

SAP Solution Brief
SAP for Utilities



Municipal coffers are bare. At the same time, customer price awareness regarding municipal services is increasing. Municipal billing plays an important role in this context. The speed, efficiency, and precision with which you carry out this demanding process can be decisive for acceptance by your customers, for your profit margin, and, ultimately, for your long-term business success. The SAP® Waste and Recycling application provides the support you need through custom-tailored functions for billing, invoicing, printing, and price structure.

SAP® WASTE AND RECYCLING

Municipal Billing Made Easy

Custom-Tailored Tools for Performance-Based Payment

Municipal services – including collecting, transporting, sorting, recycling, and landfilling waste, as well as winter services and cleaning and clearing streets – are vital to cities and communities. These services place maximum demand on you, the municipal waste disposal company, in terms of planning and implementation. Such services are handled as mass processes, yet a strict customer focus and professional execution are taken as a matter of course.

It is also taken for granted that you expect adequate payment from your customers. Again, this presents a major challenge. Even though municipal billing is a mass process, it has to model processes that are differentiated individually and subject to constant change. In the municipal billing process, you must balance increasing customer price awareness with the dwindling budgets of your municipality. While you may already be thinking about the next rate increase, your customers are examining their bills and charge notifications more closely. Your mass billing process not only has to be fast and efficient, but it must be as error free as possible.

The SAP® Waste and Recycling application can help by providing process automation that is as fast as it is robust and adaptable. Tailored specifically to meet the needs of municipal waste disposal companies, SAP Waste and Recycling enables the mass creation of invoices, along with validations, billing, and cancellations. The application allows you to manage flexible price structures. Moreover, seamless integration with the mySAP™ ERP application gives you direct, enterprise-wide access to tools for financial accounting, business intelligence, and controlling.

SAP Waste and Recycling lets you bill for municipal waste disposal services in any number of ways, including the following: in several divisions, such as container, cleaning, and winter service, simultaneously when necessary; based on standard prices as well as flexibly definable special conditions; and as a flat fee or based on a specific activity.

Implement New Prices Quickly and Flawlessly

SAP Waste and Recycling features comprehensive functionality for price structuring, based on individual customer needs. The application helps you to assemble new price packages quickly. This, in turn, allows you to flawlessly implement municipal ordinance changes. Waste billing categories let you derive a wide variety of fee scales such as type and duration of the rendered service; type, size, and number of containers; number of persons per household; distance cleaned; and season in which services were provided. Moreover, you can combine these and other scales to create custom price models that perfectly fit your services and the current ordinance of your municipality. You can even define different divisions and billing classes and the general ledger accounts to which the individual invoice lines are posted.

SAP Waste and Recycling allows you to define the billing period in terms of days, weeks, or months. Due dates can be defined annually, quarterly, or monthly and adjusted flexibly to account for public holidays and mailing lead times. If billing-relevant changes – such as a price change – occur during the year, SAP Waste and Recycling handles them effortlessly by simply adding a pricing time slice to the software. The application guarantees correct billing, as changes to all relevant data are prorated individually and presented transparently on municipal charge notifications for your customers.

Risk-Free Price Adjustment

Imagine that you are implementing a new pricing system. Of course your ordering parties and customers expect a seamless changeover of billing and invoicing. Yet the mass process of municipal billing is so complex that it is nearly impossible to consider all potential sources of errors in advance. If you can't manage each aspect of this difficult transition, you could easily become the target of public criticism. SAP Waste and Recycling protects you against unpleasant surprises by enabling you to run comprehensive simulations of planned price changes and improve your process flows before you begin sending out your municipal charges notifications.

Speed Meets Quality

With SAP Waste and Recycling you can divide the overall billing volume as your IT infrastructure allows and process bills in parallel mass runs. This approach reduces computation times dramatically. At the same time, the option of single billing is always possible if you need it.

To help you avoid dispatching incorrect bills, SAP Waste and Recycling allows you to run automatic validations for the billing documents you generate. For example, you can check all documents with an invoice amount of more than €1,000. Any questionable bills are written to an exception list and automatically blocked for the next invoicing run. The responsible clerks can then work through the exception list directly, supported by workflows and automated task assignments, with a high degree of flexibility.

Imagine you discover, after several billing documents have already been invoiced for a contract account, that one of them is incorrect. Conventional accounting software would require you to reverse the correct documents as well. But such is not in the case when you use SAP Waste and Recycling. The SAP Waste and Recycling application features an adjustment reversal function that you can apply only to the incorrect documents. The next bill takes only the resulting difference into account. In addition, an automatic reversal option is available to help speed up your change service.

Invoice, Print, and Archive

Billing documents, including any potential reversals, are passed on to the fully automated invoicing process. The bills are then posted in the mass current account in the SAP Waste and Recycling application where you can manage individual, separately balanced contract accounts for each customer. You can also create and edit budget billing plans and calculate taxes, surcharges, credit memos, and dunning charges. The print documents are generated in the final step.

Invoicing and printing can be divided and processed in parallel. As with billing, this gives you the power to speed up processing. Invoicing and printing can be configured completely independently of one another, which gives you the flexibility to adjust processing options to fit your IT infrastructure.

Additional archiving functions help optimize the load on your IT infrastructure. Documents that no longer have to be available online are deleted from the database and written to archive files, where they can be displayed at any time and restored as necessary. This approach reduces the load on your systems and curbs your investment and operating costs while at the same time ensuring fast access to current mass data.

Systematic Process Integration

SAP Waste and Recycling gives you all the benefits of systematic process integration. Price structuring, billing, invoicing, and printing integrate seamlessly. You can take advantage of all the other functionality in SAP Waste and Recycling, such as industry-specific support for customer service, route planning, documentation, waste facilities management, and sales and distribution. And SAP Waste and Recycling is not a stand-alone application; it is integrated seamlessly with mySAP ERP.

All this provides you with additional flexibility. Services billed using the enterprise resource planning (ERP) functionality for service management or sales and distribution can be effortlessly included in billing for SAP Waste and Recycling. The same applies to billing documents from external service providers. Moreover, you have full, enterprise-wide access to tools for financial accounting, business intelligence, and controlling, which you can apply to all disposal-specific business objects and processes and use to optimize your enterprise management.

How You Can Benefit from SAP Waste and Recycling

SAP Waste and Recycling provides the best possible support for municipal billing. With the application, you can do the following:

- Bill all types of municipal waste disposal services accurately – from the collection of household waste to recycling and disposal to cleaning and winter services
- Process incoming mass data quickly, optimizing the load on your IT infrastructure
- Create custom-tailored invoices and municipal charges notifications that reflect your waste disposal services clearly and concisely
- Benefit from efficient functions for validation, outsourcing, changes, and reversals that guarantee the quality of billing data
- Utilize flexible instruments for differentiated price structuring
- Profit from seamless integration with all functionality in SAP Waste and Recycling, including direct access to the powerful ERP tools in mySAP ERP

Specific Advantages

You deliver vital services in a challenging market characterized by growing cost pressures and increasing quality demands. Do you want to maintain – or even expand – your room to maneuver? By choosing SAP Waste and Recycling you will benefit from reduced process costs, increased speed and precision of your billing process, extremely flexible and precise pricing functionality, and a highly adjustable billing structure – all of which can lead to increased satisfaction among your customers and your employees. You can count on SAP Waste and Recycling – the powerful solution for the waste disposal industry.

Find Out More

To find out more about SAP Waste and Recycling and the opportunities that this application can present for your company, visit our Web site at www.sap.com/industries/utilities/brochures/index.epx.

Powered by SAP NetWeaver®

SAP Waste and Recycling is powered by the SAP NetWeaver® platform. SAP NetWeaver unifies technology components into a single platform, allowing organizations to reduce IT complexity and obtain more business value from their IT investments. It provides the best way to integrate all systems running SAP or non-SAP software.

SAP NetWeaver also helps organizations align IT with their business. With SAP NetWeaver, organizations can compose and enhance business applications rapidly using enterprise services. As the foundation for enterprise service-oriented architecture (enterprise SOA), SAP NetWeaver allows organizations to evolve their current IT landscapes into a strategic environment that drives business change.