

SAP Solution Brief

SAP NetWeaver

SAP Document Presentation by OpenText

Objectives

Solution

Benefits

Quick Facts

Streamline Document Processes in Warehousing, Distribution, and Logistics



The Best-Run Businesses Run SAP™

Improving profitability and customer satisfaction

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Think how much more quickly and accurately you could assemble the documents for a delivery if the paperwork was organized for you. And what if you could multiply your sales opportunities by including **personalized marketing and customer service messages**? What if you could do all this by integrating a single, powerful software solution across your existing infrastructure?

It's old news that you need to tune operations and reduce costs. In warehousing and shipping facilities, reaching those goals means taking a long, hard look at the labor-intensive steps in document handling. The SAP® Document Presentment application by OpenText can help you reduce documentation error rates and lower the cost per shipping pack, while ultimately helping you speed up shipments and improve revenues through cross-sell.

With this application, you can increase throughput and improve customer service while lowering the cost and improving the accuracy of mission-critical logistical processes. You can reduce the manual effort in documentation assembly and improve the timing and accuracy of deliveries. The software helps you automatically create, sort, collate, and forward invoices, packing lists, manifests, labels, advanced shipping notices, return material authorizations, handling notices, and a wide array of personalized offers and regulatory paperwork.



Getting documents right the first time

Keeping the focus on the customer

Going global with minimal stress

Generating, assembling, and distributing documentation packs involves expenses for printing, copying, and IT support. Do you need a fast and succinct way to assemble sets of papers or electronic documents for a specific order or transport? SAP Document Presentment can help by automating the steps to format, print, and consolidate all required documents while sorting them by route and accounting for localization and compliance requirements.

The application automates document processes based on shipment criteria, so you don't have to manage the when, what, and where of

documentation. And when those inevitable last-minute changes occur, you can retrieve additional documents and reassemble packages automatically. That adds up to more on-time deliveries per day and reduced error rates – all with lower resource burn.

You can do away with proprietary printers and preprinted forms by sending notices electronically or to standard printers that use plain paper. You can communicate effectively while saving on paper stocking and handling all while promoting environmental sustainability.

Eliminate delays due to missing or erroneous paperwork for that important customer delivery or container load.



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Shipping documents represent an important customer contact point. SAP Document Presentation helps you leverage the opportunity for additional messaging. It automatically adds personalized flyers, rebate notices, or recall notices appropriate for each customer – all without IT intervention. You can reduce excess inventory by running targeted promotions directly on your shipping documents. Dynamic branding for multiple business units and private labeling for channel partners become trivial exercises. E-mail notification and understandable documentation reduce

the number of customer service inquiries. Integrated archiving helps ensure that all documents and communications can be retrieved at any time in the process to enable prompt customer service and thorough compliance.

You can keep your partners and agents in the loop with automatic alerts to arriving shipments. By using a standard template for all forms of communication, you help ensure consistency of messaging across channels. And keeping customers and partners satisfied is one key to success in the age of one-click shopping.

Slash your document-related distribution center costs while showing your customers that you know them and understand their needs.



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As the world shrinks, you encounter increasing numbers of country-specific documentation requirements regarding the shipping and handling of hazardous materials, refrigerated goods, controlled substances, and so on. With SAP Document Presentment, you can manage multiple languages and diverse regional requirements within a single template. The software

automatically produces and adds such ancillaries as safety and compliance documents in the proper language for each destination. And because the application archives all output, it helps you meet industry standards and government regulations, and it facilitates the move toward online documentation in markets that accept it.

Let SAP Document Presentment make short work of documenting in multiple languages and meeting varied sets of regulations and standards.



Adding up the benefits

Adding up the benefits

In short, the SAP Document Presentment application by Open Text helps you reduce costs and improve efficiency in warehousing and distribution operations as you enhance your customers' experiences.

With this solution you can:

- Improve your rate of on-time delivery and your number of deliveries per day by automatically generating and compiling document sets when and where they are required
- Reduce paper use by eliminating preprinted forms and converting documents to electronic distribution
- Produce output specific to local requirements and languages from a single, flexible template
- Address diverse compliance needs by automatically inserting required ancillaries and archiving all output
- Leverage opportunities for cross-sell and up-sell by personalizing each document pack with relevant product information and offers
- Increase customer satisfaction and reduce customer service costs by delivering complete and understandable documentation in real time





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Summary

With the SAP® Document Presentment application by OpenText, you can streamline the welter of documentation processes involved in shipping and distribution while fostering a more intimate relationship with your customers and partners. You improve your rate of on-time delivery and inventory turnover while lowering document-related costs, boosting sales throughput, and consuming less paper.

Objectives

- Reduce costly manual assembly of documentation packages
- Eliminate dependency on special printers and preprinted forms
- Capitalize on opportunities for customer contact
- Address the complex language and compliance requirements of global commerce

Solution

- Automated document production and collation
- Streamlined reassembly for changed documents
- Generation of targeted marketing and customer service messages
- Timely and consistent information delivery across channels

Benefits

- Reduce errors due to misfiled or incomplete documentation
- Leverage customer contact with targeted campaigns and proactive service notes
- Reduce costs by centralizing document control and integrating business processes
- Save time and support sustainability by saving paper
- Protect IT investments through reduced total cost of ownership

Learn more

Call your SAP representative or visit us online at www.sap.com/solutions/solutionextensions.

