

4. Finance - Bank Charges Business Requirement Document (BRD)

WAVE	X.2
PROCESS	GSSC Bank Charges, Interest and Sweeps
LEVERS	Robotics/Analytics
JIRA LINK	
INTERVENTION	
DOCUMENT STATUS	Approved
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EPIC

Instructions: Select Insert more content > Select Jira Issue/Filter

Search in format > key = Jira ID

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JIRA Charts

key = LB-26

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Key

Summary

LB-26

Task required to deliver robotics solution design

Display options

Display as

Single issue

Display the macro as a single issue.

Total issue count

Display total number of issues as a link. Eg.1 issues

Table

Customise your columns below.

Maximum issues

20

Leave empty to get all issues.

Columns to display

Key | Summary | Status

Select Macro

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Key	Summary	Status
LB-26	Task required to deliver robotics solution design	TO DO

User Story / High Level Business Requirements

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key = LB-67

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Key

Summary

LB-67

Governance Framework for Robotics

Display options

Display as

Single issue

Display the macro as a single issue.

Total issue count

Display total number of issues as a link. Eg.1 issues

Table

Customise your columns below.

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Key | Summary | Issue Type | Assignee | Status | Epic Link

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Key	Summary	T	Assignee	Status	e
LB-67	Governance Framework for Robotics		Unassigned	TO DO	Rl Fc

Document Approval and Version Control

Version	Date	Description	Reviewer	Role	Evidence of approval	Comments
0.1	15-May-2019	Initial draft				
0.2	20-May-2019	Updated with recommended changes	Sally Kostov	BA		In review
0.3	3rd Sept-2019	Initial draft of BRD for GSSC Bank Charges JE preparation	Glenn Manio, Richard Mariado, Gem Dizon	GSSC Project Manager and SPOC		Initial draft prepared by Suvrajyoti Karmakar (BA)
0.4	11th Sept - 2019	Version 0.4 of the BRD shared with GSSC team for review	Glenn Manio, Richard Mariado, Gem Dizon, Ruth Viray	GSSC Project Manager and SPOC		<p>Feedback comments from the team received:</p> <ul style="list-style-type: none"> • Change Reviewer role • Change In scope for PayPal accounts and include the details of NOCTR • Change OOS and mention Web ADI is OOS for the BOT • Include flow for Exception Handling • Change Oracle Version to Oracle 12
0.5	13th Sept - 2019	Ver 0.5 of the BRD	Gem Dizon, Glenn Manio	GSSC Project Manager and SPOC		Incorporated the review comments received from Gem. Mostly changes in the verbiage.
0.6	20th Sept - 2019	Ver 0.6 of the BRD	Glenn Manio	GSSC Project Manager and SPOC		Incorporated the review comments received from Glenn.
0.7	22nd Sept - 2019	Ver 0.7 of the BRD	Tim Sutton, Colin Tse, Andrew Rowlands	Onshore Stakeholder		Incorporated the review comments received from Tim Sutton and Colin Tse
0.8	27th Sept - 2019	Ver 0.8 of the BRD	Tim Sutton	Onshore Stakeholder		<p>Incorporated additional review comments received from Tim Sutton</p> <ol style="list-style-type: none"> 1. Change in Introduction 2. Change in Section 1.1 3. Change Business Unit if Tim 4. Rewrite in Section 2 5. Rewrite in Section 2.1 6. Changes in OOS 7. Updated section 2.2 8. Updated section 2.3 9. Changes in Section 3 10. Updates in Section 3.1.1 11. Updates in Section 3.1.2 12. Updates in Section 3.1.3 13. Changes in Section 3.3 14. Changes in Section 3.4 15. Updated Section 3.5 16. Updated Section 4.1 17. Updated Section 4.2 18. Updated Section 5
0.9	30th Sept- 2019	Ver 0.9 of the BRD	Tim Sutton	Onshore Stakeholder		<p>Incorporated additional review comments received from Tim Sutton</p> <ol style="list-style-type: none"> 1. 2.1 in-scope 2. 2.3 assumptions 3. 3.1 narrative, diagram, and business requirements 4. 3.3 reporting 5. 3.5 test cases 6. 4.1 communications, etc. 7. 4.2 escalation

1.0	1st Oct-2019	Ver 1.0 of the BRD	Glenn Manio	GSSC Project Manager and SPOC		Incorporated feedback comments from Glenn.
1.1	1st Oct-2019	Ver 1.1 of the BRD	Andrew Rowlands	Onshore Stakeholder		Incorporated feedback comments from Andrew: 1. Review of Master Data file 2. Updated In-scope Section 2.1 3. Updated OOS Section 2.1 4. Updated Section 2.2 5. Changes in Assumption Section 5
1.2	1st Oct-2019	Ver 1.2 of the BRD	Glenn Manio	GSSC Project Manager and SPOC		Incorporated feedback comments from Glenn. 1. Change Process name to GSSC Bank Charges, Interest and Sweeps/Transfers 2. Include Journal preparation day for Sweeps as BD-1 3. EPIC series should include a reference to bank sweeps
1.3	4th Oct-2019	Ver 1.3 of the BRD	Tim Sutton	Onshore Stakeholder		Incorporated feedback comments from Tim.
1.4	7th Oct-2019	Ver 1.4 of the BRD	Tim Sutton, Andrew Rowlands	Onshore Stakeholder		Incorporated feedback comments from Tim, Andrew
1.5	9th Oct-2019	Ver 1.5 of the BRD	Tim Sutton, Andrew Rowlands	Onshore Stakeholder		Incorporated feedback comments from Tim, Andrew
1.6	10th Oct-2019	Ver 1.6 of the BRD	Tim Sutton, Andrew Rowlands	Onshore Stakeholder		Incorporated feedback comments from Tim, Andrew 1. Change in verbiage in Section 9 2. Update table attached under section 2.1 with color coding
1.7	15th Oct-2019	Ver 1.7 of the BRD	Tim Sutton, Andrew Rowlands	Onshore Stakeholder		Incorporated feedback comments from Tim, Andrew 1. Updated Master Data file received from Glenn under Section 1.1 2. Updated In Scope /Out of Scope Bank account details under section 2.2 3. Updated Open Items under Section 9
1.8	16th Oct-2019	Ver 1.8 of the BRD	Tim Sutton	Onshore Stakeholder		Updated Section 9
1.9	1st Nov-2019	Ver 1.9 of the BRD	Colin Tse	Onshore Stakeholder		Updated BR23

1. Introduction

At the GSSC, in the Bank Reconciliation team, many manual journal entries are posted each month into the Oracle general ledger, to account for banking transactions. This includes bank accounts which are contained within Oracle Cash Management. For these accounts, analysis has been undertaken of the bank statements and the transactions on these bank statements. The analysis has determined that it is possible to automate the posting of the journal entries for many of these transactions, including Bank Charges, Interest, Fees and Sweeps/Transfers between bank accounts.

This Business Requirement Document (BRD) has been created following a site visit and workshops conducted with the Bank Reconciliation team at the GSSC, as well as discussions with Sydney based onshore Finance team members. Outputs included a high level flowchart, which captures the business processes to be automated (via RPA), the target systems used and any assumptions. The main purpose of the BRD is to capture the business requirements to allow for the automation of the identified transactions.

The automated journals will be in text format, and be stored in an agreed folder, to be picked up and loaded via Oracle processes into the general ledger. Once loaded, the journals should be able to be auto-matched as part of the bank reconciliation process in Oracle Cash Management.

1.1 Document Reference

This BRD references the following documents which assist in explaining the high level solution:

Document Name	Document (Link or attach)	Description	Remarks
<<SOP/DTP>>	QM5491 - Oracle Exceptions and Reconciliation Completion.docx	The attached document provides keystroke details/screen captures about the GSSC Bank Charges Process	NA
Web ADI template	AI ANZ Bank Charges woGST Sep 2019 \$30.xlsm	The WEB ADI template is used for creating and posting of Journals as per the AS IS process	NA
Text / Contractual Template	RPA_2021_20190917_094553.txt	The Text/Contract file will be used as a replacement of WEB ADI from RPA perspective	NA
Master Data file	Bank Details_Input Files (EXL) v 1.1.xlsx	Master Data file contains bank account details like nominal, transaction code, etc. for creation of Text / Contract file in turn used for RPA	Updating the Master Data file is an ongoing process. Any updation/deletion of Bank accounts and transaction types will require subsequent updates in the Master Data file followed by a separate sign off. Master Data will require sign off from the following group of stakeholders: <ul style="list-style-type: none"> • GSSC Bank Reconciliation team • Sydney based Onshore Finance team Members • EXL Automation Team
Oracle Simple GL Interface Contract	Oracle Simple GL Interface Contract v1.0.docx	The Oracle Simple GL Interface Contract file contains specifications based on which the Text / Contract file will be prepared by the BOT.	NA

1.2 Process SME Information

During site visit, requirement gathering session of 2 weeks were scheduled between EXL consultants and with the following SMEs, managers and finance members of QBE:

Name	Business Unit	Role
Glen Manio	GSSC - Bank Charges	GSSC Project Manager and SPOC
Gem Dizon	GSSC - Bank Charges	Process SME and SPOC
Ruth Viray	GSSC - Bank Charges	GSSC Project Manager and SPOC
Richard Mariado	GSSC - Bank Charges	Process SME and SPOC
Tim Sutton	Financial Control, Sydney	Onshore Stakeholder

2. Current Process Description

The GSSC Bank Reconciliation team creates manual Journal Entries including Bank Charges, Interest, Fees and Sweeps/Transfers between bank accounts for 33 bank accounts, currently interfaced with Oracle's Cash Management module. To create the manual journals, the GSSC team downloads the required bank statements from Oracle using a specified set of parameters like Bank Name, Branch Name, Account number, Start date, End date and Status = unreconciled. The download creates the Bank Statement Detailed Report (BSDR) and Non- Oracle Transaction Report (NOCTR), which are saved by the GSSC Bank Reconciliation team in a designated shared folder location.

This information is used by the team to manually create the journal entries using a WEB ADI template. Once journal entries are created for various transactions, the GSSC team uses the Oracle plugin available within the WEB ADI template to post the entries into Oracle. Once the entries are successfully posted a happy face icon appears under the Message column of the WEB ADI template, thus confirming the posting of journal. If the entries are not successfully posted a red emoticon appears under the Message column. Once Journal entries are posted to Oracle, they are approved by a Manager, and stored in an agreed folder to comply with the manual journal policy.

At the end of the month, after all journals have been uploaded into Oracle Financials, the Bank Reconciliation team reconciles each bank account via Oracle Cash Management. Extracts are used to support balances in the Blackline reconciliation system.

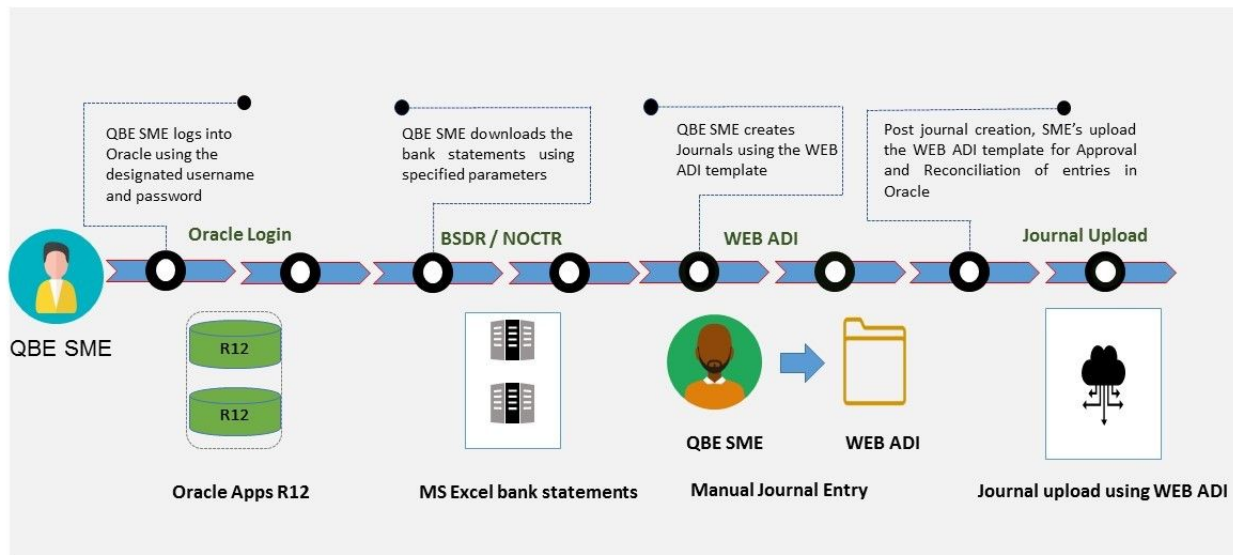
“NOTE: However during the workshop session, it was decided and recommended to use Text/Contract file instead of WEB ADI

template, detailed out in the Solution Design Document (SDD)

Process Name	Process Map
GSSC Bank Charges, Interest and Sweeps	AS IS process

The below process depicts the steps for Journal creation and upload using WEB ADI template as performed by QBE SME's

• GSSC BANK CHARGES DIGITAL SOP – AS IS PROCESS



2.1 Process Details: In-Scope / Out-of-Scope

This project initiative will aim to eliminate manual journal entries pertaining to bank fees and charges including bank sweeps by enabling an automated journal entry creation functionality. QBE entities in scope for Wave X transformation include ANZO Finance and GSSC Finance.

Manual Journal Entry Process – In Scope for RPA:

- **Bank Accounts** which currently interface with Oracle's Cash Management module. 33 bank accounts were identified during the discovery and requirement gathering session. Out of these 33 bank accounts, we have 31 bank accounts which are in scope for this project. These are :[Bank Accounts.xlsx](#)
- In these Bank Accounts, 105 **Journals per month** have been identified for automation to the Oracle General Ledger. These include Interest, Merchant Fee (GST), Service Fees (NON GST), Service Fees (GST), Transfers/Sweeps. For Details on transaction types, transaction codes, offset nominals, cash nominals, GST nominals and other accounting details for in scope bank accounts, kindly refer to the Master Data file attached in Section 1.1 - Document Reference
- The Journals will be **Automated**. The **Journal Process** will include :
 - Downloading of Bank Statements from Oracle Cash Management
 - Rollover of the previous Journal entries from the previous month
 - Preparation of the new Journal from the Bank Statement information
 - Journal entry using BOT solution will happen every Business day till BD-2 of the month. Transactions happening on BD-1 will be rolled over to the BOT solution on BD1 of the next month. BOT will refer to the Holiday calendar (Refer to the SDD) to identify any National and Public holiday.
 - Journals will pick up additional transactions since the prior journal of the same type was last posted
 - Journals to be created in agreed Text format

- Journals are stored in agreed folder location.
- After Journals have been created and stored in agreed folders, AO Finance Systems will assume responsibility for posting. The Journals will be uploaded automatically (via batch) into the Oracle Financials general ledger. No Approval will be required (by a human) prior to uploading.
- At the end of the month, the Bank Reconciliation team will perform a **Bank Reconciliation** for each of the Bank Accounts in Oracle Cash Management. The expectation is that as a part of automated transactions the TO BE solution will have a separate auto-reconciliation mechanism within Oracle systems (not using Ui_path software/ Robotics Process Automation RPA) to carry out the matching of the successfully posted journals. Please refer to 3.1 Proposed To Be Solution for further details.
- Journals if not created due to Oracle unavailability will be rolled over to the next BOT run.

Please refer to the Business Requirements section 3.1.1 for additional details required as part of the solution.

Out-of-Scope for RPA:

- Approval of Journal Entries
- Automated Reconciliation of the in-scope entries in Oracle Cash Management (via Ui_path software)
- PayPal transactions are out-of-scope
- WEB ADI template to prepare the Journal entries
- Transaction types and Journal Entries which have not been defined as being in-scope
- Any image/PDF of the nominal found under the NOMINAL tab of the WEB ADI file, used for creation of current state Journal Entries
- Bank accounts which are not interfaced into the Oracle Cash Management module
- For OOS bank accounts and transaction types, kindly refer to the sheet attached: [Bank Accounts.xlsx](#)

“Note: Any addition or deletion of Bank accounts will require changes in the Master Data file attached under section 1.1
”

2.2 Process SLA's/ KPI's

Process Name	OWNER	SLAs	KPI
GSSC Bank Charges, Interest and Sweeps/Transfers AS IS process	GSSC Team	As a part of the AS IS Journal preparation is carried out on the following days: Fees & Charges: posted weekly and on BD-3 Interest Income: posted weekly and on BD-3 Sweeps/Transfers: weekly and on BD-1	All journals are prepared on BD-3 for Bank Charges Interest and Fees and on BD-1 of every month for Sweeps/Transfers
GSSC Bank Charges Interest and Fees and Sweeps/Transfers TO BE process	GSSC Team	The cut of date for the BOT is BD-2. BOT solution will not create any journal entry on BD-1, transactions happening on BD-1 will be rolled over to the BOT solution on BD1 of the next month. BOT will refer to the Holiday calendar (Refer to the SDD) for BOT run schedule.	Journal entry using BOT solution will happen every Business day till BD-2 of the month. Transactions happening on BD-1 will be rolled over to the BOT solution on BD1 of the next month. BOT will refer to the Holiday calendar (Refer to the SDD) to identify any National and Public holiday.

“NOTE: Any changes in the schedule run and frequency of the BOT will be updated in the SDD
”

2.3 Dependencies & Systems

- Downloading of BSDR / NOCTR
- Uploading of Journals
- Specification of the Text / Contractual File
- Version of windows installed in the machine made available to the BOT
- Bank statements being loaded into Oracle Cash Management

- BOT having systems access to Oracle Cash Management
- BOT correctly identifying agreed bank statements and transaction types
- Master Data File being maintained
- BOT correctly creating Journals
- BOT being maintained, including being able to adapt for software changes
- Security being in place to prevent access to the BOT
- Journal entries are timely, complete, and accurate
- Journal entries are created in correct format
- Journal entries stored in correct folder location
- Oracle will locate journals and load into Oracle Financials (via a batch process)
- Bank Reconciliations team can auto-match transactions as part of Bank Reconciliation processes

The following table summarizes the System dependencies for the AS IS process. System dependencies for the TO BE process will be elaborated further in the SDD

Systems	Version	Location
Oracle Apps	Oracle R12	URL Production: http://eqprd.qbe.com.au
Notepad	Ver 6.1	NA
Windows	Windows 7	NA
Java Framework	Details in SDD	NA

“Note: Any System dependency identified during the later phase of the project will be updated in the BRD as well as in the SDD”

3. Requirements Summary

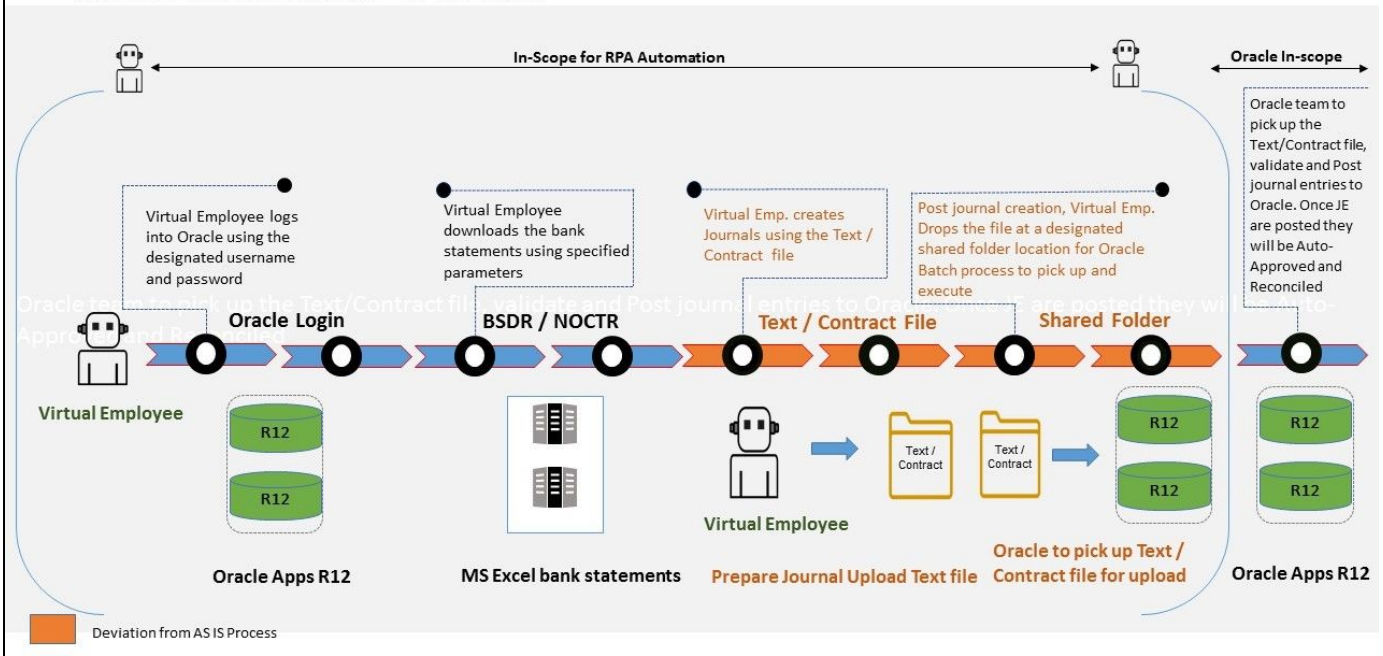
3.1 Proposed To Be Solution

As a part of the TO BE process, the virtual employee will login to Oracle and download the Bank Statements for all the identified 31 bank accounts interfaced with Oracle's Cash Management module. After the download, the BOT will refer to the Master Data File (refer to Section 1.1) to identify the Transaction types and to create the Accounting Transactions and other details for the Journal Entries in Text File format / Contract file (refer to Section 1.1). Once created as per Oracle GL Interface Contract (refer to Section 1.1), the BOT will drop the file at a designated Shared Folder location for the Oracle batch run process to pick up and execute. Once the journal entries are successfully posted to Oracle Financials, an Auto-Approval and Reconciliation mechanism within Oracle will be in place to match the entries as part of the Month End Bank Reconciliations for all 31 Bank Accounts.

Process name	Process map
GSSC Bank Charges, Interest and Sweeps	Proposed To Be Solution

The below process depicts the steps for Journal creation and upload using Text / Contract file as performed by the Virtual Employee

• GSSC BANK CHARGES Digital SOP – TO BE PROCESS



“Note: Any change in approach with respect to the TO BE solution will be detailed out in the SDD”

3.1.1 Business Requirements Table

The following table summarizes the Business Requirements for the To-Be process:

SL NO	Business Objective	Description	Reference
BR01	Systems	Systems involved in the To-Be process are Oracle Cash Management, [name of the BOT software], QBE network folders, Windows, and Oracle Financials	Refer to section 2.3 Dependencies and Systems
BR02	Access	Approval will be required for authorization of virtual employee to access Oracle Apps R12 for downloading bank statements.	SDD will elicit the levels of access that the BOT needs to various dependent systems.
BR03	Automation	This project aims to eliminate manual effort to prepare and post the journal entries by enabling an automated journal entry creation functionality. QBE entities in scope for Wave X transformation include ANZO Finance and GSSC Finance.	Refer to Section 2.1 Process Details In-Scope / Out-of-scope for scope of automation from RPA perspective. Also refer to the diagram from Section 3.1 to segregate what is in scope for the BOT and what is in scope for Oracle.
BR04	Journal Format	WEB ADI template is the file used currently by the GSSC team for Journal creation and posting. However during the workshop session, it was suggested to use Text/Contract file instead of WEB ADI template, detailed out in the Solution Design Document (SDD).	Refer to Section 1.1 Document reference for WEB ADI template and Text / Contract file. Refer to Section 3.1 for the proposed TO BE file.
BR05	File storage	File storage and shared drive location details will be a part of the SDD.	Refer to the SDD

BR06	No Approval	As a part of the AS IS process a maker checker mechanism is in place to approve the journals after they are successfully posted to Oracle. The TO BE process will eliminate any maker checker activity and will introduce an auto approval procedure which is in scope for Oracle	Refer to Section 2.1 Process Details In scope / Out-of-scope for the various transaction types in scope for this project. Explicit details on the count of journals, start date and end date are available in the Master Data file attached under Section 1.1 Document reference. Also refer to the diagram above at the start of Section 3.1 to segregate what is in scope for the BOT and what is in scope for Oracle.
BR07	Reporting	There are no reporting scenes as a part of the AS IS process. However the TO BE solution will incorporate reports being sent out at various trigger points to the stakeholders and SMEs.	Refer to Section 3.3 for Process reporting requirements. Trigger points for these reports will be detailed out in the SDD.
BR08	Communication	Communication alerts will be sent out at various trigger points to various SMEs and Stakeholders.	Refer to Section 4.1 Communication / Alerts for further details
BR09	Escalation	A planned set of procedures and controls in place to deal with any unforeseen circumstances.	Refer to section 4.2 for Escalation Matrix
BR10	Exceptions	Explicit details about the Business and System Exceptions will be captured in the SDD.	Refer to the SDD
BR11	Errors	Error codes and error logs will be captured in details in the SDD	Refer to the SDD
BR12	Controls	Mitigation plan for any risk involving downloading of bank statements, preparation of Text / Contract file and dropping it in the shared folder location will be owned by the BOT support team. Mitigation plan for any risk covering Text/contract file validation, upload to Oracle, auto approval and reconciliation will be owned by the Oracle team.	Refer to section 5. Risk, Constraints & Assumptions. Controls need to ensure Completeness and Accuracy of financial data, as well as End to End Bank Reconciliation procedures.
BR13	Ownership	The BOT solution will require ownership by a group who has the required knowledge and technical skills.	Refer to the SDD. In addition to the above For GSSC Bank charges, Interest, Fees and Sweeps/Transfers, Support and Maintenance model to be followed as outlined by QBE RPACoe
BR14	Maintenance	The solution needs to be able to be amended reasonably easily due to any change in business requirements. For example, this may mean a change in systems or version; and changes to the Bank Accounts and / or Transactions and / or the accounting, as defined in the Master Data File.	For GSSC Bank charges, Interest, Fees and Sweeps/Transfers, Support and Maintenance model to be followed as outlined by QBE RPACoe
BR15	Change Management	There needs to be appropriate Change Management processes, such as sign-offs and testing. Security needs to be in place to ensure that changes cannot be made without required Change Management.	For GSSC Bank charges, Interest, Fees and Sweeps/Transfers, Support and Maintenance model to be followed as outlined by QBE RPACoe
BR16	Bank Accounts	There are a list of 31 bank accounts which are in scope for this project.	Refer to Section 2.1 Process Details In scope / Out-of-scope for the list of Bank Accounts in scope. Explicit details on the above 31 bank accounts are available in the Master Data file attached under Section 1.1 Document reference.
BR17	Transactions	Calculation of Interest, Merchant Fee (GST), Service Fees (NON GST), Service Fees (GST), Transfers/Sweep for the bank accounts.	Refer to Section 2.1 Process Details In scope / Out-of-scope for the various transaction types in scope for this project. Explicit details on the count of journals, start date and end date are available in the Master Data file attached under Section 1.1 Document reference.
BR18	Frequency	Journal preparation is carried out by GSSC team on a weekly basis and on BD-3 of every month for Bank Charges Interest and Fees. Journal preparation is carried out by GSSC team on a weekly basis and on BD-1 of every month for Sweeps/Transfers	Refer to Section 2.2 Process SLA's/ KPI's. Journal entry using BOT solution will happen every Business day till BD-2 of the month. Transactions happening on BD-1 will be rolled over to the BOT solution on BD1 of the next month. BOT will refer to the Holiday calendar (Refer to the SDD) to identify any National and Public holiday. Refer to Section 9 of the BRD for additional information

BR19	Time	<p>The current average handling time for downloading BSDR, creation of Journal Entry, uploading on Oracle by a QBE SME is nearly 30 minutes per Journal Entry.</p> <p>It is expected that the To-Be process will result in a greatly efficient process, and significant time savings.</p>	<p>Refer to Section 3.4 Non-Functional Requirements for AHT involved.</p> <p>To be considered further as part of the SDD</p>
BR20	Documentation	Appropriate systems and process documentation is to be created and maintained, including applicable DTP creation and amendments as applicable.	In addition to the above For GSSC Bank charges, Interest, Fees and Sweeps/Transfers, Support and Maintenance model to be followed as outlined by QBE RPACoe
BR21	Policy	The solution is to adhere to required QBE policies and standards, including IT and accounting requirements. This will include storage of Journal Entries and Supporting Documentation.	To be a part of SDD
BR22	Audit	The solution should satisfy any internal and external audit requirements, and internal controls.	To be a part of SDD
BR23	Reconciliation	As a part of the AS IS process, reconciliation or matching of journal entries are performed by a QBE SME within Oracle Apps after the journals are successfully posted. However as a part of the TO BE process, reconciliation is out-of-scope of the RPA. However, it is expected that this solution will enable efficient auto-matching to occur in the applicable Bank Reconciliations.	<p>Refer to Section 2.1 Process Details In scope / Out-of-scope for scope of automation from RPA perspective.</p> <p>Also refer to the diagram from Section 3.1 to segregate what is in scope for automation and what is in scope for Oracle.</p> <p>As a part of the AS IS process, reconciliation or matching of journal entries are performed by a QBE SME within Oracle Apps after the journals are successfully posted. However, as a part of the TO BE process, reconciliation is out-of-scope of the RPA. However, it is expected that this solution will enable efficient auto-matching to occur in the applicable Bank Reconciliation.</p> <p>To cater above requirement of auto-matching within Oracle - BOT solution needs to ensure, that the amount and description of the journal should match the amount and description in the bank statement.</p>
BR24	Testing	A set of conditions or scenarios will be used by the tester to judge the robust nature of the solution developed and also identify the defects/errors that happened during the development phase thereby ensuring a high quality product being delivered in the end.	Refer to Section 3.5 Test Case Scenario. These test cases are not comprehensive or complete at this stage. Test cases should also consider the Business Requirements in this table and as described elsewhere in this document. Detailed test cases, test result and status of the test cases will be provided by the testing team

3.1.2 User Story

User Stories are short description of the feature told from the perspective of a person who wishes to build or integrate a new feature into the system.

Creation of user stories is based on the desired and optimized **TO-BE** process and further breakdown of the user stories into small task, with story points will be available during our sprint planning sessions.

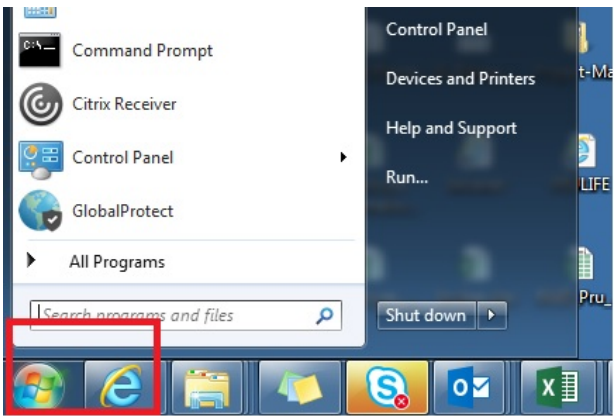
This table mainly references the screen shots which form the AS IS process, as shown in section 3.2 , however including deviations from the current process at the end.

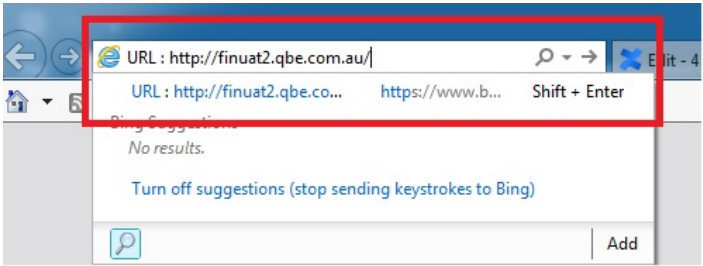
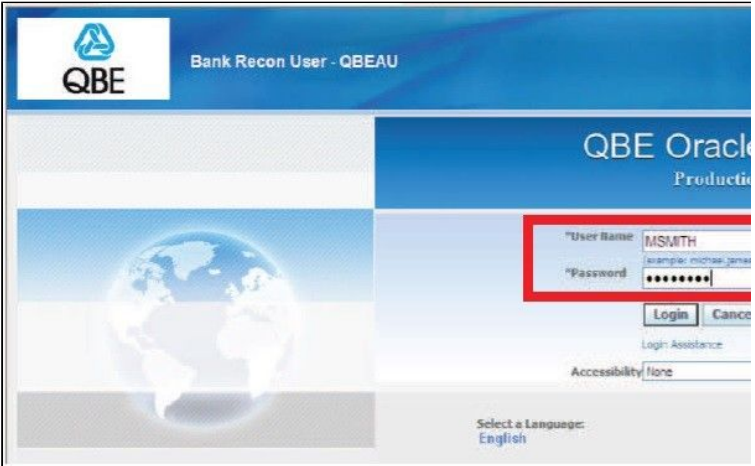
EPIC	User Story	Task	Acceptance Criteria	Screenshot
GSSC Bank Charges, Interest and Sweeps	Download Bank statement detailed report / NOCTR	Create login for Oracle	Able to login to oracle successfully	Step 1 to Step 4
		Click on Bank Statements to traverse to the BSDR/NOCTR download page	Lands on Request Page of Oracle to click on Submit New Request	Step 5 to Step 9

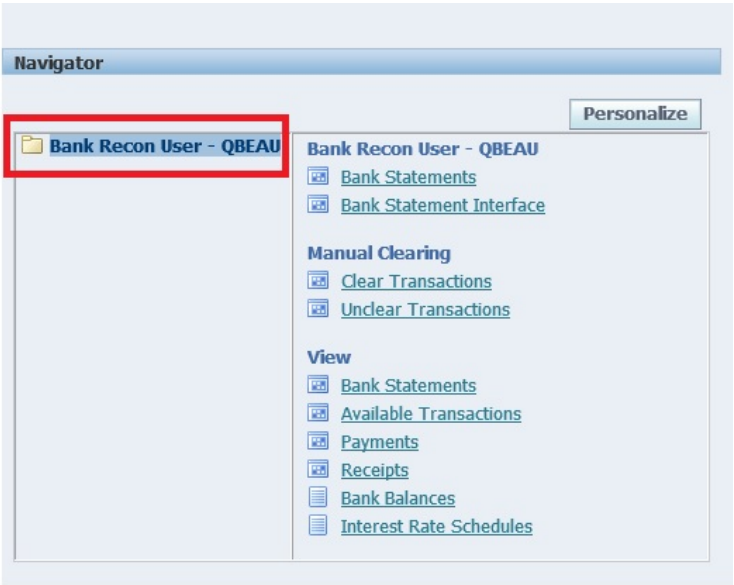
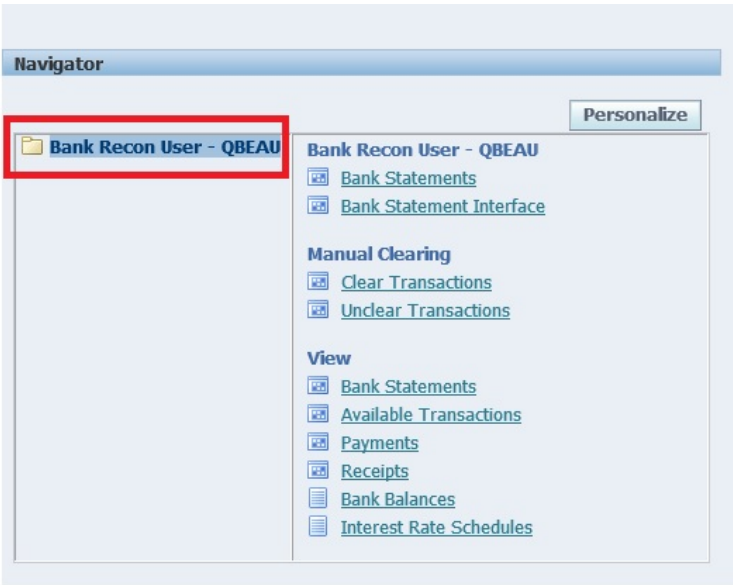
		Open the Master Data file and load all the data into the BOT memory which will be used for BSDR / NOCTR Download and creation of Journal Upload file	Load Master Data file to the BOT	Deviation from AS IS process. As a part of the TO BE process the BOT will refer to the Master Data file for all the bank account details.
		Download BSDR / NOCTR by using the correct parameters from the Master Data file and Save at a designated Shared folder location	BSDR / NOCTR have been downloaded and saved at the designated shared folder location with the correct naming convention	Step 9 to Step 17
GSSC Bank Charges, Interest and Sweeps	Create Journal Entries	Open the BSDR / NOCTR and filter the transactions based on Column P, Column Q of the Master Data file to calculate the total signed amount , GST and Allocation fee	Retrieve the correct transactions for which the JE will be created	Step 18
		Create Journal upload file for Debit / Credit against the correct nominal as per the format described under Section 1.1	JE Contract / Text file created successfully	Step 20
		Save the Text / Contract file	JE Contract / Text file created successfully and saved at the designated shared folder location	Step 21
GSSC Bank Charges, Interest and Sweeps	Send Reports	Send Report: Success report and Exception report to be shared with QBE SME's	Report Sent successfully to QBE SME's	Deviation from AS IS process. As a part of the TO BE process, BOT will be sending out various reports to the concerned stakeholders.


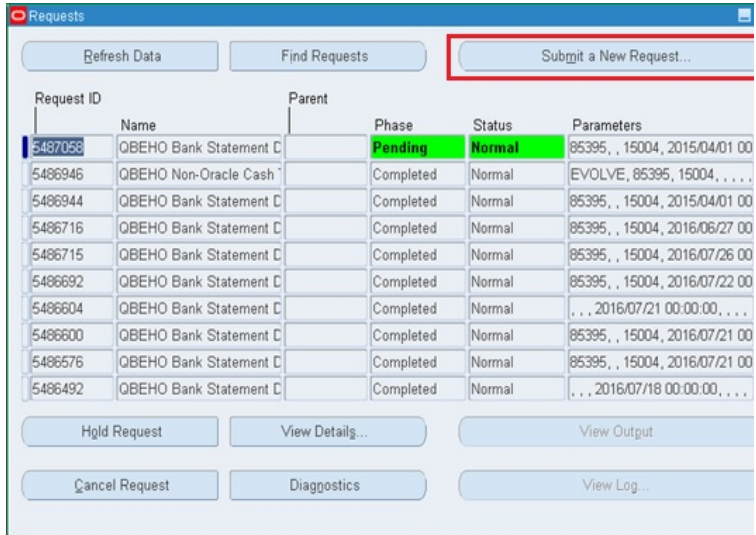
3.2 Screen Shots


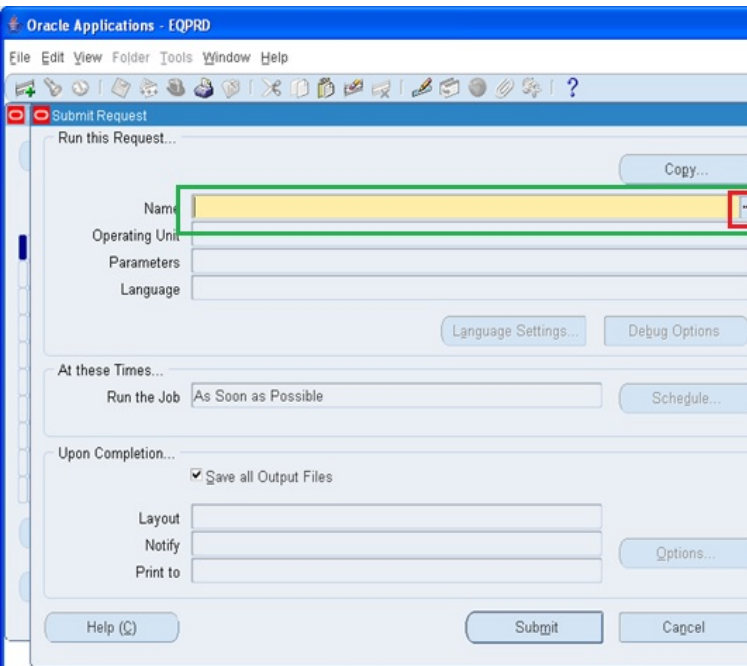
The following screen shots are taken from QBE GSSC process documentation, and depict the current process for the creation and posting of journal entries for certain transactions for bank statements which interface into Oracle Cash Management:

SL No	Step	Processing Instructions/Exceptions	Screen Details
1	Obtain Non Oracle Transaction Report and Bank Statement detailed report	Click on Start	

2	Obtain Non Oracle Transaction Report and Bank Statement detailed report	<p>Open Internet Explorer</p> <p>Note: Internet Explorer should be updated and should run on the latest JAVA framework.</p> <p>Details about the JAVA framework will be available in SDD</p>	
3	Obtain Non Oracle Transaction Report and Bank Statement detailed report	Enter the URL for Oracle Apps	URL Production: http://eqprd.qbe.com.au
4	Obtain Non Oracle Transaction Report and Bank Statement detailed report	Login to Oracle Apps using the username / password	

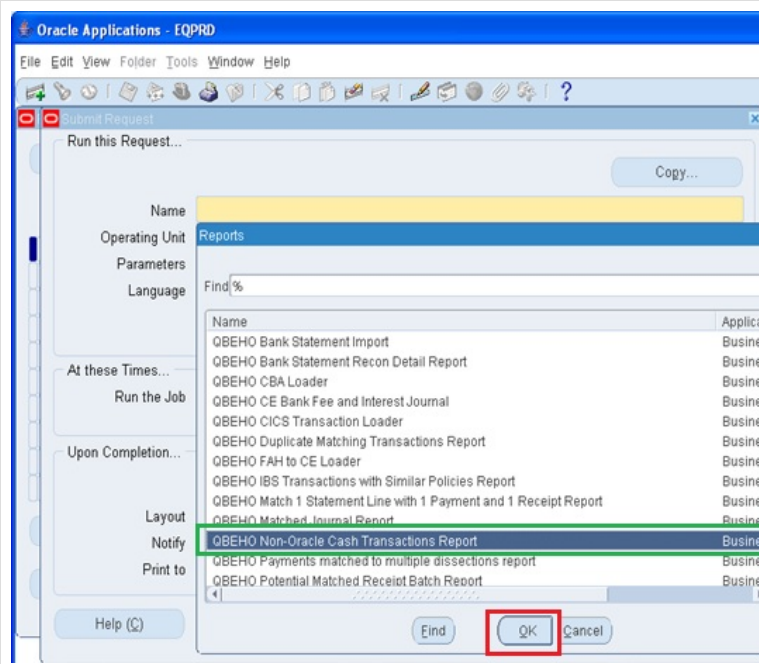
5	Obtain Non Oracle Transaction Report and Bank Statement detailed report	Landed on Oracle Apps Home Page	
6	Obtain Non Oracle Transaction Report and Bank Statement detailed report	Click on Bank Recon User	

7	Obtain Non Oracle Transaction Report and Bank Statement detailed report	When Oracle Applications R12 window pops-up, do not close the window while working in Oracle environment. Doing this will close any open windows that are using Oracle.																																																																			
8	Obtain Non Oracle Transaction Report and Bank Statement detailed report	Click on View - Request																																																																			
9	Obtain Non Oracle Transaction Report and Bank Statement detailed report	Click on Submit a New request	 <table><thead><tr><th>Request ID</th><th>Name</th><th>Parent</th><th>Phase</th><th>Status</th><th>Parameters</th></tr></thead><tbody><tr><td>5487058</td><td>QBEHO Bank Statement C</td><td></td><td>Pending</td><td>Normal</td><td>85395, , 15004, 2015/04/01 00</td></tr><tr><td>5486946</td><td>QBEHO Non-Oracle Cash</td><td></td><td>Completed</td><td>Normal</td><td>EVOLVE, 85395, 15004, , , ,</td></tr><tr><td>5486944</td><td>QBEHO Bank Statement C</td><td></td><td>Completed</td><td>Normal</td><td>85395, , 15004, 2015/04/01 00</td></tr><tr><td>5486716</td><td>QBEHO Bank Statement C</td><td></td><td>Completed</td><td>Normal</td><td>85395, , 15004, 2016/06/27 00</td></tr><tr><td>5486715</td><td>QBEHO Bank Statement C</td><td></td><td>Completed</td><td>Normal</td><td>85395, , 15004, 2016/07/26 00</td></tr><tr><td>5486692</td><td>QBEHO Bank Statement C</td><td></td><td>Completed</td><td>Normal</td><td>85395, , 15004, 2016/07/22 00</td></tr><tr><td>5486604</td><td>QBEHO Bank Statement C</td><td></td><td>Completed</td><td>Normal</td><td>, , , 2016/07/21 00:00:00, , ,</td></tr><tr><td>5486600</td><td>QBEHO Bank Statement C</td><td></td><td>Completed</td><td>Normal</td><td>85395, , 15004, 2016/07/21 00</td></tr><tr><td>5486576</td><td>QBEHO Bank Statement C</td><td></td><td>Completed</td><td>Normal</td><td>85395, , 15004, 2016/07/21 00</td></tr><tr><td>5486492</td><td>QBEHO Bank Statement C</td><td></td><td>Completed</td><td>Normal</td><td>, , , 2016/07/18 00:00:00, , ,</td></tr></tbody></table>	Request ID	Name	Parent	Phase	Status	Parameters	5487058	QBEHO Bank Statement C		Pending	Normal	85395, , 15004, 2015/04/01 00	5486946	QBEHO Non-Oracle Cash		Completed	Normal	EVOLVE, 85395, 15004, , , ,	5486944	QBEHO Bank Statement C		Completed	Normal	85395, , 15004, 2015/04/01 00	5486716	QBEHO Bank Statement C		Completed	Normal	85395, , 15004, 2016/06/27 00	5486715	QBEHO Bank Statement C		Completed	Normal	85395, , 15004, 2016/07/26 00	5486692	QBEHO Bank Statement C		Completed	Normal	85395, , 15004, 2016/07/22 00	5486604	QBEHO Bank Statement C		Completed	Normal	, , , 2016/07/21 00:00:00, , ,	5486600	QBEHO Bank Statement C		Completed	Normal	85395, , 15004, 2016/07/21 00	5486576	QBEHO Bank Statement C		Completed	Normal	85395, , 15004, 2016/07/21 00	5486492	QBEHO Bank Statement C		Completed	Normal	, , , 2016/07/18 00:00:00, , ,
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10	Obtain Non Oracle Transaction Report and Bank Statement detailed report	Click the radio button for Single Request and click OK .	 <p>The screenshot shows a dialog box titled "Submit a New Request". It asks "What type of request do you want to run?". There are two radio buttons: "Single Request" (selected and highlighted with a red rectangle) and "Request Set". Below "Single Request" is the text "This allows you to submit an individual request." Below "Request Set" is the text "This allows you to submit a pre-defined set of requests." At the bottom, there are two buttons: "OK" (highlighted with a red rectangle) and "Cancel".</p>
11	Obtain Non Oracle Transaction Report and Bank Statement detailed report	In the Name field, click the radio button at the right most.	 <p>The screenshot shows the "Oracle Applications - EQPRD" window. The "Submit Request" dialog is open. The "Name" field is highlighted with a green rectangle. A red rectangle is placed over the rightmost radio button in the "Name" field. Other fields include "Operating Unit", "Parameters", and "Language". There are buttons for "Copy...", "Language Settings...", "Debug Options", "Schedule...", "Options...", "Help (C)", "Submit", and "Cancel".</p>

12 Obtain Non Oracle Transaction Report and Bank Statement detailed report

Select the Report Name and then Click Ok



13	Obtain Non Oracle Transaction Report and Bank Statement detailed report	<p>In Parameters field, select the following:</p> <p>Bank Branch Name - For both Australian Intermediaries and Workers' Comp Co 201203 Pitt & Hunter Streets For Surety032000 Sydney Office</p> <p>Bank Account Number -</p> <p>Australian Intermediaries</p> <p>837XXXXX3</p> <p>Workers' Comp Co 2</p> <p>77XXXXX3</p> <p>Statement From – date: Start date of the current year (default)</p> <p>e.g.: 1st Jan 2019</p> <p>Statement To - date: Date on which the Journal is being prepared (Generally today date)</p> <p>e.g.: 1st Aug 2019</p> <p>Status – Unreconciled (default)</p> <p>Click OK</p> <p>All the selected parameters will auto-populate in Submit Request window.</p> <p>Click SUBMIT</p>
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Parameters

Bank Branch Name: 012003 Pitt & Hunter Streets

Account Number: 837143003

Statement From: 01.01.2018

Statement To:

Transaction Date From:

Transaction Date To:

Transaction Type:

Transaction Method:

Status: Unreconciled

Amount From:

Amount To:

Matched Amount From:

Matched Amount To:

OK

Submit Request

Run this Request...

Name: QBEHO Bank Statement Detail Report

Operating Unit:

Parameters: 012003 Pitt & Hunter Streets:837143003:01.01.2018:.....Unreconciled

Language: American English

Language Settings...

At these Times...

Run the Job: As Soon As Possible

Upon Completion...

☒ Save all Output Files

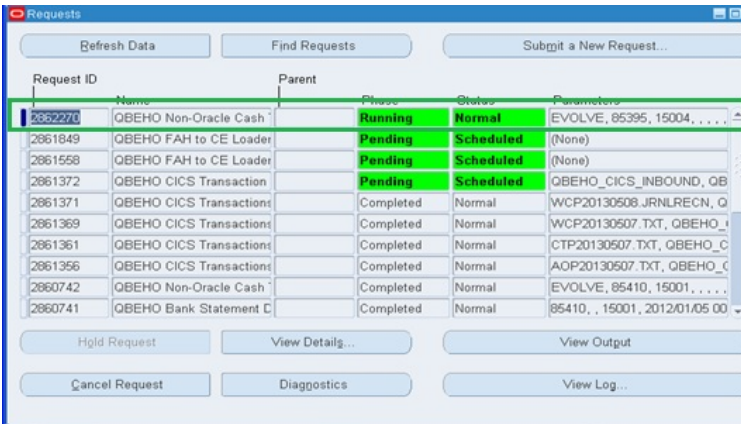
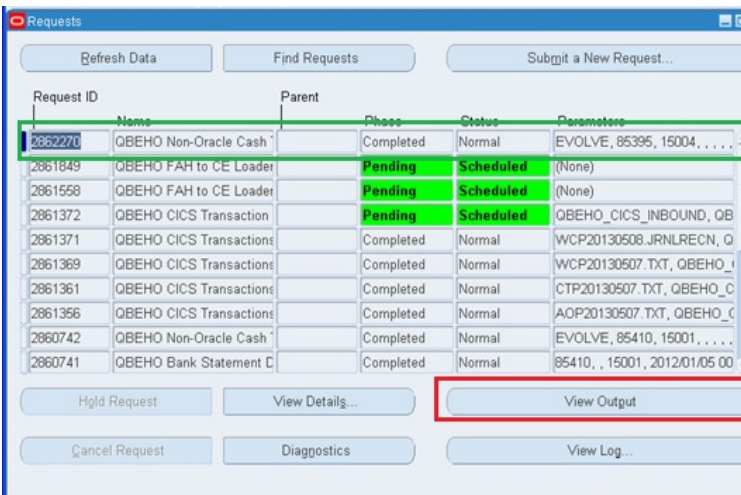
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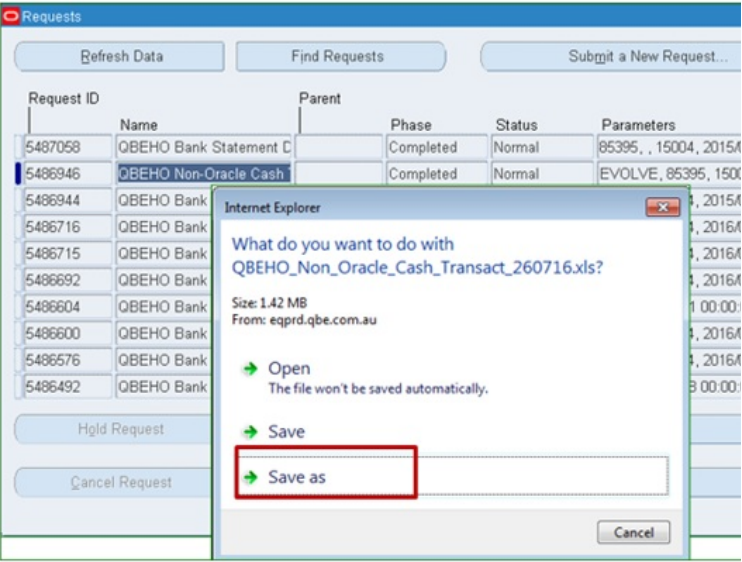
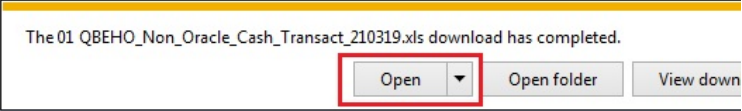
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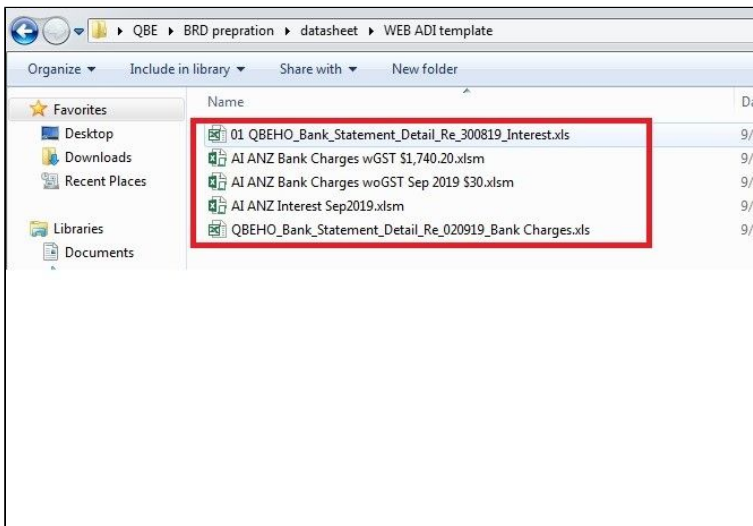
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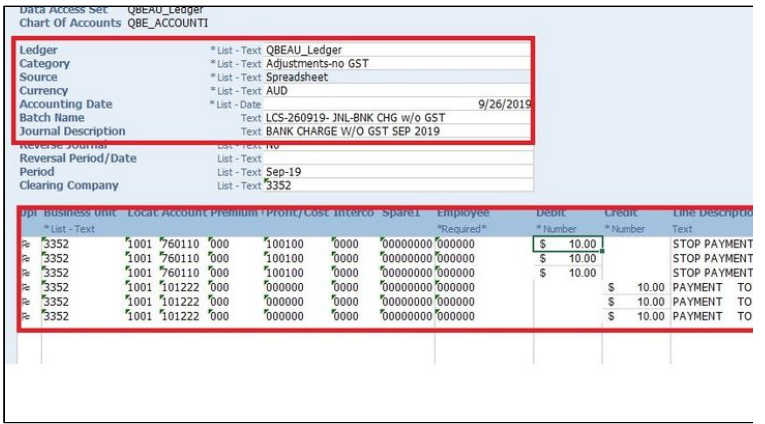
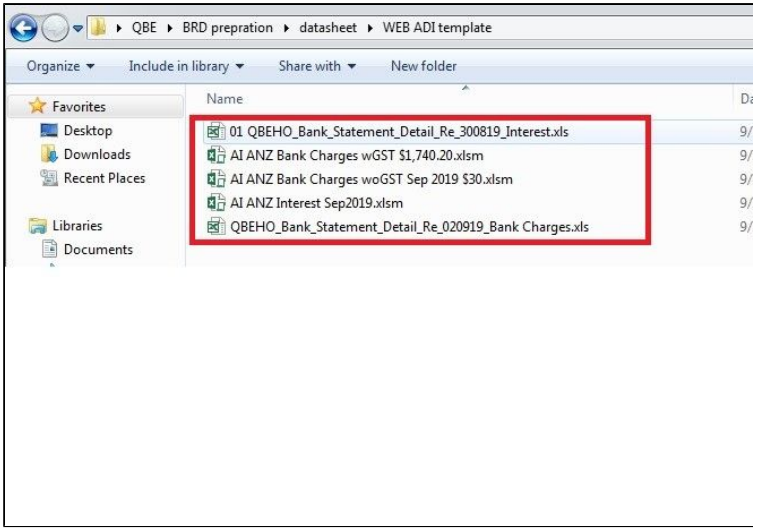
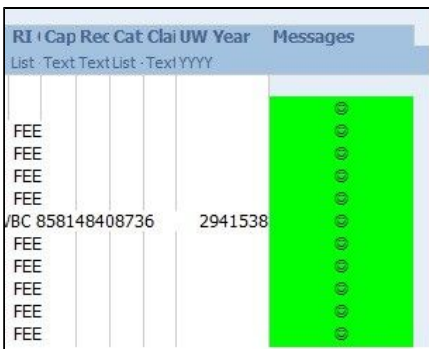
Help (C)

Submit

14	Obtain Non Oracle Transaction Report and Bank Statement detailed report	The request will appear in the queue. Wait for the phase to get Completed.	 <p>The screenshot shows the 'Requests' window with a table of requests. The request with ID 2862270 is highlighted in green. Its phase is 'Running' and its status is 'Normal'. The parameters are 'EVOLVE, 85395, 15004, ...'.</p> <table><thead><tr><th>Request ID</th><th>Name</th><th>Parent</th><th>Phase</th><th>Status</th><th>Parameters</th></tr></thead><tbody><tr><td>2862270</td><td>QBEHO Non-Oracle Cash</td><td></td><td>Running</td><td>Normal</td><td>EVOLVE, 85395, 15004, ...</td></tr><tr><td>2861849</td><td>QBEHO FAH to CE Loader</td><td></td><td>Pending</td><td>Scheduled</td><td>(None)</td></tr><tr><td>2861558</td><td>QBEHO FAH to CE Loader</td><td></td><td>Pending</td><td>Scheduled</td><td>(None)</td></tr><tr><td>2861372</td><td>QBEHO CICS Transaction</td><td></td><td>Pending</td><td>Scheduled</td><td>QBEHO_CICS_INBOUND, QB</td></tr><tr><td>2861371</td><td>QBEHO CICS Transactions</td><td></td><td>Completed</td><td>Normal</td><td>WCP20130508.JRNLRN, Q</td></tr><tr><td>2861369</td><td>QBEHO CICS Transactions</td><td></td><td>Completed</td><td>Normal</td><td>WCP20130507.TXT, QBEHO_</td></tr><tr><td>2861361</td><td>QBEHO CICS Transactions</td><td></td><td>Completed</td><td>Normal</td><td>CTP20130507.TXT, QBEHO_C</td></tr><tr><td>2861356</td><td>QBEHO CICS Transactions</td><td></td><td>Completed</td><td>Normal</td><td>AOP20130507.TXT, QBEHO_C</td></tr><tr><td>2860742</td><td>QBEHO Non-Oracle Cash</td><td></td><td>Completed</td><td>Normal</td><td>EVOLVE, 85410, 15001, ...</td></tr><tr><td>2860741</td><td>QBEHO Bank Statement C</td><td></td><td>Completed</td><td>Normal</td><td>85410, , 15001, 2012/01/05 00</td></tr></tbody></table>	Request ID	Name	Parent	Phase	Status	Parameters	2862270	QBEHO Non-Oracle Cash		Running	Normal	EVOLVE, 85395, 15004, ...	2861849	QBEHO FAH to CE Loader		Pending	Scheduled	(None)	2861558	QBEHO FAH to CE Loader		Pending	Scheduled	(None)	2861372	QBEHO CICS Transaction		Pending	Scheduled	QBEHO_CICS_INBOUND, QB	2861371	QBEHO CICS Transactions		Completed	Normal	WCP20130508.JRNLRN, Q	2861369	QBEHO CICS Transactions		Completed	Normal	WCP20130507.TXT, QBEHO_	2861361	QBEHO CICS Transactions		Completed	Normal	CTP20130507.TXT, QBEHO_C	2861356	QBEHO CICS Transactions		Completed	Normal	AOP20130507.TXT, QBEHO_C	2860742	QBEHO Non-Oracle Cash		Completed	Normal	EVOLVE, 85410, 15001, ...	2860741	QBEHO Bank Statement C		Completed	Normal	85410, , 15001, 2012/01/05 00
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16	Obtain Non Oracle Transaction Report and Bank Statement detailed report	<p>File download will appear, click Save As and save in the file folder reconciliation</p> <p>01 QBEHO_Non_Oracle_Cash_Transact_ddmmyy</p> <p>QBEHO_Bank_Statement_Detail_Re_DDMMYY</p>	
17	Obtain Non Oracle Transaction Report and Bank Statement detailed report	Once download is completed, click on Open .	

18	Filter transactions for which the journal entries have to be created.	<p>Sum total the Signed Amount (column N) to get the total amount of Non-Oracle Cash Transaction Report / Bank Statement detailed report:</p> <ol style="list-style-type: none">1. Calculate GST2. Calculate Allocation Fee	<table><tr><th></th><th>A</th><th>B</th><th>L</th><th>M</th></tr><tr><td>1</td><td></td><td>QBEHO Non-Ora</td><td></td><td></td></tr><tr><td>2</td><td></td><td></td><td></td><td></td></tr><tr><td>3</td><td>Source System</td><td>EVOLVE</td><td></td><td></td></tr><tr><td>4</td><td>Bank Branch</td><td>012003 Pitt & Hunter Str</td><td></td><td></td></tr><tr><td>5</td><td>Account Name</td><td>QBE Commercial</td><td></td><td></td></tr><tr><td>6</td><td>Account Number</td><td>837143003</td><td></td><td></td></tr><tr><td>7</td><td></td><td></td><td></td><td></td></tr><tr><td>8</td><td>Transaction Date</td><td>GL Date</td><td>Status</td><td>Source Amount</td></tr><tr><td>15641</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 2,894.45</td></tr><tr><td>15642</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 2,950.59</td></tr><tr><td>15643</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 2,959.92</td></tr><tr><td>15644</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 3,008.66</td></tr><tr><td>15645</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 3,064.36</td></tr><tr><td>15646</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 3,089.64</td></tr><tr><td>15647</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 3,151.53</td></tr><tr><td>15648</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 3,216.16</td></tr><tr><td>15649</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 3,230.97</td></tr><tr><td>15650</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 3,282.86</td></tr><tr><td>15651</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 3,429.45</td></tr><tr><td>15652</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 3,827.30</td></tr><tr><td>15653</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 4,421.86</td></tr><tr><td>15654</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 4,773.65</td></tr><tr><td>15655</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 82,438.40</td></tr><tr><td>15656</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 10,832.00</td></tr><tr><td>15657</td><td>21-Mar-19</td><td>21-Mar-19</td><td>Unmatched</td><td>\$ 39,074.54</td></tr><tr><td>15658</td><td></td><td></td><td></td><td></td></tr><tr><td>15659</td><td></td><td></td><td></td><td></td></tr><tr><td>15660</td><td></td><td></td><td></td><td></td></tr><tr><td>15661</td><td></td><td></td><td></td><td></td></tr><tr><td></td><td colspan="2">12003-837143003-1</td><td colspan="2"></td></tr></table>		A	B	L	M	1		QBEHO Non-Ora			2					3	Source System	EVOLVE			4	Bank Branch	012003 Pitt & Hunter Str			5	Account Name	QBE Commercial			6	Account Number	837143003			7					8	Transaction Date	GL Date	Status	Source Amount	15641	21-Mar-19	21-Mar-19	Unmatched	\$ 2,894.45	15642	21-Mar-19	21-Mar-19	Unmatched	\$ 2,950.59	15643	21-Mar-19	21-Mar-19	Unmatched	\$ 2,959.92	15644	21-Mar-19	21-Mar-19	Unmatched	\$ 3,008.66	15645	21-Mar-19	21-Mar-19	Unmatched	\$ 3,064.36	15646	21-Mar-19	21-Mar-19	Unmatched	\$ 3,089.64	15647	21-Mar-19	21-Mar-19	Unmatched	\$ 3,151.53	15648	21-Mar-19	21-Mar-19	Unmatched	\$ 3,216.16	15649	21-Mar-19	21-Mar-19	Unmatched	\$ 3,230.97	15650	21-Mar-19	21-Mar-19	Unmatched	\$ 3,282.86	15651	21-Mar-19	21-Mar-19	Unmatched	\$ 3,429.45	15652	21-Mar-19	21-Mar-19	Unmatched	\$ 3,827.30	15653	21-Mar-19	21-Mar-19	Unmatched	\$ 4,421.86	15654	21-Mar-19	21-Mar-19	Unmatched	\$ 4,773.65	15655	21-Mar-19	21-Mar-19	Unmatched	\$ 82,438.40	15656	21-Mar-19	21-Mar-19	Unmatched	\$ 10,832.00	15657	21-Mar-19	21-Mar-19	Unmatched	\$ 39,074.54	15658					15659					15660					15661						12003-837143003-1			
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19	Create WEB ADI file	Go to the designated shared folder location to pick up the WEB ADI template																																																																																																																																																												

20	Create WEB ADI file and Upload to Oracle	<p>Create Journal Entry:</p> <ol style="list-style-type: none"> 1. Enter the Cash Nominal and map it to the correct amount 2. Enter the Debit Nominal and map it to the correct amount 3. Enter the GST Nominal and map it to the correct amount 4. Enter correct line description for each nominal <p>NOTE: whether signed amount is positive or negative will determine the proper placement of the amount either in debit or credit column</p>	
21	Save WEB ADI file	Save the WEB ADI file with the correct naming convention at a designated shared folder path.	
22		Posting of journal	<p>Once the journals are posted successfully, a green smiley face appears under the Messa</p> 
23		Journal reconciliation within Oracle	
24		End	

"NOTE: As suggested Text/Contract file will be used instead of WEB ADI template captured in step 19 to step 21"

3.3 Process reporting requirement:

The Reports in the Table are indicative at this stage. Reporting will be further considered and developed as part of the Detailed Solution Design.

Report	Receiver	Sample Report
Business and system exception report	Gem Dizon, Glenn Manio, Ruth Viray, Richard Mariado, Tim Sutton	Business and System Exception Report.xlsx
Error logs	Gem Dizon, Glenn Manio, Ruth Viray, Richard Mariado, Tim Sutton	Sample Exception Report.xlsx
Completion Report	Gem Dizon, Glenn Manio, Ruth Viray, Richard Mariado, Tim Sutton	Completion Report.xlsx

3.4 Non-Functional Requirements:

The following points highlight the major Non Functional requirements. For further details on Non Functional requirements refer to BR16-BR24 from the Section 3.1.1 Business Requirements Table

- Current processing time for downloading BSDR, creation of Journal Entry, uploading on Oracle: 30 minutes (Refer to BR19 from Section 3.1.1 Business Requirements Table)
- Number of bank Accounts for which Journal Upload files have to be created: 31 bank Accounts (Refer to BR16 from Section 3.1.1 Business Requirements Table)
- Count of various journal types for 31 bank accounts: 105 journals (Refer to BR17 from Section 3.1.1 Business Requirements Table)
- [Bank Accounts.xlsx](#)

Schedule Run:

- Journal entry using BOT solution will happen every Business day till BD-2 of the month. Transactions happening on BD-1 will be rolled over to the BOT solution on BD1 of the next month. BOT will refer to the Holiday calendar (Refer to the SDD) to identify any National and Public holiday. (Refer to BR18 from Section 3.1.1 Business Requirements Table).
- Time of the Day: 9am SYD time (Refer to BR19 from Section 3.1.1 Business Requirements Table)
- Frequency: Daily till BD-2 of the month (Refer to BR18 from Section 3.1.1 Business Requirements Table)

"NOTE: Any changes in the schedule run and frequency of the BOT will be updated in the SDD"

3.5 Test Case Scenario

The Test case scenario is based on the **TO BE** process. Detailed test cases, test result and status of the test cases will be available in the SDD.

Test scripts should be developed in accordance with Business Requirements, as detailed in section 3.1.1

Scenario	Scenario Details	Scenario Outcome	Exceptions
1	Open Oracle URL	Oracle login page opens up on IE	Error message while opening up Oracle Apps using Internet Explorer.
2	Login to Oracle	Successful Login to Oracle app using the designated username and password	Not able to login to Oracle

3	Download the BSDR / NOCTR	Able to download the BSDR using the correct parameters in the Master Data file	Fail to download the BSDR using the correct parameters in the Master Data file
4	Access Shared Folder Path to save the downloaded BSDR / NOCTR	Able to save the downloaded BSDR and NOCTR at a designated shared folder location	Unable to access Shared Folder path
5	Open the Text / Contractual Template	Successfully open and rename the Text / Contractual file for preparing Journal Upload file.	Unable to open Text / Contractual File or the file is not available at the designated Shared Folder location.
6	Create Journal Upload file depending on Bank Account, Journal Type, GST, Non GST, Allocation %	Successfully create Journal Entry for various Bank Accounts and Journal Types	Error while creating Journal Upload file.
7	Share Text / Contractual File at a designated Shared folder path for Oracle Batch Process to pick up and execute.	Successfully Save the Text / Contractual File with a specific naming convention for Oracle to pick up and execute.	Unable save Text / Contractual File at the designated path
8	Send Exception Report in case of any error during creation of Journal upload file	Send the Error logs and Exception Reports	Not able to send Exception report.
9	Send successful completion report containing the list of Bank Accounts for which the journals have been created and shared at a designated folder location for Oracle to pick up and process	Send the Error logs and Exception Reports	Not able to send Completion report.

It is also expected that full regression testing will be conducted on the Oracle application to ensure that the solution does not adversely impact existing Oracle functionality.

4. Communication and Escalation

4.1 Communication / Alerts

The table is indicative. Communications and Alerts will be further developed and enhanced as part of the SDD.

Scenario	Receiver	Email
Not able to Login to Oracle	Gem Dizon, Glenn Manio, Ruth Viray, Richard Mariado, Tim Sutton	Email template to be a part of SDD
Unable to access Text/Contractual template on Shared Drive	Gem Dizon, Glenn Manio, Ruth Viray, Richard Mariado, Tim Sutton	Email template to be a part of SDD
Unable to download and save the BSDR / NOCTR	Gem Dizon, Glenn Manio, Ruth Viray, Richard Mariado, Tim Sutton	Email template to be a part of SDD
Unable to Save Text / Contractual File at the designated Shared Folder Path	Gem Dizon, Glenn Manio, Ruth Viray, Richard Mariado, Tim Sutton	Email template to be a part of SDD
Report for Successful posting of Journals from Oracle	Gem Dizon, Glenn Manio, Ruth Viray, Richard Mariado, Tim Sutton	Email template to be a part of SDD
Exception reports/ Operation Logs	Gem Dizon, Glenn Manio, Ruth Viray, Richard Mariado, Tim Sutton	Email template to be a part of SDD

4.2 Escalation Matrix

The table is indicative. Escalation Matrix will be further developed and enhanced as part of the SDD.

Action/Escalation	Escalation Level	Name	Organization
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For any action/changes/discrepancy related to bank account data	Level 1	Richard Mariado, Gem Dizon and Generic email addresses for Bank Reconciliation and AO Finance Systems. Details about the email ID to be a part of SDD	GSSC Bank Charges QBE Team
For any action/changes/discrepancy related to bank account data	Level 2	Glenn Manio	GSSC Bank Charges QBE Team
For any action/changes/discrepancy related to Oracle text / contractual template or Oracle Apps R12	Level 1	Generic email addresses for Bank Reconciliation and AO Finance Systems. Details about the email ID to be a part of SDD	For GSSC Bank charges, Interest, Fees and Sweeps/Transfers, Support and Maintenance model to be followed as outlined by QBE RPACoe
For any action/changes/discrepancy related to Oracle text / contractual template or Oracle Apps R12	Level 2	For GSSC Bank charges, Interest, Fees and Sweeps/Transfers, Support and Maintenance model to be followed as outlined by QBE RPACoe	For GSSC Bank charges, Interest, Fees and Sweeps/Transfers, Support and Maintenance model to be followed as outlined by QBE RPACoe
For any action/changes/discrepancy/performance related to BOT	Level 1	Generic email addresses for Bank Reconciliation and AO Finance Systems. Details about the email ID to be a part of SDD	For GSSC Bank charges, Interest, Fees and Sweeps/Transfers, Support and Maintenance model to be followed as outlined by QBE RPACoe
For any action/changes/discrepancy/performance related to BOT	Level 2	For GSSC Bank charges, Interest, Fees and Sweeps/Transfers, Support and Maintenance model to be followed as outlined by QBE RPACoe	For GSSC Bank charges, Interest, Fees and Sweeps/Transfers, Support and Maintenance model to be followed as outlined by QBE RPACoe

5. Risk, Constraints & Assumptions

This table is indicative and the following risks were identified initially while writing this BRD. Identification of risk is an ongoing process. Also each business requirement listed under 3.1.1 Business Requirements Table has a probable risk associated with it.

If any risk is identified during the course of this project, it will be quantified, mitigated using a business continuity plan to minimize the time and financial impact.

Risk	Impact	Mitigation Plan	Escalation contact info
Failed download of BSDR can result in mismatch.	High	Retry for 3 times and then drop an Email to QBE SPOC and include the same in Exception report.	Gem Dizon, Glenn Manio, Ruth Viray
Unauthorized Access to ORACLE.	High	Risk is controlled by management approval. Virtual Employee and QBE SME's will be granted the role of a BANK RECON USER after management approval.	Gem Dizon, Glenn Manio, Ruth Viray
Unauthorized Access to Master Data file	High	Risk is controlled by management approval. Virtual Employee and QBE SME's will be granted permission to make changes in the Master Data file.	Gem Dizon, Glenn Manio, Ruth Viray
Unauthorized Access to Shared Drive	High	Access to the Shared drive location is controlled	Gem Dizon, Glenn Manio, Ruth Viray, Colin Tse, Tim Sutton
Change in Bank Account Details like transaction code, GST percentage, allocation percentage	High	Requires change in the Master Data file	Gem Dizon, Glenn Manio, Ruth Viray

Incorrect format of the Text/Contract file	High	BOT support team to regenerate the file with the error corrected	For GSSC Bank charges, Interest, Fees and Sweeps/Transfers, Support and Maintenance model to be followed as outlined by QBE RPACoe
Text / Contract file not present at the designated shared folder location	High	GSSC team to check if bank account statements are available. BOT support team to resolve file FTP issues	Gem Dizon, Glenn Manio, Ruth Viray, BOT support team
Incorrect Text / Contract filename	High	BOT support team to resolve file naming issues	For GSSC Bank charges, Interest, Fees and Sweeps/Transfers, Support and Maintenance model to be followed as outlined by QBE RPACoe

This table is indicative and the following constraints were identified initially while writing this BRD. Identification of constraints is an ongoing process.

To ensure the on-schedule progress of the project it is vital that constraints are identified and mitigated to the greatest extent possible.

Constraints	Cause	Plan
Master Data file should be accurate. Eg. If any filter criteria like Desc = Merchant Fee / Merchant Fees or Transaction code = 015 changes to Desc = Merchant Charges and Transaction Code = 022 in the BSDR, the same should be updated in the Master Data File.	Changes in Bank Account details	QBE to raise a notification to EXL, Update the Master Data File and then make changes to BOT configuration

This table is indicative and the following assumptions were undertaken while writing this BRD:

Process	Assumptions
GSSC Bank Charges, Interest and Sweeps	For any change in the Text/Contractual file, prior notification will be sent to various stakeholders
	Bank Statement detailed reports and Non Oracle transaction reports should be available in Oracle before creation of Journal Upload File.
	All calculations of GST, Expense and Total Signed amount will be rounded off to 2 decimal places.
	GST Calculation: (As per the calculation used by GSSC team) Step 1: Calculate Expense Expense = Signed amount /1.10 Step 2: Calculate GST GST = Expense * 0.10 Any change in the GST Nominal will need change in the Master Data file (attached under Section 1.1 Document reference)
	Any Images, PDF file of the nominal will be out of scope for automation
	Allocation Percentage for the Bank Accounts 77XXX84, 34XX6, 00XXX96 will remain fixed to a certain percentage. Any change in the allocation percentage will need change in the Master Data file (attached under Section 1.1 Document reference)
	Outlook will be used for sending and receiving emails.

6. Review Notes

Name of the Reviewer	Role	Version	Date	Review Comments
Glenn Manio	QBE SME and Manager	0.4	11th September	Received feedback comments from the team <ul style="list-style-type: none">• Change Reviewer role• Change Inscope for Paypal accounts and include the details of NOCTR• Change OOS and mention Web ADI is OOS for the BOT• Include flow for Exception Handling• Change Oracle Version to Oracle 12
Gem Dizon	QBE SME and Manager	0.5	13th September	Incorporated the review comments received from Gem. Mostly changes in the verbiage.
Tim Sutton	Onshore Stakeholder	0.6	20th September	Received feedback from Tim. Incorporated the changes as per his suggestion. Removed instances of TO BE solution.

7. Glossary

Abbreviation	
JE	Journal Entry
BSDR	Bank Statement Detailed Report
Text/Contractual Template	Text Template to create JE entries for various type of transactions
XML	Extensible Mark Up language
GSSC	Group Shared Services Centre
TBD	To be decided
BD	Business Days
NOCTR	Non Oracle transaction report
OOS	Out-of-scope
SDD	Solution design document
RPA	Robotics Process Automation
AHT	Average Handling Time

8. Approval

Name of the approver	Approved Document	Email
Gem Dizon, Glenn Manio, Ruth Viray, Richard Mariado, Tim Sutton	BRD	

9. Open Items [Updated in Ver 1.8]

The following discussion points which were still open while writing Version 1.6 of the BRD have been addressed while writing Version 1.8 of the BRD. Please find the status below:

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Ref No	Comment	Status [Updated in ver 1.8]
1	WD-3 cut off and holiday calendar – I understand that this is the cut off in the current state manual process. However, I don't believe that the requirements nor solution should be dictated solely by the current state as this removes the opportunity for improvement. To that end, I think QBE needs to consider whether we still want this WD-3 cut off and the inclusion of a holiday calendar noting that if this is a requirement, it likely makes the solution more complex.	<p>[UPDATE: 15th October 2019]</p> <p>Status: CLOSED</p> <p>As decided and agreed upon between GSSC team, Oracle finance members, EXL consultants, the cut of date for the BOT is BD-2. BOT solution will not create any journal entry on BD-1, transactions happening on BD-1 will be rolled over to the BOT solution on BD1 of the next month.</p> <p>Garth Shanks has already shared a business calendar which the BOT will refer to. Details about the business calendar will be shared in the SDD.</p>
2	Allocations – I understand that the current state process does include an allocation step in the preparation of the manual journal. However, from a holistic perspective, it could be argued that all allocations should be performed once and in the same place. For QBE Finance, this could be Hyperion (where a bunch of other month end allocations happens). I think QBE needs to consider whether we want these allocations included as a requirement for the BOT noting that if this is a requirement, it likely makes the solution more complex.	<p>As discussed in an email conversation with Richard Laar-Veth, QBE to confirm the exclusion of Allocation fees from the scope of the BOT post discussion during Leap's Finance stand up call scheduled on 16th Oct.</p> <p>[UPDATE: 16th October 2019]</p> <p>Status: CLOSED</p> <ul style="list-style-type: none"> As discussed, Allocation to be removed from Bot scope and to be removed from BRD. Brooklyn/Richard will notify if at all this needs to be added in the Bot scope but for now it is out of scope. Email from Richard attached. RE RPA - bank charges - hyperion allocations .msg