

Operating Lease Support System Phase-2 Project for



**To Be Design
Document
Of Marketing Process**

Revision 5.0

Prepared by PT. Berlian Sistem Informasi



Operating Lease Support System Phase-2 Project

DOCUMENT CONTROL

Author	Raymond
File Name	TM15403B - To_Be_Design_Doc _Rev.5.0.Docx
Created Date	19 Agustus 2015
Last Edited	02 September 2015
Number of Pages	78

REVISION CONTROL

Revision	Revision Date	Revision Description	Author
0.0	19 August 2015	Initial Creation	Deny Praselia
0.1	20 August 2015	Revise High Level & Detail Level of Process Flow	Raymond
0.2	21 August 2015	Review High Level & Detail Level of Process Flow	Deny Praselia
0.3	21 August 2015	Revise High Level Process Flow	Raymond
0.4	21 August 2015	Revise Detail Level Process Flow of AB.1 and adding Process Description on Bidding of Operating Lease Process	Raymond
0.5	22 August 2015	Revise Detail level Flow and Process Description of AB.2, AB.3 (except AB.3.3.3) and AB.4 also adding Functional Decomposition.	Raymond
1.0	25 August 2015	1 st Baseline	Raymond
1.1	26 August 2015	Revise Detail level Flow of AB.2.1, AB.2.2, Ab.3.2 and AB.3.3 and Process Description of AB.3.3	Raymond
2.0	26 August 2015	2 nd Baseline	Raymond

Operating Lease Support System Phase-2 Project

2.1	27 August 2015	Revise detail level flow and process description of AB.1.6, AB.2.1, AB.3.3, and AB.4.1	Raymond
3.0	27 August 2015	3 rd baseline	Raymond
3.1	28 August 2015	Revise detail level process flow of AB.3.3 and process description of AB.3.3 and AB.4.1	Raymond
4.0	28 August 2015	4 th baseline	Raymond
4.1	1 September 2015	Revise the Introduction Page, System Design View Page, High Level Process Flow of AB.3, Detail Level Flow and Process Description of AB.1.5, AB.1.6, AB.1.7, AB.1.8, AB.1.9, AB.2.1, AB.2.2, AB.3.1, AB.3.2, AB.3.3, AB.4.1 Adding Detail level process flow and process description of AB.1.10	Raymond
5.0	1 September 2015	5 th baseline	Raymond

Operating Lease Support System Phase-2 Project

DISTRIBUTION LIST

Name	Organization	Roles
Mr. Jin Nishimura	Dipo Star Finance, PT	DSF Project Director
Mr. Shinji Hosokawa	Dipo Star Finance, PT	DSF Project Advisor
Mr. Ahmad Fikri	Dipo Star Finance, PT	DSF Project Advisor
Mr. Abdul Somad	Dipo Star Finance, PT	DSF Project Manager
Mr. Delta Riangga	Dipo Star Finance, PT	DSF Key User
Mr. Mochamad Idris	Dipo Star Finance, PT	DSF Key User
Mrs. Herni Hembang	Dipo Star Finance, PT	DSF Key User
Mr. Junaidi Didy	Dipo Star Finance, PT	DSF Key User
Mr. Mukhlis Ibrahim	Dipo Star Finance, PT	DSF IT Department Representative
Mr. Roby Wijaya	Dipo Star Finance, PT	DSF IT Department Representative
Mr. Satoshi Koibuchi	Berlian Sistem Informasi, PT	BSI Project Director
Mr. Feri Irawan	Berlian Sistem Informasi, PT	BSI Project Advisor
Mr. Grand Zah Putra	Berlian Sistem Informasi, PT	BSI Project Manager
Mr. Deny Prasetya	Berlian Sistem Informasi, PT	BSI Business Analyst
Mr. Raymond	Berlian Sistem Informasi, PT	BSI Business Analyst

Operating Lease Support System Phase-2 Project

DOCUMENT APPROVAL

Role	Name	Signature	Date
DSF Project Director	Mr. Jin Nishimura		
DSF Project Advisor	Mr. Ahmad Fikri		
DSF Project Manager	Mr. Abdul Somad		
DSF IT Department Representative	Mr. Mukhlis Ibrahim		
BSI Project Director	Mr. Satoshi Koibuchi		
BSI Project Advisor	Mr. Feri Irawan		
BSI Project Manager	Mr. Grand Zah Putra		

Operating Lease Support System Phase-2 Project

Table of Contents

1	INTRODUCTION	8
1.1	PURPOSE OF DOCUMENT.....	8
1.2	SCOPE OF DOCUMENT	8
1.3	TARGET READER.....	9
1.4	PROCESS FLOW NOTATION STANDARDS	10
2	SYSTEM DESIGN VIEW	11
2.1	GENERAL DESCRIPTION	11
2.2	PROCESS ORGANIZATION	12
3	PROCESS FLOW	15
3.1	HIGH LEVEL PROCESS FLOW	15
3.1.1	<i>AB.1 Bidding of Operating Lease.....</i>	<i>16</i>
3.1.2	<i>AB.2 Board of Director Decree</i>	<i>17</i>
3.1.3	<i>AB.3 Operating Lease Agreement.....</i>	<i>18</i>
3.1.4	<i>AB.4 Marketing Operational Monitoring</i>	<i>19</i>
3.2	DETAIL LEVEL PROCESS FLOW.....	20
3.2.1	<i>AB.1.1 Pre-Customer Survey.....</i>	<i>20</i>
3.2.2	<i>AB.1.2 Conduct Customer Survey.....</i>	<i>23</i>
3.2.3	<i>AB.1.3 Customer Survey Report Creation</i>	<i>26</i>
3.2.4	<i>AB.1.4 Quotation Submission from Supplier.....</i>	<i>29</i>
3.2.5	<i>AB.1.5 Quotation Price Negotiation of Supplier</i>	<i>32</i>
3.2.6	<i>AB.1.6 Operating Lease Calculation and Estimation.....</i>	<i>35</i>
3.2.7	<i>AB.1.7 Operating Lease Analysis and Recommendation</i>	<i>38</i>
3.2.8	<i>AB.1.8 Internal Proposal of Operating Lease Approval.....</i>	<i>41</i>
3.2.9	<i>AB.1.9 Operating Lease Quotation Creation</i>	<i>45</i>
3.2.10	<i>AB.1.10 Operating Lease Quotation Approval</i>	<i>48</i>
3.2.11	<i>AB.2.1 SKD Creation of Operating Lease.....</i>	<i>53</i>
3.2.12	<i>AB.2.2 SKD Approval of Operating Lease</i>	<i>56</i>
3.2.13	<i>AB.3.1 Operating Lease Agreement Creation.....</i>	<i>60</i>

Operating Lease Support System Phase-2 Project

3.2.14	AB.3.2 Operating Lease Agreement Approval	63
3.2.15	AB.3.3 Novation, Reschedule, and Termination of Agreement before The End of Agreement Contract	67
3.2.16	AB.4.1 Monitor Progress of Bidding	70
3.2.17	AB.4.2 Monitor Progress of SKD	73
3.2.18	AB.4.3 Monitor Progress of Agreement	75
4	FUNCTIONAL DECOMPOSITION	77

Operating Lease Support System Phase-2 Project

1 Introduction

1.1 Purpose of Document

To-Be Design Document is defined as a one of deliverable document during requirement analysis and business process design of Operating Lease Business in Dipo Star Finance, PT (DSF). This document is also a confirmation tool for both Berlian Sistem Informasi, PT (BSI) and Dipo Star Finance, PT (DSF) regarding the blueprint module of the to-be develops system.

The document will simplify of business process that has been collected and/ or observed from the user (based on user requirement analysis workshop). Business process described by defining roles, objective of process including business rules that applied or valid in Dipo Star Finance, PT (DSF).

Once the document is signed by authorized persons (defined in document approval, page 4), the the content of this document will be mutual consensus of both parties and thus is legally binding. If there any change requests after sign – off this document, will be considered as out of scope and would be applied up to get the next consensus.

The system (as explained in this document) does not cover any kind of integration with any kind of application currently running within Dipo Star Finance, PT (DSF).

1.2 Scope of Document

Total of Operating Lease scope for phase-2 includes 7 processes:

- a. Visit Customer Survey Process
- b. SKD Process
- c. Operating Lease Agreement Process;
- d. Procurement Management Process
- e. Unit/ Vehicle Management Process
- f. Unit/ Vehicle Maintenance Process
- g. Billing Collection Process

This document is only explains of to be design of several business area in Marketing process. The business area contains;

- a. Visit Customer Survey (as part of Bidding of Operating Lease Process)
- b. Board of Directors Decree/ Surat Keputusan Direksi (SKD) process;
- c. Operating Lease Agreement Process;
- d. Marketing Operational Monitoring (part of 3 processes above which covers monitoring);

Operating Lease Support System Phase-2 Project

1.3 Target Reader

The target reader of this document are:

- a. DSF project director;
- b. DSF project manager;
- c. DSF key user or project team member;
- d. DSF IT department representative;
- e. BSI project director;
- f. BSI project manager;
- g. BSI key user or project team member;
- h. BSI operation team member.

Operating Lease Support System Phase-2 Project

1.4 Process flow Notation standards

Throughout the document certain standards related to flow diagram has been adhered to. The following template describes the details of each symbol used in the process flow diagram. Author may choose one of the following process flow tables format which suit most to the process flow.

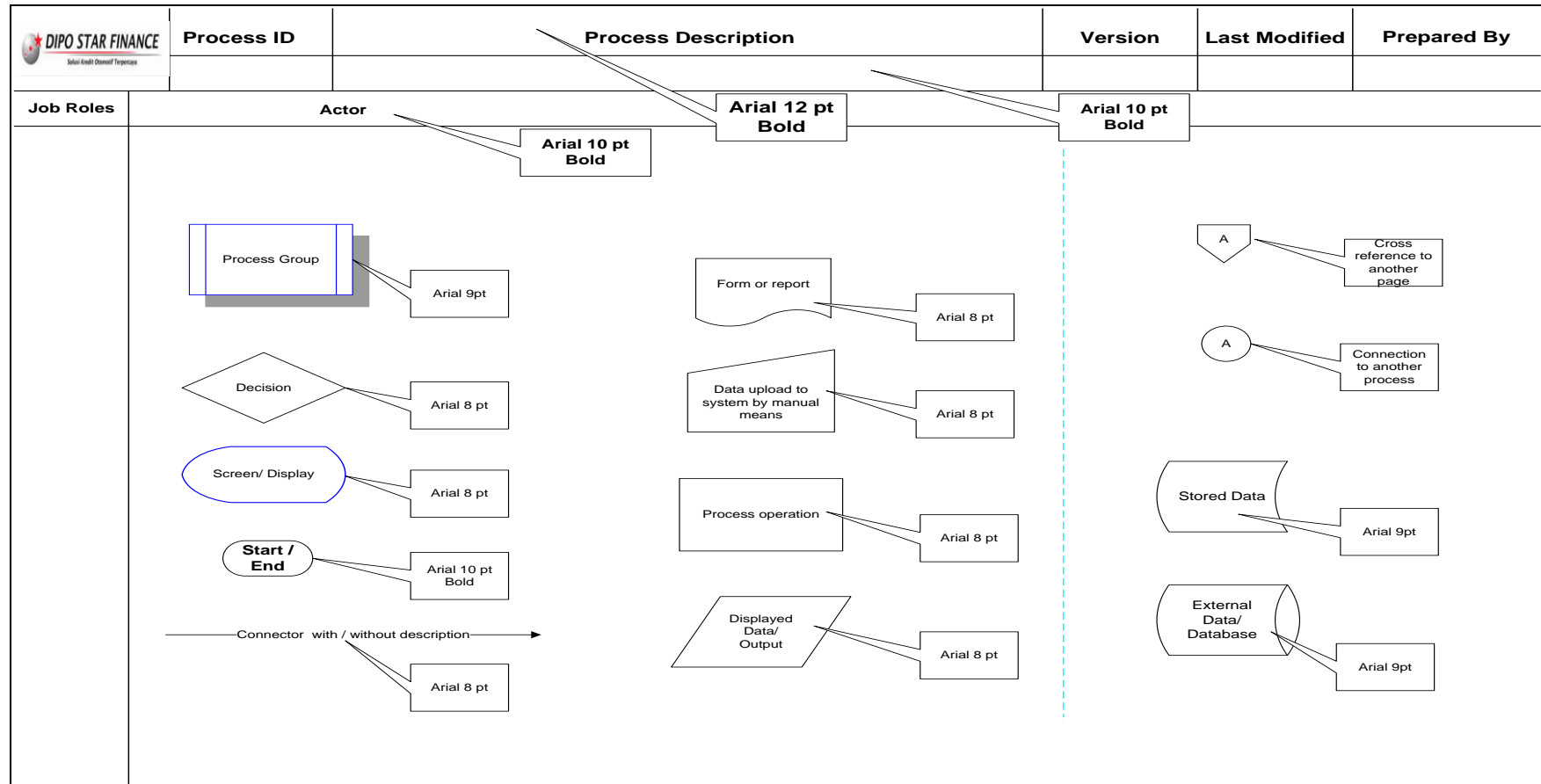


Figure 1 – Template or Standard of Business Process Flow Design

Operating Lease Support System Phase-2 Project

2 System Design View

2.1 General Description

This system is build to support operating lease business of Dipo Star Finance, PT (DSF). As the objective are expected to manage of customer survey report, calculation/ estimation, price quotation, and agreement at the marketing process. One of the outcomes in the marketing process that will be get benefit is; system shall manage expiration of agreement in the near future. And we develop this document based on user requirement that already defined on the Requirement Analysis activity.

As for this to be design for Phase-2, we can find the overall 7 processes of Operating Lease Phase-2 which is:

- a. Visit Customer Survey Process
- b. Board of Directors Decree/ Surat Keputusan Direksi (SKD) process;
- c. Operating Lease Agreement Process;
- d. Procurement Management Process
- e. Unit/ Vehicle Management Process
- f. Unit/ Vehicle Maintenance Process
- g. Billing Collection Process

The to be design only covers 3 from 7 of those processes:

- a. Visit Customer Survey (as part of Bidding of Operating Lease Process)
- b. Board of Directors Decree/ Surat Keputusan Direksi (SKD) process;
- c. Operating Lease Agreement Process;

With additional process of Marketing Operational Monitoring as part of monitoring process for those 3 modules.

And also this design does not include the integration system with any kind of system currently running within Dipo Star Finance, PT (DSF).

Operating Lease Support System Phase-2 Project

2.2 Process Organization

A process organization is a group of processes to be executed and worked in order to achieve common objectives. Currently, there are eight block processes that has determined and acknowledged for the operating lease business.

At this part, the business process can be imagined as a high-level block diagram as shown on below.

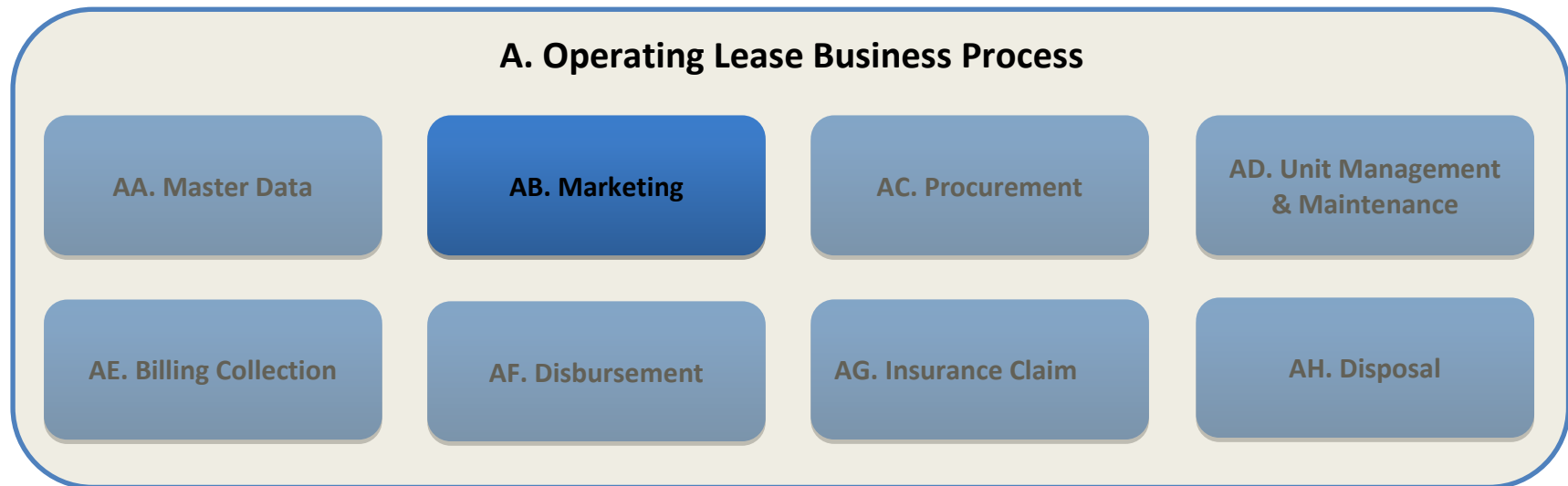


Figure 2 – Block diagram of Operating Lease business process (high level view)

Operating Lease Support System Phase-2 Project

At this part also, business process can be decomposition to breakdown of business area or functional area. The purpose is to show all the processes and identify relationships and dependencies among them. Note a decomposition doesn't drill into the how; it merely outlines the what. For the operating lease business a decomposition processes (that has been determined in the workshop) can be described on below:

Lv0	Lv1		Lv2		Lv3	
	ID	Process Name	ID	Sub-Process Name	ID	Sub-Process Name
	AB	Marketing Process	AB.1	Bidding Operating Lease Process	AB.1.1	Pre-Customer Survey
					AB.1.2	Conduct Customer Survey
					AB.1.3	Customer Survey Report Creation
					AB.1.4	Quotation Submission from Supplier
					AB.1.5	Quotation Price Negotiation of Supplier
					AB.1.6	Operating Lease Calculation and Estimation
					AB.1.7	Operating Lease Analysis and Recommendation
					AB.1.8	Internal Proposal of Operating Lease Approval
					AB.1.9	Operating Lease Quotation Creation
					AB.1.10	Operating Lease Quotation Approval
			AB.2	Board of Directors Decree/ Surat Keputusan Direksi (SKD) Process	AB.2.1	SKD Creation of Operating Lease
					AB.2.2	SKD Approval of Operating Lease
			AB.3	Operating Lease Agreement Process	AB.3.1	Operating Lease Agreement Creation
					AB.3.2	Operating Lease Agreement Approval
					AB.3.3	Novation, Reschedule and Termination of Agreement before The End of Agreement Contract
			AB.4	Marketing Operational Monitoring	AB.4.1	Monitor progress of Bidding
					AB.4.2	Monitor progress of SKD
					AB.4.3	Monitor progress of Agreement

Figure 3 – Business Process Decomposition of Marketing Process

As shown on above, there are several business area are describes on the marketing process. Marketing process explains the several business areas in order to achieve and manage common goals in the marketing process including customer survey report, operating lease calculation, price quotation, Board of Directors Decree/ SKD, and operating lease agreement.

Several of level 3 Sub-Process of the BPD (Business Process Decomposition) above will take place as the current development in Phase-2, several others (the Phase-1) which had been developed before, will be included in Change Request, and also several will not included in development (out of scope).

Here are the list for the development Phase-2:

- AB.1.3 Customer Survey Report Creation
- AB.2.1 SKD Creation of Operating Lease
- AB.2.2 SKD Approval of Operating Lease

Operating Lease Support System Phase-2 Project

- d. AB.3.1 Operating Lease Agreement Creation
- e. AB.3.2 Operating Lease Agreement Approval
- f. AB.3.3 Novation, Reschedule, and Termination of Agreement before The End of Agreement Contract
- g. AB.4.1 Monitor Progress of Bidding
- h. AB.4.2 Monitor Progress of SKD
- i. AB4.3 Monitor Progress of Agreement

Here are the list for possible Change Request:

- a. AB.1.6 Operating Lease Calculation and Estimation
- b. AB.1.7 Operating Lease Analysis and Recommendation

Here are the list that will not be included in development or Change Request:

- a. AB.1.1 Pre-Customer Survey
- b. AB.1.2 Conduct Customer Survey
- c. AB.1.4 Quotation Submission from Supplier
- d. AB.1.5 Quotation Price Negotiation of Supplier
- e. AB.1.8 Internal Proposal of Operating Lease Approval
- f. AB.1.9 Operating Lease Quotation Creation
- g. AB.1.10 Operating Lease Quotation Approval

Overview a group process is explained on the next section at point 3 Process Flows.

Operating Lease Support System Phase-2 Project

3 Process Flow

3.1 High Level Process Flow

Overview of marketing process from view point of each of business area is explained on below:

- **AB.1 Bidding of Operating Lease**

At this point in the marketing process; the process starts when there is a request from the customer then DSF responded by offering the operating lease to customers. This process is called Bidding of Operating lease.

Bidding operating lease process starts when marketing officers have plan to visit to the customer regarding surveying the customer prospect of operating lease business. Usually, they will create a customer survey report (as a result from the survey) then submit to the superior. Based on this result, they can make an estimation or calculation including analysis and recommendation. The calculation including analysis and recommendation can be proposed to their management. After all of approval process done, the quotation can be submitted to the customer.

- **AB.2 Board of Directors Decree/ Surat Keputusan Direksi (SKD) Operating Lease**

This process is triggered after customer agrees about the quotation and PO is already submitted to DSF. Marketing officer can created a SKD based on quotation reference that already submitted to customer. Approval from BOD is highly required in this process; including revision and submission.

- **AB.3 Operating Lease Agreement Process**

This process occurs after Board of Directors Decree/ Surat Keputusan Direksi (SKD) process done. Agreement created based on SKD that already approved by authorized person of DSF management. Approval from authorized person is highly required in this process. If agreement is agrees by DSF, it can be signed by Customer. At this business area also explains the process of termination, reschedule, and novation that will be happen at an agreement.

- **AB.4 Marketing Operational Monitoring**

Marketing operational monitoring focuses on tracking progress the business areas. This part of monitoring concerns tracking the what worked well, what did not worked well, did the output is provided on time, upcoming, possibility to be late or already late. Is expected all of this process can be monitored by system. Note periodically monitoring is not defined in this process. The frequency of monitoring can be conducted as regularly or irregularly.

The process flow for higher level is shown on below (at point 3.1.1 up to 3.1.4)

Operating Lease Support System Phase-2 Project

3.1.1 AB.1 Bidding of Operating Lease

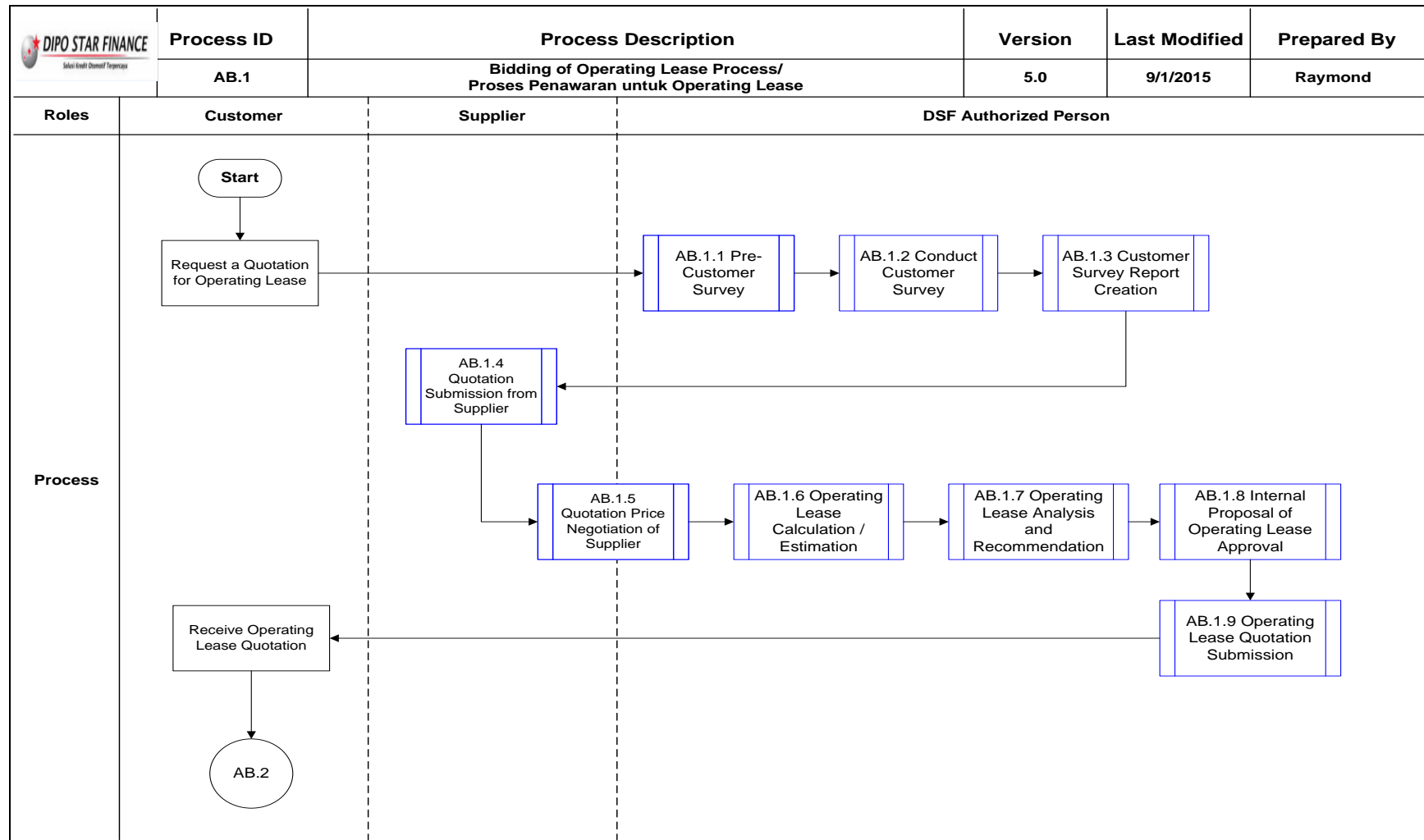


Figure 4 – High Level Process Diagram of Bidding of Operating Lease

Operating Lease Support System Phase-2 Project

3.1.2 AB.2 Board of Director Decree

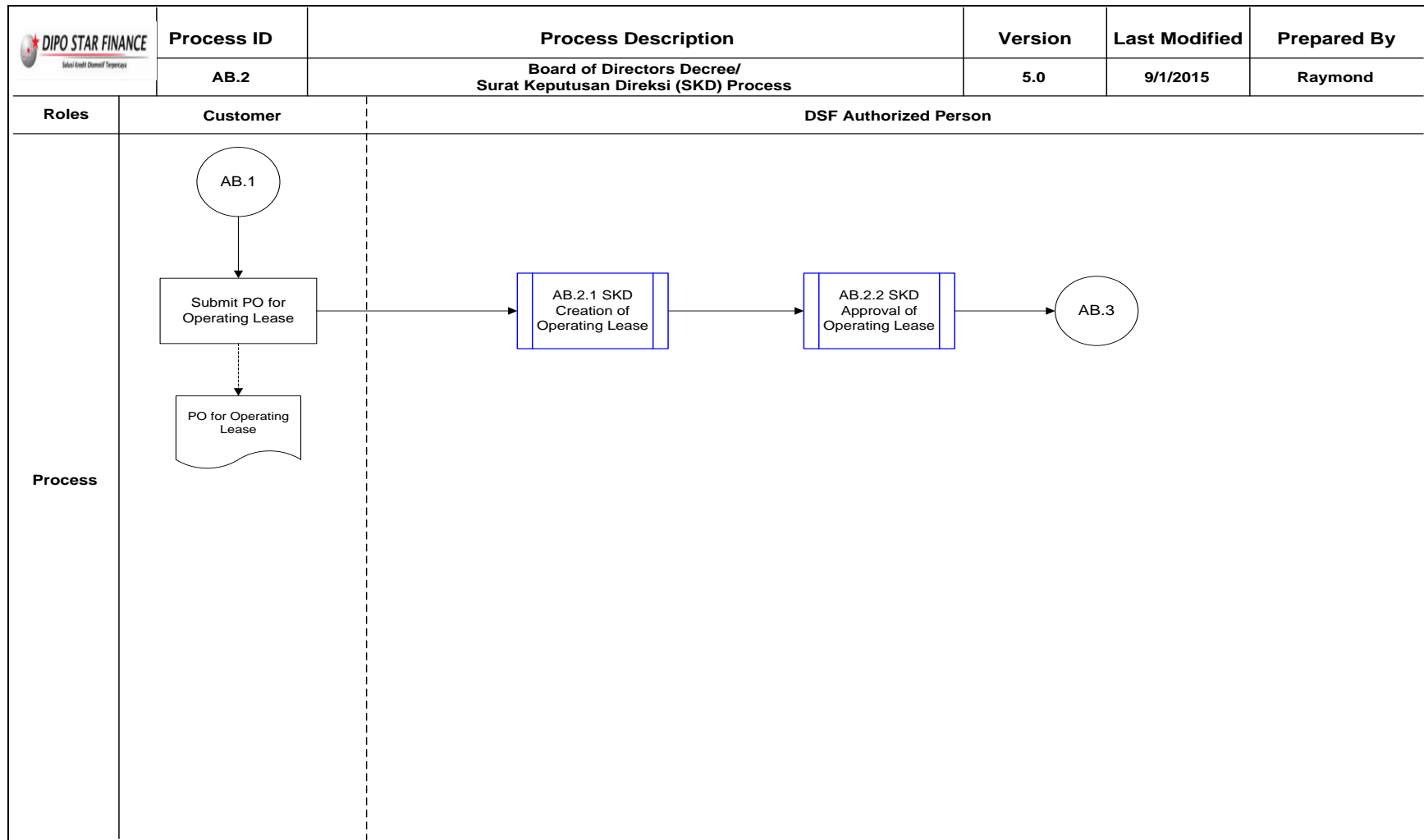


Figure 5 – High Level Process Diagram of Board of Directors Decree

Operating Lease Support System Phase-2 Project

3.1.3 AB.3 Operating Lease Agreement

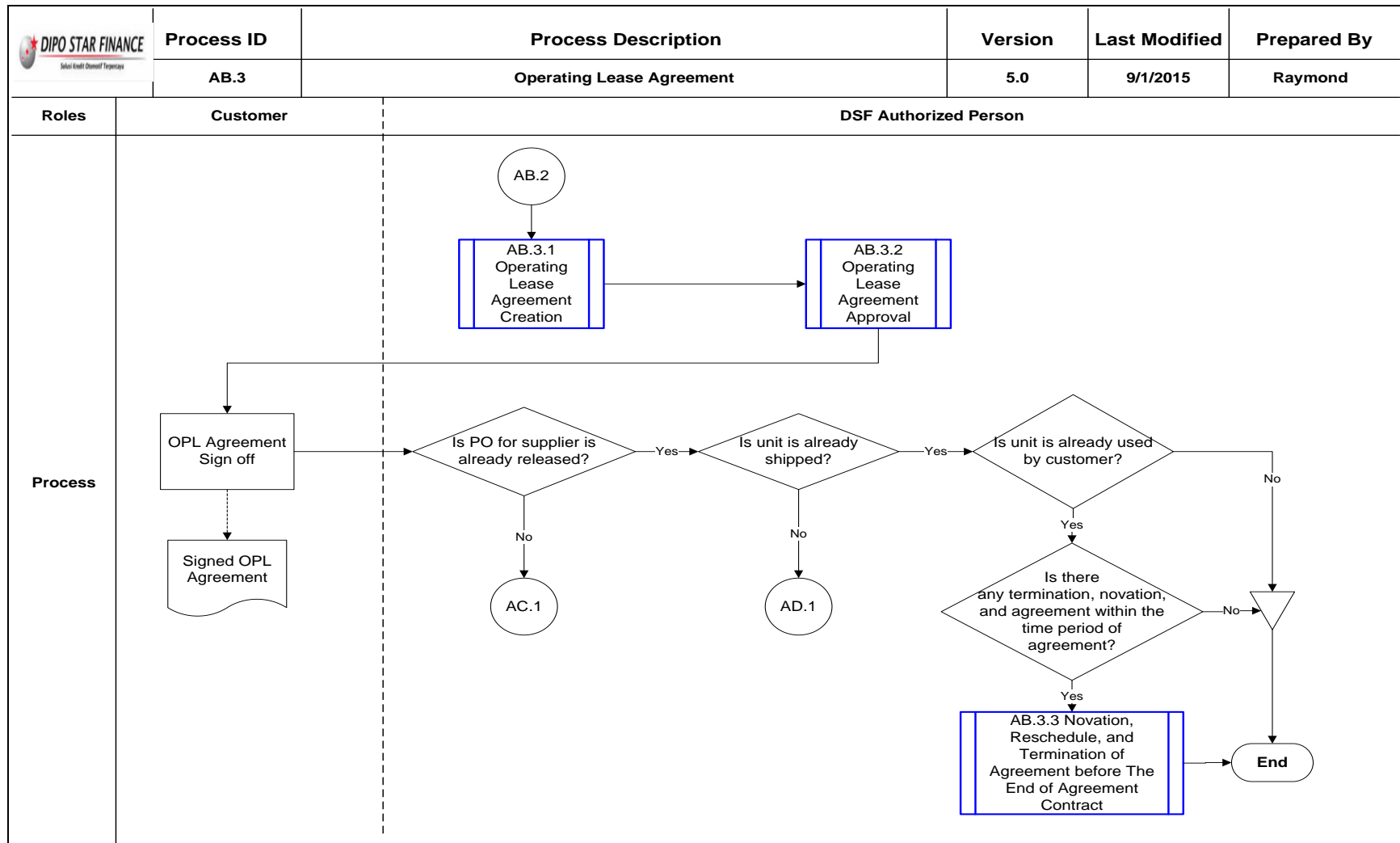


Figure 6 – High Level Process Diagram of Operating Lease Agreement

Operating Lease Support System Phase-2 Project

3.1.4 AB.4 Marketing Operational Monitoring

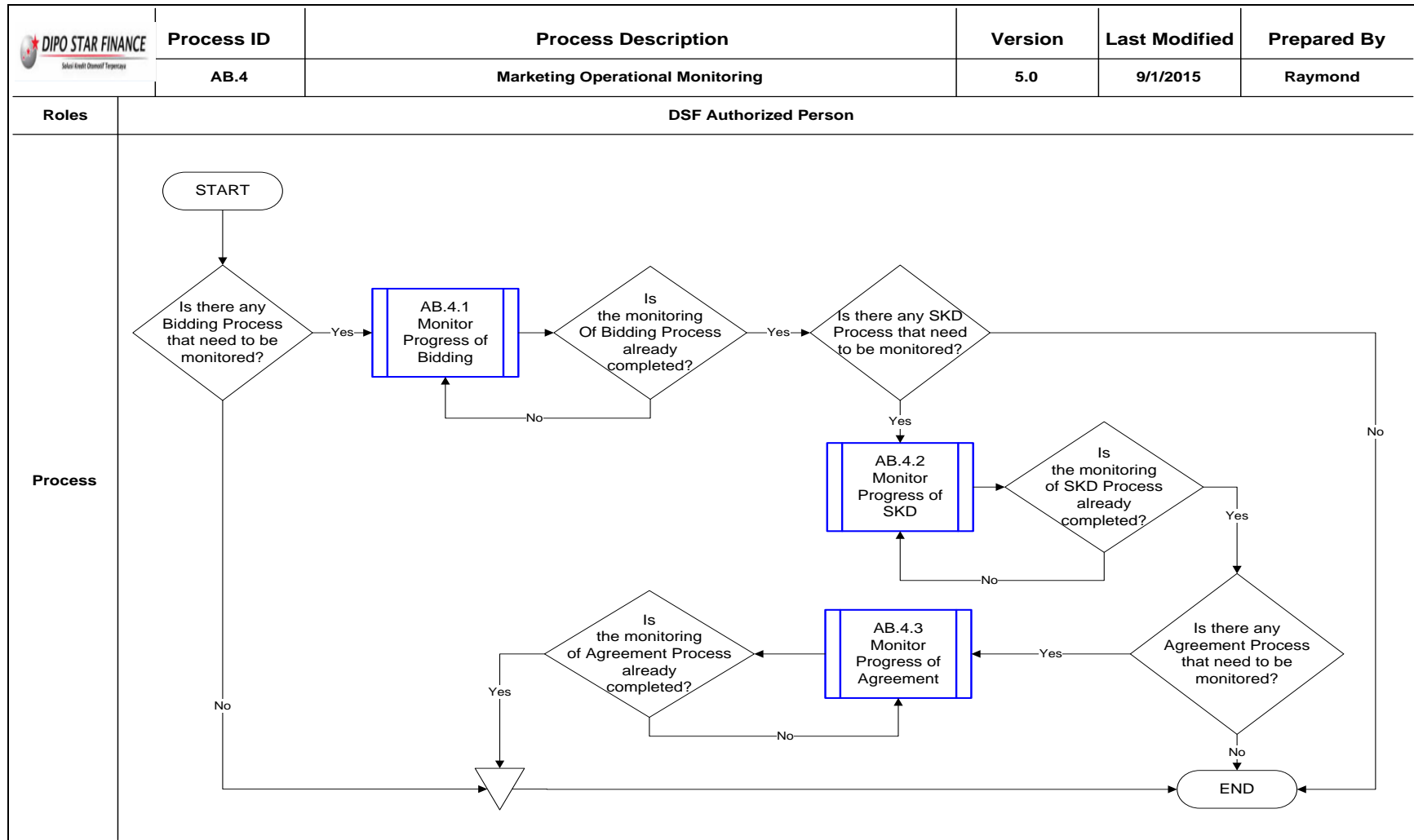


Figure 7 – High Level Process Diagram of Marketing Operational Monitoring

Operating Lease Support System Phase-2 Project

3.2 Detail Level Process Flow

3.2.1 AB.1.1 Pre-Customer Survey

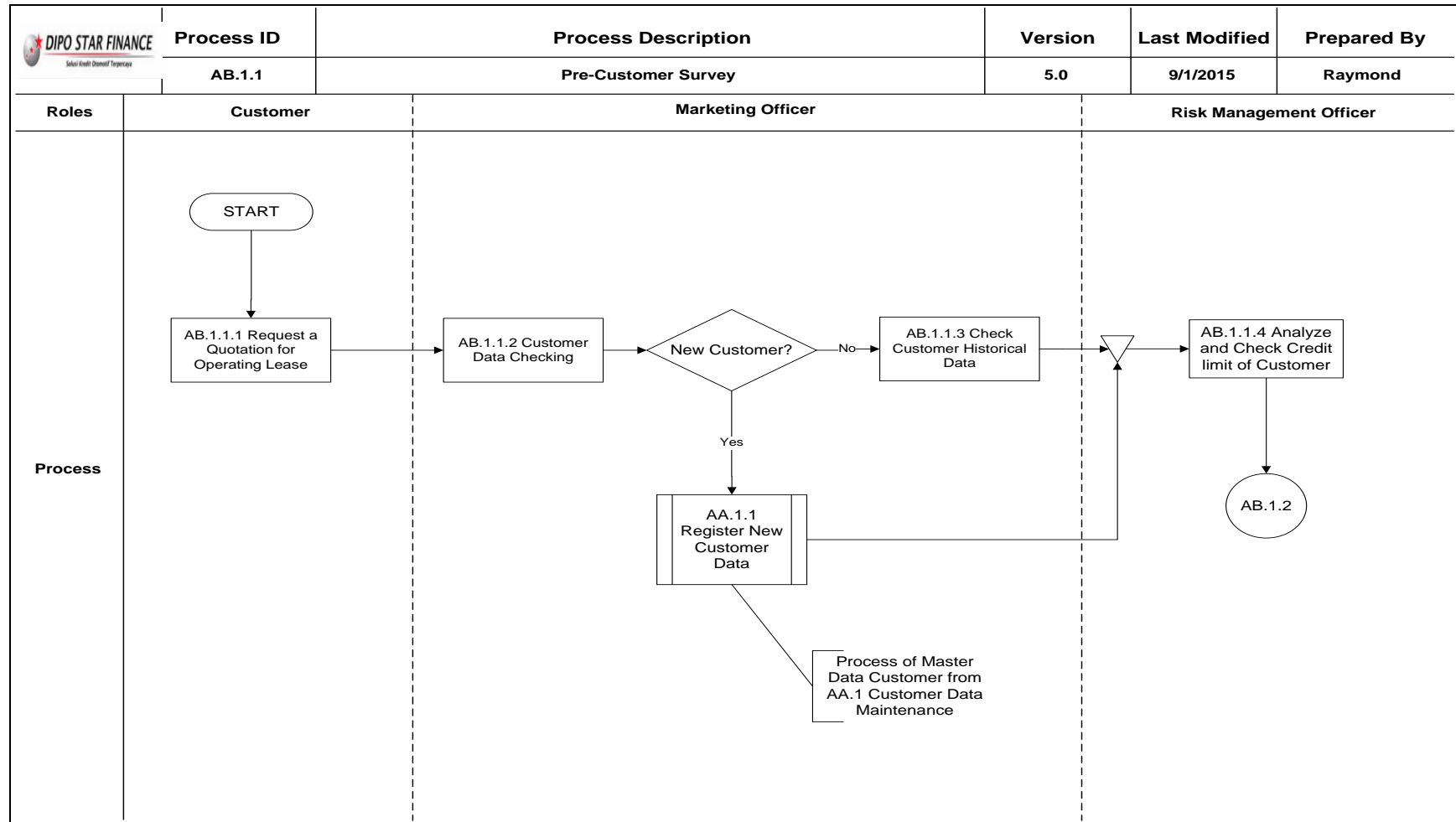


Figure 8 – Detail Level Process Diagram of Pre-Customer Survey

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.1.1	Request a Quotation for Operating Lease	Anytime	To request a quotation to DSF for unit monthly operating lease price list.	Customer
AB.1.1.2	Customer Data Checking	Anytime	<p>To check the information of prospect customer.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Checking of customer data availability using available data or documentary. Customer Data includes bank statement, income statement, Deed of Incorporation (akta pendirian), transaction history with DSF, etc. 	Marketing Officer
AB.1.1.3	Check Customer Historical Data	Anytime	<p>To check the history of prospect customer.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Checking of customer historical data using available data or documentary. Customer Data includes data records like bank statement, income statement, Deed of Incorporation (akta pendirian), transaction history with DSF, etc. 	Marketing Officer
AB.1.1.4	Analyze and Check Credit Limit of Customer	Anytime	<p>To analyze historical data of prospect customer and credit limit.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Analyze historical of prospect customer and credit limit using available data or documentary. Customer Data includes bank statement, income statement, Deed of Incorporation (akta pendirian), transaction history with DSF, etc. Credit limit should not reach its limit. 	Risk Mgmt Officer

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AA.1.1	Register New Customer Data	Anytime	<p>To register new customer data.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none">• Customer Data includes bank statement, income statement, Deed of Incorporation (akta pendirian), transaction history with DSF, etc.• Replicate or redundant data should not be registered	Marketing Officer
AB.1.2	Continued to other process on AB.1.2 Conduct Customer Survey	Anytime	To do conduct customer survey process.	Marketing Officer

Operating Lease Support System Phase-2 Project

3.2.2 AB.1.2 Conduct Customer Survey

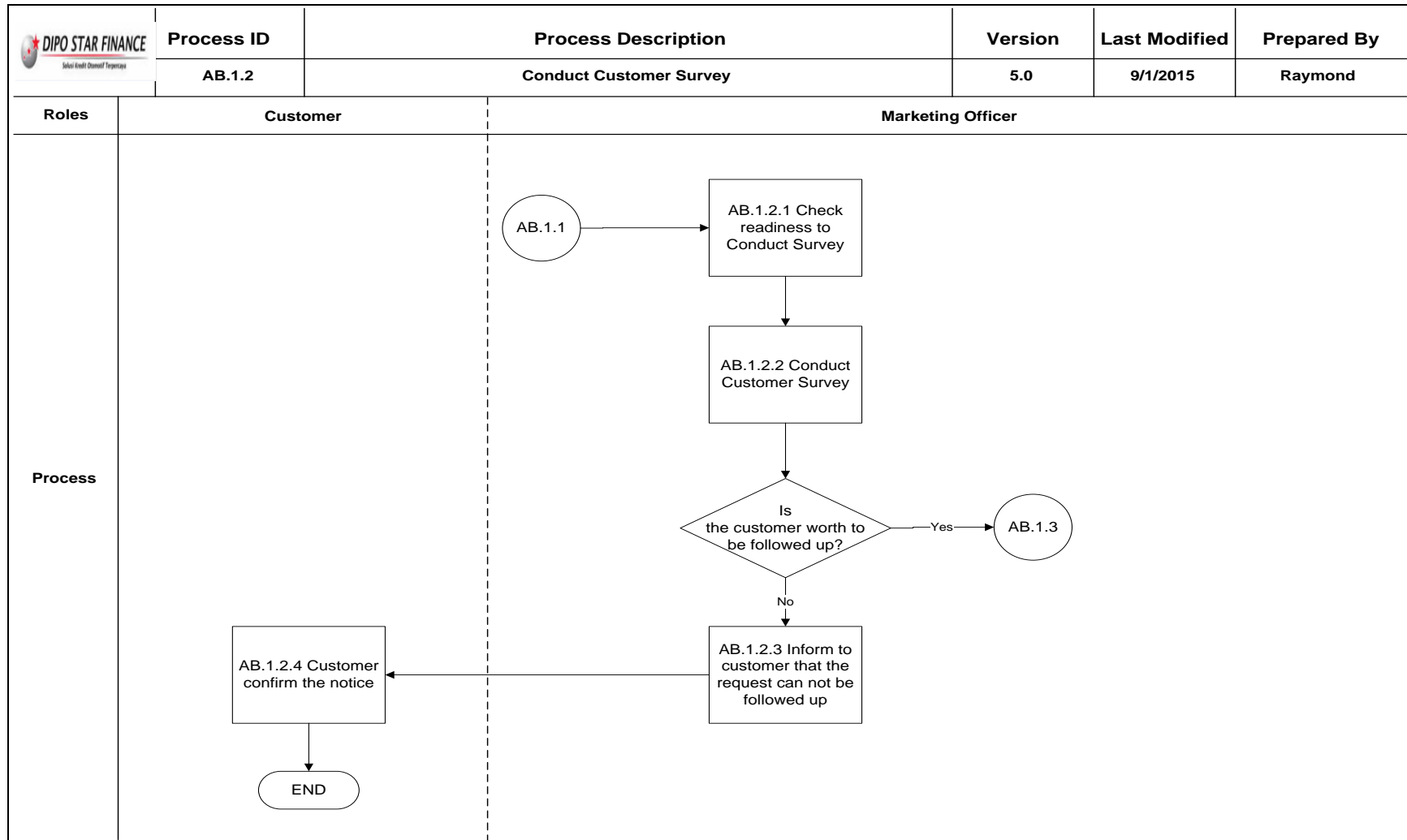


Figure 9 – Detail Level Process Diagram of Conduct Customer Survey

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.2.1	Check readiness to Conduct Survey	Anytime	To check whether Customer Survey is ready to be conducted. <u>Business rules:</u> <ul style="list-style-type: none"> Manual checking of the supporting documentary necessary to conduct the survey 	Marketing Officer
AB.1.2.2	Conduct Customer Survey	Anytime	To a survey to the prospect customer. <u>Business rules:</u> <ul style="list-style-type: none"> Manual conduct of customer survey in regards of several point of properness 	Marketing Officer
AB.1.2.3	Inform to customer that the request cannot be followed up	Anytime	To inform the customer that the process cannot be followed up. <u>Business rules:</u> <ul style="list-style-type: none"> Manually inform to customer about the process that cannot be followed up by any available telecommunication method such as email or phone. 	Marketing Officer
AB.1.2.4	Customer confirm the notice	Anytime	Customer confirms the notification regarding the declined request.	Customer
AB.1.1	Previous process AB.1.1 Pre-Customer Survey	Anytime	Previous process of Pre-Customer Process	Marketing Officer

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.3	Continued to process of AB.1.3 Customer Survey Report Creation	Anytime	To create customer survey report.	Marketing Officer

Operating Lease Support System Phase-2 Project

3.2.3 AB.1.3 Customer Survey Report Creation

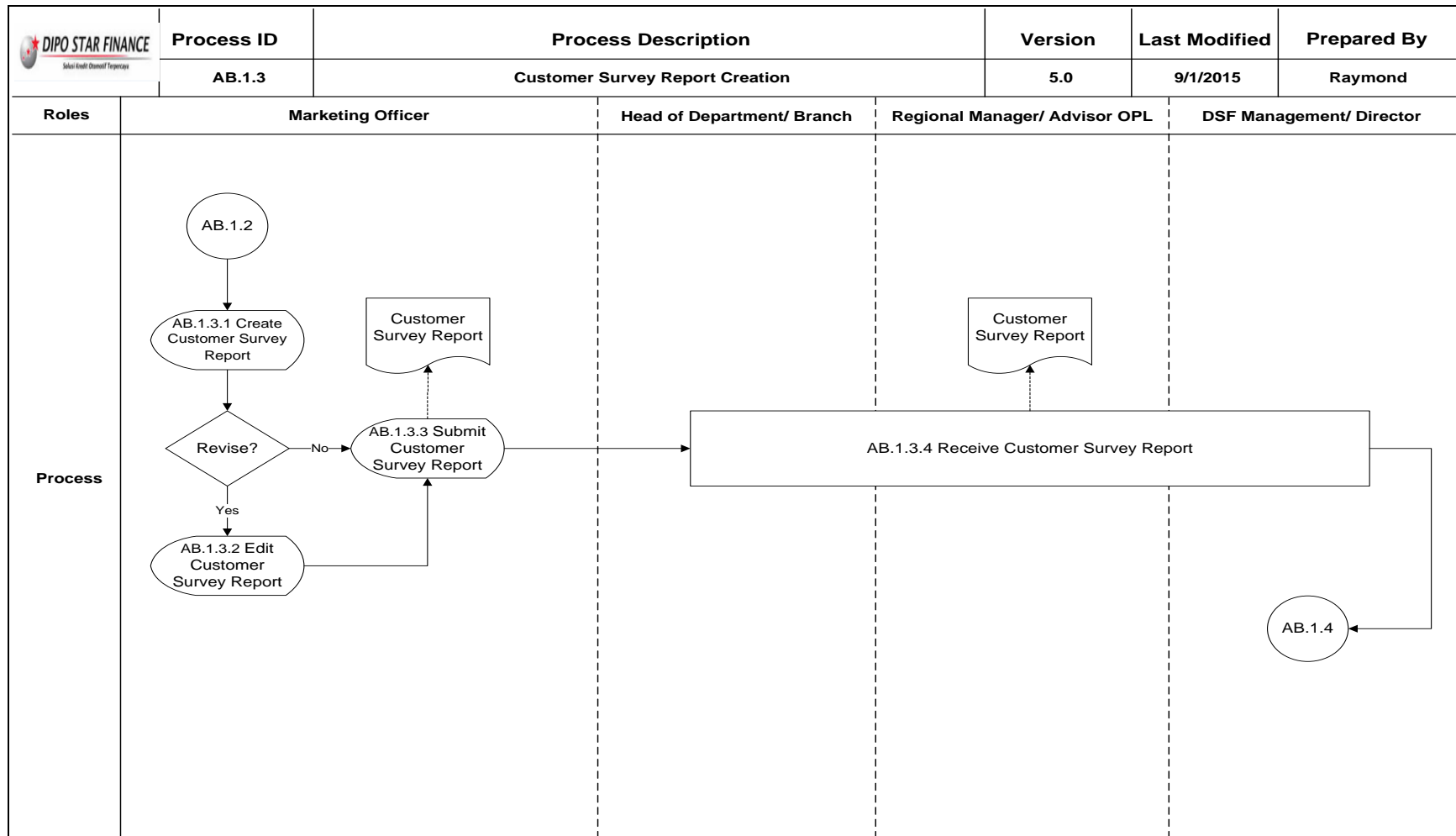


Figure 10 – Detail Level Process Diagram of Customer Survey Report Creation

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.3.1	Create Customer Survey Report	Anytime	To create a customer survey report. <u>Business rules:</u> <ul style="list-style-type: none">Input summary or notes of customer survey report based on survey result and analysis result.Customer Survey Report can only be done after conducting customer survey	Marketing Officer
AB.1.3.2	Edit Customer Survey Report	Anytime	To edit a draft customer survey report. <u>Business rules:</u> <ul style="list-style-type: none">Draft survey report cannot be edited if the customer survey report has been submittedEdit can only be done from a draft survey report	Marketing Officer
AB.1.3.3	Submit Customer Survey Report	Anytime	To submit the customer survey report that has been created and generates a customer survey report hardcopy output. <u>Business rules:</u> <ul style="list-style-type: none">Sending a customer survey report data to authorized person and assisted by PIC Admin.Submit can only be done once after create or edit.If data is already submitted and needs an update, the revision trigger is needed.	Marketing Officer

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.3.4	Receive Customer Survey Report	Anytime	<p>To receive document from submitted customer survey report.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Customer Survey Report can be received after submission from Marketing Officer. Authorized person who will receive the Report are: HOD/ HOB, Regional manager/ Advisor OPL, and DSF Management/ Director. Any revision of the report should be escalated back to Marketing Officer. The report only acts as an appendix or documented information. 	<p>HOD/ HOB</p> <p>Regional Manager/ Advisor OPL</p> <p>DSF Mgmt/ Director</p>
AB.1.2	Previous Process AB.1.2 Conduct Customer Survey	Anytime	To conduct a survey of customer prospect.	Marketing Officer
AB.1.4	Continued Process of AB 1.4 Quotation Submission from Supplier	Anytime	Process of Quotation Submission from Supplier	<p>Marketing Officer</p> <p>Supplier</p>

Operating Lease Support System Phase-2 Project

3.2.4 AB.1.4 Quotation Submission from Supplier

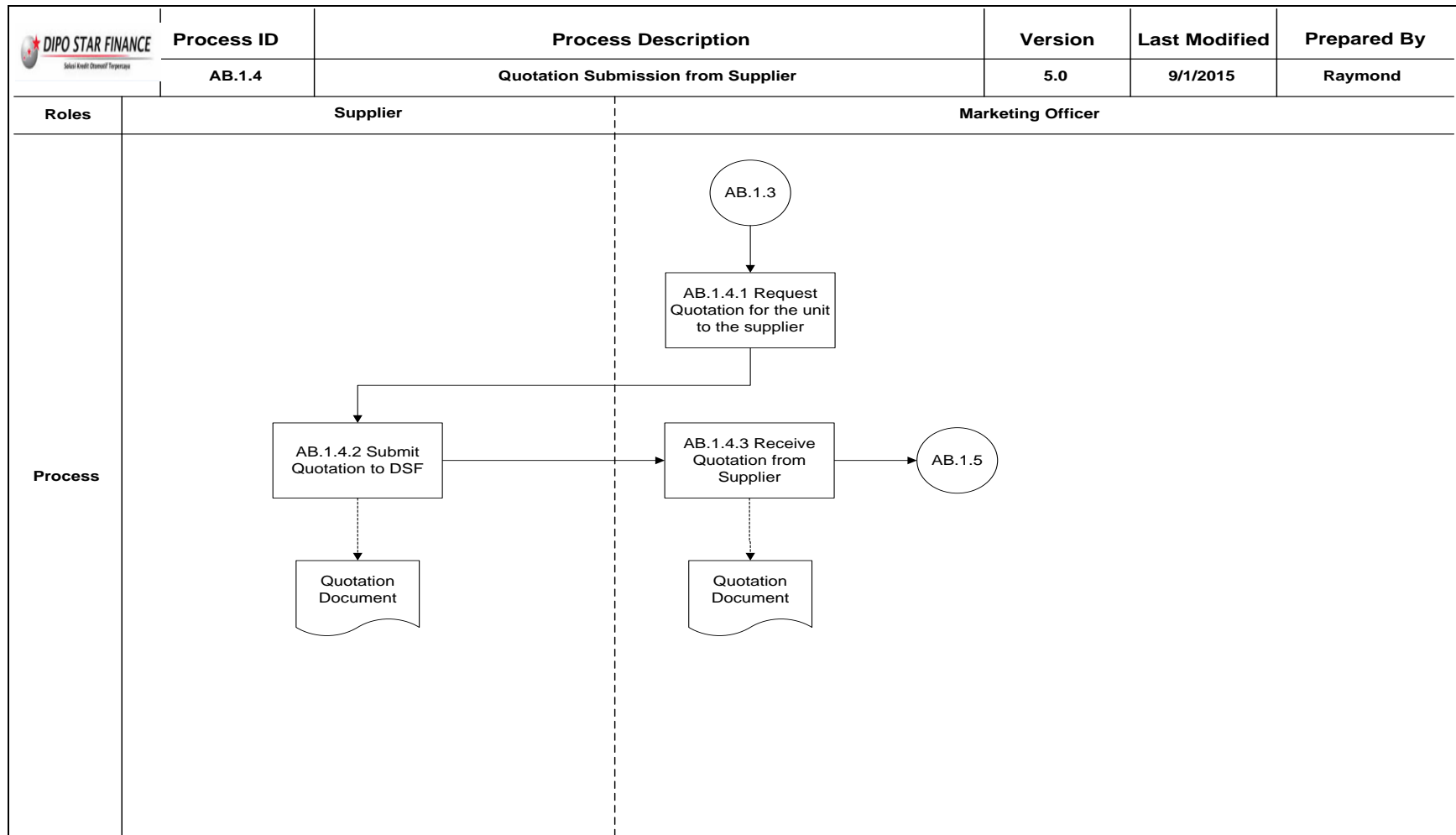


Figure 11 – Detail Level Process Diagram of Quotation Submission from Supplier

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.4.1	Request Quotation for the Unit to the supplier	Anytime	<p>To request a quotation to the supplier for the price list.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> The request can be conducted after customer survey report process has been done Quotation should be requested to chosen supplier or alternatively supplier that has been chosen by customer. The quotation is needed for price negotiation. Unit price is on OTR (On The Road) price. Bidding price informs supplier discount value, BBN for yellow/ black license plate and other price if any. 	Marketing Officer
AB.1.4.2	Submit quotation to DSF	Anytime	<p>To submit a quotation that already been requested.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> The quotation has to be submitted to DSF as reference for price negotiation. 	Supplier
AB.1.4.3	Receive Quotation from Supplier	Anytime	<p>To receive quotation of price list that has been requested from supplier.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> The quotation has to be received from the supplier that has been decided. The quotation is used as a reference to price negotiation. 	Marketing Officer
AB.1.3	Previous Process AB.1.3 Customer Survey Report Creation	Anytime	To receive quotation of price list that has been requested from supplier.	Marketing Officer

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.5	Continued Process of AB.1.5 Quotation Price Negotiation of Supplier	Anytime	To negotiate price with supplier for fair price.	Marketing Officer

Operating Lease Support System Phase-2 Project

3.2.5 AB.1.5 Quotation Price Negotiation of Supplier

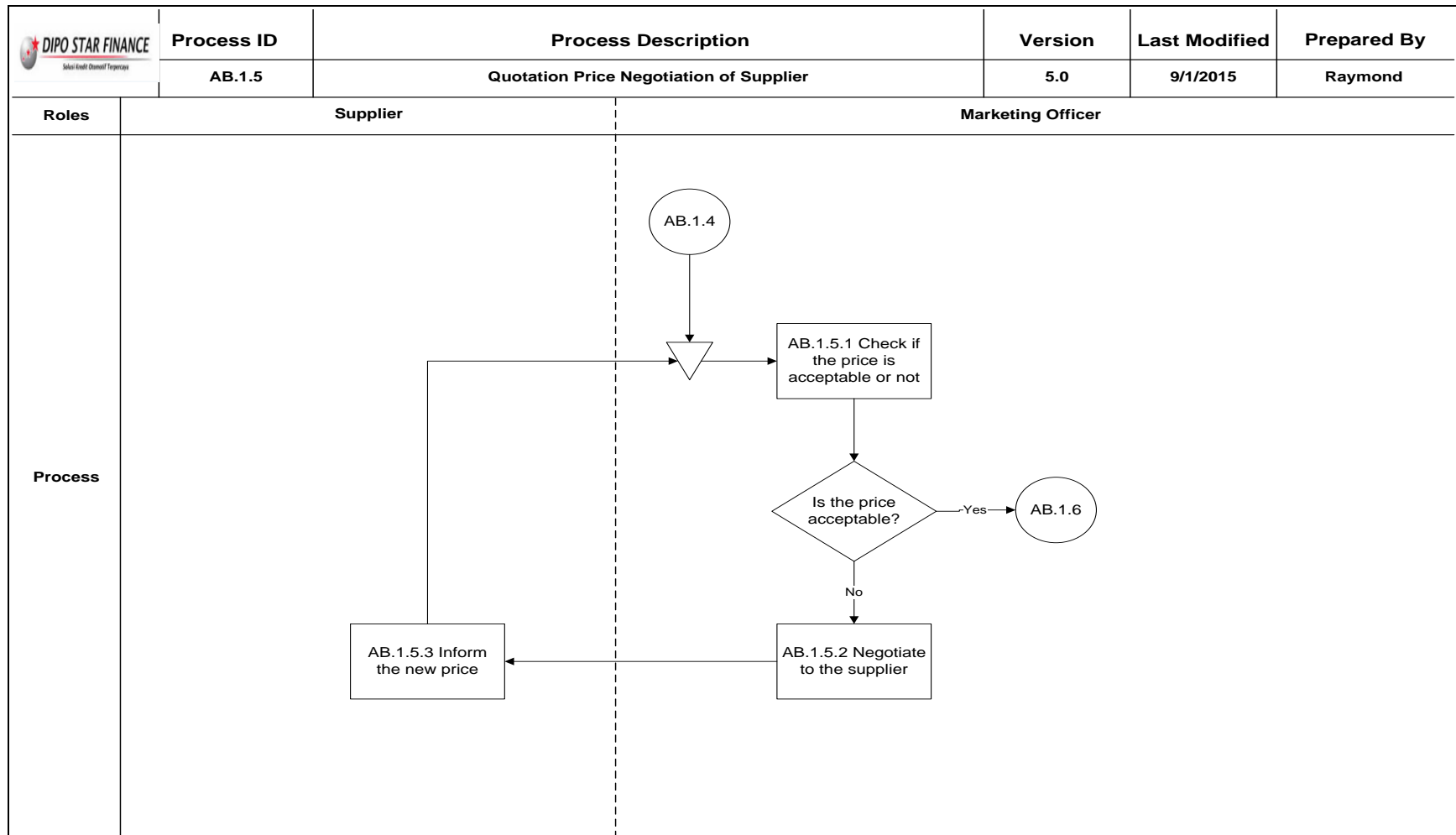


Figure 12 – Detail Level Process Diagram of Quotation Price Negotiation of Supplier

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.5.1	Check if the Price is acceptable or not	Anytime	<p>To check the fairness of price from the quotation from supplier.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Manual checking of the price fairness. The checking also considers the old transactions with DSF if the data is available. 	Marketing Officer
AB.1.5.2	Negotiate to the Supplier	Anytime	<p>To negotiate price fairness with the supplier.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Price negotiation comes from any concerns regarding the price fairness. Any consideration regarding the price should still be negotiated until the final price is settled. 	Marketing Officer
AB.1.5.3	Inform the new price	Anytime	<p>To inform the price that has been negotiated.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> New price information is sent to DSF for their information. 	Supplier
AB.1.4	Previous Process AB.1.4 Quotation Submission from Supplier	Anytime	Process of Quotation Submission from Supplier.	Marketing Officer

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.6	Continued to process of AB.1.6 Operating Lease Calculation and Estimation	Anytime	To do calculation and estimation process of operating lease.	Marketing Officer

Operating Lease Support System Phase-2 Project

3.2.6 AB.1.6 Operating Lease Calculation and Estimation

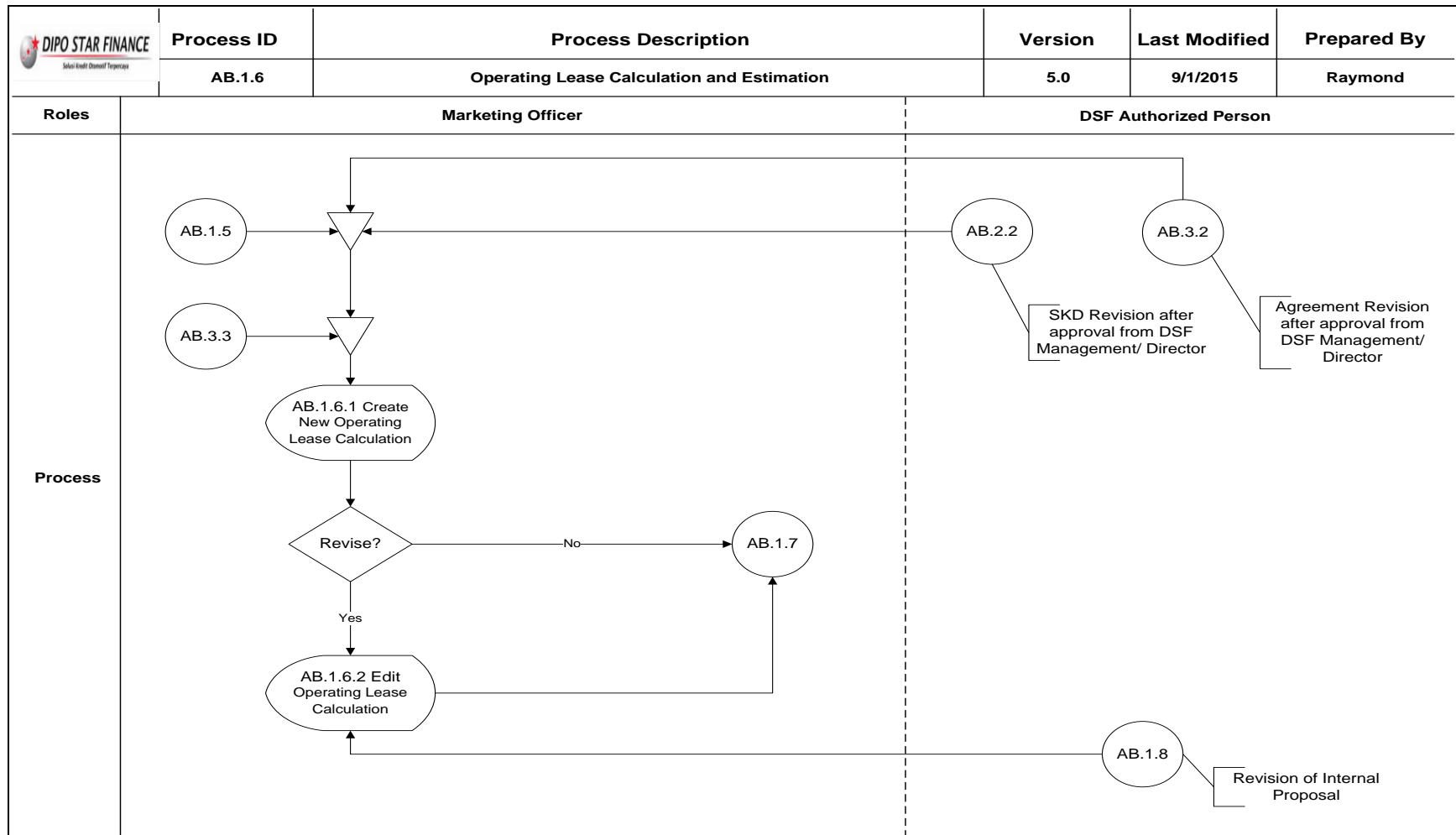


Figure 13 – Detail Level Process Diagram of Operating Lease Calculation and Estimation

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.6.1	Create New Operating Lease Calculation	Anytime	<p>To do operating lease calculation.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Input calculation with necessary data records based on quotation from supplier. Calculation and Estimation can only be done after quotation from supplier has been firmed. 	Marketing Officer
AB.1.6.2	Edit Operating Lease Calculation	Anytime	<p>To edit a draft of operating lease calculation.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Draft calculation and estimation cannot be edited if the calculation and estimation has been submitted. Edit can only be done from a draft calculation and estimation. 	Marketing Officer
AB.1.5	Previous Process AB.1.5 Quotation Price Negotiation of Supplier	Anytime	Previous process of price negotiation with supplier.	Marketing Officer
AB.1.7	Continued Process AB.1.7 Operating Lease Analysis and Recommendation	Anytime	To create Analysis and Recommendation.	Marketing Officer

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.8	Backtracked Process AB.1.8 Internal Proposal of Operating Lease Approval	Anytime	To revise the calculation process from Internal Proposal of Operating Lease Approval process	DSF Authorized Person
AB.2.2	Backtracked Process AB.2.2 SKD Approval of Operating Lease	Anytime	To revise SKD Approval process in which resulted in new calculation creation.	DSF Authorized Person
AB.3.2	Backtracked Process AB.3.2 Operating Lease Agreement Approval	Anytime	To revise Agreement Approval process in which resulted in new calculation creation.	DSF Authorized Person
AB.3.3	Backtracked Process AB.3.3 Novation, Reschedule, and Termination of Agreement before The End of Agreement Contract	Anytime	To create a new calculation resulted from reschedule of agreement that still within the time period of contract (before periode of contract ended).	Marketing Officer

Operating Lease Support System Phase-2 Project

3.2.7 AB.1.7 Operating Lease Analysis and Recommendation

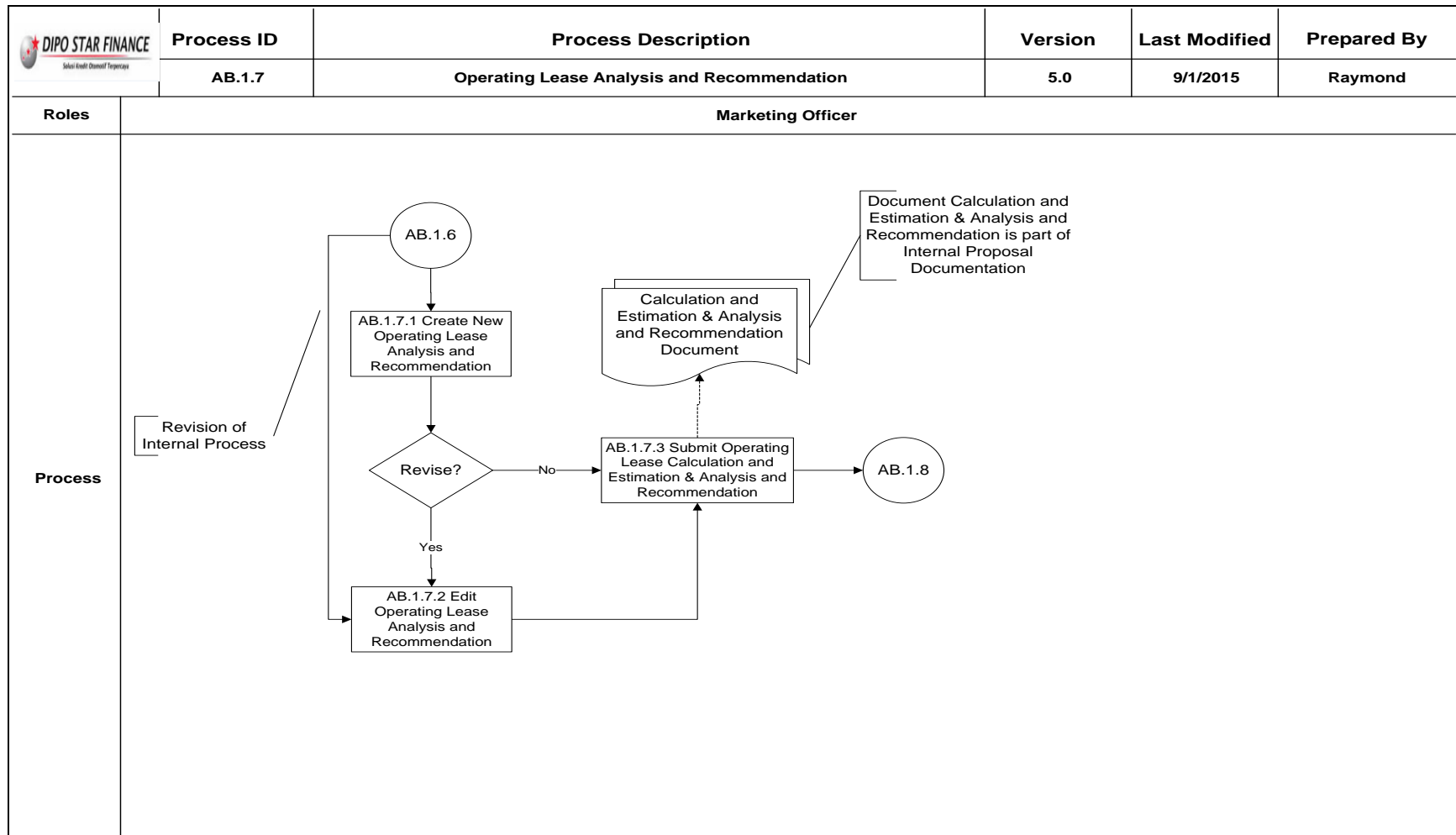


Figure 14 – Detail Level Process Diagram of Analysis and Recommendation

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.7.1	Create New Operating Lease Analysis and Recommendation	Anytime	<p>To create a new operating lease analysis and recommendation.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Input analysis and recommendation with necessary customer record based on survey report, customer data, etc. Analysis and Recommendation can only be done after quotation from supplier has been firmed. 	Marketing Officer
AB.1.7.2	Edit Operating Lease Analysis and Recommendation	Anytime	<p>To edit a draft of operating lease analysis and recommendation.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Draft analysis and recommendation cannot be edited if the analysis and recommendation has been submitted. Edit can only be done from a draft analysis and recommendation. 	Marketing Officer
AB.1.7.3	Submit Operating Lease Calculation and Estimation & Analysis and Recommendation	Anytime	<p>To submit the operating lease calculation and estimation & analysis and recommendation that have been created.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Sending a calculation and estimation data to authorized person. Sending an analysis and recommendation data to authorized person. Submit can only be done once after create or edit. If data is already submitted and needs an update, the revision trigger is needed. Calculation and Estimation & Analysis and Recommendation are part of Internal Proposal. 	Marketing Officer

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.6	Previous Process AB.1.6 Operating Lease Calculation and Estimation	Anytime	Previous process of calculation and estimation operating lease.	Marketing Officer
AB.1.8	Continued to Process of AB.1.8 Internal Proposal of Operating Lease Approval Backtracked Process AB.1.8 Internal Proposal of Operating Lease Approval	Anytime	To create an Internal Proposal of Operating Lease or revision process from approval of internal proposal.	Marketing Officer

Operating Lease Support System Phase-2 Project

3.2.8 AB.1.8 Internal Proposal of Operating Lease Approval

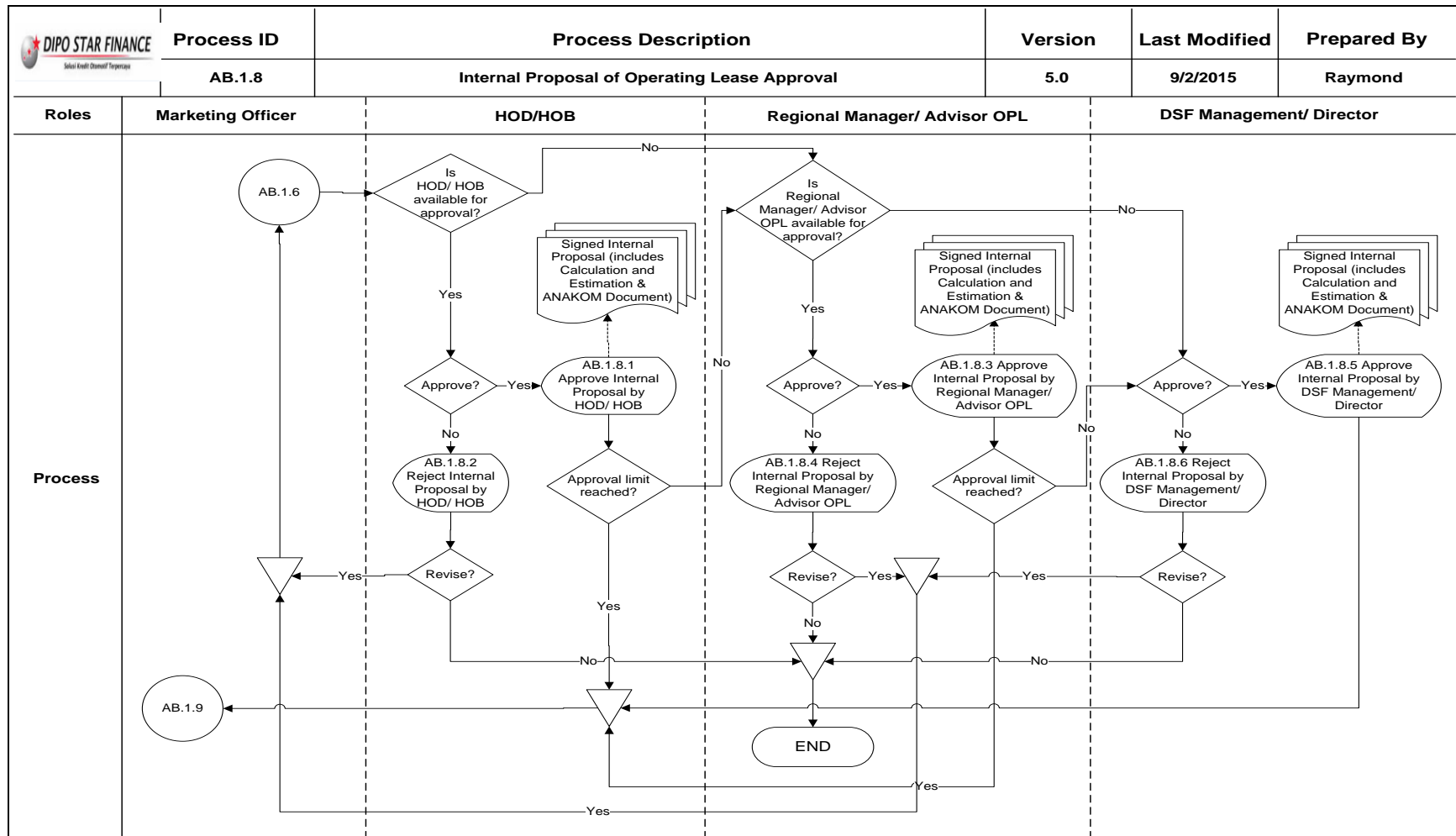


Figure 15 – Detail Level Process Diagram of Internal Proposal of Operating Lease Approval

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.8.1	Approve Internal Proposal by HOD/ HOB	Anytime	<p>To approve the internal proposal by HOD/ HOB.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Approve Internal Proposal can only be done after Calculation and Estimation with Analysis and Recommendation document have been submitted to first available Authorized Person. Approval will result in process of approval by next authorized person or quotation submission to customer if the hierarchy limit has ended. Any revision after approval will result in re-creating the calculation and estimation also analysis and recommendation if there is a revision in the calculation. 	HOD/ HOB
AB.1.8.2	Reject Internal Proposal by HOD/ HOB	Anytime	<p>To reject or revise the internal proposal by HOD/ HOB.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Reject Internal Proposal by HOD/ HOB can only be done after Calculation and Estimation with Analysis and Recommendation document have been submitted to HOD/ HOB. Rejection will result in the end of operating lease process. Revision can be issued by HOD/ HOB authority if there are any concerns regarding the supporting document or the internal proposal itself. 	HOD/ HOB
AB.1.8.3	Approve Internal Proposal by Regional Manager/ Advisor OPL	Anytime	<p>To approve the internal proposal by Regional Manager/ Advisor OPL.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Approve Internal Proposal by Regional Manager/ Advisor OPL can only be 	Regional Manager/ Advisor OPL

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
			<p>done after approval by HOD/ HOB or if HOD/ HOB is not available for approval.</p> <ul style="list-style-type: none"> Approval will result in process of approval by next authorized person or quotation submission to customer if the hierarchy limit has ended. Any revision after approval will result in re-creating the calculation and estimation also analysis and recommendation if there is a revision in the calculation. 	
AB.1.8.4	Reject Internal Proposal by Regional Manager/ Advisor OPL	Anytime	<p>To reject or revise the internal proposal Regional Manager/ Advisor OPL.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Reject Internal Proposal by Regional Manager/ Advisor OPL can only be done after approval by HOD/ HOB. Rejection will result in the end of operating lease process. Revision can be issued by Regional Manager/ Advisor OPL authority if there are any concerns regarding the supporting document or the internal proposal itself. 	Regional Manager/ Advisor OPL
AB.1.8.5	Approve Internal Proposal by DSF Management/ Director	Anytime	<p>To approve the internal proposal by DSF Management/ Director.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Approve Internal Proposal by Regional Manager/ Advisor OPL can only be done after approval by Regional Manager/ Advisor OPL or if Regional Manager/ Advisor OPL is not available for approval. Approval will result in next process of quotation submission to customer. Any revision after approval will result in re-creating the calculation and estimation also analysis and recommendation if there is a revision in the 	DSF Mgmt/ Director

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
			calculation.	
AB.1.8.6	Reject Internal Proposal by DSF Management/ Director	Anytime	<p>To reject or revise the internal proposal DSF Management/ Director.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Reject Internal Proposal by DSF Management/ Director can only be done after approval by Regional Manager/ Advisor OPL. Rejection will result in the end of operating lease process. Revision can be issued by DSF Management/ Director authority if there are any concerns regarding the supporting document or the internal proposal itself. 	DSF Mgmt/ Director
AB.1.6	Previous Process AB.1.6 Operating Lease Calculation and Estimation	Anytime	Previous process of calculation and estimation of operating lease.	Marketing Officer
AB.1.9	Continued Process to AB.1.9 Operating Lease Quotation Submission	Anytime	To do process of submission of quotation to customer.	Marketing Officer

Operating Lease Support System Phase-2 Project

3.2.9 AB.1.9 Operating Lease Quotation Creation

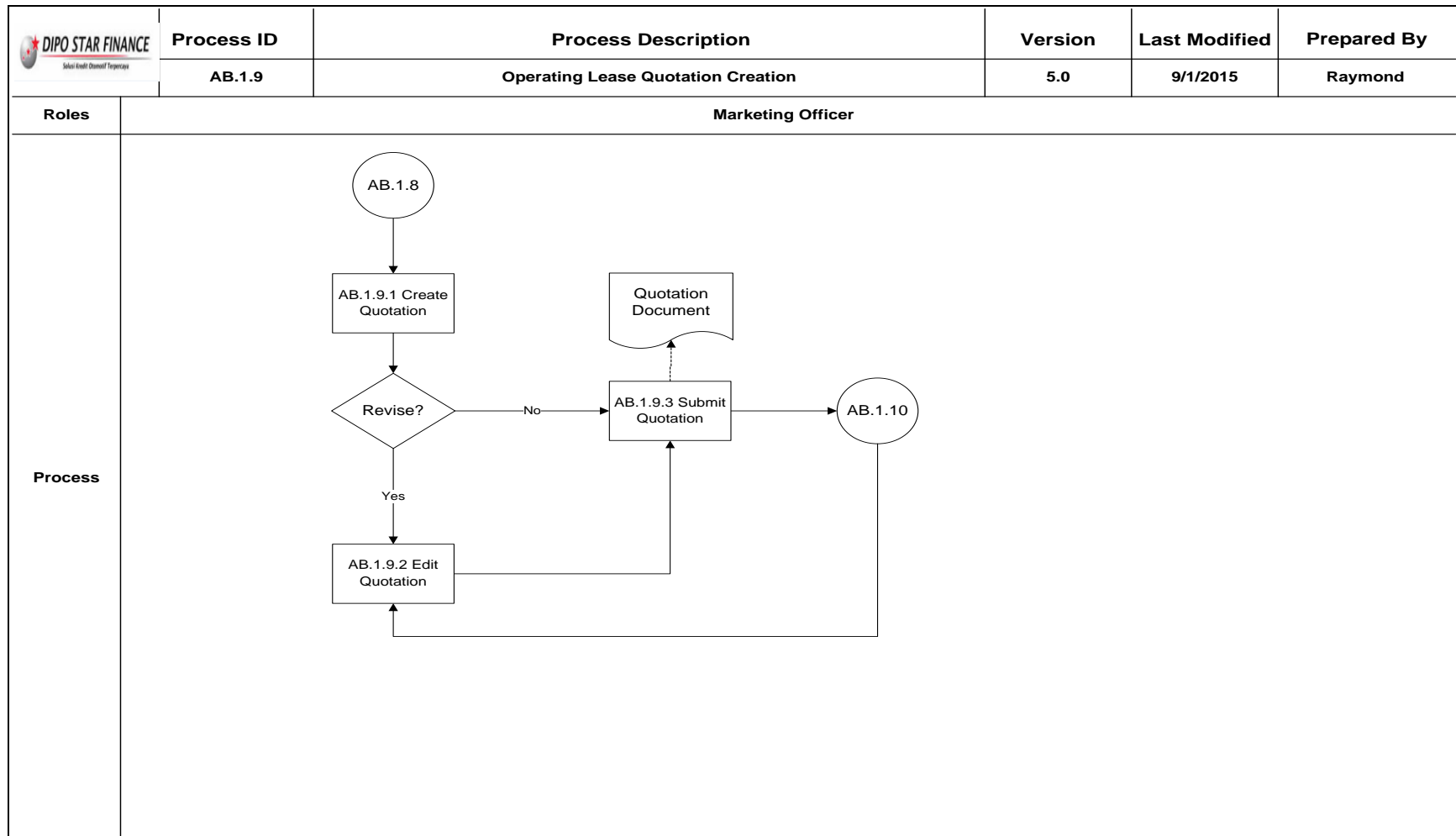


Figure 16 – Detail Level Process Diagram of Operating Lease Quotation Creation

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.9.1	Create Quotation	Anytime	<p>To create a quotation for customer.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Input quotation data with necessary data record based on firmed quotation from supplier. Quotation to customer can only be done after internal proposal has been approved and signed by DSF Authorized Person approval hierarchy. 	Marketing Officer
AB.1.9.2	Edit Quotation	Anytime	<p>To edit a quotation draft.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Draft quotation cannot be edited if the quotation has been submitted. Edit can only be done from a draft quotation. 	Marketing Officer
AB.1.9.3	Submit Quotation	Anytime	<p>To submit a quotation to be approved by authorized person</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Submit can only be done once after create or edit. Submission will move to approval hierarchy by authorized person. Submit will generate a document output of Quotation Document. 	Marketing Officer
AB.1.8	Previous Process AB.1.8 Internal Proposal of Operating Lease Approval	Anytime	Previous process of Internal Proposal Approval.	Marketing Officer

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.10	Continued Process of AB.1.10 Operating Lease Quotation Submission Approval Backtracked process AB.1.10 Operating Lease Quotation Submission Approval	Anytime	To continue the process to Operating Lease Quotation Approval or revision from quotation submission approval.	Marketing Officer

Operating Lease Support System Phase-2 Project

3.2.10 AB.1.10 Operating Lease Quotation Approval

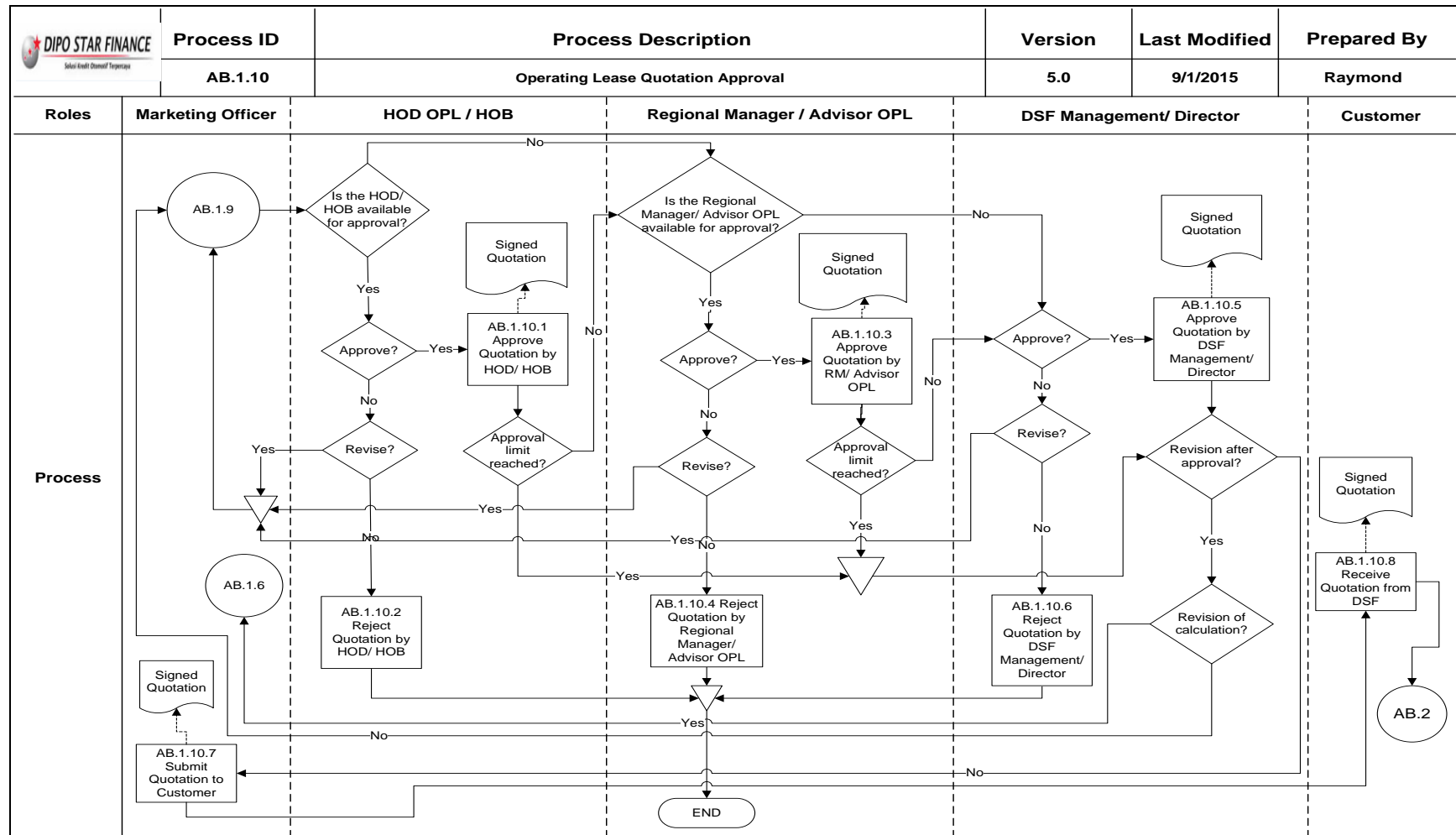


Figure 17 – Detail Level Process Diagram of Operating Lease Quotation Approval

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.10.1	Approve Quotation by HOD/ HOB	Anytime	<p>To approve the quotation by HOD/ HOB.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Approve quotation can only be done after Quotation Submission Creation document have been submitted to first available Authorized Person. Approval will result in process of approval by next authorized person or SKD Process if the hierarchy limit has ended. Any revision after approval will result in re-creating the calculation and estimation if there is a revision in the calculation or re-creating the quotation. 	HOD/ HOB
AB.1.10.2	Reject Quotation by HOD/ HOB	Anytime	<p>To reject or revise the quotation by HOD/ HOB.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Reject quotation by HOD/ HOB can only be done after Quotation Submission Creation document have been submitted to HOD/ HOB. Rejection will result in the end of quotation process. Revision can be issued by HOD/ HOB authority if there are any concerns regarding the output documents or the quotation itself. 	HOD/ HOB
AB.1.10.3	Approve Quotation by Regional Manager/ Advisor OPL	Anytime	<p>To approve the quotation by Regional Manager/ Advisor OPL.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Approve quotation by Regional Manager/ Advisor OPL can only be done after approval by HOD/ HOB or if HOD/ HOB is not available for approval. Approval will result in process of approval by next authorized person or SKD 	Regional Manager/ Advisor OPL

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
			<p>Process if the hierarchy limit has ended.</p> <ul style="list-style-type: none"> Any revision after approval will result in re-creating the calculation and estimation if there is a revision in the calculation or re-creating the quotation. 	
AB.1.10.4	Reject Quotation by Regional Manager/ Advisor OPL	Anytime	<p>To reject or revise the quotation Regional Manager/ Advisor OPL.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Reject quotation by Regional Manager/ Advisor OPL can only be done after approval by HOD/ HOB. Rejection will result in the end of quotation process. Revision can be issued by Regional Manager/ Advisor OPL authority if there are any concerns regarding the output documents or the quotation itself. 	Regional Manager/ Advisor OPL
AB.1.10.5	Approve Quotation by DSF Management/ Director	Anytime	<p>To approve the quotation by DSF Management/ Director.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Approve quotation by DSF Management/ Director can only be done after approval by Regional Manager/ Advisor OPL or if Regional Manager/ Advisor OPL is not available for approval. Approval will result in next process of SKD Process. Any revision after approval will result in re-creating the calculation and estimation if there is a revision in the calculation or re-creating the quotation. 	DSF Mgmt/ Director

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.10.6	Reject Quotation by DSF Management/ Director	Anytime	<p>To reject or revise the quotation by DSF Management/ Director.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Reject Quotation by DSF Management/ Director can only be done after approval by Regional Manager/ Advisor OPL. Rejection will result in the end of quotation process. Revision can be issued by DSF Management/ Director authority if there are any concerns regarding the output documents or the quotation itself. 	DSF Mgmt/ Director
AB.1.10.7	Submit Quotation to Customer	Anytime	<p>To approved quotation to customer.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Manually submit the approved quotation to customer. Customer will receive the submitted quotation. 	Marketing Officer
AB.1.10.8	Receive Quotation from DSF	Anytime	<p>To receive quotation from DSF regarding the monthly Operating Lease Price.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Manually receive the approved quotation from DSF. Receive quotation from submitted quotation from Marketing Officer. 	Customer
AB.1.6	Previous Process AB.1.6 Operating Lease Calculation and Estimation	Anytime	Previous process of calculation and estimation of operating lease.	Marketing Officer

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.9	Previous Process AB.1.9 Operating Lease Quotation Submission Creation	Anytime	To create Quotation for Customer.	Marketing Officer
AB.2	Continued Process to AB.2 Board of Directors Decree	Anytime	To continue the process to Board of Directors Decree/ Surat Keputusan Direksi (SKD) Process	Marketing Officer

Operating Lease Support System Phase-2 Project

3.2.11 AB.2.1 SKD Creation of Operating Lease

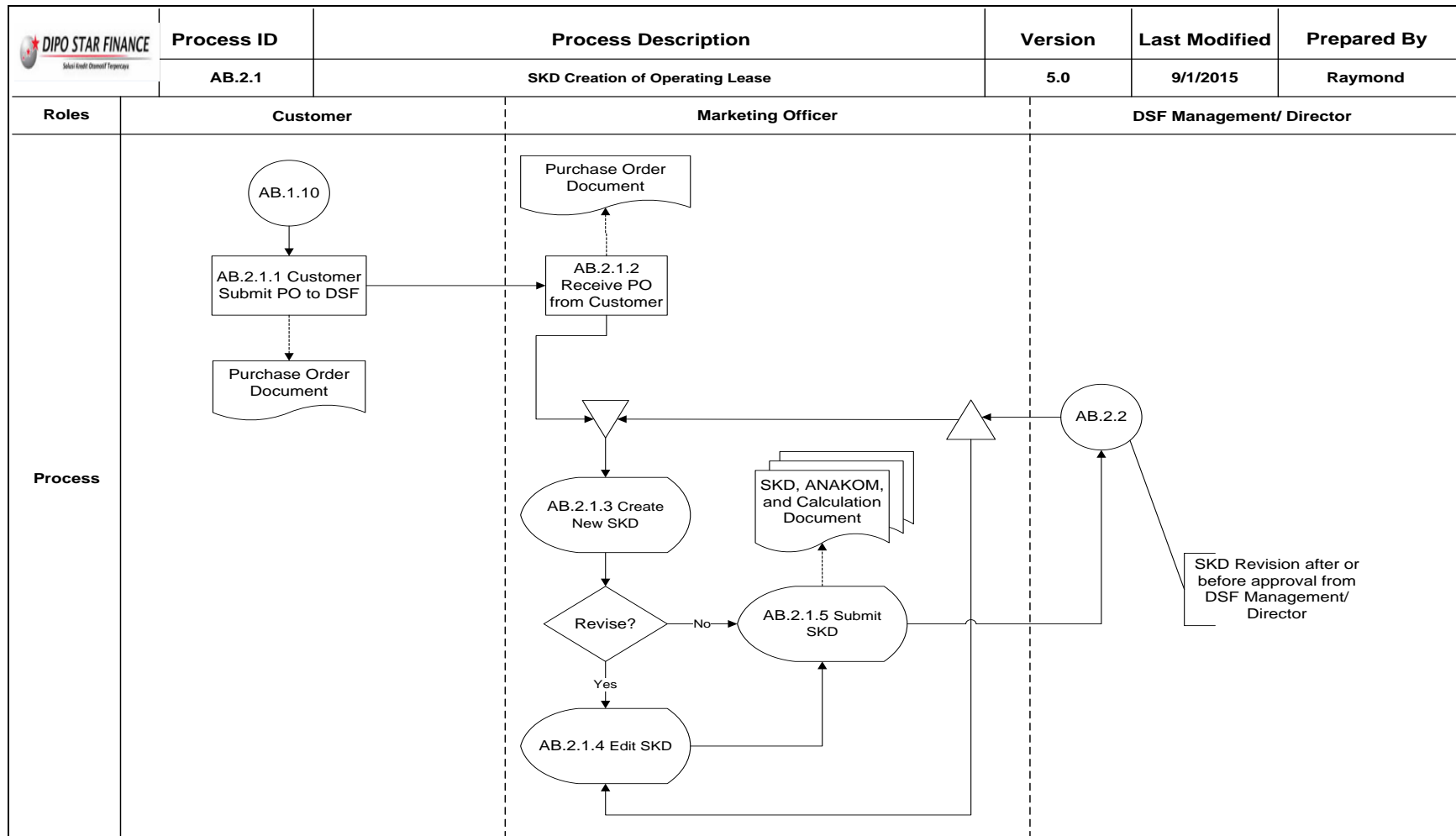


Figure 18 – Detail Level Process Diagram of SKD Creation of Operating Lease

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.2.1.1	Submit PO to DSF	Anytime	<p>To submit a Purchase Order document to DSF.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Manually submit the Purchase Order for a reference in making SKD. As the result of the submission, the marketing officer should receive the Purchase Order from the customer. 	Customer
AB.2.1.2	Receive PO from Customer	Anytime	<p>To receive Purchase Order from Customer.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Manually receive the Purchase Order for a reference in making SKD. As the result of the receipt, Marketing Officer can create SKD. 	Marketing Officer
AB.2.1.3	Create New SKD	Anytime	<p>To create a new SKD.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Input SKD data with necessary data record Creating SKD can only be done after PO from Customer 	Marketing Officer
AB.2.1.4	Edit SKD	Anytime	<p>To edit a SKD draft.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Draft SKD cannot be edited if the SKD has been submitted. Edit can only be done from a draft SKD. 	Marketing Officer
AB.2.1.5	Submit SKD	Anytime	<p>To submit a SKD to authorized person for approval and generate a SKD hardcopy output.</p>	Marketing Officer

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
			<u>Business rules:</u> <ul style="list-style-type: none"> Sending a SKD data to authorized person. Submit can only be done once after create or edit. If data is already submitted and needs an update, the revision trigger is needed. 	
AB.1.10	Previous Process AB.1.10 Operating Lease Quotation Submission Approval	Anytime	Previous process of Operating Lease Quotation Submission Approval to confirm the quotation.	Customer
AB.2.2	Backtracked Process AB.2.2 SKD Approval of Operating Lease Continued Process of AB.2.2 SKD Approval of Operating Lease	Anytime	To move to next process for approval SKD or to revise the SKD after rejection from authorized person (in reference to approval hierarchy).	HOD/ HOB Regional Manager/ Advisor OPL DSF Mgmt/ Director

Operating Lease Support System Phase-2 Project

3.2.12 AB.2.2 SKD Approval of Operating Lease

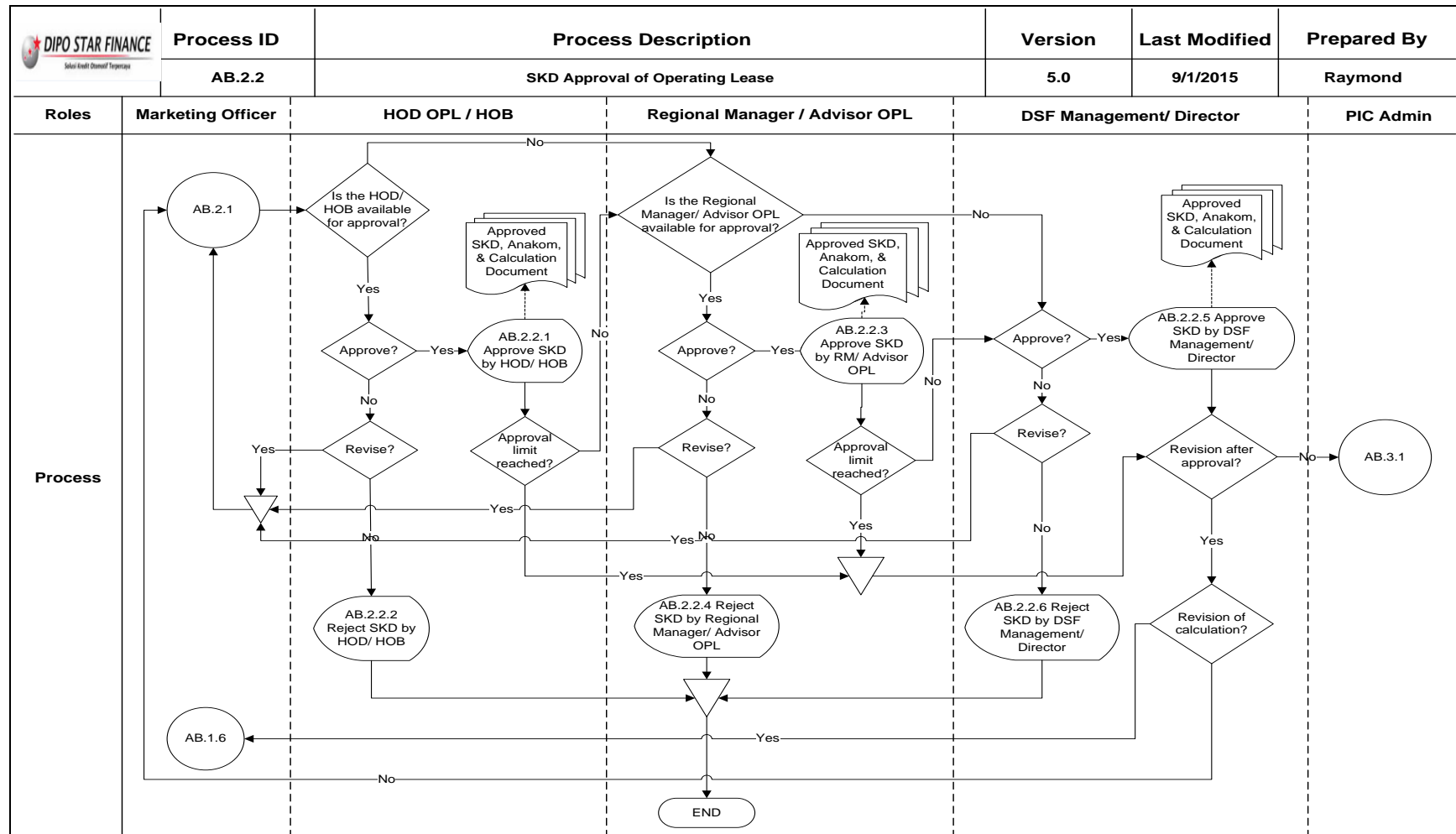


Figure 19 – Detail Level Process Diagram of SKD Approval of Operating Lease

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.2.2.1	Approve SKD by HOD/ HOB	Anytime	<p>To approve the SKD with the generated output documents by HOD/ HOB.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Approval will result in next process Agreement Management if the limit of approval has been reached. Approval will result in next approval process by Regional Manager/ Advisor OPL if the limit of approval is higher than HOD/ HOB limit. Approval outputs are approved SKD, ANAKOM, and calculation document by HOD/ HOB. This approval starts if the SKD has been submitted by Marketing Officer. 	HOD/ HOB
AB.2.2.2	Reject SKD by HOD/ HOB	Anytime	<p>To reject the SKD by HOD/ HOB.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Reject SKD by HOD/ HOB can only be done after SKD have been submitted by Marketing Officer. Rejection will result in the end of SKD Process. Revision can be issued by HOD/ HOB authority if there are any concerns regarding the output documents or the SKD itself. 	HOD/ HOB
AB.2.2.3	Approve SKD by Regional Manager/ Advisor OPL	Anytime	<p>To approve the SKD with the supporting documents by Regional Manager/ Advisor OPL.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Approval will result in next process Agreement Management if the limit of approval has been reached. 	Regional Manager/ Advisor OPL

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
			<ul style="list-style-type: none"> Approval will result in next approval process by DSF Management/ Director if the limit of approval is higher than Regional Manager/ Advisor OPL limit. Approval outputs are approved SKD, ANAKOM, and calculation document by HOD/ HOB and Regional Manager/ Advisor OPL. This approval starts if the SKD has been approved by HOD/ HOB. 	
AB.2.2.4	Reject SKD by Regional Manager/ Advisor OPL	Anytime	<p>To reject the SKD by Regional Manager/ Advisor OPL.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Reject SKD by Regional Manager/ Advisor OPL can only be done after SKD have been approved by HOD/ HOB. Rejection will result in the end of SKD process. Revision can be issued by Regional Manager/ Advisor OPL authority if there are any concerns regarding the output documents or the SKD itself. 	Regional Manager/ Advisor OPL
AB.2.2.5	Approve SKD by DSF Management/ Director	Anytime	<p>To approve the SKD with the supporting documents by DSF Management/ Director.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Approval will result in next process Agreement Management. There is a possibility for revision after approval. Approval outputs are approved SKD, ANAKOM, and calculation document by HOD/ HOB, Regional Manager/ Advisor OPL, and DSF Management/ Director. This approval starts if the SKD has been approved by Regional Manager/ Advisor OPL. 	DSF Mgmt/ Director

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.2.2.6	Reject SKD by DSF Management/ Director	Anytime	<p>To reject the SKD by DSF Management/ Director.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Reject SKD by DSF Management/ Director can only be done after SKD have been approved by Regional Manager/ Advisor OPL. Rejection will result in the end of SKD process. Revision can be issued by DSF Management/ Director authority if there are any concerns regarding the output documents or the SKD itself. 	DSF Mgmt/ Director
AB.2.1	Previous Process AB.2.1 SKD Creation of Operating Lease	Anytime	To create SKD for Operating Lease	Marketing Officer
AB.1.6	Revision into previous process AB.1.6 Operating Lease Calculation and Estimation	Anytime	To create calculation and estimation of operating lease	Marketing Officer
AB.3.1	Continued Process of AB.3.1 Operating Lease Agreement Creation	Anytime	To create agreement of operating lease	PIC Admin

Operating Lease Support System Phase-2 Project

3.2.13 AB.3.1 Operating Lease Agreement Creation

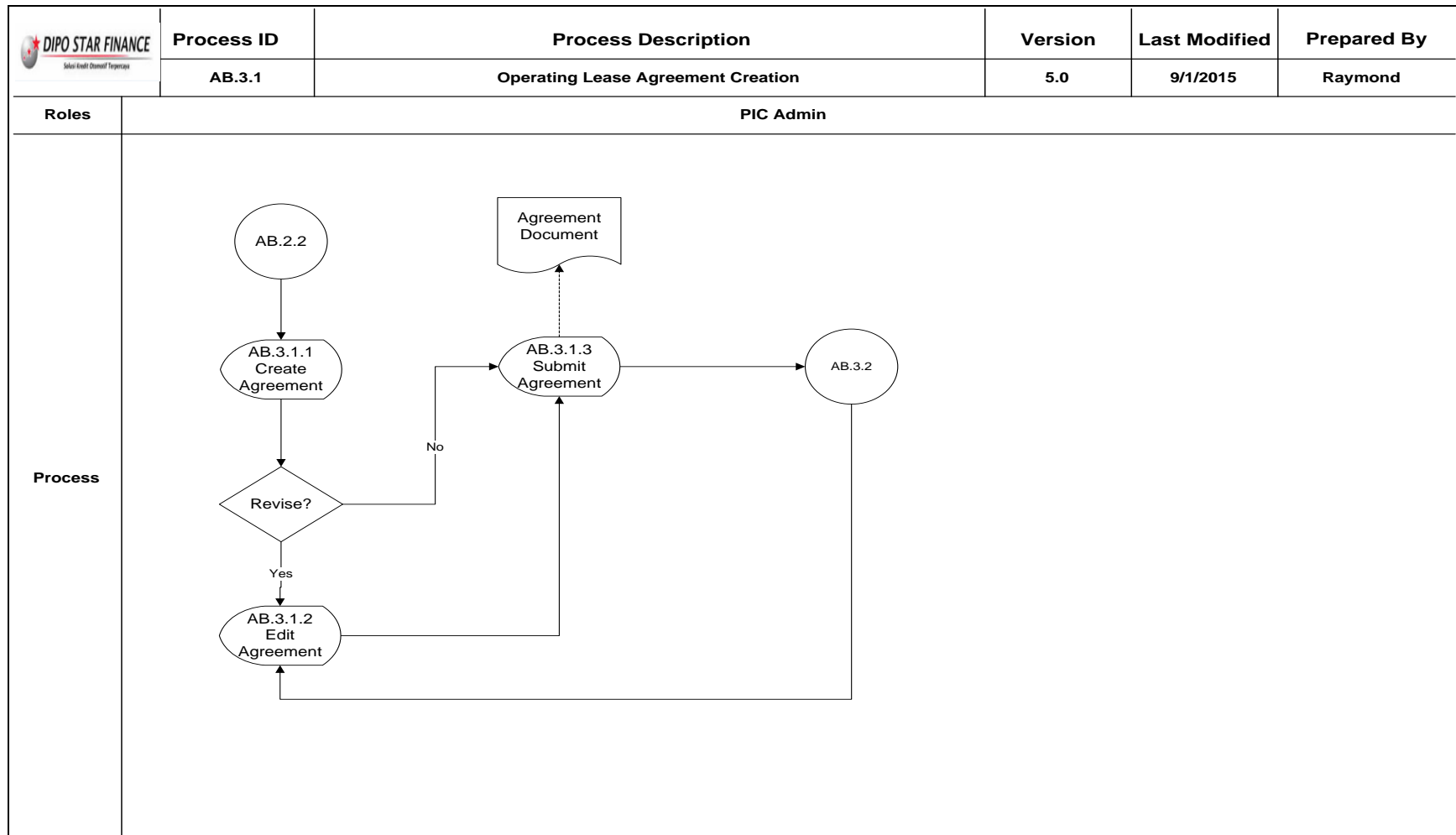


Figure 20 – Detail Level Process Diagram of Operating Lease Agreement Creation

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.3.1.1	Create New Agreement	Anytime	To create a new agreement. <u>Business rules:</u> <ul style="list-style-type: none">Input Agreement data with necessary data record.Creating Agreement can only be done after SKD approval.	PIC Admin
AB.3.1.2	Edit Agreement	Anytime	To edit an Agreement draft. <u>Business rules:</u> <ul style="list-style-type: none">Draft Agreement cannot be edited if the Agreement has been submitted.Edit can only be done from a draft Agreement.	PIC Admin
AB.3.1.3	Submit Agreement	Anytime	To submit an Agreement to authorized person for approval and generate an Agreement hardcopy output. <u>Business rules:</u> <ul style="list-style-type: none">Sending an Agreement data to authorized person.Submit can only be done once after create or edit.If data is already submitted and needs an update, the revision trigger is needed.	PIC Admin

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.2.2	Previous Process AB.2.2 SKD Approval of Operating Lease	Anytime	To approve SKD that has been created and moved to Agreement Management Process.	HOD/ HOB Regional Manager/ Advisor OPL DSF Mgmt/ Director
AB.3.2	Continued Process of AB.3.2 Operating Lease Agreement Approval	Anytime	To approve Agreement that has been created.	HOD/ HOB Regional Manager/ Advisor OPL DSF Mgmt/ Director

Operating Lease Support System Phase-2 Project

3.2.14 AB.3.2 Operating Lease Agreement Approval

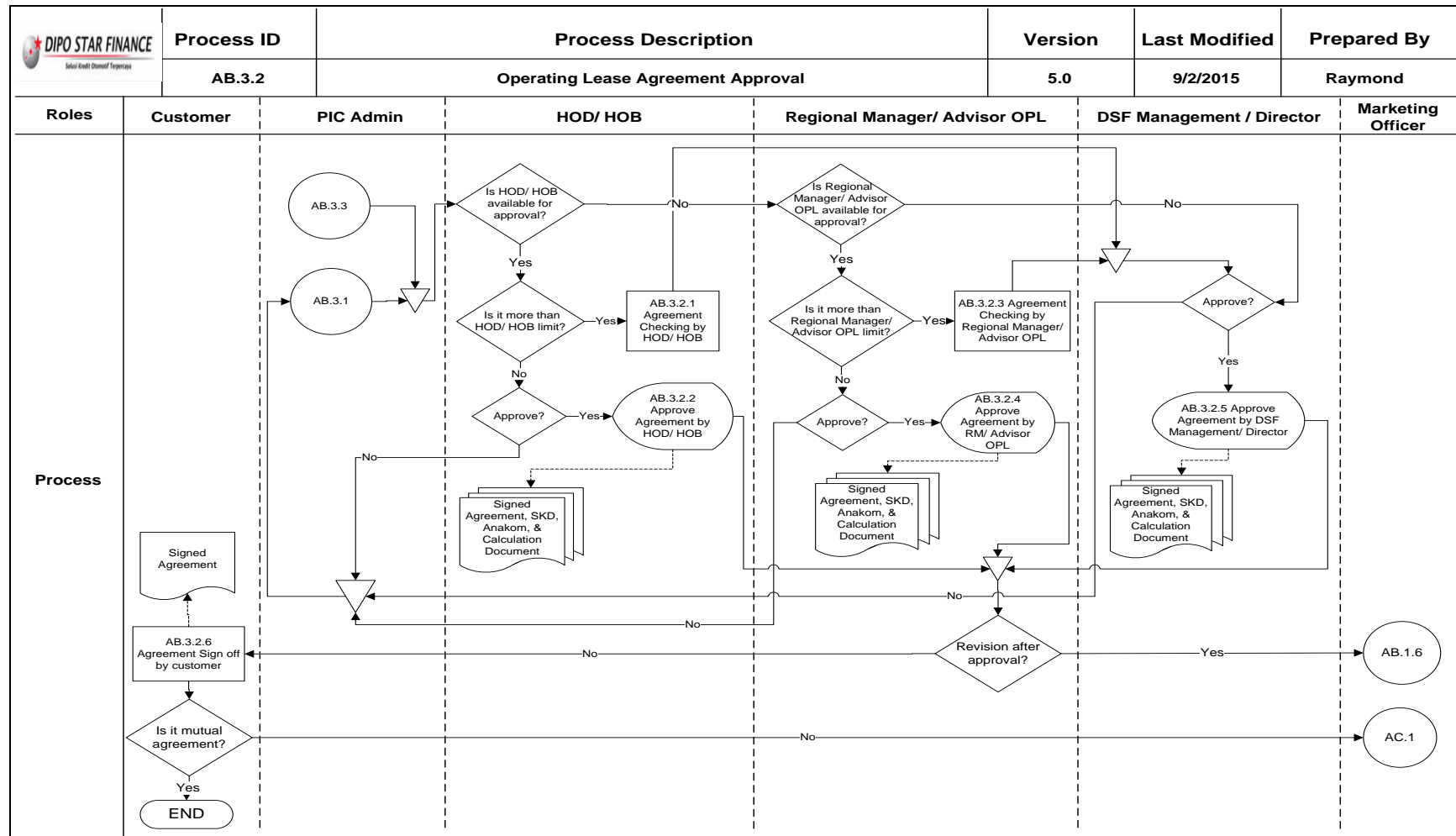


Figure 21 – Detail Level Process Diagram of Operating Lease Agreement Approval

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.3.2.1	Agreement Checking by HOD/ HOB	Anytime	<p>To check Agreement content and the supporting document completion by HOD/ HOB.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Manual checking of Agreement document and the output documents. Agreement checking had to be done by HOD/ HOB, if HOD/ HOB is unavailable, the checking will be conducted by Regional Manager/ Advisor OPL. Agreement checking will move to the highest level of approval hierarchy (DSF Management/ Director). 	HOD/ HOB
AB.3.2.2	Approve Agreement by HOD/ HOB	Anytime	<p>To approve the Agreement with the supporting documents by HOD/ HOB.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Approval will result in next sign off process by customer. Approval outputs are signed Agreement with attachments: SKD, ANAKOM, and calculation document by HOD/ HOB. This approval starts if the Agreement has been submitted by PIC Admin. 	HOD/ HOB
AB.3.2.3	Agreement Checking by Regional Manager/ Advisor OPL	Anytime	<p>To check Agreement content and the supporting document completion by HOD/ HOB.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Manual checking of Agreement document and the output documents. Agreement checking had to be done by Regional Manager/ Advisor OPL only if HOD/ HOB is unavailable. 	HOD/ HOB

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
			<ul style="list-style-type: none"> If the Regional Manager/ Advisor OPL is unavailable, then the approval will move to the highest level (DSF Management/ Director) to be approved. Agreement checking will move to the highest level of approval hierarchy (DSF Management/ Director). 	
AB.3.2.4	Approve Agreement by Regional Manager/ Advisor OPL	Anytime	<p>To approve the Agreement with the supporting documents by Regional Manager/ Advisor OPL.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Approval will result in next sign off process by customer. Approval outputs are signed Agreement with attachments: SKD, ANAKOM, and calculation document by Regional Manager/ Advisor OPL. This approval starts if the Agreement has been checked by HOD/ HOB. 	Regional Manager/ Advisor OPL
AB.3.2.5	Approve Agreement by DSF Management/ Director	Anytime	<p>To approve the Agreement with the supporting documents by DSF Management/ Director.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Approval will result in next sign off process by customer. Approval outputs are signed Agreement with attachment: SKD, ANAKOM, and calculation document by DSF Management/ Director. This approval starts if the Agreement has been checked by HOD/ HOB. 	DSF Mgmt/ Director

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.3.2.6	Agreement Sign off by Customer	Anytime	<p>To sign the agreement from DSF.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Signing of Agreement can only be done after the agreement has been approved and signed by DSF authorized person. 	Customer
AB.3.1	Previous process AB.3.1 Operating Lease Agreement Creation	Anytime	To create Agreement which next need to be approved.	PIC Admin
AB.3.3	Backtracked process AB.3.3 Novation, Reschedule, and Termination of Agreement before The End of Agreement Contract	Anytime	To approve the mutual agreement (kesepakatan bersama).	PIC Admin
AC.1	Continued Process AC.1 Purchase Order Management Process	Anytime	To move into next process of Purchase Order Management	PIC Admin

Operating Lease Support System Phase-2 Project

3.2.15 AB.3.3 Novation, Reschedule, and Termination of Agreement before The End of Agreement Contract

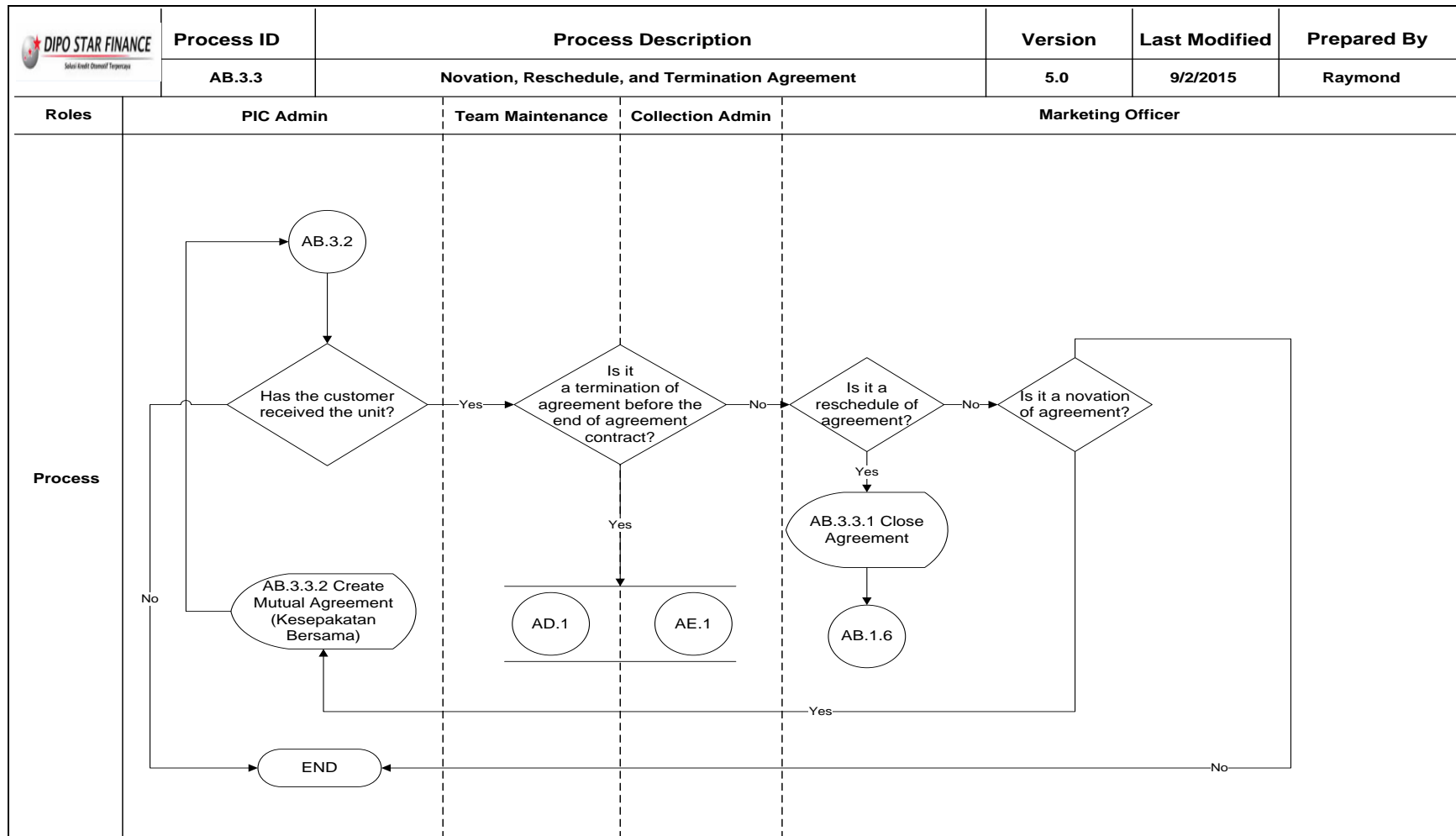


Figure 22 – Detail Level Process Diagram of Novation, Reschedule, and Termination of Agreement before The End of Agreement Contract

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.3.3.1	Close Agreement	Anytime	<p>To close an agreement because of reschedule.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Close agreement only occurs if a request from either DSF or Customer wants to reschedule the agreement. The agreement has to be in the period of agreement before it can be closed. Closing an agreement leads to creating a new calculation for the new agreement. 	Marketing Officer
AB.3.3.2	Create Mutual Agreement (Kesepakatan Bersama)	Anytime	<p>To create a mutual agreement (Kesepakatan Bersama) because of novation.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Create Mutual Agreement (Kesepakatan Bersama) only occurs if a request from either DSF or Customer wants to change the lessee from one party to another party. The agreement has to be in the period of agreement before the Create Mutual Agreement (Kesepakatan Bersama) can be created. Create Mutual Agreement (Kesepakatan Bersama) only changes the customer obligation without changing other data like term of payment, periode of payment, or lease value. Create Mutual Agreement (Kesepakatan Bersama) needs sign off from 3 parties: the old customer, the new customer, and DSF. 	Marketing Officer

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.1.6	Revision into previous process AB.1.6 Operating Lease Calculation and Estimation	Anytime	To create calculation and estimation of operating lease.	Marketing Officer
AB.3.2	Previous Process AB.3.2 Operating Lease Agreement Approval Continued Process of AB3.2 Operating Lease Agreement Approval	Anytime	To approve the normal agreement and also mutual agreement (kesepakatan bersama).	Marketing Officer
AD.1	Continued Process of AD.1 Unit Management Process	Anytime	To manage unit receipt required for termination process before the end of agreement contract.	Team Maintenance
AE.1	Continued Process of AE.1 Manage Billing of Installment Process	Anytime	To manage billing of installment required for termination process before the end of agreement contract.	Collection Admin

Operating Lease Support System Phase-2 Project

3.2.16 AB.4.1 Monitor Progress of Bidding

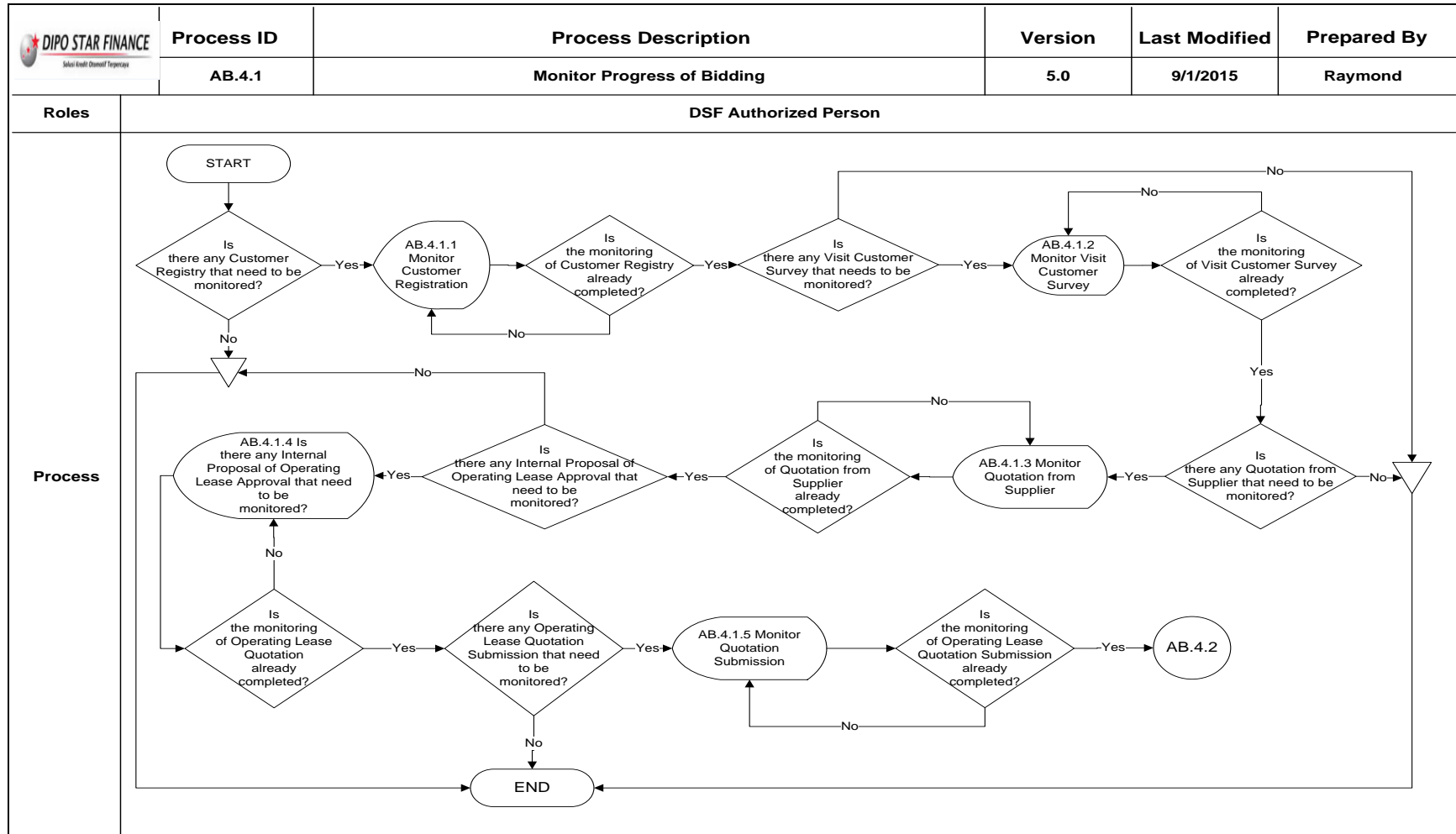


Figure 23 – Detail Level Process Diagram of Marketing Operational Monitoring

Operating Lease Support System Phase-2 Project

- Process description

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.4.1.1	Monitor Customer Registration	Anytime	<p>To monitor the customer data that has been registered.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Only customer or prospect customer that has been registered that can be monitored. Monitoring of customer registration can be done at least after the customer data has been registered even though the customer is still considered as prospect customer. Prospect customer will be considered as customer if the prospect customer has signed the agreement with DSF. 	DSF Authorized Person
AB.4.1.2	Monitor Visit Customer Survey	Anytime	<p>To monitor customer survey progress.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Only customer survey data that has been registered that can be monitored. Monitoring of customer survey progress can be done at least after the customer survey data has been registered. 	DSF Authorized Person
AB.4.1.3	Monitor Quotation from Supplier	Anytime	<p>To monitor Quotation from Supplier progress.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Only Quotation from Supplier data that has been registered that can be monitored. Monitoring of Quotation from Supplier progress can be done at least after the Quotation from Supplier data has been registered. 	DSF Authorized Person

Operating Lease Support System Phase-2 Project

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.4.1.4	Monitor Internal Proposal of Operating Lease Approval	Anytime	<p>To monitor Internal Proposal of Operating Lease Approval progress.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Only Operating Lease Internal Proposal of Operating Lease Approval data that has been registered that can be monitored. Monitoring of Internal Proposal of Operating Lease Approval progress can be done at least after the Internal Proposal of Operating Lease Approval data has been registered. 	DSF Authorized Person
AB.4.1.5	Monitor Quotation Submission	Anytime	<p>To monitor Quotation Submission progress.</p> <p><u>Business rules:</u></p> <ul style="list-style-type: none"> Only Quotation Submission data that has been registered that can be monitored. Monitoring of Quotation Submission progress can be done at least after the Quotation Submission data has been registered. 	DSF Authorized Person
AB.4.2	Previous Process of AB.4.2 Monitor Progress of SKD	Anytime	To monitor Operating Lease SKD progress.	DSF Authorized Person

Operating Lease Support System Phase-2 Project

3.2.17 AB.4.2 Monitor Progress of SKD

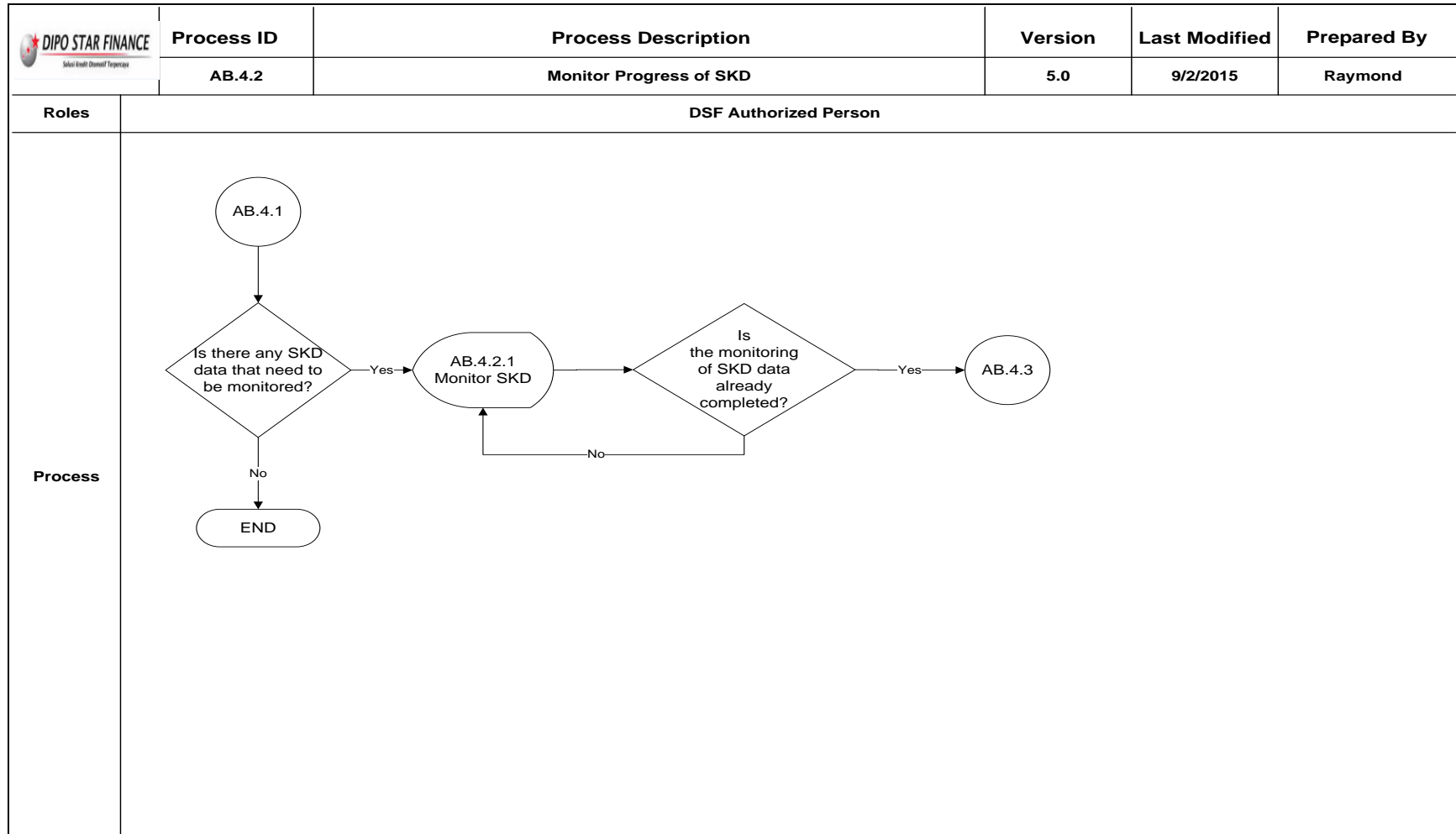


Figure 24 – Detail Level Process Diagram of Marketing Operational Monitoring

Operating Lease Support System Phase-2 Project

- **Process description**

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.4.2.1	Monitor SKD	Anytime	To monitor SKD data. <u>Business rules:</u> <ul style="list-style-type: none">• Only SKD data that has been registered that can be monitored.• Monitoring of SKD data can be done at least after the SKD data has been registered.	DSF Authorized Person
AB.4.1	Previous Process of AB.4.1 Monitor Progress of Bidding	Anytime	To monitor progress of Bidding of Operating Lease.	DSF Authorized Person
AB.4.3	Continued Process of AB.4.3 Monitor Progress of Agreement	Anytime	To monitor Operating Lease Agreement progress.	DSF Authorized Person

Operating Lease Support System Phase-2 Project

3.2.18 AB.4.3 Monitor Progress of Agreement

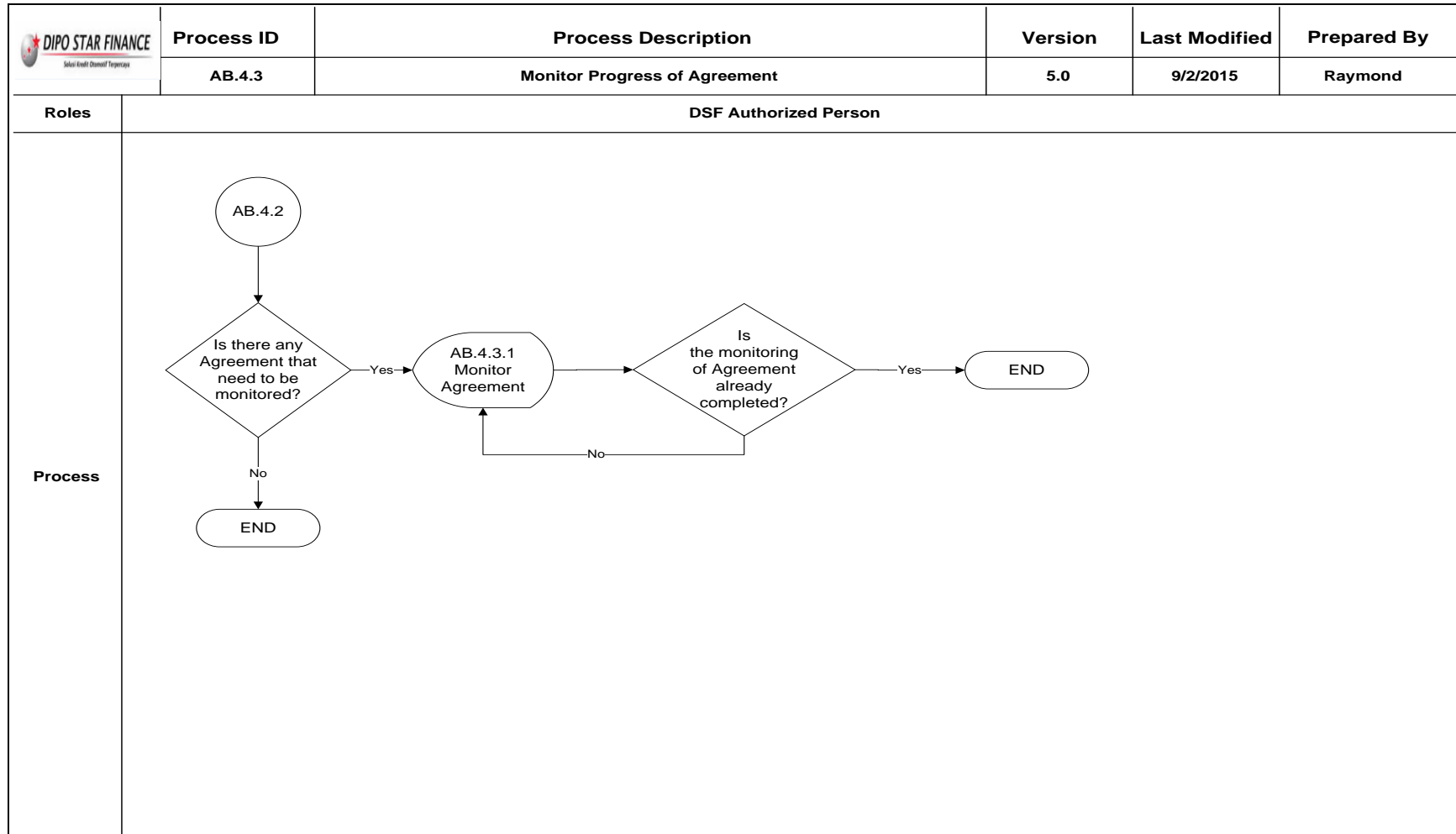


Figure 25 – Detail Level Process Diagram of Marketing Operational Monitoring

Operating Lease Support System Phase-2 Project

- **Process description**

#ID	Process/ Activity	Frequency	Objectives	Roles
AB.4.3.1	Monitor Agreement	Anytime	To monitor Agreement data. <u>Business rules:</u> <ul style="list-style-type: none">• Only Agreement data that has been registered that can be monitored.• Monitoring of Agreement data can be done at least after the Agreement data has been registered.	DSF Authorized Person
AB.4.2	Previous Process AB.4.2 Monitor Progress of SKD	Anytime	To monitor Operating Lease SKD progress.	DSF Authorized Person

Operating Lease Support System Phase-2 Project

4 Functional Decomposition

This chapter provides an overview of the high level mapping of processes determines the available functionality and how the future of processes will be supported using Operating Lease Support System.

Process ID	Process Name	Level 1 Process Name	Level 2 Sub Process Name	Level 3 Functions Name
A	Operating Lease Business Process			
AB	Marketing	Marketing Process		
AB.1	Bidding of Operating Lease		Bidding Operating Lease Process	
AB.1.1	Pre-Customer Survey			-
AB.1.2	Conduct Customer Survey			-
AB.1.3	Customer Survey Report Creation			Visit Customer Survey
AB.1.4	Quotation Submission from Supplier			-
AB.1.5	Quotation Price Negotiation of Supplier			-
AB.1.6	Operating Lease Calculation/ Estimation			-
AB.1.7	Operating Lease Analysis and Recommendation			-
AB.1.8	Internal Proposal of Operating Lease Approval			-
AB.1.9	Operating Lease Quotation Submission			-
AB.2	Board of Director Decree		Board of Directors Decree/ Surat Keputusan Direksi (SKD) Process	
AB.2.1	SKD Creation of Operating Lease			Manage SKD

Operating Lease Support System Phase-2 Project

AB.2.2	SKD Approval of Operating Lease			SKD Approval
AB.3	Operating Lease Agreement		Operating Lease Agreement Process	
AB.3.1	Operating Lease Agreement Creation			Manage Agreement
AB.3.2	Operating Lease Agreement Approval			Agreement Approval
AB.3.3	Novation, Reschedule, and Termination of Agreement			Manage Reschedule, Novation and Termination of Agreement before The End of Agreement Contract
AB.4	Marketing Operational Monitoring		Marketing Operational Monitoring	
AB.4.1	Monitor progress of Bidding			Monitor Bidding
AB.4.2	Monitor progress of SKD			Monitor SKD
AB.4.3	Monitor progress of Agreement			Monitor Agreement