



## 1. INTRODUCTION



A statement of account (SOA) is an overview of all open transactions occurred over a period of time with a customer/supplier. This document is used to check for long outstanding invoices not received.

The current process of reviewing SOA is tedious and time consuming. For major vendors, staff may require an hour to eyeball the transactions as the number of invoices can range from hundreds to thousands of transactions.

## 3. METHODOLOGY



In designing this report, extensive use of excel formulas and macro formulas will need to be built in order for the report to identify and categorize invoices with various status:

- Invoice not received
- Invoice in dispute
- Invoice processed but unpaid
- Invoice paid but still remain in SOA
- Invoice posted but not reflected in SOA

With the above categorization, FSS-AP will be able to take appropriate action with the relevant party.



## 2. OBJECTIVES

- Develop an excel report capable of performing crosscheck of transactions comparing SOA against existing data from SAP system.
- Provide clear and concise view of the outstanding.
- Identify and differentiate resolved or disputed transactions.
- Reduce the possibility of human error.



111002435  
SINGAPORE GENERAL HOSPITAL PTE LTD  
as at 31.05.2018

Billing Document	Document Number	Document Date	Reference	Company Code	Terms of Payment	Amount in local currency	Local Currency	Text
1672425123	100080204	8717003736	19/02/2018	SG80	Z060	85.39	SGD	
1672433096	100094987	8615700820	28/02/2018	SG80	Z060	3584.50	SGD	
1672447785	100121649	8717003736	15/03/2018	SG80	Z060	683.09	SGD	
1672448845	100123468	PR232815 BILLING	16/03/2018	SG80	Z060	192.60	SGD	
1672451504	100128103	20178287	20/03/2018	SG80	Z060	384.56	SGD	
1573009280	100131074	8615700803	22/03/2018	SG80	Z060	1638.38	SGD	
1672459843	100143815	8618700035	29/03/2018	SG80	Z060	29264.50	SGD	
1672460593	100145423	1417200737	02/04/2018	SG80	Z060	104.65	SGD	
1672460594	100145424	1217200135	02/04/2018	SG80	Z060	963.00	SGD	
1672461109	100146846	1215200387	02/04/2018	SG80	Z060	2218.75	SGD	
1672461358	100147130	8616700448	02/04/2018	SG80	Z060	1578.25	SGD	
1672462443	100148404	8718002709	03/04/2018	SG80	Z060	1284.00	SGD	
1672462729	100149535	1417200737	03/04/2018	SG80	Z060	523.23	SGD	

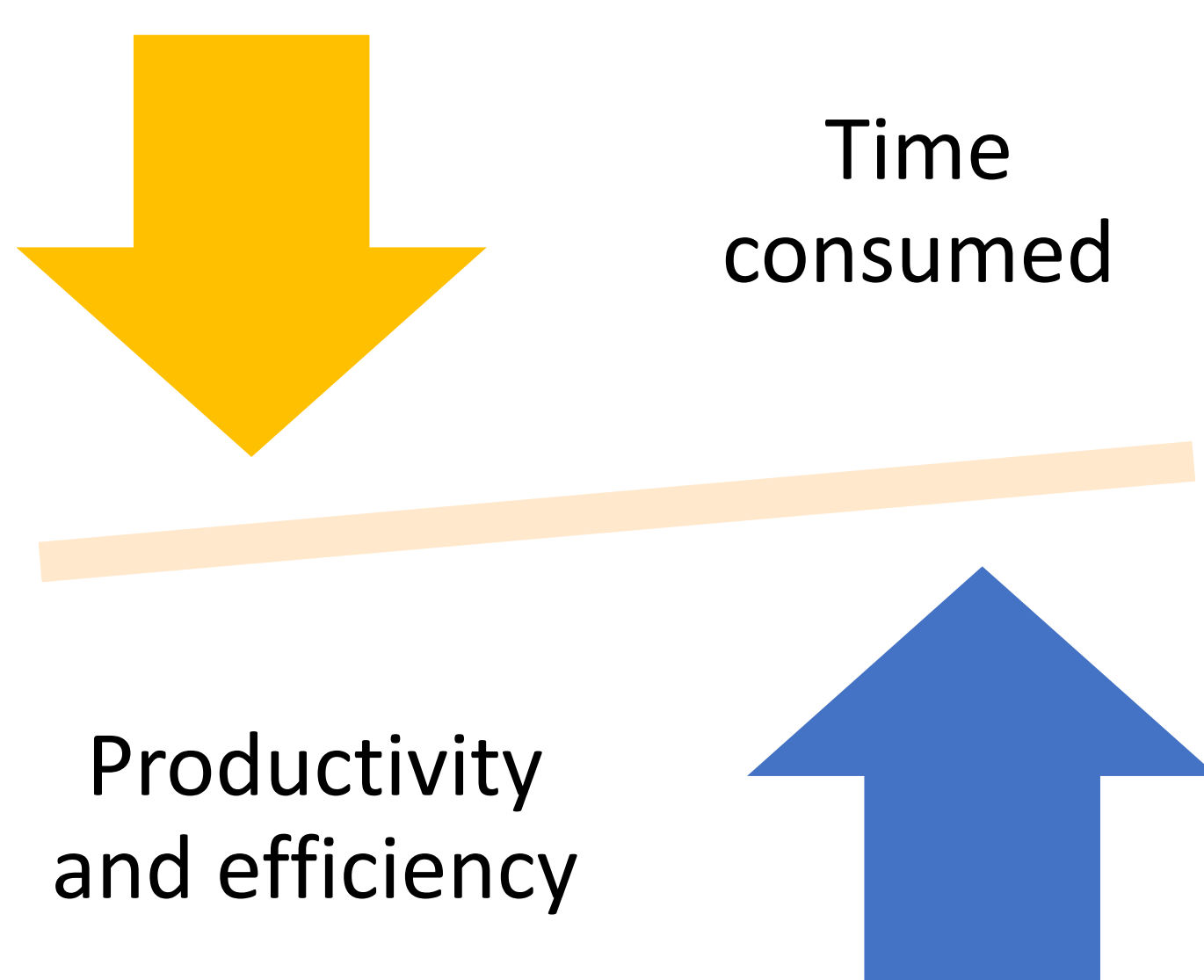
Statement of Account Follow-up  
Vendor: Singapore General Hospital  
DKSH SINGAPORE PTE LTD  
Period: May 2018

Invoice number	Invoice Date	SAP date	Error	Description/PO	SOA Amount	SAP Amount	Invoice/Credit note	Amount Var	APMS	Posting Date	Clearing Date	Status	Header Text	Remarks
1672425123	19/02/2018	20/02/2018	Yes	8717003736	\$ 85.39	\$ 85.39	Invoice	\$ -	No	30/03/2018		Delayed	PENI PO TOP UP/NEW PO	
1672433096	28/02/2018	28/02/2018	No	8615700820	\$ 3,584.50	\$ 3,584.50	Invoice	\$ -	No	30/04/2018		Delayed	PENI PO TOP UP/NEW PO	
1672447785	15/03/2018	15/03/2018	No	8717003736	\$ 683.09	\$ 683.09	Invoice	\$ -	No	30/06/2018		Delayed	PENI PO TOP UP/NEW PO	
1672448845	16/03/2018	16/03/2018	No	PR232815 BILLING	\$ 192.60	\$ 192.60	Invoice	\$ -	No	30/02/2018		Delayed	X/VI PO	
1672451504	20/03/2018	20/03/2018	No	20178287	\$ 384.56	\$ 384.56	Invoice	\$ -	No	30/04/2018		Delayed	X/VI PO	
1573009280	22/03/2018	22/03/2018	No	8615700803	\$ 1,638.38	\$ 1,131.97	Invoice	\$ (506.41)	Yes	31/10/2018	25/05/2018	Cleared	1590582719	
1590582719	08/05/2018	08/05/2018	Yes	503898FU	\$ (506.41)	\$ 0.00	Credit Note	\$ (506.41)	Yes	31/10/2018	25/05/2018	Cleared		
1672459843	29/03/2018	29/03/2018	No	8618700035	\$ 29,264.50	\$ 29,264.50	Invoice	\$ -	No	31/05/2018	04/05/2018	Cleared		
1672461358	02/04/2018	02/04/2018	No	8418200089	\$ 683.36	\$ 683.36	Invoice	\$ -	No	31/07/2018	04/06/2018	Processed		
1690387134	12/04/2018	12/04/2018	Yes	1215200387	\$ (657.41)	\$ 0.00	#NA	\$ (657.41)	Yes	Not Reflected		Delayed		

SOA FOLLOW-UP PD Data SAP Vendor Details Documents posted-not in SOA Vendor List Institutions List

Blk	CoCd	BusA	Account	Yearmonth	Reference Number	DocumentNo	PK Tx Text	User Name	Assignment	Tr Prt	Clmg doc	Pay	Doc Date	Pstng Date	Curr	Amount in DC	LC amnt	SOA Amount	Variance	Clearing	Net due dt
4	SGH		1000001262	2015/06	1671625936	4000119508	31 17 5111534178 SFSLBJ	40001195082015			2900034007	D30	04/09/2015	10/09/2015	SGD	-144.49	-144.49	0	-144.49	06/10/2015	04/10/2015
5	SGH		1000001262	2015/06	1671626091	4000120576	31 17 8115202356 SFSLBJ	40001205762015			2900039003	D30	07/09/2015	14/09/2015	SGD	-802.50	-802.50	0	-802.50	06/10/2015	07/10/2015
6	SGH		1000001262	2015/06	1671639217	4000132994	31 17 1415200395 SFSLBJ	40001329942015			2900052004	D30	22/09/2015	29/09/2015	SGD	-7,113.36	-7,113.36	0	-7,113.36	07/10/2015	22/10/2015

## 4. RESULTS



- Reduction of 30 to 50 minutes of time saved in review of each major vendor. ✓
- Time saved can be channeled to resolve disputed invoices. ✓
- Manual matching eliminated. ✓

## 5. CONCLUSION

By leveraging on technology to design the report, this automation process have improved efficiency by removing tedious process from traditional method of manual matching invoices against the SOA.

This report is able to categorize and identify the issues for each transaction and improve the reliability with minimum effort. Staff is able to better use their time in a more productive manner and lead to improvement in performance which help to reduce operating costs.