



SAP Secondary Distribution and Fuels Retailing

Best Practices SAP Oil & Gas Downstream Solutions
powered by Implico





SAP Best Practice solutions for the oil and gas industry



SAP Secondary Distribution and Fuels Retailing

Forecasting Reconciliation
Tour Optimization Telesales
 Invoicing Continuous Product Replenishment
 Sales Region Organization Data Collation
Consumer App **Automation**
 Interfaces Tour Planning
 Service Station Management Driver Communication
Dispatching

Good to know!

The license for SAP® SDM (Secondary Distribution Management for Oil & Gas) includes as well a license of the industry package SAP Hydrocarbon Management for Oil & Gas for up to 50,000 BOEPD sold.





Optimise your trade and logistics processes

The daily challenges faced by oil & gas companies are greater than ever before. Successful companies are constantly working towards the following goals to secure their long-term future:

- Process automation – reducing manual work, concentrating core competencies
- Customer loyalty – being flexible, increasing service
- Increase in efficiency – remaining economical

We offer you future-proof IT solutions with a long term strategy – with the SAP Best Practice solutions. You gain SAP standard solutions that fit like a glove, grow with your company and are easy to implement. The innovative power of SAP and the Partner Community safeguard IT investment in the SAP solutions for the long term. Over 70% of the world's oil companies use SAP, and the industry has successfully relied on SAP solutions for many years.

The Implico Group offers software solutions and consulting services for companies of all sizes, helping you to optimise your processes. We combine many years of experience in a large

number of successful projects with the very latest expertise in SAP and in IT in general. We have extensive experience in the oil and gas industry. Our customers include many of the world's largest oil corporations, as well as a large number of small and medium-sized businesses. As a Development Partner of SAP, Implico is responsible for SAP SDM (incl. OGSD, IDM and CPR), SAP RFNO and OpenTAS®.

The combination of tailored standard solutions and expertise allows you to optimise your entire process chain – from order acceptance, via dispatching and execution, to invoicing and reporting.

We offer you:

- competent advice
- integrated business models
- expert knowledge (commerce and logistics)
- reliable project management
- intelligent system support
- the degree of automation you choose
- optimised, efficient processes

Our mix of SAP software solutions and experience puts us in an outstanding position to implement your integrated, future-proof SAP standard solution.



SAP Secondary Distribution and Fuels Retailing

How can SAP solutions enable you to change the game?

With SAP solutions, oil and gas companies can automate sales and logistics processes for refined products and liquefied petroleum gas from the order management to disposition, data collation and invoicing.

They can forecast the replenishment of tanks, use best-buy scenarios and perform route planning and truck dispatching for the delivery.

The solutions cover processes at terminals, tank farms, wholesale and end consumers as well as service stations and they support an efficient and transparent management.

SAP solutions: Capabilities

Order Mgmt. and Logistics Automation



Automate end to end processes for sourcing and supplying products from terminals to the end consumer

Demand Forecasting and Replenishment



Manage the auto-replenishment of tanks using temperature-based consumption forecast

Truck Scheduling and Dispatch

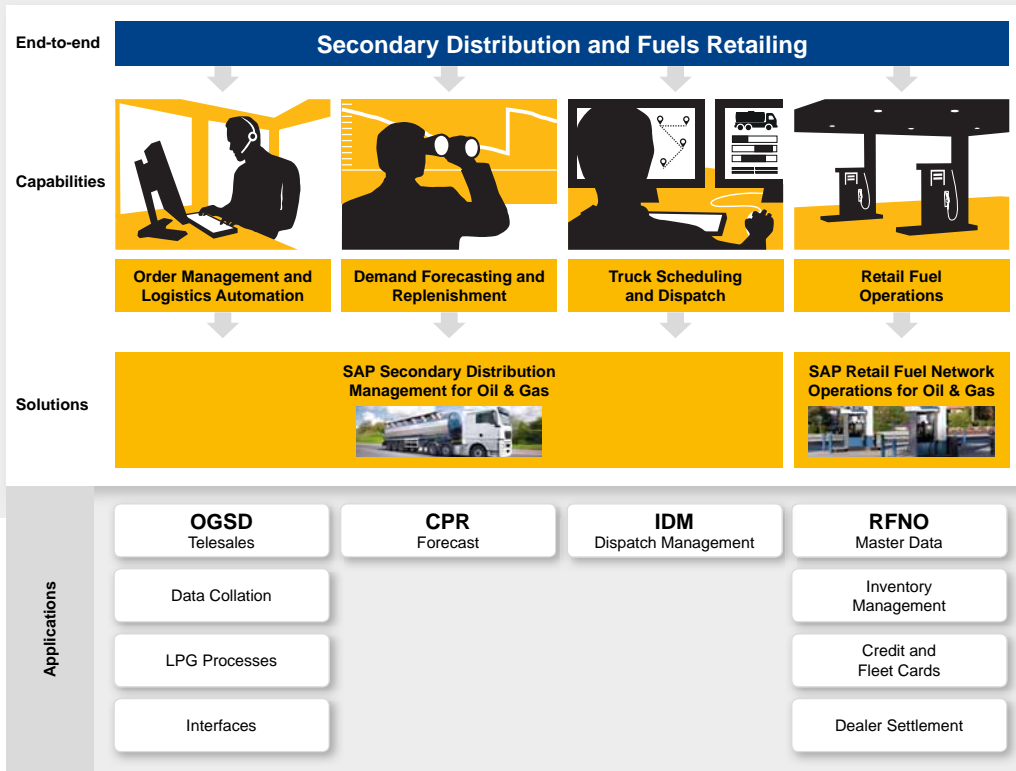


Improve the usage of your truck fleet with an easy-to-use graphical disposition and route optimization

Retail Fuel Operations



Manage the service station fuels business incl. inventories, payment cards, fleet cards, and dealer settlement



Components

The SAP Secondary Distribution and Fuels Retailing solution consists of:

SAP SDM – Secondary Distribution Management, incl.

- OGSD – Oil & Gas Secondary Distribution
- CPR – Continuous Product Replenishment
- IDM – Integrated Dispatch Management

and

SAP RFNO – Retail Fuel Network Operations

What are the benefits?

Secondary distribution and fuels retailing software from SAP helps companies to automate and standardize all their downstream sales and logistic processes.

- Enhanced customer satisfaction and loyalty
- Simplified and optimized automated processes
- Simplified dispatching
- Instantaneous response, even to last-minute orders
- Reduced transportation costs, labor costs and inventory level
- Overall data consistency, transparency and cost control



SAP Oil & Gas Secondary Distribution (OGSD)

SAP OGSD is an application of SAP SDM and is SAP's full industry solution for trading fluid products, especially oil and gas.

SAP OGSD supports business processes for the wholesale, resale, industrial, end consumer and petrol station supply business, and integrates every process, from sales to dispatching and automatic feedback on all material movements. All data is combined in financial accounting and integrated reporting. While developing SAP OGSD for SAP AG, Implico worked together closely with the industry. The pre-configured solution is suitable for companies of all shapes and sizes, from 5 to 5,000 users.

Benefits of SAP OGSD:

- Industry-specific
- Future-proof
- Innovative
- Scalable
- User-friendly
- Easy to implement
- Comprehensive reporting

Functions:

Order management

The SAP OGSD Telesales Cockpit provides the central base for your work in sales. It is a clear and efficient way to record orders, enquiries, quotes and contracts. The salesperson has an overview of all key customer data at a glance, while further detailed information can be displayed at any time. Functions of the SAP OGSD Telesales Cockpit include those for collective orders, redelivery contracts and outbound activities. Evaluations from the Sales and Procurement divisions and any branch office provide additional support for the salespeople. Most of the activities are conducted on a single screen.

Preliminary dispatching

Preliminary dispatching is conducted directly from order management, so that the customer can be given a planned delivery date or the best possible delivery time can be agreed immediately as the order is entered. Delivery time zones help to visualise the current status in preliminary dispatching.

The integrated dispatching and route planning software SAP IDM (Integrated Dispatch Management) can also be used as an option.



Data collection and confirmation of delivery data

SAP OGSD data collection and confirmation is a tool used to record goods and quantities actually delivered. This can be done automatically or manually. The software is clear and quick to use, allowing quantities to be corrected immediately based on the planned quantities. Warehouse stock postings are conducted automatically. Invoices are prepared based on the reported quantities.

Data collection and confirmation includes all processes involved in comparing delivered and planned quantities and provides transparent information on:

- deliveries deviating from the planned quantities
- additional products sold
- deliveries without orders etc.

SAP OGSD Interface Adapter

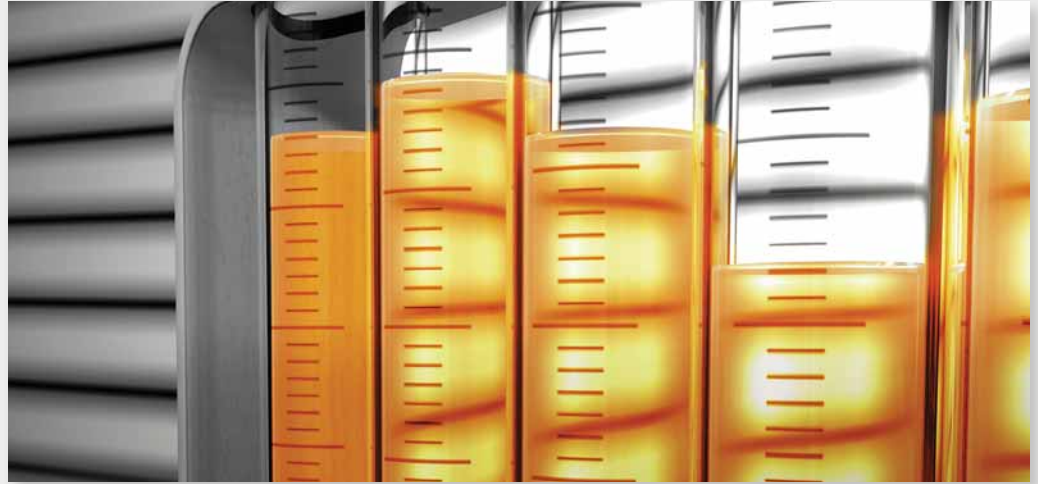
The OGSD Interface Adapter provides flexible and configurable options for integrating all kinds of data from terminal automation systems (e.g. OpenTAS) from forwarding agents, on-board computers, petrol stations etc. into the SAP OGSD process. The entry formats it supports include IDoc, text files or XML.

Incoming data can be integrated into the process at various stages. This highly-automated SAP OGSD standard function ensures time-saving, cost-efficient implementation, especially when multiple different data flows need to be integrated into the process.



SAP OGSD helps you

- in creating an automated, integrated order-to-cash process
- in centralising all customer information
- in recognising price fluctuations
- to automate loading and invoicing processes, including comparing product volumes and the data recorded on terminals and lorries
- to define the best and most effective delivery routes
- in requirements planning by ensuring the right warehouse stock at all times
- to flexibly steer your processes, e.g. with warnings of gaps in subsequent delivery, changes to planned demand or price fluctuations
- in integrating transportation companies, terminals and refineries into the process



SAP Continuous Product Replenishment (CPR)

The SAP CPR forecast tool is an application of SAP SDM and is used to predict future orders. SAP CPR allows you to provide your customers with repeat deliveries at the right time, every time, and to contact them pro-actively. A range of methods is available for planning. Delivery can take place at fixed intervals or based on consumption forecasts. SAP CPR might calculate these based on the delivery history or using parameters such as the weather or comparable consumption patterns. SAP CPR therefore allows you to offer significantly improved customer service, with salespeople who contact customers pro-actively and inform them of upcoming needs. This prevents your customers ordering from your competitors.

Key functions:

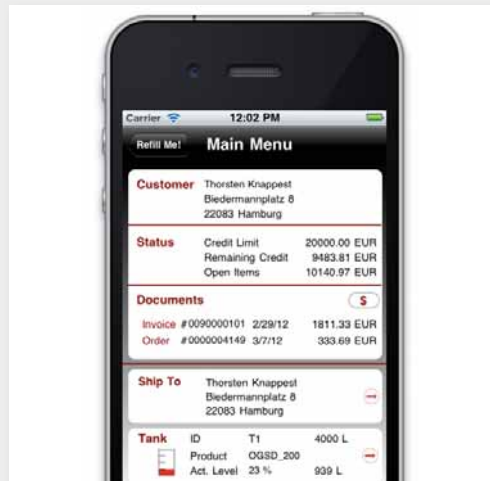
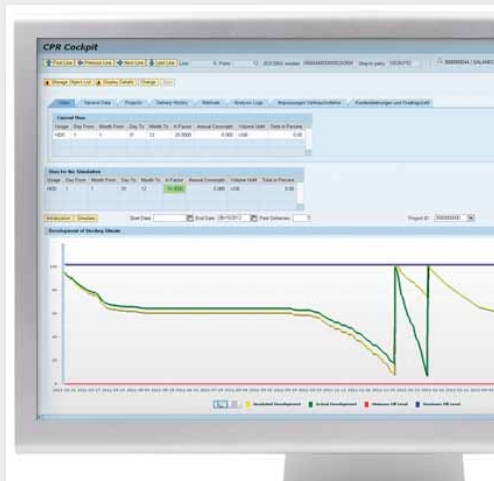
- Forecasts for end consumer business
- Compilation of call lists for Sales
- Creation of email campaigns
- Automatic order creation
- Range of calculation methods
- Expansion of sales activities

SAP CPR Analysis Tool

SAP CPR makes use of data from many different SAP objects when drawing up forecasts, including customer master data, storage objects (tanks), delivery history etc.

The analysis tool provides efficient ways in which a suitable selection of customers who can be contacted for repeat delivery. This selection can be saved as a query. The number of customers can then be limited further for a specific check using filters. You can also retrieve further details in the list of selected customers, so that all relevant forecast data is brought together on one screen.

Earlier SAP CPR forecasts can be retrieved and compared with current forecasts. The SAP CPR parameters can be updated at any time. Usage factors can be set up for delivery, ensuring that the delivery is made on time and economically. Showing the information as a diagram allows you to recognise seasonal consumption patterns, so that you can select the best possible delivery method for every time of year.



Add-On Initial Set Up Tool

Over time, you will collect a lot of information about your customers' consumption, so that you can deliver to them on time, time and again. The Add-On Initial Set Up Tool allows you to use this collection of existing customer consumption parameters for new customers, too, allowing you to process new customers just as efficiently.

Analysis using the address

Customers with identical postcodes are selected. Parameters such as average tank size and a range of consumption factors of a customer are shown.

Analysis using the address and consumption

Customers who belong to the same weather station and display identical or similar consumption behaviour are selected.

Analysis using the address and history

This selection gives you the most reliable parameters for your planning. The consumption is compared with weather data using previous deliveries. Dependent on the reconciliation of the data, the parameters for a calculation of a weather-dependent and a regular consumption is determined.

Refill Me! add-on app

For the first time, oil and gas companies can now offer their customers an app: Refill Me! The app shows end consumers all the relevant information about their current consumption on their iPhone, allowing them to play a part in organising the delivery process interactively. In turn, dealers can use the app for automatic dispatching and to improve their customer service.

Refill Me! gives the user an overview of which products are available and in which quantities. The consumption curve shows the time of the last delivery and when the next one is due. With this information in his pocket, the customer can then use the second function and immediately place an order, which directly triggers an order enquiry in the dealer's SAP system. The app shows the current price and, after confirmation, the delivery of the required quantity is initiated.

"Refill Me!" offers your customers useful information and opportunities for interaction, while your company benefits from improved customer orientation, optimised transport chains and increased delivery quantities.



SAP Integrated Dispatch Management (IDM)

SAP IDM is an application of SAP SDM and supports and automates your dispatching.

Cooperation with practitioners from a large number of companies has created a complete package for dispatching and transport planning, characterised by outstanding clarity and ease of use. Each step of the planning process can be almost intuitively executed via drag and drop – on the map, in the diagram or in the tables.

IDM thus provides clear and effective support for dispatch planners. Orders are combined with existing resources, such as vehicles or service staff, in the best possible way.

Comprehensive features

IDM offers you a wealth of innovative functions for efficient dispatching and transport planning.

The key characteristics of IDM:

- dispatching and route planning
- route optimisation
- support for centralised and decentralised planning scenarios
- Internet-based application, available anywhere
- maps and resources displayed separately on different screens
- excellent usability thanks to direct interaction between the map, Gantt chart and vehicles
- visual presentation of relevant information provides maximum support for decision-making
- integration of best buy calculations into the dispatching process
- multi-location capability including interaction between multiple dispatch personnel
- SAP master data add-ons for planning-relevant objects (e.g. vehicles, customers, suppliers and materials)
- optional optimisation of planned routes
- optional integration of on-board/telematics equipment



Intelligent calculation

All transport planning clearly has the same objective: the available resources must be deployed and combined in the best possible way. This process is also significantly affected by numerous constraints, such as special, customer-specific items or individual company specifications.

SAP IDM offers a wide range of adjustable parameters that are taken into account in calculation and optimisation.

Support for all forms of planning scenarios

SAP IDM allows you a high level of flexibility in planning. You choose the level of system support and automation you need.

It doesn't matter whether you use manual, semi-automated or fully automated dispatching – SAP IDM supports you in achieving the best possible solution for your transportation.



Lower costs

The benefits of SAP include an effective drop in transport costs thanks to reduced mileage, drive time, vehicle use and overtime, as well as numerous plausibility and restriction tests.

Fast dispatching

Thanks to an intelligent system support, IDM allows you to significantly reduce the time needed for planning and dispatching.

Better service

SAP IDM enables you to minimize processing time for new orders as they come in. Improved planning and greater transparency make the information you provide on delivery dates more reliable. Your ability to respond and provide information improves.



SAP Retail Fuel Network Operations (RFNO)

SAP Retail Fuel Network Operations (RFNO) monitors and steers all payment and quantity flows in petrol station networks. As an efficient management tool, SAP RFNO supports, for example:

- daily lessee settlement
- fuel inventory management
- payment and fleet card management
- standard POS interfaces (e.g. WEAT)

SAP RFNO is an extremely user-friendly, scalable solution that offers extensive analysis and steering mechanisms, making it especially suitable for small and medium-sized companies.

The benefits of RFNO at a glance:

- Integrative, efficient processes throughout the petrol station network
- Greatest possible transparency
- Safeguards petrol station network operation 24/7

The SAP RFNO functions in detail:

- Master data management
- Fuel inventory management
- Payment card processing
- Fleet card management
- Lessee settlement
- Reporting

Master data management

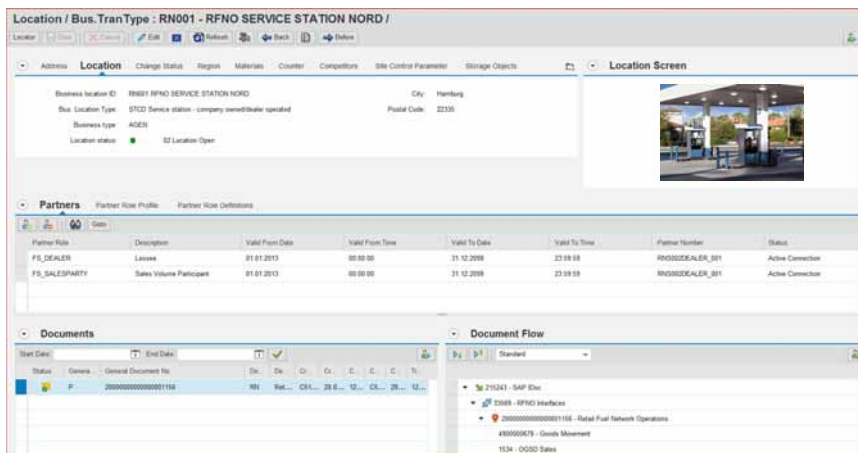
Allows all relevant master business data to be managed

SAP RFNO's master data management covers all the key reference values for a petrol station, including partners, competitors, cards accepted (credit, debit, loyalty cards), company-specific fleet cards, systems, devices, tank and material assignments, cost centres etc.

Fuel inventory management

Keeps track of all stock levels at all times

SAP RFNO guarantees intelligent inventory management by uploading tank dip and meter values, stock comparisons, plausibility checks, stock adjustment and material valuation. On request, the SAP CPR component can even be used to automatically determine repeat delivery dates and quantities and initiate the orders.



Payment card processing

Offers simple balancing and documentation of all payment card transactions

SAP RFNO permits convenient and efficient processing of all turnover data from the POS systems relevant to settlement, settlement with the clearing houses and monitoring through comparison of site and issuer data.

Fleet card management

Includes all functions to manage a fleet card

With RFNO, you can manage your own fleet cards quickly, simply and securely. Fleet card management includes the settlement of card transactions, taking these transactions into account in lessee settlement, card impressions and PIN administration, as well as functions for blocking/unblocking cards.

Lessee settlement

Provides simple balancing and documentation of all dealer activities with daily invoicing.

SAP RFNO allows convenient and efficient settlement with your lessees based on sales data, with numerous plausibility checks. The settlement takes a wide range of settlement options into account, including fixed leases and percentage leases, commission, participation fees, discounts, changes in lessee etc.

Reporting

Real-time view of turnover, inventory, forecasts etc. at the petrol stations

The Fuel Network Control Cockpit provides you with an overview of the economic situation of your petrol station network at any time. These data can be transmitted to mobile devices on request.



SAP RFNO allows all business processes to be harmonised and optimised:

- Efficient administration of your petrol station network
- Steering of goods sales in the shop
- Clearing centre services for links to partners
- Petrol station supply and delivery management
- Lessee settlement
- Dispatching and efficient route planning
- ERP integration
- Administration of credit and fleet cards
- Fast, automated invoicing
- Performant processing of mass data (e.g. till and loading data)
- Keep an eye on the most important key figures at all times – on your tablet or smartphone
- On-board integration
- Standard solution, therefore high security of investment in IT



Process Automation Tool (PAT)

The goal is to achieve integrated and automated “order-to-cash” processes, even across corporate boundaries. These processes make sure that your customer receives an invoice as soon as goods have been dispatched, and consequently pays more quickly. Because manual input is not required, modern processes like these are faster, more secure and more cost-efficient – delivering substantial cost savings.

From Release 7.0 on, SAP OGSD includes a new SAP ERP function – the PAT (Process Automation Tool) – and this is used to carry out these automated processes. PAT offers an innovative alternative to SAP OGSD Data Collation, which has already proved to be very successful. Both components will coexist in the new Release 7.0.

Business Process Management

Thanks to the experience gained in many implementation projects, completed processes (Best Practice) are now supplied with the standard product. Existing processes can easily be expanded and updated and new ones simply

mapped in the PAT without the need for development.

Business Rules Management

No two processes are exactly alike. Incoming data must be processed according to precisely defined rules and often even supplemented with data from the ERP system. PAT ensures that the incoming data can be processed in accordance with a predefined set of rules.

Process Integration

PAT facilitates the integration of cross-system processes. It ensures that you can integrate technical protocols and data structures of all kinds in your business processes. Both individual interfaces and standardized B2B scenarios can be mapped via the central components. The development tools are fully integrated into the SAP ERP function; no other system components are needed. Now you can modify existing processes much more quickly than was possible in the past.

Execution

The execution of individual automated process steps is based on invoking BAPIs, which create



or modify the document concerned in the SAP system.

Process Monitoring and Analysis

Automated processes must be monitored and checked. PAT provides a control monitor that allows you to track and check each individual step of the automated process. Should an error occur, you simply correct it and restart the process.

Flexibility & Performance

The PAT dialogue was developed using the very latest SAP development technologies such as WebDynpro and Floor Plan Manager. PAT is therefore fully customizable to your needs.

PAT is supplied with a built-in database. Thanks to its flexibility, PAT allows you to expand these or create completely new, customer-specific database tables.

The customizing tree for configuring business processes has been completely redesigned. Processes can now be modified much more flexibly. Not only that, but significantly fewer item categories are needed compared with data collation.

PAT uses BAPIs to invoke SAP standard transactions. These have been modified to allow for the processing of IS-Oil/OGSD-specific data elements. BAPIs ensure extremely high performance data entry.

Key Features

- Supports a large number of business processes
- Processes can be added or modified easily
- Automates all transactions in the SAP ERP
- Eliminates manual entries
- Simple error handling

Significant Benefits

- Improved process quality
- Real-time monitoring of running processes
- Centralized monitoring of all running processes
- Reduced manual overhead
- Reduced processing costs
- Reduced development costs
- Easy maintenance of existing processes





Sales Region Designer (SRD)

Various entities within your organization deal with your customer base, such as distribution centers, sales offices or market research. The assignment of all customers to the most appropriate organizational entity can be very challenging. For example, assigning delivery plants closest to your customers' locations is essential for highly efficient and cost-saving transportation.

The solution Sales Region Designer (SRD) provides you with the means to select your customers in a flexible way. Once the customers are selected and located, you can review and rearrange the assignments with the help of an interactive graphical tool.

Metrics like "Average distance" or "Average driving time" are updated while you perform your re-assignments.

Once the re-assignments have been finished, the result can be released and the assignments of the organizational objects (e.g. new delivery plant by customer) are posted.

The SRD process chain at a glance:

- **Create the Regions:** The first step is creating a so-called "Region". The "Region" is a discretionary planning area that you define to work with for remapping.
- **Create the POIs:** POIs (points-of-interests) are objects with an address, which will be located.
- **Create the Districts:** The district will represent your delivery plant.
- **Upload Table:** Additional customers (external data, e.g. MS Excel files) can also be uploaded for remapping.
- **Select Additional Customers**
- **Start Selector:** The tool will geo-locate all customers, which are selected via the assigned selection groups.
- **Start Remapper**
- **Analyze New Assignments**
- **Perform Update**



Summary

SAP Secondary Distribution and Fuels Retailing

- ✔ One platform, one system, one tool set across all lines of business
- ✔ Complete Solution with SAP as common platform for all Secondary Distribution and Retailing processes
- ✔ Scheduling, planning and execution in one system – radically reducing the number of interfaces to 'satellite' logistic systems
- ✔ Enabling accuracy and real-time transparency of all payment and inventory processes
- ✔ Easy to use system with graphical visualizations for schedulers, dispatchers and retail network administrators drastically reducing time for planning and monitoring
- ✔ Enabling cost reductions and profitability improvements through better decision making and improved utilization of assets
- ✔ Standardized interfacing to mobile devices





Awards

Asia & Myanmar 2015
**Oil & Gas Logistics
Company of the Year**




Implico receives
Telematics TOP 2014




TankBank Award
**Automation Company
of the Year 2013**




Frost & Sullivan
**Global Customer Value
Enhancement Award 2011**




CIO Review
**100 Most Promising SAP
Solution Providers 2015**



Logistics Business IT
Awards 2014
**Supply Chain
Management Software**



Top Partner 2013
**SAP Cloud Channel
Partner Award 2013**

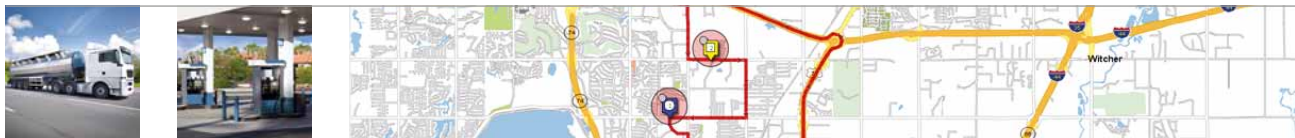


TankBank Award
**Automation Company
of the Year 2012**



Implico receives
Telematics Award 2010





About Implico

As an international consulting and software company, Implico supports a large number of companies in a range of industries around the world in optimising their business processes.

Founded in 1983, the company is headquartered in Hamburg and has branches in Switzerland, Romania, Malaysia and the USA.

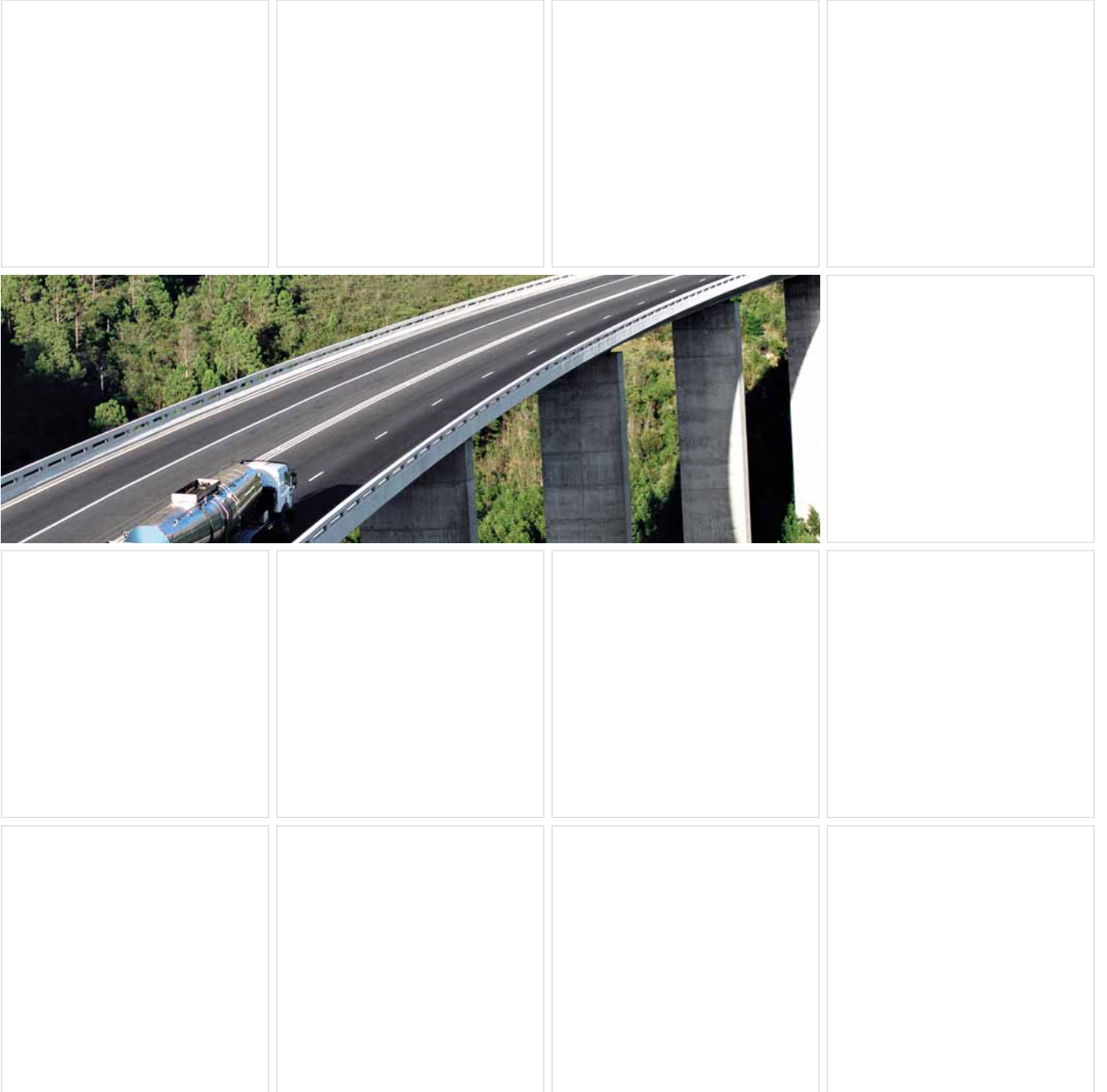
Comprehensive industry expertise form the basis for projects that are completed on time and on budget. Implico provides competent, holistic consultancy and implementation services from a single source.

The company is a Microsoft Gold Partner, a Software Development Partner of SAP and a member of the Oracle Partner Network.

The Implico Group currently employs around 200 staff around the world and is enjoying dynamic growth.

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www.implico.com

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