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# NAPP

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National Association of Purchasing & Payables™

# NAPP 2004

## *Annual Conference*



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**February 8 - 11, 2004  
Marco Island Hilton Beach Resort  
Marco Island, FL**

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# BUY IT! GET IT! PAY IT!

## SUNDAY – FEBRUARY 8, 2004

4:00 - 6:00 **Registration & Welcome Cocktails - (Sunset Deck)**

6:00 **Dinner on Your Own**

## MONDAY – FEBRUARY 9, 2004

7:30–8:15 **Late Registration and Continental Breakfast – (Main Ballroom Foyer)**

8:15–8:30 **Welcoming Remarks and Morning Sessions – NAPP Officers (Main Ballroom)**

8:30–9:45 **Keynote Address**

**“Why the Purchase to Pay Cycle is Fundamental to Adding Value in a Shared Services Environment”**

**Denice Kronau, President & CEO**  
*Siemens Shared Services, LLC*

Few people can speak as authoritatively as Denice Kronau about Shared Services and the benefits of standardized processes. Our recognized keynote speaker will provide a broad overview of what Shared Services are and why Shared Services are important to companies. Denice will stress the importance of access to total spend information to provide management with data to make good business decisions. She will share the importance of “Procure to Pay” and how it is being leveraged at Siemens. Also, in this session Denice will make known her strategy for transforming Shared Services from a Transaction Processing Center (TPC) to an Information Center (IC). Perhaps your company may now or in the future be looking at establishing a Shared Service Center. Be ahead of the pack and learn the key strategies to assure success.

9:45–10:00 **Refreshments Break – Main Ballroom Lobby**

10:00–11:00 **“Are We Re-Arranging Deck Chairs on the Titanic?”**

**John B. Christensen, Partner**  
*Deloitte Consulting*

During this session, our recognized “procure to pay” visionary will explore what it really means to make a strategic impact in your organization. A practical model will be introduced for determining the highest value sourcing and procurement projects. This “follow the money” approach will help you clarify the cash impact of your work efforts, and will challenge the priority of your current projects. You will not want to miss this educational session, especially developed for the NAPP conference.

11:00–12:00 **“Achieving World Class Source to Settlement Through Best Practices”**

**Michael O’Connor, SRM, Product Strategy**  
*PeopleSoft, Inc.*

**Chris Sawchuk**  
Senior Director, Procurement & Supply Chain  
*The Hackett Group*

Are you aware that PeopleSoft’s SRM recently became the first and only solution certified by The Hackett Group to deliver best practices for the entire source to settlement process? Come to this session to learn how to build a procurement and supply management organization that is truly world-class. Be introduced to the tools you need to simplify, automate, consolidate and standardize your procure-to pay processes. The NAPP is privileged to have two experts in this space share their expertise with our conference attendees.

12:00–1:00 **Lunch (Beach Front)**

**Track 1**  
**(Main Ballroom)**

**Track 2**  
**(Heron Room)**

**Track 3**  
**(Seagull Room)**

1:00–2:00 **“The Strategic Sourcing Model at Nextel”**

**Kathy Hinton, Director,**  
Strategic Sourcing  
*Nextel, Inc*

This recognized sourcing leader and visionary will share her strategic sourcing strategies, modeling techniques and experiences that have proven successful and cost effective at Nextel. In addition, Kathy will talk about the diagnostics used through contracting to the vendor implementation process. Understanding the importance of integrating source-to-pay to achieve success, Kathy will also address the processes employed to tie strategic sourcing back to procurement, end users, receiving and payment. You will not want to

**“Electronic B2B Payments and the Power of Pre-payment Audits**

**“Rick Langer, General Manager**  
*PowerTrack, US Bank*

Electronic payment tools from ACH to EIPP and Billing and Payment Automation systems have revolutionized A/P and A/R for global companies. The resulting high-speed electronic settlement exposes an exceptional need for effective audits to ensure contract compliance, service delivery and pricing accuracy. In this session, a case study will present how a company moved from a post-payment audit and recovery process to an electronic pre-payment audit using supply chain data.

**“Shared Services Enhances Company’s Competitive Advantage JPD Vendor Credit Recovery – The Tyco Story”**

**Jeffrey A. Wiest, Manager** of Accounts Payable, US Financial Shared Services Center  
*Tyco Electronics Corporation*  
**Jeff Ginn, Manager,** Account Management & Business Development  
*JPD Financial*

Tyco Electronics’ US Financial Shared Services Center strives to be cutting edge and has successfully enhanced their competitive advantage by ensuring that all earned profits go to their bottom lime. Through a strategic partner

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Track 1 (Main Ballroom)		Track 2 (Heron Room)	Track 3 (Seagull room)
1:00–2:00 CONTINUED	miss this session and learn from this sourcing pro.	Come to this session to help you identify new savings opportunities for your company.	ship with JPD Financial, they have been able to recover significant dollars identified from suppliers' records. Learn how JPD Financials' Vendor Credit Recovery Service complements internal and post audit functions, requires little time and has turned a cost center into a profit center.
2:00–3:00	<p><b>“PSS World Medical’s Formula for Reducing Costs &amp; Increasing Efficiencies in Their Procure-to-Pay Processes”</b></p> <p><b>Kevin English</b>, VP Finance <i>PSS World Medical, Inc</i> <b>Robert Jaffe</b>, Director, Treasury &amp; Working Capital Services <i>American Express</i></p> <p>Come to this session to hear how PSS World Medical’s Finance and Procurement functions joined forces to meet the challenges of their business. They will share how they used VPO (Vendor Payment Optimization), VSR (Vendor Service Ranking) and Demand Planning technology to reduce costs, simplify processes and increase cash flow. What were the benefits derived from centralizing Purchasing and Payables under the VP of Finance? The results of their efforts will astound you.</p>	<p><b>“Electronic Invoicing – Finally Closing the Loop?”</b></p> <p><b>Bruno Perreault</b>, President <i>Open Business Exchange</i></p> <p>Electronic invoicing is being introduced at many companies with an eye toward developing a paperless office. Anything that can be done to streamline the invoice-handling process without increasing the risks of fraud and duplicate payment is a big plus for most companies. Electronic invoicing will eliminate much of the work around Accounts Payable and improve information available to Procurement. Join us for this session, where client (TBD) cases and best practices will be presented.</p>	<p><b>“Intelligent Outsourcing”</b></p> <p><b>Jason Gilroy</b>, VP, Outsourcing <i>ICG Commerce</i></p> <p>Given today’s challenging economic market, many companies are examining outsourced relationships. When and how to leverage out-sourcing solutions to expand procure-to-pay capabilities and maximize performance? The audience will leave this session with the tools and concepts to identify opportunities for outsourcing and how to effectively implement and manage the solutions that deliver performance improvements. The speaker will draw from the outsourcing experiences of over 50 large companies. Be prepared if this becomes an item to wrestle with at your company.</p>
3:00–3:15	<b>Refreshments Break – Main Lobby Foyer</b>		
3:15–4:15	<p><b>“Optimizing Your Spend Analysis”</b></p> <p><b>Kathleen Marshall</b> President &amp; CEO <i>TrinTime, Inc.</i></p> <p>Controlling costs across the supply chain is a major challenge for today’s enterprise. Do you have in place an ongoing process to monitor your spend, measure your requisitioners’ buying behavior and evaluate your source to pay process? Come to this session to learn how continuous spend, contract, buying and paying compliance measurements can identify current and ongoing savings for your company.</p>	<p><b>“Procure-to-Pay Via the Web”</b></p> <p><b>Michelle Walter</b>, Product Executive <i>Velosant</i></p> <p>A case study will be presented to demonstrate how implementing a web-based solution for procurement as well as invoicing can gain cost savings, internal process improvements, and procurement efficiencies. Learn how companies can automate procurement policies, automatically assign and validate cost center information through customized workflow and invoice routing, identify and manage exceptions, as well as eliminate invoicing errors that lead to procurement involvement. If you still are using the 3-way match, you must attend this session.</p>	<p><b>“Recovery Auditing – A Best Practice”</b></p> <p><b>Lisa Snyder</b>, Director <i>ADT Security Services</i> <b>Thomas Santacroce</b>, Vice President <i>Connolly Consulting Associates</i></p> <p>This session will help you better understand the value adds gained from a recovery audit and how your accounts payable organization can benefit from it. Join Lisa as she discusses process improvements and the recovery of lost profits through conducting a post audit recovery. Specific topics will include: what to look for in a post audit recovery firm, living through a recovery audit, and measuring and acting on the post audit results.</p>
4:15–5:00	<p><b>PO Managers Forum (Main Ballroom)</b></p> <p>Facilitator, Sal Grillo, <i>NAPP Co-Chairman</i></p> <p>This ever popular and useful session returns. Come to network with your fellow Purchasing Professionals. Be prepared for some frank discussions and concrete suggestions for improving your Purchasing function.</p>	<p><b>AP Managers Forum (Heron Room)</b></p> <p>Facilitator, Barbara Kuryea, <i>NAPP Program Director</i></p> <p>Always a lively session, you may want to stay longer since you will have learned so much! Come network with your fellow Accounts Payable Professionals. Hear things you will never hear on the job and come away with some useful tools to apply to your work “back at the ranch.”</p>	

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5:00–7:00	<b>Procure-to-Pay Solutions &amp; Technology Fair – (Main Ballroom)</b>		
	Join your colleagues for cocktails and light refreshments and interact with vendors displaying and demonstrating leading edge procurement and payment technologies. This “idea supermarket” is the one place where you can see it all. Drop off your business cards for a chance to win some terrific prizes at Tuesday’s breakfast!		
7:00	Dinner on Your Own		
	<b>Tuesday – February 10, 2004</b>		
8:00–10:00	<b>Breakfast and Procure-to-Pay Solutions &amp; Technology Fair – (Main Ballroom)</b>		
	Continue your discussions, or visit vendors you missed, while enjoying a full buffet breakfast! This will be your last opportunity to get all the information you need for your company’s procurement and payment solutions. Prizes will be awarded – but only if you are there!		
	<b>Track 1 (Main Ballroom)</b>	<b>Track 2 (Heron Room)</b>	<b>Track 3 (Seagull room)</b>
10:00–11:00	<p><b>“UL’s Procurement Transformation”</b>  <b>Pat McNally,</b>  Purchasing Sourcing Manager  <i>Underwriters Laboratories Inc.</i></p> <p>Over the years, we have all been involved with various procurement re-engineering efforts. With the many e-Procurement solutions evolving, “procure-to-pay” projects have now been emerging. Underwriters Laboratories Inc. is one of those companies who took the lead in beginning this work. Join us for this session and hear from one of UL’s “procure-to-pay” champions. He will share UL’s recent Procurement Transformation story: Where they were, How they did it, Where they are, and Where they want to be. Don’t miss this session to learn the secrets to UL’s recent successes.</p>	<p><b>“Using ePayables Software to Streamline the AP Process: A Case Study”</b>  <b>Tim McEneny,</b>  President and CEO  <i>PurchasingNet, Inc.</i></p> <p>This session will present a case study of how Countrywide Financial significantly streamlined their AP process using an ePayables software solution. Hear how this electronic solution handles the approval of supplier invoices with or without purchase orders. Hear about the options in the marketplace for suppliers to enter invoices either through an invoice portal, or to send invoice files electronically. Gain an understanding of the process for supplier selection and the issues that arise during and after implementation from this very practical session.</p>	<p><b>“Have Expense, Will Travel”</b>  <b>Steve Figner,</b>  Practice Leader  <i>ACL Services Ltd</i></p> <p>Continuous monitoring can strengthen a company’s Travel and Entertainment (T&amp;E) expenses. T&amp;E expense management represents a major source of discretionary spending for organizations, and now there’s another compelling reason to implement effective corporate T&amp;E expense management. Section 404 of the Sarbanes-Oxley Act mandates that adequate internal controls exist to ensure compliance. In this session, the presenter will discuss the importance of an independent validation of expense claims through a number of case studies that include a Board of Education and a US government agency. According to industry statistics 4.8 percent of expense vouchers contain errors. How much money does this represent in your organization?</p>
11:00–12:00	<p><b>“Successful Implementation of an e-Purchasing Platform”</b>  <b>Cindy Rynka</b>  Vice President, <i>North American Portfolio Manager, E-Commerce Sales</i>  <i>BMO ePurchasing Solutions</i></p> <p><b>Tom Lamoureux</b>  Senior Analyst  <i>Toro Corporation</i></p> <p>Through a case study approach, Cindy and Tom will discuss how Toro incorporated an e-purchasing platform that considerably accelerated the payment process, reduced processing costs and streamlined its business processes all while accommodating its clients. The presentation will discuss the issues Toro faced and how they overcame them.</p>	<p><b>“Why Converge PO &amp; AP?”</b>  <b>Susan Wagner</b>  Manager, Corporate Purchasing &amp; Payables  <i>The Rouse Company</i></p> <p>At The Rouse Company, an initiative was taken to merge the Purchasing and Accounts Payable operations to support their procure to pay process. Come hear the details of how they created this value added center. The benefits will be felt in time, money, paperwork and headcount. Better control over the flow of activity and vendor negotiations will be maintained. What is the impact to the staff involved? Overall, they created a lean, mean PO/AP machine!</p>	<p><b>“Acquiring and Managing Contract Labor – A Client Story”</b>  <b>Jeanne Landes,</b>  Procurement Manager,  AT &amp; T Supplier Management Division.</p> <p>The acquisition and management of contract labor represents a significant amount of corporate spend that typically has evaded the purchasing department. The procurement of contract labor in large corporations has traditionally been a manual, paper-based process that buried data. This made it difficult to track contractor and supplier performance, obtain satisfactory value, and enforce corporate purchasing policies. This case study will address how contract labor issues were resolved and how contract labor costs were reduced.</p>

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## Tuesday – February 10, 2004 (CONTINUED)

12:00 –1:00	<b>Lunch</b> (Beach Front)
	<b>Hot Topic Forums</b> (Main Ballroom)
1:30 –2:30	<b>Forum 1</b> <i>"Imaging &amp; Workflow Solutions for Procure To Pay" – "Do they really get rid of the paper?"</i>
2:30 –3:30	<b>Forum 2</b> <i>"Issues with the Convergence of Purchasing &amp; Payables" – "Can't we all just get along?"</i>
3:30 – 4:30	<b>Forum 3</b> <i>"T&amp;E Solution For Your Company" – "Is it possible to make everyone happy?"</i>
7:30	<b>Gala Buffet Dinner</b> - (Pool Side)
	<b>Wednesday – February 11, 2004</b>
8:00 – 8:30	<b>Continental Breakfast and Attendee Feedback Session</b> (Main Ballroom, Sections A and B)
8:30 –10:30	<p><b>"Customer Idealized Design Workshop:"</b> <i>Creating Breakthrough Purchasing and Payables Processes</i></p> <p><b>Jason Magidson</b>, Director, Procurement Systems &amp; Processes <b>GlaxoSmithKline</b></p> <p>In this engaging workshop, attendees will roll up their shirtsleeves and participate in a hands-on application of the breakthrough Customer Idealized Design (CID) process that has been successfully applied in the purchasing and payables arena. The CID process generates breakthroughs because it engages a group of customers/end users who start from a clean slate and "shoot for the stars" in designing their ideal process, system, etc. In breakout groups, attendees will become "designers" of selected purchasing and payables processes. In addition, attendees will receive CID "how to" materials and the outputs from the workshop to take back to their organizations in order to generate breakthroughs of their own. Processes identified thus far include:</p> <ul style="list-style-type: none"> <li>• Getting employees to use the right/preferred suppliers and approved PO and AP processes</li> <li>• Ensuring the company pays suppliers the right/contracted price, using the agreed payment terms, PO and AP methods, etc.</li> <li>• How PO and AP would ideally work together</li> </ul> <p>NOTE: If you wish to participate in this workshop, please sign up at the Solutions Desk on opening day of the conference, Monday, 2/09/04. Don't be left out.</p>
10:30 –11:30	<p><b>"Developing High Performance Purchasing Card Programs"</b></p> <p><b>Judith Kammer</b>, Vice President, ePayment Solutions Sales <i>U.S. Bank</i></p> <p><b>David Cramer</b>, Senior Vice President, Commercial Sales <i>Visa</i></p> <p>Annual purchasing card spending is growing at an impressive rate – doubling from \$40 to \$80 billion in the two year-period between January 2001 and January 2003. Organizations are recognizing the potential for purchasing card programs to save money, reduce purchasing cycle time, improve productivity, and provide information that leverages purchasing power. The question becomes "How Do We Develop High Performance Purchasing Card Programs? Hear the multi-faceted answers to this question as the outcomes of the "2003 Purchasing Card Benchmark Survey" by Richard Palmer &amp; Mahendra Gupta are shared and discussed. Attend the seminar and enter to win a copy of the survey.</p>
11:30 –1:00	<p><b>"The Emergence of the "New PO/AP Professional:" An Interactive Workshop</b></p> <p>The NAPP is once again out in front in its sponsorship of this unique workshop. You will participate with a panel of "e-Peoples" experts that the NAPP has brought together to sketch out the skill sets required of the "new e-Professional," to discuss the challenges and issues faced and paint the landscape in which these individuals work in their enterprises. Help define these new positions that combine a procure-to-pay knowledge base, along with technical and functional skill sets. Be the first to bring back to your HR departments "industry validated" job descriptions. You will have the ammunition to ensure your companies appreciate the talents required of these new e-Professionals.</p> <p>The second half of the workshop will help you find solutions to the many issues that confront you in the procure-to-pay space. Your e-Colleagues will give you their insights into Approval Workflow; Imaging; ERS; PO/AP Matching; Electronic Invoicing; Electronic Payments; Spend Analysis to name just a few. Join us as we explore the exciting "World of "e" in this interactive and fun workshop. A box lunch will be provided to workshop attendees</p>
1:00	<b>Closing Remarks – Conference Adjourns</b>

# FOR YOUR INFORMATION

**T**he NAPP 2004 conference continues the tradition of providing our colleagues with a high quality, professional program at an affordable price. The NAPP is the only national association whose mission is to address the issues, and embrace the strategies and technologies that improve the interaction between Purchasing and Payables. The sessions presented at the NAPP conferences feature speakers who are not only experienced PO and AP practitioners, but are also recognized leaders in the industry. The stories are real with real results. We are committed to exceed your expectations by presenting new ideas, processes and technologies. The newly renovated Marco Island Hilton Beach Resort is a four star hotel, offering our attendees spacious rooms, high-speed Internet access and state-of-the-art meeting facilities. The informal Southwest Florida setting is an ideal environment for learning and networking.

The Marco Island Hilton Beach Resort is most accessible from the Southwest Regional Florida Airport, Fort Myers. Directions are also provided for those who choose to fly into either the Ft. Lauderdale or Miami airports.

From the Southwest Regional Airport (Fort Myers): Exit the airport and follow signs to I-75 South. Proceed south on I-75 to Exit 101 (Old Exit 15). Follow the signs to Marco Island, SR 951/Collier Blvd. Continue on 951 over the Jolly Bridge into Marco Island. Continue straight on Collier to 560 South Collier Boulevard. The Hilton is on the right hand side of the road.

From Miami/Fort Lauderdale Airports: Follow directions from either airport to Interstate 75 (Alligator Alley). Proceed across Alligator Alley to first exit, 101 (Old Exit 15). Turn left (south) from exit ramp on to SR 951/Collier Blvd. Continue on SR 951 and follow directions as above.

**For further information, please call or e-mail any of the  
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[www.nappconference.com](http://www.nappconference.com)**

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**Register On-Line!**

**[www.nappconference.com](http://www.nappconference.com)**