

SBS OtC Dashboard - Discontinued



Process Owner

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General description

OtC Dashboard provides many indicators related to the OtC process. It is split in three processes (Customer Service, Credit Management and Account receivables). Each of those tabs contain several KPIs, that help the process to follow your performance. All designed and validated by the respective process expert.

Tabs	KPI
OtC - Customer Service	<ul style="list-style-type: none"> Manage Activity Sales Order Type eOrdering Order Entry Orders Blocked Order Confirmation Order Modified and Canceled Return Orders eInvoicing Invoicing Accuracy Solvay Group Structure
OtC - Credit Management	<ul style="list-style-type: none"> DSO Overdue and Outstanding Aged Overdue Top Overdue Customers KPI in Details Summary Payment Behaviours Cust. Pay. Behaviors Early Payment WC Receivables Blocked Orders Blocked Orders - Leadtime to Release Orders Credit Blocks Analysis Risk
OtC - Account Receivables	<ul style="list-style-type: none"> Automatic Matching Unmatched Cash Unallocated Cash Doubtful Debt

Target Users

- Customer Service team
- Credit team

Authorization Rights & Validations

- Validation

Tab Access	SBS User	GBU or Function
<ul style="list-style-type: none"> ✓ Customer & Service ✓ Credit Management ✓ Account receivables 	DPS Team Member	Head of Zone for SBS

- Authorisations' rights: whole perimeter [Access form](#)

Global Dimensions	Customer Service	Credit Management	Account receivables
Year (Y and Y-1)	✓	✓	✓
Month	✓	✓	✓
Bank Account Zone	✗	✗	✓
Payer Geographical Zone	✗	✓	✓
Legal Entity Zone	✗	✓	✗
Sales Office Zone	✓	✗	✗
Country	✓	✗	✗
Legal Entity	✓	✗	✗
GBU	✓	✓	✗
Group of Activity	✓	✓	✗
Sub-Activity	✓	✓	✗
SBS Perimeter	✓	✓	✗
Currency (EUR/Dolar)	✓	✓	✓