

Anexos

1. Interviews

This set of questions are part of the research on a thesis project to improve accounts payable process. Therefore, the information regarding your answers will be only use to academic purposes. The information will not be public in another site or document besides the one related to the thesis project. Feel free to omit a question if you think it doesn't apply to you.

You don't have to answer on this document the questions unless the interview option is not possible to arrange

This document is to guide you in some of the question that I will ask in the interview. There is the possibility of more question during the interview. Of course, I will respect the interview time (20-30 min) since I know all of us are in working hours 😊

Thank you for your future participation and feel free to add feedback or comments.

Kind regards,

Mariana Araque

1. On average how long take to process a new purchase or bill?
2. Are all the vendors candidates for direct debit payments?
3. How is chosen the OBO?
4. Which is the impact in the accountancy when a company make weekly payments?
5. What are the advantages for set a direct debit?
6. What are the disadvantages for set a direct debit?
7. How long on average do you expect an issue with the invoice get solved?
8. What factor concerns you the most and is a priority to be solve?
9. What is your expectation or goal for the team? (1 or 2 max)

Answers

10. On average how long take to process a new purchase or bill?

Angie Madrigal & Ignacio Conejo	Enter the invoices to Ariba will take 10 to 30 minutes. The approved process will take 1 to 3 business days.
John O'Neil	3 to 4 days to appear in SAP
Ayhan Ayan	PO will take 3 days and non-PO 5 days
Tim Janssens	2 to 3 business days
Roel Wetzel	1 to 2 days

11. How long on average do you expect an issue with the invoice get solved?

Angie Madrigal & Ignacio Conejo	Normally it is for PO it take 3 to 4 Business days and for Non PO it could take 10 business days
John O'Neil	For the PO cases it can spend 5 business days and for the non PO will be 15 business days according to the standard procedure
Ayhan Ayan	It should take a maximum of 5 business days and for critical cases those should be solved in just one day
Tim Janssens	For the Po vendors that should be solved 1 day and for non-PO 5 days
Roel Wetzel	The issues should be solved in a maximum of 3 business days

12. Why in some cases the vendors have more than one numbers in SAP?

Angie Madrigal & Ignacio Conejo	There are several reason. The first will be a mistake from the Vendor Master team. Secondly, That the VTA number is different. Finally the more common one is that the vendor have more that one name.
John O'Neil	Probably the majority is because and human error in the creation of the vendor. Moreover it can happened that the vendor has different numbers because they process separately the payment and invoicing transaction in SAP

13. How is chosen the OBO?

Angie Madrigal & Ignacio Conejo	Determine by the cost center used in the posting of is specify in the instructions of posting
John O'Neil	It needs to be the requestor of the service
Ayhan Ayan	The responsible for the payment of it or the direct requestor of the service
Tim Janssens	Should be in the posting indications
Roel Wetzel	The cost center should provide that information

14. What are the advantages for set a direct debit?

John O'Neil	It is possible to secure the payment to the vendors
Ayhan Ayan	The cases of payment remainders and accruals decrease
Tim Janssens	There is not a dependency of the supplier from the

	company because it will be paid on time
Roel Wetzel	Ensure the delivery of the services on time

15. What are the disadvantages for set a direct debit?

John O'Neil	The is the risk of withdraw money from the company without restrictions
Ayhan Ayan	There is not enough track of the payments and invoices and that creates backlogged in the SAP vendor ledger
Roel Wetzel	The risk of lost the payment controls and it will affect the auditing process

16. Which is the impact in the accountancy when a company make weekly payments?

Ayhan Ayan	Currently the company is trying to set a standard payment period of 45 days. Furthermore, the weekly payments are working, and I think the waiting time is no to long for the vendors
Tim Janssens	Right now the weekly payments decrease the manual payments. Because if is not possible to paid a vendor in the initial payment proposal he/ she will be included in the next round
Roel Wetzel	There is not a real impact in the accountancy. That period was chosen because it is not a long waiting period between proposals. And that decrease the level of remainders

17. What factor concerns you the most and is a priority to be solve?

Angie Madrigal & Ignacio Conejo	Complete the knowledge transfer from India to Costa Rica there still some incomplete process. Besides that, improvements in the communication between Costa Rica and GBS Benelux. In order understand the service that they need from GBS Costa Rica
John O'Neil	Reduction in the time spend in all AP processes. It should be faster and with less issues. At the moment there is not a clear procedure to solve the invoices problems.
Ayhan Ayan	Faster service delivery from AP. Also improve the big billing process, making it easier to process in the systems
Tim Janssens	There are some complications with vendor master team in the vendor profile creation. Besides it a the vendors billing process it should be easier to understand the invoices

Roel Wetzel	GBS purpose is to delivery a good service. So it is needed to improve the quality of the service to all are costumers.
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18. What is your expectation or goal for the team? (1 or 2 max)

Angie Madrigal & Ignacio Conejo	Reduce the number of tickets created by problem. Have the right information to improve the posting process
John O'Neil	Reduce the time of answer and a better tracking of the cases
Ayhan Ayan	Feedback from the costumers and less mistakes
Tim Janssens	Standardization of the procedures and faster solutions
Roel Wetzel	Ownership of the processes and more centralization.

2. AG insurance posting guideline

Instructions for the posting process of AG Insurance

Fist type of invoice

Premieborderel = Premium Order (English)

184668 and 189814 monthly

**IN CASE YOU HAVE AN INVOICE OF THE PLAN 197541 AN EXCEL IS NOT
NEED IT IS A YEARLY invoice that can be posted in the G/L account
261098**

This is an example of the overview of this kind of invoice

1. Check the type of invoice. It has to be named as **Premieborderel** and belongs to the 184668 or 189814

2. For the posting of this kind of invoices you need the excel filed that will distingus the allocation in 2 different G/L accounts

The excel document is named as the plan number that is in the invoice. Check is the right excel.

3. To separed the values per G/L account

On the excel you will see a sheet named as "Invoice premium" Form there you will have to sum the values that are in the **Total section** the ones in the **Aangeslotte part**. Cell AQ to AT Here an example. The values in yellow are the ones that will give you the first value

This value will go to the G/L account: **230300**

4. the value remain to complete the total invoice value will go to the other G/L account: **261098**

5. SAP text.
The SAP text will have an structure. Please add it to facilitated the matching process in SAP 😊
IR/ Plan number/ Facture number/

For this kind of posting, you will need a group of invoices.

- PREMIEBORDEREL PENSION4LIFE
- PREMIEBORDEREL GROEPSVERZEKERING

[illegible]

1. Check the invoices type is the right one
2. For the allocation of the values, you will need a posting template.

This posting temple (excel field) will have the references of the invoice. In this case is the **A570/0003** and the **A570/ 0004**

Find the reference in the left top of each invoice

PREMIERORDERDEL PENSIONALIFE	
Groep Nr. 1	8870/0004 BOSTON SCIENTIFIC BENELUX PLAN EX-SOLIER
Werkgeversverzekering	15047
Uw beheerder	1 02/664.77.52
Valuedag	1 31/01/2022 MAANDELIJKE

3. Filter by the type of reference 0004 or 0003 to know the amount to allocated in each cost center. To know the G/L account see the Account column of the excel. Column D

A	B	C	D	E	F	G	H
Period		202203	Invoice number			202203	
				Month		03	
				Year		2022	
Plan	PK	Compan y	Account	Cost center	Assignm ent	Amount	Local Current
a570-0004	40	3100	261098	3120001	202203	152.30	EUR
a570-0004	40	3100	261098	3120001	202203	101.40	EUR
a570-0004	40	3100	261098	3120001	202203	152.30	EUR
a570-0004	50	3100	261098	3120001	202203	0.00	EUR

4. SAP text structure: IR month / year A570 / reference number of the invoice (is in the left top part of each invoice) for the example it is 10003 / final reference
- Example: IR09/2020A570/1003-374593

Third type

For this kind of posting, you will need a group of invoices.

Name	Refence
PREMIËBORDEREL INVALIDITEITSRENTEN	A570/1403
PREMIËBORDEREL GEZONDHEIDSZORG	A570/1804
PREMIËBORDEREL VRUGGESTELDE PREMIES B.W.P.	A570/1003

For the posting you will need a posting template that will content the references above

Follow the same steps explained in the section “Second type”

SAP text structure: IR month / year A570 / reference number of the invoice (is in the left top part of each invoice) for the example it is 10003 / final reference

Example: IR09/2020A570/1003-374593

Single Invoice

AG insurance will also have an invoice that can be posted with out posting temples. Normally that value will be no higher that 200 EUR.



PREMIEREBORRELKEUR GEZONDHEIDSGOED (IN EUR)					
GROUP 3.1.1	A570/1804	"BOSTON" SCIENTIFIC BEMIDDEL	VERVALSD. 31/01/2022		
REFEER. WEGD. : 05047		PRIMA "VETEN" IN HOUTALIJSE DEURDE LARSBOKKETP, 10 1831			
BEHEERDER:	NEUR VAN DER ZEGG	Slagen			
TELEFONN:	(02) 444.77.52				
CONTRACT	NAAM VAN DE AANSLICHTIGE	PERIOD. GEBEDT CONTRACTE PERIODE	BORG. STAAK	DEEL.	AANT. VERB. NIEUW. FUND. FUND. AANDELS. FUND.
BEHEERDROUEN					122,95

This is an example of one of this kind of invoices.

For the posting of this please use the following indications:

G/I account: 501330

G/L account
CC: 54001

Check carefully that is a credit value. Find the information in the bottom of the invoice

SUB-TOTAL.

13: EXEMPLAAR BEHEER

OP UW KREDIET

SAP text structure: IR month / year AS70 / reference number of the invoice (is in the left top part of each invoice) for the example it is 10003 / final reference

Example: INVFE22/A570/1804-882052

