



How Dole Packaged Foods Optimized Its AP Process Within SAP S/4HANA

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Session ID # 83905

About the Speaker

Bill Farrell

- Director SAP Technology & Governance at **Dole Packaged Foods LLC**
- IT Professional 20+ years
- Working currently on some of the newest SAP technology

About the Customer

Dole Packaged Foods LLC



<https://dolesunshine.com/>



Frozen



Dole Fruit Bowls®



Organics



Snack Bites



Dried Fruit



Canned Fruit



Juice



Jarred Fruit



Dole Mixations®

About our SAP Landscape

ERP: SAP S/4HANA (1605 Simple Finance)



HANA: BW, CRM, PO, Solman, UDF

BI: BOBJ

Cloud: C4C, Concur, IBP, BPC, SAC

Key Outcomes/Objectives

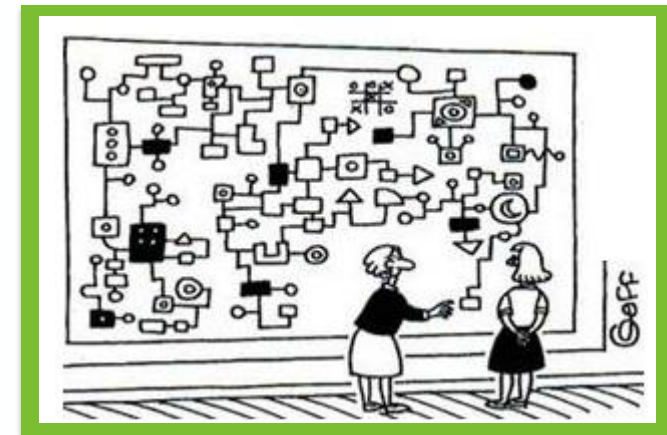
1. How to increase efficiency, particularly when it comes to time-consuming manual processes.
2. How to Standardize AP business processes
3. How to Digitize various AP processes within SAP

Agenda

- AP Processes before Automation
- Challenges
- Justifications & Expected Benefits
- Solution
- Project Results

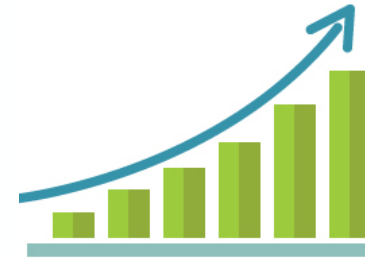
AP Processes before automation

- No visibility of end-to-end invoice processing.
- Multiple disparate systems to support a single business process, no integration.



AP Processes before automation

- No scalability for the business process.



- Inefficient and time-consuming manual processes.

AP Processes before automation

- No document linkage to SAP documents.
- Manual paper based coding and paper based filing.



Challenges

- How to increase our efficiency to process greater than 60,000 invoices per year?
- How to combine digitizing a business process at the same time?

Challenges

- How can we integrate the various systems in AP process?
- How can we gain visibility to the AP process end-to-end?

Challenges

- How to standardize a business process that include geographically distributed purchasing groups each with their own “special” processes?

Project Goals

Speed

Release & Approvals

Visibility

Standardization

Automation

Scalability

Transparency

SAP Integration

Document Repository / Archive

Expected Benefits

- **Automation** – Reduce manual processes, auto match PO to Invoice
- **Automation** – Release & Approvals
- **Visibility** – Throughout the A/P process
- **Speed** – Faster invoice processing with reduced effort
- **Standardization** – same process across multiple buyer groups
- **Integration** – Linkage of invoices to SAP documents with central repository
- **Optimize** – Enable better cash-flow planning, take advantage of cash discounts
- **Transparency**
- **Scalable** – Built for business growth and future automation projects
- **Vendor Portal** capabilities

Vendor Check List

- Integration with SAP (S/4HANA certified)
- UI capabilities: SAP GUI, web client, mobile device, Fiori
- Digitize manual paper processes
- Intuitive, easy to use and train
- OCR Capabilities
- Standard, best practice process
- Portal & Document Content Management
- ROI

Solution

- Setup an **electronic invoice processing business process in SAP** that offers the **highest possible level of automation** and an automatic document capture, OCR, and workflow system.

- SAP certified partner:



Solution

- Invoices are visible directly in our SAP system after OCR process.
- Invoice image integrated within SAP GUI

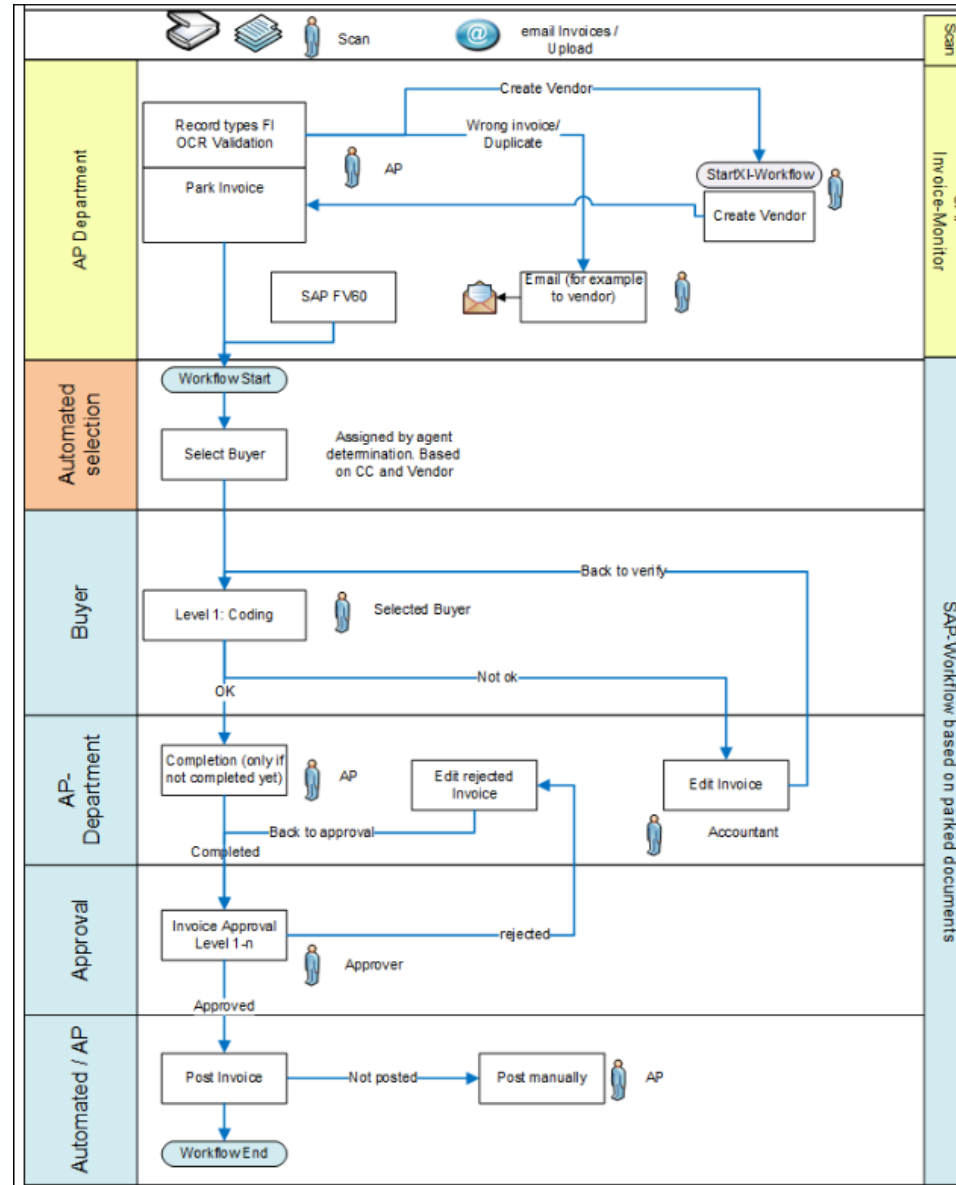
The screenshot displays the SAP xFlow Interface for record 000001247. The interface is divided into several sections:

- Header Data:** Includes fields for Process ID (000001398), Document Date (01/30/2018), Posting Date (02/08/2018), Amount (2,456.52), Currency (USD), Calculate tax (checked), and Tax amount (0.00). It also shows Record Type (MM), Company Code (1900), and Vendor (Dole Pa).
- Item Data:** A table with columns for PO, Item, Amount, Quantity, OUn, Tx, Prc, Qty, Material, and Short Text. The data is as follows:

PO	Item	Amount	Quantity	OUn	Tx	Prc	Qty	Material	Short Text
4500321940	10	2,432.19	1,708	EA	10			300000592	CS 5-618 DOLE WH
4500321940	10	24.32	1,708	EA				300000592	CS 6-618 DOLE WH
- Attachments:** Lists 'xFlow invoice' and 'xFlow email attachment'.
- Invoice Image:** A preview of the scanned invoice document is shown on the right side of the interface.
- Text:** A section for additional text is visible at the bottom.

Solution

- Utilizes native SAP workflow



Project Results

- Project timeline = 3 months
- Minimal training required (mostly 1 transaction code)
- Happy Customer Base = Happy IT Dept. 😊

Project Benefits

- Lower cost for processing incoming invoices
- Reduced user workload through automation
- Integration within SAP and existing IT landscape

Project Benefits

- Faster invoice processing, overall reduction in average invoice processing time
- More transparent workflows
- Improved ability to secure discounts

Project Benefits

- Greatly improved visibility and transparency for accounting
- System facilitates compliance with legal requirements for incoming invoice processing
- Supports Document Retention Schedule

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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 me at Bill.Farrell@doleintl.com

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