



# **MSR Assignment**

**Winter 2020**

## **Customs Process**

**SCM 970 NSS**

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## **1. Introduction**

Nowadays, there are different software solutions that companies can use in different process of their Supply Chain Management, improving their business in different aspects such as time management and cost savings, making their business more efficient and profitable, for example in this course we learned about the general use of MSR e-customs as Documentation clearance, this software is normal used in export, import process, how to transfer and transit documents, how it is the process flow of these requests. Also during our program we could learn and have practice in different courses how to work on different activities and request in SAP software what is an ERP system (Enterprise Resource Planning) system, any ERP system have as main mission to help companies in different ways to manage their resources and their information in better way to impact positively in their financial areas, sales management, purchase orders, etc. Centralizing the information of the organization, all business processes get connected and all share the information, they will get the information when they need it. design and production to have a list of materials, to see how many materials are available or to order to purchase a new part, to order new raw materials, It would help to receive orders from their customers and track their orders, how long it will take, how much it will cost. ERP also can support warehouses. It will help financial statements, taxes declarations, accounting, customer requests, etc. The impact of software and IT solutions is more and more relevant in all businesses, in everyday operations, production and management software such as MSR e-customs, ERP and CRM (Customer Relationship Management), are making a big difference between companies and their profit.

## **2. MSR Analysis: Lessons learnt about MSR and how could companies use the system**

Within MSR e-customs system companies can process different documents for importation, exportation, transfer or transit. To start it's very easy (Figure1), it will be possible to configure in Tablestab the

authorization, vendor, vendor code, importer and in the option of rate tables is the HS code. All these are elemental information to do the CCI. In MSR, we can see and add the information of the vendor, the importer, the

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consignee. It will show the HS code, the Item Master, what is the number of the part, its description, Vendor Part Number and vendor. To create a CCI, we need to have the vendor, consignee as we created previously, and add information generated exactly as it is, will follow up with the information of invoice, date, weight, country of export will appears as it is in the vendor information, place of shipment, mode, the date of HS Code creation as directship date, currency code, exchange rate, terms of sale, originator, the importer code, HS code, invoice quantity, unit cost, price. MSR will calculate code, country of origin, tariff treatment, VFD code. It will be possible to print the CCI and view the format of the custom invoice.

### **What works well**

In my opinion, the execution of the format how it is display and how the information of the Tables tab with the options to configure authorization, vendor, importer and Master option, works well and it is very easy to see the function of the options on this tab. Also, the calculations work perfect: the calculations of tariff, treatment, VFD code and the way the information is pulled from the vendor works very well. The functionality of the system is good, it accomplishes what is required and what is needed, the functions work properly.

### **What needs improvements**

I noticed that this software needs more UX development experience. For example, after the user logs into the system, needs to go to the bar on the top to click on the option of CCI, there are no icons or other visible options for quick access. There are some steps on the process that can be simplified and just add the information that is required as a minimum option, options to have a sequence of the flow of the process for a

friendly user experience. And the design of the system can be improved. Some options of help and better access. In the MSR system to process the activity required, we need to go to the top on the tab on the left side, go to File and select CCI Entry, then click on the icon New on the new tab of objects on the top to create the new CCI. (this can be a button or icon).

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### **Other Software Analysis**

Connect in a better way with customers and providers, from portal or email, possible to work on cloud solutions and mobile as well. The most important ERP's systems that companies use to make more efficient activities are: SAP S/4HANA, Oracle ERP Cloud, Salesforce CRM (Customer Relationship Management) is another type of business system that is important to mention, to help better long customer relationships, to improve profit as a result of creation of new leads, sales and customer support. The best practices for these systems are the design, the UX (User experience), integration, well compatibility with other systems, devices and with web or cloud interfaces, modern design, technical support and learning options.

### **Company and software of your choice**

SAP concur help companies with their expenses, receipts approve expenses, what is outside of policy, it is integrated to accounting area, everything is clear and transparent, about all management of employees expenses, letting monitor transactions, approve them by companies' policies. Help companies within vendor invoices, reducing time and risk of invoices to approve and send them to the accounting system, saving time and mitigating risks and all at a reasonable cost.

### **Conclusión**

Software and IT solutions are important in all business, government offices, schools and practically all, digitalization, AI, IoT, Cloud solutions, are changing our way of work, learn and our everyday activities,

companies can benefit from all these solution to improve their process, customer interaction, internal and external communication to improve their profit, saving cost and increasing sales and innovative interaction, using MSR, ERP, CRM to improve customs interactions, systems, agreements to be a better impact to the society and collaborate within other companies for a better negotiations and market options.

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## Figures

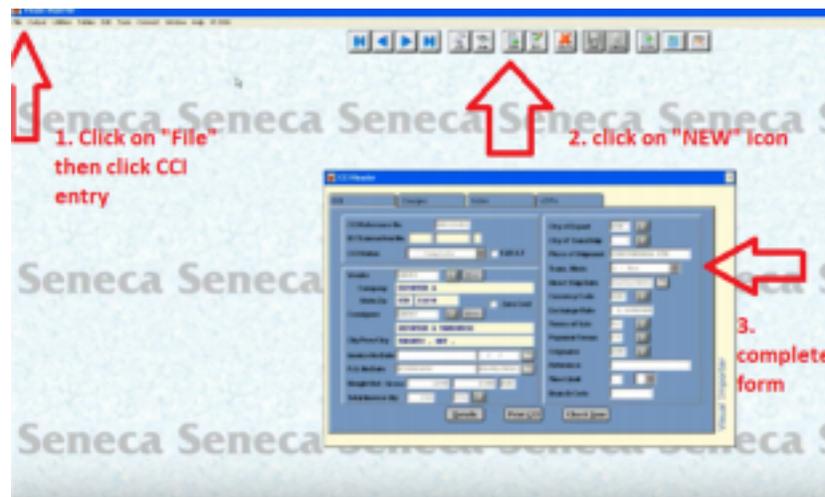


Figure 1. MSR system

## References

[1] <https://www.thirdstage-consulting.com/the-top-10-erp-systems-for-2020/>

[2] <https://www.concur.ca/resource-center/videos/sap-concur-future-spend-management>

[3] [https://www.youtube.com/watch?v=jq\\_zwdSRx9Q](https://www.youtube.com/watch?v=jq_zwdSRx9Q)