**NextTech Order-to-Cash (O2C) Roles & Responsibilities Document**

**1. Executive Summary**

This document defines the **three-tiered role architecture** (Strategic, Operational, Support) and **accountabilities** for NextTech’s O2C process.

**2. Tiered Role Architecture**

**2.1 Strategic Leadership (Tier 1)**

| **Role** | **Key Responsibilities** | **Strategic Initiatives (2026–2028)** |
| --- | --- | --- |
| **Chief Revenue Officer** | End-to-end O2C governance, DSO targets, and autonomous transformation budget approval. | Oversee AI liquidity agents and dynamic pricing models. |
| **Chief Process Officer** | Harmonize O2C with P2P/R2R; lead "Zero-Touch Revenue Realization" (98% automation by 2028). | Implement "Anticipatory Order Orchestration" (IoT-driven orders). |
| **VP – Smart Manufacturing** | Ensure O2C integration with autonomous production lines and IoT-enabled fulfillment. | Pilot "Robotics-as-a-Service" billing with Volvo (2026). |

**2.2 Operational Roles (Tier 2)**

**Core O2C Functions**

| **Role** | **Responsibilities** | **Systems/Tools** | **KPIs Owned** |
| --- | --- | --- | --- |
| **Regional Credit Manager** | TBD | SAP FSCM, Azure AI | DSO (<42 days) |
| **IoT Billing Analyst** | Manage usage-based invoicing for SaaS/digital twins; validate Azure IoT data feeds. | SAP BRIM, Azure IoT Hub | Invoice Accuracy (98.5%) |
| **AR Team Lead** | Oversee collections; deploy predictive dispute resolution AI (ServiceNow integration). | ServiceNow, Salesforce | First-Pass Payment Match (90%) |
| **Logistics Coordinator** | Ensure SAP-to-carrier integration for real-time tracking; manage circular packaging. | SAP TM, Blockchain Logistics Hub | On-Time Delivery (OTD >97%) |

**Cross-Functional Integration**

| **Role** | **Interface Points** | **Collaboration Requirements** |
| --- | --- | --- |
| **Master Data Steward** | Govern customer/material masters in SAP for O2C/P2P alignment. | Weekly syncs with Procurement. |
| **API Integration Architect** | Maintain Salesforce-SAP middleware for order automation. | Support "Fluid Transactions" (2027 digital euro rollout). |

**2.3 Support Roles (Tier 3)**

| **Role** | **Responsibilities** | **Systems/Tools** |
| --- | --- | --- |
| **Contracts Legal Specialist** | Draft EU cross-border T&Cs; validate liability clauses in DocuSign/Salesforce. | DocuSign, Salesforce CLM |
| **Dispute Resolution Agent** | Resolve billing/shipping issues flagged by AI; issue credit notes in SAP. | ServiceNow, SAP FI |
| **Customer Onboarding Specialist** | Train clients on SaaS provisioning (Azure) and IoT invoicing. | Azure Portal, SAP BRIM |

**3. Escalation Paths**

**Process-Specific Escalation**

1. **Operational Issue** (e.g., SAP order hold):  
   *IoT Billing Analyst* → *AR Team Lead* → *Regional Credit Manager*
2. **Strategic Issue** (e.g., DSO breach):  
   *Regional CFO* → *Chief Revenue Officer* → *CFO*

**Cross-Process Arbitration**

* **COO**: Resolves conflicts between O2C and Logistics (e.g., delivery delays impacting invoicing).
* **Enterprise Process Council**: Monthly reviews with VPs to align O2C autonomy with P2P/R2R.