



CIBER KPM - Item Clarification Management



Your task

It is your task to develop new structures, procedures and/or cost savings for the resolution of account-related cases (payment deductions, reductions) in need of clarification. Clarification items can arise at various times and in the most diverse parts of the organisation (internal and external). In order to properly deal with these situations, you require efficient and integrated clarification management.

You are looking for ways to:

- Identify the causes of the cases to be clarified and resolve them
- Map out processes in a transparent and standardized way
- Reduce the time needed to resolve a case to be clarified
- Reduce DSO

Our solution

We offer you "KPM" as our solution to your task. This is an ADD-ON application for the SAP® ERP system. The following will explain integration with SAP®, "KPM's" range of capabilities, the benefits to you and the services we offer.

KPM provides the following functionalities (in extracts)

(1) The clarification case:

The "clarification case" is the central SAP "business object" for summarising of all data relevant to clarification. This specifically includes:

- Areas of responsibility within your company (finances, internal and external sales etc.)
- Data regarding the client and amount in question
- Documents (debit memos, complaints, other correspondence, etc.)
- The history of the clarification case

(2) Workloads:

Each accounting clerk receives his own personal workload. Within this workload, the case worker's clarification cases are itemised in summary fashion (expedited, current, re-submission, in-process, etc.).

- Reduction of your DSO
- High return on investment
- Simplification/standardisation mainly of an individually or manually performed business process
- Reduction of the processing time and thus the costs now with a higher operative efficiency
- Paperless Office

(3) Automatic personnel locator

In addition to the accountant, the appropriate contact partner in sales is also located.

(4) Free definable clarification workflow

The clarification workflow can be easily expanded by customizing, e.g. a workflow for approving credit-memo claims.

(5) Automation of standard tasks

Recurring transactions of accounting clerks are automated (offset against a credit memo, courtesy write-off, remove/set dunning block, post a reversal debit, etc.).

(6) Statistical tags

Before a clarification case can be resolved, the accounting clerk in charge must code it with a tag for statistical purposes. This statistical tag records the cause of the clarification case within the system. The tags can be freely defined and serve as an important criteria for management to track internal and external problems in the supplier-customer relationship (e.g. courtesies, mispricing, incorrect order numbers, etc.).

(7) Information system

"KPM's" reporting serves as an early-warning system (complaining customers, long processing and lead time, etc.) and also as a traditional evaluation system (time comparison, profit/ loss analysis, cause analysis, etc.).

Further functions

- Linked to Outlook / Lotus Notes
- Automatic setting of dunning blocks
- Substitution regulation
- Automatic data updating
- Administration of NON-SAP documents

(correspondence)

- Automatic resubmission/escalation

The services we offer

We advise and support you in all phases of implementing your clarification-item management.

This specifically includes:

- Installation and customising of the "KPM" ADD-ON
- Integration of the ADD-ONs „KPM" into an optical archive or BDS
- Organisation consulting and process optimization
- Software Service Agreement

Our references (extract)

- Bosch Rexroth AG, Lohr
- Fischerwerke Arthur Fischer GmbH & Co. KG, Tumlingen
- Zentis GmbH & Co. KG

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“Behind your Business are masterminds – Behind our system solutions as well.”

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Practical **Innovation.**

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