



**CBRE**



Southern CA User Group  
December 7<sup>th</sup>

CBRE –  
Transforming AP for JD Edwards E1

**ORACLE** CERTIFIED  
PARTNER  
JD EDWARDS ENTERPRISEONE

# Session Path

- Introductions

**Doug Brooker – Genni White – Bob Fritts**

- AP Landscape – Challenges and Automation Options
- About CBRE and Bottomline Technologies
  - AP Automation – Current State of AP Automation and Challenges Companies Face in Automating AP Processes
  - High Level Overview of “Transform AP”
  - CBRE Review – AP Challenges and Efficiencies Gained Through Automation
- Summary / Q&A



**CBRE is the world's largest commercial real estate services firm (in terms of 2010 revenue at 5.1 billion). The Company has approximately 31,000 employees and serves real estate owners, investors and occupiers Through more than 300 offices worldwide.**

## **Accolades and Leadership**

- First commercial real estate services company in the Fortune 500.
- Highest-ranked commercial real estate services company in Fortune magazine's Most Admired Companies list.
- The United States Environmental Protection Agency (EPA) 2011 Energy Star Partner of the Year Sustained Excellence Award.
- InfoWeek's top 500 innovative users of business technology, ranked #42.

# About Bottomline Technologies



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# Current AP and ACH Landscape

## Today's Reality:

- 83% of all invoices received by AP departments are still via paper
- 68% of payments are still settled via paper check
- 91% of Corporates are under pressure to reduce costs and improve control

**“Decades-old predictions of a paperless world have yet to come true, at least when it comes to business-to-business payments. In fact, the volume of paper payments is essentially unchanged since our 2004 Benchmarking Survey.”**

**– IAPP Benchmarking Survey**

# The Real Cost to Process an Invoice

Type of Cost	Examples	Amount
Exception Invoice	Average cost to process paper exception invoice Average cost to process electronic exception invoice	\$20.00ea \$ 4.03ea
Dispute Invoice	Average cost to process paper dispute invoice Average cost to process electronic dispute invoice	\$44.22ea \$ 9.03ea
FTE Processing	Annual number of paper invoices processed per FTE Annual number of e-invoices processed per FTE	11,500 20,000
Notes	Average percentage of exception invoices Average percentage of invoices with disputes	64% 4%

Average Cost Savings  
Per e-Invoice:  
**\$16.00**

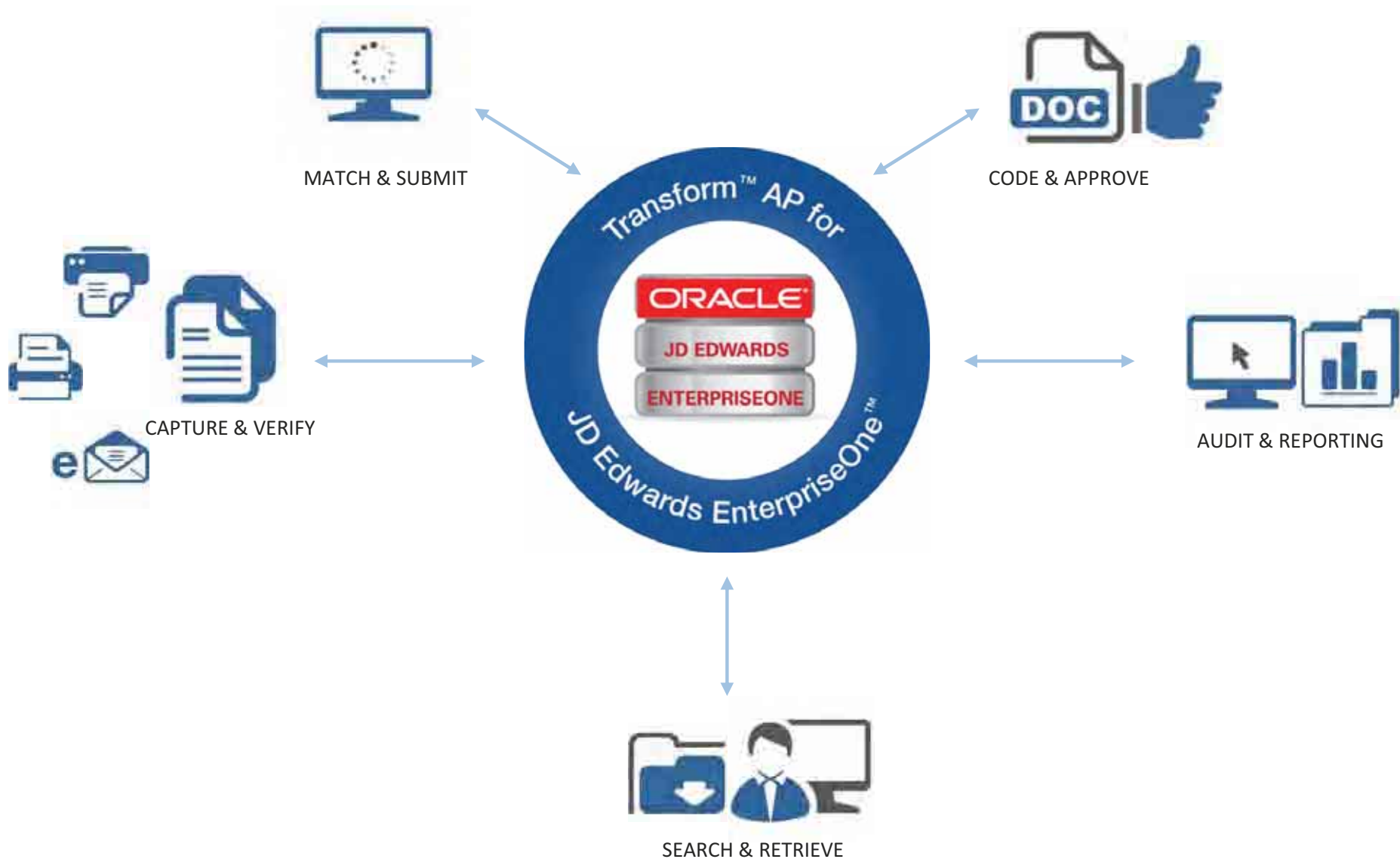
Cost savings to Process 5,000  
e-Invoices/Mo:  
**\$80,000.00**

# Getting to Paperless Accounts Payable!





# Key AP Automation Processes





# CBRE – Background & Current Environment

- CBRE's Global Corporate Services provides real estate management services for fortune 500 companies and in many cases functions as the clients corporate real estate departments. Real Estate services include facilities management, accounting, financial reporting and transaction processing.
- Current clients include: Ford, Wells Fargo, Union Bank, Nestles, Cisco.
- Support over 125 different clients which use CBRE's JDE system.
- 20+ Unique production environments, another 20+ test environments and several development environments.
- Highly customized system, with over 300 outbound transmissions to clients.
- Over 6,500 JDE Companies, over 70,000 JDE Business Units
- Approximately 2,700 invoices processed daily, 54,000 invoices per month, approximately 650,000 per year and growing.
- 70% of invoices are non PO invoices
- Technical environment:
  - Application/Version: JDE EnterpriseOne 8.11 (8.96.2.3 Tools Release)
  - Platform: AS400 V5R4; will be moving to V6
  - Database: DB2

# CBRE Initial AP Automation – Goals

- In 2009 CBRE developed a best of breed solution called Global Insight Platform, which would provide an integrated PO based solution to it's clients.
- CBRE's goals for AP automation included the following:
  - Robust invoice processing reporting including volumes by country by client, invoice status reporting, transaction processing time, exception reporting, etc.
  - Provide a document storage solution which is tightly integrated with JDE.
  - Manage invoice processing through different status queues, including a queue for quality check with detail reporting.
  - Reduce invoice processing time - Eliminate double entry from the process.
  - Maximize use of auto-matching features of system.

# CBRE Overview –

- **The challenges – inefficiencies in the old AP process**
  - Multiple methods of getting A/P transactions into JDE, these included Rcash, Core, Uploading of invoices.
  - No efficient method to retrieve invoices or view them on line for research purposes.
  - No method to follow up with exceptions.
  - Duplication of effort in entering data.
  - Existing methods did not support an PO based model.
- **Types of solutions that were considered**
  - Created an interim proprietary solution, which included offshore labor to enter invoices into JDE.
  - Reviewed several Document Imaging Solutions.
  - Reviewed rebuilding the existing interim proprietary solution with integration to JDE.
  - Find a KISS solution....an integrated document imaging system with full integration into JDE.
- **Where we are today**
  - Project kickoff April 2011, pilot began on 9/15/11, with one client.
  - Minimal amount of modification.
  - Positive feedback from user community.
  - Faster processing of invoices.
  - Reduced amount of referrals.
  - Beginning 1/1/2012 migrate 20% of our clients per month.

# CBRE Future Goals

- Enhance TAP reporting functionality.
- Non PO invoice processing using TAP will begin pilot in January 2012.
- Move off of multiple A/P invoicing platforms (Rcash, Core).
- Develop an E-invoicing platform using TAP.
- Expand PO matching to support invoices which reference over 1,000 PO's.
- Incorporate TAP into Vendor Self Service Portal.

# Work Queues within EnterpriseOne

Work with Transform AP Documents - Work With Transform AP Documents - Windows Internet Explorer

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EnterpriseOne Menu

Open Applications

Fast Path

Records 1 - 10

Transform AP Batch No	Transform AP Batch Number	Doc Type	Doc No	Doc Status Description	Unvouchered Receipts	Scan Date	Document Number	Address Number	Name
64	70	SI	81	Processing Complete		01/14/2010	1000	04360	Addres St
64	71	SI	20	Reviewed		01/20/2010	CP-012116-00004	4344	Universal In
64	73	SI	45	Pending External Approval		01/19/2010	JBB0001	4350	American E
64	75	SP	10	Scanned		08/18/2010	EW1000		
64	78	SI	45	Pending External Approval		01/19/2010	JBB0002	4325	Chicago W
69	86	SP	10	Scanned		08/18/2010	EW1001		
73	82	SI	10	Scanned		01/20/2010			
77	83	SI	20	Reviewed		01/19/2010	JBB0003	4321	Worldwide
84	88	SI	20	Reviewed		01/19/2010	JBB0004	4317	Appliance P
82	89	SI	20	Reviewed		08/19/2010			

Transform AP Version 2.1

Documents and associated metadata are queued in EnterpriseOne for further processing...

# Integrated Split Screen View

The screenshot displays the Oracle JD Edwards EnterpriseOne interface in a split-screen view. The left pane shows the 'Work with Transform AP Documents - Transform AP Supplier Invoice Entry (PE)' form, and the right pane shows a scanned invoice document.

**Form Data (Left Pane):**

- Scan Date: 10/28/2010
- Document Type: SI Supplier Invoice, without PO
- Invoice Type: Pre-authorized
- Company: 00001 Bottomline Technologies US
- Invoice Number: TDB-NOPO-01282010
- Invoice Date: 01/28/2010
- Supplier Number: 4344 Universal Incorporated
- Document Status: 80 Approved
- Forward Reason Code: Forwarded Invoice

**Table 1: Tax Summary**

GBP Gross	Rate Area	Expt Code	Tax Amount	Taxable Amount	Due Date
1 1,508.00	FRVA	V	309.00	1,500.00	10/28/2010
2					
3					

**Table 2: Invoice Line Item**

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
1	Office Services	1300.00	1300.00

**Table 3: Summary Totals**

SUBTOTAL	1300.00
SALES TAX	
SHIPPING & HANDLING	
TOTAL DUE	1300.00

**Invoice Document (Right Pane):**

**United Incorporated**  
 3831 Soale Street  
 Chicago, IL 60661  
 Phone (800-555-0100) Fax (800-555-0101)

**INVOICE**  
 INVOICE # TDB-NOPO-01282010  
 DATE: 10/28/2010

**TO:** Chris Pohl  
 Project Management Company  
 1705 E. Broadway  
 Denver, CO 80204  
 (770-576-3381)

**SHIP TO:** Chris Pohl  
 Project Management Company  
 1705 E. Broadway  
 Denver, CO 80204  
 (770-576-3381)

COMMENTS OR SPECIAL INSTRUCTIONS:

...with captured data automatically entered into EnterpriseOne for verification...



# Submit – Create Voucher

The screenshot displays the Oracle JDE EnterpriseOne 'Voucher Match' interface. The main window is titled 'Work with Transform AP Documents - Voucher Match'. It features a 'Voucher Match' tab with a 'Supplier: Parts Emporium' dropdown. The form contains the following fields:

Order Number	8314	IOS	00001
Voucher Num.			Batch: 0079
Supplier	4943	Parts Emporium	
Invoice Num	4343-PQ-07	Company	00001
Gross Amount	1,000.00	Remaining	1,000.00
Taxable Amt		Tax	
Invoice Date	08/20/2010	G/L Date	11/19/2010
Retained Amt		Discount Amt	
Currency	USD	Exchange Rate	
Rate	1.0000		

On the right, an 'INVOICE' window is open for 'Parts Emporium'. It shows invoice details including 'INVOICE A' and '4343-PQ-07', and a table of items:

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
1	Item 015 - Mountain Bike, Red	1000.00	1000.00

At the bottom, a 'Records 1 - 1' table is visible with the following columns: Change Order, Item Number, Supplier, Quantity To Voucher, To (HoM), Amount To Voucher, Retained Amount, Percentage Retained, Prev. Amt Retained, Retainage To Release, Date, and Description.

...make appropriate updates/addtions to the invoice and click OK to create voucher...



# Exceptions – Forward

Work with Transform AP Documents - Transform AP Supplier Invoice Entry (PE) - Windows Internet Explorer

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Work with Transform AP Documents - Transform AP Supplier Invoice Entry (PE)

Create Voucher Forward Save Cancel - Select One

Document: 00 Controlling: Approved: Drive

Scan Date: 10/28/2010  
Document Type: SI Supplier Invoice without PCI  
Invoice Type: IS Pre-authorized  
Company: 00001 Boltomline Technologies US  
Invoice Number: TDB-NOPD-01282010  
Invoice Date: 01/28/2010  
Supplier Number: 4344 Universal Incorporated

GBP Gross	Rate/Area	Expt Code	Tax Amount	Taxable Amount	Due Date
1 1 809.00	FRIVA	V	309.00	1,500.00	10/28/2010
2					
3					

Reference  
Remark  
Registration Number

Document Status: 20 Reversed  
Forward To: 2000 Walters, Aileen  
Forward Reason Code: AUTHED Authorization Needed  
Forward Reason Text: Verify that services have been completed.

Transform AP Version: 2.1

Select View help Presenter View Document

**United Incorporated** **INVOICE**

2001 Soot Street  
Chicago, IL 60603  
Phone (312) 555-0190 Fax (312) 555-0191

INVOICE # 100-NOPD-01282010  
DATE: 1/28/2010

TO:  
Global Role  
Project Management Company  
1700 E. Broadway  
Denver, CO 80204  
(720) 576-3331

SHIP TO:  
Global Role  
Project Management Company  
1700 E. Broadway  
Denver, CO 80204  
(720) 576-3331

COMMENTS OR SPECIAL INSTRUCTIONS:

SALESPERSON	P.O. NUMBER	REQUISITIONER	SHIPPING VIA	F.U.S. POINT	TERMS
		James Surpin	UPS	Origin	30 Day

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
1	Office Services	1200.00	1200.00

SUBTOTAL: 1200.00  
SALES TAX  
SHIPPING & HANDLING  
TOTAL DUE: 1200.00

...any exceptions can be forwarded for approval...

# EnterpriseOne Media Attachments

The screenshot displays the Oracle JD Edwards EnterpriseOne Supplier Ledger Inquiry interface. The main window shows a list of records with columns for Document Number, Doc Type, and On/Off. A record with Document Number 1562 and Doc Type PV is highlighted. A yellow circle around this record has an arrow pointing to a detailed view of the invoice document. The detailed view shows the invoice header and a table of line items.

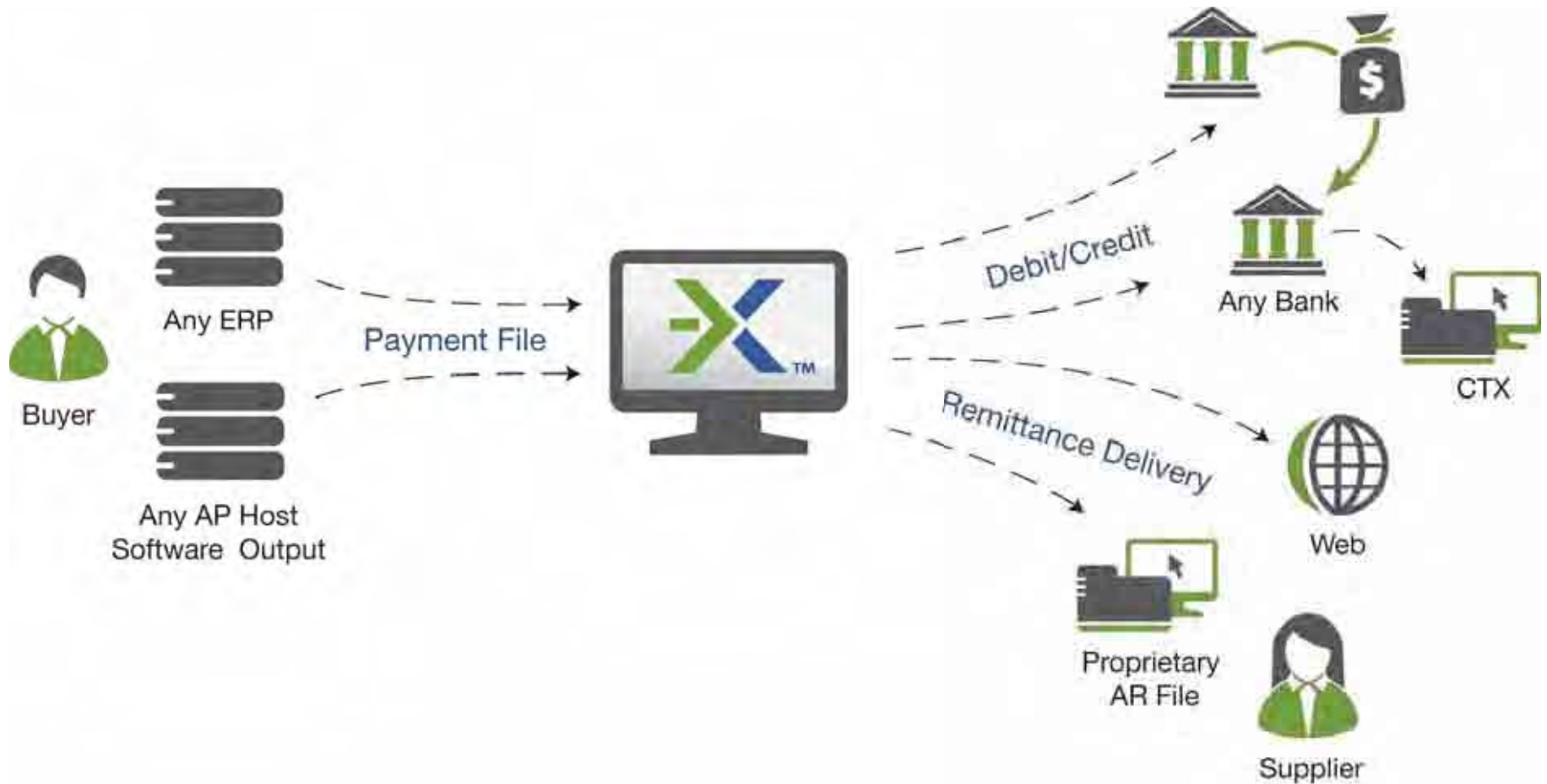
DocType	InvoiceNumber	InvoiceDate	InvoiceTotal	VendorName	PONumber
	76487	2009-09-30 00:00:00	495	Pacific B&B	8026-CO-0001

DocType	CheckNumber	CheckDate	CheckTotal	VendorName	VendorNumber	InvoiceNumber	PONumber
	46488	2009-10-30 00:00:00	495	Pacific B&B	82760	76487	8026-CP-0001

...users can view invoice documents from within EnterpriseOne via native media attachment as well as Related Documents...

# Supplier Payments Paymode-X



Thank You!

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