#### 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 &	Enter the invoices to Ariba will take 10 to 30 minutes.	
Ignacio Conejo	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 &	Normally it is for PO it take 3 to 4 Business days and for	
Ignacio Conejo	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 &	There are several reason. The first will be a mistake from	
Ignacio Conejo	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 &	Determine by the cost center used in the posting of is	
Ignacio Conejo	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?

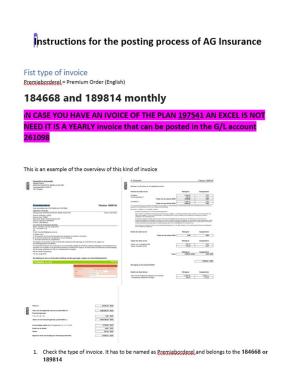
Angie Madrigal &	Complete the knowledge transfer from India to Costa	
Ignacio Conejo	Rica there still some incomplete process. Besides that,	
	improvements in the communication between Costa Rica	
	and GBS Benelux. In order understand the service that	
	they need from GBS Costa Rica	
John O'Neil	Reduction 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	

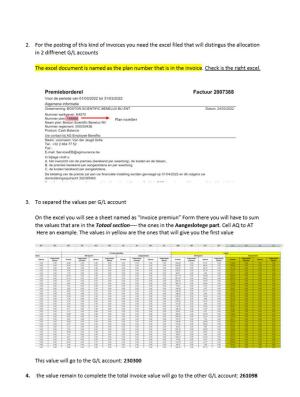
Roel Wetzel	GBS purpose is to delivery a good service. So it is	
	needed to improve the quality of the service to all are	
	costumers.	

### 18. What is your expectation or goal for the team? (1 or 2 max)

Angie Madrigal &	Reduce the number of tickets created by problem. Have	
Ignacio Conejo	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





5. SAP text.

The SAP text will have an structure. Please add it to facilited the matching process in SAP 9 IR/ Plan number/ Facture number/

#### Second type

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

- PREMIEBORDEREL PENSION4LIFE
- PREMIEBORDEREL GROEPSVERZEKERING

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- Check the invoices type is the right one
   For the allocation of the values, you will need a posting temple.

This posting temple (excel field) will have the refences of the invoice. In this case is the A570/0003 and the A570/0004 Find the refence in the left top of each invoice

			PREMIEBORDEREL PENSION4LIFE	
Groep Nr. : AS'			IFIC BENELUX PLAN EX-SULZER	
Uw beheerder Vervaldag	:	, 02/664.77.52 31/01/2022	MAANDELIJKSE	

ucture: IR month / year A570 / reference num ) for the example it is 10003 / final reference

IR09/2020A570/1003-374593

#### Single Invoice

AG insurance will also have an invoice that can be posted  $\underline{\text{with out}}$  posting temples. Normally that value will be no higher  $\underline{\text{that}}$  200 EUR.



		PREMIEBORDER	EL GEZONDHEIDSZO	RG (IN	EUR)					
	.1 A570/1804 PEGG.185047	ENELUX HALIE DERUE	VK	RVALE	. 131/					
TELEFOON						-				
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	NAM VAN		CONTANTE PREMIE	START		VOLW.	KIND.	FATECN.	AANGESL	AAN+88
	BEHEERSKOOTEN							122,95		

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

For the posting of this please use the following indications:

For the possing of this prease use the following indications.

6/L account : 501320

CC: 54001

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

SUB-TOTAAL )3: EXEMPLAAR BEHEER OP UW KREDIET

oice) for the example it is 10003 / final reference

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. Colum D

Α	В	C	D	E	F	G	H
Period		202203		Invoice number		202203	
				Month		03	
				Year		2022	
Plan	PK ,T	Compan y J	Account	Cost center	Assignm ent -	Amount	Local
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

ach invoice) for the example it is 10003 final reference IRO9/2020A570/1003-374593

#### Third type

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

Name	Refence
PREMIEBORDEREL INVALIDITEITSRENTEN	A570/1403
PREMIEBORDEREL GEZONDHEIDSZORG	A570/1804
PREMIEBORDEREL VRUGESTELDE PREMIES B.W.P.	A570/1003

For the posting you will need a posting temple that will content the refences above.

Follow the same steps explained in the section "Second type"

