

USER GUIDE

*Meter to Cash with SAP Operational Process Intelligence
powered by SAP HANA*

Take complete control on process with real time visibility on data-to-day operations at Utilities Company

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1 OVERVIEW

1.1 SCENARIO DESCRIPTION

Meter2Cash is a core process for utilities companies to collect revenues from their customers. The process involve the supplier and distributor of utility services for resource management, meter reading, billing and bill payments.

1.2 BUSINESS PAIN POINTS

The following scenario addresses three major challenges of Shared Service Manager, Owen Taylor, in his day to day activities at a utility company:

- a. Limited visibility into overall operations
- b. Improving process transparency and reducing complexity
- c. Ensuring SLA for shared service processes

1.3 KEY MESSAGES AND VALUE PROPOSITION

SAP Operational Process Intelligence (OPInt) powered by SAP HANA enables line-of-business users to gain process visibility across their end-to-end business processes with a clear focus, improving the operational decision making to achieve better business outcomes.

SAP OPInt allows utility companies to track the progress and milestones of key performance indicators that are crucial for their business. These KPIs are defined in OPInt using measures and indicators. KPIs for this Meter to Cash scenario are:

- Average duration of a meter 2 cash process split by customer type.
- Number of successful and out-sorted invoices.
- Number of readings and billings that reaches deadline.
- Average duration of a process at distributor to upload meter readings.

SAP OPInt provides Space.me which will be used by Service Manager, Owen, to analyse process instances that are overdue or at risk, take appropriate actions and thus helping him to:

- Improve transparency in Meter to Cash process and reduce complexity in resource planning
- Provide visibility into the Meter2Cash process flow to counter delays in various phases
- Mitigate tasks that reduces potential delay in getting meter readings from distributors

1.4 STORY FLOW

Meter2Cash process start when a supplier initiates a request to distributor to collect meter readings. Distributor collect meter readings and upload the readings to supplier system. The uploaded readings are validated and system prepare bills. Later Invoices are generated and printed and send it to the customers. Payments are collected for the printed invoices.

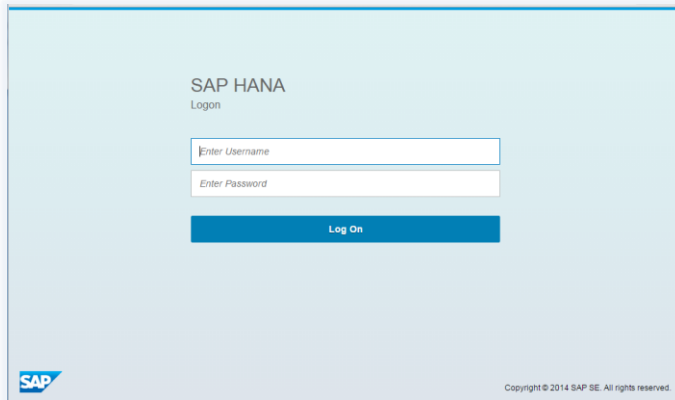


2. STEP-BY-STEP GUIDE

Step 1 – Access OPInt home page

1. Login to space.me with user: **Owen** and password: **Abcd1234**

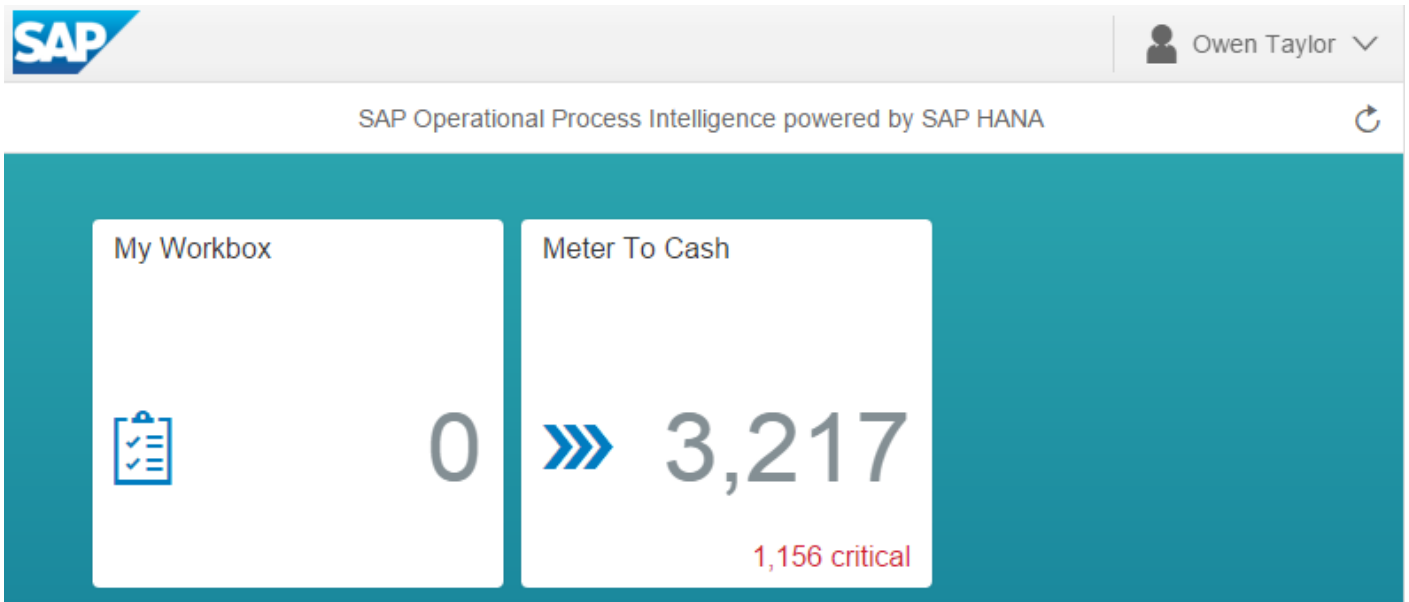
<https://smartprocessapps636d78be.hana.ondemand.com/sap/opi/pv/workspace>



The image shows the SAP HANA Logon interface. It features a light blue background with the text 'SAP HANA Logon' at the top. Below this, there are two input fields: 'Enter Username' and 'Enter Password'. A blue 'Log On' button is positioned below the password field. The SAP logo is in the bottom left corner, and the copyright notice 'Copyright © 2014 SAP SE. All rights reserved.' is in the bottom right corner.

2. You can see the open readings which are currently under process in a Utilities company, out of which status of 747 readings are critical i.e. these readings have already surpassed their invoice and collection date.

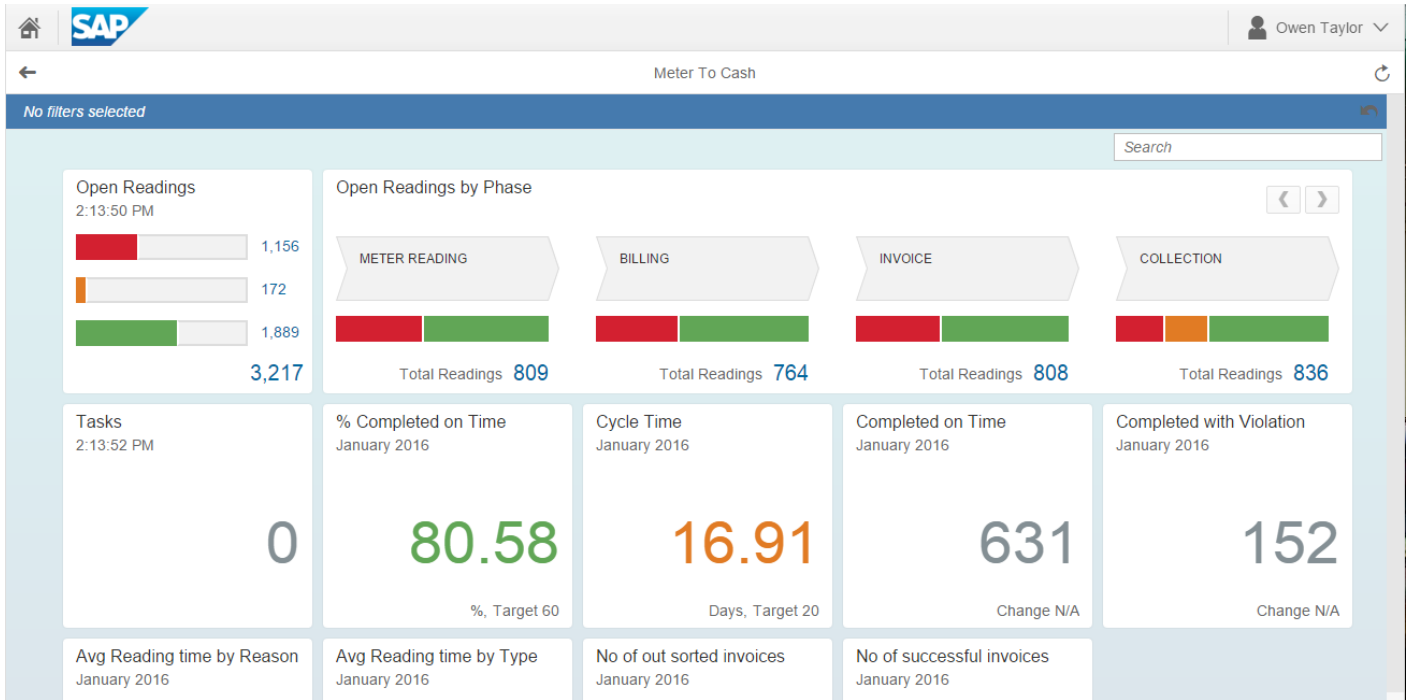
Click on the **Meter To Cash** tile and you will be navigating the details of these readings.



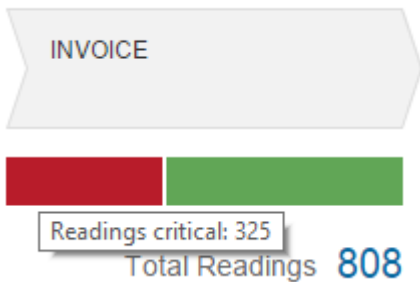
The image displays the SAP Operational Process Intelligence (OPI) dashboard. At the top left is the SAP logo. On the top right, the user name 'Owen Taylor' is shown with a dropdown arrow. The main header reads 'SAP Operational Process Intelligence powered by SAP HANA' with a refresh icon on the right. The dashboard features two primary tiles on a teal background. The 'My Workbox' tile on the left shows a clipboard icon and the number '0'. The 'Meter To Cash' tile on the right shows a blue arrow icon, the number '3,217', and '1,156 critical' in red text below it.

- Explore **Open Readings** and **Open Readings by Phase** tiles to analyze readings that are overdue or at risk. You will see that there are lots of pending readings in **INVOICE** phase.

Now drills down into **INVOICE** phase to get complete details of all the pending readings to be invoiced.



- Select readings with Critical status (-RED traffic light region-) in **INVOICE** phase



Step 2 – Analyzing the Problem Cluster

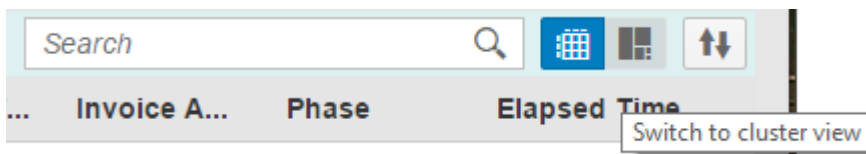
Here you would see how to cluster the reasons for the delay in INVOICE of the readings and how to take actions to keep these invoices generated on time so that collection of the payments could be started within time.

1. You will see complete list of readings that are overdue in INVOICE phase in **Open Readings** page

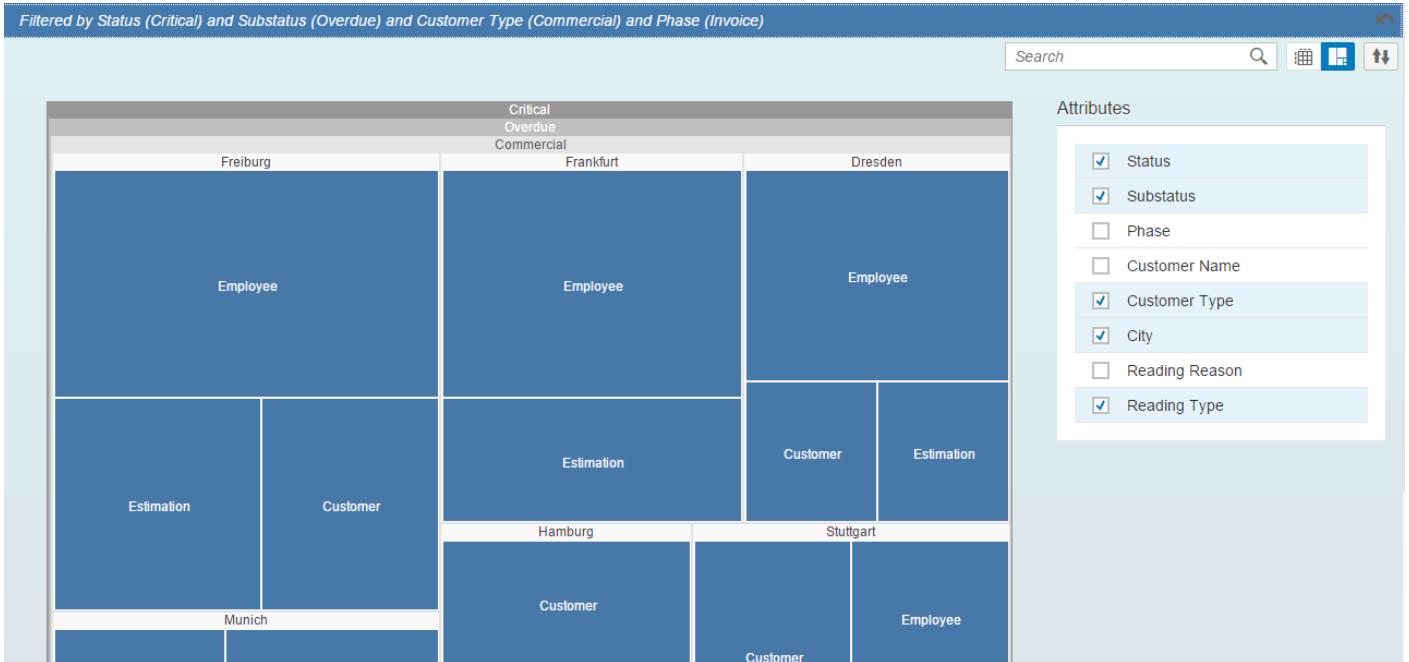
Filtered by Status (Critical) and Phase (Invoice)

Status	Substatus	Customer ...	Customer ...	City	Consumpt...	Billing Am...	Reading R...	Reading T...	Invoice A...	Phase	Elapsed Time
❌	Overdue	Smith	Commercial	Bremen	343	600.25	Move out	Estimation	708.29	Invoice	20 days 16 h >
❌	Overdue	Tarah	Commercial	Munich	222	388.5	Move out	Estimation	458.43	Invoice	20 days 16 h >
❌	Overdue	John	Commercial	Munich	358	626.5	Periodic	Estimation	739.27	Invoice	20 days 16 h >
❌	Overdue	John	Commercial	Essen	386	675.5	Periodic	Customer	797.09	Invoice	20 days 16 h >
❌	Overdue	Alex	Commercial	Freiburg	97	169.75	Periodic	Employee	200.3	Invoice	20 days 16 h >
❌	Overdue	Adrian	Commercial	Munich	200	350	Periodic	Estimation	413	Invoice	20 days 16 h >
❌	Overdue	Axel	Commercial	Essen	225	393.75	Periodic	Estimation	464.62	Invoice	20 days 16 h >
❌	Overdue	Smith	Commercial	Stuttgart	262	458.5	Move out	Employee	541.03	Invoice	20 days 16 h >
❌	Overdue	Adrian	Commercial	Frankfurt	248	434	Periodic	Employee	512.12	Invoice	20 days 16 h >
❌	Overdue	Mike	Commercial	Stuttgart	197	344.75	Move out	Employee	406.8	Invoice	20 days 16 h >
❌	Overdue	Thomas	Commercial	Munich	129	225.75	Periodic	Customer	266.38	Invoice	20 days 16 h >
❌	Overdue	Smith	Commercial	Hamburg	334	584.5	Periodic	Estimation	689.71	Invoice	20 days 16 h >
❌	Overdue	Tarah	Commercial	Munich	216	378	Move out	Employee	446.04	Invoice	20 days 16 h >
❌	Overdue	Peter	Commercial	Freiburg	306	535.5	Move out	Estimation	631.89	Invoice	20 days 16 h >
❌	Overdue	Smith	Commercial	Essen	367	642.25	Move out	Estimation	757.85	Invoice	20 days 16 h >

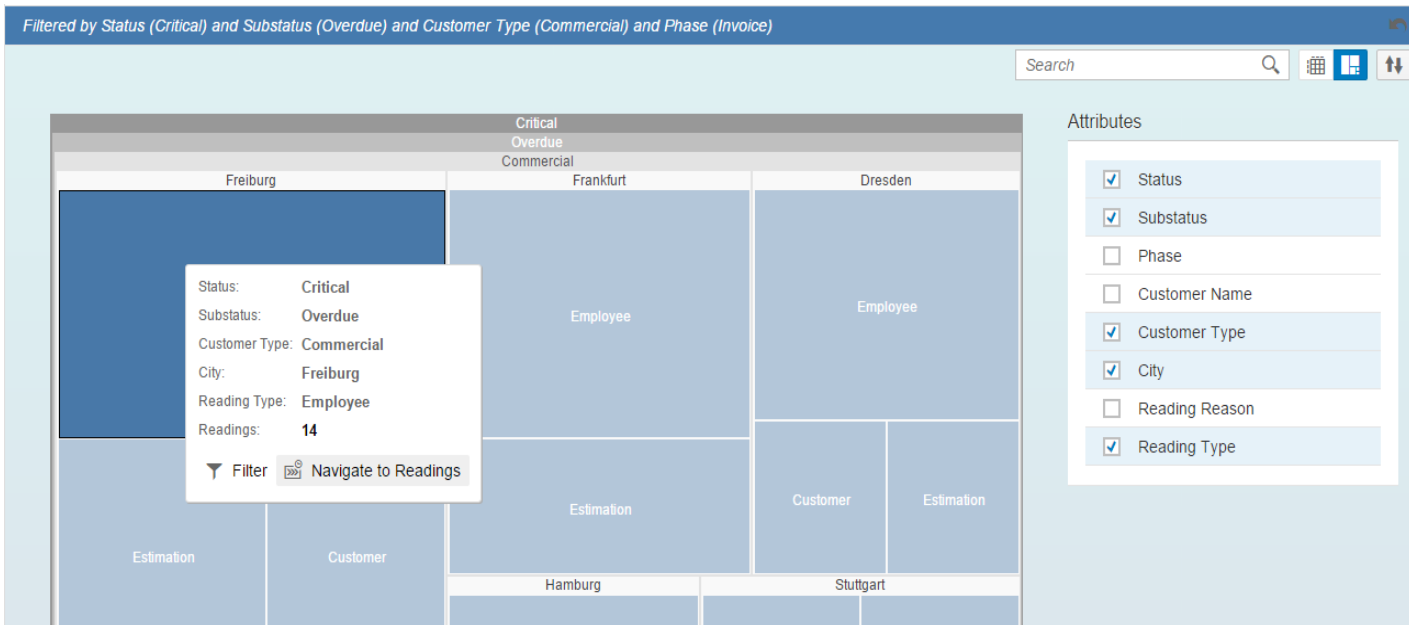
2. Select '**Switch to Cluster View**' option (next to Search)



- Explore various clusters by selecting Attributes and filtering as shown the picture below
Notice that the cluster with *City as Freiburg and Customer Type as Employee* has the maximum readings waiting to be invoiced - so that payments could be collected.



- Select cluster for *Freiburg* → *Employee* and click on the **Navigate to Readings**
You will be navigating to the readings (-stuck in INVOICE phase-) bounded for Freiburg city



Filtered by Status (Critical) and Substatus (Overdue) and Customer Type (Commercial) and City (Freiburg) and Reading Type (Employee) and Phase (Invoice)

Status	Substatus	Customer ...	Customer ...	City	Consumpti...	Billing Am...	Reading R...	Reading T...	Invoice A...	Phase	Elapsed Time
	Overdue	Alex	Commercial	Freiburg	97	169.75	Periodic	Employee	200.3	Invoice	20 days 16 h >
	Overdue	Thomas	Commercial	Freiburg	217	379.75	Periodic	Employee	448.1	Invoice	20 days 16 h >
	Overdue	Peter	Commercial	Freiburg	181	316.75	Move out	Employee	373.76	Invoice	20 days 16 h >
	Overdue	Alex	Commercial	Freiburg	317	554.75	Periodic	Employee	654.6	Invoice	20 days 16 h >
	Overdue	Peter	Commercial	Freiburg	298	521.5	Move out	Employee	615.37	Invoice	20 days 16 h >
	Overdue	John	Commercial	Freiburg	436	763	Periodic	Employee	900.34	Invoice	20 days 16 h >
	Overdue	John	Commercial	Freiburg	276	483	Move out	Employee	569.94	Invoice	20 days 16 h >
	Overdue	Thomas	Commercial	Freiburg	480	840	Move out	Employee	991.2	Invoice	20 days 16 h >
	Overdue	Tarah	Commercial	Freiburg	358	626.5	Periodic	Employee	739.27	Invoice	20 days 16 h >
	Overdue	Thomas	Commercial	Freiburg	54	94.5	Periodic	Employee	111.51	Invoice	20 days 16 h >
	Overdue	Tarah	Commercial	Freiburg	292	511	Move out	Employee	602.98	Invoice	20 days 16 h >
	Overdue	Axel	Commercial	Freiburg	273	477.75	Periodic	Employee	563.74	Invoice	20 days 16 h >

5. Select one reading by clicking on any row to see detailed information of that reading

Filtered by Status (Critical) and Substatus (Overdue) and Customer Type (Commercial) and City (Freiburg) and Reading Type (Employee) and Phase (Invoice)

Status	Substatus	Customer ...	Customer ...	City	Consumpti...	Billing Am...	Reading R...	Reading T...	Invoice A...	Phase	Elapsed Time
	Overdue	Alex	Commercial	Freiburg	97	169.75	Periodic	Employee	200.3	Invoice	20 days 16 h >
	Overdue	Thomas	Commercial	Freiburg	217	379.75	Periodic	Employee	448.1	Invoice	20 days 16 h >
	Overdue	Peter	Commercial	Freiburg	181	316.75	Move out	Employee	373.76	Invoice	20 days 16 h >

Step 3 – Detailed Information of a Reading

Explore complete detail of an individual reading together with various status information like how many hours has the reading been blocked in the INVOICE phase.

1. Check the current overall status of the reading and also the status of each phase

Status Information Tasks

23.8% Complete Reading by Jan 17, 2016, 3:11:52 PM
Running Late - Should have completed the Reading on Jan 17, 2016, 3:11:52 PM but is still in process

Start Date: Dec 28, 2015, 3:11:52 PM
Planned End Date: Jan 17, 2016, 3:11:52 PM
Forecasted End Date: **Mar 25, 2016, 8:24:09 AM**

METER READING **Completed on Time** BILLING **Completed on Time** INVOICE **Critical** COLLECTION **Not Started**

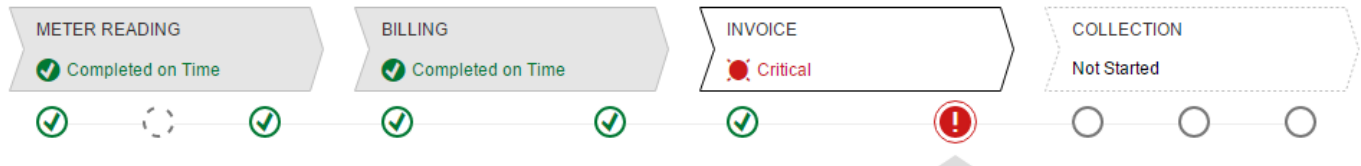
Reach **End of Invoice by Jan 2, 2016, 3:11:52 PM**

Complete Invoice by Jan 2, 2016, 3:11:52 PM	
Planned End	Jan 2, 2016, 3:11:52 PM
Actual	17 days 15 h
Target	1 day
Latest Run	
Start Date	Dec 31, 2015, 7:11:52 PM
End Date	—
Time Spent	17 days 15 h

2. Check the milestones status under each phase

Complete Reading by Jan 17, 2016, 3:11:52 PM
 Running Late - Should have completed the Reading on Jan 17, 2016, 3:11:52 PM but is still in process

Start Date: Dec 28, 2015, 3:11:52 PM
 Planned End Date: Jan 17, 2016, 3:11:52 PM
 Forecasted End Date: **Mar 25, 2016, 8:24:09 AM**



Reach **End of Invoice** by **Jan 2, 2016, 3:11:52 PM**.

3. Navigate to **Information** and **Tasks** tab to view more context details about the reading

Status **Information** Tasks

Related Data

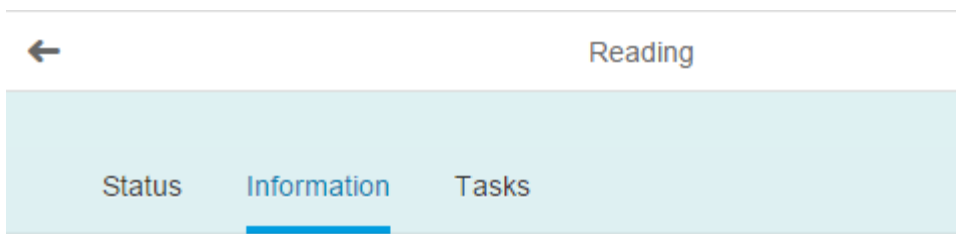
Customer Name	Alex
Customer Type	Commercial
Region	South
City	Freiburg
Consumption	97
Billing Amount	169.75
Planned Reading Date	Dec 27, 2015, 5:30:00 AM
Actual Reading Date	Dec 28, 2015, 5:30:00 AM
Readings Upload Date	Dec 29, 2015, 5:30:00 AM
Reading Reason	Periodic
Reading Type	Employee
Invoice Amount	200.3
Invoice Date	Dec 14, 2014, 5:30:00 AM
Payment Due Date	Jan 1, 2016, 5:30:00 AM
Billing Status	Success

Participants

Peter
 Requester

Venu
 Processor

4. Navigate back, using **Back** button  to the *Open Readings* page after you have explored the content

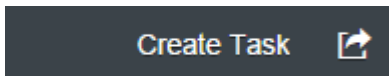


Step 4 – Creating a Task

After analysing readings, Owen has to take action to ensure that invoices are created for these readings so that they are moved out of the INVOICE phase on time.

You (-as Owen-) will create a task for Thomas, who you know he is in charge of INVOICING. Thomas would then reply to the task and you can then choose to CONFIRM or REOPEN based on the response from him

1. In the Cluster View, click on **Create Task** button (bottom right on the button bar)



2. Enter *Subject* and *Description* of the task and then click on '**Create**' button to create the task.
Note: While entering description enter username with prefix @. This symbol is used to identify the user to which will be assigned.

Enter Subject as :

Too many readings waiting to be invoiced in Freiburg city

Enter Description as:

@Thomas - Why too many readings are waiting for be invoiced in Freiburg city. Please act upon appropriately and ensure that the invoices are created asap

New task for this Meter To Cash instance

*Subject:

Description:

Create Cancel

- The task will be shown in user's **My Workbox** tile. Both the assignee (i.e. *Thomas* in this example) and assigner (i.e. *Owen* in this example) will see the task in their respective **My Workbox** after they login to Oplnt space.me

SAP Operational Process Intelligence powered by SAP HANA Owen Taylor ▾

My Workbox

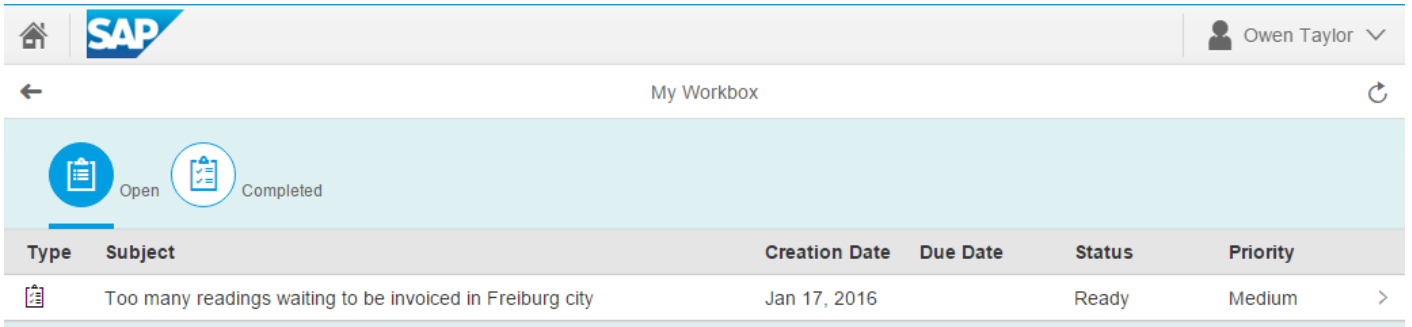
1

Meter To Cash

3,217

1,156 critical

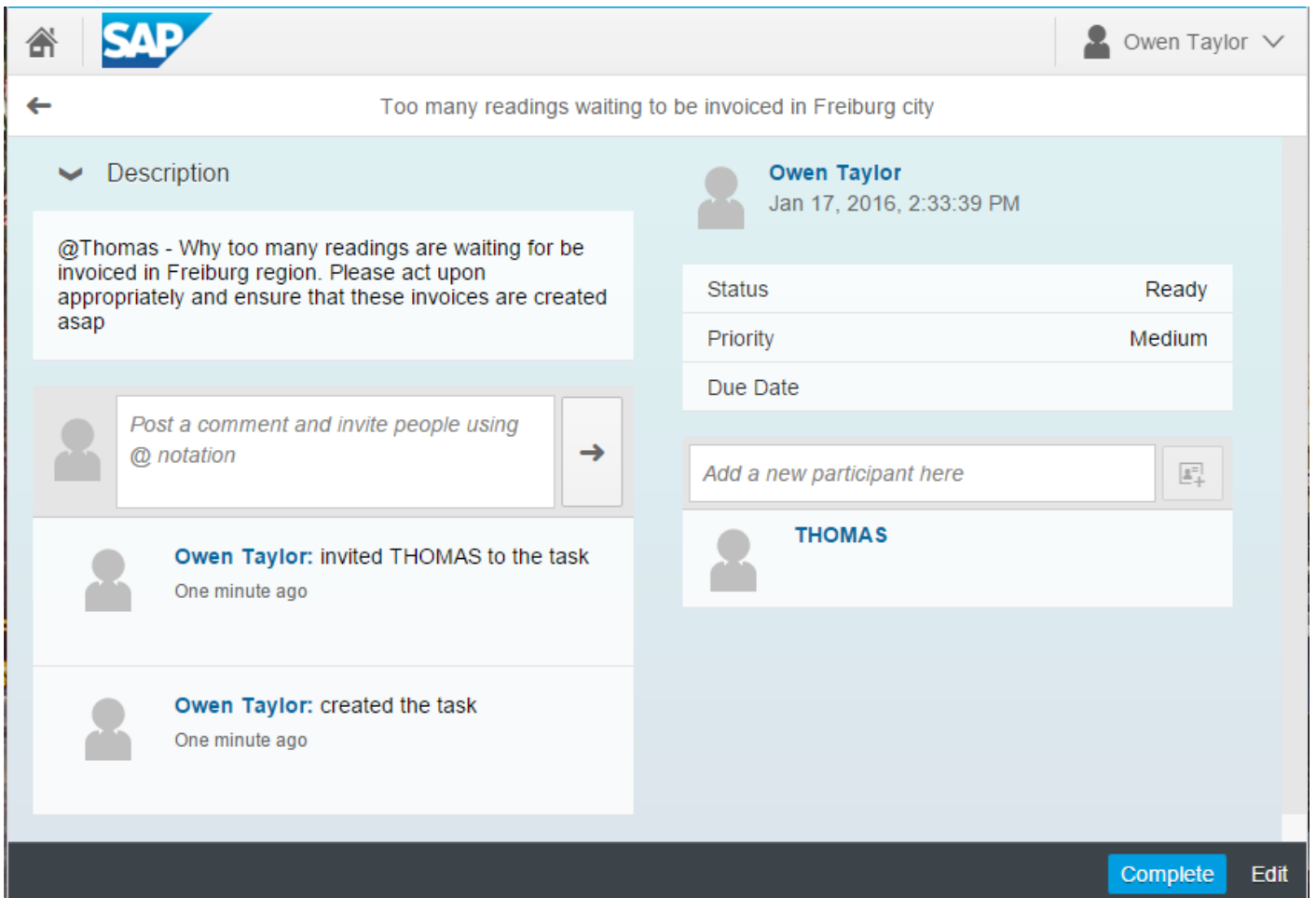
4. Click on **My Workbox** and Select the task “Too many readings waiting to be invoiced in Freiburg city”



The screenshot shows the SAP My Workbox interface. At the top, there is a home icon, the SAP logo, and the user name "Owen Taylor". Below this is a navigation bar with a back arrow, "My Workbox", and a refresh icon. The main area has two tabs: "Open" (selected) and "Completed". Below the tabs is a table with the following columns: Type, Subject, Creation Date, Due Date, Status, and Priority. A single task is listed:

Type	Subject	Creation Date	Due Date	Status	Priority
	Too many readings waiting to be invoiced in Freiburg city	Jan 17, 2016		Ready	Medium

5. In Task Description page, select **Edit**



The screenshot shows the SAP Task Description page. At the top, there is a home icon, the SAP logo, and the user name "Owen Taylor". Below this is a navigation bar with a back arrow, "Too many readings waiting to be invoiced in Freiburg city", and a refresh icon. The main area is divided into two columns. The left column contains a description: "@Thomas - Why too many readings are waiting for be invoiced in Freiburg region. Please act upon appropriately and ensure that these invoices are created asap". Below the description is a comment input field with the placeholder text "Post a comment and invite people using @ notation" and a send button. The right column contains the task details: "Owen Taylor" (with a profile icon) and "Jan 17, 2016, 2:33:39 PM". Below this is a table with the following columns: Status, Priority, and Due Date. The status is "Ready" and the priority is "Medium". Below the table is a field to "Add a new participant here" with a plus icon. Below this is a list of participants: "THOMAS" (with a profile icon). At the bottom right, there are two buttons: "Complete" and "Edit".

6. Change the Priority of the task to HIGH and Due Date
You may also choose to add more participant or delete existing ones

Home | **SAP** | Owen Taylor ▾

← Too many readings waiting to be invoiced in Freiburg city

***Subject**
Too many readings waiting to be invoiced in Freiburg city

Description
@Thomas - Why too many readings are waiting for be invoiced in Freiburg region. Please act upon appropriately and ensure that these invoices are created asap

Owen Taylor
Jan 17, 2016, 2:33:39 PM

Status: Ready

Priority: High ▾

Due Date: Jan 22, 2016 📅

To post a comment, exit the edit mode →

Owen Taylor: invited THOMAS to the task
2 minutes ago



Owen Taylor: created the task
2 minutes ago

Add a new participant here 👤

THOMAS ✖

Save Cancel

7. Save the task

  Owen Taylor ▾

← Too many readings waiting to be invoiced in Freiburg city

Description

@Thomas - Why too many readings are waiting for be invoiced in Freiburg region. Please act upon appropriately and ensure that these invoices are created asap


Post a comment and invite people using @ notation →

Owen Taylor: updated the priority
A few moments ago

Owen Taylor: updated the due date
A few moments ago

Owen Taylor
Jan 17, 2016, 2:33:39 PM

Status	Ready
Priority	High
Due Date	Jan 22, 2016

Add a new participant here 

THOMAS

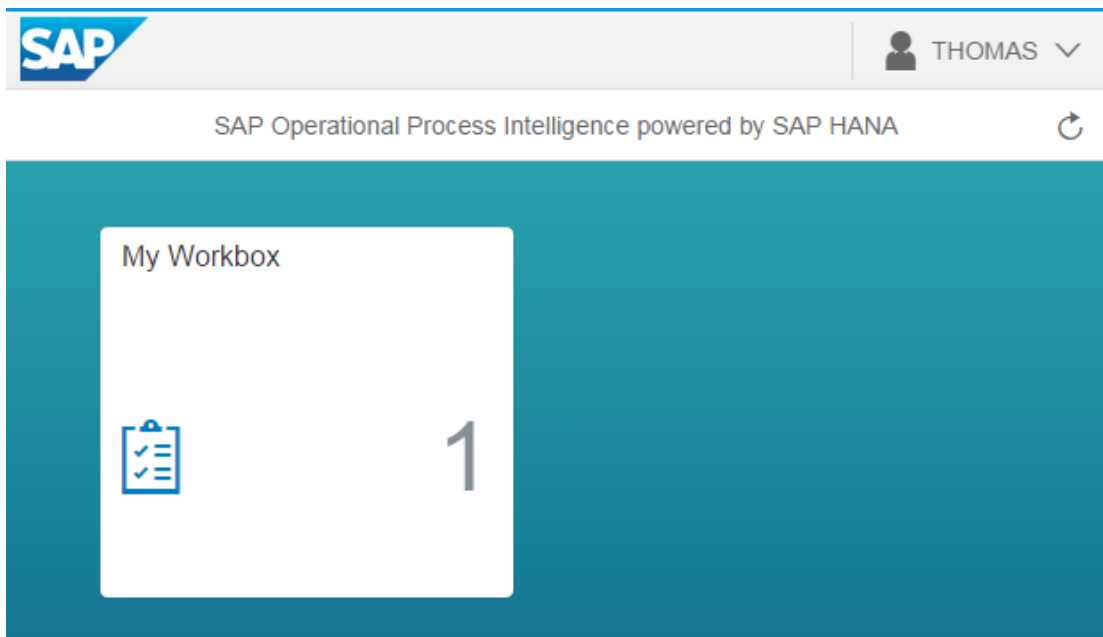
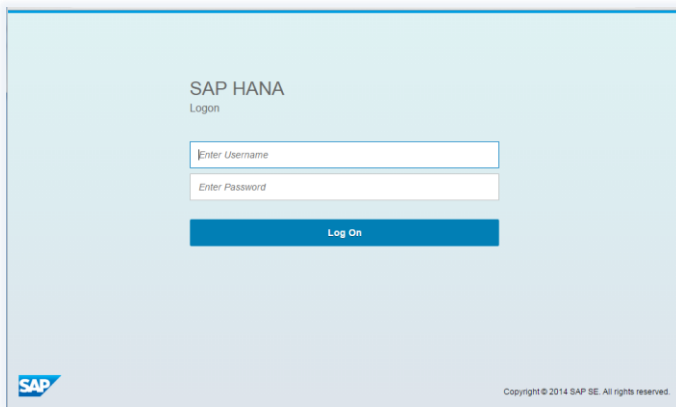
Complete Edit

Step 5 – Task Collaboration

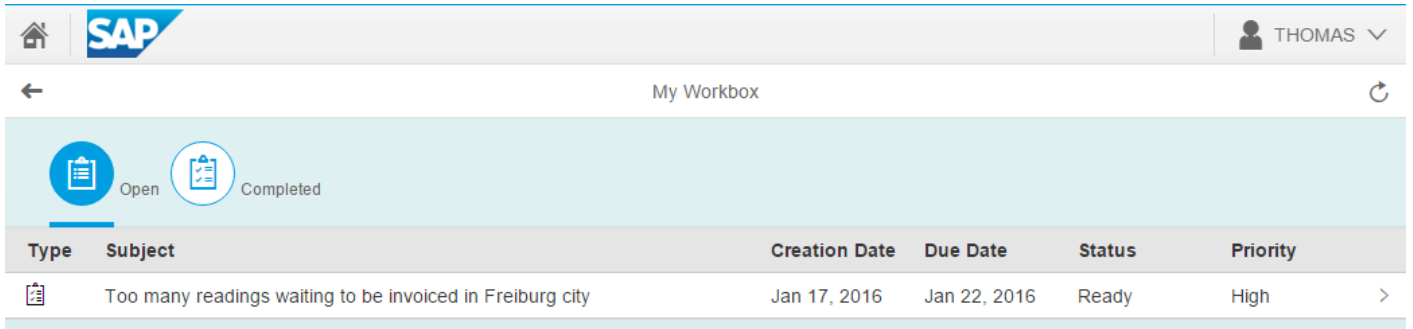
Explore **My Workbox** of the users involved in a task, to see how SAP Operational Process Intelligence helps them to manage their tasks and resolve the issue in a collaborative fashion.

1. Logoff as **Owen** user
2. Login to space.me with user: **Thomas** and password: **Abcd1234**

<https://smartprocessapps636d78be.hana.ondemand.com/sap/opi/pv/workspace>



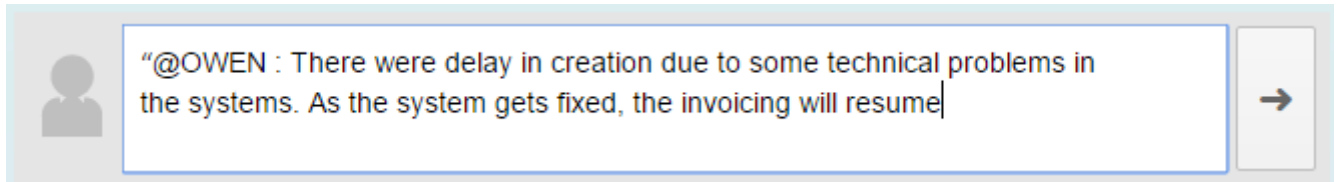
3. Click on **My Workbox** tile to see list of open tasks.



The screenshot shows the SAP My Workbox interface. At the top, there is a navigation bar with the SAP logo on the left and the user name 'THOMAS' on the right. Below the navigation bar, the title 'My Workbox' is centered. On the left side, there are two circular icons: one labeled 'Open' with a blue background and a white document icon, and another labeled 'Completed' with a white background and a blue document icon. Below these icons is a table with the following columns: Type, Subject, Creation Date, Due Date, Status, and Priority. The table contains one row with the following data: Type (document icon), Subject (Too many readings waiting to be invoiced in Freiburg city), Creation Date (Jan 17, 2016), Due Date (Jan 22, 2016), Status (Ready), and Priority (High). A right arrow icon is visible at the end of the row.

Type	Subject	Creation Date	Due Date	Status	Priority
	Too many readings waiting to be invoiced in Freiburg city	Jan 17, 2016	Jan 22, 2016	Ready	High

4. Select the task *“Too many readings waiting to be invoiced in Freiburg city”* to reply
5. Post a reply/comment and click **COMPLETED** button.
“@OWEN : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the invoicing will resume”



The screenshot shows the reply input field in the SAP My Workbox interface. On the left side, there is a grey silhouette icon of a person. To the right of the icon is a text input field containing the text: “@OWEN : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the invoicing will resume”. To the right of the input field is a grey button with a right-pointing arrow icon.

SAP

THOMAS

← Too many readings waiting to be invoiced in Freiburg city

Description

@Thomas - Why too many readings are waiting for be invoiced in Freiburg region. Please act upon appropriately and ensure that these invoices are created asap

Post a comment and invite people using @ notation

Owen Taylor
Jan 17, 2016, 2:33:39 PM

Status	Ready
Priority	High
Due Date	Jan 22, 2016

Add a new participant here

THOMAS

THOMAS: "@OWEN : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the invoicing will resume
A few moments ago

Owen Taylor: updated the priority
3 minutes ago

Owen Taylor: updated the due date
3 minutes ago

Owen Taylor: invited THOMAS to the task

Complete Edit

6. Task once completed would appear under **Completed** tab in Thomas' and Owen's **My Workbox**

SAP

THOMAS

← My Workbox

Open Completed

Type	Subject	Creation Date	Due Date	Status	Priority
	Too many readings waiting to be invoiced in Freiburg city	Jan 17, 2016	Jan 22, 2016	Completed	High

7. Logoff as **Thomas** and Login to Space.me as **Owen** username and password **Abcd1234**
8. Open the **My Workbox** tile and switch to **Completed** tab

SAP My Workbox interface showing a list of tasks. The 'Completed' tab is selected. A task titled "Too many readings waiting to be invoiced in Freiburg city" is visible with a status of "Completed" and a priority of "High".

Type	Subject	Creation Date	Due Date	Status	Priority
	Too many readings waiting to be invoiced in Freiburg city	Jan 17, 2016	Jan 22, 2016	Completed	High

9. Select the task “*Too many readings waiting to be invoiced in Freiburg city*” to open
See the response from Thomas and click **CONFIRM** button

SAP task detail view for "Too many readings waiting to be invoiced in Freiburg city". The task is completed. The description shows a message from @Thomas. The task details show Status: Completed, Priority: High, and Due Date: Jan 22, 2016. The activity feed shows Thomas completing the task, explaining a delay, and Owen Taylor updating the priority and due date.

Description

@Thomas - Why too many readings are waiting for be invoiced in Freiburg region. Please act upon appropriately and ensure that these invoices are created asap

Task Details:

- Status: Completed
- Priority: High
- Due Date: Jan 22, 2016

Activity Feed:

- THOMAS:** completed the task (One minute ago)
- THOMAS:** "@OWEN : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the invoicing will resume" (2 minutes ago)
- Owen Taylor:** updated the priority (5 minutes ago)
- Owen Taylor:** updated the due date (5 minutes ago)

Buttons: Confirm, Reopen

Step 6 – Details of Task

At any given time, Owen and Thomas can see full conversation of task collaboration by choosing that task from their **My Workbox** under Completed tab.

1. Login to Space.me as **Owen** or **Thomas** username and password **Abcd1234**
2. Open **My Workbox** and Select the task.
If the task is open you will see it in **Open** tab or else in **Completed** tab

The screenshot shows the SAP Space.me interface for a task titled "Too many readings waiting to be invoiced in Freiburg city". The user "Owen Taylor" is logged in. The task description is: "@Thomas - Why too many readings are waiting for be invoiced in Freiburg region. Please act upon appropriately and ensure that these invoices are created asap". The task status is "Confirmed", priority is "High", and the due date is "Jan 22, 2016". The task history shows four updates: Owen Taylor confirmed completion (A few moments ago), THOMAS completed the task (2 minutes ago), THOMAS explained a delay in creation due to technical problems (3 minutes ago), and Owen Taylor updated the priority (6 minutes ago). The right sidebar shows a list of participants, currently displaying "THOMAS".

Home | SAP | Owen Taylor

← Too many readings waiting to be invoiced in Freiburg city

Description

@Thomas - Why too many readings are waiting for be invoiced in Freiburg region. Please act upon appropriately and ensure that these invoices are created asap

You can only comment on an open task

Owen Taylor: confirmed the completion of the task
A few moments ago

THOMAS: completed the task
2 minutes ago

THOMAS: "@OWEN : There were delay in creation due to some technical problems in the systems. As the system gets fixed, the invoicing will resume
3 minutes ago

Owen Taylor: updated the priority
6 minutes ago

Owen Taylor
Jan 17, 2016, 2:33:39 PM

Status	Confirmed
Priority	High
Due Date	Jan 22, 2016

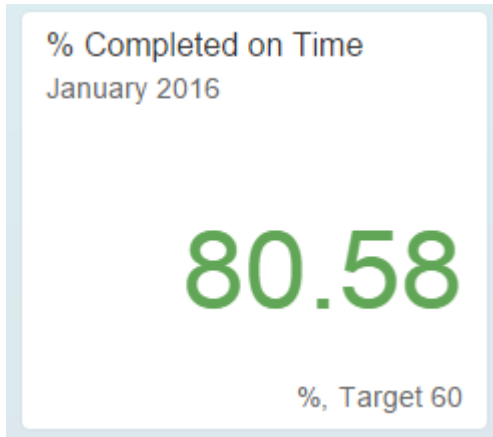
You can only add participants to an open task

THOMAS

Step 7 – Details of KPI

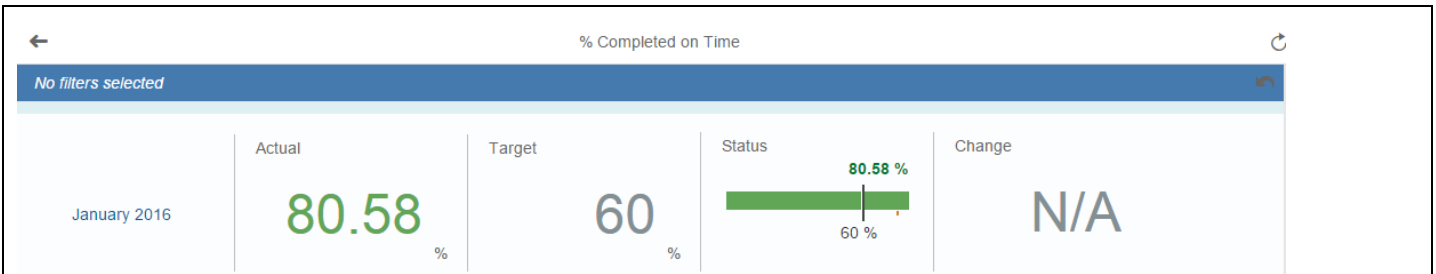
Explore key business KPIs, using SAP Operational Process Intelligence, to trace their progress and track if targets are met or overshoot. You can also observe trends to analyse performance and address the bottlenecks in your process before they become problems.

1. Goto **Meter To Cash** main page and then click on “**%Completed on Time**” tile to see targets and trends of readings. **% Completed on Time** KPI indicates the readings which are taken and invoiced on time and the payments for them are done on time, without any violations.

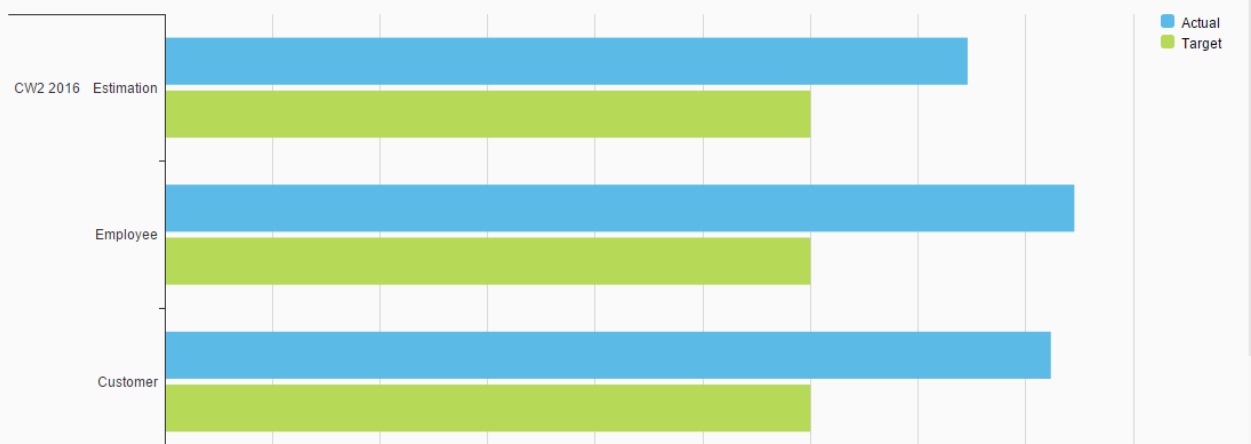


The trend shows positive because the target was 60 and the actual for that month is 80.58%.

2. You can analyze the trend by changing the attributes and adding more attributes to filter the data. You can view the graph as various options like line, column etc.






CW ▾ Reading Type ▾



Select the Actual section with 80.58

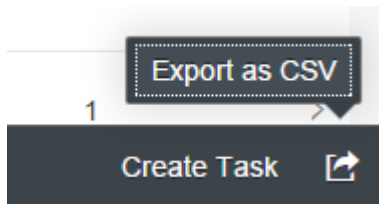
No filters selected

Search   

Customer N...	Customer Ty...	City	Consumption	Billing Amount	Reading Rea...	Reading Type	Invoice Amo...	% Completed ...
Thomas	Commercial	Munich	489	855.75	Periodic	Employee	1,009.78	100 % >
Tarah	Commercial	Frankfurt	395	691.25	Move out	Customer	815.67	100 % >
Axel	Commercial	Stuttgart	183	320.25	Periodic	Customer	377.89	100 % >
Nick	Commercial	Munich	417	729.75	Move out	Employee	861.1	100 % >
Nick	Commercial	Dresden	134	234.5	Periodic	Estimation	276.71	100 % >
Tarah	Commercial	Bremen	438	766.5	Periodic	Employee	904.47	100 % >
Nick	Commercial	Bremen	339	593.25	Periodic	Customer	700.03	100 % >
Adrian	Commercial	Essen	111	194.25	Periodic	Estimation	229.21	100 % >
Alex	Commercial	Dresden	528	924	Periodic	Customer	1,090.32	100 % >
Tarah	Commercial	Freiburg	390	682.5	Periodic	Employee	805.35	100 % >
Mike	Commercial	Hamburg	279	488.25	Periodic	Employee	576.13	100 % >
Adrian	Commercial	Freiburg	128	224	Move out	Customer	264.32	100 % >
Alex	Commercial	Bremen	499	873.25	Move out	Estimation	1,030.43	100 % >
Smith	Commercial	Stuttgart	53	92.75	Periodic	Customer	109.44	100 % >



3. In the details page, select icon () to export the complete list of Readings into CSV file
Click on **“Export as CSV”**



The file would be shown as downloaded as CSV



4. Navigate back, using **Back** button () to the *Meter To Cash* main page after you have explored the KPI

