

Order to Cash Manager for SAP



Reference Customer



Houghton Mifflin Harcourt :

- **US leading educational publishing house**
- **Over 2 billion in sales**
- **Approx. 2 million sales orders**

- **VP Customer Service: Mrs. Marilyn Harris**
- **Service Director: Mrs. Sue Krohn**
- **Project Manager: Mr. Niels Christiansen**

- **SAP users: 2813**
- **OTCM users: 241**
- **Reduction in time to look up orders: 75% less time**



The Old Corner Bookstore

Order to Cash Manager Experience:

"OTCM has been the best investment we have seen since we implemented SAP.

It has made our lives so much easier and has enhanced the service to our customers."

Delta Consulting, Inc. / 5 Christy Drive, Suite 109 / Chadds Ford, PA 19317 / 888-461-5553 / www.go-delta.com



Key Features

- **Easily view the status of all order, delivery and billing output related to any sales order item**
- **An icon identifies any item in which the goods issue date has changed for a given time period**
- **Line colors identify items that shipped late (or are currently scheduled to ship late) based on the customers expected delivery date.**
- **Icons identify orders that were blocked and released for credit.**
- **Icons identify blocked, rejected and incomplete items.**
- **A file extract option allows the program to be used as a batch extract tool.**
- **Multiple windows on a single screen are designed with easily understood icons and color-coding to highlight the key attributes of your order, delivery and billing documents.**
- **Several options are available for including additional data into the report (inventory balances, handling units, sales order text, etc.).**

Determine Order Status "At a Glance"

Order to Cash Manager

All Sales Order Items

Sales doc.	Item	Open	Alert	Bill rel	Compl. sta	Credit sta	Div bl	Bill bl	Ord. output	Inv. output	Reject	Doc. date	Created by	ATP	Cp Dim	SOrg.	SOff.	SGrp	CGrp	SaTy	Sold-to pt	Sold-to party	Cty	Ship-to	Name
298814	30				■				○○○	○○○		03/01/2007	PATRICKB			1000	0100	016	21	ZOR	6378666	KirkXpedx Paper Company	US	6378666	KirkXp
	40				■				○○○			03/01/2007	PATRICKB			1000	0100	016	21	ZOR	6378666	KirkXpedx Paper Company	US	6378666	KirkXp
	50				■				○○○			03/01/2007	PATRICKB			1000	0100	016	21	ZOR	6378666	KirkXpedx Paper Company	US	6378666	KirkXp
298860	10				■				○○○			03/01/2007	TIDALADM			1000	0100	010	10	ZOR	8005629	Quebecor World SA	CH	3507886	Quebec
	20				■				○○○			03/01/2007	TIDALADM			1000	0100	010	10	ZOR	8005629	Quebecor World SA	CH	3507886	Quebec
	30				■				○○○			03/01/2007	TIDALADM			1000	0100	010	10	ZOR	8005629	Quebecor World SA	CH	3507886	Quebec
	40				■				○○○			03/01/2007	TIDALADM			1000	0100	010	10	ZOR	8005629	Quebecor World SA	CH	3507886	Quebec
300656	10				■			○○○	○○○		03/06/2007	TIDALADM			1000	0100	088	04	ZOR	6084595	Sheridan Press	US	6084595	Sherid	
301908	10				■			○○○			03/08/2007	TIDALADM			1000	0100	010	10	ZOR	8005629	Quebecor World SA	CH	479675	Quebec	
309849	10				■			○○○			03/27/2007	DECHIROG			1000	0100	088	04	ZOR	6831816	Idaho Statesman	US	6831816	Idaho S	
309864	10				■				○○○	○○○		03/27/2007	VASCUKYNR			1000	0100	099	21	ZOR	2600842	Printing Papers Inc	US	8013149	Printing
	20				■				○○○	○○○		03/27/2007	VASCUKYNR			1000	0100	099	21	ZOR	2600842	Printing Papers Inc	US	8013149	Printing
	30				■				○○○			03/27/2007	VASCUKYNR			1000	0100	099	21	ZOR	2600842	Printing Papers Inc	US	8013149	Printing
310294	10				■			○○○			03/28/2007	CLINGERMC			1000	0100	099	06	ZOR	1909233	William Paul & Assoc	US	1909233	William	
310318	10				■				○○○	○○○		03/28/2007	DECHIROG			1000	0100	088	04	ZOR	6085607	Dow Jones & Co	US	6085607	Dow Jc
	20				■				○○○			03/28/2007	DECHIROG			1000	0100	088	04	ZOR	6085607	Dow Jones & Co	US	6085607	Dow Jc
	30				■				○○○	○○○		03/28/2007	DECHIROG			1000	0100	088	04	ZOR	6085607	Dow Jones & Co	US	6085607	Dow Jc
312941	10				■				○○○	○○○		04/03/2007	TIDALADM			1000	0100	088	04	ZOR	6085041	Eagle Publications	US	6085041	Eagle F
	20				■				○○○	○○○		04/03/2007	TIDALADM			1000	0100	088	04	ZOR	6085041	Eagle Publications	US	6085041	Eagle F
314368	10				■			○○○			04/05/2007	VASCUKYNR			1000	0100	099	21	ZOR	58172	Pitman Company	US	211383	Ad-Mat	
314388	10				■			○○○			04/05/2007	RICEB			1000	0100	099	21	ZRR	3202322	Xpedx-Portland	US	3202322	Xpedx-	
314486	10				■			○○○			04/05/2007	LABOSKIM			1000	0100	099	21	ZRR	1655224	Enovation Graphic Systems/HL	US	918870	VICTOF	
314523	10				■			○○○			04/05/2007	SINGHT			1000	0100	085	51	ZOR	8018052	Microgeo - Usa	US	8018052	Mircoge	
	20				■			○○○			04/05/2007	SINGHT			1000	0100	085	51	ZOR	8018052	Microgeo - Usa	US	8018052	Mircoge	

Uniquely designed with easily understood icons and color-coding to highlight the key attributes of your order, delivery and billing documents. Problem orders can be identified at a glance.



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Item Details

Subsequent document information is available in an easy to read manner.

Order to Cash Manager

All Sales Order Items

Sales doc.	Item	Open	RSch	Created on	Last GI date	TransitDur	Req. dlv. dt	Date past due	Days PD	Mit. SD	Order qty	Confirm Qty	Delv. qty	GI qty	Delivery	Inv qty	Bill. doc.	Open qty	SU	HU	Item note	Mult. line	OH qty	BUn
298814	30		5050-1-G01	03/01/2007	03/26/2007	1.00	03/27/2007	03/26/2007	0		6	6	6	6	80796528	6	90660724	0	EA				0	EA
	40			04/05/2007		1.00	04/05/2007	04/04/2007	0		3	0	0	0		0		0	EA				0	EA
	50	✉		04/05/2007	04/06/2007	2.00	04/05/2007	04/03/2007	280		7	7	4	0	80810504	0		7	EA				4	EA
298860	10		5030-4-G01	03/01/2007	03/29/2007	1.00	03/30/2007	03/29/2007	0		4	4	4	4	80801256	4	90664034	0	EA				3	EA
	20		5030-4-G01	03/01/2007	03/29/2007	1.00	03/30/2007	03/29/2007	0		30	30	30	30	80801256	30	90664034	0	EA				738	EA
	30		5030-4-G01	03/01/2007	03/29/2007	1.00	03/30/2007	03/29/2007	0		20	20	20	20	80801256	20	90664034	0	EA				8	EA
	40		5030-4-G01	03/01/2007	03/29/2007	1.00	03/30/2007	03/29/2007	0		20	20	20	20	80801256	20	90664034	0	EA				1,071	EA
300656	10		5040-4-G03	03/06/2007	03/08/2007	3.00	03/06/2007	03/24/2007	0		10	10	10	10	80781649	10	90648795	0	EA	📦			1	EA
301908	10			03/08/2007	04/16/2007		03/12/2007	03/12/2007	35	📦	2	2	3	3	80787394	3	90652944	1	EA	📦			3	EA
309849	10	✉	5050-3-G02	03/27/2007		2.00	12/28/2007	12/26/2007	13		6	0	0	0		0		6	EA				0	EA
309864	10		5030-5-G02	03/27/2007	04/06/2007	2.00	04/10/2007	04/08/2007	0		1	1	1	1	80807578	1	90668914	0	EA				0	EA
	20		5030-5-G02	03/27/2007	04/06/2007	2.00	04/10/2007	04/08/2007	0		1	1	1	1	80807578	1	90668914	0	EA				0	EA
	30	✉	5030-5-G02	03/27/2007	12/28/2007	2.00	12/29/2007	12/27/2007	12		2	2	0	0		0		2	EA				0	EA
310294	10		6000-2-G03	03/28/2007	06/26/2007	3.00	03/28/2007	04/15/2007	0	📦	16	16	0	0		0		0	EA				8	EA
310318	10		5030-2-G02	03/28/2007	04/03/2007	2.00	04/05/2007	04/03/2007	0		1	1	1	1	80804603	1	90666811	0	EA	📦			7	EA
	20	✉	5030-2-G02	03/28/2007	12/25/2007	2.00	05/02/2007	04/30/2007	253		1	1	0	0		0		1	EA				0	EA
	30		5030-2-G02	03/28/2007	04/03/2007	2.00	04/03/2007	04/03/2007	0		8	8	8	8	80804603	8	90666811	0	EA				128	EA
312941	10		5030-3-G03	04/03/2007	04/04/2007	3.00	04/03/2007	04/21/2007	0		8	8	8	8	80807003	8	90669195	0	EA	📦			28	EA
	20		5030-3-G03	04/03/2007	04/04/2007	3.00	04/03/2007	04/21/2007	0		2	2	2	2	80807003	2	90669195	0	EA				4	EA
314368	10		5030-4-G01	04/05/2007	05/10/2007	1.00	05/10/2007	05/09/2007	0		1	1	0	0		0		0	EA				0	EA
314388	10	✉		04/05/2007	12/27/2007		12/27/2007	12/27/2007	12		2	2	0	0		0		2	EA				0	EA
314486	10	✉		04/05/2007		2.00	04/05/2007	04/24/2007	259		1	0	0	0		0		1	EA				0	EA
314523	10	✉		04/05/2007	04/06/2007		04/05/2007	04/26/2007	257		20	20	20	0	80809420	0		20	EA	📦			153	EA
	20	✉		04/05/2007	04/06/2007		04/05/2007	04/26/2007	257		2	2	2	0	80809420	0		2	EA				310	EA

Subsequent Delivery Items Window

Subsequent Delivery Items

27569/10 Subsequent Delivery Items

Delivery	Item	Div t...	Created by	Created on	Item st...	Pick...	Picking date	GI ...	Pl.GI date	Ac.GI date	Σ Delivery qty	SU	Batch	Spl	Exp. date
80082077	10		JONEST	04/07/2004	●		04/07/2004	●	04/09/2004	04/22/2004	0	EA			
	900001		JONEST	04/12/2004	●		04/07/2004	●	04/09/2004	04/22/2004	29	EA	0000057229		03/31/2005
	900002		JONEST	04/12/2004	●		04/07/2004	●	04/09/2004	04/22/2004	4	EA	0000057229		03/31/2005
80087490	10		JONEST	04/19/2004	●		04/19/2004	●	04/20/2004	04/22/2004	127	EA			
80088309	10		JONEST	04/21/2004	●		04/19/2004	●	04/20/2004	05/19/2004	135	EA			
80090250	10		JONEST	04/23/2004	●		04/23/2004	●	04/26/2004	05/19/2004	10	EA	0000060898		04/30/2005
80093293	10		JONEST	04/29/2004	●		05/05/2004	●	05/06/2004	05/19/2004	148	EA			
80093407	10		JONEST	04/29/2004	●		04/29/2004	●	04/30/2004	05/19/2004	131	EA			
80101132	10		JONEST	05/13/2004	●		05/13/2004	●	05/14/2004	05/19/2004	144	EA			
80102413	10		JONEST	05/17/2004	●		05/24/2004	●	05/25/2004	05/19/2004	0	EA			
	900001		JONEST	05/18/2004	●		05/24/2004	●	05/25/2004	05/19/2004	25	EA	0000066748		05/31/2005
	900002		JONEST	05/18/2004	●		05/24/2004	●	05/25/2004	05/19/2004	19	EA	0000066749		05/31/2005
	900003		JONEST	05/18/2004	●		05/24/2004	●	05/25/2004	05/19/2004	20	EA	0000066748		05/31/2005
	900004		JONEST	05/18/2004	●		05/24/2004	●	05/25/2004	05/19/2004	25	EA	0000066748		05/31/2005
80105696	10		JONEST	05/21/2004	●		05/21/2004	●	05/24/2004	05/27/2004	312	EA			
80106128	10		JONEST	05/24/2004	●		05/24/2004	●	05/25/2004	05/27/2004	52	EA			
80111471	10		JONEST	06/02/2004	●		06/02/2004	●	06/03/2004	06/22/2004	19	EA	0000069871		05/31/2005
											1,200	EA			

- The subsequent delivery items window displays each delivery item related to the selected sales order item data.
- Batch split items can be expanded or collapsed by clicking on the batch split icon.
- Hot keys are enabled that allow the user to drill into the delivery document or batch.
- Past Due Items displayed in light yellow are items that are past due for shipment from a shipping point perspective.

Subsequent Billing Items Window

Subsequent Billing Items

27569/10 Subsequent Billing Items

Billing doc.	Item	BIIT	Created by	Created on	Item st.	Billing date	Ref.doc.	Reftm	Σ	Billed qty	SU	Σ	Net value	Curr.	Post s...	Doc.no.
90080159	10	F2	JONEST	04/23/2004	●	04/23/2004	80082077	10		33	EA		3,728.67	USD	●	90080159
90080162	10	F2	JONEST	04/23/2004	●	04/23/2004	80087490	10		127	EA		14,349.73	USD	●	90080162
90093451	10	F2	JONEST	05/19/2004	●	05/19/2004	80088309	10		135	EA		15,253.65	USD	●	90093451
90093452	10	F2	JONEST	05/19/2004	●	05/19/2004	80090250	10		10	EA		1,129.90	USD	●	90093452
90093453	10	F2	JONEST	05/19/2004	●	05/19/2004	80093293	10		148	EA		16,722.52	USD	●	90093453
90093454	10	F2	JONEST	05/19/2004	●	05/19/2004	80093407	10		131	EA		14,801.69	USD	●	90093454
90093458	10	F2	JONEST	05/19/2004	●	05/19/2004	80101132	10		144	EA		16,270.56	USD	●	90093458
90093460	10	F2	JONEST	05/19/2004	●	05/19/2004	80102413	10		89	EA		10,056.11	USD	●	90093460
90097580	10	F2	JONEST	05/27/2004	●	05/27/2004	80105696	10		312	EA		35,252.88	USD	●	90097580
90097581	10	F2	JONEST	05/27/2004	●	05/27/2004	80106128	10		52	EA		5,875.48	USD	●	90097581
90108498	10	F2	JONEST	06/22/2004	●	06/22/2004	80111471	10		19	EA		2,146.81	USD	●	90108498
										1,200	EA	135,588.00	USD			

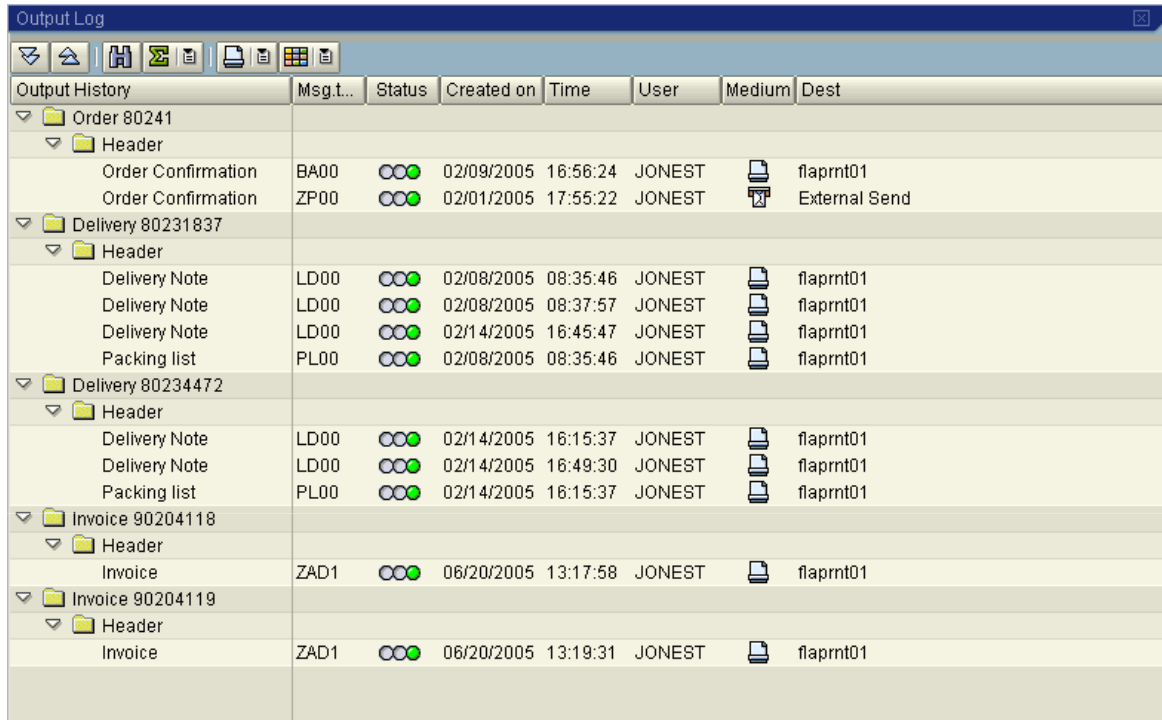
- The subsequent billing items window displays each billing document item related to the selected sales order item.
- Hot keys are enabled that allow the user to drill into the billing, delivery and accounting documents.

Subsequent Handling Units Window

Delivery	Item	Int. HU no	Handling unit	Σ	Quantity	UoM	Content
80787394	10	580980			1	EA	
80788725	10	581693			2	EA	
					3	EA	

- The subsequent handling unit screen displays all handling units related to the sales order item.
- Hot keys are enabled that allow the user to drill into the delivery and handling unit documents.

Output Log



The screenshot shows the 'Output Log' window with a table of output messages. The table has columns for 'Msg.t...', 'Status', 'Created on', 'Time', 'User', 'Medium', and 'Dest'. The messages are grouped by sales order items, including Order 80241, Delivery 80231837, Delivery 80234472, Invoice 90204118, and Invoice 90204119. Each message line includes a message type (e.g., BA00, ZP00, LD00, PL00, ZAD1), a status indicator (two green circles), and a printer icon.

Output History	Msg.t...	Status	Created on	Time	User	Medium	Dest
Order 80241							
Header							
Order Confirmation	BA00	●●	02/09/2005	16:56:24	JONEST	flaprint	flaprint01
Order Confirmation	ZP00	●●	02/01/2005	17:55:22	JONEST	flaprint	External Send
Delivery 80231837							
Header							
Delivery Note	LD00	●●	02/08/2005	08:35:46	JONEST	flaprint	flaprint01
Delivery Note	LD00	●●	02/08/2005	08:37:57	JONEST	flaprint	flaprint01
Delivery Note	LD00	●●	02/14/2005	16:45:47	JONEST	flaprint	flaprint01
Packing list	PL00	●●	02/08/2005	08:35:46	JONEST	flaprint	flaprint01
Delivery 80234472							
Header							
Delivery Note	LD00	●●	02/14/2005	16:15:37	JONEST	flaprint	flaprint01
Delivery Note	LD00	●●	02/14/2005	16:49:30	JONEST	flaprint	flaprint01
Packing list	PL00	●●	02/14/2005	16:15:37	JONEST	flaprint	flaprint01
Invoice 90204118							
Header							
Invoice	ZAD1	●●	06/20/2005	13:17:58	JONEST	flaprint	flaprint01
Invoice 90204119							
Header							
Invoice	ZAD1	●●	06/20/2005	13:19:31	JONEST	flaprint	flaprint01

- The output log window displays each output message related to the selected sales order item.
- By double clicking on any message line, the program will display the related output document in print preview mode.
- If the message is an IDOC, the program will drill into the IDOC display.

Displaying the Complete Picture

The screenshot displays the SAP Order to Cash Manager interface with several overlapping windows:

- All Sales Order Items:** A table showing sales document 298814 with items 10, 20, and 30. Item 20 is highlighted in yellow.
- Subsequent Delivery Item:** A table for sales document 298814/20 showing delivery items 80796379 and 80803768.
- Subsequent Billing Items:** A table for sales document 298814/20 showing billing items 90660724 and 90667668.
- 298814/20 Alerts:** A window showing two alerts: "The delivery quantity for the item exceeds the order quantity." and "The goods issue quantity for the item exceeds the order quantity."
- Output Log:** A window showing a detailed history of messages, including order headers, delivery notes, packing lists, and invoices.

The main window at the bottom shows a list of sales order items with columns for item number, quantity, status, and completion. Items 314398, 314486, and 314523 are highlighted in red, while 314542 and 314868 are highlighted in blue.

All of the windows are independently controlled. They can be moved, resized and displayed simultaneously anywhere on the screen allowing the user to see it all on one screen.

Summary

- **The OTC Manager replaces most custom and standard R/3 sales order reports with one efficient screen.**
- **Intuitive functions are easy to use and requiring little or no training.**
- **Allow Sales and Operational team to get the information quickly**
 - CSR can update customers with multi-lines order status within minutes.
 - Manager can quickly pinpoint issues and assign resources to look into.
- **Reduces time for counter-productive actions with support team.**
- **Outperforms slow custom reports and allows updates to certain transactional data.**
- **Can be tailored to meet your business requirements.**
- **Installed in 2 days.**

Order to Cash Manager for SAP

Thank you for your interest



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