Global DDS (Digital Document archiving System)
구축 사례

삼성SDS
최성한 컨설턴트
Agenda

- 추진배경
- 프로젝트 개요
- 구축 System Overview
- 구축사례
- 효과
Document Archiving is ...

- To archive original or reference documents related to SAP transaction (SD, MM, FI…) or non SAP transaction

- Thereby, to link documents with transactions systematically, to manage history of original documents, and to retrieve business transactions and documents at the same time (RTE)

- Additionally to implement paperless office
Why This Project?

- **Reduce wasting time** to search documents (RTE)
  - e.g. POD (proof of delivery) document

- **Documents sharing** by all department members (RTE)
  - even if any employee retired from the company

- **Integrated managements** of SAP R/3 documents and original documents
프로젝트 개요

◆ 프로젝트 명 : S사 해외 법인 DDS (Digital Document archiving System) 구축

◆ 프로젝트 기간 : 3개월

◆ 투입 M/M : 총 6 M/M
  ▪ 삼성SDS 솔루션 컨설팅 팀 - 2명
  ▪ 현지 IS팀 인력 지원 - 4명 (모듈2, BC2)

◆ 적용기술 및 S/W:
  ▪ 적용기술 : SAP Document Archiving, SAP Workflow
  ▪ 적용 SW : IXOS 4.2A
구축 System Overview

Incoming
- Fax Document
- Mail Document
- Paper Document
- Document File
- BARCODE Reader

Outgoing
- FI
- Incoming Invoice
- Incoming Payment
- Incoming Credit
- SD
- Customer inquiry
- Customer order
- MM
- Invoice
- Credit Memo

Incoming Document
- FI
- Incoming Invoice
- Incoming Payment
- Incoming Credit
- SD
- Customer inquiry
- Customer order
- MM
- Invoice
- Credit Memo

Outgoing Document
- SD
- Quotation
- Delivery Notes
- Invoice Lists
- MM
- Purchase Order
- Inquiry
<table>
<thead>
<tr>
<th>Part</th>
<th>Process</th>
<th>Main Documents</th>
<th>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>GA</td>
<td>10. Contracts, 11. Other Docs</td>
<td>18. lease, rental office, cars, telephones, insurance</td>
<td>50+ Pages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>19. payroll records, evidence, evaluation, bonus, personal contract, 20. personal data, education and employment history, holiday requests, benefits, rewards, warnings etc., 21. outsourcing personal data, outsourcing services related documents, contracts etc., 22. CV, motivation letter, recommendation</td>
<td>150+ Pages</td>
</tr>
<tr>
<td>Dept</td>
<td>Process</td>
<td>Main Documents</td>
<td>Volume</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>------------</td>
</tr>
</tbody>
</table>
| Logistics            | 16. Commercial Invoice  
17. Claims (Insurance from Aboard)  
18. Sales Invoice  
19. Return Order | 23. Invoice, Packing List, Shipping Advice, CO, B/L,  
24. Insurance  
25. POD  
26. Invoice, D/N, Proforma Order  
27. Goods Damage  
28. Correction Invoice, Original Invoice, Service returns  
30. Price deduction | 2,500 Pages |
| Sales (CE)           | 20. Purchasing Order | 31. Invoice (Inbound)  
32. Purchase Order | 160 Pages |
| Sales (IT & TELE)    | 21. Sales Order  
22. Purchasing Order | 33. Invoice (Outbound)  
34. Invoice (Inbound)  
35. Purchase Order | 560 Pages |
| Service              | 23. Parts Operation  
24. Certificates  
25. NSCs(4) contractual agreement  
26. Product exchange  
27. Notification of incorrect spare parts  
28. Official claims  
29. Incoming inspection report  
30. Credit Note | 36. D/N, P/L, Customs Docs, etc  
37. Invoice from ECC  
38. Invoice from UPS (Agent)  
39. Invoice to NCS  
40. Technical Return form  
41. Contract  
42. NSC presentation  
43. Product request - web file  
44. SAJ Confirmation  
45. SAJ Reports  
46. NSC Notification letter  
47. Official claim letter  
48. Inspection report  
49. Credit Memo | 1,200 Pages |
구축 사례

구현 프로세스 실례

General
1. Sales Order & Sales Invoice
2. Vendor Invoice

PI
1. POD(배송증빙문서)

거리한계 극복
1. 서비스센터 Technical Return Case
Sales Order & Sales Invoice – Barcode Print

Sales / Logistics

1. Quotation
2. Receive the Order
3. Create S/O
4. Create Outbound Delivery
5. Receive Goods
6. Receive the information
7. Billing
8. Signed
9. Scanning Original Docs. & Archiving

Customer

1. Request for Purchase
2. Profoma I/V
3. Create S/O
4. Order
5. Receive Goods
6. Receive the Invoice
7. Payment
8. Send Invoice
9. Filing the Copies
10. Post the Incoming Payment

3PL W/H

4. Goods Issue
5. Send Goods
6. Send Notification
7. Filing the Copies
8. Scanning Original Docs. & Archiving
9. Receive the Invoice
10. Post the Incoming Payment

Credit
### コマンド応答

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<td>SHOW235 MHR VALENCE / 45 AUBUEN DE MARC</td>
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구축 사례
### Before

![Image of a document with text in Polish]

### After

![Image of another document with text in Polish]

#### Table

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<tr>
<th>Nr</th>
<th>Kod</th>
<th>N/Z</th>
<th>Spécyfikacja</th>
<th>Cena za szt. netto</th>
<th>VAT %</th>
<th>Ilość</th>
<th>Wartość netto</th>
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<td>20.00</td>
<td>20.00</td>
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#### Notes

- **Do zapłaty:** 4,752,65
- **Słówko:** CZĘŚTY TYLCA BIEDNEMU SZEŚPOŁSIEBIAT KZIEŚNIEK KL.

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**Solution day 2003 -**

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Vendor Invoice

Sales / Logistics

① Prepare the P/O with PSI
① Review, Check, Approve by Admin
② Create P/O
⑤ Receive Docs.
⑥ Create Inbound Delivery
⑨ Receive the G/R & Invoice
⑩ Send Invoice

Vendor

③ Send shipment Information (GITS, FAX)
④ Send Goods
④ Send Shipping Docs & I/V

W/H

⑤ Receive Docs.
⑦ Receive Goods
⑧ Good Receipt
⑧ Send Invoice for Clearance with G/R Docs

Accounting

⑪ Receive the Invoice
⑫ Pay by W/T
⑬ A/P Posting / Clearing
⑬ Scanning Original Docs. & Archiving

구축 사례
구축 사례

Customer invoice (DR)

Doc. number 1800000273  Company code C4D0
Doc. date 2003.07.29  Posting date 2003
Ref.doc. E4D8E83017  Cross-company n
Doc.currency USD

<table>
<thead>
<tr>
<th>Itm</th>
<th>PA</th>
<th>PK</th>
<th>G/L acct</th>
<th>Account</th>
<th>Account short tex</th>
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<tbody>
<tr>
<td>1</td>
<td>4D09</td>
<td>01</td>
<td>12311903</td>
<td>C100</td>
<td>SAMSUNG ELECTRONIC</td>
</tr>
<tr>
<td>*</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td>50</td>
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<td>VAT Payable</td>
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</tr>
<tr>
<td>2</td>
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<tr>
<td>**</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Payment within 30 days from date of invoice.

We hope that the goods will arrive in good condition and look forward to the pleasure of serving your agent.

Yours sincerely

[Signature]

Electronic Components Distributor, Foster City
Brian Miller
PI (POD: AS-IS)

**Customer**
- POD request

**Accounts Dept.**
- Request POD
- Phone /e-mail
- FAX
- POD
- Raise SAP transaction (Credit note- non stock)
- Credit Note

**Logistics Dept.**
- Request POD
- Maintain Control file
- POD
- Claim
- Invoice

**3PL W/H**
- Search
- E-Mail
- YES
- FAX
- If POD found?
- NO

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구축 사례
구축 사례

◆ POD : TO-BE

Customer

- POD request

Accounts Dept.

- Request POD

  - If POD found?
    - YES
      - POD 발행
    - NO
      - Raise SAP transaction (Credit note- non stock )

Logistics Dept.

- Check Delivery notes not attached POD on.

  - NO
    - NO
      - Claim
    - YES
      - Invoice

  - YES
    - Find missing

3PL W/H

- Archiving POD
거리한계 극복 (Technical Returns)

Customer

- TRN request
- TRN request
- sign to TRN form
- Send Goods & And TRN form
- Receive Goods & Information mail
- Receive Mail

Service Center

- Create Return Order
- Print & Send TRN form
- Receive Goods and TRN form
- Inspection
  - Error & Accessory
- Change Return Order
- Posting Good Receipt
- Send Goods & letter
- Archiving TRN form

H.Q

- Check inspection results
- Remove Billing Block On Return Order
- Billing (credit Memo)
- send Credit Memo

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<table>
<thead>
<tr>
<th>Sales Process</th>
<th>AS-IS</th>
<th>TO-BE</th>
<th>Effect</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Print the Invoice (4 Sets)</td>
<td>- Print the Invoice (1 Sets)</td>
<td>- Reduce the redundant document</td>
<td></td>
</tr>
<tr>
<td>- Send the Invoice to Customer, FI, Sales</td>
<td>- Send the Invoice to Customer</td>
<td>- 종이 절약</td>
<td></td>
</tr>
<tr>
<td>- Filing the Invoice</td>
<td>- Scanning &amp; Archiving the Invoice</td>
<td>- 1,400 Invoices / Month * 3</td>
<td></td>
</tr>
<tr>
<td>- Find the invoice in file with evidence and send them</td>
<td>- Find the at system and send it by mail directly</td>
<td>= 한달 약 4200 장 절약</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 각종 증빙 문서 정리 시간 절약</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Vendor I/V</th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>- Filing the Invoice</td>
<td>- Find the invoice and evidence at SAP system directly</td>
<td>- 언제 어디서나 필요한 증빙문서를 SAP를 통하여 실시간 조회 가능</td>
</tr>
<tr>
<td>- Request the evidence</td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>POD</th>
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<tbody>
<tr>
<td>- Elapse the time to find document ( 수개월 ~ 1년)</td>
<td>- 신속한 AR회수로 인한 이익증대</td>
<td>- 프로세스 개선</td>
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<tr>
<td>- 늦은 대응에 고객 불만증가</td>
<td>- Save the time to find document</td>
<td>- 신속한 AR회수 매출증대</td>
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<tr>
<td>- 예상치 못한 손해 발생</td>
<td>- 외주 창고업체 출고 check가능</td>
<td>- 고객 만족도 증가</td>
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<table>
<thead>
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<th>TRN</th>
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<tr>
<td>- TRN 문서 우편 발송</td>
<td>- TRN form Archiving</td>
<td>- 우편료 절약</td>
</tr>
<tr>
<td>- 본사처리까지 시간 많이 걸림.</td>
<td>- SAP를 통하여 실시간 증빙 문서 조회 및 처리</td>
<td>- 실시간 업무 처리</td>
</tr>
</tbody>
</table>

Effect

- Reduce the redundant document
- 종이 절약
- 1,400 Invoices / Month * 3
- 한달 약 4200 장 절약
- 각종 증빙 문서 정리 시간 절약
- 언제 어디서나 필요한 증빙문서를 SAP를 통하여 실시간 조회 가능
- 우편료 절약
- 실시간 업무 처리
Before

- Hard to search documents
- Lots of redundancy
- Too much space for documents

After

- Easy to use
- Quick search for any document (RTE)
- SAP Workflow
- Minimal redundancy

Image with diagrams showing before and after scenarios with systems like SAP R/3, IXOS, and electronic cabinet.
Benefits

◆ Paperless office through document archiving

◆ Customer satisfaction
  ▪ retrieve documents by anybody, anywhere, anytime!

◆ Process change
  ▪ Consistency between information and paper
  ▪ Information sharing between related departments
  ▪ Efficient document retrieving

◆ Cost reduction
  ▪ Store in system instead of paper document
  ▪ Reduce searching time
Q & A

최 성 한 컨설팅트
choishell@samsung.com

감사합니다