

Heineken OTC Process Control: “from every angle by Every Angle”



Introduction

- ◆ **Scope**

Heineken Corporate – Global Supply Chain (GSC) and Global Business Processes and Technologies (GBP&T)

Partially OTC – from costs collection to invoicing

- ◆ **Involved activities in scope**

Services and Support to the Heineken OpCos worldwide.

- ◆ **Nature of Services**

Hours, laboratory analyses, licensing and hosting costs.

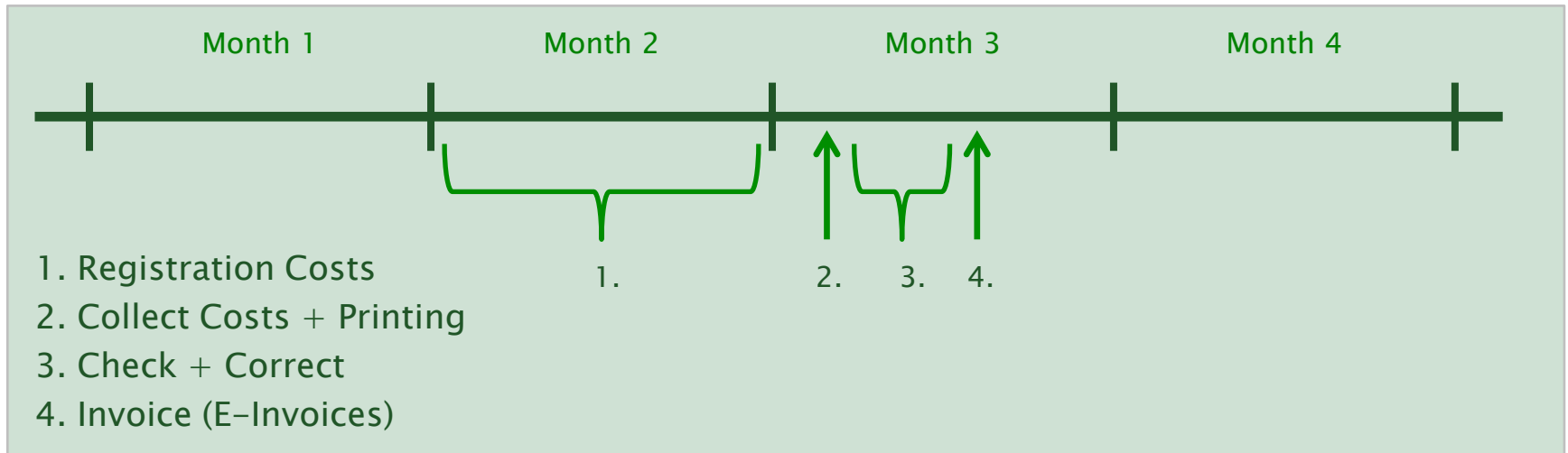
- ◆ **O2C Registration Process**

SAP Resource Related Billing (RRB). Automatic invoicing of collected costs per period.



Order 2 Cash

◆ Original Resource Related Billing Process



◆ Issues:

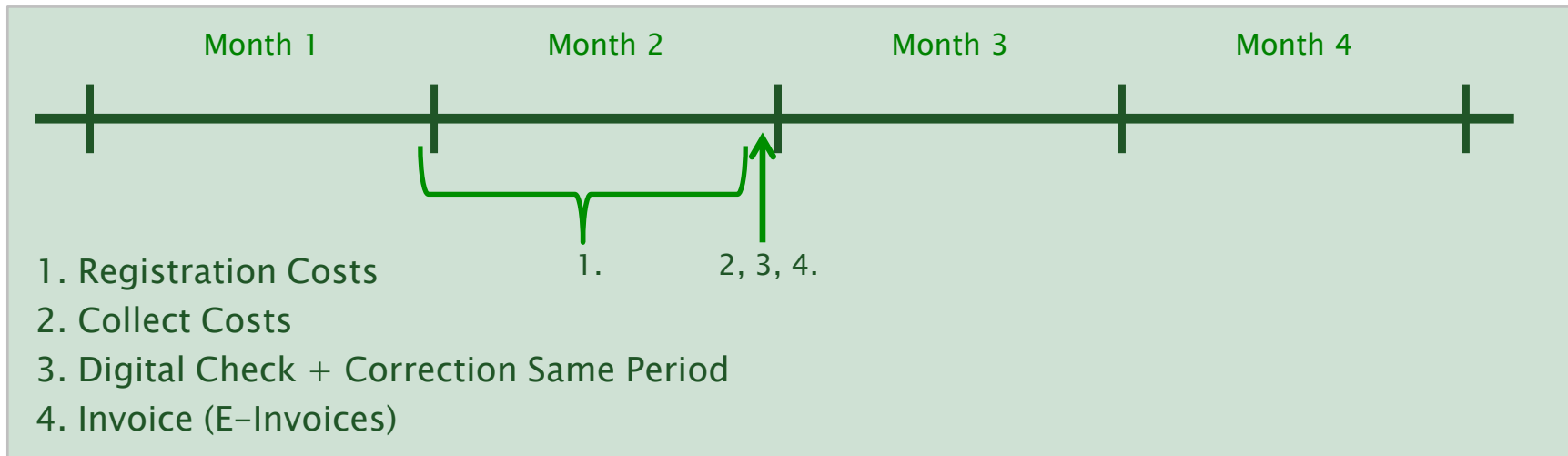
- ◆ Monthly fixed invoice period
- ◆ Printing invoices for Checking
- ◆ Time for Manual Checking each Invoice
- ◆ Corrections always afterwards
- ◆ Risk reconciliation variances
- ◆ No overall check for completeness

◆ Requirements:

- ◆ Flexible invoice period
- ◆ Digital Control tool
- ◆ Quick Check by Invoice Exceptions only
- ◆ First Time Right Distribution
- ◆ Actual month invoicing
- ◆ Overall Completeness check

Order 2 Cash

◆ New Resource Related Billing Process



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- ◆ Flexible invoice period
- ◆ Digital Control
- ◆ Quick Check by Invoice Exceptions only
- ◆ First Time Right Distribution
- ◆ Actual month invoicing
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◆ Solution for Process Control

- ◆ Flexible Control Tool Needed
- ◆ Tool that fits on SAP Process
- ◆ Tool that provides quick exception reporting
- ◆ Integrated completeness check, correction and distribution in one day at end of actual month



Every Angle

Realisation of:

- Invoicing in the actual month!
- First Time Right!
- Flexible Processing!
- Exception Reporting!
- Keeping in Control!
- Completeness of Invoicing!

Extra challenge for realising this Angle:

- Combination of different objects from different SAP areas in one unique angle



The Solution in Every Angle

- ◆ SAP Sales Data (SD)

- ◆ Orders
- ◆ Invoices
- ◆ Customers

- ◆ SAP Financials (FI/CO)

- ◆ Costs and Revenues

- ◆ SAP Project Data (PS)

- ◆ Project Registration

All in just One Unique Angle
One Exception Report with the Cost
Variances on Project Level (PS)
between Finance (FI/CO) and Sales
(SD)



Conclusion

Financial Benefit

- ◆ 14 days faster invoicing (Actual Month Invoicing)
 - Less DSO and Higher Interest Earnings on Cash

Organizational Benefits

- ◆ Save Time by replacing manual check for exception reporting
- ◆ First Time Right by checking and correcting before sending the invoice saves a lot of time

Not quantified Financial Benefits

- ◆ Invoice Completeness, Elimination of process risk of missing Revenues
- ◆ No Reconciliation Mismatches, save time in control and checking
- ◆ Environmental Awareness by digital control instead of printing of invoices



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