Dunning Process

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Background

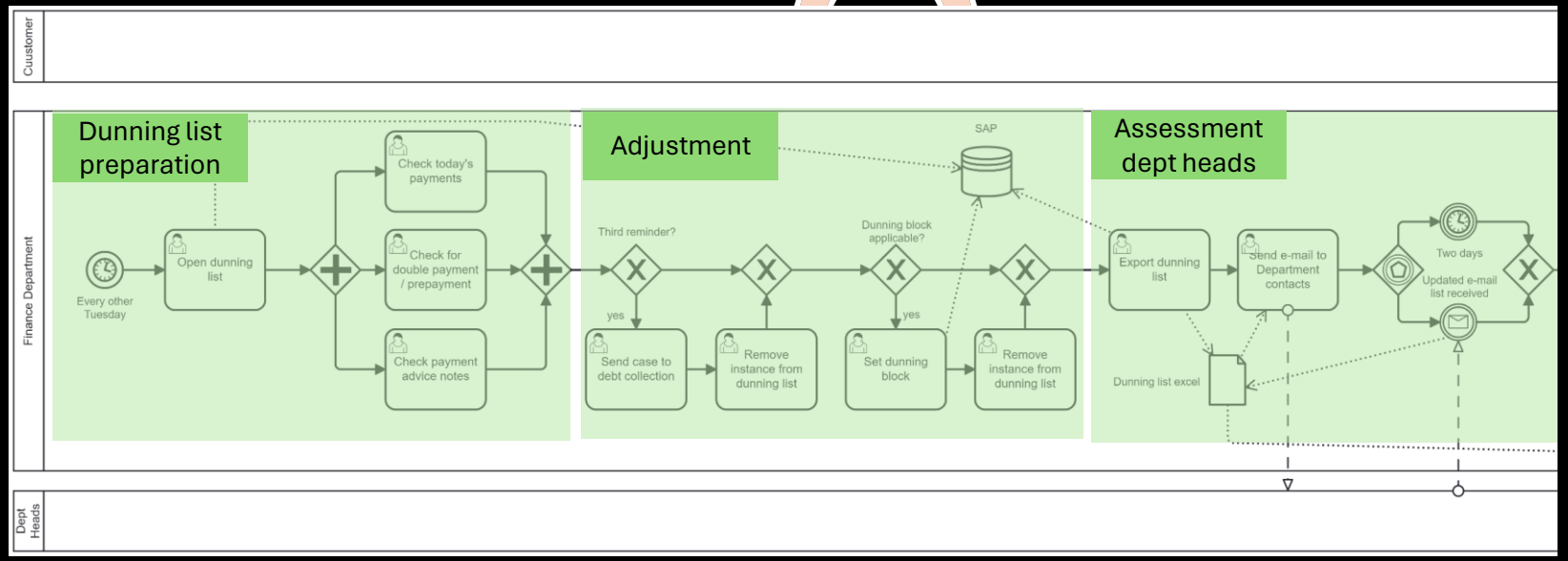
Feuerwächter AG is active in the field of fire protection

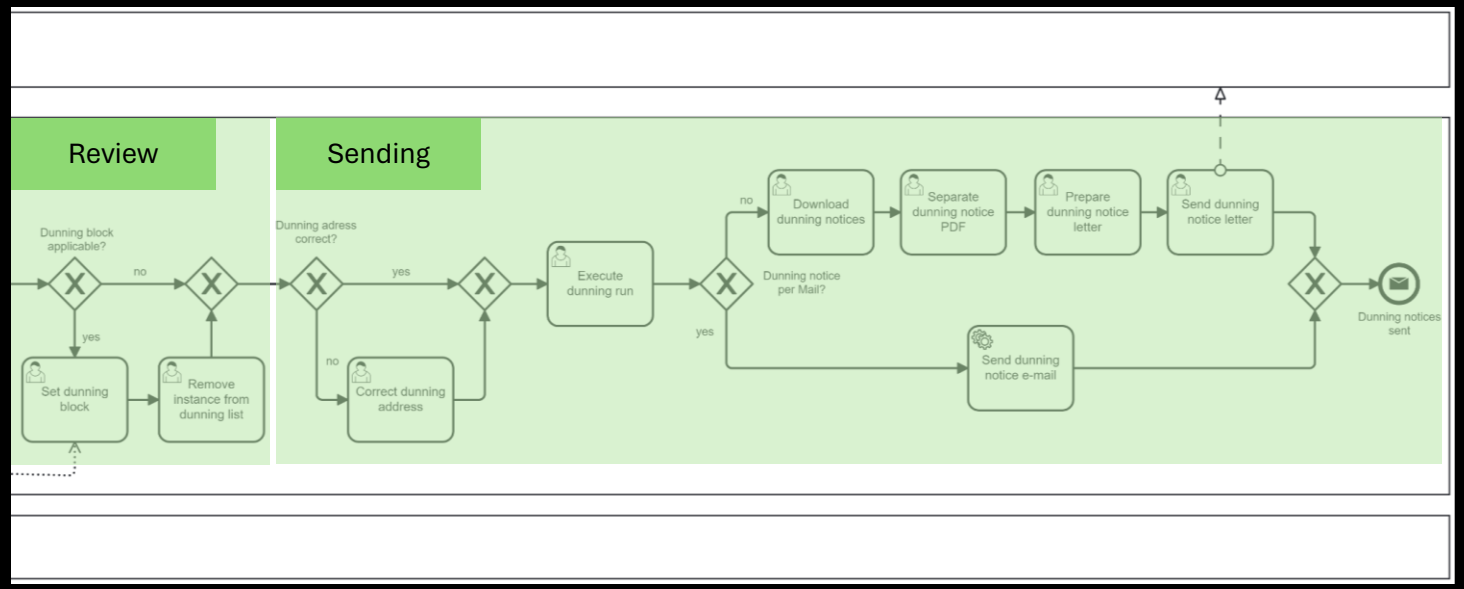
Got acquired by FlameShield Co.

Needs to adapt to FlameShield Co. SAP system

Optimize the process

AS-IS Process

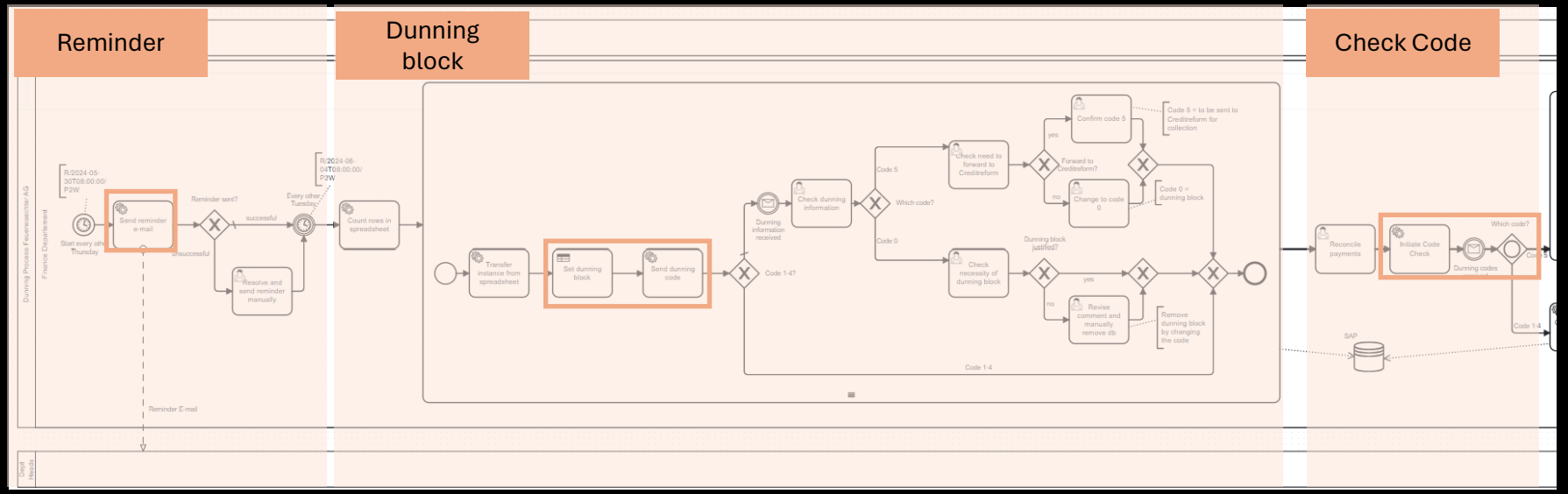


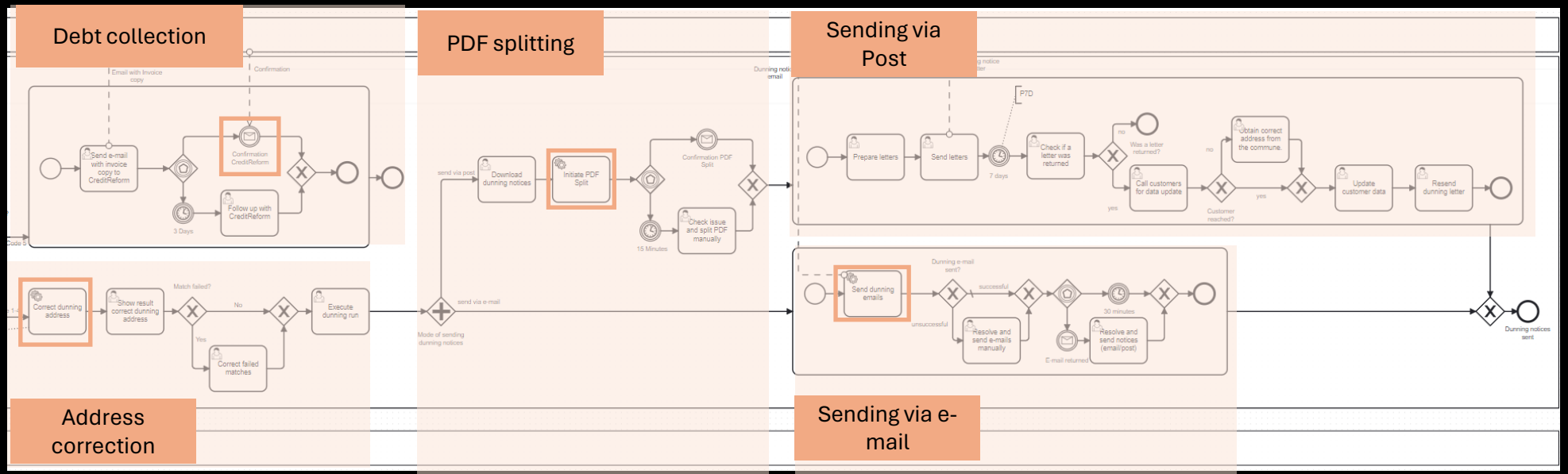


Pain Points

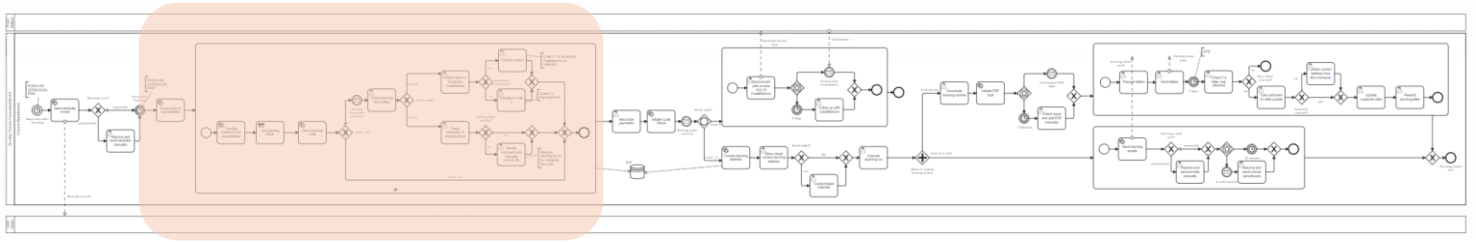
- Duration of the Process
- Setting dunning blocks
- Correction of dunning addresses
- Export of the dunning notices sent by post

TO-BE Process





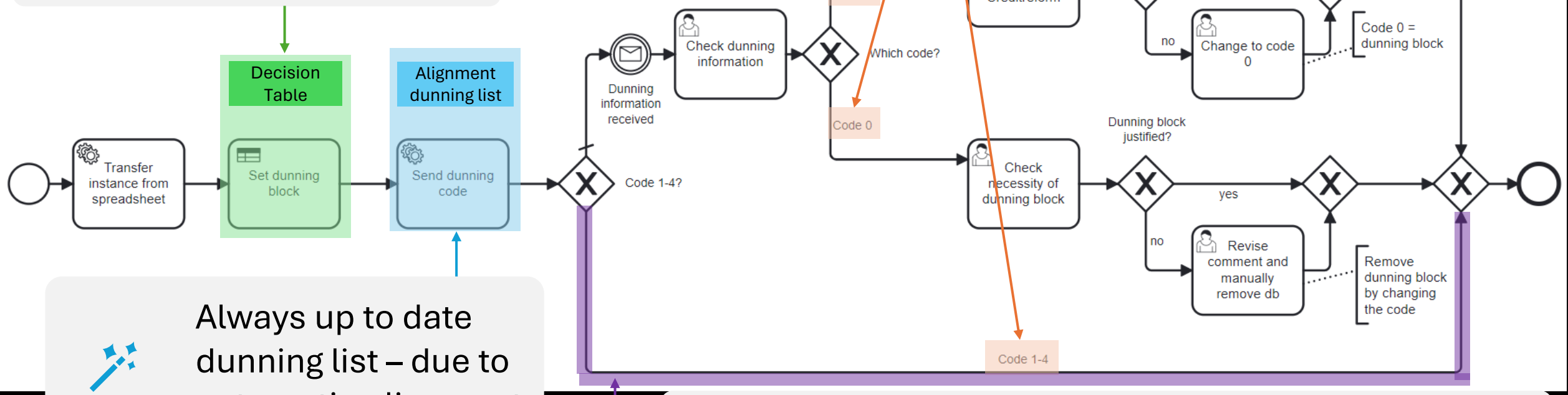
Dunning Block Decision



- Set up of dunning codes and their meaning
- Decision Making via Decision Table
- Always up to date dunning list – due to automatic alignment
- Most cases fully automated - exception Codes 0 and 5 need user checking

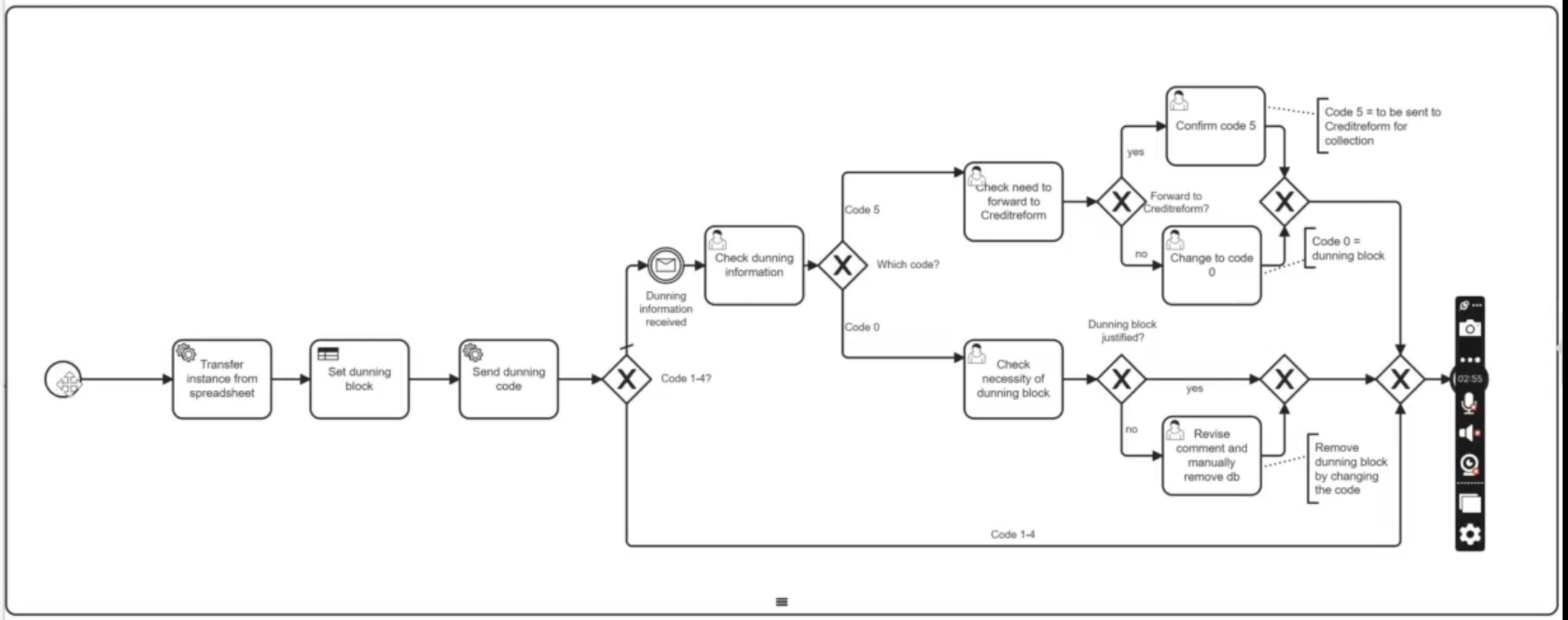
Set up of dunning codes and their meaning

Decision Making via Decision Table

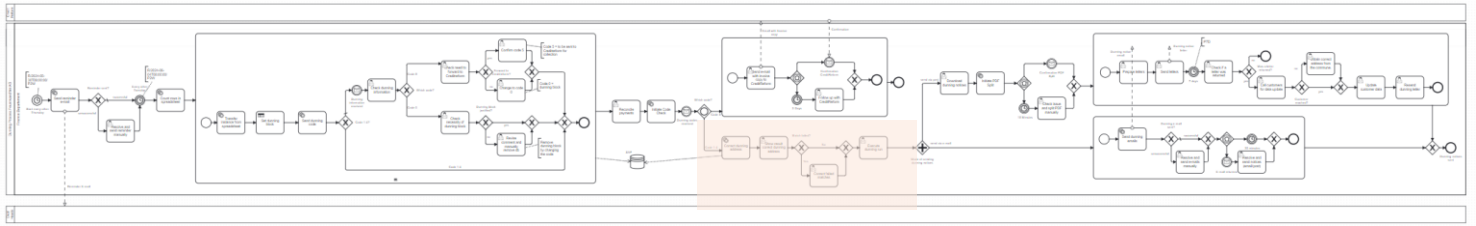


Always up to date dunning list – due to automatic alignment

Most cases fully automated - exception Codes 0 and 5 need user checking


Transfer instance from spreadsheet
Set dunning block
Send dunning code
Code 1-4?
Dunning information received
Check dunning information
Which code?
Code 5
Code 0
Check need to forward to Creditreform
Forward to Creditreform?
yes
no
Confirm code 5
Code 5 = to be sent to Creditreform for collection
Change to code 0
Code 0 = dunning block
Dunning block justified?
Check necessity of dunning block
yes
no
Revise comment and manually remove db
Remove dunning block by changing the code
Code 1-4
02:55

Address Correction



Invoice address ≠ dunning address

- Automatic Address Correction
- Reduction in Errors

Benefits of the new process

More efficiency due to faster processing

Less manual work

Fewer errors due to automation

Bundling the finance department process into one day instead of two

Thank you for your attention!

Questions?