Heraeus

OTD-S DATA & TICKETING IN HERAPRO

June 2020

AGENDA – OTD-S DATA & TICKETING IN HERAPRO

1 | TOP 1
› General information OTD-S data & ticketing in HeraPro

2 | TOP 2
› OTD-S Data – Supplier view

3 | TOP 3
› OTD-S ticket (initiated by supplier)

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TOP 1 - GENERAL INFORMATION OTD-S DATA & TICKETING IN HERAPRO

OTD-S = On Time Delivery Supplier

TOP 1 – GENERAL INFORMATION OTD-S DATA & TICKETING IN HERAPRO

OTD-S…

- …is a measure of process and supply chain efficiency
- …measures the amount of purchased goods delivered to Heraeus on time and completely
- …helps determine how efficiently Heraeus suppliers are meeting confirmed delivery dates

Calculation

- Measurement of delivered PO item / schedule lines:
  - Comparison of Goods receipt posting date vs. statistical delivery date of PO schedule line

Goods receipt date	= statistical delivery date of PO schedule line	→ **punctual**	***(ontime)***
Goods receipt date up to 5 working days	< statistical delivery date of PO schedule line	→ **≤5 days too early**	***(ontime)***
Goods receipt date more than 5 working days	< statistical delivery date of PO schedule line	→ **too early**	
Goods receipt date	= statistical delivery date of PO schedule line + 1 working day	→ **1 day late**	***(ontime)***
Goods receipt date	> statistical delivery date of PO schedule line + 1 working day	→ **too late**	

$$\text{OTD-S} = \frac{\textit{Total number of PO schedule lines on time (punctual + 1 day too late + 5 days too early due in reporting period)}}{\textit{Total number of completely delivered PO schedule lines (due in reporting period)}}$$

TOP 1 – GENERAL INFORMATION OTD-S DATA & TICKETING IN HERAPRO

- **Basic information** regarding OTD-S data transferred to HeraPro
  - Data transfer update once per week (YTD data & detailed data) (Monday morning 5 am)
  - Data transfer considers completed previous week
  - Changed data of previous weeks will be updated (overwriting of historical data)

- **Benefits** for Supplier:
  - Continuous tracking of delivery performance (so far only once per year by supplier evaluation)
  - Basis for understanding supplier performance results and to identify unjustified negative ratings
  - Basis for root cause analysis and continuous improvement of supplier performance

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TOP 3 – OTD-S DATA – SUPPLIER VIEW

Purpose

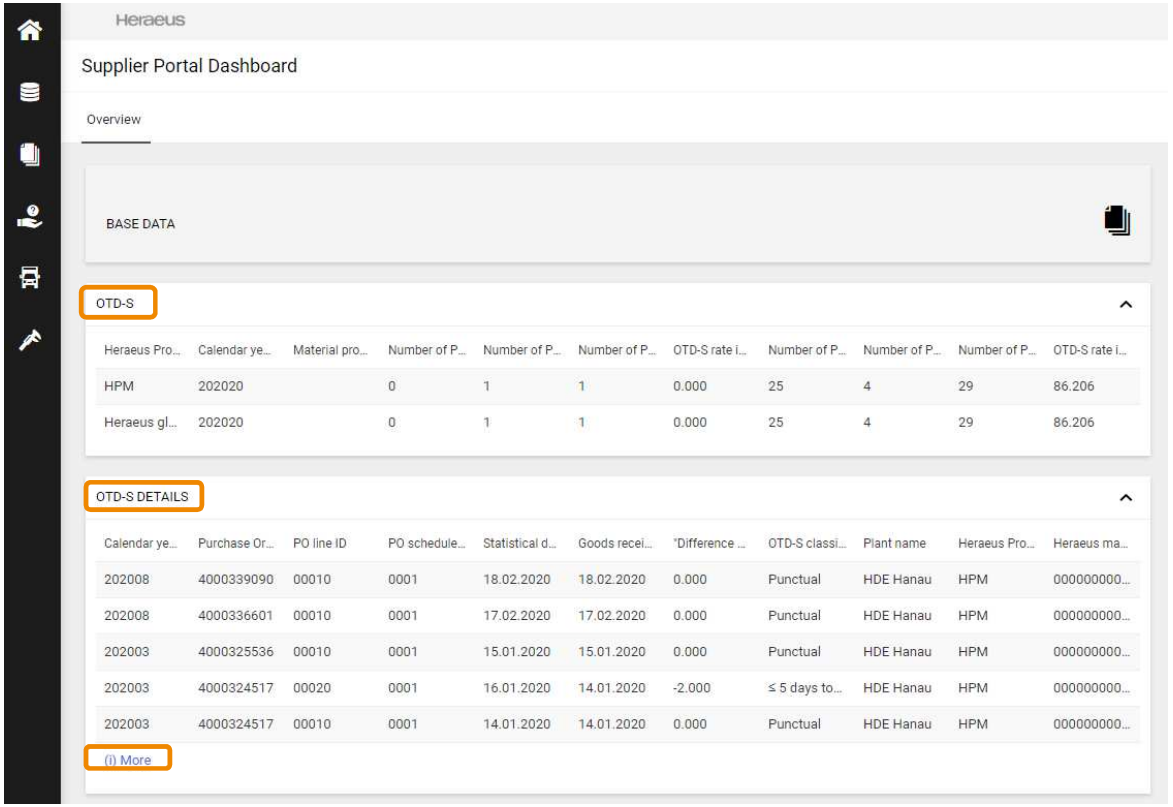
› Publish weekly updated OTD-S YTD rate and related PO lines to continuously track own performance and identify unjustified ratings

View supplier OTD-S data by

1) Select Supplier Portal dashboard
2) OTD-S tables for aggregated & detailed data are displayed automatically

3) View OTD-S Aggregated Data
   - OTD-S rate in % current week (CW)
   - OTD-S rate in % (YTD)

4) View OTD-S Detail Data
   - Selected details directly displayed in dashboard, full data set available under “(i) More”



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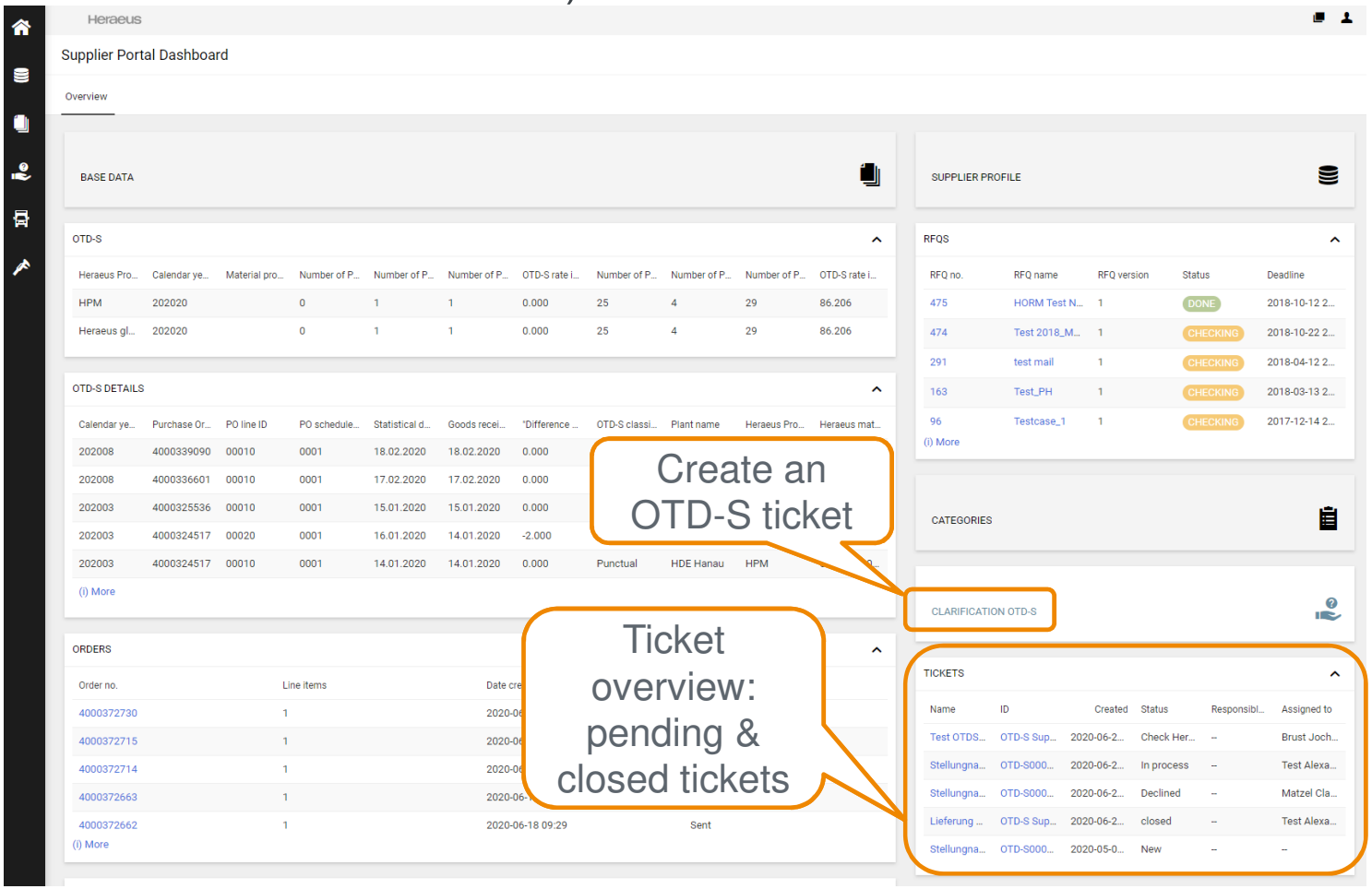
TOP 5 – OTD-S TICKET (INITIATED BY SUPPLIER)

Purpose

- Contacting Heraeus buyer to clarify OTD-S rate or detailed purchasing data, e.g. in case of unjustified negative OTD-S rate for a dedicated PO line

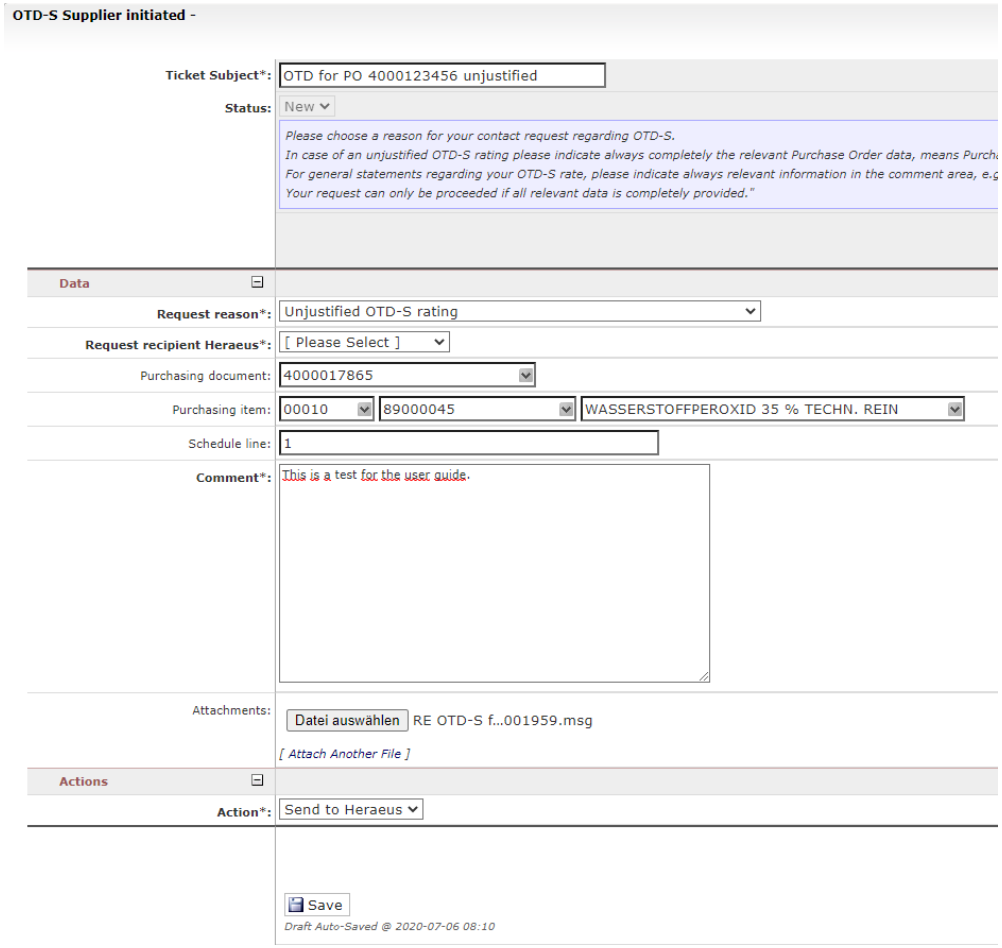
- Ticket can be issued for
  - Unjustified OTD-S rating
  - Statement OTD-S
    (stating reasons and counter measures for improvement proactively)
  - Master data clarification
    (e.g. planned delivery times, Incoterms)



TOP 5 – OTD-S TICKET (INITIATED BY SUPPLIER)

How to handle an OTD-S clarification ticket

1) Choose ***Clarification OTD-S***
2) Add **ticket subject**
   → for better identification of ticket in ticket overview,
   e.g. OTD for PO 4000123456 unjustified
3) Choose **request reason** out of drop down
4) Choose **request recipient Heraeus** out of drop down
   (list of all existing Heraeus buyer[1,2])
5) Add **Purchase Order reference** (optional)
6) Add a **detailed description (comment)** for the reason of issuing the ticket
7) **Attach related documents** (optional)
8) Choose **action**
   a) **"Save"** to store the current state as a draft
   b) **"Send to supplier"** to issue the ticket to the selected supplier
9) Click **"Save"** to confirm the ticket and trigger ticket notification to the supplier contact person



[1] *if a responsible buyer is maintained, ticket will be prefilled by responsible buyer*

[2] *if a dedicated PO has been selected, ticket will be prefilled by the buyer who issued the PO*

TOP 5 – OTD-S TICKET (INITIATED BY SUPPLIER)

Ticket notification by E-Mail to Heraeus buyer based upon OTD-S clarification request from supplier (Example):

[EXTERNAL] OTD-S clarification request from GmbH & - 1032093 – Action required until 2020-07-01

Antworten | Allen antworten | Weiterleiten | ...

N no-reply@app11.jaggaer.com
An P4T, HH;
Mi 24.06.2020 17:00

Sie haben diese Nachricht am 24.06.2020 17:06 weitergeleitet.

Dear ,

GmbH & has sent an OTD-S clarification request regarding the following reason: unjustified

Please check the details of this clarification request issued by Test Alexander and send your answer to the supplier within the upcoming 5 working days.

Please use the following link to access detailed data of the issued clarification request:
Link

Kind regards

Test Alexander

THIS EMAIL WAS CREATED AUTOMATICALLY. DO NOT REPLY!

TOP 5 – OTD-S TICKET (INITIATED BY SUPPLIER)

Heraeus buyer answer by E-Mail to supplier based upon OTD-S clarification request from supplier (Example):

[EXTERNAL] OTD-S clarification request answer from

N no-reply@app11.jaggaer.com
An P4T, HH;

Antworten | Allen antworten | Weiterleiten | ...
Mi 24.06.2020 16:26

Dear Test Alexander,

Heraeus buyer has sent an answer to your OTD-S clarification request.

Answer:
Doch!

Thank you for your support and collaboration to work together with us to improve delivery performance..

Kind regards

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Heraeus