Streamlining Letters of Appointment (LOAs) at a well-known South African consumer goods company

The implementation of SAP role assignment, EPI-USE Labs' Query Manager with Document Builder and SAP Fiori ensure a robust system for managing LOAs at one of South Africa's most-loved consumer goods companies.

Leading consumer company with over 9,000 employees

Over 8,500 runs between Sept 2019 and July 2023

16 Employee Change Letter templates

83 Letter of Appointment (LOA) templates

A leading South African consumer goods company

A well-known consumer goods company, home to many of South Africa's leading and best-loved brands, has a shared services structure in place, spanning IT, finance, logistics, field marketing and procurement. This allows them to take advantage of their scale of operations and presence in multiple value chains to grow local brands.

Over 9,000 people are employed by this company, with seasonal work opportunities making up a large component of their workforce. This structure, alongside their presence in multiple industries, is the driver behind their impressive growth over time, and testament to their turnover in excess of R10 billion in the last financial year.

- Listed on the Johannesburg Stock Exchange
- Home to more than 50 brands
- Over eight brand categories

Simplifying the creation of LOAs and Change Letters

The consumer goods company needed to establish a centralised, flexible and secure repository for simplifying the creation of Letters of Appointment (LOA) and Change Letters throughout all their business units. This repository was required to serve as a singular, unified platform where these essential documents could be efficiently generated and managed.

Leveraging EPI-USE Labs' Query Manager and Document Builder tools, as well as SAP Fiori, for documentation simplification

Due to the seasonal nature of the company's workforce, LOA templates within Document Builder were crafted for optimal efficiency and versatility, leveraging data fields sourced from the SAP system. One of the key features of these templates is seamless auto-flow functionality, which ensures that there are no disruptive or awkward page breaks during document generation.

The LOA generation process was further streamlined by the seamless integration of a dedicated SAP Fiori App, assigning SAP roles to job profiles and managing the dispersion of access rights to respective business units; as well as creating a template of fields for the LOAs which users would complete with the employee's details, and then generate the LOA into a PDF document.
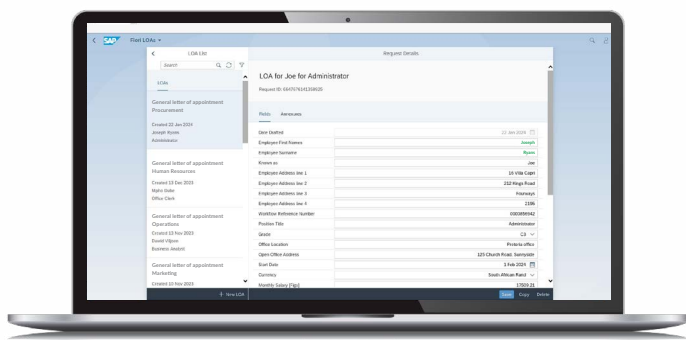
LOA Creation

Prepare
Candidate LOA

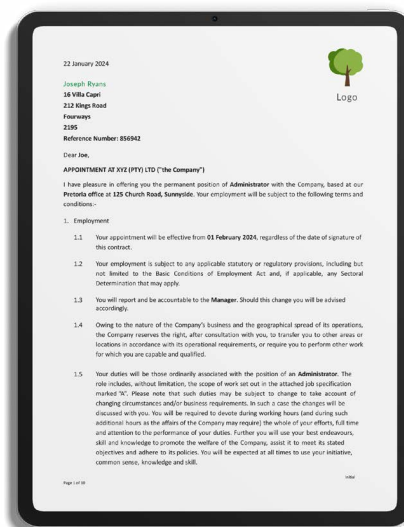Prepare Employee
Change Letter

LOA Document
Generator

The implementation and integration of SAP role assignment, in combination with the capabilities of Document Builder and SAP Fiori, ensures a robust system for managing LOAs. It not only guarantees data security and confidentiality but also empowers users with efficient tools for LOA creation and retrieval.

SAP Fiori App (input)

LOA PDF Document (output)

83 LOA templates

Improved user experience

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16 employee Change Letter templates

How EPI-USE Labs further enhanced readability, professionalism, adaptability and accessibility of the LOAs

- Extracted the textual content from existing contracts and the strategic insertion of SAP data fields. To maintain uniformity and consistency in the spacing and layout of these LOAs, a standardised format was adopted by encapsulating the content within database tables.
- Developed a dynamic page management system that tailors the LOA to specific requirements. This system enables the generation of separate pages for each Annexure as needed.
- Templates are customisable to accommodate variations in the content, allowing users to include or exclude sections based on whether certain information has been input into the SAP Fiori App.
- Implemented functions that prevent the inclusion of empty fields in the generated text.
- Created clauses with dynamic formulas that can be selectively applied to specific Business Units. This customisation ensures that LOAs can cater to the unique requirements of different departments or roles within the organisation.
- Allowed central storage in a customisable folder structure for easy access and management.
- When modifications are made to the main template, a simple import of the updated version into the main folder ensures that all LOAs across the organisation reflect the latest changes.

About EPI-USE Labs

As a global software solutions and managed services company, EPI-USE Labs helps you to maximise the performance, management and security of your SAP® and SAP SuccessFactors® systems. Our clients tell us every day about how we have transformed their business operations.

Contact us to find out how we can help you solve your business challenges.

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