



SAP Digital Content Services

Document Management System for Global Trade

Deloitte Consulting 2022

## INTRODUCTION | Challenges

Business decisions based on **inaccurate data**

Missing **Audit Trail**

Poor **Access Management**  
endangering confidentiality



**92%** of **corporate content** has  
been created in the past 2 years

**Unchecked Growth** of Electronically  
Stored Information

An increasingly complex and dynamic  
**regulatory landscape**



**100,000+**

Governance **rules and regulations** worldwide

Document **Silos**

Information Chaos

Content **scattered** over multiple  
systems

**Data Loss**

**48%**

of corporate documents are stored on  
**unmanaged locations**

# INTRODUCTION | Introduction to Document Management System

## RISK MITIGATION

- Avoid fines – organizations need to store the full documentation package that is required in a trade context, for example
  - Store invoice, packing list, transport document, customs declaration and validated proof of export
  - Capture and store the signed proof-of-delivery or CMR for intra-EU shipments
  - Safeguard the supplier document pack for import scenarios
- Protect documents against tampering and deletion during retention period

## AUTOMATION

- Link the DMS with the leading SAP GTS or other ERP and GTM systems and re-use data to structure the DMS
- Store ERP-generated documents immediately on the DMS
- Automatically capture and process inbound documents like declarations, signed proof of delivery, sales orders etc.
- Re-use documents used in intercompany operations

“Document Management for Global Trade  
is a set of technologies and practices that maximize the value of information  
while minimizing its risks”

## COST SAVING

- One central DMS for all trade operations
- Avoid paper (processes) and scattered information silos
- Reduce manual work through automation
- High user adoption thanks to drag&drop features, integration with SAP GTS or other ERP, easy search and intuitive browsing

## CONTROL

- Use of ERP and GTM data in the DMS allows for reporting and KPI dashboards with instant view on missing mandatory documents
- Secure file sharing with brokers, customs and carriers
- Advanced authorization concept
- Full auditability
- Notifications in case of expiring contracts, distribution licenses etc.

## OPENTEXT XECM FOR SAP GTS | Introduction

### Secure Customs and Compliance documentation audit trail

- Store customs and compliance related documentation
- Records management and retention schedule
- Authorization concept
- Search – View – Download – Share



### Centralized DMS accessible from anywhere

- Accessible via SAP and web
- Anywhere, any device



### One system serving multiple applications

- Avoid silos
- Integrated in SAP



### Document generation

- Generate documents based on SAP and non-SAP data e.g. shipping document, packing label

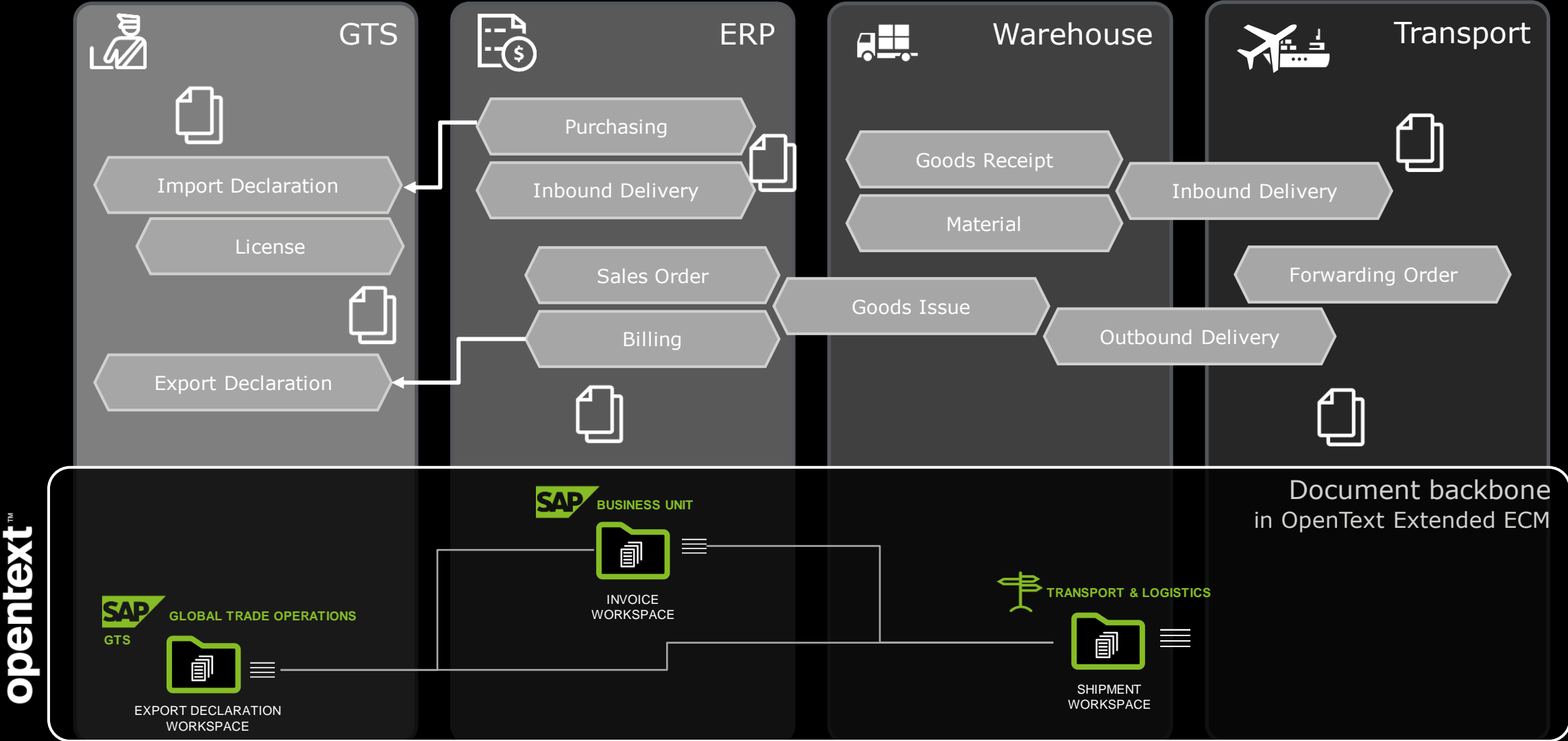


### Process efficiency


- Automate (where possible)
- Reports and dashboards



PROPOSED CONCEPT | Document Backbone to store documentation of multiple systems



PROPOSED UX | Intuitive user interface, example of an Export Declaration workspace



Export Declaration - 1400000269 - 2017

Declaration TypeExport

Export Declaration Number1400000269

Document Year2017

Foreign Trade OrganizationFTAUAU0110

Legal UnitLUAUAULA10

Forwarding Agent NameDHL Global

Country of DepartureAU

Country of DestinationBG

Value of Goods120,00

CurrencyAUD

Overview

Administration

Related

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 Document Overview

Document Type	Name	Creation date	Created by
 Declaration of value	GTS_DOV_TEST.pdf	19/05/2017	Admin
 Export Declaration Instruction Sheet (EDIS)	GTS_EDIS_TEST.pdf	19/05/2017	Admin
 LBU instruction	GTS_LBU_TEST.pdf	19/05/2017	Admin
 Broker communication	GTS_BCOM_TEST.pdf	19/05/2017	Admin
 Certificate (Goods related)	GTS_CERT_TEST.pdf	19/05/2017	Admin
 Certificate of Origin	GTS_COO_TEST.pdf	19/05/2017	Admin
 Other Export Accompanying Document	GTS_EAD_TEST.pdf	19/05/2017	Admin
 Proof of Preferential Origin	GTS_PPO_TEST.pdf	19/05/2017	Admin

## PROPOSED SOLUTION | Typical services and DMS functionality

### PROPOSED SERVICES

- Global Trade Advisory with focus on Trade and Customs SOPs and use of documents in the various business processes
- Elaborate an exhaustive list of document types, mandatory or optional, specify the legal retention period, per region
- Identify the data structure of the DMS that is in sync with the processes in ERP and GTS
- Technical landscape assessment, cloud or on-premise, installation preparations
- Installation and configuration of OpenText Extended ECM in a multi-tier landscape
- Integration with SAP GTS or other ERP, Outlook, mail server, other
- Configure the UI for document upload and retrieval, search, download
- Customize reports and KPI dashboards giving insights about the completeness and use of the DMS
- Design, build, test, go-live, hypercare and AMS services.

### PROPOSED FUNCTIONALITY

- DMS to manage Order, Transport, Billing, Declaration, License and related documents
- Re-use of ERP and GTM data for structuring the DMS, to allow for search and to manage authorizations
- Access the DMS via SAP GUI, web interface, Outlook or mobile device
- Automated storage of documents generated by SAP and GTS
- Capture inbound documents automatically from email or another file exchange
- Manual document upload via Outlook, web, SAP GUI
- Search and download options
- Authorization concepts and SSO support
- Business and audit reporting, KPI dashboards
- Protection against deletion
- Full auditing.



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