

# Automating CER Approval with Winshuttle Workflow

Beth Trayers | Moen, Inc



# Introduction to Moen

**Headquarters:** North Olmsted, Ohio

**Industry:** Kitchen and bath product manufacturing

## Company details:

- Founded by Al Moen, who invented the single handle faucet in 1939 after burning himself on a traditional two-handle faucet (upon his retirement in 1982, Al Moen had earned more than 75 plumbing patents)
- Three manufacturing facilities in the US and one in China — two distribution facilities in the US; two in China; and one in Canada, Mexico, and Guatemala
- Parent company is Fortune Brands, Inc. (NYSE: FBHS)
- Company brands include Moen faucets, Master Lock security products, Masterbrand Cabinets, and Therma-Tru entry door systems.



# About me...

- IT Lead Application Analyst
  - ❖ SAP FI-CO (AP/AR/GL, Assets, Product Costing, Investment Management)
  - ❖ Sales Tax Office
  - ❖ Winshuttle
  - ❖ Qlikview
  - ❖ PROSCI Change Management Certification
- 30 years of IT Experience (15+ in SAP)
- Previous work experience includes Jo-Ann Stores, Cap Gemini Sogeti, Grolier, DuPont, Central Bank of the South, Country Companies Insurance
- Bachelors Degree in Computer Science from Illinois State University

# Moen IT

- 75 IT associates worldwide
- Main technical support at North Olmsted OH Headquarters
- IT presence also in
  - US Plants
  - Canada
  - China
- Provide systems and support to parent company



# Landscape



- Since 1998
- Single, global SAP ERP instance  
3-Tier (DEV, QAS, PRD) plus SBX
- ECC, BW, CRM, APO, PLM, Mobile Platform, Enterprise Portal, BusinessObjects BI solutions, GRC (All latest releases)



- Microsoft SharePoint Enterprise 2013
- 3-Tier (SBX, QA, PRD)
- 2 Integration servers
- Foundation Suite
  - Designer/Composer
  - Transaction
  - Query
  - Direct
  - Journal Voucher



# Business Need

## Capital Expenditure Request Approvals

- Approximately 300 CERs are submitted each year.
- Old process was paper-based.
- Requestor had to determine approvals needed.
- Frequently delayed and/or misplaced.
- Global, manual routing.
- Difficult to determine who had actually approved the request based on signatures.
- Approved CERs manually scanned into OnBase for storage and subsequent access.

# CER Spreadsheet

<b>OPERATING COMPANY:</b> Moen Incorporated		<b>LOCATION:</b> North Olmsted		<b>PROJECT#:</b>	
<b>PROJECT NAME:</b> CER Approval Automation <small>(Attach Supporting Docs: Detailed Narratives, Financial Analysis, Quotes, Contracts, Etc.)</small>			<b>Project Type:</b> <input checked="" type="checkbox"/> Original <input type="checkbox"/> Supplement	<b>PROJECT MANAGER:</b> Ryan Spratt	
<b>REASONS FOR REQUEST:</b>					
<input type="checkbox"/> CAPACITY INCREASE <input checked="" type="checkbox"/> INFORMATION TECHNOLOGY <input type="checkbox"/> RESTRUCTURING <input type="checkbox"/> COST REDUCTION <input type="checkbox"/> HEALTH / SAFETY / PROPERTY PROTECTION / ENVIRONMENTAL <input type="checkbox"/> REPLACEMENT <input type="checkbox"/> NEW PRODUCT(S)					
<b>ESTIMATE START/COMPLETION DATE:</b>			<b>LEGAL REVIEW:</b>		
START <u>11-2013</u> COMPLETION: <u>02-2014</u> (MM / YYYY)                      (MM / YYYY)			<input type="checkbox"/> LEASE <input type="checkbox"/> NEW <input type="checkbox"/> RENEW [Type Name Here] [Type Description - P.O., Other Here] [Use for Additional Information] [Type Date of Contact Here]		
<b>INVESTMENT:</b>					
Originating Currency: USD		CASH		NON-CASH	
	CAPITAL	EXPENSE	EXPENSE	TOTAL	
Current Request	200,000.0	100,000.0	0.0	300,000.0	
Plus all prior requests	0.0	0.0	0.0	0.0	
Total requested (includes all prior requests)	200,000.0	100,000.0	0.0	300,000.0	
Budgeted	0.0	0.0	0.0	0.0	
Estimate current year spending	0.0	0.0	0.0	0.0	
<b>INVESTMENT: Converted Currency:</b>					
Exchange Rate: 1.0000		CASH		NON-CASH	
	CAPITAL	EXPENSE	EXPENSE	TOTAL	
Current Request					
Plus all prior requests					
Total requested (includes all prior requests)					
Budgeted					
Estimate current year spending					
<b>FINANCIAL JUSTIFICATION:</b>					
Currency: USD		Initial Year Impacts		First Full Year Impact	
Analysis		Operating		in Year: 2013	
Period	NPV	IBB	CF Payback	Income	CASH
0	0	0	0	0	0
(Years)	#REF!	(Years)		Op Inc	Benefit
				Approx	ROI/TA
				0	0%
<b>APPROVALS:</b>					
Signature		Date		Signature	
Operating Company / Subsidiary		ERHS CAPEX Committee			
President		C. Klein			
V.P., Finance		L. Wyatt			
Plant Controller		E. Wiertel			
Plant Manager		C. Elias			
Project Manager		S. Triplett			
Safety/Environment					
Originator					
Other					
Other					
<b>Currency Abbreviation Key</b>					
US\$ U.S. Dollar		€ Pound	CNY China Yuan Renmimbi	A\$ Australian Dollar	
€ Euro		¥ Japanese Yen		MXN Mexican Peso	
C\$ Canadian Dollar				Other Indicate Other Currency	

- Required by parent company
- All operating companies use the same model
- Two types:
  - Cover Page only
  - Full Discounted Cash Flow model – required for projects with payback



# CER Authorizations

## CAPITAL REQUEST AUTHORIZATION LEVELS (EFFECTIVE 1/1/14)



### 1 ALL CER's (Capital and Expense) **under** \$50,000

USFS Operations Distribution	Wholesale	Retail	Global Strategic Development / Brand Marketing	Canada Latin America	MSKB / AECI	MGFC	Accessories / Commercial	IT - Laptops / Computers	Finance HR / Bldg / IT
Originator / Dept Head	Originator / Dept Head	Originator / Dept Head	Originator / Dept Head	Originator / Dept Head	Originator / Dept Head	Originator / Dept Head	Originator M. Donahue - Accs	Originator / Dept Head	Originator / Dept Head
Plant Controller	D. Shaffstall	M. Fischietto	M. Pickett - GSD	Controller	Controller	Controller	J. Swartz - Accs	GM / Controller	D. Russo - Fin
Plant Mgr	T. Teter	S. Janas	T. McDonough - GBM	A. Mansilla* - LA	K. Zhang	M. Leskovec	H. Cano - Comm	T. Blackwell	R. Hill - HR
J. Melvin*	FINPA	FINPA	R. Rivera	M. Dennis	G. Wu	R. Cheung	K. Campbell - Comm	FINPA	ME. Morek - HR
B. Kanz*			FINPA	FINPA	FINPA	FINPA	FINPA		T. Blackwell - IT
J. Bluhm*									T. Baker - IT
J. Sposit*									FINPA
S. Kiley*									
M. Leskovec									
FINPA									

NOTE: T. Baker must approve all IT related requests

NOTE: S. Gittins must approve CER's with environmental impact / health and safety issues

Ops Group continue to Step 2 ↓ CER is now routed to Capital Investment Analyst BEFORE proceeding to Step 2 (Except for USFS/Ops/Distrib)

### 2 ALL CER's (Capital and Expense) **over** \$50,000 and **under** \$150,000

Same as #1 above... "ADD":

USFS Operations Distribution	Wholesale	Retail	Global Strategic Development / Brand Marketing	Canada Latin America	MSKB / AECI	MGFC	Accessories / Commercial	IT - Laptops / Computers	Finance HR / Bldg / IT
B. Lynch	P. Hallinan M. Bauer	P. Hallinan M. Bauer	P. Hallinan	P. Hallinan	P. Hallinan	B. Lynch K. Zhang	P. Hallinan M. Bauer	P. Hallinan T. Baker	P. Hallinan

\*J. Melvin has capital spending authorization of \$50K for Quality related expenditures.

\*B. Kanz has capital spending authorization of \$50k for Supply Chain and tooling related expenditures.

\*J. Bluhm has capital spending authorization of \$50K for all Supply Chain related expenditures.

\*J. Sposit has capital spending authorization of \$50K for all finishing and modular expenditures.

\*S. Kiley has capital spending authorization of \$50k for all Plant related expenditures

\*A. Mansilla has capital spending authorization of \$10K for Mexico and Latin America Sales related expenditures.

### 3 CER's [\$150K to \$500K] Same as #2 above.. "ADD" .. P. Hallinan /D. Lingafelter

### 4 CER's [\$500K\* to \$20,000K] Same as #3 above.. "ADD" .. FBHS CAPEX Committee

### 5 CER's [Greater than \$20,000K] Same as #4 above.. "ADD" .. FBHS Board of Directors

Supplemental CER's must be written when actual spending will exceed 10% of original CER (Capital and Expense).

Supplemental CER's must be approved by the same internal authorizers as the original CER.

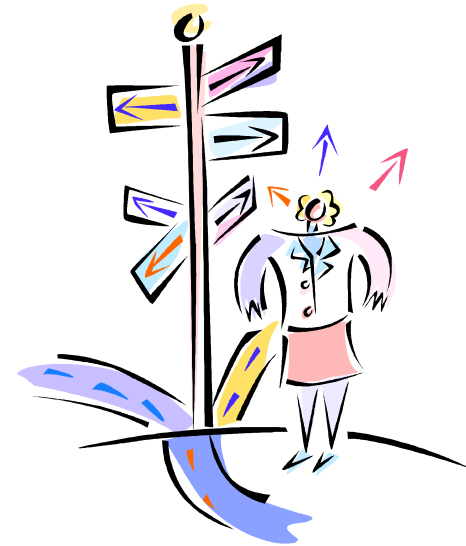


# Project Objectives

- Automate approval routings based on financial policy.
- Ability to review/approve via e-mail.
- Improve organizational efficiency and tracking visibility.
- Ease of use and maintenance.
- Online, controlled access to CER requests and supporting documentation.
- Ability to integrate with the new Moen Project Portfolio Management system.
- Ability to integrate with SAP Investment Management.

# Options

- OnBase Forms & SAP Workflow
- OnBase Forms & OnBase Workflow
- Infopath Forms/SharePoint Workflow
- Nintex Forms & Workflow
- Winshuttle Workflow



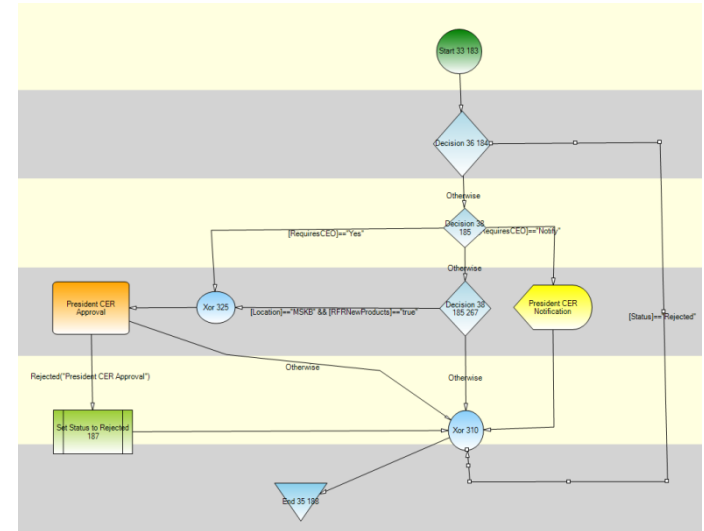
# Why Winshuttle Foundation?



- Ease of integration with SAP and low development efforts
- Improve productivity by simplifying complex transactions
- Improve SAP data integrity
- Mobile capabilities for approval/review.
- Many business processes (both SAP and non-SAP) that would benefit from all the Winshuttle tools.

# Capital Expenditure Request Solution

- Installed Workflow and held Designer training November 2013
- Began development in early December 2013
- Go-Live on March 31, 2014
- 22 Swimlanes
- Routing based on Location/Department, Reason for Request and Amount using SharePoint lists.
- C# custom plugin
  - Developed by Clear Process Solutions
  - Reads specific CER data from attached Excel spreadsheet and populates fields on the form
  - Avoid dual entry
- Query PPM (MS Project) for associated project number
- 3 opportunities to manually assign additional approvers



# New CER process – Easy to Use Form

## Requestor Information

Requestor: McGraw, Matthew

Created Date: 2014-08-29 11:52:05

Requestor Email: Matthew.McGraw@moen.com

## Capital Expenditure Request

Company: Moen

Location: Wholesale

Department:

Reporting Category:

CER Number:

Reason For Request:  Capacity Increase  Information Technology  Restructuring  Cost Reduction  
 Health / Safety / Property Protection / Environmental  Replacement  New Product(s)

Reason Routing: 

IT Director Department	IT Director Email
Software(New/Changes to applications like S...	Gina.Carlson@moen.com, John.McBride@moen.com,

Lease: No

Do you have an existing CER? No

Project Type:  Original  Supplemental  Seed

Is your project in PPM? No

FBHS DCF CER Spreadsheet:  [Return Processing CER 082914.xlsm](#)



# Data obtained from CER spreadsheet

## Project Information

Project Name: WBU Returns Processing WinShuttle

Project Manager: David Kerg

Estimated Start Date: 09-2014

Estimated Completion Date: 11-2014

## Investment

	Capital	Cash Expense	Non-Cash Expense	Total
Current Request	32.2	0.0	0.0	32.2
Plus all prior requests	0.0	0.0	0.0	0.0
Total requested (includes all prior requests)	32.2	0.0	0.0	32.2
Budgeted	0.0	0.0	0.0	0.0
Estimate current year spending	0.0	0.0	0.0	0.0

## Financial Justification

				<u>Initial Year Impacts</u>		First Full Year Impact in	
				<u>Operating</u>		Year: 2015	
<u>Analysis</u>			<u>DCF</u>			<u>Opinc</u>	<u>Approx</u>
<u>Period</u>	<u>NPV</u>	<u>IRR</u>	<u>Payback</u>	<u>Income</u>	<u>Cash</u>	<u>Benefit</u>	<u>RONTA</u>
3	37	76%	1.2	(2)	(26)	29	182%
(Years)			(Years)				



# Supporting Documentation

## Attachments

Quotes:

 [Moen Statement of Work RMA Phase 1 August 2014.pdf](#)

Business Case / Toll Gate Presentation:

 [Winshuttle porcess improvements 082514.pptx](#)

Lease:



Other Supporting Documents:

 [CER Executive Summary - Returns Processing 090414.docx](#)



# Approvers

## Approvers

Location Controller: dan.shaffstall@moen.com

Location VP: todd.teter@moen.com

IT Director: Gina.Carlson@moen.com, John.McBride@moen.com,  
Mike.Livermore@moen.com

VP IT: Tim.Baker@moen.com

FINPA Analyst: Ryan.Spratt@moen.com

FINPA Manager: Rey.Rivera@moen.com



## Additional Approvers

Search By Last Name:

*Additional Approver 1 Name*

*Additional Approver 1 Email*

Add Approver

*Additional Approver 2 Name*

*Additional Approver 2 Email*

Add Approver

*Additional Approver 3 Name*

*Additional Approver 3 Email*

Patrick.Hallinan@moen.com

Add Approver



# E-mail approval/rejection

Message CER\_-\_mmcgraw-WBU>Returns\_Processing\_WinShuttle-2014-08-29\_11\_52\_05.jpg (309 KB) Return Processing CER 082914.xlsm (451 KB) Moen Statement of Work RMA Phase 1 August 2014.pdf (769 KB)  
Winshuttle porcess improvements 082514.pptx (1 MB) CER Executive Summary - Returns Processing 090414.docx (24 KB)

**From:** Winshuttle@moen.com [mailto:Winshuttle@moen.com]  
**Sent:** Tuesday, September 09, 2014 4:56 PM  
**To:** Rivera, Rey  
**Subject:** Assignment: FINPA Manager CER Approval : CER - mmcgraw-WBU Returns Processing WinShuttle-2014-08-29 11:52:05 : Wholesale

The following activity has been assigned to Rivera, Rey

Instructions:

Please review the request and provide your comments and disposition.

NOTE: If your e-mail does not contain attachments, click on the CER Task in the Reference section below to review supporting documentation. Please note you must be connected to the Moen Network. If you are unable to connect to the Moen Network, e-mail Ryan Spratt @ [ryan.spratt@moen.com](mailto:ryan.spratt@moen.com) to obtain the attachments required for approval.

Process Name: Capital Expenditure Request - Capital Expenditure Request 8/29/2014 11:53:40 AM  
Activity Name: FINPA Manager CER Approval  
Due Date: 9/11/2014 4:50:12 PM

## Email Disposition

Select Email disposition. Comment in the reply Email's body.

[Click this link to Approve your assignment.](#)

[Click this link to Reject your assignment.](#)

## Reference

[Moen WS Forms Portal](#)

[CER Task](#)

## History

<b>FINPAManager:</b> Rivera, Rey <b>Comment:</b>	<b>Status:</b> Assigned	<b>Assigned Date:</b> 9/9/2014 4:50:12 PM	<b>Disposition Date:</b>
<b>AdditionalApprovers3:</b> Hallinan, Patrick <b>Comment:</b>	<b>Status:</b> Approved	<b>Assigned Date:</b> 9/5/2014 8:47:35 AM	<b>Approved Date:</b> 9/9/2014 4:50:11 PM
*** Disposition was rendered via Email ***			
<b>FINPAAlyst:</b> Spratt, Ryan	<b>Status:</b> Approved	<b>Assigned Date:</b> 9/3/2014 4:18:08 PM	<b>Approved Date:</b> 9/5/2014 8:47:18 AM



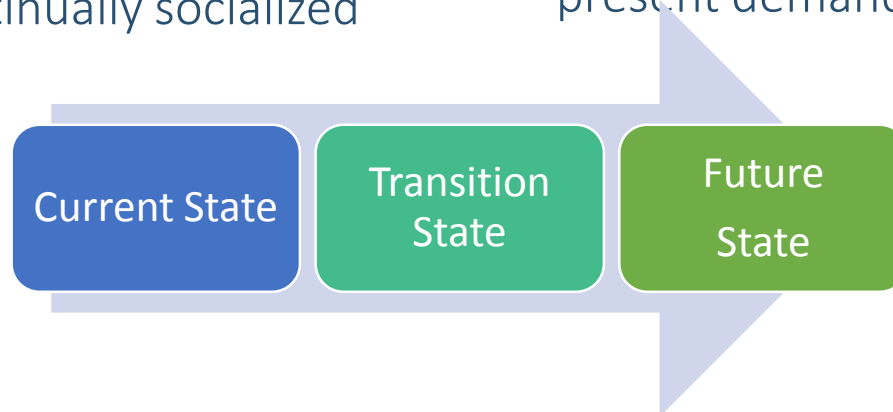
# Change Management

## Business Leaders

- CER impacts all levels, even parent company
- Utilized planned Executive Team communications
- Lunch and learn training sessions
- Easy, accessible help documentation
- IT leadership continually socialized the platform

## IT

- Town Hall meetings to discuss benefits of the platform
- Faster time to value for technical solution
- Winshuttle can help address the ever present demand for IT



# CER - Challenges

- New to SharePoint and Winshuttle – relied heavily on our partner Clear Process Solutions
- Instability of a new SharePoint environment
- Complicated solution – more than we originally thought!
- Approval vs Communication
- Change Management
- Size of Attachments (fixed in 10.7)
- Setting Item Permissions (fixed in 10.7)



# Where did we go from here?

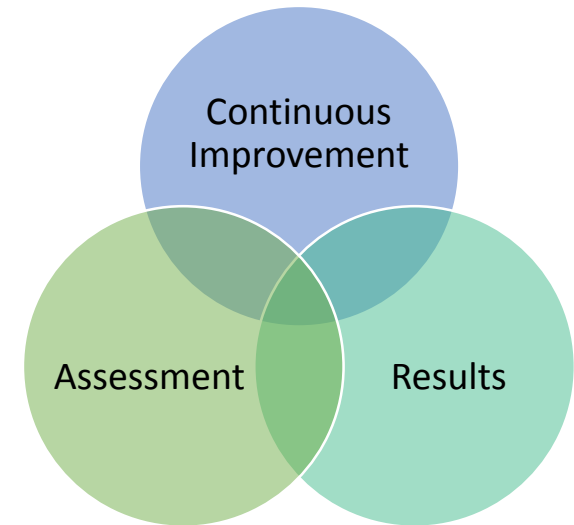
- Business Value Assessment
- Created a Governance Council
- Additional workflows completed and in progress.
- Installed full Foundation suite and upgraded to 10.7
- Conducted training on Transaction, Query and Composer for Business and IT users.
- Featured in SAP Insider Profiles magazine!



# Moen BVA - Roadmap

Utilize Winshuttle Workflow, Transaction and Query to:

- Streamline our returns process
- Project spend requests
- CER-SAP integration
- Load and maintain Vendor contacts
- Journal Entries
- AP documents
- Vendor master set-up



Start utilizing Winshuttle Composer

- Cross browser / cross device

# Conclusion

- Winshuttle has greatly improved our workflow capabilities
- BVA helpful in identifying areas of opportunity
- Decrease in custom development
- Easier toolset to manage data
- Change management is key
- Leverage an implementation partner that has training, deep SharePoint experience and ongoing help desk support



# Question and Answer



Contact: [mtrayers@moen.com](mailto:mtrayers@moen.com)

