Credit as a Profit Centre Become Lean!
Ask the right questions!

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Order to Cash process overview

Customer acquisition		Business administration		Credit management		Credit management		Credit management
Order	→	Invoice dispatch	→	Collecting	→	Payment	→	Cash Allocation
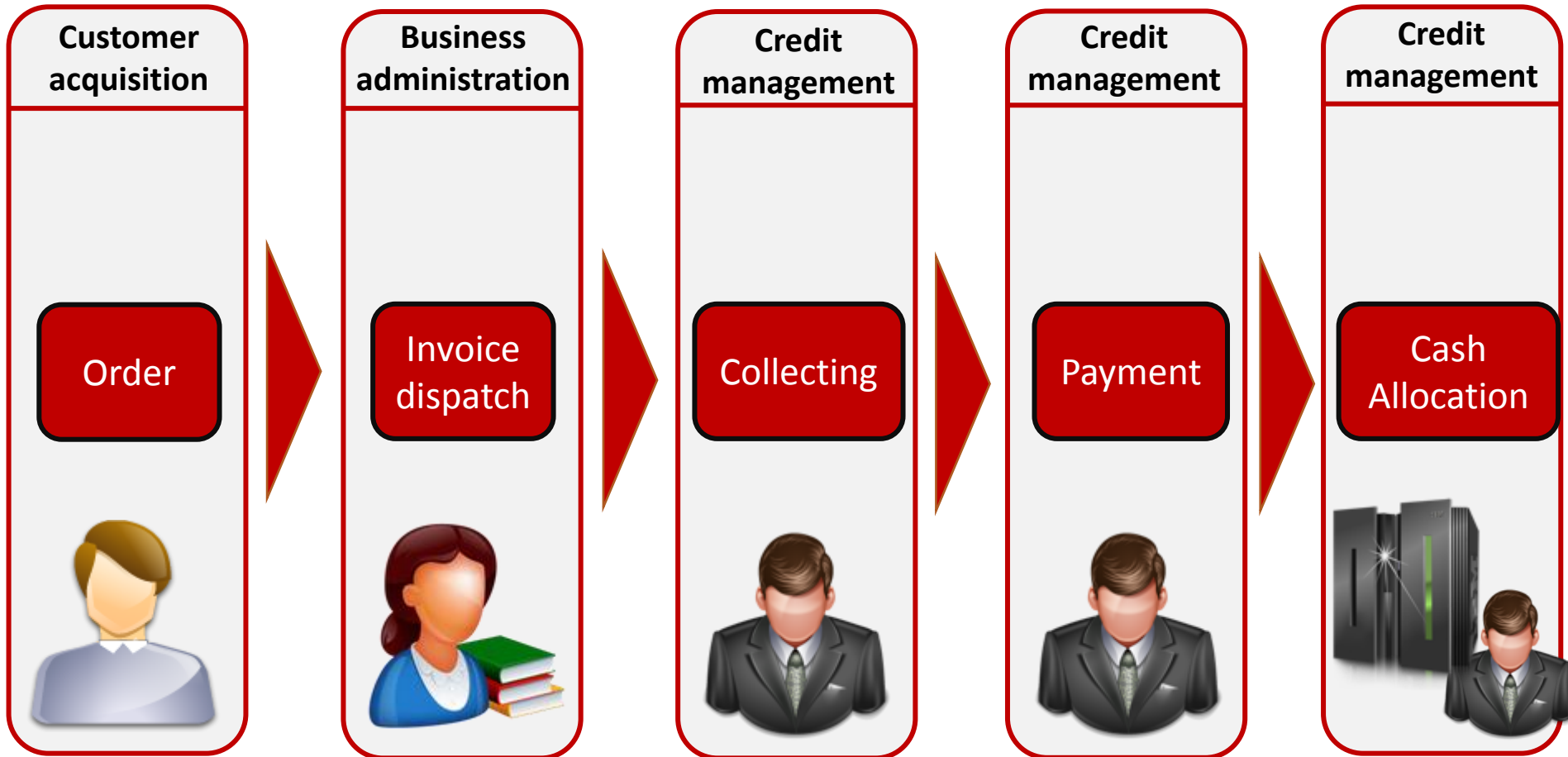
Step 1 – The Order

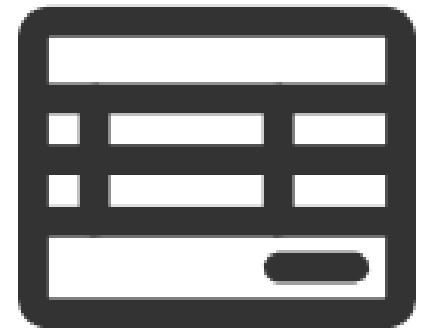- Quality

- Review

- Human error

Step 1 – The Order

- Do you measure the quality of your customers details?

- How often do you revise the customer ratings and how?

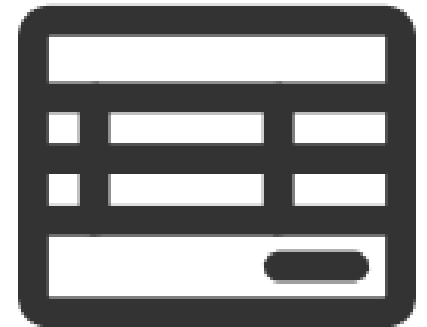- How many manual steps are involved in your Ordering process?

Step 2 – The Invoice

- Magic

- Reasons

Step 2 – The Invoice

- How many of your invoices are magically "lost"?

- Do you know the reasons why are they lost?   (Visibility of invoicing)

Step 3 – The Collection

- Reviewing

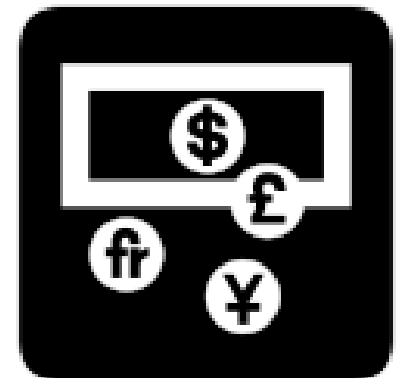- Visibility

- Resources

- Disputes

Step 3 – The Collection

- When do you start reviewing your accounts receivable?

- What visibility do you have about your accounts receivable?

- Who is responsible for collection and where is he located?

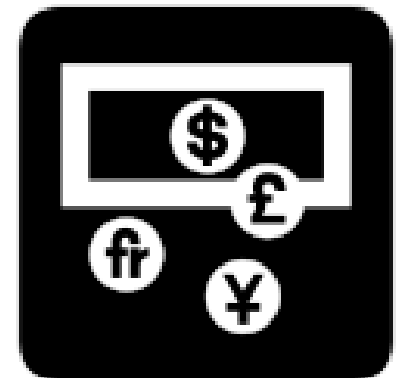- How do you cover dispute management?

Step 4 – The Cash Matching

- Resources

- Speed

- Automation

Step 4 – The Cash Matching

- Who is involved in the matching process?

- How fast is your matching process?

- How many invoices are matched automatically?

Credit as a profit center

Credit management

- Credit comes at a cost
- It's a profession not a process

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Process management and technology

- Simplify and standardise
- Become truly lean

Rocket up the efficiency of your working capital and staff

Reduce your costs

Thank you for your time

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