within the date range you specified are displayed in the Listing panel. – If you select a blank value from the first <Milestone Name> drop-down list, and select a milestone that occurs prior to the Shipped milestone from the second <Milestone Name> drop-down list, the ship date you enter is evaluated as the expected ship date. All shipments that have the expected ship date within the date range you specified are displayed in the Listing panel. – If you select a blank value from the first <Milestone Name> drop-down list, and select a milestone that occurs concurrent to or subsequent to the Shipped milestone from the second <Milestone Name> drop-down list, the ship date you enter is interpreted as both the expected ship date and the actual ship date. All shipments that have the expected ship date or the actual ship date within the date range you specified are displayed in the Listing panel. – If the milestones that you select from both the milestone drop-down lists occur prior to the Shipped milestone, the ship date you enter is evaluated as the expected ship date. All shipments that have the expected ship date within the date range you specified are displayed in the Listing panel. – If the milestones that you select from both the milestone drop-down lists occur concurrent to or subsequent to the Shipped milestone, the ship date you enter is evaluated as the actual ship date. All shipments that have the actual ship date within the date range you specified are displayed in the Listing panel. – If you select a milestone that occurs prior to the Shipped milestone from the first <Milestone Name> drop-down list, and select a milestone that occurs concurrent to or subsequent to the Shipped milestone from the second <Milestone Name> drop-down list, the ship date you enter is interpreted as both the expected ship date and the actual ship date. All shipments that have the expected ship date or the actual ship date within the date range you specified are displayed in the Listing panel.

Table 32. Find Shipment, Search Criteria - Find Shipment - Other Options (continued)

Field	Description
Delivery Date	<p>Enter the delivery date and time range that is to be included in the search. You can also click the Calendar Entry icon to choose the date range and the clock icon to choose the time range. By default, the date range you enter includes both the expected delivery date and the actual delivery date. The delivery date is evaluated based on the milestone you select from the Order Flow Type option.</p> <ul style="list-style-type: none"> • When you select that Met Milestone <Milestone Name> but Not Met Milestone option, the delivery dates you enter is always evaluated as both expected delivery date and actual delivery date. All shipments that have the expected delivery date or the actual delivery date within the date range you specified is displayed in the Listing panel. • When you select having latest Milestone between <Milestone Name> and <Milestone Name>(inclusive) option, the evaluation of search criteria is as follows: <ul style="list-style-type: none"> – If you select a milestone that occurs prior to the Delivered milestone from the first <Milestone Name> drop-down list, and select a blank value from the second <Milestone Name> drop-down list, the delivery date you enter is interpreted as both the expected delivery date and the actual delivery date. All shipments that have the expected delivery date or the actual delivery date within the date range you specified are displayed in the Listing panel. – If you select a milestone that occurs concurrent to or subsequent to the Delivered milestone from the first <Milestone Name> drop-down list, and select a blank value from the second <Milestone Name> drop-down list, the delivery date you enter is evaluated as the actual delivery date. All shipments that have the actual delivery date between the date range you specified are displayed in the Listing panel. – If you select a blank value from the first <Milestone Name> drop-down list, and select a milestone that occurs prior to the Delivered milestone from the second <Milestone Name> drop-down list, the delivery date you enter is evaluated as the expected delivery date. All shipments that have the expected delivery date within the date range you specified are displayed in the Listing panel. – If you select a blank value from the first <Milestone Name> drop-down list, and select a milestone that occurs concurrent to or subsequent to the Delivered milestone from the second <Milestone Name> drop-down list, the delivery date you enter is interpreted as both the expected delivery date and the actual delivery date. All shipments that have the expected delivery date or the actual delivery date within the date range you specified are displayed in the Listing panel. – If the milestones that you select from both the milestone drop-down lists occur prior to the Delivered milestone, the delivery date you enter is evaluated as the expected delivery date. All shipments that have the expected delivery date within the date range you specified are displayed in the Listing panel. – If the milestones that you select from both the milestone drop-down lists occur concurrent to or subsequent to the Delivered milestone, the delivery date you enter is evaluated as the actual delivery date. All shipments that have the actual delivery date within the date range you specified are displayed in the Listing panel. – If you select a milestone that occurs prior to the Delivered milestone from the first <Milestone Name> drop-down list, and select a milestone that occurs concurrent to or subsequent to the Delivered milestone from the second <Milestone Name> drop-down list, the delivery date you enter is interpreted as both the expected delivery date and the actual delivery date. All shipments that have the expected delivery date or the actual delivery date within the date range you specified are displayed in the Listing panel.
<User-Defined Fields>	Enter a value for each of the user-defined fields.

Table 33. Find Shipment, Search Criteria - Find Shipment - Other Options: Filter By Milestone

Field	Description
Order Flow Type	Select the Order Flow Type to be included in the search. All shipments containing orders that pertain to the selected Order Flow Type are listed in the search results.
that Met Milestone <Milestone Name> but Not Met <Milestone Name>	<p>Choose this option to view the shipments that have met a particular milestone but have not met another specific milestone.</p> <p>You can specify the following options:</p> <ul style="list-style-type: none"> • Include a milestone that has been met by the shipments, in the search. • Include a milestone that has not been met by the shipments, in the search. <p>Note:</p> <ul style="list-style-type: none"> • It is mandatory to specify the Met Milestone search criteria if you attempt to search for shipments by specifying the Not Met Milestone search criteria. • If you specify the Met Milestone search criteria, canceled shipments will not be displayed in the search results. • If you do not specify an order flow type, only the default milestones (Planned, Route Planned, Shipped, and Delivered) will be available in the milestone drop-down lists.
having latest Milestone between <Milestone Name> and <Milestone Name>(inclusive)	<p>Choose this option to view the shipments for which the latest milestone is between two specific milestones.</p> <p>You can select the required milestone from either one or both of the milestone drop-down lists.</p> <p>Note: If you do not specify an order flow type, only the default milestones (Planned, Route Planned, Shipped, and Delivered) will be available in the milestone drop-down lists.</p>

Note: A maximum of five user-defined fields each for Shipment level and Shipment Line level can be configured to feature in the Find Shipment panel.

3. Enter the search criteria and click **Search**. The Listing panel is displayed. The actions and fields in the Listing panel are described in the table below:

Table 34. Find Shipment, Listing

Action	Description
View Details	Click this action to view the Shipment Detail screen, which displays the shipment details.
Export List in CSV	Click this action to view the shipment list in CSV format.

Table 35. Find Shipment, Listing

Field	Description
Shipment #	<p>Indicates the ID of the shipment.</p> <p>Click the shipment number hyperlink to view the Shipment Details screen, which displays details of the shipment.</p>
BOL #	Indicates the BOL number associated with the shipment.
Order #	<p>Indicates the order number associated with the shipment.</p> <p>Note: If there are multiple orders in a shipment, two orders will be displayed, followed by an ellipsis to indicate that there are additional orders in the shipment.</p>
Customer ID	Indicates the ID of the customer.
Carrier	Indicates the name of the carrier for the shipment.
Ship Date	<p>Indicates the date and time range within which the shipment is shipped. The date and time range is displayed in the following format:</p> <p><Expected Ship Date> <Expected Ship Time> – <Actual Ship Date> <Actual Ship Time></p> <p>Note: If one of the date and time range values is available, only the available value is displayed.</p> <p>For example, if the Expected Ship Date and the Expected Ship Time is available and the Actual Ship Date and the Actual Ship Time is not available, then only the Expected Ship Date and the Expected Ship Time value is displayed.</p> <p>In addition, if both the date and time range values are not available in the shipment, no value is displayed.</p>
Delivery Date	<p>Indicates the date and time range within which the shipment is delivered. The date and time range is displayed in the following format:</p> <p><Expected Delivery Date> <Expected Delivery Time> – <Actual Delivery Date> <Actual Delivery Time></p> <p>Note: If one of the date and time range values is available, only the available value is displayed.</p> <p>For example, if the Expected Delivery Date and the Expected Delivery Time is available and the Actual Delivery Date and the Actual Delivery Time is not available, then only the Expected Delivery Date and the Expected Delivery Time value is displayed.</p> <p>In addition, if both the date and time range values are not available in the shipment, no value is displayed.</p>
Milestone	Indicates the milestone of the shipment.
PRO #	Indicates the progressive number of the shipment.
Trailer #	Indicates the identification number of the shipment trailer.
Receiving Location	Indicates the location that receives the shipment.
<User-Defined Fields>	<p>Indicates the values entered in the user-defined fields at the Shipment level.</p> <p>The user-defined fields of an order will be displayed based on the configuration in the Manage Outbound User Defined Fields screen.</p> <p>For more information about configuring the user-defined fields, see the <i>IBM Sterling Supply Chain Visibility Customer Administration Guide</i>.</p> <p>Note: If there are multiple orders in a shipment, the user-defined fields, if present, of two orders will be displayed followed by an ellipsis to indicate that there are additional user-defined fields in the orders in the shipment.</p>

Note: A maximum of ten user-defined fields for Shipment level can be configured to feature in the Find Shipment List.

Viewing Details of a Seller Shipment

Sterling Supply Chain Visibility enables you to view the details of a shipment.

About this task

To view the details of a particular shipment, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a user or administrator with the Seller role.
2. From the menu bar, navigate to **Outbound > Find Shipment**. The Search Criteria panel is displayed in the Find Shipment screen.
3. Enter the search criteria and click **Search**. The Listing panel is displayed.
4. From the list of shipments displayed in the Listing panel, click the shipment number hyperlink for the shipment for which you want to see the details.

Seller Shipment Customer Panel

The Customer panel displays the name of the seller, the unique identifier of the customer, and the telephone number of the customer. Click the phone number hyperlink to view the address of the customer.

Seller Shipment Primary Info Panel

The Primary Info panel displays the basic information of a shipment, and the alerts pertaining to this shipment.

The actions and fields in the Primary Info panel are described in the table below:

Table 36. Shipment Detail, Primary Info

Action	Description
Close All Alerts	Click this action to close all open alerts. This action is enabled only if open alerts exist for this shipment.

Table 37. Shipment Detail, Primary Info

Field	Description
Shipment #	<p>Indicates the identifier of the shipment.</p> <p>Click the Tacked Note icon to view the Sterling as a Service Applications pop-up window, which displays the notes added at the header-level of the order pertaining to this shipment. Notes added by the buyer at the order header-level are indicated by the yellow-colored Note icon, and notes added by the seller at the order header-level are indicated by the blue-colored Note icon.</p> <p>Note: If the shipment contains multiple orders, the header-level notes will be consolidated.</p>

Table 37. Shipment Detail, Primary Info (continued)

Field	Description
Ship Via	Indicates the mode of shipping for the shipment.
Total Weight	Indicates the total weight of the shipment.
Order #	Indicates the order number associated with the shipment. Click the hyperlink and the Customer Order Detail screen is displayed.
Department	Indicates the department code of the department that placed the order.
# of Cartons	Indicates the number of cartons included in the shipment.
Receiving Location	Indicates the final destination of the shipment.
EDI ID	Indicates the identifier for the customer EDI documents.
# of Pallets	Indicates the number of pallets included in the shipment.
Latest Milestone	Indicates the latest milestone achieved by the shipment.
<User-Defined Fields>	Indicates the values entered in the user-defined fields.
Appointment ID	Indicates the number which helps the ship node and the carrier to identify the pick up details and any relevant details about the shipment delivery.
Appointment Date	Indicates the time after and before which an appointment can be taken by the ship node with the carrier.
Equipment Type	Indicates the Equipment Type details of the shipment.
Routing Attribute	Indicates the Routing Attribute details of the shipment.

Note:

- If no alerts exist for the shipment, the Alerts panel is not displayed.
- If a shipment is canceled, all open alerts pertaining to the canceled shipment are automatically closed. No alerts will be raised for canceled shipments.
- For a canceled shipment, CANCELED is displayed in the Shipment Details panel and the background color of the Shipment Details panel is gray.
- For a shipment that has not been shipped, and no other milestone has been achieved, Planned is displayed in the Primary Info panel.
- The Appointment Date and Appointment ID fields are displayed only when this data is available.
- The Equipment Type and Routing Attribute details are displayed only when this data is available.

The Alerts panel, represented by the blue-colored **Bell** icon, is nested inside the Primary Info panel. All open and closed alerts pertaining to the shipment are displayed in the Alerts panel, including the date and time of the alert activation.

Click the **Alert Type** hyperlink of the alert for which you want to view the details. The Alert Detail screen is displayed.

Seller Shipment Routing Info Panel

The Routing Info panel displays the details of a load attached to a shipment including the origin, intermediate stops, and the destination of a shipment or load. In addition, the name of the carrier, phone number of the carrier, and the in-transit updates that are received for a shipment or load are also displayed.

The Routing Info panel is divided into lines, with each line displaying the details of a load, and the corresponding in-transit updates.

If no loads are attached to a shipment, the Routing Info panel will display only the origin and destination of the shipment, including the name of the carrier and the telephone number of the carrier.

The actions and fields in the Routing Info panel are described in the table below:

Table 38. Shipment Detail, Routing Info

Field	Description
Phone number	Indicates the telephone number of the carrier that transports the shipment or load. Click the telephone number hyperlink to view the address of the carrier.
BOL #	Indicates the BOL number associated with the shipment or load. Note: In the first line of the Routing Info panel, if the ASN BOL number is different from the Load BOL number, the ASN BOL number is displayed below the Load BOL number in the following format: (ASN BOL # value) If the value of the ASN BOL number is blank, only the value of the Load BOL number is displayed.
Pro #	Indicates the progressive number of the shipment or load. Note: In the first line of the Routing Info panel, if the ASN Pro number is different from the Load Pro number, the ASN Pro number is displayed below the Load Pro number in the following format: (ASN Pro # value) If the value of the ASN Pro number is blank, only the value of the Load Pro number is displayed.

Table 38. Shipment Detail, Routing Info (continued)

Field	Description
Trailer #	<p>Indicates the identification number of the trailer associated with the shipment or load. Note: In the first line of the Routing Info panel, if the Trailer number is different from the Load Trailer number, the Trailer number is displayed below the Load Trailer number in the following format: (ASN Trailer # value)</p> <p>If the value of the Trailer number is blank, only the value of the Load Trailer number is displayed.</p>
Scac	<p>Indicates the name of the carrier that transports the shipment or load. Note: In the first line of the Routing Info panel, if the Carrier name is different from the Load Carrier name, the Carrier name is displayed below the Load Carrier name in the following format: (ASN Carrier # value)</p> <p>If the value of the Carrier name is blank, only the value of the Load Carrier name is displayed.</p>
Voyage #	<p>Indicates the voyage number of the vessel transporting the shipment.</p>
Vessel ID	<p>Indicates the identifier of the vessel in which the shipment is shipped.</p>
Container Seal #	<p>Indicates the seal number of the shipment container. Note: In the first line of the Routing Info panel, if the Container Seal number is different from the Load Container Seal number, the Container Seal number is displayed below the Load Container Seal number in the following format: (ASN Container Seal # value)</p> <p>If the value of the Container Seal number is blank, only the value of the Load Container Seal number is displayed.</p>
PO #	<p>Indicates the order number specified on shipments that are included in the load. Note: If a load contains multiple shipments, then a maximum of two distinct order numbers will be displayed followed by an ellipsis to indicate that there are additional order numbers in the shipments. The displayed order numbers might not necessarily be part of the shipment that is being viewed but belong to another shipment that is included in the load.</p>

The status of a shipment or load such as departure, in-transit, or delivered are denoted by the status indicator icons. The description of the status indicator icons are listed in the table below:

Table 39. Shipment Detail, Status Indicator Icons

Field	Description
<p>Right Hand Arrow Departure icon</p>	<p>Indicates that the shipment or load has been shipped from the origin.</p> <p>The name of the origin, the date, and time of departure of the shipment or load is displayed below the icon.</p> <p>Place your mouse cursor on the status indicator icon to view the date and time of the latest update of the shipment or load status. If the shipment is not shipped, the expected time of departure of the shipment or load is displayed instead of the time of departure of the shipment or load.</p> <p>For a shipment that is in Planned status, the status indicator icon is gray. The date displayed below the icon indicates the expected ship date.</p>
<p>Cyclic icon</p>	<p>Indicates the in-transit update and the milestones achieved by the shipment or load. For example, a multi-leg shipment or load has reached the intermediate destination.</p> <p>The description of the in-transit update, the date, and time of the in-transit update is displayed below the icon.</p> <p>Place your mouse cursor on the status indicator icon to view the date and time of the latest update of the shipment or load status.</p>
<p>Received icon</p>	<p>Indicates that the shipment or load has reached either an intermediate destination, or the final destination.</p> <ul style="list-style-type: none"> • If the shipment or load has reached an intermediate destination, the status indicator icon is gray. <p>Place your mouse cursor on the status indicator icon to view the date and time of the latest update of the shipment or load status.</p> <ul style="list-style-type: none"> • If the shipment or load has reached the final destination, the status indicator icon is not gray. <p>The name of the destination, the actual date and time of arrival, or the expected date and time of arrival of the shipment or load is displayed below the icon.</p>

Seller Shipment Lines Panel

The Shipment Lines panel displays the details of each shipment line present in the shipment or load.

The fields in the Shipment Lines panel are described in the table below:

Table 40. Shipment Detail, Shipment Lines

Field	Description
Notes	Click the Tacked Note icon to view the Sterling as a Service Applications pop-up window, which displays the notes added at the line-level of the order pertaining to this shipment. Notes added by the buyer at the order line-level are indicated by the yellow-colored Note icon, and notes added by the seller at the order line-level are indicated by the blue-colored Note icon.
Shipment Line #	Indicates the identifier of the shipment line.
Order # (Latest Milestone)	Indicates the order number associated with the shipment. Click the hyperlink and the Customer Order Detail screen is displayed. The latest milestone of the order is mentioned adjacent to the order number.
Item Desc	Indicates the description of the item.
Quantity	Indicates the number of units of the item in the shipment line.
UOM	Unit of Measure. Indicates the unit of measure specified in the order for the particular item.
Shipped UOM	Indicates the UOM of the item that is shipped by the seller. The Traffic Chevron icon adjacent to the Shipped UOM field indicates that there is a variation between the UOM specified in the order and the shipped UOM. A There is a mismatch between ordered UOM and shipped UOM hover help text is displayed when you place the mouse cursor on the icon. Note: The Traffic Chevron icon is not displayed if either the ordered UOM or the shipped UOM values are not passed.
Net Weight	Indicates the weight of the item in the shipment line.
Net Weight UOM	Indicates the UOM of the item weight.
<User-Defined Fields>	Indicates the values entered in the user-defined fields.

Searching for a Seller Alert

Sterling Supply Chain Visibility enables you to search for seller alerts.

About this task

To search for seller alerts, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a user or administrator with the Seller role.
2. From the menu bar, navigate to **Alerts > Find Alert**. The Search Criteria panel is displayed in the Find Alert screen. The actions and fields in the Search Criteria panel are described in the table below:

Table 41. Find Alert, Search Criteria - Find Alert

Action	Description
Saved Searches	Click this action to view the saved searches. You can click the Delete a Record icon to delete a search.
Save this Search	Click this action to save the search. The Save Search dialog box appears. Enter the name of the Search. If you want the search to be executed automatically, select the Auto Execute option.

Table 42. Find Alert, Search Criteria - Find Alert

Field	Description
Alert Type	Select the alert type to include in the search.
Alert Status	Select the alert statuses to include in the search. Open - Check this option to include alerts that are in open status. Closed - Check this option to include alerts that are in closed status.
Assigned To User ID	Enter the unique identifier of the user to whom the alert is assigned for inclusion in the search. You can also search for the user by clicking the Look Up icon. Perform the following steps in the dialog box that appears to search for the user: <ol style="list-style-type: none"> 1. Enter the unique identifier for the user in the User ID field. 2. Enter the name of the user in User Name field. 3. Click Search. The results of the search is displayed in the Listing panel. 4. Select a user from the list of search results. The selected user is displayed in the Assigned to User ID field of the Find Alert screen.

Table 42. Find Alert, Search Criteria - Find Alert (continued)

Field	Description
Raised On	Enter the date and time range the alerts within which are to be included in the search. You can also click the Calendar Entry icon to choose the date range and the Time Entry icon to choose the time range.
Raised Count	Enter the total number of raised alerts to include in the search.
Order #	Enter the order number to include in the search.
Shipment #	Enter the identifier of the shipment that is to be included in the search.
Buyer ID	Enter the identifier of the buyer to whom the order is shipped that is to be included in the search.
Max Records	Enter the maximum number of records to be listed as a result of the search. By default, the value of this field is set to 30. The maximum value that you can enter in this field is 500.

- Enter the search criteria and click **Search**. The results of the search is displayed in the Listing panel. The actions and fields in the Listing panel are described in the table below:

Table 43. Find Alert, Listing

Action	Description
View Details	Click this to view the Alert Details screen, which displays the alert details.
Close Alerts	Select the alert you want to close and click this action to mark the status of the alert as closed.
Export List in CSV	Click this action to export the alert list in CSV format.

Table 44. Find Alert, Listing

Field	Description
Raised On	Indicates the date and time on which the alert is first raised.
Last Occurrence	Indicates the date on which the alert was last raised.
Alert Type	Indicates the Alert type.
Order #	Indicates the identifier of the order for which the alert is raised.
Shipment #	Indicates the number that uniquely identifies the shipment for which the alert is raised.
Buyer ID	Indicates the number that uniquely identifies the buyer to whom the shipment is shipped.

Table 44. Find Alert, Listing (continued)

Field	Description
Receiving Locn	Indicates the ship node of the order line for which the alert is raised.
Assigned to	Indicates the identifier of the user to whom the alert is assigned.
Order Flow Type	Indicates the Order Flow Type of the order.
Alert Status	Indicates the status of an alert.

Viewing Details of a Seller Alert

Sterling Supply Chain Visibility enables you to view the details of each alert. Alerts that are raised are located in the listing panel on the Alert Detail screen.

About this task

To view the details of a particular alert, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a user or administrator with the Seller role.
2. From the menu bar, navigate to **Alerts > Find Alert**. The Search Criteria panel is displayed in the Find Alert screen.
3. Enter the search criteria and click **Search**. The results of the search are displayed in the Listing panel.
4. From the list of alerts displayed in the Listing panel, click **Raised On** for the alert for which you want to see the details. The Alert Detail screen is displayed. The actions and fields in the Alert Detail screen are described in the tables below:

Table 45. Alert Detail, Alert Detail

Action	Description
Close Alert	Click this action to mark the status of the alert as closed.
Assign To Self <i>or</i> Unassign	Click this hyperlink to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, this field displays Unassign. Click this hyperlink to unassign the alert.
Unassign	Click this to mark the alert status as unassigned.

Table 46. Alert Detail, Alert Detail

Field	Description
Alert Type	Indicates the type of alert.
Buyer	Indicates the identifier of the buyer that receives the order for which the alert is raised.

Table 46. Alert Detail, Alert Detail (continued)

Field	Description
Assigned To User	Indicates the identifier of the user to whom the alert is assigned.
Order #	Indicates the order number for which the alert is raised. Click this hyperlink to view the Customer Order Detail screen, which displays the details of the Customer Order.
Auto Resolvable	This indicates if the alert is automatically resolved after the alert condition is met. Y - This displays if the alert is auto resolvable. N - This displays if the alert is not auto resolvable.
Detail	Indicates the details of the alert.
Ship To Location	Indicates the ship node of the order line for which the alert is raised.
Customer ID	Indicates the unique identifier of the customer.
Status	Indicates the status of the alert.
Shipment #	The shipment number of the shipment for which the alert is raised.
First Raised On	Indicates the date on which the alert is first raised.
Last Raised On	Indicates the date on which the alert is last raised.
Raised Count	Indicates the total number of times that the alert is raised.
Invoice #	Indicates the invoice number of the order for which the alert is raised.

Table 47. Alert Detail, Alert Notes

Action	Description
Add Notes	Click this action to enter additional information about the order. Enter your note in the Add Note screen and click Add to save the contents of the note you entered.
The Alert Notes panel displays notes added for the alert by various users along with the date and time when the note was added. This panel also displays audit information for the alert.	

Searching for a Canceled Customer PO

Sterling Supply Chain Visibility enables you to run a search for canceled customer POs based on the search criteria entered.

About this task

A PO may be canceled by the buyer after it has been entered in Sterling Supply Chain Visibility. The POs are canceled through external buyer systems.

Note: Suppliers can reject a PO. This is identified by the Rejected status indicator on the PO Details screen. A PO rejected by a seller does not always become a canceled PO.

To search for canceled customer POs, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as a user or an administrator with a Seller role.
2. From the menu bar, navigate to **Outbound > Find Customer PO**. The Search Criteria panel is displayed in the Find Customer Order screen.
3. Select the **Include Cancelled and Closed Orders** check box and click **Search**. The results of the search are displayed in the Listing panel. In the Find Customer Order screen, the customer POs that are in Canceled status are listed as **Canceled** in the Latest Milestone column and the **Canceled Status** icon is displayed in the Order Milestones column.

Note: The search results will display the customer POs that are currently available in the system irrespective of the customer PO status. If canceled customer POs do not exist in the system, the search results will not contain any canceled customer POs.

PO Cancellation Scenarios

Sterling Supply Chain Visibility supports various workflows for managing a canceled purchase order.

Sterling Supply Chain Visibility uses the following processes to track and update canceled purchase orders:

- For a canceled order, **Canceled** is displayed in the Primary Info panel and the background color of the Primary Info panel is gray.
- The **Latest Milestone** field in the Primary Info panel is displayed as **Canceled**.
- The **Latest Milestone** field in the Order Lines panel is displayed as **Canceled**.
- The Event Log panel contains an entry for a change request.
- Sterling Supply Chain Visibility rejects a change order that is received for a canceled order.
- If a PO is canceled, all open alerts pertaining to the canceled PO are automatically closed.
- No new alerts are raised for canceled POs.
- If a chargeback is included in the PO, the chargeback is not automatically canceled when the PO is canceled. You can cancel a chargeback that is in created status but you cannot cancel a completed chargeback.

Sterling Supply Chain Visibility supports the following scenarios associated with canceled POs.

PO Is Canceled After It Is Created

The buyer cancels the purchase order before the seller sends an acknowledgement:

1. The buyer sends the PO to the seller.
2. The buyer cancels the PO before it is acknowledged by the seller:
 - The **Ordered** status indicator is in color and displays an "X."
 - Sterling Supply Chain Visibility accepts certain documents, such as a PO Commitment or ASN, that are received after canceling the PO. The status indicator icons for the received documents are updated in the canceled PO. However, the canceled PO cannot be modified.

PO Is Canceled After It Is Acknowledged

The buyer cancels the purchase order after the seller sends an acknowledgement:

1. The buyer creates a PO and sends it to the seller.
2. The seller sends a Functional Acknowledgement to the buyer to acknowledge the order.
3. The buyer cancels the PO:
 - The **Ordered** status indicator is in color and displays an "X." The **Acknowledged** status indicator is in color.
 - Sterling Supply Chain Visibility accepts certain documents, such as a PO Commitment or ASN, that are received after canceling the PO. The status indicator icons for the received documents are updated in the canceled PO. However, the canceled PO cannot be modified.

PO Is Canceled After It Is Committed

The buyer cancels the purchase order after the seller sends a commitment:

1. The buyer creates a PO and sends it to the seller.
2. The seller sends a Functional Acknowledgement to the buyer to acknowledge the order.
3. The seller commits the order by sending the PO Commitment. The seller might send the PO commitment for the entire order or for only some lines of the order.
4. The buyer cancels the PO:
 - The **Ordered** status indicator is in color and displays an "X." The **Committed** status indicator is in color.
 - Sterling Supply Chain Visibility accepts certain documents, such as an ASN or invoice, that are received after canceling the PO. The status indicator icons for the received documents are updated in the canceled PO. However, the canceled PO cannot be modified.

PO Is Canceled After It Is Planned

The buyer cancels the purchase order after the shipment is planned:

1. The buyer creates a PO and sends it to the seller.
2. The seller sends a Functional Acknowledgement to the buyer to acknowledge the order.
3. The seller commits the order by sending the PO Commitment.
4. The shipment for this PO is planned.
5. The buyer cancels the PO:

- The **Ordered** status indicator is in color and displays an "X." The **Planned** status indicator is in color.
- Sterling Supply Chain Visibility accepts certain documents, such as an ASN or invoice, that are received after canceling the PO. The status indicator icons for the received documents are updated in the canceled PO. However, the canceled PO cannot be modified.

PO Is Canceled After It Is Routed

The buyer cancels the purchase order after the shipment is planned and routed:

1. The buyer creates a PO and sends it to the seller.
2. The seller sends a Functional Acknowledgement to the buyer to acknowledge the order.
3. The seller commits the order by sending the PO Commitment.
4. The shipment for this PO is planned and routed.
5. The buyer cancels the PO:
 - The **Ordered** status indicator is in color and displays an "X." The **Routed** status indicator is in color.
 - Sterling Supply Chain Visibility accepts certain documents, such as an ASN or invoice, that are received after canceling the PO. The status indicator icons for the received documents are updated in the canceled PO. However, the canceled PO cannot be modified.

PO Is Canceled After It Is Shipped

The buyer cancels the purchase order after the goods are shipped:

1. The buyer creates a PO and sends it to the seller.
2. The seller sends a Functional Acknowledgement to the buyer to acknowledge the order.
3. The seller commits the order by sending the PO Commitment.
4. The shipment for this PO is planned and routed.
5. The seller sends the Advance Ship Notice (ASN) to the buyer. Sterling Supply Chain Visibility moves the shipment to the Shipped status.
6. When all the order lines in the order are shipped, the PO is moved to the Shipped status.
7. The buyer cancels the PO:
 - The **Ordered** status indicator is in color and displays an "X." The **Shipped** status indicator is in color.
 - Sterling Supply Chain Visibility sets the **Latest Milestone** in the Primary Info panel. This setting depends on whether the PO was canceled at the header level or the order line level:
 - **Canceled:** If the PO is canceled at the header level after the corresponding shipment is completely or partially shipped, the PO is canceled.
 - **Shipped:** If the PO is canceled at the line level after the corresponding shipment is shipped, the canceled order line is skipped and the rest of the order lines in the PO are processed. The PO is still in the Shipped status.
 - Sterling Supply Chain Visibility accepts certain documents, such as an invoice or payment, that are received after canceling the PO. The status indicator icons for the received documents are updated in the canceled PO. However, the canceled PO cannot be modified.

PO Is Canceled After It Is Delivered

The buyer cancels the purchase order after the goods are delivered:

1. The buyer creates a PO and sends it to the seller.
2. The seller sends a Functional Acknowledgement to the buyer to acknowledge the order.
3. The seller commits the order by sending the PO Commitment.
4. The shipment for this PO is planned and routed.
5. The seller sends the Advance Ship Notice (ASN) to the buyer. Sterling Supply Chain Visibility moves the shipment to Shipped status.
6. When the shipment is delivered to the destination, the shipment is moved to the Delivered status.
7. When all the order lines of the order are delivered (when all the shipments that contain any order line of the corresponding PO are delivered), the PO is moved to the Delivered status.
8. The buyer cancels the PO:
 - The **Ordered** status indicator is in color and displays an "X." The **Delivered** status indicator is in color.
 - Sterling Supply Chain Visibility accepts certain documents, such as an ASN or invoice, that are received after canceling the PO. The status indicator icons for the received documents are updated in the canceled PO. However, the canceled PO cannot be modified.

Saving Search Criteria

You can use Sterling Supply Chain Visibility to save the search criteria you entered. You can use this saved search to run the same search criteria the next time you navigate to the search screen.

Procedure

To save the search criteria, follow these steps:

1. Log into Sterling Supply Chain Visibility as a seller user.
2. From the menu bar, you have the following options:
 - Navigate to **Outbound > Find Customer PO**. The **Search Criteria - Find Customer Order** panel is displayed on the Find Customer Order screen.
 - Navigate to **Outbound > Find Invoice**. The **Search Criteria - Find Invoice** panel is displayed on the Find Invoice screen.
 - Navigate to **Outbound > Find Shipment**. The **Search Criteria - Find Shipment** panel is displayed on the Find Shipment screen.
3. Click the **Save** icon. The Save Search screen is displayed. The fields and descriptions in the Save Screen are described in the following table:

Table 48. Saving a Search

Field	Description
Search Name	Enter the name you want to use to describe the search criteria.
Auto Execute	Select this check box to automatically run the search each time you navigate to the Search screen.

Chapter 4. Alerts and Events

About Alerts and Events

An alert is a message directed to a user about a transaction that might require manual intervention or manual review. Alerts are raised when specific events occur or when a defined alert condition is met.

Supplier alerts are raised to inform suppliers about customer orders and outbound shipments.

Some Sterling Supply Chain Visibility users refer to *alerts* as *events*. Both terms refer to an issue raised for a discrepancy.

Sterling Supply Chain Visibility provides the following capabilities for alerts:

- Alerts can be picked up and resolved by specific users. Regardless of which user has picked up the alert, all users who have the permission to access the alert can view the alert.
- You can export a standard alert as an XML file to a third-party application. For more information about exporting an alert as an XML file, contact IBM Customer Support.
- You can automatically assign alerts to the document owners. To automatically assign alert to owners, contact IBM Customer Support.
- If an order is rejected by a supplier, then all the alerts will be suppressed for this order. However, if the shipment EDI document is received for the order after its rejection, then the alerts will be raised for the buyer.
- Alerts raised for a particular milestone are based on the date passed in the data and not the actual processing date and time.

ASN Not Sent

The ASN alert is raised if an Advanced Ship Notice (ASN) for an order line is not sent by the expected ship date.

Buyers and suppliers can configure a tolerance, which shows how late the ASN has to be before the alert is raised.

Trigger Criteria for Raising the ASN Not Sent Alert

The system raises this alert if any one of the following conditions are met:

- The ASN is not sent for an order line after the expected ship date of the schedule, even after the number of days specified as the tolerance limit.
- The difference between the expected delivery date of the order line and the current date is less than, or equal to, the number of days specified in the configured tolerance limit.

This alert is raised at the order line level.

Viewing the List of ASN Not Sent Alerts

You can use Sterling Supply Chain Visibility to view the list of ASN Not Sent alerts, which are displayed in the Alert List panel on the Dashboard screen.

Procedure

To view the alerts, follow these steps:

1. Log in to the Sterling Supply Chain Visibility application as a seller user or seller administrator. The Dashboard screen is displayed, which allows you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel, select the alerts you want to view:
 - a. Click the number hyperlink in the Total Alerts column for the alert type you want to view.
 - b. Click the number hyperlink in the My Alerts column to view the alerts for that type, which are assigned to you.

The Listing panel for the ASN Not Received alert is displayed. The actions and fields in the Listing panel are described in the following tables:

Table 49. Actions for Total Alerts-ASN Not Received Alerts

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the ASN Not Received alert.
View Order Details	Click this action to view the Order Detail screen for the ASN Not Received alert.
Assign to Self	Click this action to assign the alert to yourself.
Export List in CSV	Click this action to export the alert list in CSV format.

Table 50. Fields for Total Alerts-ASN Not Received Alerts

Field	Description
PO#	Indicates the PO number against which the alert is raised. Click the PO number hyperlink to view the Order Detail screen, which displays the details of the order.
Supplier ID	Indicates the identifier of the supplier that ships the order.
Order Date	Indicates the date when the order was placed.
Exp Delv Date	Indicates the date range on which the shipment is expected to be delivered at the receiving location.
Order Amount	Indicates the value of the order.
Receiving Location	Indicates the ship node of the order line for which the alert is raised.
Raised On	Indicates the date and time on which the alert is first raised.
Assigned To	Indicates the identifier of the user to whom the alert is assigned.
Alert Status	Indicates the status of an alert.
Order Flow Type	Indicates the Order Flow Type of the Order.
Last Occurrence	Indicates the date on which the alert was last raised.
Alert Type	Indicates the type of alert.

Viewing the ASN Not Sent Alert Details

Sterling Supply Chain Visibility enables you to view the ASN Not Sent Alert details in the Alert List panel.

About this task

To view the alert details, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for ASN Not Sent alert is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **View Details**. The Alert Detail screen for the ASN Not Sent alert is displayed. The actions and fields in the Alert Detail screen are described in the tables below.

Note: You can also view alert details from the Open Alerts panel of the Order Details screen.

Additionally, you can view the list of alerts and alert details by navigating to **Alerts > Find Alert** from the menu bar, and from the Alert List panel and Alert Chart panel in the Dashboard.

Table 51. Alert Detail, ASN Not Sent

Action	Description
Close Alert	Click this action to close the alert. This action is active only when the alert is assigned to you.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.

Table 52. Alert Detail, ASN Not Sent

Field	Description
	This area of the ASN Not Sent panel displays the PO number for which the alert is raised, the time period by which the is delayed, and the date on which the order was received from the buyer. Click ASN Not Sent the PO number hyperlink to view the Customer Order Detail screen, which enables you to view the details of the order.
Status	The current status of the alert.

Table 52. Alert Detail, ASN Not Sent (continued)

Field	Description
Assigned To	The name of the user to whom the alert is assigned.
Send Email To Buyer	Click to send an email message to the supplier.

Table 53. Alert Detail, Schedules

Field	Description
Shipment #	Indicates the number that uniquely identifies the shipment for which the alert was raised.
Qty	Indicates the number of units of the item in the shipment line.
Shipped Qty	Indicates the shipped quantity.
Exp Ship Date	Indicates the expected ship date.
Exp Delv Date	Indicates the expected delivery date.
Act Ship Date	Indicates the actual ship date.

Table 54. Alert Detail, Contact Information

Field	Description
Customer Phone #	Indicates the contact information for the customer.
Customer Name	Indicates the name of the customer.

Table 55. Alert Detail, Buyer Address

This panel displays the address for the buyer.
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Table 56. Alert Detail, Alert Notes

Action	Description
Add Notes	Click this action to view the Alert Add Note panel, which enables you to enter additional information about the alert. Enter your note in the Alert Add Note panel and click Add Note to save the note content.
The Alert Add Note panel displays notes added for the alert by various users. This panel also displays audit information for the alert.	

Assigning the ASN Not Sent Alert to Yourself

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it.

About this task

To assign alerts to yourself, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.The Listing panel for ASN Not Sent alert is displayed.
3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **Assign To Self**. The Alert Detail screen for the ASN Not Sent alert is displayed.

Consolidating the ASN Not Sent Alert

The ASN Not Sent alert is raised at the order line level and is not consolidated. If required, a new alert is raised for the same order line.

Resolving the ASN Not Sent Alert

The ASN Not Sent alert is resolved automatically when an ASN for the problematic order line is sent. You can also resolve the alert manually by clicking **Close Alert** on the Alert Detail screen of the ASN Not Sent alert.

Customer PO Commitment Not Sent

Whenever a PO is placed, the supplier sends the commitment for the order to the buyer. This commitment needs to be delivered by the supplier within a specific time period.

The time period within which the Customer PO commitment is delivered is configurable by the supplier organization for the buyers.

Trigger Criteria for Raising the Customer PO Commitment Not Sent Alert

For buyers who receive the commitment, the system raises this alert if the supplier does not send the PO commitment within the time period configured for that buyer by the supplier.

This alert is raised at the order header level.

Viewing the List of Customer PO Commitment Not Sent Alerts

Sterling Supply Chain Visibility enables you to view Customer PO Commitment Not Sent alerts in the Alert List panel to see the details of each alert.

About this task

To view the alert list, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Customer PO Commitment Not Sent alerts details is displayed. The actions and fields in the Listing panel are described in the table below:

Table 57. Total Alerts-Customer PO Commitment Not Sent

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Customer PO Commitment Not Sent alert.
View Order Details	Click this action to view the View Order Details screen for the checked Customer PO Commitment Not Sent alert.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.
Export List in CSV	Click this action to export alert list in CSV format.

Table 58. Total Alerts-Customer PO Commitment Not Sent

Field	Description
PO#	Indicates the PO number against which the alert is raised. Click the PO number hyperlink to view the Customer Order Detail screen, which displays the details of the order.
Customer	Indicates the unique identifier of the customer that has placed the order.
Order Date	Indicates the date on which the order is placed.
Exp Delv Date	Indicates the date range during which the order is expected to be delivered.
Order Amount	Indicates the value of order.
Receiving Location	Indicates the ship node of the order line for which the alert is raised.
Raised On	Indicates the date and time on which the alert is first raised.
Assigned To	Indicates the identifier of the user to whom the alert is assigned.

Table 58. Total Alerts-Customer PO Commitment Not Sent (continued)

Field	Description
Alert Status	Indicates the status of an alert.

Viewing the Customer PO Commitment Not Sent Alert Details

Sterling Supply Chain Visibility enables you to view the details of a Customer PO Commitment Not Sent Alert.

About this task

To view the alert details, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Customer PO Commitment Not Sent alerts details is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **View Details**. The Alert Details screen for the Customer PO Commitment Not Sent alert is displayed. The actions and fields in the Alert Details screen are described in the tables below.

Note: You can also view alert details from the Open Alerts panel of the Order Details screen.

Additionally, you can view the list of alerts and alert details by navigating to **Alerts > Find Alert** from the menu bar, and from the Alert List panel and Alert Chart panel in the Dashboard.

Table 59. Alert Detail, Customer PO Commitment Not Sent

Action	Description
Close Alert	Click this action to close the alert. This action is active only when the alert is assigned to you.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.

Table 60. Alert Detail, Customer PO Commitment Not Sent

Field	Description
	This area of the Customer PO Commitment Not Sent panel displays the PO number for which the alert is raised and the time period by which the Customer PO Commitment is delayed. Click the PO number hyperlink to view the Customer Order Detail screen, which enables you to view the details of the Customer PO.
Status	The current status of the alert.
Assigned To	The name of the user to whom the alert is assigned.
Send Email To Buyer	Click this action to send an email message to the buyer.

Table 61. Alert Detail, Contact Information

Field	Description
Customer Phone #	Indicates the contact information for the customer.
Customer Name	Indicates the name of the customer.

Table 62. Alert Detail, Buyer Address

This panel displays the address for the buyer.
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Table 63. Alert Detail, Alert Notes

Action	Description
Add Notes	Click this action to view the Alert Add Note panel, which enables you to enter additional information about the alert. Enter your note in the Alert Add Note panel and click Add Note to save the note content.
The Alert Add Note panel displays notes added for the alert by various users. This panel also displays audit information for the alert.	

Assigning the Customer PO Commitment Not Sent Alert to Yourself

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it.

About this task

To assign alerts to yourself, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Customer PO Commitment Not Sent alerts details is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **Assign To Self**. The Alert Detail screen for the Customer PO Commitment Not Sent alert is displayed.

Consolidating the Customer PO Commitment Not Sent Alert

The Customer PO Commitment Not Sent alert is raised only once and is not consolidated.

Resolving the Customer PO Commitment Not Sent Alert

The Customer PO Commitment Not Sent alert is resolved automatically if the supplier sends the PO commitment. You can also resolve the alert manually by clicking **Close Alert** on the Alert Detail screen.

Customer PO Commitment Mismatch

Whenever a PO is placed, suppliers send a commitment to the buyer. This commitment specifies the date on which the order line will be shipped or delivered, the quantity that will be delivered, and the unit price of the item.

The allowable discrepancy in the ship date, delivery date, quantity, and unit price is configurable by the supplier organization for the buyers.

Trigger Criteria for Raising the Customer PO Commitment Mismatch Alert

Suppliers who send a PO Commitment are expected to commit the quantity within the requested date range and the requested price. The system raises this alert if there is a mismatch between the committed date and the requested date, between the committed quantity and the requested quantity, and between the committed price and the requested price.

This alert is raised at the order header level only if the first commitment shows a mismatch.

Note: If a buyer receives a new commitment, Sterling Supply Chain Visibility does not modify the PO Commitment Mismatch alert that was raised during the previous commitment. Therefore, Sterling Supply Chain Visibility does not update mismatches, if any, in the PO Commitment Mismatch Alert Detail screen. The changes are visible only in the corresponding PO Detail screen.

Viewing the List of Customer PO Commitment Mismatch Alerts

Sterling Supply Chain Visibility enables you to view the Customer PO Commitment Mismatch alert, which is displayed on the Alert List panel.

About this task

To view the alert list, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Customer PO Commitment Mismatch alerts is displayed. The actions and fields in the Listing panel are described in the table below:

Table 64. Total Alerts-Customer PO Commitment Mismatch

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Customer PO Commitment Mismatch alert.
View Order Details	Click this action to view the View Order Details screen for the checked Customer PO Commitment Mismatch alert.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.
Export List in CSV	Click this action to export alert list in CSV format.

Table 65. Total Alerts-Customer PO Commitment Mismatch

Field	Description
PO#	Indicates the PO number against which the alert is raised. Click the PO number hyperlink to view the Customer Order Detail screen, which displays the details of the order.
Customer	Indicates the unique identifier of the customer that has placed the order.
Order Date	Indicates the date on which the order is placed.
Exp Delv Date	Indicates the date range during which the order is expected to be delivered.
Order Amount	Indicates the value of the order.
Receiving Location	Indicates the ship node of the order line for which the alert is raised.
Raised On	Indicates the date and time on which the alert is first raised.
Assigned To	Indicates the identifier of the user to whom the alert is assigned.
Alert Status	Indicates the status of an alert.

Viewing the Customer PO Commitment Mismatch Alert Details

Sterling Supply Chain Visibility enables you to view the Customer PO Commitment Mismatch Alert details on the Alert List panel.

About this task

To view the alert details, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Customer PO Commitment Mismatch alerts is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **View Details**. The Alert Detail screen for the Customer PO Commitment Mismatch alert is displayed. The actions and fields in the Alert Detail screen are described in the tables below.

Note: You can also view alert details from the Open Alerts panel of the Order Details screen.

Additionally, you can view the list of alerts and alert details by navigating to **Alerts > Find Alert** from the menu bar, and from the Alert List panel and Alert Chart panel in the Dashboard.

Table 66. Alert Detail, Customer PO Commitment Mismatch

Action	Description
Close Alert	Click this action to close the alert. This action is active only when the alert is assigned to you.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.

Table 67. Alert Detail, Customer PO Commitment Mismatch

Field	Description
	This area of the Customer PO Commitment Mismatch panel displays the PO number for which the alert is raised. Click the PO number hyperlink to view the Customer Order Detail screen, which enables you to view the details of the order.
Status	The current status of the alert.
Assigned To	The name of the user to whom the alert is assigned.

Table 67. Alert Detail, Customer PO Commitment Mismatch (continued)

Field	Description
Send Email To Buyer	Click this to send an email message to the supplier.

Table 68. Alert Detail, Mismatched Line(s)

Action	Description
View Schedule	Click the View Schedules hyperlink to view the dialog box, which displays the primary information and details of the schedules for the checked order line.

Table 69. Alert Detail, Mismatched Line(s)

Field	Description
Line #	Indicates the line number of the order.
Ware House	Indicates the receiving location.
Item ID	Indicates the unique identifier of the item.
Item Desc	Indicates the description of the item.
Ord Qty	Indicates the number of units of the item ordered.
Comm Qty	Indicates the number of units of the item committed to be shipped.
Unit Price	Indicates the unit price of the item.
Comm Price	Indicates the unit price of the item committed by the supplier.
Req Ship Date	Indicates the date on which the shipment is requested to be shipped.
Comm Ship Date	Indicates the date on which the shipment is committed to be shipped.
Req Delv Date	Indicates the date on which the shipment is requested to be delivered.
Comm Delv Date	Indicates the date on which the shipment is committed to be delivered.

Table 70. Alert Detail, Contact Information

Field	Description
Customer Phone #	Indicates the contact information for the customer.
Customer Name	Indicates the name of the customer.

Table 71. Alert Detail, Buyer Address

This panel displays the address for the buyer.
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Table 72. Alert Detail, Alert Notes

Action	Description
Add Notes	Click this action to view the Alert Add Note panel, which enables you to enter additional information about the alert. Enter your note in the Alert Add Note panel and click Add Note to save the note content.
The Alert Add Note panel displays notes added for the alert by various users. This panel also displays audit information for the alert.	

Table 73. Sterling as a Service Applications, Primary Information

Field	Description
Line #	Indicates the line number of an order.
Item Id	Indicates the unique identifier of the item.
Item Desc	Indicates the description of the item.

Table 74. Sterling as a Service Applications, Schedule(s)

Field	Description
Shipment #	Indicates the identifier of the shipment for which the alert is raised. Click this hyperlink to view the Shipment Detail screen, which enables you to view the details of the shipment.
Exp Qty	Indicates the expected quantity of the order in that schedule.
Exp Ship Date	Indicates the date on which the shipment is expected to be shipped.
Exp Delv Date	Indicates the date on which the shipment is expected to be delivered.

Assigning the Customer PO Commitment Mismatch Alert to Yourself

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it.

About this task

To assign alerts to yourself, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Customer PO Commitment Mismatch alerts is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **Assign To Self**. The Alert Detail screen for the Customer PO Commitment Mismatch alert is displayed.

Consolidating the Customer PO Commitment Mismatch Alert

The Customer PO Commitment Mismatch alert is consolidated if another alert for the same order already exists.

Resolving the Customer PO Commitment Mismatch Alert

The Customer PO Commitment Mismatch alert is resolved when a new commitment is sent for an affected order line. If the commitment date lies within the tolerance limit of requested date, the committed quantity lies within the tolerance limit of the requested quantity, or the committed price lies within the tolerance limit of the requested price, the system resolves the alert automatically. The alert is also resolved if the buyer changes the order to match the quantity as committed by the supplier.

You can also resolve the alert manually by clicking **Close Alert** on the Alert Detail screen.

Customer PO Delayed

This alert is raised if the shipment is delayed beyond the expected ship or delivery date for any order line. This period is configured by the supplier organization for the buyers.

Trigger Criteria for Raising the Customer PO Commitment Delayed Alert

The system raises this alert if an order line is delayed beyond the expected ship or delivery date.

This alert is raised at the order level.

This alert is also raised if the committed schedule for the requested quantity gets delayed beyond the requested schedule. An example of such a scenario is explained as follows:

A buyer requests that 900 units of an item be delivered on 1 April 2012 and 100 units on 1 August 2012 for the same order line. The supplier sends a commitment for fulfilling 750 units on 1 April 2012, and 250 units on 1 August 2012. In this case, a Customer PO Delayed alert is raised.

Viewing the List of Customer PO Commitment Delayed Alerts

Sterling Supply Chain Visibility enables you to view Customer PO Commitment Delayed Alerts in list format in the Alert List panel.

About this task

To view the alert list, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Customer PO Delayed alerts is displayed. The actions and fields in the Listing panel are described in the table below:

Table 75. Total Alerts-Customer PO Delayed

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Customer PO Delayed alert.
View Order Details	Click this action to view the View Order Details screen for the checked Customer PO Delayed alert.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.
Export List in CSV	Click this action to export alert list in CSV format.

Table 76. Total Alerts-Customer PO Delayed

Field	Description
PO#	Indicates the PO number against which the alert is raised. Click the PO number hyperlink to view the Customer Alert Detail screen, which displays the details of the order.
Customer	Indicates the unique identifier of the customer that has placed the order.
Order Date	Indicates the date on which the order is placed.
Exp Delv Date	Indicates the date range during which the order is expected to be delivered.
Order Amount	Indicates the value of the order.
Receiving Location	Indicates the ship node of the order line for which the alert is raised.
Raised On	Indicates the date and time on which the alert is first raised.
Assigned To	Indicates the identifier of the user to whom the alert is assigned.
Alert Status	Indicates the status of an alert.

Viewing the Customer PO Commitment Delayed Alert Details

Sterling Supply Chain Visibility enables you to view the Customer PO Commitment Delayed Alert details in the Alert List panel.

About this task

To view the alert details, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Customer PO Delayed alerts is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **View Details**. The Alert Detail screen for the Customer PO Delayed alert is displayed. The actions and fields in the Payment Summary panel are described in the tables below.

Note: You can also view alert details from the Open Alerts panel of the Order Details screen.

Additionally, you can view the list of alerts and alert details by navigating to **Alerts > Find Alert** from the menu bar, and from the Alert List panel and Alert Chart panel in the Dashboard.

Table 77. Alert Detail, Customer PO Delayed

Action	Description
Close Alert	Click this action to close the alert.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.

Table 78. Alert Detail, Customer PO Delayed

Field	Description
This area of Customer PO Delayed alert panel displays the PO number for which the alert is raised. Click the PO number hyperlink to view the Customer Order Detail screen, which enables you to view the details of the order.	
Status	The current status of the alert.
Assigned To	The name of the user to whom the alert is assigned.
Send Email To Supplier	Click this action to send an email message to the supplier.

Table 79. Customer PO Delayed Alert Detail, Delayed Order Line(s)

Action	Description
View Schedule	Click this action to view the dialog box, which displays the primary information and details of the schedules for the checked orderline.

Table 80. Customer PO Delayed Alert Detail, Delayed Order Line(s)

Field	Description
Line #	Indicates the line number of the order.
Item ID	Indicates the unique identifier of the item.
Item Desc	Indicates the description of the item.
Qty	Indicates the number of units of the item in the order line of the order line.
Old Exp Ship Date	Indicates the old expected ship date range.
New Exp Ship Date	Indicates the new expected ship date range.
Old Exp Delv Date	Indicates the old expected delivery date range.
New Exp Delv Date	Indicates the new expected delivery date range.

Table 81. Alert Detail, Contact Information

Field	Description
Customer Phone #	Indicates the contact information for the customer.
Customer Name	Indicates the name of the customer.

Table 82. Alert Detail, Buyer Address

This panel displays the address for the buyer.
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Table 83. Alert Detail, Alert Notes

Action	Description
Add Notes	Click this action to view the Alert Add Note panel, which enables you to enter additional information about the alert. Enter your note in the Alert Add Note panel and click Add Note to save the note content.
The Alert Add Note panel displays notes added for the alert by various users. This panel also displays audit information for the alert.	

Table 84. Sterling as a Service Applications, Primary Information

Field	Description
Line #	Indicates the line number of the order.
Item ID	Indicates the unique identifier of the item.
Item Description	Indicates the description of the item.

Table 85. Sterling as a Service Applications, Schedule(s)

Field	Description
Shipment #	Indicates the number that uniquely identifies the shipment for which the alert was raised. Click the hyperlink to view the dialog box, which displays the details of the shipment.
Exp Qty	Indicates the expected number of units of items in the order.
Old Exp Ship Date	Indicates the old expected ship date range.
New Exp Ship Date	Indicates the new expected ship date range.
Old Exp Delv Date	Indicates the old expected delivery date range.
New Exp Delv Date	Indicates the new expected delivery date range.

Note: The values of the fields in Schedule(s) in the above table are displayed in red color if these values belong to schedules containing the problematic order line.

Assigning the Customer PO Commitment Delayed Alert to Yourself

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it.

About this task

To assign alerts to yourself, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Customer PO Delayed alerts is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **Assign To Self**. The Alert Detail screen for the Customer PO Delayed alert is displayed.

Consolidating the Customer PO Commitment Delayed Alert

If the Customer PO Delayed alert is already raised for an order and there is a need to raise a new alert for the same order.

Sterling Supply Chain Visibility consolidates the two alerts based on the following conditions:

- If the new alert is raised on the different order line, the new order line is merged with the order line of the first alert.
- If the new alert is raised on the same order line of the first alert, the attributes of the order line are modified.

Resolving the Customer PO Commitment Delayed Alert

If the ship date or delivery date for an order line is expedited to the extent that the new expected date is within the tolerance period, Sterling Supply Chain Visibility removes the order line from the problematic order. If there is no problematic order line for the order, the system resolves the alert automatically.

You can also resolve the alert manually by clicking **Close Alert** on the Alert Detail screen.

Customer PO Functional Acknowledgment Not Sent

Whenever a PO is placed, suppliers send a functional acknowledgment to the buyer to acknowledge the order. The period within which the supplier sends the functional acknowledgment is configurable by the supplier organization for the buyers.

Trigger Criteria for Raising the Customer PO Functional Acknowledgment Not Sent Alert

For suppliers that send a functional acknowledgment, the system raises this alert if the supplier does not send the functional acknowledgment for a PO within the time period configured for that buyer by the supplier.

This alert is raised at the header level.

Note: Even if the functional acknowledgment is not sent, this alert is not raised if the supplier commitment is sent within the configured time for the functional acknowledgment.

Viewing the List of Customer PO Functional Acknowledgment Not Sent Alerts

Sterling Supply Chain Visibility enables you to view the Customer PO Functional Acknowledgment Not Sent Alerts in the Alert List panel.

About this task

To view the alert list, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a seller user or seller administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Customer PO Functional Acknowledgment Not Sent alerts is displayed. The actions and fields in the Listing panel are described in the table below:

Table 86. Total Alerts- Customer PO Functional Acknowledgment Not Sent

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Customer PO Functional Acknowledgment Not Sent alert.
View Order Details	Click this action to view the View Order Details screen for the checked Customer PO Functional Acknowledgment Not Sent alert.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.
Export List in CSV	Click this action to export alert list in CSV format.

Table 87. Total Alerts- Customer PO Functional Acknowledgment Not Sent

Field	Description
PO#	Indicates the PO number against which the alert is raised. Click the PO number hyperlink to view the Customer Order Detail screen, which displays the details of the order.
Customer	Indicates the unique identifier of the customer that has placed the order.
Order Date	Indicates the date on which the order is placed.
Exp Delv Date	Indicates the date range during which the order is expected to be delivered.
Order Amount	Indicates the value of the order.
Receiving Location	Indicates the ship node of the order line for which the alert is raised.
Raised On	Indicates the date and time on which the alert is first raised
Assigned To	Indicates the identifier of the user to whom the alert is assigned.
Alert Status	Indicates the status of an alert.

Viewing the Customer PO Functional Acknowledgment Not Sent Alert Details

Sterling Supply Chain Visibility enables you to view the Customer PO Functional Acknowledgment Not Sent Alert Details.

About this task

To view the alert details, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a seller user or seller administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Customer PO Functional Acknowledgment Not Sent alert is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **View Details**. The Alert Detail screen for the Customer PO Functional Acknowledgment Not Sent alert is displayed. The actions and fields in the Alert Details screen are described in the tables below.

Note: You can also view alert details from the Open Alerts panel of the Order Details screen.

Additionally, you can view the list of alerts and alert details by navigating to **Alerts > Find Alert** from the menu bar, and from the Alert List panel and Alert Chart panel in the Dashboard.

Table 88. Alert Detail, Customer PO Functional Acknowledgment Not Sent

Action	Description
Close Alert	Click this action to close the alert. This action is active only when the alert is assigned to you.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.

Table 89. Alert Detail, Customer PO Functional Acknowledgment Not Sent

Field	Description
	This area of the Customer PO Functional Acknowledgment Not Sent panel displays the PO number for which the alert is raised, the time period by which the Customer PO Functional Acknowledgment is delayed, and the date on which the order was received from the buyer. Click the PO number hyperlink to view the Customer Order Detail screen, which enables you to view the details of the order.
Status	The current status of the alert.
Assigned To	The name of the user to whom the alert is assigned.
Send Email To Supplier	Click this action to send an email message to the supplier.

Table 90. Alert Detail, Contact Information

Field	Description
Customer Phone #	Indicates the contact information for the customer.
Customer Name	Indicates the name of the customer.

Table 91. Alert Detail, Buyer Address

This panel displays the address for the buyer.
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Table 92. Alert Detail, Alert Notes

Action	Description
Add Notes	Click this action to view the Alert Add Note panel, which enables you to enter additional information about the alert. Enter your note in the Alert Add Note panel and click Add Note to save the note content.
The Alert Add Note panel displays notes added for the alert by various users. This panel also displays audit information for the alert.	

Assigning the Customer PO Functional Acknowledgment Not Sent Alert to Yourself

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it.

About this task

To assign the alert to yourself, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a seller user or seller administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Customer PO Functional Acknowledgment Not Sent alerts is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **Assign To Self**. The Alert Detail screen for the Customer PO Functional Acknowledgment Not Sent alert is displayed.

Consolidating the Customer PO Functional Acknowledgment Not Sent Alert

The Customer PO Functional Acknowledgment Not Sent alert is raised only once. Therefore, this alert is not consolidated.

Resolving the Customer PO Functional Acknowledgment Not Sent Alert

This Customer PO Functional Acknowledgment Not Sent alert is resolved automatically when the supplier sends the functional acknowledgment or commitment. You can also resolve the alert manually by clicking **Close Alert** on the Alert Detail screen.

Invoice with Invalid Customer PO

This alert is raised when an invoice is created for an invalid order. An order is invalid if it does not exist, or is in rejected or canceled state. In the supplier organization, if there is no valid order in the system corresponding to the invoice sent, this alert is raised.

Trigger Criteria for Raising the Invoice with Invalid Customer PO Alert

This alert is raised if an invoice is sent for a blank, rejected, or canceled order. This alert is also raised if an invoice is sent for an order that does not exist.

Viewing the List of Invoice with Invalid Customer PO Alerts

Sterling Supply Chain Visibility enables you to view the list of invoice with invalid Customer PO alerts in the Alert List panel.

About this task

To view the list of alerts, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Invoice with Invalid Customer PO alerts is displayed. The actions and fields in the Listing panel are described in the table below:

Table 93. Invoice with Invalid Customer PO

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Invoice with Invalid Customer PO alert.
View Invoice Details	Click this action to view the Invoice Detail screen, which enables you to view the details of the invoice.

Table 93. Invoice with Invalid Customer PO (continued)

Action	Description
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.
Export List in CSV	Click this action to export alert list in CSV format.

Table 94. Invoice with Invalid Customer PO

Field	Description
Invoice #	Indicates the invoice number against which the alert is raised. Click the Invoice number hyperlink to view the Invoice Detail screen, which enables you to view the details of the invoice.
Customer	Indicates the customer who has placed the order
Invoice Date	Indicates the date on which the invoice is created.
PO #	Indicates the PO number against which the alert is raised. Click the hyperlink to view the Order Detail screen, which displays the details of the order.
Raised On	Indicates the date and time on which the alert is first raised.
Assigned To	Indicates the user to whom the alert is assigned.
Alert Status	Indicates the status of an alert.

Viewing the Invoice with Invalid Customer PO Alert Details

Sterling Supply Chain Visibility enables you to view the Invoice with Invalid Customer PO Alert details in the Alert List panel.

About this task

To view the alert details, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Invoice with Invalid Customer PO alerts is displayed.

- From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **View Details**. The Alert Detail screen for the Invoice with Invalid Customer PO alert is displayed. The actions and fields in the Alert Details screen are described in the tables below.

Note: Additionally, you can view the list of alerts and alert details by navigating to **Alerts > Find Alert** from the menu bar, and from the Alert List panel and Alert Chart panel in the Dashboard.

Table 95. Alert Detail, Invoice with Invalid Customer PO

Action	Description
Close Alert	Click this action to close the alert. This action is active only when the alert is assigned to you.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.

Table 96. Alert Detail, Invoice with Invalid Customer PO

Field	Description
	This area of the Invoice with Invalid Customer PO panel displays the invoice number for which the alert is raised. Click the Invoice number hyperlink to view the Invoice Order Detail screen, which enables you to view the details of the invoice.
Status	The current status of the alert.
Assigned To	The name of the user to whom the alert is assigned.
Send Email To Buyer	Click this action to send an email message to the buyer.

Table 97. Alert Detail, Contact Information

Field	Description
Customer Phone #	Indicates the contact information for the customer.
Customer Name	Indicates the name of the customer.

Table 98. Alert Detail, Buyer Address

This panel displays the address for the buyer.
--

Table 99. Alert Detail, Alert Notes

Action	Description
Add Notes	Click this action to view the Alert Add Note panel, which enables you to enter additional information about the alert. Enter your note in the Alert Add Note panel and click Add Note to save the note content.
	The Alert Add Note panel displays notes added for the alert by various users. This panel also displays audit information for the alert.

Assigning the Invoice with Invalid Customer PO Alert to Yourself

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it.

About this task

To assign alerts to yourself, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Invoice with Invalid Customer PO alerts is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **Assign To Self**. The Alert Detail screen for the Invoice with Invalid Customer PO alert is displayed.

Consolidating the Invoice with Invalid Customer PO Alert

The Invoice with Invalid Customer PO alert is raised only once. Therefore, this alert not consolidated.

Resolving the Invoice with Invalid Customer PO Alert

The Invoice with Invalid Customer PO alert is not resolved automatically. You can resolve the alert manually by clicking **Close Alert** on the Alert Detail screen of the Invoice with Invalid Customer PO alert.

Payment Received

This alert is raised when the supplier receives the payment for a purchase order.

Trigger Criteria for Raising the Payment Received Alert

When a supplier receives the payment for a purchase order from the buyer, this alert is raised.

This alert is raised at the order header level.

Viewing the List of Payment Received Alerts

Sterling Supply Chain Visibility enables you to view the list of Payment Received alerts in the Alert List panel.

About this task

To view the list of alerts, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Payment Received alerts is displayed. The actions and fields in the Listing panel are described in the table below:

Table 100. Total Alerts-Payment Received

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Payment Received alert.
View Order Details	Click this action to view to view the Order Detail screen for the Payment Received alert.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.
Export List in CSV	Click this action to export alert list in CSV.

Table 101. Total Alerts-Payment Received

Field	Description
PO #	Indicates the PO number against which the alert is raised. Click the PO number hyperlink to view Order Detail screen, which displays the details of the order.
Customer	Indicates the customer that has placed the order.
Order Date	Indicates the date on which the order is placed.
Exp Delv Date	Indicates the date range during which the order is expected to be delivered.
Order Amount	Indicates the value of the order.
Receiving Location	Indicates the ship node of the order line for which the alert is raised.
Raised On	Indicates the date and time on which the alert is first raised.
Assigned To	Indicates the user to whom the alert is assigned.

Table 101. Total Alerts-Payment Received (continued)

Field	Description
Alert Status	Indicates the status of an alert.

Viewing the Payment Received Alert Details

Sterling Supply Chain Visibility enables you to view the Payment Received alert details in the Alert List panel.

About this task

To view the alert details, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Payment Received alerts is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **View Details**. The Alert Detail screen for the Payment Received alert is displayed. The actions and fields in the Alert Details screen are described in the tables below.

Note: You can also view alert details from the Open Alerts panel of the Order Details screen.

Additionally, you can view the list of alerts and alert details by navigating to **Alerts > Find Alert** from the menu bar, and from the Alert List panel and Alert Chart panel in the Dashboard.

Table 102. Alert Detail, Payment Received

Action	Description
Close Alert	Click this action to close the alert. This action is active only when the alert is assigned to you.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.

Table 103. Alert Detail, Payment Received

Field	Description
	This area of the Payment Received panel displays the PO number for which the alert is raised. Click the PO number hyperlink to view the Customer Order Detail screen, which enables you to view the details of the order.
Status	The current status of the alert.
Assigned To	The name of the user to whom the alert is assigned.
Send Email To Buyer	Click this action to send an email message to the buyer.

Table 104. Alert Detail, Payment Information

Field	Description
Payment ID	Indicates the unique identifier of the payment.
Payment Date	Indicates the date on which the payment is made.
Amount	Indicates the amount paid by the buyer.
Payment Type	Indicates the mode of payment.

Table 105. Alert Detail, Contact Information

Field	Description
Customer Phone #	Indicates the contact information for the customer.
Customer Name	Indicates the name of the customer.

Table 106. Alert Detail, Buyer Address

This panel displays the address for the buyer.
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Table 107. Alert Detail, Alert Notes

Action	Description
Add Notes	Click this action to view the Alert Add Note panel, which enables you to enter additional information about the alert. Enter your note in the Alert Add Note panel and click Add Note to save the note content.
The Alert Add Note panel displays notes added for the alert by various users. This panel also displays audit information for the alert.	

Assigning the Payment Received Alert to Yourself

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it.

About this task

To assign alerts to yourself, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Payment Received alerts is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **Assign To Self**. The Alert Detail screen for the Payment received alert is displayed.

Consolidating the Payment Received Alert

The Payment Received alert is consolidated automatically for an order, whenever next payment for same order is received.

Resolving the Payment Received Alert

The Payment Received alert is not resolved automatically. You can resolve the alert manually by clicking **Close Alert** on the Alert Detail screen of the Payment Received alert.

Shipment Not Delivered

This alert is raised if the shipment is not delivered to the buyer, even after the configured period since it was expected to be delivered.

After a shipment is shipped, it is expected to be delivered to the buyer within a configured period of time. This alert is raised if the shipment is not delivered after the expected delivery date, which is within the configured tolerance period.

Trigger Criteria for Raising the Shipment Not Delivered Alert

The system raises the alert if the shipment is not delivered within the configured tolerance period after the expected delivery date.

This alert is raised at the shipment level.

Viewing the List of Shipment Not Delivered Alerts

Sterling Supply Chain Visibility enables you to view the Shipment Not Delivered alerts in the Alert List panel.

About this task

To view the list of alerts, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility application as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:

- Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
- Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Shipment Not Delivered alerts is displayed. The actions and fields in the Listing panel are described in the table below:

Table 108. Total Alerts- Shipment Not Delivered

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Shipment Not Delivered alert.
View Shipment Details	Click this action to view the Shipment Detail screen for the checked Shipment Not Delivered alert.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.
Export List in CSV	Click this action to export alert list in CSV format.

Table 109. Total Alerts- Shipment Not Delivered

Field	Description
Shipment #	Indicates the number that uniquely identifies the shipment for which the alert was raised. Click the Shipment number hyperlink to view the dialog box, which displays the details of the shipment.
BOL #	Indicates the bill of lading number.
PO #	Indicates the order number of the shipment.
Customer	Indicates the name of the customer that has placed the order.
Carrier	Indicates the name of the carrier
Receiving Location	Indicates the ship node of the Shipment for which the alert is raised.
Exp Ship Date	Indicates the date range on which the shipment is expected to be shipped.
Actual Ship Date	Indicates the date range on which the shipment is shipped
Exp Delv Date	Indicates the date range on which the shipment is expected to be delivered
Raised On	Indicates the date and time on which the alert is first raised.
Assigned To	Indicates the identifier of the user to whom the alert is assigned.
Alert Status	Indicates the status of an alert.

Viewing the Shipment Not Delivered Alert Details

Sterling Supply Chain Visibility enables you to view the Shipment Not Delivered Alert Details in the Alert List panel.

About this task

To view the alert details, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility application as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Shipment Not Delivered alerts is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **View Details**. The Alert Detail screen for the Shipment Not Delivered alert is displayed. The actions and fields in the Alert Details screen are described in the tables below.

Note: You can also view alert details from the Open Alerts panel of the Shipment Details screen.

Additionally, you can view the list of alerts and alert details by navigating to **Alerts > Find Alert** from the menu bar, and from the Alert List panel and Alert Chart panel in the Dashboard.

Table 110. Alert Detail, Shipment Not Delivered

Action	Description
Close Alert	Click this action to close the alert. This action is active only when the alert is assigned to you.
Assign To Self <i>or</i> Unassign	Click this to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.

Table 111. Alert Detail, Shipment Not Delivered

Field	Description
	This area of the Shipment Not Delivered panel displays the shipment number for which the alert is raised and the time period by which the Shipment is not delivered. Click the shipment number hyperlink to view the Shipment Details screen, which enables you to view the details of the shipment.
Status	The current status of the alert.
Assigned To	The name of the user to whom the alert is assigned.

Table 111. Alert Detail, Shipment Not Delivered (continued)

Field	Description
Send Email To Buyer	Click this action to send an email message to the buyer.

Table 112. Shipment Not Delivered alert, Shipment Line(s)

Field	Description
Line #	Indicates the line number of the order.
Item ID	Indicates the unique identifier of the item.
Item Desc	Indicates the description of the item.
Qty	Indicates the number of units of the item expected to receive.
Unit Cost	Indicates the cost of each unit of the item.

Table 113. Alert Detail, Contact Information

Field	Description
Customer Phone #	Indicates the contact information for the customer.
Customer Name	Indicates the name of the customer.

Table 114. Alert Detail, Buyer Address

This panel displays the address for the customer.

Table 115. Alert Detail, Carrier Information

Field	Description
Carrier	Indicates the name of the carrier.
BOL #	Indicates the BOL number of the load.

Table 116. Alert Detail, Alert Notes

Action	Description
Add Notes	Click this action to view the Alert Add Note panel, which enables you to enter additional information about the alert. Enter your note in the Alert Add Note panel and click Add Note to save the note content.
The Alert Add Note panel displays notes added for the alert by various users. This panel also displays audit information for the alert.	

Assigning the Shipment Not Delivered Alert to Yourself

Sterling Supply Chain Visibility enables you to assign a Shipment Not Delivered Alert to yourself in the Alert List panel.

About this task

To assign the Shipment Not Delivered alert to yourself, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility application as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Shipment Not Delivered alerts is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **Assign To Self**. The Alert Detail screen for the Shipment Not Delivered alert is displayed.

Consolidating the Shipment Not Delivered Alert

The Shipment Not Delivered alert is raised only once. Therefore, this alert is not consolidated.

Resolving the Shipment Not Delivered Alert

The Shipment Not Delivered alert is resolved when the shipment is delivered to the buyer. You can also resolve the alert manually by clicking **Close Alert** on the Alert Detail screen.

Shipment Quantity Short

Whenever a PO is placed, the supplier sends the ASN against a PO. When the quantity sent by the supplier is less than the requested quantity for any order line, the Shipment Quantity Short alert is raised. This alert is also raised if the orderline is not shipped completely within the tolerance limit of the expected ship date.

The allowable discrepancy in the quantity and shipment date is configurable by the supplier organization for the buyers.

Trigger Criteria for Raising the Shipment Quantity Short Alert

The system raises this alert, if the quantity of the order line sent in the ASN is less than the requested quantity for any schedule in that order line. This alert is also raised if the items are not fully shipped within the tolerance limit of the expected ship date.

This alert is raised at the shipment level.

Viewing the List of Shipment Quantity Short Alerts

Sterling Supply Chain Visibility enables you to view the list of Shipment Quantity Short alerts in the Alert List panel.

About this task

To view the alert list, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Shipment Quantity Short alert is displayed. The actions and fields in the Listing panel are described in the table below:

Table 117. Total Alerts-Shipment Quantity Short

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Shipment Quantity Short alert.
View Shipment Details	Click this action to view the Shipment Detail screen for the Shipment Quantity Short alert.
Assign To Self <i>or</i> Unassign	Click this to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.
Export List in CSV	Click this action to export alert list in CSV format.

Table 118. Total Alerts-Shipment Quantity Short

Field	Description
Shipment #	Indicates the identifier of the shipment for which the alert is raised. Click the Shipment number hyperlink to view the Shipment Detail Screen, which displays the details of the shipment.
BOL #	Indicates the bill of lading number.
PO #	Indicates the order number of the shipment.
Customer	Indicates the identifier of the customer that has placed the order.
Carrier	Indicates the name of the carrier.
Receiving Location	Indicates the ship node of the Shipment for which the alert is raised.
Exp Ship Date	Indicates the date range on which the shipment is expected to be shipped.
Actual Ship Date	Indicates the date range on which the shipment is shipped.
Exp Delv Date	Indicates the date range on which the shipment is expected to be delivered.
Raised On	Indicates the date and time on which the alert is first raised.

Table 118. Total Alerts-Shipment Quantity Short (continued)

Field	Description
Assigned To	Indicates the identifier of the user to whom the alert is assigned.
Alert Status	Indicates the status of an alert.

Viewing the Shipment Quantity Short Alert Details

Sterling Supply Chain Visibility enables you to view Shipment Quantity Short Alert details in the Alert list panel.

About this task

To view the alert details, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Shipment Quantity Short alert is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **View Details**. The Alert Detail screen for the Shipment Quantity Short is displayed. The actions and fields in the Alert Details screen are described in the tables below:

Note: You can also view alert details from the Open Alerts panel of the Shipment Details screen and the Order Detail screen.

Additionally, you can view the list of alerts and alert details by navigating to **Alerts > Find Alert** from the menu bar, and from the Alert List panel and Alert Chart panel in the Dashboard.

Table 119. Alert Detail, Shipment Quantity Short alert

Action	Description
Close Alert	Click this action to close the alert. This action is active only when the alert is assigned to you.
Assign To Self <i>or</i> Unassign	Click this action to assign the alert to yourself. <i>or</i> If the alert is already assigned to you, click this action to unassign the alert.

Table 120. Alert Detail, Shipment Quantity Short alert

Field	Description
	This area of the Shipment Quantity Short panel displays the shipment number for which the alert is raised. Click the Shipment number hyperlink to view the Shipment Detail screen, which enables you to view the details of the shipment.
Status	Indicates the current status of the alert.
Assigned To	The name of the user to whom the alert is assigned.
Send Email To Buyer	Click this action to send an email message to the buyer.

Table 121. Alert Detail, Shipment Line(s)

Field	Description
Line #	Indicates the line number of the order.
Item ID	Indicates the unique identifier of the item.
Item Desc	Indicates the description of the item.
Exp Qty	Indicates the expected number of units of the item in the shipment.
Shipped Qty	Indicates the shipped quantity.
Unit Price	Indicates the unit price of each order.

Table 122. Alert Detail, Contact Information

Field	Description
Customer Phone #	Indicates the contact information for the customer.
Customer Name	Indicates the name of the customer.

Table 123. Alert Detail, Buyer Address

This panel displays the address for the buyer.
--

Table 124. Alert Detail, Carrier Information

This panel displays the information about the carrier.
--

Table 125. Alert Detail, Alert Notes

Action	Description
Add Notes	Click this action to view the Alert Add Note panel, which enables you to enter additional information about the alert. Enter your note in the Alert Add Note panel and click Add Note to save the note content.
The Alert Add Note panel displays notes added for the alert by various users. This panel also displays audit information for the alert.	

Assigning the Shipment Quantity Short Alert to Yourself

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it.

About this task

To assign alerts to yourself, follow these steps:

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user or supplier administrator. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel:
 - Click the number hyperlink in the Total Alerts column corresponding to the alert type you want to view.
 - Click the number hyperlink in the My Alerts column to view a list of all the alerts of the specific type that are assigned to you.

The Listing panel for Shipment Quantity Short alert is displayed.

3. From the list of alerts displayed, check the box preceding the alert for which you want to see the details and click **Assign To Self**. The Alert Detail screen for the Shipment Quantity Short alert is displayed.

Consolidating the Shipment Quantity Short Alert

The Shipment Quantity Short alert is raised only once for an order line. If there is a need to raise another alert for the same order line, the new raised alert is consolidated with the first alert and the system displays all the order lines with shortage in the Shipment Detail screen.

Resolving the Shipment Quantity Short Alert

The Shipment Quantity Short alert is resolved upon receiving the ASN for the short order line schedule. This alert is also resolved automatically if there is no order line with short quantity. You can also resolve the alert manually by clicking Close Alert on the Alert Detail screen.

Configuring Supplier Events

Sterling Supply Chain Visibility enables you to modify pre-configured rules to generate events. After activating an event, Sterling Supply Chain Visibility notifies you of the orders or shipments that need prompt attention or contain potential issues.

The procedure for modifying the pre-configured rules of the supplier events are described below.

Note: To configure alerts ensure that you have subscribed to monitor orders from your customers during registration.

Chapter 5. Configuring Custom Events

About Configuring Custom Events

The Sterling Supply Chain Visibility service enables you to define new or custom events. This chapter discusses the types of custom events that you can implement with Sterling Supply Chain Visibility.

You can create, modify, and delete custom events. You can view order-based events only if you have subscribed to the department for which the event is created. You can view the shipment-based or order line-based events only if you have subscribed to the receiving location of the shipment or order line.

Configuring the Display of Events in the Event List

You can modify the display of the manually recorded events in the event list such as sorting, modifying the display of columns, grouping by references, and so on.

Place your mouse cursor on the header bar of any column in the event list except the Additional References column, to display a drop-down arrow.

Click the drop-down arrow to display the following options:

Note: The display of the Additional References column cannot be modified.

Sort Ascending

Select this option to sort the values in the corresponding column in alphabetical order. This option is not available for the References column and the User Comments column.

Sort Descending

Select this option to sort the values in the corresponding column in reverse alphabetical order. This option is not available for the References column and the User Comments column.

Columns

Select the check box corresponding to the column name to display the corresponding column. Unselect the check box to hide the corresponding column.

Group By This Field

Select this option to split the manually recorded events into groups corresponding to the column that you selected.

Show in Groups

Select the check box to display the manually recorded events grouped according to the column that you selected. Unselect the check box to remove the grouping and display all the manually recorded events as a list.

Chapter 6. Key Performance Indicators and Reports

About Key Performance Indicators, Reports, and Charts

Buyers have to define, analyze, and monitor supplier effectiveness. Identifying high-performance suppliers, proactively managing supplier performance to ensure that required standards are met, and factoring supplier performance into sourcing and procurement decisions can lead to lower total costs, improved business performance, and stronger supplier relationships.

The Sterling Supply Chain Visibility enables buyers to view **key performance indicators** (KPIs) and reports for a specific supplier or group of suppliers, evaluate their performance, and select the best supplier for business needs.

Suppliers also have to monitor their performance to identify areas of improvement and determine changes in operations to make a positive business impact. The Sterling Supply Chain Visibility enables suppliers to generate KPIs and reports for analyzing and comparing their performance against each buyer. The KPIs provide the business intelligence to help strategic decision-making.

Integration with JasperReports and FusionCharts

The Sterling Supply Chain Visibility integrates with JasperReports to generate reports and FusionCharts to generate charts. The generation criteria is entered in the Sterling Supply Chain Visibility and posted to JasperReports and FusionCharts.

Why JasperReports

There are various advantages to integrating with JasperReports for generating reports. Some of these are:

- Embedding Capabilities
 - Enables embedding of the Java™ reporting library
 - Enables embedding in any host application
 - No external reporting server required
 - Plug in Java and Groovy code
- Handling Complex Reports
 - Sub-reports easily manage highly complex layouts
 - Pixel-perfect page-oriented output for web or print
 - Report output in Extensible Markup Language (XML), Hypertext Markup Language (HTML), Comma Separated Value (CSV), and so forth
 - Also available with crosstabs
- Integrated Charting
 - Comprehensive set of chart types
- Internationalization and Localization
 - Multi-language Unicode and other native encoding
 - Dynamic text localization
 - Localized date, number, and currency formatting
- Scalability

- High performance report generation
- No limit to report size
- Extensibility
 - Supplement built-in expressions with Java or Groovy
 - Plug in Java code and Groovy code
- Easy to Use
 - iReport visual report designer
 - Other Eclipse- and Swing-based designers available
 - Built-in Swing viewer
 - Extensive code examples
- Standards Based
 - Written in Java
 - Report definitions in XML
- Flexible Data Access
 - Multiple data sources of multiple data types in one report
 - Built-in support for JDBC, EJB, POJO, Hibernate, XML
 - Extensible to any data source

Why FusionCharts

There are various advantages to integrating with FusionCharts for generating charts. Some of these are:

- Renders animated and interactive charts, as opposed to static images rendered by traditional charting components.
- Uses XML data interface that makes it cross-browser and cross-platform compatible. You can use it with any scripting language and database.
- Has a small size that makes it suitable for dynamic and interactive charting, even on narrow bandwidth connections.
- Leverages Macromedia Flash Player to make the thin client behave thick.
- Enables you to dynamically change chart types and data on the client, without invoking any server requests.

Layout of Sterling Supply Chain Visibility Reports

The Sterling Supply Chain Visibility reports consist of various sections. Depending upon the number of rows, reports might span across multiple pages. In the case of multi-page reports, the header and criteria information appear on the first page only and are not repeated on subsequent pages.

The following figure illustrates the layout of a report.

Date & Time 04/02/2009 08:28:23 P.O. Commit Match (By Value)

User ID xyzonlineadmin@stercomm.com Organization Code XYZ-Online
 User Name XYZ Online Admin Organization Name XYZ-Online

From 03/31/2008 To 03/31/2009 Supplier All Suppliers

Receiving Location(s)

Supplier	Order #	Created Date	Receiving Location	Order Value	Value Within Req Date	Commit %
Seller1	PO-004	07/10/2008	DC2	1,200.00	0.00	0.00
Seller1	PO-005	07/25/2008	DC2	1,200.00	0.00	0.00
Seller1	PO-006	08/12/2008	DC2	1,200.00	0.00	0.00
Seller1	PO-007	08/24/2008	DC2	1,200.00	0.00	0.00
Seller1	PO-008	09/08/2008	DC2	1,200.00	0.00	0.00
Seller1	PO-009	09/23/2008	DC2	1,200.00	0.00	0.00
Seller1	PO-0014	12/10/2008	DC2	1,200.00	0.00	0.00
Seller1	PO-0015	12/25/2008	DC2	1,200.00	0.00	0.00
Seller1	PO-0029	01/15/2009	DC11	1,200.00	0.00	0.00
Seller1	PO-0016	01/09/2009	DC2	1,200.00	0.00	0.00
Seller1	PO-001	05/26/2008	DC2	1,200.00	1,200.00	100.00
Seller1	PO-003	06/10/2008	DC2	1,200.00	1,200.00	100.00
Seller1	PO-0012	11/07/2008	DC2	1,200.00	0.00	0.00
Seller1	PO-0011	10/23/2008	DC2	1,200.00	0.00	0.00
Seller1	PO-0010	10/08/2008	DC2	1,200.00	0.00	0.00
Seller1	PO-0013	11/22/2008	DC2	1,200.00	0.00	0.00
Seller1	PO-0017	01/24/2009	DC2	1,200.00	1,200.00	100.00
Seller1	PO-0018	02/08/2009	DC2	1,200.00	0.00	0.00
Seller1	PO-0019	02/23/2009	DC2	1,200.00	1,120.00	93.33
Seller1	PO-0020	03/07/2009	DC2	1,200.00	0.00	0.00
Seller1	PO-0026	03/19/2009	DC2	1,200.00	1,200.00	100.00
Seller1	PO-0025	03/19/2009	DC2	1,200.00	600.00	50.00
Seller1	PO-0024	03/19/2009	DC2	1,200.00	1,200.00	100.00
Seller1	PO-0023	03/19/2009	DC2	1,200.00	80.00	6.67
Seller1	PO-0027	03/19/2009	DC2	1,200.00	1,200.00	100.00
Seller1	PO-0028	03/19/2009	DC2	1,200.00	400.00	33.33
Seller1	PO-0022	03/19/2009	DC2	1,200.00	0.00	0.00
Seller1	PO-0021	03/16/2009	DC2	1,200.00	1,200.00	100.00

Page 1 of 2

Report Header

The report header displays the date and time at which the report is generated, the report title, and the user and organization information.

The report header is printed only on the first page of each report and is not repeated on the subsequent pages.

User Information

This area displays the identifier and name of the user.

The user information is printed only on the first page of each report, and is not repeated on the subsequent pages.

Organization Information

This area displays the identifier and name of the organization.

The organization information is printed only on the first page of each report, and is not repeated on the subsequent pages.

Search Parameters

This area displays the search parameters entered by the user.

The search parameter is printed on all pages of the report.

Report Data

This area displays the requested report information in a tabular format. Depending on the locale and theme you select, the report rows are highlighted in different colors which specify the range of the KPI data.

Black text

Indicates that the KPI data is above the configured high threshold values.

Blue text

Indicates that the KPI data is in between the high and low threshold values.

Red text

Indicates that the KPI data is below the configured low threshold values.

Viewing the KPI on the Dashboard

KPIs can be used for a comprehensive view of supplier or customer metrics, with reference to the status of POs, Customer POs, shipments, and so forth. This provides the business intelligence to help strategic decision-making.

You can drill down to view the details of a particular time period, supplier, customer, and so forth. You can also configure the KPI information in the dashboard to view details that you want to see most often.

Understanding KPI and Report Generation

The KPIs or Reports are generated out of the views and displayed as Charts and Reports. Reports can be viewed in HTML and CSV formats.

KPIs and Reports are generated from the YFS_ORDER_SUMMARY and YFS_SHIPMENT_SUMMARY tables. These tables are inserted or updated with necessary information based on the order and shipment updates obtained from the EDI.

Each KPI and Report runs from a view that is created from the YFS_ORDER_SUMMARY or YFS_SHIPMENT_SUMMARY tables.

Chapter 7. Reports

About Reports and Charts

The KPIs and reports provided in the Sterling Supply Chain Visibility for suppliers are grouped into several functional categories.

These categories include the following:

- Selling
- Shipping
- Invoicing
- Other Reports

Selling

This section describes the reports related to Customer POs that are viewed by suppliers. For example, after an order is placed, the supplier has to send an acknowledgment within a specific number of hours (as pre-configured for that supplier).

If the PO Acknowledgement is not sent on time, the PO Acknowledgement Timeliness report calculates the value as negative for that customer.

The KPIs and reports categorized under Selling are:

- PO Acknowledgment Timeliness
- PO Commit Timeliness
- PO Commit Match (By Quantity)
- PO Commit Match (By Value)
- PO Status

Customer PO Acknowledgment Timeliness

After the supplier receives a Customer PO, the supplier is expected to acknowledge receipt of the customer order within a specified time period after the order creation. If an order is acknowledged on time by the supplier then the KPI value is 100, otherwise the KPI value is zero.

This KPI metric is computed based on the difference between the order creation date and time, and the acknowledgment date and time. The supplier is considered reliable if the difference between the order creation date and time, and the acknowledgment date and time is less than or equal to the configured number of hours for receiving the acknowledgment.

The PO Acknowledgment Timeliness KPI is computed as:

Percentage of orders acknowledged on time = (Number of Customer POs acknowledged on time / Total number of Customer POs in that time period) * 100

Viewing Customer PO Acknowledgment Timeliness in Report Format

You can view the PO Acknowledgement Timeliness KPI as a report. This report displays the time the supplier takes to acknowledge specific Customer POs and indicates whether the Customer PO is acknowledged on time.

About this task

To view this KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which you want to view the report
7. Click **View Report**. The PO Acknowledgment Timeliness report is displayed. The fields in the PO Acknowledgment Timeliness report are described in the table below:

Table 126. PO Acknowledgment Timeliness Report

Field	Description
Customer	The customer to whom the order is shipped.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipment.
Acknowledged In Hours	The number of hours it takes to receive the acknowledgment after the creation of the order.
Acknowledged In Time	Indicates whether or not the acknowledgment was received on time.

Viewing Customer PO Acknowledgment Timeliness in Chart Format

You can view the PO Acknowledgment Timeliness KPI as a three-dimensional bar chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.

4. Enter the required criteria.
5. In **View Report**, select **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.
7. Click **View Chart**. The PO Acknowledgment Timeliness chart displays.
The fields in the PO Acknowledgment Timeliness chart are described in the table below:

Table 127. PO Acknowledgment Timeliness Chart

Field	Description
Percentage	The percentage of Customer POs that are acknowledged by suppliers within the pre-configured period.
Time Period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the PO Acknowledgement Timeliness data for the last 12 months, in interval of months.
View detailed report as	You can choose to view the report in either HTML or CSV format.

Customer PO Commit Timeliness

After a Customer PO is sent to a supplier, the supplier is expected to commit the order within a specified period of time after the order is created. If an order is committed on time by the supplier, then the KPI value is 100, otherwise the KPI value is zero.

This KPI metric is computed based on the difference between the order creation date and the committed date. The supplier is considered reliable if the difference between the expected date and the actual date is less than or equal to the configured number of hours.

In case of multiple commitments, the first commitment is considered for the KPI metric.

The PO Commitment Timeliness KPI is computed as:

Percentage of customer orders committed on time = (Number of Customer POs committed on time / Total number of Customer POs in that time period) * 100

Viewing Customer PO Commit Timeliness in Report Format

You can view the PO Commit Timeliness KPI as a report. This report displays the time taken by the supplier to commit specific Customer POs.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.

2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The PO Commit Timeliness report is displayed.
The fields in the PO Commit Timeliness report are described in the table below:

Table 128. PO Commit Timeliness Report

Field	Description
Customer	The supplier that ships the order.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipments.
Committed in Hours	The number of hours in which the first Customer PO commitment is received.
Committed on Time	Indicates whether or not the Customer PO commitment is received on time.

Viewing Customer PO Commit Timeliness in Chart Format

You can view the PO Commit Timeliness KPI as a three-dimensional bar chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.
7. Click **View Chart**. The PO Commit Timeliness chart is displayed.

The fields in the PO Commit Timeliness chart are described in the table below:

Table 129. PO Commit Timeliness Chart

Field	Description
Percentage	The percentage of POs that are committed by suppliers within the committed period.

Table 129. PO Commit Timeliness Chart (continued)

Field	Description
Time Period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the PO Commit Timeliness data for the last 12 months, in interval of months.
View detailed report as	You can choose to view the report in either HTML or CSV format.

Customer PO Commit Match (By Quantity)

When the suppliers receive Customer POs, they are expected to commit the quantity that they can ship within the requested date. This KPI measures the average percentage of the Customer PO line quantities in an order that a supplier ships within the requested date.

If the supplier sends multiple commitments for an order, this KPI takes into calculation the details of the last commitment.

This KPI metric is computed based on the percentage of the ordered quantity that the supplier commits to ship.

The PO Commit Match (By Quantity) KPI is computed as:

$$\text{Percentage of commit match (by quantity)} = \frac{\text{Sum (Percentage of committed order quantity * number of lines)}}{\text{Sum (number of lines)}}$$

Viewing Customer PO Commit Match (By Quantity) in Report Format

You can view the PO Commit Match (By Quantity) KPI as a report. This report displays the total number of lines that are committed within the requested time period and the average percentage of the Customer PO line quantities in the order that the supplier commits to ship.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The PO Commit Match (By Quantity) report is displayed.

The fields in the PO Commit Match (By Quantity) report are described in the table below:

Table 130. PO Commit Match (By Quantity) Report

Field	Description
Customer	The customer to whom the order is shipped.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipment.
# of Lines	The number of order lines in the order.
% Match	The average percentage of the PO line quantities in the order that the supplier commits to ship.

Viewing Customer PO Commit Match (By Quantity) in Chart Format

You can view the PO Commit Match (By Quantity) KPI as a three-dimensional bar chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.
7. Click **View Chart**. The PO Commit Match (By Quantity) chart is displayed.
The fields in the PO Commit Match (By Quantity) chart are described in the table below:

Table 131. PO Commit Match (By Quantity) Chart

Field	Description
Percentage	The average percentage of the ordered quantity, across the Customer POs that the supplier commits to ship within the requested period.
Time Period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the PO Commit Match (By Quantity) data for the last 12 months, in interval of months.

Table 131. PO Commit Match (By Quantity) Chart (continued)

Field	Description
View detailed report as	You can choose to view the report in either HTML or CSV format.

Note: If the committed quantity is more than the ordered quantity

Percentage of committed order quantity = 100 - (Percentage of Committed Quantity - 100)

For example, if ordered quantity is 100 and committed quantity is 120, the percentage of committed order quantity = 100- (120-100).

Customer PO Commit Match (By Value)

This KPI metric is computed based on the percentage of the ordered value that the supplier commits to ship. The supplier is considered reliable if the committed percentage is high for an order.

After the suppliers receive the Customer POs, the suppliers are expected to commit the value that they can ship within the requested date. This KPI measures the average percentage of the order value that a supplier commits to ship within the requested date.

The PO Commit Match (By Value) KPI is computed as:

Percentage of commit match (by value) = Sum (Percentage of committed order quantity * Order value) / Sum (Order value)

Viewing Customer PO Commit Match (By Value) in Report Format

You can view the PO Commit Match (By Value) KPI as a report. This report displays the value of the order, the value of the committed quantity, and the percentage of the order value that the supplier commits to ship within the requested date.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The PO Commit Match (By Value) report is displayed. The fields in the PO Commit Match (By Value) report are described in the table below:

Table 132. PO Commit Match (By Value) Report

Field	Description
Customer	The customer to whom the order is shipped.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipment.
Order Value	The value of the items in the order.
Value Within Req Date	The value of the items that the supplier commits to ship within the requested date.
Commit%	The percentage of the order value that the supplier commits to ship within the requested date.

Viewing Customer PO Commit Match (By Value) in Chart Format

You can view the PO Commit Match (By Value) KPI as a three-dimensional bar chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.
7. Click **View Chart**. The PO Commit Match (By Value) chart is displayed.
The fields in the PO Commit Match (By Value) chart are described in the table below:

Table 133. PO Commit Match (By Value) Chart

Field	Description
Percentage	The average percentage (weighed by order value) of the order value that the supplier commits to ship within the requested period.
Time Period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the PO Commit Match (By Value) data for the last 12 months, in interval of months.
View detailed report as	You can choose to view the report in either HTML or CSV format.

Note: If the committed value is more than the ordered value

Percentage of committed order value = $100 - (\text{percentage of Committed Value} - 100)$

For example, if ordered value is 100 and committed value is 120, the percentage of committed order value = $100 - (120 - 100)$.

Customer PO Status

A Customer PO goes through various stages before the goods are finally received into the warehouse. The Purchase Order Status report displays the present milestones of all orders that were created within the specified time frame in the criteria.

The PO Status report or chart includes all the lines that are in distinct milestones.

This report displays the present milestones of all orders created within the time frame that you specified. This report does not require KPI metric computation.

Viewing Customer PO Status in Report Format

You can view the current purchase order milestones as a report. This report displays the present milestones of all orders that were created within the time frame specified by you in the criteria.

About this task

To view the purchase order statuses as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The PO Status report is displayed.

The fields in the PO Status Report are described in the table below:

Table 134. PO Status Report

Field	Description
Customer	The customer to whom the shipment is shipped.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location where the shipment is received.
Milestone	The present milestone of the order.

Viewing Customer PO Status in Chart Format

You can view the purchase order milestones as a three-dimensional pie chart.

About this task

To view the purchase order milestones as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.
7. Click **View Chart**. The PO Status chart is displayed.

The field in the PO Status Chart is described in the table below:

Table 135. PO Status Chart

Field	Description
View detailed report as	You can choose to view the report in either HTML or CSV format.

Shipping

This section describes reports related to shipments sent by suppliers. For example, after a shipment is shipped, the supplier needs to send an **Advance Ship Notice** (ASN) within the number of hours configured for that supplier. If the ASN is not received on time, this detail can be viewed in the ASN Timeliness report.

The KPIs and reports categorized under Shipping are:

- On Time Shipment Within Committed Time (By Quantity)
- On Time Shipment Within Committed Time (By Value)
- On Time Shipment Within Requested Time (By Quantity)
- On Time Shipment Within Requested Time (By Value)
- First Ship Fill Rate (By Quantity)
- First Ship Fill Rate (By Value)
- ASN Timeliness

On Time Supplier Shipment Within Committed Time (By Quantity)

This KPI metric is computed based on the percentage of the order line quantity that is shipped within the committed date.

If a supplier sends a Customer PO commitment, the supplier is expected to ship the order within the committed time. This KPI measures the average percentage of the Customer PO line quantities in an order that a supplier ships within the committed time.

If the supplier sends multiple commitments for an order, the KPI displays the details of shipments that are shipped within the date specified in the last commit.

The On Time Shipment Within Committed Time (By Quantity) KPI is computed as:

Percentage of on time shipment within committed time (by quantity) = $\frac{\text{Sum (Percentage of order quantity shipped within committed time * number of lines)}}{\text{Sum (Number of lines)}}$

Viewing On Time Supplier Shipment Within Committed Time (By Quantity) in Report Format

You can view the On Time Shipment Within Committed Time (By Quantity) KPI as a report. This report displays the average percentage of the Customer PO line quantities in the order that a supplier ships within the committed time. This report also displays the number of Customer PO lines in the order.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The On Time Shipment Within Committed Time (By Quantity) report is displayed.

The fields in the On Time Shipment Within Committed Time (By Quantity) report are described in the table below:

Table 136. On Time Shipment Within Committed Time (By Quantity) Report

Field	Description
Customer	The customer to whom the order is shipped.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipment.
# of Lines	The number of order lines in the order.
% On Time	The average percentage of PO line quantities in the order that the supplier shipped within the committed time.

Viewing On Time Supplier Shipment Within Committed Time (By Quantity) in Chart Format

You can view the On Time Shipment Within Committed Time (By Quantity) KPI as a three-dimensional bar chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.
7. Click **View Chart**. The On Time Shipment Within Committed Time (By Quantity) chart is displayed.

The fields in the On Time Shipment Within Committed Time (By Quantity) chart are described in the table below:

Table 137. On Time Shipment Within Committed Time (By Quantity) Chart

Field	Description
Percentage	The average percentage of the quantity shipped within committed time weighted by the number of lines in each Customer PO.
Time Period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the On Time Shipment Within Committed Time (By Quantity) data for the last 12 months, in interval of months.
View detailed report as	You can choose to view the report in either HTML or CSV format.

Note: If the shipped quantity is more than the ordered quantity and the percentage of shipped quantity within committed time is between 100 and 200:

Percentage of on time shipment within committed time(by quantity) = 100 - [percentage of on time shipment within committed time(by quantity) calculated using the above formula - 100]

For example, if the ordered quantity is 100 and the shipped quantity is 120, the percentage of on time shipment within committed time (by quantity) is calculated using the general formula as 120. In this case, the system calculates the final percentage of on time shipment within committed time (by quantity) as 100 - (120 - 100).

If the shipped quantity is more than the ordered quantity and the percentage of the shipped quantity within the committed time is greater than 200, the system sets the percentage of on time shipment within committed time (by quantity) to zero.

Order lines for which the committed date is in the future are not taken into consideration for the computation of KPI metric.

On Time Supplier Shipment Within Committed Time (By Value)

If a supplier sends a Customer PO commitment, the supplier is expected to ship the order within the committed time. This KPI measures the percentage of the order value that a supplier ships within the committed time.

If the supplier sends multiple commitments for an order, the KPI displays the details of the shipments that are shipped within the time specified in the last commit.

This KPI metric is computed based on the percentage of the order value that is shipped within the committed time.

In the On Time Shipment Within Committed Time (By Value) KPI is computed as:

$$\text{Percentage of on time shipment within committed time (by value)} = \frac{\text{Sum (Percentage of order value shipped within committed time * order value)}}{\text{Sum (order value)}}$$

Viewing On Time Supplier Shipment Within Committed Time (By Value) in Report Format

You can view the On Time Shipment Within Committed Time (By Value) KPI as a report. This report displays the total value of the order, the value of the order that a supplier ships within the committed time, and the average percentage of the order value that a supplier ships within the committed time.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The On Time Shipment Within Committed Time (By Value) report is displayed.

The fields in the On Time Shipment Within Committed Time (By Value) report are described in the table below:

Table 138. On Time Shipment Within Committed Time (By Value) Report

Field	Description
Customer	The supplier that ships the order.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipment.
Order Value	The total value of the order.

Table 138. On Time Shipment Within Committed Time (By Value) Report (continued)

Field	Description
Value On Time	The value of the shipment that the supplier ships within the committed time.
% On Time	The percentage of the order value that the supplier ships within the committed time.

Viewing On Time Supplier Shipment Within Committed Time (By Value) in Chart Format

You can view the On Time Shipment Within Committed Time (By Value) KPI as a three-dimensional bar chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.
7. Click **View Chart**. The On Time Shipment Within Committed Time (By Value) chart is displayed.

The fields in the On Time Shipment Within Committed Time (By Quantity) report are described in the table below:

Table 139. On Time Shipment Within Committed Time (By Value) Chart

Field	Description
Percentage	The average percentage of the order value shipped within committed time weighted by the number of lines in each Customer PO.
Time Period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the On Time Shipment Within Committed Time (By Value) data for the last 12 months, in interval of months. The performance is compared against a specific buyer.
View detailed report as	You can choose to view the report in either HTML or CSV format.

Note: If the shipped value is more than the ordered value and the percentage of shipped value within committed time is between 100 and 200:

Percentage of on time shipment within committed time (by value) = 100 - [percentage of on time shipment within committed time (by value) calculated using the above formula - 100]

For example, if the ordered value is 100 and the shipped value is 120, the percentage of on time shipment within committed time (by value) is calculated using the general formula as 120. In this case, the system calculates the final percentage of on time shipment within committed time (by value) as 100 - (120 - 100).

If the shipped value is more than the ordered value and the percentage of the shipped value within the committed time is greater than 200, the system sets the percentage of on time shipment within committed time (by value) to zero.

Order lines for which the requested date is in the future are not taken into consideration for the computation of KPI metric.

On Time Supplier Shipment Within Requested Time (By Quantity)

After the supplier receives a Customer PO, the supplier is expected to ship the order within the requested time. This KPI measures the average percentage of the Customer PO line quantities that a supplier ships within the requested time.

This KPI metric is computed based on the percentage of the order line quantity that is shipped within the requested date. The supplier is considered reliable if this is high.

The On Time Shipment Within Requested Time (By Quantity) KPI is computed as:

Percentage of on time shipment within requested time (by quantity) = Sum (Percentage of order quantity shipped within requested time * number of lines) / sum (number of lines)

Viewing On Time Supplier Shipment Within Requested Time (By Quantity) in Report Format

You can view the On Time Shipment Within Requested Time (By Quantity) KPI as a report. This report displays the average percentage of the Customer PO line quantities that a supplier ships within the requested time. This report also displays the number of Customer PO lines in the order.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.

- Click **View Report**. The On Time Shipment Within Requested Time (By Quantity) report is displayed.

The fields in the On Time Shipment Within Requested Time (By Quantity) report are described in the table below:

Table 140. On Time Shipment Within Requested Time (By Quantity)

Field	Description
Customer	Indicates the customer to whom the order is shipped.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipment.
# of Lines	The total number of order lines in the order.
% on Time	The average percentage of Customer PO line quantities that is shipped within the requested time.

Viewing On Time Supplier Shipment Within Requested Time (By Quantity) in Chart Format

You can view the On Time Shipment Within Requested Time (By Quantity) KPI as a three-dimensional bar chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

- Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
- Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
- From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
- Enter the required criteria.
- In **View Report**, select **In Summary as a Chart**.
- In the **Chart Options** area, enter details for the chart options.
- Click **View Chart**. The On Time Shipment Within Requested Time (By Quantity) chart is displayed.

The fields in the On Time Shipment Within Requested Time (By Quantity) chart are described in the table below:

Table 141. On Time Shipment Within Requested Time (By Quantity)

Field	Description
Percentage	The average percentage of the ordered quantity shipped within requested time weighted by the number of lines in each Customer PO.

Table 141. On Time Shipment Within Requested Time (By Quantity) (continued)

Field	Description
Time Period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the On Time Shipment Within Requested Time (By Quantity) data for the last year, in interval of months.
View detailed report as	You can choose to view the report in either HTML or CSV format.

Note: If the shipped quantity is more than the ordered quantity and the percentage of shipped quantity within requested time is between 100 and 200:

Percentage of on time shipment within requested time (by quantity) = 100 - [percentage of on time shipment within requested time (by quantity) calculated using the above formula - 100]

For example, if the ordered quantity is 100 and the shipped quantity is 120, the percentage of on time shipment within requested time (by quantity) is calculated using the general formula as 120. In this case, the system calculates the final percentage of on time shipment within requested time (by quantity) as 100 - (120 - 100).

If the shipped quantity is more than the ordered quantity and the percentage of shipped quantity within requested time is greater than 200, the system sets the percentage of on time shipment within requested time (by quantity) to zero.

Order lines for which the requested date is in the future are not taken into consideration for the computation of KPI metric.

On Time Supplier Shipment Within Requested Time (By Value)

When a Customer PO is received by a supplier, the supplier is expected to ship the order within the requested time. This KPI measures the average percentage of the order value that a supplier ships within the requested time.

This KPI metric is computed based on the percentage of the order value that is shipped within the requested time.

The On Time Shipment Within Requested Time (By Value) KPI is computed as:

Percentage of on time shipment within requested time (by value) = Sum (Percentage of order value shipped within requested time * Order value) / Sum (Order value)

Viewing On Time Supplier Shipment Within Requested Time (By Value) in Report Format

You can view the On Time Shipment Within Requested Time (By Value) KPI as a report. This report displays the total value of the order, the value of the order that a supplier ships within the requested time, and the average percentage of the order value that a supplier ships within the requested time.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The On Time Shipment Within Requested Time (By Value) report is displayed.

The fields in the On Time Shipment Within Requested Time (By Value) report are described in the table below:

Table 142. On Time Shipment Within Requested Time (By Value)

Field	Description
Customer	Indicates the name of the customer.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipment.
Order Value	The total value of each order.
Value On Time	The value of the order that the supplier ships within the requested time.
% On Time	The percentage of the order value that a supplier ships within the requested time.

Viewing On Time Supplier Shipment Within Requested Time (By Value) in Chart Format

You can view the On Time Shipment Within Requested Time (By Value) KPI as a three-dimensional bar chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.

7. Click **View Chart**. The On Time Shipment Within Requested Time (By Value) chart displays.

The fields in the On Time Shipment Within Requested Time (By Value) report are described in the table below:

Table 143. On Time Shipment Within Requested Time (By Value)

Field	Description
Percentage	The average percentage of the order value shipped within requested time weighted by the number of lines in each PO.
Time Period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the On Time Shipment Within Requested Time (By Quantity) data for the last 12 months, in interval of months.
View detailed report as	You can choose to view the report in either HTML or CSV format.

Note: The shipped value is more than the ordered value and the percentage of shipped value within requested time is between 100 and 200:

Percentage of on time shipment within requested time(by value) = $100 - [\text{percentage of on time shipment within requested time(by value) calculated using the above formula} - 100]$

For example, if the ordered value is 100 and the shipped value is 120, the percentage of on time shipment within requested time (by value) is calculated using the general formula as 120. In this case, the system calculates the final percentage of on time shipment within requested time (by value) as $100 - (120 - 100)$.

If the shipped value is more than the ordered value and the percentage of the shipped value within the requested time is greater than 200, the system sets the percentage of on time shipment within requested time (by value) to zero.

Order lines that satisfy both of the following conditions are not taken into consideration for the computation of KPI metric:

- Order lines for which no shipment has arrived
- Order lines for which the requested date is in the future

Supplier First Ship Fill Rate (By Quantity)

This KPI metric is computed based on the average percentage of the order shipped in the first shipment. The supplier is considered reliable if the first shipment percentage is high.

This KPI measures the average percentage of the Customer PO line quantity that is fulfilled by the first shipment for every Customer PO line.

The First Ship Fill Rate (By Quantity) KPI is computed as:

Percentage of first ship fill rate (by quantity) = $\text{Sum (Percentage of order quantity shipped in the first shipment * number of lines)} / \text{sum (number of lines)}$

Viewing Supplier First Ship Fill Rate (By Quantity) in Report Format

You can view the First Ship Fill Rate (By Quantity) KPI as a report. This report displays the average percentage of the order lines that is fulfilled by the first shipment.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click View Report. The First Ship Fill Rate (By Quantity) report is displayed.

The fields in the First Ship Fill Rate (By Quantity) report are described in the table below:

Table 144. First Ship Fill Rate (By Quantity) Report

Field	Description
Customer	The supplier that ships the order.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipment.
# of Lines	The number of order lines in the order.
Fill Rate	The average percentage of the PO line quantities of an order that is fulfilled by the first shipment.

Viewing Supplier First Ship Fill Rate (By Quantity) in Chart Format

You can view the First Ship Fill Rate (By Quantity) KPI as a three-dimensional bar chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.

3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.
7. Click **View Chart**. The First Ship Fill Rate (By Quantity) chart is displayed.
The fields in the First Ship Fill Rate (By Quantity) chart are described in the table below:

Table 145. First Ship Fill Rate (By Quantity) Chart

Field	Description
Percentage	The average percentage of the ordered quantity that is fulfilled by the first shipment, across all the Customer POs of the first shipment.
Time Period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the First Ship Fill Rate (By Quantity) data for the last 12 months, in interval of months.
View detailed report as	You can choose to view the report in either HTML or CSV format.

Note: Order lines that satisfy any of the following conditions is not taken into consideration for the computation of KPI metric:

- Order lines for which no shipment has arrived
- Order lines for which the requested date is in the future

In case of over shipment, the percentage of first ship fill rate (by quantity) is considered to be 100% for that order line.

Supplier First Ship Fill Rate (By Value)

This KPI measures the average percentage (weighted by order line value) of the Customer PO line value that is fulfilled by the first shipment for all the Customer PO lines.

This KPI metric is computed based on the percentage of the order value shipped as a part of the first shipment.

The First Ship Fill Rate (By Value) KPI is computed as:

Percentage of first ship fill rate (by value) = $\frac{\text{Sum (Percentage of order value shipped in first shipment * Order value)}}{\text{Sum (Order value)}}$

Viewing Supplier First Ship Fill Rate (By Value) in Report Format

You can view the First Ship Fill Rate (By Value) KPI as a report. This report displays the total value of the order, the value of the order received in the first shipment, and the percentage of the order value that are fulfilled by the first shipment.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The First Ship Fill Rate (By Value) report is displayed.
The fields in the First Ship Fill Rate (By Value) report are described in the table below:

Table 146. First Ship Fill Rate (By Value) Report

Field	Description
Customer	The supplier that ships the order.
Order No	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipment.
Order Value	The total value of the order.
Value On First Shipment	The value of the first shipment received.
Fill Rate	The average percentage of the PO line values of an order that is fulfilled by the first shipment.

Viewing Supplier First Ship Fill Rate (By Value) in Chart Format

You can view the First Ship Fill Rate (By Value) KPI as a three-dimensional bar chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.
7. Click **View Chart**. The First Ship Fill Rate (By Value) chart is displayed.
The fields in the First Ship Fill Rate (By Value) chart are described in the table below:

Table 147. First Ship Fill Rate (By Value) Chart

Field	Description
Percentage	The average percentage (weighted by order value) of the order value that is fulfilled by the first shipment.
Time Period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the First Ship Fill Rate (By Value) data for the last 12 months, in interval of months.
View detailed report as	You can choose to view the report in either HTML or CSV format.

Note: Order lines that satisfy both of the following conditions are not taken into consideration for the computation of KPI metric:

- Order lines for which no shipment has arrived
- Order lines for which the requested date is in the future

In case of over shipment, the percentage of first ship fill rate (by quantity) is considered to be 100% for that order line.

ASN Timeliness for Supplier

When a supplier receives a Customer PO, the supplier is expected to send the ASN within a specified period after the date on the shipment is shipped. If the ASN is sent on time by the supplier then the KPI value is 100, otherwise the KPI value is zero.

This KPI metric is computed based on the number of ASNs sent within the pre-configured hours. The supplier is considered reliable if the ASNs are sent within the pre-configured number of hours.

The ASN Timeliness KPI is computed as:

Percentage of ASNs on time = (Number of ASNs sent on time / Total number of shipments in the specified time range) * 100

Viewing Supplier ASN Timeliness in Report Format

You can view the ASN Timeliness KPI as a report. This report displays the date on which the ASN is created, the date on which the shipment is shipped, and the number of hours by which the ASN is delayed.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.

4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The ASN Timeliness report is displayed.

The fields in the ASN Timeliness report are described in the table below:

Table 148. ASN Timeliness Report

Field	Description
Customer	The customer to whom the shipment is shipped.
Shipment #	The unique identifier of the shipment.
Ship To Location	The location that receives the shipment.
ASN Created Date	The date on which the ASN is created.
Actual Ship Date	The date on which the shipment is shipped.
Delay in Hour(s)	The difference between the ship date and the date when the supplier sends the ASN.
Is ASN Sent On Time	Indicates whether or not the ASN is sent on time.

Viewing Supplier ASN Timeliness in Chart Format

You can view the ASN Timeliness KPI as a three-dimensional bar chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.
7. Click **View Chart**. The ASN Timeliness chart is displayed.

The fields in the ASN Timeliness chart are described in the table below:

Table 149. ASN Timeliness Chart

Field	Description
Percentage	The percentage of shipments for which the supplier sends the ASN within the pre-configured period.
Time Period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the ASN Timeliness data for the last 12 months.

Table 149. ASN Timeliness Chart (continued)

Field	Description
View detailed report as	You can choose to view the report in either HTML or CSV format.

Invoicing

After an order is shipped, the supplier raises an invoice to the buyer. The invoice indicates that, unless paid in advance, payment is due from the buyer to the seller based on mutually agreed upon terms.

The KPIs and reports categorized under Invoice are:

- Invoicing Cycle Time (By Quantity)
- Invoicing Cycle Time (By Value)
- Invoice Price Match

Supplier Invoicing Cycle Time (By Quantity)

This KPI measures the average number of days needed for invoicing a certain percentage of the line quantity. This percentage is configured as part of the invoice fill rate configuration.

For more details about configuring KPI tolerance, see the *IBM Sterling Supply Chain Visibility Customer Administration Guide*.

This KPI metric is calculated based on the number of days taken to invoice a certain percentage of order quantity.

The Invoicing Cycle Time (By Quantity) KPI is computed as:

Number of days taken for invoicing = $\text{Sum}(\text{Cycle time by quantity} * \text{number of lines invoiced}) / \text{Sum}(\text{number of lines invoiced})$

Viewing Supplier Invoicing Cycle Time (By Quantity) in Report Format

You can view the Invoicing Cycle Time (By Quantity) KPI as a report. This report displays the buyer name, order number, date of creation, receiving location, number of lines and average cycle time in days.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.

- Click **View Report**. The Invoicing Cycle Time (By Quantity) report is displayed. The fields in the Invoicing Cycle Time (By Quantity) report are described in the table below:

Table 150. Invoicing Cycle Time (By Quantity)

Field	Description
Customer	The customer to whom the order is shipped.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipment.
# of Lines	The number of lines present in the order.
Avg cycle Time (Days)	The number of days taken to invoice the configured tolerance percentage.

Viewing Supplier Invoicing Cycle Time (By Quantity) in Chart Format

You can view the Invoicing Cycle Time (By Quantity) KPI as a two-dimensional line chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

- Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
- Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
- From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
- Enter the required criteria.
- In **View Report**, select **In Summary as a Chart**.
- In the **Chart Options** area, enter details for the chart options.
- Click **View Chart**. The Invoicing Cycle Time (By Quantity) chart is displayed. The fields in the Invoicing Cycle Time (By Quantity) chart are described in the table below:

Table 151. Invoicing Cycle Time (By Quantity)

Field	Description
No. Of Days	The average number of days taken to invoice a pre-configured percentage of order quantity, across all the Customer POs.
Time period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the Invoice cycle Time (By Quantity) data for last 12 months, in interval of months.
View detailed report as	You can choose to view the report in either HTML or CSV format.

Supplier Invoicing Cycle Time (By Value)

This KPI measures the average number of days for invoicing a certain percentage of the Customer PO value. The invoice fill rate percentage is used for the computation of this KPI.

For more information about configuring KPI tolerance, see the *IBM Sterling Supply Chain Visibility Customer Administration Guide*.

The KPI metric is calculated based on the time taken to invoice the item.

The Invoicing Cycle Time (By Value) KPI is computed as:

Number of days taken for invoicing = $\text{Sum}(\text{Cycle time for each order} * \text{order value}) / \text{Sum}(\text{Order value})$

Viewing Supplier Invoicing Cycle Time (By Value) in Report Format

You can view the Invoicing Cycle Time (By Value) KPI as a report.

About this task

To view the KPI as a result report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The Invoicing Cycle Time (By Value) report is displayed.

The fields in the Invoicing Cycle Time (By Value) report are described in the table below:

Table 152. Invoicing Cycle Time (By Value) Report

Field	Description
Customer	The customer to whom the order is shipped.
Order No	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipment.
Order Value	The total value of the order.
Wt Avg cycle Time (Days)	The average number of days taken to invoice a pre-configured percentage of the Customer PO line values in an order, from the date of the order creation.

Viewing Supplier Invoicing Cycle Time (By Value) in Chart Format

You can view the Invoicing Cycle Time (By Value) KPI as a two-dimensional line chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.
7. Click **View Chart**. The Invoicing Cycle Time (By Value) chart is displayed. The fields in the Invoicing Cycle Time (By Value) chart are described in the table below:

Table 153. Invoicing Cycle Time (By Value)

Field	Description
No. Of Days	The average number of days taken to invoice a pre-configured percentage of order value, across all the Customer POs.
Time period	The time period for which the KPI is requested. The time period and time interval are determined by the criteria that you enter. For example, this figure displays the Invoicing Cycle Time (By Value) data for last 12 months, in interval of months.
View detailed report as	You can choose to view the report in either HTML or CSV format.

Supplier Invoice Price Match

This KPI measures the average percentage of the Customer PO lines for which the invoice price matches the line price of the Customer PO line.

The KPI metric is calculated based on the comparison of the order line price with the price specified in the invoice. There are two metrics considered for the computation of lines with invoice mismatches: number of lines under priced and number of lines over priced.

The Invoice Price Match KPI is computed as:

Percentage of invoice price match = $\frac{\text{Sum (invoice price match percentage)}}{\text{Total number of orders where invoice price match percentage = ((Total number of lines invoiced - Total number of mismatched lines)/Total number of lines invoiced)}} * 100$

Viewing Supplier Invoice Price Match in Report Format

You can view the Invoice Price Match KPI as a report. This report displays the customer, order number, invoice creation date, receiving location, number of lines, number of lines under priced, and number of lines over priced.

About this task

To view the Invoice Price Match KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click View Report. The Invoice Price Match KPI report is displayed.

The fields in the Invoice Price-Match report are described in the table below:

Table 154. Invoice Price-Match

Field	Description
Customer	The customer to whom the shipment is shipped.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Ship To Location	The location that receives the shipment.
# of Lines	The number of order lines.
# of Lines Under Priced	The number of lines for which the invoiced price is less than the price specified in the order line.
#of Lines Over Priced	The number of lines for which the invoiced price is more than the price specified in the order line.

Viewing Supplier Invoice Price Match in Chart Format

You can view the Invoice Price Match KPI as a three-dimensional bar chart.

About this task

To view the KPI as a chart, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.

2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, choose **In Summary as a Chart**.
6. In the **Chart Options** area, enter details for the chart options.
7. Click **View Chart**. The Invoice Price Match KPI chart is displayed.

The fields in the Invoice Price-Match chart are described in the table below:

Table 155. Invoice Price Match

Field	Description
Percentage	The average of the percentage of the price match of all the orders.
Time Period	<p>The time period for which the KPI is requested.</p> <p>The time period and time interval are determined by the criteria that you enter.</p> <p>For example, this figure displays the Invoice Price Match data for the chosen period, in interval of months.</p>
View detailed report as	You can choose to view the report in either HTML or CSV format.

Other Reports

This section describes reports that cannot be categorized under any of the previously mentioned categories.

The KPIs and reports categorized under KPIs Other Reports Seller are:

- Demand Summary (By Customer)
- Demand Summary (By Item)
- Supplier Shipment Summary
- Supplier Order Summary

Demand Summary (By Customer)

The Demand Summary (By Customer) report presents a summarized view of the requested quantity, committed quantity, and shipped quantity for a buyer, as specified in the criteria.

Viewing Demand Summary (By Customer) in Report Format

You can view the Demand Summary (By Customer) KPI as a report.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.

2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The Demand Summary (By Customer) report is displayed. The fields in the Demand Summary (By Customer) report are described in the table below:

Table 156. Demand Summary (By Customer)

Field	Description
Customer	The name of the customer.
Item	The identifier of the requested item.
Supplier Item Code	The item code of the item as indicated by the supplier.
Requested Qty	The quantity of item requested by the customer.
Committed Qty	The quantity of item committed to the customer.
Shipped Qty	The quantity of item shipped by the supplier.

Viewing Demand Summary (By Customer) in Chart Format

The Demand Summary (By Customer) cannot be viewed as a chart. This KPI contains attributes that do not signify a measurable value because they depend on the size of the shipment.

Demand Summary (By Item)

The Demand Summary (By Item) report presents a summarized view of the requested quantity, committed quantity, and shipped quantity for an item.

Viewing Demand Summary (By Item) in Report Format

You can view the Demand Summary (By Item) KPI as a report.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The Demand Summary (By Item) report is displayed.

The fields in the Demand Summary (By Item) report are described in the table below:

Table 157. Demand Summary (By Item)

Field	Description
Item	The identifier of the requested item.
Customer	The name of the customer.
Supplier Item Code	The item code of the item as indicated by the supplier.
Requested Qty	The quantity of item requested by the customer.
Committed Qty	The quantity of item committed to the customer.
Shipped Qty	The quantity of item shipped by the supplier.

Viewing Demand Summary (By Item) in Chart Format

The Demand Summary (By Item) cannot be viewed as a chart. This KPI contains attributes that do not signify a measurable value because they depend on the size of the shipment.

Supplier Shipment Summary

The Supplier Shipment Summary report presents a summarized view of the data for a shipment.

Viewing Supplier Shipment Summary in Report Format

You can view the Supplier Shipment Summary as a report.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The Supplier Shipment Summary report is displayed.

The fields in the Supplier Shipment Summary report are described in the table below:

Table 158. Supplier Shipment Summary

Field	Description
Customer	The name of the customer.
Shipment #	This shipment number of the shipment being shipped.

Table 158. Supplier Shipment Summary (continued)

Field	Description
SCAC	The identifier of the carrier that transports the shipment.
Created Date	The date on which the order is created.
Receiving Location	The location that receives the shipment.
No of Cases	The number of cases in the shipment.
No of Pallets	The number of pallets in the shipment.
BOL #	The BOL number of the shipment.
Cost	The cost of the shipment.
Volume	The volume of the shipment.

Viewing Supplier Shipment Summary in Chart Format

The Supplier Shipment Summary cannot be viewed as a chart because it represents shipment attributes, such as, weight and volume. These attributes do not signify any measurable value because they depend on the size of the shipment.

Supplier Order Summary

The Supplier Order Summary report presents a summarized view of the data for a shipment.

Viewing Supplier Order Summary in Report Format

You can view the Supplier Order Summary as a report.

About this task

To view the KPI as a report, follow these steps:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a Seller role.
2. Navigate to **Reports > View Performance by Customers**. The View Performance by Customers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Outbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, select **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The Supplier Order Summary report is displayed.

The fields in the Supplier Order Summary report are described in the table below:

Table 159. Supplier Order Summary

Field	Description
Order #	The unique identifier of the order.
Order Line #	The unique identifier of the order line.
Customer	The name of the customer.
Ordered Qty	Indicates the number of item units the customer has ordered.

Table 159. Supplier Order Summary (continued)

Field	Description
Committed Qty	Indicates the number of item units you have committed to ship for the order line.
Shipped Qty	Indicates the number of item units shipped to the customer.
Qty to be Shipped	Indicates the number of item units to be shipped to the customer.
Expected Ship Date	Indicates the date on which the shipment is expected to be shipped to the customer.

Viewing Supplier Order Summary in Chart Format

The Supplier Order Summary cannot be viewed as a chart because it represents shipment attributes, such as, weight and volume. These attributes do not signify any measurable value because they depend on the size of the shipment.

Chapter 8. Currency Codes

Sterling Supply Chain Visibility displays currency amounts with the associated currency code.

The following currencies are displayed as symbols:

- US Dollars (USD) - \$
- Euros (EUR) - €
- British Pounds (GBP) - £

Sterling Supply Chain Visibility supports the following currency codes:

AED

United Arab Emirates, Dirham

AFN

Afghanistan, Afghani

ALL

Albania, Lek

AMD

Armenia, Dram

ANG

Netherlands, Antillean Guilder

AOA

Angola, Kwanza

ARS

Argentina, Peso

AUD

Australia, Dollar

AWG

Aruba, Florin

AZN

Azerbaijan, Manat

BAM

Bosnia And Herzegovina, Convertible Mark

BBD

Barbados, Dollar

BDT

Bangladesh, Taka

BGN

	Bulgaria, Lev
BGL	
	Bulgaria, Lev
BHD	
	Bahrain, Dinar
BIF	
	Burundi, Franc
BMD	
	Bermuda, Dollar
BND	
	Brunei, Dollar
BOB	
	Bolivia, Boliviano
BRL	
	Brazil, Real
BSD	
	Bahamas, Dollar
BTN	
	Bhutan, Ngultrum
BWP	
	Botswana, Pula
BYR	
	Belarus, Ruble
BZD	
	Belize, Dollar
CAD	
	Canada, Dollar
CDF	
	Democratic Republic of Congo, Franc
CHE	
	Switzerland, WIR Bank (Complementary Currency)
CHF	
	Switzerland, Franc
CHW	
	Switzerland, WIR Bank (Complementary Currency)
CLP	
	Chile, Peso

CNY	China, Yuan Renminbi
COP	Colombia, Peso
COU	Colombia, Unidad de Valor Real
CRC	Costa Rica, Colon
CUC	Cuba, Convertible Peso
CUP	Cuba, Peso
CVE	Cape Verde, Escudo
CZK	Czech Republic, Koruna
DJF	Djibouti, Franc
DKK	Denmark, Krone
DOP	Dominican Republic, Peso
DZD	Algeria, Dinar
EEK	Estonia, Kroon
EGP	Egypt, Pound
ERN	Eritrea, Nakfa
ETB	Ethiopia, Birr
FJD	Fiji, Dollar
FKP	Falkland Islands, Pound
GEL	

	Georgia, Lari
GHS	
	Ghana, Cedi
GIP	
	Gibraltar, Pound
GMD	
	Gambia, Dalasi
GNF	
	Guinea, Franc
GTQ	
	Guatemala, Quetzal
GYD	
	Guyana, Dollar
HKD	
	Hong Kong, Dollar
HNL	
	Honduras, Lempira
HRK	
	Croatia, Kuna
HTG	
	Haiti, Gourde
HUF	
	Hungary, Forint
IDR	
	Indonesia, Rupiah
ILS	
	Israel, New Sheqel
INR	
	India, Rupee
IQD	
	Iraq, Dinar
IRR	
	Iran, Rial
ISK	
	Iceland, Krona
JMD	
	Jamaica, Dollar

JOD	Jordan, Dinar
JPY	Japan, Yen
KES	Kenya, Shilling
KGS	Kyrgyzstan, Som
KHR	Cambodia, Riel
KMF	Comoros, Franc
KPW	North Korea, Won
KRW	South Korea, Won
KWD	Kuwait, Dinar
KYD	Cayman Islands, Dollar
KZT	Kazakhstan, Tenge
LAK	Laos, Kip
LBP	Lebanon, Pound
LKR	Sri Lanka, Rupee
LRD	Liberia, Dollar
LSL	Lesotho, Loti
LTL	Lithuania, Litas
LVL	Latvia, Lats
LYD	

	Libya, Dinar
MAD	
	Morocco, Dirham
MDL	
	Moldova, Leu
MGA	
	Malagascar, Ariary
MKD	
	Republic of Macedonia, Denar
MMK	
	Myanmar, Kyat
MNT	
	Mongolia, Tugrik
MOP	
	Macau, Pataca
MRO	
	Mauritania, Ouguiya
MUR	
	Mauritius, Rupee
MVR	
	Maldives, Rufiyaa
MWK	
	Malawi, Kwacha
MXN	
	Mexico, Peso
MYR	
	Malaysia, Ringgit
MZN	
	Mozambique, Metical
NAD	
	Namibia, Dollar
NGN	
	Nigeria, Naira
NIO	
	Nicaragua, Cordoba Oro
NOK	
	Norway, Krone

NPR	Nepal, Rupee
NZD	New Zealand, Dollar
OMR	Oman, Rial
PAB	Panama, Balboa
PEN	Peru, Nuevo Sol
PGK	Papua New Guinea, Kina
PHP	Philippines, Peso
PKR	Pakistani, Rupee
PLN	Poland, Zloty
PLZ	Poland, Zloty
PYG	Paraguay, Guarani
QAR	Qatar, Rial
ROL	Romania, Lei
RON	Romania, New Leu
RSD	Serbia, Dinar
RUB	Russia, Rouble
RUR	Russia, Rouble
RWF	Rwanda, Franc
SAR	

	Saudi Arabia, Riyal
SBD	
	Solomon Islands, Dollar
SCR	
	Seychelles, Rupee
SDG	
	Sudan, Pound
SEK	
	Sweden, Krona
SGD	
	Singapore, Dollar
SHP	
	Saint Helena, Pound
SLL	
	Sierra Leone, Leone
SOS	
	Somali, Shilling
SRD	
	Suriname, Dollar
STD	
	Sao Tome And Principe, Dobra
SYP	
	Syrian, Pound
SZL	
	Swaziland, Lilangeni
THB	
	Thailand, Baht
TJS	
	Tajikistan, Somoni
TMT	
	Turkmenistan, Manat
TND	
	Tunisia, Dinar
TOP	
	Tonga, Pa'anga
TRL	
	Turkey, Lira

TRY	Turkey, Lira
TTD	Trinidad And Tobago, Dollar
TWD	Taiwan, Dollar
TZS	Tanzania, Shilling
UAH	Ukraine, Hryvnia
UGX	Uganda, Shilling
UYU	Uruguay, Peso
UZS	Uzbekistan, Som
VEF	Venezuela, Bolivar Fuerte
VND	Vietnam, Dong
VUV	Vanuatu, Vatu
WST	Samoa, Tala
XAF	Cameroon, Central African Republic, Republic of the Congo, Chad, Equatorial Guinea, and Gabon - CFA Franc BEAC
XCD	Anguilla, Antigua and Barbuda, Dominica, Grenada, Montserrat, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines - East Caribbean Dollar
XPF	French Polynesia, New Caledonia, Wallis and Futuna - CFP Franc
YER	Yemen, Rial
ZAR	South Africa, Rand
ZMK	

Zambia, Kwacha
ZWL
Zimbabwe, Dollar

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