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A Study on Centralised Payment System at Work Place

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ABSTRACT

This company is one of India's largest companies, used to handle vendor bills and payments separately across more than 500 local offices and work sites. Because every region managed its own paperwork and tax checks, payments often got delayed, suppliers had trouble tracking their bills, and finance teams spent too much time on repetitive manual tasks. To fix this, this company upgraded its core software to SAP S/HANA and launched a central Shared Finance Services (SFS) hub in Noida. This new setup brought all invoice processing and tax checks under one roof while giving vendors an easy online portal to track their payments. As a result, this company made bill approvals much faster, cut down on manual errors, simplified tax compliance, and achieved a 48-hour goal for resolving vendor questions, freeing up its finance staff to focus on smarter budgeting and cost control.

Keywords- Centralised Payment System, Shared Finance Services, SAP S/4HANA, Vendor Payment Management, Financial Process Automation.

I. ORGANISATION BACKGROUND

The company is India's top producer in its domain. Working in the energy and petroleum sector, the company explores, drills, and supplies the fuel that keeps the country running. It is a huge organization with tens of thousands of employees working across more than 500 sites on land and at sea, ranging from offshore oil rigs and refineries to regional offices.

Because this company's work sites were spread-out all-over India, its finance and payment teams were originally split up by region. Every local office had its own small finance team that checked supplier bills, handled taxes, and paid contractors on its own. While this helped each local site handle its day-to-day needs, it meant thousands of bills were processed separately across dozens of offices instead of through one central system

II. STATEMENT OF THE PROBLEM

Before switching to a central payment setup, handling bills separately at every regional office caused everyday headaches for this company and its suppliers:

- Slow Approvals and Late Payments: Paper bills had to be passed around by hand from site engineers to purchasing teams and then to local finance desks. Because so many people had to sign off manually, suppliers often had to wait a long time to get paid.
- Messy Tax Paperwork: Every regional office handled its own GST and Income Tax deductions (TDS) separately. Trying to match all those scattered tax records at the end of the year was stressful and made it easy for small typing mistakes to slip through.
- Frustration for Suppliers: Contractors who worked with more than one this company office had to call or visit different locations just to ask about the status of their bills.

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- Too Much Routine Busywork: Experienced finance staff spent hours every day typing in bill numbers and double-checking basic forms instead of focusing on bigger goals like saving money and planning budgets.
- No Live View of Company Cash: With dozens of local offices sending out money on time.

III. OBJECTIVES OF THE STUDY

The main goals of this case study are:

- To see how this company's central payment setup works: Look at how the company moved away from scattered local billing and brought everything into one main payment hub.
- To check improvements in speed and accuracy: Compare how fast bills were paid before and after using SAP S/HANA, and see how much human error dropped.
- To look at simpler tax handling: Understand how combining separate regional tax accounts made GST and TDS rules much easier and safer to follow.
- To see how life improved for suppliers: Find out how the new online bill portal and 48-hour helpdesk goal made things smoother for contractors and vendors.
- To learn from the challenges faced: Point out the real bumps the company hit along the way so other big companies can plan a smoother switch

IV. CHALLENGES & LIMITATIONS FACED

Moving a massive organization like this company from local billing to one central payment hub was no easy task. Along the way, the company hit a few real bumps in the road:

- Getting Staff Used to Change: Workers and local managers who had handled their own bills for years were a bit nervous about giving up their old routines. It took patience, clear talks, and plenty of hands-on training to help everyone feel comfortable with the new system.
- Cleaning Up Messy Old Files: Before turning on the new SAP S/4HANA and central hub systems, teams had to go through thousands of old supplier records from different offices to fix repeat names and out-of-date bank details.
- Teaching Suppliers the New Portal: Smaller contractors and local vendors who were used to handing in paper bills needed extra help learning how to upload bills online and check their payment status.
- Keeping Remote Sites Connected: Since this company runs offshore oil rigs and remote work sites, making sure field engineers always had a strong, steady internet connection to approve work receipts took extra tech support.

V. RECOMMENDATIONS & LESSONS LEARNED

This company's move to a central payment hub gives other big companies a great roadmap to follow when updating how they pay bills:

Get Everyone on the Same Software First: Before bringing all payments into one office, make sure every branch uses the same basic accounting software. The switch went smoothly because it connected all its sites on **SAP S/4HANA** before opening its central hub.

Clean Up Old Records Early: Take the time to check and fix old supplier names, bank account numbers, and tax details before turning on the new system. Clean files stop bounced payments and slowdowns right from day one.

Make Life Easy for Suppliers: Give vendors a simple website where they can upload bills and check when they will get paid on their own. Keeping a promise to answer questions quickly—like this company's 48-hour goal—builds trust and cuts down on endless phone calls.

Train People with Patience: Help local staff and smaller suppliers get used to digital tools with easy guides, workshops, and a friendly helpdesk. People accept change much faster when they feel supported instead of rushed.

Protect the Central Hub: Since all company money flows through one main system, keep strong online security, clear sign-off rules, and solid internet backups for faraway.

VI. CONCLUSION

Switching from scattered local offices to one **centralized payment system** has completely changed how **this company** handles its money every day. By connecting all its sites on **SAP S/HANA** and opening a single **Shared Finance Services (SFS)** hub in Noida, the company replaced slow paper trails and messy tax checks with one fast, clear, and reliable online system. Suppliers can now easily track their bills online and get answers within 48 hours, while finance leaders see where company cash is going in real time and have more time to plan smart budgets. All in all, story shows that keeping

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payments under one roof stops simple mistakes, builds better trust with suppliers, and helps big companies run much more smoothly.

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