OTC KPIs

This File aims to provide a single documentation for most of the KPIs Covered by OTC team.  
  
Major KPI’s:

Receivables – Amount Customer owes to us, includes both amount that is not due as well as due.

Over dues – for any amount for which the due date has been passed, this overdue is further segregated into different ageing buckets as follows:  
0-30 Days – Includes amount for which due date is greater than 0 but less than 30. 31-60 Days – Includes Amount for which due date is greater than 30 but less than 60. 61-90 Days – Includes Amount for which due date is greater than 61 but less than 90.

Bad Debt – for amount that is past due 90 Days is considered as Bad Debt.  
Comm Loss – Calculated Against Key Date (Basically Due Date for each invoice)  
Bad Debt of prev month – bad debt of curr month   
Calculated on monthly basis.  
  
Deductions – Invoices which ran into issues like disputes with customers.  
Deductions Amount – Sum of all deductions invoices  
Deductions Count – Count of no of rows basically for all invoices which are ran into deductions,  
Lead Time – Time taken to solve the deductions dispute .