MODILO · PROCESS ANALYSIS · WORKED EXAMPLE

Invoice approval

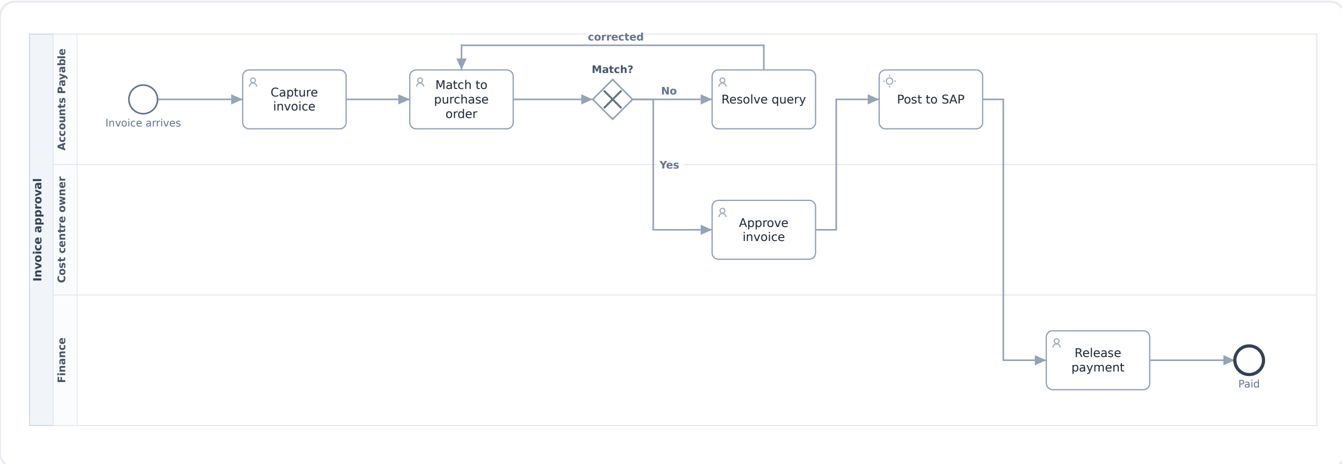
A supplier invoice from inbox to payment run · 6 tasks across 3 roles · SAP MM and email

What this document is

This is a worked example, not a customer engagement. The process below was described to Modilo in a single paragraph of plain English; Modilo produced the diagram, the findings and the options that follow. It is published so that you can judge the output before giving it anything of your own.

Everything here is structural — what the process does, where it loops, and who has to touch it. **There are deliberately no time or cost figures**, because measuring them needs volumes and touch times from a real organisation. Inventing them would make this document worthless as evidence.

The process as it runs today



Generated by Modilo. The BPMN 2.0 file is downloadable and opens in Signavio, Camunda and Visio.

A supplier invoice arrives as a PDF attached to an email. Accounts Payable read it and key the header and line data into SAP, then compare those values against the purchase order. Where the two agree, the cost centre owner approves and the invoice is posted; where they do not, the query is chased and the corrected invoice re-enters at the matching step. Finance includes the posted invoice in the next payment run.

Findings

Four, in the order they appear in the flow. Each points at the step it came from. None of them is written on the diagram: a BPMN file a client opens should carry notation, not commentary.

#	STEP	WHAT MODILO FOUND	TYPE
1	**Capture invoice**	Every invoice arrives as an email attachment and is read and keyed into SAP by a person. There is no capture queue, so there is also no record of how many arrive or how long they wait.	Manual re-key

#	STEP	WHAT MODILO FOUND	TYPE
2	**Resolve query**	When an invoice does not match the purchase order it is chased by email and re-enters wherever it left off. Nothing measures that loop, so nobody can say what share of invoices take it.	Untracked rework
3	**Approve invoice**	The cost centre owner approves by replying to an email. There is no queue, no delegation and no escalation — when they are away, the invoice waits for them.	Single point of failure
4	**Post to SAP**	The header and line data were already read at the matching step. Posting types the same values into a second screen, which is where most correction bookings originate.	Duplicate entry

> Findings 1 and 4 are the same underlying gap seen twice — the invoice data is never captured once and reused. They are treated together below. Findings 2 and 3 are process decisions rather than purchases, and are covered at the end.

Three ways to close findings 1 and 4

In order of what it costs to try. Modilo names tools it does not sell, and says so when the answer is something you have already paid for — which, in SAP shops, it very often is.

MODILO RECOMMENDS

1 · CONFIGURE WHAT YOU OWN

SAP Invoice Management (OpenText VIM)

If you run S/4HANA, the capture queue, purchase-order matching and an approval workflow with delegation are very likely already licensed and switched off. Check this before buying anything: it closes findings 1, 3 and 4 without a new contract.

Check first: your SAP licence position for VIM · **Risk:** lowest of the three · **Cost:** configuration effort only, if already licensed

2 · BUY IT

Dedicated invoice capture

Cloud capture reads the PDF, matches it against the purchase order and hands SAP a posting-ready document. Worth it when VIM is not licensed, or the invoice mix is too varied for standard templates.

Commonly shortlisted: Rossum, xSuite, Klippa, Medius · **Pricing:** obtain current rates directly — published figures date quickly

3 · HAVE IT BUILT

A capture-and-match service

Only worth doing where the two options above genuinely do not fit — an unusual purchase-order structure, a second ERP, or a matching rule no standard product expresses. Modilo builds these, scoped directly from this diagram.

Findings 2 and 3: decisions, not purchases

Who owns a query. Today the loop has no owner and no clock. Naming one role as accountable for an open query, and recording when it opens and closes, costs nothing and makes the loop measurable — which is the precondition for deciding whether it is worth automating at all.

Who may approve when the owner is away. A named deputy, or a value threshold below which Accounts Payable may proceed. This is a policy decision for Finance, not a tooling one, though option 1 above would enforce it once made.