Trident

DMND0008859 Bill Discount Capability

Impact Assessment

Document Information

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# Introduction

## Purpose and Scope

This project aims to create a program where it will automate credit/discount/adjustment to selected accounts based on business criteria.

# Related Documentation

|  |  |
| --- | --- |
| Requirement document | |  |  | | --- | --- | |  | Business Requirement Document | |  | Pres Mat | |  | Business Case | |
|  |  |

## Terms and Definitions

| Term | Definition |
| --- | --- |
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## HLD Checklist

|  |  |
| --- | --- |
| **HLD Checklist** | |
| **Items / Response** | **Response** |
| Amdocs Portfolio | HOME |
| LOB |  |
| Impacted Brands | PLDT Home |
| Audience / End User |  |
| Impacted System(s) | AIA, KENAN |
| New Monitoring Required | Yes |
| CSOG Required ? |  |
| CRS / PPD Frozen | Yes |
| Mockup's Shared ? | No |
| Spiels Shared ? | NA |
| Potential Traffic | TBD |
| Capacity Assessment Done | TBD |
| TF Impact |  |
| TF SA |  |
| Browser Compatibility | NA |

# Requirements

## Current Functionality

### Current Functionality

### Reasons for Change

* Program automation

### Business Impact

## Related Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID** | **Requirement** | **Proposed Solution** | **Impacted System** |
| REQ-001 | Benefit Type creation | PS-001 | AIA |
| REQ-002 | Automatic crediting of credit adjustment and NRC. | PS-002  PS-003  PS-004  PS-008  PS-009  PS-012  PS-013 | AIA, KENAN |
| REQ-003 | SMS Notification | PS-005  PS-006 | AIA, KENAN |
| REQ-004 | Report Requirement | PS-007  PS-010  PS-011 | KENAN |

# Overall Solution

## Impacted Components

### Impacted Applications

|  |  |
| --- | --- |
| **Affected Systems** | |
| KENAN | AIA |

## Assumptions, Risks and Constraints

### Assumptions

|  |  |
| --- | --- |
| **Unique ID** | **Description** |
| GA-001 | Any other new changes not stated in this document upon HLD approval shall require a new demand and shall be covered in a separate HLD. |
| GA-002 | Testing scope indicated shall be considered as final upon HLD approval. |
| GA-003 | Criteria definition will be done as campaign criteria by business (existing process). |
| GA-004 | For delayed posting of payment (Cheque, Bank and APC’s payment) Business will do manual adjustment. It will be handled via existing process. |
| GA-005 | Existing rule for credit adjustment will be used where payment will be applied on the oldest invoice. |
| GA-006 | For Reversal, business agreed to use NRC as this is the current process being done via SR Filling. |
| GA-007 | AIA will be charged on BUCKET B, separate SOW for approval. |
| GA-008 | DMND0007043 should be deployed to be able to use MSF and OB Attributes in formulating Bill Discount. |

### Constraints and Dependencies

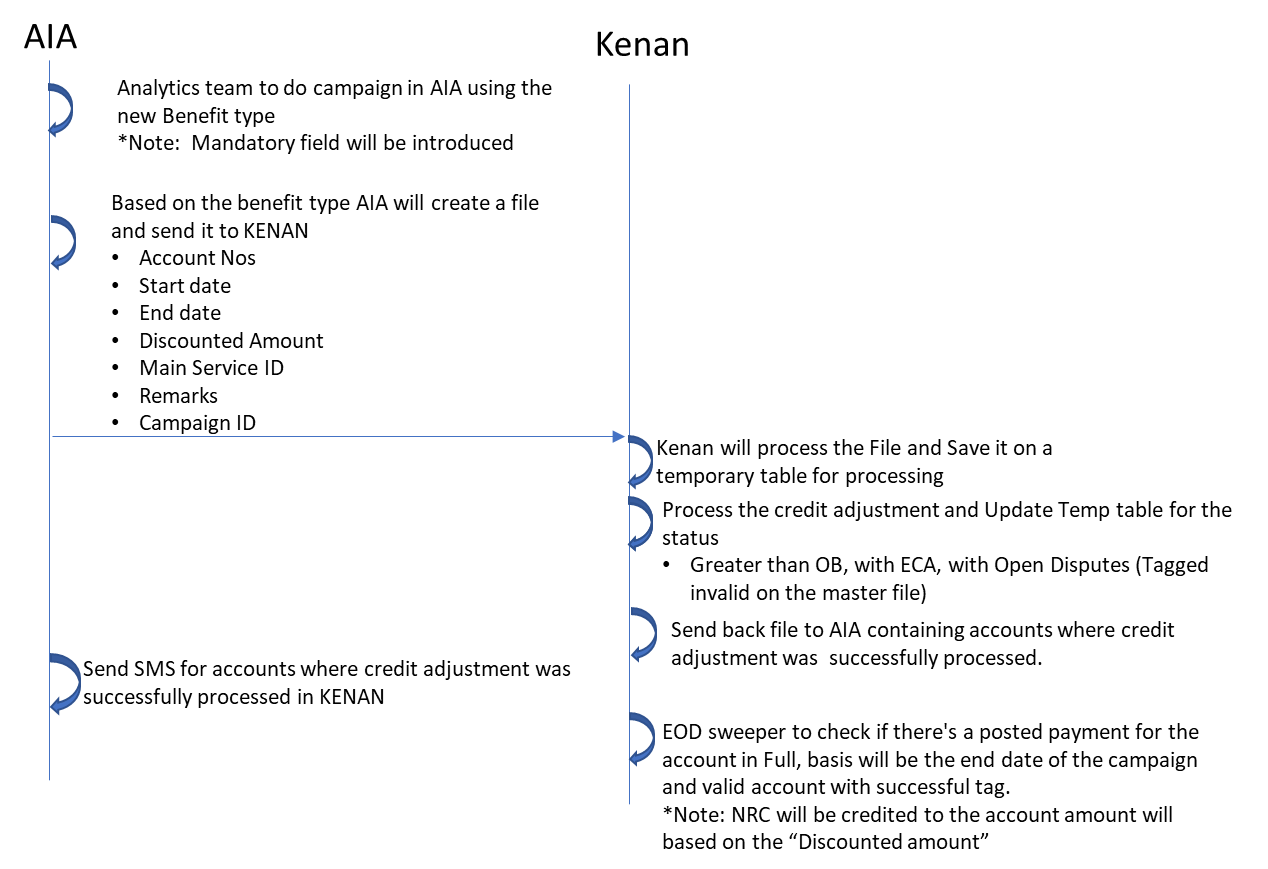
|  |  |
| --- | --- |
| **Unique ID** | **Description** |
| GC-001 | Prioritization of ongoing projects |
| GC-002 | Interface readiness |
| GC-003 | Force majeure situations |
| GC-004 | HLD timelines shall be provided based on the new prioritization process |
| GC-005 | Timeline shall be declared after the HLD approval |
| GC-006 | Approval of AIA SOW prior to Scheduling |

## High-Level Solution

### Solution Overview

Integration between AIA and KENAN to automatically apply credit adjustment based on campaign set in AIA.

#### Bill Discount Capability flow



#### Solution Description per Functional Area

|  |  |  |  |
| --- | --- | --- | --- |
| **PS ID** | **Proposed Solution (PS)** | **Impacted Req ID** | **Impacted Application** |
| PS-001 | * Benefit Type Creation for Bill Discount   + Attributes     - **Discount Amount** (Fixed or Formulated; Numeric value; Mandatory)     - **Payment Required** (Fixed or Formulated; Numeric value; Non-Mandatory)     - **Validity** (Date; Mandatory)     - **Remarks** (Free Text; Should be added in KENAN Notes)   + Sample Mock up     Note: MSF and OB attributes were part of DMND0007043 AIA HOME DATA. | REQ-001 | AIA |
| PS-002 | * AIA will create a file based on campaign and send it to KENAN  |  |  | | --- | --- | | **Frequency** | Schedule every 15 minutes | | **Mode of Delivery and Directory** | Details to follow | | **File Format** | TXT Format (.txt) | | **Filename Format** | **BILL\_DISCOUNT\_<CAMPAIGNID>\_MMDDYYYY**  **Sample:**  BILL\_DISCOUNT\_XXXXXX.txt  **Where:**  <MMDDYYYY> = File creation date | | **Record Format** | Column Delimiter: Pipe(|) | | **Record Structure** | | | |  |  |  | | --- | --- | --- | | **Field Name** | **Description** | **Sample** | | ACCOUNT ID | 10-digits Account Number  **Format: Numeric**  **Length: 10** | 0123498765 | | CAMPAIGN\_START\_DATE | Date where Campaign was sent to KENAN  **Format: Date and Time**  YYYYMMDDHHMMSS  **Length: 14** | 20220728082906 | | CAMPAIGN\_END\_DATE | Based on Validity field  **Format: Date and Time**  YYYYMMDDHHMMSS  **Length: 14** | 20220801082906 | | DISCOUNT\_AMOUNT | Discount Amount indicated in campaign  **Format: Numeric**  **Length:** | 12345 | | Payment Required | Payment Amount indicated in campaign  **Format: Numeric**  **Length: 20** | 12345 | | REMARKS | Free Text  **Format: String**  **Length:** | Remarks | | TRANSACTION\_ID | Transaction ID  **Format: String**  **Length: 64** | XXXXXX | | |  * Update/Close campaign for specific account based on OB of the account   + If OB =< 0     - Close the campaign     - Mark it as SUCCESS status from INPROGRESS   + Else     - Close the campaign     - Mark it as NON-RESPOND status from INPROGRESS | REQ-002 | AIA |
| PS-003 | * Creation of Temporary Table where details sent by AIA will stored and updated.  |  |  |  | | --- | --- | --- | | **Field Name** | **Description** | **Sample** | | Account Number | Will come from AIA File | 0123498765 | | Campaign start date | Will come from AIA File | 20220728082906 | | Campaign end date | Will come from AIA File | 20220801082906 | | Discount Amount | Will come from AIA File | 12345 | | Payment Required | Will come from AIA File | 12345 | | Remarks | Will come from AIA File | Remarks | | Transaction ID | Will come from AIA File | XXXXX | | Credit Adjustment Flag | Will be populated based on the status of Credit Adjustment | Y or N | | Credit Adjustment Status | Will be populated based on credit adjustment status | Successful | | Payment Amount | Based on Payment made by subscriber on the given campaign period | 12345 | | NRC Flag | will determine if subscriber meet the criteria set for a campaign | Y or N | | Latest Payment Date | Date where last payment has been made | MMDDYYYY | | Campaign Status | Will determine Campaign Status | OPEN or CLOSED | | REQ-002 | KENAN |
| PS-004 | * A job will run every 15 minutes that will check if there were file’s dump by AIA for processing. * Once file has been received, KENAN will process the Credit Adjustment. * Existing Credit Adjustment Details will be used   + Description: c/o KENAN   + GL Code: c/o KENAN * Criteria Set in Crediting (Credit Adjustment)  1. **Check if with open/pending invoice**  * If yes, perform the following   + process the credit adjustment   + Update Temp Table – Credit Adjustment Flag to Y   + Update Temp Table – Status to “SUCCESSFUL” * If no, consider as Fall out.   + Update Temp Table – Credit Adjustment Flag to N   + Update Temp Table – Status to “**with Open Invoice**”   + Update Temp Table - Campaign Status to “CLOSED”  1. **ECA**  * If without ECA   + Process the credit adjustment   + Update Temp Table – Credit Adjustment Flag to Y   + Update Temp Table – Status to “SUCCESSFUL” * If with ECA, consider as Fall out.   + Update Temp Table – Credit Adjustment Flag to N   + Update Temp Table – Status to “**with ECA**”   + Update Temp Table - Campaign Status to “CLOSED”  1. **Open Dispute**  * If without Open Dispute   + Process the credit adjustment   + Update Temp Table – Credit Adjustment Flag to Y   + Update Temp Table – Status to “SUCCESSFUL” * If with Open Dispute, consider as Fall out.   + Update Temp Table – Credit Adjustment Flag to N   + Update Temp Table – Status to “**with Open Dispute**”   + Update Temp Table - Campaign Status to “CLOSED”  1. **Partial Adjustment (Fallout Scenario)**  |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Invoice Date** | **Invoice Amount** | **Credit Adjustment** | **Credit Adjustment Status** | **Credit Adjustment applied** | | 1/1/2022 | 600 | 600 | Successfully applied | Partial Adjustment | | 2/1/2022 | 2400 | 400 | failed due to error | For investigation c/o Amdocs – for re-processing either by Business or Amdocs depends on volume. |  * + Update Temp Table – Credit Adjustment Flag to N   + Update Temp Table – Credit Adjustment Status to “Partial Adjustment” * ANNOTATION inclusion   Remarks and Transaction ID fields sent by AIA should be included in the ANNOTATION. | REQ-002 | KENAN |
| PS-005 | * KENAN to send response file to AIA   + File will contain all credit Adjustment that was successfully credited.   + File content will be as follows  |  |  |  | | --- | --- | --- | | **Field Name** | **Description** | **Sample** | | ACCOUNT ID | 10-digits Account Number  **Format: Numeric** | 0123498765 | | TRANSACTION\_ID | Transaction ID  **Format: String** | XXXXXX | | Credit Adjustment Date and Time | Date and Time where Adjustment was credited  **Format: Numeric** | MMDDYYYYHHMMSS | | RE-003 | KENAN |
| PS-006 | * AIA to send SMS Notification   + AIA will send SMS Notification based on the response file received from KENAN.   + Business will define the SMS in AIA. | REQ-003 | AIA |
| PS-007 | * Fallout Report   + Report will be used to monitor status of credit adjustment  |  |  | | --- | --- | | **Report Criteria** | * Should contain accounts where Credit Adjustment was unsuccessful/failed and partially credited adjustments (only failed part). * Temp table field Credit Adjustment Flag is equal to N | | **Frequency** | After processing of Credit Adjustment | | **Mode of Delivery and Directory** | NAS Folder  Details to follow | | **File Format** | CSV Format (.csv) | | **Filename Format** | UNSUCCESSFUL\_CREDIT ADJUTMENT\_<YYYYMMDD>.csv  **Sample:**  UNSUCCESSFUL\_CREDIT ADJUTMENT \_20220101.csv  **Where:**  <YYYYMMDD> = File creation date | | **Record Format** | Column Delimiter: Pipe(|) | | **Header** | With header  ACCOUNT\_NO|START\_DATE|END\_DATE|DISCOUNT\_AMOUNT|PAYMENT\_REQUIRED|REMARKS|  TRANSACTION\_ID|CR\_ADJ\_FLAG|CR\_ADJ\_STATUS | | **Record Structure** | | | |  |  |  | | --- | --- | --- | | **Field Name** | **Description** | **Sample** | | Account Number | Will come from AIA File | 0123498765 | | Campaign start date | Will come from AIA File | 20220728082906 | | Campaign end date | Will come from AIA File | 20220801082906 | | Discount Amount | Will come from AIA File | 12345 | | Payment Required | Will come from AIA File | 12345 | | Remarks | Will come from AIA File | Remarks | | Transaction ID | Will come from AIA File | XXXXX | | Credit Adjustment Flag | Will be populated based on the status of Credit Adjustment | Y or N | | Credit Adjustment Status | Will be populated based on credit adjustment status | With Open Invoice | | | |  | | | REQ-004 | KENAN |
| PS-008 | * **EOD Sweeper**   + Sweeper will check if there were posted payment for the accounts included in the campaign. (partial or full payment)   + Sweeper will run only during the campaign period.   + If there were posted payments to the account, Update below fields in temp table     - Payment Amount     - Latest payment date (within the campaign period)   + For Subscriber where there were 2 or more payments made     - Total all payments made within campaign period. | REQ-002 | KENAN |
| PS-009 | * **NRC process (Clawback)**   EOD sweeper will run after Campaign End date (If Campaign end date is July 26, EOD Sweeper will run July 27)   * Re-use existing NRC for Clawback.  |  |  | | --- | --- | | NRC Type ID | 2880003 | | NRC Description | Adjustment of Balance | | GL | 11090800 |  * Store the Transaction ID from AIA as part of the NRC record. * Reversal of credit adjustment will be applied based on below criteria   + Check Campaign End Date (should be day minus 1)   + Check payment amount versus Payment Required.   + If No payment received, check Payment Required.     - If Payment Required is equal to 0 or blank/null value, do not apply NRC (clawback)       * Update Temp table – Reversal Flag to N       * Update Temp Table – campaign Status to ‘CLOSED’     - Else, check payment made (details below)   + If payment has been made, check Payment Amount versus Payment Required     - if payment is less than the Payment Required       * Apply NRC (clawback)       * Update Temp table – NRC Flag to Y       * Update Temp Table – campaign Status to ‘CLOSED’     - If payment is equal or more than the Payment Required, do not apply NRC (clawback)       * Update Temp table – Reversal Flag to N       * Update Temp Table – campaign Status to ‘CLOSED’ | REQ-002 | KENAN |
| PS-010 | * **End of Campaign Report**   Report will be used to monitor campaign   |  |  | | --- | --- | | **Report Criteria** | * Report will contain All accounts included in the campaign. Refer to Transaction ID. * This will be generated the following day based on end date of campaign period. | | **Frequency** | After end date of campaign | | **Mode of Delivery and Directory** | NAS Folder  Details to follow | | **File Format** | CSV Format (.csv) | | **Filename Format** | ENDOFCAMPAIGN\_<CAMPAIGN\_ID>\_<YYYYMMDD>.csv  **Sample:**  ENDOFCAMPAIGN\_CAMPAIGNID \_20220101.csv  **Where:**  <YYYYMMDD> = File creation date | | **Record Format** | Column Delimiter: Pipe(|) | | **Header** | With header  ACCOUNT\_NO|START\_DATE|END\_DATE|DISCOUNT\_AMOUNT|PAYMENT\_REQUIRED|REMARKS|  TRANSACTION\_ID|CR\_ADJ\_FLAG|CR\_ADJ\_STATUS|PAYMENT\_AMOUNT|NRC\_FLAG|OB| PAYMENT\_DATE|CAMPAIGN\_STATUS | | **Record Structure** | |  |  |  |  | | --- | --- | --- | | **Field Name** | **Description** | **Sample** | | Account Number | Will come from AIA File | 0123498765 | | Campaign start date | Will come from AIA File | MMDDYYYY | | Campaign end date | Will come from AIA File | MMDDYYYY | | Discount Amount | Will come from AIA File | 12345 | | Payment Required | Will come from AIA File | 12345 | | Remarks | Will come from AIA File | Remarks | | Transaction ID | Will come from AIA File | XXXXX | | Credit Adjustment Flag | Will be populated based on the status of Credit Adjustment | Y or N | | Credit Adjustment Status | Will be populated based on credit adjustment status | Successful | | Payment Amount | Based on Payment made by subscriber on the given campaign period | 12345 | | NRC Flag | will determine if subscriber meet the criteria set for a campaign | Y or N | | Latest Payment Date | Date where last payment has been made | MMDDYYYY | | Campaign Status | Will determine Campaign Status | OPEN or CLOSED | | REQ-004 | KENAN |
| PS-011 | * No need to update Financial Reports as existing NRC will be used. | REQ-004 | KENAN |
| PS-012 | * SOA presentment for Credit Adjustment should be AS-IS on how credit adjustment is being shown. | REQ-002 | KENAN |
| PS-013 | * SOA Presentment for Reversal of Credit Adjustment (Charge back)   Attached sample SOA | REQ-002 | KENAN |

**Solution Details:**

|  |  |  |
| --- | --- | --- |
| **System** | **Solution** | **Mandays** |
| AIA |  |  |
| KENAN |  |  |
| Testing |  |  |

## Effort

**Bucket A : Total DCUT & Testing:**

|  |  |  |
| --- | --- | --- |
| **Project Execution Items** | **Bucket A** | **Remarks** |
| **Actual Effort (MD)** |
| Development and Unit Testing (DCUT) |  | Breakdown mentioned above |
| DCUT Support |  |  |
| Testing (SAT/IAT/UAT/PPT) |  | Breakdown mentioned above |
| Total |  |  |

## Timeline

|  |  |
| --- | --- |
| **Item** | **Timelines** |
| Development and Unit Testing (DCUT) |  |
| Integration Acceptance Testing & Support (IAT) |  |
| User Acceptance Testing Support |  |
| Volume Testing (\*) |  |
| Deployment |  |

NOTE: timeline will be defined based on new Prioritization process and only after HLD approval to be coordinated with assigned portfolio manager.

# Other Impacts

## Impacted Interfaces

N/A

### Related Requirements

N/A

## Hardware/Third-party Software Impact

N/A

## Impact on Operation

N/A

## Impact on Security

N/A

## Impact on Training

N/A

## Impact on Migration

N/A

## Impact on Production (System Downtime and Data)

# Risks

| # | Risk | Impact Type | Impact Severity | Mitigation / Solution | Owner | Status | Due Date | Comments |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |

# Open Issues

| Open  Item | Impact | Type of Open Item | Owner | Status | Comments |
| --- | --- | --- | --- | --- | --- |
| OI-001 | Solution/Effort | SFTP details where AIA will dump the file | KENAN Team – Amdocs | Pending |  |
| OI-002 | Solution/Effort | SFTP details where KENAN will dump the file | AIA Team – Amdocs | Pending |  |
| OI-003 |  | NAS Folder where reports will be dump   1. Fallout Report 2. End of Campaign Report | PLDT | Pending |  |
| OI-004 |  | Existing NRC Details | KENAN Team - Amdocs | Pending |  |
| OI-005 |  | List of Financial Report to be updated | PLDT | Pending |  |

Document Release Information

Every change made to the document following the initial delivery MUST be shown in detail in this table

| SW Ver. | Editor/Author | Application | Edit Date | Section | Changes | Sent to site | Approving Manager | Version |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Lourdes Dela Cruz |  |  |  | Initial Release |  |  |  |
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