Speed Demo Short-Script Demo Scenario:

SAP Smart Business for Extended Warehouse Management

Last Updated: October 28th 2014

External Speed Demo URL: http://demo.tdc.sap.com/speeddemo/bccccdc330584423

One paragraph story-line Summary:

Smart Business for Extended Warehouse Management provides capabilities for operational monitoring of Inbound Delivery and Outbound Delivery Processing.

It is intended for use by warehouse shift supervisor for the purpose of workload planning and execution monitoring, easy and fast identification of execution exceptions like overdue or outstanding process steps and shall enable to implement fast counter measures already during the actual shift.

What are the key messages your audience needs to take from this demo?

SAP Smart Business for Extended Warehouse Management helps customers to:

1. Provide real-time insight into operational performance in the area of outbound, inbound, and warehouse internal related process related to outbound or inbound deliveries.

2. Efficient analysis of current operational performance and exceptions (overdue) situation in one or multiple warehouses

3. Understand the changes of the operational performance situation compared to previous hours or shift

4. Support short term labor planning by workload forecast

Chapter Overviews:

Scene 1: Inbound Monitoring

The scene shows an example personalized launchpad with KPI tiles for a shift supervisor Bill who is in charge of warehouse receiving process supervision during an afternoon shift from 2 pm to 10 pm. The Launchpad is configured to have 3 areas for different purposes: open workload monitoring, overdue and outstanding process step identification, and simple judgment on the overall execution quality of the current shift (and the 2 predecessor shifts). Please note that the launchpad, the details of the KPI tiles, and also the drill-down apps which are invoked when clicking onto a KPI tile are just examples. They have to be configured within the customer system landscape according to specific needs of the specific shift supervisor.

Open Workload Monitoring

The shift supervisor Bill first wants to get information on the number of already arrived trucks at the warehouse for which the receiving and put-away process is not yet completed. By a click onto the tile 'Number of Inbound Deliveries Pending' the default drill-down app 'By Arrival Status' is shown and provides the desired overview. Another drill-down app provides visibility on the actual arrival time of the not yet completed inbound deliveries.

Now Bill wants to get more insight into these open inbound processes and for this purpose he uses drill down apps of the KPI tile 'Number of Inbound Delivery Items Pending'. For this KPI tile there are additional views configured which provide information for example about the receiving warehouse door and the planned put-away storage type. There are also several filter criteria provided in the upper area of the drill down apps. The filters together with the different drill down app views provide insight into process step status (i.e. unloading/goods receiving or put-away) while also providing information on where these process steps are planned to be done. This enables Bill to plan the open workload during the current shift by providing the answer to the question: how much of a specific process step has to be done where in the warehouse during the remaining time period of my current shift? Bill could do analogous drill down analytics with the KPI tiles 'Volume of Inbound Delivery Items Pending' and 'Gross Weight of Inbound Delivery Items Pending' if he is interested in the volume/weight as a measure for the amount of open workload. Bill can do this kind of open workload analysis at the beginning of his shift, and also several times during the shift execution, and at the end of his current shift. The system always provides him accurate up to date information based on the transactional data of SAP Extended Warehouse Management.

Identifying Open and Outstanding Process Steps

During the ongoing shift Bill is very interested in identifying execution exceptions very early to be able to implement counter measures soon and thus safeguard the operational excellence of the warehouse area under his supervision.

By identifying overdue arrivals of trucks he is enabled to contact the respective Carrier (see drill down view 'By Delivery' of KPI tile 'Overdue Arrivals Late by more than 60 Min'). This will enable to adjust the planned arrival time and this will help him to perform a better open workload planning during the remaining hours of his shift.

Identifying outstanding starts of unloading for trucks, which already arrived some time ago, will enable Bill to assure a timely processing of trucks which do not belong the fleet owned by his company. For these trucks penalties might have to be paid to the carrier company if the truck has to wait a longer time at the warehouse. The drill-down views show him the warehouse doors which are planned to be used for the unloading / receiving, and the drill down views also show the related carrier companies. A filter on the 'Inbound Delivery Type' allows him to filter deliveries from vendors against company internal stock transfer order deliveries. Bill gets further support for this task of assuring timely processing of trucks by identifying the number of outstanding goods receipt completions and by using the several drill-down views of this KPI tile 'number of outstanding goods receipt completions'.

Bill also has to assure that the warehouse internal inbound / put-away process is performed in a timely manner. It may have less priority compared to the timely unloading / receiving of trucks, but outstanding put-away would lead to goods overcrowded staging bins where the goods are waiting for put-away. Bill uses the KPI tiles 'Putaway Outstanding Completion' to identify the staging bays with a high amount of goods waiting for put-away. The drill-down view enables to specifically analyze per single staging bay the time distribution of the arrival time of the truck at the warehouse. This provides a good indication on how long the put-away is already outstanding. The drill-down view 'By Delivery' also provides insight on the planned put-away activity area. The activity area is typically linked to a group of warehouse workers, and as such it is enabling Bill to identify the group of workers who are responsible for the delay in put-away. The KPI tile 'Putaway Outstanding Compl. – Staging Bays' is used by Bill to directly see on the launchpad the top three staging bays which have the highest number of inbound delivery items awaiting their put-away processing.

Bill is also interested to get already during the current ongoing shift some information on the overall quality of the work execution of the team under his supervision. The KPI tile 'Average Waiting Time in Yard' provides him a simple measure which indicates if there are delays in processing receiving trucks (which has highest priority for him). He can see with the drill-down view 'By Arrival Time' the time periods of his current shift where such exceptions happened. This chart also enables him to see a trend over time during his current shift for this quality KPI. The drill-down view 'By Door' allows him to identify if specific warehouse doors are highly affected (i.e. specific sub-teams of his shift) and he can also drill-down to see the affected carriers who suffered from long lasting unloading/receiving process. Bill can also have a look to the latest two predecessor shifts (in

case of 3 shifts per day) in order to see if a bad processing quality may be due to issues which already happened in previous shifts, i.e. that there was already a backlog of waiting trucks originating from previous shifts.

Scene 2: Outbound Monitoring

The scene shows an example personalized launchpad with KPI tiles for a shift supervisor Marc who is in charge of warehouse outbound process supervision during an afternoon shift from 2 pm to 10 pm. The Launchpad is configured to have 3 areas for different purposes: open workload monitoring, overdue process step identification and simple judgment on the overall outbound fulfillment quality of the current shift Please note that the launchpad, the details of the KPI tiles and also the drill-down apps which are invoked when clicking onto a KPI tile are just examples and have to be configured within the customer system landscape according to specific needs of the specific shift supervisor.

The tasks of Marc are analogous to the tasks of Bill (see above, this is the shift supervisor for inbound processing). As such the KPI launchpad of Marc provides similar capabilities and just differs in terms of warehouse structure (i.e. outbound staging area instead of receiving staging bay) and process steps (i.e. goods issue instead of goods receiving, picking instead of put-away). Marc's highest concern is about safeguarding that goods issue can be done at the planned point in time with all planned goods being loaded on that shipment. This is why all open workload planning, as well as identifying overdue process steps , and also judgment of the fulfillment quality if the current shift is all based on the planned post goods issue date and time and the actual post goods issue date and time.

www.sap.com