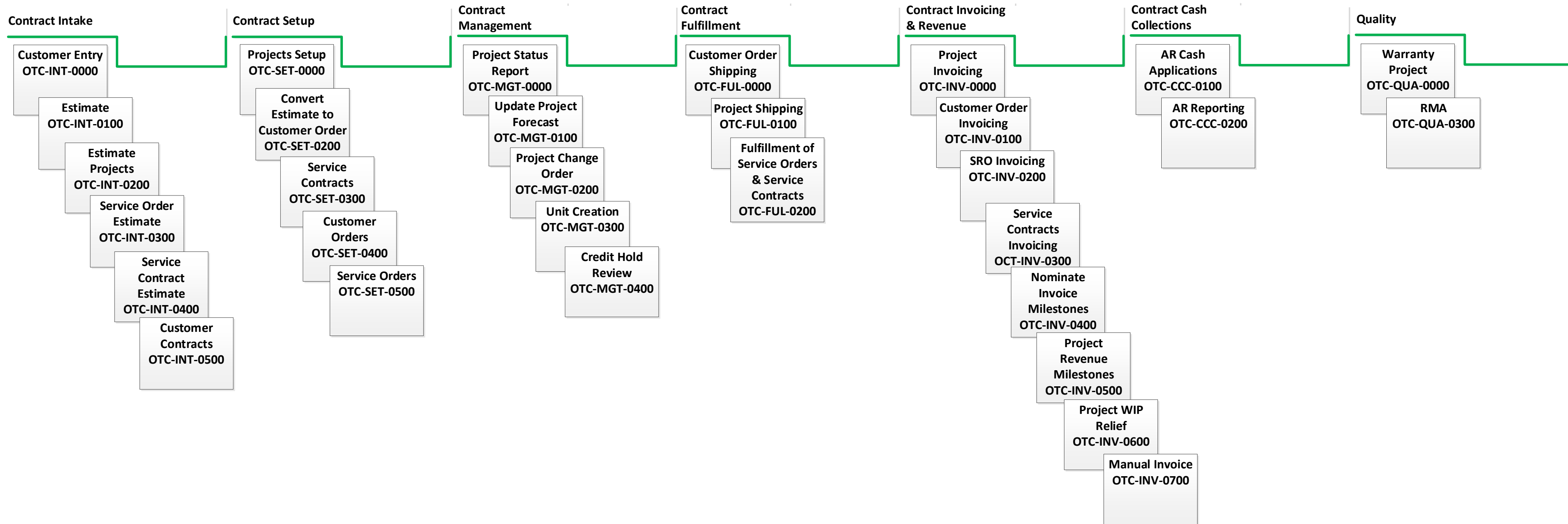


ORDER TO CASH (OTC) MEGA PROCESS

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APPROVER:	REVISION: 1
PAGE #: 1	REV. DATE: 03/24/2018



Order to Cash is our customer facing Mega Process. It contains processes designed to setup customers, accept orders from customers, collect cash from customers and give credit to customers. Order types include new equipment, aftermarket parts and service contracts and orders. Processes designed to handle customer warranty requests should also be included.

Contract Intake: Processes performed prior to receiving a purchase order from a customer.

Contract Setup: Processes that take place when setting up a customer order, project or service order.

Contract Management: Project Management processes that involve keeping contracts up to date.

Contract Fulfillment: Processes related to fulfilling customer purchase orders by shipping goods or completing services.

Contract Invoicing & Revenue: Invoicing and Revenue Recognition process flows.

Contract Cash Collections: Accounts Receivable and cash collection related process flows.

Quality: Quality and Warranty process flows

Quick Links

Click any underlined Process ID above to be taken to that Process Flow.
Click any of the links below to be taken to a different Mega Process.



REV	DATE	DESCRIPTION OF CHANGE
1	3/24/18	Document Created
REVISION TABLE		