Global AP Automation at Dole Packaged Foods

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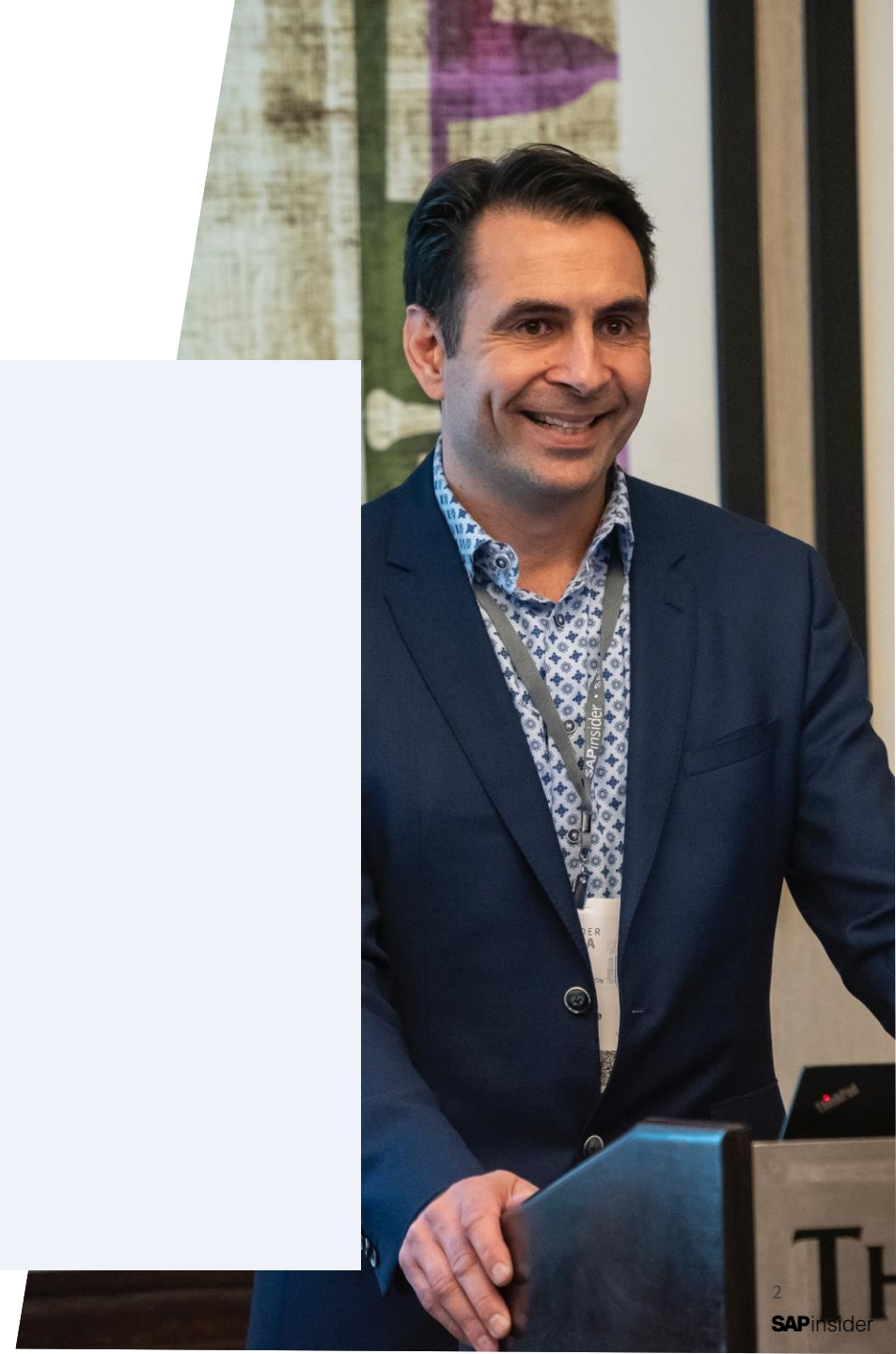xSuite North America Inc.

SAPinsider
Las Vegas

2023

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What We'll Cover

- Introduction to Dole Packaged Foods
- AP before and after automation
- Vendor selection process
- Live demo
- Value proposition
- Wrap-Up

Speakers

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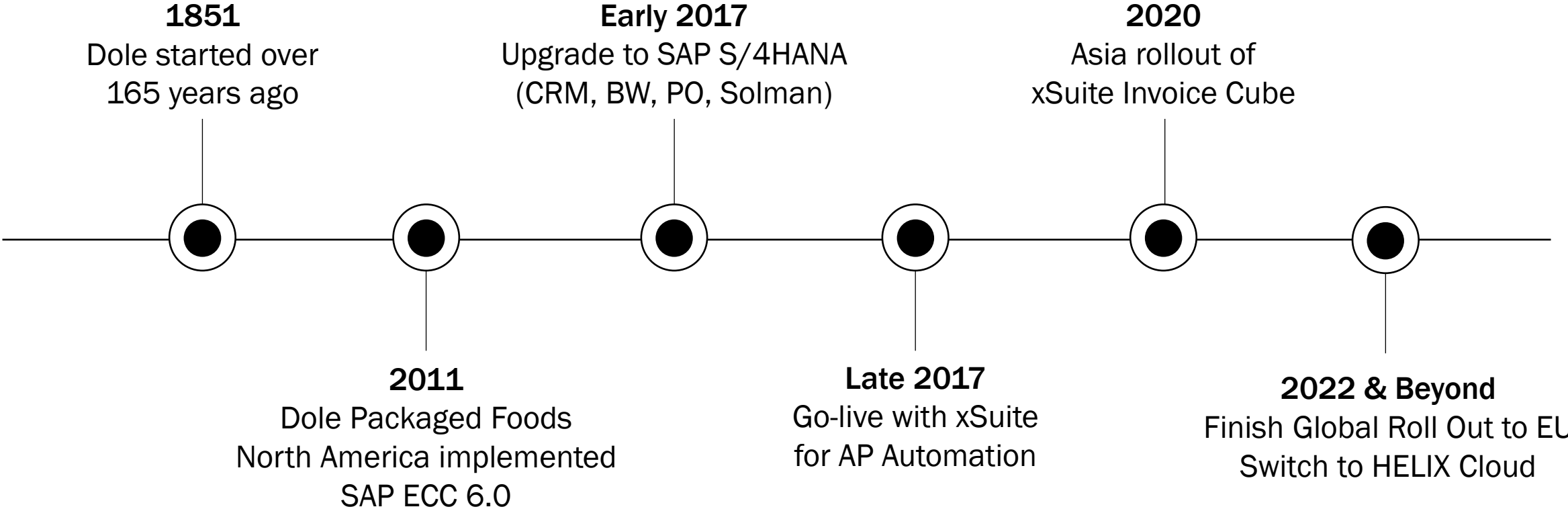daniel.leon@doleintl.com

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Introducing Dole Packaged Foods

- Dole started in 1851

- In 2013, Dole Packaged Foods was sold to Itochu Corporation, Tokyo based company

- Dole Packaged Foods operates Globally with North America revenue of about $1.2 billion

- Corporate Office located in Westlake Village, CA

- Fruits are sourced globally – Philippines, Thailand, China, Atwater California and more.

- Roughly about 200 employees in North America

- Currently on SAP S/4 HANA

Information Technology at Dole Packaged Foods

1851
Dole started over
165 years ago

Early 2017
Upgrade to SAP S/4HANA
(CRM, BW, PO, Solman)

2020
Asia rollout of
xSuite Invoice Cube

2011
Dole Packaged Foods
North America implemented
SAP ECC 6.0

Late 2017
Go-live with xSuite
for AP Automation

2022 & Beyond
Finish Global Roll Out to EU
Switch to HELIX Cloud

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Accounts Payable at Dole Reasons for Automation

Before Automation

- Many different systems and processes with nothing to tie together or link back to SAP documents (no visibility of end-to-end invoice processing)

- Manual paper-based coding and approvals

- Manual entry to FB60 and MIRO (manual filing too)

- Battalion of people to resolve any issues and zero cash discounts

- Costa Rica AP, Westlake Accounting, Buyer, Approver, and IT

After Automation

- Allowed the Transfer A/P Processing to any location globally (Philippines)

- Better Controls (inside SAP), Easier Reporting, and Transparency
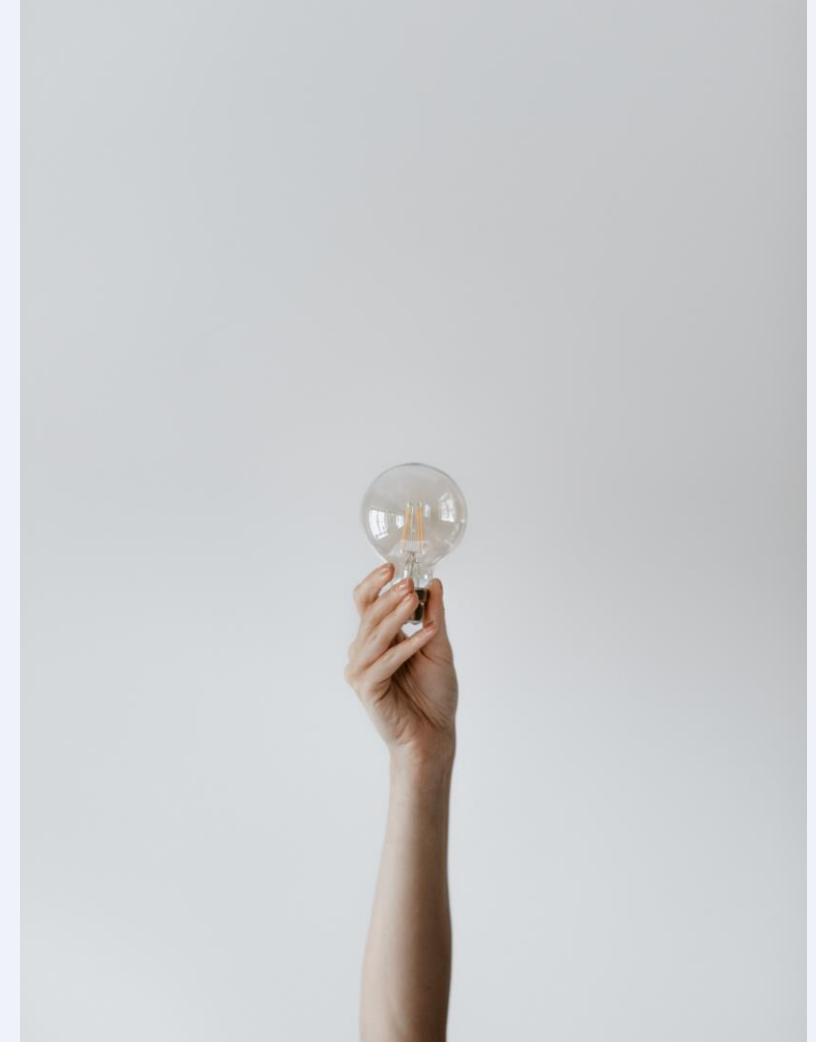
- Reduced Human Errors

Project Requirements
(Vendor Selection Check List)

- Intuitive, easy to use was a must

- It needs to be inside SAP (as opposed to a 3rd party website)

- All the documents, back ups, schedules, etc. must be stored inside SAP and (even available outside).

- Price tag has to fit cost-cutting savings

- Integrate with SAP and Office 365

- OCR capabilities infused with the latest technologies like AI – automatic coding if possible and approvals.

- AP and beyond

- Implementation Time must be "quick" (less than 6 months)

- Available in Fiori and the Web

- Manoeuvrable workflows

- *Building inside SAP was not an option due to cost and time investment involved*

AP Automation with xSuite Invoice

- See an invoice processed through xSuite Invoice
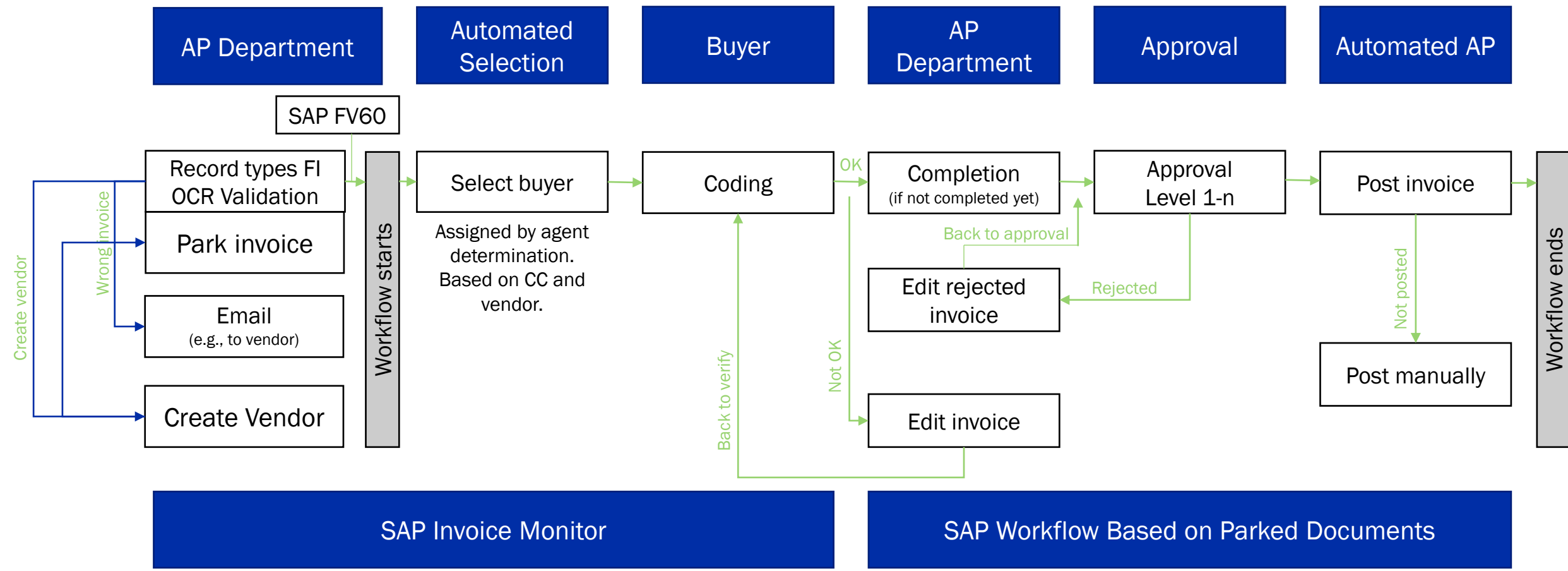
- Automated workflow

- Document archiving and retrieval

KEY HIGHLIGHTS:

- Invoice Monitor

- Invoice Overview

- Reset & Restart Workflows

- Escalation & Substitutions

- Master Data Triggers

Live
Demo

xSuite AP at Dole Packaged Foods

AP Department	Automated Selection	Buyer	AP Department	Approval	Automated AP

SAP FV60

Record types FI OCR Validation

Park invoice

Email (e.g., to vendor)

Create Vendor

Wrong invoice

Create vendor

Workflow starts

Select buyer

Assigned by agent determination. Based on CC and vendor.

Coding

OK

Completion (if not completed yet)

Back to approval

Edit rejected invoice

Rejected

Approval Level 1-n

Post invoice

Not posted

Post manually

Workflow ends

Back to verify

Not OK

Edit invoice

SAP Invoice Monitor	SAP Workflow Based on Parked Documents

Project Implementation and Timeline

- Smooth Go Live (minimal training of transaction codes)

- Price tag below budget and delivered on time across 3 locations (Canada, United States, and Costa Rica)

- Integration with SAP and Office 365 for all xSuite Invoice Cube workflows and data archiving images and documents

- OCR capabilities for recognition, data extraction and data validation

- Beyond AP – implementing xSuite Orders Cube for customers

- Project only took 3 months to Go Live

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Thank you! Any Questions?

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