Standard Operating Procedure

|  |  |
| --- | --- |
| MDF Controlling | |
|  | |
|  | |
| SOP Number | 1 |
| Customer | NTT Germany |
| Organization/Area | R2R Germany |

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# Document Control

## Document Location

[Arial 10 – Share path / link of the SOP]

## Document Creation

|  |  |  |
| --- | --- | --- |
| **Creation Date:** | **Genpact Approval By:** | **Customer Approval By:** |
| Month d, year | Name, Title | Name, Title |

## Revision History

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Revision Date:** | **Version Number:** | **Change Reason:** | **Pages Changed (pg. no.)** | **Genpact Approval By:** | **Customer Approval By:** |
| Month d, year | 01 |  |  | Name, Title | Name, Title |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# Acronyms, Process Legends, and Definitions

[Arial 10 – Add link to the library]

# Overview

## Objective of the Document

## Value Stream Impacted and Supporting Systems

### Value Stream

|  |  |
| --- | --- |
| **Value Stream (L1)** | **Definition (L1)** |
| R2R | Record to Report |
|  |  |

### Supporting System

### Technical Support

|  |  |
| --- | --- |
| **System Name** | **Usage** |
|  |  |
|  |  |
|  |  |
|  |  |

## Assumptions and Exclusions

[Arial 10 – Please provide detailed description of all exceptions to the standard process captured. Please link each exception with the process step and maintain an exception tracker, only the path / link of the tracker should be added.]

## Guiding Principle

[Arial 10 – Refer to notation standard BPMN 2.0]

# Business Process

## Value Stream and Process Group (Level 2)

[Arial 10 – Mention value stream (L1) and aligned process group (L2) along with definition relevant to the SOP.

## Business Process (Level 3)

[Arial 10 – Mention business process (L3), definition and value created (L3)

## Business Process Activity Map

[Arial 10 - E2E including both retain and service provider) @ Activity (level 4) Per entity & scenario Activity, associated role (retain or service provider), system, KPI, SLA, key input and key outputs]

## Business Process Task

This task will be done monthly (usually mid month) once we receive the GAM Reporting file from Matt Penaluna:

A close-up of a person

Description automatically generated

The GAM Reportings are saved on the Sharepoint: MDF Controlling – G\_Gam Bookings – 2023:

A screenshot of a computer

Description automatically generated

The first step is to open MDF 2023 Controlling FY file, which can be find on the SharePoint, as well: MDF Controlling – MDF Controlling:

A screenshot of a computer

Description automatically generated

The first sheet is the Summary sheet – “Control”:

A screenshot of a computer

Description automatically generated

Then we have “Receiving” sheet, which means what we receive for our 3 global accounts Deutsche Bank, SAP & Volkswagen. In this sheet we track every month starting in April (because this is the first month of the Fiscal Year in NTT) the GP increase.

A screenshot of a computer

Description automatically generated

For Receiving we open the GAM Reporting file for January, we go to the sheet “Country Summary” and we filter on Column D “Host Country” for DE (Germany) and we take for each country only the GP values in USD dollars and we paste the values into the sheet “Receiving” of our MDF 2023 Controlling file:

A screenshot of a computer

Description automatically generated

Here we have to add January month and to copy paste as values the GP for each country for the 3 global accounts Deutsche Bank, SAP & Volkswagen, in the same manner that we did for the previous months. Then we update the quarter results in FY23 Q4MDF Result (as January 2023 is part of Q4):

A screenshot of a computer

Description automatically generated

For every result we take **10 % for MDF:**

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Description automatically generated

But we have only one specialty – **for Australia we only take 4% for SAP,** as we can see in the formulas here:

We calculate Deutsche Bank with 10%, SAP with 4% and Volkswagen with 10%

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Description automatically generated

The purpose of this tab “Receiving” is that we know what we will receive from other entities inside the NTT Corporation, for each quarter, based on the global accounts that we host.

In order to prepare the tab “Paying” we go again in our GAM Reporting file for January, we select everything on column D “Host Country” and we go and take the GP amounts only for Germany:

A screenshot of a computer

Description automatically generated

And we paste them as values in the sheet “Paying” – column Germany Jan YTD:

A screenshot of a computer

Description automatically generated

Important here is that Deutsche Bank, SAP & Volkswagen are hosted by us, so we don’t pay them. Therefore, for these 3 accounts we simply delete the values:

A screenshot of a computer

Description automatically generated

We then calculate the quarter result, for example for Q3 we subtract December value from September value, as September is the last month from Q2 and December is the last month from Q3:

A screenshot of a computer

Description automatically generated

And the last step is to calculate the MDF result for each quarter, which is 10% applied to the quarter amount:

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Description automatically generated

That’s it.

# Exceptions

[Arial 10]

# Compliance Documents to Business Process

[Arial 10 – Associated Compliance Documents to Business Process (level 3) example - SOX, Policies (Link to applicable documents]

# Other Key Documents

[Arial 10 - “Service Delivery” i.e. Engagement Model (Link to applicable documents)]

# Sign Off

[Arial 10 - Please insert as object email from customer with sign off for the last revision of the SOP]