Sterling Supply Chain Visibility

Buyer User Guide

Documentation Date: 19 November 2013

Note
Before using this information and the product it supports, read the information in “Notices” on page 209.

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 relativity 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 users about 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

Users can view a comprehensive Dashboard as soon as they log into the application. The Dashboard provides a comprehensive view of alerts, invoices, shipments, KPI charts, and orders. Users 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. Users can analyze data and generate recommendations that drive strategy. The Dashboard displays the buyer view, seller view, or both, depending on 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, or payment. The application provides a centralized view of all relevant details for that order, shipment, or invoice.

Inbound 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. The PO Rejected by Supplier alert is raised.

Users can resolve these alerts to remove bottlenecks and smooth out the supply chain process.

Key Performance Indicators (KPIs) and Reports

Buyers can generate KPIs and reports to analyze and compare supplier performance. Suppliers can use these metrics to evaluate their own performance for their customers.

Vendor Compliance

Sterling Supply Chain Visibility buyers can set up and enforce compliance rules for suppliers. Sterling Vendor Compliance for Supply Chain Visibility and Supplier Portal is an optional module.

For example, you can configure the shipment date or shipment quantity with compliance rules that track late shipments or inaccurate quantities.

When tolerances of the compliance rules are exceeded, the condition is detected and the buyer and supplier are notified.

You can set up compliance tolerances, financial penalties for violation of compliance rules (called chargebacks), and other criteria.

Commitment Processing

When the buyer sends a purchase order to a supplier, the supplier submits a commitment that specifies that it can deliver the quantity within the requested date range and the requested price.

Buyers can control how Sterling Supply Chain Visibility processes new lines on a commitment. These are new items that were not in the original purchase order the buyer submitted.

By default, Sterling Supply Chain Visibility fails a commitment that contains new line items.

If you want to allow suppliers to submit new line items in their commitments, contact IBM Customer Support:

- When suppliers submit new items in a commitment, Sterling Supply Chain Visibility updates the purchase order to add the items.
- When buyer users view the updated purchase order in Sterling Supply Chain Visibility, the new item lines are marked with an icon.

For example, a supplier might add a new line item to substitute an item that the buyer requested, but that item is out of stock.

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 strategyThe Dashboard provides a comprehensive view of alerts, invoices, shipments, KPI charts, and orders. It displays five orders, shipments, and invoices.

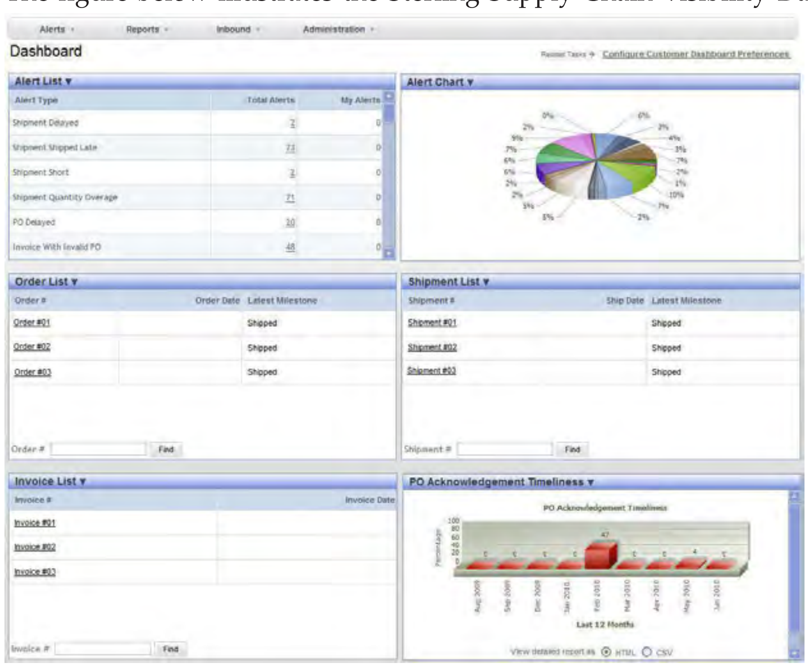
Users can configure the dashboard to view the details that they need to see most often. Sterling Supply Chain Visibility enables user to view information about alerts, orders, shipments, invoices, and Key Performance Indicators (KPIs). The Dashboard is the first screen that is displayed when user log 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 users to view a summary of alerts that are in opened status. User can also view the total number of alerts and the number of alerts assigned to that user, for that Alert type.

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 you, for that Alert Type. You can drill down to view the details of a particular alert and resolve the alert, if applicable. The alerts that are listed on the Alerts Summary panel depend upon the role of the organization to which you belong. 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 buyer organization, the **Alert Summary** panel displays a list of all buyer alerts raised for the department to which the user belongs. The following types of buyer alerts are listed:

- ASN Not Received
- Invoice with Invalid Order
- Order Rejected by Supplier
- PO Functional Acknowledgement Not Received
- PO Commit Not Received
- PO Commit Mismatch
- PO Quantity Overage
- PO Commitment Changed
- PO Delayed
- PO Not Shipped
- PO Short
- Shipment Quantity Overage
- Shipment Delayed

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 #	Enter the identifier of the order to search and click **Find** to locate the order. If user enters a valid order identifier, the Search Results screen is displayed. If user enters an invalid order identifier or if user do not enter any order identifier, the Search Results screen is displayed.

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.

Field	Description
Shipment #	Enter the identifier of the shipment you want to search and click **Find** to locate the shipment. If you enter a valid identifier for the Shipment to search, the Shipment Results screen is displayed. 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.

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 #	Enter the identifier of the invoice you want to search and click **Find** to locate the invoice. If you enter a valid identifier of the invoice to search, the Search Results screen is displayed. 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.

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 Buyers

Sterling Supply Chain Visibility enables user to configure the Dashboard preferences.

About this task

You can configure Dashboard preferences based on the role of the organization to which the user belong to and to view panels that user need to see most often in the Dashboard.

To configure Dashboard preferences, follow these steps.

Procedure

1. In The Dashboard screen, click **Configure Customer Dashboard Preferences**. The various panels that are available display.
2. Select the boxes against the chart panels to view in the Dashboard.
3. If user selects 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 configure the customer dashboard preferences to display a KPI on the Dashboard, you cannot configure the supplier dashboard preferences to display any KPI.
   - If you have configured the supplier dashboard preferences to display a KPI on the Dashboard, selecting another KPI in the customer dashboard preferences overrides the supplier dashboard KPI preference.
4. Click **Next**.

   Depending upon the panels you select to view in the Dashboard, one of the following screens display:
   - Dashboard screen: If you check any or all of the available panels, except for the **KPI Chart**. This screen displays the panels you have chosen to view.
   - Customize Dashboard screen: If you check the box for the **KPI** panel and select a **KPI** listed in the **KPI** panel. The actions and fields in the Customize Dashboard screen are described in the tables below:

Table 1. Customize Dashboard, Supplier Options

Action	**Description**
Manage Supplier Group	This action takes you to the Sterling as a Service Applications screen where you can add, modify, or delete supplier groups.
Add Supplier Group	This action takes you to the Sterling as a Service Applications screen where you can add a new supplier group.
Field	**Description**
All Suppliers	Select this to view the details of all the suppliers.
Specific Supplier	To view the details of a specific supplier, enter the supplier identifier in the text-box. You can also click the "magnifying glass" icon to search for the specific supplier.

Table 1. Customize Dashboard, Supplier Options (continued)

Action	Description
Group of Suppliers	To view the details of a specific supplier group, select the supplier group from the drop-down list.

Table 2. Dashboard Preferences, General Options

Field	Description
Include outlier data to compute KPI	Check 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" icon to select the date range.

Table 3. Dashboard Preferences, Location Options

Field	Description
Limit KPI data to following Locations	Check the locations that you want to include in the KPI chart.

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	Check this box to compare the supplier performances. When you check this box the following options display: **Compare against all Suppliers** - Select this option to compare performances against all suppliers. **Compare against a specific Supplier** - Select this option to compare performances against a specific supplier and enter the supplier identifier. You can also click the "magnifying glass" icon to search the specific supplier ID and select the supplier ID from the list. **Compare against a group of Suppliers** - Select this option to compare performances against a group of suppliers. Select the supplier group from the drop-down list.

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 Suppliers

This Section provides information on how to search for Suppliers in the Sterling Supply Chain Visibility application.

About this task

To search for suppliers from the Supplier lookup, follow these steps.

Procedure

1. Click the magnifying glass icon to search for the specific **Supplier ID**.
2. Enter the supplier identifier in the text-box under **Supplier ID**.
3. Enter the customer name in the text-box under **Supplier Name**. The fields in the **Search Criteria** panel are described in the table below:

Table 5. Supplier Lookup, Search Criteria

Field	Description
Supplier ID	Enter the identifier for the supplier. You can also select one of the following values from the drop-down list to search for an identifier: • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches for all the supplier IDs that start with the entered value. • **contains**: when selected, the application searches for all the supplier IDs that contain the entered value.
Supplier Name	Enter the customer name. You can also select one of the following values from the drop-down list to search for an identifier: • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches for all the supplier names that start with the entered value. • **contains**: when selected, the application searches for all the supplier names that contains the entered value.

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

Table 6. Supplier Lookup, Listing

Field	Description
Supplier ID	Indicates the identifier of the supplier.
Supplier Name	Indicates the name of the supplier.
City	Indicates the city in which the supplier is located.

Adding a Supplier Group

About this task

Sterling Supply Chain Visibility enables user to group suppliers into supplier groups. For example, The user may want to group all suppliers supplying clothes into a group called Apparels.

To add a supplier group, follow these steps.

Procedure

1. In The Dashboard screen, click **Configure Customer 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 user check the box for any KPI listed in the **KPI** panel.
3. Click **Add Supplier Group**. The Sterling as a Service Applications screen is displayed.
4. In the **Add Suppliers Group** panel,
   a. In the **Supplier Group Name** field, enter the name of the new supplier group.
   b. In the **Supplier Group Desc** field, enter the description of the new supplier group.
5. In the **Add Supplier List** panel,
   a. Click the green-colored "ADD A RECORD" icon to add new supplier IDs. A new row is displayed that enables user to add the supplier ID and Supplier Name.
   b. Enter the supplier identifier in the text-box under **Supplier ID**. User can also click the magnifying glass icon to search for the specific supplier ID.
   c. In the **Supplier Name** field, enter the name of the supplier.
   d. Click **Save**.

Modifying a Supplier Group

This section provides steps on how the user can modify the supplier group details.

About this task

To edit the details of a supplier 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 panels in the charts to view in the Dashboard and click **Next**.

   The Dashboard Preference Detail screen is displayed if user selects the box for any KPI listed in the **KPI** panel.
3. Click **Manage Supplier Group** action. The Sterling as a Service Applications screen is displayed.
4. In the **Search Criteria-Supplier Search** panel,

a. In the **Supplier Group Name** field, enter the name of the supplier group you want to modify or delete.
b. Click **Search**. The supplier group names display in the **Listing** panel.

5. To add a new supplier group, click **Add**. The Sterling as a Service Applications screen is displayed, which enables user to add new supplier groups.
6. To modify a supplier group,
   a. Select the box against the supplier group to edit.
   b. Click **Modify**. The Sterling as a Service Applications screen is displayed, which enables user to modify supplier groups.
7. To delete a supplier group,
   a. Select the box against the supplier group to delete.
   b. Click **Delete**.

Modifying the Supplier List

The Sterling Supply Chain Visibility enables user to modify the details of a supplier group.

About this task

To modify the supplier 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 panels in the charts to view in the Dashboard and click **Next**.

   The Dashboard Preference Detail screen is displayed if user selects the box for any KPI listed in the **KPI** panel.
3. Click **Manage Supplier 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 supplier groups.
5. In the **Modify Supplier Form**,
   a. In the **Supplier Group Name** field, you can view the name of the supplier.
   b. In the **Supplier Group Desc** field, you can edit the description of the supplier group.
6. In the **Modify Supplier List** panel,
   a. Click the green-colored "ADD A RECORD" icon to add new supplier IDs.

      A new row is displayed that enables you to add the supplier ID and supplier name.
   b. Enter the supplier identifier in the text-box under **Supplier ID**. Click the magnifying glass icon to search for the specific **Supplier ID**.
   c. Enter the customer name in the text-box under **Supplier Name**.
7. Click **Save** to save the modified supplier group.

Chapter 3. Using Visiblility Features

Supply Chain Visibility for Buyers

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

Searching for a Purchase Order (PO)

Sterling Supply Chain Visibility enables you to search for orders based on the search criteria entered.

About this task

To search for purchase orders, follow these steps:

Procedure

1. Log in Sterling Supply Chain Visibility as a user or an administrator with a buyer role, or as a Supplier Relations Officer (SRO). For more information about the functions of an SRO, see the *IBM Sterling Supply Chain Visibility Customer Administration Guide*.
2. From the menu bar, navigate to **Inbound > Find PO**. The Search Criteria panel is displayed in the Find Purchase Order screen. The actions and fields in the Search Criteria panel are described in the table below:

Table 7. Find Purchase Order, Search Criteria

Action	Description
Saved Searches	Click this action to view the saved searches. You can click the red-colored "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.

Field	Description
Order #	Enter the purchase order number to be included in the search. You can also select one of the following values from the drop-down list: • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches purchase orders whose number starts with the entered value.

Table 8. (continued)

Field	Description
Supplier ID	Enter the ID of the seller to be included in the search. You can also click the **magnifying glass** icon to search the specific Supplier ID and select the Supplier ID from the drop-down list.
Created By	Enter the ID of the buyer who created the order for which you are searching.
Buying Dept	Select the buying department that is to be included in the search.
Receiving Location	Enter the receiving location of the order that is to be included in the search.
Order Date	Enter the date range, on which the purchase order is created, that is to be included in the search. You can also click the **calendar** icon to choose the date range.
Item ID	Enter the ID of the item that is to be included in the search. You can also select one of the following values from the drop-down list to search for an ID: • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches for all the seller names that start with the entered value.
Item Description	Enter the description of the item that is to be include in the search. You can also select one of the following values from the drop-down list to search for an ID: • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches for all the seller names that start with the entered value.
Latest Milestone	From the drop-down list, select the milestone that is to be included in the search.
<Expected Delivery Date **or** 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 in the text box. You can also click the **calendar** icon to choose the date. From the second drop-down list, select the number of days. The search includes all shipments that are expected to be delivered (or shipped) between the entered date and the date after the number of days selected.
Only Orders on Watch List	Select this option to search for orders that are on the watch list only.

Table 8. (continued)

Field	Description
Include Cancelled and Closed Orders	Select this option to include canceled and closed orders 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.
<User-Defined Fields>	Enter a value for each of the user-defined fields.
Freight Terms	Enter Prepaid or Collect to search for orders under the respective category.
Order Flow Type	Select the Order Flow Type that is to be included in the search.

Table 8. (continued)

Field	Description
that met all these milestones <Milestone Name>but not met any of these milestones<Milestone Name>	Choose this option to view the orders that have met all of the selected milestones but have not met any of the specified milestones. You can specify the following options: • Include milestones that are met by the orders, in the search. • Include milestones that not met by the orders, in the search. **Note:** • If you specify the **that met all these Milestones** search criteria, canceled orders will not be displayed in the search results. • If you do not specify an order flow type, only the default milestones (Created, Partially Committed, Committed, Partially Planned, Planned, Partially Route Planned, Route Planned, Partially Shipped, Shipped, Partially Delivered, Delivered, Partially Invoiced, Invoiced and Rejected) will be available. If you do not specify an order flow type, the search results display orders pertaining to all the order flow types. • You can select multiple milestones simultaneously for a desired result. Place your mouse on the required milestone in the **that met all these Milestones** list, an **Up Arrow** is displayed. To select all the milestone above this milestone in the list, click the **Up Arrow**. Click **Clear**, to clear all the selected milestones in this panel. Place your mouse on the required milestone in the **but have not met any of these milestones** list, a **Down Arrow** is displayed. To select all the milestones below this milestone in the list, click the **Down Arrow**. Click **Clear**, to clear all the selected milestones in this panel. Click **Clear**, to clear all the selected milestones in this panel. • When a milestone has met both partial and full statuses, the search ignores the partial status and selects records based on the fully met condition. • When multiple milestones are selected for the **that met all these milestones** search criteria, it selects records **that have met all of these milestones**, not just some. Exception: If the selection is for two of the same milestone (partial and full), then the search selects records that satisfy either of the two.

Table 8. (continued)

Field	Description
	• When multiple milestones are selected for the **but not met any of these milestones** search criteria, it selects records that have not met any of these milestones. The records need not satisfy all milestones simultaneously. • When the **that met all these milestones** and **but not met any of these milestones** search criteria are selected, the search first retrieves all the records that match the **that met all these milestones** criteria, and then eliminates those that contain the **but not met any of these milestones** search criteria. • You can search based on multiple milestones search criteria. For more information about selecting multiple milestones and the expected results, refer to the topic Searching for Orders using Multiple Milestones.
having latest Milestone	Choose this option to view the orders for the latest milestone. You can select the required milestone from the drop-down list. **Note:** • If you do not specify an order flow type, only the default milestones (Created, Partially Committed, Committed, Partially Planned, Planned, Partially Route Planned, Route Planned, Partially Shipped, Shipped, Partially Delivered, Delivered, Partially Invoiced, Invoiced and Rejected) will be available. If you do not specify an order flow type, the search results displays orders pertaining to all the order flow types.

Note: A maximum of five user-defined fields for order level, order line level, order commitment level, and order line commitment level can be configured to feature in the Find Purchase Order panel.

Note: When an Enterprise attempts to purchase from themselves, the Purchase order will fail with an error stating that the supplier does not exist.

3. 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. Order List, Listing

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

Table 9. Order List, 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.

Field	Description
Order #	Indicates the order number. Click the order number hyperlink to view the Order Detail screen, which 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.
Supplier	Indicates the name of the seller who ships the order. Click the seller hyperlink to view the contact details of the seller such as address and contact number.
Order Date	Indicates the date on which the order is placed.
Buying Dept	Indicates the department code of the department that placed the order.
Order Total	Indicates the total cost of the order.
Receiving Locn	Indicates the location that receives the order.
Exp Del Date	Indicates the date on which the order is expected to be delivered.
Latest Milestone	Provides a series of indicators to show the current milestone of the purchase orders. When viewing the indicators, consider the following: • Partial indicator represents a partially complete document where the value is greater than zero and less than 100. • Complete indicators represent a completed document. **Note:** This list displays only the prepackaged milestones.
<User-Defined Fields>	Indicates the values entered in the user-defined fields created at the Order level and Order commitment level.

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

The status of an order, such as invoiced and shipped are denoted by the milestone indicators. The description of the milestone indicators are listed in the table below:

Table 11. PO Milestone Indicators

Indicator	Description
Ordered	Indicates that the purchase order is initiated.
Invoiced	Indicates that the invoice is complete. If this indicator is not displayed the order is not invoiced.
Shipped	Indicates that the complete order is shipped. If this indicator is not displayed the order is not shipped.
Paid	Indicates that the payment is complete. If this indicator is not displayed the payment for the order is not made.
Committed	Indicates that the commitment is sent for the order. If this indicator is not displayed the order commitment is not received.
Ack'd	Indicates that the purchase order acknowledgment is sent for the order. If this indicator is not displayed the order acknowledgment is not received.

Note: If the label of a custom milestone indicator contains more than 12 characters, an ellipsis will be displayed after the first 12 characters. Place the mouse cursor over the milestone indicator label to view the complete label as hover help. This behavior is applicable when viewing the Purchase Order Detail screen and the Customer Purchase Order Detail screen only in the Mozilla Firefox browser. The Microsoft Internet Explorer browser will always display the complete milestone indicator labels.

Searching for Orders Using Multiple Milestones

Sterling Supply Chain Visibility enables you to search for orders based on the search criteria entered.

About this task

The following use cases show how to search for orders using multiple milestones. The table lists the orders and the milestones reached by the orders. For example, the table shows that the order PO1 has reached the milestones: Partial Committed, Committed, Partial M2, and Partial S2 and has not reached the milestones: Partial M1, M1, M2, Partial S1, S1 and S2.

Table 12. Orders and Milestones

Orders	Milestones									
	Partial Committed	**Committed**	**Partial M1**	**M1**	**Partial M2**	**M2**	**Partial S1**	**S1**	**Partial S2**	**S2**
PO1	Yes	Yes	No	No	Yes	No	No	No	Yes	No
PO2	No	Yes	No	Yes	No	Yes	No	No	No	No
PO3	Yes	No	No	No	No	No	No	No	No	No
PO4	No	No	Yes	No	No	Yes	Yes	No	No	Yes
PO5	No	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes
PO6	No	No	No	No	No	No	No	Yes	Yes	No

The following table describes some scenarios and the expected results when you select multiple milestones during an order search. For example, consider the Use Case 1 mentioned in the table. When you select the milestone "Committed" in the **that met all these milestones** field, the orders PO1, and PO2 are displayed as both the orders have reached the milestone "Committed".

Note: In the search option, only the latest status of a milestone is considered. For example, if an order has met the milestone "Partial M1" and then met "M1", then for all the searches it will be considered that the order has met the milestone "M1" and not "Partial M1".

Table 13. Orders Displayed for Multiple Milestone Search Criteria

Use Case	Met Milestone	Not Met Milestones	Result Displayed
Use Case 1	Committed		PO1 and PO2
Use Case 2	Partial Committed		PO3
Use Case 3	Partial Committed, Committed		PO1, PO2, and PO3 **Note:** When you select both partial and full milestones then the search result displays all the orders which have met the milestone partially as well as those orders which have met the milestone fully.
Use Case 4		Committed	PO3, PO4, PO5, and PO6
Use Case 5	Partial Committed, Committed, Partial M1, M1	Partial S2, S2	PO2
Use Case 6		Partial Committed, Committed	PO4, PO5 and PO6
Use Case 7		Partial Committed,	PO1, PO2, PO4, PO5, and PO6
Use Case 8	Orders that have met milestones between Partial Committed and M2. (that is, Partial Committed or Committed or Partial M1 or M1 or Partial M2 or M2)	Partial S1, S1, Partial S2 and S2	PO2 and PO3 **Note:** In order to fulfill this use case user would need to select Partial S1, S1, Partial S2 and S2 in the "but not met any of these milestones" search criteria.
Use Case 9	M2	M1	PO4

Table 13. Orders Displayed for Multiple Milestone Search Criteria (continued)

Use Case 10	S2	S1	PO4

The following table shows additional milestones and use cases for searching for orders using multiple milestones.

Table 14. Orders and Milestones

Orders	Milestones									
	Partially Shipped	Shipped	Partially Delivered	Delivered	Partially Received	Received	Partially Put Away	PutAway	Partially Invoiced	Invoiced
PO7	No	Yes	No	Yes	No	Yes	No	No	Yes	Yes
PO8	No	No	No	No	No	No	No	No	No	No
PO9	No	Yes	No	Yes	No	No	No	No	No	No
PO10	Yes	No	No	No	No	No	No	No	No	No
PO11	No	No	No	No	No	No	No	No	No	No
PO12	No	Yes	No	No	No	No	No	No	No	No
PO13	No	Yes	No	No	No	No	No	No	No	No
PO14	No	Yes	No	No	No	No	No	No	No	No
PO15	No	Yes	No	No	No	No	No	No	No	No
PO16	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No
PO17	No	Yes	No	Yes	Yes	No	Yes	No	No	No

The following table describes the scenarios and the results when you select multiple milestones as described in the above table during an order search.

Table 15. Orders Displayed for Multiple Milestone Search Criteria

Use Case	Met Milestone	Not Met Milestones	Result Displayed
Use Case 11: What's not putaway based on shipments?	Shipped Partial or Shipped Full	Fully Putaway	PO7, PO9, P10, P12, P13, P14, P15, and PO17
Use Case 12: What's not putaway based on receipts?	Received Partial or Received full	Fully Putaway	PO7 and PO17
Use Case 13: What's not received based on deliveries?	Delivered Full or Delivered Partial	Fully Received	PO9 and PO17
Use Case 14: What partial receipts need completing?	Shipped and Partially Received	Fully Putaway	PO17

Viewing Details of a PO

Buyers 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 an order, follow these steps:

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

   Notes:

   - When invalid milestone updates are received for an order, the Event Log panel in the Order Details screen does not display duplicate entries even if the update was received for different dates. However, valid milestone updates received for an order will be duplicated in the Event Log panel at the order level, only if the milestone updates are received for any of the order lines that are not yet fully met for that milestone.
   - For a canceled order, a **Canceled** is displayed in the Primary Info panel and the background color of the Primary Info panel is gray.
   - If an order is canceled, all open alerts pertaining to the canceled order are automatically closed. No alerts will be raised for canceled orders.

Table 16. Purchase Order Detail Actions

Action	Description
Related Tasks	Click this action to perform additional tasks related to the order. You can perform the following tasks: **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 purchase order to the watch list.

Table 17. Purchase Order Detail Fields

Field	Description
Order #	Indicates the ID of the purchase order.
Receiving Location	Indicates the location where the shipment is received.
Order Amount	Indicates the total amount of the order.

Table 17. Purchase Order Detail Fields (continued)

Field	Description
Committed Amount	Indicates the value of the total amount committed by the seller for the order. 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. The yellow-colored **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.
Created By	Indicates the name of the user who created the order.
Order Date	Indicates the date on which the order is placed.
Buying Dept	Indicates the department for which the order is placed.
Amount Invoiced	Indicates the amount invoiced by the seller for the order.
Latest Milestone	Indicates the purchase order milestone.
Supplier	Indicates the name of the seller. Click the seller hyperlink to view the contact details of the seller, such as address and contact number.
EDI ID	Indicates the ID for the EDI documents of the customer.
Amount Paid	Indicates the amount paid to the seller.
<User-Defined Fields>	Indicates the values entered in the user-defined fields.
Freight Terms	Indicates whether the order comes under Prepaid or Collect.
Order Flow Description	Indicates the Order Flow Type of the order.

Table 18. Purchase Order Detail Dates

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

Table 18. Purchase 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.
Actual Delivery Date	Indicates the date on which the shipment is actually delivered.
Actual Ship Date	Indicates the date on which the shipment is actually shipped.

The Open Alerts panel displays all of 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 19. Purchase Order Detail, Open Alerts

Action	Description
Close All	Click this hyperlink to close all the alerts listed in the panel. When you click this hyperlink, a message is displayed to confirm whether all the alerts listed in the panel can be closed.

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. Notes entered in this panel will be carried over to the Shipment Detail screen and Invoice Detail screen pertaining to this order.

Table 20. Purchase 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.

Table 21. Purchase 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 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 fromSterling Supplier Portal.

Table 21. Purchase Order Detail, Order Lines (continued)

Field	Description
Line #	Indicates the order line number. The line item displays an icon if the supplier added a new item when it submitted the commitment for the purchase order. By default, Sterling Supply Chain Visibility fails a commitment that includes new items. If your organization wants to allow suppliers to add new items, contact IBM Customer Support. IBM can enable your organization to accept these commitments.
Item Desc	Indicates the description of the item.
Req Delv Date	Indicates the specific date or the date range within which the shipment is requested to be delivered.
Req Ship Date	Indicates the specific date or the date range within which the shipment is requested to be shipped. 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.
Committed Delivery Date	The date on which the seller has committed to deliver the order.
Committed Ship Date	The date on which the seller has committed to ship the order.
Expected Delivery Date	The date on which the order is expected to be delivered.
Expected Ship Date	The specific date or the date range within which the order is expected to be shipped.
Actual Delivery Date	The date on which the order is delivered.
Actual Ship Date	The date on which the order is shipped.
Receipt Date	Indicates the date on which the order line is received.
Putaway Date	Indicates the date on which the order line is put away.
Unit Price	The price of one unit of the item that is associated with the specified UOM in the purchase order.
Comm Price	The price of the unit item that is committed by the seller. The yellow-colored **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. **Note:** The **Comm Price** field will be displayed as blank if the commitment is not yet received for the order line.
Ordered Qty	Indicates the number of item units requested for the order line.

Table 21. Purchase Order Detail, Order Lines (continued)

Field	Description
Comm Qty	Indicates the number of item units the seller has committed to ship for the order line. The yellow-colored **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.
UOM	Unit of Measure. Indicates the unit of measure specified in the order for the particular item.
Comm UOM	Indicates the UOM of the item that is committed by the seller. The yellow-colored **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. **Note:** The yellow-colored **traffic chevron** icon is not displayed if either the ordered UOM or the committed UOM values are not passed.
Shipped Qty	Indicates the number of item units the seller has shipped. The yellow-colored **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.
Delvd Qty	Indicates the number of item units the seller has delivered. The yellow-colored **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.
Receipt Qty	Indicates the quantity of the order line received.
Putaway Qty	Indicates the quantity of order line that has been put away.
Latest Milestone	Indicates the milestone of the order.
<User-Defined Fields>	Indicates the values entered in the user-defined fields.

Table 22. Purchase Order Detail, Event Log

Event Log	This panel displays the events for the selected order.

Viewing Committed Schedule Details for an Order Line

Sterling Supply Chain Visibility enables user to view the committed schedule of an order line.

About this task

To view the line schedule for a particular order, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as a user or an administrator with a buyer role, or as an SRO. For more information about the functions of an SRO, see the *IBM Sterling Supply Chain Visibility Customer Administration Guide*.
2. From the menu bar, navigate to **Inbound > Find PO**. The **Search Criteria** panel is displayed in the Find Purchase 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 user wants 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 schedule of the corresponding order line. The fields in the dialog box are described in the table below:

Table 23. Purchase Order Detail, Order Line (Number) Schedule Details

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

Viewing Payment Details of a 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 in to Sterling Supply Chain Visibility as a user or an administrator with a buyer role, or as an SRO. For more information about the functions of an SRO, see the *IBM Sterling Supply Chain Visibility Customer Administration Guide*.
2. From the menu bar, navigate to **Inbound > Find PO**. The **Search Criteria** panel is displayed in the Find Purchase 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 which you want to see the details. The Purchase Order Detail screen is displayed.
5. In the Purchase Order Detail screen, 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 24. 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 POs From the Watch List

Sterling Supply Chain Visibility enables you to change the status of the watch list by adding or removing a purchase order from the watch list.

About this task

To change the watch list status, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a user or administrator with a buyer role, or as an SRO.
2. From the menu bar, navigate to **Inbound > Change 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 to be added or removed from the watch list.

      You can also click the magnifying glass icon to search for 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.

Searching for a Buyer 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 Sterling Supply Chain Visibility as a user or administrator with a buyer role, or as an SRO.
2. From the menu bar, navigate to Inbound > Find Invoice. The Search Criteria - Find Invoice panel is displayed in the Find Invoice screen.
3. In the Search Criteria - Find Invoice panel, enter the search criteria and click Search. The Find Invoice screen is displayed. The actions and fields in the Find Invoice screen are described in the tables below:

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

Table 25. Find Invoice, Search Criteria - Find Invoice

Action	Description
Saved Searches	Click this action to view the saved searches. You can click the red-colored **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 26.

Field	Description
Invoice #	Enter the invoice number that is to be included in the search.
Order #	Enter the purchase order number to be included in the search. You can also select one of the following values from the drop-down list : • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches purchase orders whose number starts with the entered value.
Invoice Date	Enter the invoice date range in the boxes. You can also click the **calendar** 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** icon to choose the date range.

Table 26. (continued)

Field	Description
Supplier ID	Enter the ID of the seller associated with the invoice. You can also click the **magnifying glass** icon to search for the specific Supplier ID and select the Supplier ID from the list.
Invoices Without Order	Select this box to display only those 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.

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

Table 27. Find Invoice, Listing

Action	Description
View Details	Click this action to view the Invoice Detail screen, which displays the invoice details.
Export List as CSV	Click this action to view the invoice 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 28.

Field	Description
Invoice #	Indicates the invoice number. Click this hyperlink to view the Invoice Detail screen, which displays details of the invoice.
Order #	Indicates the order number of the invoice. Click this hyperlink to view the Purchase Order Detail screen, which displays the details of the order.
Supplier	Indicates the ID of the seller associated with the invoice. Click the seller hyperlink to view the contact details of the seller such as address and contact number.
Order Total	Indicates the total cost of the order.
Invoice Date	Indicates the date on which the order is invoiced.

Table 28. (continued)

Field	Description
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 created at the invoice level. For more information about configuring the user-defined fields, see the *IBM Sterling Supply Chain Visibility Customer Administration Guide*.

Viewing Details of a Buyer 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 a buyer role, or as an SRO.
2. From the menu bar, navigate to **Inbound > Find Invoice**. The **Search Criteria - Find Invoice** panel is displayed in the **Find Invoice** screen.
3. In the Search Criteria - Find Invoice 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 user 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 29. Invoice Detail, Invoice Detail

Action	Description
Related Tasks	Click this to perform additional tasks related to the order. You can perform the following task: **View payments for order** — Click this hyperlink to view the payment details associated with the order.

Table 30.

Field	Description
Invoice #	Indicates the ID of the invoice. 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.
Order #	Indicates the ID of the order associated with the invoice. Click this hyperlink to view the Purchase Order Detail screen, which displays the details of the order.
Supplier	Indicates the ID of the seller associated with the invoice. Click this hyperlink to view the address of the seller.
Invoice Date	Indicates the date on which the order is invoiced.
Total Invoiced Amount	Indicates the total amount of the invoice.
Payment Due Date	Indicates the date the payment is due for this invoice.
EDI ID	Indicates the ID for the seller EDI documents.
<User-Defined Fields>	Indicates the values entered in the user-defined fields.

Table 31. Invoice Detail, Remit To

This panel displays the address where the order payment is remitted.

Table 32. Invoice Detail, Charges

Field	Description
Line Sub Total	Indicates the sub-total of lines in the invoice.
Total Charges	Indicates the additional charges on the invoice.
Total Header Charges	Indicates the header-level charges levied on the invoice. Click this hyperlink to view the Sterling as a Service Applications pop-up window, which displays the various header-level charges, charge types, and the charge amounts.
Total Tax	Indicates the total tax on the invoice.

Table 32. Invoice Detail, Charges (continued)

Field	Description
Total Header Tax	Indicates the header-level tax levied on the invoice. Click this hyperlink to view the Sterling as a Service Applications pop-up window, which displays the various header-level tax names, tax percentages, tax jurisdictions, and the tax amounts.
Order Total	Indicates the sum total of the order.

Table 33. 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 Desc	Indicates the description of the item.
Supplier Item	Indicates the item identifier that the seller uses for the item.
UPC Code	Indicates the Universal Product Code of 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 yellow-colored **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 ordered UOM and invoiced UOM" hover help text is displayed when you place the mouse cursor on the icon. **Note**: The yellow-colored **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 the item.

Table 33. Invoice Detail, Invoice Lines (continued)

Field	Description
Charges	Indicates the sum of the line-level charges levied on the invoice for this line. Click this hyperlink to view the Sterling as a Service Applications pop-up window, which displays the various line-level charges, charge types, and the charge amounts.
Taxes	Indicates the sum of the line-level taxes levied on the invoice for this line. Click this hyperlink to view the Sterling as a Service Applications pop-up window, which displays the various line-level tax names, tax percentages, tax jurisdictions, and the tax amounts.
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 Buyer Shipment

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

Procedure

To search for shipments, follow these steps:

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

Table 34. Find Shipment, Search Criteria

Action	Description
Saved Searches	Click this action to view the saved searches. You can click the red-colored **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 35. Primary Search Options

Field	Description
Shipment #	Enter the number of the shipment that is to be included in the search.

Table 35. Primary Search Options (continued)

Field	Description
Order #	Enter the order number associated with the shipment that is to be included in the search. You can also select one of the following values from the drop-down list : • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches purchase orders whose number starts with the entered value.
BOL #	Enter the BOL number that is to be included in the search. **Note:** If you use the BOL number as the search criteria, you cannot search for shipments using PRO # and Trailer #.
PRO #	Enter the progressive number of the shipment that is to be included in the search. **Note:** If you use the PRO number as the search criteria, you cannot search for shipments using BOL # and Trailer #.
Trailer #	Enter the ID number of the trailer that is to be included in the search. **Note:** If you use the Trailer number as the search criteria, you cannot search for shipments using BOL # and PRO #.
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.
Voyage #	Enter the voyage number of the vessel transporting the container that is to be included in the search.
Include Shipments with orders in cancelled/closed status	Select this check box to include the shipments that have cancelled or closed orders in the search results. When you select this check box, the shipments with cancelled orders or closed orders are also displayed. **Note:** Shipments with multiple orders are listed when all of the orders in the shipment are cancelled or closed.

Table 36. Additional Search Options

Field	Description
Supplier ID	Enter the ID of the seller shipping the shipment that is to be included in the search. You can also search for the seller by clicking the magnifying glass icon.
Buying Dept	Select the purchasing department that is to be included in the search.
Receiving Location	Select the location, where the shipment is received, that is to be included in the search.
Carrier	Enter the name of the carrier of the shipment that is to be included in the search. You can also search for the carrier by clicking the magnifying glass icon.
Item ID	Enter the ID of the item in the shipment that is to be included in the search. You can also select one of the following values from the drop-down list to search for an identifier: • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches for all the purchase order numbers that start with the entered value.
Item Desc	Enter the description of the item that is to be included in the search.

Table 36. Additional Search Options (continued)

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Ship Date</td><td>
Enter the ship date and time range that is to be included in the search. You can also click the calendaricon to choose the date range and the clockicon 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.

When you select that met all these milestones<Milestone Name> but not met ant of these milestones <Milestone Name>” option, the ship dates you enter is 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:

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.

</td></tr>
</table>

Table 36. Additional Search Options (continued)

Field	Description
Delivery Date	Enter the delivery date and time range that is to be included in the search. You can also click the **calendar** 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. • When you select **that met all these milestones** <Milestone Name> **but not met ant of these milestones** <Milestone Name>” option, the delivery dates you enter are 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 are displayed in the Listing panel. • When you select **having latest Milestone between and inclusive option** , the evaluation of search criteria is as follows: – 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 values for the user-defined fields that are to be included in the search.

Table 37. Filtering a Search 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 all these milestones <Milestone Name>but not met any of these milestones<Milestone Name>	Choose this option to view the shipments that have met all of the selected milestones but have not met any of the specified milestone. You can specify the following options: • Include milestones that have been met by the shipments, in the search. • Include milestones that have not been met by the shipments, in the search. **Note:** • If you specify the **that met all these milestones** search criteria, canceled shipments will not be displayed in the search results unless the option box to include them is checked. • If you do not specify an order flow type, only the default milestones (Planned, Route Planned, Shipped, and Delivered) will be available. • If you do not specify an order flow type, the search results display shipments containing orders pertaining to all the order flow types. • When a milestone has met both partial and full statuses, the search ignores the partial status and selects records based on the fully met condition. • You can select multiple milestones simultaneously for a desired result. Place your mouse on the required milestone in the **that met all these Milestones** list, an **Up Arrow** is displayed. To select all the milestones above this milestone in the list, click the **Up Arrow**. Click **Clear**, to clear all the selected milestones in this panel. Place your mouse on the required milestone in the **but have not met any of these milestones** list, a **Down Arrow** is displayed. To select all the milestones below this milestone in the list, click the **Down Arrow**. Click **Clear**, to clear all the selected milestones in this panel. • When multiple milestones are selected for the **that met all these milestones** search criteria, it selects records that have met all of these milestones, not just some. Exception: If the selection is for two of the same milestones (partial and full), then the search selects records that satisfy either of the two. • When multiple milestones are selected for the **but not met any of these milestones** search criteria, it selects records that have not met any of these milestones. The records need not satisfy all milestones simultaneously. • When the **that met all these milestones** and **but not met any of these milestones** search criteria are selected, the search first retrieves all the records that match the **that met all these milestones** criteria, and then eliminates those that contain the **but not met any of these milestones** search criteria.
Having latest Milestone between <Milestone Name> and <Milestone Name>(inclusive)	Choose this option to view the shipments for which the latest milestone is between two specific milestones. You can select the required milestone from either one or both of the milestone drop-down lists. **Note:** • If you do not specify an order flow type, only the default milestones (Planned, Route Planned, Shipped, and Delivered) will be available. • If you do not specify an order flow type, the search results displays shipments containing orders pertaining to all the order flow types.

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 in the Find Shipment screen. The actions and fields in the **Listing** panel are described in the following tables:

Table 38. Find Shipment Listing Actions

Action	Description
View Details	Click this action to view the Shipment Detail screen, which displays the shipment details.
Export List as CSV	Click this action to view the shipment 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 39. Find Shipment Listing Fields

Field	Description
Shipment #	Indicates the ID of the shipment. Click the shipment number hyperlink to view the Shipment Details screen, which displays the details of the shipment.
ASN BOL #	Indicates the Bill of Lading number associated with the shipment. **Note:** When the BOL number that you use as the shipment search criteria matches the BOL number of a load, the shipments in that load are also displayed in the shipment list. Additionally, a yellow-colored **traffic chevron** icon is displayed adjacent to the BOL # value in the shipment list. A "Load associated with this Shipment has the BOL # given in the search criteria" hover help text is displayed when you place the mouse cursor on this icon.
Order #	Indicates the order number associated with the shipment. **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.
Supplier	Indicates the name of the seller who supplied the shipment. Click the seller hyperlink to view the contact details of the seller such as address and contact number.
ASN Carrier	Indicates the name of the carrier that transported the shipment. **Note:** When the Carrier that you use as the shipment search criteria matches the carrier in a load, the shipments in that load are also displayed in the shipment list. Additionally, a yellow-colored **traffic chevron** icon is displayed adjacent to the carrier in the **shipment** list. A "Load associated with this Shipment has the Carrier given in the search criteria" hover help text is displayed when you place the mouse cursor on this icon.
Receiving location	Indicates the location to which the shipment is shipped.
Ship Date	Indicates the date and time range within which the shipment is shipped. The date and time range is displayed in the following format: <Expected Ship Date> <Expected Ship Time> – <Actual Ship Date> <Actual Ship Time> **Note:** If one of the date and time range values is available, only the available value is displayed. For example, if the Expected Ship Date and the Expected Ship Time are available and the Actual Ship Date and the Actual Ship Time are not available, then only the Expected Ship Date and the Expected Ship Time value is displayed. In addition, if both the date and time range values are not available in the shipment, no value are displayed.

Table 39. Find Shipment Listing Fields (continued)

Field	Description
Delivery Date	Indicates the date and time range within which the shipment is delivered. The date and time range is displayed in the following format: <Expected Delivery Date> <Expected Delivery Time> – <Actual Delivery Date> <Actual Delivery Time> **Note:** If one of the date and time range values is available, only the available value is displayed. 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. In addition, if both the date and time range values are not available in the shipment, no value is displayed.
Latest Milestone	Indicates the latest milestone of the shipment.
ASN PRO #	Indicates the progressive number of the shipment. **Note:** When the PRO number that you use as the shipment search criteria matches the PRO number of a load, the shipments in that load are also displayed in the shipment list. Additionally, an yellow-colored **traffic chevron** icon is displayed adjacent to the PRO # in the shipment list. A "Load associated with this Shipment has the PRO # given in the search criteria" hover help text is displayed when you place the mouse cursor on this icon.
Trailer #	Indicates the latest trailer number of the shipment. **Note:** When the Trailer number that you use as the shipment search criteria matches the Trailer number of a load, the shipments in that load are also displayed in the shipment list. Additionally, a yellow-colored **traffic chevron** icon is displayed adjacent to the Trailer # in the shipment list. A "Load associated with this shipment or shipment itself has the Trailer # given in search criteria" hover help text is displayed when you place the mouse cursor on this icon.
<User-Defined Fields>	Indicates the values entered in the user-defined fields created at the shipment level. The user-defined fields of an order will be displayed based on the configuration in the Manage Inbound User Defined Fields screen. For more information about configuring the user-defined fields, see the *IBM Sterling Supply Chain Visibility Customer Administration Guide*. **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.

Note: A maximum of 10 user-defined fields for shipment level can be configured in the Shipment List.

Viewing Details of a Buyer 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 a buyer role, or as an SRO.

2. From the menu bar, navigate to **Inbound > Find Shipment**. The **Search Criteria - Find Shipment** panel is displayed in the Find Shipment screen.
3. Enter the search criteria and click **Search**. The **Listing** panel is displayed in the Find Shipment screen.
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.

Buyer Shipment Detail Panels

The Shipment Detail screen is displayed with the Buyer Shipment Detail panels.

Buyer Shipment Supplier Panel

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

Buyer 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.

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

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 Primary Info panel and the background color of the Primary Info panel is gray.
- For a shipment that has not been shipped, and no other milestone has been achieved, a "Planned" text is displayed in the Primary Info panel.

Table 40. 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 41.

Field	Description
Shipment #	Indicates the identifier of the shipment. 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. **Note:** If the shipment contains multiple orders, the header-level notes will be consolidated.
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 **Purchase 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 EDI documents of the seller.
# of Pallets	Indicates the number of pallets included in the shipment.
Latest Milestone	Indicates the latest milestone of 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:

- 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.

Buyer 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 intransit 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 intransit 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 phone number of the carrier.

The fields in the Routing Info panel are described in the tables below.

Table 42. Shipment Detail, Routing Info

Field	Description
Phone number	Indicates the phone number of the carrier that transports the shipment or load. Click the phone number hyperlink to view the address of the carrier.
BOL #	Indicates the BOL number associated with the shipment or load. **Note:** In the first load 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 load 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 42. Shipment Detail, Routing Info (continued)

Field	Description
Trailer #	Indicates the identification number of the trailer associated with the shipment or load. **Note:** In the first load of the **Routing Info** panel, if the ASN Trailer number is different from the Load Trailer number, the ASN Trailer number is displayed below the Load Trailer number in the following format: (ASN Trailer # value) If the value of the ASN Trailer number is blank, only the value of the Load Trailer number is displayed.
Scac	Indicates the identifier of the carrier used for transporting the shipment or load. **Note:** In the first load of the **Routing Info** panel, if the ASN Carrier is different from the Load Carrier, the ASN Carrier is displayed below the Load Carrier in the following format: (ASN Carrier value) If the value of the ASN Carrier is blank, only the value of the Load Carrier is displayed.
Voyage #	Indicates the voyage number of the vessel transporting the shipment.
Vessel ID	Indicates the identifier of the vessel in which the shipment is shipped.
Container Seal #	Indicates the seal number of the shipment container. **Note:** In the first load 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) If the value of the Container Seal number is blank, only the value of the Load Container Seal number is displayed.
PO #	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 may not necessarily be part of the shipment that is being viewed but belong to another shipment that is included in the load.

Table 42. Shipment Detail, Routing Info (continued)

Field	Description
View Load Details	Click this hyperlink to view the **Load Detail** screen for this shipment.

The status of a shipment or load such as departure, intransit, or delivered are denoted by the status indicator icons. The status indicator icons are described in the table below:

Table 43. Shipment Detail, Status Indicator Icon

Status Indicator Icon	Description
 Departure	Indicates that the shipment or load has been shipped from the origin. The name of the origin, the date, and time of departure of the shipment or load is displayed below the icon. 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 yet shipped, the expected time of departure of the shipment or load is displayed instead of the time of departure of the shipment or load. 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.
 In-Process	Indicates the intransit update and the milestones achieved by the shipment or load. For example, a multi-leg shipment or load has reached the intermediate destination. The description of the intransit update, the date, and time of the intransit update is displayed below the icon. 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.

Table 43. Shipment Detail, Status Indicator Icon (continued)

Status Indicator Icon	Description
 Delivered	Indicates that the shipment or load has reached either an intermediate destination, or the final destination. • If the shipment or load has reached an intermediate destination, the status indicator icon is gray. 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 or load has reached the final destination, the status indicator icon is not gray. 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.

Buyer 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 44. 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 line number of the shipment.
Order # (Latest Milestone)	Indicates the order number associated with the shipment. Click the hyperlink and the Purchase 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 item units in the shipment line.
UOM	Unit of Measure. Indicates the unit of measure specified in the order for the particular item.

Table 44. Shipment Detail, Shipment Lines (continued)

Field	Description
Shipped UOM	Indicates the UOM of the item that is shipped by the seller. The yellow-colored "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 yellow-colored "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.
Receipt Qty	Indicates the quantity of the order line received.
Putaway Qty	Indicates the quantity of order line that has been putaway.
<User-Defined Fields>	Indicates the values entered in the user-defined fields.

Viewing Load Details of a Buyer Shipment

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

About this task

To view the details of a particular load, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a user or administrator with a buyer role, or as an SRO.
2. From the menu bar, navigate to **Inbound > Find Shipment**. The Search Criteria - Find Shipment panel is displayed in the Find Shipment screen.
3. Enter the search criteria and click **Search**. The Listing panel is displayed in the Find Shipment screen.
4. From the list of shipments displayed in the Listing panel, click the shipment number hyperlink of the shipment for which you want to see the load details. The Shipment Detail screen is displayed.
5. Click **View Load Details** in the Routing Info panel of the Shipment Detail screen.
6. The Load Detail screen is displayed. The fields in the Load Detail screen are described in the tables below.

   Note: If no loads are attached to the shipment, the View Load Details hyperlink is not displayed in the Routing Info panel of the Shipment Detail screen.

Table 45. Load Detail, Load Summary

Field	Description
Load #	Indicates the identifier of the load.
BOL #	Indicates the BOL number of the load.
Pro #	Indicates the progressive number of the load.
Trailer #	Indicates the identifier of the load trailer.
Carrier	Indicates the carrier name for the load along with its description in parenthesis.
Voyage #	Indicates the voyage number of the vessel transporting the shipment.
Vessel ID	Indicates the identifier of the vessel in which the shipment is shipped.
Container Seal #	Indicates the seal number of the shipment container.

Table 46. Load Detail, Associated Shipments

Field	Description
Shipment #	Indicates the unique identifier of the shipment. Click the shipment number hyperlink to view the **Shipment Detail** screen, which displays the details of the shipment.
Order #	Indicates the order number to which the shipment belongs. Click the order number hyperlink to view the **Purchase Order Detail** screen, which displays order details.
Supplier ID	Indicates the identifier of the seller associated with the invoice.
Actual Shipment Date	Indicates the date on which the shipment is shipped.
Exp Del Date	Indicates the date on which the shipment is expected to be delivered.
Actual Delivery Date	Indicates the date on which the shipment is delivered.
Receiving Locn	Indicates the location where the shipment is received.

Searching for a Buyer Alert

Sterling Supply Chain Visibility enable users to search for alerts.

About this task

To search for alerts, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as a user or administrator with a buyer role, or as an SRO.
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:

Table 47. Find Alert, Search Criteria

Action	Description
Saved Searches	Click this action to view the saved searches. You can click the red-colored "X" 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 48.

Field	Description
Alert Type	Select the alert type that is to be included in the search.
Alert Status	Select the alert status that is to be included in the search. **Open** Select this option to include alerts that are in open status. **Closed** Select this option to include alerts that are in closed status.
Assigned To User ID	Enter the identifier for the user to whom the alert is assigned for inclusion in the search. You can also search for the user by clicking the "magnifying glass" icon. Perform the following steps in the dialog box that search for the user: 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.
Raised On	Enter the date and time range within which the alerts are raised for inclusion in the search. You can also click the **calendar** icon to choose the date range and the **clock face** icon to choose the time range.

Table 48. (continued)

Field	Description
Receiving Location	Select the receiving location of the order line that is to be included in the search.
Raised Count	Enter the total number of raised alerts that are to be included in the search. You can also select one of the following values from the drop-down list to search for an amount: • **is**: when selected, the application searches for the exact value entered. • **greater than or equal to**: when selected, the application searches for all the values that are greater than or equal to the value entered. • **less than or equal to**: when selected, the application searches for all the values that are less than or equal to the value entered. • **not equal to**: when selected, the application searches for all the values that do not match the value entered. • **less than**: when selected, the application searches for all the values that are less than the value entered. • **greater than**: when selected, the application searches for all the values that are greater than the value entered.
Order #	Enter the order number that is to be included in the search. You can also select one of the following values from the drop-down list: • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches for all the seller names that start with the entered value. • **contains**: when selected, the application searches for all the seller names that contain the entered value.
Shipment #	Enter the identifier of the shipment that is to be included in the search. You can also select one of the following values from the drop-down list: • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches for all the seller names that start with the entered value. • **contains**: when selected, the application searches for all the seller names that contain the entered value.

Table 48. (continued)

Field	Description
Supplier ID	Enter the identifier of the seller, who ships the order that is to be included in the search. You can also select one of the following values from the drop-down list to search for an identifier: • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches for all the seller names that start with the entered value. • **contains**: when selected, the application searches for all the sellers whose name starts with the entered value.
Find External/Manual Event	Click this hyperlink to view the Find External/Manual Event screen. You can use the Find External/Manual screen to perform a search for external events and manually raised events.
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.

3. Enter the search criteria and click **Search**. The results of the search display in the Listing panel. The actions and fields in the Listing panel are described in the table.

Table 49. Find Alert, Listing

Action	Description
View Details	Click this action 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 50.

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.

Table 50. (continued)

Field	Description
Shipment #	Indicates the number that uniquely identifies the shipment for which the alert is raised. Click this hyperlink to view the Shipment Detail screen, which displays the details of the shipment.
Supplier ID	Indicates the number that uniquely identifies the seller that ships the order for which the alert is raised.
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 the alert. • **Open** - Indicates that the status of the alert is open. • **Closed** - Indicates that the status of the alert is closed.
Shipment Locn	Indicates the location of the freight when this alert got generated.

Viewing Details of a Buyer Alert

Sterling Supply Chain Visibility enables you to view the details of each alert.

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 a buyer role, or as an SRO.
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 display 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 51. Alert Detail, Alert Detail

Action	Description
Close Alert	Click this action to mark the status of the alert as closed.
Assign To Self	Click this hyperlink to assign the alert to yourself. If the alert is already assigned to you, this field is disabled.

Table 51. Alert Detail, Alert Detail (continued)

Action	Description
Unassign	Click this hyperlink to unassign the alert. If the alert is not assigned to you, this field is disabled.

Table 52.

Field	Description
Alert Type	Indicates the type of alert.
Supplier	Indicates the identifier of the seller that ships the order for which the alert is raised.
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 Purchase Order Detail screen, which displays the details of the purchase order.
Auto Resolvable	This indicates if the alert is automatically resolved once 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.
Receiving Location	Indicates the ship node of the order line for which the alert is raised.
Buyer ID	Indicates the unique identifier of the buyer.
Status	Indicates the status of the alert. **Note:** The yellow-colored "traffic chevron" icon indicates that the alert was mass closed. This icon is displayed only for Closed alerts.
Shipment #	Indicates 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.
This panel also displays the following information: • whether the alert was mass closed • the identifier of the user who closed the alert • the number of alerts closed along with this alert. **Note:** This information is displayed only for alerts that have been mass closed.	

Table 53. Alert Detail, Problematic Lines

Field	Description
Line #	Indicates the line number of the order.
Item ID	Indicates the unique identifier of the item.
UOM	Unit of Measure. Indicates the unit of measure specified in the order for the particular item.
Ordered Qty	Indicates the number of units of the item requested.

Table 54. 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.	

Inventory Visibility for Buyers

Sterling Supply Chain Visibility enables you to view the inventory information.

About this task

This information can be your supplier's inventory or inventory that you, as a buyer, currently have in stock. Supplier inventory information is uploaded either through Sterling Supplier Portal or through IBM Sterling B2B Collaboration Network using XML files. To view inventory details, follow these steps.

Procedure

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

Table 55. Find Inventory, Search Criteria

Action	Description
Find	Click this action to view the inventory picture for the item ID provided in the search criteria.
Clear Results	Click this action to remove the listed item. When you click this button, all the items that are displayed in the Find Inventory panel are cleared.
Export	Click this action to export all the listed items.

Table 56.

Field	Description
Find Item By	Enter the identifier of the item for which you need to view the inventory details. You must select one of the following values from the drop-down list to search for an identifier: • **My Item ID**: when selected, the application searches for all the items that contain the entered value of the item ID configured in your organization. • **Partner Item ID**: when selected, the application searches for all items that contain the entered value of the item ID configured by your trading partner. • **UPC Code**: when selected, the application searches for all the items that contain the entered value of the Universal Product Code. • **GTIN**: when selected, the application searches for all items that contain the entered value of the Global Trade Item Number.

3. Enter the Item ID and click **Find**. The results of the search display in the Listing panel. The actions and fields in the Listing panel are described in the table below:

Table 57. Find Inventory, Listing

Field	Description
My Item ID	Displays the identifier of the item configured in your organization.
Partner Item ID	Displays the identifier of the item configured by your trading partner.
Source	Displays Supplier name if the inventory belongs to the Supplier, or displays Internal if the buyer's own inventory is being displayed.
Location	Displays the Receiving Location of the buyer where the inventory is available. For Supplier inventory records, this field is blank.
Quantity	Displays the available quantity for the item.
UOM	Unit of Measure. Indicates the unit of measure for the particular item. **Note:** For the same item, if there are multiple UOMs assigned, then each Item ID and UOM combination is displayed as a separate row.
Last Updated	Displays the date stamp when the last inventory update was performed for an item.
UPC Code	Displays the UPC Code that identifies the item.

Table 57. Find Inventory, Listing (continued)

Field	Description
GTIN	Displays the GTIN that identifies the item.

Note:
- You can search for a maximum of 25 item IDs at a time.
- When you refresh the Find Inventory screen, all the search results are cleared.

Exporting Inventory Details

Sterling Supply Chain Visibility enables you to export inventory details.

About this task

To export the inventory details, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a user or administrator with a buyer role, or as an SRO.
2. From the menu bar, navigate to **Inbound > Find Inventory**. The Find Inventory screen is displayed.
3. Enter the Item ID and click **Find**. The results of the search display in the Inventory Details panel.
4. Click **Export**. A dialog box with the inventory details is displayed.
5. Select and copy the inventory details.
6. Paste the copied inventory details to the desired document. For example, an Excel worksheet.

Customizing Inventory Details View

Sterling Supply Chain Visibility enables you to customize the inventory details view.

About this task

You can customize the inventory details view for the following:
- Sort ascending or descending
- View or hide columns
- Modify column position
- Group by column header

To customize the inventory details view, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a user or administrator with a buyer role, or as an SRO.
2. From the menu bar, navigate to **Inbound > Find Inventory**. The Find Inventory screen is displayed.

3. Enter the Item ID and click **Find**. The results of the search display in the Inventory Details panel.
4. From the inventory details list, perform any one or all of the following:
   - To sort the list in ascending or descending order based on a particular column, click the drop-down arrow that is displayed adjacent to the column header. From the list that is displayed, select either the **Sort Ascending** or **Sort Descending** option.
   - To view or hide columns, click the drop-down arrow that is displayed adjacent to the column header. From the list that is displayed, navigate to **Columns** and clear the option against the column that you want to hide or select the option against the column that you want to view.
   - To modify the column positions, select the column header, drag the column header to the desired new position, and drop the column header to the new desired position.
   - To view the listed items in groups based on a particular column header, click the drop-down arrow that is displayed adjacent to that particular column header. From the list that is displayed, select the **Group By This Field** option.
   - To remove the grouping for the listed items, click the drop-down arrow that is displayed adjacent to the column header. From the list that is displayed, clear the **Show in Groups** option.

Searching for a Canceled PO

A PO may be canceled by the buyer after it has been entered in Sterling Supply Chain Visibility.

About this task

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.

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

To search for canceled POs, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as a user or an administrator with a buyer role, or as an SRO.
2. From the menu bar, navigate to **Inbound > Find PO**. The Search Criteria panel is displayed in the Find Purchase 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 Purchase Order screen, the POs that are in Canceled status are listed as **Cancelled** 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.

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 buyer user.
2. From the menu bar, you have the following options:
   - Navigate to **Inbound > Find PO**. The **Search Criteria - Find Purchase Order** panel is displayed on the Find Purchase Order screen.
   - Navigate to **Inbound > Find Invoice**. The **Search Criteria - Find Invoice** panel is displayed on the Find Invoice screen.
   - Navigate to **Inbound > 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 58. 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. Sterling Supply Chain Visibility Vendor Compliance

Vendor Compliance and Chargeback

Sterling Vendor Compliance for Supply Chain Visibility and Supplier Portal is an optional module that allows buyers to set up and enforce compliance rules with suppliers.

For example, you can configure the following compliance rules:
- Track shipment dates to determine when freight is being shipped late.
- Track shipment quantities to determine when inaccurate quantities are being shipped.

When the tolerances of the compliance rules are exceeded, the condition is detected and both the buyer and supplier are notified. Buyers are notified through the Sterling Supply Chain Visibility user interface, and suppliers can be notified through the Sterling Supplier Portal partner user interface.

The Sterling Supply Chain Visibility buyer administrator can set up compliance tolerances, define financial penalties for violation of compliance rules (called chargebacks), view or modify chargeback reason codes, and control the export of chargeback details.

For more information about managing compliance tolerances and setting up vendor compliance rules, see the *IBM Sterling Supply Chain Visibility Customer Administration Guide*.

When a supplier non-compliance event occurs, Sterling Supply Chain Visibility supports a process that brings a resolution within a predefined time frame, which is called the *mediation period* or *dispute period*. During this mediation period, buyers can modify or cancel chargebacks if a disparity is raised by suppliers, such that a mutual agreement is reached. At the conclusion of this period, Sterling Supply Chain Visibility can route a final chargeback document to your ERP system.

A document sent from your ERP system to Sterling Supply Chain Visibility can also trigger a non-compliance event. A non-compliance event can also be triggered by other external applications. Sterling Supply Chain Visibility accepts and processes the externally triggered events.

As a buyer administrator or an SRO, you can view the monthly summary of chargebacks against one or more suppliers.

Notes:
- The standard implementation for the Sterling Vendor Compliance for Supply Chain Visibility and Supplier Portal module requires you to subscribe to both Sterling Supply Chain Visibility and Sterling Supplier Portal.
- Buyers must subscribe to the Sterling Vendor Compliance for Supply Chain Visibility and Supplier Portal module separately. It is not part of the basic Sterling Supply Chain Visibility service.
- Buyers can use the Sterling Vendor Compliance for Supply Chain Visibility and Supplier Portal module with suppliers that are not EDI enabled. This process uses Sterling Supplier Portal.

- Buyers can also use the Sterling Vendor Compliance for Supply Chain Visibility and Supplier Portal module with EDI-enabled suppliers. This process uses Sterling B2B Collaboration Network.

Searching for a Chargeback

Sterling Supply Chain Visibility enables you to search for chargeback based on the search criteria entered.

About this task

To search for chargeback, follow these steps:

Procedure

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

Table 59. Find Chargeback, Search Criteria

Action	Description
Saved Searches	Click this action to view the saved searches. You can click the red-colored **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 **Auto Execute**.
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 60.

Field	Description
Event Name	Enter the event name to be included in the search. You can also select one of the following options from the drop-down list to search for an event name: • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches for all the event names that start with the entered value. • **contains**: when selected, the application searches for all the event names that contain the entered value.

Table 60. (continued)

Field	Description
Order #	Enter the purchase order number to be included in the search. You can also select one of the following values from the drop-down list : • **is**: when selected, the application searches for the exact value entered. • **starts with**: when selected, the application searches purchase orders whose number starts with the entered value. **Note:** This search criteria is applicable only for chargeback generated from order-based events.
Event Date	Enter the date range within which the chargeback was created for inclusion in the search. You can also click the **calendar** icon to choose the date range.
Supplier ID	Enter the ID of the supplier, against whom the chargeback is raised for inclusion in the search. You can also click the **magnifying glass** icon to search for a specific supplier ID and select the supplier ID from the drop-down list in the Search Criteria dialog window.
Shipment #	Enter the shipment number that is to be included in the search. **Note:** This search criteria is applicable only for chargebacks generated from shipment-based events.
Charged Date	Enter the date range within which the chargebacks are finalized for inclusion in the search. You can also click the **calendar** icon to choose the date range.

Table 60. (continued)

Field	Description
Amount	Enter the amount to be included in the search. You can also select one of the following values from the drop-down list to search for an amount: • **is**: when selected, the application searches for the exact value entered. • **greater than or equal to**: when selected, the application searches for all the values that are greater than or equal to the value entered. • **less than or equal to**: when selected, the application searches for all the values that are less than or equal to the value entered. • **not equal to**: when selected, the application searches for all the values that do not match the value entered. • **less than**: when selected, the application searches for all the values that are less than the value entered. • **greater than**: when selected, the application searches for all the values that are greater than the value entered.
Invoice #	Enter the invoice number that is to be included in the search.
Transaction Id	Enter the transaction ID that is to be included in the search. The transaction ID is a unique alphanumeric code that is generated for each chargeback.
Only Pending Chargebacks	Select this option to include only the pending chargeback in the search. Pending chargeback refers to chargeback that are in Created status. Clear this check box if you want to include chargeback that are in Charged and Canceled statuses in the search. **Note:** The options under Advanced Search Criteria for Order/Shipment Based Chargeback will be displayed only if this check box is selected. By default, this option is enabled.
Supplier Group	Select the name of the supplier group from the drop-down list to be included in the search. Only chargeback associated with those suppliers included in the selected supplier group that you select will be listed in the **Listing** panel. **Note:** This option will be available only if the Only Pending Chargeback check box is selected.
Advanced Search Criteria for Order/Shipment Based Chargeback	

Table 61.

Field	Description
Order Flow Type	From the drop-down list, select the Order Flow Type to be included in the search.
Order Type	Enter the order type to be included in the search.
Carrier	Enter the name of the carrier that is to be included in the search. You can also search for the carrier by clicking the **magnifying glass** icon.
Buying Dept	From the drop-down list, select the buying department to be included in the search.
Receiving Location	From the drop-down list, select the Receiving Location to be included in the search.

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

Table 62. Find Chargeback, Listing

Action	Description
View Details	Select the check box adjacent to the required Event Date, and click this action to view the Chargeback Detail screen of the corresponding event.
Export List as CSV	Click this action to view the chargeback list in CSV format. Based on the search criteria, up to 1000 records can be exported in CSV format. **Note:** When you export the JasperReports in CSV format, **the Event Name, Order#, Shipment #, Invoice #, and Receiving Location fields** are prefixed with single quotes. You can double-click these fields to view their exact values.

Table 63.

Field	Description
Event Date	Indicates the date on which the event associated with the chargeback is raised. Click **Event Date** to view the Chargeback Detail screen.
Event Name	Indicates the name of the event associated with the chargeback.
Supplier	Indicates the name of the supplier against whom the chargeback is raised. Click **Supplier** to view the contact details of the supplier such as address and contact number.
Amount	Indicates the chargeback amount.

Table 63. (continued)

Field	Description
Order #	Indicates the purchase order number against which the chargeback is generated.
Shipment #	Indicates the shipment number against which the chargeback is generated.
Invoice #	Indicates the invoice number of the purchase order against which the chargeback is generated.
Transaction Id	Indicates the transaction ID of the chargeback. The transaction ID is a unique alphanumeric code that is generated for each chargeback.
Charged Date	Indicates the date on which the chargeback is finalized against a supplier.
Receiving Locn	Indicates the receiving location of the shipment associated with this chargeback.
Status	Indicates the status of the chargeback.

Viewing Details of a Chargeback

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

About this task

To view the details of a particular chargeback, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as a user, an administrator with a buyer role, or as an SRO.
2. From the menu bar, navigate to **Inbound > Find Chargeback**. The Search Criteria is displayed in the Find Chargeback 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 event names displayed in the Listing panel, check the box preceding the event name for which you want to see the details and click **View Details**. The Chargeback Detail screen is displayed. The figure below illustrates the layout of the Chargeback Detail screen.

   The actions and the fields in the Chargeback Detail screen are described in the tables below:

Table 64. Chargeback Detail, Related Tasks

Action	Description
Related Tasks	Click this to perform additional tasks related to the chargeback. You can perform the following task: **View Non-Compliance Summary** - Click this hyperlink to view the non-compliance summary report for the supplier associated with this chargeback.

Table 65. Chargeback Detail, Chargeback Amount

Field	Description
Chargeback Amount	Indicates the value of the chargeback amount with the currency corresponding to the locale of the enterprise. This panel also displays the associated event, the status of the chargeback, and the charged date.
Modify	Click this option to modify the value of the chargeback amount. The Modify Chargeback Amount dialog window is displayed that contains the fields listed below. • **Amount**–Enter the new value of the chargeback amount. • **Reason Code**–From the drop-down list, select a reason code for modifying the chargeback amount. • **Reason Text**–Enter a descriptive reason for the change in the value of the chargeback amount. **Note:** Up to 100 characters can be used in this text box. Click **Save** to retain the changes and close the Modify Chargeback Amount dialog window. **Note:** The Modify action will be available only if the chargeback is in Created status.
Cancel	Click this option to cancel the chargeback. The Cancel Chargeback dialog window is displayed that contains the following fields: • **Reason Code**–From the drop-down list, select a reason code for canceling the chargeback. • **Reason Text**–Enter a descriptive reason for the cancelation of the chargeback. **Note:** Up to 100 characters can be used in this text box. Click **Save** to retain the changes and close the Cancel Chargeback Amount dialog window. **Note:** • The Cancel action will be available only if the chargeback is in Created status. • For a canceled chargeback, the latest value of the **New Amount** field in the **Audits** panel will not change to zero. Only the status of the chargeback will change to canceled. However, the supplier will not be charged for the non-compliance event.

Table 66. Chargeback Detail, Primary Information

Action	Description
Additional Reference(s)	Indicates the additional references that are associated with this chargeback. Click this action to display the Additional Reference(s) window that contains the following: • **Reference Name**: Indicates the name of the reference associated with this chargeback. • **Reference Value**: Indicates the value corresponding to the reference associated with this chargeback.

Table 67.

Field	Description
Transaction Id	Indicates the transaction ID of the chargeback. The transaction ID is a unique alphanumeric code that is generated for each chargeback.
Event Date	Indicates the date on which the chargeback was created.
Order #	Indicates the order number associated with this chargeback. Click the order number hyperlink to view the Purchase Order Detail screen. The order number hyperlink is displayed only if it exists in the system.
Supplier	Indicates the name of the supplier against whom the chargeback is raised. Click the supplier hyperlink to view the contact details of the supplier such as address and contact number.
Shipment #	Indicates the shipment number against which the chargeback is applied. Click the shipment number hyperlink to view the Shipment Detail screen. The shipment number hyperlink is displayed only if it exists in the system.
Invoice #	Indicates the invoice number of the order against which the chargeback is applied. Click the invoice number hyperlink to view the Invoice Detail screen. The invoice number hyperlink is displayed only if it exists in the system.
Receiving Locn	Indicates the receiving location of the shipment associated with this chargeback.
Detail	Indicates the reason for generation of this chargeback with details of the associated purchase order or shipment.

Table 68. Chargeback Detail, Supplier Group(s)

This panel displays the supplier group or supplier groups to which the supplier belongs.

Table 69. Chargeback Detail, Private Notes

Action	Description
Add Private Note	Click this action to enter additional information about the chargeback. For example, you can enter a detailed description for the chargeback amount modification. Enter your note in the Add Private Note dialog window and click **Save** to save the contents of the note you entered. **Note:** • Private notes are not included when the associated chargeback is published to the external applications. • You cannot delete a private note after you have saved it. • Up to 250 characters can be used in this text box.
The **Private Notes** panel displays notes added for the chargeback by various users. This panel also displays the user name, date, and the time when the note was added.	

Table 70. Chargeback Detail, Audits

Field	Description
Modified On	Indicates the date and time when the charge back was modified.
Old Amount	Indicates the chargeback amount before the modification.
New Amount	Indicates the modified chargeback amount.
Reason Code	Indicates the reason code for modifying the chargeback amount or canceling the chargeback.
Reason Text	Indicates the description for the change in the value of the chargeback amount or cancelation of the chargeback.
Modified By	Indicates the name of the user who modified or canceled the chargeback.

Note:

- For a canceled chargeback, `CANCELED` is displayed in the Primary Information panel, and the background color of the Primary Information panel and the Chargeback Amount panel is gray.
- For a canceled chargeback, the latest value of the **New Amount** field in the Audits panel will not change to zero. Only the status of the chargeback will change to canceled.

  However, the supplier will not be charged for the non-compliance event.

Chapter 5. 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.

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.
- As a buyer, you can configure custom events that trigger chargebacks. For example, you can create a custom inbound event and configure this event to apply a chargeback for a supplier.
- You can configure alerts that do not apply chargebacks. For example, you can set up factory-shipped alerts, such as the ASN Not Received alert or PO Commitment Changed 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 the supplier rejects it, then the alerts will be raised for the buyer.
- Alerts raised for a particular milestone are based on the date that is passed in the data and not the actual processing time.

Buyers can receive alerts to show that there is a discrepancy in the supplier side. Sterling Supply Chain Visibility uses the following rules to process alerts:

- When an ASN replacement is received, the system reevaluates all the existing alerts that were raised for the replaced ASN.
- If an order or shipment is canceled, the system automatically closes all open alerts that were raised for the canceled order or shipment. No alerts will be raised for canceled orders or shipments.

ASN Not Received

ASN Not Received alert is raised if the ASN for an order line is not received from the supplier by the expected ship date, which is within the configured tolerance period. The allowable discrepancy in the ship date and delivery date is configurable by each buyer organization for the suppliers.

Trigger Criteria for Raising the ASN Not Received Alert

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

- The ASN is not received 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 schedule 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. This alert is raised only if the buyer has activated it.

Viewing the List of ASN Not Received Alerts

This Section helps the user to view the list of ASN Not Received Alerts and the steps to be followed to get the required information.

About this task

To view the event, follow these steps.

Procedure

1. Log in to the Sterling Supply Chain Visibility application as a buyer user, buyer administrator, or as an SRO. 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 the ASN Not Received alert is displayed. The actions and fields in the **Listing** panel are described in the table below:

Table 71. 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.
Alert Type	Indicates the type of alert.

Table 72.

Field	Description
PO#	Indicates the PO number against which the alert is raised. Click the PO # 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.

Table 72. (continued)

Field	Description
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 Received Alert Details

This section helps the user to view the ASN Not Received Alert details list and the steps to be followed to get the required details.

About this task

To view the alert details, follow these steps.

Procedure

1. Log in to the Sterling Supply Chain Visibility application as a buyer user, buyer administrator, or as an SRO. 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 the ASN Not Received 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 ASN Not Received Detail screen is displayed. The actions and fields in the ASN Not Received 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 73. Alert Detail, ASN Not 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 *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays **Unassign**. Click this action to unassign the alert.
Field	**Description**
This area of the **ASN Not Received** alert panel displays the PO number for which the PO has not been received as expected. Click the PO number hyperlink to view the Order Details 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.
Item ID	Indicates the unique identifier of the item.
Unit Cost	Indicates the unit cost of the item.
Item Desc	Indicates the description of an item.
Line Total	The total cost for the order line.
Total Quantity	Indicates the total quantity.
Delivery Option	Indicates the delivery option.
Send Email To Supplier	Click this action to send an e-mail message to the supplier.

Table 74. 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 75. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 76. Alert Detail, Supplier Address

This panel displays the address information for the supplier.

Table 77. 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 Received Alert to Yourself

The Sterling Supply Chain Visibility enables user to assign an alert to themselves , so that the user can manually resolve them.

About this task

To assign alerts to yourself, follow these steps.

Procedure

1. Log in to the Sterling Supply Chain Visibility application as a buyer user, buyer administrator, or SRO. 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 the ASN Not Received 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 Received alert is displayed.

Consolidating the ASN Not Received Alert

The ASN Not Received 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 Received Alert

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

Invoice with Invalid PO

Invoice with Invalid PO 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 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 PO Alerts

This section helps the user to view the list of invoice with invalid PO Alerts details and also gives the steps followed to get the desired result.

About this task

To view the alert list, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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.
3. The Listing screen for Invoice with Invalid PO alert is displayed. The fields in the Listing panel are described in the table below:

Table 78. Total Alerts-Invoice with Invalid PO Alerts

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the Invoice with Invalid PO alert.
View Invoice Details	Click this action to view the Invoice Detail screen for the, Invoice with Invalid PO alert.
Assign To Self *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, click this action to unassign the alert.
Export List in CSV	Click this action to export the Alert List in CSV format.

Table 79.

Field	Description
Invoice #	Indicates the invoice number against which the alert is raised. Click the Invoice # hyperlink to view the dialog box, which displays the details of the invoice.
Supplier	Indicates the name of the supplier.
Invoice Date	Indicates the date of the invoice.
PO #	Indicates the PO number against which the alert is raised.

Table 79. (continued)

Field	Description
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.
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 Invoice with Invalid PO Alert Details

It helps the user to view the invoice with invalid PO alert details and also the steps to be followed for generating the output.

About this task

To view the alert details, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 screen for Invoice with Invalid PO alert is displayed.
3. From the list of alerts that are displayed, check the box before the alert for which you want to see the details and click **View Alert Details**. The Alert Details screen for the Invoice with Invalid PO alert is displayed. The actions and fields in the Alert Details screen are described in the table 1.

   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 80. Alert Detail, Invoice with Invalid PO Alerts

Action	Description
Close Alert	Click this action to close the alert. This action is active only when the alert is assigned to you.

Table 80. Alert Detail, Invoice with Invalid PO Alerts (continued)

Action	Description
Assign To Self *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, these field displays Unassign. Click this action to unassign the alert.
Field	**Description**
Invoice #	Indicates the invoice number. Click the hyperlink to view the dialog box, which displays the details of the invoice.
This area of the Invoice with Invalid PO alert panel displays the invoice number for which the alert is raised. Click the invoice number hyperlink to view the Invoice Details screen, which enables you to view the details of the invoice.	
Status	The 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 81. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 82. Alert Detail, Supplier Address

This panel displays the address for the supplier.

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 more information about the alert. Enter your note in the Alert Add Note panel and click **Alert Add Note** panel 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 PO Alert to Yourself

About this task

Sterling Supply Chain Visibility enables user to assign the alert to yourself so you can manually resolve it. To assign alerts to yourself, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. The Dashboard screen is displayed, which enables user 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 screen for Invoice with Invalid PO alert is displayed.
3. From the list of alerts that are 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 PO alert is displayed.

Consolidating the Invoice with Invalid PO Alert

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

Resolving the Invoice with Invalid PO Alert

The Invoice with Invalid 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 PO alert.

PO Commitment Changed

Buyers can receive the PO Commitment Changed alert when the supplier submits a new commitment and there is a discrepancy with the original commitment.

Trigger Criteria for Raising the PO Commitment Changed Alert

When the buyer submits a purchase order to the supplier, the supplier sends a commitment to the buyer. This commitment specifies the following information:

- The date on which the order line will be shipped or delivered
- The quantity that will be delivered
- The unit price of the item

The buyer organization can configure the allowable tolerances in the ship date, delivery date, quantity, and unit price for these commitments.

Sterling Supply Chain Visibility sends the PO Commitment Changed alert for this workflow:

1. The supplier submits an initial commitment to the buyer for a purchase order.
2. The supplier submits a revised commitment. The committed date, quantity, or price is different from the date, quantity, or price in the previous commitment. These differences are outside the tolerances the shipper configured.
3. Sterling Supply Chain Visibility raises the alert at the order line level.

If a buyer receives a new commitment, Sterling Supply Chain Visibility does not modify the PO Commitment Changed alert that was raised for the previous commitment. As a result, Sterling Supply Chain Visibility does not update mismatches, if any, on the PO Commitment Changed Alert Detail screen. The changes are only visible on the corresponding PO Detail screen.

Accepting New Line Items in a Commitment

By default, Sterling Supply Chain Visibility fails a commitment that contains new line items. These are line items that were not in the original or updated purchase order the buyer submitted. Buyers can be configured to allow suppliers to submit commitments that contains new line items.

If your organization is enabled to accept commitments with new line items, Sterling Supply Chain Visibility uses the following rules to process the PO Commitment Changed alert:

- The system sends the alert if the new commitment contains changes to the order header level or existing order lines that were in the original commitment.
- The system does not send the alert if the only changes in the commitment are new line items.

Viewing the List of PO Commitment Changed Alerts

To view the list of PO Commitment Changed alerts, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. The Dashboard screen is displayed, which enables 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 that are assigned to you.

   The Listing screen for PO Commitment Changed alert is displayed. The actions and fields in the **Listing** panel are described in the following tables:

Table 84. Actions for Total Alerts-PO Commitment Changed Alert

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked PO Commitment Changed alert.
View Order Details	Click this action to view the Order Detail screen for the PO Commitment Changed 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 85. Fields for Total Alerts-PO Commitment Changed Alert

Field	Description
PO #	Indicates the PO number against which the alert is raised. Click the PO # hyperlink to view the dialog box, which displays the details of the order.

Table 85. Fields for Total Alerts-PO Commitment Changed Alert (continued)

Field	Description
Supplier	Indicates the supplier that ships the order.
Order Date	Indicates the date on which the order is created.
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.
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 PO Commitment Changed Alert Details

To view the details for the PO Commitment Changed alert, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. The Dashboard screen is displayed, which enables 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 that are assigned to you.

   The Listing screen for PO Commitment Changed alert is displayed.
3. From the list of alerts, select the check the box for an alert and click **View Alert Details**. The PO Commitment Changed Alert Detail screen is displayed. The actions and fields in the Alert Detail screen are described in the following tables.

   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 86. Actions for PO Commitment Changed Alert Details

Action	Description
Close Alert	Click this action to close the alert. This action is active only when the alert is assigned to you.

Table 86. Actions for PO Commitment Changed Alert Details (continued)

Action	Description
Assign To Self *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays Unassign. Click this action to unassign the alert.

Table 87. Fields for PO Commitment Changed Alert Details

Field	Description
This area of the PO Commitment Changed panel displays the PO number for which the supplier has changed the order. Click the PO number hyperlink to view the 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 **Send Email To Supplier** to send an e-mail message to the supplier.

Table 88. Actions for Alert Detail, Order Lines For Which Commitment Is Changed

Action	Description
View Schedule	Click this action to view the scheduled order lines that have commitment changed.

Table 89. Fields for Alert Detail, Order Lines For Which Commitment Is Changed

Field	Description
Line #	Indicates the line number of the order.
Warehouse	Indicates the receiving node of the order line.
Item ID	Indicates the unique identifier of the item.
Item Description	Indicates the description of the item.
Ord Qty	Indicates the number of units of the item requested.
Old Comm Qty	Indicates the old committed quantity.
New Comm Qty	Indicates the number of units of the item committed by the supplier.
Old Comm Price	Indicates the old committed unit price of the item.
New Comm Price	Indicates the new unit price of the item committed by the supplier.
Old Comm Ship Date	Indicates the old committed ship date.
New Comm Ship Date	Indicates the new ship date committed by the supplier.

Table 90. Fields for Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 91. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 92. Sterling as a Service Applications, Schedules

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.
Qty	Indicates the 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.

Table 93. 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 PO Commitment Changed Alert to Yourself

You can assign the PO Commitment Changed alert to your user account. You can then resolve the issue.

Procedure

To assign alerts to yourself, follow these steps:

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

The Listing screen for PO Commitment Changed alert is displayed.

3. From the list of alerts, select the check the box for an alert and click **Assign To Self**. The Alert Detail screen for the PO Commitment Changed alert is displayed.

Consolidating the PO Commitment Changed Alert

If there are multiple PO Commitment Changed alerts for the same purchase order, Sterling Supply Chain Visibility does not consolidate the alerts.

The system raises another PO Commitment Changed alert, if required, when the supplier sends another commitment for the same order.

Resolving the PO Commitment Changed Alert

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

PO Commitment Mismatch

Buyers can receive the PO Commitment Mismatch alert when there is a discrepancy between the purchase order and the commitment that the supplier submitted.

When the buyer submits a purchase order to the supplier, the supplier sends a commitment to the buyer. This commitment specifies the following information:

- The date on which the order line will be shipped or delivered
- The quantity that will be delivered
- The unit price of the item

The buyer organization can configure the allowable tolerances in the ship date, delivery date, quantity, and unit price for these commitments.

Trigger Criteria for Raising the 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, or between the committed price and the requested price.

This alert is raised at the order header level.

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

Accepting New Line Items in a Commitment

By default, Sterling Supply Chain Visibility fails a commitment that contains new line items. These are line items that were not in the original or updated purchase order the buyer submitted. Buyers can be configured to allow suppliers to submit commitments that contains new line items.

If your organization is enabled to accept commitments with new line items, Sterling Supply Chain Visibility uses the following rules to process the PO Commitment Mismatch alert:

- The system sends the alert if the commitment contains changes to the order header level or changes to existing order lines that were in the original purchase order.
- The system does not send the alert if the only changes in the commitment are new line items.

Viewing the List of PO Commitment Mismatch Alerts

To view the list of PO Commitment Mismatch alerts, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel, select one of these options:
   - Click the number hyperlink in the **Total Alerts** column for the alert type you want to view.
   - Click the number hyperlink in the **My Alerts** column to view the alerts that are assigned to you.

   The Listing panel for PO Commitment Mismatch alerts is displayed. The actions and fields in the **Listing** panel are described in the following tables:

Table 94. Actions for Total Alerts-PO Commitment Mismatch Alerts

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked PO Commitment Mismatch Received alert.
View Order Details	Click this action to view the Order Detail screen for the PO Commitment Mismatch 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 95. Fields for Total Alerts-PO Commitment Mismatch Alerts

Field	Description
PO #	Indicates the PO number against which the alert is raised. Click the PO # hyperlink to view the Order Detail screen, which displays the details of the order.
Supplier ID	Indicates the identifier of the supplier.
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.

Table 95. Fields for Total Alerts-PO Commitment Mismatch Alerts (continued)

Field	Description
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 PO Commitment Mismatch Alert Details

To view the details for the PO Commitment Mismatch alert, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. The Dashboard screen is displayed, which enables the user 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 that are assigned to you.

   The **Listing** panel for PO Commitment Mismatch alerts is displayed.
3. From the list of alerts, select the check the box for an alert and click **View Details**. The Alert Details screen for the PO Commitment Mismatch 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 96. Actions for PO Commitment Mismatch Alert Details

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 *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays **Unassign**. Click this action to unassign the alert.

Table 97. Fields for PO Commitment Mismatch Alert Details

Field	Description
This area of the PO Commitment Mismatch panel displays the PO number for which the alert is raised. Click the PO number hyperlink to view the 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 98. Actions for Alert Detail, Mismatched Lines

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

Table 99. Fields for Alert Detail, Mismatched Lines

Field	Description
Line #	Indicates the line number of the order.
Receiving Location	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 ordered quantity.
Comm Qty	Indicates the committed quantity.
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 ship date committed by the supplier.
Req Delv Date	Indicates the date on which the order is requested to be delivered.
Comm Delv Date	Indicates the delv date committed by the supplier.

Table 100. Fields for Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 101. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 102. Actions for 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 103. 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 an item.

Table 104. Sterling as a Service Applications, Schedules

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 quantity of the order in the 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 PO Commitment Mismatch Alert to Yourself

You can assign the PO Commitment Mismatch alert to your user account. You can then resolve the issue.

Procedure

To assign alerts to yourself, follow these steps:

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

The Listing panel for PO Commitment Mismatch alerts is displayed.

3. From the list of alerts, select the check the box for an alert and click **Assign To Self**. The Alert Detail screen for the PO Commitment Mismatch alert is displayed.

Consolidating the PO Commitment Mismatch Alert

If the PO Commitment Mismatch alert is already raised for an order line and there is a need to raise the alert for a different order line, Sterling Supply Chain Visibility consolidates the two alerts.

If there is a need to raise a new alert for the same order line, the PO Commitment Changed alert is raised instead.

Resolving the PO Commitment Mismatch Alert

The PO Commitment Mismatch alert is resolved for an order line if the buyer receives another PO commitment in which the mismatch is within the configured tolerance value.

The system compares the following values:

- The requested quantity and the committed quantity
- The requested ship date and the committed ship date
- The requested delivery date and the committed delivery date
- The requested price and the committed price for that order line

You can also resolve the alert manually. Click **Close Alert** on the Alert Detail screen of the PO Commitment Mismatch alert.

PO Commitment Not Received

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

Trigger Criteria for Raising the PO Commitment Not Received Alert

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

This alert is raised at the order line level.

Viewing the List of PO Commitment Not Received Alerts

This provides information on viewing the list of PO commitment Not Received alerts.

About this task

To view the alert list, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 PO Commitment Not Received alerts is displayed. The actions and fields in the Listing panel are described in the table below:

Table 105. Total Alerts-PO Commitment Not Received Alerts

Action	Description
View Alert Details	Click this action to view the Alert Detail screen for the PO Commitment Not Received alert.
View Order Details	Click this action to view the Order Detail screen, which displays the alert details for the PO Commitment 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 106.

Field	Description
PO #	Indicates the PO number against which the alert is raised. Click the PO # hyperlink to view the Order Detail screen, which displays the details of the order.
Supplier	Indicates the identifier of the supplier.
Order Date	Indicates the date on which the order is 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 PO Commitment Not Received Alert Details

This provides information on viewing the list of PO commitment not received alert details.

About this task

To view the alert details, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 PO Commitment Not 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 Details screen for the PO Commitment Not 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 107. Alert Detail, PO Commitment Not Received

Action	Description
Close Alert	Click this action to close the alert. This action is active only when the alert is assigned to you.
Mark Order As Committed	Click this action to mark the order as committed.
Assign To Self *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays **Unassign**. Click this action to unassign the alert.

Table 108.

Field	Description
This area of the **PO Commitment Not Received** panel displays the PO number for which the alert is raised, the time period by which the PO Commitment is delayed. Click the PO number hyperlink to view the Order Detail screen, which enables you to view the details of the order.	

Table 108. (continued)

Field	Description
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 109. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 110. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 111. 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 PO Commitment Not Received Alert to Yourself

This provides information on assigning the PO commitment not received alert to yourself.

About this task

Sterling Supply Chain Visibility you to assign the alert to yourself so that you can manually resolve it. To assign alerts to yourself, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 PO Commitment Not 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 PO Commitment Not Received alert is displayed.

Consolidating the PO Commitment Not Received Alert

This provides information on consolidating the PO Commitment not received alert details.

The PO Commitment Not Received alert is raised only once. Therefore, this alert is not consolidated.

Resolving the PO Commitment Not Received Alert

The PO Commitment Not Received alert is resolved automatically if the supplier sends the commitment.

When the PO Commitment Not Received alert is manually closed, the monitoring agent does not raise a new alert. You can resolve the alert manually by clicking **Close Alert** on the Alert Detail screen of the PO Commitment Not Received alert.

PO Delayed

PO Delayed alert is raised if the order is delayed beyond the expected ship or delivery date for any order line. This period is configurable by the buyer organization for the suppliers.

Trigger Criteria for Raising the PO 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 April 1, 2008, and 100 units on August 1, 2008 for the same order line. The supplier sends a commitment for fulfilling 750 units on April 1, 2008, and 250 units on August 1, 2008. In this case, a PO Delayed alert is raised.

Viewing the List of PO Delayed Alerts

This provides information on how to view the list of PO delayed alerts details.

About this task

To view the alert list, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 PO Delayed alerts is displayed. The actions and fields in the **Listing** panel are described in the table below:

Table 112. Total Alerts-PO Delayed

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

Table 113.

Field	**Description**
PO #	Indicates the PO number against which the alert is raised. Click the PO # hyperlink to view the Order Detail screen, which displays the details of the order.
Supplier	The supplier that ships the order.
Order Date	Indicates the date on which the order is 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.
Order Flow Type	Indicates the Order Flow Type of the Order.
Last Occurrence	Indicates the date on which the alert was last raised.

Table 113. (continued)

Field	Description
Alert Type	Indicates the type of alert.

Viewing the PO Delayed Alert Details

This provides information on viewing the PO delayed alert details list.

About this task

To view the alert details, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 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 Alert Details**. The PO Delayed Alert Detail screen 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 114. Alert Details, PO Delayed

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 *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays Unassign. Click this action to unassign the alert.

Table 115.

Field	Description
This area of the PO Delayed alert panel displays the PO number for which the alert is raised. Click the PO number hyperlink to view the 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 116. Alert Details, Delayed Order Line(s)

Action	Description
View Schedule	Click this action to view the scheduled order lines that are delayed.
New Exp Delv Date	Indicates the new date on which the shipment is expected to be delivered.

Table 117.

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 quantity of the order.
Old Exp Ship Date	Indicates the old date on which the shipment was expected to be shipped.
New Exp Ship Date	Indicates the date on which the shipment is expected to be shipped.
Old Exp Del Date	Indicates the old date on which the shipment was expected to be delivered.
New Exp Delv Date	Indicates the new date on which the shipment is expected to be delivered.

Table 118. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information of the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 119. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 120. 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 121. 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 122. Sterling as a Service Applications, Schedule(s)

Field	Description
Qty	Indicates the number of units of the item in 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.

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

Assigning the PO Delayed Alert to Yourself

This provides information on assigning the PO delayed alert details to the user themselves.

About this task

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it. To assign alerts to yourself, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 PO Delayed alerts is displayed.

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

   Note: You can also assign alerts to yourself from the Generic Alert Detail screen.

Consolidating the PO Delayed Alert

This provides information on consolidating the PO delayed alert details.

If the 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 PO 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.

PO Functional Acknowledgment Not Received

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 buyer organization for the suppliers.

Trigger Criteria for Raising the PO Functional Acknowledgment Not Received Alert

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

This alert is raised at the order header level.

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

Viewing the List of PO Functional Acknowledgment Not Received Alerts

This provides information on how to view the list of PO functional acknowledgment not received alerts details.

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user, supplier administrator, or as an SRO. 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 PO Functional Acknowledgment Not Received alerts is displayed. The actions and fields in the Listing panel are described in the table below:

Table 123. Total Alerts - PO Functional Acknowledgment Not Received

Action	**Description**
View Alert Details	Click this action to view the Alert Detail screen for the PO Functional Acknowledgment Not Received alert.
View Order Details	Click this action to view the Order Detail screen, which displays the alert details for the PO Functional Acknowledgment Not Received alert.
Assign To Self *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays Unassign. Click this action to unassign the alert.
Export List in CSV	Click this action to export alert list in CSV format.

Table 124.

Field	**Description**
PO #	Indicates the PO number against which the alert is raised. Click the PO # hyperlink to view the Order Detail screen, which displays the details of the order.
Supplier	Indicates the identifier of the supplier.
Order Date	Indicates the date on which the order is 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.

Table 124. (continued)

Field	Description
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 PO Functional Acknowledgment Not Received Alert Details

This provides information for viewing the PO functional acknowledgement not received alert details.

About this task

To view the alert details, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user, supplier administrator, or as an SRO. 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 PO Functional Acknowledgment Not 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 Alert Details**. The Alert Details screen for the PO Functional Acknowledgment Not Received 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 125. Alert Detail, PO Functional Acknowledgment Not Received

Action	Description
Close Alert	Click this action to close the alert.
Mark Order As Acknowledged	Click this action to mark the order as acknowledged.

Table 125. Alert Detail, PO Functional Acknowledgment Not Received (continued)

Action	Description
Assign To Self *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays **Unassign**. Click this action to unassign the alert.

Table 126.

Field	Description
This area of the **PO Functional Acknowledgment Not Received** panel displays the PO number for which the alert is raised, the time period by which the 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 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 to send an email message to the supplier.

Table 127. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 128. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 129. 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 PO Functional Acknowledgment Not Received Alert to Yourself

This provides information on assigning the PO functional acknowledgment not received alert to the user themselves.

About this task

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

Procedure

1. Log into Sterling Supply Chain Visibility as a supplier user, supplier administrator, or as an SRO. 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 PO Functional Acknowledgment Not 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 PO Functional Acknowledgment Not Received alert is displayed.

Consolidating the PO Functional Acknowledgment Not Received Alert

This provides information on consolidating the PO functional acknowledgment not received alert details.

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

Resolving the PO Functional Acknowledgment Not Received Alert

The PO Functional Acknowledgment Not Received alert is resolved automatically if the supplier sends the functional acknowledgment or commitment.

When the PO Functional Acknowledgment Not Received alert is manually closed, the monitoring agent does not raise a new alert for the same order. You can resolve the alert manually by clicking **Close Alert** on the Alert Detail screen of the PO Functional Acknowledgment Not Received alert.

PO Not Shipped

Whenever a PO is placed, the supplier sends the ASN against a Purchase Order. This alert is raised when the buyer does not receive the ASN for the order line schedule within the tolerance period. The allowable discrepancy in the ship date is configurable by the buyer organization for the suppliers.

Trigger Criteria for Raising the PO Not Shipped Alert

The system raises this alert if the shipment is not shipped for an order line within the configured tolerance period, as expected from the suppliers.

This alert is raised at the order header level.

Viewing the List of PO Not Shipped Alerts

This provides information on viewing the list of PO not shipped alerts details

About this task

To view the alert list, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 PO Not Shipped Alerts is displayed. The actions and fields in the **Listing** panel are described in the table below:

Table 130. Total Alerts-PO Not Shipped Alerts

Action	**Description**
View Alert Details	Click this action to view the Alert Details screen for the PO Not Received alert.
View Order Details	Click this action to view the Order Detail screen for the PO Not Shipped alert.
Assign To Self *or* Unassign	Click this to assign the alert to yourself. *or* 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 131.

Field	**Description**
PO #	Indicates the PO number against which the alert is raised. Click the PO # hyperlink to view the Order Detail screen, which displays the details of the order.
Supplier	Indicates the name of the supplier.
Order Date	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.

Table 131. (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.
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 PO Not Shipped Alert Details

This provides information on how to view the PO not shipped alert details.

About this task

To view the alert details, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 PO Not Shipped Alerts is displayed.
3. From the list of alerts displayed, check the box preceding the alert the alert for which you want to see the details and click **View Alert Details**. The PO Not Shipped Alert Detail screen 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 132. Alert Detail, PO Not Shipped

Action	Description
Close Alert	Click this action to close the alert. This action is active only when the alert is assigned to you.

Table 132. Alert Detail, PO Not Shipped (continued)

Action	Description
Assign To Self *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays **Unassign**. Click this action to unassign the alert.
Field	**Description**
This area of the **PO Not Shipped** alert panel displays the order number for which the alert is raised. Click the PO number hyperlink to view the Order Details 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 to send an email message to the supplier.

Table 133. Alert Detail, Order lines which have not been shipped

Action	Description
View Schedules	Click this action to view the dialog box, which displays the primary information and details of the schedules for that order line.
Field	**Description**
Line #	Indicates the line number of an order.
Item ID	Indicates the unique identifier of the item.
Item Description	Indicates the description of an item.
Qty	Indicates the order quantity.
Unit Cost	Indicates the unit cost of the item.
Line Total Cost	Indicates the total quantity of the line.
Delivery option	Indicates the delivery option.
Expected Ship Date	Indicates the date on which the shipment is expected to be shipped.
Expected Delv Date	Indicates the date on which the shipment is expected to be delivered.

Table 134. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 135. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 136. 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 137. 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 138. 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 Details screen, which enables you to view the details of the shipment.
Exp Qty	Indicates the expected quantity of the order in that schedule.
Shipped Qty	Indicates the shipped quantity of the order in that schedule.
Exp Ship Date	Indicates the date on which the shipment is expected to be shipped.
Act Ship Date	Indicates the actual ship date.
Exp Delv Date	Indicates the date on which the shipment is expected to be delivered.

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 PO Not Shipped Alert to Yourself

This provides information on assigning the PO not shipped alerts to the user themselves.

About this task

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it. To assign alerts to yourself, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 PO Not Shipped 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 Purchase Order Not Shipped alert is displayed.

   Note: You can also assign alerts to yourself from the Generic Alert Detail screen.

Consolidating the PO Not Shipped Alert

The PO Not Shipped alert is raised for an order. If there is a need to raise an alert for another order line, the new order line is consolidated with the old order line and the system shows all the problematic order lines in the alert detail screen.

Resolving the PO Not Shipped Alert

The PO Not Shipped alert is resolved for an order line if the supplier sends the ASN for the schedule that caused the alert. You can also resolve the alert manually by clicking **Close Alert** on the Alert Detail screen.

PO Rejected by Supplier

This alert is raised when a supplier rejects the order. Whenever a buyer places an order, the supplier can reject the order if the order cannot be fulfilled.

Trigger Criteria for Raising the PO Rejected by Supplier Alert

This alert is raised when the supplier rejects the PO for any buyer. This alert is raised at the order header level.

Viewing the List of PO Rejected by Supplier Alerts

This provides information on how to view the list of PO that are Rejected by the supplier alerts.

About this task

To view the alert list, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility application as a buyer user, buyer administrator, or as an SRO. 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 Order Rejected by Supplier alerts is displayed. The actions and fields in the Listing panel are described in the table below:

Table 139. Total Alerts-PO Rejected by Supplier

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the PO Rejected by Supplier alert.
View Order Details	Click this action to view the Order Detail screen for the PO Rejected By Supplier alert.
Assign To Self *or* Unassign	Click this action to assign the alert to yourself. *or* 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 140.

Field	Description
PO #	Indicates the PO number against which the alert is raised. Click the PO # hyperlink to view the Order Detail screen, which displays the details of the order.
Supplier	Indicates 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 PO Rejected by Supplier Alert Details

This provides information on how to view the PO rejected by the supplier alert details.

About this task

To view the alert details, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility application as a buyer user, buyer administrator, or as an SRO. 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 Order Rejected by Supplier 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 PO Rejected By Supplier Detail screen 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 141. Alert Detail, PO Rejected By Supplier

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 *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays **Unassign**. Click this action to unassign the alert.

Table 142.

Field	Description
This area of the **PO Rejected By Supplier** alert panel displays the PO number for which the supplier has rejected the order. 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 142. (continued)

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

Table 143. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 144. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 145. 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 PO Rejected by Supplier Alert to Yourself

This provides information on assigning the PO rejected by the supplier alert details to the user themselves.

About this task

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it. To assign alerts to yourself, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility application as a buyer user, buyer administrator, or as an SRO. 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 Order Rejected by Supplier 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 PO Rejected by Supplier alert is displayed.

Consolidating the PO Rejected by Supplier Alert

The PO Rejected by Supplier alert is raised at the order header level and is not consolidated.

Resolving the PO Rejected by Supplier Alert

The PO Rejected by Supplier alert is not resolved automatically. You can resolve the alert manually by clicking **Close Alert** on the Alert Detail screen of the PO Rejected By the Supplier alert.

PO Short

Whenever a PO is placed, suppliers send an ASN (Advanced Shipment Notice) against the Purchase Order. When the buyer receives the ASN in less quantity than ordered, the PO Short alert is raised. This alert is also raised if the items are not fully shipped within the tolerance limit of the expected ship date.

The allowable discrepancy in the ASN quantity and shipment date is configurable for by the buyer organization for the suppliers.

Trigger Criteria for Raising the PO Short Alert

The system raises this alert when the quantity specified in the ASN received by the buyer is less than the requested quantity for any order line.

This alert is raised at the order header level.

Viewing the List of PO Short Alerts

This provides information on how to view the list of PO Short alert details.

About this task

To view the alert list, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user. buyer administrator, or as an SRO. 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 Purchase Order Short alerts is displayed. The actions and fields in the **Listing** panel are described in the table below:

Table 146. Total Alerts-PO Short Alert

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Purchase Order alert.
View Order Details	Click this action to view the Order Detail screen for the Purchase Order Short alert.

Table 146. Total Alerts-PO Short Alert (continued)

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

Table 147.

Field	Description
PO #	Indicates the PO number against which the alert is raised. Click the **PO #** hyperlink to view the Order Detail screen, which displays the details of the order.
Supplier	Indicates the supplier.
Order Date	Indicates the date on which the order is created
Exp Delv Date	Indicates the date range during which the order 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 PO Short Alert Details

This provides information on how to view the PO short alert details.

About this task

To view the alert details, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user. buyer administrator, or as an SRO. 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 Purchase Order Short alerts is displayed.

3. From the list of alerts displayed, check the box preceding the alert the alert for which you want to see the details and click **View Alert Details**. The PO Short Alert Detail screen 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 148. Alert Detail, PO Short

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 *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays **Unassigned**. Click this action to unassign the alert.

Table 149.

Field	**Description**
This area of the Purchase Order Short alert panel displays the PO number for which the alert is raised. Click the PO number hyperlink to view the Order Details 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 to send an email message to the supplier.

Table 150. PO Short Alert Detail, Short Order Line(s)

Action	**Description**
View Schedules	Click this action to view the scheduled order lines that have order shortage.

Table 151.

Field	**Description**
Line #	Indicates the line number of the order.
Item ID	Indicates the unique identifier of the item for which the alert is raised.
Item Description	Indicates the description of the item.

Table 151. (continued)

Field	Description
Qty	Indicates the quantity of the order.
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.

Table 152. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information of the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 153. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 154. 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 155. 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 156. Sterling as a Service Applications, Shipped Shipments

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.
Qty	Indicates the order quantity.
Exp Ship Date	Indicates the date on which the shipment is expected to be shipped.
Ship Date	Indicates the date on which the partial order is shipped.

Table 157. Sterling as a Service Applications, Short Shipments

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 order quantity in the shipment.
Shipped Qty	Indicates the shipped quantity.
Exp Ship Date	Indicates the date on which the shipment is expected to be shipped.
Partial Ship Date	Indicates the date on which the partial order is shipped.
Short	Select this if the shipment is short.
Delayed To	Select this if the shipment is delayed. Click the "calendar" icon to select the date to which the shipment is delayed.

Table 158. Sterling as a Service Applications, Other Expected Shipments

Field	Description
Qty	Indicates the order quantity.
Exp Ship Date	Indicates the date on which the shipment is expected to be shipped.

Assigning the PO 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 buyer user. buyer administrator, or as an SRO. 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 Purchase Order Short 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 PO Short alert is displayed.

   Note: You can also assign alerts to yourself from the Generic Alert Detail screen.

Consolidating the PO Short Alert

The Purchase Order 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 Alert Detail screen.

Resolving the PO Short Alert

The Purchase Order Short alert is resolved upon receiving the complete quantity of order line of the ASN for the short order line schedule. Alerts are 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.

Shipment Delayed

The Shipment Delayed alert is raised if the shipment is delayed beyond the expected delivery date.

Each buyer can define the tolerance period for late deliveries. For example, a buyer might allow the supplier to deliver the shipment up to 8 hours late. If the shipment is more than 8 hours later, Sterling Supply Chain Visibility sends the alert.

Viewing the List of Shipment Delayed Alerts

To view the list of Shipment Delayed alerts, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel, select one of these options:
   - Click the number hyperlink in the **Total Alerts** column for the alert type you want to view.
   - Click the number hyperlink in the **My Alerts** column to view the alerts that are assigned to you.

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

Table 159. Total Alerts-Shipment Delayed

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Shipment Not Received alert.
View Shipment Details	Click this action to view the Shipment Details screen for the checked Shipment Not Received alert.
Assign To Self *or* Unassign	Click **Assign To Self** to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays **Unassign**. Click this action to unassign the alert.

Table 159. Total Alerts-Shipment Delayed (continued)

Action	Description
Export List in CSV	Click this action to export alert list in CSV format.
Field	**Description**
Shipment#	Indicates the shipment number against which the alert is raised. Click the Shipment # 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.
Supplier	Indicates the name of the supplier that ships the order.
Carrier	Indicates the carrier name.
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.
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 Shipment Delayed Alert Details

This provides information on how to view the shipment delayed alert details.

About this task

To view the alert details, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 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 Alert Details**. The Shipment Delayed Alerts Detail screen 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 160. Alert Detail, Shipment Delayed 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 *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays **Unassign**. Click this action to unassign the alert.

Table 161.

Field	Description
This area of the Shipment Delayed panel displays the shipment number for which the alert is delayed. Click the shipment number hyperlink to view the Shipment Detail screen, which enables you to view the details of the delayed shipment.	
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 to send an email message to the supplier.

Table 162. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 163. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 164. Alert Detail, Carrier Information

This panel displays the carrier information for the supplier.

Table 165. 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 Delayed Alert to Yourself

You can assign the Shipment Delayed alert to yourself and then manually resolve it.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. The Dashboard screen is displayed, which enables you to view the Sterling Supply Chain Visibility Dashboard.
2. In the Alert List panel, select one of these options:
   - Click the number hyperlink in the **Total Alerts** column for the alert type you want to view.
   - Click the number hyperlink in the **My Alerts** column to view a list of the alerts that are assigned to you.

   The Listing panel for the Shipment Delayed alerts is displayed.
3. Select the check box for the alert you want to assign to yourself and click **Assign To Self**. The Alert Detail screen is displayed.

   Note: You can also assign alerts to yourself from the generic Alert Detail screen.

Consolidating the Shipment Delayed Alert

The Shipment Delayed alert is raised when the expected delivery date is further extended. The existing alert is modified to show the overall delay for the shipment.

Resolving the Shipment Delayed Alert

The Shipment Delayed alert is resolved automatically if the delayed shipments are delivered within the tolerance period by the earlier expected date. You can also resolve the alert manually by clicking Close Alert on the Alert Detail screen.

Shipment Not Received

This alert is raised if the shipment is not received by the expected delivery date. The allowable discrepancy in the expected delivery date is configurable by the buyer organization for the suppliers.

Trigger Criteria for Raising the Shipment Not Received Alert

The system raises this alert if the shipment is not received within the configured tolerance period, after exceeding the expected delivery date.

This alert is raised at the shipment level.

Viewing the List of Shipment Not Received Alerts

This provides information on how to view the list of shipment not received alerts details.

About this task

To view the alert list, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Received alert is displayed. The actions and fields in the Payment Summary panel are described in the table below:

Table 166. Total Alerts-Shipment Not Received

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Shipment Not Received alert.
View Shipment Details	Click this action to view the Shipment Details screen for the checked Shipment Not Received alert.
Assign To Self *or* Unassign	Click **Assign To Self** to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays **Unassign**. Click this action to unassign the alert.
Export List in CSV	Click this action to export alert list in CSV format.

Table 167.

Field	Description
Shipment#	Indicates the shipment number against which the alert is raised. Click the Shipment # 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.
Supplier	Indicates the name of the supplier that ships the order.
Carrier	Indicates the carrier name.

Table 167. (continued)

Field	Description
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.
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 Shipment Not Received Alert Details

This provides information on viewing the shipment not received alert details.

About this task

To view the alert details, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Received 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 Alert Details**. The Shipment Not Received screen 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 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 168. Alert Detail, Shipment Not Received

Action	Description
Close Alert	Click this action to mark the status of the alert as closed.
Assign to Self *or* Unassign	Click this to assign the alert to yourself. *or* If the alert is already assigned to you, click this action to unassign the alert.
Field	**Description**
This area of the Shipment Not Received alert panel displays the shipment number for which the alert is raised, the time period by which the shipment is delayed, and the date on which the shipment was expected to be received from the supplier. Click the shipment number hyperlink to view the Shipment Details screen, which enables you to view the details of the shipment.	
Status	Indicates the status of the alert.
Assigned To	The name of the user to whom the alert is assigned.
Send Email To Supplier	Click to send an email message to the supplier.

Table 169. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 170. Alert Detail, Shipment Lines

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 an item.
Qty	Indicates the number of units of items in the order.
Unit Cost	Indicates the unit cost of the item.

Table 171. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 172. Alert Detail, Carrier Information

This panel displays the carrier information for the supplier.

Table 173. 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 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 buyer user, buyer administrator, or as an SRO. 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 Received 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 Not Received alert is displayed.

Consolidating the Shipment Not Received Alert

The Shipment Not Received alert is not consolidated, since the alert is raised only once. Therefore, this alert is not consolidated.

Resolving the Shipment Not Received Alert

The Shipment Not Received alert is resolved automatically when the shipment is received. You can also resolve the alert manually by clicking **Close Alert** on the Alert Detail screen.

Shipment Quantity Overage

Whenever a PO is placed, the supplier sends the ASN (Advanced Shipment Notice) against the PO. When the quantity specified in the ASN is greater than the requested quantity for any order line, the Shipment Quantity Overage alert is raised. The allowable discrepancy in the quantity is configurable by each buyer organization.

Trigger Criteria for Raising the Shipment Quantity Overage Alert

This alert is raised for a shipment in which the quantity for at least one order line receiving more quantity is greater than the committed quantity. The allowable discrepancy in the quantity is configurable for each buyer.

Viewing the List of Shipment Quantity Overage Alerts

This information is used for viewing the list of shipment quantity overage alert details.

About this task

To view the alert list, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Overage alerts is displayed. The actions and fields in the **Listing** panel are described in the table below:

Table 174. Total Alerts-Shipment Quantity Overage Alerts

Field	Description
View Alert Details	Click this action to view the Alert Details screen for the Shipment Quantity Overage alert.
View Shipment Details	Click this action to view the Shipment Detail screen for the Shipment Quantity Overage alert.
Assign To Self *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays **Unassign**. Click this action to unassign the alert.
Export List in CSV	Click this action to export alert list in CSV format.

Table 175.

Field	Description
Shipment #	Indicates the number that uniquely identifies the shipment for which the alert was raised. Click the Shipment # hyperlink to view the Shipment Detail screen, which displays the details of the shipment.

Table 175. (continued)

Field	Description
BOL #	Indicates the bill of lading number.
Pro #	Indicates the progressive number of the shipment.
PO #	Indicates the order number of the shipment.
Supplier	Indicates the name of the supplier.
Carrier	Indicates the name of the carrier.
Receiving Locn	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.
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 Shipment Quantity Overage Alert Details

This provides information on viewing the shipment quantity overage alert details.

About this task

To view the alert details, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Overage 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 Alert Details**. The Alert Details screen for the Shipment Quantity Overage alert is displayed. The actions and fields in the Listing panel are described in the tables below.

Note: You can also view alert details from the 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 176. Alert Detail, Shipment Quantity Overage

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 *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, this field displays **Unassign**. Click this action to unassign the alert.

Table 177.

Field	Description
This panel of the Shipment Quantity Overage alert displays the shipment number for which the alert is raised. Click the Shipment Number hyperlink to view the Shipment Details screen, which displays the details of the shipment.	
Status	Indicates the current status of the alert.
Assigned To	Indicates the name of the user to whom the alert is assigned.
Send Email To Supplier	Click to send an email message to the supplier.

Table 178. Alert Detail, Shipment Lines

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 number of units of the item expected to receive.
Shipped Qty	Indicates the shipped quantity of the order.
Unit Price	Indicates the unit price for each order.

Table 179. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 180. Alert Detail, Supplier Address

This panel displays the information for the supplier.

Table 181. Alert Detail, Carrier Information

This panel displays the information for the carrier.

Table 182. 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 Overage Alert to Yourself

This provides information on assigning the shipment quantity overage alert to the users themselves.

About this task

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it. To assign alerts to yourself, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Overage 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 Quantity Overage alert is displayed.

Consolidating the Shipment Quantity Overage Alert

This Shipment Quantity Overage alert is raised only once. Therefore, this alert is not consolidated.

Resolving the Shipment Quantity Overage Alert

This Shipment Quantity Overage alert is resolved manually. You can resolve the alert manually by clicking Close Alert on the Alert Detail screen.

Shipment Short

Whenever a PO is placed, the supplier sends the ASN (Advanced Shipment Notice) against a Purchase Order. When the buyer receives the ASN in less quantity than the requested quantity for any order line, the Shipment Short alert is raised.

This alert is also raised if the items are not fully shipped within the tolerance limit of the expected ship date. The allowable discrepancy in the quantity and shipment date is configurable by the buyer organization for the suppliers.

Trigger Criteria for Raising the Shipment Short Alert

The system raises this alert if the received ASN quantity is less than the requested quantity for any 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 Short Alerts

This provides information on viewing the list of shipment short alerts details.

About this task

To view the alert list, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Short alert is displayed. The actions and fields in the **Listing** panel are described in the table below.

Table 183. Total Alerts-Shipment Short

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Shipment Short alert.
View Shipment Details	Click this action to view the Shipment Details screen for the checked Shipment Short alert.
Assign To Self *or* Unassign	Click this action to assign the alert to yourself. *or* 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 184.

Field	Description
Shipment#	Indicates the shipment number against which the alert is raised. Click the Shipment # hyperlink to view the Shipment Detail screen, which displays the details of the order.
BOL #	Indicates the bill of lading number.
PO #	Indicates the order number of the shipment.
Supplier	Indicates the name of the supplier.
Carrier	Indicates the name of the carrier.
Receiving Locn	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.
Order Flow Type	Indicates the Order Flow Type of the Order.
Last Occurrence	Indicates the date on which the alert was last raised.
Shipment Locn	Indicates the current location of the shipment.

Viewing the Shipment Short Alert Details

This provides information on viewing the shipment short alert details.

About this task

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Short alert is displayed.
3.

4. 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 Shipment Short Detail screen is displayed. The actions and fields in the Listing panel are described in the tables below:

Results

Note: You can also view alert details from the Alerts panel of the Shipment 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 185. Alert Detail, Shipment Short

Action	Description
Close Alert	Click this action to mark the status of the alert as closed.
Assign to Self *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, click this action to unassign the alert.

Table 186.

Field	Description
This area of the Shipment Short panel displays the shipment number for which the alert is raised and the time period by which the shipment is short. Click the shipment number hyperlink to view the Shipment Detail 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.
Send Email to Supplier	Click this hyperlink to send an email message to the supplier.

Table 187. Alert Detail, Shipment Lines

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

Table 188. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 189. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 190. Alert Detail, Carrier Information

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

Table 191. Alert Detail, Alert Notes

Field	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 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 buyer user, buyer administrator, or as an SRO. 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 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 Short alert is displayed.

Consolidating the Shipment Short Alert

If the Shipment Short alert is already raised and a new alert is raised for the short shipment line, the system consolidates the new alert with the first raised alert, then all the alerts with short shipment lines are displayed in the Alert Detail screen.

Resolving the Shipment Short Alert

Upon receiving the ASN for the short shipment, the shipment line is removed from the short shipment lines.

When the shipment does not have any short shipment lines, the alert is automatically resolved. You can resolve the alert manually by clicking Close Alert on the Alert Detail screen.

Shipment Shipped Late

This alert is raised when the actual shipment date of the shipment is later than the configured tolerance period of the requested shipment date. The allowable discrepancy in the shipment date is configurable by the buyer organization for the suppliers.

Trigger Criteria for Raising the Shipment Shipped Late Alert

This alert is raised when an ASN is received, and the actual shipment date in the ASN is later than the configured tolerance period.

This alert is raised at the shipment level.

Viewing the List of Shipment Shipped Late Alerts

This provides information on how to view the list of shipment shipped late alerts.

About this task

To view the alert list, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Shipped Late alert is displayed. The actions and fields in the Listing panel are described in the table below:

Table 192. Total Alerts-Shipment Shipped Late

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Shipment Shipped Late alert.

Table 192. Total Alerts-Shipment Shipped Late (continued)

Action	Description
View Shipment Details	Click this action to view the Shipment Details screen for the checked Shipment Shipped Late alert.
Assign To Self	Click this action to assign the alert to yourself.
Export List in CSV	Click this action to export alert list in CSV format.

Table 193.

Field	Description
Shipment#	Indicates the shipment number against which the alert is raised. Click the Shipment # hyperlink to view the Shipment Detail screen for this shipment.
PO #	Indicates the order number of the shipment. Click the PO # hyperlink to view the Purchase Order Detail screen for this order.
Supplier	Indicates the name of the supplier of the shipment.
Carrier	Indicates the name of the carrier of the shipment.
Receiving Locn	Indicates the ship node of the Shipment for which the alert is raised.
Actual Ship Date	Indicates the date on which the shipment is shipped.
Raised On	Indicates the date and time on which the alert is first raised. Click the hyperlink to view the Alert Detail screen for this alert.
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 Shipment Shipped Late Alert Details

This provides information on how to view the shipment shipped late alert details.

About this task

To view the alert details, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Shipped Late 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 Shipment Shipped Late Detail screen is displayed. The actions and fields in the Alert Details screen are described in the tables below:

   Note: You can view alert details from the Alerts panel of the Shipment 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 194. Alert Detail, Shipment Shipped Late

Action	Description
Close Alert	Click this action to mark the status of the alert as closed.
Assign To Self *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, click this action to unassign the alert.
Field	**Description**
This area of the Shipment Shipped Late panel displays the shipment number for which the alert is raised and the actual shipment date of the shipment. Click the shipment number hyperlink to view the Shipment Detail 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.
Send Email To Supplier	Click this to send an email message to the supplier.

Table 195. Alert Detail, Shipment Lines

Field	Description
Line #	Indicates the line number of the shipment.
Item ID	Indicates the identifier of the item.
Order No	Indicates the order number associated with the corresponding shipment line.
Requested Ship Date	Indicates the date and time range within which the corresponding shipment line is requested to be shipped.
Shipped Qty	Indicates the shipped quantity.

Table 196. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 197. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 198. Alert Detail, Carrier Information

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

Table 199. 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 Shipped Late Alert to Yourself

This provides information on how to assign the shipment shipped late alert to the user themselves.

About this task

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it. To assign alerts to yourself, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Shipped Late alert is displayed.
3. From the list of alerts displayed, check the box preceding the alert that you want to assign to yourself and click **Assign To Self**. The Alert Detail screen for the Shipment Shipped Late alert is displayed.

Note: You can also assign an alert to yourself by clicking **Assign To Self** from the Alert Detail screen.

Consolidating the Shipment Shipped Late Alert

The Shipment Shipped Late alert is not consolidated, because this alert is raised only once.

Resolving the Shipment Shipped Late Alert

You can resolve the Shipment Shipped Late alert manually by clicking **Close Alert** in the Alert Detail screen.

Shipment Shipped Early

This alert is raised when the actual shipment date of the shipment occurs earlier than the configured tolerance period of the requested shipment date. The allowable discrepancy in the shipment date is configurable by the buyer organization for the suppliers.

Trigger Criteria for Raising the Shipment Shipped Early Alert

This alert is raised when an ASN is received, and the actual shipment date in the ASN is earlier than the configured tolerance period of the requested shipment date.

This alert is raised at the shipment level.

Viewing the List of Shipment Shipped Early Alerts

This provides information on how to view the list of shipment shipped early alerts.

About this task

To view the alert list, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Shipped Early alert is displayed. The actions and fields in the **Listing** panel are described in the table below:

Table 200. Total Alerts, Shipment Shipped Early

Action	Description
View Alert Details	Click this action to view the Alert Details screen for the checked Shipment Shipped Early alert.
View Shipment Details	Click this action to view the Shipment Details screen for the checked Shipment Shipped Early alert.

Table 200. Total Alerts, Shipment Shipped Early (continued)

Action	Description
Assign To Self	Click this action to assign the alert to yourself.
Export List in CSV	Click this action to export alert list in CSV format.

Table 201.

Field	Description
Shipment#	Indicates the shipment number against which the alert is raised. Click the Shipment # hyperlink to view the Shipment Detail screen for this shipment.
PO #	Indicates the order number of the shipment. Click the PO # hyperlink to view the Purchase Order Detail screen for this order.
Supplier	Indicates the name of the supplier of the shipment.
Carrier	Indicates the name of the carrier of the shipment.
Receiving Locn	Indicates the ship node of the Shipment for which the alert is raised.
Actual Ship Date	Indicates the date on which the shipment is shipped.
Raised On	Indicates the date and time on which the alert is first raised. Click the hyperlink to view the Alert Detail screen for this alert.
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 Shipment Shipped Early Alert Details

This provides information on how to view the shipment shipped early alert details.

About this task

To view the alert details, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Shipped Early 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 Shipment Shipped Early Detail screen is displayed. The actions and fields in the Alert Detail screen are described in the tables below.

   Note: You can view alert details from the Alerts panel of the Shipment 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 202. Alert Detail, Shipment Shipped Early

Action	Description
Close Alert	Click this action to mark the status of the alert as closed.
Assign To Self *or* Unassign	Click this action to assign the alert to yourself. *or* If the alert is already assigned to you, click this action to unassign the alert.

Table 203.

Field	Description
This area of the **Shipment Shipped Early** panel displays the shipment number for which the alert is raised and the actual shipment date of the shipment. Click the shipment number hyperlink to view the Shipment Detail 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.
Send Email To Supplier	Click this to send an email message to the supplier.

Table 204. Alert Detail, Shipment Lines

Field	Description
Line #	Indicates the line number of the shipment.
Item ID	Indicates the identifier of the item.
Order No	Indicates the order number associated with the corresponding shipment line.
Requested Ship Date	Indicates the date and time range within which the corresponding shipment line is requested to be shipped.
Shipped Qty	Indicates the shipped quantity.

Table 205. Alert Detail, Contact Information

Field	Description
Supplier Phone #	Indicates the contact information for the supplier.
Supplier Name	Indicates the name of the supplier. The identifier of the supplier is displayed within the parentheses.

Table 206. Alert Detail, Supplier Address

This panel displays the address for the supplier.

Table 207. Alert Detail, Carrier Information

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

Table 208. 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 Shipped Early Alert to Yourself

This provides information on how to assign the shipment shipped early alert details to the user themselves.

About this task

Sterling Supply Chain Visibility enables you to assign the alert to yourself so you can manually resolve it. To assign alerts to yourself, follow these steps.

Procedure

1. Log into Sterling Supply Chain Visibility as a buyer user, buyer administrator, or as an SRO. 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 Shipped Early alert is displayed.
3. From the list of alerts displayed, check the box preceding the alert that you want to assign to yourself and click **Assign To Self**. The Alert Detail screen for the Shipment Shipped Early alert is displayed.

Note: You can also assign an alert to yourself by clicking **Assign To Self** from the Alert Detail screen.

Consolidating the Shipment Shipped Early Alert

The Shipment Shipped Early alert is not consolidated, because this alert is raised only once.

Resolving the Shipment Shipped Early Alert

You can resolve the Shipment Shipped Late alert manually by clicking Close Alert in the Alert Detail screen.

Configuring Buyer 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.

- To configure events, ensure that you have subscribed to monitor orders to your suppliers during registration.
- Only those users who are subscribed to the department or the receiving location for which the event is raised, receive email notification.

Chapter 6. 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 7. Key Performance Indicators and Reports

About Key Performance Indicators, Reports, and Charts

This provides information about the key performance indicators, reports and charts.

Buyers need 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 need 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

This provides information on the Sterling Supply Chain Visibility reports.

The Sterling Supply Chain Visibility reports consist of various sections. Depending upon the number of rows, reports may 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 06:28:23

PO Commit Match (By Value)

User ID xyzonlineadmin@stercomm.com
User Name XYZ Online Admin

Organization Code XYZ-Online
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

This provides information on how to view 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 need to see most often.

Understanding KPI and Report Generation

This provides information on understanding the KPI and report generation.

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.

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.

Chapter 8. Reports

About Reports and Charts

The KPIs and reports provided in the Sterling Supply Chain Visibility for buyers are grouped into the following functional categories:

- Purchasing
- Shipping
- Invoicing
- Other Reports

Purchasing

This section describes the reports related to POs that are sent to suppliers. For example, once an order is placed, the supplier needs to send an acknowledgment within a specific number of hours (as pre-configured for that supplier). If the PO Acknowledgement is not received on time, this detail can be viewed in the PO Acknowledgement Timeliness report.

The KPIs and reports categorized under Purchasing are:

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

PO Acknowledgment Timeliness

When a supplier receives a PO, the supplier is expected to acknowledge receipt of the 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 POs acknowledged on time / Total number of POs in that time period) * 100

Viewing PO Acknowledgment Timeliness in Report Format

About this task

You can view the PO Acknowledgement Timeliness KPI as a report. This report displays the time the supplier takes to acknowledge specific POs and indicates whether the PO is acknowledged on time. To view this KPI as a report, follow these steps.

Procedure

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

   The fields in the PO Acknowledgment Timeliness report are described in the table below:

Table 209. PO Acknowledgment Timeliness Report

Field	Description
Supplier	The supplier that ships the order.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Receiving Location	The location that receives the shipment.
Acknowledged In Hours	The number of hours since the order creation date it took to receive in the PO acknowledgment.
Acknowledged in Time	Indicates whether or not the acknowledgment was received on time.

Viewing PO Acknowledgment Timeliness in Chart Format

About this task

You can view the PO Acknowledgment Timeliness KPI as a three-dimensional bar chart. To view the KPI as a chart, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 PO Acknowledgment Timeliness chart displays.

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

Table 210. PO Acknowledgement Timeliness Chart

Field	Description
Percentage	The percentage of 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 any one of the following formats: • HTML - to view the report in HTML format. • CSV - To view the report in CSV format.

PO Commit Timeliness

After a PO is sent to a supplier, the supplier is expected to commit to the order within a specified time period 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.

If there are multiple commitments, the first commitment is considered for the KPI metric.

The PO Commitment Timeliness KPI is computed as:

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

Viewing PO Commit Timeliness in Report Format

About this task

You can view the PO Commit Timeliness KPI as a report. This report displays the time the supplier takes to commit specific POs. To view the KPI as a report, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, choose **View Detail Report**.

6. Choose the format in which you want to view the report.
7. Click **View Report**. The PO Commit Timeliness report displays.

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

Table 211. PO Commit Timeliness Report

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

Viewing PO Commit Timeliness in Chart Format

About this task

You can view the PO Commit Timeliness KPI as a three-dimensional bar chart. To view the KPI as a chart, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 PO Commit Timeliness chart displays.

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

Table 212. PO Commit Timeliness Chart

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

PO Commit Match (By Quantity)

After POs are sent to suppliers, they are expected to commit the quantity that they can ship within the requested date. This KPI measures the average percentage of the 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 consideration 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 supplier is considered reliable if the committed percentage is high for an order.

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

```
Percentage of commit match (by quantity) = Sum (Percentage of committed
order quantity * number of lines) / Sum (number of lines)
```

Viewing PO Commit Match (By Quantity) in Report Format

About this task

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 PO line quantities in the order that the supplier commits to ship. To view the KPI as a report, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, choose **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 213. PO Commit Match (By Quantity) Report

Field	Description
Supplier	The supplier that ships the order.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Receiving 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 PO Commit Match (By Quantity) in Chart Format

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 214. PO Commit Match (By Quantity) Chart

Field	Description
Percentage	The average percentage of the ordered quantity, across the 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.
View detailed report as	You can choose to view the report in either HTML or CSV formats.

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

```
Percentage of committed order quantity = 100 - Percentage of committed
quantity - 100)
```

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

PO Commit Match (By Value)

After POs are sent to suppliers, 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.

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.

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 PO Commit Match (By Value) in Report Format

About this task

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. To view the KPI as a report:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 215. PO Commit Match (By Value) Report

Field	Description
Supplier	The supplier that ships the order.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Receiving 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 PO Commit Match (By Value) in Chart Format

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.

3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 216. 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 - (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).

PO Status

A PO goes through various stages before the goods are finally received into the warehouse. The PO Status report displays the latest milestone of the order.

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

Viewing PO Status in Report Format

About this task

You can view the current purchase order milestone as a report. This report displays the latest milestone of all orders that were created within the time frame specified by you in the criteria. To view the purchase order milestone as a report, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.

3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 217. PO Status Report

Field	Description
Supplier	The supplier that ships the order.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Receiving Location	The location where the shipment is received.
Milestone	The present milestone of the order.

Viewing PO Status in Chart Format

About this task

You can view the purchase order milestone as a three-dimensional pie chart. To view the purchase order milestone as a chart, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 Milestone chart is displayed.

Shipping

This section describes reports related to shipments sent by suppliers. For example, once 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 Shipment Within Committed Time (By Quantity)

When a supplier sends a PO commitment, the supplier is expected to ship the order within the committed time. This KPI measures the average percentage of the 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.

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

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

```
Percentage of on time shipment within committed time (by quantity) = Sum
(Percentage of order quantity shipped within committed time * number of
lines) / Sum (Number of lines)
```

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

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound KPIs screen is displayed.
4. Enter the required criteria.
5. 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 218. On Time Shipment Within Committed Time (By Quantity) Report

Field	Description
Supplier	The name of the supplier.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Receiving 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 Shipment Within Committed Time (By Quantity) in Chart Format

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 219. 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 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 Shipment Within Committed Time (By Value)

When a supplier sends a 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.

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

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

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

About this task

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. To view the KPI as a report:

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, choose **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 220. On Time Shipment Within Committed Time (By Value) Report

Field	Description
Supplier	The name of the supplier.
Order #	The unique identifier of the order.

Table 220. On Time Shipment Within Committed Time (By Value) Report (continued)

Field	Description
Created Date	The date on which the order is created.
Receiving Location	The location that receives the shipment.
Order Value	The value of the items in the order.
Value On Time	The value of the shipment that the supplier ships within the requested time.
% On Time	The percentage of the order value that the supplier ships within the committed time.

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

About this task

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

Procedure

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

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

Table 221. 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 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 supplier.
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 committed date is in the future are not taken into consideration for the computation of KPI metric.

On Time Shipment Within Requested Time (By Quantity)

After the supplier receives a PO, the supplier is expected to ship the order within the requested time. This KPI measures the average percentage of the PO line quantities in an order 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 Shipment Within Requested Time (By Quantity) in Report Format for Purchasing

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 Quantity) report is displayed.

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

Table 222. On Time Shipment Within Requested Time (By Quantity) Report

Field	Description
Supplier	The supplier who ships the order.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Receiving Location	The location that receives the shipment.
# of Lines	The total 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 requested time.

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

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 Quantity) chart is displayed.

   The following figure illustrates the layout of the On Time Shipment Within Requested Time (By Quantity) chart.

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

Table 223. On Time Shipment Within Requested Time (By Quantity) Chart

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

Table 223. On Time Shipment Within Requested Time (By Quantity) 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 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 the shipped quantity within the 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 Shipment Within Requested Time (By Value)

When a 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 Shipment Within Requested Time (By Value) in Report Format

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 224. On Time Shipment Within Requested Time (By Value) Report

Field	Description
Supplier	The buyer to whom the order is shipped.
Order#	The unique identifier of the order.
Created Date	The date on which the order is created.
Receiving Location	The location that receives the shipment.
Order Value	The total value of each order.
Value On Time	The value of the shipment 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 Shipment Within Requested Time (By Value) in Chart Format

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.

3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 is displayed.

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

Table 225. On Time Shipment Within Requested Time (By Value) Chart

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 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 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 requested time (by value) = 100 -
[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 for which the requested date is in the future are not taken into consideration for the computation of KPI metric.

First Ship Fill Rate (By Quantity)

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

This KPI metric is computed based on the average percentage of the order shipped in the first shipment.

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

```
Percentage of first ship fill rate (by quantity) = Sum (Percentage of order
quantity shipped in the first shipment * number of lines) / sum (number of
lines)
```

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

About this task

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 are fulfilled by the first shipment. To view the KPI as a report, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 226. First Ship Fill Rate (By Quantity) Report

Field	Description
Supplier	The supplier who ships the order.
Order#	The unique identifier of the order.
Created Date	The date on which the order is created.
Receiving 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 First Ship Fill Rate (By Quantity) in Chart Format

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 227. 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 of the 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 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 future

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

First Ship Fill Rate (By Value)

This KPI measures the average percentage (weighted by order line value) of the PO line value that is fulfilled by the first shipment for all the 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) = Sum (Percentage of order
value shipped in first shipment * Order value) / Sum (Order value)
```

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

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 228. First Ship Fill Rate (By Value) Report

Field	Description
Supplier	The supplier who ships the order.
Order#	The unique identifier of the order.
Created Date	The date on which the order is created.
Receiving 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 First Ship Fill Rate (By Value) in Chart Format

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 229. 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 future

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

ASN Timeliness

When a supplier receives a PO, the supplier is expected to send the ASN within a specified period after the date on which 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 number of hours.

The ASN Timeliness Chart 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 ASN Timeliness in Report Format

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 230. ASN Timeliness Report

Field	Description
Supplier	The supplier who ships the order.
Shipment#	The unique identifier of the shipment.
Receiving 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 ASN Timeliness in Chart Format

About this task

You can view the ASN Timeliness KPI as a three-dimensional bar chart. To view the KPI as a chart, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 231. 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, in interval of months.

Table 231. 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 by the buyer to the seller based on mutually agreed upon terms.

The KPIs and reports categorized under Invoicing are:
- Invoicing Cycle Time (By Quantity)
- Invoicing Cycle Time (By Value)
- Invoice Price Match

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 = Sum (Cycle time by quantity * number
of lines invoiced) / Sum (number of lines invoiced)
```

Viewing Invoicing Cycle Time (By Quantity) in Report Format

About this task

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

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, choose **View Detail Report**.
6. Choose the format in which to view the report.
7. 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 232. Invoicing Cycle Time (By Quantity)

Field	Description
Supplier	The name of the supplier.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Receiving Location	The location that receives the shipment.
# Lines	The number of lines present in the order.
Avg cycle Time	The number of days taken to invoice the configured tolerance percentage.

Viewing Invoicing Cycle Time (By Quantity) in Chart Format

About this task

You can view the Invoicing Cycle Time (By Quantity) KPI as a two-dimensional line chart. To view the KPI as a chart, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 Quantity) chart displays.

   The fields in the Invoicing Cycle Time (By Quantity) chart are described in the table below:

Table 233. 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 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 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.

Invoicing Cycle Time (By Value)

This KPI measures the average number of days for invoicing a certain percentage of the PO value. The invoice fill rate percentage is used for the computation of this

KPI. For more information about configuring KPI tolerance, see the IBMSterling 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 = Sum (Cycle time for each order * order
value)/ Sum (Order value)
```

Viewing Invoicing Cycle Time (By Value) in Report Format

About this task

You can view the Invoicing Cycle Time (By Value) KPI as a report. 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 buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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) chart are described in the table below:

Table 234. Invoicing Cycle Time (By Value) Report

Field	Description
Supplier	The name of the supplier.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Receiving 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 PO line values in an order, from the date of the order creation.

Viewing Invoicing Cycle Time (By Value) in Chart Format

About this task

You can view the Invoicing Cycle Time (By Value) KPI as a two-dimensional line chart. To view the KPI as a chart, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.

2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 235. 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 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.

Invoice Price Match

This KPI measures the percentage of the PO lines for which the invoice price matches the line price. 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 = Sum (invoice price match percentage) /
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 Invoice Price Match in Report Format

About this task

You can view the Invoice Price Match KPI as a report. This report displays the supplier, order number, invoice creation date, receiving location, number of lines, number of lines under priced, and number of lines over priced. 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 buyer role or as an SRO.

2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound KPIs screen is displayed.
4. Enter the required criteria.
5. In **View Report**, choose **View Detail Report**.
6. Choose the format in which to view the report.
7. Click **View Report**. The Invoice Price Match report is displayed.

   The fields in the Invoice Price Match report are described in the table below:

Table 236. Invoice Price-Match

Field	Description
Supplier	The name of the supplier.
Order #	The unique identifier of the order.
Created Date	The date on which the order is created.
Receiving Location	The location that receives the shipment.
# Lines	The number of order lines.
# Lines Under Priced	The number of lines for which the invoiced price is less than the price specified in the order line.
#Lines Over Priced	The number of lines for which the invoiced price is more than the price specified in the order line.

Viewing Invoice Price Match in Chart Format

About this task

You can view the Invoice Price Match KPI as a three-dimensional bar chart. To view the KPI as a chart, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 Invoice Price-Match chart is displayed.

   The fields in the Invoice Price Match chart are described in the table below:

Table 237. Invoice Price Match

Field	Description
Percentage	The average of percentage of price match for all orders.

Table 237. Invoice Price Match (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 Invoice Price Match data for the selected time period, in interval of months.
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 functional categories.

The KPIs and reports categorized under Other Reports are:
- Total Inbound Report
- Non-Compliance Summary

Viewing Total Inbound Report

About this task

The Total Inbound Report presents a summarized view of the data for a shipment. To view the report, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as an administrator with a buyer role or as an SRO.
2. Navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. From the list, click the name of the KPI or report that you want to view. The Preferences for Inbound 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 **Total Inbound Report** is displayed.

   The fields in the Total Inbound Report are described in the table below:

Table 238. Total Inbound Report

Field	Description
Supplier	The name of the supplier.
Shipment #	The unique identifier of the shipment.
Delivery Date	The date on which the shipment is delivered.
Receiving location	The location that receives the shipment.
# of Cases	The number of cases in the shipment.
# of Pallets	The number of pallets in the shipment.

Table 238. Total Inbound Report (continued)

Field	Description
Units	The number of units of the item in the shipment.
Cost	The cost of the shipment.
Weight	The weight of the shipment.
Volume	The volume of the shipment.

Viewing Non-Compliance Summary Report

About this task

The Non-Compliance Summary report presents a summarized view of the non-compliance data for a shipment or order. To view the report, follow these steps.

Procedure

1. Log in to Sterling Supply Chain Visibility as a user, an administrator with a buyer role, or as an SRO.
2. From the menu bar, navigate to **Reports > View Performance of Suppliers**. The View Performance of Suppliers screen is displayed.
3. In the View Performance of Suppliers screen, click **View Non-Compliance Summary** in the **Other Reports** panel. The Non-Compliance Summary screen is displayed.
4. The fields in the Non-Compliance Summary report are described in the tables below:

Table 239. Non-Compliance Summary, Chart

Field	Description
Supplier ID	Enter the identifier of the supplier. You can also click the "magnifying glass" icon to search for a specific supplier ID and select the supplier ID from the drop-down list in the Search Criteria dialog window.
Supplier Group	Select the supplier group from the drop-down list.
Transaction Period	Select the transaction period from the drop-down list. You can view the chargeback details for the previous three months or 12 months, inclusive of the current month.
Amount (currency)	Indicates the chargeback amount for the corresponding month and event.
Count	Indicates the number of chargebacks for the corresponding month.
Month	Indicates the transaction period. The display of Month is based on the value you selected from the Transaction Period drop-down list.

Table 240. Non-Compliance Summary, Data

Field	Description
Month	Indicates the month in which the chargebacks are applied. Click the month hyperlink to view the Chargeback Search screen or the Chargeback Detail screen. **Note:** Based on the chargeback count for corresponding month and event, the Chargeback Search screen or the Chargeback Detail screen is displayed: • If the chargeback count is one, the Chargeback Detail screen is displayed. • If the chargeback count is greater than one, the Chargeback Search screen is displayed.
Event Name	Indicates the name of the event associated with the chargeback.
Amount	Indicates the total chargeback amount for the corresponding month and event for a specific supplier.
Count	Indicates the number of chargebacks for the corresponding month and event for a specific supplier.

5. Enter the required criteria and click **Apply**. The Non-Compliance Summary report is displayed.

Chapter 9. Sterling Business Intelligence

Introduction

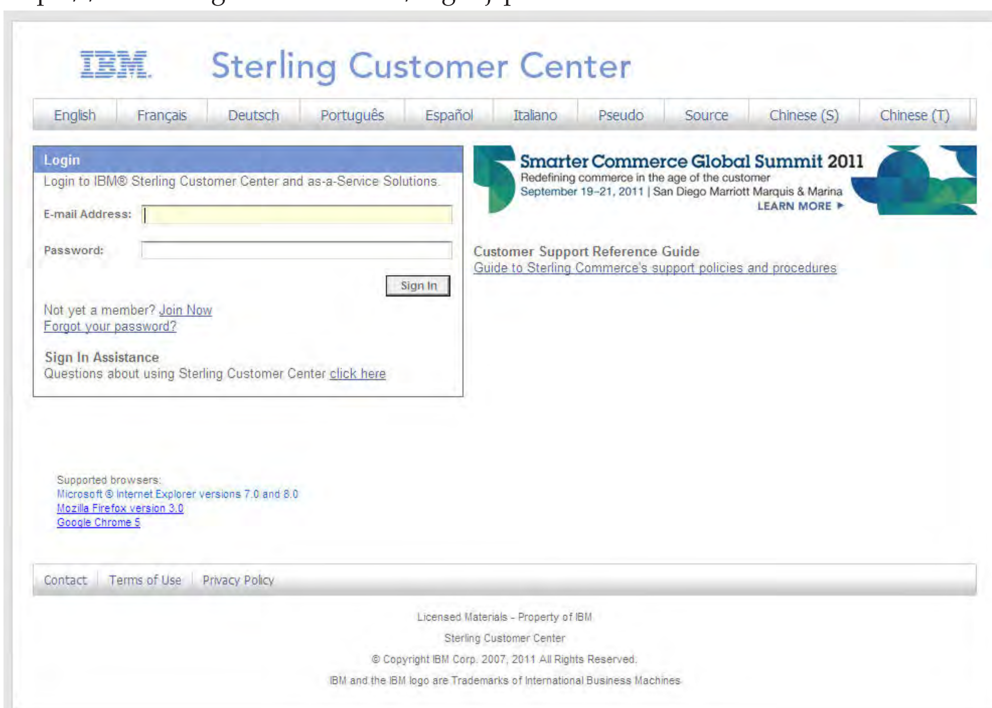
This section explains the Business Intelligence reports generated using Cognos in Sterling Supply Chain Visibility Application.

Sterling Business Intelligence provides features that enable you to look into an order , order line, order line milestone, order milestone or order alert. These features are provided by the Cognos® reporting tool. Users can generate reports of their choice using this tool. This service provides single-point visibility to all the relevant details related to order or alert and the users can generate a report of their choice by deciding the details they would like to capture in the report.

This Sterling Business Intelligence application provides two Data marts: an Inbound order and an Administration.

The link used to access the application is provided below.

https://cn.sterlingcommerce.com/login.jsp



Accessing Sterling Business Intelligence

You can access IBM Sterling Business Intelligence through Sterling Customer Center.

Procedure

1. Log on to Sterling Customer Center.
2. Click **Sign in** to access the IBM Sterling Business Intelligence application.

3. Under the **My Application** menu in the SBIaas application form, select **IBM Sterling Business Intelligence**.
4. When the Cognos console opens, two folders are available:
   - The reports that are available to all users are stored under **Public folders**.
   - Your private reports are stored in **My folders**.
5. Within **Public folders**, select the **SCV Data Mart** option, which takes you to the SBI application. The SCV data model packages are in the **SCV Data Mart** folder. When you launch Report Studio or Query Studio, you should navigate inside the **SCV Data Mart** folder to select the appropriate package.
6. In addition to the **SCV Data Mart** folder, you will also see another folder with your company identifier.

   For Example: XYZ Corp is the company name in Customer Center and ODCO0010001 is the company ID. The users of XYZ Corp will see a folder with ODCO0010001 as the name. Users can save their reports in this folder so that other users in their company can view or execute these reports. Only users with Report Author and Adhoc Query Author roles can save reports in this folder. Other users can view and execute the reports.
7. Within the SCV Data Mart, there are two packages:
   - Administration Package
   - Inbound Order Package

   Note: For more information on the tools available in Query Studio, please refer to the IBM® Cognos online help.

SCV Data Marts

To support real-time analysis through on-demand queries, the Sterling Business Intelligence Ad-hoc Reporting system organizes your order, order line, milestone, and alert information into data marts.

Each SCV data mart collects information into main categories:
- Administration
- Inbound order

SCV Data Mart

The SCV Data Mart contains information related to orders, order lines, milestones, and alerts.

Each data mart consists of the following components:

Table 241.

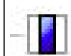
Component	Description
Data Package 	A main category of information within the data mart. Data packages collect common attributes, measures, and filters into specific areas so that you can focus on your analysis. The attributes, measures, and filters for each data package are organized into folders for ease of use. This grouping is a self-sufficient. Users can find attributes, measures for a specific area under the corresponding data package. For example, users can find all attributes and measures to analyze performance by order line using the Order Line data package.
Attribute 	A basic data identifier and query item, such as the attributes related to each order or order line. In database terms, an attribute is comparable to a column of qualitative data.
Measure 	An ordered quantity, committed quantity, or order line unit price. Measures are also referred to as facts in the reporting system. Any quantitative field in the data model is called a Measure.
Date 	The date the specified event occurred, as stored in Sterling Business Intelligence.
Data Mart 	To support real-time analysis through on-demand queries, the system organizes your shipping information into data marts. The grouping denoted by this symbol will have a collection of data packages. Each data mart collects information into main categories, such as Inbound Order or Administration.
Identifiers	Under the Identifiers folder, there are attributes that are used to identify the various entities within a particular package.

Table 242.

Cognos Icon	Cognos Icon Description
	The Generate A Report View icon.
	The Schedule A Report icon.
	The My Area Box icon.
	The Run With Options icon.
	The View Multiple Output Versions icon.

Administration package

The Administration Package contains the system related information. This information includes User Activity Package, Interface Entry Package, and Interface Summary Package data marts.

1. **User Activity Package**

   This package contains the login and logout information of the users in the Sterling Supply Chain Visibility application. This package provides details on the number of times the user has logged into the system in a particular month. This package helps to monitor how frequently the user is working on the system. The customer can generate reports, such as the number of times the user has logged into the system on a particular day.
2. **Interface Entry Package**

   This package holds a record of all external documents received by the system. If any received messages fail, the details of the error is stored in this package. This package also provides details on the type of document received, the details of an error if the system has failed to process the document, and detailed information on the type of document.
3. **Interface Summary Package**

   This package provides the day level summarization of the records in the interface entity package. For a particular kind of document, this displays how many documents or messages are received on the day level summarization. Generating reports from this package will be much faster, as it has summarized information about each transaction. This package can be used to sum up information about the document type, date, month, and year fields. It provides both granular level information and high level information about interface entry.

Inbound Orders Package

Inbound Orders focus on information related to Inbound purchase orders. There are five different packages, including the Order Line Package, Order Summary Package, Order Milestones Package, Order Milestones Package, and Order Alerts Package.

1. **Order Line Package**

   The Order Line Package contains detailed information related to Order Line, Orders, and Shipments. It provides detailed information on the Order Line Package, when the user requests information. This package also gives the shipment related information, like the number of pallets, the latest milestone of a shipment, order line attributes, and the latest milestone information.
2. **Order Summary Package**

   It is a roll up of the Order Line Package Details. This package gets information on any user defined field used by the customer. The order summary contains information on the latest order milestones, requested ship date, and actual ship date. Header level information of the order such as total number of lines, total committed amount, and the requested ship date of the order is available. The Order Summary Package displays header level information, but not line level information.
3. **Order Milestones Package**

   The Order Line Milestones Package maintains a record of all milestones the order has achieved. This information is used to build a repository of the order milestones, filter order related information, and filter the contents of a report using order related attributes, such as supplier, order flow type, order date and receiving location.
4. **Order Line Milestone Package**

   The Order Line Milestone Package contains information on each milestone that an order line has travelled through. This package contains information on the milestone, date met at the milestone, if the record for the milestone was met, item ID, latest milestone met by the order line, shipped dates, and delivery dates. Customer can use this package to generate reports based on the history of the milestones met by the order line(s).

5. **Order Alert Package**

   This package has information on all the order and order line related alerts raised in Sterling Supply Chain Visibility . All the order related alerts are captured here. The Alert attributes folder contains alert related attributes, such as events that triggered the alert, the time the alert was raised, and the current status of the alert. The capabilities of this package include generating reports, such as performance indicators, which show the percentage of orders that have alerts. Reports can be generated for orders that have a mismatched commitment. The Alerts package will also show lists of orders that have not yet been sent, provided that these events are configured to generate alerts properly in Sterling Supply Chain Visibility application. Alerts are triggered when there is a violation of the business rules. Examples include the requested quantity not being available, or the delivery date of the buyer not being met.

Previewing Reports

As you work with queries, Query Studio runs the report each time you add or remove items from the query, which updates the data. If you are working with a large amount of data or a complex report, these updates can take some time to complete.

To make query and report creation faster, you can preview the report without data as you create it. You can run the report with data once it is complete.

You can preview the report without data while you are creating it:

1. Click the Run Report link in the menu.
2. When the Run Report menu opens, click Preview with No Data.
3. Click the Insert Data link to return to the data mart dimensions and attributes.

When you preview reports with no data, a bar appears at the top of the report area to indicate that data in the report is turned off. In addition, the columns in the report contain only sample text or numbers that show you how the report appears. The sample data is not pulled from the data mart.

When you are ready, you can run the report with information from the data mart:

1. Click the Run Report link.
2. Select Run with All Data from the menu.

Query Studio removes the gray bar and runs the report to retrieve the requested data.

Opening, Saving, and Running Queries

Using Query Studio, you can open existing queries to customize them and save new and modified queries for future analysis and reporting. You can also run queries directly without having to open them in Query Studio. When you run a query, the resulting report always contains the most recent Sterling Supply chain information that is stored in the data mart.

Refer to one of these topics for more information:

1. Opening Queries

2. Saving Queries
3. Running Reports Directly

Opening Queries

You can open queries from within Query Studio or from the Public Folders and My Folders tabs.

To open a query within Query Studio, follow these steps:
1. Click Open on the toolbar.
2. When the Open area appears, use the navigation links to navigate to the folder that contains the query you want to open.
3. Select the query you want to open and click OK.

To open a query listed in either the Public Folders or My Folders tabs in Query Studio, click the query name. To view the Public Folders and My Folders tabs, click the Home icon in the upper right corner of the screen.

Saving Queries

After creating a new query or modifying an existing one, you can save it. By saving the queries you use most frequently, you can run reports from them later without needing to re-create the query.

To save a query, follow these steps:
1. Click Save on the toolbar. If you are modifying an existing report and want to save your changes to a new copy (to preserve the original), click Save As on the toolbar.
2. When the Save As area opens at the bottom of the screen, type the Name for the query. You can also enter a Description and any notes about the query, which will appear in the Screen Tip box.
3. Under Location, click the links to specify the location in which to save the query:
   - If you have the Report Author or Report Administrator security role, you can save queries either in the My Folders tab or in the Public Folders tab.
   - To save a query to a public folder, click the Select another location link, then navigate to and select the public folder in which to save the report. Users can save reports in public under their "company id" folder. When you save a query in a public folder, it is available for all users in your organization.
4. Click OK to save the query.

Running Reports Directly

You can run reports without first opening the query within Query Studio. To run reports directly, follow these steps:
1. If you are using Query Studio, click the Home icon in the upper right corner of the screen to view the Public Folders and My Folders tabs.
2. Click the folder links on the Public Folders or My Folders tabs to view and navigate to the queries they contain.
3. When you locate the query, click the Run icon in the Actions column.
4. When the Run with Options page opens, select the options to use to run the report, then click Run.

Opening Query Studio and Report Studio

When you launch Query Studio or Report Studio and select a data mart, Cognos may take a few minutes to load and display all the dimensions, attributes, and facts that you can use to build your report.

To more easily view all the data elements in the data mart, click and drag the left pane of the reporting window to make it wider.

The Information window at the lower left side of Query Studio provides a description of each folder, filter, fact, or attribute. You can click the arrow in the Information window heading to show or hide this window.

Viewing Reports in Excel Format

Users can run standard reports that are based on a Sterling Supply Chain Visibility data mart. The default report format is often Microsoft Excel. To download and view the report, users might need to change their Web browser settings.

In Internet Explorer, select **Tools > Options > Security > Custom Level** and set **File Downloa**d to **Enabled**.

Users might also need to turn off the pop-up blocker in their Web browser to allow Cognos to download the report in Excel format.

Creating a Report View

Reporting users can create report views of your organization's custom reports or the standard reports from Sterling Business Intelligence. You can use report views to perform the following tasks:

- Schedule reports to run daily, weekly, or monthly.
- Send reports as E-mail attachments.
- Save multiple versions of the report so you can compare trends over time.

To create a report view, follow these steps:

1. Run the original report and plan the settings you want to use for the report view.
2. Open the folder that contains the original report and click  next to the report. The New Report View page opens.
3. Enter basic information about the report view:
   - The name that appears in your report folder
   - An optional description, which you can use to record notes about the report
   - An optional screen tip, which appears when you rest your mouse cursor on the report icon in your folder
4. Click the Select My Folders link to save the report in that folder.
5. Click Finish to create the report view.
6. Open My Folders, where you can select the report view and set up a report schedule.

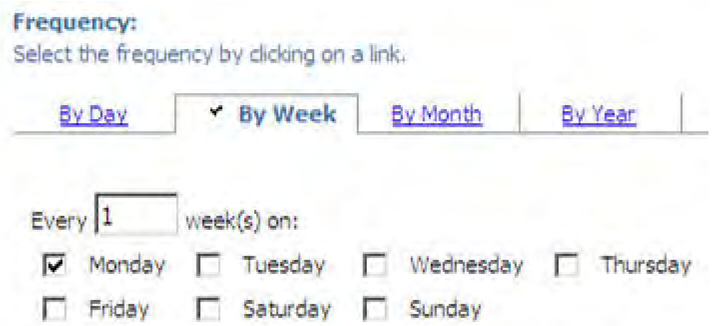
Scheduling a Report

You can schedule a report to run periodically. For example, you might want to run a report once each day, week, or month.

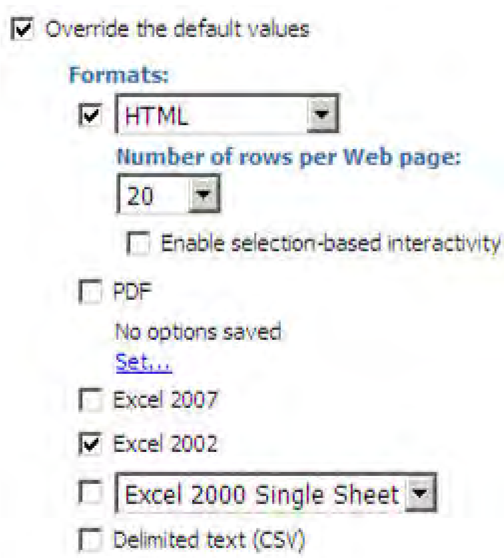
Adding a Report Schedule

To set up a report schedule, follow these steps:

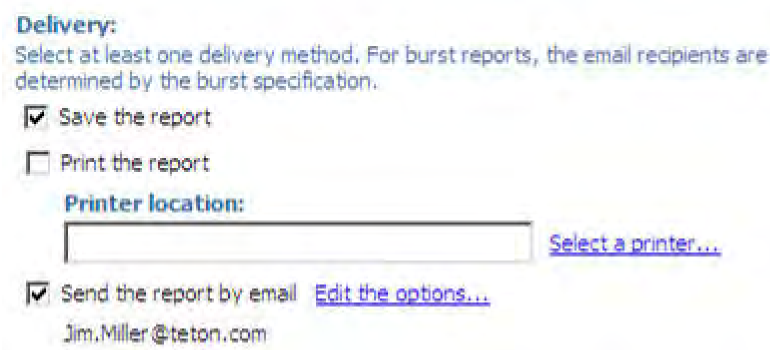
1. Create a report view and save it in My Folders.
2. Open **My Folders** and click "Schedule a Report" icon for the report view. The Schedule page opens.
3. Select how often you want the report to run. You can select **By Day**, **By Week**, **By Month**, or **By Year**.



4. Select the **Start** date, which determines the first time the report runs.
5. Select an optional End By date for the recurring report or select No end date.
6. Under **Options**, select **Override the default values** to define the report format. For example, you can have the report created as an HTML or Excel file.



7. Define one or more report delivery methods. For example, you can save each version of the report to **My Folders** or send it using E-mail.



8. Under **Override Prompts**, select **Override the default values** to define the report filters.
9. Click **OK**. The Prompt page opens.
10. Click **Finish** to save the filters and return to the Schedule page.
11. Click **OK** to save the schedule and return to **My Folders**.

Updating a Report Schedule

To update a report schedule, follow these steps:

About this task

Procedure

1. Open **My Folders** and click the **More** link in the **Action** column for the report view. The Perform an Action page opens up.
2. Click Modify the schedule to open the Schedule page.
3. Make your changes and click **OK**.

Validating Your E-Mail Address for Report Scheduling

When you schedule a report, you can specify that you want to receive the reports in E-mails. By default, the Schedule page shows your Sterling Business Intelligence account and user name as the email address. Cognos automatically sends the reports to the email address defined in your Sterling Business Intelligence user profile.

You can validate that this is the correct Email address where you want to receive reports:

1. Click the **My Area** icon at the top of the main Cognos Connection window.
2. Select **My Preferences** to open the Set Preferences page.
3. Open the **Personal** tab. The Email address from your Sterling Business Intelligence user profile is displayed in the Primary Logon section.
4. When you are done reviewing your preferences, click **OK.**

If you want to change the email address for a specific report schedule, follow these steps:

1. Open the report schedule.
2. Click **Edit the options** in the **Delivery** section. The Send an Email page opens.
3. Enter the new email address in the **To line** and click **OK**.

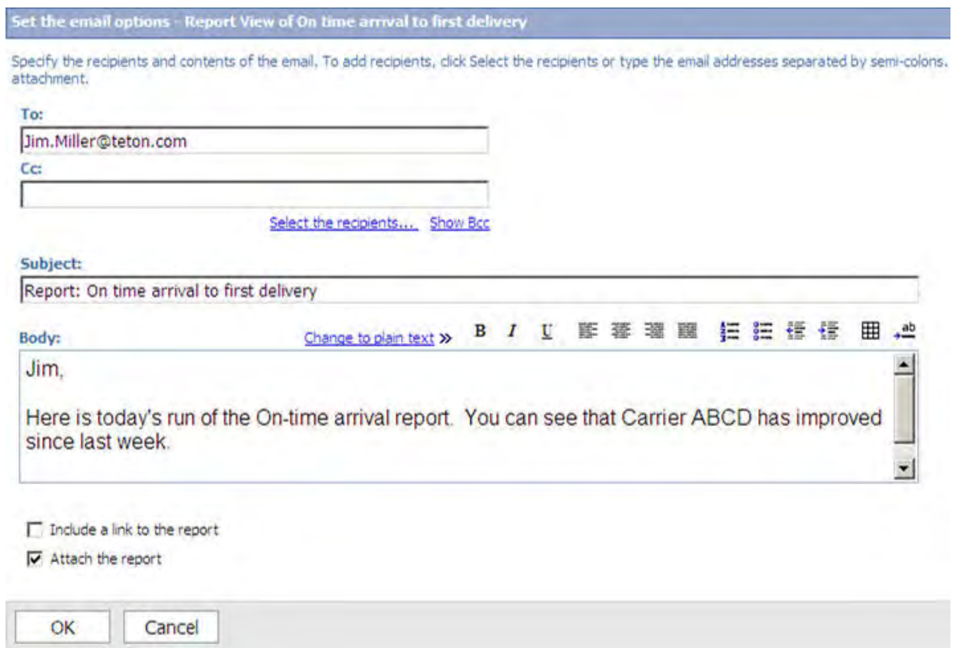
Sending Reports Using E-mail

You can send a report as an E-mail attachment. To send a report using E-mail, follow these steps:

1. Use the folders in Cognos Connection to find the report you want to run.
2. Click

   to run a new version of a report. The Run With Options page opens.
3. Select a report format.
4. Set the **Delivery** option to **Send me the report by E-mail**.
5. Click the **Advanced Options** link on the upper right side of the Run With Options page. The Run With Advanced Options page opens.
6. Click the **Edit the options** link for the E-mail delivery method. The Set the E-mail Options page opens.

7. Compose the E-mail:
   - Replace the default E-mail address with the E-mail address that will receive the report. If you enter multiple E-mail addresses, separate them with semicolons.
   - Clear the Include a link to the report check box. This feature is not currently supported for Sterling Business Intelligence reports.
   - Select the Attach the report check box.
8. Click **OK** to return to the Run With Advanced Options page.
9. Click **Run** to open the Prompt page.
10. Select the desired prompt values and click **Finish** to run the report and send it as an E-mail.

Email Delivery Options

The following Email delivery options are supported for Sterling Business Intelligence reports:

Table 243.

Option	Description
HTML	If you select this option, do not enter any text in the body of the email. Cognos will embed the report in the Email you receive. **Note:** If you enter text in the body of the Email, Cognos will attach the report as a Microsoft Web Archive (MHT) file. This attachment may not open correctly in your Web browser and is not recommended.
PDF	Enter text in the body of the Email. Cognos will attach the report to the Email as a PDF file.
Excel 2007	Enter text in the body of the Email. Cognos will attach the report to the Email as an Excel 2007 file. You can select this option if the email recipients have Excel 2007 on their computers.
CSV	Enter text in the body of the Email. Cognos will attach the report to the Email as a comma-separated variable (CSV) file. You can open the CSV file in Microsoft Excel or another spreadsheet program.

The following Email reporting options are not currently supported for Sterling Business Intelligence reports:

- Sending an HTML report as an MHT file attachment. Cognos attaches the report as an MHT file if you enter text in the body of the email message.
- Sending an Excel 2002, Excel 2000, or XML attachment.
- Selecting Send me the report as an Email on the Run With Options page, without using the Advanced Options step to enter the Email recipients.
- Selecting Run in the background and entering a later date or time on the Run With Advanced Options page.

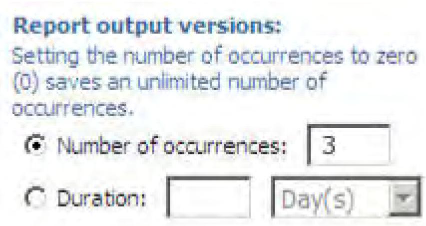
Saving Multiple Report Versions

You can store up to three versions of a report view in Cognos. For example, you might run a weekly report each Monday and then want to compare the results over three weeks to determine trends in Purchase order line.

Setting up multiple versions

To save three report versions, follow these steps.

1. Open **My Folders** and click for the report view. The Set Properties page opens.
2. Under **Report output versions**, set **Number of occurrences to 3**. As an option, you can also specify how long each version is stored before it is automatically deleted.



3. Click **OK** to save your properties and return to **My Folders**.

Viewing Multiple Versions

To view the stored versions of your report, follow these steps:

1. Open **My Folders** and click

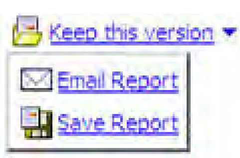
   

   for the report view. The View Output Report Versions page opens.
2. Select and view each version of the report.
3. When you are done reviewing the reports, click Close to return to My Folders.

Saving a Specific Report Version

You can save a specific report if you want to review it later.

1. Run the report and display it in Cognos Connection.
2. Click **Keep this version** at the top of the report window and select **Save Report**.



Viewing the Datadictionary for SCV data mart

The SCV data marts include a data dictionary that report authors can use to learn about the dimensions, folders, filters, attributes, and facts:

- If you place the cursor over a data element, a brief tool tip appears that describes that element.
- When you click on a data element in Query Studio, a description of the element appears in the Information window at the lower left side of the page. In Report Studio, you can view this description by right-clicking on a data element and opening the Properties dialog box.

Chapter 10. Currency Codes

In Sterling Supply Chain Visibility, currency amounts are displayed 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

Keny, 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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