

# The story “Unblocking vendor invoices”

**About the App:** The transactional App “Unblocking vendor invoices” is designed to simplify the life of the [accounts payables accountant](#). The app allows him/her to check in one App all information in the vendor invoices, that are posted in SAP ERP system, across all legal entities and unblock them, so that the payment orders can [be timely and correctly created](#) based on that invoices.

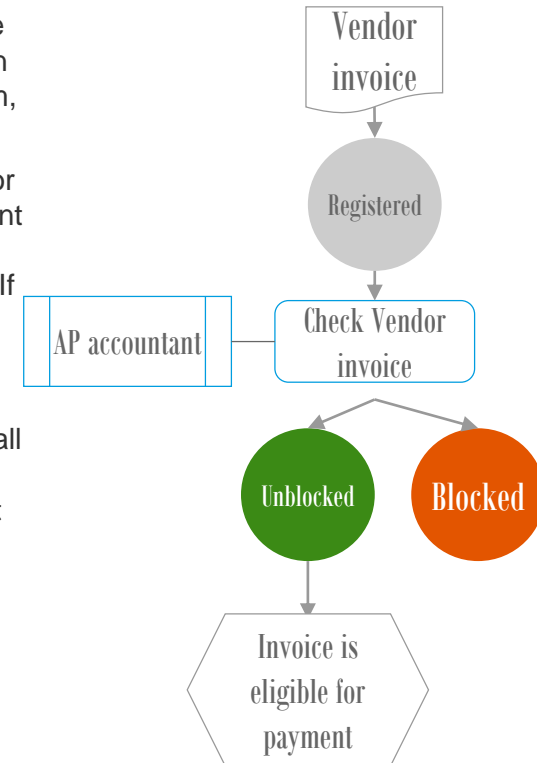
The accountant should [check certain details in every vendor invoice](#). These details relate to vendor master data (like vendors full name), bank details (like vendor’s bank account number) and payment details (like payment terms). All checks are performed against the information specified in the attached scanned documents. If checks fail, the accountant **Blocks** the invoice for future payment. If all checks have been performed successfully, the accountant presses “Unblock” button and the vendor invoice is eligible for payment. With all information in one place the unblocking of vendor invoices is getting simple, pleasant and fast!

**Segmentation:** The App “Unblocking vendor invoices” is designed for all group of customers and all industries [as every company needs to check the invoices before paying them](#). The App is industries-independent, and refers to the [Finance Line of Business](#). Key user of the App is account payables accountant, who is responsible for checking the supplier invoices.

**Targeting:** Specifically this App will serve the customers who work with a lot of different suppliers where a lot of invoices should be checked before creating the payment orders to the bank. It will also serve the customers who has many legal entities and therefore should control the documents for several companies simultaneously.

**Positioning:** The App might be appealing to the customers, using the shared services centers where the registration of the invoices and payments are happening centrally for all legal entities and where the [accuracy to detail and approvals in the system are especially important](#). The down payments to vendors and the payments to tax authorities can also by default be incorporated into this App and be relevant for unblocking.

Especially benefit from the App will those customers [who approve the vendor invoices in the SAP ERP system](#) as they can manage the “payment block” field in the vendor invoice with this App. And also this App is appealing to the customers [who creates payment orders from the invoices in SAP ERP](#), as the invoice with the status “Unblocked” can be turned out to the payment order to bank.



*For example, the accountant should check, whether the bank account of the vendor corresponds to the bank account specified in the original vendor invoice.*

# The Persona: Accounts payables Sr. specialist



**Name:** Petra Bankova, 28 years old, married.

**“For me, I would to...”:** - to **efficiently check** all relevant for payments information in the vendors invoices.

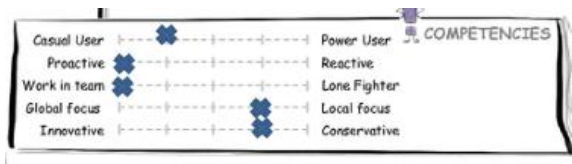
**Background:** St. Petersburg State University, Master of Accounting and Finance, 5 years of progressive general accounting experience.

## Main Goals:

1. Reduce the processing time of the vendors invoices of the whole group (all legal entities)
2. Timely and correct checking of the suppliers invoices
3. Efficient management of payment terms with the suppliers
4. Avoid the overdue payables for the whole group (all legal entities)
5. Improve the cash flow

## Needs:

1. I need **timely obtain the information about the supplier**: contract number and its tax codes by tax authorities,
2. I need timely obtain the information about the tax codes to pay tax authorities, where a specific tax codes are to be provided
3. I need timely obtain the information **about the payment terms** and **due dates**
4. I need to **rapidly and efficiently check** the original invoice and the registered document in the system for all legal entities.
5. I need to check the information about the bank and bank account of the supplier.



**Job Title / Role:** **Accounts payables senior specialist**

**Job Responsibilities** (Main tasks and frequency)

1. **Checks invoices** from suppliers to be paid and controls expenses by receiving, processing, verifying, and reconciling invoices for all legal entities - on a daily basis.
2. **Prepares invoices for payments for all legal entities** by verifying vendors names, their tax id numbers, bank account, resolving discrepancies on contract, invoice, or payment and documentation - on a daily basis.
3. Pays to tax authorities, specifying the correct payment details - on a monthly basis
4. Consider payment terms while unblocking the vendor invoices - daily

## Pain points:

1. A lot of **time spent to obtain the information** about the supplier: contract number, bank details, payment terms, his tax codes by tax authorities
2. A **lack of collaboration** with purchasing department to get the information about the payment terms from the contract
3. **Long check times of the original invoice** and the registered document in the system as there is no scan attached in the system (or the scan is difficult to find) and I need time to find the original invoice.

## Stakeholders

**Reports to Chief accountant**; interacts with suppliers, purchasing department, Payments department, Tax authorities, IT-Service Desk, legal department

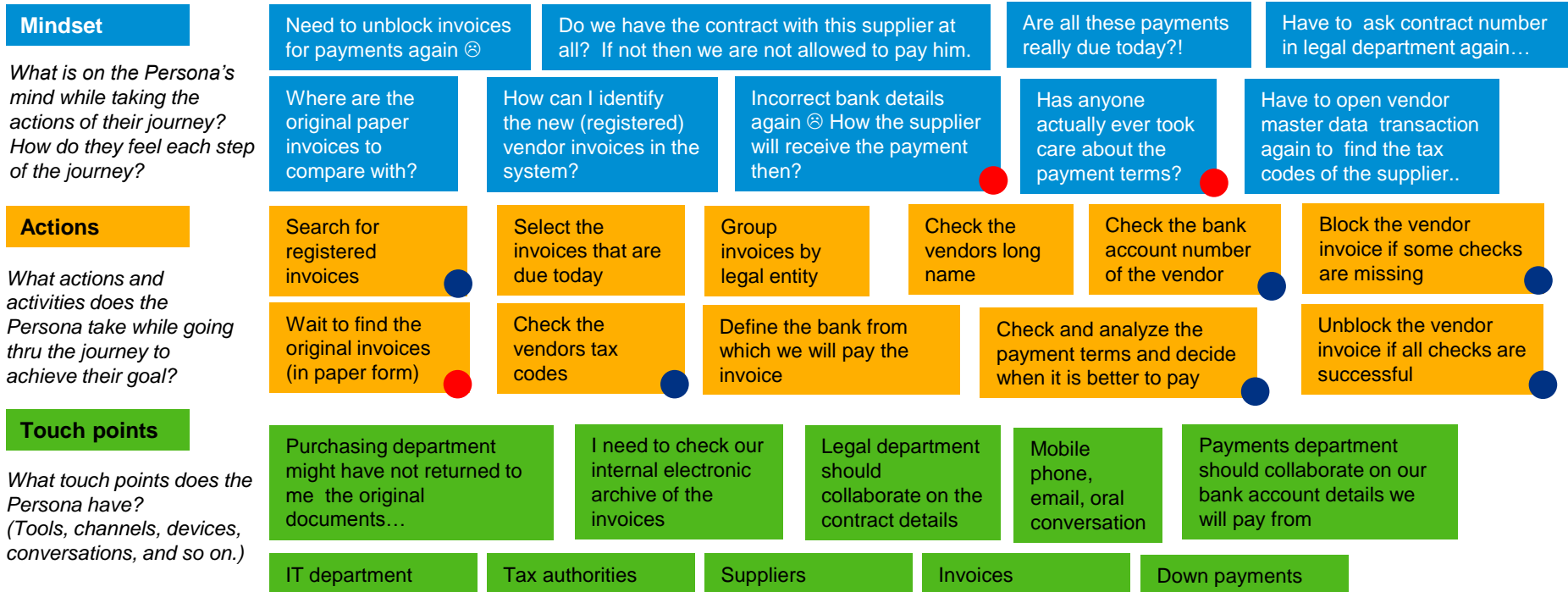
## Competencies:

- **highly organized and detail oriented**, accurate, good computer skills
- Ability to handle confidential information in a discreet, professional manner
- Effective team member and shows initiative

# Experience Journey of Accounts payables accountant

## Current User Experience Journey

Duration of the Journey: 30 min per one document



● Important actions

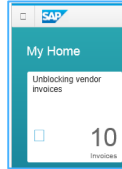
● Pain points/ bottle necks

# Mock up “Unblocking vendor invoices” (1/3)

This slide shows how the accountant will experience the App.

## Step 1. “Access”

The user will access the transactional App either from Desktop or from Tablet



Picture 1. Access

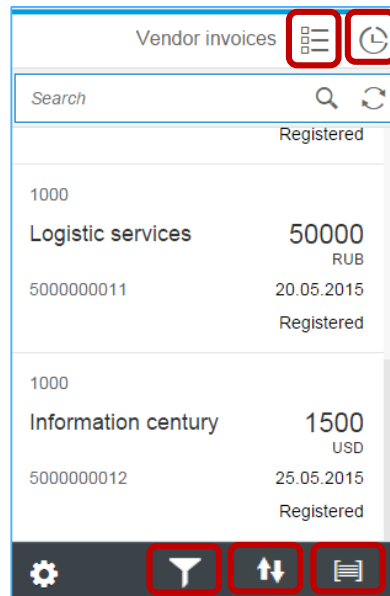
## Step 2. “View the list”

By default the user sees all the vendor invoices relevant for payment (i.e. not paid yet) in all company codes and all statuses.

Every document will have


- company code,
- document number,
- supplier short name,
- status,
- due date,
- value and
- currency

In the next step the user can select the documents from this list he will work with.



Picture 2. View the vendor documents


## Step 3. “Filtering, sorting & grouping”

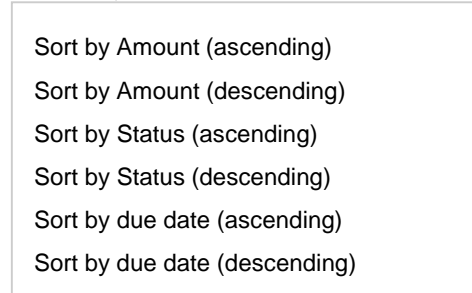
a) By pressing  the user **filters** the items by status and selects, for example, **registered** items.



Picture 3a. Filtering




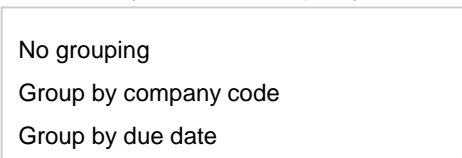
b) By pressing  the user can **sort** the items by amount, status and due date



Picture 3b. Sorting



c) By pressing  the user can **group** the items by status, company code, due date.






Picture 3c. Grouping



# Mock up “Unlocking vendor invoices” (2/3)

## Step 3. d) Pending button and multiple documents

By pressing  (see *Picture 2 previous slide*) the user can see the documents that needs to  be unlocked. By pressing  the user can select multiple documents to work with.

## Step 4. “View the document”

By clicking on the document from the View List (*Picture 2*), the user moves to the details view (see *Picture 4*), where the details of a selected document are shown: document number, full name of the vendor, due date (when the invoice needs to be paid), value and currency.

## Step 5. “Check the document”


Bellow the details view on the same screen (*Picture 4*) there are four (4) areas where the checks need to be done:

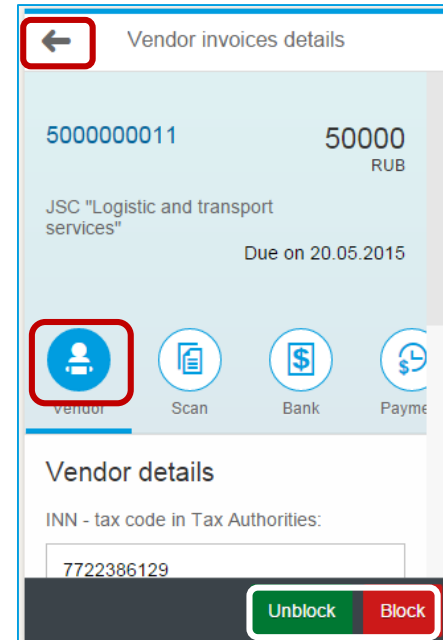
- Vendor details,
- Attachments,
- Bank details and
- Payments details.

By clicking on each icon, the user checks the details. On the next slide the detailed fields per icon are presented that are to be checked.

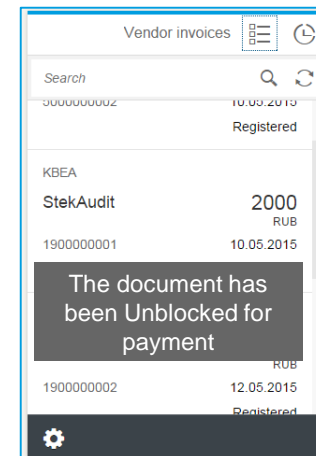
## Step 6. “Block or unblock”

Having checked all the icons the user presses either “**Unblock**” the document (if the checks are successful) or “**Block**” the document (if the checks are incorrect and invoice can not be paid). In case of Unlocking the message “*Document has been unblocked for payment*” appears (*Picture 5*) and the user returns automatically back to the screen in **Step 2 “View the list”**, where he can sort by **Status** for example, or press pending button and continue to work.

In case the user wants just to look at the document, he presses Back button  (*Picture 4.*) and returns to the list of documents, without either having blocked or unblocked the item.



Picture 4. View and check the vendor document



Picture 5. Final screen after Unlocking

# Mock up “Unlocking vendor invoices” (3/3)

Bellow are the detailed fields per each icon from previous slide “Picture 4. View and check the vendor document” that **needs to be checked** (The screens are also from the prototype)

## Vendor Details icon



- INN\* - tax code in Tax Authorities
- KPP\* - Identification tax code in tax authorities
- Contract Number
- Tax Payer Status(101)\*
- Tax Classification Code(104)\*

## Scan icon



- List of the attached documents
- Entry date of the attachment.
- By clicking on the item, the detail is available with the responsible person.

Item	Description	Date of entry
1	Invoice__scan	15.04.2015
2	Co...	14...
3	Co...	app...
4	Co...	app...

## Bank Details of the vendor icon



- Bank identification number
- Bank account number
- Bank name
- Bank city

## Payment details icon

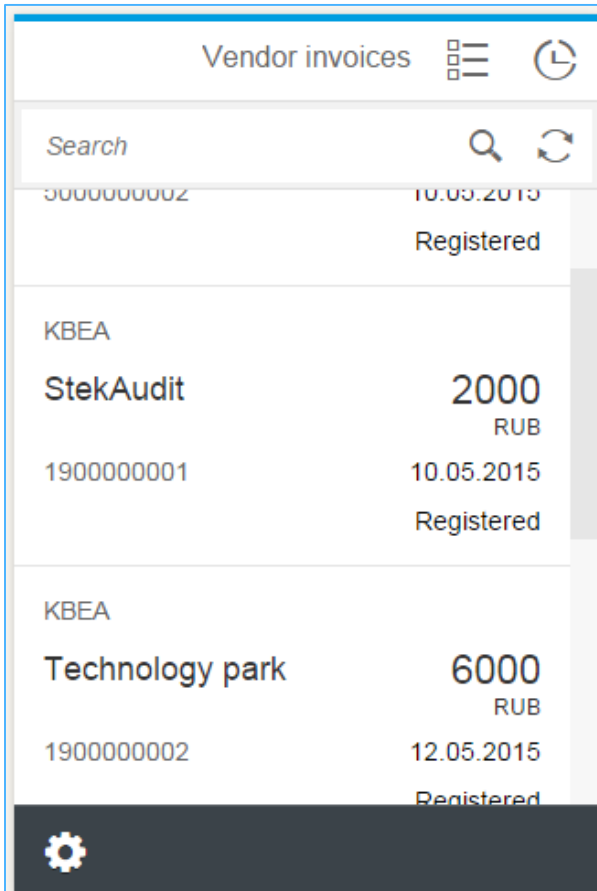


- Payment terms
- House bank ID – bank from which the payment will be done

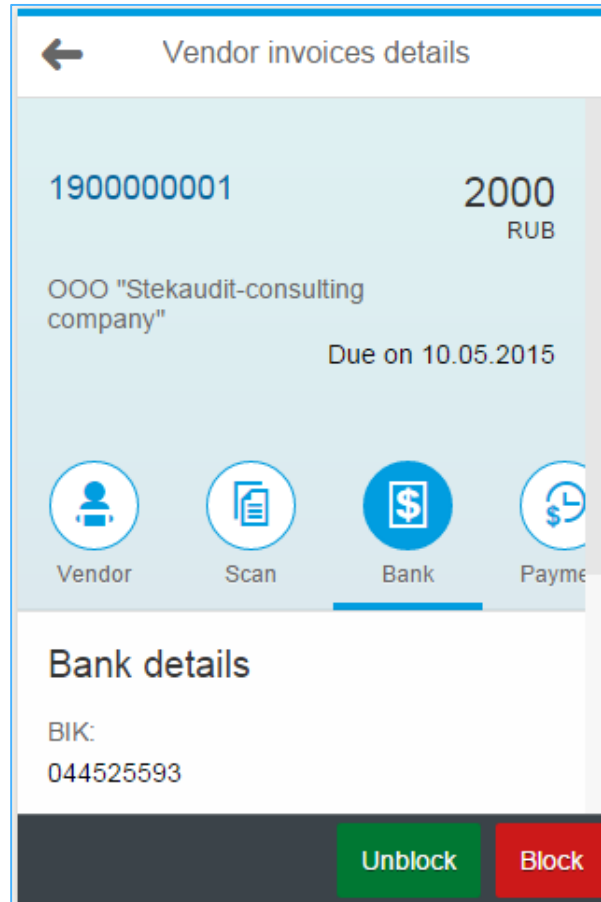
\* fields are relevant in Russian Federation

# App prototype “Unblocking vendor invoices” – design components

Screen 1 – Vendor invoices



Screen 2 – Vendor invoices details



Screen 3 – Details of the attachments

