

Order to Cash Manager

For use with SAP® software

“Making the world’s best ERP system even better”

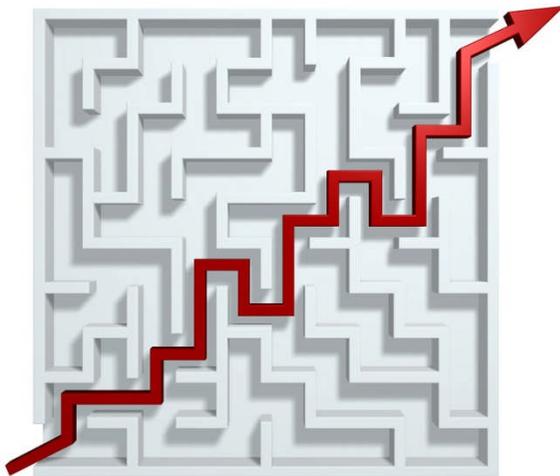


Randall Smith
President, SAPtech Solutions, Inc.

The Order to Cash Manager

The **Order to Cash Manager (OTCM)** is a visually oriented add-on that will help you manage sales documents with ease. Viewing the complete order-to-cash cycle of a sales document in SAP is a laborious process, requiring navigation through several complex transactions. Users often have difficulty finding key data within the myriad of screens and tabs contained in these transactions. OTCM provides an intuitive, easy-to-use alternative that will significantly enhance the productivity of your staff.

OTCM displays multiple windows on a single screen, using a wide assortment of icons and colors to highlight the key attributes of your sales and subsequent documents.



Order Status “at a glance”

A wide array of icons and colors visually highlight the status of sales documents.

The screenshot displays the SAP Order to Cash Manager 3.0 interface. The main window shows a table titled "All Sales Order Items" with columns for Sales doc., Item, Open, Alert, Bill, Compl. sta, Credit sta, Div bl, Bill bl, Ord. output, Inv. output, Reject, Tracking, Doc. date, Created, ATP, Cp Div, SOrg., SOff., SGrp, CGrp, SaTy, Sold-to pt, Sold-to party name, and Str. The table contains multiple rows of data, each representing a sales order item. The status of each item is visually highlighted using a combination of colors (green, yellow, red) and icons (truck, envelope, warning, flag, etc.).

Sales doc.	Item	Open	Alert	Bill	Compl. sta	Credit sta	Div bl	Bill bl	Ord. output	Inv. output	Reject	Tracking	Doc. date	Created	ATP	Cp Div	SOrg.	SOff.	SGrp	CGrp	SaTy	Sold-to pt	Sold-to party name	Str
275154	60				■				○○○	○○○			01/02/2007	JONEST			US01	US01	116	10	ZKE	A538092316	Test Sold-to Name	Te
298860	10				■				○○○	○○○			03/01/2007	JONEST			US01	US01	110	10	ZOR	A538095629	Test Sold-to Name	Te
	20				■				○○○	○○○			03/01/2007	JONEST			US01	US01	110	10	ZOR	A538095629	Test Sold-to Name	Te
	30				■				○○○	○○○			03/01/2007	JONEST			US01	US01	110	10	ZOR	A538095629	Test Sold-to Name	Te
	40				■				○○○	○○○			03/01/2007	JONEST			US01	US01	110	10	ZOR	A538095629	Test Sold-to Name	Te
300656	10				■	■			○○○	○○○			03/06/2007	JONEST			US01	US01	888	04	ZOR	A536094595	Test Sold-to Name	Te
301908	10		!		■				○○○	○○○			03/08/2007	JONEST			US01	US01	110	10	ZOR	A538095629	Test Sold-to Name	Te
309849	10		!		■	■			○○○	○○○			03/27/2007	JONEST			US01	US01	888	04	ZOR	A536891816	Test Sold-to Name	Te
309864	10				■	■			○○○	○○○			03/27/2007	JONEST			US01	US01	999	21	ZOR	A532690842	Test Sold-to Name	Te
	20				■	■			○○○	○○○			03/27/2007	JONEST			US01	US01	999	21	ZOR	A532690842	Test Sold-to Name	Te
	30				■	■			○○○	○○○			03/27/2007	JONEST	○○○		US01	US01	999	21	ZOR	A532690842	Test Sold-to Name	Te
310294	10				■				○○○	○○○			03/28/2007	JONEST			US01	US01	999	06	ZOR	A531999233	Test Sold-to Name	Te
310318	10				■				○○○	○○○			03/28/2007	JONEST	○○○		US01	US01	888	04	ZOR	A536095607	Test Sold-to Name	Te
	20				■				○○○	○○○			03/28/2007	JONEST	○○○		US01	US01	888	04	ZOR	A536095607	Test Sold-to Name	Te
	30				■				○○○	○○○			03/28/2007	JONEST			US01	US01	888	04	ZOR	A536095607	Test Sold-to Name	Te
312941	10				■	■			○○○	○○○			04/03/2007	JONEST			US01	US01	888	04	ZOR	A538095041	Test Sold-to Name	Te
	20				■	■			○○○	○○○			04/03/2007	JONEST			US01	US01	888	04	ZOR	A536095041	Test Sold-to Name	Te
312942	10				■				○○○	○○○			04/03/2007	JONEST			US01	US01	999	01	ZOR	A530292113	Test Sold-to Name	Te
314368	10				■				○○○	○○○			04/05/2007	JONEST			US01	US01	999	21	ZOR	A530098172	Test Sold-to Name	Te
314388	10				■				○○○	○○○			04/05/2007	JONEST	○○○		US01	US01	999	21	ZRR	A533292322	Test Sold-to Name	Te
314486	10				■	■			○○○	○○○			04/05/2007	JONEST	○○○		US01	US01	999	21	ZRR	A531695224	Test Sold-to Name	Te
314542	10				■				○○○	○○○			04/05/2007	JONEST			US01	US01	115	10	ZCC	A533397646	Test Sold-to Name	Te
	20				■				○○○	○○○			04/05/2007	JONEST			US01	US01	115	10	ZCC	A533397646	Test Sold-to Name	Te
314868	10				■				○○○	○○○			04/06/2007	JONEST	○○○		US01	US01	999	21	ZOR	A537291148	Test Sold-to Name	Te
	20				■				○○○	○○○			04/06/2007	JONEST	○○○		US01	US01	999	21	ZOR	A537291148	Test Sold-to Name	Te
	30				■				○○○	○○○			04/06/2007	JONEST			US01	US01	999	21	ZOR	A537291148	Test Sold-to Name	Te
	40				■				○○○	○○○			04/06/2007	JONEST			US01	US01	999	21	ZOR	A537291148	Test Sold-to Name	Te
	50				■				○○○	○○○			04/06/2007	JONEST			US01	US01	999	21	ZOR	A537291148	Test Sold-to Name	Te
	60				■				○○○	○○○			04/06/2007	JONEST			US01	US01	999	21	ZOR	A537291148	Test Sold-to Name	Te
	70				■				○○○	○○○			04/06/2007	JONEST			US01	US01	999	21	ZOR	A537291148	Test Sold-to Name	Te
	80				■				○○○	○○○			04/06/2007	JONEST			US01	US01	999	21	ZOR	A537291148	Test Sold-to Name	Te
	90				■				○○○	○○○			04/06/2007	JONEST	○○○		US01	US01	999	21	ZOR	A537291148	Test Sold-to Name	Te
	100				■				○○○	○○○			04/06/2007	JONEST	○○○		US01	US01	999	21	ZOR	A537291148	Test Sold-to Name	Te
	110				■				○○○	○○○			04/06/2007	JONEST	○○○		US01	US01	999	21	ZOR	A537291148	Test Sold-to Name	Te

Replacing Document Flow

The status of subsequent documents can be displayed with a single mouse click.

Subsequent Delivery Items

27569/10 Subsequent Delivery Items

Delivery	Item	Div L.	Created by	Created on	Time	Item st.	Pick...	Picking date	GI ...	Pl.GI date	Ac.GI date	Tracking number	Material	Σ Delivery qty	SU	Plant	Batch	Spl	Exp. date
80082077	10		JONEST	04/07/2004	23:36:50	■	○○○	04/07/2004	■	04/09/2004	04/22/2004		AFG2000099X	33	EA	US11			
80087490	10		JONEST	04/19/2004	22:02:51	■	○○○	04/19/2004	■	04/20/2004	04/22/2004		AFG2000099X	0	EA	US11			
	900003		JONEST			■	○○○	04/19/2004	■	04/20/2004	04/22/2004		AFG2000099X	25	EA	US11	0000060537		04/30/2005
	900004		JONEST			■	○○○	04/19/2004	■	04/20/2004	04/22/2004		AFG2000099X	25	EA	US11	0000060581		04/30/2005
	900005		JONEST			■	○○○	04/19/2004	■	04/20/2004	04/22/2004		AFG2000099X	25	EA	US11	0000060581		04/30/2005
	900010		JONEST			■	○○○	04/19/2004	■	04/20/2004	04/22/2004		AFG2000099X	25	EA	US11	0000060537		04/30/2005
	900011		JONEST			■	○○○	04/19/2004	■	04/20/2004	04/22/2004		AFG2000099X	27	EA	US11	0000060581		04/30/2005
80088309	10		JONEST	04/21/2004	09:58:12	■	○○○	04/19/2004	■	04/20/2004	05/19/2004		AFG2000099X	135	EA	US11			
80090250	10		JONEST	04/23/2004	21:50:26	■	○○○	04/23/2004	■	04/26/2004	05/19/2004		AFG2000099X	10	EA	US11	0000060898		04/30/2005
80093293	10		JONEST	04/29/2004	16:49:46	■	○○○	05/05/2004	■	05/06/2004	05/19/2004		AFG2000099X	148	EA	US11			
80093407	10		JONEST		21:58:25	■	○○○	04/29/2004	■	04/30/2004	05/19/2004		AFG2000099X	131	EA	US11			
80101132	10		JONEST	05/13/2004	22:05:44	■	○○○	05/13/2004	■	05/14/2004	05/19/2004		AFG2000099X	144	EA	US11			
80102413	10		JONEST	05/17/2004	11:04:50	■	○○○	05/24/2004	■	05/25/2004	05/19/2004		AFG2000099X	89	EA	US11			
80105696	10		JONEST	05/21/2004	21:52:07	■	○○○	05/21/2004	■	05/24/2004	05/27/2004		AFG2000099X	312	EA	US11			
80106128	10		JONEST	05/24/2004	07:39:55	■	○○○	05/24/2004	■	05/25/2004	05/27/2004		AFG2000099X	52	EA	US11			
80111471	10		JONEST	06/02/2004	21:54:23	■	○○○	06/02/2004	■	06/03/2004	06/22/2004		AFG2000099X	19	EA	US11	0000069871		05/31/2005
														Σ	1,200	EA			

Subsequent Billing Items

27569/10 Subsequent Billing Items

Billing doc.	Item	BIIT	Created by	Created on	Time	Item st.	Billing date	Ref.doc.	Refltm	Σ Billed qty	SU	Σ Net value	Curr.	Post status	Doc.no.	Clearing document		
90080159	10	F2	JONEST	04/23/2004	00:06:45	■	04/23/2004	80082077	10	33	EA	3,728.67	USD	■	90080159	100117372		
90080162	10	F2	JONEST			■	04/23/2004	80087490	10	127	EA	14,349.73	USD	■	90080162	100097375		
90093451	10	F2	JONEST	05/19/2004	23:23:54	■	05/19/2004	80088309	10	135	EA	15,253.65	USD	■	90093451	100134330		
90093452	10	F2	JONEST			■	05/19/2004	80090250	10	10	EA	1,129.90	USD	■	90093452	100134330		
90093453	10	F2	JONEST			■	05/19/2004	80093293	10	148	EA	16,722.52	USD	■	90093453	100134330		
90093454	10	F2	JONEST			■	05/19/2004	80093407	10	131	EA	14,801.69	USD	■	90093454	100134330		
90093458	10	F2	JONEST			■	05/19/2004	80101132	10	144	EA	16,270.56	USD	■	90093458	100134330		
90093460	10	F2	JONEST			■	05/19/2004	80102413	10	89	EA	10,056.11	USD	■	90093460	100134330		
90097580	10	F2	JONEST	05/27/2004	23:21:21	■	05/27/2004	80105696	10	312	EA	35,252.88	USD	■	90097580	100134330		
90097581	10	F2	JONEST			■	05/27/2004	80106128	10	52	EA	5,875.48	USD	■	90097581	100134330		
90108498	10	F2	JONEST	06/22/2004	23:20:45	■	06/22/2004	80111471	10	19	EA	2,146.81	USD	■	90108498	100150013		
											Σ	1,200	EA	Σ	135,588.00	USD		

Shipment Tracking

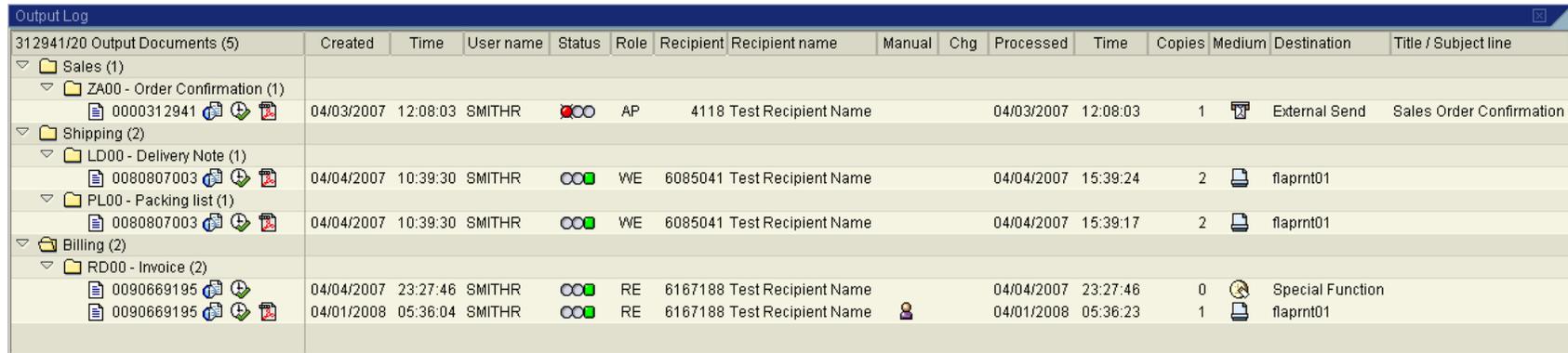
An icon identifies that a tracking number exists for a delivery or HU related to a sales document. Simply click on the icon, and an HTML window appears with the associated carrier's tracking information.

The screenshot shows the SAP Order to Cash Manager 3.0 interface. The main window displays a table of sales order items. A tracking icon is visible in the 'Tracking' column for item 10 of sales document 80241. A pop-up window titled 'Shipment Tracking' is open, showing the UPS logo and navigation tabs for 'My UPS', 'Shipping', 'Tracking', 'Freight', 'Locations', 'Support', and 'Business Sol'. The 'Tracking' tab is selected, and the 'Track Shipments' section is active. The 'Tracking Detail' section shows the following information:

Field	Value
Tracking Number:	1Z3943100318242861
Status:	Delivered <input checked="" type="checkbox"/> Proof of Delivery
Delivered On:	11/13/2008 2:11 P.M.
Signed By:	FOLEY
Location:	RESIDENTIAL
Delivered To:	ELGIN, IL, US
Type:	Package
Service:	GROUND

The Output Log

The Output Log displays a complete history of all output related to a sales document.



The screenshot shows the SAP Output Log window for document 312941/20. The window title is 'Output Log'. The table below represents the data shown in the screenshot.

312941/20 Output Documents (5)	Created	Time	User name	Status	Role	Recipient	Recipient name	Manual	Chg	Processed	Time	Copies	Medium	Destination	Title / Subject line
Sales (1)															
ZA00 - Order Confirmation (1)															
0000312941	04/03/2007	12:08:03	SMITHR	●○○	AP	4118	Test Recipient Name			04/03/2007	12:08:03	1	PDF	External Send	Sales Order Confirmation
Shipping (2)															
LD00 - Delivery Note (1)															
0080807003	04/04/2007	10:39:30	SMITHR	○○●	WE	6085041	Test Recipient Name			04/04/2007	15:39:24	2	PDF	flaprint01	
PL00 - Packing list (1)															
0080807003	04/04/2007	10:39:30	SMITHR	○○●	WE	6085041	Test Recipient Name			04/04/2007	15:39:17	2	PDF	flaprint01	
Billing (2)															
RD00 - Invoice (2)															
0090669195	04/04/2007	23:27:46	SMITHR	○○●	RE	6167188	Test Recipient Name			04/04/2007	23:27:46	0	PDF	Special Function	
0090669195	04/01/2008	05:36:04	SMITHR	○○●	RE	6167188	Test Recipient Name	●		04/01/2008	05:36:23	1	PDF	flaprint01	

From this window, any output can be previewed or re-issued.

Form (SAPscript or Smart Forms) related output can be downloaded to the users desktop in PDF format.

Alert Processing

Attention can be drawn to documents with specific issues. Alerts can be coded based on any fields in your sales documents.

The screenshot displays the SAP Order to Cash Manager 3.0 interface. The main window shows a table titled "All Sales Order Items" with columns for Sales doc., Item, Open, Alert, Bill rel., Compl. sta., Credit sta., Div bl, Bill bl, Ord. output, Inv. output, Reject, Tracking, Doc. date, Created, ATP, Cp DW, SOrg, SOff, SOrg, COrg, SaTy, Sold-to pt, Sold-to party name, and Str. An alert popup window is open over item 301908/10, titled "301908/10 Alerts". The popup contains the following data:

Item	Alert	Description
10		The delivery quantity for the item exceeds the order quantity.
10		The goods issue quantity for the item exceeds the order quantity.

The Complete Picture

Multiple independently controlled windows display the status of a sales document, and all subsequent documents, on a single screen

The screenshot displays the SAP Order to Cash Manager 3.0 interface with several overlapping windows:

- Order to Cash Manager 3.0**: The main application window showing the 'All Sales Order Items' table.
- Handling Units**: A window titled '80241/10 Handling Units' showing a table of delivery items with columns for Delivery, Item, Int. HU no., Σ Quantity, UoM, and Trk no.
- Subsequent Delivery Items**: A window titled '80241/10 Subsequent Delivery Items' showing a table with columns for Delivery, Item, Dlv t., Created by, Created on, Time, Item st., Pick., Picking date, G/I, P.I.G.I date, Ac. G.I date, Tracking number, Material, Σ Delivery qty, SU, Plant, Batch, Spl, and Exp. date.
- Subsequent Billing Items**: A window titled '80241/10 Subsequent Billing Items' showing a table with columns for Billing doc., Item, BillT., Created by, Created on, Time, Item st., Billing date, and Ref. doc.
- Shipment Tracking**: A window displaying the UPS tracking interface for the United States, showing tracking details for tracking number 1Z3943100318242861, including delivery status and location.
- Output Log**: A window showing a log of system events with columns for document type, name, created time, user name, status, role, and recipient.



Additional Features

The Order to Cash Manager has many more features:

- Can be run at either the header or item level.
- Allows the user to decide the definition of an “open item”.
- Displays available stock related to sales document items.
- Can display all A/R documents related to sales documents.
- Reverse document flow search allows the user to find orders, and all subsequent documents, related to a subsequent document.
- Provides credit release functionality.
- Order Clone function allows users to easily create orders based on multiple existing orders.
- File extract options allows the OCTM to be used as a data extraction tool.
- Allows Mass Change of certain sales document fields.
- Easily customized to meet the needs of your organization via user exits.
- OTCM features are implemented as ‘Callable Functions’. This allows organizations to use OTCM functionality in their own programs.

Houghton Mifflin Harcourt Experience

Houghton Mifflin Harcourt is one of the leading educational publishers in the United States, publishing textbooks, instructional technology, assessments, and other educational materials for teachers and students of every age. Their Corporate headquarters is located in Boston, MA.

- Over 2 Billion in annual sales
- 2,800 SAP users
- 241 Order to Cash Manager users



Houghton Mifflin Harcourt Experience

Houghton Mifflin Harcourt implemented SAP R/3 in November, 2006. At that time, we used standard R/3 report transactions and custom reports that we had developed during our implementation. Using these various reports was time consuming because we had to drill into many screens to obtain information needed during conversations with our customers.

Many of our orders contain 50 – 150 line items. They ship from multiple distribution centers, and there are often stock issues and subsequent backorder releases. As a result, it was difficult to navigate through document flow to quickly see the status of each line item. VA05 was somewhat helpful, but still did not contain all of the information that we needed in order to quickly respond to customer inquiries.

In May, 2007 we purchased the Order to Cash Manager. We found the application to be very intuitive and easy to use. We no longer had to search through the document flow to obtain line item, delivery status or carrier tracking information. Within a month, we were hearing that our CSR's were no longer using VA03 or VA05 at all. They began to rely solely on OTCM because all of the information was available in one interactive report.

“OTCM has been the best investment we have seen since we implemented SAP. It has made our lives so much easier, and has enhanced the service we provide to our customers.”

Sue Krohn
Director, Customer Service



Return on Investment

Organizations using OTCM have realized substantial time savings in their day to day operations. The following are a few of the key benefits that OTCM can deliver:

- Reduces the time needed to research and resolve OTC issues.
- Replaces most standard and custom OTC reports with a single comprehensive tool.
- Outperforms typically slow custom reports, reducing the time users spend waiting for a report to run.
- Reduces the need for time consuming and counter productive calls to an organizations SD production support team.



About SAPtech Solutions



SAPtech Solutions (formerly, The Smith Consulting Group) provides users of SAP -- the world's best ERP system -- with expert implementation services, support and innovative add-on solutions that enhance the functionality of their ERP system.

Founded in 1995 by a group of seasoned systems analysts, STS has successfully helped SAP users throughout the world get the most from their systems for over twenty years.

Combining creative thinking, business process knowledge, functional configuration experience and technical programming ability, STS is creating "best of breed" SAP solutions unrivaled in today's SAP community.

Our focus: enhancing SAP functionality.

Our promise: helping enterprises realize a bottom line return on their ERP investment.



Organizations that are using the OTC Manager

FMC

Johnsonville

SARGENTO

DELUXE
CORP

CARLISLE
CONSTRUCTION MATERIALS

IFF International Flavors & Fragrances Inc.

STANLEY[®]

Security Solutions

BLOUNT
INTERNATIONAL

Airgas

TORO

MERCK

WelchAllyn

Superior[™]
UNIFORM GROUP

Courier

HOUGHTON MIFFLIN HARCOURT

SUMMIT[®]
ELECTRIC SUPPLY

WhiteWave
FOODS

home sweet
Thompson Creek

VISHAY

Purchasing the Order to Cash Manager



- Execute the End-user Software License Agreement Order
 - ◆ Details the price, support (optional)

- Execute the End-user Software License Agreement
 - ◆ Details the terms of use. Normally one DEV/QAS/PRD Instance
 - ◆ There are no additional fees based on the number of users

- STS Installs the Order to Cash Manager on a development system
 - ◆ Installation can be onsite or remote and normally takes one day

- The customer has thirty days to test the OTCM
 - ◆ During this period STS will fix any issues encountered

- After thirty days, STS will invoice the customer

Thank you for your interest



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