GET YOUR MUNICIPAL BILLING FIT FOR THE FUTURE

FLEXIBLE INVOICING PROCESSES MAKE SATISFIED CUSTOMERS

City councils and municipalities are finding it increasingly difficult to make ends meet. At the same time, residents are becoming more and more aware of price and service. SAP Waste and Recycling helps local authorities to deal with these trends – with automated billing for waste and recycling services, for example.

City councils and municipalities deliver their services in a climate of intensifying cost pressures alongside increasing quality requirements. Collecting, transporting, sorting, recovering, and landfilling waste as well as clearing and cleaning streets – these are services that are highly demanding in terms of planning, implementation and accuracy in their settlement. To strike the balance between satisfied citizens and profitability, local authorities face the challenge of handling these mass processes efficiently, accurately, and quickly. SAP Waste and Recycling for municipal billing, part of the SAP Waste and Recycling application, provides the functionality your organization needs for billing, invoicing, printing, and fee creation – an essential prerequisite for significantly reducing local authorities' process costs.

The Basic Requirement: A fast, Reliable Billing

Although municipal services are based on mass processes, a clear citizen focus and professional execution are still number-one priorities. Needless to say, municipalities and local authorities expect returns that are commensurate with this level of service. Therefore, municipal billing has to be capable of mapping services flexibly and individually. In this context, the dwindling coffers of local authorities stand in contrast with the end customers' increasing price consciousness. While one side may already be thinking about the next

rate increase, the other side is casting an increasingly critical eye over its bills and municipal charge notifications. In light of this situation, the complex billing process has to be not only quick and efficient but also error free.

Automated Functions for Service-Oriented Billing

The innovative SAP billing software for local authorities is there to help you take that giant leap forward. The automated billing processes don't just free up your time – they also give you greater flexibility. SAP Waste and Recycling is specially tailored to meet the requirements of municipal waste disposal. As well as enabling you to carry out mass billing, plausibility checks, invoicing, and cancellations, it also allows you to flexibly structure your rates. What's more, because it is fully integrated into the SAP ERP application, you have direct and enterprisewide access to tools for financial accounting and controlling.

With the SAP software, you can bill for utility services in detail and in various formats, such as the following:

- Multiple divisions simultaneously (for example, container, cleaning, and winter services; wastewater service; and surface drainage service)
- Standard rates or flexibly structured special terms
- Flat fee or activity based

SAP

You can run the SAP billing software for local authorities in conjunction with the SAP for Utilities solution portfolio. The advantage of this is that you can generate multiutility bills for both electricity and water.

Individual Rate Models

The SAP software for municipal billing provides comprehensive rate structuring options. You can put together new price packages with the minimum time investment to flawlessly implement municipal ordinance changes. The starting point for rate structuring is the master data in the SAP Waste and Recycling application. The following let you use the master data to derive a wide variety of fee scales:

- Type and duration of the rendered service
- Type, size, and number of containers
- Number of persons per household
- Distance cleaned
- Seasonal services

You can combine these and other billing measures to create custom rate models that perfectly suit your services and the current ordinance of the local authorities. It is also possible to even define the general ledger accounts to which the individual invoice lines are posted.

The billing period can be based on days, weeks, or months. Due dates can be defined at annual, quarterly, or monthly intervals and adjusted flexibly for public holidays and postal lead times. If billingrelevant changes occur during the year, SAP Waste and Recycling handles them effortlessly. In doing so, the application guarantees fair prices, because changes to the calculation base are calculated on a pro rata basis.

Risk-Free Price Adjustment

When a new rate system comes into operation, the billing and invoicing processes have to be changed over smoothly; otherwise, your organization will quickly become the target of public criticism.

Considering the complexity of the mass process that is municipal billing, it is rarely possible to exclude all error sources in advance. With SAP billing software, however, you do not need to worry about unpleasant surprises. The software enables you to run comprehensive simulations of planned rate changes and refine your process flows before you begin sending out municipal charge notifications.

Billing – Top Quality and on Time

Want to speed up your billing? No problem. SAP Waste and Recycling offers you the possibility to create all your bills automated as well as to print, and to dispatch them within a very short time.

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To prevent incorrect bills from being dispatched, the SAP software lets you run automatic plausibility checks on generated billing documents. For example, you could check all documents with an invoice over a certain amount. Implausible bills are written to an exception list and are automatically blocked in the next invoicing run.

The responsible staff members can then immediately begin working through the exception list. This process is supported by a workflow with task assignments that can be configured with a high degree of flexibility. If several billing documents have already been invoiced for a contract account and it is discovered that one of them is incorrect, conventional accounting software would require you to cancel the correct documents as well. Not so with SAP software: it features an adjustment cancellation function that you can apply specifically to the incorrect documents. The next bill then takes only the resulting difference into account. Automatic cancellation options are also available to help speed up your change management process.

Invoice, Print, Archive

The billing documents, including any cancellations, are passed on to the fully automated invoicing process. In this process, the bills are posted to the mass current account system in the SAP software. You can also create and edit budget billing plans and credit plans and calculate taxes, surcharges, credit memos, and dunning charges. In the final step, the actual print documents are generated. The invoicing and print processes can also be divided into smaller data volumes and processed simultaneously. As in the billing process, this provides you with powerful options for speeding up processing.

With SAP billing software, you avoid unpleasant surprises and errors, because you can run comprehensive simulations of planned rate changes and refine your process flows before you begin sending out municipal charge notifications.

Do you outsource the printing and enveloping of your documents? SAP software can readily handle the handover of data to an external service provider. An additional archiving function helps to optimize usage of your IT infrastructure: documents that no longer have to be available online are deleted from the database and written to archive files.

These files can then be displayed at any time and retrieved as necessary. This approach reduces the load on your systems and curbs your investment and operating costs while helping ensure fast access to the latest mass data.

Complete Process Integration

With the SAP software for municipal billing, you enjoy the benefits of fully integrated processes.

The rate structuring, billing, invoicing, and print processes interoperate smoothly. You can also use all the other functions of SAP Waste and Recycling, such as industry-specific support for customer service, route planning, and processes for facilities and computers on board of waste trucks. And it goes without saying that SAP Waste and Recycling is not an isolated solution – it is fully integrated into SAP ERP. This integration gives you an edge within your industry when it comes to flexibility, as it enables you to incorporate services that are billed using the service management or sales and distribution functionality of SAP ERP into the invoicing function of SAP Waste and Recycling at the touch of a button.

The same applies to billing documents from external service providers. Moreover, as mentioned above, you have full, enterprise-wide access to tools for financial accounting and controlling. These tools can be used for all business objects and processes specific to waste disposal.

Find Out More

Want more details about the benefits of the SAP software for your local municipal authority? Just get in touch with your SAP representative or visit us online at www.sap.com.

Summary

SAP Waste and Recycling for municipal billing gives you a solution that is specifically tailored to the requirements of the municipal waste disposal process. It allows you to bill for your waste disposal services simultaneously, in accordance with multiple divisions, either as a flat rate or per service. What's more, you can map and invoice both standard rates and customerspecific rates. Individualized plausibility checks mean that you can prevent incorrect documents from arising in the implementation of complex billing processes.

Business Challenges

- Increasing price and service awareness among citizens
- Higher quality requirements
- Need for efficient, error-free implementation of complex billing processes
- Joint invoicing of different divisions
- Requirement to create different document types, such as initial notification, notification of change, notification of prepayment, and final notification

Key Features

- **Flexible rate structuring –** Map both standard and individual rates, increasing your flexibility in figuring of statutes
- **Billing and invoicing –** Execute complex billing processes for multiple divisions accurately and quickly
- **Plausibility checks –** Avoid incorrect documents thanks to freely configurable plausibility checks
- **Archiving –** Access legacy documents conveniently
- **Additional element for the product:** SAP Bill-To-Cash Management for Waste and Recycling, Mat. no. 7016761

Business Benefit

- **Increase customer satisfaction** with flexible tools for differentiated rate structuring
- **Save time and money** with a reliable billing system
- **Gain efficiency** with high-performance simultaneous billing of multiple divisions, and run the SAP Waste and Recycling application and the SAP for Utilities solution portfolio side by side
- **Enable transparent documents,** thanks to customer-specific bills and charge notifications
- **Have enterprise-wide access to financial accounting and controlling tools** thanks to integration into the SAP ERP application
- **Reduce investment and operating costs** for your IT system landscape

More Information

Contact your SAP representative, or visit us online at www.sap.com.