

The Story

The idea of the Fiori App is to enable users in the Utilities service industries to get insight into invoicing documents which could not be released e.g. due to a too high or too low amount and provide possibilities to either release or reject these invoices. KPI numbers of not released invoicing documents will be the entry point for further analysis and processing.

Insights will be in real time while the release process will be intuitive with a delightful user experience enabling the user to get the job done.

All this should be available in one comprehensive **Invoicing Cockpit for Utilities**.



The Persona Camillo Moreno

Background:
 Age: 41
 Gender: Male
 Married
 Works since 10 years in the largest Utilities company in Sacramento, California

Job Title / Role:
Utilities Invoicing Manager

"For me I would like to spend less time searching for data that I need to solve problems."



JOB RESPONSIBILITIES

Main tasks and frequency:

- Ensure throughput of the invoicing process for the monthly billing cycle
- Regularly monitor the results of the corresponding batch processes
- Releasing and correcting of invoices which could not be sent out and are outsourced
- Regularly report status to his department manager



NEEDS

- Complete overview of real-time business data for processed invoices
- Efficient and fast processing of invoices
- Holistic overview on business context for decision making



MAIN GOALS

- High throughput of invoicing to ensure a constant cash flow

PAIN POINTS



- No central entry point to see where and how many issues exist for the invoice processes
- Reports for department manager and business experts have to be collected via "copy & paste" from different sources



STAKEHOLDERS

Main persons in contact during work:

- Billing Managers
- General Ledger Managers
- Business Experts from different departments



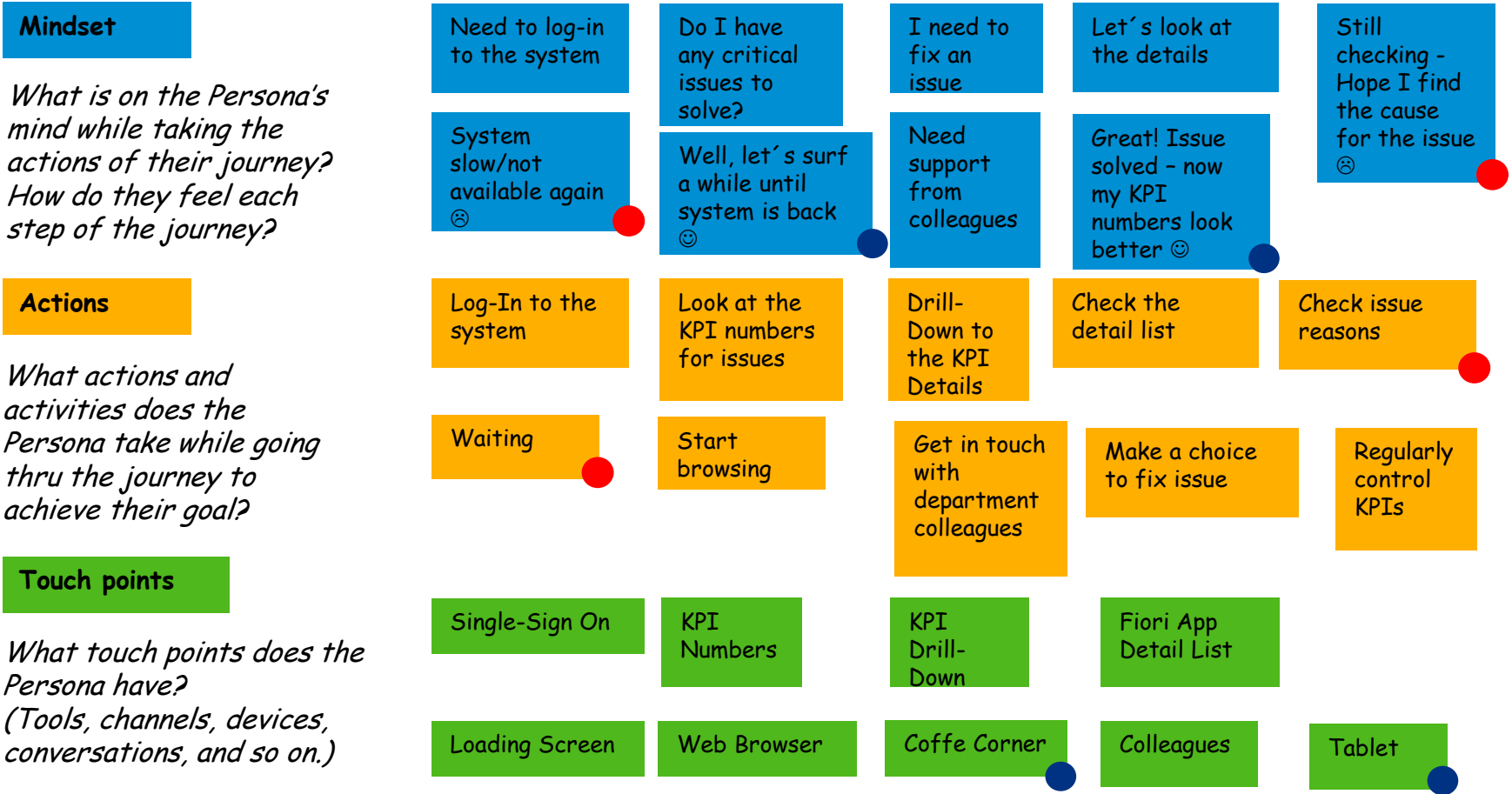
COMPETENCIES

Casual User	-----+-----★-----	Power User
Proactive	-----+-----★-----	Reactive
Work in team	-----+-----★-----	Lone Fighter
Global focus	-----+-----★-----	Local focus
Innovative	-----+-----★-----	Conservative

The User Experience Journey for Camillo Moreno

Current User Experience Journey

Duration of the Journey: 35 min





The Mockup

Invoicing Cockpit for Utilities

Invoicing Cockpit for Utilities

Number of not released invoicing documents

55

Last 3 Months

Amount of not released invoicing documents

5.2^M

USD, Actual

Revenue for invoicing documents

April 2015	16 M
March 2015	18 M
February 2015	24 M

USD, By Region




SAP S/4HANA rocks SAPPHIRE 2015 in Orlando, Florida
<http://events.sap.com/sapphireNOW/>
 May 5th, 2015 SAP News

My Leave Requests

1

Request for 2015

This is great!

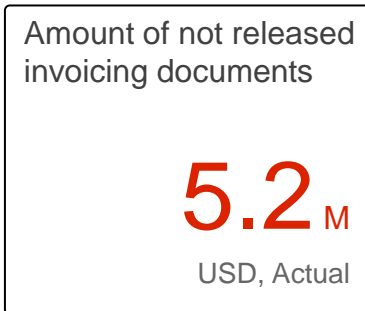
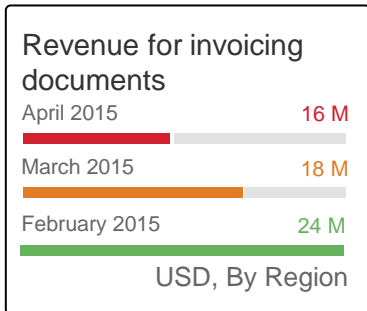
As Fiori is running in the cloud the system is always available and it's running fast.

In the Fiori Launchpad I immediately see what's the status of my KPIs!

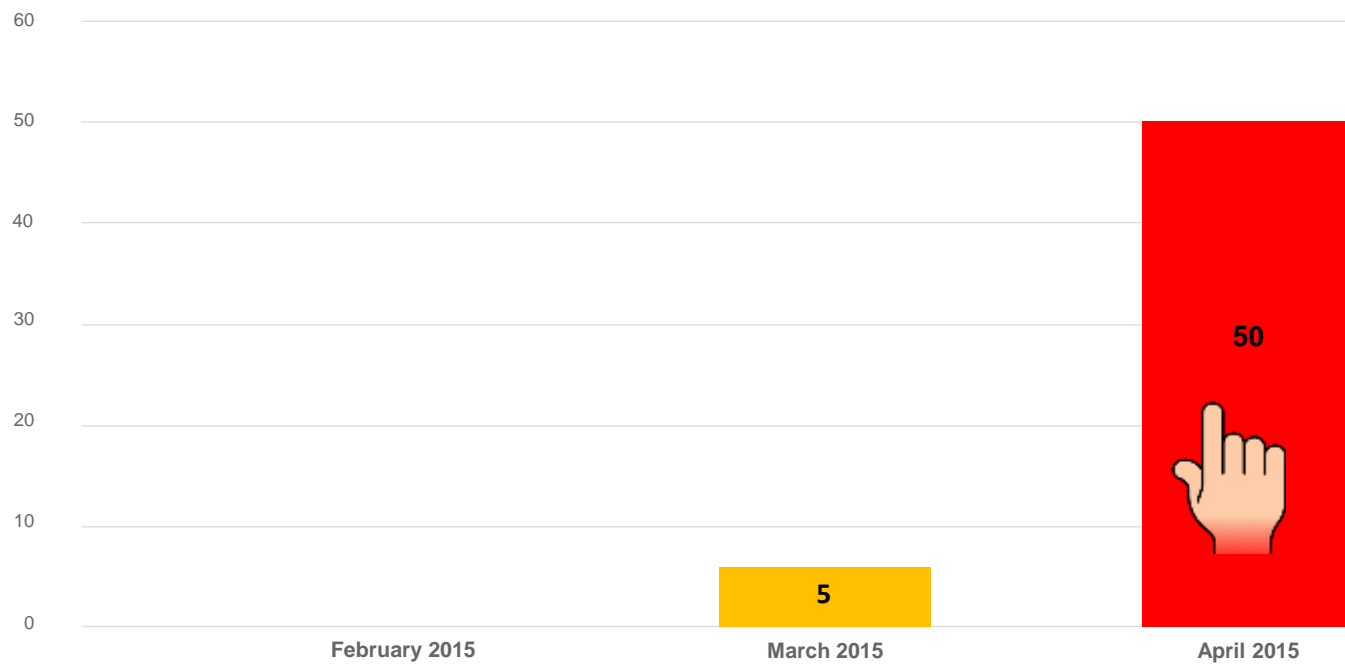




Not Released Invoicing Documents



By Month ▼



We're already in May and there are still 50 invoices not released for April. I need to ensure our cash flow, so let's drill down to the details and check what's going on!





Not Released Invoicing Documents



50



2.596



45



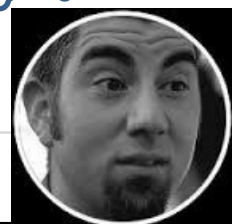
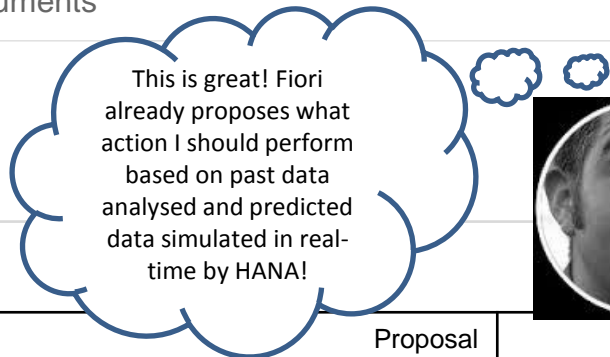
95

Not Released

Invoiced

Cancelled

Simulated



Not released (50)

Customer	Description	Status	Reason for not releasing	Proposal	Amount	
90000201	Syntic Electronics	Not Released	Amount too high	Release because of higher consumption	1.345 USD	>
90000213	Barlus Automotive	Not Released	Amount too low	Reject – check billing conditions	0,10 USD	>
90000183	Hensington Group	Not Released	Amount too low	Release – lower consumption due to factory outage	50 USD	>
90000623	Carlov Industries	Not Released	Amount too low	Reject – check billing conditions	1,50 USD	>
90000871	Straipack Inc.	Not Released	Amount too high	Release because of higher consumption	50.231 USD	>
90007211	Groundwolf Companies	Not Released	Amount too high	Release because of higher consumption	100.324 USD	>
90002121	Forgerider	Not Released	Amount too high	Reject – check billing conditions	78.398 USD	>
90000231	Pink Lions	Not Released	Amount too low	Reject – check billing conditions	120 USD	>
90000231	Shyni Electronics	Not Released	Amount too low	Reject – check billing conditions	29 USD	>



Release

Reject



Not Released Invoicing Documents

49 Not Released
 2.596 Invoiced
 45 Cancelled
 95 Simulated

Not released (49)

Customer	Description	Status	Reason for not releasing	Proposal	Amount
90000213	Barlus Automotive	Not Released	Amount too low	Reject – check billing conditions	0,10 USD
90000183	Hensington Group	Not Released	Amount too low	Reject – higher consumption	50 USD
90000623	Carlov Industries	Not Released	Amount too low	Reject – check billing conditions	1,50 USD
90000871	Straipack Inc.			Reject – higher consumption	
90007211	Groundwolf Companies			Reject – higher consumption	
90002121	Forgerider			Reject – check billing conditions	78.398 USD
90000231	Pink Lions			Reject – check billing conditions	

Cool! That was fast! ☺

Seems I need to check the next invoice with Anna from the billing department as there seems to be something wrong with the billing conditions!

Great! I can directly share the invoice with Anna via email in Fiori!

Until the meeting with Anna I'll go on with the other invoices. This is Fun! ☺

Check Billing Conditions of customer Barlus Automotive - M...

To: anna@scenergy.com

Subject: Check Billing Conditions of customer Barlus Automotive

Attached: Customer_90000213_Invoice.pdf (1 MB)

Hi Anna,

I'm sending you attached outsourced customer invoice for Barlus Automotive. Fiori suggests checking the billing conditions! Can we meet up in the coffee corner at 1 p.m.? – I'll bring my tablet with me so we can check it directly in Fiori!

Thanks and see you later,
Camillo

Invoice for customer Syntic Electronics released

Release
Reject

Share in Jam
Send Email

The App Prototype

Design Component 1:
<IconTabBar>

Design Component 2:
<Table>

The screenshot shows a mobile application interface within the SAP Web IDE. The browser address bar displays the URL: <https://webide-d030979trial.dispatcher.hanatrial.ondemand.com/>. The interface includes a top navigation bar with a back arrow and the title "Not Released". Below this is an **IconTabBar** with four items: "Not Released" (50), "Invoiced" (2596), "Cancelled" (45), and "Simulated" (95). The "Not Released" item is selected and highlighted with an orange underline. Below the tab bar is a table titled "Not Released (50)" with a search bar. The table contains the following data:

Customer	Description	Amount	Status	
90000213	Barlus Automotive	0.10 USD	Not Released	>
90000183	Hensington Group	50.00 USD	Not Released	>
90000623	Carlov Industries	1.50 USD	Not Released	>
90000871	Straipack Inc.	50,231.00 USD	Not Released	>