

"SAP SIM: Unforeseen challenges implementing an invoice workflow"

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This presentation

- ▶ Introduction
- ▶ Technical details SIM
- ▶ Approver table SAP
- ▶ Organizational changes
- ▶ Biggest challenges / key learning-points
- ▶ Future plans

Facts and Figures

	University of Amsterdam (UvA)	Hogeschool van Amsterdam (HvA)
Employees	5.000	3.500
Students	31.000	48.000
Invoices	50.000	30.000

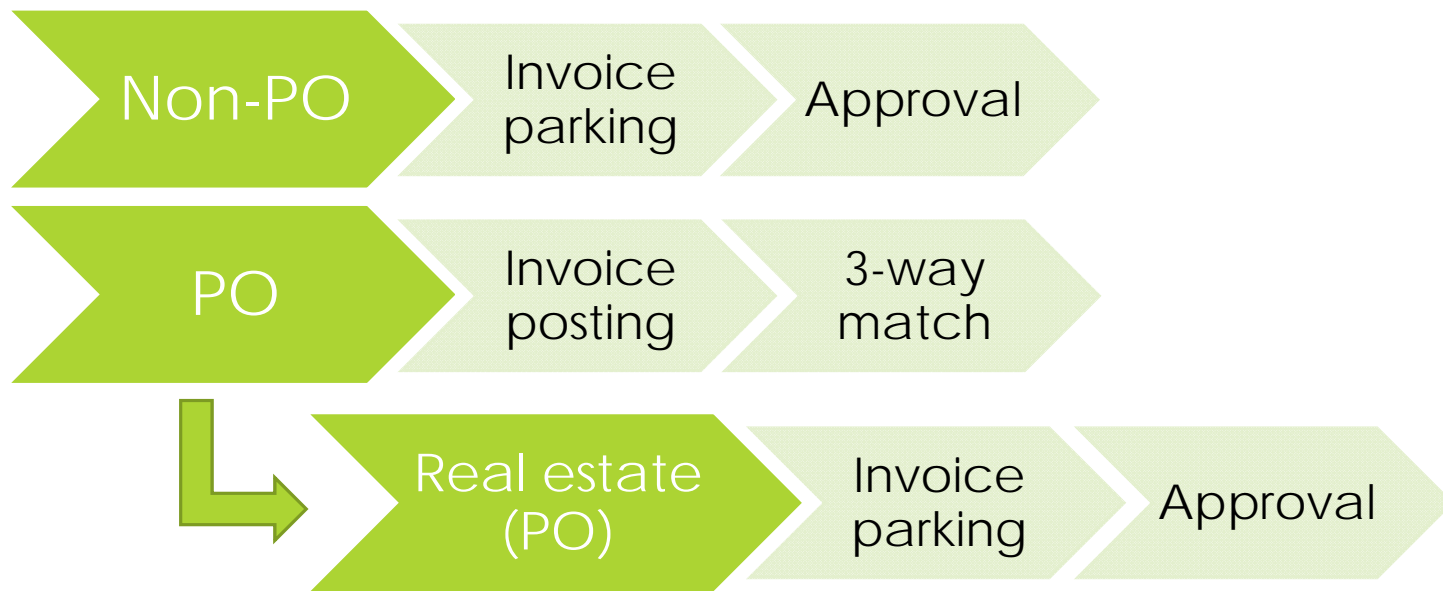
Project SIM in 2015: UvA goes from a custom invoice workflow (since 2008) to a new invoice workflow SAP VIM (SIM)

HvA: uses Basware as an invoice management workflow

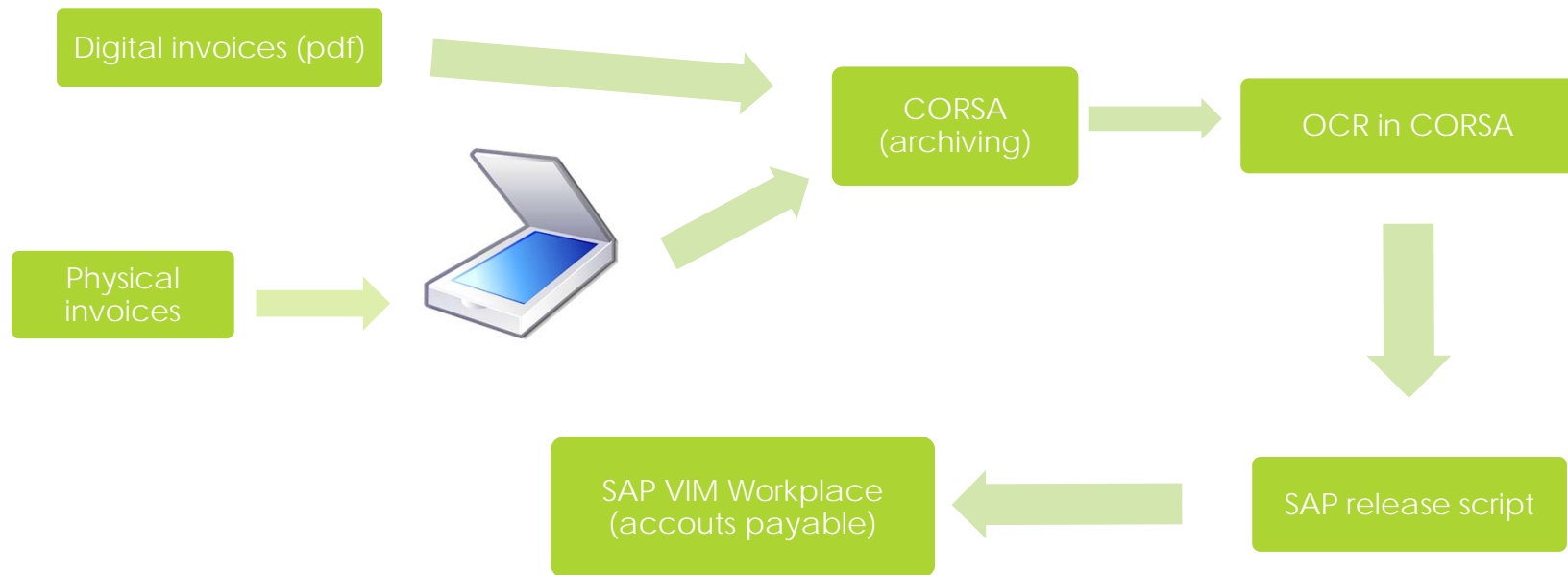
Business case

- ▶ Outdated invoice workflow (operating since 2006)
 - ▶ It still worked, but very unstable
- ▶ No possibilities for technical changes because of instability
- ▶ Need for more reporting options
- ▶ Preference for SAP standard workflow
- ▶ Optimizing the invoice management processes
- ▶ Need for a future-proof solution

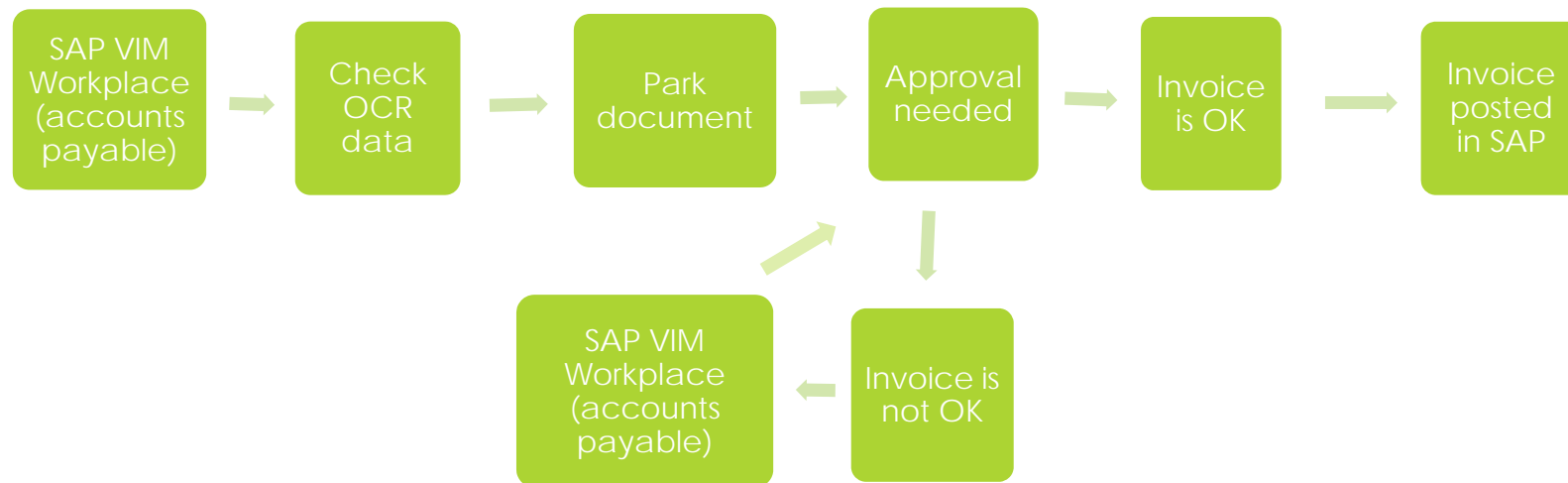
3 Process Flows



Invoice Scanning & Recognition



Non-PO flow



Approver portal

Actueel Taken personeel **Taken facturen** Mijn gegevens Overzicht declaraties op budget Gebruikersbeheer ApprovalAdminRole Vraag, melding of klacht Feedback UvA Q

OPENTEXT™ | Vendor Invoice Management

FACTUREN

- Takenlijst
- Historie

TAKENLIJST 23

Sorteren op

[Multiselect inschakelen](#)

Kramer Bouw BV Informatie gevraagd

Factuurbedrag: 599,42 EUR
Referentie: 212440
Vervaldatum: 10.02.2016

OGD Overgedragen

Factuurbedrag: 7.460,80 EUR
Referentie: 1507530
Vervaldatum: 03.12.2015

Pro-Act It Overgedragen

Factuurbedrag: 18.555,20 EUR
Referentie: 151845
Vervaldatum: 05.02.2016

ITUDE ICT CONNAISSEURS Overgedragen

Factuurbedrag: 5.324,00 EUR
Referentie: 00014136

Pro-Act It (1900012275)
namens DEBETS

[Goedkeuren](#) [Afwijzen](#) Overige acties

Basisgegevens Commentaar Kostentoewijzing Bijlagen

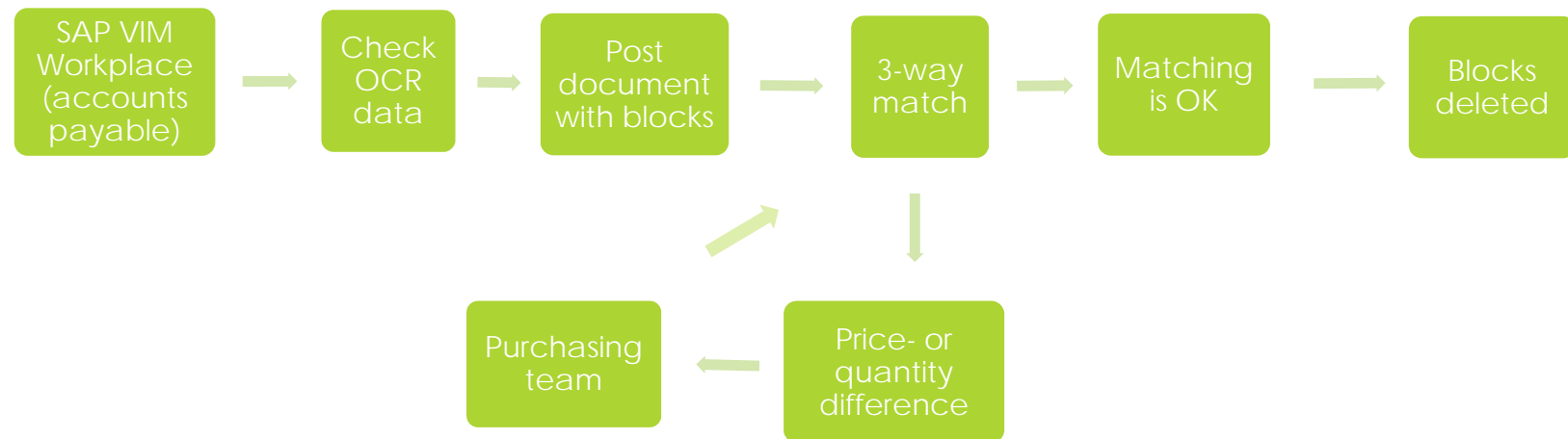
Factuurgegevens

Naam:	Pro-Act It	Crediteur:	0000003238	Bedrijfsnummer:	5000	Referentie:	151845
Doc.soort:	KR	Documentdatum:	06.01.2016	Vervaldatum:	05.02.2016	Boekingsdatum:	20.01.2016
Factuurbedrag:	18.555,20	Valuta:	EUR	Aanmaakdatum:	19.01.2016	Belastingcode:	P5
Documentnr.:	1900012275	DV-documenttype:	ZNPO_GLOBL	Teken creditnota:		Doc.koptekst:	
Betalingsconditie:	Binnen 30 dagen zonder korting						

Factuurhistorie

Naam	Datum	Acties
MOOYERA	20.01.2016 10:51:46	Factuur verzonden voor goedkeuring

PO flow



Real Estate flow

Normal PO's → GR indicator ON

Delivery	Invoice	Conditions	Account Assignment
1st Rem./Exped.	0	<input checked="" type="checkbox"/> Goods Receipt	
2nd Rem./Exped.	0	<input type="checkbox"/> GR non-valuated	
3rd Rem./Exped.	0	<input type="checkbox"/> Deliv. Compl.	
No. Exped.	0		
Pl. Deliv. Time	0		
GR Proc. Time	0	Latest GR Date	
Incoterms			

Real Estate PO's → GR indicator OFF

Delivery	Invoice	Conditions	Account Assignment
1st Rem./Exped.	0	<input type="checkbox"/> Goods Receipt	
2nd Rem./Exped.	0	<input type="checkbox"/> GR non-valuated	
3rd Rem./Exped.	0	<input type="checkbox"/> Deliv. Compl.	
No. Exped.	0		
Pl. Deliv. Time	0		
GR Proc. Time	0	Latest GR Date	
Incoterms			

Approver Table in SAP

- ▶ Custom table in SAP (name = zbudgethoudertabel)
- ▶ Different roles defined:
 - ▶ CP: Contact Person → authorization: € 0,00
 - ▶ FC: Factuur Controleur → authorization
- ▶ Next approver chosen by Euro amount
- ▶ Ask colleague for information - send to any approver in the table
- ▶ Set replacement during holidays

Approver Table in SAP (example)

SAP



Bedrijf	Rol	Type	Budgethouder	Budgethouder naam	Geldig van	Geldig t/m	Ondergrens	Bovengrens	Bedrag max.	Valuta
410	1 CP	US	LJEVSJ01	L.G. Jevsjokova	12.08.2015	31.12.9999	41900	41990	0,00	EUR
4	2 FC	US	DEVELOP07	T. Personeelsregeling	10.11.2014	31.12.9999	41900	41990	10.000,00	EUR
410	3 FC	US	ASMIT3	drs. A.W. - op den Smit	12.08.2015	31.12.9999	41900	41990	25.000,00	EUR
4	4 FC	US	DEVELOP03	prof.dr. F.A. Bais	20.01.2015	31.12.9999	4000	45911	250.000,00	EUR
410	5 FC	US	BONDK	ing. C.J.M. Bond	14.04.2009	31.12.9999	41000	41999	800.000,00	EUR

Organizational changes

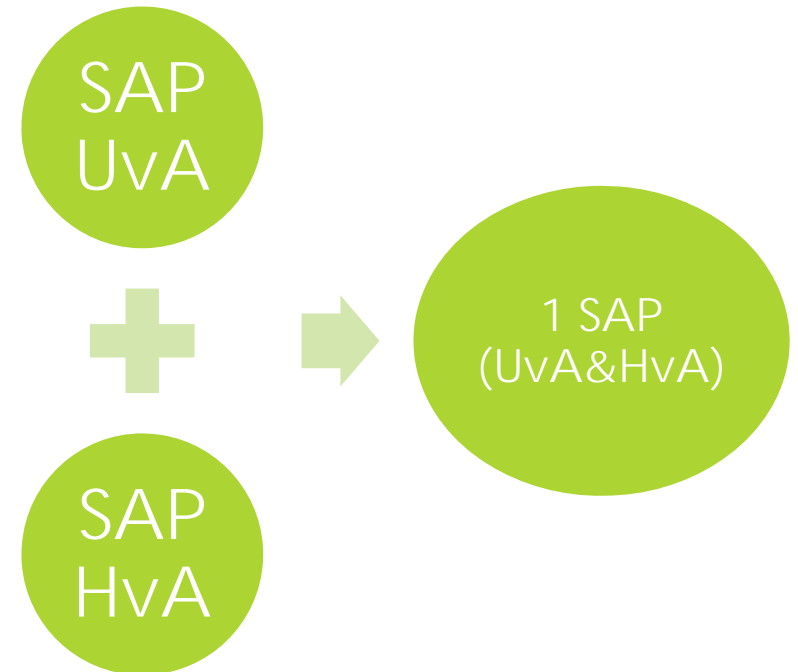
- ▶ Accounts payable getting used to new workflow process
 - ▶ Not really open to change, didn't see the need for it
 - ▶ Little tricks in the old workflow that don't work anymore
- ▶ Approver portal was getting a lot of discussion
 - ▶ Layout, different tabs, where to find all the info
- ▶ Real estate process is a 'special' process that didn't fit SIM
 - ▶ Years of doing things their own way gave problems

Biggest challenges / key learning-points

- ▶ Discussion posting / parking of invoices
- ▶ Inform ALL stakeholders early on
 - ▶ Approvers, financial controllers, accounts payable
 - ▶ Demo's, involvement in decision-making, inform about progress
- ▶ Accounts payable process is key
 - ▶ Make sure there's support from the beginning
 - ▶ Training and appointing key-users from the start
- ▶ Approvers will get used to the new layout but they will complain a lot
 - ▶ Make it as simple as possible

Future plans

- ▶ Project SAMEN1 Finance
- ▶ Integrating 2 separate SAP-systems
- ▶ UvA SAP is the target system
- ▶ HvA implements a new invoice management workflow
 - ▶ Basware → SAP VIM
- ▶ Aligning processes
- ▶ Live 1-1-2017





Any questions?

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