DESING CHALLENGE

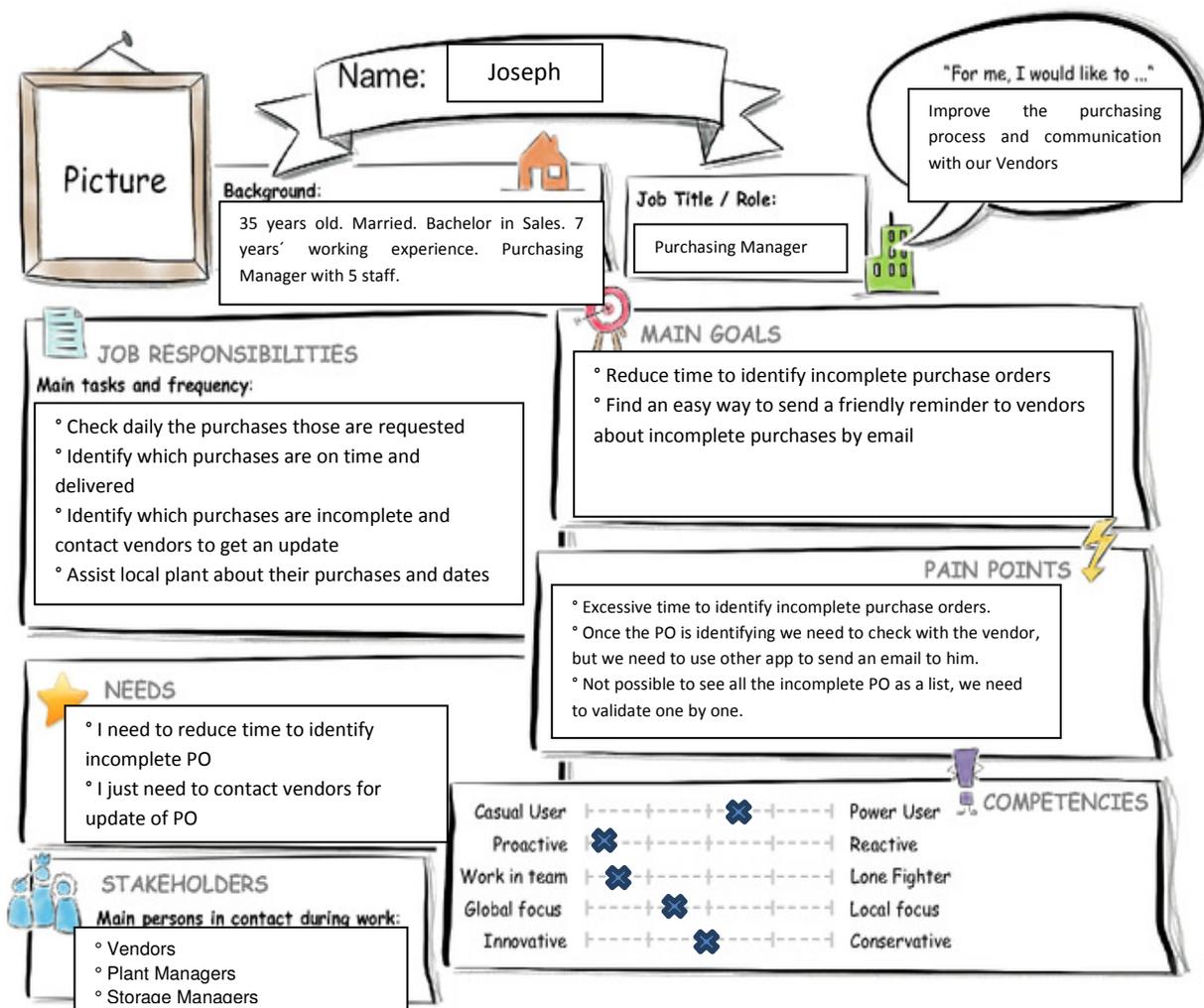Author: Luis Enrique Cuevas Preciado

1. Story:

The company's purchasing department has the task of generating purchase orders that might involve one or multiple vendors.

Vendors use to fulfill these orders on time, but sometimes they don't have enough stock to fulfill the orders and they will just deliver a partiality of it. This generates a task for purchasing department, review which Purchase Orders are incomplete and then request the vendors a new due date. However, finding these POs is not always easy.

To improve and speed up the process of identifying incomplete Purchase Orders, we'll create a Fiori App. This app will focus to retrieving incomplete purchase orders, giving the details of them and the option to send a friendly reminder to the Vendor by email.

The app will only show those Purchase Orders relevant to the user, based on the Company Codes that user has access.

2. Persona:

Name: Joseph

"For me, I would like to ..."
Improve the purchasing process and communication with our Vendors

Background:
35 years old. Married. Bachelor in Sales. 7 years´ working experience. Purchasing Manager with 5 staff.

Job Title / Role:
Purchasing Manager

JOB RESPONSIBILITIES

Main tasks and frequency:

° Check daily the purchases those are requested
° Identify which purchases are on time and delivered
° Identify which purchases are incomplete and contact vendors to get an update
° Assist local plant about their purchases and dates

MAIN GOALS

° Reduce time to identify incomplete purchase orders
° Find an easy way to send a friendly reminder to vendors about incomplete purchases by email

PAIN POINTS

° Excessive time to identify incomplete purchase orders.
° Once the PO is identifying we need to check with the vendor, but we need to use other app to send an email to him.
° Not possible to see all the incomplete PO as a list, we need to validate one by one.

NEEDS

° I need to reduce time to identify incomplete PO
° I just need to contact vendors for update of PO

COMPETENCIES

Casual User	✖	Power User
Proactive	✖	Reactive
Work in team	✖	Lone Fighter
Global focus	✖	Local focus
Innovative	✖	Conservative

STAKEHOLDERS

Main persons in contact during work:

° Vendors
° Plant Managers
° Storage Managers

3. User Experience Journey

Current User Experience Journey

Duration of the Journey: 10 to 15 min for each document

Mindset

What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?

Time to review Purchase Orders	Lets find them using ME2M, I will find using the Purchasing Organization	Check on by one which ones are incomplete, The pain start here!	This Screen is not easy to read! I just need ones that has particial delivers	I found one! Go and check which is the Vendor	Now find the Vendor Data and get vendor email	Jump to other app and write a new email	Send Friendly Reminder about this Purchase Order to the vendor	Well, go back to ME3M and search others

Actions

What actions and activities does the Persona take while going thru the journey to achieve their goal?

Open SAP GUI	Go to transaction ME2N or find it in the user menu	Put Purchasing Organization and execute	Wait until the tcode return results	Review the list and search Purchase Orders with partial delivers	Scroll until see one	Double click and check details	Check whi is the vendor	Search Vendors data ang get email using XK03	Open email app write Friendly Reminder and send.	Repeat process to search another incomplete PO

Touch Point

What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)

Open SAP GUI in the Laptop	Insert transaction ME2N or search it in user menu	Put data to search using ME2N	Get list of Purchase Orders	Check Purchase Orders details and get Vendor Data	Open email app	Send email	Repeat and search more

4. Points of View:

Joseph, the purchasing manager needs a way to quickly identify purchase orders with partial deliveries so that he can concentrate on those purchase orders that are delayed.

Also Joseph needs a way to quickly find the vendor data of those purchase orders because he needs to contact vendor and do an agreement for next delivers.

Joseph prefers to ping vendors by email, he needs a way to send quickly an email to those vendors so that he can concentrate on find more purchase orders with partial delivers.

5. Mockups:

The first screen will show a list of all the Purchase Documents that have partial deliveries, showing the amount of items and the totals of Units delivered.

Once you choose a document you can see the details. At the bottom you can see a button to send an email.

The history of the deliveries completed

Vendor Details

Send email screen