



# Business Procurement So Easy, Who Needs Training!

Tina Jeyasekhar, IT Project Manager, Johns Hopkins  
Preeti Khurana, IT Manager, Johns Hopkins

Session ID : **82542**

# About the Speakers

## Tina Jeyasekhar

- IT Project Manager, Johns Hopkins
- Have 14 years of IT experience in the areas of SAP SRM, Business Workflows, SAP ECC, HR, FI, ABAP, cross application components and legacy systems interfaced with SAP. Experienced in designing, developing and implementing SAP business applications.

## Preeti Khurana

- IT Manager, Johns Hopkins
- Responsible for the SAP technical team at Johns Hopkins and leads the supply chain and UX areas where I codes and helps developers to develop SAP Fiori applications . 15+ years of SAP technical experience in which I have worked with various modules and developed various custom requirements.

# Key Outcomes/Objectives

1. Minimize Training
2. User Engagement
3. Improved Shopping Experience

## About Johns Hopkins

- SAP @ Johns Hopkins
- Who Are Our Users
- Types of Shopping Carts
- Challenges
- User Experience
- UX Project for Procurement – FIORI
- Technical Details
- Process Flow
- Demo



# About John Hopkins

Johns Hopkins is a world leader in research, teaching and patient care

- University and Health System are independent
- \$12B revenue combined for the university and health system
- With over 55,000 employees, Johns Hopkins is the largest private employer in Maryland
- Johns Hopkins Medicine (JHM) represents the combination of the Health System and the JHU School of Medicine



# John Hopkins Health System

- 6 academic and community hospitals
- 4 suburban health care and surgery centers
- 39 primary and specialty care outpatient sites
- \$7.7 billion integrated global health enterprise
- Over 45,000 employees



# Johns Hopkins University

- Established in 1876 as the first research university in the western hemisphere, located in Baltimore, Maryland
- Over 21,000 enrolled students



# SAP @ Johns Hopkins

## **HopkinsOne ERP Project**

- Multi-year, joint effort of Johns Hopkins partner institutions
- Initial go-live in 2007 for approximately 10,000 users
- Included: R/3, SRM, BW, XI, SolMan, Portal

## **Enterprise Business Solutions (EBS) – Support Organization**

- Upgrades to ECC, SRM, BW, PI, SolMan, Portal in 2010
- Have since added MDM, Success Factors and others

## **On HANA**

## **S/4 - Future Roadmap**



# Who Are Our Users?

- **Hospital Employees**
- **University Staff**
- **Concurrent Users**
  
- We have power users and users who create carts occasionally
- Items in carts are most often time-critical
- Punch-out catalogs are widely used

- No: of shoppers - 8,914
- Avg of carts created per month – 30,000+



# Types Of Shopping Cart

- Punch-Out (Amazon)
- Punch-Out (Jaggaer – 24 Catalogs)
- Inventory Materials ( MDM )
- STO – Stock Transport Order
- Free Text



# Challenges With Standard Shopping Cart Screen

- Multiple screen navigation
- Requires heavy training
- User input errors
- Support burden
- Performance

The screenshot displays the SAP 'Create Shopping Cart' interface for cart number 1006640202. The top navigation bar includes buttons for Order, Print Preview, Close, Save, Check, System Information, and Create Memory Snapshot. The header shows the cart number, name (PKHURAN1 03/07/2019 22:14), status (In Process), created on date (03/07/2019 22:14:26), and created by (Preeti Khurana).

**General Data**

Buy on Behalf of: 166580 Preeti Khurana  
Name of shopping cart: PKHURAN1 03/07/2019 22:14  
Default Settings: Set Values  
Team Shopping Cart:  Make available to my purchasing substitutes  
Approval Process: Display / Edit Agents  
Document Changes: Display  
Document Type: ECPO   
Shopping Cart Vendor:   
Approval Note:   
ShipTo Address: 2293381 : 1780 E. Fayette Street Baltimore MD 21231 , BLDG: Meyer RM: 9 FLR: 56  
Note to Supplier:   
Invoice Approval Required:  This creates an invoice block NOT a shopping cart approval  
Invoice Approver:

**Item Overview**

Line Number	Product ID	Description	Product Category	Product Category Description	Quantity	Unit	Net Price / Limit	Currency	Per	Delivery Date	Notes
1		Furmax Office Chair Mid Back Swivel Lumb	56000000	FURNITURE	1,000	EA	34,99	USD		1 03/12/2019	1


**Details for item 1 Furmax Office Chair Mid Back Swivel Lumb**

Item Data | **Account Assignment** | Notes and Attachments | Delivery Address/Performance Location | Sources of Supply / Service Agents | Approval Process Overview

You can see who bears the costs and, if necessary, you can distribute the cost to several cost centres

Cost Distribution Percentage Details Add Line Copy Paste Duplicate Delete Split Distribution Change All Items

Number	Accounting Line Number	Percentage	Account Assignment Category	Assign Number	Account Assignment Description	General Ledger Account	Gen
0001		100,00	Cost Center		CAPITAL BUDGET JHH		B



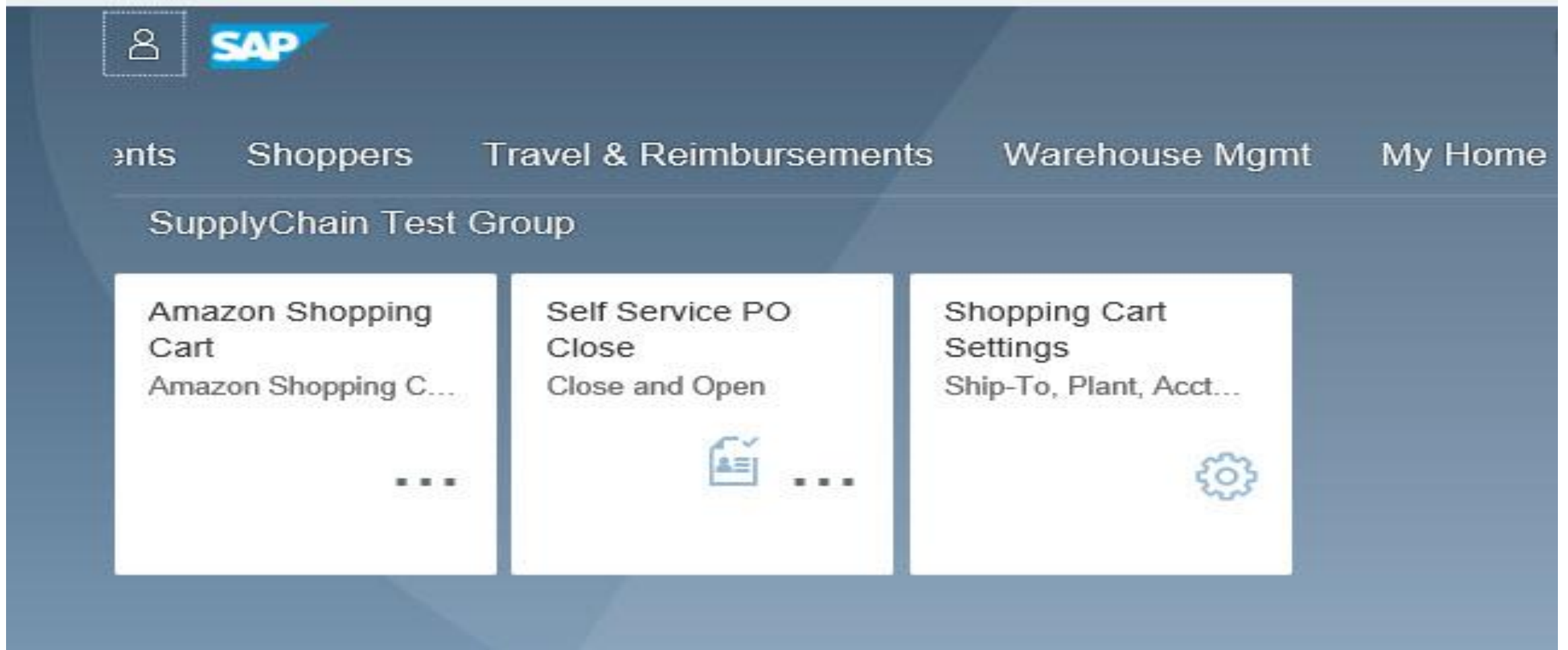
Computer says I have a new mail.I have walked to my mailbox twice to check but didn't find any!!!!

# User Experience @ Hopkins

- Dedicated UX team
- Design Thinking approach
- FIORI Launchpad



# Hopkins FIORI Launchpad



# UX Procurement Project

- **FIORI APP for Amazon Punch-Out**
- **FIORI APP for User Settings**

## **Objective:**

- Improved shopping experience
- Less training
- Reduced user inputs
- Reduced navigation



# Why Custom FIORI App?

- UI5 Shopping cart, Simple shopping cart – Look and feel was not the same as FIORI Belize theme
- Standard FIORI app did not support punch-out catalogs
- Cross-Catalog was not an option for the business
- Using third party tools to build mobile apps did not prove to be cost effective

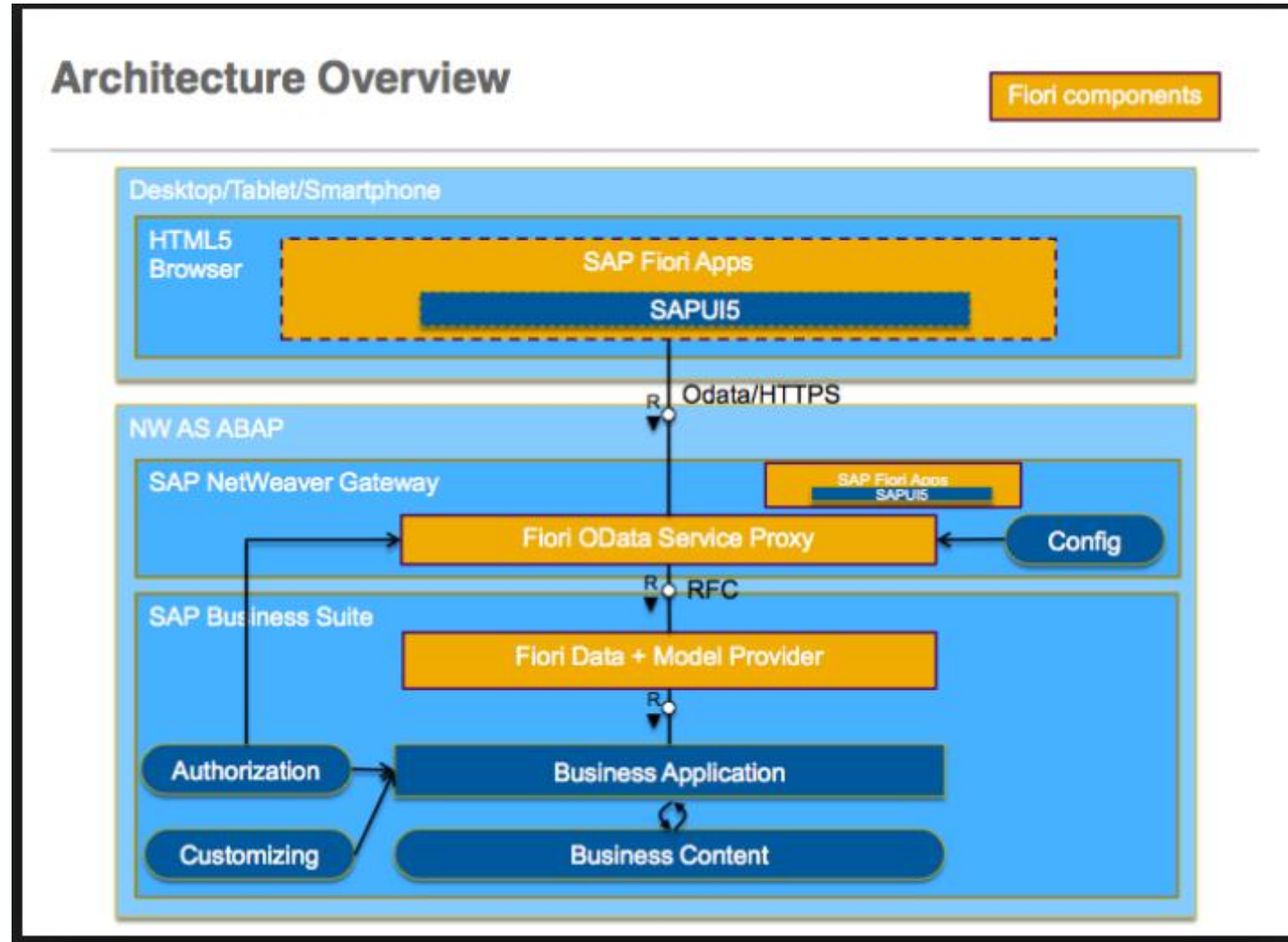


# Our Approach In Building The Solution

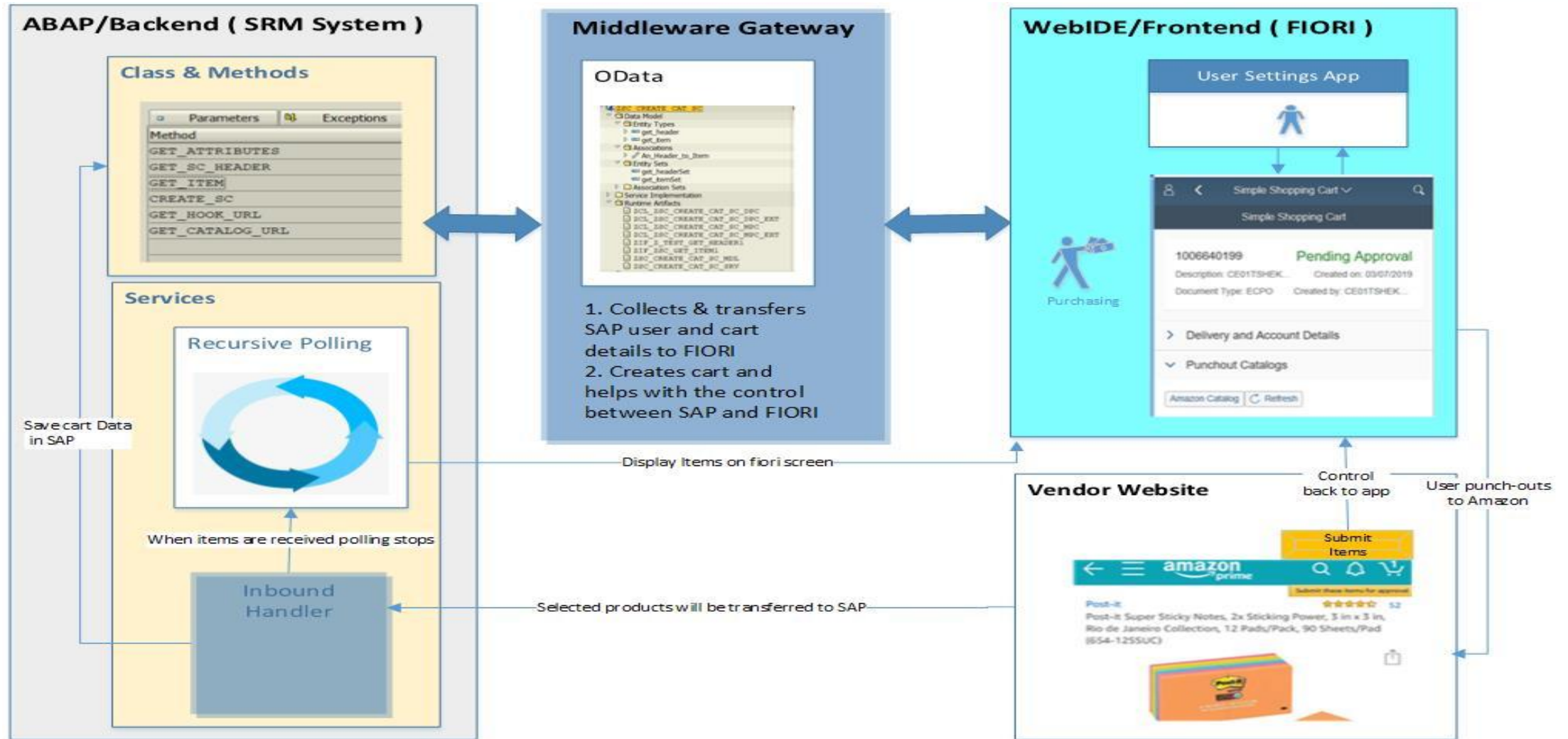
- Sketched a rough design of the screen layouts
- Identified user groups
- Conducted user interviews
- Collected feedbacks
- Revisited the design
- Prototyped using BUILD
- Developed the solution

The screenshot displays a web application interface for 'Let's Go Shopping'. At the top right, there is a 'SC Settings' link with a gear icon. Below the header, a light blue bar contains the document ID '1002291363' and the description 'Description: CE01TSHEKAR1 02/22/2017 09:16'. On the right side of this bar, the status is 'Pending Approval', with 'Created on: 02/22/2017' and 'Created by: Joe Smith' listed below it. The main content area shows a vertical list of steps: 'Step 1 : Set Document Type and Delivery Address \*' (expanded), 'Step 2: Goto E-market Place to Select Products \*' (checked), 'Step 3 : Review Product Details \*', and 'Step 4 : Enter Notes ( Optional )'. A modal window is open for 'Step 2', featuring a blue location pin icon, the text 'E - Market Place', and a green 'Select Products' button.

# Technical Details



# Process Flow



# Personal Settings

The screenshot shows the SAP SC Settings Master Detail interface for a user named John Doe. The interface is split into two main sections: a left-hand navigation menu and a right-hand main content area. The top bar includes the SAP logo and the title 'SC Settings Master Detail'. The left menu is titled 'User Settings' and contains options for 'Personal Settings', 'Delivery Address', 'Plant', and 'Cost Object'. The main content area is titled 'Personal Settings' and displays the user's name 'John Doe' at the top. Below the name, there are several input fields for personal information: 'User ID' (with a blurred value), '\*Title' (set to 'Mr'), 'Academic Title' (empty), 'First Name' (set to 'John'), 'Last Name' (set to 'Doe'), '\*Phone No. /Ext.' (set to '1111111111'), 'Fax No. /Ext.' (set to '1111111111'), and 'E-Mail' (set to 'jdoe@domain.edu'). At the bottom of the screen, there are 'Save' and 'Cancel' buttons.

Field	Value
User ID	[Blurred]
*Title	Mr
Academic Title	
First Name	John
Last Name	Doe
*Phone No. /Ext.	1111111111
Fax No. /Ext.	1111111111
E-Mail	jdoe@domain.edu

# Delivery Address

SAP SC Settings Master Detail

User Settings

Default Delivery Address

John Doe

Address No:

C/O:

Street / House Num... :

City: **Lutherville**

Region: **MD**

Postal Code: **21093**

Country: **US**

Building: **Davis**

Room: **H21**

Floor: **2nd**

Save Cancel

# Plant

The screenshot displays the SAP SC Settings Master Detail interface for user John Doe. The page is titled "SC Settings Master Detail" and includes a "Default Plant" header. A left-hand navigation menu is visible, with "Plant" selected. The main content area shows the user's name "John Doe" and two input fields: "Default Plant" (which is currently empty) and "Location" (which is set to "Baltimore"). A search icon is present next to the "Default Plant" field. At the bottom of the screen, there are "Save" and "Cancel" buttons.

SC Settings Master Detail

User Settings

Personal Settings

Delivery Address

**Plant**

Cost Object

John Doe

Default Plant:

Location:

Save Cancel

# Cost Object

SAP SC Settings Master Detail

User Settings

Default Cost Objects

John Doe

Default Account Ass...:

- Cost Center
- Internal Order
- WBS Element
- Asset

Cost Center:

Internal Order:

WBS Element:

Asset:

Save Cancel

Demo



# Amazon Shopping Cart

Simple Shopping Cart ▾

Simple Shopping Cart

1006640220

Description: [redacted] 03/08/2019 1

Document Type: ECPO

**Pending Approval**

Created on: 03/08/2019

Created by: [redacted]

▾ Delivery and Account Details

**Delivery Address**

C/O:  
Broadway Medical Man

Address:  
[redacted]

Building,Room,Floor:  
[redacted]

Location:  
[redacted]

Phone:  
[redacted]

**Account Details**

Account Category:  
Internal Order

Account Assignment:  
[redacted]

GL:  
[redacted]


▾ Punchout Catalogs

Amazon Catalog


Product Name	Vendor	Unit Price	Quantity	Unit of Measure
No Items are currently available				

Total Amount:



# Punch-Out To Amazon

**business prime** All ▾ Enter keyword or product number  **Shop women owned businesses**

Punchout Group: JHU SAP OCI Punchout -TEST

Departments ▾ Today's Deals Gift Cards Help Sell EN  Hello, Tina Account for Johns Hopki... ▾ Lists ▾

### Shopping Cart

	Price	Quantity
 <b>Paper Mate InkJoy Gel Pens, Medium Point, Black, 10 Count - 1951640</b> In Stock ✓prime <input type="checkbox"/> This is a gift <a href="#">Learn more</a> <a href="#">Delete</a>   <a href="#">Save for later</a>   <a href="#">Compare with similar items</a>	<b>\$13.20</b>	2 ▾
 <b>BOISE X-9 Multi-Use Copy Paper, 8.5" x 11", 92 Bright, 20 lb, 3 Ream Carton (1,500 Sheets)</b> In stock on March 12, 2019 <a href="#">Prime FREE Delivery Details</a> ▾ <input type="checkbox"/> This is a gift <a href="#">Learn more</a> <a href="#">Delete</a>   <a href="#">Save for later</a>   <a href="#">Compare with similar items</a>	<b>\$26.91</b>	1 ▾
<b>Subtotal (3 items): \$53.31</b>		


**Subtotal (3 items): \$53.31**

This order contains a gift


[Submit these items for approval](#)

[Cancel this Session](#)  
(Your cart will be saved)

**Sponsored Products related to items in your cart**



Paper Mate InkJoy  
★★★★☆ 93%  
\$17.79 ✓prime  
[See all buying options](#)



Scentco Neon Gel  
★★★★☆ 12%  
\$5.99 ✓prime  
[See all buying options](#)

# Items Added To Shopping Cart App

The screenshot displays the SAP Simple Shopping Cart application interface. At the top, the SAP logo and the text 'Simple Shopping Cart' are visible. The main header area shows the document number '1006640222' and the status 'Pending Approval' in green, with a creation date of '03/08/2019'. Below this, there are navigation options for 'Delivery and Account Details' and 'Punchout Catalogs'. Under 'Punchout Catalogs', there is a button for 'Amazon Catalog' and a 'Refresh' button. A table lists the items in the cart, including 'Paper Mate InkJoy' and 'BOISE X-9 Multi-Us', with their respective vendor, unit price, quantity, and unit of measure. At the bottom, the total amount is shown as '53.31 USD'. A red box highlights the 'Order' button in the bottom right corner.

1006640222 **Pending Approval**  
Description: 03/08/2019 1  
Document Type: ECPO  
Created on: 03/08/2019  
Created by:

> Delivery and Account Details

✓ Punchout Catalogs






Amazon Catalog Refresh

Product Name	Vendor	Unit Price	Quantity	Unit of Measure
Paper Mate InkJoy [132-0679817-7034936,1	1000569	13.20 USD	2	EA
BOISE X-9 Multi-Us [132-0679817-7034936,2	1000569	26.91 USD	1	EA


Total Amount: 53.31 USD


Order

# FIORI Cart Ordered

   **Simple Shopping Cart**  

**Simple Shopping Cart**

1006640222 **Pending Approval**  
Created on: 03/08/2019  
Created by: 



Description:  03/08/2019 1  
Document Type: ECPO

> Delivery and Account Details


✓ Punchout Catalogs

[Amazon Catalog](#) [Refresh](#)

**Shopping Cart is ordered!**

Product Name	Vendor	Unit Price	Quantity	Unit of Measure
Paper Mate InkJoy  132-0679817- 7034936,1	1000569	13.20 USD	<input type="text" value="2"/>	EA 
BOISE X-9 Multi- Us 132-0679817- 7034936,2	1000569	26.91 USD	<input type="text" value="1"/>	EA 

Total Amount:

[Order](#) 

# Take the Session Survey.

We want to hear from you! Be sure to complete the session evaluation on the SAPPHIRE NOW and ASUG Annual Conference mobile app.



# Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

# Q&A

For questions after this session, contact us at [tinashekar@jhmi.edu](mailto:tinashekar@jhmi.edu) and [pkhuran1@jhmi.edu](mailto:pkhuran1@jhmi.edu)

# Let's Be Social.

Stay connected. Share your SAP experiences anytime, anywhere.

Join the ASUG conversation on social media: **@ASUG365 #ASUG**

