BIRD – Client reference in XLS file ordering process

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# Description

## Context

Sodexo clients can order several types of paper vouchers through Bird. These orders can be done throughout 4 input channels :

* SFTP : The client set a file on a depository and this file is handled by bird to order vouchers
* XLS : The client sends a file to a mailbox and a batch program runs and place the order
* UI (User interface) : An order is created on the application directly
* SoEasy : The client creates the order on the application

For each of these channels, several types of information can be taken in the “order” within which

* Information regarding the voucher order (Information regarding the product itself, the delivery of the product, its validity, its delivery specifications)
* Additional information ( client reference, order introduction date etc…)

Once the order is received in Bird, the system creates the order, and process the invoicing taking into account data taken in the system and additional information that may have been received.

## Constraints :

Bird currently allows only one contract per client and one contact person per client. However, actually , a client can have several departments that can independently order, being delivered and pay invoices. Therefore, clients may face difficulties to identify to whom an order is addressed or which should be responsible for paying the invoice.

In order to solve this possible problem at client side, a “client reference” field is allocated to the client so that he can specify its references and ease the identification of invoice responsibilities within its structure.

## Requirement :

Sales have reported that clients are not allowed to specify the “client references” in the XLS file. Therefore, clients should be enabled to specify this “client reference” (information regarding the invoicing) whenever they order via XLS. Moreover, Bird should identify that this number have been stated by the client.

*NB :*

*There is currently a work around used by CSD to specify the client reference when a mail is received via mail (SIC AAS) .*

*The client mention the client reference in the mail, the system creates the order, CSD operator introduce manually the client reference in the order*

## Solution:

First of all, the stakeholders (CSD, SALES, MKT, IT) should consider whether the workaround is sustainable or not. If it is not, the following solutions should be considered:

* Specifying the “client reference” in the XLS itself
  + A new version of the template should be created containing this data

(either in an additional column[Duplication of the reference] or in another row [One time the reference in the file])

* + Old version of the template should be supported by the application
  + Batch programs handling the orders should be adapted
  + Notifications to clients should be adapted to reflect this new functionality

* Specifying the “client reference” in the mail sent containing the XLS
  + Batch programs handling the orders should be adapted
  + Specification of the ordering process should be adapted
  + Batch programs handling the orders should be adapted
  + Notifications to clients should be adapted to reflect this new functionality

## Pending

Stakeholders (CSD, SALES, MKT, IT) should consider whether the workaround is sustainable or not.

## Remarks

**Sent:** mardi 3 septembre 2013 20:47  
**To:** PEDERSEN Pierre-Leif  
**Cc:** ARIAS GONZALEZ Juan Enrique; VANCOLEN Elise; DARQUENNES Etienne; MINNE Karel; DE SPIEGELAERE Dirk; Albert Jean-Sebastien  
**Subject:** RE: Client references in XLS file - Business analysis document - Feedback request   
**Importance:** High

Hi Pierre-Leif,

As discussed today, I have reviewed and analyzed your business/process document. It is complete but there are some things that you need to modify.

Hereunder my feedback/points per paragraph:

* Context:
  + Not only xls files can be send to electronic-orders mailbox. Other lay-out like bird and percli are also sent to this mailbox. Depend of the used contract number bird generate the order with the adequate product (ex. Lunch contract number = 111111 and this number is used in the file, production will generate lunch passes)
* Constraints:
  + **Client number**: A client can have different client numbers if he is a client of Sodexo for different voucher types. For each product he has a contact number that he need to use when he send his orders
  + **Cost center**: In bird a client fiche (dossier) is created per VAT number (ondernemingsnummer/Btw nummer). It means that when a client wishes different invoices (ex. per department), there are possibilities to do it via the functionality “Costcenter” in Bird. Today a lot of clients have this structure in bird. It’s also possible with the ordering via Excel.
  + **Delivery point:** The same as the costcenters, in Bird it’s possible to have different delivery points for one client. But it’s important that this functionalities are correctly configured in Bird
  + **Contact persons:** A client can have different contact persons if needed. We can also link the contact persons to a specific delivery point or cost center

As communicated by Pierre-Leif, today the “invoice references” are added manually by the CSD operator. This information must be mentioned in the mail of the client. Indeed, if you wish that this procedure will be automatically this information must be present in the order file (excel) send by the client.

I propose that Pierre-Leif organize another meeting with the different persons so we can agree together and if needed begin with a development. Pierre-Leif, could you take the lead and send us meeting request?

If you have any questions, don’t hesitate to contact me.

Best regards,

Abdel

**Abdelaziz AIT SAAOUD**

Customer Service Process & Project Analyst

Customer Service Department

**Sodexo Benefits & Rewards Services**

Rue Charles Lemairestraat 1 –  Bruxelles 1160 Brussel

T : +32 (0)2 547 54 42

F : +32 (0)2 547 55 89

E-mail : [abdelaziz.aitsaaoud@sodexo.com](mailto:abdelaziz.aitsaaoud@sodexo.com)

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