Monthly Report

TO: Robert van der Zwet DATE: May 3, 2018

CC: Sandy Wilson

from: Roberto Gargurevich

subject: Monthly Report – Customer Service Data Analyst

# **April 2018 Report**

**Overview of Activities**

* New-employee training to learn and understand the products and services provided by EXSIF, the functional processes behind those services, and the clients who make use of those services.
* Identifying potential areas for improvement throughout Customer Service Department.
* Brainstorm potential approach toward improvements and identify the objective of each improvement project.
* Taken over daily responsibility of submitting cash applications to Great Plains.

**New-employee Training – areas covered**

* **General EXSIF Products and Services**
  + Learned about EXSIF’s product line (tanks and chassis) and legal regulations (T-codes) for design and specifications of each product.
  + Learned about EXSIF’s internal product codes.
  + Learned about EXSIF’s modification and repair processes.
  + Visited Stolt depo and looked at ISO tanks and reviewed the functionality of each component of the tank.
* **Clients**
  + Introduced to major accounts (Dow, Stolt, Baker, etc.)
* **Contracts**
  + Learned about the process of signing a contract with a client.
  + Reviewed contents of a contract (MTELA, addendums).
* **Billing**
  + Learned and took part in the processes of generating an invoice (system generated vs manual) and delivering the invoice to the client.
    - Strong focus on Dow billing.
* **Collections**
  + Learned and took part in applying collected payments to outstanding balances.
  + Learned and took part in identifying unpaid line items from invoices with outstanding balances.
  + Learned how to approach clients about unpaid items.
* **Reports**
  + Learned about the purpose for reports (Unfulfilled Report, Inventory Report, Storage Report, Handling Report) and how to generate them using data from TLS.
* **New Software Tools**
  + Introduced to software tools available for use (TLS, SharePoint, Power Query, PowerBI, Great Plains, Microsoft Flow, Microsoft Planner, Outlook, etc.)

**Projects for Improvement by Area**

**Billing**

* + **Automating Dow Billing (IN PROGRESS)**

**Description:** This project consists of creating VBA Macros on Excel that can automatically generate the invoices to be sent to each of the Dow companies (DOCXX, DHMXX, DAGXX, DCPXX, BCOXT) that currently require manual invoicing.

**Objective:** The objective of this project is to make the invoicing process more efficient by removing the need to generate invoices (more specifically Dow invoices) manually. This project would result in reducing the total amount of time it takes to generate the Dow invoices from 2-3 days per month to 1-2 hours per month.

**Status:** (~5% completion) Recently started. Have begun development of VBA Macro for Dow Agro invoices.

**Collections**

* + **Collections Status Dashboard/Streamlining of Payment Log (IN PROGRESS)**

**Description:** This project consists of building a dashboard that displays the current financial status of invoices with an outstanding balance. The dashboard will detail where the outstanding balance is coming from and any billed items that are currently under discussion. Currently focused on Dow invoices but can expanded to incorporate other major clients.

**Objective:** The objective of this project is to provide Management and the Credit & Collections team a quick graphic representation of the current financial status of the Dow accounts. This project would also result in facilitating the identification of unpaid items to be addressed by the Credit & Collections team.

**Status:** (~30-40% completion if heading down right path) I have put together a sample dashboard and sent it to David W. for feedback. Currently waiting on feedback.

**Customer Service Department / HQ**

* + **Streamlining Recurring Reports (Unfulfilled Report, Inventory Report, Storage Report, Handling Report)**

**Description:** This project would consist of working with HQ to streamline TLS data into Power Query and developing a VBA Macro that could use that data to build each report.

**Objective:** The objective of this project would be to make the process of generating reports more efficient by removing the need to generate reports manually.

**Status:** (0% completion) This project has not been started. Billing and Collections projects take priority due to a more significant influence over Customer Service Department performance.