

# *X-Center Solution Portfolio*

# Customer Order extraction and integration with SAP SD



**Our solution aims to automate in a fully reliable way the customer order capture and extraction processes.**

**As a result, the Sales Administration clerks can rely on data accuracy and directly focus on the Sales Order creation control in SAP**

## 1. The Pain Points



Intensive Workload

Costly errors

Disgruntled customers

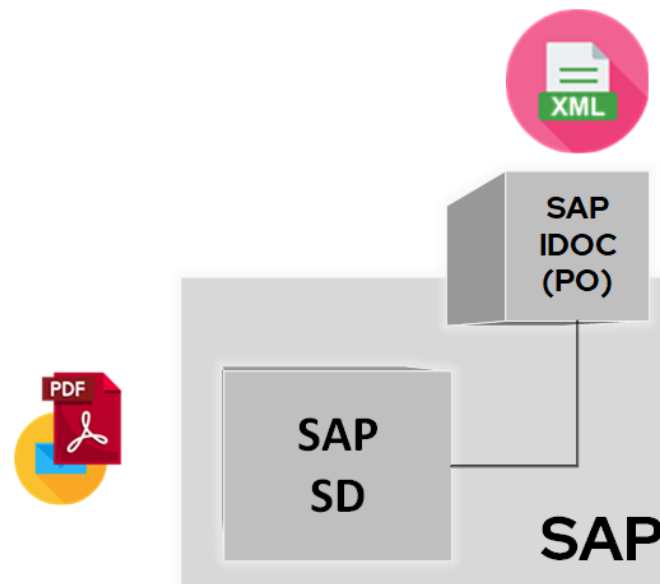
Delayed turnover

In the B2B arena more than 70% of customers are not received from EDI or electronic transmission, and this percentage is not poised to decrease quickly. Customer preference goes for the PDF files attached to eMails, as it combines all the advantages: **flexible + fast + legal cheap + straight forward.**

But for you the vendor, it means:

- Intensive workload: process incoming eMails, detach and classify PDF orders, manual customer input in his ERP system
- Costly errors in the order creation process ( customer selection article numbers, quantities ... )
- Disgruntled customers, when the delivery does not match the order due to errors
- Backlog of orders awaiting process, with delayed turnover as a result

## 2. SAP SD standard solution



The SAP standard solution is very basic, and has not evolved since the years.

Customer order capture can be organized 2 different ways:

- Paper / PDF / fax orders
- EDI orders

### PDF / Paper / Fax orders

Sales Administration clerks are expected to read the order image and fill the SAP SD transaction VA01, to create the sales order, line by line.

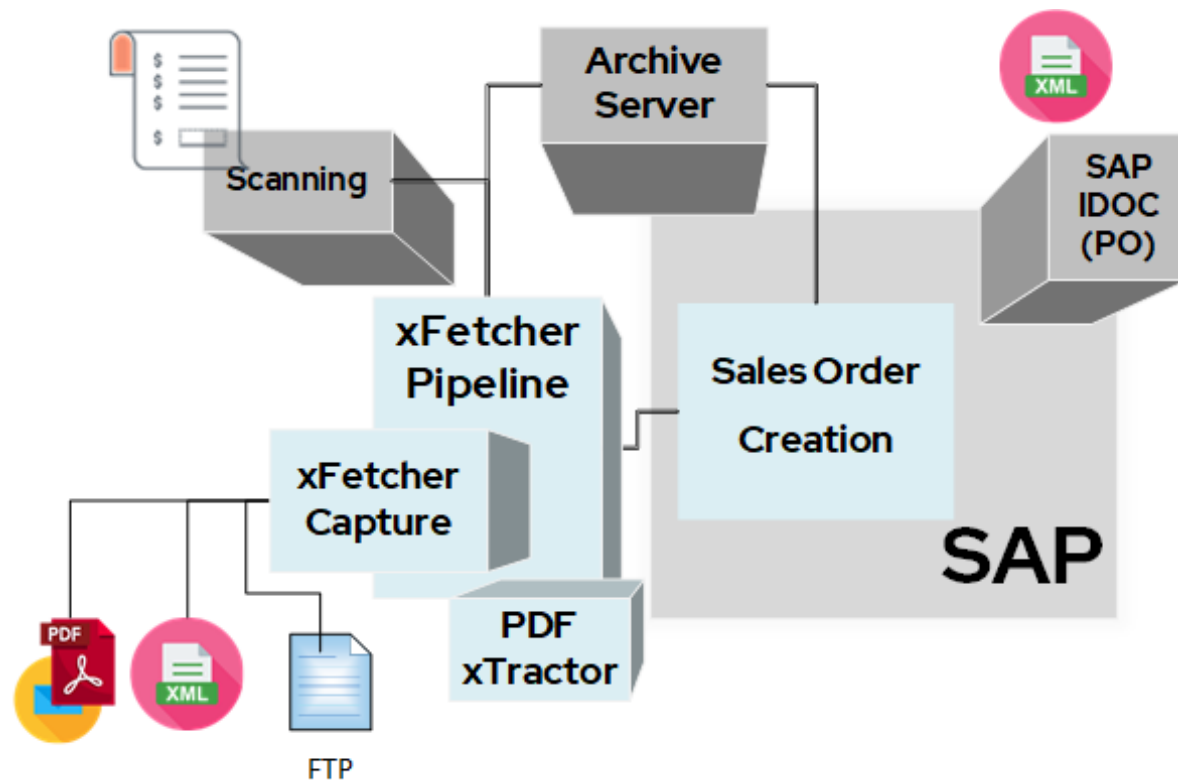


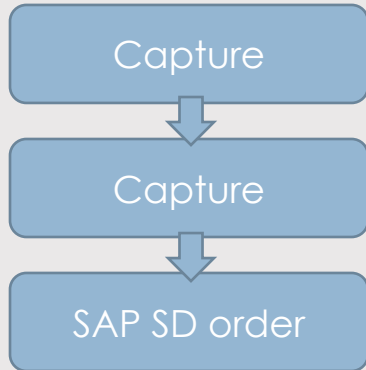


## EDI orders

- Customer orders are received from external service providers as original EDI files ( cXML, Edifact ... ) or directly as SAP IDOC files
- The SAP IDOC is aimed to create a SD sales order directly
- There is no readable order attached to the process
- If the IDOC cannot be created, it must be edited by IT support

### 3. Our proposition





Our solution consists of 3 components, integrated into each other. They are all developed by X-Center:

- Document capture
- Data extraction
- SD Sales Order creation support

### Document Capture

Our solution captures different customer order document formats:

- Readable and graphical PDF files
- Electronic documents as IDOCs or EDI formats
- Scanned paper documents

**eMail with Readable PDF orders** : we propose our Windows solution **xFetcher**, which can be connected to a mailbox where the customer send their eMails with attached PDF orders.

It includes a very extended functionality:

- eMail also archived and attached to the SAP SD order
- unique sequential number can be added on each order image
- eMails without PDF files are forwarded to Sales Administration clerks

## Data Extraction

Data Extraction is the most challenging and the most sensitive topic. It directly conditions data accuracy, workload and process speed.

Our solution xTractor makes use of a new technology which reads document text straight without use of OCR, guaranteeing 100% accuracy in the extraction and classification, even for line items.

Templates are created with a graphical tool, to tell how the order information will be extracted.

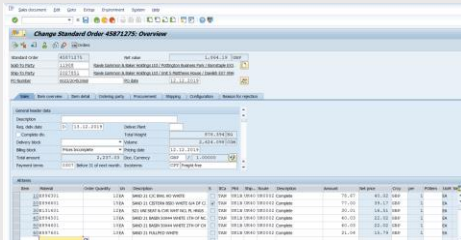
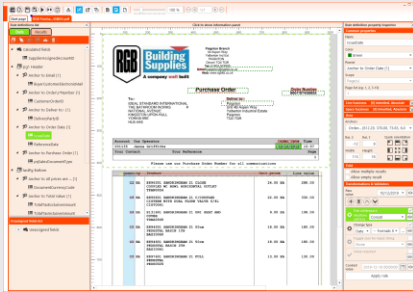
Incoming PDF, CSV, XLSx, DOCx orders can also be converted into a e-order structure.

## SAP Sales Order Creation Process

From our SAP Customer Order monitoring the Sales administration clerks follow up the customer order creation:

- List of orders received by eMail and EDI flow, with their status and access to the PDF file and eMail
- SAP Sales order creation transaction VA01 is defaulted with extracted data
- Possibility to refer to a contract

EDI orders to be processed as IDOCs, can also be re-routed to the Customer order monitoring, with a PDF image automatically generated from the IDOC



## 4. The Advantages for your Organization

- **Your customer orders are processed without any delay, as soon as they arrive. No more time spent to key he SD sales order manually**
- **No more risk of typing error**
- **SAP data may be controlled and modified by business rules, or manually by the Sales Administration clerk, before the SD Sales order is created**

## 5. Contact

Should you be interested and get more information about the solution, or simply get a live demo, please send your contact detail to the following eMail address :

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