



# Lufthansa

## buy:process

FAQ - Frequently Asked Questions

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Version: 1.0 engl.

Date: 30.07.2019

# buy:process FAQ

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## 1. Introduction

This collection of FAQ (Frequently Asked Questions) is a supplement to the training documentation. It intends to answer further general questions, BU- or cluster-specific specifications etc. that arise in connection with the introduction and use of buy:process.

What are relevant documents?

- Training documentation
- Guide to Savings Reporting

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## 2. Tool and operation

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| Can buy:process only be accessed from eBase or from anywhere?   | buy:process is an internet-based solution that is cloud capable. At the moment, access in the LH group works via eBase and VPN.   |
| For what are the fields with the order volumes?   | This is a requirement of the cluster managers to see and classify not only the savings but also the size of the projects.   |
| In which format do order volumes and savings have to be entered?  | The input format is 1000 values, so 500,000 EUR must be entered as 5000.<br>Further characters like "," or "." should not be entered, because they can be interpreted as decimal places, sometimes as 1000 separators, depending on the set language.<br>Decimal places are generally not entered.  |
| Why does a message always appear after 10 minutes without input that I should save?                         | For security reasons, the length of a session without input is limited to approx. 20 minutes. After 10 minutes, a message is displayed that the session should be saved. If the message is ignored, the session is terminated and the unsaved data is lost.   |
| On the tab "Financials" I get the message after the first change, I should press "Update" at the end - why? | The permanent calculation of the sum fields slows down the app considerably - especially with large group projects.<br>In order to avoid this, the calculation is only carried out after a save or an update after entering values.   |
| Are the entered data, especially the savings, safe?   | Yes, the data is safe. Security always has several dimensions: Technical: The data is stored on an IBM cloud server in a protected database. Buy:process can only be accessed via a registered eBase user. Organizational: With appropriate confidentiality settings, projects can only be made visible to authorized users. All others do not see the projects and therefore not the data.   |
| What documents can be uploaded?   | All types of documents can be uploaded - there are few filters due to local IT.<br>The maximum size per file is 64MB.   |
| What is the difference between group projects and master projects?  | Group projects are always required if several BUs/group companies are involved (e.g. uniform seats for several airlines). Master projects can always be created if several subprojects are to be merged to form a higher-level project (e.g. introduction of a new aircraft type or construction of a hangar). Note: The substructure of these master projects therefore often contains parts that have no purchasing reference at all. |
| Is it possible to link somewhere to drives for project documentation etc.?                                  | Links can be entered - free text field<br>Keep in mind that folder structure can also change.   |

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## 3. Process, Workflow and Applications

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| When should which projects be included in buy:process? Is there an exception list per BU/cluster?                         | The project must be entered as soon as the demand has been registered by the department.<br>All procurement projects that are relevant according to LPP logic, Tracker must be entered.  |
| Who has to be entered as the user and will the system inform them by e-mail?  | The person who requests the project from the buyer (Requisitioner).  |
| Will there still be parallel saving lists for small projects?   | No, this should not exist.   |
| What do I do if the offers are not comparable?  | Perform the quotation analysis manually as before (for example in Excel). Then upload this document to the project in buy:process.   |
| When does the tool send an email for what purpose?  | Emails are sent by the tool mainly for the following reasons:<br>1. Information of the users/stakeholders<br>2. Obtain approvals<br>The course documentation contains an overview of the cases in which a mail is sent.  |
| From which workflow step must the values for planned, forecast, contracted, actual be entered and what is the difference? | This depends on the progress of the project:<br>Plan = status at the time of the idea, Forecast = status at the time of the tender, Contracted = time of conclusion of the contract, Actual = Savings realized on the basis of the Contracted-values. It makes sense to start entering the values right from the initial creation of the project - with the plan values for Contracted Value and Savings. As of workflow step "20 Specification", the plan values are locked and the forecast values must be set. These can be adjusted during the tendering and negotiation process. As of workflow step "70 Contract", the forecast values are locked and the contract values (negotiated contract value) must be maintained. As of workflow step "85 Handover", the Contracted-values are locked and only Actuals-values (which could previously be realized from the Contracted-values) can be maintained. |
| When does the reporting to the tracker start?   | As of workflow step "10 Project approved", a project is automatically/regularly reported to the tracker  |
| Which values are reported to the tracker?   | Plan, Forecast and Contracted values are transmitted<br>No actual values are transmitted.  |
| Here are many questions about saving reporting ... what to do with it?  | The LPP logic is not a buy:process training topic.<br>For questions about the LPP logic, we refer to the CoE Procurement Controlling under the link here.  |
| Do routine price increases also have to be entered from now on?   | In principle, every purchasing project from buy:process is also reported in the tracker and thus the savings and price increases for all projects, if any, must also be recorded. In addition to these, cash rebates, volume discounts, signing bonuses and cost avoidances can  |

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|  | also be reported. We refer here to the LPP logic under the link here.  |
| Do all documents of a procurement project have to be uploaded to buy:process?    | No, only the documents necessary for the approval workflow step are mandatory.<br>All documents which are relevant for revision reasons or which ensure compliance.  |
| If so, do they have to be stored on the SharePoint/folder structure in parallel? | Since buy:process has an audit trail that also stores the documents, an additional storage on a SharePoint should not be necessary after completion of the project. During the project, this certainly makes sense for reasons of cooperation. |
| What is all the data from buy:process used for?                                  | To reduce redundant entries in various purchasing systems.<br>If all data is stored in one place, this gives the cluster transparency and is audit-compliant.  |

### 4. Clusters, product groups, suppliers and other master data

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| Is it planned to migrate/transfer the old WG tree to the new one?   | No, because for the tracker projects until 2018 the old shared flats have to be further reported. Which product group do I use for projects across product groups? For almost all clusters there is a corresponding commodity group, for TEC e.g. "210-10-00 Not assigned".             |
| Will the suppliers from SAP be available? With the SAP number?  | The SAP suppliers from the relevant companies are imported before each go-live.<br>The basis for this are the active buy:spend suppliers.   |
| The SAP number and other basic data are transferred. Can additional suppliers that are not active today be created? | On the "RFX" tab, you can use a symbol to enter the necessary data.<br>The vendor receives a virtual number (9xxxxxx) and is then stored normally in the vendor master. Important note: The created suppliers are only available in buy:process and are not passed on to other systems! |
| Are the displayed suppliers up-to-date in buy:process?  | No, because we are currently still working with a temporary solution: The data comes from buy:spend and can therefore not be updated daily.<br>An interface to the new Supplier Master Data Management (SMDM) is planned in the medium term.  |
| How do we enter local, LHTPA and cluster projects?  | Unlike cluster projects, local and LHTPA projects are entered as SCM projects.  |

**5. Organization, Authorizations, and Access**

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| <p>How are the users created?<br/>Are all users created in Go-Live?</p> | <p>The users known to the implementation manager before Go Live have been created.<br/>All other users should contact the Service Center in Krakow.<br/>Information about the SSC KRK: Tel. +49 69 696 97716 E-Mail <a href="mailto:webappsupport@dlh.de">webappsupport@dlh.de</a></p> |
| <p>Why do some users (LHP) not have the right company behind them?</p>  | <p>This should not happen anymore. If you have such an issue please contact the hotline (see above)</p>  |
| <p>Is there an authorization concept? What does it look like?</p>       | <p>Yes, this is in final coordination and will be communicated after acceptance.</p>   |
| <p>How can projects be saved as confidential?</p>                       | <p>On the start tab, confidentiality can be set in several stages: All, only my BU, only selected BU or only selected users. The project is then only visible to the authorized user group.</p>  |
| <p>Why are buyers not allowed to export the projects?</p>               | <p>This is a co-determination requirement.</p>   |