

## Story

John is an accounting officer who works in account receivable AR department of a large oil and gas company “Owner Inc”. He is 30 years old and has got a diploma with 5 years of experience.

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The company he works for has a huge customer base including small and large companies. Some of these customers being other companies also provide services and products to his company “Owner Inc”. This means these customers are also acts and maintained in their ERP system (SAP) as vendors.

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So in the ERP system we can have open-unpaid customer/vendor Invoices for the same entities and amongst these customers some of them want John’s company to send consolidated Invoice or payment rather than sending a unique invoice/payment for every open-unpaid item.

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To achieve this John has to go find the matching customer/vendor numbers (which he has saved in an excel file) and then he would go and find the open items for these numbers both in customer and vendor side and then post a clearing document in SAP with these items for each set. He will do some more manual step to create a PDF to be sent to corresponding customer.

Wow long and hard process to get a simple thing done. All **John wants** is to **choose** from **customer and vendor open items** from ERP system and **create a “net” clearing document** with a PDF that can be sent to customer and attached to the document in SAP.

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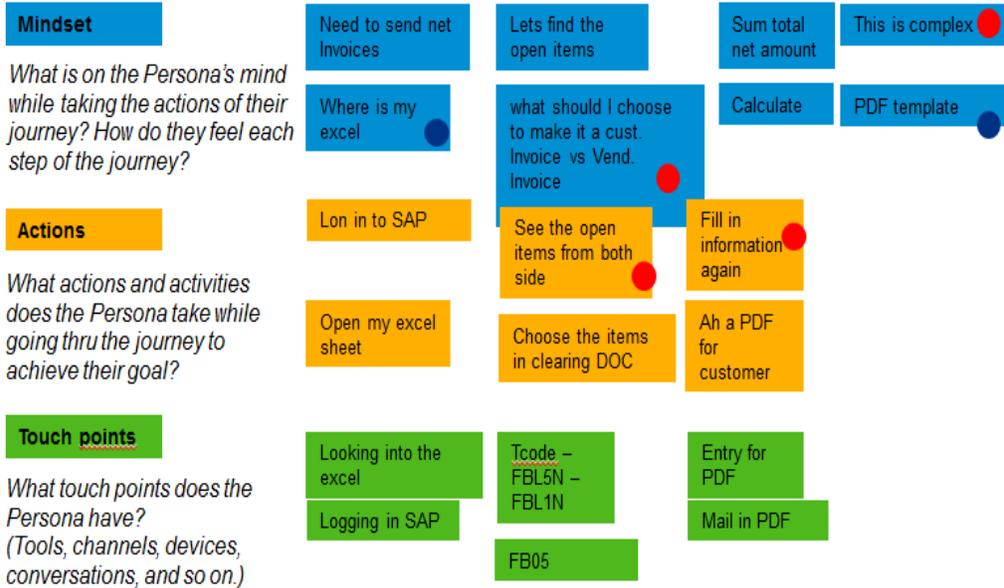


# Introduction to Design Thinking

## User Experience Journey – Create Net Invoice/Payment

### Current User Experience Journey

Duration of the Journey: 10 min



### The Point of View (POV)

## THE POINT OF VIEW

### USER:

John is an accounting officer who works in account receivable AR department of a large oil and gas company "Owners Inc". He is 30 years old and has got a diploma With 5 years of experience.

### NEEDS A WAY TO

All John wants is to choose from customer and vendor open items from ERP system and create a "net" clearing document with a generated PDF that can be sent to customer via customers desired communication medium.

### SURPRISINGLY / BECAUSE / BUT / SO THAT

It was surprising to see user had a great ideas about how an app can work as he suggested just send the email or print it without an option to view as that can make an app desktop only and user would love to see the app working for other device type too 😊

## Link to Study

**[Please click this Link](https://standard.experiencesplash.com/home/projects/e9965106eaf2c4d0bb1e835/research/participant/6c2c3372413b0fe80bb5b903) or copy paste link below in your in your browser.**

**<https://standard.experiencesplash.com/home/projects/e9965106eaf2c4d0bb1e835/research/participant/6c2c3372413b0fe80bb5b903>**

## Mock-up Screens (in Splash and Build)

Netting Customer List	Netting Details		
<input type="text" value="Search"/>	Star Marketing		
Star Marketing	Atlanta	10 Main Street	36500.86
Vendor No.: 100100	Atlanta: GA		USD
Customer No.: 200100	30022		Net Due
			By: Star Marketing
The Depot House	Phillidelphia		
Vendor No.: 100200	PA	VENDOR	CUSTOMER
Customer No.: 200200			REMARKS
Green Company	Silver Spring	Vendor - Open Items	
Vendor No.: 100300	MD	Amount	Vendor #
Customer No.: 200300		19500	90006610
		USD	Document Date
			3/5/16, 12:00 AM
			Select
			<input type="checkbox"/>

Customer tab:

Customer No: 200100

The Depot House **Phillidelphia**  
PA

Vendor No.: 100200

Customer No: 200200

Green Company **Silver Spring**  
MD

Vendor No.: 100300

Customer No: 200300

Dolphin Sales **Chandler**  
AZ

Vendor No.: 100400

Customer No: 200400



VENDOR



CUSTOMER



REMARKS

Customer - Open Items

Amount	Customer #	Document Date	Select
<b>46500</b> USD	100100	3/6/16, 12:00 AM	<input type="checkbox"/>
<b>5400</b> USD	100100	3/6/16, 12:00 AM	<input type="checkbox"/>
<b>86800</b> USD	100100	3/6/16, 12:00 AM	<input type="checkbox"/>

Post

Confirmation Message:

90008811

90008801

Document Posted Successfully **36500.86**  
USD

SUCCESS

Due: Star Marketing

OK

WebIDE Screen Shots:

```

Save Run
neo-app.json x index.html x
MOBILE_APP_TEST
NETTING_APP
models
resources
view
.gitignore
.project.json
Component-preload.js
Component.js
fakeLRep.json
index.html
neo-app.json
sample.js
nw.epm.refapps.ext.shop
OVP_TEST1
webapp
.gitignore
.project.json
neo-app.json
pom.xml
OVP_TEST2
1 <!DOCTYPE HTML>
2 <html>
3 <head>
4 <meta http-equiv="X-UA-Compatible" content="IE=edge">
5 <meta http-equiv="Content-Type" content="text/html; charset=UTF-8"/>
6
7 <script src="https://sapui5.hana.ondemand.com/1.30.6/resources/sap-ui-core.js" id="sap-ui-bootstrap"
8 data-sap-ui-libs="sap.m, sap.ui.unified, sap.ui.commons"
9 data-sap-ui-theme="sap_bluecrystal"
10 data-sap-ui-xx-supportedLanguages="en"
11 data-sap-ui-xx-bindingSyntax="complex"
12 data-sap-ui-preload="async"
13 data-sap-ui-resourceroots='{
14 "generated.app": "./"
15 }'>
16 </script>
17
18 <script src="/public/iframeMessaging.js"></script>
19 <script>
20 "use strict";
21
22 sap.ui.getCore().attachInit(function () {
23 new sap.ui.core.ComponentContainer({
24 name: "generated.app",
25 width: "100%",

```

Large 100% x 100% Medium 800 x 600 Small 320 x 480 Custom 480 x 800 Refresh Orientation English

Netting Customer List

Search

Star Marketing	Atlanta GA
Vendor No.:	100100
Customer No.:	200100
The Depot House	Phillidelphia PA
Vendor No.:	100200
Customer No.:	200200
Green Company	Silver Spring MD
Vendor No.:	100300
Customer No.:	200300
Dolphin Sales	Chandler AZ

Netting Details

Net Due By:

VENDOR CUSTOMER REMARKS

Vendor - Open Items

Amount	Vendor #	Document Date	Select
No data			

Post