

**Topic**

Internet based service confirmation at RWE Energy

**Customer**

RWE Energy AG is a leading utility and service provider in Europe. They employ around 40,000 staff and produce an annual turnover of 23 billion EUR.

**Task**

- Process re-engineering for the procurement and settlement of services.
- Implementation of an internet based platform for the confirmation of services.
- Implementation of an ERS-procedure for the automated settlement of services.

**Implementation**

In cooperation with Lothar Ahle, the purchasing division manager at RWE Energy, a completely new process was developed for service procurement and confirmation. This solution was first developed for RWE Gas. Today, these processes have become reference processes at RWE Energy.

The solution:

- For procurement purposes, a service order is entered into SAP R/3. If available, outline agreements can be defined.
- The manual and paper-based process of the service confirmation is no longer required. Instead, the

suppliers record data directly via the internet.

- From the SAP system (used in the procurement process), the individual service items are copied onto the confirmation document in order to reduce manual errors and enhance user comfort.
- The respective RWE staff are informed via an electronic workflow.
- Electronic service release by the RWE staff.
- Abolition of the supplier's outgoing invoice. Instead, the SAP system creates a corresponding credit memo for the supplier after the confirmation has been released via ERS (Electronic Receipt Settlement).
- The supplier can print their confirmation as a PDF document and file it.