

**Questions you  
should ask to  
improve OTC  
process**

# Question 1

List of all the booked orders that have not been invoiced

# Question 2

List of all the booked orders that have not yet been shipped

# Question 3

List of open sales orders  
that are picked but not  
yet shipped

# Question 4

Cycle time (shipped date  
– booked date) or  
(invoiced date – shipped  
date)

# Question 5

Shipped early (relative to  
promise date)

# Question 5

Shipped late (relative to  
promise date)

# Question 6

On time ship % (relative to  
promise date)



# Question 7

% Orders returned

# Question 8

% Orders cancelled

# FOR COMPLETE LIST AND LOGICS

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