

CASE STUDY

Project

Midstream Energy Industry Supplier - Central and Eastern United States

Prepared by:

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People
Process
Technology



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Natural Gas and Liquid Pipelines Co. Case Study

The Client is a limited partnership operating in the midstream portion of the natural gas and natural gas liquids industry, providing transportation and storage services for its customers.

The Client understands that our success depends upon creating value for its customers. Their assets connect important supply resources to growing markets for natural gas and natural gas liquids.

We have the experience, knowledge, and flexibility to design service offerings and create system enhancements tailored to our customers' needs.



Client

Midstream Energy Industry Supplier - Central and Eastern United States

Project Name : AP Process Optimization

Duration : 4 Months

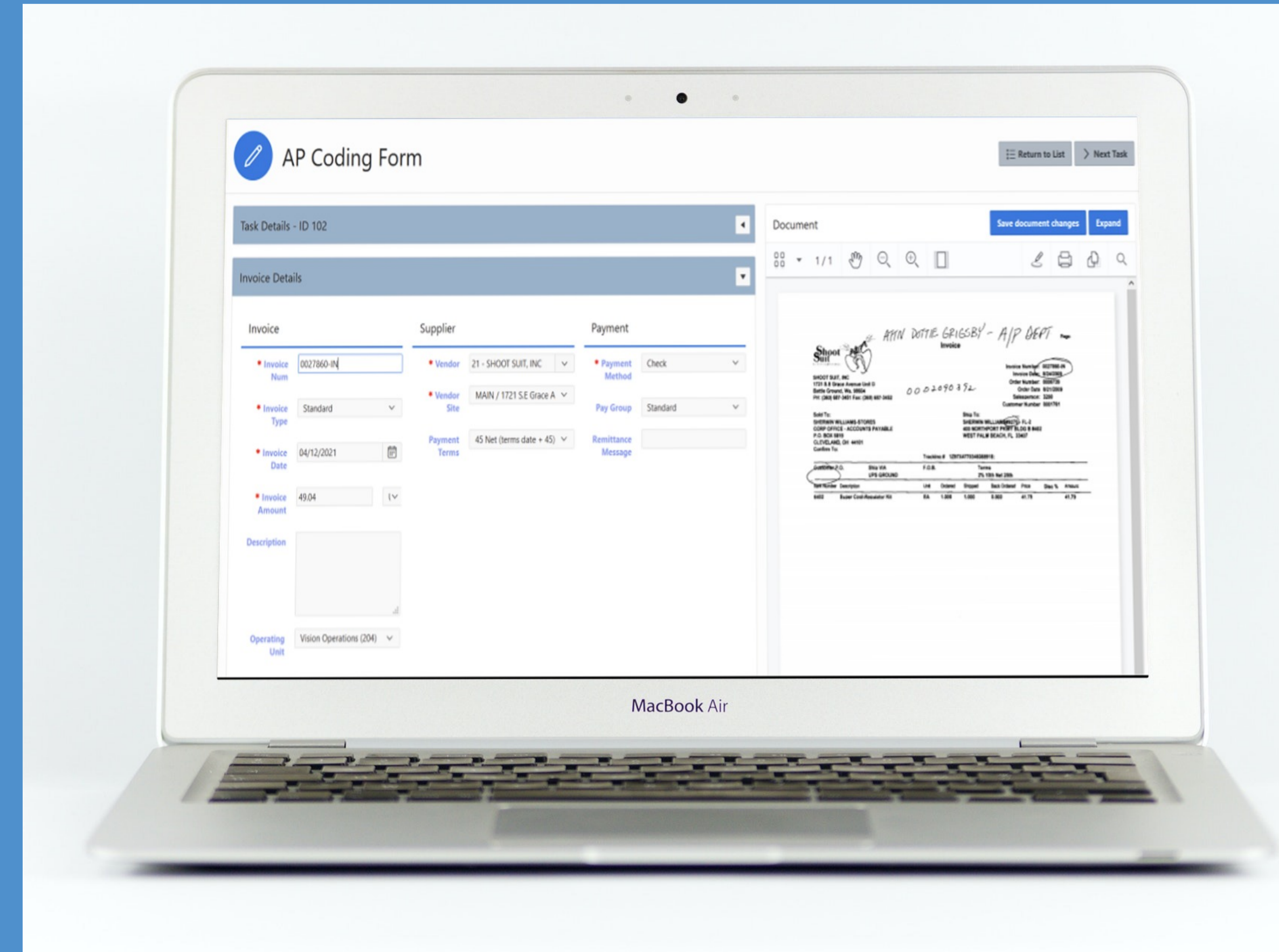
Users : 100+

Project Descriptions

oAppsNET teamed up with **The Client**, to bring about a substantial change in the accounts payable process by enhancing their current way of working. Together, we focused on the people and then we reviewed all the processes and finally applied new technologies to improve the overall process.

The objectives were to improve the **End User** experience and to allow those **Users** to focus more time and effort on tasks that drive down costs. Other objectives were to maximize vendor discounts, eliminate duplicate payments, process more invoices without increasing head count and finally allow the AP Team members to participate in strategic projects to maximize **The Client's** profits.

+200% Increased invoice lifecycle efficiency.



Per AP Manager:

“Several steps in the invoice process have been improved or automated to allow AP Accounting Assistants to concentrate on value-added tasks which leads to invoices being processed more efficiently.

The portal also provides visibility of in-flight and completed invoice tasks for both AP team and AP customers. In addition, the portal has metrics and reports that allow AP team members to track and monitor the progress of invoice task processing.”

01 People

The Client's AP Team is the center of the AP process and they are the people responsible for ultimately driving the AP improvements within their organization.

We listened to The Client's AP Team Members' pain points and then we architected new business processes with or without technology to reduce overall AP processing costs and to maximize supplier discounts.

02 Process

The Client and **oAppsNET** researched why invoices were being held up for processing and we noticed that in some cases the applied technology had negatively impacted the process.

Therefore, we re-architected the process flows without assuming any technology and then only applied technology when it improved the process versus forcing a technology when it was not required.

03 Technology

Outcome and Viability

Strategic technological enhancements were implemented to improve the AP process:

- Simplified AP Process Flows
- Inter-departmental Collaboration
- Advanced Invoice Routing
- Personalized GL Coding Templates
- Enhanced Duplicate Invoice Checking
- Improved Invoice Visibility
- Identified Issues Before EBS
- Provided Self-Service Pages To Relieve AP of Common Requests

Improvements in Process

The Client took advantage of the oAppsNET predefined process flows and customizable user screens to allow the entire company to collaborate with AP. AP Users can seamlessly switch between PO and Non PO Invoices using the same universal screens.

Additionally, the Non PO invoice process offers additional tools such as personalized GL allocation sets and one-click GL coding.

The oAppsNET coding form allows the coder to enter or copy and paste coding directly into the form, rather than a sticky note, and reduces the amount of effort and time needed to complete the invoice once it is returned to the AP portal queue.

Before adding the oAppsNET coding form, most coders added coding advice to a sticky note on the invoice image.



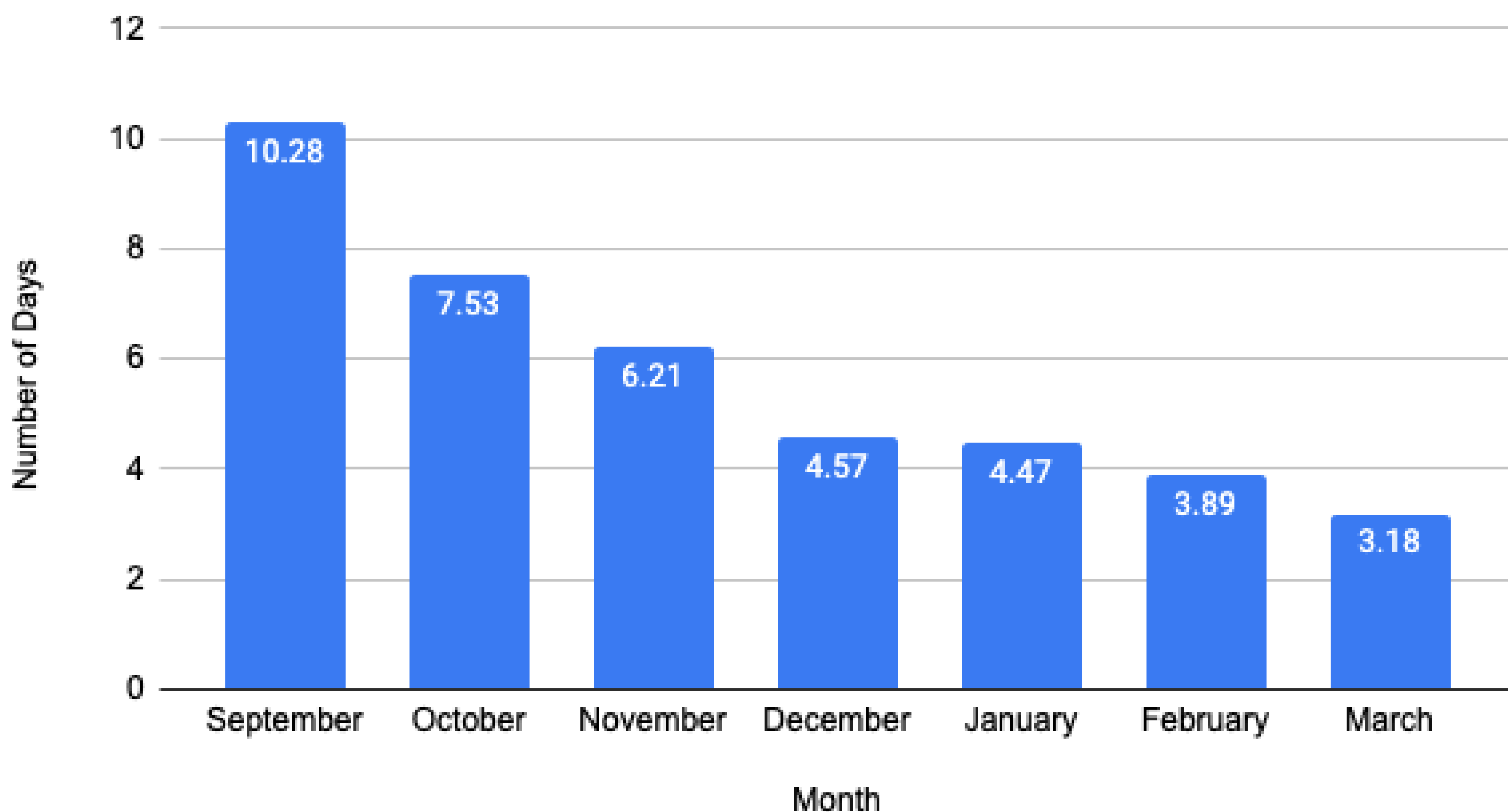
Improved tracking and monitoring of the payables processes:

The AP Dashboard allows **AP team members to monitor tasks in WebCenter Capture, WebCenter WFR, the AP Portal and the interface table between the portal and EBS on the same page.** In addition, EBS holds are shown on the dashboard. Prior to the AP Portal, AP users would have to log into each application for task counts and task details in that application.

AP Metrics are now available on a dashboard as well. The metrics included are Discounts at Risk, Past-Due Invoices, a 12-month Invoice Trend line graph, and two bar graphs showing Invoice Count and Invoice Amount for the last 12 months. An AP user with proper security can click on the graphics of these two dashboards to view the data behind the chart. The data can be downloaded plus the user can create charts, group the data or create pivot tables within the portal.

We identified data elements that could be completed by both AP team and AP customers within the new coding form and this change streamlined the review once the invoice arrived in Oracle in EBS. We also acknowledged that some steps in the process needed to be refined after the application was released to the AP customers.

Scan Date to Validation Date



This graphic shows the average number of days between the date an invoice is scanned into WebCenter Capture and the date it is validated by an AP Accountant.

The activities that occurred during that time period include:

- Scanning or importing the invoice image into WebCenter
- Scraping data from the image by the OCR tool
- Verifying the scraped data (Between 50% and 60% of invoices will not require data verification because the OCR tool has 100 percent confidence the data was scraped correctly.)
- Assigning invoice tasks for coding
- Reviewing and correcting coding
- Exporting the invoice tasks from the AP Portal into EBS
- Attaching the invoice image and initiating the validation workflow

As you can see, the **average number of days has been on a downward trend since the AP Portal and new coding form was launched** in October 2020.

The addition of the AP Portal, simplified process flows, new coding form, and revisions to WebCenter and Oracle EBS have contributed to the improving metric shown above.

Please contact the **oAppsNET Group** to understand how we can deliver the same success to your company.

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