

Project Title

Robotic Process Automation (RPA) for Billing Process

Project Lead and Members

- Ge Zhuo Ran, Financial Analyst
- Wang Min Hao, Assistant Director, Finance

Organisation(s) Involved

ALPS Pte Ltd

Healthcare Family Group Involved in this Project

Healthcare Administration

Specialty or Discipline (if applicable)

Finance

Aims

In order to automate the manual billing process, we came out with a python RPA program. Aside from automation, the program also performs sanity checks to eliminate data entry errors.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project
(Finance Category)

Project Category

Technology, Digital Health, Data Analytics

Keywords

Robotic Process Automation, Billing, Python RPA Programme

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Robotic Process Automation (RPA) for Billing Process

AUTHORS:

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Introduction:



Manually create sales invoices and credit notes in SAP is a tedious and mistake-prone process. Since the start of Covid-19, ALPS' finance team has to manually handle thousands of billings due to non-routine procurement and supply of Covid-19 items to PHIs & Non-PHIs.



We came out with a python RPA program that automated most of the manual billing process. Aside from automation, the program also performs sanity checks to eliminate data entry errors. The application is a big success, and we planned to scale it up to handle more than 10,000 invoices/month for upcoming projects.

Manual Process:



Prepare billing information in master tracker excel



Transfer data from master tracker excel to a PRN template



Output PRN file and manually edit the header line



Upload PRN to in SAP with T-code ZFM115



Execute uploaded batch job in SAP with T-code SM35



Edit invoice display text in SAP with T-code FB02



Download invoice pdf in SAP with T-code ZFM248



Create line item invoice listing pdf from master tracker excel



Merge invoice pdf with invoice listing pdf using adobe acrobat



10mins/doc

RPA Aided Process:



Prepare billing information in master tracker excel



Execute the RPA program to run against the master tracker file



Brew a cut of coffee and monitor the progress



1.5mins/doc

Conclusion:



Fast: RPA is 6x faster. Launched in Jan-2021, it has processed 3000 invoices and saved more than 400 man-hours



Accurate: RPA program detects abnormal data and prevents human errors



Easy: Automation liberated the user from labour intensity manual process