SAP WORLD TOUR meets 2010
SAP*ience.be* USER AND TECHNOLOGY DAYS

The first steps to SOA at Multipharma
Web services in goods returns and complaint handling

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Agenda

1. **Introduction**

2. **Project Returns**

3. **Benefits**

4. **First Step to SOA**

Today Multipharma is *leader on the Belgian Market*.

- Network of 250 local pharmacies
  - Multipharma: 186
  - PPL: 63
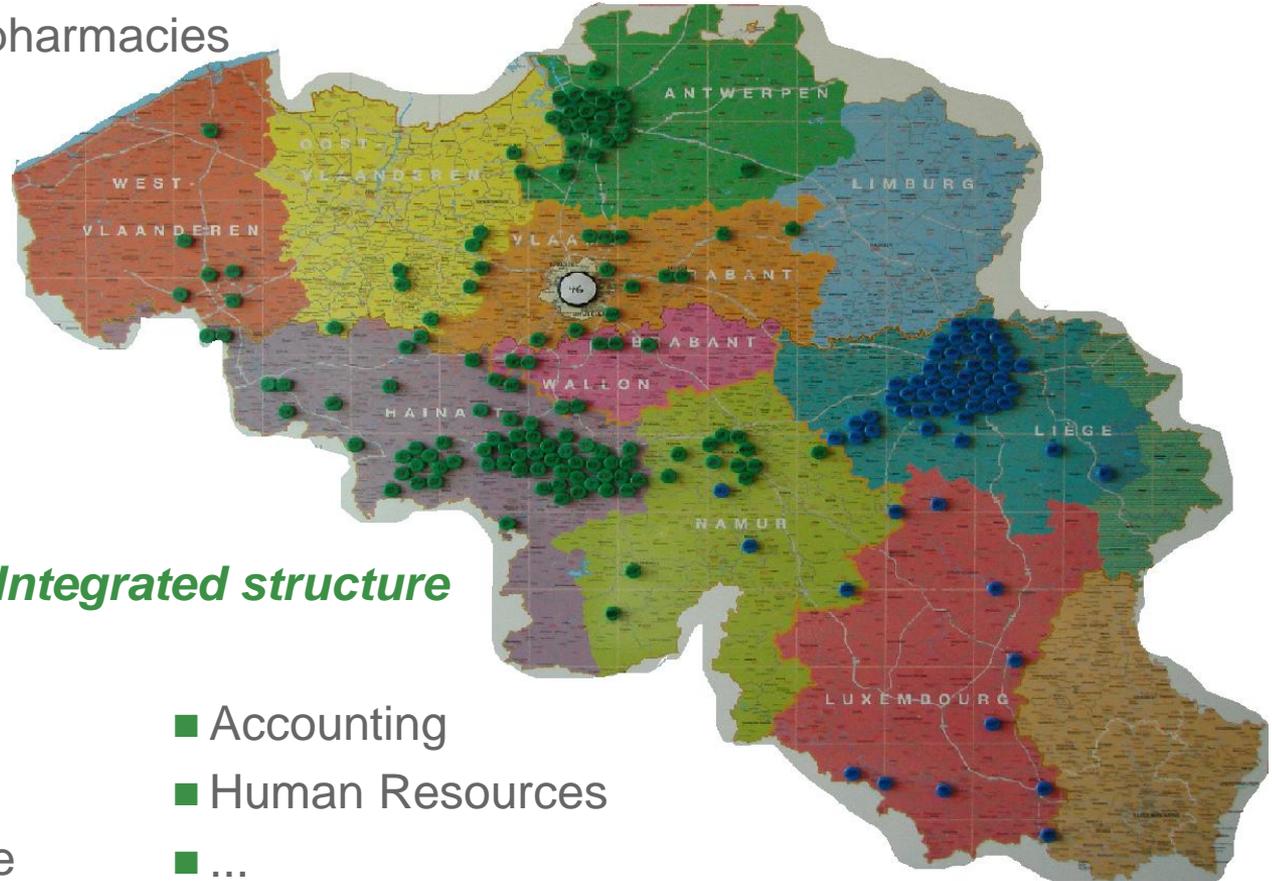
With the specifity of an *Integrated structure*

- Pharmacist
- Wholesale distributor
- Tariffing office
- Pharmaceutical advice
- Accounting
- Human Resources
- ...

Multipharma : Turnover

|	2002	2003	2004	2005	2006	2007	2008	2009

Y-axis: 200.000.000 – 320.000.000

Project Returns : Mission
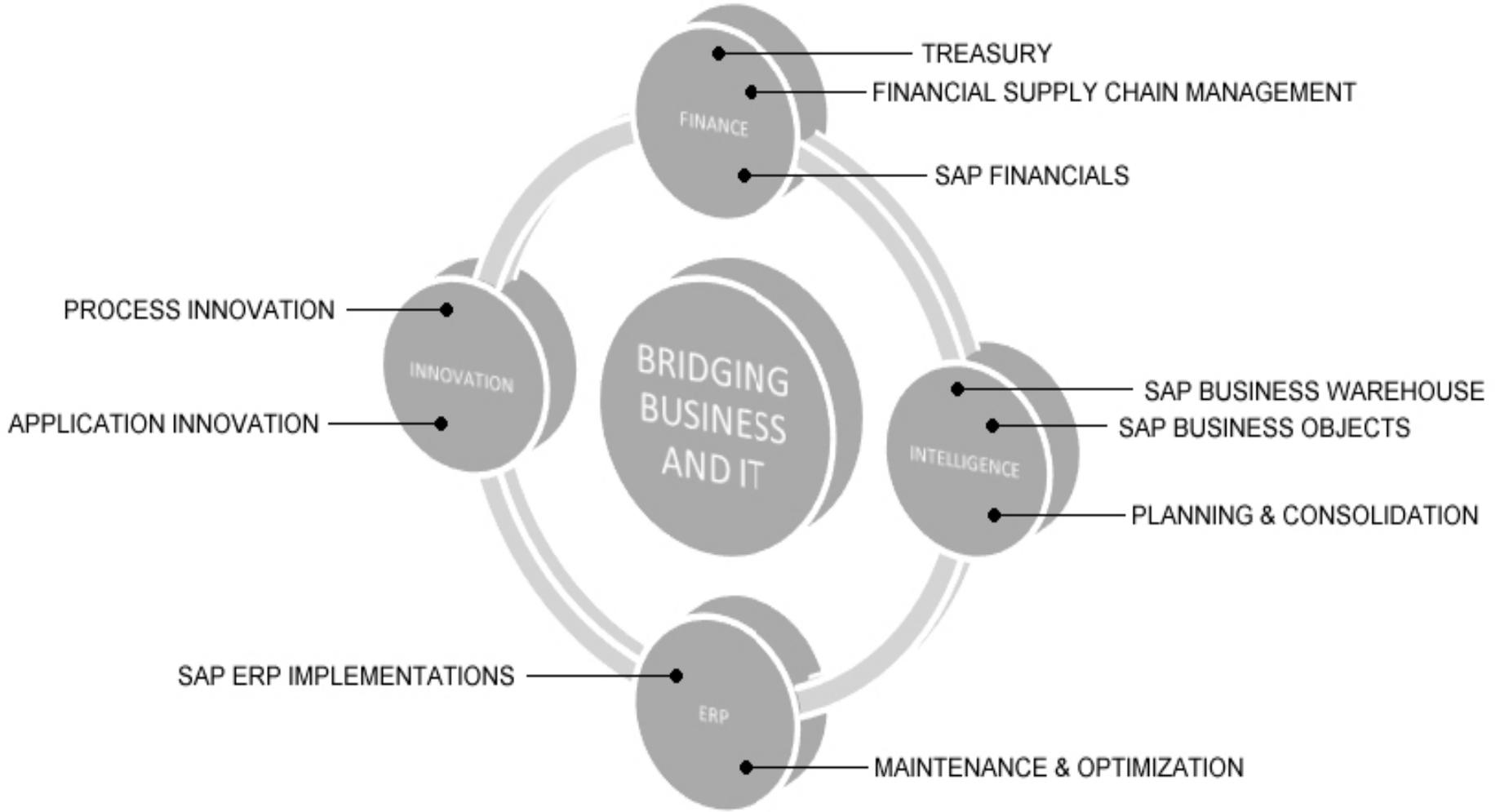
Business re-engineering of flow related to return of goods and complaints of the Point of Sales (PoS) towards the Central Warehouse (CW) in order to improve operational efficiency regarding the physical handling of these flows

Request Accounting department : modifications to the posting scheme used for the PoS credit notes

Project Returns : Scope
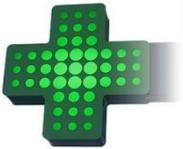
	AS IS	TO BE
PoS		■ **Is return allowed** ■ **Type of return / complaint** ■ **Amount that will be credited**
CW	■ **Home-made application** ■ **Month-end posting by custom development with limited flexibility**	■ **Home-made application re-engineered supporting Scanning** ■ **Standard ECC process SO, DL, GR, Credit Note**

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Project Returns : Process Flow

Intranet | **SAP ECC 6.0** | **CW**

Intranet	SAP ECC 6.0	CW
1a. Enter Returns	A. Get Addit Data 1	i. Receive Box
1b. Correct Returns	B. Determ Return Type	ii. Enter Returns
2a. Confirmation	C. Store Data	iii. Control, Evaluate, Correct
2b. Acknowledgement		iv. Confirmation
	D. Get Addit Data 2	
3. Information	E. Create SO, DL, GI, Credit Note	v. Print labels
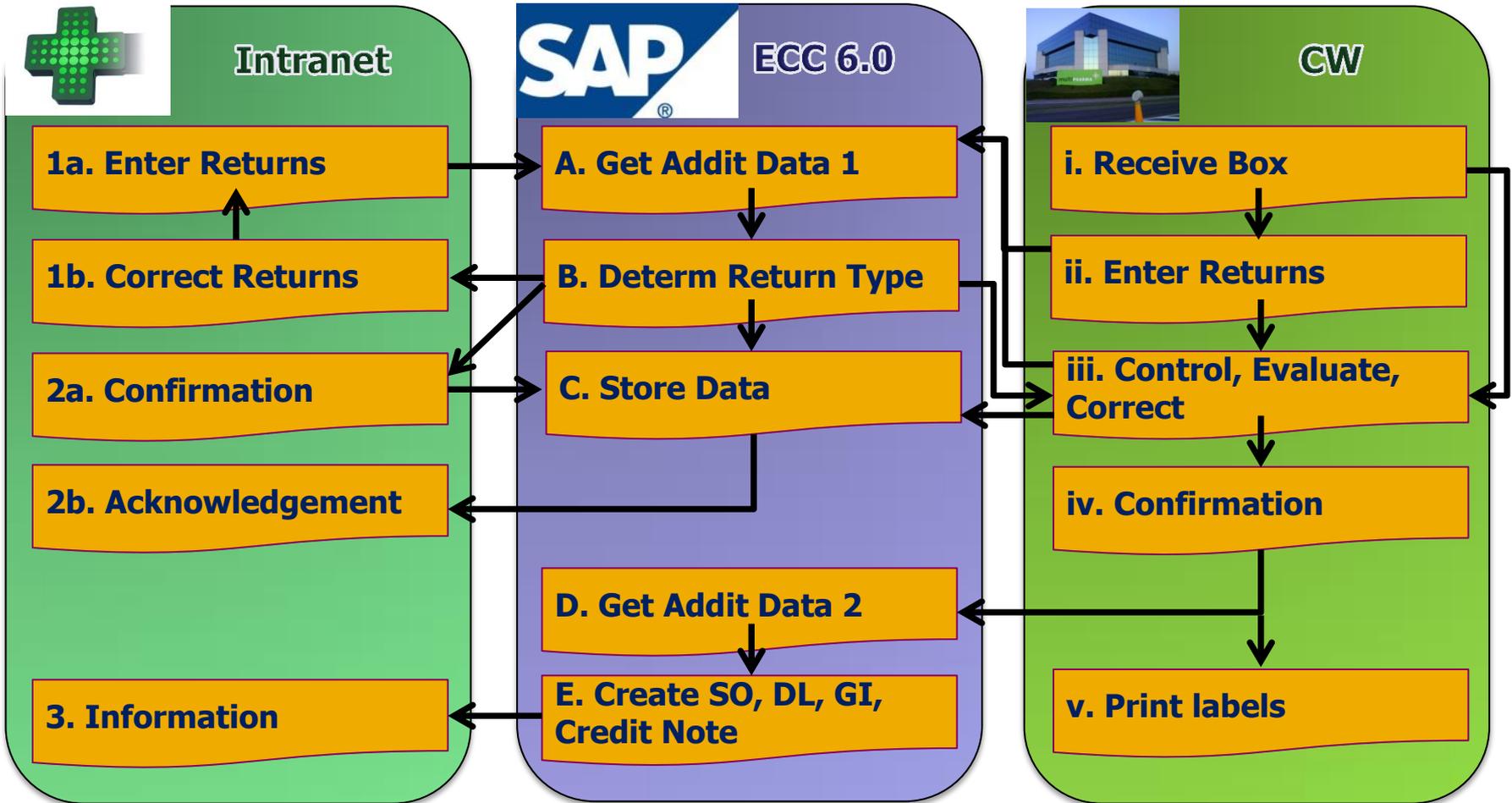
Project Returns : Architecture

Intranet

- 1a. Enter Returns
- 1b. ...

Add Return Application to existing PoS application

- 2a. ...
- 2b. ...

PHP 4.0

- 3. Information

SAP ECC 6.0

- A. Get Addit Data 1

Webservice 1

- B. Determ Return Type

Webservice 2

Dynamically Maintainable Business Rules

- D. Get Addit Data 2

- E. Create SO, DL, GI Credit Note

Standard ECC

CW

- i. Receive Box

Scanning Equipment

- ii. Enter Return

- iii. Control, Evaluate, Correct

- iv. Confirmation

Label Printer

- v. Print labels

Webservice : Validation
Z_RET_VALIDATE_DETERMINE

PoS or CW

Returns

Get Addional Data
Remaining shelf life

Complaint ?

Y

- Valid Delivery
- Delivery date < 2d
- Valid Reason

N

Type Return
Errors
Rejections

Return by CW ?

Y

Nb SCM note

N

Check 4

- Remaining shelf life
- Prescription needed
  ➔ *Type Return*

- Material Defect
  ➔ *Type Return*

Y

Check 3

N

Improved Business Efficiency
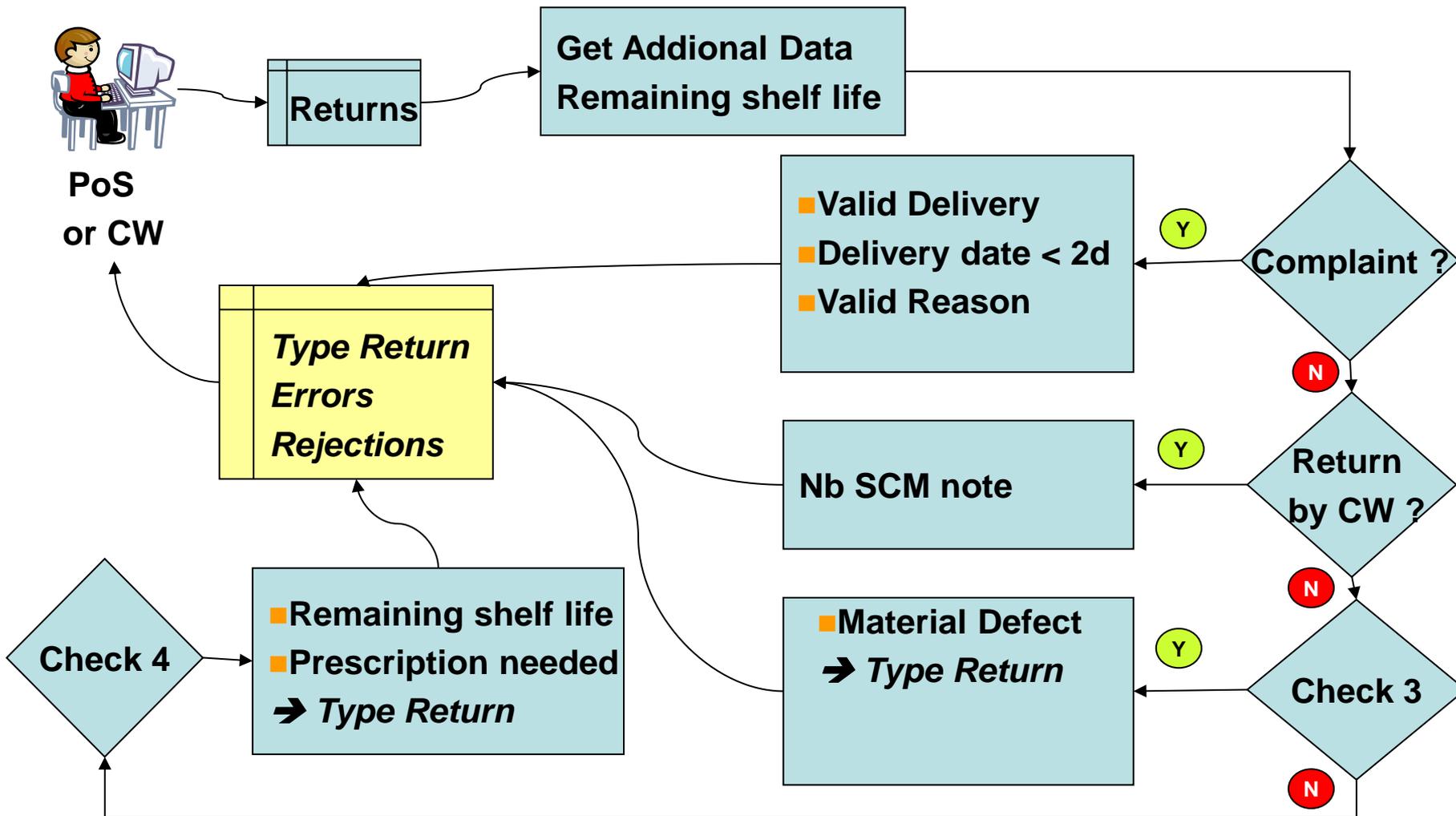
Point of sales

- ❑ Availability of return information
- ❑ Identification of discrepancies

Central Warehouse

- ❑ Data entry already done by PoS
- ❑ Avoiding physical transport and handling of non-authorized goods
- ❑ Anticipating volumes of returned products in the warehouse

Accounting Department

- ❑ Posting of credit amounts according to new guidelines

Reduced TCO of Applications

IT Department

- ❑ Centrally implement and support the business logic
- ❑ Custom developments are replaced by standard SAP functionality where possible

Key User Central Logistics Department

- ❑ Centrally maintain the common business rules regarding product call-backs, (non-)authorized returns and complaints along with the pricing rules related to the various categories of returns

First step to SOA

Can still use current skills of IT team (classic abap and PHP) and generate webservices out of RFC-enabled Function Modules

Use of Webservices in PHP 4.0 and 5.0

First flavor of basic concepts of SOA

Smooth Evolution to SOA with SAP NetWeaver (Process Integration, Composition Environment, Business Rules Managment, Webdynpro, ..)

Thank you!

Complaints : PoS Application (1)

Complaints : PoS Application (2)

Factures non livres à crediter			
CNK	Libelle	Qtt Facture non livree	Qtt , Crediter
2226983	ACETYLCYSTEINE SAC. 30X600 MG APOT	1	1
1001510	ACNERYNE GEL 30 GR 4%	1	1
2251825	ADERMA GEL MOUSSANT 750ML P. IRRITE	1	1
1389303	AGGRENOX GEL. 60 X 200/25 MG	1	1
0100974	ALDACTONE 25 COMP. 50 X 25 MG	1	1

Réclamations envoyées

MULTIPHARMA	23/03/2010 14:57:41	1014	1	🟩
MULTIPHARMA	22/03/2010 15:21:11	1012	5	🟩

Enveloppe 1012

📄 Liste rcpt
📄 Retour

CNK	Libelle	Raison	Picking	Date de péremption	A Facturer	A CREDITER	Qtt renvoyé
1799121	DAFALGAN 1000 FORTE COMP. 50	Article facture non livré	32201056301		0	40	0
		Reclamation - 100%					
1450956	GAVISCON SUSP. 1X500 ML PO.	Article facture non livré	32201517301		0	1	0
		Reclamation - 100%					
2476687	GAVISCON MENTHOL SUSP. 300 ML PO.	Surplus de réception	0	12/2099	1	0	0
		Reclamation - 100%					
2580439	MUSTELA BB. DERMO NETT.LIQ.750ML NF	Erreur de commande du pharmacien	32201056301	05/2012	0	0	1
		Reclamation - 100%					
2402915	XYZALL SOL. BUV. 200 ML 0.5MG/ML	Date péremption trop courte	32200853101	06/2010	0	0	1
		Reclamation - 100%					

MULTIPHARMA	19/03/2010 14:50:12	1009	2	🟩
MULTIPHARMA	09/03/2010 14:38:47	1005	1	🟩
MULTIPHARMA	05/03/2010 15:28:37	998	33	🟥

Done

Complaints : SAP (1)

Afficher vue "Gestion des Retours" : synthèse

Société	01	Client	8	ME. THIRY S.	Référence	0008201012
			7700	MOUSCRON	Créé le	22.03.2010 à 15:21:11

Gestion des Retours

Poste	Article	Désignation article	Quantité	Confirmé	Type Auto	Type Manuel	Raison Réclamation	Récl.	Déf.
10	000000000008580563	DAFALGAN 1000 FORTE COMP. 50 =C=	40	40	000 Reclamation - 100%	000 Reclamation - 100%	4 Facturé - Non Livré	☑	☐
20	000000000008564825	GAVISCON SUSP. 1X500 ML PO.	1	1	000 Reclamation - 100%	000 Reclamation - 100%	4 Facturé - Non Livré	☑	☐
30	000000000008613978	GAVISCON MENTHOL SUSP. 300 ML PO.	1	1	000 Reclamation - 100%	000 Reclamation - 100%	1 Surplus - Gardé	☑	☐
40	000000000008615816	MUSTELA BB. DERMO NETT.LIQ.750ML NF.	1	1	000 Reclamation - 100%	000 Reclamation - 100%	6 Erreur de commande d…	☑	☐
50	000000000008602880	XYZALL SOL. BUV. 200 ML 0.5MG/ML	1	1	000 Reclamation - 100%	000 Reclamation - 100%	3 Péremption Trop Proc…	☑	☐

Complaints : SAP (2)

Afficher vue "Gestion des Retours" : détail

Société	01	Client	8	ME. THIRY S.
			7700	MOUSCRON

Référence: 0008201012
Créé le: 22.03.2010 à 15:21:11

Poste: 10 ☐ Suppression

Gestion des Retours

Code EAN/CNK	C0000C1799121	ZC	
Article	000000000008580563	DAFALGAN 1000 FORTE COMP. 50 =C=	
Quantité Phenix	40	Quantité Confirmée	40 PCE
Date Péremption.	01.2099		Durée de Vie Restante 999
Lot		Lot Non-SAP	
N° note SCM			

Type de Retour Autom. 000 Reclamation - 100%   Type de Retour Manuel 000 Reclamation - 100%

☑ Reclamation   ☐ Retour   Raison Réclamation 4 Facturé - Non Livré
☐ Défectueux   ☐ Perte Officine   Livraison 87918169   Créé le 22.03.2010

Commentaire

Grpe marchand.	00
Statut Article	Produit Centralise
Code péremption	1 1 mois avant date de peremption
Class Presc/Disp	M Tête de mort: prescription médic. demande écrite/ hors arm
Fournisseur	3071 BRISTOL-MYERS SQUIBB BELGIUM SA 1420 BRAINE-L'ALLEUD

Document vente	60517293	Poste	10	Schéma client	2
Org.commerciale	010V	Canal distrib.	02	Sect.d'activité	MP
Division	01DC			Type doc. vente	ZRE
Magasin	0001			Type de poste	ZRX5

Complaints : SAP (3)

Commande de retour standard SAP (VA03)

Afficher Retours offic. int. 60517293 : synthèse

Retours offic. int.	60517293	Valeur nette	241,48 EUR
Donneur d'ordre	8	ME. THIRY S. / RUE DE TOURCOING 66 / 7700 MOUSCRON	
Réceptionnaire	8	ME. THIRY S. / RUE DE TOURCOING 66 / 7700 MOUSCRON	
N° cde achat	0008201012	Date cde achat	

Vente | Synthèse des postes | Détail du poste | Acheteur | Approvisionnement | Expédition | Motif d'annulation

Date livr.souh.   T   23.03.2010   Div. livraison

Tous les postes

Poste	Article	Quantité d'ordre	UQ	É	Désignation	Motif de refus	TyPo	Prix net
10	000000000008580563	40	PCE		DAFALGAN 1000 FORTE COMP...		ZRX5	
20	000000000008564825	1	PCE		GAVISCON SUSP. 1X500 M...		ZRX5	
30	000000000008613978	1	PCE		GAVISCON MENTHOL SUSP. 30...		ZDLC	

Flux de document SAP poste 10

Flux de documents

🔍 ℹ Synthèse des statuts ✎ Afficher document Documents service 🔲

Partenaire 0000000008 ME. THIRY S.
Article 00000000008580563 DAFALGAN 1000 FORTE COMP. 50 =C=

Document	Quantité	Unité	Val. réf.	Devise	Le	Statut
▽ 📄 ➡ Retours offic. int. 0060517293 / 10	40	PCE		EUR	23.03.2010	Liquidé
▽ 📄 N/C Virtuelle Off. 9800001287 / 10	40	PCE		EUR	25.03.2010	Liquidé
📄 Pièce comptable 7900005684	40	PCE			25.03.2010	Rapproché