

FINANCE ANALYTICS CASE STUDY

Customer Receivables & Collections Command Center

A controlled view of aging, customer risk, promises and collection priority—built to convert invoice detail into cash action.

OUTSTANDING AR \$949K Open portfolio balance	OVERDUE EXPOSURE \$842K 88.7% of outstanding	DSO PROXY 55.7 Days, portfolio proxy	PROMISE COVERAGE 30.5% Promise value / overdue
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What management should see first

- The 90+ day bucket carries \$322K, the largest concentration of outstanding risk.
- Disputes are separated from ordinary collection work so payment requests do not hide a process issue.
- The action queue ranks recoverable cash using overdue days, promise coverage and dispute status.

OUTSTANDING AR BY AGING BUCKET

Current		\$107K
1-30		\$223K
31-60		\$169K
61-90		\$127K
90+		\$322K

Priority customer queue

Customer	Outstanding	Max overdue	Promise	Disputes
CUS-034	\$18K	161	\$5K	0
CUS-002	\$5K	160	\$4K	0
CUS-029	\$33K	159	\$14K	0
CUS-038	\$21K	158	\$6K	2
CUS-003	\$18K	156	\$816	1
CUS-042	\$12K	149	\$0	1

DECISION RULE

Resolve disputes first; escalate 90+ day balances without a credible promise; then work the remaining overdue queue by recoverable cash.

Build, governance and analyst evidence

The workbook is designed as an operational control—not a decorative dashboard.

Analytical design

- Invoice-level source table with customer, issue, due date, payment, promise and dispute fields.
- Formula-driven aging, DSO proxy, promise coverage and customer aggregation.
- Customer summary reconciles to the invoice register and feeds the ranked action queue.
- Metric dictionary states purpose, formula and ownership for repeatable reporting.

Governed metric set

Metric	Definition	Management use
Outstanding AR	Invoice value less cash received	Total cash exposure
Overdue exposure	Outstanding balance past due	Collection workload
DSO proxy	Outstanding / invoiced value × period days	Working-capital trend
Promise coverage	Open promise value / overdue exposure	Commitment quality
Aging bucket	Days overdue bands	Escalation priority

PORTFOLIO SCOPE

360 synthetic invoices · 48 synthetic customers · Excel dashboard · SQL analysis · source CSVs · metric dictionary

Data note

All companies, invoices and values are synthetic. The analysis design, controls, calculations and deliverables are original portfolio work.