PremiumTrust Bank

Finance Operations

BUSINESS REQUIREMENT DOCUMENT – [Automation of Expense Processing request]

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Date	Document Version	Document Revision History	Document Author/Reviser
24/01/2023	1.0	Document creation	Akinjide Sogunle
25/01/2023	1.0	Review	Ibukunoluwa Tijani

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1. Background

The existing process for Expense treatment is manual which consumes time and resources.

Furthermore, hard copies of approved memos are physically delivered to FINOPS for processing and also print all source documents if sent by mail.

Physical filling of all source documents and retrieval of such documents after processing will become an insurmountable and cumbersome task as time goes on and results in space constraints.

The purpose of this request is to ensure automation of the expense processing end to end. The posting into the CBA is the last task on Expense Approval Process. This will ensure completeness of the payment process flow. It will also eliminate time wasting and save cost of paper (in printing) from the portal with enormous benefit of processing efficiency. The attachment of relevant source documents for Finance Operations final process and retrieve of stored documents online will reduce the physical filling space.

1.1 Scope

The scope of this solution is:
* Automation of expense process via workflow portal, to ensure process efficiency and STP flow.

1.2 Expected Benefit

- Enhanced process efficiency.
- Ensuring data retrieval as at when the need arises
- Monitoring of Service Level Agreement and compliance made easy
- Document retrieval for internal and external review made easier.
- Elimination of time wasted on printing of source documents
- Generation of report by various stakeholders will be seamless • Elimination of cost of paper used in printing documents

2.   Statement of Problem

The current process involves physical delivery of hard copies of approved documents to Finance Operations for manual posting on Core Banking Application(CBA). In some cases, approved document are scanned and sent via email to the unit for processing. This way, retrieval of documents when requested by Audit Group or external regulators is usually cumbersome and a major responsibility of Finance Operations and originating unit.

The method of having to treat requests manually does not enable efficiency in the tracking and monitoring of submitted transactions.

Automation of this process on the workflow application will ensure process efficiency, proper monitoring and strict adherence to agreed SLA.

2.1   Current Solution (As Is)

The current process of Expense processing are as itemised below;

PROC STEP	Expense Application Portal	RESPONSIBILITY	Execution Time
1.	Approved expense is submitted to Finance Operations	Requesting unit	As applicable
2.	Submitted document is received and reviewed for completeness including Finance signoff	Finance Operations	As applicable
3.	Finops Officer manually computes the applicable taxes and raises relevant accounting entries	Finance Operations	Same day
4.	Finops Officer logs onto CBA and manually captures entries	Finance Operations	Same day
5.	Entries captured are approved on the CBA and relevant ledgers debited and vendor's account credited	Finance Operations	Same day
6.	Generate printout of posted transaction daily at close of business	Finance Operations	Same day

2.2   Proposed Solution (To be)

Automation of Expense posting via Expense Application Portal

TO-BE

PROC STEP	Expense Application Portal	RESPONSIBILITY	Execution Time
1.	Fills expense request via Expense workflow Application portal, attaching relevant documents………… (2) (Input information: Requester Branch/Unit/Dept, Branch/Unit/Dept item is for, Quantity, Amount, Expense description) ♱ *System should check expense amount with CBA available budget balance* ♱ *There should be option for multiple beneficiaries.* ♱ *System should generate transaction ID for each request.* ♱ *VAT & WHT should be tied to each vendor/beneficiary.* ♱ *There should be option for amortization of expenses............. Amortization has been explained in item 6/7*	Initiator	As applicable
2.	Route to supervisor/expense committee/approving authority for review and approval……….	Workflow Application	As applicable
3.	Reviews request and approves based on approving authority…………………	Supervisor, Expense committee OR approving authority	As applicable
4.	Routes request to Finance Officer for review……….	Finance Officer	Same day
5.	Review Request and ok…………… • Set appropriate GL to be debited with the beneficiary Strategic Business Unit code, then route to FINOPS or • Decline (with comments) ………….(Notify Initiator) ♱ *In the instance where the expense is over the CBA available budget balance, Extrabudgetary process should be initiated.*	Finance Officer	Same day

6.	When amortisation option is selected, display field to input................ (8)
	
	    ✤ *Serial number (1, 2, 3, 4, 5, …)*
	    ✤ *Amount*
	    ✤ *Start date*
	    ✤ *End date*
	    ✤ *Frequency (Drop down to select Daily, Weekly, Monthly, Quarterly, Yearly)*
	    ✤ *Narration*
		Finance Operations	Same day

7.	Click on amortisation schedule to display and review table and accounting entries raised	Finance Operations	Same day

8.	Review for tax computation and ensure that GL set is correct and Validate DAO code of beneficiary Strategic Business Unit to be debited.........
	
	    ✤ *Posting slip generated and printed for record call over purpose ONLY*
	    ✤ *Request treated by the FINOPS officer must be approved by the FINOPS authorizer (Maker-Checker).*
		Finance Operations	Same day

9.	Required entries are then passed automatically on CBA with the appropriate module............. **END Process**	Workflow/Flexcube	
10.	Retrieve and review all transactions consummated on expense portal	Conduct Monitoring & Reporting, FINOPS	As applicable

APPROVAL PROCESS

INITIATOR-SUPERVISOR-
FINOPS REVIEWER-FINANCE-
MD FOR FINAL APPROVAL

Solution Name	Expense Process
Potential Risks	N/A
Expected Benefit	Process Efficiency & Monitoring of cost
Proposed Cost	NA
Recommendation	Approve
Justification	Efficiency & Cost Monitoring

FINOPS Disbursement (Entries)
Expense (e.g. Legal)

DR Legal Charges (430640000)
CR Solicitor's Account
CR Withholding Tax ledger (WHT for State/Federal)

Procurement (e.g. AC units)

DR Fixed Asset suspense 170702000
CR Vendor
CR Withholding Tax ledger (WHT for State/Federal)

NB:
- Always enter SBU code
- WHT Contract- Federal - 251110000
- WHT Contract- State - 251105000

- Value Added Tax - Vendors – 251111200

2.3   Recommended Option (if applicable)

N/A

2.4   Stakeholders

Name	Role
Strategic Business Units	Initiate Transactions
Financial Performance Management	Review and allocate expense
Finance Operations	Commit on CBA
Conduct and Compliance	Audit

3.   Functional Requirements

REF #	REQUIREMENTS	PRIORITY			COMMENTS
		M	D	O	
FR-001	Log on Access to the application shall be by PremiumTrust Bank's Staff Active Directory Log in credentials ONLY	x			

REF #	REQUIREMENTS	M	D	O	COMMENTS
FR-002	Application should have the capability to access procurement archives/history for easy retrieval of document information	x			
FR-003	Application should have the capability to upload, download and view common document types (pdf, doc, docx, xls, xlsx, jpeg)	x			
FR-004	Application must have the capacity to accept inputs and store them for future retrieval	x			
FR-005	Application must have the capability to validate inputted customer details	x			
FR-006	System should flag a "wrong data input" message when data mismatch is encountered. The system should also indicate the mismatch fields and request correction before submission	x			
FR-007	System should NOT allow submission of request process when mandatory fields are blank	x			

FR-008	System should enable FINOPS to make changes with respect to Ledger, DAO & PC code, WHT & VAT before required entries are passed automatically on CBA.	x			
FR-009	FINOPS should be able to edit amounts inputted by the original initiator.	x			The inputter should be the one to be able to edit amount inputted. If any change is required, the request should be redirected to the originator for re-work. This will ensure accuracy and accountability in the system.
FR-010	Reporting for all stakeholders should come with the capability to export documents and print.	x			
FR-011	Application shall calculate WHT & VAT and by extension total amount based on Input. FINOPs should also have the ability to override system tax computation	x			
FR-012	Application shall have the capacity to accept and store budget figures across categories from Excel or csv files	x			
FR-013	Application should have the capability to call up CBA to provide CBA budget details for comparison with excel budget and expense.	X			

FR-014	Application shall have the capacity to confirm requests against budgets	x			
FR-015	Application shall have the capability to Route transaction to approving authority based on approval limits	x			
FR-016	The comment field shall be mandatory for all reworks & rejects/decline	x			
FR-017	Application shall return reworked requests back to the point it was sent for rework with notification to previous participants	x			

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FR-018	Application shall display all comments by preceding participant(s) to current participant/approver	x			
FR-019	Application shall allow participants apart from the initiator forward request to third parties requesting for comments	x			
FR-020	Application shall generate notification to Supervisors when Initiator submits request	x			
FR-021	Application should have a consistent structure for naming and numbering each request to help with audit trail	x			
FR-022	Application should have the ability to display reports of all transactions approved and rejected by an approving authority daily, weekly, monthly, yearly.	X			
FR-023	Application should have the ability to display reports detailing all transactions as required by Conduct and Compliance.	x			
FR-024	Application should have the ability to perform accounting entries in trenches (Part payment). The details should be retrievable with ref ID.	x			

FR-025	Application should have the ability to debit expenses to the appropriate ledgers and credit the stated beneficiaries.	X			
FR-026	Application should be able to amortize expenses based on expense type.	x			
FR-027	VAT & WHT should be tied to each vendor/beneficiary.	x			
FR-028	Application should be able to pay beneficiaries in trenches if stated	x			
FR-029	In the instance where the expense is over the CBA available budget balance, Extrabudgetary process should be initiated by the Finance Officer.	x			
FR-030	Application should have the ability to display and give option to print posting slip for call-over purposes and generate reports for analytics and auditing purposes	x			
FR-031	Application should have the ability to generate an audit trail of all transactions.	X			
FR-032	The platform should allow request initiators or authorized users to track requests on the portal. This feature will help users to monitor their requests and ensure timely approvals.				

4.   SECTION B: GENERIC REQUIREMENTS: NOT TO BE COMPLETED BY USERS

4.1   NON-FUNCTIONAL REQUIREMENTS

4.1.1 SECURITY REQUIREMENTS

S/ No	REQUIREMENTS	M D O COMMENTS		

| 1. | System must conform to the requirements of PremiumTrust Bank's Information Security Office (ISO) Policy. | X | | | |
| 2. | Platform should be stable and secured | X | | | |

4.1.2 AVAILABILITY REQUIREMENTS

S/ No	REQUIREMENTS	M	D	O	COMMENTS
1.	System should be available to PremiumTrust Bank Staffs Only	X			
2.	Application should be available in accordance with the bank's policy				

4.1.3 USABILITY REQUIREMENTS /USER EXPERIENCE

S/ No	Requirements	M	D	O	Comments
1.	System User Interfaces must be menu driven to aid ease of usability and User experience	X			
2.	User interfaces must be mobile responsive	X			

4.1.4 PERFORMANCE REQUIREMENTS

S/ No	Requirements	M	D	O	Comments

1.	Application response performance should be real time	X	
2.	Application must have a high threshold to withstand a minimum of 500 staff logged on at the same time without drop in performance.	X	
3.	System uptime should be at a minimal benchmark of not less than 90%	X	
4.	Solution design shall have an open architecture to allow for scalability and possible scope increase.	X	

Document Approval:

S/NO	NAME	ROLE	DEPARTMENT	SIGNATURE	DATE
1.	Akinjide Sogunle	Requester	FINOPS		10-02-2023
2.	Kingsley Emekpe	Sponsor	GH, COPS		13/02/2023
3.	Damilola Essien	Stakeholder	Corporate Services		13/02/2023
4.	Chuks Uwagboi	Stakeholder	Finance Group		15/2/2023
5.	Ayodele Soyemi	Stakeholder	CFO		
6.	Musiliu Adeosun	Stakeholder	CISO		20/2/2023
7.	Jeremiah Adesina	Stakeholder	Operational Risk		20-02-2023

8.	Louis Azegba	Stakeholder	EPMO		20-02-2023
9	Myke Koledoye	Stakeholder	CIO		20/02/2023

9.	Cosmas Nwaezuoke	Stakeholder	CCO		08/03/2023

APPROVAL BY THE COO:

APPROVED   ✓   DECLINED

Comments

> We need to deliver on this project swiftly. The lessons gained will aid replication of the automation of other processes that are currently handled manually. Thank you!

COO's Signature: _____

Date:_____09/03/2023_____