Project Design Document

EC Media Top Up

**Category :** Project document

**Status :** Draft

**Version :**

C1 - Internal use

October 2021

Glossary

|  |  |
| --- | --- |
| **TBC** | To be confirmed |
| **TBD** | To be defined |
| **RPA** | Robotic Process Automation |
| **FTE** | Full time employee |
|  |  |
|  |  |

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# Executive Summary

## Purpose of this Document

The purpose of this document is to provide an **outline and detailed description of the EC Media Top Up process**.

## High Level Scope

A use case from L’Oreal Finance, the EC Media Top Up process is for:

* **Weekly produce the payment based of the Contact Flights, Media Plan and Media Platform Balances.**

## Key Stakeholders

|  |  |
| --- | --- |
| Business Sponsor |  |
| Process Owner | Patty Ding/Chen Min |
| Process SME(s) |  |
| Business Analyst | BAS Izabela |
|  |  |

## Initial process qualification

|  |  |
| --- | --- |
| Candidate Profile |  |
| Description | Produce the payment based of the Contact Flights, Media Plan and Media Platform Balances. |
| Number of systems and applications used | 7 (Contacts, MS Excel, MS Outlook,SAP,Alimama,ZCT, CMB E-banking) |
| SAP environments  (if relevant) | SAP platform: P62, T-code: F-47, F-110 |
| Frequency | Weekly |
| Volume driver | 26 stores |
| Estimation of FTE spent on the process | 1.3 man days/ month |

|  |  |
| --- | --- |
| Impact Criteria |  |
| Time spent | 1.3 man days/ month |
| Expected qualitative benefits | Major |
| Re-usability |  |

|  |  |
| --- | --- |
| Feasibility Criteria |  |
| Rule-based | Completely based on objective criteria |
| Standardized | Fair level of standardisation, require further standardisation of user data input |
| Structured data | Completely Structured (i.e. in a form/ table/ spreadsheet) |
| Test enabled | Test can be in production environment as the process is only for capturing data |
| IT environment | No dev or test environment available as they are external environments |

# System/Applications

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| System/ Application | Version/ Environment | URL | ASM (Application Services Manager) | Accesses required? | Username | User profile Access Rights |
| Microsoft Excel | Excel 2016 | N/A | - | No | N/A | Standard |
| Microsoft Outlook | Outlook 2016 | N/A | - | No | N/A | Standard |
| SAP |  |  |  | Yes |  |  |
| Alimama |  |  |  | Yes |  |  |
| City Bank |  |  |  | Yes |  |  |
| CMB E-banking |  |  |  | Yes |  |  |
| Alipay |  |  |  | Yes |  |  |
| E-banking |  |  |  | Yes |  |  |

# Process Qualification



## Metrics

### Workload

|  |  |
| --- | --- |
| How many statements will treat the bot? |  |
| What is the maximum expected volume? | N/A |
| What is the minimum excepted volume? | N/A |
| Are there any periods when a higher workload is anticipated? | No |
| What are they? | N/A |

### Manual Resource Effort

|  |  |
| --- | --- |
| How many FTE are currently required to perform the process manually? | Approx. 1.3 man days/ month |
| What is the average case handling time? | / store/ day |

### Service Level Agreements

|  |  |
| --- | --- |
| Are there any SLAs this solution must confirm to? |  |
| What are the SLAs? | N/A |
| Should the bot be expected to recognize an SLA breach? If so how? | N/A |

## Control

### Operating hours

|  |  |
| --- | --- |
| Will the bot run outside normal working hours? |  |
| What time will the bot start? | 6 am (UTC+8), daily |
| Will the bot work to a stop time? | No, work until all transactions have been reconciled |
| What days of the week will the bot run? | Every Monthly |
| Are there any days or times when the bot must not run? | No |

### Business Interaction

|  |  |
| --- | --- |
| What part of the Business play within the end-to-end process? |  |
| Will the Business supply new work to the bot implementation? | No |
| Will the Business resubmit exception cases to the bot? | No |

* + 1. Process compliance to Global SOP

|  |  |
| --- | --- |
| Is the process described in the Global SOP? | No |
| Is the "as is" candidate process in line with the Global SOP? | No |
| Is the Global Process Owner informed? | N/A |

## Execution

### Restrictions

|  |  |
| --- | --- |
| Are there any business thresholds that must be adhered to? | No |
| What are they? | N/A |
| Are there any time windows or periods when any of the systems/applications are unavailable? | No, unless external systems crash down |
| List the systems/applications and where they are unavailable. | N/A |

### Alerts

|  |  |
| --- | --- |
| Will the bot need to send out any alerts? | Yes |
| What events should trigger an alert? | Exceptions and/ or errors |
| How will alerts be sent? | Email notification |
| Who will receive alerts? | Key contact(s) registered in the configuration file |

### Exceptions

|  |  |
| --- | --- |
| How will exceptions be sent back to the Business? | Email notification |
| What will be the file structure or message format used for exceptions? Where relevant, provide an example of the required output. | An email template defined by business will be used by the bot |
| When will they be sent? | In case of other error cases |
| Where will they be sent? | Key contact(s) registered in the configuration file |

## Data management

### Input

|  |  |
| --- | --- |
| What input will feed work into the solution? | Mapping table (e.g. business rules, mapping rules)  Configuration file (e.g. execution flag, store accounts data, running hour) |

### Error Identification

|  |  |
| --- | --- |
| Can error be uniquely identified? | Yes |
| What field or combination of fields will be used as the identifier? Only non-sensitive data should be used as an identifier. | No |
| It is possible that the solution could be supplied duplicate cases? | No |
| What would be the consequence of working a case more than once? | N/A |
| Once detected, how should duplicate be dealt with? | N/A |
| It is possible that a case can legitimately reappear at a later date? | N/A |

## Preservation

|  |  |
| --- | --- |
| How long should input date be kept for? | 1 month |
| How long should work queue be kept for? | 7 Day |
| How long should output data be kept for? | 6 months |

## Business Continuity

### Technology Unavailability

|  |  |
| --- | --- |
| If the bot became inoperable and the current DR strategy was unable to ensure availability how continuity should be achieved? | Business reconcile the transactions of the day manually |
| How would the Business like to be informed of RPA unavailability? | Email notification |
| What is the business effect of the process not running for one hour? | No impact in case of one hour delay |
| What is the business effect of the process not running for four hours? | No effect in case of four hours delay |

### Excessive Workload

|  |  |
| --- | --- |
| Is it possible that the solution could be overwhelmed by an excessive workload? | No |
| Quantify an overload threshold | N/A |
| Is this solution required to respond to such an event? | N/A |
| How would this be achieved? | N/A |
| How should the Business be informed? | N/A |
| How should the Business deal with the situation? | N/A |

# Process Overview



## Manual Process Description

* Process high level steps:

1. Download Contacts Fllights (stays manual)
2. Download Media Plan (stays Manual)
3. Conduct payment in SAP F-110 & BCM authorization (stays manual)
4. E-banking approval process (stays manual)

# Process Description

## Process Details

### Select sub-process(es) to execute

* Before starting the bot, user will need to set a configuration file, to set the sub-process(es) to execute in this run
* This provides more flexibility to users, who can select parts of the entire process to run
* The users need to go to Contacts and download Contacts Flights and download Media Plan manually

### Download Media Platform Balance in Alimama

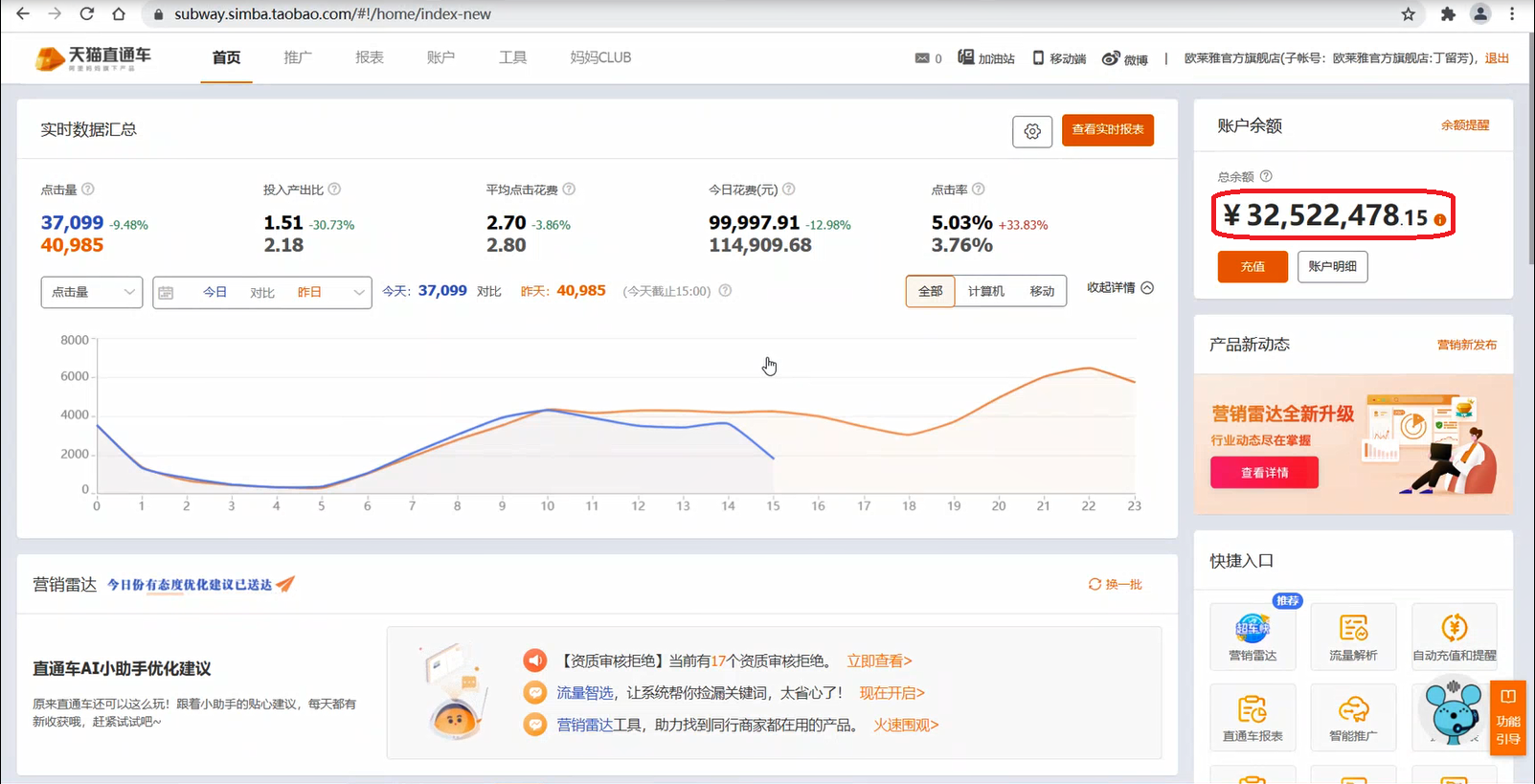
#### Go to alimama.com/index.htm and log in

* Open Google chrome, go to alimama.com/index.htm, login in the Alimama Media Platform for all stores.
* Once the Media Platform login require need to provide the SMS verification code



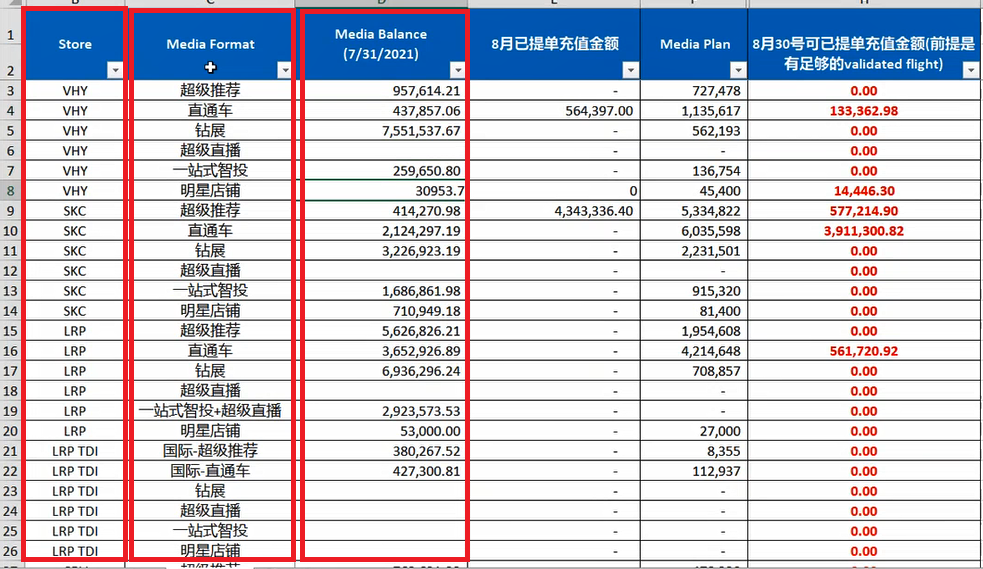
#### Download Media Platform Balance for all stores and their media formats

* Jump to Store page by click “首页”
* Take “直通车” as the sample. Click “直通车”.
* Copy the number of the total balance which is in the “天猫直通车” page.



#### Paste of the Media Balances downloaded to the MS Excel file with all the balances

* Paste the account balance in the specify Excel workbook template column named “Media Balance” to compare and determine top-up amount based the store name and the Media name.



Note: the excel file is shared within Accounting team, Controling team and SME’s team. It is stored on shared folder

### Compare and determine top-up amount

### Download the PDF from “Contacts Flights”

#### Open the Google Chrome and login “Contacts Flights”

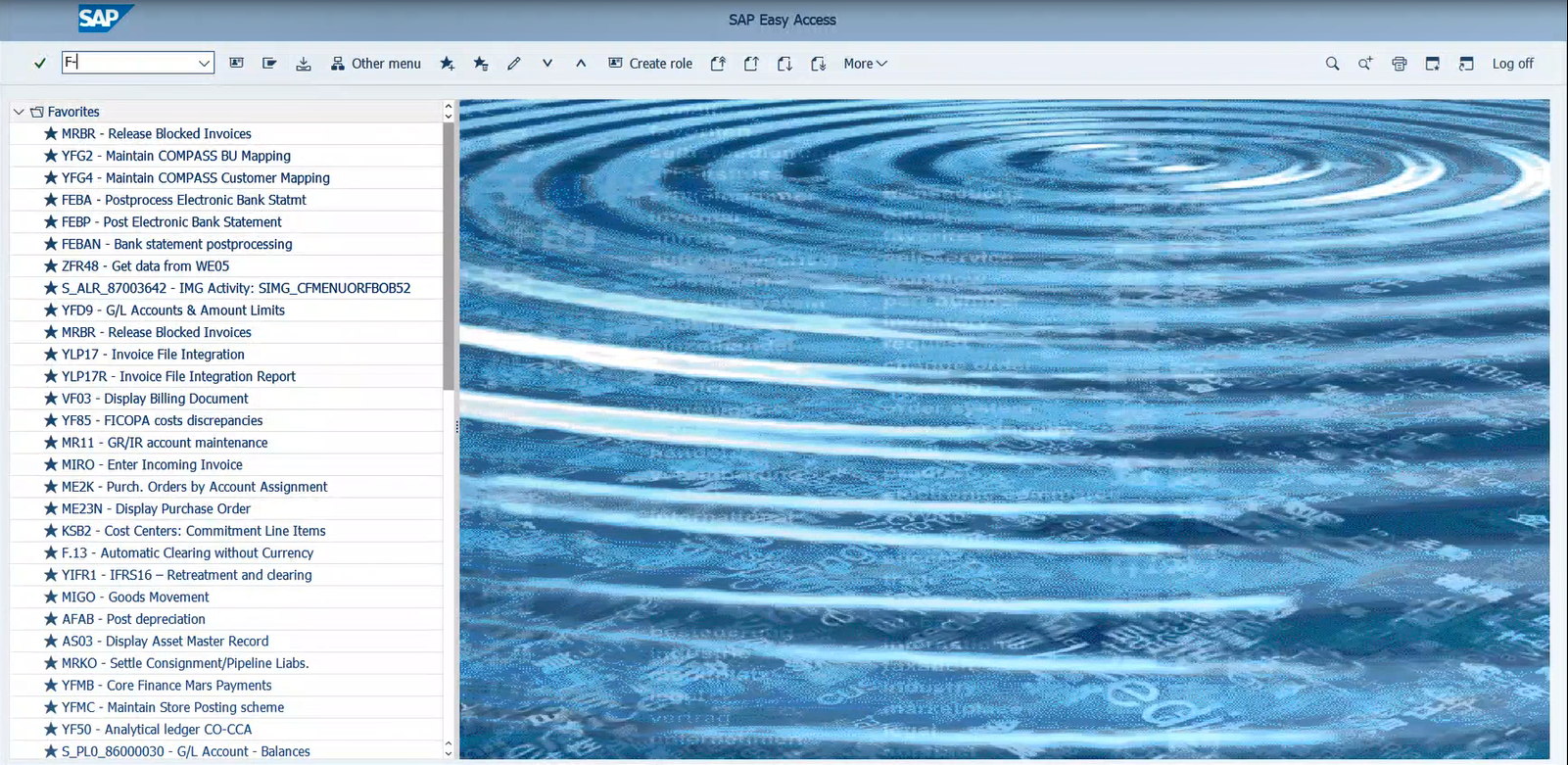
#### Open the “Contacts PDF Helper”

* Fill the Flight reference in to the “Contacts PDF Helper”
* Click “PDF 下载”

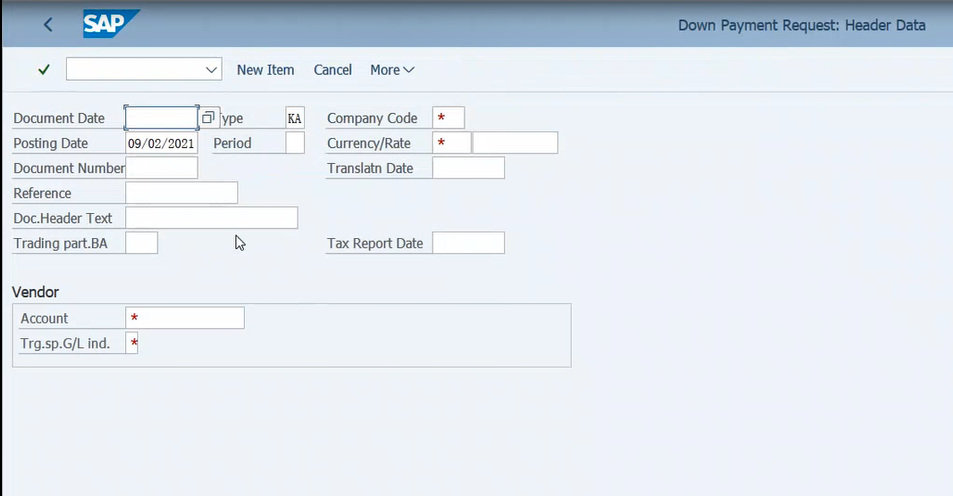
### Create down payment in SAP F-47

#### Login SAP and go to the SAP Platform P62

* Login SAP go to the SAP platform P62



#### Go to t-code F-47



#### Fill in the form with information from the email (for assignment: amount, vendor code) and mapping file (for business area we need a mapping)

Note: Text = short store name &” „ & media type &” „ & the period

### Run payment proposal in SAP F-110

#### Go to t-code F-110

#### Fill in the Run Date (today’s date) and Idetification

#### Fill in the Parameter and Additional log form and click start immediately

#### Create the payment proposal by clicking on Status button

### Conduct payment in SAP F-110

#### Conduct payment in SAP F-110 & BCM authorization

### Send final payment list (C)

#### Send final payment list (C)

### Top up Media Platform Balance in Alimama

#### Go to Alimama Media Platform and log in

#### Click Top Up

#### Input amount then click” Top up Now”

### Pay in the Alipay

#### Choose payment method of” Login Alipay account to pay”, then login to Alipay account, click Next.

#### Login to Alipay account in Alipay platform

#### Double check the payment information

#### Click Payment

### Confirm payment in the E-banking

#### Click Use Corpotate E-banking

#### Select payment bank China Merchant Bank (CMB in short), Click Next

#### Click ”Log in e-banking to pay”

#### Auto link to CMB E-banking, input E-banking user name, login password, u-key password and captcha. Then login CMB E-banking.

#### Select Business Model and payment bank account, input the payment purpose and payment description, souble check the payment amount, then confirm.

### Reconcile the payment information

#### Go to Alipay and check the payment detail

#### Reconcile the payment information with payment list

### E-banking approval process (stays manual)

#### Inform E-banking authorization

#### E-banking approval process

### Send Mail Result

* When the robot finishes running, send the file of the above download result template style to the mailbox of the specified user

## Exceptions

Email execution summary:

* Generate an execution summary as Excel file at the end of the entire process
* Put in the execution result of each sub process/ step based on the RPA log

## Send email for business exception

## Business exception – Cannot login Alimama media platform

**From:** Robot

**To：** Min.CHEN@loreal.com; Patty.DING@loreal.com（Maintain in Config file）

**Subject：**EC Media Top Up Business exception – Alimama media platform login issue – MM.DD.YYYY

**Email body：**

Hi Team,

（此邮件由机器人自动发送，请勿直接回复。）

Hello Sir/Madam，

由于登录验证程序出现问题，机器人在阿里妈妈平台无法进行正常的用户登录，

为了避免影响您正常运行相关流程，请您做好相应处理。给您带来不便，敬请谅解。

Kind regards,

PSSC Robot, L’oreal

## Business exception – Cannot login Contacts Flights

**From:** Robot

**To：** Min.CHEN@loreal.com; Patty.DING@loreal.com（Maintain in Config file）

**Subject：**EC Media Top Up Business exception– Contacts Flights login issue – MM.DD.YYYY

**Email body：**

Hi Team,

（此邮件由机器人自动发送，请勿直接回复。）

Hello Sir/Madam，

由于登录验证程序出现问题，机器人在Contacts Flights无法进行正常的用户登录，

为了避免影响您正常运行相关流程，请您做好相应处理。给您带来不便，敬请谅解。

Kind regards,

PSSC Robot, L’oreal

## Business exception – Cannot login ERP system

**From:** Robot

**To：** Min.CHEN@loreal.com; Patty.DING@loreal.com（Maintain in Config file）

**Subject**：EC Media Top Up Business exception – ERP system login issue – MM.DD.YYYY

**Email body：**

Hi Team,

（此邮件由机器人自动发送，请勿直接回复。）

Hello Sir/Madam，

由于登录验证程序出现问题，机器人在SAP无法进行正常的用户登录，

为了避免影响您正常运行相关流程，请您做好相应处理。给您带来不便，敬请谅解。

Kind regards,

PSSC Robot, L’oreal

## Business exception – Cannot login Alipay

**From:** Robot

**To：** Min.CHEN@loreal.com; Patty.DING@loreal.com（Maintain in Config file）

**Subject：**EC Media Top Up Business exception – Alipay login issue – MM.DD.YYYY

**Email body：**

Hi Team,

（此邮件由机器人自动发送，请勿直接回复。）

Hello Sir/Madam，

由于登录验证程序出现问题，机器人在支付宝无法进行正常的用户登录，

为了避免影响您正常运行相关流程，请您做好相应处理。给您带来不便，敬请谅解。

Kind regards,

PSSC Robot, L’oreal

## Business exception – Cannot login E-banking

**From:** Robot

**To：** Min.CHEN@loreal.com; Patty.DING@loreal.com（Maintain in Config file）

**Subject：**EC Media Top Up Business exception – E-banking login issue – MM.DD.YYYY

**Email body：**

Hi Team,

（此邮件由机器人自动发送，请勿直接回复。）

Hello Sir/Madam，

由于登录验证程序出现问题，机器人在招商银行网上银行平台无法进行正常的用户登录，

为了避免影响您正常运行相关流程，请您做好相应处理。给您带来不便，敬请谅解。

Kind regards,

PSSC Robot, L’oreal

**From:** Robot

**To：** Min.CHEN@loreal.com; Patty.DING@loreal.com（Maintain in Config file）

**Subject：**EC Media Top Up Business exception – E-banking login issue – MM.DD.YYYY

**Email body：**

Hi Team,

（此邮件由机器人自动发送，请勿直接回复。）

Hello Sir/Madam，

由于登录验证程序出现问题，机器人在招商银行网上银行平台无法进行正常的用户登录，

为了避免影响您正常运行相关流程，请您做好相应处理。给您带来不便，敬请谅解。

Kind regards,

PSSC Robot, L’oreal

## Business exception – Cannot login U-Key

**From:** Robot

**To：** Min.CHEN@loreal.com; Patty.DING@loreal.com（Maintain in Config file）

**Subject**：EC Media Top Up Business exception – U-key login issue – MM.DD.YYYY

**Email body**：

Hi Team,

（此邮件由机器人自动发送，请勿直接回复。）

Hello Sir/Madam，

由于登录验证程序出现问题，机器人在U盾无法进行正常的用户登录，

为了避免影响您正常运行相关流程，请您做好相应处理。给您带来不便，敬请谅解。

Kind regards,

PSSC Robot, L’oreal

# Purge Data and GDPR Requests

N/A

# Information Security and Risk Compliance Requirements

The solution’s architecture and design should be in accordance with KPMG’s Information Security and Risk requirements.



## Personal Information

|  |  |
| --- | --- |
| 1. Is there personal information included in the process? If yes, please explain what personal information is being referred to and for how long can the digital worker keep it? (Example: full name of clients) | No |
| 1. If the answer to 1 above was yes the work will need to be undertaken by a digital worker hosted in KPMG internal servers? | N/A |
| 1. Name and cloud service of digital worker process is to be assigned to. | N/A |

# Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Created/ Reviewed by | Summary of Changes |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Document Approvals

## Approval

|  |  |  |  |
| --- | --- | --- | --- |
| Project role | Name & Position | Signature | Date |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |