



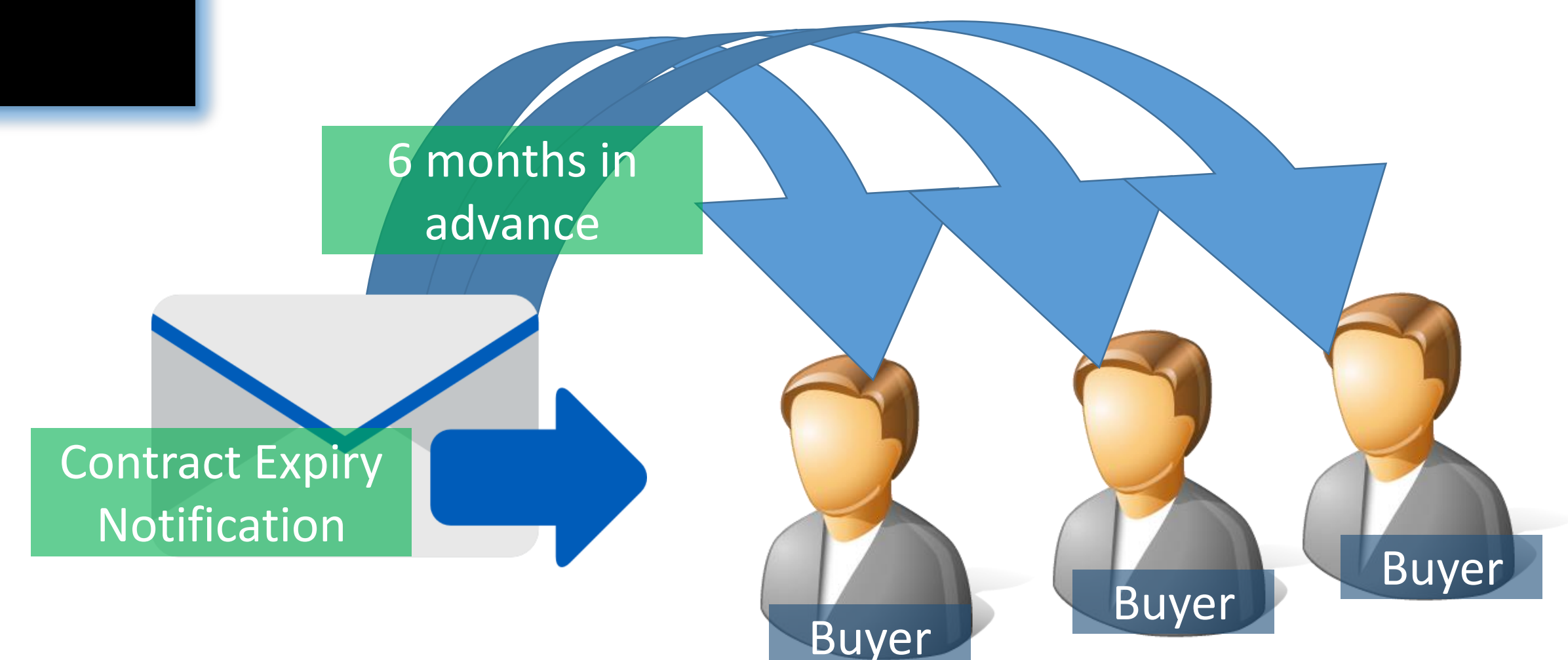
Automated Expiry Notification for Procurement Contracts

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Introduction

Contract expiry reminders are sent to buyers via email 6 months in advance to allow sufficient time to work with users and conduct RFP/ITQ exercises and establish new contracts to ensure

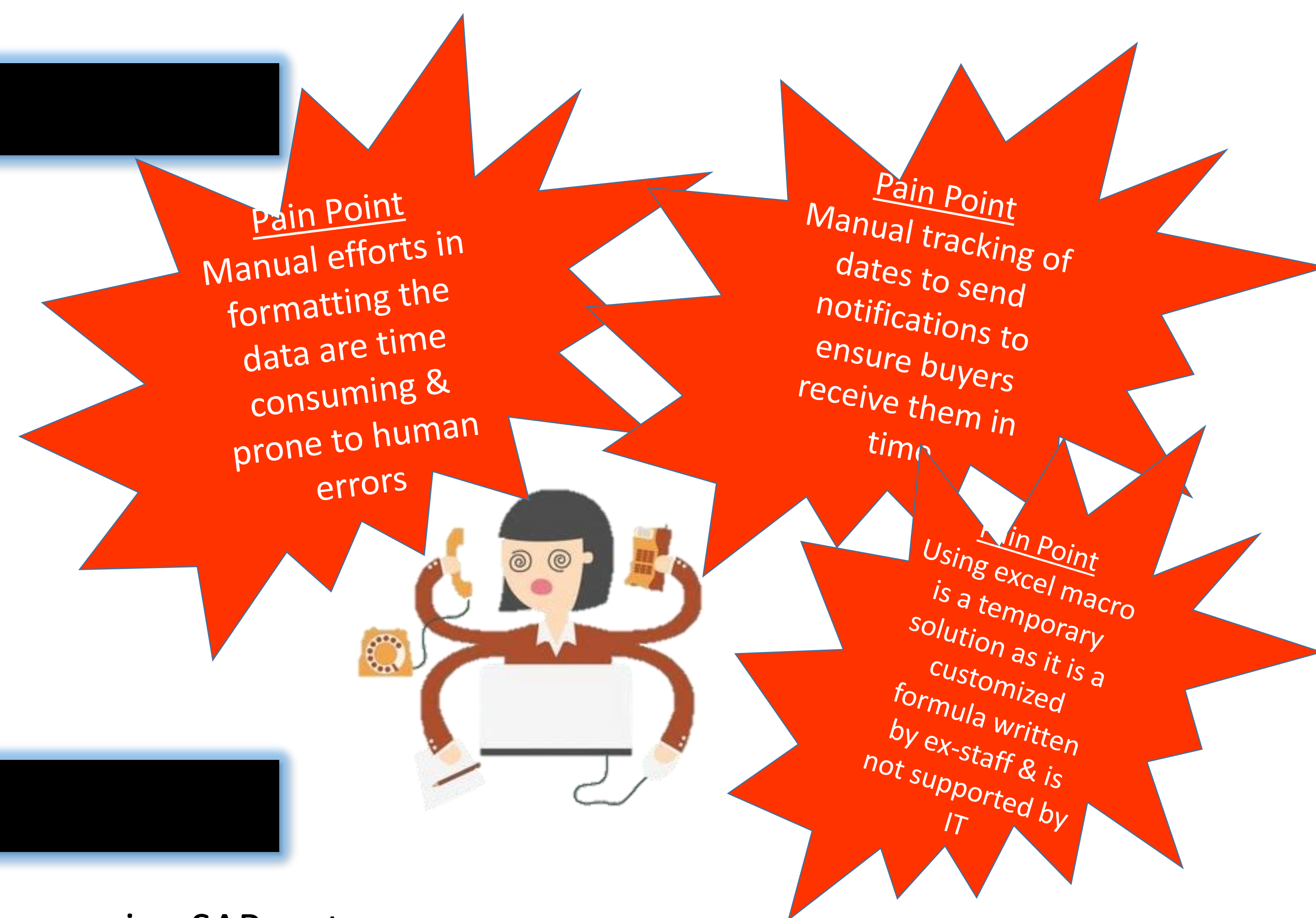
continuity in the supply of goods and services to support the hospital's operations.



Background & Aims

At the end of every month, contract management team will manually download excel reports from SAP system, format the data and through excel macro, port the data to outlook and send the contract expiry notifications to the buyers.

This process results in the pain points (listed on the right) faced by the contract management team. The elimination of these pain points are the main aims of this process improvement.



Methodology

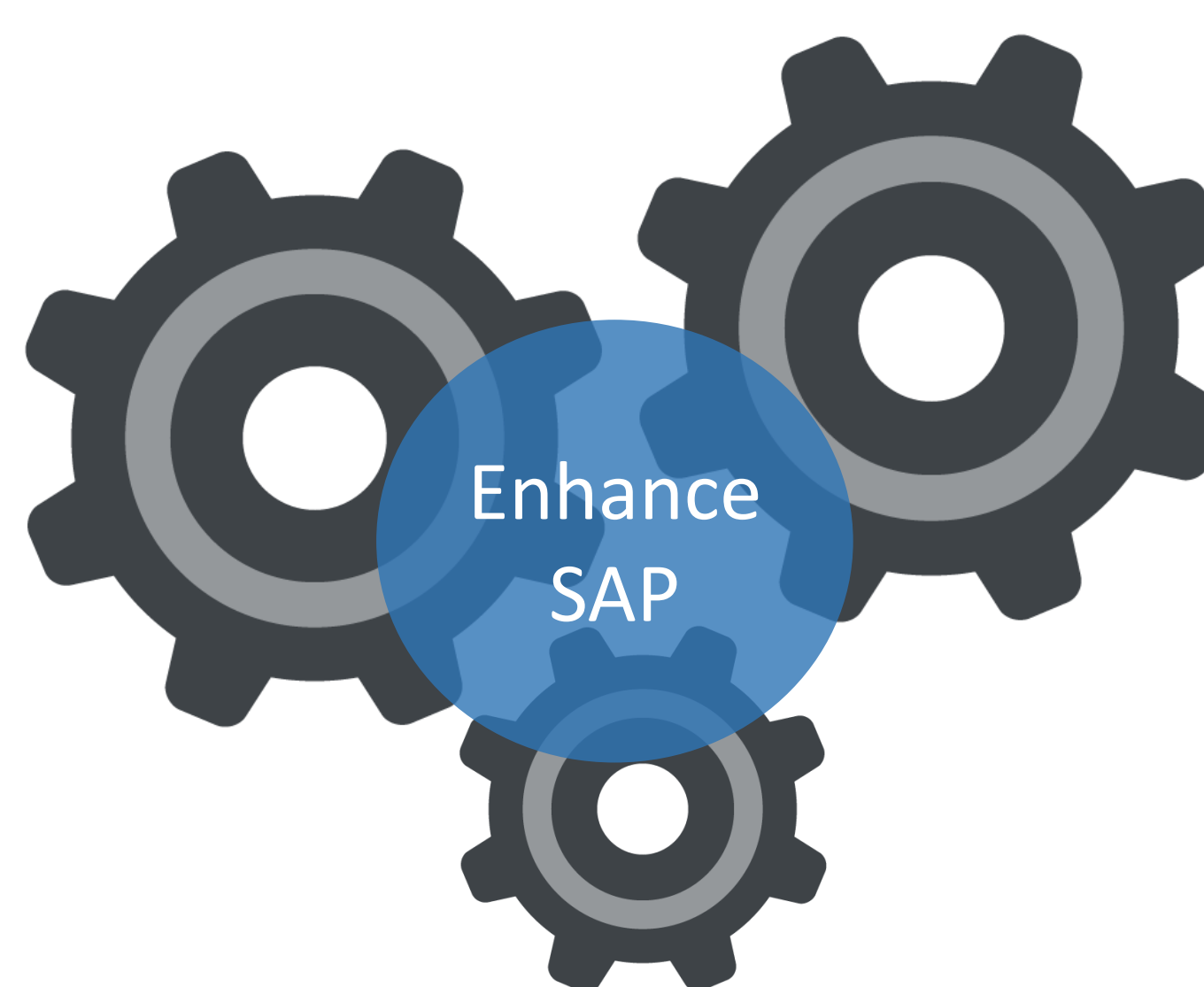
Enhance SAP system to fully automate the sending of expiry notifications to the buyers using SAP system

I. ORIGINAL PROCESS

Manual download of excel reports

Manual formatting of excel reports

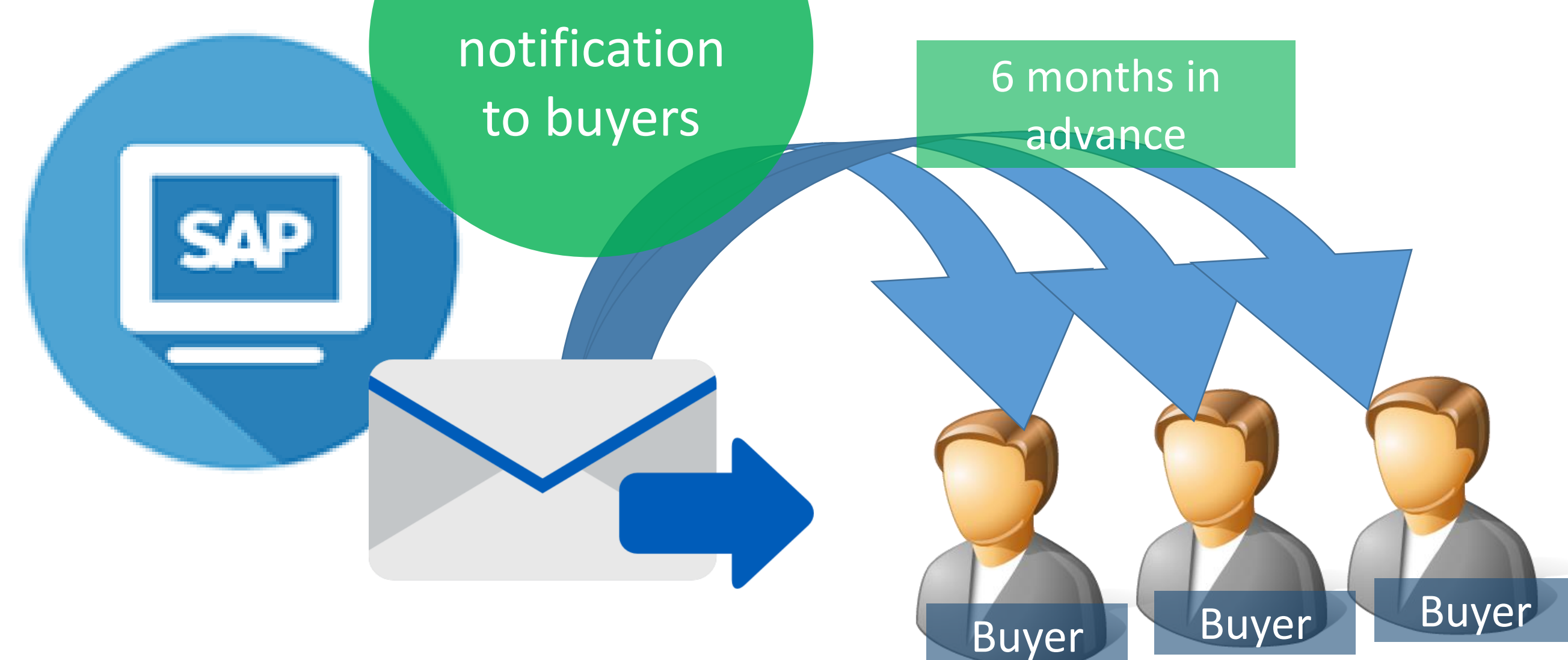
Excel macro to outlook



II. SYSTEM ENHANCEMENT

Automated notification to buyers

6 months in advance



Results & Benefits



Contract expiry reminders are sent automatically to buyers 6 months in advance at fixed timings, no manual efforts are required.



Contract expiry statuses (Active, Expiring, Pending Renewal, Renewed, Expired, Closed) are created and tagged to each contract so that buyers have the flexibility to manage and track each contract's status.



SAP system is supported by IT.



Buyers receive 1 email notification with an excel report of expiring contracts as attachment. There is less email clutter as the previous solution sends 1 email per expiring contract.

Conclusion

There is increased assurance that buyers are able to receive timely and accurate notifications so that sufficient lead time is created to work with users to ensure stable and continued supply of the required goods and services to support the hospital's operations.