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Service Now Modifications

RAUL ANNEDI

Overview

About Me

Summary of Service Now

4 Inefficiencies with Service Now Highlighted

Recommendations Suggested

Overall Benefits of recommendations discussed

About Me

Raul Annedi

Finance Co-op Student

Studying Bachelor of Business (Professional Accountancy) at RMIT University

Interesting Fact



Massive Cats Supporter

and



Can have a chat about every major sport
from around the world about their form
and title chances

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Service Now

The screenshot displays the ServiceNow interface for a Supplier Account Request (SAR0260759). The interface includes a sidebar with navigation options, a top navigation bar with user information and actions, and a main form area with various fields and a notification banner.

Notification: Request has been updated by email.

Manage Attachments (8): image001.jpg [rename] [view] image002.jpg [rename] [view] image003.jpg [rename] [view] image004.jpg [rename] [view]

Form Fields:

Number	SAR0260759	Status	Open
Created	07-06-2016 19:17:25	* Channel	Liquor - Distribution Centre (Grocery I
Supplier Name	THE BEVERAGE COMPANY PTY LTD	* Query Type	Invoice query
* Supplier Number - RSP	6018837	* Transaction type	Paper invoicing
Supplier Number - RMS	971353	Query Owner	
Prime Supplier	<input type="checkbox"/>	Contact type	Email
Escalated	<input type="checkbox"/>	Sent To	-- None --
GNFR	<input type="checkbox"/>	Sent To - Level 2	
Contact Phone		Location	
Contact Email	rj.liongco@dvphilippines.com	Follow Up Date	
Contact Address		Watch list	<input type="checkbox"/> <input type="checkbox"/>

What is it and how is it used at Coles?

What is it?

A platform used to create and modify queries made by suppliers regarding their transactions with Coles

It's use by the Accounts Investigation Team

It is used to view allocated Supplier Request Queries made by supplier, take relevant action and resolve the query.

Main types of queries include: Invoice Query (both retail outlets and DC's) and Claim Query

Other requests include copy of claim, copy of remittance and settlement discount

Inefficiencies of Service Now

Inefficiency 1: Communication Labels

Save & Exit

Save

Work In Progress

Cancel Request

- + 12-04-2016 09:50:19 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:49:55 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:49:51 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:47:58 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:47:54 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:43:27 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:42:03 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:42:00 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:39:54 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:39:49 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:39:46 **Guest** Changed: Work notes (not customer visible)

Recommendation

- + 12-04-2016 09:50:19 **AI** Changed: Work notes (not customer visible)
- + 12-04-2016 09:49:55 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:49:51 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:47:58 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:47:54 **AI** Changed: Work notes (not customer visible)
- + 12-04-2016 09:43:27 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:42:03 **AI** Changed: Work notes (not customer visible)
- + 12-04-2016 09:42:00 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:39:54 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:39:49 **Guest** Changed: Work notes (not customer visible)
- + 12-04-2016 09:39:46 **Guest** Changed: Work notes (not customer visible)

Suggestion: by changing the label to AI when sent from AI mailbox it is so much easier to identify things without having to look at each one



Benefit: Additional 60 queries can be solved per year

***Inefficiency 2: Having to hit the acknowledge button
when email sent by the an AI Team Member***

Work notes (not customer visible)

[Empty yellow text box for work notes]

Activity



17-05-2016 09:35:17 **Guest** Changed: Work notes (not customer visible)



received from: Accounts.Investigation@coles.com.au

Hi Anastasia,

The invoices have been sent for processing to be paid on a future remittance.

Your query has now been resolved. Please contact the Accounts Investigation team within the next 14 days should you require any further communication regarding this query. Any further correspondence after 14 days will be managed under a new SAR ticket number.

Thanks Regards,

Raul

Accounts Investigation Intern | Accounting Services

L1 M4 800 Toorak Road Hawthorn East Victoria 3123 Australia

T 61 3 9804 1621 between 8:00 am - 5:00pm Monday to Friday

Suggestion: the acknowledgement button will only appear when received from another email address (i.e. external to AI team)

Benefit: Resolution of additional 618 queries

Inefficiency 3: The lack of easily viewable team member statistics (ex: no. of queries resolved)

Current Method

The screenshot displays the ServiceNow interface for 'Supplier Account Requests'. The left-hand navigation pane shows several menu items, with 'Supplier Account Request - Resolved' circled in red. The main content area shows a list of resolved requests. A blue arrow points to the first entry in the list.

	Number	Short Description	Status	Query Type	Query Owner	Supplier Name	Prime Supplier
<input type="checkbox"/>	SAR0044861	RE: Supplier Request SAR0023431 has been resolved	Resolved	Claim query	Ling Li	BAKERY DU JOUR (HOUSEBRAND)	false
<input type="checkbox"/>	SAR0065591	DC Barker Fruit Processors 6010047 - Remittance 21/9/15 3300052648	Resolved	Invoice query	Janet Enriquez	BARKER FRUIT PROCESSORS LTD	false
<input type="checkbox"/>	SAR0124997	958543 JEWEL OF INDIA O/S POD AS ON 11.12.15	Resolved	Invoice query	S Sekhara Bhojanapu	JEWEL OF INDIA ENTERPRISES P/L (H/B)	false

Long winded process which can be avoided

Supplier Account Requests New Go to Number Search 1 to 100 of 3084

All > Status = Resolved

	Number	Short Description	Status	Query Type	Owner Name	Prime Supplier
<input type="checkbox"/>	SAR0044861	RE: Supplier Request SAR0023431 has been resolved	Resolved	Claim query		false
<input type="checkbox"/>	SAR0065591	DC Barker Fruit Processors 6010047 - Remittance 21/9/15 3300052648	Resolved	Invoice query		false
<input type="checkbox"/>	SAR0124997	958543 JEWEL OF INDIA O/S POD AS ON 11.12.15	Resolved	Invoice query		false
<input type="checkbox"/>	SAR0126178	Claims Rejected	Resolved	Claim query	Sucheta Misra	true
<input type="checkbox"/>	SAR0136036	Vendor 6003996 claim 10297472 \$ 2,492.16 against PO 48332047A Reversal request	Resolved	Claim query	Livy Shi	false

- Sort (a to z)
- Sort (z to a)
- Show Visual Task Board
- Ungroup
- Group By Query Owner**
- Bar Chart
- Pie Chart
- Export

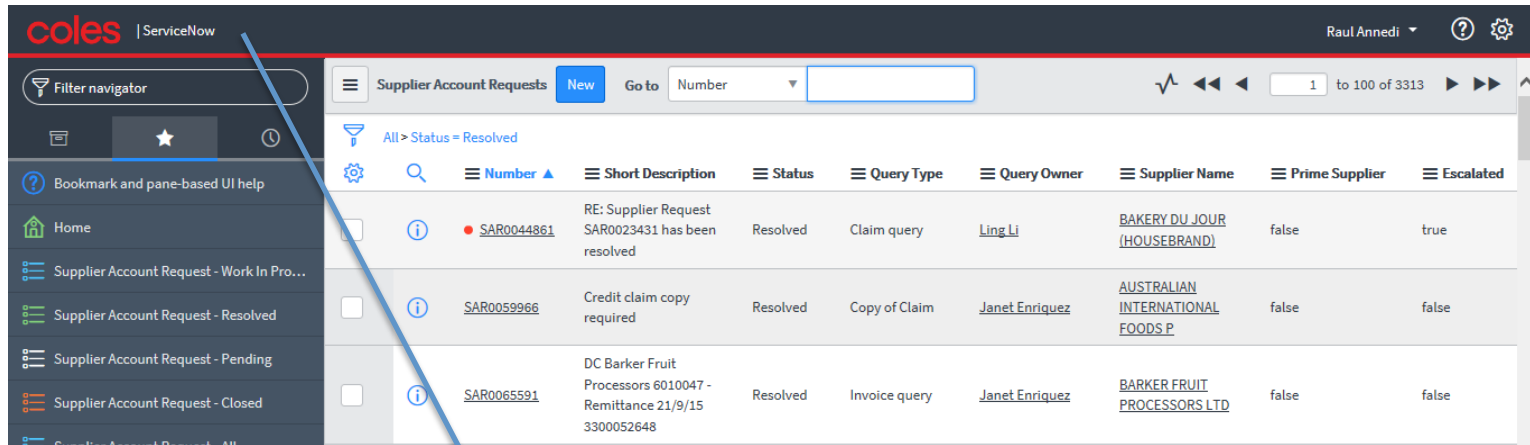
Assigned to: Raul Annedi (82)

The total displayed is a 14 day number.



Recommendation

Installation of statistics toolbar



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Supplier Account Requests **New** Go to Number 1 to 100 of 3313

All > Status = Resolved

	Number	Short Description	Status	Query Type	Query Owner	Supplier Name	Prime Supplier	Escalated
<input type="checkbox"/>	SAR0044861	RE: Supplier Request SAR0023431 has been resolved	Resolved	Claim query	Ling Li	BAKERY DU JOUR (HOUSEBRAND)	false	true
<input type="checkbox"/>	SAR0059966	Credit claim copy required	Resolved	Copy of Claim	Janet Enriquez	AUSTRALIAN INTERNATIONAL FOODS P	false	false
<input type="checkbox"/>	SAR0065591	DC Barker Fruit Processors 6010047 - Remittance 21/9/15 3300052648	Resolved	Invoice query	Janet Enriquez	BARKER FRUIT PROCESSORS LTD	false	false

coles | ServiceNow Resolved: 10 Pending: 12

The numbers are updated when browser is refreshed


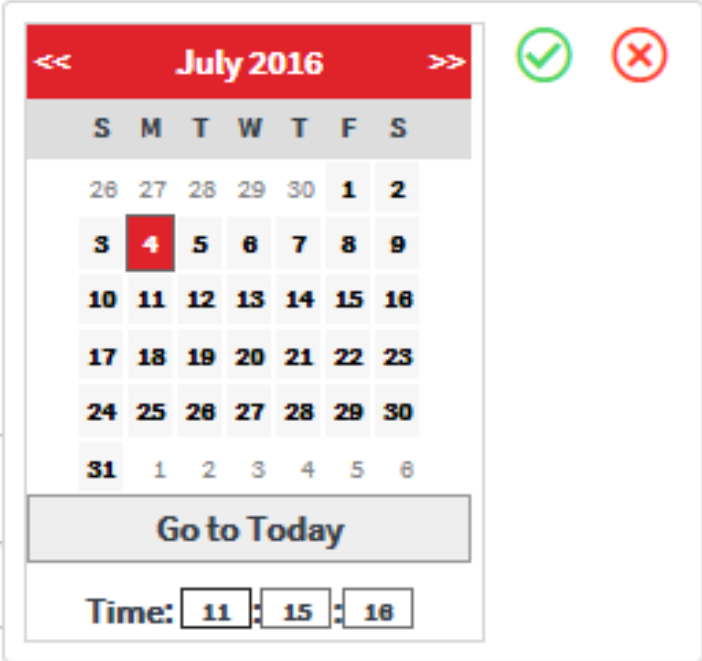
Benefit: An estimated 5% increase in a team members productivity (i.e. 5% increase no. of queries resolved per annum)

The scope of resolving 3713 additional queries per year

Inefficiency 4: Manually calculating the follow up date

Current model

Follow Up Date

The calendar pop-up shows the month of July 2016. The days of the week are listed as S, M, T, W, T, F, S. The date 4 is highlighted in red. To the right of the calendar are two circular icons: a green checkmark and a red 'X'. Below the calendar is a 'Go to Today' button and a time selection field showing 'Time: 11 : 15 : 16'.

Issue: Dates differ and this depends on the stakeholder the email is being sent to.

Recommended Model

Selection of an option below updates the date in the follow up date box

1 day	<input type="checkbox"/>
3 days	<input type="checkbox"/>
14 days	<input type="checkbox"/>

Follow Up Date

15-06-2016 15:32:51



Benefit

Additional 103 queries can be resolved per year and a monetary value of \$1031 can be more efficiently used

Overall

**4 Recommendations made
Scope of 4,000 additional queries resolved per
year**

On a final note

Time taken to compile this presentation



<https://blogs.coles.com>