

BUSINESS ON THE GO (BUSIGO)

Background

An SAP ERP Solution for a “manufacturing and distribution company is in place. This solution is currently managed by the staff in-house and they handle the different transaction in the purchase process like sales order, purchase order & invoice creation, answering the queries on backorder, and deliveries. The company needs an online portal that could help its customers to keep track of the purchase process and deliveries, also provide a way of interaction to the purchase officers and warehouse managers to improve the customer satisfaction.

Segmentation:

This application is aimed to serve SMEs who have a significant customer base and with a goal to reach out to their region wide/world wide customers through an online solution collaborative Business Portal.

Targeting:

Currently it is aimed to serve the Manufacturing and Whole sale Industry.

Positioning:

For an existing customer who has an ERP solution for use by the staff in their own company, this solution will extend the possibility to serve the customers better through an online portal which is powered by HANA. The user experience that is designed and delivered through this Fiori application will focus on the specific needs of the different personas who interact with the on line portal, be it a warehouse manager who wishes to keep track of the backorder or a purchase officer who is looking for information to raise RFQ/ PO based on his/her previous purchases.

***Multiple personality is a disorder but Multiple Personas is the Order of the Day
--- Fiori Style***

Personas for the “**Business on the Go**” system can be one of the following:

- Purchase Officer
- Warehouse Manager
- Accounts Officer

The role of a Warehouse manager is taken for further discussion and implementation through this Fiori assignment.

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Persona : Warehouse Manager

Name: Gerald Lim

“For me, I would to...”:

I would like to improve the warehouse management activities by reducing days-in-hand and carryout purchase process analysis.

Background:

- 44 years old. Graduate in Business Management.
- 10 year experience in documentation, networking, sales, logistics and business promotion.
- Multilingual, tech savvy. Good communication skills.

Job Title / Role: Warehouse Manager

Job Responsibilities (Main tasks and frequency): Includes but not limited to the following:

- Produce purchase reports on weekly, monthly basis.
- Develop specification for product purchase and substitute materials
- Process RFQ and prepare PO
- Verify Invoice against PO
- Co-ordinate activities such as production, sales, records control and purchasing
- Conduct statistical analysis, forecasting and trending.
- Liaison with employees and other management is necessary to coordinate warehouse operations activities.
- Establish supplier evaluation criteria and methods of analysis
- Identify practical solutions when work is backlogged, through prioritization and rationalization exercises

Main Goals:

- Improve the percentage of supply orders delivered on time.
- Reduce days on hand, by forecasting items that are to arrive, to make warehousing arrangements.
- Closer Delivery Tracking.

Needs:

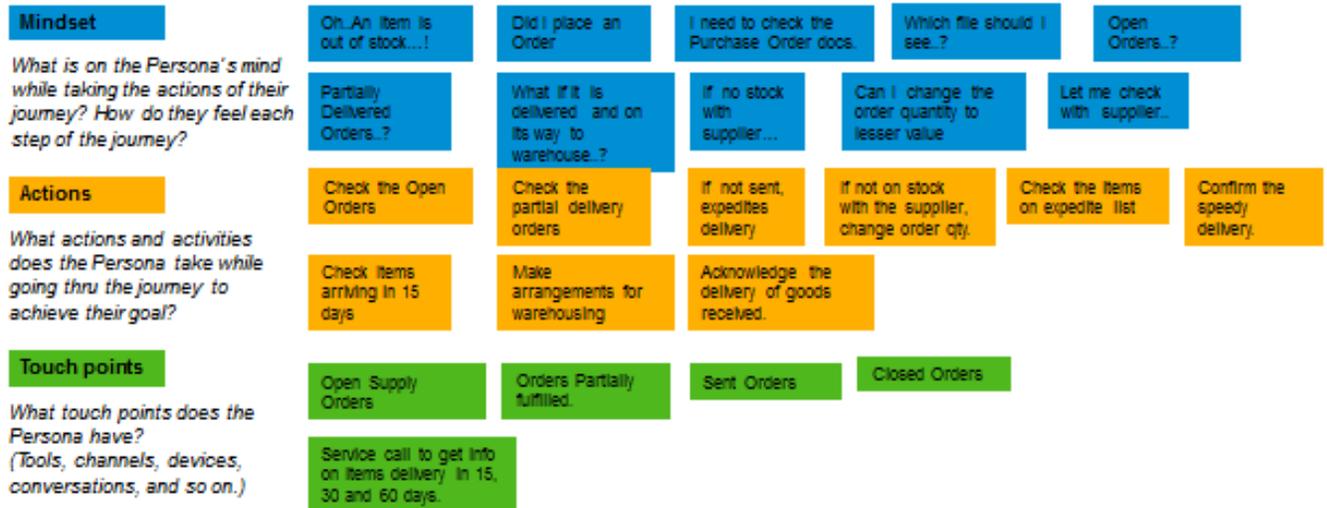
- Need to improve the percentage of supply orders delivered on time, by identifying items that are urgently needed and **Expediting Delivery**.
- I need to carryout **Forecasting of delivery** in the next 15, 30, 60 days.
- Carry out **Order Tracking** to identify the open, closed, partly fulfilled orders as on date.

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User Experience Journey

Current User Experience Journey

Duration of the Journey: 20 min



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Public

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Pain Points:

- Higher days in hand, due to the non- availability of information on product delivery deadlines [Would be good to have a way to forecast the deliveries in 10, 15 and 30 days].
- An item that is out of stock needs to be ordered based on the current purchase order. [Would be good if an expedite delivery be made possible].
- Lack of IT infrastructure to collate the purchase documents and carry out analysis. [A repository of all purchase documents placed with the vendor will help].
- Delay in processing the RFQ due to the non-availability of information on the substitute materials, when the requested material is out of stock with a supplier.
- Goods arrive late from the suppliers, due to lack of online collaboration with the suppliers when there is a conflict in PO.

Stakeholders:

- CFO
- Accountant
- Purchase Officer
- Supplier

Competencies:

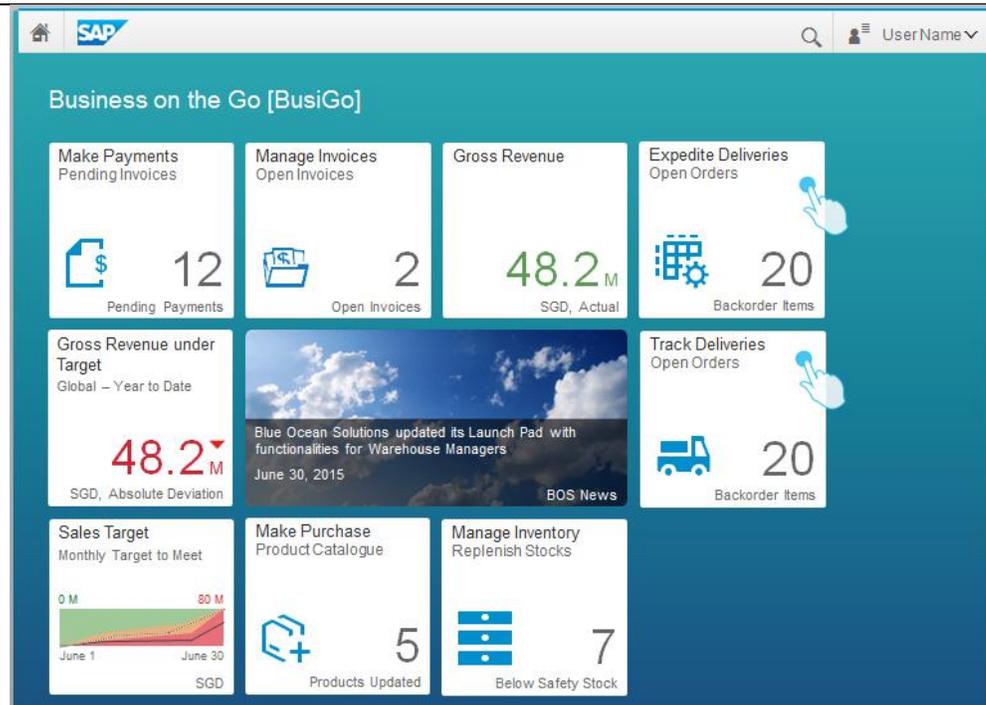
Casual User	O-O-O-X-O	Power User
Proactive	O-O-O-X-O	Reactive
Work in team	X-O-O-O-O	Lone Fighter
Global focus	O-X-O-O-O	Local focus
Innovative	O-O-X-O-O	Conservative

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Mockups

Fiori Launchpad [M1]

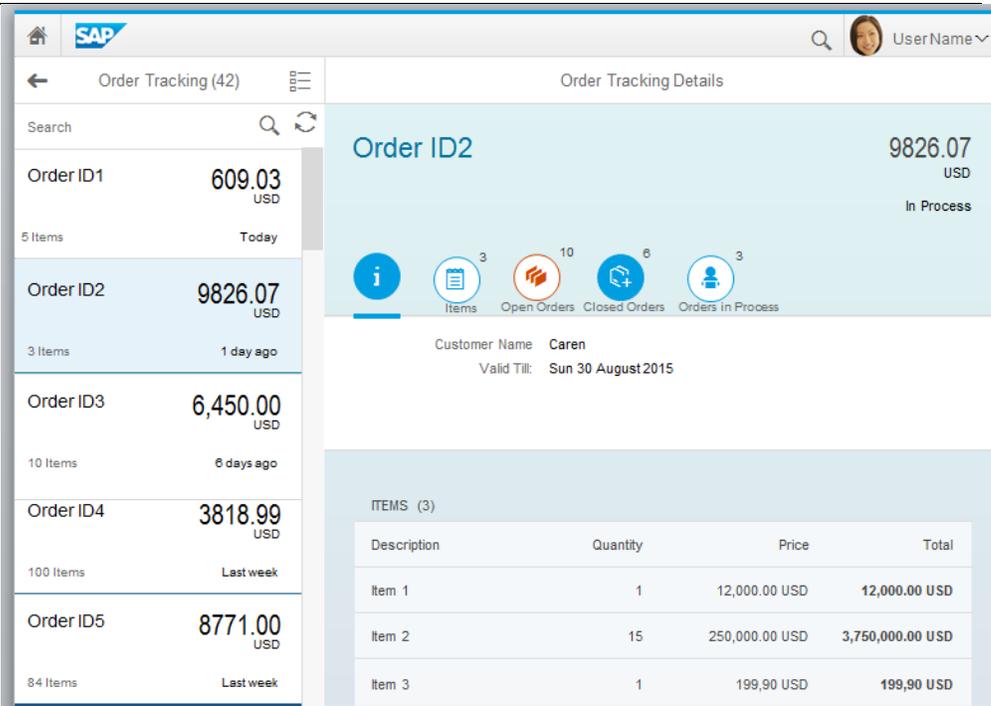
The Launchpad Mockup shows the tiles that are relevant for the functionalities related to Purchase Officer, Warehouse Manager and Accounts Officer.



Mockups – For Persona Warehouse Manager

Order Tracking [M2]

Using Order Tracking use case, the warehouse manager can view the items in a chosen order, list open orders, closed orders and orders in process.



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Expedite Delivery [M3]

This use case is meant to search for an item(s) that is out of stock, check the delivery status and place order for immediate delivery. User can choose any open order or an order by its ID or the item number to view the details and place an immediate order.

Order ID	Item Code	Quantity	Delivered	Amount
90000201	Item ID 9	10 K PCS	0 K PCS	6600 USD
90000213	tem ID 95	12 K PCS	12 K PCS	700 USD
90000183	tem ID 11	4 K PCS	2 K PCS	1000 USD
90000623	tem ID 123	12.5 K PCS	12.5 K PCS	6602 USD
90000871	tem ID 132	13 K PCS	13 K PCS	5500 USD
90007211	tem ID 43	29 K PCS	0 K PCS	660 USD
90002121	tem ID 246	22 K PCS	0 K PCS	700 USD
90000231	tem ID 6	11 K PCS	0 K PCS	6602 USD
90000231	tem ID 643	7 K PCS	4 K PCS	700 USD
90381122	tem ID 234	21 K PCS	10 K PCS	102 USD
92192911	tem ID 111	21 K PCS	3 K PCS	660 USD
90000371	tem ID 31	10 K PCS	0 K PCS	550 USD

Confirm Delivery Request [M4]

The items chosen from the above screen [3], are remembered and added to **confirm delivery request** screen, which allows the entry of re-order quantity.

Item ID	Quantity	Re-order Qty	Units
Item ID 5	Item ID 9	10	K PCS
Item ID 234	Item ID 43	10	K PCS
Item Id 41	Item ID 6	11	K PCS
Item ID 22	Item ID 111	10	K PCS
Item ID 16	Item ID 123	15	K PCS

Remarks for Supplier

The above items are out of stock. Please arrange for immediate delivery. Contact Mr. Gerald Lim for further enquires at 91197234

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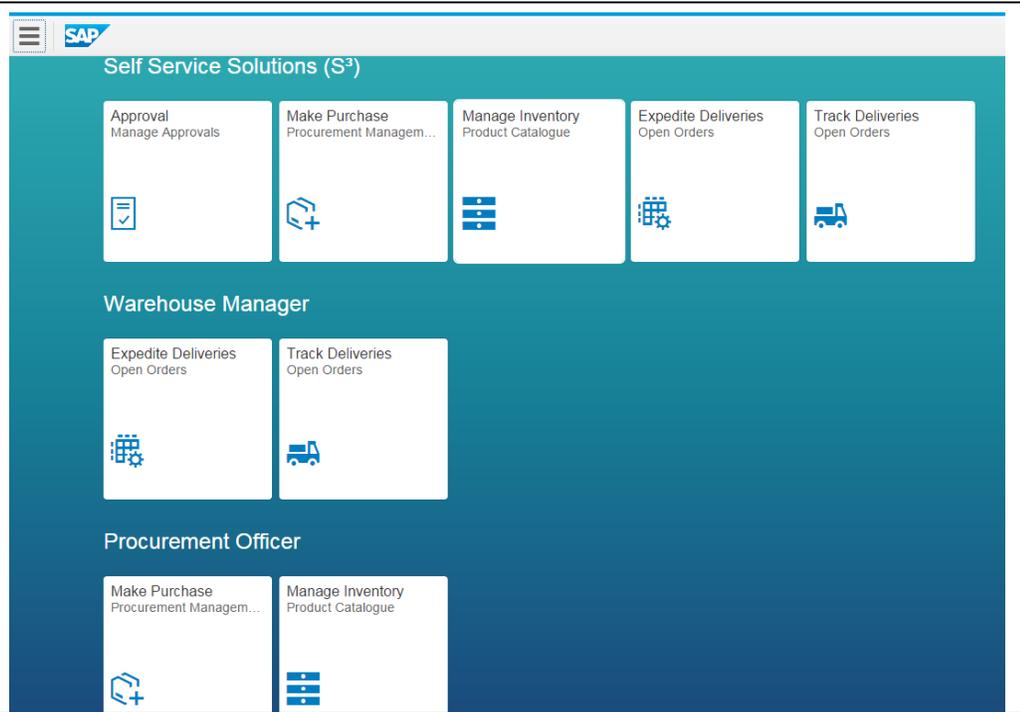
Screen Shots [Selected Views]

Deployed solution on Cloud [SS1]

LAUCHPAD

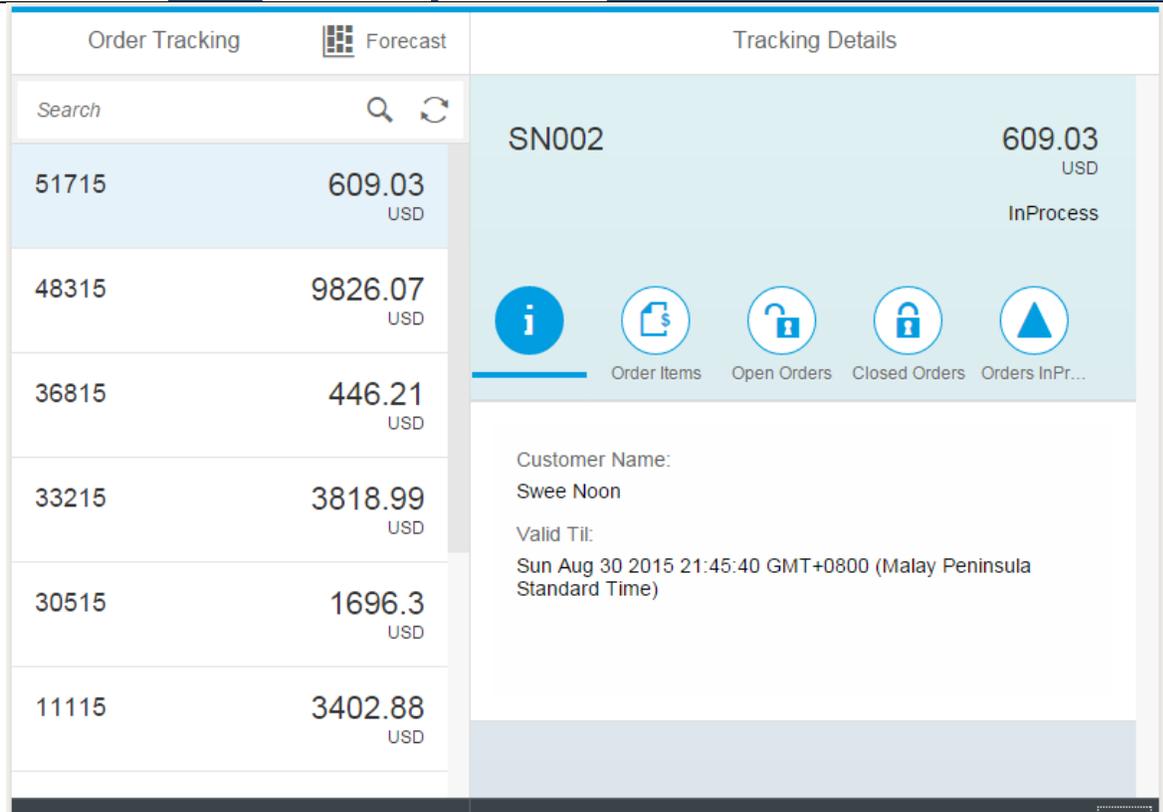
Organized based on the roles namely Warehouse Manager(WM), Procurement Officer.

The meta data for the views are generated based on the OData service implementation. The mock data was generated from the metadata.xml file generated from OData Services for Expedite deliveries and Track Deliveries.



Order Tracking [SS2]

Master Detail view showing the orders and details of the selected order. WM can search for a specific order. Forecast icon takes the user to the screen that displays a chart that displays the items delivery in the chosen time span say 10 days, as stacked column chart.



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Order Tracking- Order Items Display [SS3]

The **Order Items** tab let the WM view order items of the chosen order. Open, closed and orders in process can also be viewed in the Tracking Details screen.

The screenshot shows the 'Order Tracking' interface. On the left, there is a table of orders with columns for Order ID and Amount (USD). On the right, the 'Tracking Details' for order SN002 are shown, including a total amount of 609.03 USD and an 'InProcess' status. Below this, there are navigation icons for 'Order Items', 'Open Orders', 'Closed Orders', and 'Orders InPr...'. A table of item codes and descriptions is also visible.

Order ID	Amount (USD)
51715	609.03
48315	9826.07
36815	446.21
33215	3818.99
30515	1696.3
11115	3402.88

Item Code	Description
301003	SSA 2 Socket Button Cap Screw
600002	SSA 2Socket Cap Screw Din 7991
600062	SSA 2 Nylon Lock

Expedite Delivery View[SS4]

Using this view WM can search for an item by Item code that is immediately needed and place order.

The screenshot shows the 'ExpediteDelivery' interface. It features a search bar and a table of order items. A 'Running in demo mode with mock data.' notification is visible at the bottom.

Order ID	Item Code	Quantity	Delivered	Amount
51715	800162 Socket Cap Screw Din 912-12.1	0.02 1000 PCS	0.02 1000 PCS	5600.93 USD
51715	600002 SSA 2Socket Cap Screw Din 7991	10 1000 PCS	3 1000 PCS	9843.41 USD
51715	301003 SSA 2 Socket Button Cap Screw	20 1000 PCS	0 1000 PCS	3116.57 USD
51715	800502 Hex HD Lag Screw	10 1000 PCS	0 1000 PCS	6272.09 USD
48315	700162 Socket Set	10 1000 PCS	0 1000 PCS	7555.07 USD
600403	600403			