Microsoft Dynamics™

Business Portal for Microsoft Dynamics™ GP

Common KPIs Guide

Release 10.0

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Contents

Introduction

Key Performance Indicators, which is a component of Business Portal for Microsoft Dynamics™ GP, helps you calculate and display business metrics, such as your company's current ratio and gross profit margin. These business metrics, referred to as key performance indicators (KPIs), help you monitor and track your company's progress toward specific performance goals.

This manual shows you how to create some of the more common KPIs, such as the current ratio and gross profit margin.

This introduction is divided into the following sections:

- *What's in this manual*
- *Symbols and conventions*
- *Additional resources*
- *Technical support*
- *Send us your documentation comments*

What's in this manual

Each chapter in this manual explains how to create a specific KPI. The following chapters are included:

- Chapter 1, "Current ratio," describes how to create a KPI that indicates whether your company is able to meet its current obligations.

- Chapter 2, "Quick ratio," describes how to create a KPI that measures your company's liquidity.

- Chapter 3, "Debt to equity ratio," describes how to create a KPI that indicates how much your company is leveraged (in debt).

- Chapter 4, "Debt ratio," describes how to create a KPI that indicates the amount of debt your company has taken on relative to the total assets it owns.

- Chapter 5, "Gross profit margin," describes how to create a KPI that indicates how efficiently your company is using its materials and labor in the production process.

- Chapter 6, "Return on sales," describes how to create a KPI that helps you determine whether your company is making an appropriate return on its sales efforts.

- Chapter 7, "Customer service levels," describes how to create a KPI that indicates the percentage of shipments that are overdue.

- Chapter 8, "Standard purchase orders overdue," describes how to create a KPI that calculates the percentage of standard purchase orders that haven't been received on time.

- Chapter 9, "Drop ship purchase orders overdue," displays how to create a KPI that calculates the percentage of drop ship purchase orders that haven't been received on time.

Symbols and conventions

This manual uses the following symbols to make specific types of information stand out.

Symbol	Description
	The light bulb symbol indicates helpful tips, shortcuts, and suggestions.
	The warning symbol indicates situations you should be especially aware of when completing tasks. Typically, this includes cautions about performing steps in their proper order, or important reminders about how other information in Business Portal or the back office might be affected.

This manual uses the following conventions to refer to sections, navigation, and other information.

Convention	Description
Create a KPI	Italic type indicates the name of a section or procedure.
File > **Print**	The (>) symbol indicates a sequence of actions, such as clicking items on a menu or a toolbar or clicking buttons in a window. This example directs you to go to the **File** menu and click **Print**.
Bold	Bold type indicates the names of fields, tabs, menus, commands, and buttons, and text you should type.
TAB or ENTER	Small capital letters indicate a key or a key sequence.

Additional resources

In addition to this manual, the following documentation is included with this release of Business Portal.

Manuals

The following PDF manuals are included in the Documentation folder on the Business Portal CD.

Business Portal Installation Guide   The Installation Guide (BusinessPortalInstallation.pdf) provides step-by-step instructions for installing Business Portal.

Business Portal Administrator's Guide   The Administrator's Guide (BusinessPortalAdminGuide.pdf) explains how to set up and configure Business Portal.

Business Portal User's Guide   The User's Guide (BusinessPortalUsersGuide.pdf) helps users complete day-to-day tasks in Business Portal.

Application manuals   User and administrator manuals for each application installed in Business Portal are available in the Documentation folder.

Key Performance Indicators manual   The Key Performance Indicators manual (KeyPerformanceIndicators.pdf) explains how to install Key Performance Indicators, and create and administer KPIs so Business Portal users can view them.

KPI Executive Center Site Reference Guide The Executive Center Site Reference Guide (KPIExecutiveCenterReferenceGuide.pdf) describes the queries, KPIs, and pages included with the Executive Center site so you can modify ore re-create them as needed for your company.

Help

Help is available by clicking the Help icon button, located in the upper-right corner of any page. The help that is displayed depends on whether you open help from a Business Portal page, or a Microsoft® Windows® SharePoint® Services page or Microsoft Office SharePoint Server 2007 page.

Business Portal help When you click the Help icon button on a Business Portal page, the relevant help topic for that page is displayed. You can use the search field on the help page to search for information. You also can click the Home icon button to browse the contents of the help.

The Business Portal help is divided into several *collections*. Each Business Portal application includes its own help, and the help is written for two main audiences: users and administrators. For example, the help for Requisition Management is divided into two collections—Using Requisition Management and Administering Requisition Management.

When you view the help topic for a page, you can view and search within only the topics that are included in that help collection. To view and search within all the Business Portal help collections that are available, click the Help icon button on the Business Portal Home page.

Windows SharePoint Services help Many of the features included in Business Portal—such as document libraries, lists, announcements, links, and alerts—are provided by Windows SharePoint Services. General information about these features is provided in the Administering Business Portal help. For more detailed information, refer to the Windows SharePoint Services help, which can be accessed by clicking the Help icon button in the upper-right corner of any Windows SharePoint Services page. If you're using Office SharePoint Server 2007, additional help related to the Office SharePoint Server 2007 features also will be available.

Technical support

You can contact Microsoft Dynamics technical support online or by telephone. Go to www.microsoft.com/dynamics and click the CustomerSource link or call 888-477-7877 (in the U.S. and Canada) or 701-281-0555.

Send us your documentation comments

We welcome comments regarding the usefulness of the Microsoft Dynamics GP documentation. If you have specific suggestions or find any errors in this manual, send your comments by e-mail to the following address: bizdoc@microsoft.com.

Note: By offering any suggestions to Microsoft, you give Microsoft full permission to use them freely.

Chapter 1: Current ratio

The current ratio is a standard measure of any company's financial health. It indicates whether your company is able to meet its current obligations by measuring whether the company has enough assets to cover its liabilities.

After you've created the Current Ratio KPI, refer to the Key Performance Indicators documentation for information about how to display KPIs to Business Portal users.

This information is divided into the following sections:

- *Overview*
- *Create the Current Assets query*
- *Create the Current Liabilities query*
- *Create the Total Current Assets KPI*
- *Create the Total Current Liabilities KPI*
- *Create the Current Ratio KPI*

Overview

You'll need to complete the following steps to create the Current Ratio KPI.

Step	Description	Described in
1. Create the Current Assets query	Displays information about current asset accounts	*Create the Current Assets query* on page 5
2. Create the Current Liabilities query	Displays information about current liability accounts	*Create the Current Liabilities query* on page 6
3. Create the Total Current Assets KPI	Calculates the sum of the account balances from the Current Assets query	*Create the Total Current Assets KPI* on page 7
4. Create the Total Current Liabilities KPI	Calculates the sum of the account balances from the Current Liabilities query	*Create the Total Current Liabilities KPI* on page 9
5. Create the Current Ratio KPI	Divides the Total Current Assets KPI by the Total Current Liabilities KPI	*Create the Current Ratio KPI* on page 10

Create the Current Assets query

Use the following steps to create the Current Assets query, which displays information about current asset accounts.

1. Go to the Financial Queries page.
   Point to **Business Portal** on the top link bar > click **Financial Center** > click **Queries** on the Quick Launch
   -or-
   Click **Financial** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Account**.

3. Select the **Financial Account** query.

4. Click **Modify Query**. The Modify Query page appears.

5. On the **Select Columns** tab, click the plus sign (+) next to **Ledger Transaction Summary**.

6. Select the following columns:

   - **Year**
   - **Period**
   - **Debit Amount**
   - **Credit Amount**
   - **Net Change**

7. Click the **Restrict Rows** tab.

8. Select the **Advanced** option.

9. Restrict the query to the current asset accounts. For example, if you're using the sample company, Fabrikam, Inc., you would restrict the query where segment 2 of the account number is between 1100 and 1399.

10. Click the **Options** tab.

11. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

12. Click **OK** to save your changes. The Financial Queries page reappears, displaying the modified query.

13. Click **Save Query**.

14. On the Modify Query page, name the query **Current Assets**.

15. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Current Liabilities query

Use the following steps to create the Current Liabilities query, which displays information about current liability accounts.

1. Go to the Financial Queries page.
   Point to **Business Portal** on the top link bar > click **Financial Center** > click **Queries** on the Quick Launch
   -or-
   Click **Financial** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Account**.

3. Select the **Financial Account** query.

4. Click **Modify Query**. The Modify Query page appears.

5. On the **Select Columns** tab, click the plus sign (+) next to **Ledger Transaction Summary**.

6. Select the following columns:

    • **Year**
    • **Period**
    • **Debit Amount**
    • **Credit Amount**
    • **Net Change**

7. Click the **Restrict Rows** tab.

8. Select the **Advanced** option.

9. Restrict the query to the current liability accounts. For example, if you're using the sample company, Fabrikam, Inc., you would restrict the query where segment 2 of the account number is between 2100 and 2899.

10. Click the **Options** tab.

11. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

12. Click **OK** to save your changes. The Financial Queries page reappears, displaying the modified query.

13. Click **Save Query**.

14. On the Modify Query page, name the query **Current Liabilities**.

15. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Total Current Assets KPI

Use the following steps to create the Total Current Assets KPI, which displays the sum of the amounts in the current asset accounts.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    • In the **Name** field, type **Total Current Assets**.

    • In the **Description** field, type **Sum of Current Assets**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Current Assets** query, which was created in *Create the Current Assets query* on page 5.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

    •   In the **Column where data is located** field, select **Net Change**.

    •   In the **Type of calculation to perform** list, select **Sum**.

    •   In the **Format the results as** list, select **Currency**.

    •   In the **Number of decimal places** field, type **2**.

9. In the **Time Periods** area, select the **My query has a column that contains fiscal time periods** option and do the following:

    •   In the **Fiscal year column** list, select **Year**.

    •   In the **Fiscal period column** list, select **Period**.

10. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    •   In the **Year** folder, select **Current Year** and **Previous Year**.

    •   In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

11. Click **Next** to open the next Create KPI page.

12. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

13. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

14. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

15. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

16. In the **Save to Folder** area, select the folder the KPI will be saved in.

17. Click **OK** to save the KPI and return to the KPI Management page.

Create the Total Current Liabilities KPI

Use the following steps to create the Total Current Liabilities KPI, which displays the sum of the amounts in the current liability accounts.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

   • In the **Name** field, type **Total Current Liabilities**.

   • In the **Description** field, type **Sum of Current Liabilities**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Current Liabilities** query, which was created in *Create the Current Liabilities query* on page 6.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

   • In the **Column where data is located** list, select **Net Change**.

   • In the **Type of calculation to perform** list, select **Sum**.

   • In the **Format the results as** list, select **Currency**.

   • In the **Number of decimal places** field, type **2**.

9. In the **Time Periods** area, select the **My query has a column that contains fiscal time periods** option and do the following:

   • In the **Fiscal year column** list, select **Year**.

   • In the **Fiscal period column** list, select **Period**.

10. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    • In the **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

11. Click **Next** to open the next Create KPI page.

12. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

13. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

14. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

15. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

16. In the **Save to Folder** area, select the folder the KPI will be saved in.

17. Click **OK** to save the KPI and return to the KPI Management page.

Create the Current Ratio KPI

Use the following procedure to create the Current Ratio KPI, which calculates and displays the value of the total current assets divided by the total current liabilities.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

   • In the **Name** field, type **Current Ratio**.

   • In the **Description** field, type **Current Ratio**.

5. In the **Creation Method** area, select **Use KPI** and click the **Create KPI Equation** button. The Create KPI Equation page appears.

6. Type the following equation:

   "Total Current Assets"/("Total Current Liabilities"*-1)

7. Click **OK**.

8. In the **Data Calculation** area, do the following:

    •   In the **Format the results as** list, select **Number**.

    •   In the **Number of decimal places** field, type **2**.

9. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    •   In the **Year** folder, select **Current Year** and **Previous Year**.

    •   In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

10. Click **Next** to open the next Create KPI page.

11. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

12. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

13. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

14. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

15. In the **Save to Folder** area, select the folder the KPI will be saved in.

16. Click **OK** to save the KPI and return to the KPI Management page.

Chapter 2: Quick ratio

The quick ratio—sometimes referred to as the acid test ratio—measures your company's liquidity by calculating the company's liquid assets in relation to its liabilities.

After you've created the Quick Ratio KPI, refer to the Key Performance Indicators documentation for information about how to display KPIs to Business Portal users.

This information is divided into the following sections:

- *Overview*
- *Create the Cash query*
- *Create the Net Receivables query*
- *Create the Current Liabilities query*
- *Create the Total Cash KPI*
- *Create the Net Receivables KPI*
- *Create the Total Current Liabilities KPI*
- *Create the Quick Ratio KPI*

Overview

You'll need to complete the following steps to create the Quick Ratio KPI.

Step	Description	Described in
1. Create the Cash query	Displays information about cash accounts	*Create the Cash query* on page 13
2. Create the Net Receivables query	Displays information about receivables accounts	*Create the Net Receivables query* on page 14
3. Create the Current Liabilities query	Displays information about current liability accounts	*Create the Current Liabilities query* on page 15
4. Create the Total Cash KPI	Calculates the sum of the account balances from the Cash query	*Create the Total Cash KPI* on page 16
5. Create the Net Receivables KPI	Calculates the sum of the account balances from the Net Receivables query	*Create the Net Receivables KPI* on page 17
6. Create the Total Current Liabilities KPI	Calculates the sum of the account balances from the Current Liabilities query	*Create the Total Current Liabilities KPI* on page 18
7. Create the Quick Ratio KPI	Adds the Total Cash KPI to the Net Receivables KPI and then divides the resulting value by the Total Current Liabilities KPI	*Create the Quick Ratio KPI* on page 19

Create the Cash query

Use the following steps to create the Cash query, which displays information about cash accounts.

1. Go to the Financial Queries page.
   Point to **Business Portal** on the top link bar > click **Financial Center** > click **Queries** on the Quick Launch
   -or-
   Click **Financial** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Account**.

3. Select the **Financial Account** query.

4. Click **Modify Query**. The Modify Query page appears.

5. On the **Select Columns** tab, click the plus sign (+) next to **Ledger Transaction Summary**.

6. Select the following columns:

   - **Year**
   - **Period**
   - **Debit Amount**
   - **Credit Amount**
   - **Net Change**

7. Click the **Restrict Rows** tab.

8. Select the **Advanced** option.

9. Restrict the query to the cash accounts. For example, if you're using the sample company, Fabrikam, Inc., you would restrict the query where segment 2 of the account number is between 1100 and 1199.

10. Click the **Options** tab.

11. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

12. Click **OK** to save your changes. The Financial Queries page reappears, displaying the modified query.

13. Click **Save Query**.

14. On the Modify Query page, name the query **Cash**.

15. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Net Receivables query

Use the following steps to create the Net Receivables query, which displays information about receivables accounts.

1. Go to the Financial Queries page.
   Point to **Business Portal** on the top link bar > click **Financial Center** > click **Queries** on the Quick Launch
   -or-
   Click **Financial** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Account**.

3. Select the **Financial Account** query.

4. Click **Modify Query**. The Modify Query page appears.

5. On the **Select Columns** tab, click the plus sign (+) next to **Ledger Transaction Summary**.

6. Select the following columns:

    - **Year**
    - **Period**
    - **Debit Amount**
    - **Credit Amount**
    - **Net Change**

7. Click the **Restrict Rows** tab.

8. Select the **Advanced** option.

9. Restrict the query to the receivable accounts. For example, if you're using the sample company, Fabrikam, Inc., you would restrict the query where segment 2 of the account number is between 1200 and 1289.

10. Click the **Options** tab.

11. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

12. Click **OK** to save your changes. The Financial Queries page reappears, displaying the modified query.

13. Click **Save Query**.

14. On the Modify Query page, name the query **Net Receivables**.

15. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Current Liabilities query

To create the Current Liabilities query, see the instructions in *Create the Current Liabilities query* on page 6.

Create the Total Cash KPI

Use the following steps to create the Total Cash KPI, which displays the total of the cash accounts.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    • In the **Name** field, type **Total Cash**.

    • In the **Description** field, type **Sum of Cash**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Cash** query, which was created in *Create the Cash query* on page 13.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

    • In the **Column where data is located** field, select **Net Change**.

    • In the **Type of calculation to perform** list, select **Sum**.

    • In the **Format the results as** list, select **Currency**.

    • In the **Number of decimal places** field, type **2**.

9. In the **Time Periods** area, select the **My query has a column that contains fiscal time periods** option and do the following:

    • In the **Fiscal year column** list, select **Year**.

    • In the **Fiscal period column** list, select **Period**.

10. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    • In the **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

11. Click **Next** to open the next Create KPI page.

12. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

13. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

14. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

15. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

16. In the **Save to Folder** area, select the folder the KPI will be saved in.

17. Click **OK** to save the KPI and return to the KPI Management page.

Create the Net Receivables KPI

Use the following steps to create the Net Receivables KPI, which displays the total of the receivables accounts.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

   • In the **Name** field, type **Net Receivables**.

   • In the **Description** field, type **Sum of Net Receivables**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Net Receivables** query, which was created in *Create the Net Receivables query* on page 14.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

   • In the **Column where data is located** field, select **Net Change**.

   • In the **Type of calculation to perform** list, select **Sum**.

- In the **Format the results as** list, select **Currency**.

- In the **Number of decimal places** field, type **2**.

9. In the **Time Periods** area, select the **My query has a column that contains fiscal time periods** option and do the following:

- In the **Fiscal year column** list, select **Year**.

- In the **Fiscal period column** list, select **Period**.

10. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

- In the **Year** folder, select **Current Year** and **Previous Year**.

- In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

11. Click **Next** to open the next Create KPI page.

12. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

13. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

14. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

15. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

16. In the **Save to Folder** area, select the folder the KPI will be saved in.

17. Click **OK** to save the KPI and return to the KPI Management page.

Create the Total Current Liabilities KPI

To create the Total Current Liabilities query, see the instructions in *Create the Total Current Liabilities KPI* on page 9.

Create the Quick Ratio KPI

Use the following steps to create the Quick Ratio KPI, which calculates and displays the value of the total cash and receivables accounts, divided by the total liabilities.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

   • In the **Name** field, type **Quick Ratio**.

   • In the **Description** field, type **Quick Ratio**.

5. In the **Creation Method** area, select **Use KPI** and click the **Create KPI Equation** button. The Create KPI Equation page appears.

6. Type the following equation:

   ("Total Cash"+"Net Receivables")/("Total Current Liabilities"*-1)

7. Click **OK**.

8. In the **Data Calculation** area, do the following:

   • In the **Format the results as** list, select **Number**.

   • In the **Number of decimal places** field, type **2**.

9. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

   • In the **Year** folder, select **Current Year** and **Previous Year**.

   • In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

10. Click **Next** to open the next Create KPI page.

11. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

12. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

13. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

14. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

15. In the **Save to Folder** area, select the folder the KPI will be saved in.

16. Click **OK** to save the KPI and return to the KPI Management page.

Chapter 3: Debt to equity ratio

The debt to equity ratio indicates how much your company is leveraged (in debt) by comparing what is *owed* to what is *owned*.

After you've created the Debt to Equity Ratio KPI, refer to the Key Performance Indicators documentation for information about how to display KPIs to Business Portal users.

This information is divided into the following sections:

- *Overview*
- *Create the Total Liabilities query*
- *Create the Total Equity query*
- *Create the Total Liabilities KPI*
- *Create the Total Equity KPI*
- *Create the Debt to Equity Ratio KPI*

Overview

You'll need to complete the following steps to create the Debt to Equity Ratio KPI.

Step	Description	Described in
1. Create the Total Liabilities query	Displays information about liability accounts	*Create the Total Liabilities query* on page 21
2. Create the Total Equity query	Displays information about equity accounts	*Create the Total Equity query* on page 22
3. Create the Total Liabilities KPI	Calculates the sum of the account balances from the Total Liabilities query	*Create the Total Liabilities KPI* on page 23
4. Create the Total Equity KPI	Calculates the sum of the account balances from the Total Equity query	*Create the Total Equity KPI* on page 25
5. Create the Debt to Equity Ratio KPI	Divides the Total Liabilities KPI by the Total Equity KPI	*Create the Debt to Equity Ratio KPI* on page 26

Create the Total Liabilities query

Use the following steps to create the Total Liabilities query, which displays information about liability accounts.

1. Go to the Financial Queries page.
   Point to **Business Portal** on the top link bar > click **Financial Center** > click **Queries** on the Quick Launch
   -or-
   Click **Financial** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Account**.

3. Select the **Financial Account** query.

4. Click **Modify Query**. The Modify Query page appears.

5. On the **Select Columns** tab, click the plus sign (+) next to **Ledger Transaction Summary**.

6. Select the following columns:

   - **Year**
   - **Period**
   - **Debit Amount**
   - **Credit Amount**
   - **Net Change**

7. Click the **Restrict Rows** tab.

8. Select the **Advanced** option.

9. Restrict the query to the liability accounts. For example, if you're using the sample company, Fabrikam, Inc., you would restrict the query where segment 2 of the account number is between 2000 and 2999.

10. Click the **Options** tab.

11. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

12. Click **OK** to save your changes. The Financial Queries page reappears, displaying the modified query.

13. Click **Save Query**.

14. On the Modify Query page, name the query **Total Liabilities**.

15. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Total Equity query

Use the following steps to create the Total Equity query, which displays information about equity accounts.

1. Go to the Financial Queries page.
   Point to **Business Portal** on the top link bar > click **Financial Center** > click **Queries** on the Quick Launch
   -or-
   Click **Financial** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Account**.

3. Select the **Financial Account** query.

4. Click **Modify Query**. The Modify Query page appears.

5. On the **Select Columns** tab, click the plus sign (+) next to **Ledger Transaction Summary**.

6.   Select the following columns:

   • **Year**
   • **Period**
   • **Debit Amount**
   • **Credit Amount**
   • **Net Change**

7.   Click the **Restrict Rows** tab.

8.   Select the **Advanced** option.

9.   Restrict the query to the equity accounts. For example, if you're using the sample company, Fabrikam, Inc., you would restrict the query where segment 2 of the account number is between 3000 and 3999.

10. Click the **Options** tab.

11. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

12. Click **OK** to save your changes. The Financial Queries page reappears, displaying the modified query.

13. Click **Save Query**.

14. On the Modify Query page, name the query **Total Equity**.

15. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Total Liabilities KPI

Use the following steps to create the Total Liabilities KPI, which displays the total of the liability accounts.

1.   Go to the Site Settings page for the top-level Business Portal web site.

2.   Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3.   In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4.   In the **Name and Description** area, type the following information:

   • In the **Name** field, type **Total Liabilities**.

   • In the **Description** field, type **Sum of Total Liabilities**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Total Liabilities** query, which was created in *Create the Total Liabilities query* on page 21.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

    •   In the **Column where data is located** field, select **Net Change**.

    •   In the **Type of calculation to perform** list, select **Sum**.

    •   In the **Format the results as** list, select **Currency**.

    •   In the **Number of decimal places** field, type **2**.

9. In the **Time Periods** area, select the **My query has a column that contains fiscal time periods** option and do the following:

    •   In the **Fiscal year column** list, select **Year**.

    •   In the **Fiscal period column** list, select **Period**.

10. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    •   In the **Year** folder, select **Current Year** and **Previous Year**.

    •   In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

11. Click **Next** to open the next Create KPI page.

12. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

13. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

14. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

15. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

16. In the **Save to Folder** area, select the folder the KPI will be saved in.

17. Click **OK** to save the KPI and return to the KPI Management page.

Create the Total Equity KPI

Use the following steps to create the Total Equity KPI, which displays the total of the equity accounts.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

   • In the **Name** field, type **Total Equity**.

   • In the **Description** field, type **Sum of Total Equity**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Total Equity** query, which was created in *Create the Total Equity query* on page 22.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

   • In the **Column where data is located** field, select **Net Change**.

   • In the **Type of calculation to perform** list, select **Sum**.

   • In the **Format the results as** list, select **Currency**.

   • In the **Number of decimal places** field, type **2**.

9. In the **Time Periods** area, select the **My query has a column that contains fiscal time periods** option and do the following:

   • In the **Fiscal year column** list, select **Year**.

   • In the **Fiscal period column** list, select **Period**.

10. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

   • In the **Year** folder, select **Current Year** and **Previous Year**.

   • In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

11. Click **Next** to open the next Create KPI page.

12. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

13. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

14. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

15. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

16. In the **Save to Folder** area, select the folder the KPI will be saved in.

17. Click **OK** to save the KPI and return to the KPI Management page.

Create the Debt to Equity Ratio KPI

Use the following steps to create the Debt to Equity Ratio KPI, which calculates and displays the value of the total liabilities divided by the total equity.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    • In the **Name** field, type **Debt to Equity Ratio**.

    • In the **Description** field, type **Debt to Equity Ratio**.

5. In the **Creation Method** area, select **Use KPI** and click the **Create KPI Equation** button. The Create KPI Equation page appears.

6. Type the following equation:

    ("Total Liabilities"*-1)/"Total Equity"

7. Click **OK**.

8. In the **Data Calculation** area, do the following:

   • In the **Format the results as** list, select **Number**.

   • In the **Number of decimal places** field, type **2**.

9. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

   • In the **Year** folder, select **Current Year** and **Previous Year**.

   • In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

10. Click **Next** to open the next Create KPI page.

11. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

12. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

13. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

14. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

15. In the **Save to Folder** area, select the folder the KPI will be saved in.

16. Click **OK** to save the KPI and return to the KPI Management page.

Chapter 4: Debt ratio

The debt ratio indicates the amount of debt your company has taken on relative to the total assets it owns.

After you've created the Debt Ratio KPI, refer to the Key Performance Indicators documentation for information about how to display KPIs to Business Portal users.

This information is divided into the following sections:

Overview

You'll need to complete the following steps to create the Debt Ratio KPI.

Step	Description	Described in
1. Create the Total Liabilities query	Displays information about liability accounts	*Create the Total Liabilities query* on page 29
2. Create the Total Assets query	Displays information about asset accounts	*Create the Total Assets query* on page 29
3. Create the Total Liabilities KPI	Calculates the sum of the account balances from the Total Liabilities query	*Create the Total Liabilities KPI* on page 30
4. Create the Total Assets KPI	Calculates the sum of the account balances from the Total Assets query	*Create the Total Assets KPI* on page 31
5. Create the Debt Ratio KPI	Divides the Total Liabilities KPI by the Total Assets KPI	*Create the Debt Ratio KPI* on page 32

Create the Total Liabilities query

To create the Total Liabilities query, see the instructions in *Create the Total Liabilities query* on page 21.

Create the Total Assets query

Use the following steps to create the Total Assets query, which displays information about asset accounts.

1. Go to the Financial Queries page.
   Point to **Business Portal** on the top link bar > click **Financial Center** > click **Queries** on the Quick Launch
   -or-
   Click **Financial** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Account**.

3. Select the **Financial Account** query.

4. Click **Modify Query**. The Modify Query page appears.

5. On the **Select Columns** tab, click the plus sign (+) next to **Ledger Transaction Summary**.

6. Select the following columns:

    •   **Year**
    •   **Period**
    •   **Debit Amount**
    •   **Credit Amount**
    •   **Net Change**

7. Click the **Restrict Rows** tab.

8. Select the **Advanced** option.

9. Restrict the query to the asset accounts. For example, if you're using the sample company, Fabrikam, Inc., you would restrict the query where segment 2 of the account number is between 1000 and 1999.

10. Click the **Options** tab.

11. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

12. Click **OK** to save your changes. The Financial Queries page reappears, displaying the modified query.

13. Click **Save Query**.

14. On the Modify Query page, name the query **Total Assets**.

15. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Total Liabilities KPI

To create the Total Liabilities KPI, see the instructions in *Create the Total Liabilities KPI* on page 23.

Create the Total Assets KPI

Use the following steps to create the Total Assets KPI, which displays the total of the asset accounts.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    •   In the **Name** field, type **Total Assets**.

    •   In the **Description** field, type **Sum of Total Assets**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Total Assets** query, which was created in *Create the Total Assets query* on page 29.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

    •   In the **Column where data is located** field, select **Net Change**.

    •   In the **Type of calculation to perform** list, select **Sum**.

    •   In the **Format the results as** list, select **Currency**.

    •   In the **Number of decimal places** field, type **2**.

9. In the **Time Periods** area, select the **My query has a column that contains fiscal time periods** option and do the following:

    •   In the **Fiscal year column** list, select **Year**.

    •   In the **Fiscal period column** list, select **Period**.

10. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    •   In the **Year** folder, select **Current Year** and **Previous Year**.

    •   In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

11. Click **Next** to open the next Create KPI page.

12. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

13. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

14. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

15. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

16. In the **Save to Folder** area, select the folder the KPI will be saved in.

17. Click **OK** to save the KPI and return to the KPI Management page.

Create the Debt Ratio KPI

Use the following steps to create the Debt Ratio KPI, which calculates and displays the value of the total liabilities divided by the total assets.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    • In the **Name** field, type **Debt Ratio**.

    • In the **Description** field, type **Debt Ratio**.

5. In the **Creation Method** area, select **Use KPI** and click the **Create KPI Equation** button. The Create KPI Equation page appears.

6. Type the following equation:

    ("Total Liabilities"*-1)/"Total Assets"

7. Click **OK**.

8. In the **Data Calculation** area, do the following:

    • In the **Format the results as** list, select **Number**.

    • In the **Number of decimal places** field, type **2**.

9. In the **Time periods to calculate and include in this KPI** field, select the
    following check boxes:

    • In the **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and
      One Year Ago.

10. Click **Next** to open the next Create KPI page.

11. You can use the fields in the **Alert Ranges** area to set up critical and warning
    alert ranges. These alert ranges indicate when calculated KPI values do not
    meet specified target values. For more information about defining alert ranges,
    see the Key Performance Indicators documentation.

12. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation
    Rate** list.

13. In the **Related KPIs** area, select which KPIs are related to the one you're
    creating. For more information about related KPIs, see the Key Performance
    Indicators documentation.

14. In the **Roles** area, select which roles should be able to view this KPI.

*You also must give the selected roles access to the KPI Default Permission using the
Roles page, so the users within those roles can view the KPIs within the specified web
parts. See the Business Portal Administrator's Guide for more information about
assigning data permissions to roles.*

15. In the **Save to Folder** area, select the folder the KPI will be saved in.

16. Click **OK** to save the KPI and return to the KPI Management page.

Chapter 5: Gross profit margin

The gross profit margin indicates how efficiently your business is using its materials and labor in the production process. It shows the percentage of net sales remaining after subtracting the cost of goods sold (COGS).

After you've created the Gross Profit Margin KPI, refer to the Key Performance Indicators documentation for information about how to display KPIs to Business Portal users.

This information is divided into the following sections:

Overview

You'll need to complete the following steps to create the Gross Profit Margin KPI.

Step	Description	Described in
1. Create the Gross Profit query	Displays information about sales and COGS accounts	*Create the Gross Profit query* on page 35
2. Create the Total Sales query	Displays information about sales accounts	*Create the Total Sales query* on page 36
3. Create the Gross Profit KPI	Calculates the sum of the account balances from the Gross Profit query	*Create the Gross Profit KPI* on page 37
4. Create the Total Sales KPI	Calculates the sum of the account balances from the Total Sales query	*Create the Total Sales KPI* on page 39
5. Create the Gross Profit Margin KPI	Divides the Gross Profit KPI by the Total Sales KPI	*Create the Gross Profit Margin KPI* on page 40

Create the Gross Profit query

Use the following steps to create the Gross Profit query, which displays information about sales and COGS accounts.

1. Go to the Financial Queries page.
   Point to **Business Portal** on the top link bar > click **Financial Center** > click **Queries** on the Quick Launch
   -or-
   Click **Financial** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Account**.

3. Select the **Financial Account** query.

4. Click **Modify Query**. The Modify Query page appears.

5. On the **Select Columns** tab, click the plus sign (+) next to **Ledger Transaction Summary**.

6. Select the following columns:

    - **Year**
    - **Period**
    - **Debit Amount**
    - **Credit Amount**
    - **Net Change**

7. Click the **Restrict Rows** tab.

8. Select the **Advanced** option.

9. Restrict the query to the sales and COGS accounts. For example, if you're using the sample company, Fabrikam, Inc., you would restrict the query where segment 2 of the account number is between 4100 and 4599.
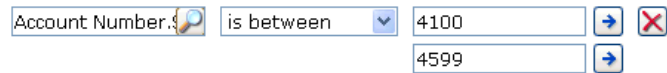
10. Click the **Options** tab.

11. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

12. Click **OK** to save your changes. The Financial Queries page reappears, displaying the modified query.

13. Click **Save Query**.

14. On the Modify Query page, name the query **Gross Profit**.

15. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Total Sales query

Use the following steps to create the Total Sales query, which displays information about sales accounts.

1. Go to the Financial Queries page.
    Point to **Business Portal** on the top link bar > click **Financial Center** > click **Queries** on the Quick Launch
    -or-
    Click **Financial** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Account**.

3. Select the **Financial Account** query.

4. Click **Modify Query**. The Modify Query page appears.

5. On the **Select Columns** tab, click the plus sign (+) next to **Ledger Transaction Summary**.

6. Select the following columns:

    - **Year**
    - **Period**
    - **Debit Amount**
    - **Credit Amount**
    - **Net Change**

7. Click the **Restrict Rows** tab.

8. Select the **Advanced** option.

9. Restrict the query to the current liability accounts. For example, if you're using the sample company, Fabrikam, Inc., you would restrict the query where segment 2 of the account number is between 4100 and 4150.

10. Click the **Options** tab.

11. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

12. Click **OK** to save your changes. The Financial Queries page reappears, displaying the modified query.

13. Click **Save Query**.

14. On the Modify Query page, name the query **Total Sales**.

15. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Gross Profit KPI

Use the following steps to create the Gross Profit KPI, which displays the total of the sales and COGS accounts.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

   • In the **Name** field, type **Gross Profit**.

   • In the **Description** field, type **Gross Profit**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Gross Profit** query, which was created in *Create the Gross Profit query* on page 35.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

   • In the **Column where data is located** field, select **Net Change**.

   • In the **Type of calculation to perform** list, select **Sum**.

   • In the **Format the results as** list, select **Currency**.

   • In the **Number of decimal places** field, type **2**.

9. In the **Time Periods** area, select the **My query has a column that contains fiscal time periods** option and do the following:

   • In the **Fiscal year column** list, select **Year**.

   • In the **Fiscal period column** list, select **Period**.

10. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    • In the **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

11. Click **Next** to open the next Create KPI page.

12. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

13. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

14. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

15. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

16. In the **Save to Folder** area, select the folder the KPI will be saved in.

17. Click **OK** to save the KPI and return to the KPI Management page.

Create the Total Sales KPI

Use the following steps to create the Total Sales KPI, which displays the total of the sales accounts.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

   • In the **Name** field, type **Total Sales**.

   • In the **Description** field, type **Sum of Total Sales**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Total Sales** query, which was created in *Create the Total Sales query* on page 36.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

   • In the **Column where data is located** field, select **Net Change**.

   • In the **Type of calculation to perform** list, select **Sum**.

   • In the **Format the results as** list, select **Currency**.

   • In the **Number of decimal places** field, type **2**.

9. In the **Time Periods** area, select the **My query has a column that contains fiscal time periods** option and do the following:

   • In the **Fiscal year column** list, select **Year**.

   • In the **Fiscal period column** list, select **Period**.

10. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    • In the **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

11. Click **Next** to open the next Create KPI page.

12. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

13. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

14. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

15. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

16. In the **Save to Folder** area, select the folder the KPI will be saved in.

17. Click **OK** to save the KPI and return to the KPI Management page.

Create the Gross Profit Margin KPI

Use the following steps to create the Gross Profit Margin KPI, which calculates and displays the value of the total sales and cost of goods sold, divided by the total sales.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    • In the **Name** field, type **Gross Profit Margin**.

    • In the **Description** field, type **Gross Profit Margin**.

5. In the **Creation Method** area, select **Use KPI** and click the **Create KPI Equation** button. The Create KPI Equation page appears.

6. Type the following equation:

    ("Gross Profit"*-1)/("Total Sales"*-1)*100

7. Click **OK**.

8. In the **Data Calculation** area, do the following:

    • In the **Format the results as** list, select **Percent**.

    • In the **Number of decimal places** field, type **2**.

9. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    • In the **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

10. Click **Next** to open the next Create KPI page.

11. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

12. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

13. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

14. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

15. In the **Save to Folder** area, select the folder the KPI will be saved in.

16. Click **OK** to save the KPI and return to the KPI Management page.

Chapter 6: Return on sales

The return on sales ratio compares after-tax profit to sales. It helps you determine whether your company is making an appropriate return on its sales efforts.

After you've created the Return on Sales KPI, refer to the Key Performance Indicators documentation for information about how to display KPIs to Business Portal users.

This information is divided into the following sections:

- *Overview*
- *Create the Net Profit query*
- *Create the Net Sales query*
- *Create the Net Profit KPI*
- *Create the Net Sales KPI*
- *Create the Return on Sales KPI*

Overview

You'll need to complete the following steps to create the Return on Sales KPI.

Step	Description	Described in
1. Create the Net Profit query	Displays information about sales and expense accounts	*Create the Net Profit query* on page 43
2. Create the Net Sales query	Displays information about sales accounts	*Create the Net Sales query* on page 44
3. Create the Net Profit KPI	Calculates the sum of the account balances from the Net Profit query	*Create the Net Profit KPI* on page 45
4. Create the Net Sales KPI	Calculates the sum of the account balances from the Net Sales query	*Create the Net Sales KPI* on page 47
5. Create the Return on Sales KPI	Divides the Net Profit KPI by the Net Sales KPI	*Create the Return on Sales KPI* on page 48

Create the Net Profit query

Use the following steps to create the Net Profit query, which displays information about sales and expense accounts.

1. Go to the Financial Queries page.
   Point to **Business Portal** on the top link bar > click **Financial Center** > click **Queries** on the Quick Launch
   -or-
   Click **Financial** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Account**.

3. Select the **Financial Account** query.

4. Click **Modify Query**. The Modify Query page appears.

5. On the **Select Columns** tab, click the plus sign (+) next to **Ledger Transaction Summary**.

6. Select the following columns:

- **Year**
- **Period**
- **Debit Amount**
- **Credit Amount**
- **Net Change**

7. Click the **Restrict Rows** tab.

8. Select the **Advanced** option.

9. Restrict the query to the sales and expense accounts. For example, if you're using the sample company, Fabrikam, Inc., you would restrict the query where segment 2 of the account number is between 4000 and 8999.
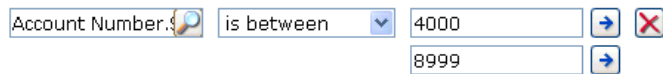
10. Click the **Options** tab.

11. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

12. Click **OK** to save your changes. The Financial Queries page reappears, displaying the modified query.

13. Click **Save Query**.

14. On the Modify Query page, name the query **Net Profit**.

15. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Net Sales query

Use the following steps to create the Net Sales query, which displays information about sales accounts.

1. Go to the Financial Queries page.
   Point to **Business Portal** on the top link bar > click **Financial Center** > click **Queries** on the Quick Launch
   -or-
   Click **Financial** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Account**.

3. Select the **Financial Account** query.

4. Click **Modify Query**. The Modify Query page appears.

5. On the **Select Columns** tab, click the plus sign (+) next to **Ledger Transaction Summary**.

6. Select the following columns:

    • **Year**
    • **Period**
    • **Debit Amount**
    • **Credit Amount**
    • **Net Change**

7. Click the **Restrict Rows** tab.

8. Select the **Advanced** option.

9. Restrict the query to the sales accounts. For example, if you're using the sample company, Fabrikam, Inc., you would restrict the query where segment 2 of the account number is between 4100 and 4199.

10. Click the **Options** tab.

11. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

12. Click **OK** to save your changes. The Financial Queries page reappears, displaying the modified query.

13. Click **Save Query**.

14. On the Modify Query page, name the query **Net Sales**.

15. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Net Profit KPI

Use the following steps to create the Net Profit KPI, which displays the total of the sales and expense accounts.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    • In the **Name** field, type **Net Profit**.

    • In the **Description** field, type **Total Net Profit**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Net Profit** query, which was created in *Create the Net Profit query* on page 43.

7. In the **Data Calculation** area, do the following:

   • In the **Column where data is located** field, select **Net Change**.

   • In the **Type of calculation to perform** list, select **Sum**.

   • In the **Format the results as** list, select **Currency**.

   • In the **Number of decimal places** field, type **2**.

8. In the **Time Periods** area, select the **My query has a column that contains fiscal time periods** option and do the following:

   • In the **Fiscal year column** list, select **Year**.

   • In the **Fiscal period column** list, select **Period**.

9. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

   • In the **Year** folder, select **Current Year** and **Previous Year**.

   • In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

10. Click **Next** to open the next Create KPI page.

11. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

12. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

13. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

14. In the **Roles** area, select which roles should be able to view this KPI.

   You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

15. In the **Save to Folder** area, select the folder the KPI will be saved in.

16. Click **OK** to save the KPI and return to the KPI Management page.

Create the Net Sales KPI

Use the following steps to create the Net Sales KPI, which displays the total of the sales accounts.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

   • In the **Name** field, type **Net Sales**.

   • In the **Description** field, type **Sum of Net Sales**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Net Sales** query, which was created in *Create the Net Sales query* on page 44.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

   • In the **Column where data is located** field, select **Net Change**.

   • In the **Type of calculation to perform** list, select **Sum**.

   • In the **Format the results as** list, select **Currency**.

   • In the **Number of decimal places** field, type **2**.

9. In the **Time Periods** area, select the **My query has a column that contains fiscal time periods** option and do the following:

   • In the **Fiscal year column** list, select **Year**.

   • In the **Fiscal period column** list, select **Period**.

10. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    • In the **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

11. Click **Next** to open the next Create KPI page.

12. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

13. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

14. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

15. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

16. In the **Save to Folder** area, select the folder the KPI will be saved in.

17. Click **OK** to save the KPI and return to the KPI Management page.

Create the Return on Sales KPI

Use the following steps to create the Return on Sales KPI, which calculates and displays the value of the total sales and expense accounts, divided by the total sales accounts.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    • In the **Name** field, type **Return on Sales**.

    • In the **Description** field, type **Return on Sales Ratio**.

5. In the **Creation Method** area, select **Use KPI** and click the **Create KPI Equation** button. The Create KPI Equation page appears.

6. Type the following equation:

    ("Net Profit"*-1)/("Net Sales"*-1)

7. Click **OK**.

8. In the **Data Calculation** area, do the following:

    •   In the **Format the results as** list, select **Number**.

    •   In the **Number of decimal places** field, type **2**.

9. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    •   In the **Year** folder, select **Current Year** and **Previous Year**.

    •   In the **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

10. Click **Next** to open the next Create KPI page.

11. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

12. In the **Recalculation Rate** area, select **Weekly** in the **Default Recalculation Rate** list.

13. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

14. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

15. In the **Save to Folder** area, select the folder the KPI will be saved in.

16. Click **OK** to save the KPI and return to the KPI Management page.

Chapter 7: Customer service levels

The customer service levels indicate the percentage of shipments that are overdue.

After you've created the Customer Service Levels KPI, refer to the Key Performance Indicators documentation for information about how to display KPIs to Business Portal users.

This information is divided into the following sections:

- *Overview*
- *Create the Late Shipments query*
- *Create the All Invoices query*
- *Create the Late Shipments KPI*
- *Create the All Invoices KPI*
- *Create the Customer Service Levels KPI*

Overview

You'll need to complete the following steps to create the Customer Service Levels KPI.

Step	Description	Described in
1. Create the Late Shipments query	Displays information about late shipments	*Create the Late Shipments query* on page 51
2. Create the All Invoices query	Displays information about invoices	*Create the All Invoices query* on page 52
3. Create the Late Shipments KPI	Calculates the number of records in the Late Shipments query	*Create the Late Shipments KPI* on page 53
4. Create the All Invoices KPI	Calculates the number of records in the All Invoices query	*Create the All Invoices KPI* on page 54
5. Create the Customer Service Levels KPI	Divides the Late Shipments KPI by the All Invoices KPI	*Create the Customer Service Levels KPI* on page 56

Create the Late Shipments query

Use the following steps to create the Late Shipments query, which displays information about late shipments.

1. Go to the Sales Queries page.
    Point to **Business Portal** on the top link bar > click **Sales Center** > click **Queries** on the Quick Launch
    -or-
    Click **Sales** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, expand the **Sales Document** > **Sales Invoice Document** node.

3. Select the **Sales Invoice** query.

4. Click **Modify Query**. The Modify Query page appears.

5. Click the **Restrict Rows** tab.

6. Select the **Advanced** option and click the lookup button. The Column Lookup page appears.

7. Click the plus sign (+) next to **Dates**.

8. Select **Actual Ship Date** and click **OK**. The Modify Query page reappears.

9. Select **is greater than** from the list and click the arrow button. The Advanced Restrictions page appears.

10. Select **Compare to**, and then select **Requested Ship Date** from the list that appears.

11. Click **OK**. The Modify Query page reappears. Verify that the page looks like the following.
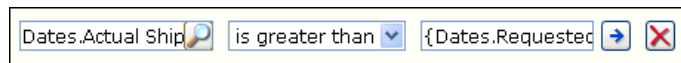
12. Click the **Options** tab.

13. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

14. Click **OK** to save your changes. The Sales Queries page reappears, displaying the modified query.

15. Click **Save Query**.

16. On the Modify Query page, name the query **Late Shipments**.

17. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the All Invoices query

Use the following steps to create the All Invoices query, which displays information about invoices.

1. Go to the Sales Queries page.
   Point to **Business Portal** on the top link bar > click **Sales Center** > click **Queries** on the Quick Launch
   -or-
   Click **Sales** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, expand the **Sales Document** > **Sales Invoice Document** node.

3. Select the **Sales Invoice** query.

4. Click **Modify Query**. The Modify Query page appears.

5. Click the **Options** tab.

6. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

7. Click **OK** to save your changes. The Sales Queries page reappears, displaying the modified query.

8. Click **Save Query**.

9. On the Modify Query page, name the query **All Invoices**.

10. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Late Shipments KPI

Use the following steps to create the Late Shipments KPI, which displays the number of late shipments for your company.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    • In the **Name** field, type **Late Shipments**.

    • In the **Description** field, type **Late Shipments**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Late Shipments** query, which was created in *Create the Late Shipments query* on page 51.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

    • In the **Column where data is located** field, select **Document Amount**.

    • In the **Type of calculation to perform** list, select **Count**.

    • In the **Format the results as** list, select **Number**.

    • In the **Number of decimal places** field, type **0**.

9. In the **Time Periods** area, select the **My query has a column that contains calendar dates** option.

10. In the **Calendar date column** list, select **Document Date**.

11. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

- In the **Calendar** > **Year** folder, select **Current Year** and **Previous Year**.

- In the **Calendar** > **Quarter** folder, select **Current Quarter**, **Previous Quarter**, and **One Year Ago**.

- In the **Calendar** > **Month** folder, select **Current Month**, **Previous Month**, and **One Year Ago**.

- In the **Calendar** > **Week** folder, select **Current Week** and **Previous Week**.

- In the **Calendar** > **Day** folder, select **Current Day** and **Previous Day**.

- In the **Fiscal** > **Year** folder, select **Current Year** and **Previous Year**.

- In the **Fiscal** > **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

12. Click **Next** to open the next Create KPI page.

13. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

14. In the **Recalculation Rate** area, select **Daily** in the **Default Recalculation Rate** list.

15. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

16. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

17. In the **Save to Folder** area, select the folder the KPI will be saved in.

18. Click **OK** to save the KPI and return to the KPI Management page.

Create the All Invoices KPI

Use the following steps to create the All Invoices KPI, which displays the number of invoices for your company.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

   • In the **Name** field, type **All Invoices**.

   • In the **Description** field, type **Number of invoices**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **All Invoices** query, which was created in *Create the All Invoices query* on page 52.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

   • In the **Column where data is located** field, select **Document Amount**.

   • In the **Type of calculation to perform** list, select **Count**.

   • In the **Format the results as** list, select **Number**.

   • In the **Number of decimal places** field, type **0**.

9. In the **Time Periods** area, select the **My query has a column that contains calendar dates** option.

10. In the **Calendar date column** list, select **Document Date**.

11. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    • In the **Calendar** > **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Calendar** > **Quarter** folder, select **Current Quarter**, **Previous Quarter**, and **One Year Ago**.

    • In the **Calendar** > **Month** folder, select **Current Month**, **Previous Month**, and **One Year Ago**.

    • In the **Calendar** > **Week** folder, select **Current Week** and **Previous Week**.

    • In the **Calendar** > **Day** folder, select **Current Day** and **Previous Day**.

    • In the **Fiscal** > **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Fiscal** > **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

12. Click **Next** to open the next Create KPI page.

13. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

14. In the **Recalculation Rate** area, select **Daily** in the **Default Recalculation Rate** list.

15. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

16. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

17. In the **Save to Folder** area, select the folder the KPI will be saved in.

18. Click **OK** to save the KPI and return to the KPI Management page.

Create the Customer Service Levels KPI

Use the following steps to create the Customer Service Levels KPI, which calculates and displays the total number of late shipments divided by the total number of invoices.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    • In the **Name** field, type **Customer Service Levels**.

    • In the **Description** field, type **Percentage of invoices that shipped late**.

5. In the **Creation Method** area, select **Use KPI** and click the **Create KPI Equation** button. The Create KPI Equation page appears.

6. Type the following equation:

    ("Late Shipments"/"All Invoices")*100

7. Click **OK**.

8. In the **Data Calculation** area, do the following:

    • In the **Format the results as** list, select **Percent**.

    • In the **Number of decimal places** field, type **2**.

9. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    • In the **Calendar** > **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Calendar** > **Quarter** folder, select **Current Quarter**, **Previous Quarter**, and **One Year Ago**.

    • In the **Calendar** > **Month** folder, select **Current Month**, **Previous Month**, and **One Year Ago**.

    • In the **Calendar** > **Week** folder, select **Current Week** and **Previous Week**.

    • In the **Calendar** > **Day** folder, select **Current Day** and **Previous Day**.

    • In the **Fiscal** > **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Fiscal** > **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

10. Click **Next** to open the next Create KPI page.

11. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

12. In the **Recalculation Rate** area, select **Daily** in the **Default Recalculation Rate** list.

13. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

14. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

15. In the **Save to Folder** area, select the folder the KPI will be saved in.

16. Click **OK** to save the KPI and return to the KPI Management page.

Chapter 8: Standard purchase orders overdue

You can create a KPI that calculates the percentage of standard purchase orders for your company that haven't been received on time.

After you've created the Standard Purchase Orders Overdue KPI, refer to the Key Performance Indicators documentation for information about how to display KPIs to Business Portal users.

This information is divided into the following sections:

- *Overview*
- *Create the Standard Purchase Orders query*
- *Create the Overdue Standard Purchase Orders query*
- *Create the Standard Purchase Orders KPI*
- *Create the Overdue Standard Purchase Orders KPI*
- *Create the Standard Purchase Orders Overdue KPI*

Overview

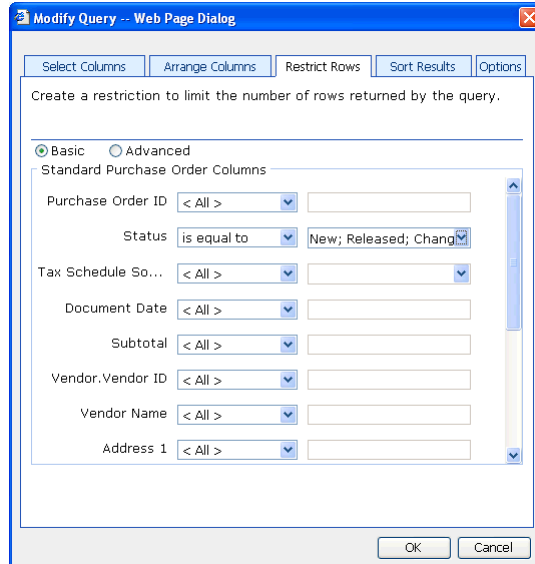You'll need to complete the following steps to create the Standard Purchase Orders Overdue KPI.

Step	Description	Described in
1. Create the Standard Purchase Orders query	Displays information about standard purchase orders	*Create the Standard Purchase Orders query* on page 59
2. Create the Overdue Standard Purchase Orders query	Displays information about overdue standard purchase orders	*Create the Overdue Standard Purchase Orders query* on page 61
3. Create the Standard Purchase Orders KPI	Calculates the number of records in the Standard Purchase Orders query	*Create the Standard Purchase Orders KPI* on page 62
4. Create the Overdue Standard Purchase Orders KPI	Calculates the number of records in the Overdue Standard Purchase Orders query	*Create the Overdue Standard Purchase Orders KPI* on page 64
5. Create the Standard Purchase Orders Overdue KPI	Divides the Overdue Standard Purchase Orders KPI by the Standard Purchase Orders KPI	*Create the Standard Purchase Orders Overdue KPI* on page 65

Create the Standard Purchase Orders query

Use the following steps to create the Standard Purchase Orders query, which displays information about standard purchase orders.

1. Go to the Purchasing Queries page.
   Point to **Business Portal** on the top link bar > click **Purchasing Center** > click **Queries** on the Quick Launch
   -or-
   Click **Purchasing** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Purchase Order**.

3. Select the **Standard Purchase Order** query.

4. Click **Modify Query**. The Modify Query page appears.

5. Click the **Restrict Rows** tab.

6. In the **Status** field, restrict the query to purchase orders with the following statuses:

   - **New**
   - **Released**
   - **Change Order**

7. Click the **Options** tab.

8. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

9. Click **OK** to save your changes. The Purchasing Queries page reappears, displaying the modified query.

10. Click **Save Query**.

11. On the Modify Query page, name the query **Standard Purchase Orders**.

12. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Overdue Standard Purchase Orders query

Use the following steps to create the Overdue Standard Purchase Orders query, which displays information about overdue standard purchase orders.

1. Go to the Purchasing Queries page.
   Point to **Business Portal** on the top link bar > click **Purchasing Center** > click **Queries** on the Quick Launch
   -or-
   Click **Purchasing** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Purchase Order**.

3. Select the **Standard Purchase Order** query.

4. Click **Modify Query**. The Modify Query page appears.

5. Click the **Restrict Rows** tab.

6. Select the **Advanced** option and click the lookup button. The Column Lookup page appears.

7. Select **Status** and click **OK**. The Modify Query page reappears.

8. Select **is equal to** from the list.

9. Restrict the query to purchase orders with the following statuses:

   - **New**
   - **Released**
   - **Change Order**

10. Click the lookup button in the second row. The Column Lookup page appears.

11. Select **Date Promised** and click **OK**. The Modify Query page reappears.

12. Select **is less than** from the list and click the arrow button. The Advanced Restrictions page appears.

13. Select **Variables**, and then select **Today** from the list that appears.

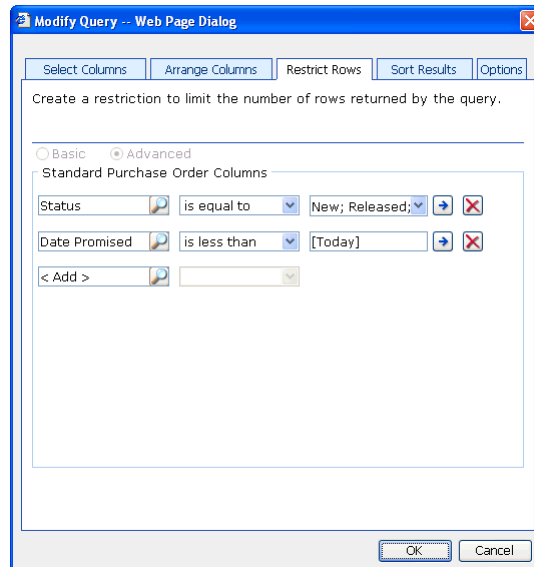14. Click **OK**. The Modify Query page reappears. Verify that the page looks like the following.

15. Click the **Options** tab.

16. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

17. Click **OK** to save your changes. The Purchasing Queries page reappears, displaying the modified query.

18. Click **Save Query**.

19. On the Modify Query page, name the query **Overdue Standard Purchase Orders**.

20. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Standard Purchase Orders KPI

Use the following steps to create the Standard Purchase Orders KPI, which displays the total number of standard purchase orders.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    •   In the **Name** field, type **Standard Purchase Orders**.

    •   In the **Description** field, type **Number of standard purchase orders, excluding closed, canceled, and received purchase orders**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Standard Purchase Orders** query, which was created in *Create the Standard Purchase Orders query* on page 59.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

    •   In the **Column where data is located** field, select **Subtotal**.

    •   In the **Type of calculation to perform** list, select **Count**.

    •   In the **Format the results as** list, select **Number**.

    •   In the **Number of decimal places** field, type **0**.

9. In the **Time Periods** area, select the **My query has a column that contains calendar dates** option.

10. In the **Calendar date column** list, select **Document Date**.

11. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    •   In the **Calendar** > **Year** folder, select **Current Year** and **Previous Year**.

    •   In the **Calendar** > **Quarter** folder, select **Current Quarter**, **Previous Quarter**, and **One Year Ago**.

    •   In the **Calendar** > **Month** folder, select **Current Month**, **Previous Month**, and **One Year Ago**.

    •   In the **Calendar** > **Week** folder, select **Current Week** and **Previous Week**.

    •   In the **Calendar** > **Day** folder, select **Current Day** and **Previous Day**.

    •   In the **Fiscal** > **Year** folder, select **Current Year** and **Previous Year**.

    •   In the **Fiscal** > **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

12. Click **Next** to open the next Create KPI page.

13. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

14. In the **Recalculation Rate** area, select **Daily** in the **Default Recalculation Rate** list.

15. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

16. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

17. In the **Save to Folder** area, select the folder the KPI will be saved in.

18. Click **OK** to save the KPI and return to the KPI Management page.

Create the Overdue Standard Purchase Orders KPI

Use the following steps to create the Overdue Standard Purchase Orders KPI, which displays the total number of overdue standard purchase orders.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    • In the **Name** field, type **Overdue Standard Purchase Orders**.

    • In the **Description** field, type **Number of standard purchase orders that are overdue**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Overdue Standard Purchase Orders** query, which was created in <u>*Create the Overdue Standard Purchase Orders query*</u> on page 61.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

    • In the **Column where data is located** field, select **Subtotal**.

    • In the **Type of calculation to perform** list, select **Count**.

    • In the **Format the results as** list, select **Number**.

    • In the **Number of decimal places** field, type **0**.

9. In the **Time Periods** area, select the **My query has a column that contains calendar dates** option.

10. In the **Calendar date column** list, select **Document Date**.

11. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    • In the **Calendar** > **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Calendar** > **Quarter** folder, select **Current Quarter**, **Previous Quarter**, and **One Year Ago**.

    • In the **Calendar** > **Month** folder, select **Current Month**, **Previous Month**, and **One Year Ago**.

    • In the **Calendar** > **Week** folder, select **Current Week** and **Previous Week**.

    • In the **Calendar** > **Day** folder, select **Current Day** and **Previous Day**.

    • In the **Fiscal** > **Year** folder, select **Current Year** and **Previous Year**.

    • In the **Fiscal** > **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

12. Click **Next** to open the next Create KPI page.

13. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

14. In the **Recalculation Rate** area, select **Daily** in the **Default Recalculation Rate** list.

15. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

16. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

17. In the **Save to Folder** area, select the folder the KPI will be saved in.

18. Click **OK** to save the KPI and return to the KPI Management page.

Create the Standard Purchase Orders Overdue KPI

Use the following steps to create the Standard Purchase Orders Overdue KPI, which calculates and displays the value of the total number of overdue standard purchase orders divided by the total number of standard purchase orders.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

   • In the **Name** field, type **Standard Purchase Orders Overdue**.

   • In the **Description** field, type **Percentage of standard purchase orders that are overdue**.

5. In the **Creation Method** area, select **Use KPI** and click the **Create KPI Equation** button. The Create KPI Equation page appears.

6. Type the following equation:

   ("Overdue Standard Purchase Orders"/"Standard Purchase Orders")*100

7. Click **OK**.

8. In the **Data Calculation** area, do the following:

   • In the **Format the results as** list, select **Percent**.

   • In the **Number of decimal places** field, type **2**.

9. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

   • In the **Calendar** > **Year** folder, select **Current Year** and **Previous Year**.

   • In the **Calendar** > **Quarter** folder, select **Current Quarter**, **Previous Quarter**, and **One Year Ago**.

   • In the **Calendar** > **Month** folder, select **Current Month**, **Previous Month**, and **One Year Ago**.

   • In the **Calendar** > **Week** folder, select **Current Week** and **Previous Week**.

   • In the **Calendar** > **Day** folder, select **Current Day** and **Previous Day**.

   • In the **Fiscal** > **Year** folder, select **Current Year** and **Previous Year**.

   • In the **Fiscal** > **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

10. Click **Next** to open the next Create KPI page.

11. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

12. In the **Recalculation Rate** area, select **Daily** in the **Default Recalculation Rate** list.

13. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

14. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

15. In the **Save to Folder** area, select the folder the KPI will be saved in.

16. Click **OK** to save the KPI and return to the KPI Management page.

Chapter 9: Drop ship purchase orders overdue

You can create a KPI that calculates the percentage of drop ship purchase orders that haven't been received on time.

After you've created the Drop Ship Purchase Orders Overdue KPI, refer to the Key Performance Indicators documentation for information about how to display KPIs to Business Portal users.

This information is divided into the following sections:

- *Overview*
- *Create the Drop Ship Purchase Orders query*
- *Create the Overdue Drop Ship Purchase Orders query*
- *Create the Drop Ship Purchase Orders KPI*
- *Create the Overdue Drop Ship Purchase Orders KPI*
- *Create the Drop Ship Purchase Orders Overdue KPI*

Overview

You'll need to complete the following steps to create the Drop Ship Purchase Orders Overdue KPI.
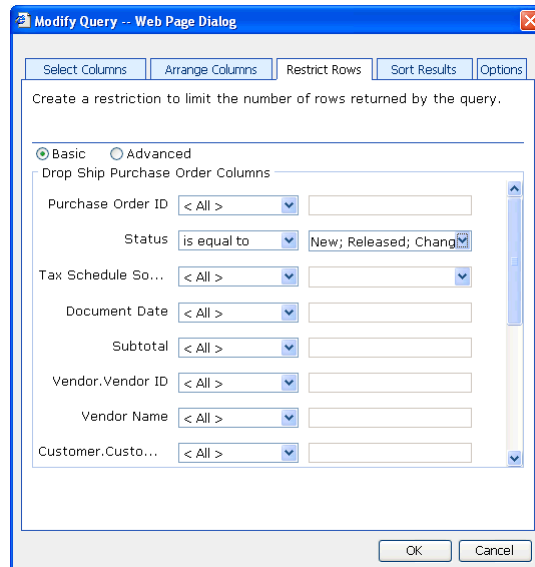
Step	Description	Described in
1. Create the Drop Ship Purchase Orders query	Displays information about drop ship purchase orders	*Create the Drop Ship Purchase Orders query* on page 69
2. Create the Overdue Drop Ship Purchase Orders query	Displays information about overdue drop ship purchase orders	*Create the Overdue Drop Ship Purchase Orders query* on page 71
3. Create the Drop Ship Purchase Orders KPI	Calculates the number of records in the Drop Ship Purchase Orders query	*Create the Drop Ship Purchase Orders KPI* on page 72
4. Create the Overdue Drop Ship Purchase Orders KPI	Calculates the number of records in the Overdue Drop Ship Purchase Orders query	*Create the Overdue Drop Ship Purchase Orders KPI* on page 74
5. Create the Drop Ship Purchase Orders Overdue KPI	Divides the Overdue Drop Ship Purchase Orders KPI by the Drop Ship Purchase Orders KPI	*Create the Drop Ship Purchase Orders Overdue KPI* on page 75

Create the Drop Ship Purchase Orders query

Use the following steps to create the Drop Ship Purchase Orders query, which displays information about drop ship purchase orders.

1. Go to the Purchasing Queries page.
    Point to **Business Portal** on the top link bar > click **Purchasing Center** > click **Queries** on the Quick Launch
    -or-
    Click **Purchasing** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Purchase Order**.

3. Select the **Drop Ship Purchase Order** query.

4. Click **Modify Query**. The Modify Query page appears.

5. Click the **Restrict Rows** tab.

6. In the **Status** field, restrict the query to drop ship purchase orders with the following statuses:

    •   **New**
    •   **Released**
    •   **Change Order**

7. Click the **Options** tab.

8. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

9. Click **OK** to save your changes. The Purchasing Queries page reappears, displaying the modified query.

10. Click **Save Query**.

11. On the Modify Query page, name the query **Drop Ship Purchase Orders**.

12. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Overdue Drop Ship Purchase Orders query

Use the following steps to create the Overdue Drop Ship Purchase Orders query, which displays information about overdue drop ship purchase orders.

1. Go to the Purchasing Queries page.
   Point to **Business Portal** on the top link bar > click **Purchasing Center** > click **Queries** on the Quick Launch
   -or-
   Click **Purchasing** on the top link bar > click **Queries** on the Quick Launch

2. In the **Queries** web part, click the plus sign (+) next to **Purchase Order**.

3. Select the **Drop Ship Purchase Order** query.

4. Click **Modify Query**. The Modify Query page appears.

5. Click the **Restrict Rows** tab.

6. Select the **Advanced** option and click the lookup button. The Column Lookup page appears.

7. Select **Status** and click **OK**. The Modify Query page reappears.

8. Select **is equal to** from the list.

9. Restrict the query to drop ship purchase orders with the following statuses:

   - **New**
   - **Released**
   - **Change Order**

10. Click the lookup button in the second row. The Column Lookup page appears.

11. Select **Date Promised** and click **OK**. The Modify Query page reappears.

12. Select **is less than** from the list and click the arrow button. The Advanced Restrictions page appears.

13. Select **Variables**, and then select **Today** from the list that appears.

14. Click **OK**. The Modify Query page reappears. Verify that the page looks like the following.

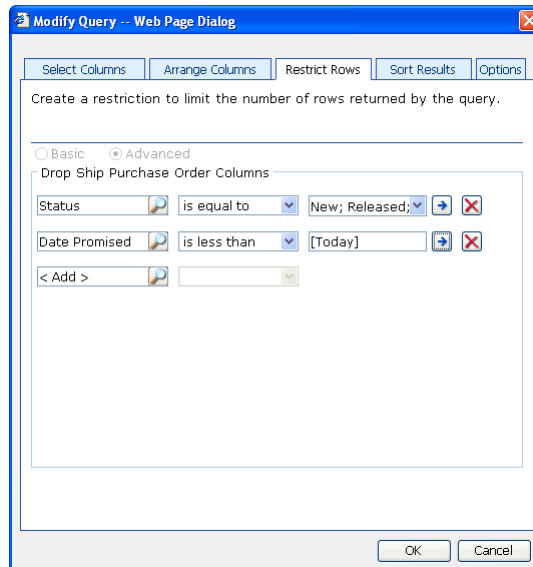15. Click the **Options** tab.

16. Select a company from the list. You must select a specific company from the list; do not select the **<Any>** option.

17. Click **OK** to save your changes. The Purchasing Queries page reappears, displaying the modified query.

18. Click **Save Query**.

19. On the Modify Query page, name the query **Overdue Drop Ship Purchase Orders**.

20. Click **Save** to save the query. You must store the query in a shared folder if it will be used to create a KPI. See the Key Performance Indicators documentation for more information.

Create the Drop Ship Purchase Orders KPI

Use the following steps to create the Drop Ship Purchase Orders KPI, which displays the total number of drop ship purchase orders.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

    •   In the **Name** field, type **Drop Ship Purchase Orders**.

    •   In the **Description** field, type **Number of drop ship purchase orders, excluding closed, canceled, and received purchase orders**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Drop Ship Purchase Orders** query, which was created in *Create the Drop Ship Purchase Orders query* on page 69.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

    •   In the **Column where data is located** field, select **Subtotal**.

    •   In the **Type of calculation to perform** list, select **Count**.

    •   In the **Format the results as** list, select **Number**.

    •   In the **Number of decimal places** field, type **0**.

9. In the **Time Periods** area, select the **My query has a column that contains calendar dates** option.

10. In the **Calendar date column** list, select **Document Date**.

11. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    •   In the **Calendar** > **Year** folder, select **Current Year** and **Previous Year**.

    •   In the **Calendar** > **Quarter** folder, select **Current Quarter**, **Previous Quarter**, and **One Year Ago**.

    •   In the **Calendar** > **Month** folder, select **Current Month**, **Previous Month**, and **One Year Ago**.

    •   In the **Calendar** > **Week** folder, select **Current Week** and **Previous Week**.

    •   In the **Calendar** > **Day** folder, select **Current Day** and **Previous Day**.

    •   In the **Fiscal** > **Year** folder, select **Current Year** and **Previous Year**.

    •   In the **Fiscal** > **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

12. Click **Next** to open the next Create KPI page.

13. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

14. In the **Recalculation Rate** area, select **Daily** in the **Default Recalculation Rate** list.

15. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

16. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

17. In the **Save to Folder** area, select the folder the KPI will be saved in.

18. Click **OK** to save the KPI and return to the KPI Management page.

Create the Overdue Drop Ship Purchase Orders KPI

Use the following steps to create the Overdue Drop Ship Purchase Orders KPI, which displays the total number of overdue drop ship purchase orders.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

   • In the **Name** field, type **Overdue Drop Ship Purchase Orders**.

   • In the **Description** field, type **Number of drop ship purchase orders that are overdue**.

5. In the **Creation Method** area, select **Use Query** and click the **Use Existing Query** button. The Select Query page appears.

6. Select the **Overdue Drop Ship Purchase Orders** query, which was created in *Create the Drop Ship Purchase Orders KPI* on page 72.

7. Click **Select and Close**.

8. In the **Data Calculation** area, do the following:

   • In the **Column where data is located** field, select **Subtotal**.

   • In the **Type of calculation to perform** list, select **Count**.

   • In the **Format the results as** list, select **Number**.

   • In the **Number of decimal places** field, type **0**.

9. In the **Time Periods** area, select the **My query has a column that contains calendar dates** option.

10. In the **Calendar date column** list, select **Document Date**.

11. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

    •   In the **Calendar** > **Year** folder, select **Current Year** and **Previous Year**.

    •   In the **Calendar** > **Quarter** folder, select **Current Quarter**, **Previous Quarter**, and **One Year Ago**.

    •   In the **Calendar** > **Month** folder, select **Current Month**, **Previous Month**, and **One Year Ago**.

    •   In the **Calendar** > **Week** folder, select **Current Week** and **Previous Week**.

    •   In the **Calendar** > **Day** folder, select **Current Day** and **Previous Day**.

    •   In the **Fiscal** > **Year** folder, select **Current Year** and **Previous Year**.

    •   In the **Fiscal** > **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

12. Click **Next** to open the next Create KPI page.

13. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

14. In the **Recalculation Rate** area, select **Daily** in the **Default Recalculation Rate** list.

15. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

16. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

17. In the **Save to Folder** area, select the folder the KPI will be saved in.

18. Click **OK** to save the KPI and return to the KPI Management page.

Create the Drop Ship Purchase Orders Overdue KPI

Use the following steps to create the Drop Ship Purchase Orders Overdue KPI, which calculates and displays the value of the total number of overdue drop ship purchase orders divided by the total number of drop ship purchase orders.

1. Go to the Site Settings page for the top-level Business Portal web site.

2. Under **Key Performance Indicators**, click **KPI management**. The KPI Management page appears.

3. In the **Pick a Task** area of the **KPI List** web part, click **Create a new KPI** to open the Create KPI page.

4. In the **Name and Description** area, type the following information:

   • In the **Name** field, type **Drop Ship Purchase Orders Overdue**.

   • In the **Description** field, type **Percentage of drop ship purchase orders that are overdue**.

5. In the **Creation Method** area, select **Use KPI** and click the **Create KPI Equation** button. The Create KPI Equation page appears.

6. Type the following equation:

   ("Overdue Drop Ship Purchase Orders"/"Drop Ship Purchase Orders")*100

7. Click **OK**.

8. In the **Data Calculation** area, do the following:

   • In the **Format the results as** list, select **Percent**.

   • In the **Number of decimal places** field, type **2**.

9. In the **Time periods to calculate and include in this KPI** field, select the following check boxes:

   • In the **Calendar** > **Year** folder, select **Current Year** and **Previous Year**.

   • In the **Calendar** > **Quarter** folder, select **Current Quarter**, **Previous Quarter**, and **One Year Ago**.

   • In the **Calendar** > **Month** folder, select **Current Month**, **Previous Month**, and **One Year Ago**.

   • In the **Calendar** > **Week** folder, select **Current Week** and **Previous Week**.

   • In the **Calendar** > **Day** folder, select **Current Day** and **Previous Day**.

   • In the **Fiscal** > **Year** folder, select **Current Year** and **Previous Year**.

   • In the **Fiscal** > **Fiscal Period** folder, select **Current Period**, **Previous Period**, and **One Year Ago**.

10. Click **Next** to open the next Create KPI page.

11. You can use the fields in the **Alert Ranges** area to set up critical and warning alert ranges. These alert ranges indicate when calculated KPI values do not meet specified target values. For more information about defining alert ranges, see the Key Performance Indicators documentation.

12. In the **Recalculation Rate** area, select **Daily** in the **Default Recalculation Rate** list.

13. In the **Related KPIs** area, select which KPIs are related to the one you're creating. For more information about related KPIs, see the Key Performance Indicators documentation.

14. In the **Roles** area, select which roles should be able to view this KPI.

You also must give the selected roles access to the KPI Default Permission using the Roles page, so the users within those roles can view the KPIs within the specified web parts. See the Business Portal Administrator's Guide for more information about assigning data permissions to roles.

15. In the **Save to Folder** area, select the folder the KPI will be saved in.

16. Click **OK** to save the KPI and return to the KPI Management page.