

Credit Management Indicators - APAC

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 (*PI 1, PF1, WP1*)
2. Add the following Labels :
 - Region: *apac, emea, lam, nam*
 - ERP: *WBP, 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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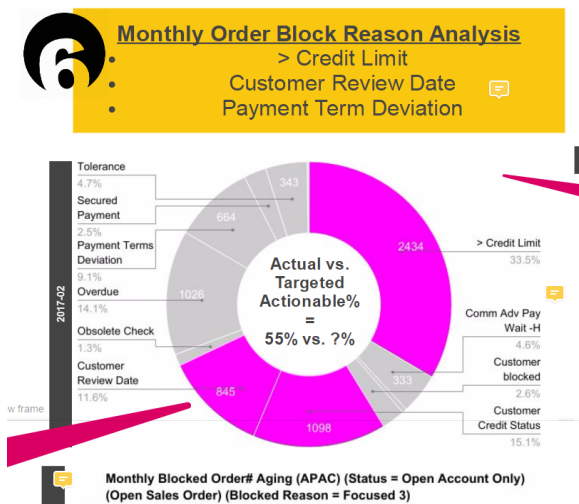
Objective and Scope

This is an operational procedure manual for APAC credit management team to be able to publish indicators of our credit assessment review aging and blocked order reasons.

1. How to retrieve data sources on Real Time Board

This chart describes blocked order cases by reasons. If an order has two reasons for credit block, it is counted as two cases in respective block reason categories. We focus on three main reasons:

1. Credit limit over
2. Customer review date in the past
3. Customer credit status



Data source

Scope



ERP



BW - WBP

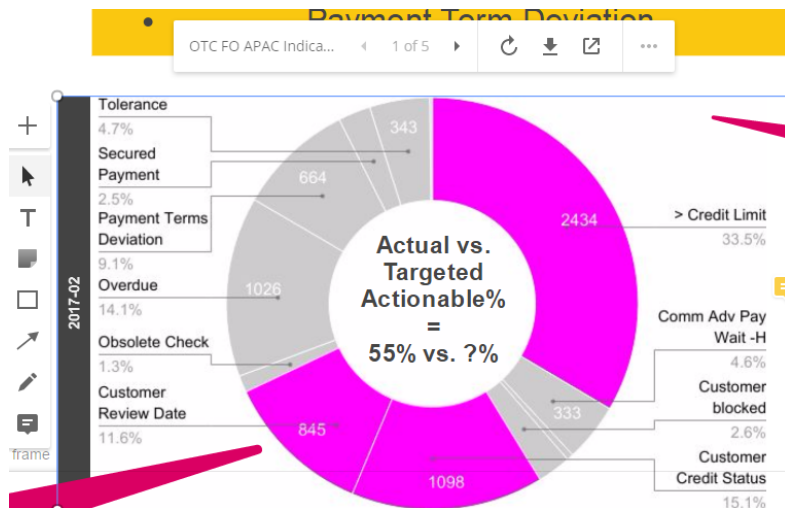
References

Content by label


There is no content with the specified labels

Attachments

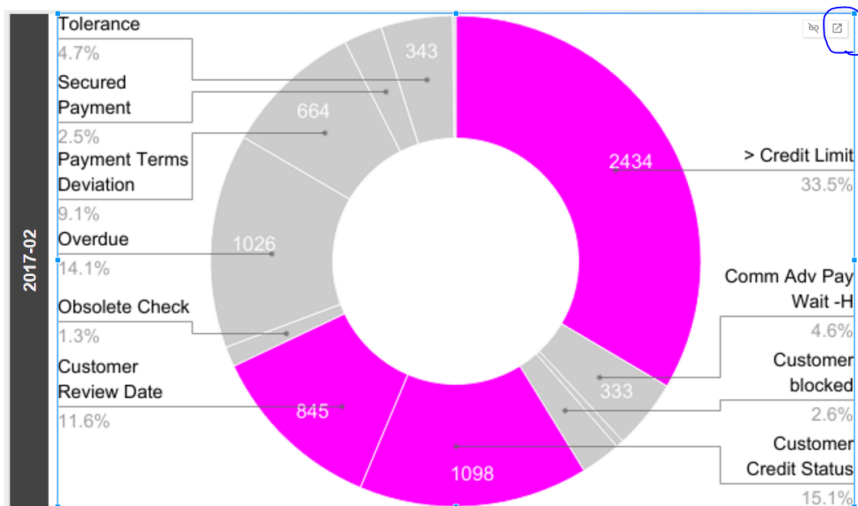
When we use the select mode , we can reach the graphic source by clicking the source button .



Or you can get there directly from [here](#).

This graphic has the link to the data source spreadsheet. It has a source button . Go to th2RawData_BW".

You can go to the tab directly from [here](#).



Like wise when you look at the RTB, you can retrieve pie charts, graphs, and its data source spreadsheets.

2. How to update indicators

Monthly order block reason analysis

1. Refresh a BW query - [CreditBlockIN_CL&RiskCategory](#) - sheet "Blocked orders detail" with the end of the reporting period date.
2. Clean previous month data in ["RawData_BW"](#) from to A2:Oxxx in the Google sheet "

."

i Title row

- a. Please do not over write the first line A1:O1
- b. Insert the end of the month date you are reporting in Pa. The cell P1 with the format "yyyy-Mmm-ff".

3. Copy BW data from A12 to Onnnn and paste on the sheet "RawData_BW" from A2 to the end of the data. A2:Oxxxx - depending on the number of blocked orders in the reporting month.
 - a. Modify date and credit limit data format for Google spread sheet. BW date format is dd.mm.yyyy whereas google spread sheet has yyyy/mm/dd.

i Format change

You can convert the data format with the excel file [Format change](#).

- i Copy BW data ([CreditBlockIN_CL&RiskCategory](#)) "Created" and "Closed" from L12:M12 to the end row.
- ii.Paste on the BW Raw Data - cell L2.

Copy F12:Gxxxx

- b. Modify credit limit data format for Google spread sheet. BW amount format is nnn.nnn.nnn,nn EUR whereas google spread sheet nnnnnnnn.nn.

i Format credit limit

You may copy the column M to N with text format.

- i Replace " EUR" with null "".
- ii. Replace period mark "." with nul "".
- iii.Replace comma "," to period mark ".".

Copy N12:Nxxxx (BW_Data_format excel file) and paste to column J "Credit Limit Data" in the google sheet "RawData_BW".

4. "Dashboard" tab is to be refreshed.
5. Click "Team board view"
6. Team board view is to be refreshed.


Credit Assessment Review Due Date, Aging (Credit Status = Open Credit) (One month to go)

1. Refresh a BW query - [BW_QRY_MVFIAR01_0002](#) - sheet "Blocked orders detail" with the end of the reporting period date.
2. Clean previous month data in "RawData" from to A13:Txxxx in the Google sheet "[OTC FO APAC Indicator 1 - Credit Assessment Due Date Aging](#)".

i Title row

- a. Please do not over write the first line A1:T12
- b. Insert the end of the month date you are reporting in V2. The cell V2 with the format "yyyy-Mmm-ff".

3. Copy BW data from A12 to Onnnn and paste on the sheet "RawData_BW" from A2 to the end of the data. A2:Oxxxx - depending on the number of blocked orders in the reporting month.
 - a. Modify date and credit limit data format for Google spread sheet. BW date format is dd.mm.yyyy whereas google spread sheet has yyyy/mm/dd.

 **Format change**

You can convert the data format with the excel file [Format change](#).


i Copy BW data ([BW_QRY_MVFIAR01_0002](#))

Last Internal Review	Last Ext.Review	Next Review
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from R12:T12 to the end row.

ii.Paste on the Raw Data - cell R13.

- Copy F12:Gxxxx
- b. Modify credit limit data format for Google spread sheet. BW amount format is nnn.nnn.nnn,nn EUR whereas google spread sheet nnnnnnnn.nn.

 **Format credit limit**

You may copy the cell O12:Oxxxx with text format.

- i Replace " EUR" with null "".
- ii. Replace period mark "." with nul "".
- iii.Replace comma "," to period mark ".".

- Copy N12:Nxxxx (BW_Data_format excel file) and paste to column J "Credit Limit Data" in the google sheet "RawData_BW".
4. "Dashboard" tab is to be refreshed.
 5. Click "Team board view"
 6. Team board view is to be refreshed.