Monthly Report

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

CC: Sandy Wilson

from: Roberto Gargurevich

subject: Monthly Report – Customer Service Data Analyst

# **July 2018 Report**

**Routine Activities**

* Cash applications and review of remittance folder (Daily)
* Reporting of Baker activity at Stolt (Daily)
* Update and maintain Dow Log and Dashboard (~3 times/week)
* Update and maintain NASA Data Projects Log (~2 times/week)

**Activities This Month**

**Dow Dashboard**

* Made changes requested by David W. to Dow Dashboard
  + Detail and comparison to GP
* Presented updated version of Dow Dashboard 7/11/18
* Added customer views for Dow and Blue Cube

**Electronic Billing**

* Program is waiting to be audited by Rob Andren before being launched for use starting July end-of-month billing period.
* Program to save files
* Will be adjusting Dow invoicing files to communicate with extracted billing files to streamline the billing process one step further. **(IN PROGRESS)**
* Chassis off-hire estimate report
  + Developed chassis estimate report going back 5 years.
  + Included bar graph showing average estimate cost by age group.
* Helped Christie carryout Dow invoicing using invoicing files
  + Helped Christie implement the files by answering questions about usage.
* Hoover invoicing **(IN PROGRESS)**
  + Begun working on automation of Hoover invoicing process.
  + Project has been paused and currently waiting on confirmation of invoicing format from new Hoover contact.
* Monthly Handling and Storage reports **(IN PROGRESS)**
  + Begun formatting Handling and Storage reports to allow user to process information more easily.
  + Planning to streamline and automate process as much as possible.