



SIMPLIFIED SD PROCESSES

using the *FIS/edc* Sales Order Monitor

Automated update of sales orders in SAP

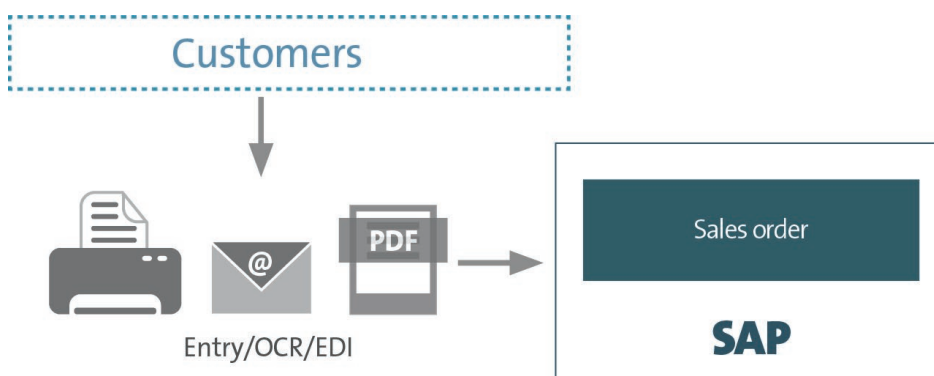
FIS/edc is an SAP document management optimization for finances and accounting, purchasing and procurement as well as for sales and distribution. It stands for the holistic connection and integration of customers and vendors into the existing SAP system - irrespective of the existing architecture the document management optimization is adapted to. One part of the optimization is the sales order monitor for the automatic processing of sales orders.

It is seamlessly integrated into the ERP solution and ensures fast and efficient business processes. If your customers send the sales order in paper form or as a PDF file, the documents will be read via an OCR document recognition with excellent recognition rates. Furthermore, the sales order monitor supports the processing of electronic documents such as the EDI format. Consequently, erroneous EDI orders can directly be processed by the sales employee (simplified IT process).

The documents received are directly imported into the SAP system via the SAP standard IDoc interface and displayed in the sales order monitor. Comprehensive check and matching routines during IDoc import enable an automated processing of inbound sales orders. This means that in case of correct sales orders with or without reference to preceding documents (e.g. quotations, contracts), the document is created within the system and the supply chain can be triggered.

YOUR BENEFITS

- Relief in the operational day-to-day business
- Process optimization for office-based personnel
- Time saving due to automated order processing
- Uniform process for all entry channels (OCR, e-mail, EDI)
- Complete documentation
- Direct communication with customers and internal employees due to integrated mailing system
- Helps your company with digital transformation



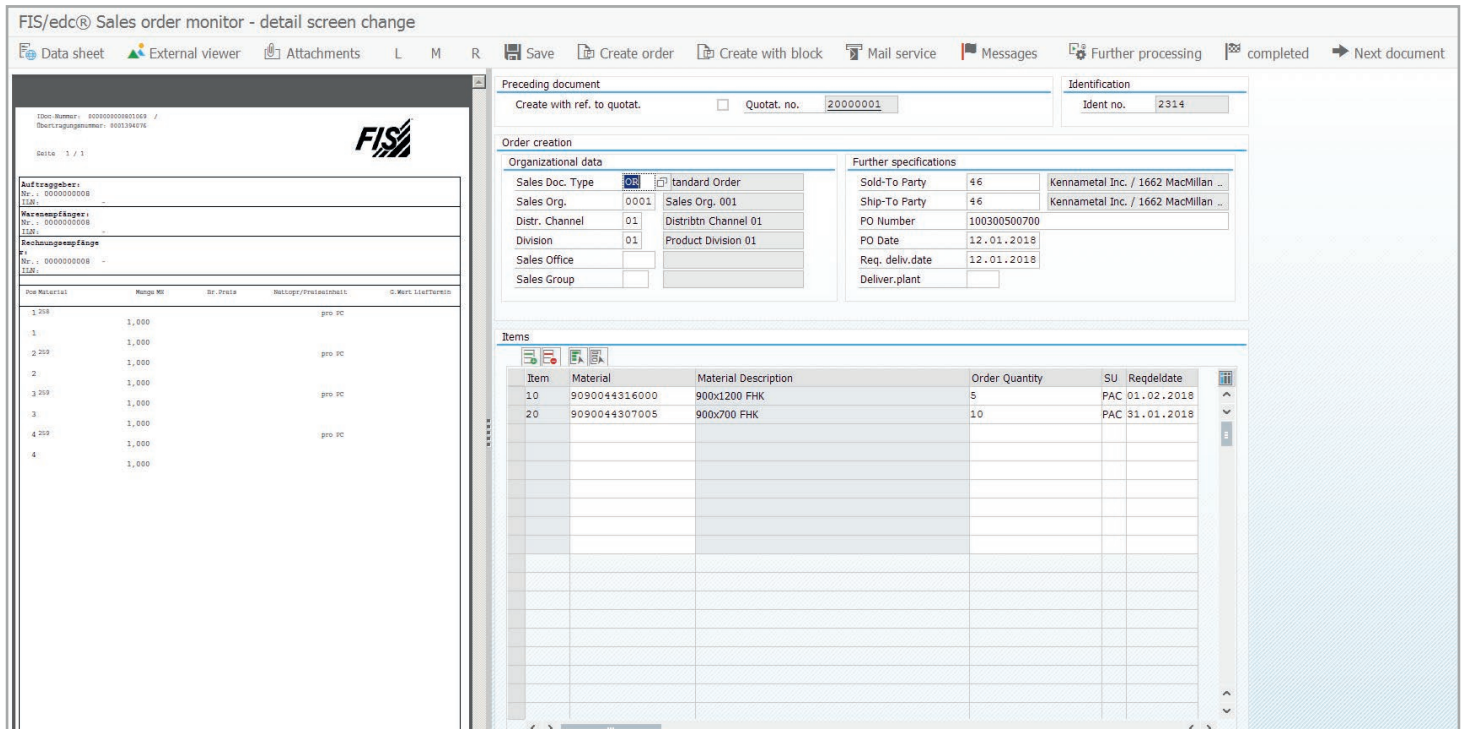


Fig. 1: detail screen of the FIS/edc Sales Order Monitor

Convenient postprocessing is possible at any time

All relevant data read from the documents is compared with the master data. Within Customizing, additional required information regarding the standard SAP required entry fields can be defined for automatic order creation. Missing information can be identified quickly and easily. In the detail screen of the monitor, all information required for checking is clearly displayed (fig. 1). Consequently, the sales order monitor enables the technical and content-related postprocessing of orders (entered in the system) that could not be updated automatically. These incomplete or erroneous orders can be assigned to the person responsible for further checking. On the overview screen, the person responsible views the determined data in tabular form and can make the necessary corrections or amendments.

In case of queries relative to the order, an e-mail communication with the customer can directly be triggered from the SAP system (fig. 2). Text modules can be used to simplify this process for the sales employee. The e-mails (PDF format) are stored or archived in the attachment list of the SD order.

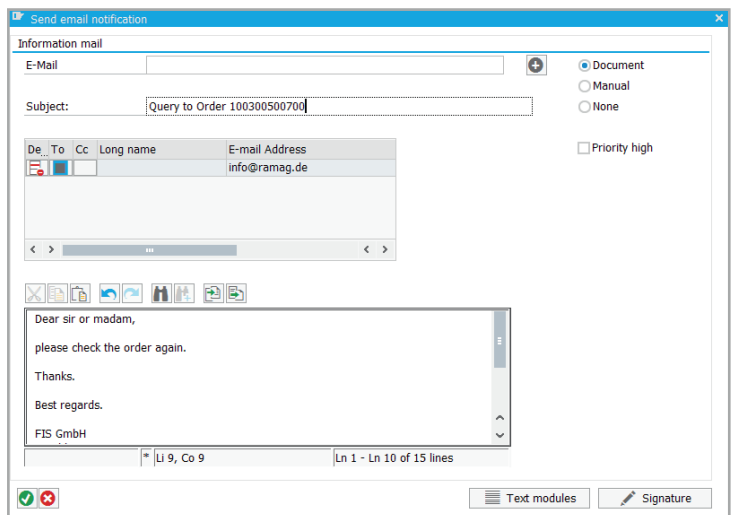


Fig. 2: e-mail customer communication FIS/edc Sales Order Monitor