

Global Cash Collections Process during PAX TSA

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 OtC](#)
3. Fill all fields as described
4. SAP transactions :
 - a. notify them on the right : References , Link the SAP transaction name notified here with the SAP transaction page registered in [the file](#) (page adress)
 - b. notify the transaction SAP inside the document in the appropriate place and add a macro : Include Content - Search the name of the page and Save
5. Once the procedure is completed, publish it using the [SBS-OtC approval workflow](#)

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1. Objective and Scope

The purpose of the document is to have an overall procedure on how to perform Cash Collections activities in the Collections Teams of the Lisbon, Bangkok and Curitiba Service Centers during PAX TSA.

The procedure applies to all the customers under PAX scope.

Scope



ERP



References

[Credit Collection Procedure](#)

It does not present the general Collection Process but specifies how the Cash Collections activities will be performed during PAX TSA. The detailed procedure on Credit Collection can be found [here](#).

2. Collections Working File - chasing & pre-chasing

The Cash Collections activities will be performed based on a BW extraction, a global Aged Balance (core query name: Credit Mgt - Aged balance; [template](#)).

An updated file will be shared with all the 3 Service Centers on a weekly basis (bi-weekly during the last week of a month) as follows:

- Bangkok Service Center will manage the file for BASF
- Lisbon Service Center will be in charge of sharing the file for Domo Chemicals

The file will include all the amounts overdue as of the day of extraction and the amount above 30K EUR.

Pre-chasing will be performed for the top 20 customers worldwide defined for each entity, BASF and Domo Chemicals.

Information on customers' status will be shared during the month only upon request of the Credit Management.

Any blocking issue that cannot be solved autonomously by the Collections Teams will be escalated respectively to Business and Credit Management.

3. Reporting

Around the 20th of each month a report identifying top 20 worldwide customers at risk of overdue at month-end will be shared by e-mail with Business key contacts previously defined and Credit Management ([distribution list](#)) as follows ([template](#)):

- Bangkok Service Center will provide the report on the top risky customers under BASF scope
- Lisbon Service Center will share the report including top risky customers under Domo Chemicals scope

Around the 5th of each month a global Aged Balance with the comments on the overdue amounts above 30K EUR will be shared with Credit Management as follows ([template](#)):

- Bangkok Service Center will be in charge of sending the report of the customers under BASF scope
- Lisbon Service Center will share the report of the customers under Domo Chemicals scope