



## Functional description: SUPPLIER BACKFLUSH INTEGRATE SUPPLIERS EFFICIENTLY INTO SAP

### OVERVIEW

#### Challenges

- No EDI connection
- Additional effort due to supplier backflush in paper form or via e-mail
- No SAP solution yet

#### Project goal

- Automatic backflush of supplier's order confirmation via email with a direct transfer of confirmed data to the SAP ERP system of the customer.
- That means no manual entry of the data is necessary.

#### Why decide for the SAP Solution developed by SERKEM

- The supplier can directly enter its data via the e-mail attachment, report to the SAP system and submit update proposals
- Order update with confirmation data: the order confirmation is added to the order in the SAP system
- Flexibility due to different link-up options: HTML format or system integration software, such as SAP Business Connector or Process Integration

#### Challenges

Companies usually request order confirmations from suppliers. However, particularly smaller suppliers are often not able to send order confirmations via EDI directly to the SAP ERP system of the customer. They confirm the order on paper or via e-mail. The buyer manually enters the data in the SAP ERP system. In order to improve the confirmation process, the SAP system should be able to allow suppliers to enter order confirmations directly into the SAP ERP system of the customer.

#### The solution

With the SAP solution from SERKEM the supplier transmits order confirmations to the SAP system of the customer. The data automatically is entered into the SAP ERP system.

With every order the buyer sends an automatic email to the supplier. Attached are the order in PDF and the order confirmation in HTML format. As soon as the supplier enters data in the HTML format and sends it, an automatic data transfer to the web service via http-post takes place. Confirmation data automatically is entered into the SAP system and an order confirmation – including the supplier's data – is installed in the order. The supplier receives a message from the website that the order confirmation was sent correctly.

The status of every single order can be checked by the buyer in the SAP system at any time. If there is a difference in price, quantity or scheduled delivery date – depending on the supplier's data – a notification email is sent to the buyer.

As an alternative the confirmation can be sent via a system integration software – SAP Business Connector or SAP Process Integration. In this case the data is sent to the system integration software and transferred into an IDOC. The IDOC then is forwarded to the SAP system. Due to this well-defined interface there is no need to change firewall settings. Another advantage of this solution is the particular high network security.

The entire process of order confirmation is done electronically in both solutions, which saves the buyer from entering the confirmed data manually.

#### Benefit for the customer:

- Automatic processing of the backflush and entering the data in the SAP system: no need of manually editing the order confirmation by the buyer
- Order status including scheduled delivery date are apparent at first sight in the SAP system
- Status notes can be edited by the buyer
- Depending on supplier's data, emails are sent to the buyer, if there is any difference in price, quantity or scheduled delivery date



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## ABOUT SERKEM

SERKEM GmbH is a business consulting company with international operations specializing in industry, the automotive sector, consumer goods, and retail. The company's core competencies involve consulting for customer-oriented business processes (CRM), internal company business processes (ERP / PLM), vendor-oriented business processes (SRM), and in-house/cross-enterprise logistics (SCM). SERKEM aims to provide consulting services for all customer needs – from strategic consulting, organizational consulting, and process consulting to technology consulting and systems integration.

The company's expertise and long-term industry experience are demonstrated by more than 250 successful customer projects in several countries. Since its foundation in 1997, SERKEM has gained more than 15 years of experience in services relating to all aspects of SAP solutions. The portfolio is rounded off by practical solutions (add-ons) in the SAP environment.

SERKEM has become an SAP Alliance Service Partner. On top of this, the company has a SAP Special Expertise partnership for SAP Supply Chain Execution (SCE). The company is a Solution Partner for SAP Business All-in-One for the Logistic Service Providers. With our SERKEM A1-LDL for Logistic Service Providers, we offer customers preconfigured industry capabilities that allow them to deploy the solution quickly and to realize a fast return on their investment. With our solution based on enterprise SOA, we can provide the same built-in expertise in a significantly simplified solution that facilitates end-user adoption and increases the overall value our customers can derive from the solution.

In addition to working closely with SAP, SERKEM is also a partner of Hewlett Packard.

Complete solutions for our customers are SERKEM's main target. Our offer consists of software products with respective services (consulting, education, programming, hotline service) as well as hardware and networks. The large web of SERKEM's business partners helps to maintain a qualified service wherever you need it.

Long-term customers of SERKEM include prestigious international enterprises such as BASF, BOSE, CONTINENTAL, FOSSIL, HOLSTEN, KNAUF, KÜHNE+NAGEL, KRUPS, ROWENTA, TEFAL, TOMMY HILFINGER, MAHLE, WRIGLEY, and the ZF Group.



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