

ORDER EXPERIENCE PLATFORM - KNOW YOUR DASHBOARD

When you perform multi order search or execute a report, the system provides you with dashboard providing the summarized information so that you can view all orders from different perspectives in a single page.

Order information provided in the dashboard view is configurable at microsite, role & user level. You can view the respective views only when the access is provided to your microsite and role.

Search Summary/Report Summary

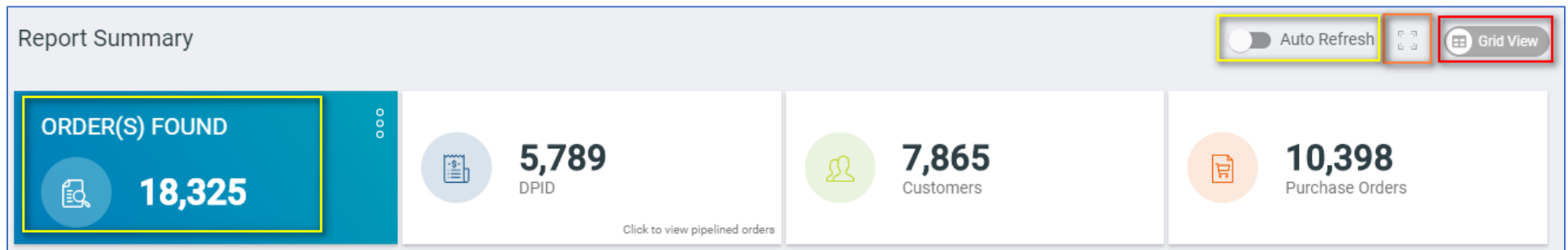


Figure 1 Search/Report Summary

The search summary shows the total orders, distinct DPIDs, Customers and Purchase Orders that match your search query.

You can opt out of seeing this dashboard as part of your search by modifying your user preferences. You may view the details of all the orders by clicking on the "orders found" tile, or by toggling on the "Grid View"

In case of presentations and daily monitoring, you may use the "Maximize" icon to go full screen mode. When enabled at your microsite and role level, if you are reporting on a single day's orders, than an auto-refresh option will allow you to monitor the daily sales and experience without manually refreshing the application.

** You can also drill the order search summary at a Customer level or Purchase order level by clicking on the respective Customer and Purchase Orders Tile.

Note: If the search has resulted in more than 1000 customer or 1000 PO's, then you cannot drill down to customer/PO level.

Revenue Summary





GBP - POUND STERLING  12.72 B 2,004 Orders	CAD - CANADIAN DOLLAR  13.35 B 441 Orders	USD - US DOLLAR  1.35 B 4,174 Orders	EUR - EURO  1.08 B 734 Orders
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Figure 2 Revenue Summary

The revenue summary shows the order amount total for the orders found in various currencies that were used in the respective orders. By default, this component displays the revenue total in top 4 currencies by value. You also can click on the dropdown and view rest of the revenue collection in other currencies.

GBP - POUND STERLING  12.72 B 2,004 Orders	CAD - CANADIAN DOLLAR  13.35 B 441 Orders	USD - US DOLLAR  1.35 B 4,174 Orders	EUR - EURO  1.08 B 734 Orders
AUD - AUSTRALIAN DOLLAR 1.03 B	JPY - YEN 35.25 B	CHF - SWISS FRANC 214.02 M	
BRL - BRAZILIAN REAL 148.07 M	CNY - YUAN RENMINBI 136.16 M	SEK - SWEDISH KRONA 186.62 M	
SGD - SINGAPORE DOLLAR 9.49 M	PLN - ZLOTY 26.97 M	HKD - HONG KONG DOLLAR 51.44 M	
MYR - MALAYSIAN RINGGIT 6.70 M	NZD - NEW ZEALAND DOLLAR 2.43 M	INR - INDIAN RUPEE 75.71 M	
TWD - TAIWAN DOLLAR 19.99 M	TRY - TURKISH LIRA 3.11 M	CZK - CZECH KORUNA 7.97 M	
MXN - MEXICAN PESO 5.63 M	COP - COLOMBIAN PESO 971.46 M	THB - BAHT 5.46 M	
ARS - ARGENTINE PESO 7.86 M	KRW - WON 13.19 M	PEN - SOL 1.39 K	
IDR - RUPIAH 13.69 M	CHP - UNDEFINED 1.76 M		

Figure 3 Revenue Summary - All

Note: OEP does not do any currency conversion to generate the revenue summary. OEP is only aggregating the revenue in various currencies for the orders matching the search query.

Predictive Order Health

Predictive Order Health indicates whether the order is on track to be delivered on or before the committed Delivery date. OEP uses machine learning algorithms and artificial intelligence to predict the delivery date of every order every 30 minutes. This predictive delivery date is used to determine the order health.

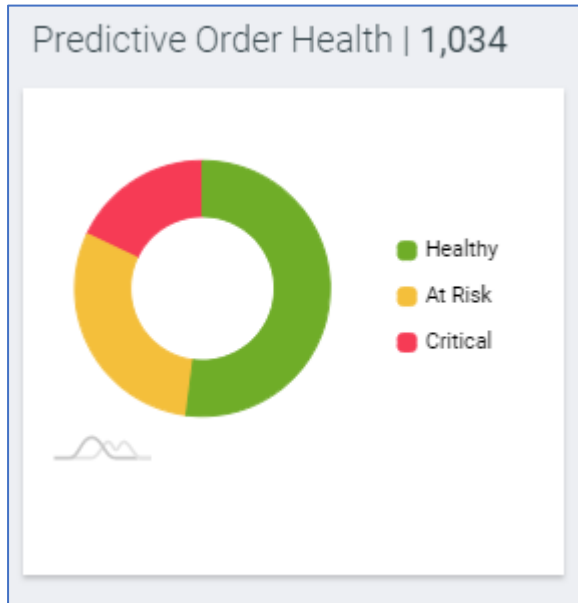


Figure 4 Predictive Order Health

The Predictive order health summary shows the how many of the orders are healthy, at risk or critical with regards to meeting the delivery commitment (EDD) on the order.

- Order health 'Red' - indicates that order is in **Critical** Health condition and will NOT be delivered on or before the committed Estimated Delivery Date (EDD),
- Order health 'Yellow' - indicates that order is on a delayed path and is **At Risk** to be delivered on or before the committed Estimated Delivery Date (EDD),
- Order health 'Green' - indicates that order **healthy** and is on track to be delivered on or before the committed Estimated Delivery Date (EDD)

Clicking on any of the health section, will navigate you to the detailed grid view with the respective health filter pre-selected and search results will show only those orders that are in the chosen health state.

Note : Once an order has reached its end state (Delivered/ Available/ Cancelled), OEP clears the order health as it is no more actionable.

Customer Communicable Status

This component show how many orders are in what customer communicable status when you perform multi order search. These are the same statuses as customers would see on Dell.com as part of their order status in My Account, Esupport, Premier etc.

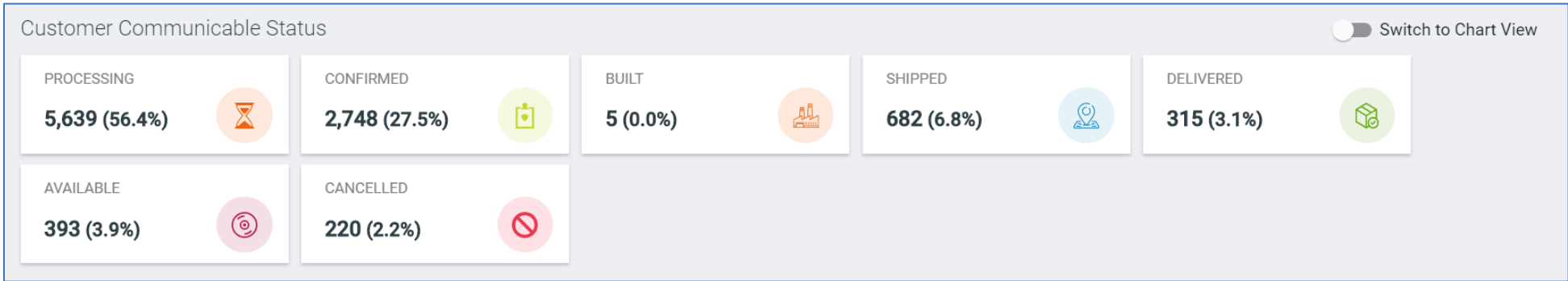


Figure 5 Customer Communicable Status- Tile

System displays the count & percentage of orders in each status

1. Processing	Indicates that order has been received and is currently being validated for all compliances such as payment, fraud, trade etc.
2. Confirmed	Indicates that order has cleared all validations and compliances and is ready to be planned for fulfillment or is currently being fulfilled.
3. Built	Indicates that the order manufacturing is complete. Note that this status is reflective in APJ region only.
4. Shipped	Indicates that the order has been shipped from the last Merge center or manufacturing facility. Order is now with the carrier. However, in case where order needs to go through multiple country transfers, this Shipped status does not mean that the order is out for delivery (last leg) to the customer
5. Delivered	Indicates that the order has been physically delivered to the customer.
6. Available	Indicates that the order has been non-physically delivered to the customer and is now Available for consumption. (Applicable for non-hardware fulfilled orders such as software & downloadable orders, Warranty & APOS orders, service orders, subscription & flex billing orders, invoice only orders.)
7. Cancelled	Indicates that the order is cancelled.

By clicking on any of the status, system will navigate you to the detailed grid view results with the respective status filter pre-selected and the grid will show only selected status’s orders.

Note : You can also opt to view this information in a chart format by toggling ‘Switch to Chart View’

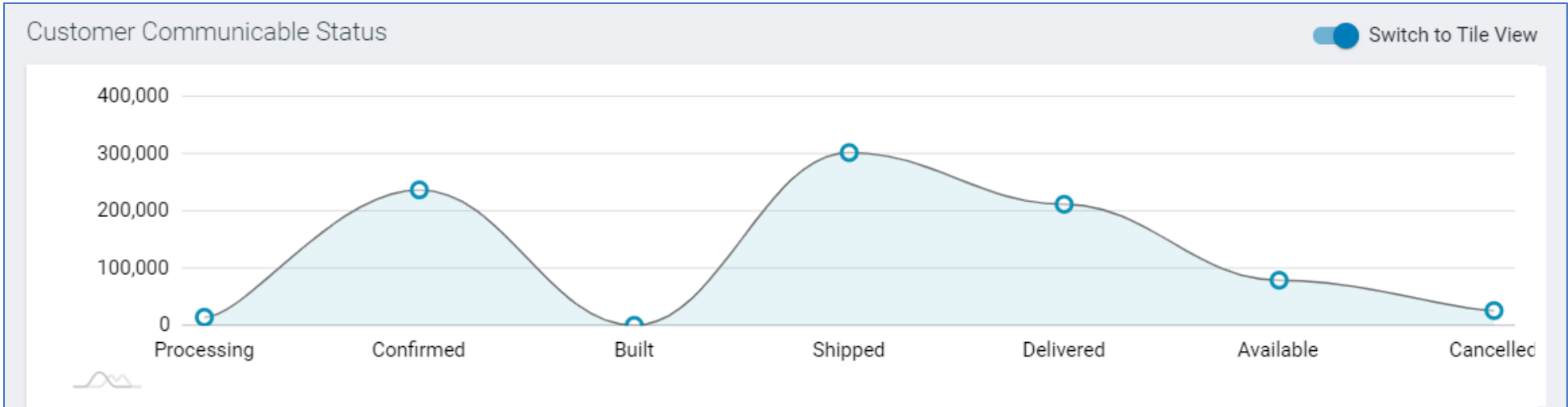


Figure 6 Customer Communicable Status- Chart

Order on Holds

When you perform a multi order search, you can view how many orders are on hold and on which hold type. As part of this aggregation, OEP displays the count & percentage of orders that are in different hold from different sources;

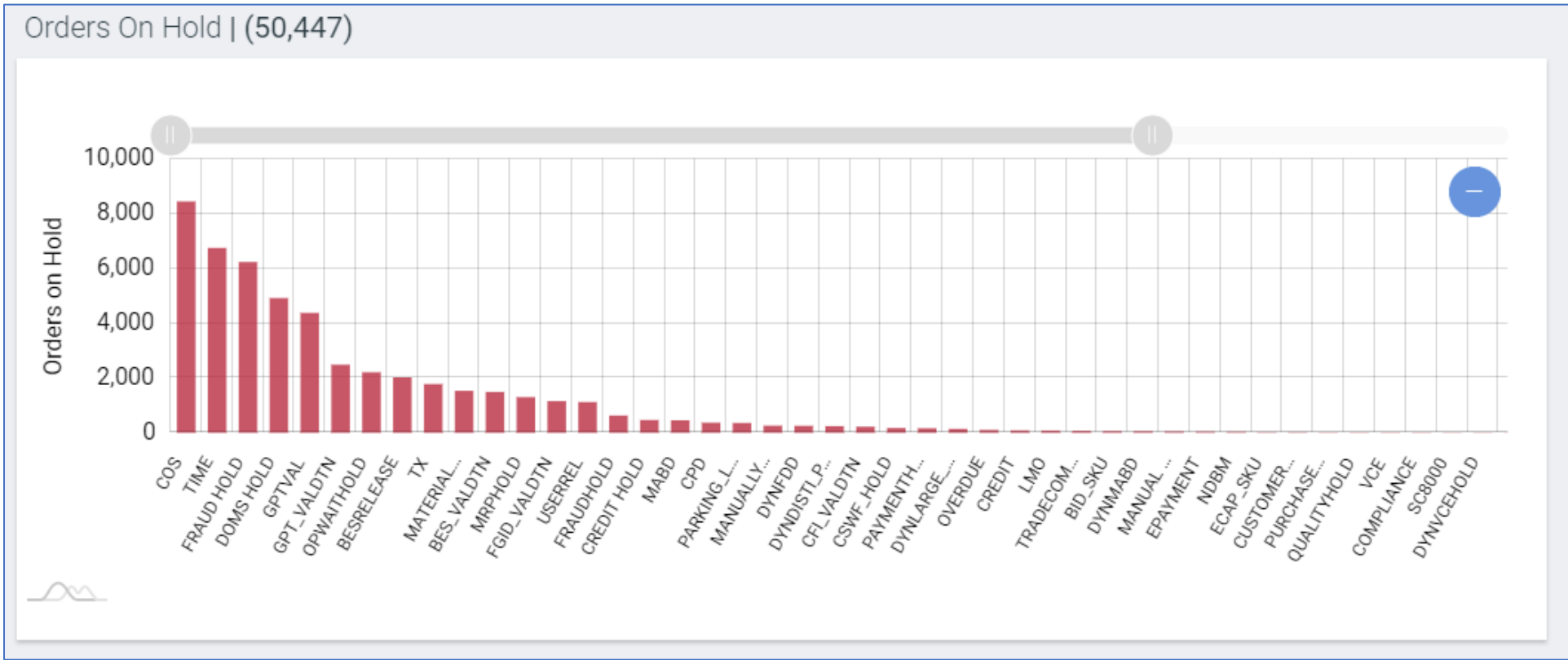


Figure 7 Orders on Hold

On hover over, user can view the order hold, total number of orders count in that hold & percentage (out of total searched orders)

By clicking on any of the holds, OEP will navigate you to the detailed grid view results with the respective hold filter pre-selected and the grid will show only selected hold orders.

Hourly Order Volume, Revenue and Units Trend

The hourly trend is helpful when you are monitoring a sales event or want to monitor daily sales and you would be interested to know what time of the day the maximum orders placed. Hourly trend shows the number of orders placed and the revenue collected for every hour in the day.

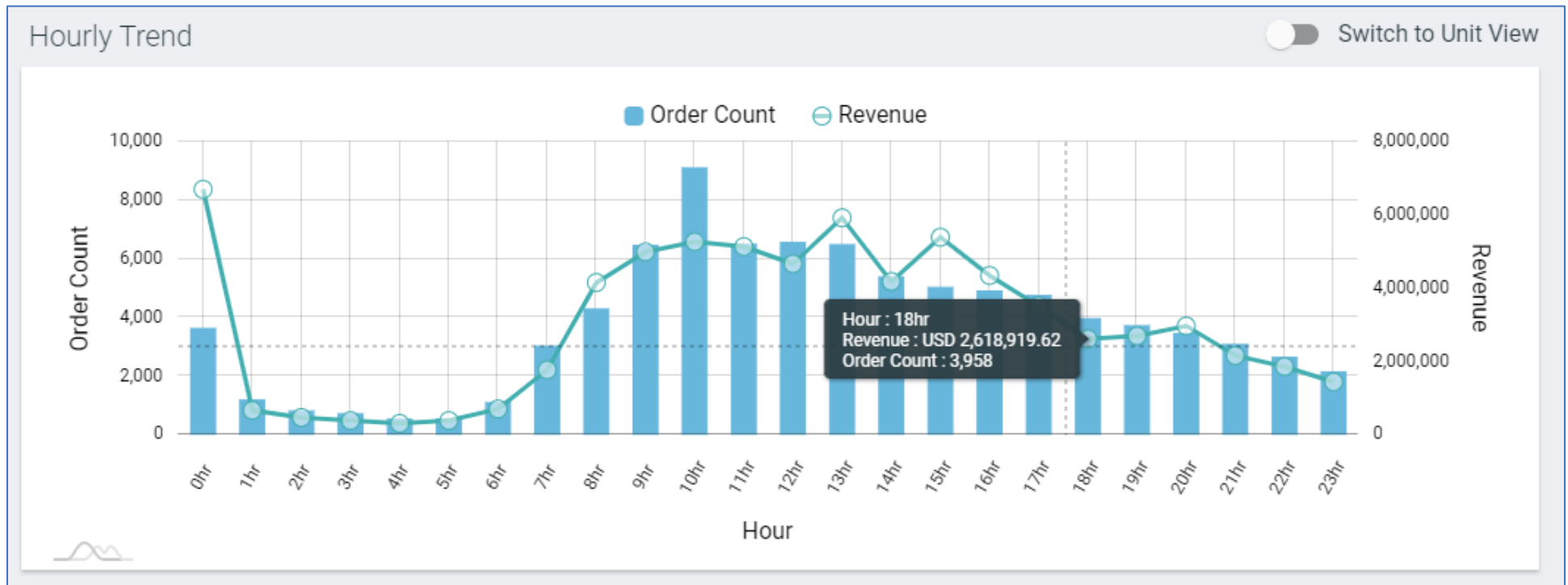


Figure 8 Hourly Trend

You can also switch to 'Unit View' to know the number of units placed at the respective hour of the day.

By clicking on any of the hour bars, OEP will navigate you to the detailed grid view results with the respective hour filter pre-selected and the grid will show only selected hour's orders.

Note : Revenue line is displayed only if the search query results are in a single currency only. In case results contain orders in multiple currencies then only order volume & unit volumes will be offered in this view.

Daily Order Volume, Revenue and Units Trend

Like 'Hourly Trend', Daily trend gives the you the information about the number of orders placed, revenue collected and units placed on each day for the specified date range.

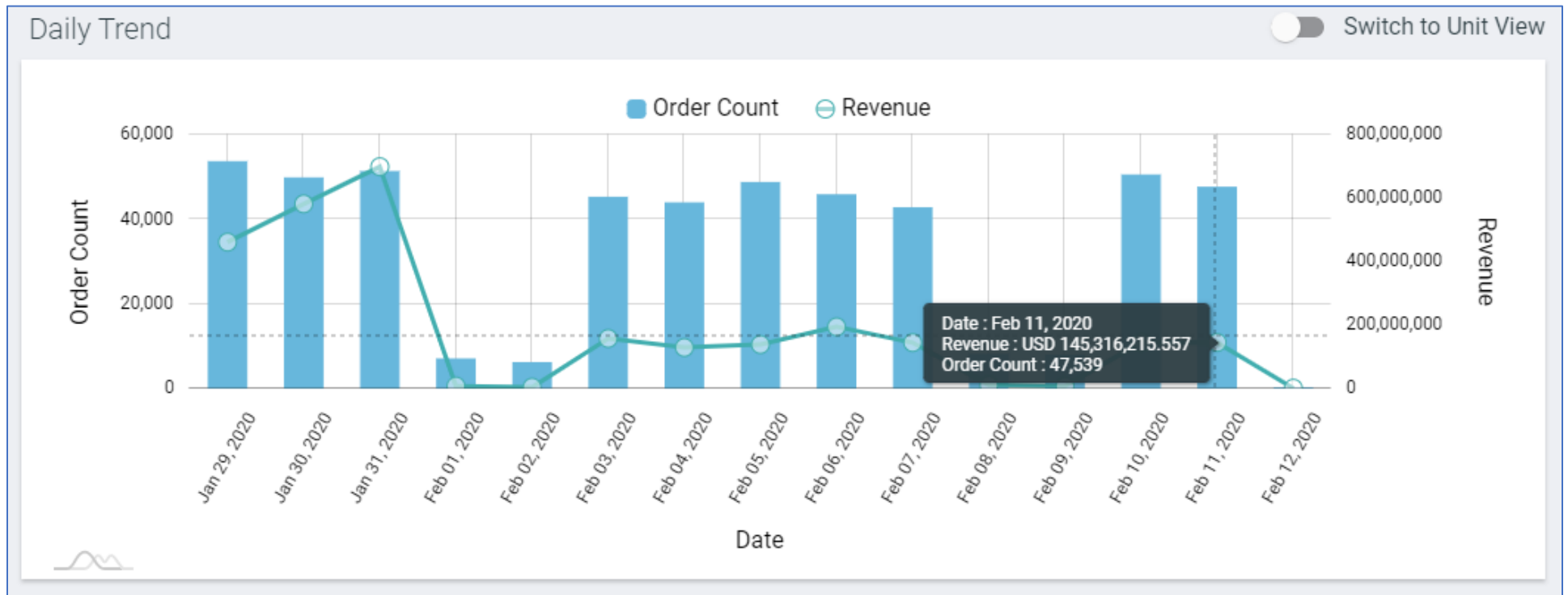


Figure 9 Day Trend

By clicking on any of the date bars, OEP will navigate you to the detailed grid view results with the respective date filter pre-selected and the grid will show only selected date's orders.

Note : Revenue line is displayed only if the search query results are in a single currency only. In case results contain orders in multiple currencies then only order volume & unit volumes will be offered in this view.

Also, The "Daily Trend" chart will not be displayed if the search/report results contain orders for a single date.

Order Stage

This component show how many orders are in what stage when you perform multi order search. These are the same stages as an internal stake holder would see in GOV.

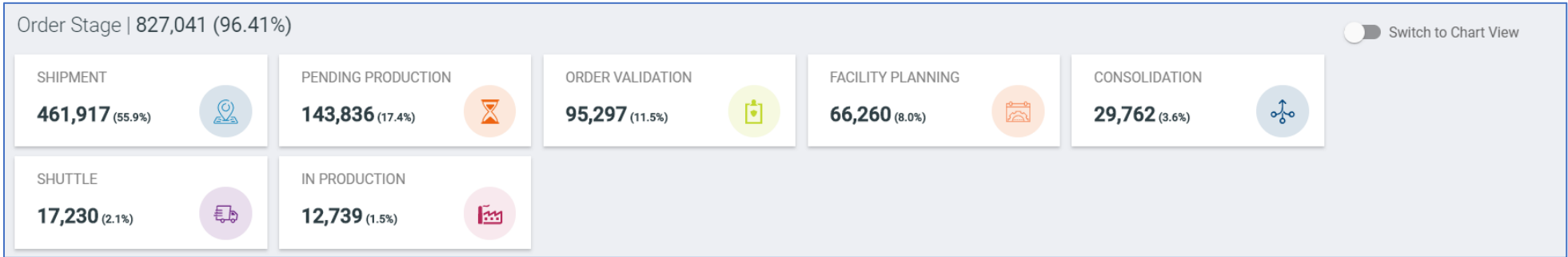


Figure 10 Order Stage -Tiles

You can view the count & percentage of orders that are in each order stages;

System displays the count & percentage of orders in each status

1. Order Validation	Indicates that order has been received and is currently being validated for all compliances such as payment, fraud, trade etc.
2. Pending Production	Indicates that order has cleared all validations and compliances and is being planned for fulfillment.
3. Facility Planning	Indicates that the order has been accepted by the fulfillment facility and is being planned further.
4. In Production	Indicates that the order is currently under manufacturing process.
5. Packaging	Indicates that the order items are being picked for packaging.
6. Shuttle	Indicates that the order is being shipped from one facility to another.
7. Merge/ Consolidation	Indicates that the order is being merged/ consolidated with other items in the merge center.
8. Shipment/ Deliver	Indicates that the order has been shipped from the last Merge center or manufacturing facility. Order is now with the carrier. However, in case where order needs to go through multiple country transfers, this Shipped status does not mean that the order is out for delivery (last leg) to the customer. This stage completes when order gets delivered.

By clicking on any of the stages, system will navigate you to the detailed grid view results with the respective stage filter pre-selected and the grid will show only selected stage’s orders.

You can also click on the toggle switch and view the order stages in the chart view.

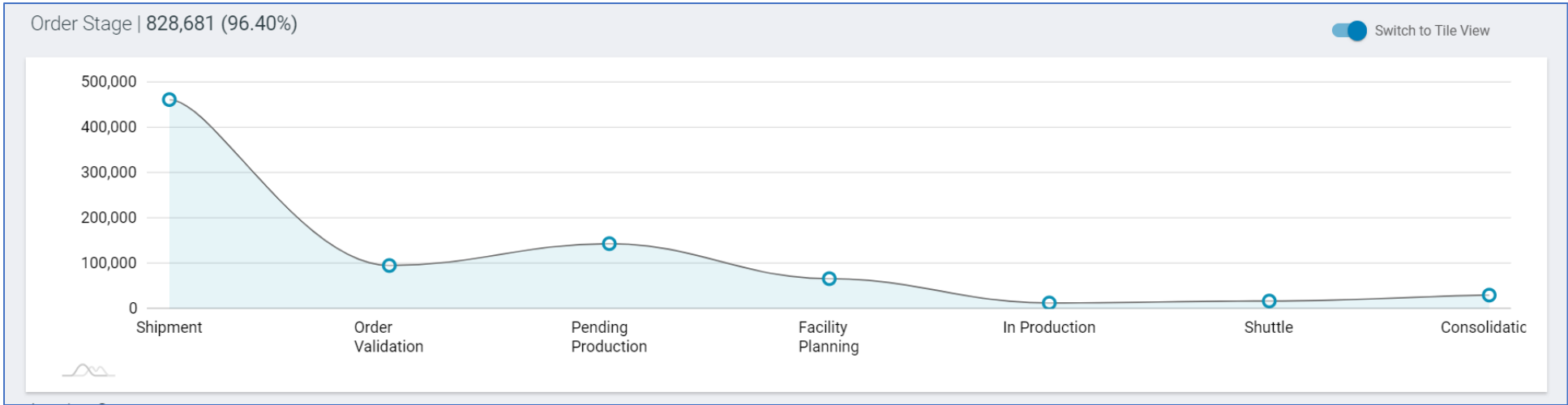


Figure 11 Order Stage - Chart

Invoice Summary

Here, you can view the invoice summary for all the searched orders. The information includes-

- Invoiced Orders
- Not Invoiced Orders
- Non-Invoiceable orders

You can view the total count & percentage of orders in each tile to know the number of orders in the status. By clicking on any of the tile, OEP will navigate you to the grid view with the respective invoice filter pre-selected and show only relevant order details.

Note : Cancelled orders are considered as "Not Invoiceable" orders.

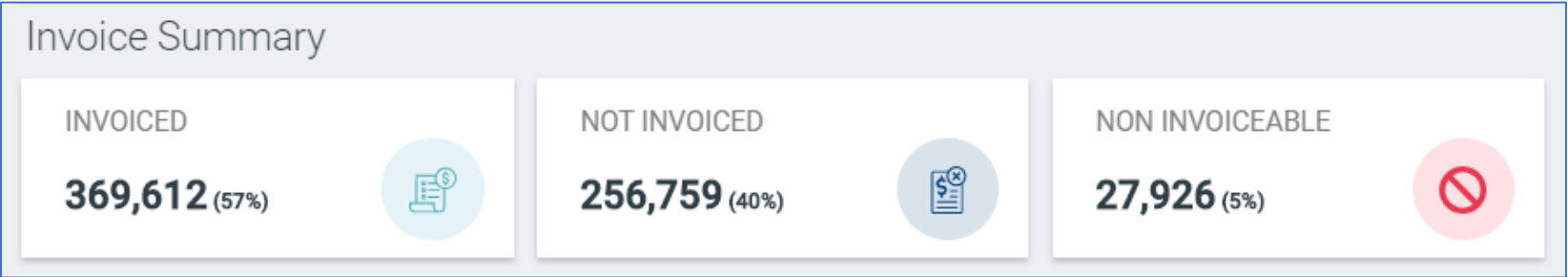


Figure 12 Invoice Summary

Facilities Summary

Here you can view the facility summary of the searched results, that is; how many orders are currently in which facility location across the globe. Each dot can proportionately appear to be bigger compared to other based on the percentage of orders in that facility.

On Hover over, you can view the total orders count, facility code, facility name, city & state as a tool tip.

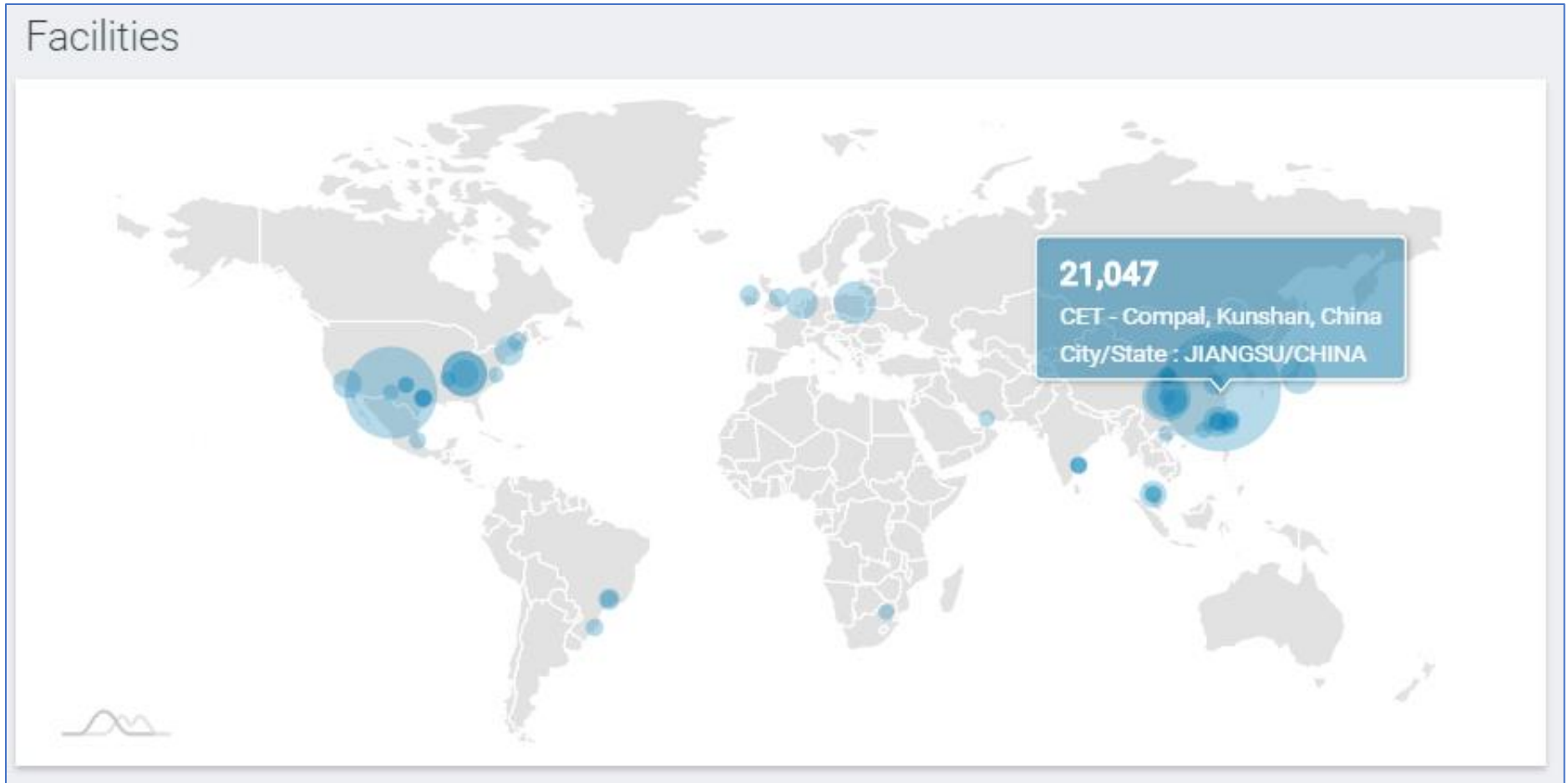


Figure 13 Facilities

By clicking on any of the facility, OEP will navigate you to the detailed grid view with the respective facility name filter is pre-selected and the grid will show only the orders that are matching the chosen facility code.

LOB Summary

Here you can view LOB (Line of Business) summary of the executed report or the searched orders. In LOB Summary, view the LOB name and the total orders for that LOB.

On hover over, view the LOB name, total orders with that LOB and the percentage. By clicking on any of the LOB, system will navigate you to the detailed grid view with the respective LOB filter pre-selected and search results show only the chosen LOB.

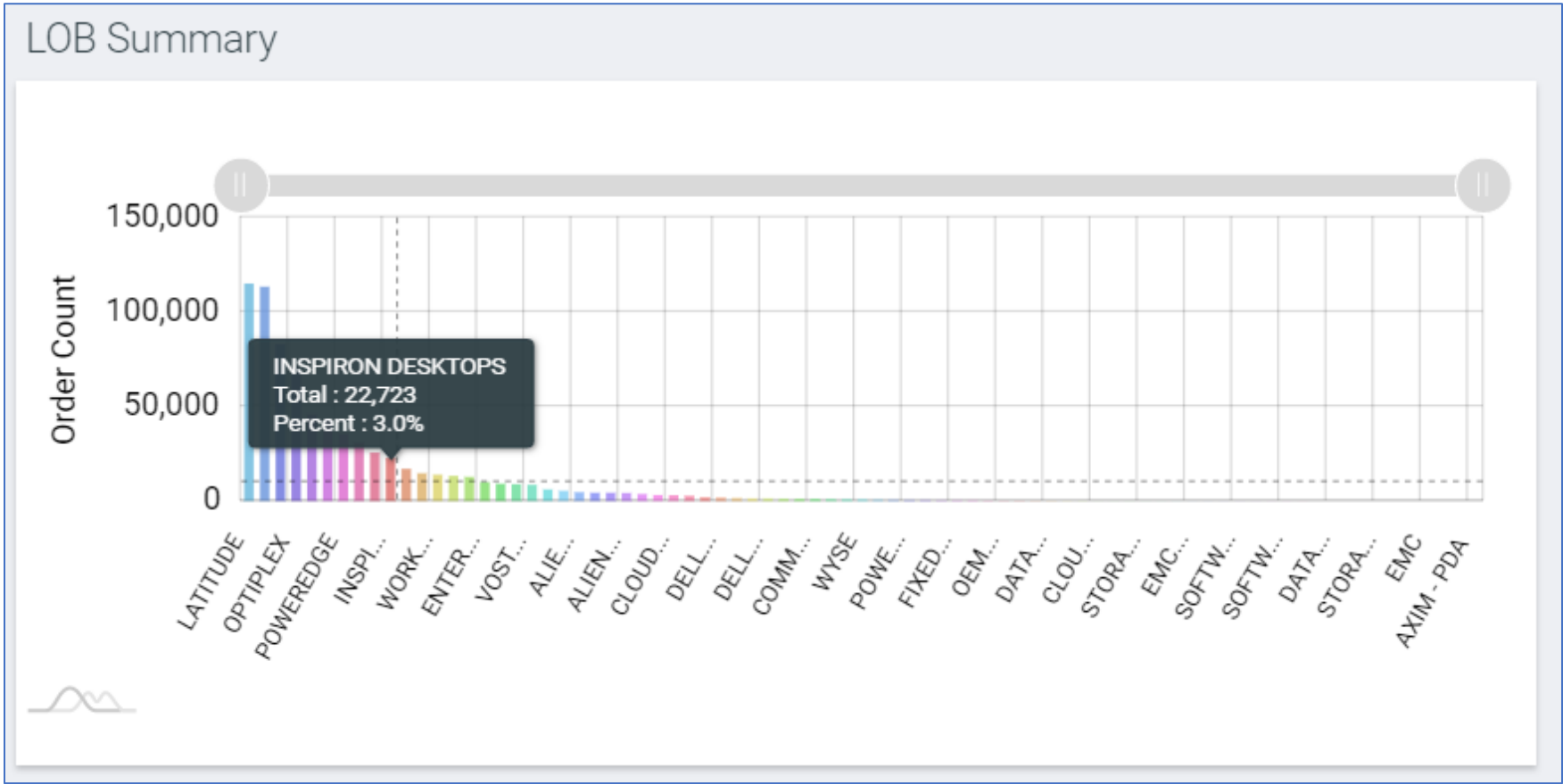


Figure 14 LOB Summary

Order Experience Summary

OEP, using its patented technology, quantifies the order experience for every order in the system. The OE measurement includes early & late deliveries, cancellations, order revisions and more. OEP classifies the orders as

- **Perfect orders** (if their score is a perfect 100),
- **Satisfied** – if score is between 90 to 100;
- **Moderately distressed** – if order score is between 80 to 90,
- **Distressed** – if score is between 50 to 80
- **Highly distressed** – if score is less than 50. Each tile has the order count & percentage with that experience score.

In this section, you can view

1. The overall average OEX score for the searched orders/executed report,
2. Classification of orders from perfect to highly distressed and their order distribution.
3. Areas where the order experience did not meet the perfect order expectations. The color and size of the circles represent the impact of each distress calculated as the order count multiplied with the experience score. Upon mouse hover, you will be able to see the distress experience, count and percentage of orders impacted, and the score deducted in each order for meeting that distress. For instance, if an order is cancelled then 105 points are deducted.

By clicking on any of the OEX tile or OEX score (circle on chart), system navigates to the grid view to show relevant order details.

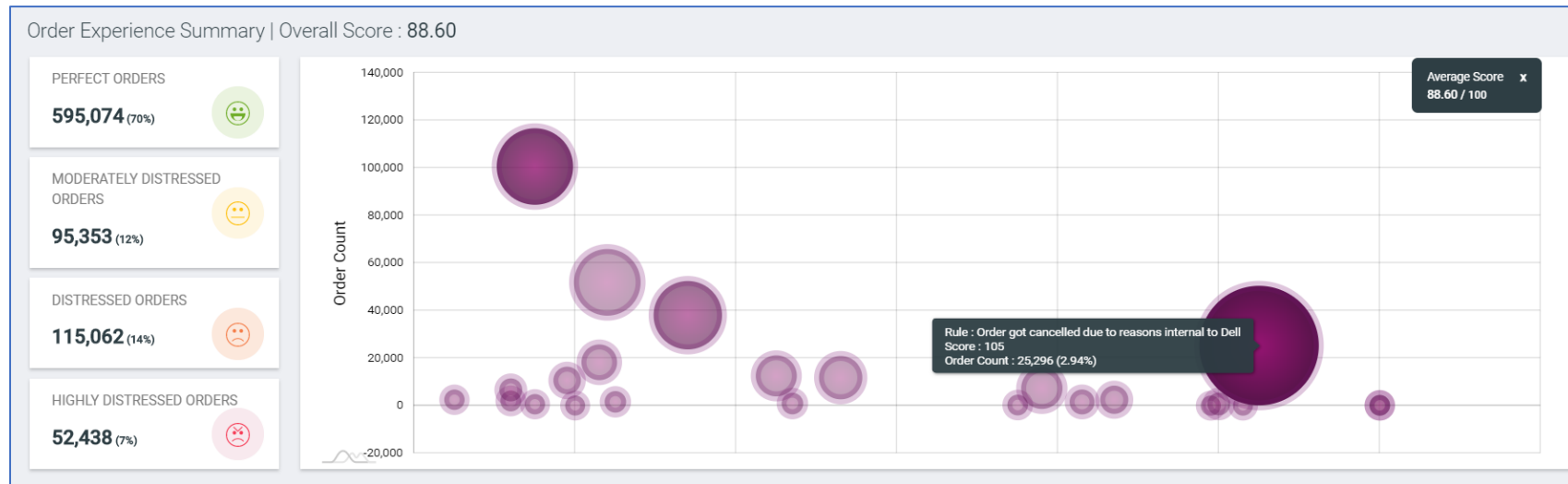


Figure 15 Order Experience Summary

Order Experience Trend

In this chart, you can view the order experience trend for all the orders on each day for the specified date range, and other filters provided. This may be beneficial only when you are looking at a large entity like a customer, account, BU, geography.

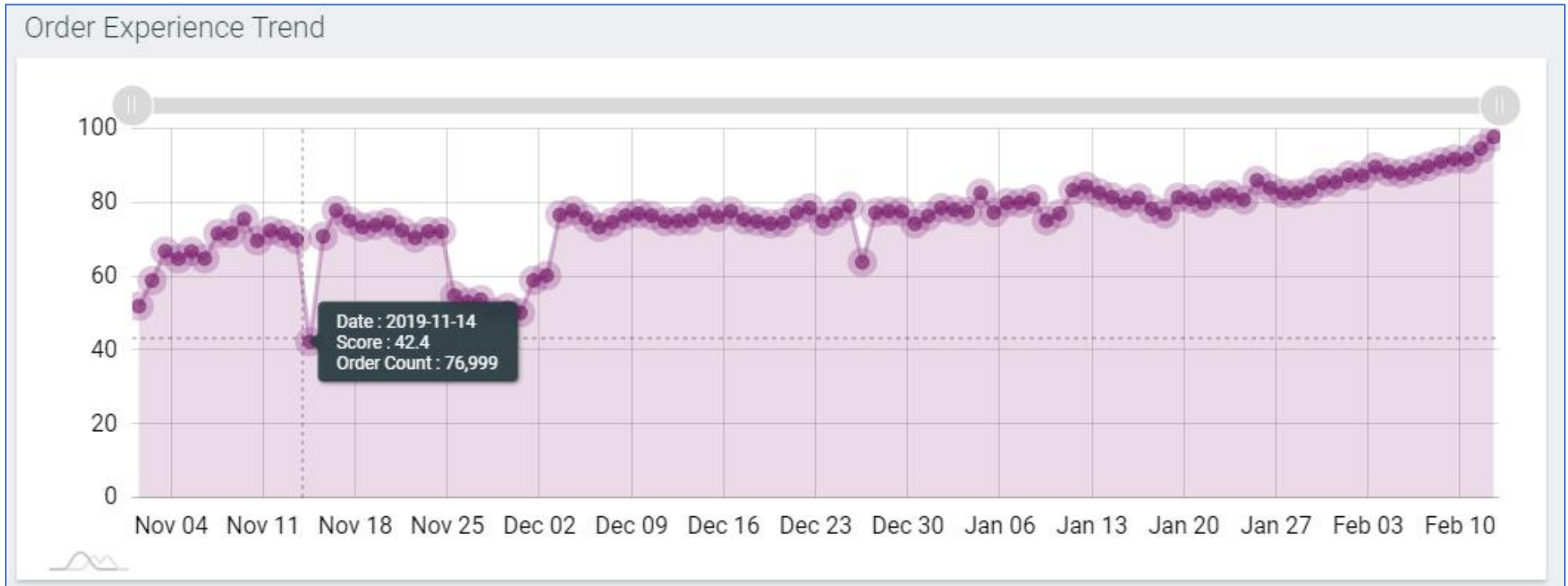


Figure 16 Order Experience Trend

Note : The "OEX Trend" chart will not be displayed if the search/report results contain orders for a single date.

Delivery Accuracy & Precision (EDD Vs ADD)

Here you can view the summary of orders by their EDD accuracy (Early, On-Time, Late) and precision for all the searched orders/executed report. This is measured by comparing the Actual Delivery date (ADD) of the order with the originally committed Delivery date (EDSD) at the time of order confirmation.

Delivery Precision is calculated for- 1-2 Days, 3-5 Days, 6-10 Days, 11-19 Days, 20+ Days.

By clicking on any of the Accuracy Tiles (On-time, early, late) or Precision Tiles, OEP will navigate you to the grid view to show relevant order details.

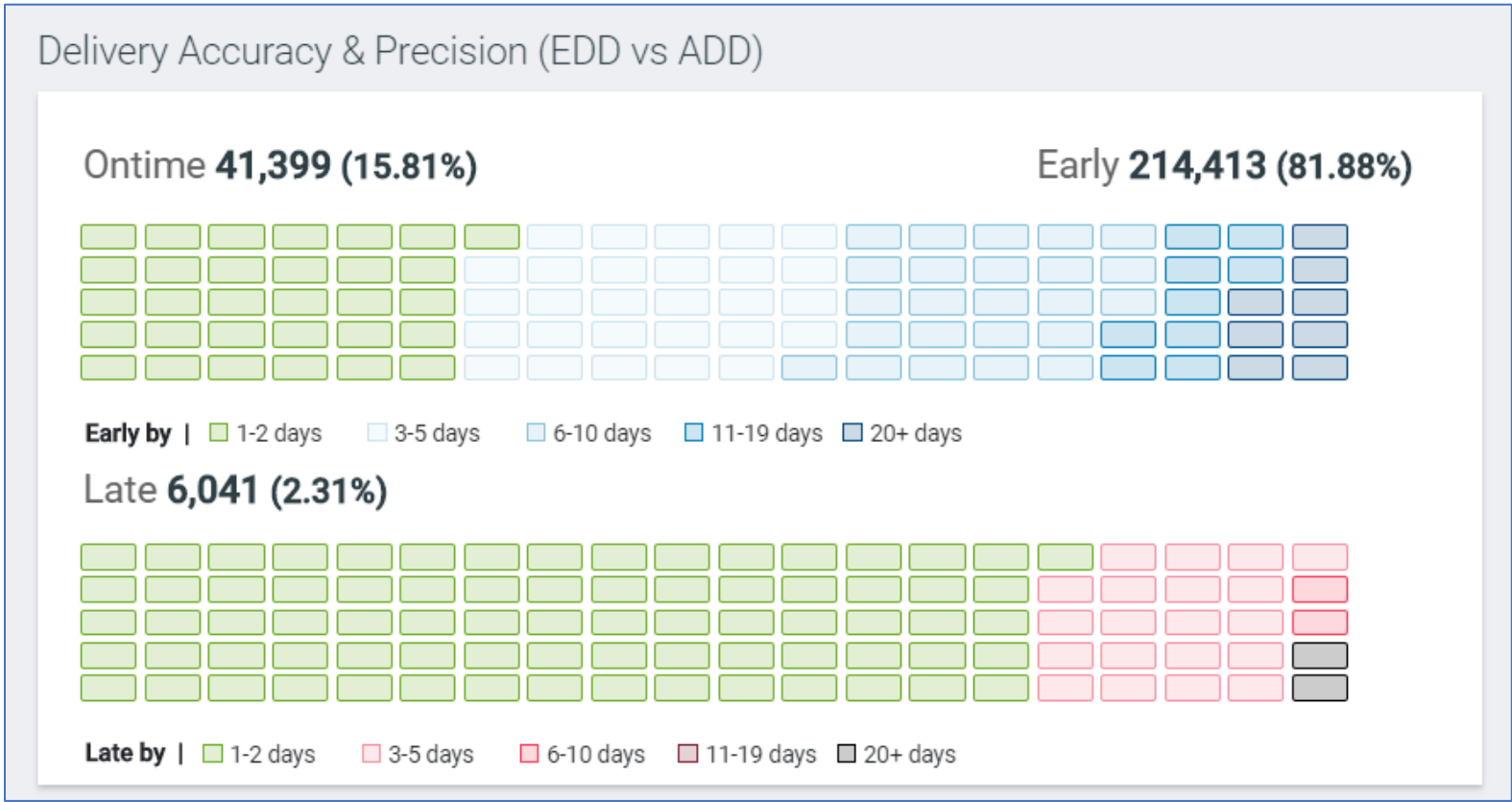


Figure 17 Delivery Accuracy & Precision

Note : There can be orders for which we have not received POD, although they are already delivered. OEP does not show delivery accuracy for such orders whose POD is missing.

Shipping Accuracy & Precision (ESD Vs ASD)

Here you can view the summary of orders by their Shipment accuracy (Early, On-Time, Late) and precision for all the searched orders/executed report. This is measured by comparing the Actual Ship date (ASD) of the order with the originally committed Ship date (ESD) at the time of order confirmation.

Delivery Precision is calculated for- 1-2 Days, 3-5 Days, 6-10 Days, 11-19 Days, 20+ Days.

By clicking on any of the Accuracy Tiles (On-time, early, late) or Precision Tiles, OEP will navigate you to the grid view to show relevant order details.

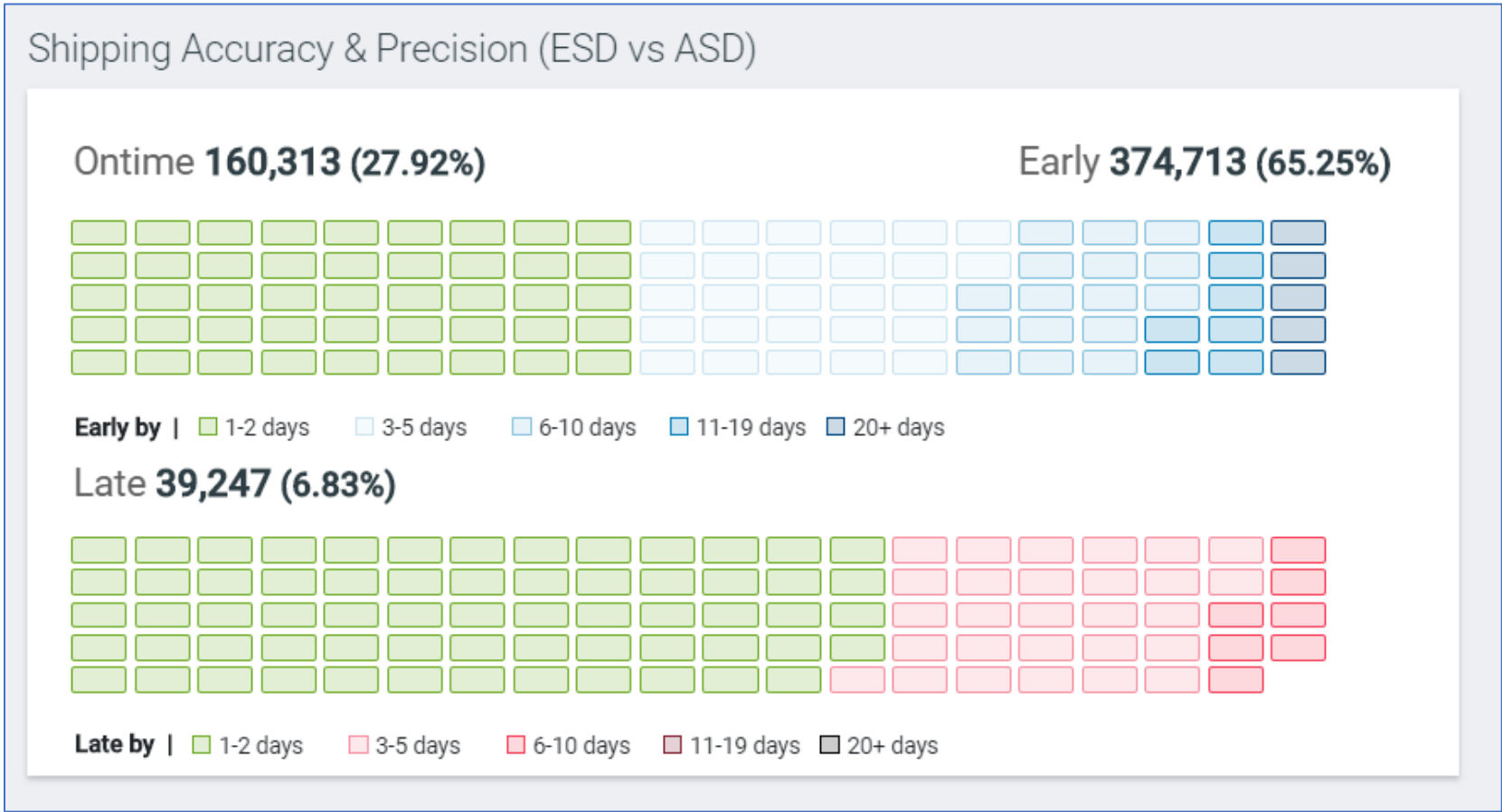


Figure 18 Shipped Accuracy & Precision

Delivery Revisions (RDD)

In this view, You can see how many orders have undergone how many delivery revisions for the searched orders/executed report.

For the searched orders, if any of the orders have gone for delivery revisions only then the RDD tiles are listed. The tile shows the order count & percentage with each RDD revision.

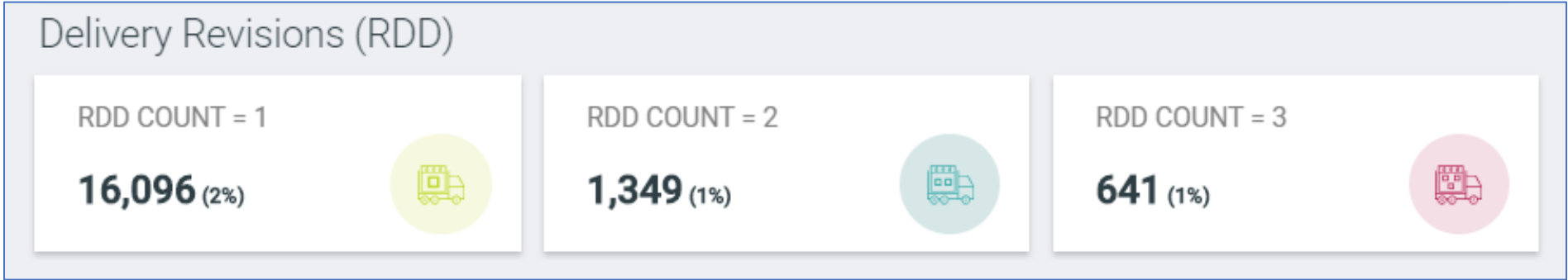


Figure 19 Delivery Revisions (RDD)

By clicking on any of the RDD tile, system navigates to the grid view with the respective RDD count filter pre-selected and search results show only chosen RDD.