

ORDER TO CASH ANALYSIS

BUSINESS ANALYTICS

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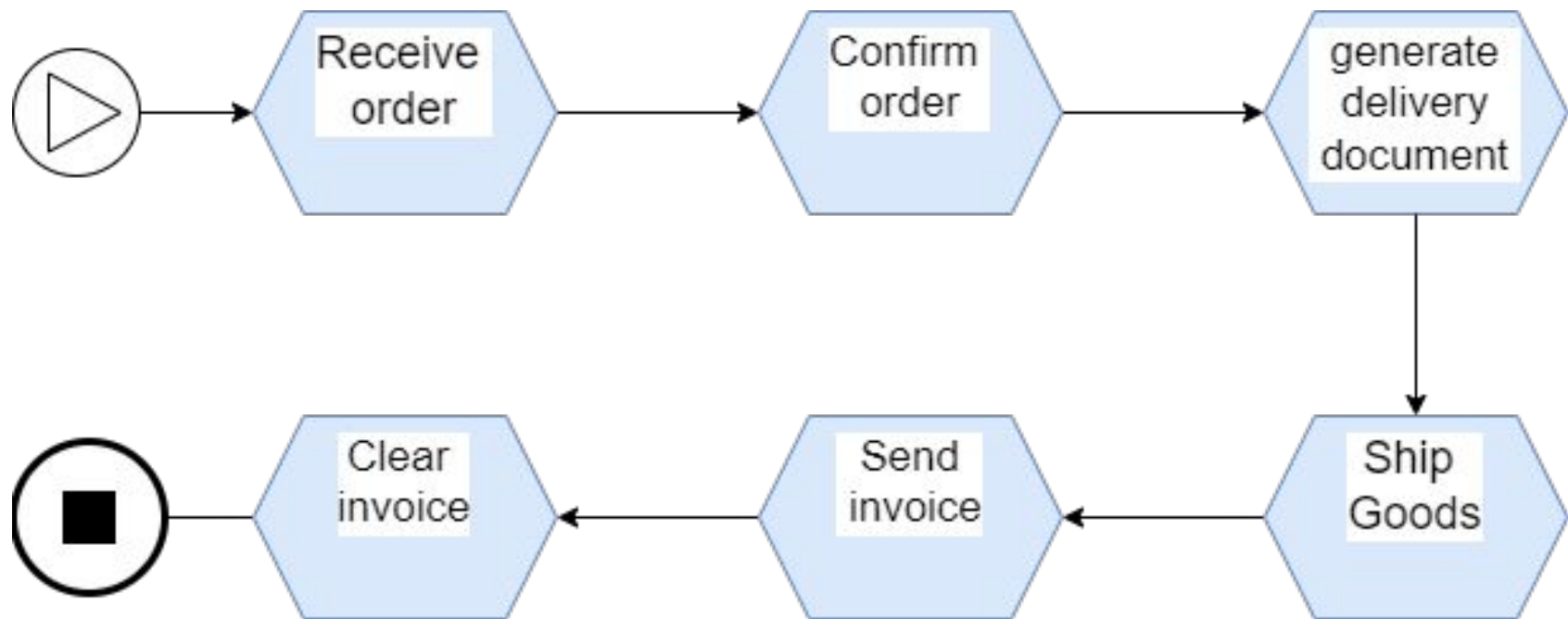
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Order to Cash Process

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Order-to-cash process is the order processing system of any company.

It begins the moment when a customer places the order, and ends when the customer receives the order or when it is cancelled by the customer. So, everything related to functioning and activity of data recorded throughout the order to cash cycle is analysed, which helps in management and optimisation of the process.



Most Common Variants

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1) Receive Order

- a) This task is included in 988K cases.
- b) This task is the starting point for 964K cases.
- c) This task is the ending point for 3.27K cases.
- d) From this task 77% of cases go to the next task (confirm order)

2) Confirm Order

- a) This task is involved in 905K cases.
- b) No case has this task as the starting point.
- c) This task is the ending point for 6.14K cases.
- d) From this task 72% of cases go to the next task (generate delivery document)

Case Coverages

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1) Variant #1

- a) Case coverage is 43% with 4,04, 562 cases
- b) Duration (median) 11.8 days

2) Variant #2

- a) Case coverage is 18% with 1,68,038 cases
- b) Duration (median) 36.5 days

3) Variant #3

- a) Case coverage is 16% with 1,56,786 cases
- b) Duration (median) 16.9 days

4) There are total 9 major variants for the paths taken to complete the process.

Throughput Time

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- 1) The throughput time is more for invoice to cleared after invoice is sent.
- 2) In the most common variant, the throughput time for invoice to cleared after invoice is sent is **18 days**.
- 3) For the next most common variants, this throughput time is **33 days** and **16 days** respectively.

Other major variants (Cases frequency)

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1) Variant #4

- a) In 5% of the cases, the goods are returned and order is canceled after **Ship Goods** task.
- b) The goods are returned on an average after **13 days** and on the next day the order is canceled.

2) Variant #5

- a) In 3% of the cases, after sending the invoice, there is remainder sent to clear the invoice.
- b) The remainder is sent after 21 days.