



**NEORIS**  
CPG & retail

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# Technological Renewal and Regulatory Compliance with SAP BTP Solutions



## Context

The pharmaceutical industry plays a crucial role in manufacturing, preparing, and marketing chemical products for disease treatment and prevention. This sector encompasses primary production of chemical compounds and secondary production, where these compounds are transformed into tablets, capsules, injectable solutions, or other pharmaceutical products.

Due to its direct impact on human health, **the pharmaceutical industry is strictly regulated**, with laws governing research, patents, testing, and commercialization of medications.

In Mexico, **a leading company in the sale of medicines and wellness products**, committed to promoting healthcare and offering specialized medical services in



pediatrics, orthopedics, and nutrition, faced a **regulatory challenge** imposed by the Tax Administration Service (SAT).

The SAT, an administrative entity under the Ministry of Finance and Public Credit and Mexico's highest tax authority, mandated full compliance with new regulations within a limited timeframe. In this context, the pharmaceutical company turned to NEORIS, leveraging its expertise and ability to meet tight deadlines, ensuring full compliance with the new regulations on time.

## The Challenge

The client faced a critical mission. The SAT's new requirements introduced significant changes to their billing and financial reporting processes, forcing the company to adjust both its processes and technology.

These mandatory changes had to be implemented within a highly constrained timeframe, posing a risk to the company's regular operations and compliance with tax regulations, with potential legal and financial consequences. The primary challenge was the **rapid adaptation of internal systems and processes** to meet the new legal requirements.

The complexity of the problem was further compounded by the need to **integrate advanced technological**

**solutions** to ensure accuracy and transparency in **financial reporting and data submission to the SAT**. Additionally, the client needed to implement all modifications without disrupting customer service or business continuity.

NEORIS was selected as a strategic partner for this challenge due to its proven **expertise in integrating complex technological solutions** within **highly regulated industries**. Its strong track record in managing high-complexity projects with strict deadlines, along with its deep technical and regulatory knowledge, provided the client with the confidence to entrust this critical project.

Throughout the process, NEORIS adopted a tailored, collaborative approach, working closely with the client's team to understand specific needs and design a customized solution. This approach not only focused on **immediate regulatory compliance** but also considered **long-term scalability and sustainability** of the implemented systems.





## Our Approach

At NEORIS, we designed a project focused on implementing the necessary changes to comply with the **2020 Tax Reform Resolution**, specifically the incorporation of the "Carta Porte" supplement to the Digital Tax Receipt by Internet (CFDI). This digital tax document is mandatory for validating the legal transport of goods in Mexico.

Our proposal included **updating SAP BTP systems** to generate and manage the "Carta Porte" supplement, adjusting custom transactions and incorporating new fields to ensure seamless functionality and compliance with specific business requirements.

During the exploration phase, we expanded the scope to include the management of transfers between the Distribution Center (CEDIS) and pharmacies, with special attention to batch handling and product expiration date management.

In summary, the NEORIS proposal went beyond **immediate regulatory requirements**, incorporating long-term **scalability and sustainability**. Our approach combined **a highly skilled technical team** with a robust methodology, ensuring the client **complied with SAT requirements while improving operational efficiency and supply chain management**.

## The Solution

The project to implement the modifications to the 2020 Miscellaneous Tax Resolution and integrate the transfer-type CFDI with the 'Carta Porte' supplement included **five key stages**: planning and analysis, development, testing and validation, implementation and training, and monitoring and support.



### 1. Planning and analysis phase

In the initial phase, a **thorough analysis of regulatory and functional requirements** was conducted to understand the necessary modifications to the transfer-type CFDI and the 'Carta Porte' supplement. Likewise, project objectives were defined, and a detailed activity schedule was established.



### 2. Development phase

During the development phase, **modifications were integrated into the SAP BTP system** to incorporate the CFDI with the 'Carta Porte' supplement, adjusting customized transactions and implementing a technical solution for document transfers between the Distribution Center (CEDIS) and the pharmacies (batch management and expiration dates).



### 3. Testing and validation phase

In the **testing phase**, compliance with SAT requirements was validated, as well as the functionality of the new fields and the integration of the CFDI with the 'Carta Porte' supplement.



### 4. Implementation and training phase

**The implementation** was carried out in the production environment with a smooth transition, accompanied by staff training for the effective management of the new functionalities.



### 5. Monitoring and support phase

**A monitoring and support period** was established to resolve emerging issues, and continuous support was provided. Adjustments were made, ensuring the optimal operation of the solution.



The successful implementation of the project was made possible thanks to the coordination of the NEORIS team, its adaptability, and the use of key tools such as SAP BTP as the main platform, ABAP development tools for transaction customization, and project management systems for planning and tracking.

The project was completed within the established timeline, meeting the client's expectations and ensuring compliance with the new regulations. The work plan was adjusted to a strict deadline to comply with the current SAT legislation.

## The Results

The results achieved exceeded initial expectations, delivering notable improvements in operational efficiency, regulatory compliance, and customer satisfaction. Below are the key results and highlights of the project's success.

### Reduction in 'Carta Porte' generation time

With the implementation of the NEORIS solution, the time required to generate the 'Carta Porte' was reduced from 2 hours to 30 minutes. This **represents a 75% improvement in process efficiency.**

### Full compliance with regulatory requirements

The successful implementation of the 'Carta Porte' supplement and related CFDI modifications **enabled the client to achieve 100% compliance with all regulatory requirements** imposed by SAT, thereby avoiding potential penalties and fines. Additionally, this strengthened the client's confidence in its ability to operate transparently and in compliance with regulations.



### Optimization of operational efficiency in CEDIS

The update and optimization of SAP transactions, along with the implementation of new functionalities for batch management and product expiration dates, resulted in **a 300% improvement in operational times** at the Distribution Center (CEDIS).

This enhancement allowed for **faster order processing and a significant reduction in operational errors.** The time required to complete an order processing cycle was reduced from 4 hours to 1 hour.



Some additional results achieved include:



### **Optimization of human resources**

The reduction in 'Carta Porte' generation time and the improvement in operational efficiency allowed for a more effective redistribution of human resources. Employees focused on higher-value tasks, enhancing the overall productivity of the company.

### **Improvement in data quality**

The implementation of new functionalities for batch management and expiration dates significantly improved the quality and accuracy of operational data. This resulted in more precise product traceability and greater confidence in the information generated by the system.

### **Customer satisfaction**

End customers experienced greater efficiency in product delivery and more transparent communication regarding the status of their orders.



## Testimonials

"Thanks to SAP transaction optimization and new functionalities, we've seen an impressive improvement in our operational processes. This transformation has led to faster operations and significantly fewer errors."

**SUPPLY CHAIN MANAGER**  
CLIENT

"We are deeply grateful to the NEORIS team for their work, support, and contributions throughout this project, which helped us exceed our objectives".

**OPERATIONS MANAGER**  
CLIENT

"The Carta Porte 3.0 project represents a significant advancement in implementing technological solutions that meet the highest fiscal and operational standards. This success is a testament to exceptional teamwork, highlighting the technical expertise and strategic management that enabled us to overcome challenges and deliver a high-impact, efficient solution".

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