Possessions vendor turnaround and SLA review

Fictional data and exercise rules for interview practice.

Reporting date 2026-11-10

Step	Practice task
1	Check that Case IDs are unique and that dates are in order. Blank Received date means the vendor report is still pending. Use the fixed reporting date above.
2	Calculate Elapsed days for each case. Use Received date minus Assigned date for received reports, and Reporting date minus Assigned date for pending reports. Use calendar days.
3	Fill SLA outcome using four labels: Received on time, Received late, Pending on track, Pending overdue. A case is late or overdue only when elapsed days exceed Target days. Exactly at target is within SLA.
4	Filter to Pending overdue. Sort by days beyond target, highest first. Break ties by earliest Assigned date, then Case ID. Record the first three Case IDs on Summary. You can use a helper column for the sort.
5	Build a PivotTable on Summary starting at A13. Put Vendor in Rows, SLA outcome in Columns and Count of Case ID in Values. Clear the Cases filter first so the pivot covers the full queue.
6	Complete the prompts on Summary. Late rate is received late divided by all received reports for that vendor. Exclude pending cases. If rates tie, list every vendor tied for highest.

Case ID	Vendor	Region	Assigned date	Received date	Target days	Elapsed days	SLA outcome	Days beyond target	ID checke	Date Chec
POS-335	Birch Recovery	North	2026-11-01		5	9	Pending Overdue	4	1	Pending
POS-333	Cedar Recovery	North	2026-11-02		5	8	Pending Overdue	3	1	Pending
POS-321	Cedar Recovery	West	2026-11-01		9	9	Pending on track	0	1	Pending
POS-325	Alder Recovery	West	2026-10-30		9	11	Pending Overdue	2	1	Pending
POS-323	Birch Recovery	West	2026-10-31		9	10	Pending Overdue	1	1	Pending
POS-313	Alder Recovery	Central	2026-11-04		7	6	Pending on track	-1	1	Pending
POS-311	Birch Recovery	Central	2026-11-05		7	5	Pending on track	-2	1	Pending
POS-309	Cedar Recovery	Central	2026-11-06		7	4	Pending on track	-3	1	Pending
POS-301	Alder Recovery	North	2026-11-09		5	1	Pending on track	-4	1	Pending
POS-316	Alder Recovery	West	2026-10-24	2026-11-04	9	11	Received Late		1	okay
POS-334	Alder Recovery	West	2026-10-25	2026-11-05	9	11	Received Late		1	okay
POS-314	Birch Recovery	West	2026-10-26	2026-11-05	9	10	Received Late		1	okay
POS-317	Birch Recovery	North	2026-10-26	2026-11-04	5	9	Received Late		1	okay
POS-307	Alder Recovery	West	2026-10-27	2026-11-07	9	11	Received Late		1	okay
POS-332	Birch Recovery	West	2026-10-27	2026-11-06	9	10	Received Late		1	okay
POS-312	Cedar Recovery	West	2026-10-28	2026-11-06	9	9	Received on time		1	okay
POS-315	Cedar Recovery	North	2026-10-28	2026-11-05	5	8	Received Late		1	okay
POS-305	Birch Recovery	West	2026-10-29	2026-11-08	9	10	Received Late		1	okay
POS-308	Birch Recovery	North	2026-10-29	2026-11-07	5	9	Received Late		1	okay
POS-320	Birch Recovery	Central	2026-10-29	2026-11-03	7	5	Received on time		1	okay
POS-330	Cedar Recovery	West	2026-10-29	2026-11-07	9	9	Received on time		1	okay
POS-326	Birch Recovery	North	2026-10-30	2026-11-08	5	9	Received Late		1	okay
POS-303	Cedar Recovery	West	2026-10-31	2026-11-09	9	9	Received on time		1	okay
POS-306	Cedar Recovery	North	2026-10-31	2026-11-08	5	8	Received Late		1	okay
POS-318	Cedar Recovery	Central	2026-10-31	2026-11-04	7	4	Received on time		1	okay
POS-331	Alder Recovery	Central	2026-10-31	2026-11-06	7	6	Received on time		1	okay
POS-324	Cedar Recovery	North	2026-11-01	2026-11-09	5	8	Received Late		1	okay
POS-336	Cedar Recovery	Central	2026-11-01	2026-11-05	7	4	Received on time		1	okay
POS-304	Alder Recovery	Central	2026-11-02	2026-11-08	7	6	Received on time		1	okay
POS-319	Alder Recovery	North	2026-11-02	2026-11-03	5	1	Received on time		1	okay
POS-329	Birch Recovery	Central	2026-11-02	2026-11-07	7	5	Received on time		1	okay
POS-322	Alder Recovery	Central	2026-11-03	2026-11-09	7	6	Received on time		1	okay
POS-302	Birch Recovery	Central	2026-11-04	2026-11-09	7	5	Received on time		1	okay
POS-327	Cedar Recovery	Central	2026-11-04	2026-11-08	7	4	Received on time		1	okay
POS-310	Alder Recovery	North	2026-11-05	2026-11-06	5	1	Received on time		1	okay
POS-328	Alder Recovery	North	2026-11-06	2026-11-07	5	1	Received on time		1	okay

Vendor review	Your response
Highest late rate among received reports	Birch Recovery
Late rate for the vendor above	66.67%
First pending overdue case to follow up	POS-335
Second pending overdue case to follow up	POS-333
Third pending overdue case to follow up	POS-325
What makes the first case your priority?	It's the longest overdue
What would you ask the vendor to confirm?	whether reports have been submitted and when they will be
How did you check that every case was counted?	there 36 cases grand total which matches with the cases in grand total
What would you flag to your team lead?	The overdue cases time of the first pending would flag due to length of time being overdue

Place your PivotTable below, starting at A13.

Count of Case ID	Column Labels				
Row Labels	**Pending on track**	**Pending Overdue**	**Received Late**	**Received on time**	**Grand Total**
Alder Recovery	2	1	3	6	12
Birch Recovery	1	2	6	3	12
Cedar Recovery	2	1	3	6	12
Grand Total	**5**	**4**	**12**	**15**	**36**

late rate	33.33%
late rate	66.67%
late rate	33.33%