**CRITICAL ANAYSIS REPORT**

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| **Introduction** | Customers of a computer hardware Company,Renovo,place their purchase orders by submitting a Purchase Order (PO) in a PDF or an Excel file through emails to their sales representatives. Sales representatives on receiving POs in their email enter orders in the Company’s Sales Order Management module of their SAP ERP system. Sales Orders then move to Contract Management department of the company for approval. If a Sales Order meets the contract’sstandard terms with the customer,then the Sales Order is approved,and the Sales Order moves to the Packaging and Delivery department for delivery to the customer. In case the Sales Order does not meetthe contract’sstandard terms,then the contract management personnel raisesan escalation and the Sales Order moves to the Legal department for review and approval. Depending on the variances in the Sales Order from the standard terms and approval authorization limits, the Legal Personnel may either approve or reject the Order. In case the Order is rejected,it sends a rejection notification to the Contact Management Personnel as well as the Sales Representative. Packaging and Delivery department will send the items to the customer as per the approved orders |
| **Summary** | Renovo receives hundreds and sometimes thousands of such orders from their customers daily. Existing Purchase Order Management system involves many people from many departments (Sales, Contracts, Legal, Packaging & Delivery) involving various applications/systems (Email/PDF, OMS, ERP, Departmental Applications). This leads to a long delivery time and that too is inconsistent across orders and customers. Also, it is error prone due to manual data entry and it often leads to incorrect dispatches causing losses and customer dissatisfaction. To solve this problem, Renovo wants to implement an automation system using Robotic Process Automation to automate the manual interactions with their existing applications. |
| **Analysis** | * We can replace Sales representatives with RPA and completely eliminate human intervention. * RPA can read emails and classify it. * Using OCR (Optical Character Recognition) read and extracts Purchase Order from papers or documents (PDF/Excel) * Update Purchase Order with extracted information. * Further routing of application to either manager / head for approval. |

**BUSINESS PROCESS WORKFLOW**

