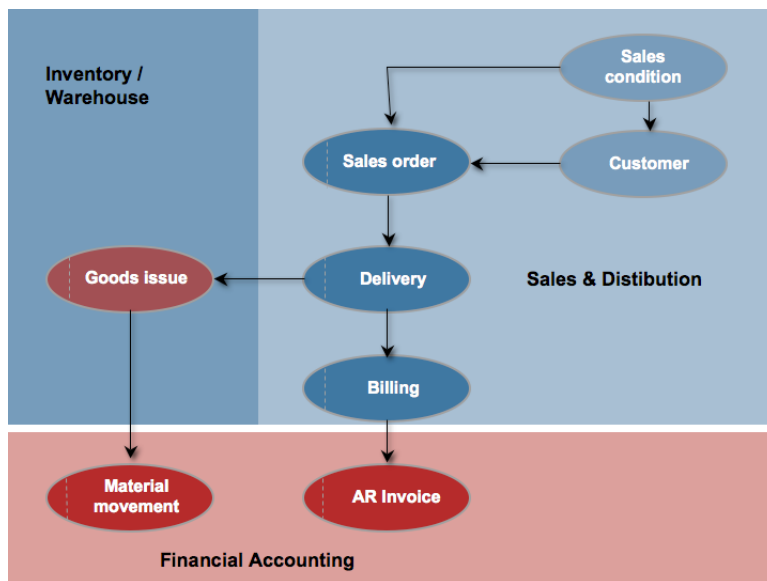


Synaxon Urbidata Process Controls Order-to-Cash

Introduction

Synaxon Urbidata Order-to-Cash Process Controls enable your organization to reduce risk and improve efficiency in the entire business cycle. It identifies ineffective controls and inefficient process steps. Based on the process flow below, key control- and performance metrics are monitored for the entire Sales document flow.



Functionality Overview

Synaxon Urbidata Order-to-Cash Process Controls provide intuitive insights into sales and customer data, including sales orders/contracts, deliveries, customer invoices and configuration settings. Time spent on control activities is reduced by providing both aggregated and detailed information in one overview.

Identify irregularities

Automated deviation monitoring between target and actual performance in the Order-to-Cash cycle. Synaxon Urbidata Order-to-Cash Process Controls identify deviations such as excessive sales discounts and incompletely priced sales orders.

Monitor business cycle performance

Identify long outstanding sales documents such as orders, billing documents and deliveries. Monitor long outstanding invoices and late deliveries. Furthermore, identify sales revenues from top 100 customers and sales revenues from top 100 products.

Key reporting

- Long outstanding sales orders
- Critical changes in sales documents
- Incompletely priced sales documents
- High sales discounts
- Manually granted sales discounts
- Overdue invoices
- Rejected and cancelled orders
- Late deliveries
- Incomplete and blocked sales documents
- Sales revenues from top 100 customers
- Sales revenues from top 100 products

Synaxon GRC & BPM Solutions

The Synaxon Urbidata GRC & BPM Solutions provide instant access to a time proven and stable platform for scorecard presentation and analysis in a secured and confidential environment. Traffic lights clearly signal deviations to the desired outcome. Detailed analysis can be performed by drilling down to the Excel Pivot tables and transaction data.



Order-to-Cash

Automated monitoring of Order-to-Cash

For the business cycle Order-to-Cash several indicators have been defined for use within a scorecard. The scorecard applies a traffic light approach to indicate the controls effectiveness as well as process performance.

	Result	Change	Target	Actual	Total target	Total actual	Period
[-] Synaxion	✓						
± Purchase to Pay	✓						
[-] Order to Cash	✗						
[-] Sales Documents	✗						
Nr. of overwritten cond. in SDs vs. master data [#]	✗	↓	100	165			Jun 2007
Nr. of high sales discounts in SDs [#]	✗	↓	100	201			Jun 2007
Nr. of manually entered conditions in SDs [#]	✓	→	100	99			Jun 2007
Nr. of changes made to SOs [#]	✗	↓	100	187			Jun 2007
% Open SOs not billed ex. 3 months [%]	✗	↓	5	9			Jun 2007
% Open SOs with overdue delivery [%]	⚡	▲	5	3			Jun 2007
Nr. of blocked sales docs. [#]	✗	↓	500	543			Jun 2007
Nr. of incomplete sales docs [#]	✗	↓	10	13			Jun 2007
Nr. of not confirmed sales orders [#]	✗	↓	100	139			Jun 2007
Nr. of rejected sales doc. positions [#]	⚡	▲	10	9			Jun 2007
Nr. of sales docs. per period [#]	✗	↓	10,000	17,345			Jun 2007
Nr. of pricing errors in sales docs [#]	⚡	▲	5	1			Jun 2007
+ Delivery	✓						
+ Billing	✗						
+ Accounts Receivable Invoice	⚡						
+ Sales Customer / Business Partner	⚡						

Key business benefits

Reduce possible fraud and errors

- Reduce manually created invoices, high sales discounts and unauthorized changes to sales orders.
- Reduce unallocated cash from incoming customer payments.
- Identify manually entered conditions and changes to billing documents and take appropriate action.

Improve the Order-to-Cash process

- Gain insight in your performance with automated deviation monitoring between target and actual performance.
- Discover your top customers to improve sales revenues.
- Reduce too late and incompletely billed customers.
- Identify the root cause of problems by detailed analysis, using Pivot tables.

Reduce control costs

- Reduce the time spent on developing, analyzing reports and investigating irregularities, using automated controls reporting.

Optimize customer satisfaction

- Reduce order returns, rejections and cancellations.
- Reduce late customer deliveries, resulting in an optimization of customer satisfaction.

