

**USE CASE**

Allocation and Booking of Incoming Payments

# USE CASE

## Allocation and Booking of Incoming Payments

### ABSTRACT

Another Monday has created an innovative automation solution for incoming payments. Individual bank transfers with unstructured reasons for payment are allocated to the relevant customer and the corresponding contract for booking in SAP. This is done fully autonomously and according to highest security standards.

- **Industry:**  
Finance/Banking
- **Sector:**  
Accounting
- **Processes p. Month:**  
16.000
- **Processing Time:**  
3 minutes
- **Automated Systems:**  
SAP, LEASIS



# INITIAL SITUATION



The bank of a German car manufacturer offers customers two options to pay their monthly lease installments:

1. Via a SEPA Direct Debit Mandate
2. Via individual bank transfers

Booking individual incoming payments results in a tremendous workload for bank employees because each incoming payment must be checked and reconciled with the corresponding lease contract. Processing an incoming payment requires interpreting the reason for payment, identifying the corresponding lease contract and finally booking the payment. This process can take up to five minutes. Approximately 16,000 individual payments are processed this way each month, resulting in staff shortages and occasional faulty accounting entries entailing high correction costs. This rule-based, repetitive process has a high transaction volume; therefore, it lends to the use of robotic process automation (RPA).

## SOLUTION



### End-to-end automation as the solution of choice

The end-to-end automation solutions provided by Another Monday represent robotic process automation (RPA) at its best. Rule-based business processes are automated across multiple applications, including task collection, task distribution and task execution. Autonomously running in the background and meeting highest security standards, the automation solutions can be scaled at will. Using the AM Cockpit as the central control dashboard, customers always have the overview necessary to control and prioritize their digital employees and to generate reports.

The robots developed by Another Monday work in the same SAP Inbox as the customer's employees. Tasks are clearly assigned: while the AM robots handle individual incoming payments, human employees exclusively deal with transactions that robots cannot process or that were rejected by the robots.

As a specific feature of this process, customers can deliberately select their reason for payment. These unstructured data are interpreted by the AM robots and reconciled with the information stored in the SAP system. The algorithm required for free-text interpretation was specifically developed for this process in close cooperation with the client.

After matching three parameters including reason for payment, customer data and lease contract, the incoming payments are entered into the SAP system by the AM robot using the FPL9 and FPO3 standard transactions.

As the automation solution links incoming payments to customer data, the client specified highest security requirements. Development work was complicated because the USB ports were disabled, the Windows command line was not accessible, and SAP Scripting was disabled by default.

The implementation of AM robots resolved resource shortages, and significantly increased process quality using prioritized execution and a clear distribution of tasks.

## HIGHLIGHTS



- › **REDUCTION OF FAULTY ENTRIES AND RESULTING ERROR COSTS**
- › **COMPLIANCE** WITH HIGHEST **SECURITY STANDARDS**
- › **EMPLOYEES ARE RELIEVED** OF MONOTONOUS, REPETITIVE TASKS
- › HUMAN EMPLOYEES DEAL WITH **SOPHISTICATED PROCESSES** REQUIRING **PERSONAL CUSTOMER CONTACT**
- › THIS RESULTS IN A SIGNIFICANT **IMPROVEMENT OF CUSTOMER SATISFACTION**



**13**  
YRS OF  
EXPERIENCE

**6000**  
IMPLEMENTED  
BOTS

**1 BN**  
HANDLED  
TRANSACTIONS

**OWN**  
PLATFORM

**OWN**  
R&D  
TEAM

**ANOTHER MONDAY** is leading provider of intelligent process automation solutions with many years of experience in Robotic Process Automation (RPA), Machine Learning and Mobile Integration. The brand name **ANOTHER MONDAY** stands for another, a better Monday where employees are relieved from monotonous manual tasks by digital solutions.

Being an absolute expert in implementing bespoke end-to-end process automation solutions **ANOTHER MONDAY** achieves higher-than-average automation and efficiency rates from 80 to 99%. By using a dedicated methodology and driven by true close partnership, **ANOTHER MONDAY** is able to

scale RPA solutions significantly. Next to automating existing workflows, **ANOTHER MONDAY** also creates new services and products, instantly leading to increased revenues, improved quality and higher employee and customer satisfaction. With our highly skilled inhouse R&D team we are able to offer creative and innovative solutions from analysis to full implementation. At our in-house Robotics Lab we are dealing with the future of RPA such as voice recognition, AI (artificial intelligence), integration, self-healing and learning robots. Our customers are renowned companies out of various industries such as telecommunication, insurance, banking, energy, consulting and others.

**ANOTHER  
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Intelligent Process  
Automation

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