

EMEA Cash Collection Weekly Performance Check

Tasks to be completed when creating an operating procedure (from creation to publication)

1. Enter the **Title of the procedure**: Description of the operating procedure - Region (*APAC, EMEA, LAM, NAM*) - Country (*Optional*) - ERP (*PI1, PF1, WP1*)
2. Add the following Labels :
 - Region: [apac](#), [emea](#), [lam](#), [nam](#)
 - ERP: [pf1](#), [pi1](#), [wp1](#)
 - Domain & Process using the [List of labels to be used in the space CCT](#)
3. Fill all fields as described
4. Once the procedure is completed, publish it using the [GBS Credit Management approval workflow](#).

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Objective and Scope

This procedure describes how to perform the quality controls in the Collections Team of the Lisbon Service Center.

The scope of this procedure is the Lisbon Cash Collection activities for all EMEA customers under its scope. The analysis is not exclusively based on tickets (Freshdesk) but also other sources (SAP).

The Team-Leader or designated backup(s) must complete the excel file displayed in chapter 2 with total number of samples/tasks analyzed as well as the number of errors detected with this control and corrective actions defined.

1. Cash Collection Quality Indicators

Each week, it is necessary to extract between 1 and 2 samples of the following 3 indicators from each team-member (depending on the n° of tasks performed) from previous week and analyse if the procedures were correctly followed:

1. **Disputes created**
2. **Promises to Pay created**
3. **Freshdesk Tickets closed**

1.1 Disputes created

In SAP PI1, open transaction **UDM_DISPUTE**.

In the "Created on" field, click on the arrow to select a range (previous week):

Scope



ERP

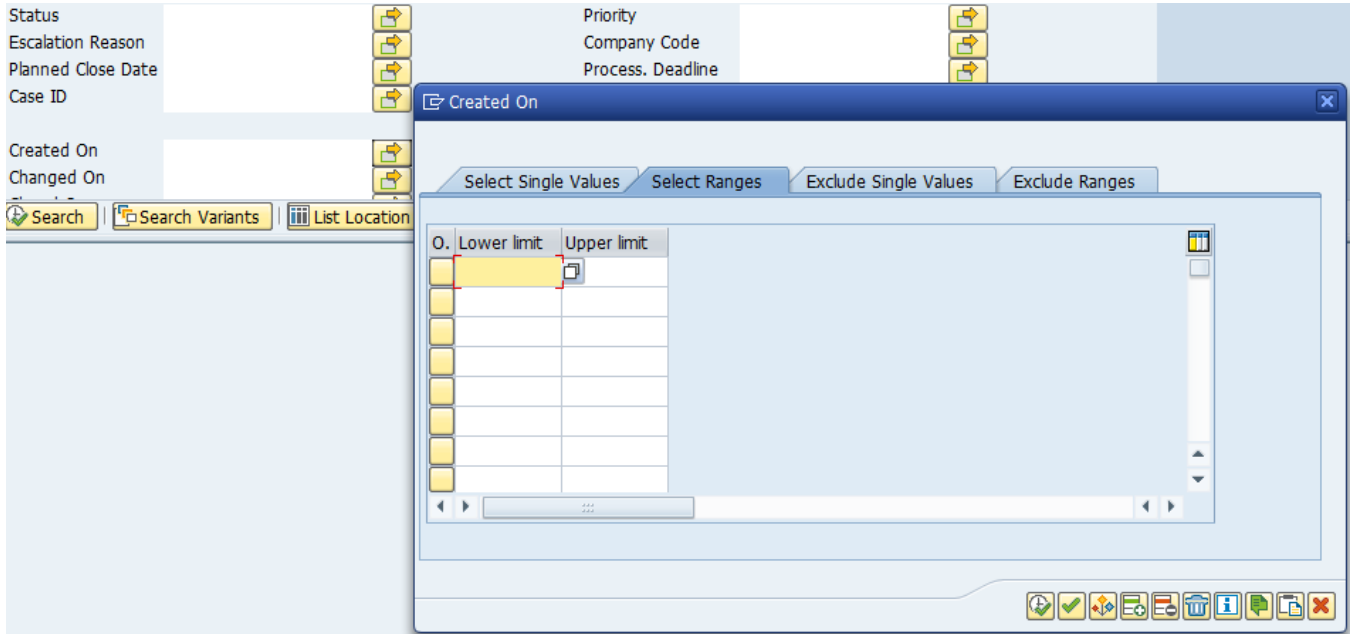


References

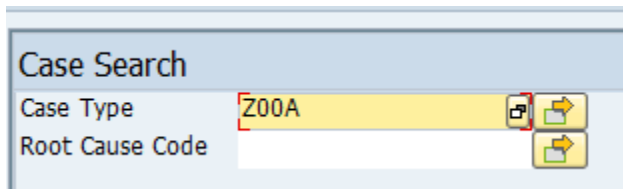
Content by label

There is no content with the specified labels

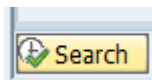
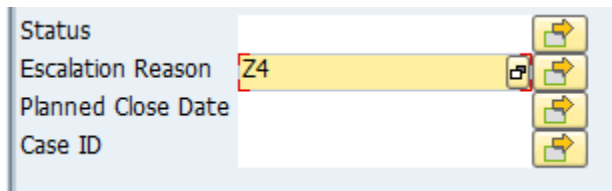
Attachments

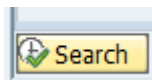


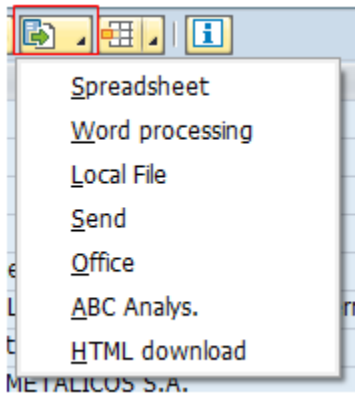
In the field "Case Type", insert "Z00A" for Collections Call Output:



In the field "Escalation Reason", insert "Z4" for Region EMEA/BO:



Perform the search by clicking on  and export results to an Excel spreadsheet:



Download the file to your PC and open it. Select randomly 2 lines to analyse from each team-member (if available, depending on the n° of disputes created by user).

For each sample, check if:

- Title is appropriate for the dispute reason
- Dispute reason was correctly selected
- Notes inserted in the dispute have all necessary information to allow Sales/Customer Service Representative/Credit Manager contacts to easily understand the issue and react quickly without going through a complex analysis.

Below some examples:

1. Incomplete content: *"The customer states payment terms are 60 days net and not 30 days net as mentioned on our invoices".*

- All relevant information (example: e-mail copy, contact person and phone n°) gathered when contacting the customer should be documented in the dispute, to facilitate the analysis made by the dispute recipient.

2. Clear request: *"Could you please send the Proof of Delivery to the customer and confirm when it's done? Thank you"*

- Clearly define which action/decision is required from the dispute recipient.


For more guidelines to better assess the quality compliance, the following documents can be checked:

- [Collections Dispute scenarios - guide.xlsx](#) (to identify the right type of disputes to create depending on the current issue)
- [Escalation process - guide.xlsx](#) (to check best-practices to follow when escalating issues to Sales/CSR/CM)

1.2 Promises to Pay created

Open transaction **UDM_SUPERVISOR**.



Go to  icon in order to select layout "ALL WORLDWIDE"



Export the layout to Excel (- local file - spreadsheet).

Select 1 Promise to Pay from each team-member from customers that have a promised amount and check the tab "Promise to Pay" of each customer inside the Worklist:

| State | Case ID | CoCd | DocumentNo | ltn | Year | Bill.Doc. | Currency | Promised | Promised By | e-mail |
|-------|---------|------|------------|-----|------|-----------|----------|------------|-------------|--------|
| | 15849 | 5763 | 5004001115 | 1 | 2010 | | EUR | 97.932,48 | Josep Forns | |
| | 15850 | 5763 | 5004012947 | 1 | 2010 | | EUR | 449.480,67 | Josep Forns | |
| | 15851 | 5763 | 5004056569 | 1 | 2010 | | EUR | 65.403,70 | Josep Forns | |

Select a line and check the details by clicking on the button shown above.

For each of the sample, check if:

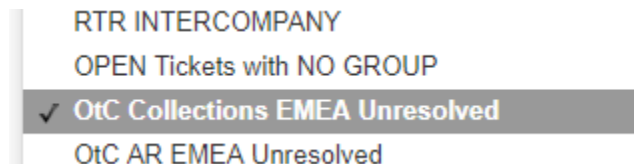
- The internal note text indicates a contact person or e-mail;
- The Internal note text indicates information regarding payment date and method (if relevant);
- A summary in English is done if the customer's e-mail is copied to the internal note text;
- The tolerance date is according to the [Procedure](#) (2 working days)

For more guidelines to better assess the quality compliance, the following document can be checked:

- [Promises to Pay - guide.xlsx](#)

1.3 Freshdesk tickets closed

From the view "OTC Collections EMEA Unresolved", the following additional filters need to be applied:



- **Agents:** add all EMEA Collections team-members
- **Status:** Closed

Export

Once the filters are applied and the list is generated, click on on the top-right side of the list.

Apply the following filters:

Export Tickets

Export as: CSV Excel

Filter tickets by:

- **Export as:** Excel
- **Filter tickets by:** "Closed Date - Set date" and choose the dates to see only results from the last week (last 5 working days)

Export

Then select the following criteria and click on :

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> Ticket Id | <input checked="" type="checkbox"/> Subject | <input type="checkbox"/> Status |
| <input type="checkbox"/> Priority | <input type="checkbox"/> Source | <input type="checkbox"/> Type |
| <input type="checkbox"/> Company | <input type="checkbox"/> Requester Name | <input type="checkbox"/> Requester Email |
| <input type="checkbox"/> Requester Phone | <input type="checkbox"/> Facebook Profile Id | <input checked="" type="checkbox"/> Agent |
| <input type="checkbox"/> Group | <input type="checkbox"/> Created Time | <input type="checkbox"/> Resolved Time |
| <input type="checkbox"/> Closed Time | <input checked="" type="checkbox"/> Last Updated Time | <input type="checkbox"/> Time Tracked |
| <input type="checkbox"/> Agent interactions | <input type="checkbox"/> Customer interactions | <input type="checkbox"/> Tags |
| <input type="checkbox"/> Survey Result | <input type="checkbox"/> Due by Time | <input type="checkbox"/> Initial Response Time |
| <input type="checkbox"/> First Response Time (in Hrs) | <input type="checkbox"/> Resolution Time (in Hrs) | <input type="checkbox"/> Resolution Status |
| <input type="checkbox"/> First Response Status | <input type="checkbox"/> Product | <input type="checkbox"/> Complaint for |

The file will be sent by e-mail:

Your Ticket data will be sent to your email shortly!

Once it is received, open it and select randomly 1 ticket from each Agent to be analysed.

For each sample, check if:

- Reply was provided to requester (if applicable)
- E-mail content is clear (ex:language, template used) and details the objective/purpose of the e-mail
- A clear explanatory comment was added whenever justified (or to explain why no action was taken)

- The status is correct (if it is correctly closed or if any other action should have been taken)

2. Publishing the results

Once the samples are analysed, it is necessary to register the results and inform the corresponding team-members in case the procedure was not correctly followed based on the criteria mentioned above for each task.

The results must be recorded in the following folder stored in the Google drive: [Performance Check](#)

Whenever the results are not in compliance an e-mail must be sent to the correspondent team-member, copying the Team Leader and displaying the evidence and the correction that should be made.

End of Procedure.