



# Spend Manager User Guide

Basware P2P 18.2

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# 1 Getting Started

## 1.1 Key Performance Indicators

The Spend Manager module consists of Key Performance Indicators (KPIs) for the following areas:

- Purchasing
- Invoicing
- Travel and Expense
- See-Manage-Save
- Benchmarking
- Asset
- Work Order
- Budget
- Inventory

The KPIs are designed to help administrators and managers understand how their P2P process is working, identify areas of improvement, and spot any problem areas.

To access KPIs, you need **one** of the following to be enabled:

- Spend Manager module - grants access to KPIs from the dashboard
- permission 22 - Manage Reports
- permission 23 - Run Reports

The permissions give you access to **Ad Hoc Reporting**, from which you can also access KPIs. KPIs and Ad Hoc Reporting are found in the **Spend Manager** dropdown menu from the Dashboard.

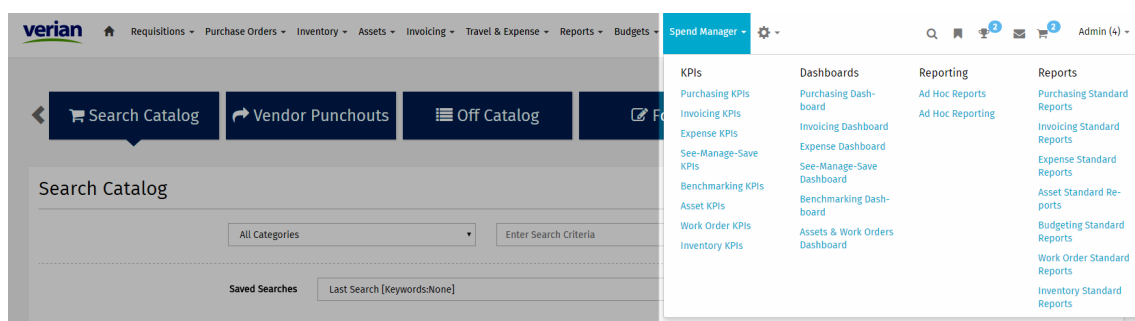


Figure 1: Spend Manager menu

### 1.1.1 Access Spend Manager KPIs with Spend Manager enabled

To access KPIs with this method, you must have access to the Spend Manager module. Additionally, you must have at least one of the following permissions:

- 4003 - Can Access Purchasing KPIs

- 4004 - Can Access Invoicing KPIs
- 4005 - Can Access Expense KPIs
- 4006 - Can Access See-Manage-Save KPIs
- 4007 - Can Access Asset KPIs
- 4008 - Can Access Budget KPIs
- 4009 - Can Access Inventory KPIs
- 4010 - Manage Spend Manager

To access KPIs:



1. From the Dashboard, click **Spend Manager**.
2. Select the KPI area you want to access, such as **Purchasing KPIs**.
3. Click the *Report* dropdown and click the KPI to view.

The KPI data will automatically load on the page.

### 1.1.2 Access Spend Manager KPIs via Ad Hoc Reporting

**Location:** **Spend Manager > Ad Hoc Reporting**. This opens a new tab with the Reporting interface.

You must have one of the following permissions to access KPIs via Ad Hoc Reporting:

- 22 - Manage Reports
- 23 - Run Reports

To access KPIs via Ad Hoc Reporting:



1. From the top toolbar, navigate to **View > Repository**.
2. In the Folders area to the left, expand **Public > Dashboard Reports**.
3. Expand the folder for the KPIs you wish to view. The list of available KPIs displays in the Repository pane.
4. Click the KPI to view.

## 2 Purchasing KPIs

### 2.1 Overview of Purchasing KPIs

The Purchasing KPIs comprise of measures that are useful for the Procurement Operations department in the organization. The two main goals of these KPIs are to guide improvements in processes for efficiency gains and to bring spend under control for higher savings.

The following permission is required to access Purchasing KPIs:

- 4003 - Can Access Purchasing KPIs

Additionally, please note that all purchase order reports include only vendors who have at least one purchase order in the system.

#### 2.1.1 KPI - Average Lead Time

KPI Description:

Displays the average lead time in days for items by location, vendor, or item category. The lead times are displayed in descending order. Each item received is analyzed against the date PO was placed to determine the average lead time.

Business Case:

This KPI can be used in multiple ways by an organization:

- It can measure or improve vendor performance.
- Data for categories with unusually high lead times can be analyzed to improve efficiency.
- Item categories with unusually high lead times can be analyzed to improve efficiency.

Input Parameters	Start Date, End Date, and Analyze By
Drill down Available?	Yes

#### 2.1.2 KPI - Average Request Approval Time by Approver

KPI Description:

Displays a bar graph of the average time in days it takes for an approver to approve requests in his queue. This KPI has the option to display the top 10 fastest or slowest approvers.

Business Case:

The KPI can be used to improve inefficiencies in the approval process by identifying the approvers taking the longest time to approve in the system. Best practices from the fastest approvers can be analyzed and adopted by other users.

Input Parameters	Start Date, End Date, and Refined By
Drill down Available?	Yes

### 2.1.3 KPI - Average Request Approval Time by Location

KPI Description:

Displays a bar graph of the average time in days it takes for approvers at a particular location to approve requests. The user has the option to display the top 10 locations with the fastest or slowest approval times.

Business Case:

This KPI can be used to identify inefficiencies at particular locations that are taking longer than usual to approve order requests. Best practices from the fastest locations can be analyzed and adopted organization-wide.

Input Parameters	Start Date, End Date, and Refined By
Drill down Available?	Yes

### 2.1.4 KPI - Average Request Approval Time Trend

KPI Description:

Displays a line graph of the monthly average request approval time (in days) for the previous 12 months, not including the current month.

Business Case:

This KPI can be used to measure the impact of the approval process improvements in the organization.

Input Parameters	None
Drill down Available?	No

### 2.1.5 KPI - Request to PO Turnaround Time

KPI Description:



Displays the average time in days it takes a request to become a PO by location or PO creator, as well as the total PO count for each location or creator. This KPI has the option to display the slowest 10 locations/PO creators or fastest 10 locations/PO creators.

Business Case:

This KPI can be used to measure the efficiency of current purchasing processes and improve them. Particular locations or PO creators that are slow can be addressed and best practices from the fastest locations or PO creators can be adopted organization wide.

Input Parameters	Start Date, End Date, Analyze By, and Refined By
Drill down Available?	Yes

### 2.1.6 KPI - Off Catalog Contract Spend

KPI Description:

Displays a bar graph of off contract spend for vendors with contracts tied to them. Off contract spend includes purchasing spend and non-PO spend for the vendor. It displays the top 10 vendors with off contract spend in descending order.

Business Case:

This KPI can be used to measure the utilization of existing contracts for spend in the system. The data can be used to negotiate better prices with the vendor for the off contract spend or add those items to a vendor contract.

Input Parameter	Start Date and End Date
Drill down Available?	Yes

### 2.1.7 KPI - Off Catalog Spend by Vendor

KPI Description:

Displays the top 10 vendors with off catalog spend in the system. Bar graph includes transaction count and spend total for each vendor.

Business Case:

This KPI can be used to measure where spend is happening outside the control of the purchasing department to better manage it. The data can be analyzed to create catalogs for vendors with high off catalog spend and negotiate contracts with them to save the organization money.

Input Parameter	Start Date and End Date
-----------------	-------------------------

Drill down Available?	Yes
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### 2.1.8 KPI - Item Return Rate

#### KPI Description:

Displays a bar graph by location or vendor with the total item receipts and returns that have occurred. The data is displayed for the top 10 locations/vendors with the highest returns.

#### Business Case:

This KPI can be used to measure vendor performance by analyzing vendors that have a high item return rate. Drill downs can also be used to analyze locations with unusually high return rates and identify opportunities to improve processes.

Input Parameter	Start Date, End Date, and Analyze By
Drill down Available?	Yes

### 2.1.9 KPI - Top 10 Categories by Requesting Spend

#### KPI Description:

Displays a bar graph of the top 10 categories with highest requesting spend in the system, by transaction count and spend total.

#### Business Case:

This KPI can be used to see the highest categories of spend in the system. The visibility of these categories leads to creating contracts with the vendors to ensure the organization acquires the best prices for the items. Data can be analyzed to drive more spend per category through fewer suppliers to achieve volume discounts.

Input Parameter	Start Date and End Date –
Drill down Available?	Yes

### 2.1.10 KPI - Top 10 Locations by Requesting Spend

#### KPI Description:

Displays a bar graph of the top 10 locations or location groups with highest requesting spend in the system, by transaction count and spend total.

#### Business Case:

This KPI can be used to identify locations with the highest spend in the system. This data helps the organization verify that processes are followed and any uncontrolled spend is effectively managed.

Input Parameter	Start Date, End Date, and Analyze By
Drill down Available?	Yes

### 2.1.11 KPI - Total PO Spend

KPI Description:

Displays a bar graph of the top locations, vendors, categories or location groups by PO spend total.

Business Case:

This KPI can be used to see the highest areas of spend per location, vendor, category, or location group. The data can be analyzed to manage uncontrolled spend by negotiating new contracts and improving processes to make sure the organization is getting the best prices for the items.

Input Parameter	Start Date, End Date, and Analyze By
Drill down Available?	Yes

### 2.1.12 KPI - Vendor PO Distribution

KPI Description:

Displays the number of vendors used to order items on a PO. The data is split for vendors that have 1 PO, between 1 and 10 POs, between 11 100 POs, and vendors with 100+ POs.

Business Case:

This KPI can be used to consolidate the vendors in the system by analyzing vendors used for one-off purchases and determining if those items can be bought from more frequently used vendors at a better price.

Input Parameter	Start Date and End Date
Drill down Available?	Yes

### 2.1.13 KPI - List Price Savings by Supplier

KPI Description:

This KPI shows the amount that has been saved when purchasing any item from the specified suppliers during the selected timeframe.

This amount is calculated in one of two ways:

- If the item purchased was imported into the catalog with a list price, the List Price Savings is the difference between the price imported into the catalog for the item and the price actually charged by the supplier.
- If the item purchased does not have a list price, but is part of a contract with the supplier, the list price savings is calculated based on the **Percentage savings off list price** set in the contract.

The list price savings are recalculated upon reconciliation, if an item's price on reconciliation is different than it was in the shopping cart.

#### Business Case:

Businesses can use list price savings to track the benefits of ordering through the catalog or on contract vs ordering off-catalog. This help reinforce good procurement practices and help businesses make the “case” for ordering through their system instead of elsewhere.

Input Parameter	Start date End date Supplier
Drill down Available?	No

### 2.1.14 KPI - List Price Savings by Contract

#### KPI Description:

This KPI shows the amount that has been saved when purchasing any item from a specified contracts during the selected timeframe.

This amount is calculated in one of two ways:

- If the item purchased was imported into the catalog with a list price, the List Price Savings is the difference between the price imported into the catalog for the item and the price actually charged by the supplier.
- If the item purchased does not have a list price, but is part of a contract with the supplier, the list price savings is calculated based on the **Percentage savings off list price** set in the contract.

The list price savings are recalculated upon reconciliation, if an item's price on reconciliation is different than it was in the shopping cart.

#### Business Case:

Businesses can use list price savings to track the benefits of ordering through the catalog or on contract vs ordering off-catalog. This help reinforce good procurement practices and help businesses make the “case” for ordering through their system instead of elsewhere.

Input Parameter	Start date End date Contract
Drill down Available?	No

### 2.1.15 KPI - List Price Savings by Item

#### KPI Description:

This KPI shows the amount that has been saved when purchasing the specified items or item categories during the selected timeframe.

This amount is calculated in one of two ways:

- If the item purchased was imported into the catalog with a list price, the List Price Savings is the difference between the price imported into the catalog for the item and the price actually charged by the supplier.
- If the item purchased does not have a list price, but is part of a contract with the supplier, the list price savings is calculated based on the **Percentage savings off list price** set in the contract.

The list price savings are recalculated upon reconciliation, if an item's price on reconciliation is different than it was in the shopping cart.

#### Business Case:

Businesses can use list price savings to track the benefits of ordering through the catalog or on contract vs ordering off-catalog. This help reinforce good procurement practices and help businesses make the “case” for ordering through their system instead of elsewhere.

Input Parameter	Start date End date Item Item SKU Item Category
Drill down Available?	No

### 2.1.16 KPI - List Price Savings by User

#### KPI Description:

This KPI shows the amount that has been saved by the selected users when purchasing any item during the selected timeframe.

This amount is calculated in one of two ways:

- If the item purchased was imported into the catalog with a list price, the List Price Savings is the difference between the price imported into the catalog for the item and the price actually charged by the supplier.
- If the item purchased does not have a list price, but is part of a contract with the supplier, the list price savings is calculated based on the **Percentage savings off list price** set in the contract.

The list price savings are recalculated upon reconciliation, if an item's price on reconciliation is different than it was in the shopping cart.

Business Case:

Businesses can use list price savings to track the benefits of ordering through the catalog or on contract vs ordering off-catalog. This help reinforce good procurement practices and help businesses make the “case” for ordering through their system instead of elsewhere.

Input Parameter	Start date End date User
Drill down Available?	No

## 3 Invoicing KPIs

### 3.1 Overview of Invoicing KPIs

The invoicing KPIs comprise of measures that are useful for purchasing, operations, and accounts payable departments in the organization. The main goals of these KPIs are to guide improvements in processes for efficiency gains, measure vendor performance, and manage spend for higher savings.

The following permission is required to access Invoicing KPIs:

- 4004 - Can Access Invoicing KPIs

#### 3.1.1 KPI - Average Invoice Approval Time by Approver

KPI Description:

Displays the average time in days it takes for an approver to approve invoices in his queue. This KPI has the option to display the top 10 fastest or slowest approvers.

Business Case:

This KPI can be used to improve inefficiencies in the invoice approval process by addressing the issues behind approvers taking the longest time to approve. Best practices from the fastest approvers can be analyzed and adopted by other users.

Input Parameters	Start Date, End Date, and Refined By
Drill down Available?	Yes

#### 3.1.2 KPI - Average Invoice Approval Time by Location

KPI Description:

Displays the average time in days it takes for approvers at specific locations to approve invoices. This KPI has the option to display the top 10 fastest or slowest locations.

Business Case:

This KPI can be used to improve inefficiencies at specific locations that take longer than usual to approve invoices. Best practices from the fastest locations can be analyzed and adopted organization wide usage.

Input Parameters	Start Date, End Date, and Refined By
Drill down Available?	Yes

### 3.1.3 KPI - Average Invoice Processing Time

#### KPI Description:

Displays the average time in days it takes invoices to be entered into the system and sent for payment, grouped by location or vendor. This KPI has the option to display the top 10 fastest or slowest locations/vendors.

#### Business Case:

This KPI can be used to improve inefficiencies at specific locations to better manage processing and paying invoices. This KPI can also be used to analyze data to better manage specific vendor with invoices that take too long to process and to understand why this happens.

Input Parameters	Start Date, End Date, and Analyze By
Drill down Available?	Yes

### 3.1.4 KPI - Financial Discrepancies

#### KPI Description:

Displays the number of invoices, grouped by vendor or location, that are sent for financial discrepancy resolution. This KPI displays the top 10 vendors or locations with discrepancies in descending order.

#### Business Case:

Financial discrepancies are caused by price differences between the invoice and the PO. This KPI can be used to measure vendor performance and improve processes at specific locations.

Input Parameters	Start Date, End Date, and Analyze By
Drill down Available?	Yes

### 3.1.5 KPI - Invoice Exception Rate

#### KPI Description:

Displays the discrepancy rate for vendors in the system. This KPI can display the top 10 vendors with the highest or lowest discrepancies.

#### Business Case:

This KPI can be used to measure vendor performance and address the issues causing the unusual amount of discrepancies for specific vendors.

Input Parameters	Start Date, End Date, and Analyze By
Drill down Available?	Yes



### 3.1.6 KPI - Invoice Processed Volume

**KPI Description:**

Displays the invoice entry volume for each invoice creator by month.

**Business Case:**

This KPI can be used to measure the output of invoice creators over a specific period of time. It can also be used to gauge the effect of process improvements in the organization.

Input Parameters	Start Date and End Date
Drill down Available?	Yes

### 3.1.7 KPI - Invoice Rejection Rate

**KPI Description:**

Displays the vendors with highest invoice rejection rates in the system.

**Business Case:**

This KPI can be used to measure vendor performance and addressing issues for specific vendors with an unusual invoice rejection count or percentage.

Input Parameters	Start Date and End Date
Drill down Available?	Yes

### 3.1.8 KPI - Total Invoice Spend

**KPI Description:**

Displays the invoice spend totals in the system by vendor, location, or source.

**Business Case:**

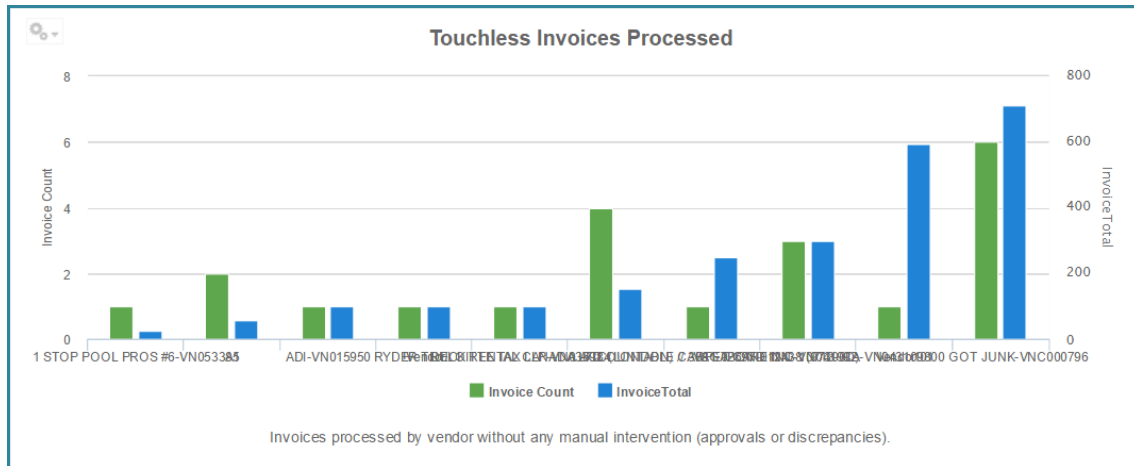
This KPI can be used to see the highest areas of spend by invoice in the system. The data can be analyzed to manage uncontrolled spend by negotiating new contracts and improving processes to make sure the organization is acquiring the best prices for goods and services.

Input Parameters	Start Date, End Date, and Analyze By
Drill down Available?	Yes

### 3.1.9 KPI - Touchless Invoices Processed

#### KPI Description:

Displays the vendors in the system with invoices processed that did not require any approvals or encounter discrepancies, and were therefore processed without user interaction. Vendors can be displayed by the top or bottom performers.



#### Business Case:

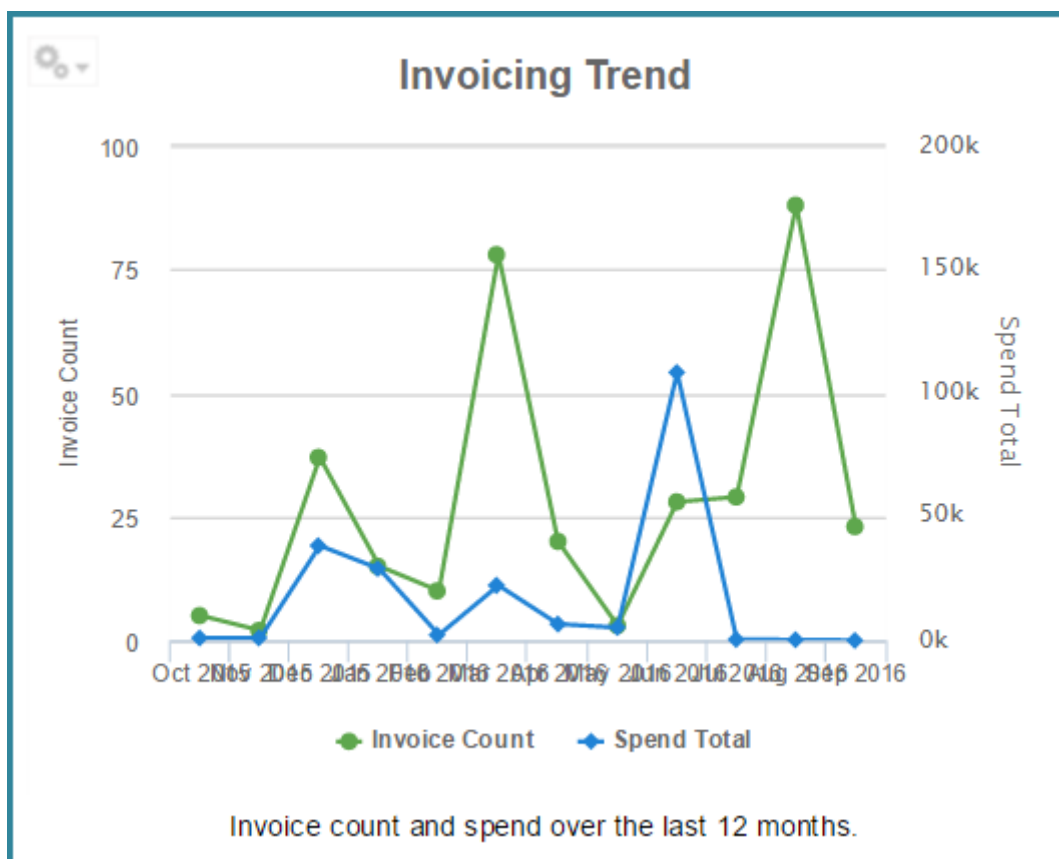
Touchless processing is when invoices entered either matched to the PO completely or fall within all guidelines for automated approval requiring no manual (user) intervention. This data can be analyzed to improve processes for vendors with a high rate of manual intervention.

Input Parameters	Start Date, End Date, and Refined By
Drill down Available?	Yes

### 3.1.10 KPI - Invoicing Trend

#### KPI Description:

Displays the trend of invoices captured in the system for the previous 12 months, not including the current month. The graph includes the invoice count and spend total trends.



Business Case:

This KPI can be used to measure system adoption and making sure as much spend as possible is flowing through the system.

Input Parameters	None
Drill down Available?	No

### 3.1.11 KPI - Receiving Discrepancies

KPI Description:

Displays the number of invoices, grouped by vendor or location, that are sent for receiving discrepancy resolution. This KPI displays the top 10 vendors or locations with receiving discrepancies in descending order.

Business Case:

Receiving discrepancies are caused by quantity differences between the invoice and the receipts or PO. This KPI can be used to both measure vendor performance and improve processes for specific locations.

Input Parameters	Start Date, End Date, and Analyze By
Drill down Available?	Yes

## 4 Travel and Expense KPIs

### 4.1 Overview of Travel and Expense KPIs

The Travel and Expense KPIs comprise of measures that are useful for procurement operations, finance, and accounts payable in the organization. The main goals of these KPIs are to guide improvements in processes for efficiency gains, catch non-compliant expenses, and manage travel and expense spend for increased savings.

The following permission is required to access travel and expense KPIs:

- Permission 4005 – Can Access Expense KPIs

#### 4.1.1 KPI - Average Expense Report Time by Approver

KPI Description:

Displays the average time in days it takes for an approver to approve expense reports in his queue. This KPI has the option to display the fastest or slowest 10 approvers.

Business Case:

This KPI can be used to improve inefficiencies in the approval process by addressing the approvers taking the longest time to approve. Best practices from the fastest approvers can be analyzed and adopted by other users to improve the process.

Input Parameters	Start Date, End Date, and Refined By
Drill down Available?	Yes

#### 4.1.2 KPI - Requested vs. Approved Expense Amounts

KPI Description:

Displays the rejected and approved expense report amounts by location, location group, or expense item.

Business Case:

This KPI can be used to determine the locations or expense items with the most rejections. The data can be analyzed to see if any efficiency can be gained by addressing issues found.

Input Parameters	Start Date, End Date, and & Analyze By
Drill down Available?	Yes

### 4.1.3 KPI - Expense Requisition Volume

#### KPI Description:

Displays the expense spend by expense creator, item, type, or location in the system. The amount is shown by transaction count and expense total.

#### Business Case:

This KPI can be used to determine where the highest expense spend lies and verify all processes are being followed to drive higher savings.

Input Parameters	Start Date, End Date, and Analyze By
Drill down Available?	Yes

### 4.1.4 KPI - Out of Compliance Expenses

#### KPI Description:

Displays the number of expenses by location, expense item, type, or creator that are not compliant with the organization's policies. Non-compliance is defined as when the expense item cost exceeds the specified maximum amount per location, expense item, expense type, or expense creator.

#### Business Case:

This KPI can be used to rein in out of control expenditure and making sure all expenses fall within the organization's policies.

Input Parameters	Start Date, End Date, and Analyze By
Drill down Available?	Yes

### 4.1.5 KPI - Total Expense Spend

#### KPI Description:

Displays the total transaction count and expense spend total, grouped by expense item, type, or location.

#### Business Case:

This KPI can be used to determine where the highest expense spend lies and ensure all processes are followed to drive higher savings.

Input Parameters	Start Date, End Date, and Analyze By
Drill down Available?	Yes

## 5 See-Manage-Save KPIs

### 5.1 Overview of See-Manage-Save KPIs

The See-Manage-Save KPIs comprise of measures that are useful for procurement operations, finance, and accounts payable in the organization. The main goal of these KPIs is to give an overview of overall spend and usage of the system across all modules and help drive system-wide savings.

The following permission is required to access See-Manage-Save KPIs:

- Permission 4006 – Can Access See-Manage-Save KPIs

#### 5.1.1 KPI - Controlled vs. Uncontrolled Spend

KPI Description:

Displays a breakdown of spend in the system categorized by the following – On Contract, On Catalog, On Punchout, Off Catalog, and Non-PO Invoice. On Contract, On Catalog, and On Punchout spend is considered controlled spend.

Business Case:

This KPI can be used to drive savings by reducing the uncontrolled spend in the system. Data can be analyzed to improve processes, negotiate contracts, and to bring in more vendor catalogs to ensure the organization is getting the best prices for goods and services.

Input Parameters	Start Date and End Date
Drill down Available?	Yes

#### 5.1.2 KPI - Total Spend Trends

KPI Description:

Displays the total spend trend in the system for the previous 12 months, not including current month by transaction type. Transaction types included are order requests, purchase orders, PO invoices, non-PO invoices, expenses, and work orders.

Business Case:

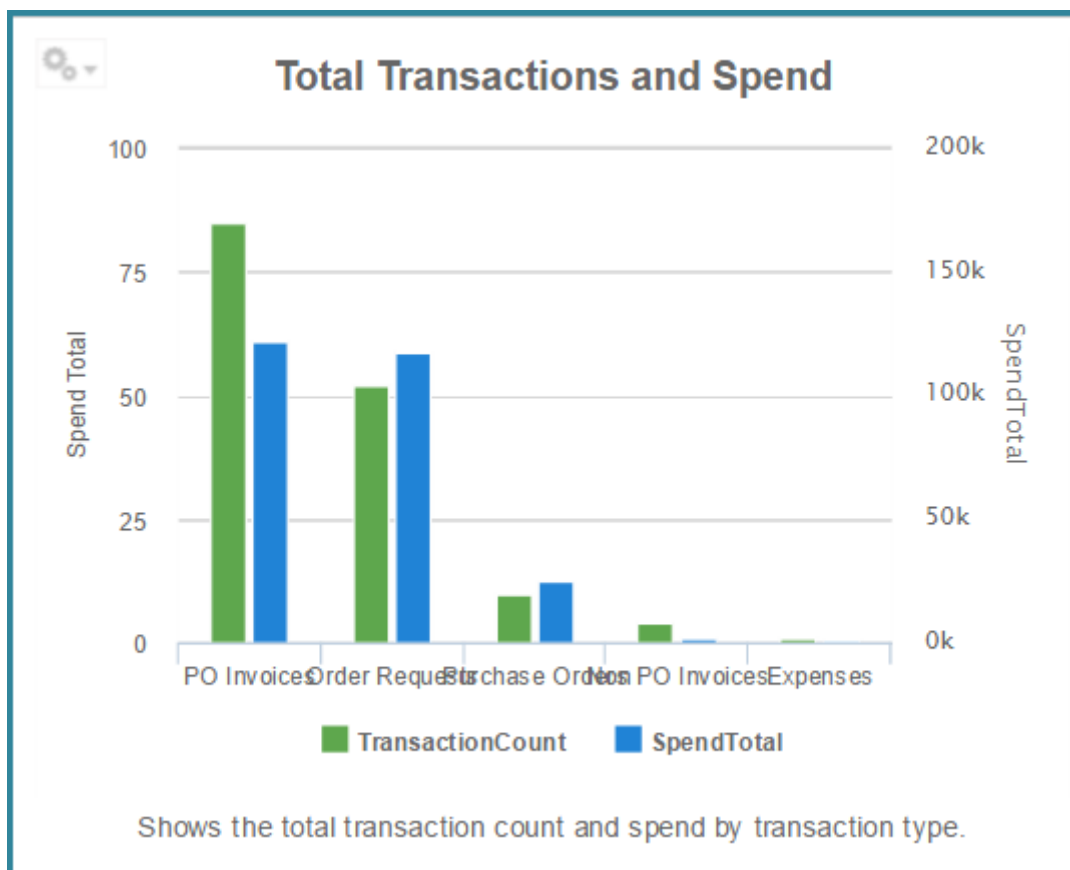
This KPI can be used to measure system adoption and usage across all modules in the system.

Input Parameters	None
Drill down Available?	No

### 5.1.3 KPI - Total Transaction Count and Spend

#### KPI Description:

Displays the total transaction count and spend in the system, grouped by transaction type. transaction types included are order requests, purchase orders, PO invoices, non-PO invoices, expenses, and work orders.



#### Business Case:

This KPI can be used to measure which areas of the system are being used properly and drive good spending practices.

Input Parameters	Start Date and End Date
Drill down Available?	Yes

### 5.1.4 KPI - Transaction Trends

#### KPI Description:

Displays the total transaction trend by transaction type for the previous 12 months, not including current month. Transaction types included are order requests, purchase orders, PO invoices, non-PO invoices, expenses, and work orders.

Business Case:

This KPI can be used to measure system adoption and usage across all modules.

Input Parameters	None
Drill down Available?	No

### 5.1.5 KPI - Unique Logins Trend

KPI Description:

Displays the monthly number of unique user logins in the system for the previous 12 months, not including the current month.

Business Case:

This KPI can be used to measure system adoption and usage in the whole organization.

Input Parameters	None
Drill down Available?	No



## 6 Benchmarking KPIs

### 6.1 Overview of Benchmarking KPIs

The Benchmarking KPIs comprise of measures that are useful for procurement operations, finance, and accounts payable in the organization. The main goal of these KPIs is to benchmark the performance of your organization against best-in-class organizations and overall market benchmarks for that KPI. The benchmarks are based on studies done by research organizations to analyze industry performance in the P2P space.

#### 6.1.1 KPI - Electronic Invoicing Percentage

**KPI Description:**

Displays the benchmark for the percentage of all invoices in the system that were received electronically – via cXML or EDI. If your organization does no electronic invoicing, no score is shown.

**Business Case:**

This KPI can be used to benchmark electronic invoicing usage for the organization.

Input Parameters	Start Date and End Date
Drill down Available?	No

#### 6.1.2 KPI - Payment on Time

**KPI Description:**

Displays the benchmark for the percentage of invoices in the system that were paid on time. This is based on invoice payment data present in the system. If your organization does not store invoice payment information in the system, no score is shown.

**Business Case:**

This KPI can be used to benchmark how many invoices are being paid on time avoiding late payment fees from vendors.

Input Parameters	Start Date and End Date
Drill down Available?	No

### 6.1.3 KPI - Average Request to PO Time

**KPI Description:**

Displays the benchmarks for average time (in hours) it took for an order request to become a PO in your organization.

**Business Case:**

This KPI can be used to evaluate the efficiency of your organization's procurement processes.

Input Parameters	Start Date and End Date
Drill down Available?	No

### 6.1.4 KPI - Controlled PO Spend

Displays the benchmarks for percentage of spend for your organization that is under control.

**Business Case:**

This KPI can be used to benchmark how much of the overall spend in your system is under control.

Controlled spend includes spend that is On Catalog, On Contract or via a Punchout.

Input Parameters	Start Date and End Date
Drill down Available?	No

### 6.1.5 KPI - On Contract Spend

**KPI Description:**

Displays the benchmark for percentage of spend in the system that happened for items that were on contract.

**Business Case:**

This KPI can be used to benchmark the efficiency of contract usage in the system and drive spending to fall under contractual obligations.

Input Parameters	Start Date and End Date
Drill down Available?	No

### 6.1.6 KPI - Touchless Invoice Processing

**KPI Description:**

Displays the benchmark for percentage of invoices in the system that did not have to go through discrepancy review or invoice approvals. This means that the invoice matched the PO and other rules set up to allow them to flow straight to payment after entry.

Business Case:

This KPI can be used to benchmark efficiency of current purchasing and invoicing processes.

Input Parameters	Start Date and End Date
Drill down Available?	No

## 7 Asset KPIs

### 7.1 Overview of Asset KPIs

The Asset KPIs comprise of measures that are useful for asset managers, asset owners, finance, and procurement operations.. The main goal of these KPIs is to give insight into your asset performance and maintenance data.

The following permission is required to access Asset KPIs:

- Permission 4007 – Can Access Asset KPIs

#### 7.1.1 KPI - Asset Acquisition to Maintenance Cost Ratio

KPI Description:

Displays the breakdown of cost to maintain the assets versus cost to acquire the assets by asset category, item, location, vendor, or manufacturer. The KPI shows data for highest 10 maintenance-to-acquisition-cost ratios.

Business Case:

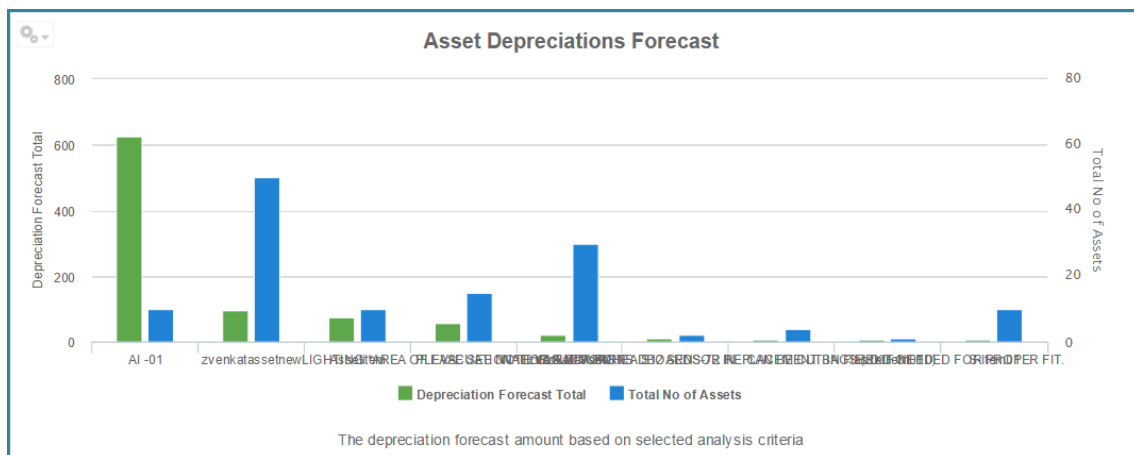
This KPI can be used to gauge how much spend is goes toward to maintaining assets compared to the cost to acquire them. By drilling down into data points with high maintenance ratios you can see which assets cause high maintenance spend.

Input Parameters	Analyze By
Drill down Available?	Yes

#### 7.1.2 KPI - Asset Depreciations Forecast

KPI Description:

Displays the future depreciation value by asset category, item, or location in selected date range.



Business Case:

This KPI can be used to check the valuation of future depreciation entries.

Input Parameters	Start Date, End Date & Analyze By
Drill down Available?	Yes

### 7.1.3 KPI - Asset Depreciations Recorded

KPI Description:

Displays the recorded depreciation value and total number of assets by asset category, item, or location.

Business Case:

This KPI can be used to check what the valuation of recorded depreciations has been over time.

Input Parameters	Analyze By
Drill down Available?	Yes

### 7.1.4 KPI - Asset Maintenance Costs

KPI Description:

Displays the total maintenance costs for assets by category, item, location, vendor, or manufacturer. It displays the highest 10 maintenance costs data points.

Business Case:

This KPI can be used to see which assets are causing high overall maintenance spend. This data can be analyzed by different criteria to identify if there is a problem with high maintenance costs in a particular area.

Input Parameters	Analyze By
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Drill down Available?	Yes
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### 7.1.5 KPI - Asset Total Cost of Ownership

#### KPI Description:

Displays the total cost of owning assets by category, item, location, vendor, or manufacturer. The total ownership cost is calculated as acquisition cost + maintenance cost. It shows the highest 10 total ownership cost data points.

#### Business Case:

This KPI can be used to see overall cost of owning assets by the different analysis criteria.

Input Parameters	Analyze By
Drill down Available?	Yes

### 7.1.6 KPI - Asset Value by Category or Location

#### KPI Description:

Displays the total current asset value by category or location. It displays the top highest 10 data points based on asset value.

#### Business Case:

This KPI can be used to identify where your highest valued assets are residing.

Input Parameters	Analyze By
Drill down Available?	Yes

## 8 Work Order KPIs

### 8.1 Overview of Work Order KPIs

The Work Order KPIs comprise of measures that are useful for facilities managers, finance, and procurement operations. The main goal of these KPIs is to give insight into facilities maintenance and spending data.

#### 8.1.1 KPI - Average Work Order Resolution Time

**KPI Description:**

Displays the average time it took for a work order to be closed and get resolved. It can show data for highest resolution times or lowest resolution times. You can analyze the data by Vendor, Location, Work Order Priority or Type.

**Business Case:**

This KPI can be used to measure how much time it is taking for work orders to be completed. Areas where work order resolution is taking too much time can be analyzed in detail to drive efficiency gains.

Input Parameters	Start Date, End Date, Refined By & Analyze By
Drill down Available?	Yes

#### 8.1.2 KPI - Work Order Costs

**KPI Description:**

Displays the total cost from work order spend, divided into labor and parts, by location or work order type.

**Business Case:**

This KPI can be used to see where work order spend is going and drive savings.

Input Parameters	Start Date, End Date & Analyze By
Drill down Available?	Yes

#### 8.1.3 KPI - Work Order Spend by Vendor

**KPI Description:**

Displays the top 10 vendors with work order based spend, along with total work orders for them.

**Business Case:**

This KPI can be used to see which vendors are being used most for work orders and drive savings by negotiating better rates with them.

Input Parameters	Start Date & End Date
Drill down Available?	Yes

**8.1.4 KPI - Work Order Volume****KPI Description:**

Displays the top locations, vendors, work order types or work order priorities for work order volume and spend.

**Business Case:**

This KPI can be used to see analyze overall work order spend by various analysis criteria to drive savings.

Input Parameters	Start Date, End Date & Analyze By
Drill down Available?	Yes



## 9 Budget KPIs

### 9.1 Overview of Budget KPIs

The Budget KPIs comprise of measures useful for finance, budget owners, and managers. The main goal of these KPIs is to see the performance of your budgets and make sure orders are not being charged to incorrect budgets, and the budgets are not being overspent.

The following permission is required to access Budget KPIs:

- 4008 - Can Access Budget KPIs

#### 9.1.1 KPI - Top 10 Underutilized Budgets

KPI Description:

Displays the active budgets in the system with lowest utilization. Utilization is counted as percentage of budget amount remaining in the system compared to original budget.

Business Case:

This KPI can be used to see which budgets are being underutilized and are being left with funds that can otherwise be used for other areas or budgets.

Input Parameters	Start Date and End Date
Drill down Available?	Yes

#### 9.1.2 KPI - Top 10 Utilized Budgets

KPI Description:

Displays the active budgets in the system with highest utilization. Utilization is counted as percentage of budget amount remaining in the system compared to original budget.

Business Case:

This KPI can be used to see which budgets are being utilized and are either nearing their budgeted amount or have already been over utilized. This can help you see if orders are being charged to the right budget or reallocate funds if needed to budgets that are being utilized faster than others.

Input Parameters	Start Date and End Date
Drill down Available?	Yes

## 10 Inventory KPIs

### 10.1 Overview of Inventory KPIs

The Inventory KPIs comprise of measures useful for warehouse managers and supply chain managers. The main goal of these KPIs is to track the statuses, quantities, and other values related to warehouse goods and inventory.

The following permission is required to access Inventory KPIs

- 4009 - Can Access Inventory KPIs

#### 10.1.1 KPI - Average Replenishment Orders Turnaround Time

KPI Description:

Displays the average time it took for a replenishment order to be received into the warehouse by warehouses, items, or vendors. It can show data for top 10 highest turnaround times or lowest turnaround times.

Business Case:

This KPI can be used to identify vendors or items or warehouses where replenishment is not happening on time to drive efficiency gains.

Input Parameters	Start Date, End Date, Analyze By & Refined By
Drill down Available?	Yes

#### 10.1.2 KPI - Inventory Lead Time

KPI Description:

Displays the average lead time it took for orders to be fulfilled by warehouses or items. It can show the top 10 highest lead times or lowest lead times.

Business Case:

This KPI can be used to identify when too much time is being taken to fulfill internal requests of users to get items from warehouses to drive efficiency gains.

Input Parameters	Start Date, End Date, Analyze By & Refined By
Drill down Available?	Yes

### 10.1.3 KPI - Inventory Order Volume

**KPI Description:**

Displays the volume of orders received for inventory by warehouses or item category.

**Business Case:**

This KPI can be used to see which warehouses or items are receiving the most inventory usage and analyze data behind them to drive savings.

Input Parameters	Start Date, End Date & Analyze By
Drill down Available?	Yes

### 10.1.4 KPI - Inventory Value

**KPI Description:**

Displays the value of current inventory being held by warehouse or item category. You can see the inventory value by inventory item cost or its weighted average cost.

**Business Case:**

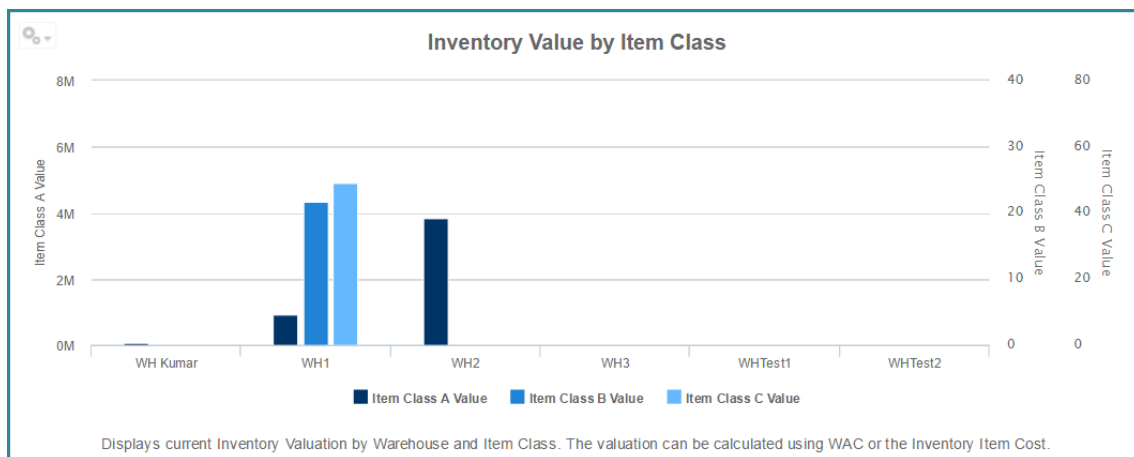
This KPI can be used to see current value of inventory being held and identify if stocking policies need to be changed.

Input Parameters	Analyze By & Calculation By
Drill down Available?	Yes

### 10.1.5 KPI - Inventory Value by Item Class

**KPI Description:**

Displays the value of current inventory being held by warehouse by item class. You can see the inventory value by inventory item cost or its weighted average cost.



Business Case:

This KPI can be used to see current value of inventory being held and identify if stocking policies need to be changed.

Input Parameters	Analyze By
Drill down Available?	Yes

### 10.1.6 KPI - Warehouse Inventory Utilization Rate

KPI Description:

Displays the utilization rate for stocked items in the system. The data can be analyzed by warehouses or items. It can either show the highest utilization rates or lowest rates.

Business Case:

This KPI can be used to see which warehouses or items are being underutilized or overutilized. For overutilized areas stocking policies can be examined, while for underutilized areas you can make sure that users are not ordering from vendor directly along with examining stocking policies.

Input Parameters	Start Date, End Date, Analyze By & Refined By
Drill down Available?	Yes

### 10.1.7 KPI - Warehouse Item Return Rate

KPI Description:

Displays the return rate for items shipped from warehouses. Displays the top 10 warehouses with highest returns.

Business Case:

This KPI can be used to see which warehouses are causing for high returns either due to incorrect items being sent or items getting damaged to drive efficiency gains.

Input Parameters	Start Date & End Date
Drill down Available?	Yes

## 11 Dashboards

### 11.1 Overview of Spend Manager Dashboards

Users who have access to the Spend Manager KPIs also have access to the Spend Manager Dashboards – they work in tandem. The dashboards are accessed from the Spend Manager menu.

You need at least one of the following permissions to use this functionality:

- 4003 - Can Access Purchasing KPIs
- 4004 - Can Access Invoicing KPIs
- 4005 - Can Access Expense KPIs
- 4006 - Can Access See-Manage-Save KPIs
- 4007 - Can Access Asset KPIs
- 4008 - Can Access Budget KPIs
- 4009 - Can Access Inventory KPIs

#### General Information

The minimum screen resolution is 1024x768.

The recommended screen resolution is 1280x960.

Scrollbars are shown when needed.

KPIs can be drilled down from the dashboard if they can be drilled down from the Spend Manager pages.

The drilldown reports can be sorted, have pagination, and can be exported.

KPIs exported to a PDF or Excel as an image cannot be edited.

Drilled down KPIs exported via PDF and Excel are images and cannot be edited.

#### Filters

The Spend Manager filters are not sticky - if you leave the page and return, you will need to reset the filters.

The number shown in the Spend Manager filter by the KPI name identifies the number of items the KPI can be filtered by.

The Start Date defaults to 30 days prior to today.

The End Date defaults to today's date.

Filtered information holds while the selected dashboard is open. Users can move from tab to tab and the filtered information remains.

Filtered information returns to the default values once the page is refreshed, another KPI dashboard is opened, or the user navigates to another page in the system.

Clicking the tabs inside the dashboard does not refresh the information displayed.

#### Blank KPIs

The space allocated for a KPI is always shown, even if the KPI is not displayed.

A couple of reasons why a KPI may not be displayed are:

- The report contains no information.
- The user is not authorized to view a report.

### 11.1.1 Access Spend Manager Dashboards

You need at least one of the following permissions to use this functionality:

- 4003 - Can Access Purchasing KPIs
- 4004 - Can Access Invoicing KPIs
- 4005 - Can Access Expense KPIs
- 4006 - Can Access See-Manage-Save KPIs
- 4007 - Can Access Asset KPIs
- 4008 - Can Access Budget KPIs
- 4009 - Can Access Inventory KPIs

To access Spend Manager Dashboards:



1. Navigate to **Spend Manager > KPI Dashboard**.
2. Click the tab to view the appropriate KPI.
3. Click the **Filters** action for the KPI you want to view and set the criteria.
4. Click **Apply**.

## 12 Spend Manager – Ad Hoc Reporting

### 12.1 Ad Hoc Reporting Overview

Ad Hoc Reporting can be used to create your own reports using drag-and-drop functionality. Reports are built from pre-existing domains and topics.

#### Domains

Below is a list and brief description of the pre-built domains available for Ad Hoc Reporting



When creating an ad hoc report, Basware recommends you do not use special characters in the report title. Titles with special characters will cause an error when exporting the report to Excel. This includes the following characters:

- < (less than)
- > (greater than)
- : (colon)
- " (double quote)
- / (forward slash)
- \ (backslash)
- | (vertical bar or pipe)
- ? (question mark)
- \* (asterisk)

Domain	Purpose
AP Export	Data for invoices that have been exported from the system.
Approval	Data for approvals in the system for order requests, expenses and Invoices.
Assets	Data related to assets in the system including purchase orders, depreciation and maintenance information.
Audit	Data for audit records captured by the system.
Budgets	Data for budgets information recorded in the system.
Catalog	Data for items setup in the system.
Expense Reports	Data for expense reports created in the system.
Groups	Data for user groups in the system including permissions for the groups.
Inventory	Data for inventory items in the system.



Domain	Purpose
Invoices	Data for Invoices in the system that in stage of approval or beyond. Does not include data for Invoices that are in entry or in pre-process.
Master Data	Data for various master tables such as Locations, Vendors, etc.
Order Requests	Data for order requests created in the system.
Purchase Orders	Data for purchase orders created in the system.
Receiving	Data for receipts and returns created in the system.
Users	Data for users in the system including permissions assigned to individual users.
Work Orders	Data for Work Orders created in the system.

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