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# KPI Details PeopleSoft Enterprise Customer Scorecard

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**April 2012**

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# **KPI Details PeopleSoft Enterprise Customer Scorecard**

BUSINESS_UNIT	BSC_ID	EFFDT	EFF_STATUS	PF_SCENARIO_ID	OWNER_ID	EMPLID	TREE_NAME	KPI_VIEW_LIMIT	DESCR	DESCRLONG
CORP1	CR_SCORECARD	1/1/1990	A	CR_ACTUAL	W0006	W0006	CR_STRATEGY	13	Customer Scorecard	NULL
EPM01	CR_SCORECARD	1/1/1990	A	ACTUAL01	W0006	W0006	CRM_STRATEGY	0	Customer Scorecard	NULL

SetID	Strategy Component	Effective Date	Description	Owner ID	Perspective Type
EPM01	CR_CSF1	1/1/1990	Improve Financial Contribution	W0006	1
EPM01	CR_CSF2	1/1/1990	Increase Customer Base	W0006	0
EPM01	CR_CSF3	1/1/1990	Manage Customer Interactions	W0006	2
EPM01	CR_CSF4	1/1/1990	Prepare Workforce	W0006	3
EPM01	CR_ST1	1/1/1990	Build Loyal Customer Relations	W0006	4
EPM01	CR_VISION	1/1/1990	Vision	W0006	4
SHARE	CR_CSF1.1	1/1/1990	Increase Market Share	W0006	1
SHARE	CR_CSF1.2	1/1/1990	Increase Customer Base	W0006	0
SHARE	CR_CSF1.3	1/1/1990	Develop Effective Marketing	W0006	2
SHARE	CR_CSF1.4	1/1/1990	Extend Duration of Customers	W0006	0
SHARE	CR_CSF1.5	1/1/1990	Increase Customer Satisfaction	W0006	0
SHARE	CR_CSF2.1	1/1/1990	Maximize Profit	W0006	1
SHARE	CR_CSF2.2	1/1/1990	Increase Revenue / Customer	W0006	1
SHARE	CR_CSF2.3	1/1/1990	Decrease Cost / Customer	W0006	1
SHARE	CR_CSF3.1	1/1/1990	Provide Quality Goods & Svcs	W0006	2
SHARE	CR_CSF3.2	1/1/1990	Deliver on Commitments to Cust	W0006	2
SHARE	CR_CSF3.3	1/1/1990	Increase Effectiveness of IP	W0006	2
SHARE	CR_CSF3.4	1/1/1990	Provide Superior Customer Svc.	W0006	2
SHARE	CR_CSF4.1	1/1/1990	Hire & Retain the Best People	W0006	3
SHARE	CR_CSF4.2	1/1/1990	Train & Empower Employees	W0006	3
SHARE	CR_ST1	1/1/1990	Build Loyal Cust. Relationship	W0006	0
SHARE	CR_ST2	1/1/1990	Enhance Profitability	W0006	1
SHARE	CR_ST3	1/1/1990	Manage Customer Interactions	W0006	2
SHARE	CR_ST4	1/1/1990	Prepare Workforce	W0006	3
SHARE	CR_VISION	1/1/1990	Build Better Cust. Relations	W0006	4

SetID	Effective Date	KPI ID	Description	Object Type	Manual	Unit of Measure
EPM01	1/1/1990	CR_KPI_1	Revenue	CUSTOMER	Y	
EPM01	1/1/1990	CR_KPI_10	Average Time to Close Deal	LOCATION	Y	ECH
EPM01	1/1/1990	CR_KPI_11	Employee Fill Ratio	DEPARTMENT	Y	PCT
EPM01	1/1/1990	CR_KPI_12	Support Training Completed	DEPARTMENT	Y	PCT
EPM01	1/1/1990	CR_KPI_13	Agent Utilization	LOCATION	Y	PCT
EPM01	1/1/1990	CR_KPI_14	Profitability	PRODUCT	Y	
EPM01	1/1/1990	CR_KPI_2	Average Discount %	PRODUCT	Y	PCT
EPM01	1/1/1990	CR_KPI_3	Average Sales Price \$	PRODUCT	Y	
EPM01	1/1/1990	CR_KPI_4	Customer Acquisition Rate	BUSINESS_UNIT	Y	PCT
EPM01	1/1/1990	CR_KPI_5	Average # Products	CUSTOMER	Y	ECH
EPM01	1/1/1990	CR_KPI_6	Customer Satisfaction	CUSTOMER	Y	PCT
EPM01	1/1/1990	CR_KPI_7	# Customers Via Web Store	CHANNEL	Y	ECH
EPM01	1/1/1990	CR_KPI_8	Average Time to Close Cases	PRODUCT	Y	ECH
EPM01	1/1/1990	CR_KPI_9	Lead to Sale Conversion Rate	CHANNEL	Y	PCT
SHARE	1/1/1900	CRMK_ACQ	New Customers - Current Period	BUSINESS_UNIT	N	ECH
SHARE	1/1/1900	CRMK_ACQPP	New Customers - Prior Period	BUSINESS_UNIT	N	ECH
SHARE	1/1/1900	CRMK_ACQRT	Customer Acquisition Rate	BUSINESS_UNIT	N	
SHARE	1/1/1902	CRMK_AR	Trade Accounts Receivable	BUSINESS_UNIT	N	
SHARE	1/1/1900	CRMK_AVDSC	Average Discount by customer	CUSTOMERMASTER	N	
SHARE	1/1/1900	CRMK_AVGDL	Average Deal Value	CUSTOMERMASTER	N	
SHARE	1/1/1900	CRMK_AVPRD	Avg. # of Products per Order	CUSTOMERMASTER	N	ECH
SHARE	1/1/1900	CRMK_CAS2P	Cases opened 2 periods ago	PRODUCT	N	ECH
SHARE	1/1/1900	CRMK_CASCP	Cases opened in current period	PRODUCT	N	ECH
SHARE	1/1/1900	CRMK_CASPP	# of cases opened prior period	PRODUCT	N	ECH
SHARE	1/1/1900	CRMK_CASRA	Rolling avg. cases opened	PRODUCT	N	ECH
SHARE	1/1/1900	CRMK_CLSCS	Avg. Time to Close Case	PRODUCT	N	ECH
SHARE	1/1/1900	CRMK_CNVRT	Conversion Rate	CAMPAIGN	N	
SHARE	1/1/1900	CRMK_CSCST	Cost to Support by Customer	CUSTOMER	N	
SHARE	1/1/1900	CRMK_CSPRD	Cost to Support by Product	PRODUCT	N	
SHARE	1/1/1900	CRMK_CSSAT	Average Customer Satisfaction	BUSINESS_UNIT	N	ECH
SHARE	1/1/1900	CRMK_CUST	# of customers	BUSINESS_UNIT	N	ECH
SHARE	1/1/1900	CRMK_DLAMT	Deal Amount	CUSTOMERMASTER	N	
SHARE	1/1/1900	CRMK_DSCT	Total discount by customer	CUSTOMER	N	
SHARE	1/1/1902	CRMK_DSO	Days Sales Outstanding	BUSINESS_UNIT	N	ECH

SetID	Effective Date	KPI ID	Description	Object Type	Manual	Unit of Measure
SHARE	1/1/1900	CRMK_EEFIL	Employee Fill Ratio	BUSINESS_UNIT	Y	
SHARE	1/1/1900	CRMK_EXCHN	Direct Expenses by Channel	CHANNEL	N	
SHARE	1/1/1900	CRMK_EXCST	Direct Expense by Customer	CUSTOMERMASTER	N	
SHARE	1/1/1900	CRMK_EXPRD	Direct Expenses by Product	PRODUCT	N	
SHARE	1/1/1900	CRMK_FILL	Average Time to Fulfill	CUSTOMERMASTER	N	ECH
SHARE	1/1/1900	CRMK_FVALU	Customer Value - Frequency	CUSTOMERMASTER	N	ECH
SHARE	1/1/1900	CRMK_LEADS	Lead Count	CAMPAIGN	N	ECH
SHARE	1/1/1900	CRMK_LIST	List by Customer	CUSTOMERMASTER	N	
SHARE	1/1/1900	CRMK_LOST	Lost Business	TERRITORY	N	
SHARE	1/1/1900	CRMK_LSTSZ	List Size by Campaign	CAMPAIGN	N	ECH
SHARE	1/1/1900	CRMK_MKTC	Marketing Campaign Costs	CAMPAIGN	N	
SHARE	1/1/1900	CRMK_MVALU	Customer Value - Monetary	CUSTOMERMASTER	N	ECH
SHARE	1/1/1900	CRMK_ONTM	# of orders on time by cust.	CUSTOMERMASTER	N	ECH
SHARE	1/1/1900	CRMK_ONTMR	Rate of On-Time Deliveries	CUSTOMERMASTER	N	
SHARE	1/1/1900	CRMK_ORDS	# of Orders by Customer	CUSTOMERMASTER	N	ECH
SHARE	1/1/1900	CRMK_PPLN	Absolute Pipeline	TERRITORY	N	
SHARE	1/1/1900	CRMK_PRCHN	Profitability by Channel	CHANNEL	N	
SHARE	1/1/1900	CRMK_PRCST	Profitability by Customer	CUSTOMERMASTER	N	
SHARE	1/1/1900	CRMK_PRODS	# of Products	CUSTOMERMASTER	N	ECH
SHARE	1/1/1900	CRMK_PRPRD	Profitability by Product	PRODUCT	N	
SHARE	1/1/1900	CRMK_QUOTA	Quota Attainment Rate	TERRITORY	Y	
SHARE	1/1/1900	CRMK_RCSTR	Repeat Customer Rate	BUSINESS_UNIT	N	
SHARE	1/1/1900	CRMK_ROI	Campaign ROI	CAMPAIGN	N	
SHARE	1/1/1900	CRMK_RPCST	# of repeat customers	BUSINESS_UNIT	N	ECH
SHARE	1/1/1900	CRMK_RSP	# of Responses	CAMPAIGN	N	ECH
SHARE	1/1/1900	CRMK_RSPRT	Response Rate	CAMPAIGN	N	
SHARE	1/1/1900	CRMK_RVALU	Customer Value - Recency	CUSTOMERMASTER	N	ECH
SHARE	1/1/1900	CRMK_RVBU	Revenue by Business Unit	BUSINESS_UNIT	N	

SetID	Effective Date	KPI ID	Description	Object Type	Manual	Unit of Measure
SHARE	1/1/1900	CRMK_RVCHN	Revenue by Channel	CHANNEL	N	
SHARE	1/1/1900	CRMK_RVCLS	Campaign Revenue	CAMPAIGN	N	
SHARE	1/1/1900	CRMK_RVCST	Revenue by Customer	CUSTOMERMASTER	N	
SHARE	1/1/1900	CRMK_RVPRD	Revenue by Product	PRODUCT	N	
SHARE	1/1/1900	CRMK_SAREP	Sales Rep Count	BUSINESS_UNIT	N	ECH
SHARE	1/1/1900	CRMK_SATR	Sales Training Completed	BUSINESS_UNIT	N	ECH
SHARE	1/1/1900	CRMK_SATRR	Sales Training Rate	BUSINESS_UNIT	N	
SHARE	1/1/1900	CRMK_SHARE	Market Share by Product	PRODUCT	Y	
SHARE	1/1/1900	CRMK_SUREP	Support Rep Count	BUSINESS_UNIT	N	ECH
SHARE	1/1/1900	CRMK_SUTR	Support Training Completed	BUSINESS_UNIT	N	ECH
SHARE	1/1/1900	CRMK_SUTRR	Support Training Rate	BUSINESS_UNIT	N	
SHARE	1/1/1900	CRMK_VALUE	Customer Value	CUSTOMERMASTER	N	ECH
SHARE	1/1/1900	CRMK_WINS	# of opportunities won	CAMPAIGN	N	ECH



SetID	KPI ID	Description	Model ID	Rule	Effective Date	Target Type	Time Frame	Use Current Time Frame Rule (Y/N)	Default Target Table (Y/N)	Limit % of Target to 100% (Y/N)	Less is Better (Y/N)	Annual Goal	Primary Target	Green	Yellow	Red
EPM01	CR_KPI_1	Revenue	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_1	Revenue	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_1	Revenue	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_1	Revenue	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_10	Average Time to Close Deal	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_10	Average Time to Close Deal	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_10	Average Time to Close Deal	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_10	Average Time to Close Deal	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_10	Average Time to Close Deal	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_10	Average Time to Close Deal	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_10	Average Time to Close Deal	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_10	Average Time to Close Deal	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_11	Employee Fill Ratio	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_11	Employee Fill Ratio	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_11	Employee Fill Ratio	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_11	Employee Fill Ratio	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_12	Support Training Completed	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_12	Support Training Completed	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_12	Support Training Completed	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_12	Support Training Completed	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_13	Agent Utilization	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_13	Agent Utilization	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_13	Agent Utilization	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_13	Agent Utilization	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_14	Profitability	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_14	Profitability	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_14	Profitability	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_14	Profitability	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_2	Average Discount %	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_2	Average Discount %	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_2	Average Discount %	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_2	Average Discount %	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_3	Average Sales Price \$	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_3	Average Sales Price \$	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_3	Average Sales Price \$	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_3	Average Sales Price \$	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_4	Customer Acquisition Rate	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_4	Customer Acquisition Rate	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000

SetID	KPI ID	Description	Model ID	Rule	Effective Date	Target Type	Time Frame	Use Current Time Frame Rule (Y/N)	Default Target Table (Y/N)	Limit % of Target to 100% (Y/N)	Less is Better (Y/N)	Annual Goal	Primary Target	Green	Yellow	Red
EPM01	CR_KPI_5	Average # Products	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_5	Average # Products	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_5	Average # Products	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_5	Average # Products	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_6	Customer Satisfaction	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_6	Customer Satisfaction	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_6	Customer Satisfaction	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_6	Customer Satisfaction	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_7	# Customers Via Web Store	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_7	# Customers Via Web Store	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_8	Average Time to Close Cases	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_8	Average Time to Close Cases	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_8	Average Time to Close Cases	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_8	Average Time to Close Cases	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	< 0.000000	< 0.000000	>= 0.000000
EPM01	CR_KPI_9	Lead to Sale Conversion Rate	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_9	Lead to Sale Conversion Rate	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_9	Lead to Sale Conversion Rate	ACT01		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
EPM01	CR_KPI_9	Lead to Sale Conversion Rate	PROD1		1/1/1990	2	1	N	Y	N	N	0.000000	0.000000	>= 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_ACQ	New Customers - Current Period	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	3.000000	< 2.000000	< 3.000000	< 2.000000
SHARE	CRMK_ACQPP	New Customers - Prior Period	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	3.000000	< 2.000000	< 3.000000	< 2.000000
SHARE	CRMK_ACQRT	Customer Acquisition Rate	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	100.000000	< 80.000000	< 100.000000	< 80.000000
SHARE	CRMK_AR	Trade Accounts Receivable	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	2000000.000000	> 2500000.000000	> 2000000.000000	> 2500000.000000
SHARE	CRMK_AVDSC	Average Discount by customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 25.000000	> 10.000000	> 25.000000
SHARE	CRMK_AVDSC	Average Discount by customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 25.000000	> 10.000000	> 25.000000
SHARE	CRMK_AVDSC	Average Discount by customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 25.000000	> 10.000000	> 25.000000
SHARE	CRMK_AVDSC	Average Discount by customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 25.000000	> 10.000000	> 25.000000
SHARE	CRMK_AVDSC	Average Discount by customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 25.000000	> 10.000000	> 25.000000
SHARE	CRMK_AVDSC	Average Discount by customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 25.000000	> 10.000000	> 25.000000
SHARE	CRMK_AVDSC	Average Discount by customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 25.000000	> 10.000000	> 25.000000







SetID	KPI ID	Description	Model ID	Rule	Effective Date	Target Type	Time Frame	Use Current Time Frame Rule (Y/N)	Default Target Table (Y/N)	Limit % of Target to 100% (Y/N)	Less is Better (Y/N)	Annual Goal	Primary Target	Green	Yellow	Red
SHARE	CRMK_CASPP	# of cases opened prior period	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASPP	# of cases opened prior period	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASPP	# of cases opened prior period	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASPP	# of cases opened prior period	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASPP	# of cases opened prior period	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000	> 10.000000	> 15.000000
SHARE	CRMK_CASRA	Rolling avg. cases opened	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	10.000000	> 15.000000		

























SetID	KPI ID	Description	Model ID	Rule	Effective Date	Target Type	Time Frame	Use Current Time Frame Rule (Y/N)	Default Target Table (Y/N)	Limit % of Target to 100% (Y/N)	Less is Better (Y/N)	Annual Goal	Primary Target	Green	Yellow	Red
SHARE	CRMK_RVCST	Revenue by Customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20000.000000	< 10000.000000	< 20000.000000	< 10000.000000
SHARE	CRMK_RVCST	Revenue by Customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20000.000000	< 10000.000000	< 20000.000000	< 10000.000000
SHARE	CRMK_RVCST	Revenue by Customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20000.000000	< 10000.000000	< 20000.000000	< 10000.000000
SHARE	CRMK_RVCST	Revenue by Customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20000.000000	< 10000.000000	< 20000.000000	< 10000.000000
SHARE	CRMK_RVCST	Revenue by Customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20000.000000	< 10000.000000	< 20000.000000	< 10000.000000
SHARE	CRMK_RVCST	Revenue by Customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	5000000.000000	< 4000000.000000	< 5000000.000000	< 4000000.000000
SHARE	CRMK_RVCST	Revenue by Customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20000.000000	< 10000.000000	< 20000.000000	< 10000.000000
SHARE	CRMK_RVCST	Revenue by Customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20000.000000	< 10000.000000	< 20000.000000	< 10000.000000
SHARE	CRMK_RVCST	Revenue by Customer	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20000.000000	< 10000.000000	< 20000.000000	< 10000.000000
SHARE	CRMK_RVPRD	Revenue by Product	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	100000.000000	< 50000.000000	< 100000.000000	< 50000.000000
SHARE	CRMK_RVPRD	Revenue by Product	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	100000.000000	< 50000.000000	< 100000.000000	< 50000.000000
SHARE	CRMK_RVPRD	Revenue by Product	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	100000.000000	< 50000.000000	< 100000.000000	< 50000.000000
SHARE	CRMK_RVPRD	Revenue by Product	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	100000.000000	< 50000.000000	< 100000.000000	< 50000.000000
SHARE	CRMK_RVPRD	Revenue by Product	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	100000.000000	< 50000.000000	< 100000.000000	< 50000.000000
SHARE	CRMK_RVPRD	Revenue by Product	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	100000.000000	< 50000.000000	< 100000.000000	< 50000.000000
SHARE	CRMK_RVPRD	Revenue by Product	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	100000.000000	< 50000.000000	< 100000.000000	< 50000.000000
SHARE	CRMK_SAREP	Sales Rep Count	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	12.000000	< 8.000000	< 12.000000	< 8.000000
SHARE	CRMK_SATR	Sales Training Completed	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	5.000000	< 3.000000	< 5.000000	< 3.000000
SHARE	CRMK_SATRR	Sales Training Rate	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	50.000000	< 25.000000	< 50.000000	< 25.000000
SHARE	CRMK_SHARE	Market Share by Product	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20.000000	< 10.000000	< 20.000000	< 10.000000
SHARE	CRMK_SHARE	Market Share by Product	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20.000000	< 10.000000	< 20.000000	< 10.000000
SHARE	CRMK_SHARE	Market Share by Product	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20.000000	< 10.000000	< 20.000000	< 10.000000
SHARE	CRMK_SUREP	Support Rep Count	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	8.000000	< 6.000000	< 8.000000	< 6.000000
SHARE	CRMK_SUTR	Support Training Completed	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	3.000000	< 2.000000	< 3.000000	< 2.000000
SHARE	CRMK_SUTRR	Support Training Rate	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	50.000000	< 25.000000	< 50.000000	< 25.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		6/15/2001	1	1	N	N	Y	N	5.000000	5.000000	<= 2.000000	<= 4.000000	<= 2.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		1/1/1900	1	1	N	N	Y	N	5.000000	5.000000	<= 2.000000	<= 4.000000	<= 2.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		6/15/2001	1	1	N	N	Y	N	5.000000	5.000000	<= 2.000000	<= 4.000000	<= 2.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		1/1/1900	1	1	N	N	Y	N	5.000000	5.000000	<= 2.000000	<= 4.000000	<= 2.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		6/15/2001	1	1	N	N	Y	N	5.000000	5.000000	<= 2.000000	<= 4.000000	<= 2.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		6/15/2001	1	1	N	N	Y	N	5.000000	5.000000	<= 2.000000	<= 4.000000	<= 2.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		6/15/2001	1	1	N	N	Y	N	5.000000	5.000000	<= 2.000000	<= 4.000000	<= 2.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		6/15/2001	1	1	N	N	Y	N	5.000000	5.000000	<= 2.000000	<= 4.000000	<= 2.000000

SetID	KPI ID	Description	Model ID	Rule	Effective Date	Target Type	Time Frame	Use Current Time Frame Rule (Y/N)	Default Target Table (Y/N)	Limit % of Target to 100% (Y/N)	Less is Better (Y/N)	Annual Goal	Primary Target	Green	Yellow	Red
SHARE	CRMK_VALUE	Customer Value	CR_SC		6/15/2001	1	1	N	N	Y	N	5.000000	5.000000	<= 2.000000	<= 4.000000	<= 2.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		6/15/2001	1	1	N	N	Y	N	5.000000	5.000000	<= 2.000000	<= 4.000000	<= 2.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		6/15/2001	1	1	N	N	Y	N	5.000000	5.000000	<= 2.000000	<= 4.000000	<= 2.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_VALUE	Customer Value	CR_SC		4/30/2002	2	1	N	Y	Y	N	0.000000	0.000000	< 0.000000	< 0.000000	< 0.000000
SHARE	CRMK_WINS	# of opportunities won	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20.000000	< 15.000000	< 20.000000	< 15.000000
SHARE	CRMK_WINS	# of opportunities won	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20.000000	< 15.000000	< 20.000000	< 15.000000
SHARE	CRMK_WINS	# of opportunities won	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20.000000	< 15.000000	< 20.000000	< 15.000000
SHARE	CRMK_WINS	# of opportunities won	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20.000000	< 15.000000	< 20.000000	< 15.000000
SHARE	CRMK_WINS	# of opportunities won	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20.000000	< 15.000000	< 20.000000	< 15.000000
SHARE	CRMK_WINS	# of opportunities won	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20.000000	< 15.000000	< 20.000000	< 15.000000
SHARE	CRMK_WINS	# of opportunities won	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20.000000	< 15.000000	< 20.000000	< 15.000000
SHARE	CRMK_WINS	# of opportunities won	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20.000000	< 15.000000	< 20.000000	< 15.000000
SHARE	CRMK_WINS	# of opportunities won	CR_SC		5/30/2001	1	1	N	N	N	N	0.000000	20.000000	< 15.000000	< 20.000000	< 15.000000

SetID	KPI ID	Model ID	Effective Date	Time Frame	KPI Type	Calculation ID	Time Span ID
SHARE	CRMK_ACQ	CR_SC	00:00.0	1	2	CRMC_ACQ	
SHARE	CRMK_ACQPP	CR_SC	00:00.0	1	1		PER-1
SHARE	CRMK_ACQRT	CR_SC	00:00.0	1	2	CRMC_ACQRT	
SHARE	CRMK_AR	CR_SC	00:00.0	1	2	CRMC_AR	
SHARE	CRMK_AVDSC	CR_SC	00:00.0	1	2	CRMC_AVDSC	
SHARE	CRMK_AVGDL	CR_SC	00:00.0	1	2	CRMC_AVGDL	
SHARE	CRMK_AVPRD	CR_SC	00:00.0	1	2	CRMC_AVPRD	
SHARE	CRMK_CAS2P	CR_SC	00:00.0	1	1		PER-2
SHARE	CRMK_CASCP	CR_SC	00:00.0	1	2	CRMC_CASP	
SHARE	CRMK_CASPP	CR_SC	00:00.0	1	1		PER-1
SHARE	CRMK_CASRA	CR_SC	00:00.0	1	2	CRMC_CASRA	
SHARE	CRMK_CLSCS	CR_SC	00:00.0	1	2	CRMC_CLSCS	
SHARE	CRMK_CNVRT	CR_SC	00:00.0	1	2	CRMC_CNVRT	
SHARE	CRMK_CSCST	CR_SC	00:00.0	1	2	CRMC_CSCST	
SHARE	CRMK_CSPRD	CR_SC	00:00.0	1	2	CRMC_CSPRD	
SHARE	CRMK_CSSAT	CR_SC	00:00.0	1	2	CRMC_CSSAT	
SHARE	CRMK_CUST	CR_SC	00:00.0	1	2	CRMC_CUST	
SHARE	CRMK_DLAMT	CR_SC	00:00.0	1	2	CRMC_DLAMT	
SHARE	CRMK_DSCT	CR_SC	00:00.0	1	2	CRMC_DSCT	
SHARE	CRMK_DSO	CR_SC	00:00.0	1	2	CRMC_DSO	
SHARE	CRMK_EXCHN	CR_SC	00:00.0	1	2	CRMC_EXCHN	
SHARE	CRMK_EXCST	CR_SC	00:00.0	1	2	CRMC_EXCST	
SHARE	CRMK_EXPRD	CR_SC	00:00.0	1	2	CRMC_EXPRD	
SHARE	CRMK_FILL	CR_SC	00:00.0	1	2	CRMC_FILL	
SHARE	CRMK_FVALU	CR_SC	00:00.0	1	2	CRMC_FVALU	
SHARE	CRMK_LEADS	CR_SC	00:00.0	1	2	CRMC_LEADS	
SHARE	CRMK_LIST	CR_SC	00:00.0	1	2	CRMC_LIST	
SHARE	CRMK_LOST	CR_SC	00:00.0	←	2	CRMC_LOST	
SHARE	CRMK_LSTSZ	CR_SC	00:00.0	1	2	CRMC_LSTSZ	
SHARE	CRMK_MKTC	CR_SC	00:00.0	1	2	CRMC_MKTC	
SHARE	CRMK_MVALU	CR_SC	00:00.0	1	2	CRMC_MVALU	
SHARE	CRMK_ONTM	CR_SC	00:00.0	1	2	CRMC_ONTM	
SHARE	CRMK_ONTMR	CR_SC	00:00.0	1	2	CRMC_ONTMR	
SHARE	CRMK_ORDS	CR_SC	00:00.0	1	2	CRMC_ORDS	
SHARE	CRMK_PPLN	CR_SC	00:00.0	1	2	CRMC_PPLN	
SHARE	CRMK_PRCHN	CR_SC	00:00.0	1	2	CRMC_PRCHN	
SHARE	CRMK_PRCST	CR_SC	00:00.0	1	2	CRMC_PRCST	
SHARE	CRMK_PRODS	CR_SC	00:00.0	1	2	CRMC_PRODS	
SHARE	CRMK_PRPRD	CR_SC	00:00.0	1	2	CRMC_PRPRD	
SHARE	CRMK_RCSTR	CR_SC	00:00.0	1	2	CRMC_RCSTR	
SHARE	CRMK_ROI	CR_SC	00:00.0	1	2	CRMC_ROI	
SHARE	CRMK_RPCST	CR_SC	00:00.0	1	2	CRMC_RPCST	
SHARE	CRMK_RSP	CR_SC	00:00.0	1	2	CRMC_LDTSK	
SHARE	CRMK_RSPRT	CR_SC	00:00.0	1	2	CRMC_RSPRT	
SHARE	CRMK_RVALU	CR_SC	00:00.0	1	2	CRMC_RVALU	
SHARE	CRMK_RVBU	CR_SC	00:00.0	1	2	CRMC_RVBU	
SHARE	CRMK_RVCHN	CR_SC	00:00.0	1	2	CRMC_RVCHN	
SHARE	CRMK_RVCLS	CR_SC	00:00.0	1	2	CRMC_CLSRV	
SHARE	CRMK_RVCST	CR_SC	00:00.0	1	2	CRMC_RVCST	
SHARE	CRMK_RVPRD	CR_SC	00:00.0	1	2	CRMC_RVPRD	
SHARE	CRMK_SAREP	CR_SC	00:00.0	1	2	CRMC_SAREP	
SHARE	CRMK_SATR	CR_SC	00:00.0	1	2	CRMC_SATR	
SHARE	CRMK_SATRR	CR_SC	00:00.0	1	2	CRMC_SATRR	
SHARE	CRMK_SUREP	CR_SC	00:00.0	1	2	CRMC_SUREP	
SHARE	CRMK_SUTR	CR_SC	00:00.0	1	2	CRMC_SUTR	
SHARE	CRMK_SUTRR	CR_SC	00:00.0	1	2	CRMC_SUTRR	
SHARE	CRMK_WINS	CR_SC	00:00.0	1	2	CRMC_WINS	

SetID	KPI	Descr	Eff Date	Source Descr	Expression	Calculation Descr
SHARE	CRMC_ACQ	Customer Acquisition	1/1/1900	CR_1ST_ORD_VW	CRMD_ACQ	# of customers whose first order date falls into the current period.
SHARE	CRMC_ACQRT	Customer Acquisition Rate.	1/1/1900	CRM_CST_ACQ_VW	( CRMK_ACQ / CRMK_ACQPP ) * 100	# of new customers current period, divided by # of new customers prior period; by business unit.
SHARE	CRMC_AR	Trade Accounts Receivable	1/1/1902	PF_LEDGER_F00	CRMD_AR	Sum of Trade Accounts Receivable, by BU.
SHARE	CRMC_AVDSC	Average Discount by Customer	1/1/1900	order_d00, ord_line_f00	1 - ( CRMK_DLAMT / CRMK_LIST )	Total discounts divided by total list, by customer.
SHARE	CRMC_AVGDL	Average Deal Amount	1/1/1900	ORD_LINE_F00, ORDER_D00	CRMK_DLAMT / CRMK_ORDS	Total Deal Value, divided by number of orders, by customer.
SHARE	CRMC_AVPRD	Average # of Prods per Order	1/1/1900	ORD_LINE_F00, ORDER_D00	CRMK_PRODS / CRMK_ORDS	Total # of distinct products divided by total # of distinct order headers by customer.
SHARE	CRMC_CASP	Cases opened in period	1/1/1900	CASE_D00	CRMD_CASCP	COUNT DISTINCT cases with create_dttm in current period.
SHARE	CRMC_CASRA	Rolling avg. # of cases opened	1/1/1900	CASE_D00	( CRMK_CASCP + CRMK_CASPP + CRMK_CAS2P ) / 3	Rolling average # of cases opened over past three periods; by product.
SHARE	CRMC_CLSCS	Avg. Time to Close Case	1/1/1900	CASE_F00, CASE_D00	CRMD_CLSCS	By product; avg. # of days between create date and closed date for cases closed in the period.
SHARE	CRMC_CLSRV	Closed revenue by campaign	1/1/1900	OPPORTUNITY_D00, OPPORTUNITY_F00, LEAD_D00	CRMD_RVCLS	Customer Scorecard - sum of actual revenue for each closed-won opportunity, by campaign.
SHARE	CRMC_CNVRT	Conversion Rate	1/1/1900	LEAD_D00, OPPORTUNITY_F00	( CRMK_WINS / CRMK_LEADS ) * 100	# of wins divided by # of leads; by campaign.
SHARE	CRMC_CSCST	Cost to Support by Customer	1/1/1900	PF_LEDGER_F00	CRMD_CSCST	Sum of product costs, by customer.
SHARE	CRMC_CSPRD	Cost to Support by Product	1/1/1900	PF_LEDGER_F00	CRMD_CSPRD	Sum of product costs, by product.
SHARE	CRMC_CSSAT	Average Customer Satisfaction	1/1/1900	CASE_SURV_F00, CASE_D00	CRMD_CSSAT	Average cust. sat. score across all surveys for all cases opened during the period, by business unit.
SHARE	CRMC_CUST	Customers	1/1/1900	ORDER_D00, ORD_LN_F00	CRMD_CUST	# of distinct customers
SHARE	CRMC_DLAMT	Deal Amount	1/1/1900	ORD_LINE_F00, ORDER_D00	CRMD_DLAMT	Total Deal Amount, by Customer
SHARE	CRMC_DSCT	Total Discount by Customer	1/1/1900	OPP_QUOT_F00_VW	CRMD_DSCT	Sum of discounts taken by customer
SHARE	CRMC_DSO	Days Sales Outstanding	1/1/1902	PF_LEDGER_F00	CRMK_AR / ( CRMK_RVBU / 30 )	Trade AR, divided by average daily sales; by business unit.
SHARE	CRMC_EXCHN	Direct Expenses by Channel	1/1/1900	PF_LEDGER_F00	CRMD_EXCHN	Direct Expenses by Channel
SHARE	CRMC_EXCST	Direct Expenses by Customer	1/1/1900	PF_LEDGER_F00	CRMD_EXCST	Sum of direct expenses, by customer
SHARE	CRMC_EXPRD	Direct Expenses by Product	1/1/1900	PF_LEDGER_F00	CRMD_EXPRD	Direct Expenses by Product
SHARE	CRMC_FILL	Avg. time to fulfill orders	1/1/1900	ORD_LINE_F00, ORDER_D00	CRMD_FILL	

SetID	KPI	Descr	Eff Date	Source Descr	Expression	Calculation Descr
SHARE	CRMC_FVALU	Customer Value - Frequency	1/1/1900	ORDER_D00, ORD_LINE_F00	CRMD_FVALU	# of orders over past year
SHARE	CRMC_LDTSK	Responses	1/1/1900	LEAD_TSK_F00, LEAD_F00, LEAD_D00	CRMD_LDTSK	# of Responses by Campaign_ID
SHARE	CRMC_LEADS	Lead Count	1/1/1900	LEAD_D00	CRMD_LEADS	# of leads by campaign.
SHARE	CRMC_LIST	Sum of list prices by customer	1/1/1900	ORDER_D00, ORD_LINE_F00	CRMD_LIST	Customer Scorecard - Sum of list prices over all orders of a customer.
SHARE	CRMC_LOST	Lost Business	1/1/1900	OPPORTU NITY_D00, OPPORTU NITY_F00	100 * ( CRMD_LOST / CRMD_PLAN )	Lost business as a percentage of Plan.
SHARE	CRMC_LSTSZ	List Size by Campaign ID	1/1/1900	MKT_WAVE_D00	CRMD_LSTSZ	Customer Scorecard - Sum of list count by campaign ID.
SHARE	CRMC_MKTC	Marketing Campaign Costs	1/1/1900	OPPORTU NITY_F00, OPPORTU NITY_D00, LEAD_D00, MKT_WAVE_D00	CRMD_MKTC	Sum of Total Cost over all campaign waves, by campaign.
SHARE	CRMC_MVALU	Customer Value - Monetary	1/1/1900	ORDER_D00, ORD_LINE_F00	CRMD_MVALU	Sum of order amounts over the past year, by customer.
SHARE	CRMC_ONTIM	On time delivery rate	1/1/1900	ORDER_D00, ORD_LINE_F00	( CRMK_ONTM / CRMK_ORDS ) * 100	CR Scorecard
SHARE	CRMC_ONTM	On Time Orders	1/1/1900	ORD_LINE_F00, ORDER_D00	CRMD_ONTM	# of order lines on time by customer.
SHARE	CRMC_ONTMR	% on time deliveries	1/1/1900	ORD_LINE_F00, ORDER_D00	( CRMK_ONTM / CRMK_ORDS ) * 100	# of on time orders divided by # of total orders by customer
SHARE	CRMC_ORDS	# of Orders by Customer	1/1/1900	ORD_LINE_F00, ORDER_D00	CRMD_ORDS	# of distinct order headers by customer.
SHARE	CRMC_PPLN	Absolute Pipeline	1/1/1900	OPPORTU NITY_D00, OPPORTU NITY_F00	CRMD_PPACT + CRMD_PPFC	Closed revenue, plus forecasted revenue, by sales territory.
SHARE	CRMC_PRCHN	Profitability by Channel	1/1/1900	PF_LEDGER_F00	CRMK_RVCHN - CRMK_EXCHN	Total Revenue less Direct Expenses, by channel
SHARE	CRMC_PRCST	Profitability by Customer	1/1/1900	PF_LEDGER_F00	CRMK_RVCST - CRMK_EXCST	Revenue less Direct Expenses, by Customer.

SetID	Data Element ID	Description	Effective Date	Object Type	Constraint Code	Dimension	Measure	Measure Descr	Measure Recname	Measure Field Name	Aggregate Type	Unit of Measure
SHARE	CRMD_ACQ	Customer Acquisition.	1/1/1900	BUSINESS_UNIT	CRMCN_CSTACQ	1	2	Customer ID	CR_1ST_ORD_VW	CUST_ID	D	ECH
SHARE	CRMD_AR	Trade Accounts Receivable	1/1/1902	BUSINESS_UNIT	CRMCN_AR	1	15	Base Currency Amt	PF_LEDGER_F00	POSTED_BASE_AMT	S	
SHARE	CRMD_CASCP	Cases opened in period	1/1/1900	PRODUCT	CRMCN_CASES_OPENED	14	2	Case Number	CASE_D00	CASE_ID	D	ECH
SHARE	CRMD_CLSCS	Avg. Time to Close Case	1/1/1900	PRODUCT	CRMCN_RESOLVED_CASES	14	28	CRME_CASE_DURATION			A	ECH
SHARE	CRMD_CSCST	Cost to Support by Customer	1/1/1900	CUSTOMER	CRMCN_PROD_COSTS	8	15	Base Currency Amt	PF_LEDGER_F00	POSTED_BASE_AMT	S	
SHARE	CRMD_CSPRD	Cost to Support by Product	1/1/1900	PRODUCT	CRMCN_PROD_COSTS	9	15	Base Currency Amt	PF_LEDGER_F00	POSTED_BASE_AMT	S	
SHARE	CRMD_CSSAT	Average Customer Satisfaction	1/1/1900	BUSINESS_UNIT	CRMCN_CASE_SURVEY	1	7	Total Score of Answer	CASE_SURV_F00	RC_TOTAL_SCORE	A	ECH
SHARE	CRMD_CUST	Customers	1/1/1900	BUSINESS_UNIT	CRMCN_ORDER	1	7	Customer ID	CUST_MSTR_D00	CUST_ID	D	ECH
SHARE	CRMD_DLAMT	Deal Amount by Customer	1/1/1900	CUSTOMERMASTER	CRMCN_ORDER	7	37	CRME_EXT_PRICE			S	
SHARE	CRMD_DSCT	Total Discount by Customer	1/1/1900	CUSTOMER	CRMCN_AVG_DSCT	9	12	Process Instance	OPP_QUOT_F00_VW	PROCESS_INSTANCE	S	
SHARE	CRMD_EXCHN	Direct Expenses by Channel	1/1/1900	CHANNEL	CRMCN_DIRECT_EXP	11	19	Posted Transaction Amount	PF_LEDGER_F00	POSTED_TRAN_AMT	S	
SHARE	CRMD_EXCST	Direct Expense by Customer	1/1/1900	CUSTOMERMASTER	CRMCN_DIRECT_EXP	9	19	Posted Transaction Amount	PF_LEDGER_F00	POSTED_TRAN_AMT	S	
SHARE	CRMD_EXPRD	Direct Expenses by Product	1/1/1900	PRODUCT	CRMCN_DIRECT_EXP	9	19	Posted Transaction Amount	PF_LEDGER_F00	POSTED_TRAN_AMT	S	
SHARE	CRMD_FILL	Time to Fill Orders	1/1/1900	CUSTOMERMASTER	CRMCN_ORDER	7	38	CRME_ORDER_FILL			A	ECH
SHARE	CRMD_FVALU	Orders over past year	1/1/1900	CUSTOMERMASTER	CRMCN_FVALU	7	2	Order No	ORDER_D00	ORDER_NO	D	ECH
SHARE	CRMD_LDTSK	# of Responses	1/1/1900	CAMPAIGN	CRMCN_RESPONSE	14	2	Lead ID	LEAD_F00	LEAD_ID	D	ECH
SHARE	CRMD_LEADS	Lead Count	1/1/1900	CAMPAIGN	CRMCN_LEADS	14	2	Lead ID	LEAD_D00	LEAD_ID	D	ECH
SHARE	CRMD_LIST	Total list by customer	1/1/1900	CUSTOMERMASTER	CRMCN_ORDER	7	36	CRME_EXT_LIST			S	
SHARE	CRMD_LOST	Lost Business	1/1/1900	TERRITORY	CRMCN_LOST	27	9	Estimated Revenue	OPPORTUNITY_F00	EST_REVENUE	S	
SHARE	CRMD_LSTSZ	List Size by Campaign ID	1/1/1900	CAMPAIGN	CRMCN_LIST_SIZE	2	11	List Count	MKT_WAVE_D00	LIST_COUNT	S	ECH
SHARE	CRMD_MKTC	Marketing Campaign Costs	1/1/1900	CAMPAIGN	CRMCN_MKTG_COSTS	2	16	Total Cost	MKT_WAVE_D00	COST	S	
SHARE	CRMD_MVALU	Customer Value - Monetary	1/1/1900	CUSTOMERMASTER	CRMCN_FVALU	7	37	CRME_EXT_PRICE			S	
SHARE	CRMD_ONTM	On Time Orders	1/1/1900	CUSTOMERMASTER	CRMCN_ONTM	7	2	Order No	ORDER_D00	ORDER_NO	D	ECH
SHARE	CRMD_OP PCT	# of opportunities won	1/1/1900	CAMPAIGN	CRMCN_CAMPAIGN_REV	20	2	Opportunity Identification	OPPORTUNITY_D00	OPPORTUNITY_ID	D	ECH
SHARE	CRMD_ORDS	# of Orders	1/1/1900	CUSTOMERMASTER	CRMCN_ORDER	7	2	Order No	ORDER_D00	ORDER_NO	D	ECH
SHARE	CRMD_PLAN	Plan	1/1/1900	TERRITORY	CRMCN_PLAN	27	9	Estimated Revenue	OPPORTUNITY_F00	EST_REVENUE	S	
SHARE	CRMD_PPACT	Pipeline - Actual	1/1/1900	TERRITORY	CRMCN_PPLN_ACT	27	10	Actual Revenue	OPPORTUNITY_F00	ACT_REVENUE	S	
SHARE	CRMD_PPFCS	Pipeline - Forecast	1/1/1900	TERRITORY	CRMCN_PPLN_FCST	27	18	Forecast Total	OPPORTUNITY_F00	FORECAST_TOTAL	S	
SHARE	CRMD_PRODS	# of Products by Customer	1/1/1900	CUSTOMER	CRMCN_SALES_ORD	22	8				D	ECH
SHARE	CRMD_PRODS	# of Products by Customer	1/1/2002	CUSTOMERMASTER	CRMCN_ORDER	7	33	Product ID	ORD_LINE_F00	PRODUCT_ID	D	ECH
SHARE	CRMD_RPCST	Repeat Customers	1/1/1900	BUSINESS_UNIT	CRMCN_RPT_CUST_ORD	1	3	Customer ID	CR_RPT_CST_VW	CUST_ID	D	ECH
SHARE	CRMD_RVALU	Days since last order	1/1/1900	CUSTOMERMASTER	CRMCN_LASTORD	2	5	CR_LASTORD			N	ECH
SHARE	CRMD_RVBU	Revenue by Business Unit	1/1/1900	BUSINESS_UNIT	CRMCN_REVENUE_CUST	1	19	Posted Transaction Amount	PF_LEDGER_F00	POSTED_TRAN_AMT	S	
SHARE	CRMD_RVCHN	Revenue by Channel	1/1/1900	CHANNEL	CRMCN_REVENUE_CUST	11	19	Posted Transaction Amount	PF_LEDGER_F00	POSTED_TRAN_AMT	S	
SHARE	CRMD_RVCLS	Campaign Revenue	1/1/1900	CAMPAIGN	CRMCN_CAMPAIGN_REV	20	18	Actual Revenue	OPPORTUNITY_F00	ACT_REVENUE	S	
SHARE	CRMD_RVCST	Revenue by Customer	1/1/1900	CUSTOMERMASTER	CRMCN_REVENUE_CUST	9	19	Posted Transaction Amount	PF_LEDGER_F00	POSTED_TRAN_AMT	S	
SHARE	CRMD_RVPRD	Revenue By Product	1/1/1900	PRODUCT	CRMCN_REVENUE_CUST	9	19	Posted Transaction Amount	PF_LEDGER_F00	POSTED_TRAN_AMT	S	
SHARE	CRMD_SAREP	Sales Rep Count	1/1/1900	BUSINESS_UNIT	CRMCN_SAREP	1	3	Person ID	SALES_REP_D00	PERSON_ID	D	ECH
SHARE	CRMD_SATR	Sales Training Completed	1/1/1900	BUSINESS_UNIT	CRMCN_SALES_TRAINING	1	2	Employee ID	JOB_F00	EMPLID	D	ECH
SHARE	CRMD_SUREP	Support Rep Count	1/1/1900	BUSINESS_UNIT	CRMCN_SUREP	1	4	Assigned To	CASE_F00	ASSIGNED_TO	D	ECH
SHARE	CRMD_SUTR	Support Training Completed	1/1/1900	BUSINESS_UNIT	CRMCN_SUPP_TRAINING	1	2	Employee ID	JOB_F00	EMPLID	D	ECH

SetID	KPI	Descr	Eff Date	Source Descr	Expression	Calculation Descr
SHARE	CRMC_PRODS	# of Products	1/1/1900	ORD_LINE_F00, ORDER_D00	CRMD_PRODS	Total # of distinct products ordered by customer.
SHARE	CRMC_PRPRD	Profitability by Product	1/1/1900	PF_LEDGE_R_F00	CRMK_RVPRD - CRMK_EXPRD	Customer Scorecard - Profitability by Product
SHARE	CRMC_RCSTR	Repeat Customer Rate	1/1/1900	crm_rpt_cst_vw	( CRMK_RPCST / CRMK_CUST ) * 100	# of repeat customers divided by # of total customers, by business unit
SHARE	CRMC_ROI	Campaign ROI	1/1/1900	MKT_WAVE_D00, OPPORTUNITY_F00, OPPORTUNITY_D00, LEAD_D00	( ( CRMK_RVCLS - CRMK_MKTC ) / CRMK_MKTC ) * 100	Total campaign revenue less campaign costs, divided by campaign costs; by campaign_id.
SHARE	CRMC_RPCST	Repeat CustomerS	1/1/1900	crm_rpt_cst_vw	CRMD_RPCST	# of customers with more than one order, by business unit.
SHARE	CRMC_RSPRT	Response Rate	1/1/1900	LEAD_TSK_F00, LEAD_F00, LEAD_D00, MKT_WAVE_D00	( CRMK_RSP / CRMK_LSTSZ ) * 100	Customer Scorecard - Number of responses, divided by total list size, by campaign.
SHARE	CRMC_RVALU	Order recency	1/1/1900	CR_LAST_ORD_VW	100 - ( CRMD_RVALU / 3 )	Conversion from # of days since last order into a recency score based on linear function modeled as f(x) = 100 - 1/3*x.
SHARE	CRMC_RVBU	Revenue by Business Unit	1/1/1900	PF_LEDGE_R_F00	CRMD_RVBU	Sum of revenue amounts in current period.
SHARE	CRMC_RVCHN	Revenue by Channel	1/1/1900	PF_LEDGE_R_F00	CRMD_RVCHN	Customer Scorecard - Revenue by Channel
SHARE	CRMC_RVCST	Revenue by Customer	1/1/1900	PF_LEDGE_R_F00	CRMD_RVCST	Customer Scorecard - Revenue by customer
SHARE	CRMC_RVPRD	Revenue by Product	1/1/1900	PF_LEDGE_R_F00	CRMD_RVPRD	Customer Scorecard - Revenue by Product
SHARE	CRMC_SAREP	Sales Rep Count	1/1/1900	SALES_REP_D00	CRMD_SAREP	# of sales reps, by business unit.
SHARE	CRMC_SATR	Sales Training Completed	1/1/1900	JOB_F00, WA_TRN_HST_D00	CRMD_SATR	# of employees who have completed a sales training course, by business unit.
SHARE	CRMC_SATTR	Sales Training Rate	1/1/1900	SALES_REP_D00, WA_TRN_HST_D00, JOB_F00	( CRMK_SATR / CRMK_SAREP ) * 100	# of sales training graduates divided by # of salesreps; by business unit.
SHARE	CRMC_SUREP	Support Rep Count	1/1/1900	CASE_F00, CASE_D00	CRMD_SUREP	# of support rep who have been assigned a case created in the current period; by business unit.
SHARE	CRMC_SUTR	Support Training Completed	1/1/1900	JOB_F00, WA_TRN_HST_D00	CRMD_SUTR	# of employees having completed a support training course, by business unit.
SHARE	CRMC_SUTRR	Support Training Rate	1/1/1900	JOB_F00, WA_TRN_HST_D00, CASE_F00, CASE_D00	( CRMK_SUTR / CRMK_SUREP ) * 100	# of support training graduates, divided by number of support reps; by business unit.
SHARE	CRMC_WINS	# of opportunities won.	1/1/1900	OPPORTUNITY_D00, OPPORTUNITY_F00, LEAD_D00	CRMD_OPPCT	Count distinct opportunities that are closed-won; by campaign.

Setid	Constraint Code	Effective Date	Description	Datamap Code	Filter Code	Operator	Filter Code	Operator	Filter Code
SHARE	CR_LASTORD	1/1/1900	Days since last order	CR_LASTORD					
SHARE	CR_UNICA	1/1/1900	Unica test data	CR_UNICA					
SHARE	CRM_SEC_SUPP_EX20	9/16/2000	CRM Supp Org - Exclude 200000	SUPP_ORG	CRM_SEC_SUPP_EX20				
SHARE	CRM_SEC_TERRITORY	1/1/2001	CRM Secured Territory	CRM_TERR	CRM_SEC_TERRITORY				
SHARE	CRMCN_AR	1/1/1902	Trade Accounts Receivable	PFLEDGER	CRMF_AR				
SHARE	CRMCN_AVG_DSCT	1/1/1900	Average Discount Constraint	CRM_OPPQUT	CRMF_QUOTE_ACCEPTED				
SHARE	CRMCN_CAMPAIGN_REV	1/1/1900	Campaign Revenue Constraint	CRM_CAMPRV	CRMF_CAMPAIGN_REV				
SHARE	CRMCN_CASE_SURV	1/1/1900	Case Survey Constraint	CRM_CASSRV	CRMF_CASE_SURVEY				
SHARE	CRMCN_CASE_SURVEY	1/1/1900	Case Survey Constraint	CRM_CASSRV	CRMF_CASE_SURVEY				
SHARE	CRMCN_CASES_OPENED	1/1/1900	Cases opened in period	CRM_CASD00	CRMF_CASES_OPENED				
SHARE	CRMCN_CLOSE_CASE	1/1/1900	Closed case constraint	CRM_CASE	CRMF_CLOSE_CASE				
SHARE	CRMCN_CSTACQ	1/1/1900	Customer Acquisition	CRM_CSTACQ	CRMF_CSTACQ				
SHARE	CRMCN_CUST_MSTR	1/1/1900	Customer Master List	CUST_MSTR					
SHARE	CRMCN_CUSTOMERS	1/1/1900	Customers	CRM_RPTCST					
SHARE	CRMCN_DIRECT_EXP	1/1/1900	Direct Expense Constraint	PFLEDGERCM	CRMF_DIRECT_EXP				
SHARE	CRMCN_FVALU	1/1/1900	Orders over past year	CRM_ORDER	CRMF_FVALU				
SHARE	CRMCN_LASTORD	1/1/1900	Days since last order	CR_LASTORD					
SHARE	CRMCN_LEADS	1/1/1900	Lead Count	CRM_LEAD					
SHARE	CRMCN_LIST_SIZE	1/1/1900	List Size Constraint	CRM_MKTWV	CRMF_LIST_SIZE				
SHARE	CRMCN_LOST	1/1/1900	Lost Business	CRM_OPPTS	CRMF_PLAN	AND	CRMF_LOST		
SHARE	CRMCN_MKTG_COSTS	1/1/1900	Marketing Campaign Costs	CRM_MKTWV	CRMF_MKTG_COSTS				
SHARE	CRMCN_ONTM	1/1/1900	On time orders	CRM_ORDER	CRMF_ORDER	AND	CRMF_ONTM		
SHARE	CRMCN_ORDBASIC	1/1/1900	Basic order information	ORDBASE					
SHARE	CRMCN_ORDER	1/1/1900	Order constraint	CRM_ORDER	CRMF_ORDER				
SHARE	CRMCN_PLAN	1/1/1900	Plan	CRM_OPPTS	CRMF_PLAN				
SHARE	CRMCN_PPLN_ACT	1/1/1900	Pipeline - Actual	CRM_OPPTS	CRMF_PPLN_ACT				
SHARE	CRMCN_PPLN_FCST	1/1/1900	Pipeline - Forecast	CRM_OPPTS	CRMF_PPLN_FCST				
				PFLEDGER					
SHARE	CRMCN_PROD_COSTS	1/1/1900	Product Costs Constraint		CRMF_PROD_COSTS				
SHARE	CRMCN_REPEAT_CUST	1/1/1900	Repeat Customers	CRM_RPTCST	CRMF_REPEAT_CUSTOMER				
SHARE	CRMCN_RESOLVED_CASES	1/1/1900	Resolved cases	CRM_CASES	CRMF_RESOLVED_CASES				
SHARE	CRMCN_RESPONSE	1/1/1900	Lead Task - Responses	CRM_LEADS	CRMF_LEAD_STATUS				
SHARE	CRMCN_REVENUE_CUST	1/1/1900	Revenue Constraint	PFLEDGERCM	CRMF_REVENUE				
SHARE	CRMCN_RPT_CUST_ORD	1/1/1900	Repeat Customer Orders	CRM_REPEAT	CRMF_REPEAT_CUST_ORD				
SHARE	CRMCN_SALES_ORD	1/1/1900	Sales Order Constraint	CRM_ORDLN	CRMF_VALID_SALES_ORD	AND	CRMF_ORDER_PERIOD		
SHARE	CRMCN_SALES_TRAINING	1/1/1900	Sales Training Completed	JOBF_TRNH	CRMF_SALES_TRAINING				
SHARE	CRMCN_SAREP	1/1/1900	Sales Rep Count	CRM_SAREP					
SHARE	CRMCN_SUPP_TRAINING	1/1/1900	Support Training Completed	JOBF_TRNH	CRMF_SUPP_TRAINING				
SHARE	CRMCN_SUREP	1/1/1900	Support Rep Constraint	CRM_CASE	CRMF_SUREP				
SHARE	CRT_ACXIOM	1/1/1900	Acxiom testing	CRT_CUST	CRT_ACXIOM				
SHARE	CRCN_ACCEPTED_LEAD	1/1/1900	Accepted Lead	CR_EVENTLD	CRF_ACCEPTED_LEADS				
SHARE	CRCN_ANGOSS	1/1/1900	Angoss	CR_ANGOSS					
SHARE	CRCN_AVG_DEAL_VAL	1/1/1900	Average Deal Value	CR_ORDLINE	CRF_ORD_NOT_CANCLD	AND	CRF_SALES_ORDER		
SHARE	CRCN_AVG_DISCOUNT	1/1/1900	Average Discount	CR_OPPQUOT	CRF_OPP_WON_Q				
SHARE	CRCN_AVG_PRODUCTS	1/1/1900	Avg. No. of Products	CR_ORDLINE	CRF_ORD_NOT_CANCLD	AND	CRF_SALES_ORDER		
SHARE	CRCN_BONUS	1/1/1900	Bonus Compensation	CR_SACOMP	CRF_BONUS				
SHARE	CRCN_CASE_CLOSE_TM	1/1/1900	Time to Close a Case	CR_CASEINS	CRF_CLOSED_CASE				
SHARE	CRCN_CASES	1/1/1900	Rolling Avg. # of Cases	CR_CASE					
SHARE	CRCN_COMMSN	1/1/1900	Commission	CR_SACOMP	CRF_COMMSN				
SHARE	CRCN_CONTRIB_MGN	1/1/1900	Contribution Margin	PFLEDGER	CRF_CONTRIB_MARGIN				
SHARE	CRCN_CSACQ	1/1/1900	New Customers	CR_CUSTACQ	CRF_IN_PERIOD	AND	CRF_OPP_WON_CSTACQ		
SHARE	CRCN_CTI_CONN	1/1/1900	CTI Connection Time	CR_CTICONN					
SHARE	CRCN_CTIAGTV	1/1/1900	CTI Agent Log	CR_CTIAGTV					
SHARE	CRCN_CUST	1/1/1900	Total # of Customers	CR_OPPQUOT	CRF_OPP_WON_Q				
SHARE	CRCN_CUST_COSTS	1/1/1900	Customer Related Costs	PFLEDGER	CRF_CUST_COST				
SHARE	CRCN_CUST_SAT	1/1/1900	Customer Satisfaction	CR_CASESRV	CRF_SURVEY_COMP				
SHARE	CRCN_CVN_RATE	1/1/1900	Conversion Rate	CR_OPPLEAD					
SHARE	CRCN_DEFECTIVE	1/1/1900	Defective Products	CR_CASEINS	CRF_DEFECT_REPAIR	AND	CRF_ENHANCE_REQ		
SHARE	CRCN_EXP_REV	1/1/1900	Expected Revenue	CR_OPPSALE	CRF_ACTIVE_OPP				
SHARE	CRCN_EXPENSE	1/1/1900	Expense	PFLEDGER	CRF_EXPENSE				



Setid	Constraint Code	Effective Date	Description	Datamap Code	Filter Code	Operator	Filter Code	Operator	Filter Code
SHARE	CRCN_FCSTOP	1/1/1900	Forecast Opportunities	CR_OPPSALE	CRF_ACTIVE_OPP	AND	CRF_SA_TEAM_LEAD		
SHARE	CRCN_INACTIVE_CUST	1/1/1900	Inactive Customers	CR_CUSTACQ	CRF_IN_PERIOD	AND	CRF_INACTIVE	AND	CRF_OPP_WON_CSTACQ
SHARE	CRCN_INCNTV_COMP	1/1/1900	Incentive Compensation	CR_SACOMP	CRF_BONUS				
SHARE	CRCN_INST_PROD	1/1/1900	Installed Products	CR_INST					
SHARE	CRCN_KPI_SEC	1/1/1900	CR KPI Security	KPI	CRF_KPI_SEC				
SHARE	CRCN_ONTIME_ORDER	1/1/1900	On Time Orders	CR_ORDLINE	CRF_ONTIME_ORDER				
SHARE	CRCN_OPNPOS	1/1/1900	Open Positions	STAFFING	CRF_OPNPOS				
SHARE	CRCN_OPP_WON_Q	1/1/1900	Total Customers	CR_OPPQUOT	CRF_OPP_WON_Q				
SHARE	CRCN_OPPWON	1/1/1900	Opportunities Won	CR_OPPLEAD	CRF_OPP_WON				
SHARE	CRCN_ORD_FULFILL_T	1/1/1900	Order Fulfillment Time	CR_ORDLINE	CRF_ORD_NOT_CANCLD	AND	CRF_SALES_ORDER		
SHARE	CRCN_POSITIONS	1/1/1900	Positions	STAFFING	CRF_POSITIONS				
SHARE	CRCN_PROD_COSTS	1/1/1900	Product Related Costs	PFLEDGER	CRF_PROD_COSTS				
SHARE	CRCN_QUOTA	1/1/1900	Constraint for Sales Quota	CR_SAF CST	CRF_QUOTA_DIFF				
SHARE	CRCN_RESPONSE_RATE	1/1/1900	Response Rate	CR_EVENTLD					
SHARE	CRCN_REVENUE	1/1/1900	Revenue	PFLEDGER	CRF_REVENUE				
SHARE	CRCN_REVPRD	1/1/1900	Product Revenue	PFLEDGER	CRF_REVENUE				
SHARE	CRCN_ROI	1/1/1900	Return On Investment	CR_EVENTDT					
SHARE	CRCN_RPT_CUST	1/1/1900	Repeat Customer	CR_RPTCUST					
SHARE	CRCN_SA_FORCE	1/1/1900	Sales Reps	CR_OPPSALE					
SHARE	CRCN_SA_REP	1/1/1900	Constraint for Sales Rep	CR_SAF CST					
SHARE	CRCN_SATRNC	1/1/1900	Sales Training Completed	CR_WATR NH	CRF_ATTEND_SA_TRN				
SHARE	CRCN_SRTRNC	1/1/1900	Support Training Completed	CR_WATRHSP	CRF_ATTEND_SUP_TRN				
SHARE	CRCN_SUPP_FORCE	1/1/1900	Support Reps	CR_CASE					
SHARE	CRCN_TIME_TO_CLOSE	1/1/1900	Time to Close	CR_OPPSALE	CRF_SALES_OPP_WON	AND	CRF_SA_TEAM_LEAD		
SHARE	CRCN_TOTAL_ORDERSB	1/1/1900	Total # of Orders by BU	CR_ORDLINE					
SHARE	CRCN_TRADE_AR	1/1/1900	Trade A/R	PFLEDGER	CRF_TRADE_AR				
SHARE	CRM_ALL_CAMPAIGN	1/1/2001	CRM All Campaigns	CRM_CAMP GN					
SHARE	CRM_ALL_CAMPAIGNS	1/1/1900	All Campaigns	CAMPAIGN					
SHARE	CRM_ALL_PRVGRP	1/1/2001	CRM All Provider Groups	CRM_PRVGRP					
SHARE	CRM_ALL_TERRITORY	1/1/2001	CRM All Territories	CRM_TERR					
SHARE	CRM_SCORECARD	1/1/1990	Customer Scorecards	BSCDFN	CRM_SCORECARD				
SHARE	CRM_SEC_CAMP_EX	9/16/2000	Exclude Campaign 100000	CAMPAIGN	CRM_SEC_CAMP_EX				
SHARE	CRM_SEC_CAMPAIGN	1/1/2001	CRM Secured Campaign	CRM_CAMP GN	CRM_SEC_CAMPAIGN				
SHARE	CRM_SEC_PRVGROUP	1/1/2001	CRM Secured Provider Group	CRM_PRVGRP	CRM_SEC_PRVGROUP				
SHARE	CRM_SEC_SALES_TERR	9/16/2000	South East Sales Territory	SALES_TERR	CRM_SEC_SALES_TERR				

SETID	Filter Code	Effective Date	Description	Datamap Code	Datamap Column 1	Oper 1	Value 1	And/Or	Datamap Column 2	Oper 2	Value 2	And/Or	Datamap Column 3	Oper 3
SHARE	CRF_ACCEPTED_LEADS	01/01/1900	Accepted Leads	CR_EVENTLD	ACCEPT_DT	>=		AND	ACCEPT_DT	<=				
SHARE	CRF_ACTIVE_OPP	01/01/1900	Active Opportunity	CR_OPPSALE	OPP_STATUS	=	1							
SHARE	CRF_ATTEND_SA_TRN	01/01/1900	Attended Sales Training	CR_WATRNH	ATTENDANCE	=	A	OR	ATTENDANCE	=	C	AND	JOBCODE	TREE
SHARE	CRF_ATTEND_SUP_TRN	01/01/1900	Attended Support Training	CR_WATRHS	ATTENDANCE	=	A	OR	ATTENDANCE	=	C	AND	COURSE	=
SHARE	CRF_BONUS	01/01/1900	Bonus Compensation	CR_SACOMP	WA_COMPCODE	=	630							
SHARE	CRF_CLOSED_CASE	01/01/1900	Closed Case	CR_CASEINS	CASE_STATUS	=	7	OR	CASE_STATUS	=	8	OR	CASE_STATUS	=
SHARE	CRF_COMMSN	01/01/1900	Commission	CR_SACOMP	WA_COMPCODE	=	640							
SHARE	CRF_CONTRIB_MARGIN	01/01/1900	Contribution Margin	PFLEDGER	ACCOUNT	TREE								
SHARE	CRF_CUST_COST	01/01/1900	Customer Costs	PFLEDGER	ACCOUNT	TREE								
SHARE	CRF_DEFECT_REPAIR	01/01/1900	Defective / Repair	CR_CASEINS	DEFECT_ID	<>	NULL	AND	DEFECT_ID	<>				
SHARE	CRF_ENHANCE_REQ	01/01/1900	Enhancement Request	CR_CASEINS	CASE_TYPE	<>	3							
SHARE	CRF_EXPENSE	01/01/1900	Expense	PFLEDGER	ACCOUNT	TREE								
SHARE	CRF_FCST_REV	01/01/1900	Forecast Revenue	CR_OPPSALE	FORECAST_FLG	=								
SHARE	CRF_IN_PERIOD	01/01/1900	In Period	CR_CUSTACQ	EFFDT_FROM	>=		AND	EFFDT_FROM	<=				
SHARE	CRF_INACTIVE	01/01/1900	Inactive	CR_CUSTACQ	STATUS	=	I							
SHARE	CRF_KPI_SEC	01/01/1900	CRM KPI Security	KPI	KPI_ID	LIKE	CR%	OR	KPI_ID	LIKE	CBM%			
SHARE	CRF_ONTIME_ORDER	01/01/1900	On Time Order	CR_ORDLINE		<=								
SHARE	CRF_OPNPOS	01/01/1900	Open Positions	STAFFING	JOB_REQ_STATUS	=	O	OR	JOB_REQ_STATUS	=	R			
SHARE	CRF_OPP_WON	01/01/1900	Opportunities Won	CR_OPPLEAD	OPP_STATUS	=	3							
SHARE	CRF_OPP_WON_CSTACQ	01/01/1900	Opportunity Won - Cust Acq	CR_CUSTACQ	OPP_STATUS	=	3							
SHARE	CRF_OPP_WON_LD	01/01/1900	Opportunites Won - Event/Lead	CR_EVENTLD	OPP_STATUS	=	3							
SHARE	CRF_OPP_WON_Q	01/01/1900	Opportunities Won - Quote	CR_OPPQUOT	OPP_STATUS	=	3							
SHARE	CRF_ORD_NOT_CANCEL	01/01/1900	Order Not Cancelled	CR_ORDLINE	ORDER_STATUS	<>	X							
SHARE	CRF_POSITIONS	01/01/1900	Positions	STAFFING	JOB_REQ_STATUS	=	O	OR	JOB_REQ_STATUS	=	R	OR	JOB_REQ_STATUS	=
SHARE	CRF_PROD_COSTS	01/01/1900	Product Costs	PFLEDGER	ACCOUNT	TREE								
SHARE	CRF_QUOTA_DIFF	01/01/1900	Filter for Sales Quota	CR_SAFCS		>=								
SHARE	CRF_REVENUE	01/01/1900	Revenue	PFLEDGER	ACCOUNT	TREE								
SHARE	CRF_SA_TEAM_LEAD	01/01/1900	Sales Team Lead	CR_OPPSALE	SALES_TEAM_ROLE	=	1							
SHARE	CRF_SALES_OPP_WON	01/01/1900	Opportunities Won - Opp Sales	CR_OPPSALE	OPP_STATUS	=	3							
SHARE	CRF_SALES_ORDER	01/01/1900	Sales Order	CR_ORDLINE	ORDER_TYPE_CD	=	SO							
SHARE	CRF_SURVEY_COMP	01/01/1900	Survey Complete	CR_CASESRV	SURVEY_STATUS	=	1							
SHARE	CRF_TRADE_AR	01/01/1900	Trade A/R	PFLEDGER	ACCOUNT	TREE								
SHARE	CRM_SCORECARD	01/01/1990	Customer Scorecards	BSCDFN	TREE_NAME	=	CR_STRATEGY							
SHARE	CRM_SEC_CAMP_EX	09/16/2000	Exclude Campaign 1000000	CAMPAIGN	MRKTG_CAMP_ID	<>	1000000							
SHARE	CRM_SEC_CAMP	01/01/2001	CRM Secured Campaign	CRM_CAMP	CAMP_ID	<>	2001CUSTSEM							
SHARE	CRM_SEC_PRVGRP	01/01/2001	CRM Secured Provider Group	CRM_PRVGRP	PROVIDER_GRP_ID	<>	SFTE							
SHARE	CRM_SEC_SALES_TERR	09/16/2000	South East Sales Territory	SALES_TERR	TERRITORY_ID	TREE								
SHARE	CRM_SEC_SUPP_EX20	09/16/2000	CRM Supp Org - Exclude 200000	SUPP_ORG	CALL_CENTER_ID	=	200000							
SHARE	CRM_SEC_TERRITORY	01/01/2001	CRM Secured Territory	CRM_TERR	TERRITORY_ID	<>	JAPAN							
SHARE	CRMF_AR	01/01/1902	Trade Accounts Receivable	PFLEDGER	ACCOUNT	TREE								
SHARE	CRMF_CAMP_REV	01/01/1900	Campaign Revenue	CRM_CAMPRV	OPPORTUNITY_STATUS	=	2							
SHARE	CRMF_CASE_SURVEY	01/01/1900	Case Survey Filter	CRM_CASSRV		>=		AND		>=		AND	RC_BRSCR_STATUS	=
SHARE	CRMF_CASES_OPENED	01/01/1900	Case opened in period	CRM_CASD00		>=		AND		>=				
SHARE	CRMF_CLOSE_CASE	01/01/1900	Close case filter	CRM_CASE	RC_STATUS	=	RESOL	AND		>=		AND		>=
SHARE	CRMF_CSTACQ	01/01/1900	Customer Acquisition.	CRM_CSTACQ	CR_MIN_ORDER_DATE	>=		AND	CR_MIN_ORDER_DATE	<=				
SHARE	CRMF_DIRECT_EXP	01/01/1900	Direct Expense Filter	PFLEDGERCM	ACCOUNT	TREE								
SHARE	CRMF_FVALU	01/01/1900	Order over past year	CRM_ORDER		<=		AND	ORDER_TYPE_CD	=	SO	AND	ORDER_STATUS	<>
SHARE	CRMF_LEAD_STATUS	01/01/1900	Lead Status Filter	CRM_LEADS	LEAD_STATUS	=	1	OR	LEAD_STATUS	=	AC	OR	LEAD_STATUS	=
SHARE	CRMF_LIST_SIZE	01/01/1900	List Size Filter	CRM_MKTWV	START_DATE	<=		AND	END_DATE	>=				
SHARE	CRMF_LOST	01/01/1900	Lost Business	CRM_OP	OPPORTUNITY_STATUS	=	1							
SHARE	CRMF_MKTG_COSTS	01/01/1900	Marketing Campaign Costs	CRM_MKTWV	START_DATE	<=								
SHARE	CRMF_ONTM	01/01/1900	Order on Time	CRM_ORDER		<=								
SHARE	CRMF_ORDER	01/01/1900	Order Filter	CRM_ORDER	ORDER_DATE	>=		AND	ORDER_DATE	<=		AND	ORDER_TYPE_CD	=
SHARE	CRMF_ORDER_PERIOD	01/01/1900	Order in Period	CRM_ORDLN	ORDER_DATE	>=		AND	ORDER_DATE	<=				
SHARE	CRMF_PLAN	01/01/1900	Plan	CRM_OP	OPPORTUNITY_STATUS	<>	3	AND	EST_CLOSE_DT	>=		AND	EST_CLOSE_DT	<=
SHARE	CRMF_PPLN_ACT	01/01/1900	Pipeline - Actual	CRM_OP	ACT_CLOSE_DT	<=		AND	ACT_CLOSE_DT	>=		AND	OPPORTUNITY_STATUS	=
SHARE	CRMF_PPLN_FCST	01/01/1900	Pipeline - Forecast	CRM_OP	EST_CLOSE_DT	<=		AND	EST_CLOSE_DT	>=		AND	OPPORTUNITY_STATUS	=

	Datamap Column			
Value 3	And/Or	Datamap Column	Oper 4	Value 4
SU1000	AND	COURSE	=	SA1000
9	OR	CASE_STATUS	=	10
F	OR	JOB_REQ_STATUS	=	H
C				
X CO				
SO	AND	ORDER_STATUS	<>	X
2				
0	AND	FORECAST	=	Y

[illegible]

Value 3	And/Or	Datamap Column 4	Oper 4	Value 4
A	OR	QUOTE_STATUS	=	O
RESOL				
SA1000	AND	JOBCODE	TREE	
SU1000				

Expression Code	Eff Date	DataMap Code	Description	Rounding	Type	Expression Statement
CR_LASTORD	1/1/1900	CR_LASTORD	# of Elapsed Days frm Last Ord	5	N	DATEDIFF ( Order Date , %EndDateQuotes )
CRE_DEAL_VALUE	1/1/1900	CR_ORDLINE	Deal Value	3	N	Price Per Unit * Order Qty
CRE_DELV_DAYS_DIFF	1/1/1900	CR_ORDLINE	Days Diff Btwn Sched & Request	3	N	DATEDIFF ( Schedule Arrival Dt/Tm , >>Requested Arrival<< )
CRE_EXP_REVENUE	1/1/1900	CR_OPPSALE	Expected Revenue	3	N	Expected Revenue * ( Revenue Percent / 100 )
CRE_LIST_AMOUNT	1/1/1900	CR OPPQUOT	List Amount	3	N	List Price * Quantity
CRE_OPP_CLOSE_TIME	1/1/1900	CR_OPPSALE	Time to Close an Opportunity	3	N	DATEDIFF ( Opportunity Create Date Time , >>Opportunity Close Date<< )
CRE_QUOTA_DIFF	1/1/1900	CR_SAFCST	Diff. of Act. Rev and Quota	3	N	Actual Close Revenue - Target Revenue
CRE_SELL_AMOUNT	1/1/1900	CR_OPPQUOT	Selling Amount	3	N	( ( List Price * Quantity ) * ( 1 - ( Standard Discount / 100 ) ) * ( 1 - ( Quote Discount / 100 ) ) )
CRE_TIME_CLS_CASE	1/1/1900	CR_CASEINS	Time to Close a Case	3	N	DATEDIFF ( Create Date Time , >>Actual Resolved DTTM<< )
CRE_TIME_TO_FULFIL	1/1/1900	CR_ORDLINE	Time to Fill Orders	3	N	DATEDIFF ( Order Date , >>Schedule Arrival Dt/Tm<< )
CRMD_FCST_REV	1/1/1900	CRM_PPLN	Forecasted allocated revenue	3	N	Allocation Percentage * Forecast Total
CRME_ACT_REV	1/1/1900	CRM_PPLN	Actual allocated revenue	3	N	Allocation Percentage * Actual Revenue
CRME_CASE_DURATION	1/1/1900	CRM_CASES	Days to resolution	5	N	DATEDIFF ( Create Date Time , >>Closed Date<< )
CRME_CASSRV_BEGIN	1/1/1900	CRM_CASSRV	Begin date vs. create dttm	5	N	DATEDIFF ( %BeginDateQuotes , >>Create Date Time<< )
CRME_CASSRV_ENDING	1/1/1900	CRM_CASSRV	End date vs. create dttm	5	N	DATEDIFF ( Create Date Time , >>%EndDateQuotes<< )
CRME_CLOSE_BEGIN	1/1/1900	CRM_CASE	Close dttm vs. begin date	5	N	DATEDIFF ( %BeginDateQuotes , >>Closed Date<< )
CRME_CLOSE_CASE	1/1/1900	CRM_CASE	Time to close case	5	N	DATEDIFF ( Create Date Time , >>Closed Date<< )
CRME_CLOSE_END	1/1/1900	CRM_CASE	Close dttm vs. end date	5	N	DATEDIFF ( Closed Date , >>%EndDateQuotes<< )
CRME_CREATE_BEGIN	1/1/1900	CRM_CASD00	Create dttm vs. begin date	5	N	DATEDIFF ( %BeginDateQuotes , >>Create Date Time<< )
CRME_CREATE_END	1/1/1900	CRM_CASD00	Create dttm vs. end date	5	N	DATEDIFF ( Create Date Time , >>%EndDateQuotes<< )
CRME_CREATE_SUREP	1/1/1900	CRM_CASE	Create dttm vs. begin date	5	N	DATEDIFF ( %BeginDateQuotes , >>Create Date Time<< )
CRME_DEAL_VALUE	1/1/1900	CRM_ORDLN	Deal Value	3	N	Order Qty * Price Per Unit
CRME_END_SUREP	1/1/1900	CRM_CASE	Create dttm vs. end date	5	N	DATEDIFF ( Create Date Time , >>%EndDateQuotes<< )
CRME_EXT_LIST	1/1/1900	CRM_ORDER	Extended list prices	3	N	Order Qty * List Price
CRME_EXT_PRICE	1/1/1900	CRM_ORDER	Extended net prices	3	N	Order Qty * Price Per Unit
CRME_FCST_REV	1/1/1900	CRM_PPLN	Revenue - Forecast	3	N	Forecast Total * Allocation Percentage
CRME_ORDER_AGE	1/1/1900	CRM_ORDER	Age of order	5	N	DATEDIFF ( Order Date , >>%EndDateQuotes<< )
CRME_ORDER_DELAY	1/1/1900	CRM_ORDLN	# of days order is late	5	N	DATEDIFF ( Requested Arrival , >>Schedule Arrival Dt/Tm<< )
CRME_ORDER_FILL	1/1/1900	CRM_ORDER	Time to fill order	5	N	DATEDIFF ( Order Date , >>Schedule Arrival Dt/Tm<< )
CRME_ORDER_LATE	1/1/1900	CRM_ORDER	Order delay	5	N	DATEDIFF ( Schedule Arrival Dt/Tm , >>Requested Arrival<< )
CRME_TIME_TO_FILL	1/1/1900	CRM_ORDLN	Time to Fill Orders	5	N	DATEDIFF ( Order Date , >>Schedule Arrival Dt/Tm<< )

TableMap Code	Primary Table Name	Child	Reference	Reference Child	Notes
BSCDFN	BC_BSC_DFN	NULL	NULL		Balanced Scorecard
CAMPAIGN	CR_CAMPAIGN_D00	NULL	NULL		CRM Campaign Tablemap
CR_ANGOSS	CR_ANGOSS_TST	NULL	NULL		Angoss test data
CR_CASE	CR_CASE_D00	NULL	CR_SUPP_ORG_D00		Case Dimension
CR_CASEINS	CR_CASE_D00	NULL	CR_INSTPROD_D00		Case Dimension
CR_CASESRV	CR_CASESURV_F00	NULL	NULL		Case Survey Fact
CR_CTIAGTV	CR_CTIAGTLG_VW	NULL	CR_SUPP_ORG_D00		CTI Agent Log View
CR_CTICONN	CR_CTICONN_F00	NULL	NULL		CTI Connection Fact
CR_CUSTACQ	CR_CUST_ACQ_VW	NULL	NULL		Customer Acquisition View
CR_EVENTDT	CR_EVENTDTL_F00	NULL	NULL		Marketing Event Detail
CR_EVENTLD	CR_LEAD_D00	NULL	CR_EVENTDTL_F00		Event Detail and Mkting Leads
CR_EVENTLD	CR_LEAD_D00	NULL	CR_OPP_D00		Event Detail and Mkting Leads
CR_INST	CR_INSTPROD_D00	NULL	NULL		CR Installed Products
CR_LASTORD	CR_LAST_ORD_VW	NULL	NULL		Last Order by Customer
CR_OPPLEAD	CR_LEAD_D00	NULL	CR_OPP_D00		Opportunity & Marketing Lead
CR_OPPQUOT	CR_OPP_QUOT_F00	NULL	CR_OPP_D00		Opportunity Quote Fact
CR_OPPSALE	CR_OPP_SALE_F00	NULL	CR_OPP_D00		Opportunity Sale Fact
CR_OPPSALE	CR_OPP_SALE_F00	NULL	CR_SA_REP_D00		Opportunity Sale Fact
CR_ORDLINE	ORD_LINE_F00	NULL	ORDER_D00		Order Line Fact
CR_RPTCUST	CR_RPT_CUST_VW	NULL	NULL		Repeat Customer View
CR_SACOMP	WA_COMP_HST_F00	NULL	CR_SA_REP_D00		Sales Compensation
CR_SAF CST	CR_SA_FCST_VW	NULL	NULL		Sales Forecast
CR_UNICA	CR_UNICA_TST	NULL	NULL		Unica test data
CR_WATRHSP	JOB_F00	NULL	CR_SUPP_ORG_D00		WA Training History - Support
CR_WATRHSP	JOB_F00	NULL	WA_TRN_HST_D00		WA Training History - Support
CR_WATRNH	JOB_F00	NULL	WA_TRN_HST_D00		WA Training History w/Sales
CRM_CAMPGN	PF_CAMPAIGN_VW	NULL	NULL		CRM Campaign Table Map
CRM_CAMPRV	OPPORTUNITY_D00	NULL	LEAD_D00		Marketing Campaign Revenue
CRM_CAMPRV	OPPORTUNITY_D00	NULL	OPPORTUNITY_F00		Marketing Campaign Revenue
CRM_CASD00	CASE_D00	NULL	NULL		Case Dimension
CRM_CASE	CASE_F00	NULL	CASE_D00		Case Fact
CRM_CASES	CASE_D00	NULL	CASE_F00		Case fact
CRM_CASES	CASE_D00	NULL	CUST_MSTR_D00		Case fact
CRM_CASSRV	CASE_SURV_F00	NULL	CASE_D00		Case Survey Fact
CRM_CSTACQ	CR_1ST_ORD_VW	NULL	NULL		Customer Acquisition
CRM_LEAD	LEAD_D00	NULL	NULL		Lead Dimension
CRM_LEADS	LEAD_F00	NULL	LEAD_D00		Lead Fact
CRM_MKTWV	MKT_WAVE_D00	NULL	NULL		Marketing Wave Dimension
CRM_OPPQUT	OPP_QUOT_F00_VW	NULL	NULL		Opportunity Quote Fact View
CRM_OPPS	OPPORTUNITY_F00	NULL	OPPORTUNITY_D00		Opportunity Fact
CRM_ORDER	ORDER_D00	NULL	CUST_MSTR_D00		Orders
CRM_ORDER	ORDER_D00	NULL	ORD_LINE_F00		Orders
CRM_ORDLN	ORD_LINE_F00	NULL	ORDER_D00		Order Line Fact
CRM_PRVGRP	SUPP_ORG_VW	NULL	NULL		CRM Provider Group Table Map
CRM_REPEAT	CR_RPT_CST_VW	NULL	NULL		Repeat customers
CRM_RPTCST	CRM_RPT_CST_VW	NULL	NULL		Repeat Customer Fact
CRM_SAREP	SALES_REP_D00	NULL	NULL		Sales Rep Count
CRM_TERR	PF_TERRITORY_VW	NULL	NULL		CRM Territory Table Map
CRT_CUST	CUSTOMER_D00	NULL	NULL		Customer Addresses
CUST_MSTR	CUST_MSTR_D00	NULL	NULL		Customer Master List
JOBF_TRNH	JOB_F00	NULL	WA_TRN_HST_D00		WA Training History Fact
KPI	KP_KPI_DFN	NULL	NULL		KPI Definitions
ORDBASE	ORDER_D00	NULL	CUST_MSTR_D00		Basic order information
ORDBASE	ORDER_D00	NULL	ORD_LINE_F00		Basic order information
PFLEDGER	PF_LEDGER_F00	NULL	CUSTOMER_D00		Ledger and Dimensions
PFLEDGER	PF_LEDGER_F00	NULL	GL_ACCOUNT_TBL		Ledger and Dimensions
PFLEDGERCM	PF_LEDGER_F00	NULL	CUST_MSTR_D00		PF Ledger for all customers
PFLEDGERCM	PF_LEDGER_F00	NULL	GL_ACCOUNT_TBL		PF Ledger for all customers
SALES_TERR	CR_SA_REP_D00	NULL	NULL		CRM Sales Territory
STAFFING	STAFFING_F00	NULL	WA_RECR_OFR_F00		WA Staffing
SUPP_ORG	CR_SUPP_ORG_D00	NULL	NULL		CRM Support Organization

Data Map Code	Table Map	Primary Table Name	Notes
BSCDFN	BSCDFN	BC_BSC_DFN	Balanced Scorecard Definition
CAMPAIGN	CAMPAIGN	CR_CAMPAIGN_D00	CRM Campaigns
CR_ANGOSS	CR_ANGOSS	CR_ANGOSS_TST	Angoss
CR_CASE	CR_CASE	CR_CASE_D00	Case Dimension
CR_CASEINS	CR_CASEINS	CR_CASE_D00	Case Dimension
CR_CASESRV	CR_CASESRV	CR_CASESURV_F00	Case Survey Fact
CR_CTIAGTV	CR_CTIAGTV	CR_CTIAGTLG_VW	CTI Agent Log
CR_CTICONN	CR_CTICONN	CR_CTICONN_F00	CTI Connection Fact
CR_CUSTACQ	CR_CUSTACQ	CR_CUST_ACQ_VW	Customer Acquisition View
CR_EVENTDT	CR_EVENTDT	CR_EVENTDTL_F00	Marketing Event Detail Datamap
CR_EVENTLD	CR_EVENTLD	CR_LEAD_D00	Event & Marketing Lead
CR_INST	CR_INST	CR_INSTPROD_D00	CR Installed Products
CR_LASTORD	CR_LASTORD	CR_LAST_ORD_VW	Last order by customer
CR_OPPLEAD	CR_OPPLEAD	CR_LEAD_D00	Opportunity Lead
CR_OPPQUOT	CR_OPPQUOT	CR_OPP_QUOT_F00	Opportunity Quote Fact
CR_OPPSALE	CR_OPPSALE	CR_OPP_SALE_F00	Opportunity Sale Fact
CR_ORDLINE	CR_ORDLINE	ORD_LINE_F00	Order Line
CR_RPTCUST	CR_RPTCUST	CR_RPT_CUST_VW	Repeat Customer View
CR_SACOMP	CR_SACOMP	WA_COMP_HST_VW	Sales Compensation
CR_S AFCST	CR_S AFCST	CR_SA_FCST_VW	Sales Forecast
CR_UNICA	CR_UNICA	CR_UNICA_TST	Unica test data
CR_WATRHSP	CR_WATRHSP	JOB_F00	WA Training History - Support
CR_WATRNH	CR_WATRNH	JOB_F00	Sales Training History
CRM_CAMPGN	CRM_CAMPGN	PF_CAMPAIGN_VW	CRM Campaign Data Map
CRM_CAMPRV	CRM_CAMPRV	OPPORTUNITY_D00	Marketing Campaign Revenue
CRM_CASD00	CRM_CASD00	CASE_D00	Case Dimension
CRM_CASE	CRM_CASE	CASE_F00	Case Fact
CRM_CASES	CRM_CASES	CASE_D00	CRM Cases
CRM_CASSRV	CRM_CASSRV	CASE_SURV_F00	Case Survey Fact
CRM_CSTACQ	CRM_CSTACQ	CR_1ST_ORD_VW	Customer Acquisition
CRM_LEAD	CRM_LEAD	LEAD_D00	Lead Dimension
CRM_LEADS	CRM_LEADS	LEAD_F00	Lead Fact
CRM_MKTWV	CRM_MKTWV	MKT_WAVE_D00	Marketing Wave Dimension
CRM_OPPQUT	CRM_OPPQUT	OPP_QUOT_F00_VW	Opportunity Quote Fact View
CRM_OPPS	CRM_OPPS	OPPORTUNITY_F00	Opportunity Fact
CRM_ORDER	CRM_ORDER	ORDER_D00	Orders for CR Scorecard
CRM_ORDLN	CRM_ORDLN	ORD_LINE_F00	Order Line Fact
CRM_PRVGRP	CRM_PRVGRP	SUPP_ORG_VW	CRM Provider Group Table Map
CRM_REPEAT	CRM_REPEAT	CR_RPT_CST_VW	Repeat customer orders
CRM_RPTCST	CRM_RPTCST	CRM_RPT_CST_VW	Repeat Customers
CRM_SAREP	CRM_SAREP	SALES_REP_D00	Sales Rep Count
CRM_TERR	CRM_TERR	PF_TERRITORY_VW	CRM Territory Data Map
CRT_CUST	CRT_CUST	CUSTOMER_D00	Customer Addresses
CUST_MSTR	CUST_MSTR	CUST_MSTR_D00	Customer Master List
JOBF_TRNH	JOBF_TRNH	JOB_F00	WA Training History Fact
KPI	KPI	KP_KPI_DFN	KPI Defintion
ORDBASE	ORDBASE	ORDER_D00	Basic order information
PFLEDGER	PFLEDGER	PF_LEDGER_F00	Ledger and Dimensions
PFLEDGERCM	PFLEDGERCM	PF_LEDGER_F00	Ledger - customer master list
SALES_TERR	SALES_TERR	CR_SA_REP_D00	CRM Sales Territory
STAFFING	STAFFING	STAFFING_F00	Staffing
SUPP_ORG	SUPP_ORG	CR_SUPP_ORG_D00	CRM Support Organization