

**iProConference:
SAP HCM Best Practise
London, 8th November 2012**

UK Payroll - RTI and Pension Auto-Enrolment

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#HCMBP2012



Agenda

- **Overview of RTI (HMRC Real Time Information)**
- **What is changing in SAP HR**
- **Lessons learned from a pilot implementation**
- **SAP Pension auto enrolment**
- **Designing SAP based auto-enrolment process**



Real Time Information Overview

Employer

RTI data with #, BASS and BACS

Her Majesty Revenue & Customs

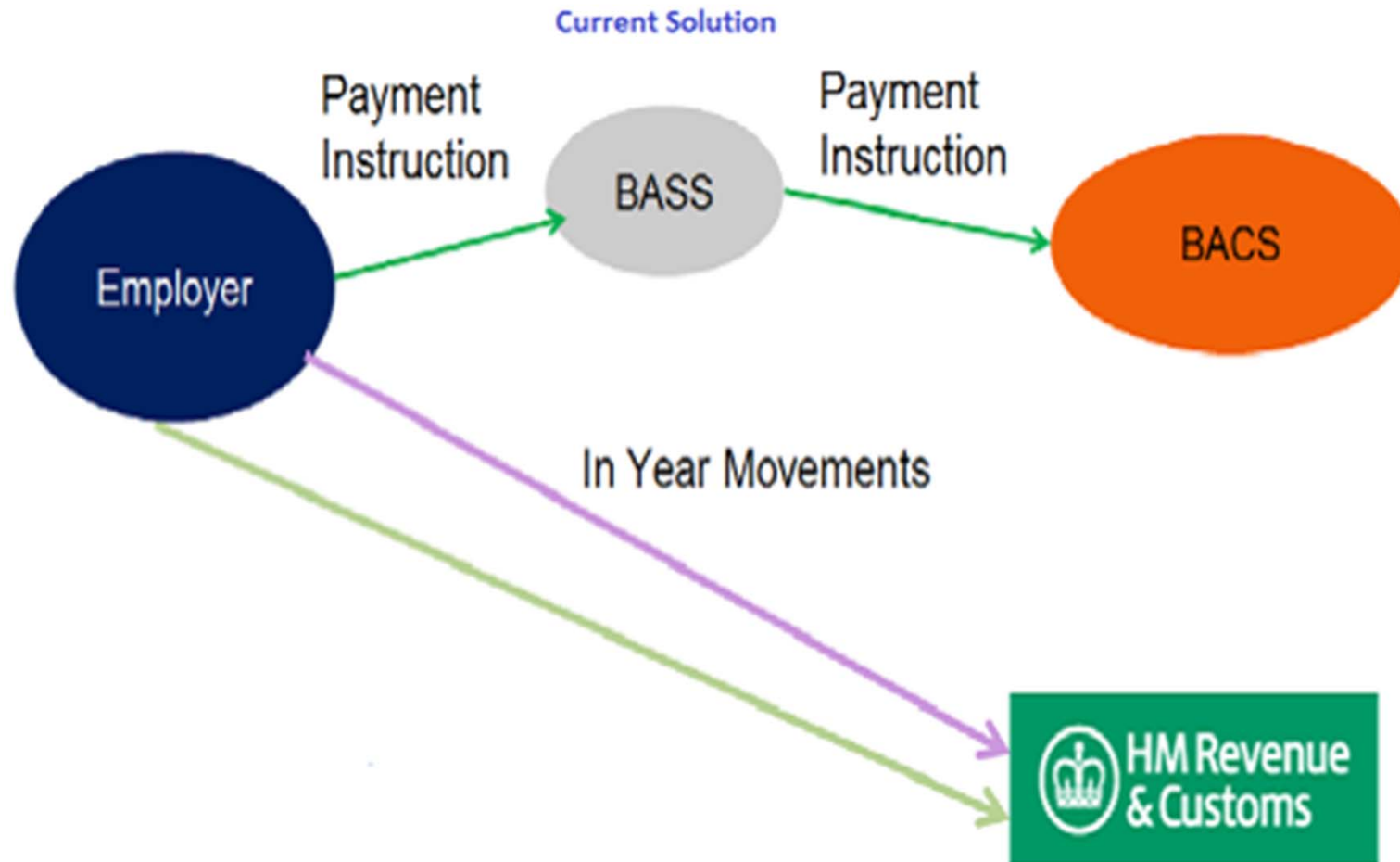
Government gateway

Payment instruction with RTI indicator /xxx

Vocalink creation

File Match and RTI Success Message

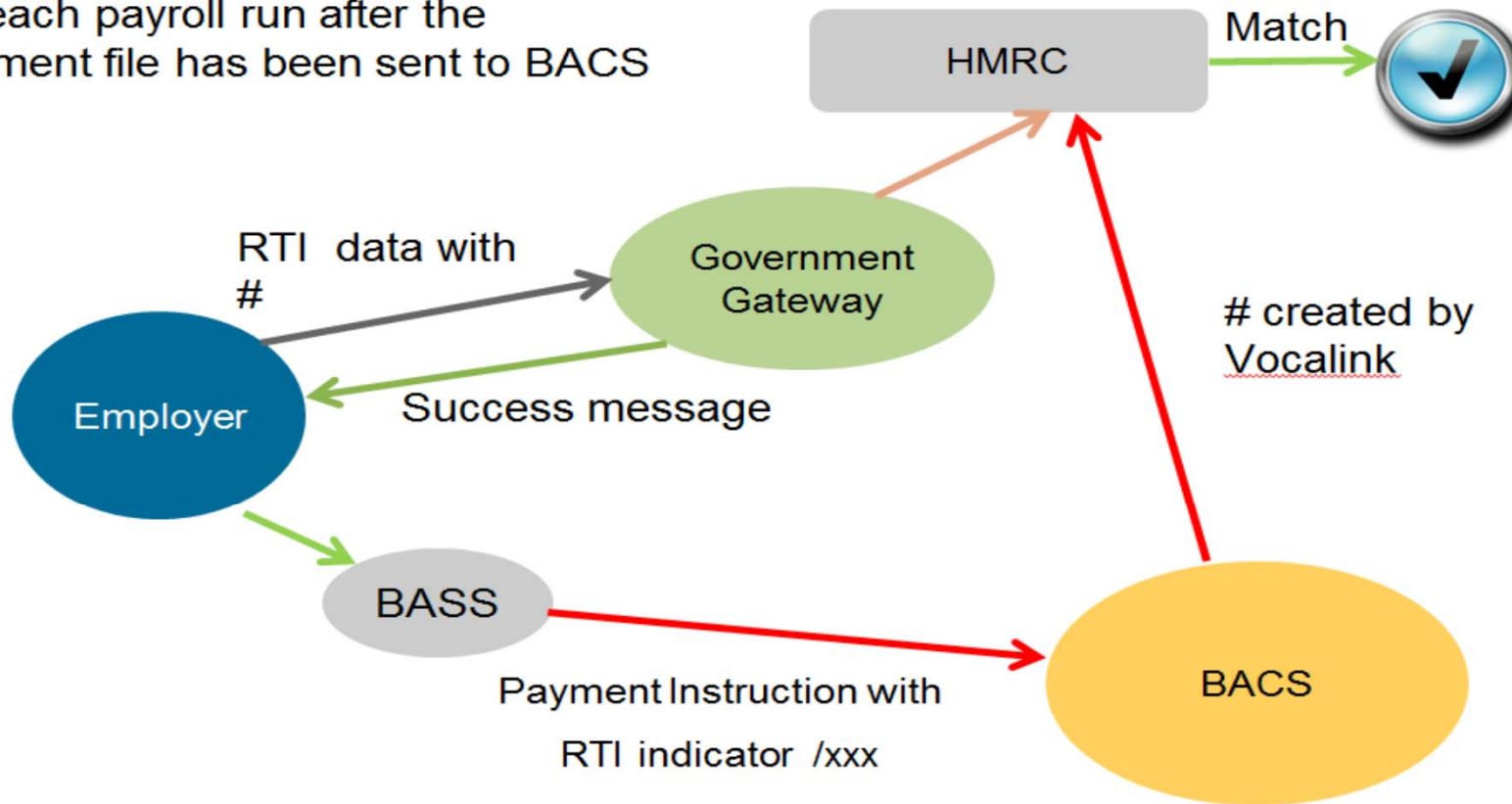
Current Solution



Proposed Solution



An RTI file should be sent to HMRC for each payroll run after the payment file has been sent to BACS



BACKGROUND



- ▶ Under the current PAYE system employers tell HMRC what deductions they have made from employees pay after the end of the tax year
- ▶ HMRC able to review whether the correct deductions have been made under PAYE
- ▶ Real Time Information (RTI) is being introduced by HMRC to improve the operation of PAYE
- ▶ This will make the PAYE system easier for employers and HM Revenue & Customs (HMRC) to operate.
- ▶ Employers and pension providers will begin to use the RTI service in the period April 2013 to October 2013. All employers will be using the RTI service by October 2013.



SAP Real time information

- SAP has recently released OSS note 1630586 . This note is master with RTI announcement which is constantly being worked on.

SAPK-470D2INSAPHRCGB
SAPK-470D3INSAPHRCGB
SAPK-50098INSAPHRCGB
SAPK-60081INSAPHRCGB
SAPK-60082INSAPHRCGB
SAPK-60447INSAPHRCGB
SAPK-60448INSAPHRCGB

- The master note also provides steps to various notes as well as XI configuration and updates
- It is vital to plan the update and important to note as there are number of notes involved and hence involves testing, testing, testing...

RTI –THE SUBMISSION TYPES

- **Employer Alignment Submission (EAS)**
- **Full Payment Submission (FPS)**
- **Employer Payment Summary (EPS)**
- **National Insurance Verification Request (NVR)**

- **Note: The EAS is designed to be a once-only submission, enabling alignment to take place before the employer submits any other information.**

RUN FULL PAYMENT SUBMISSION (FPS)



Process Description	The FPS is the main RTI online submission, consisting of the payments and deductions made for payees in that payroll area paid in that pay period
Pre-conditions	Payroll has been run for current period and Pre-DME run has been completed. FPS to be run before the BACS Payment
Outputs	FPS produces ALV and XML output which will sent to HRMC Gateway through the XI/PI interface
Frequency	Monthly

Employer payment submission (EPS)



Process Description	Employers can make recoveries in respect of the statutory payments The EPS, therefore, allows the employer to notify HMRC of the reductions it is allowed to make to the totals already submitted via the FPS
Pre-conditions	FPS has been submitted to HMRC successfully for the current period
Outputs	EPS produces ALV and XML output which will be sent to HMRC Gateway through the XI/PI interface
Frequency	Monthly

RUN LEAVER DETAILS



Process Description	After RTI submissions start to kick off from April 2013, Client UK will continue to produce P45s to the employees when they leave their employment, to take to their next employer. However P45s should not be sent to HMRC. Starter and leaver information will be reported to HMRC by employers as part of their normal RTI submissions. SAP has created new P45 transaction PC00_M08_RTIP45 to produce the P45 hard copies
Pre-conditions	Completed the Payroll activities for the current month and exited the current payroll period
Outputs	Standard P45 hard copy will be produced for all the employees
Frequency	Ad-Hoc

RUN BACS



Process Description	Once the RTI submissions kicks off from April 2013.The employer will need to include additional information in the Bacs payment file. This will include a four character entry in Field 7 (currently spare) of the Bacs payment file. This entry will consist of an initial '/' to identify it as an RTI payment and three random characters, which will be generated by SAP DME Program.
Pre-conditions	Payroll run has been completed for the current period. FPS and Pre DME has been completed
Outputs	Produces the BACS output with field 7 entry (Four random character starts with “/”)
Frequency	Monthly



RUN PC00_M08_RTI_DISP

Process Description	If the FPS submission contains a National Insurance Number (NINO) that cannot be matched to HMRC database, an 'unsolicited' NINO notification will be sent back to the employer making the submission. This will be via a 'NVREP' message. The Standard SAP transaction PC00_M08_RTI_DISP can be used for this purpose
Pre-conditions	FPS has been completed successfully for the current period
Outputs	The output will display the HMRC notification for the current period
Frequency	Ad-Hoc

EAS Employer Alignment Submission



PC00_M08_RTI_EAS transaction is used for EAS (Employer Alignment Submission)

The screenshot shows the SAP 'Employer Alignment Submission Report:GB' interface. At the top, there is a menu bar with 'Program', 'Edit', 'Goto', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main content area is divided into several sections:

- Employer Alignment Submission Report:GB** (Section Header)
- Navigation icons (Refresh, Back, Forward, etc.)
- Buttons: 'Further selections', 'Search helps', 'Sort order', and 'Org. structure'.
- Selection** section:
 - Personnel Number: []
 - Payroll area: []
- Tax details** section:
 - Tax reference: 001
 - Tax year ending April 5th: 2013
 - Period end date: 30.04.2013
- Submission** section:
 - ALV Variant: 08_SAPEAS
 - XML With ALV
 - Test in live



Data items for EAS

Field number	Employer Information	Comment	Mandatory?
1	HMRC Office Number	For example, if the Employer's PAYE reference is 901/A111, the HMRC Office Number is 901	Y
2	Employer PAYE Reference	For example, if the Employer's PAYE reference is 901/A111, the Reference is A111	Y
3	Employer Accounts Office Reference	The reference is in the format 910RR00012345	Y
5	National Insurance Number (NINO)	Must be shown on all RTI submissions if known and verified on an official document	
5A	Title		
6	Surname or Family name	Must be shown on all RTI submissions if known and verified on an official document	Y
7	Forename or given name	Must be shown on all RTI submissions if known and verified on an official document	Y if known otherwise insert initial in forename field
8	Initials	See above	
9	Second forename or given name		Y
10	Date of Birth	Actual not default date of birth. Must be shown on all RTI submissions if known and verified on an official document	Y
11	Current Gender	Must be shown on all RTI submissions if known and verified on an official document	Y



Data items for EAS

13	Address line 1	Mandatory if NINO unknown and for new starters	Y
14	Address line 2	Mandatory if NINO unknown and for new starters	Y
15	Address line 3		
16	Address line 4		
17	UK Postcode		
18	Foreign Country Indicator	If the address is outside the UK, Channel Islands and Isle of Man	
24	Starting Date	Must be current date + 30 days or earlier than current date.	
38	Payroll ID in this employment	Note that an EAS will overwrite any details that are currently held at HMRC with regard to a payroll number that is held against the employee's record	
40A	Irregular Employment Payment Pattern Indicator	A 'Yes' Indicator denoting that the employee is paid on an irregular basis, e.g. casual or seasonal employees / employees on maternity or sick leave / employee paid, say, quarterly, bi-annually etc. This indicator is important as HMRC will check if employees have not been paid for a specific period of time (12-14 weeks) and will flag them as leavers in their system. This irregular employee marker will prevent a leave date being processed by HMRC on the NPS.	
41	Date employment contract ended		
55	Tax code		
56	Tax Code Basis		Y

EPS (Employer Payment Submission)



PC00_M08_RTI_FPS transaction is used for EPS (Employer Payment Submission)

Program Edit Goto System Help

Full Payment Submission Report: GB

Selections from Search helps

Payroll period

Payroll area LD from 01.05.2013 To 31.05.2013

Current period 2 2013

Other period

Selection

Personnel Number

Payroll area LD

Tax criterias

Tax year ending April 5th 2014

Tax reference 3 CENTRE 1 AREA EAST KILBRI

XML Submission

ALV Variant

FPS ALV 08_SAPFPS

FPS Summary ALV 08_FPSSUM

XML With ALV

Test in Live

New Submission

Re-Submission

Clean Sweep

- The FPS is the main RTI online submission, consisting of the payments and deductions made for payees in that payroll area paid in that pay period
- FPS will be submitted on a monthly basis to HMRC after the Payroll is run and before the BACS is submitted.
- The XML submission section has the following options.
- **Test in Live:** Before making a live submission, it is always recommended to test the data by submitting to the Live URL. This option validates both the data and XML. SAP recommends that Test in Live submission be made before exiting the payroll.
- **New Submission:** This needs to be flagged when making the fresh/first submission for a pay period. This creates a Global ID which is unique to this submission.

Re Submission: This option is used in case of errors at the gateway and to re-process the same batch of employees processed again. Upon choosing this option the Global ID box appears. Using the F4, the batch (identified by the Global ID) which needs re-submission after correcting the errors is chosen and the report can be processed again. The report generates a new Global ID which overrides the older Global ID in the payroll cluster table RTI.



The screenshot shows a form titled "XML Submission" with the following options and fields:

- Test in Live
- With Zip
- New Submission
- Re-Submission
- Clean Sweep

Next to the "Re-Submission" option is a label "Global Id" followed by an empty text input field.

Clean Sweep: This option can be used to run for each payroll area to ensure that none of the employees are left. This run picks all the employees who do not have Global ID in the RTI table filled.

EPS (Employer Payment Submission)



PC00_M08_RTI_EPS transaction is used for EPS (Employer Payment Submission)

Employer Payment Submission Report: GB (RPCEPSG0)

Tax details

Tax reference	<input type="text" value="3"/>
Tax year ending April 5th	<input type="text" value="2013"/>
Tax month	<input type="text" value="1"/> April

Year to date declaration

No declaration data

Advance received from HMRC	<input type="text" value="13,000"/>	SSP recovered	<input type="text"/>
SMP recovered	<input type="text"/>	OSPP recovered	<input type="text"/>
SAP recovered	<input type="text"/>	ASPP recovered	<input type="text"/>
NIC compensation on SMP	<input type="text"/>	NIC compensation on OSPP	<input type="text"/>
NIC compensation on SAP	<input type="text"/>	NIC compensation on ASPP	<input type="text"/>
CIS deductions suffered	<input type="text"/>	NICs Holiday Year to date	<input type="text"/>

XML submission

Test in live Scheme ceased

EPS (Employer Payment Submission)



HMRC requires information from employers, who make recoveries in respect of the statutory payments that they have made current payroll run. EPS is run part of the RTI submission after FPS runs successfully.

Program Edit Goto System Help

Employer Payment Submission Report: GB (RPCEPSG0)

Tax details

Tax reference	2
Tax year ending April 5th	2013
Tax month	12 March

Year to date declaration

<input type="checkbox"/> No declaration data			
Advance received from HMRC		SSP recovered	
SMP recovered		OSPP recovered	
SAP recovered		ASPP recovered	
NIC compensation on SMP		NIC compensation on OSPP	
NIC compensation on SAP		NIC compensation on ASPP	
CIS deductions suffered		NICs Holiday Year to date	

XML submission

Test in live Scheme ceased

Declaration details

Final submission for the tax year	no
Free of Tax payments	no
Expenses and Benefits	no
Employees Out of UK	no
Employees Pay to Third Party	no
Forms P11D and P11D(b) are due	no
Service Company	no

P45



PC00_M08_RTIP45- new transaction will be used to output the P45 hard copy

HR GB RTI Leaver Report

Person selection period: 01.04.2012 To: 05.04.2013

Selection

Personnel Number	102175	→
Employment status		→
Company Code		→
Payroll area	LD	
Pers.area/subarea/cost cente		→
Employee group/subgroup		→

Processing criteria's

Tax year ending April 5th: 2013

Process earlier leaver

Test run

Output options

SAP Script
with form: HR_GB_P45_A4 (P45)

ALV Output
with ALV layout:

PC00_M08_RTI_DISP



The transaction Pc00_M08_RTI_DISP can be used to display the previous submission data, one period at a time, based on the Global ID.

Program Edit Goto System Help

Summary RTI:GB

Selections from Search helps

Payroll period

Payroll area LD from 01.05.2013 To 31.05.2013

Current period 2 2013

Other period

Selection

Personnel Number

Payroll area LD

Tax criterias

Tax year ending April 5th 2014

Tax reference 004

Choose the report

RTI Submission FPS

Selection details

Display Employee detail

Enter the details for display

XML Err.Ref.

Global ID 08RTIRTIS00000000000000000025

ALV Variant

Display XML / Download XML

Change status

PB2A_RTI



The transaction PB2A_RTI is used to send the RTI XML file to HMRC Gateway via XI server

B2A Manager

Log Hi.. Auth Doc... Description of Data Record Date Time User Name Status Substatus

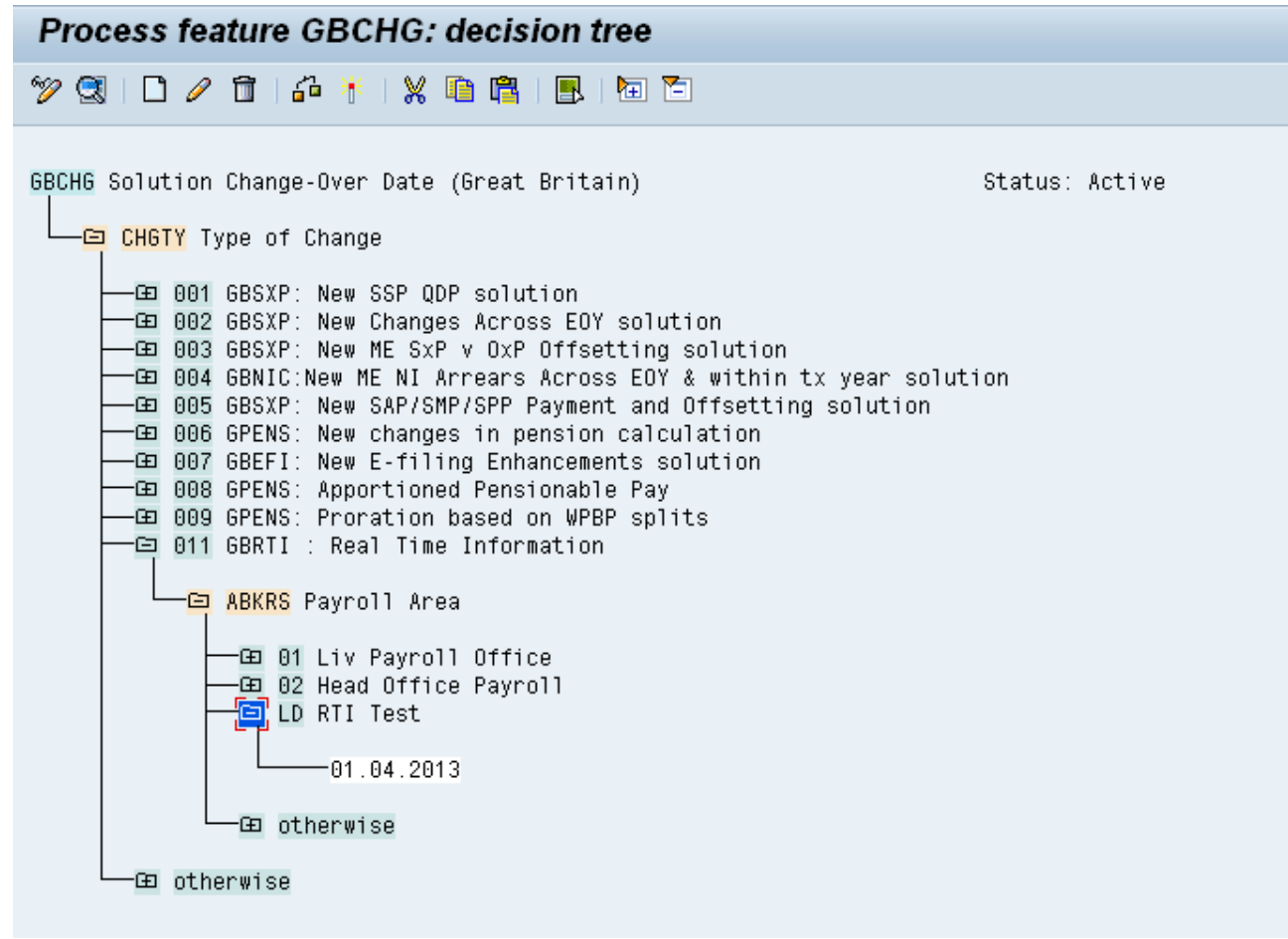
Log	Hi..	Auth	Doc...	Description of Data Record	Date	Time	User Name	Status	Substatus
		RTI	EPS	EPS: Tax ref. MD345 dis. 123	14.11.2011	07:46:05	JACOBD	OK	Final confirmation by IR
					14.11.2011	07:45:55	JACOBD	OK	Accepted& Confirmed b...
					14.11.2011	07:45:46	JACOBD	In Process	Waiting: Poll again
					14.11.2011	07:45:46	JACOBD	In Process	Polling
					14.11.2011	07:45:41	JACOBD	In Process	Sent to the Gov. Gate...
					14.11.2011	07:43:08	JACOBD	New	Ready to be sent

Agenda

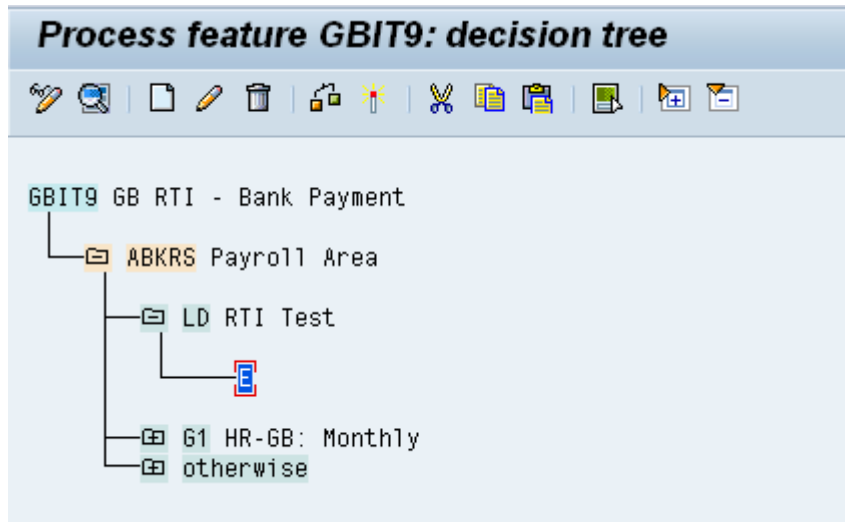
- **Overview of RTI (HMRC Real Time Information)**
- **What is changing in SAP HR**
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Configuration: Feature: GBCHG



Feature GBIT9 & Processing class 48



This processing class has been introduced to distribute pension contributions.

Specifications available are.

0 Pass on unchanged

1 Pension contributions under net pay arrangements

2 Pension contributions not under net pay arrangements

Wage types



A080

This wage type is to be used as a model wage type for Expenses that are paid through the payroll that are not subject to tax or national insurance.

This wage type flows into cumulation /105, /113. /171

A081

This wage type is to be used as a model wage type for Expense that are paid through the payroll and are subject to National Insurance but NOT to Tax.

This wage type flows into /105, /131, /133, /175

A082

This wage type is to be used as a model wage type for Benefits that are taxed through the payroll.

This wage type flows into /121, /171 and /174

A083

This wage type is to be used as a model wage type for benefits that are taxed and also used in the NI calculation in the payroll.

This wage type flows into /121, /131, /133, /172 and /173

Wage types



A084

This wage type is to be used as a model wage type for benefits that NOT taxed but are used in the NI calculation in the payroll.

This wage type flows into /131, /133, /172, /173 and /175

NHWK

This wage type is used to override the value of Number of Hours worked determined by the payroll function GBRTI. RTI file requires the number of hours worked by the employee to be reported. By default the value is read from IT0007-WOSTD. However if the value thus read from IT0007 is not the desired one to be reported, then this wage type could be used to override the same.

/171 - Net Additions

This wage type is a cumulation of all payments which are not subject to Tax and NICs. All such payment wage types should have cumulation class 71 set.

/172 – Ben Payroll

This wage type is a cumulation of all benefits which are taxed via payroll in a particular pay period. All such benefit wage types should have the cumulation class

72 set.

Wage types

/173 – Ben Tax NI

This wage type is a cumulation of all benefits which are subject to class 1 NICs and Tax. All such benefit wage types should have the cumulation class 73 set.

/174 – Ben Tax

This wage type is a cumulation of all benefits which are not subject to class 1 NIC but are subject to tax. All such benefit wage types should have the cumulation class 74 set.

/175 – Ben NI

This wage type is a cumulation of all benefits which are subject to class 1 NIC but are not subject to tax. All such benefit wage types should have the cumulation class 75 set.

/177 - EE Pre-tax pension deduction

This wage type unlike the other cumulation wage types is generated by the rule G048. Pension contributions which are paid under net pay arrangements are added to this wage type. These pension contribution wage types will have processing class 48 and specification 1 set for them

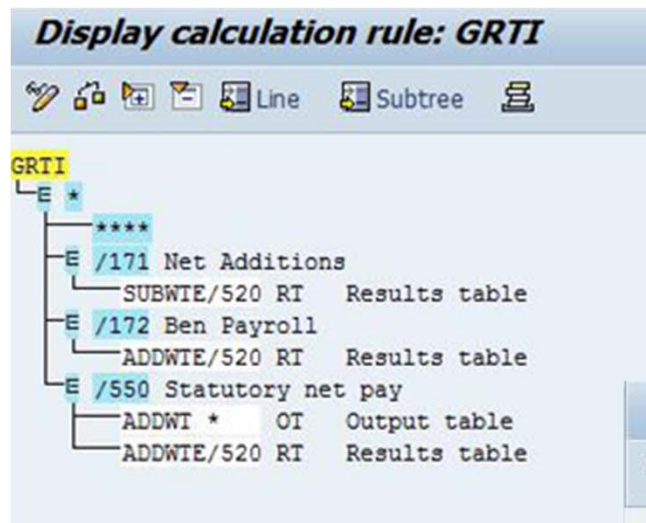
/520 - RTI Net pay

This wage type is generated in the rule GRTI as follows.

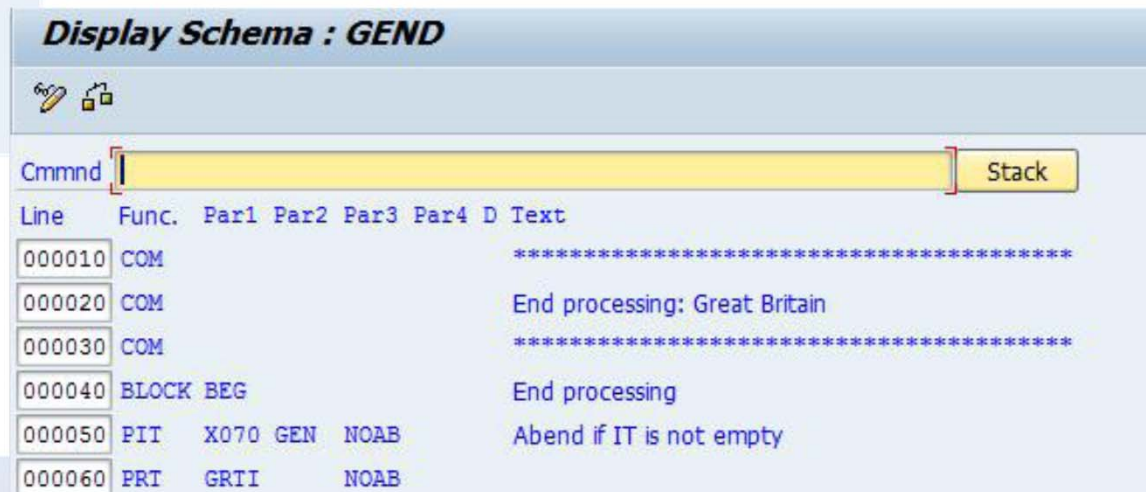
$/520 = /550 - 171 + /172$ i.e., Statutory Net – Net additions + Ben Payroll

GRTI

This rule is used to generate /520 – RTI Net Pay. It is determined as follows.
 $/520 = /550 - 171 + /172$ i.e., Statutory Net – Net additions + Ben Payroll



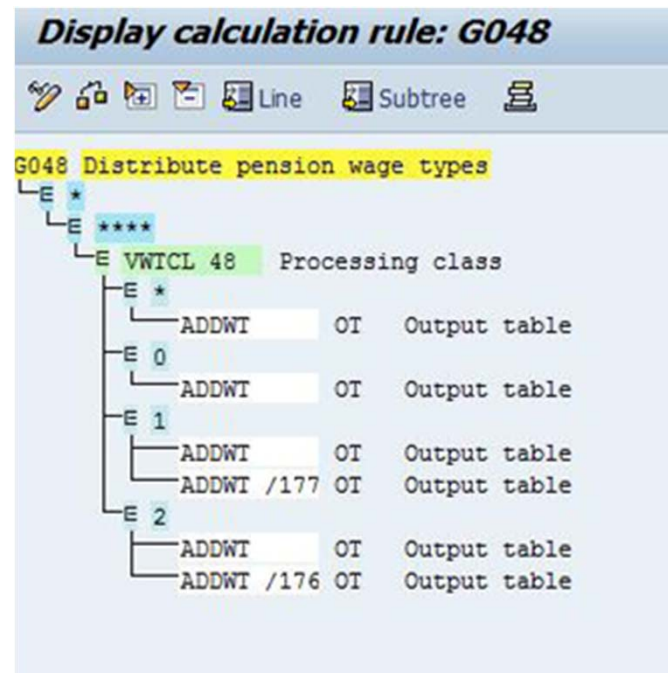
Display Schema : GEND



Line	Func.	Par1	Par2	Par3	Par4	D	Text
000010	COM						*****
000020	COM						End processing: Great Britain
000030	COM						*****
000040	BLOCK	BEG					End processing
000050	PIT	X070	GEN	NOAB			Abend if IT is not empty
000060	PRT	GRTI		NOAB			

G048

This rule is used to distribute the pension contributions. Those contributions which have processing class 48 and specification 1 will be added to /177 wage type and those that have specification 2 will be added to /176.



PCRs



Edit Schema: ZNT0



Line	Func.	Par1	Par2	Par3	Par4	D	Text
000120	PIT	X045	P25	NOAB			Load benefits/deductions in RT
000130	LPEND						Loop end
000140	ENDIF						End of retro/original check
000150	GAHPS						Function for Advanced Holiday Pay
000160	IF		0				Original payroll?
000170	IF		AHPP				Advanced Holiday Pay?
000180	PDT	GHP2		NOAB			Bring /H diffs into /J adjstmnts
000190	ENDIF						End of special Advanccd Payment proc.
000200	PDT	G627		NOAB			Add new EOY /Zs to current tax year
000210	PITAB	D	AIT				Delete Contents of AIT
000220	ACTIO	G042					Create factor for flat rates
000230	PDT	G0DT					Transfer gross-up retro differences
000240	GRSUP	G033			P1		Gross up free-of-tax-wagetypes
000250	PIT	G021	P65	NOAB			Store Gross up wage types
000260	PIT	GL61		NOAB		*	LGPS: Remove splits not WPBP from /111
000270	GPENS						GB pension calculation
000280	PIT	ZPEN		NOAB			LIDL Pension Calculation (Basic Rate)
000290	PIT	ZPN0		NOAB			LIDL Pension Override
000300	PIT	ZPNL		NOAB			LIDL Pensions display
000310	PIT	GL62		NOAB		*	LGPS: Remove all splits WPBP from /111
000320	PIT	G030	P62	NOAB			Distribute pension wage types
000330	PIT	G048	P48	NOAB			Distribute Pension Contribution
000340	PIT	G6DN		NOAB			Interpret NI retro changes
000350	PIT	G031	P62	NOAB			Non-taxable deductions
000360	PIT	G034	P62	NOAB			Non-taxable deductions (retro part)
000370	GBMPT	1					Mid Period Transfers: Pre-processing
000380	GTAX						GB Tax calculation
000390	GBNIC		G302				GB National Insurance calculation

Payroll Function: GBRTI



Display Schema : GEND

Cmmnd Stack

Line	Func.	Par1	Par2	Par3	Par4	D	Text
000010	COM						*****
000020	COM						End processing: Great Britain
000030	COM						*****
000040	BLOCK	BEG					End processing
000050	PIT	X070	GEN	NOAB			Abend if IT is not empty
000060	PRT	GRTI		NOAB			
000070	BENTB						Benefits final result table
000080	ADDCU		P30				Carry forward cumulations WTs CRT
000090	PRT	GG72		NOAB			Remove WPBP split from average bases
000100	PRT	GG70		NOAB			Retro changes to Average Bases
000110	PRT	GG71		NOAB			Record retro changes to Average Bases
000120	SORT	RI					Sort results table
000130	GEXCP						Update Exceptions table (EXCEP)
000140	EXCEP						Generate customizable exception
000150	GBRTI						Real Time Information processing
000160	EXPRT		RG				Export wage account (DB: PCL2 / CL: RG)
000170	BLOCK	END					End processing



Payroll RTI Table

Payroll Results											
Personnel No.	102175 Paulene Smith - Great Britain										
Seq. number	00003 - accounted on 03.07.2012 - current result										
For-Period	02.2013 (01.05.2013 - 31.05.2013)										
In-Period	02.2013 (Fin.: 31.05.2013)										

Table RTI - Real Time Information - Great Britain											
Leaving Dt	Hire Dt	P46 Class	SL Ind	SL YTD	SL TP	ExPatP46	Res Status	Ind	EPM6	Ind	
Pen Bryd Ind	Annual Pens Amt	EE net pen dedn	EE Pre-tx pen dedn	Irr Pymt	Ind	No.Hrs.wkd	Late pymt	Ind			
Taxable pay YTD	Tax YTD	Taxable pay TP	Tax TP	No. of earn. per	Late pymt Ind						
Net additions	Net dedns/ben	RTI Net pay	All Payrolled Ben	Ben Txd+NI							
Ben Txd only	NI only	SSP YTD	SMP YTD	OSPP YTD							
SAP YTD	ASPP YTD	Dir's NI calc method	Pensioner	RTI Ind	XML ID						
17.04.2013	0	0,00	0,00	0,00	0,00	0	0,00				
	2.250,00	450,00	0,00	0,00	0,00	Y	0,00	1	0,00		
	0,00	0,00	0,00	0,00	0,00				0,00		
	0,00	0,00	0,00	0,00	0,00				0,00		
	0,00	0,00									08RTIRTIS000000000000000000025

The snapshot shows the RTI table (Structure PC2N5)



Payroll IT0065

Personnel No 102175 Name Paulene Smith
EE group 1 All workers Pers.area 6851 LIDL UK
EE subgroup 5A Store Manager Cost Center 259040 BEL HR COSTS - ADMIN
Start 01.04.2013 to 31.12.9999 Chng 02.07.2012 EXT-RINGLING

TAX DETAILS

Tax Details

Tax Code Source EMP Starter-Employee

Tax Code BR

Tax Basis

Cumulative Week1/month1

Starter

Starter Declaration 1

Previous Earnings

Taxable Pay Tax

Tax Week/Month /

P45 Item 13 0,00 P45 Item 13 to be Used in Payroll

Leaver

P45 Issue Date

Employer to Pensioner

Payroll IT0065



Tax Code Source (1) 6 Entries found

Restrictions

✓ ✕ 🏠 🔄 🖨

TXCOD SRC	Text
EMP	Starter-Employee
EXP	Starter-Ex Pat
PEN	Starter-Pensioner
P6	HMRC - P6
P9	HMRC - P9
P9X	HMRC - Uplift

6 Entries found



Payroll IT0088

Subtype Additional SPP (Adoption)

Registration

Notific.of match	<input checked="" type="checkbox"/>	Certificate Provided	No certificate provided ▾
Notific.to employer	<input checked="" type="checkbox"/>		
Expected placement	<input checked="" type="checkbox"/>		
Earliest start date	<input type="text"/>	to	<input type="text"/>
Matching week start	<input type="text"/>		
APP Start Date	<input type="text"/>	Partner RTW	<input type="text"/>
APP End Date	<input type="text"/>	Partner Died	<input type="text"/>

Adoption leave

Intended start	<input checked="" type="checkbox"/>	Expected end	<input type="text"/>
----------------	-------------------------------------	--------------	----------------------

Placement details

Actual placement	<input checked="" type="checkbox"/>	Placement end	<input type="text"/>
------------------	-------------------------------------	---------------	----------------------

Partner's Personal Details

Last name	<input type="text"/>
First name	<input type="text"/>
Middle name	<input type="text"/>
Initials	<input type="text"/>
NI Number	<input type="text"/>

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Pilot Implementation Lessons

01	RTI program depend on BACS provider since the structure of the BACS will be changed with “Field7” value it is imperative that BACS provider accepts the new file change once RTI goes live
02	Success of RTI Payroll Parallel testing heavily depends on client copy of production system.
03	Success of Live HMRC submission will dependent on test XI instance set up for HMRC test gateway. Currently there is no set up for XI test instance to HMRC
04	RTI might lead to wrong payments to employees since it involves manipulation of payroll data

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Pension Auto Enrolment

- In the closing months of 2012, Government introduces pension scheme where by all employers must enrol certain qualified employees and make a contribution into this pension fund.
- employees who meet the following criteria must be automatically enrolled on to a qualifying pension scheme to comply with the new law:
 1. not already in a qualifying workplace pension scheme
 2. at least 22 years old
 3. below state pension age
 4. earning more than £7,475 a year, and
 5. With in their contract work or ordinarily working in the UK
- Employees who do not meet these criteria must be allowed to join the company pension scheme if they are willing to do so.



SAP Pension Auto Enrol & Design

- SAP has recently released OSS note 1718507. This note is included in the following HR Support Packs:

SAPK-470D7INSAPHRCGB
SAPK-500A3INSAPHRCGB
SAPK-60086INSAPHRCGB
SAPK-60452INSAPHRCGB
SAPK-60453INSAPHRCGB

- The note also provides steps to deactivate PAE in a sequential step by step in SAP
- Designing SAP Pension auto enrolment flows around
 1. Data analytics in relation to qualifying criteria
 2. Availability of reports in SAP
 3. Managing service providers

THANK YOU

