

BI

Franchise Report Index

Nashua Pty Ltd

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RELATED DOCUMENTS

None

DOCUMENT LOCATION

NEP/Operations Manual/ Business Systems/BI


REVIEW / REVISION HISTORY

Rev. date	Summary of Changes / By Whom	Version
20 November 2024	Document Creation – Oneida Van Wyk	V1.0
02 December 2024	Document - Additional report descriptions added <ul style="list-style-type: none"> • TDV Variance to Average • TDV - Dashboard 	V1.2

1. BI Report Index

The following list is a report index of BI reports that are available to franchise users. The Menu location for the report is shown and there is a brief description in each case that is intended to give potential users and idea of what the report’s basic use is.

Should you see a report that you feel you may benefit from, please log a request on NEP portal for BI user access – be sure to include a “BI User Access” form with your request that has been authorised by a senior manager in your franchise – The form is available on the operations manual in the following location: NEP/Operations Manual/ Business Systems/BI

	<p><i>All reports on BI update daily overnight, therefore any data that you are viewing in a report will be up to date as at the previous evening. Any data captured in systems during the course of the day will only show up in the BI reports on the following day</i></p>
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Main Menu	Report Name	High Level Description
Finance	Customer Billing	Used to identify all Customer Billing contracts to a customer account, with contract details, to see which customers spends the most money with a specific franchise. In conjunction to this it also assists from a sales perspective the sales teams to look after these high value customers.
Finance	Meter Billing Breakdown	Meter Billing Breakdown report provides a data breakdown on all machine billings by serial no per meter number on copy charges, rentals etc. billed. The report also enables users to identify the health of the business by ensuring compliance with all billing and coding regulations.
Finance	X-Bill Analysis	The Xbill provides data on all machine billing by serial no per meter no. This report shows a high level overview of the value of the billing in a graph and can be used to quickly see total billing value. The total amount of the cost of goods or services billed to a customer, usually covering purchases made or services rendered within a specified period of time. Provides one view of ftp extracts called XBILL
Finance	TOD Report	Reports on recurring Billing relating to Tarsus on Demand (ToD). Franchises can view either what Nashua Pty Limited has billed to the franchise (Bill to Franchise) or what the franchise has billed to customer, (Bill to Customer) using the available filters in the report
Finance>Age Analysis	Age Analysis History	Age Analysis History report determines what the age analysis was between sales cut off up until the end of the month in previous financial periods. .
Finance>Age Analysis	Current Age analysis	Current Age Analysis report determines the what the age analysis was between sales cut off up until the end of the month.
Finance>Age Analysis	Daily Age Analysis	An Age analysis that will update daily based on payments that have been processed
Finance>Age Analysis	Monthly Age Analysis	Monthly Age Analysis reports on the aging as it is at month end
Finance>Profitability	Machine Profitability	To check the profitability of a specific Serial Number

Main Menu	Report Name	High Level Description
Finance>Profitability	Profitability	Use this report to: <ul style="list-style-type: none"> Identify the most and least profitable clients. Identify ongoing revenue based on surplus rentals or expired rentals and number of meter clicks Identify the most and least profitable products or services. Discover which sources of information offer the most reliable facts. Optimize responses to changing customer needs. Evolve the product mix to maximize profits in the medium and long term. Isolate and remedy the causes of decreasing profit margins.
Finance>Profitability	Profitability Search	Inspect a specific device or customer to determine if a customer is making a loss but overall, the account might still be a profitable account. This report will then help the decision making to revisit the customer that is making a loss to negotiate Cost per copy rates.
Finance>Profitability	Profitability Summary	The profitability report but is broken into a tabular format for specific records by serial number, customer name, group description and group link description. This report is a similar view as the Search but split into the different areas on the reporting section.
Finance>Profitability	Top / Bottom 20 Accounts	Determine which 20 accounts are most profitable as they contribute the most money towards the franchise, versus which 20 accounts of the franchise are making a loss so it can focus on being rectified and make them more profitable.
Operations>Annuity	14 Day Orders vs Sales - Franchise	Assist the Viewer so that they can see what the franchise ordered vs what their budget is. This report also assists franchises to identify stock to be ordered, thus reaching their parts and consumables sales targets
Operations>Annuity	Annuity GP By Model	Provide a list of all products that can fit on a machine model(s) .
Operations>Annuity	Franchise Stock Movement	Shows the stock value, the stock on hand value and the value of the stock that moved to the franchises. In addition to this it also assists in tracking how the stock moves for franchises as parts and consumables
Operations>Annuity	MPC Completed Credits - Franchises	Supplies a list of MPC Credits including credit date and time
Operations>Annuity	MPC Support FRA	Shows the Devices that qualify for MPC support based on MPC requests and includes the MPC Group and MPC Serial number
Operations>Annuity>Inclusive Consumable	Consumables In Field	A view of how many toners have been issued to a specific machine. Can be used to see what happens in field to avoid excess stock, and to manage the stock that is in field by having visibility to it
Operations>Annuity>Inclusive Consumable	Consumables Yield analysis	Use this report to check the published yield versus the actual yield of the toners identifying unusual toner yield percentages. Can also be used in management of the consumables and how it impacts the franchises and limited for the sales thereof. Franchises would be able to view the performance of the yield, and use the data to determine how to manage their consumables

Main Menu	Report Name	High Level Description
Operations>Annuity>Inclusive Consumable	Inclusive Consumable Detail	This report gives an account of the details of the yield per serial number, actual figures and actual yields. Used to measure whether the franchise is reaching the actual estimates and not those set up by the manufacturers. Can be used as a measuring tool to determine whether or not franchises have faulty machines in field
Operations>Contract Base	Contract Base - OA	The Contract Base aims assist franchises to Identify ongoing contract base and to ensure that Contracts are compliant with designated client portfolio. In addition to this, it also provides client information regarding contract period, status, movement, no of months till contract expire, average copies made over a 12 month period Optimize responses to changing customer needs. Identify clients for contract renewal or possible contract concerns Provide one view of current ftp extracts (XCON) used to prepare the contract base report
Operations>Contract Base	Customer Billing Contracts	Customer Billing provides a list of all billing to a customer account. These billings could be with or without serial numbers.
Operations>Contract Base	SLA Contracts	SLA Contracts lists all SLA's set up per contract per customer to monitor if services, toner replacement etc. was delivered in the agreed Service Level Agreement timeframe.
Operations>Contract Base	Software Contracts	Software Contracts lists all Software contracts that need to be billed to the customer.
Operations>Management	Machine Profitability	To check the profitability of a specific Serial Number
Operations>Management	Profitability	Use this report to: <ul style="list-style-type: none"> Identify the most and least profitable clients. Identify ongoing revenue based on surplus rentals or expired rentals and number of meter clicks Identify the most and least profitable products or services. Discover which sources of information offer the most reliable facts. Optimize responses to changing customer needs. Evolve the product mix to maximize profits in the medium and long term. Isolate and remedy the causes of decreasing profit margins.
Operations>Management	Profitability Search	Inspect a specific device or customer to determine if a customer is making a loss but overall, the account might still be a profitable account. This report will then help the decision making to revisit the customer that is making a loss to negotiate Cost per copy rates.
Operations>Management	Profitability Summary	The profitability report but is broken into a tabular format for specific records by serial number, customer name, group description and group link description. This report is a similar view as the Search but split into the different areas on the reporting section.
Operations>Management	Top/Bottom 20 Accounts	Determine which 20 accounts are most profitable as they contribute the most money towards the franchise, versus which 20 accounts of the franchise are making a loss so it can focus on being rectified and make them more profitable.

Main Menu	Report Name	High Level Description
Operations>Proact	Ave/Halted Machine	This report was created to show the devices at customers that have Averaged, Halted or Not Read Meter Readings and the Date serviced. This additionally shows the Contract Start and End date, the Billing Start and End Meter, The Contract Type, Pay/Rec as well as Suspended Flag
Operations>Proact	Daily Clicks Per Day Per Week	Provides a view of all clicks broken down per day per week for each franchise
Operations>Proact	Missing and Bad Accounts	Looks for differences between machines that were on ProAct but that are no longer reporting
Operations>Proact	ProAct Base - Current	This reflects the current devices, MFP and Printers currently on ProAct per Franchise, it also shows you what devices are excluded as per the NPP program, No Internet Connection, Standalone, USB etc. It also has a tab at the end that shows machines that stopped reporting, and it reflects the number of days since it last reported.
Operations>Proact	ProAct Base - History	This report is to show the History of devices on ProAct split between MFP and Printers as well as the exclusions as per NPP. It gives a once off view whether you are either growing your base or not. The second tab is the detail that makes up the graph
Operations>Proact	ProAct Competitor Machines	This report shows the competitor devices that report on ProAct in our OWN current Client base, showing the make and model, the Serial number and device count. It also displays the current Client where these devices are. The view can be changed as it is set up as a pivot view, there is detail of the pivot view in the second tab , and the last tab is just a chart showing the comparison between own devices and Competitor machines.
Operations>Stock	Athena Outstanding PO	Provides a view of all outstanding PO's with a status of Incomplete or waiting to be invoiced to assist with one view on PO details
Operations>Stock	Demo Machine	Provide a view of all machines out on Demonstration. <ul style="list-style-type: none"> o Identify machines that is out on demonstration at customer sites o Determine when the demonstration period has / will expire to maybe go onto Contract o Assist customer to determine if the machine will assist in their needs o Provide one view of current ftp extracts (XDEM) used to prepare the Machines on Demonstration Report o Machines on Demonstration Report developed according to specifications provided by Thersia Broodryk as is on AS400.
Operations>Stock	Stock Reservations	A view of all products reserved by a franchise and as well as an ETA on the possible release date of that reserved product/s
Operations>Stock	Stock Returns / Adjustments	Stock Returns / Adjustments displays the detail on all stock movement into the warehouse and changes that was made after stock was received. The report will be used to view GRN - (stock returned to warehouse), adjustments made to stock i.e. on Qty or price and warehouse transfers where stock was transferred from 1 warehouse to another.
Operations>Stock	Stock Transactions	Can be used to determine the effective management of stock and eliminate unnecessary expenditure.
Operations>Stock	Supplier Products	Returns products by either supplier or Product Type and provides Nashua and Franchise supplier codes as well as order status

Main Menu	Report Name	High Level Description
Operations>Stock>Stock On Hand	Boot Stock Ageing	Used to check the duration that stock is in Engineers "boot stock" before being used, assisting with the actual cost value of the boot stock.
Operations>Stock>Stock On Hand	Stock Ageing Current	To determine how long stock has been in a specific warehouse. Used in combination with the stock ordering report, it can be used to determine how much stock should be ordered per specific warehouse, to determine if this is in line with other warehouse stock on hand
Operations>Stock>Stock On Hand	Stock Ageing Raw file	Initially developed to determine which machines can be a "write-off" at half year intervals. This report gives a breakdown of stock ageing per month and a summary detail per ageing segment.
Operations>Stock>Stock On Hand	Stock Aging History	Check the movement of the stock overall by warehouse and what the trend is within the warehouse for the specific stock items
Operations>Stock>Stock On Hand	Stock On Hand	The primary use of this report is to: <ul style="list-style-type: none"> Minimize stock and the cost of holding stock Ensure that warehouse has sufficient stock to meet customer needs Stock control is used to show how much stock you have at a point in time, and how you keep track of it. Having the right amount of stock is important as it ensures that capital is not tied up unnecessarily. Based on surplus rentals or expired rentals and number of meter clicks Identify the most and least profitable products or services.
Operations>Stock>Stock On Hand	Warehouse Volumes	Developed to determine <ul style="list-style-type: none"> whether or not the frequency of items being moved should be placed within the warehouse what stock moves in and out of the warehouse to determine the outbound locations the movement of the stock within the warehouse to apply optimizations and effective management of time
Operations>Stock>Stock Ordering	7-day stock Ordering	Assists the Viewer to determine what the franchise ordered over a period of 7 days vs what their budget is. This report also assists a franchise to order stock for them to reach their parts and consumables sales targets.
Operations>Stock>Stock Ordering	Customer Back Orders	Provides a list of all products placed on backorder a result of stock shortages.
Operations>Stock>Stock Ordering	Franchise Back Orders (Shipping)	To provide the ETA date and QTY to be received for backorders.
Operations>Stock>Stock Ordering	O/S Supplier Purchase Orders	A list of purchase orders per supplier that has not yet been fulfilled.
Operations>Stock>Stock Ordering	Stock Ordering	To assist franchises to order the correct stock and quantities so as to maintain a 14-day stock hold.
Operations>Stock>Stock Ordering	Stock Summary	Provides a summarised view of the Stock Ordering report for both parts and consumables.
Operations>Stock>Stock Sales Analysis	Stock Movement Analysis	Shows the stock on hand value, the value of the stock that moved to the franchises as well as tracking how the stock moves
Operations>Stock>Stock Sales Analysis	Stock Sell In / Out	To show items purchased, and items sold.
Operations>Technical	CPP Detailed Summary	A summary of CPP by product including manufacturer recommended volumes

Main Menu	Report Name	High Level Description
Operations>Technical	Franchise Service History Dashboard	A dashboard showing the franchise monthly FTF, MTTR, CSI and Remote calls for the last 12 months. Shows the same for the Engineers in the franchise but only for current month and YTD
Operations>Technical	Machine Analysis	Returns a detailed list of devices for the franchise for the period specified, also including meter readings and Last Service date
Operations>Technical	Next Toner Replacement Date	This report estimates the next toner replacement date for a specific device based on the number of copies made and the last invoice dates from inclusive consumables. Reports only on the last 12 months from current month
Operations>Technical>Engineer Technical Dashboard	Engineer Bootstock	Provides an overview of all Service Engineers boot stock quantities, including Warehouse cost, Last Received and Last used dates. This report is updated once per day
Operations>Technical>Engineer Technical Dashboard	Engineer Service Activity	Provides the Technical Managers with a view of each Engineers daily tasks. These are all activities that are non-service call related. The sum of total Repair, Travel and Activity time would show the productivity for an Engineer per day. Eg, Sick, Training, etc.
Operations>Technical>Franchise Technical Dashboard	Franchise DSR Summary	A view of all Dealer Service Revenue (DSR) transactions (OWN and PAY) by Serial number and by Franchise.
Operations>Technical>Franchise Technical Dashboard	Franchise Installation Commission	The report summarizes all Installation commission costs Paid / Received by a Franchise. (Main machine, Accessories & Connectivity)
Operations>Technical>Franchise Technical Dashboard	Franchise Last Reading Date	The Last reading date supplies the Technical Department with a summary of the last time a meter reading was captured for a machine. No dates = No reading This may also indicate which machines are not being read / used and therefore due for an upgrade.
Operations>Technical>Franchise Technical Dashboard	Franchise MIF	A summary of the total count of machines by DSR status (OWN, PAY or REC). The report contains basic Machine and contract information. The report can then also be generated for a specific period so that you can see the growth or decline of the product / product type counts.
Operations>Technical>Franchise Technical Dashboard	Franchise Monthly Volume	A summary of monthly volumes for OA machines by Product Type. The report can be extracted for a period and then exported to display the change over a period
Operations>Technical>Franchise Technical Dashboard	Franchise No Charges Added	Logging chargeable incidents incorrectly, Athena will not create a Transaction. Therefore, it is important to load the Incident correctly. This report will assist in pointing out possible chargeable incidents that were not completed in full. Service Desk only initiates a Transaction when the following processes are done: <ul style="list-style-type: none"> • The Incident State needs to be Closed on the AS400, and the Closed state needs to be synced to the AS400. • A Customer Order number needs to be filled in on the Incident. • A Labour item or Part that was added to the Incident, needs to have a Unit Price added. With any of the above missing, the Transaction will not create. This in turn will cause a financial loss. In this report we are looking at all Incidents that have a Customer Order number, but no chargeable values has been loaded.

Main Menu	Report Name	High Level Description
Operations>Technical>Franchise Technical Dashboard	Franchise Service History	Shows Franchise FTF and MTTR as YTD calculation including the data that makes up these numbers. In addition, it shows Monthly MTTR and FTF in specific LoB's
Operations>Technical>Franchise Technical Dashboard	Franchise WRWO	Warranties Received and Warranties Outstanding summarizes all Warranties related to the Franchise. The Technical Manager can investigate any outstanding values and confirm that all the Warranty Claims, that are due to the Franchise has been received. Warranty is paid as a lumpsum directly to the Franchise for Ricoh related products. The monies received from Warranty Claims needs to be used to cover any costs of Out of Box failures (machines), faulty toner and Parts.
Operations>Technical>General Technical Dashboards	General DSR Entries	This displays a list of all DSR entries per product that is loaded on Athena
Operations>Technical>General Technical Dashboards	General Franchise Labour Rates	A Summary of the current labour rates by Franchise. These values are used to calculate the Travel and & Repair costs on every Task created on Service Desk.
Operations>Technical>General Technical Dashboards	General Installation Commission	Summary of all Installation Commission values per product.
Operations>Technical>General Technical Dashboards	General Machine Information	Provides machine information such as Max volume, where to find a machine's serial number or how to read the meter reading off a machine.
Operations>Technical>General Technical Dashboards	General Product Listing	A replica of the master product file on Athena / AS401
Operations>Technical>General Technical Dashboards	General Suburbs Distance	These values are indicating the distance from the Base franchise to the individual suburbs. This has a direct relation to the DSR Distance factor that is applied to DSR payments.
Operations>Technical>Service Desk Costing	Incident Closed or Resolved	This report provides a view of the cost of replaced parts per serial number for Closed/Resolved Incidents
Operations>Technical>Service Desk Costing	Service Desk Incidents	A summarised view the number of Incidents and their status as well as the detail that makes up this data
Operations>Technical>Total Document Volume	TDV - By SIC Code	Provides a view of TDV achieved per Sic Code per month
Operations>Technical>Total Document Volume	TDV - Owner Base	A summary of the Total Document volume where you as franchise are the CSA Owner. This includes all machines irrespective if you are the SRV or not.
Operations>Technical>Total Document Volume	TDV - Service Base	A summary of the Total Document volume where you as franchise are the Service Owner. This includes machines where you are not the CSA Owner.
Operations>Technical>Total Document Volume	TDV By Billing	Provides a comparison of the Document volume against the amount that was billed to the customer for Service
Operations>Technical>Total Document Volume	TDV Comparison	A summarized view of the Volume and Service billing by Customer and Segment. This report also includes the detail of the Volume and billing by Customer Segment
Operations>Technical>Total Document Volume	TDV Dashboard	View Total TDV, or TDV broken into colour and Mono. Can also filter by Customer account or Customer Name
Operations>Technical>Total Document Volume	TDV Variance to Average	This report contains pre-defined averages per device. Franchises are able to check the TDV variance by device against the pre-defined averages
Sales	DSR Summary	A view of all Dealer Service Revenue (DSR) transactions (OWN and PAY) by Serial number and by Franchise.
Sales	Goods Returned	Provides a list of GRN's passed by Nashua to franchise for a specific financial period

Main Menu	Report Name	High Level Description
Sales	Monthly Inventory Sales	Inventory Sales is used to provide a view of all daily sales. In conjunction to this the report also provide the ability to determine the total sales for the month after month-end. This report can also be used to display the frequency of deliveries to a specific customer and see where efficiency can be applied to prevent unnecessary expenditure. Developed based on the original XSales from the FTP Server.
Sales	Monthly Inventory Sales - Original	To be Disabled - users to please use Monthly Inventory Sales
Sales	Product Classification Lookup	The purpose of this report is to give the users a view of the current product mapping of the products as it is on Athena
Sales	Sales vs Budget	Used to track performance against set sales budgets for both revenue and units. It shows aggregate sales and budgets for each budget reporting line. The budget reporting lines are similar to the Lines Of Business but are broken out further. This dashboard also serve the purpose to provide exposure to the relevant role players on areas that the CSS's might need to give attention to within franchises or are performing well in. At a high level, the report provides insight on the performance of the certain products selling across different business groups.
Sales	Sales vs Budget - Where's my D2F?	Sales vs Budget Where's my D2F is a report created to help franchises and CSS's understand why Direct To Franchise sales are not showing on the Sales Vs Budget. It allows them to locate a PO or Product Code and see a reason for why it is not included.
Sales	Unmapped Product Codes	Provide a list of all products currently not mapped to report into Sales vs Budget so that the necessary steps can be taken to map the product correctly for reporting purposes
Sales	Wallet Share	The wallet share report presents information about the number of accounts that are within the organisation and their corresponding LoB's (Lines Of Business). Identify customers that have existing LoB's and can potentially expand into more of the LOB's.
Sales>Franchise Adoption	Franchise Adoption	The report shows the franchise contribution towards Core or Complimentary business, compared to franchises of the same size category. In addition, a Franchise can see what their own split is between Core and Complimentary business.