

# Breakout Session – Personnel Administration (Slide 1 of 3)

Facilitator – Manie Kilian



- **Company Success Stories depends on:**

- ✓ At companies and implementations the roles of the consultants and users should be clearly defined.
- ✓ User acceptance testing and sign off should be clear and well defined. This includes the setup thereof in a proper testing environment
- ✓ The newly defined business processes (if applicable) should align with policy and the technical solution offered. It is felt that once the business process was redefined or enhanced the user never sees or enforce this once on the system. Where the user knows the new or enhanced process they understand when and what to do or capture on the system.
- ✓ The audience has to be made aware that the new solution is to enhance their business and it is not an exercise or replicating there legacy system on SAP
- ✓ Training of users on an on-going basis is important. Ensure that all new employees receive the training they need
- ✓ Users should be aware what the implication is of capturing a transaction on the system. Example capturing an allowance on the system on a particular date if proration is set for that wage type. Or, linking an employee to a payroll area that pays midmonth vs.. End of the month.

- **Radical process / technology being used:**

- ✓ BI – Reporting and the freedom it offers
- ✓ CRM – The luxury of how the sales process is tracked

# Breakout Session – Personnel Administration

## (Slide 2 of 3)

### Facilitator – Manie Kilian



- **Pioneer, Innovative and creative proposals:**

- ✓ A data checking or validation tool to assist with correct data capturing. Example if capturing an address do not allow all to be capital letters, commas etc. Use the guidelines SARS provided as a basis. Even look at character length etc. as specified by the easy file setup.
- ✓ SARS annually provide new rules or legislation. Can this not be part of release notes to include these rules. Again our example on addresses, field lengths etc. Use the guidelines SARS provided as a basis. Even look at character length etc. as specified by the easy file setup
- ✓ SARS annually provide new rules or legislation. Can this not be part of release notes to include these rules. Again our example on addresses, field lengths etc. Compulsory tax numbers or passport numbers etc. Associated with the ID field is that if the ID filed is set to an error, and the ID is incorrect, allow the system to continue and capture a passport number not stopping the user to continue with the action or saving of IT0002. This works if ID is set to a warning through
- ✓ Bursary information. Almost whole group had some or other development (customer IT) to capture all there bursary requirement. This would include example the institution of study, the subjects they are registered for each year, the mark they obtained etc. A standard info type will be great.
- ✓ Company car 04421 is very limited regarding details on company cars. The audience felt more fields relevant to company cars will be great
- ✓ Why does the gender field have unknown in it. Employment equity only as male and female?
- ✓ Adding salary structuring (package modular) to ESS and MSS will be a definite enhancement to the use of the system. Employee can be allowed to structure and view the results via ESS / MSS not only through HR on backend as all do not have access.
- ✓ Can workflow configuration
- ✓ Can the data checking and validation rules mentioned be affective in ESS and MSS as well.

# Breakout Session – Personnel Administration (Slide 3 of 3)

Facilitator – Manie Kilian



- **MAD**

- ✓ SAP standard reporting per module and cross module is poor and out-dated. This is hardly used
- ✓ Upon release of example enhancement packs. Can the content be more stream related, better communicated and maybe even presented as day seminars
- ✓ Cost of SAP products or functionality is expensive
- ✓ Integration between OM and PA is not always working – is it due to the way its setup etc. Group session between the streams is suggested
- ✓ A bold statement was made by a specific client of which I cannot recall who they were. They offered SAP the opportunity to test some of their latest developments on their system and see how the product reacts on “live data”. They were shocked when they heard to change standard functionality by giving them developers keys to fix the problem.

- **GLAD**

- ✓ The latest ESS / MSS (release) functionality for business is great
- ✓ The latest Labour relations modules add a lot of value to business
- ✓ SAP offers less paperwork or better time efficiency to users.
- ✓ Electronic payslips via ESS / MSS is good
- ✓ The UIF declaration works well
- ✓ Thanks for the free lunch 😊

# Breakout Session – Payroll

## Facilitator – Abel Odendaal



- **Retroactive Accounting:**

Retroactive accounting over tax year-end and with the bi-annual tax return is causing major problems for certain big companies.

The most common problems are:

- ✓ Payrolls are ran at cost month-end and estimated for the remainder of the month.
- ✓ Control records are locked for the tax year and no late payments allowed.
- ✓ Payroll control records are left open for another month, causing late payment of taxes to SARS.
- ✓ EMP201 and EMP501 development needs to be completed by SAP.
- ✓ More validations required on employee master data required by SARS.

The Meeting requested a Special Interest Group between SAP and SARS to address the above in detail. SARS need to be aware of these problems and especially be more informed of the different environments we operate in.

- **Company car Info on Info Type 0442**

- ✓ Info type allows duplicate entries with high rates (Sherlotte Sithole can provide more information)

- **ACB File**

- ✓ Meeting requested SAP to provide an updated ACB file on a frequent basis.

- **SAP Notes**

The following was discussed:

- ✓ Notification to be sent to all SIG/AFSUG members (Email Notification)
- ✓ Versions of Notes
- ✓ HR vs. FI Notes

# Breakout Session – Organisational Management

## Facilitator – Francois Crous

(Slide 1 of 3)



- **MAD**

- ✓ Graphical representation of organisational structure.
  - ✓ The graphical reporting capability on the Org is very bad. If a decent organogram is required, it has to be built in Visio, PowerPoint or a third party tool.
- ✓ Education for end users training material, best practices, functional consultant support, lessons learnt
  - ✓ The org functionality is reasonably static and similar in all organizations and better training material should be made available. SAP sells SPP and can develop custom training material in SPP and make available to SAP clients
  - ✓ Better configuration documentation should also be made available. As consultants you can read through some of the documentation supplied and most of the time we end-up looking for more information or examples on Google.
  - ✓ The org is also probably the first place that you will start your HR implementation and a database of lessons learnt / best practices / possible pitfalls / important considerations will be very helpful and take away a lot of the pain in designing / running / managing the org.
- ✓ Reporting from OM – Challenges
  - ✓ The SAP standard reports are inefficient. Reporting from the org is very difficult. To report the structure you need to build a info set with PCH to report following the structure, but not all fields are available this way. Once the structure fields has been reported on you have to run SE16(n) reports to actually combine with all the necessary fields, i.e.. Changed by or changed on. The other alternative is that ABAP reports need to be created to report from the org.

# Breakout Session – Organisational Management

## Facilitator – Francois Crous

(Slide 2 of 3)



- **RAD:**

- **Drag and Drop (Reporting- to relationships and Triggers)**

- ✓ Drag and Drop will make work easier in some cases, but it doesn't fix all the relationships, i.e. the reporting-to structure isn't changed. A suggestion here is that there is configurable steps (just like an action with configured steps, i.e. pg 13) when a drag and drop action is performed.
- ✓ Example: Because the functionality needs some Manuel intervention and because of the high transfer volumes at Implats, we developed a program that allows employees to select an employee to transfer. Then select a org unit where to transfer him too, then asks for the reporting to relationship and once the user execute the program will transfer either the person or the position(depending on rules) to the target org unit or position, break the current reporting-to relationship and create a new one according to the input. Then the program will also go and perform the PA\$) action in the background.

- **BOBJ should be used to validate and represent a manager's structure**

- ✓ BOBJ is another SAP product that has amazing functionality and can be used to display the org structure. Our suggestion here is that SAP develop a standard BOBJ report that displays a organogram layout report in Power Point or any other format. A manager can log in and the report will show his position downwards. The manager can just click refresh and then return from this report he/she should be able to report back to HR to make changes if the current structure isn't correct.

- **Org practise management and best practises required**

- ✓ The org structure supplies information to a lot of other SAP modules and it is very important that everything is captured in precise standard way. Develop an excellence centre where all the lessons learnt, best practices, ect. Can be researched and added and collaborated on with white paper, how-to guides, ect. This will also support the possible creation of a practices manager position that will see to maintaining standards in SAP OM in each organisation.

# Breakout Session – Organisational Management

## Facilitator – Francois Crous

(Slide 3 of 3)



- **GLAD**

- ✓ **Integrated solution makes life easier**

- ✓ **We had a few examples in the group of customers don't / doesn't / use / run SAP as a one-in-all solution. They'll run Finance on Oracle or something similar and then run HR in SAP. The group all felt that SAP's strong point was the integration and if you stick to this it really makes your life easier.**

- ✓ **Great benefit to international companies to have total view of business through OM**

- ✓ **HR can build the company structure in OM and don't need to run to Finance to get a cost centre hierarchy to see what the company looks like. The whole company structure can be represented in the org structure and the reporting-to structure can be built on top of that structure.**

- ✓ **Great benefit for workflow by using relationships in OM correctly**

- ✓ **Once all the relationships has been built a lot of reports and approvals can run from the structure, i.e.. Travel management approvals or course bookings will be routed to the correct manager once all the relationships has been setup. A lot of steps can be automated and company has the ability to move closer and closer to the ever elusive "paperless" environment.**

- **Suggestion for future collaboration:**

- ✓ **1 day session for specific module discussion in morning, integrated discussion in afternoon. The suggestion here is, that i.e.. The OM group gets together from 08h00 – 12h00 and similarly payroll, time, pa, etc. then after lunch all the teams get together and discuss integration issues between the different modules.**

- ✓ **JAD session with main developers. The suggestion here was that we get the ABAP developer manager in a JAD session and he / she can inform us of changes made or changes about to be made and get some inputs from the SA crowd. Also give us the opportunity to influence the development direction where it makes sense.**

# Breakout Session – Workforce Management

## Facilitator – Erik Jacobs



- **MAD**
  
- **Work Force Planning**
  - ✓ **No clear roadmap on workforce planning**
  - ✓ **Lack of understanding, no clear definition, if you ask 10 people you will get 10 different definitions.**
  - ✓ **No reference sites (get funding to establish a site to do a ramp-up)**
  - ✓ **SAP to be more pro-active, partner and put more emphasis on workforce planning.**
  - ✓ **Customers need to understand the value add as far as workforce planning is concerned.**
  
- **Recommendations**
  - ✓ **SIG as a user group take more responsibility and drive legal changes.**
  - ✓ **Do field campaigns, get requirements, this could be driven by AFSUG, can also be published in a newsletter.**
  - ✓ **As a group we suggest another session and look at the following:**
    - **Definition**
    - **Requirements**
    - **Solution enablers**

# Breakout Session – Enterprise Compensation Management

Facilitator – Bruno Bianchi



- **Glad**

- ✓ Interactive PDF replacing Smartforms (now easier)
- ✓ Compensation statement (can be used in various business situations)

- **RAD (Would like)**

- ✓ More collaboration around ECM, e.g. Good and bad case study presentations
- ✓ Improve ECM-related functionality in EHP releases and more focused communications on it
- ✓ BI/BW standard reporting available in standard ECM (approx 8)
- ✓ Approvals also wanted at cost centre level (not only org unit level)
- ✓ A public sector template (given the volumes)
- ✓ I-views can be localised to ZA better, e.g. Ethnic group and disability are relevant to ECM in ZA.

- **Trends observed by the team:**

- ✓ Limited implementations of ECM vs.. other SAP HCM modules
- ✓ ECM implementations concentrated on increases and bonus functionality (comp administration)

- **Lesson Learnt:**

- ✓ Use WebDynpro to do as much work as possible first and only then configure any custom fields in R3.

# Breakout Session – Payroll, Time & Compensation Management. (Slide 1 of 2)

## Facilitator – Jo Torrance



- **Glad**

- ✓ Payroll works perfectly once set up (best if simple and standard as possible)
- ✓ Useful to be able to analyse tax in the simulation log
- ✓ Powerful and flexible compared to other payrolls
- ✓ SAP is willing to help with enhancements /developments are not seen as standard but as customer enhancements (Pioneer)
- ✓ Today's SIG performance is a great improvement on what we've had before.

- **MAD**

- ✓ Lack of development resources.
- ✓ Closed tax year functionality is missing from the standard
- ✓ SAP should work more closely with the Payroll Author's Group and try to influence SARS decisions regarding system requirements.
- ✓ It is difficult to convince OSS you have a problem (also frustration getting past the first line support)

- **RAD**

- ✓ Validations – IRP5s – enhance these to match Easyfile validations more closely.
- ✓ A table with postal codes and cities would be very useful.
- ✓ A SAP note containing bank branch codes and names once a year would be appreciated.
- ✓ SAP certified customer specific requirements (see 3. under mad)
- ✓ More communication re. Future changes and what's in the pipeline as well as more comprehensive training material.
- ✓ Working groups to help SAP decide how legal changes are going to be developed (e.g. Which info types should be used).

# Breakout Session – Payroll, Time & Compensation Management. (Slide 2 of 2)

Facilitator – Jo Torrance



- **RAD**

- ✓ Use some sort of portal or site like LinkedIn for us to share ideas, in-house developments and wish lists.
- ✓ Dedicated developers time for South Africa – so that once the legal changes are complete there is capacity for some nice- to – haves.

- **Green Hat Ideas**

- ✓ Members of AFSUG have to find a way to put pressure on SAP to provide us with a better service.
- ✓ Basic operating procedure for merges and acquisitions e.g. South African company taking over enterprises in the rest of Africa – how to handle payrolls.
- ✓ More details on workforce planning/management need to be made available.
- ✓ Once a new customer has gone live, a service indicating possible roadmaps for enhanced functionality would be helpful.
- ✓ A forum for municipalities using SAP to share ideas can be started.
- ✓ South African-specific basic conditions of employment should be part of the standard examples, e.g. Leave configuration.

# Breakout Session – Organisational Management. (Slide 1 of 2)

Facilitator – Allan Zoutendyk



- **Glad**

- ✓ Very Strong, Core OM flexible
- ✓ Stable solution, robust

- **MAD**

- ✓ OM setup in configuration but challenging with relationships, makes it difficult with maintenance, user friendly.
- ✓ OM has had major development maintain difficult.
- ✓ Impacts so much that it would be better to get improvements
- ✓ Affects so much
- ✓ Creating an object
- ✓ Are SAP going to develop, clients develop custom stuff on position management
- ✓ Workflow impact goes wrong
- ✓ Standard reports are terrible
- ✓ Reporting lines, very complex, complex views required, flexibility needs addressing, more BI needs to come in.
- ✓ Visual tools need more integration - orgplus, nakisa ect.
- ✓ Plan views , planning for the future in OM is too labour intensive.
- ✓ Job, job families etc too cumbersome
- ✓ City of Cape Town HR300 process highly customized but may be something for SAP to look at as standard.
- ✓ Too many ways to do stuff, pp01 or pp02 ect. Confusing to users, pick generally accepted way and standardize.
- ✓ Maintenance processes need review and enhancement.
- ✓ 3<sup>rd</sup> Party solutions not real time - batch and double maintenance

# Breakout Session – Organisational Management. (Slide 2 of 2)

Facilitator – Allan Zoutendyk



- **MAD**

- ✓ True copying functionality? Not attributes, relationships.
- ✓ Nakisa should not be an add on.

- **RAD**

- ✓ Position Management HR300 at City of Cape Town, Carol to explain or give overview, crystal reports attached as well.
- ✓ Shoprite – bought OBS – feedback HR structure to OBS so not duplicated and it is synchronized , retail solution that helps a lot with compliance in absence of ID management - authorizations then come auto from SAP.
- ✓ OM and Kronos
- ✓ Link employee contracts in OM –mail merge – new version being piloted.
- ✓ Engen- 3<sup>rd</sup> party contractor integration to SAP - OM foundational.
- ✓ Shoprite merchandisers need management so integrating to SAP, using workforce management , different ee group and payroll area could use different number ranges.
- ✓ Advise if you go BI route use data quality management – Engender added a dashboard which has added a lot of value.

# Breakout Session – Personnel Administration Group.

Facilitator – Karen Theys



- **GLAD**

- ✓ Sharing between companies was extremely valuable – more of

- **MAD**

- ✓ Demos – SAP to stress out of the box vs.. Customisation required. Customers to interrogate this aspect more of what they are seeing and what the costs including licensing are.
- ✓ Org mgt/ PA cutover – recommended structure? Auths in org mgt for acting like delegates?
- ✓ What are the not negotiable building blocks in the journey to Enterprise learning?

- **RAD / REQUESTS**

- ✓ Bursary (internal/external) management discussion
- ✓ Learnership management discussion
- ✓ HCM processes and forms discussion
- ✓ Scanning – demos of open text/live link? Including costing
- ✓ Workforce planning simulation into organisation structures? Demo please
- ✓ SAQA/ Department of Education Qualifications catalogue download from SAP
- ✓ Rapid deployment service discussion