



DHL Freight NV



Project:
AS IS Business Analysis - Billing Process DHL Freight NV

Date: March – April 2005

The Project

Case

This AS IS Business Analysis defines in detail the activities of the current Billing Process of DHL Freight NV, because of the recently merge with DHL Express & Deutsche Post, Top Management of DHL was not aware of what exactly is happening at the level of Billing in all the little merged family companies; Euroconnect, ex-Van Loos & Gent, Speedpack, etc, who form nowadays together DHL Freight NV.

The purpose is that all the Entities DHL Freight, DHL Express & Deutsche Post are working in one central TMS System (= Operations & Billing system in one). The project to realize this purpose calls ESB (European Strategic Billing) project.

In the first phase of ESB DHL Express & Deutsche Post will be transferred into one central TMS system, in a later ESB phase DHL Freight will most probably join them, depending on the results of the AS IS business analysis.

Nowadays it was only important to learn about the billing process of DHL Freight in order to decide how & when DHL Freight can join DHL Express & Deutsche Post in ESB project.

DHL Freight NV is nowadays split up in the following entities or product lines wherefore an AS IS business analysis of the Billing Process had to be made:

- Euroconnect
- Euroline International
- Fairs
- Garage
- Speedpack
- Storage

Our deliverables

For each product line AS IS business analysis the following items were analysed in detail:

- Entity Organization explaining its structure & business and define businesswise the differences between the different DHL Freight entities
- Quantifications regarding Invoices & Shipments
- Billing Process explaining the different Billing Types, Activity Diagrams of the Billing Process of each Billing Type (if different), Rating Process, Set-up Tariffs & Customers and Billing Run
- Invoice Specifications
- Billing related Reports
- Legal, Regulatory & Archiving Requirements
- SWOT analysis
(strongness, weakness, opportunities & threats)

- **Methodology / Notation format**

In order to notate the processes in an universal and understandable way, we made usage of UML (Unified Modeling Language).

The language UML exists out of 4 parts: views, diagrams, model-elements & general mechanism. A view shows one specific aspect of the system that is to be modelled. A view is even not a graphical component, but an abstraction of a number of diagrams.

The combination of different views, each oriented to one specific aspect of the system, can result in a complete description of the system.

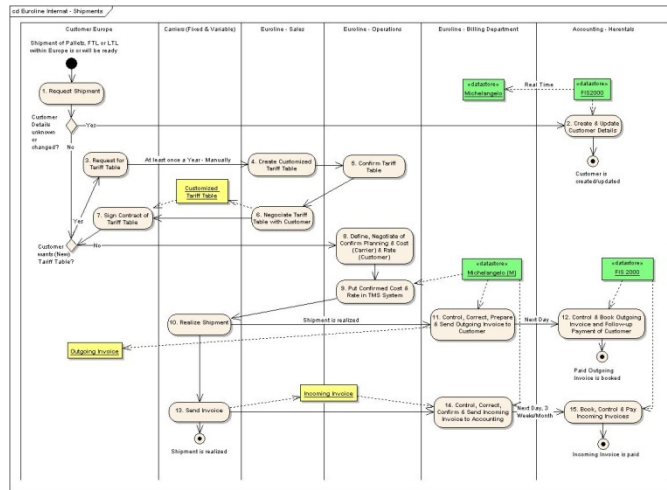
- **UML – Activity Diagrams**

An important issue when modelling a system is showing the Activities of different Users using one or more systems (related or not related to each other) in one and the same business process, before concentrating to one specific system. In this project the business process is as result of the realized Shipments, creating the corresponding Outgoing Invoices and receiving the Incoming Invoices of the Carriers. In UML this process can be modelled in one or more Activity Diagram views.

Activity Diagrams can be made per business process level in order to have a good overview: High, Medium & Low Level business processes. The Medium Level business process (= group of activities) explains a High Level Activity in more detail, etc.

We use these Activity Diagrams to modelate & describe in detail all little processes that are part of one business process.

Example of a High Level Activity Diagram:



This Activity Diagram shows all the Users or Actors (vertical areas) of one business process, the Activities (oval circles) realized per User, the Relationships between the Activities (lines), the Systems (green squares) to realize the Activity with and hard copy Documents (yellow squares) as a result or trigger of a certain Activity.

• UML – De actoren

The Actors are the performers of Activities. An Actor is the user of a specific system in a specific Activity or performing an Activity before using a specific system.

An Actor communicates with a system by sending and receiving messages or information, so an Actor can be a human being or representing another system. The fact that an Activity is a result of another Activity is shown with a communication-relationship, a line between both Activities.

- **Tools**

For modelling we use among other software like Rational Rose. The Rational software platform works with best practice, different tools & services.

Rational. software

