Automated Order Management for SAP® Applications

With comprehensive automation capabilities for receiving, entering and tracking customer orders, Esker DeliveryWare makes it easy to integrate best-practice customer order management with your SAP® system. Esker DeliveryWare offers an end-to-end order management solution encompassing automated order entry and posting, dynamic work item task descriptions, routing for exception handling and detailed reporting.

Solution overview

Esker DeliveryWare combines dynamic content capture with integrated workflow and process tracking to help SAP customers address the challenges of manual data entry, manual paper routing, lack of coordination and lack of transparency within traditional sales order processing.

RECEIPT ▶ ENTRY ▶ FULFILLMENT ▶ BILLING

When a fax, email, paper or electronic order arrives, Esker DeliveryWare uses patented technology to capture relevant data such as sales order number and due date, delivery instructions and line item details. Esker DeliveryWare can extract data from any image documents (e.g., PDF, JPG, TIFF, etc.) for routing and indexing, with no predefined templates needed. Captured data is validated against SAP master data, then transferred to SAP SD for shipping and invoicing.

The original sales order is directly linked to the new business transaction, allowing users to view both documents without leaving SAP SD. Following the receipt of the sales order, a confirmation notification can be automatically created and sent to the customer.

Automated indexing (to SAP Content Server or other archive) ensures that no sales order document will be misplaced, making future search and retrieval for users more efficient. Esker DeliveryWare solution process audit trail and reporting tools provide complete visibility over the process.
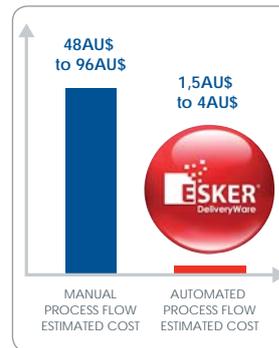
Benefits of order management with Esker DeliveryWare

Automated capture and tracking speeds the process

Esker DeliveryWare produces quick bottom-line return by taking keystrokes out of the process and bringing visibility to it. Data entry time and errors are significantly reduced. Order information is instantly available for reporting and analysis to balance workloads and identify process bottlenecks.

The result is a fully optimised business process that supports faster order delivery and payment, effective sales management and forecasting, and increased customer satisfaction.

With the Esker DeliveryWare Order Management solution you can:

48AU$ to 96AU$

1,5AU$ to 4AU$

MANUAL PROCESS FLOW ESTIMATED COST
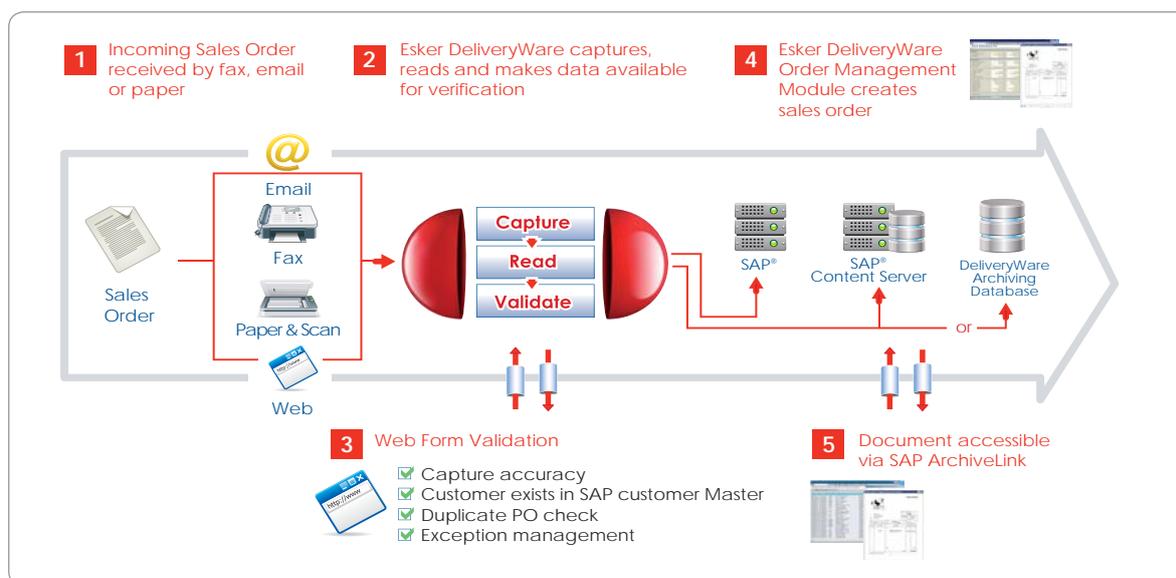
AUTOMATED PROCESS FLOW ESTIMATED COST

- Lower order-to-cash processing costs by up to 70%
- Improve cash flow and lower Days Sales Outstanding
- Reduce stored data costs electronic archiving
- Receive and enter customer orders up to 65% faster
- Guarantee data entry accuracy as much as 99%

- Free-up staff time as much as 65%
- Meet 100% of SLA and increase customer satisfaction

Key features of the Esker DeliveryWare Order Management solution include:

- Straight-through processing (no human intervention)
- Work assignment and prioritisation
- Automation of order details into your SAP system
- Controlled exception handling
- Real-time document accessibility for authorised personal
- Order validation including side-by-side view of original and captured data
- Complete process history and audit trail
- Sales order processing activity reports
- Central point of information for all order management processes within your company

SAP Partner

Process walkthrough

1 Incoming Sales Order received by fax, email or paper

2 Esker DeliveryWare captures, reads and makes data available for verification

4 Esker DeliveryWare Order Management Module creates sales order

3 Web Form Validation
- ☑ Capture accuracy
- ☑ Customer exists in SAP customer Master
- ☑ Duplicate PO check
- ☑ Exception management

5 Document accessible via SAP ArchiveLink

1. Order Arrival

Incoming fax sales orders are made available to Esker DeliveryWare for data capture and analysis. Sales orders received as paper documents can be scanned and made available to the system.

2. Order Capture

Sales orders are automatically analysed to extract pertinent business information. If desired, an email message can be sent to the internal user as notification that a specific sales order is awaiting validation.

3. Order Validation

Using a web interface, the user validates a side-by-side view of original and captured data. The system automatically checks to see if the customer and part numbers exist in the SAP system, and checks for duplicate orders. If the capture is not accurate, the user can easily teach Esker DeliveryWare how to recognise similar sales orders in the future.

4. Order Creation

Once the data is validated, Esker DeliveryWare can automatically create an inquiry, or create a sales order in SAP SD for further processing. This sales order includes all the attributes of the original.

5. Workflow and Process Tracking

The sales order document and related process information are readily available for reporting and analysis. SAP Workflow automatically routes the document to the appropriate person for subsequent processing. The system allows for automated handling of exceptions such as master data maintenance, assignment change or resubmission at a later date.

All steps and data in the process from order receipt to order entry are recorded and continuously updated, creating a detailed audit trail for each customer order transaction.

Some Esker customer achievements:

- Shorten average order entry time from 43 minutes to 11 seconds
- Reduce fulfillment time from 4 days to 1 with the ability to monitor and prioritise the order queue
- Achieve and maintain 99.6% order accuracy rate
- Support 50% increase in order volume without additional headcount
- Process orders 76% faster than manually
- Process 50% of orders without any manual intervention
- Save 1 to 2 hours a day by automating order confirmation management

> **We have had a 50% increase in order volume and have not needed to increase the order entry staff. Orders went from about 100/day to approx. 150/day.**
>
> Marc Mendez at Car Sound Exhaust
> - **Automative Industry**