Operating Lease Support SystemPhase-2 Project
for

DIPO STAR FINANCE
Solusi Kredit Otomotif Terpercaya

**To Be Design Document
Of
Billing Collection Process**

Revision 3.0

Prepared by PT. Berlian Sistem Informasi

PT BERLIAN SISTEM INFORMASI

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Operating Lease Support System Phase-2 Project

Table of Contents

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 developed 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 people (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.   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

This document only explains the to-be design of several business areas in Billing Collection process.

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

1.4 Process flow Notation standards

Throughout the document certain standards related to flow diagram has been adhered to. The following template describes the detais 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.
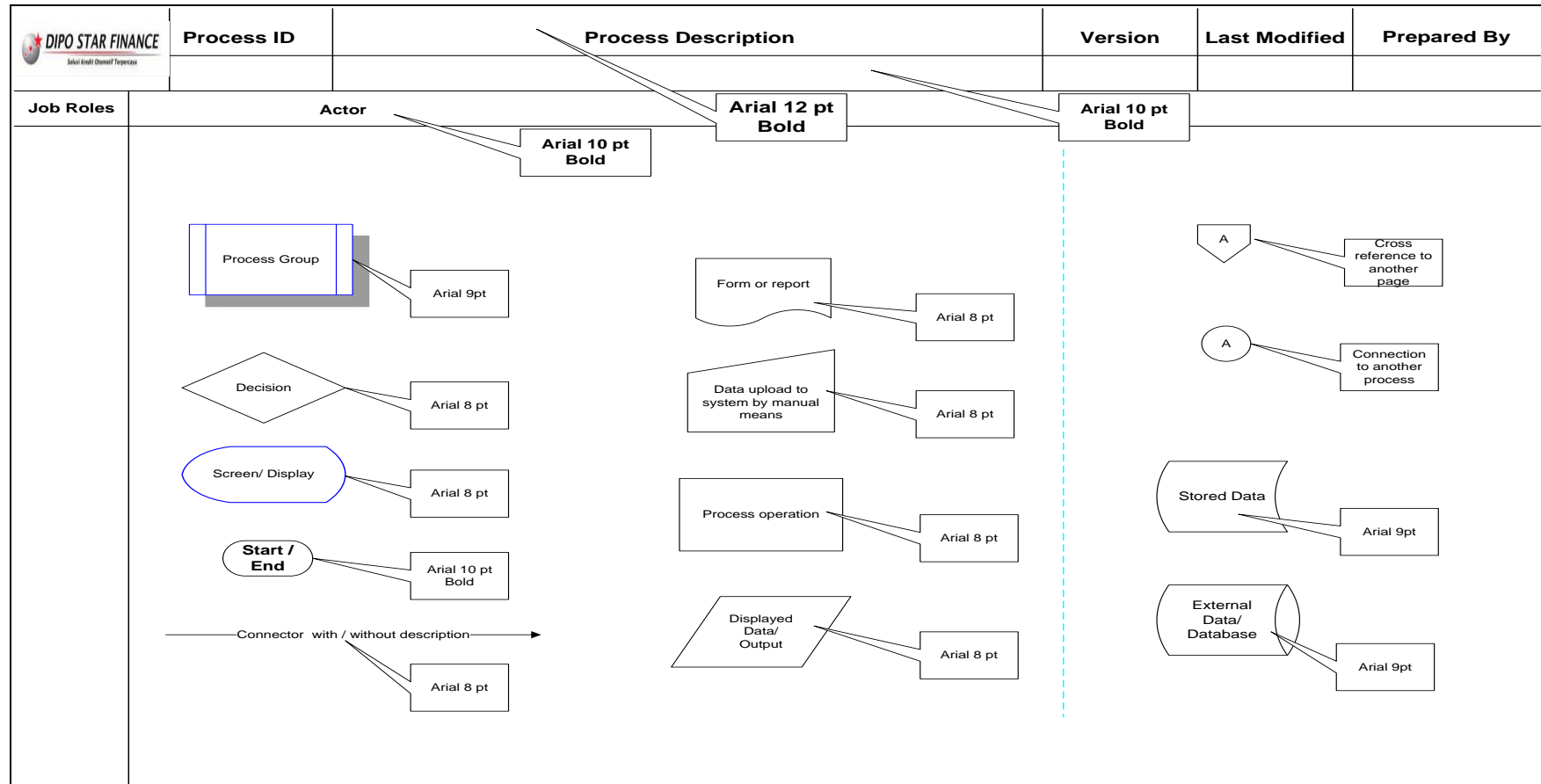

Figure 1 – Template or Standard of Business Process Flow Design

2   System Design View

2.1   General Description

This system is built to support operating lease business of Dipo Star Finance, PT (DSF). As the objective are expected to manage of Billing Collection process. As the objective is expected to manage several processes related to monitor billing such as monitor before due date, overdue, manage billing, Warning Letter, Return Authorization Letter and Manage Return Unit. One of the outcomes in the billing collection process that will be get benefit is; system shall manage billing and collection and return unit. 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 from 7 of those processes, which is Billing Collection Process.

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

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.
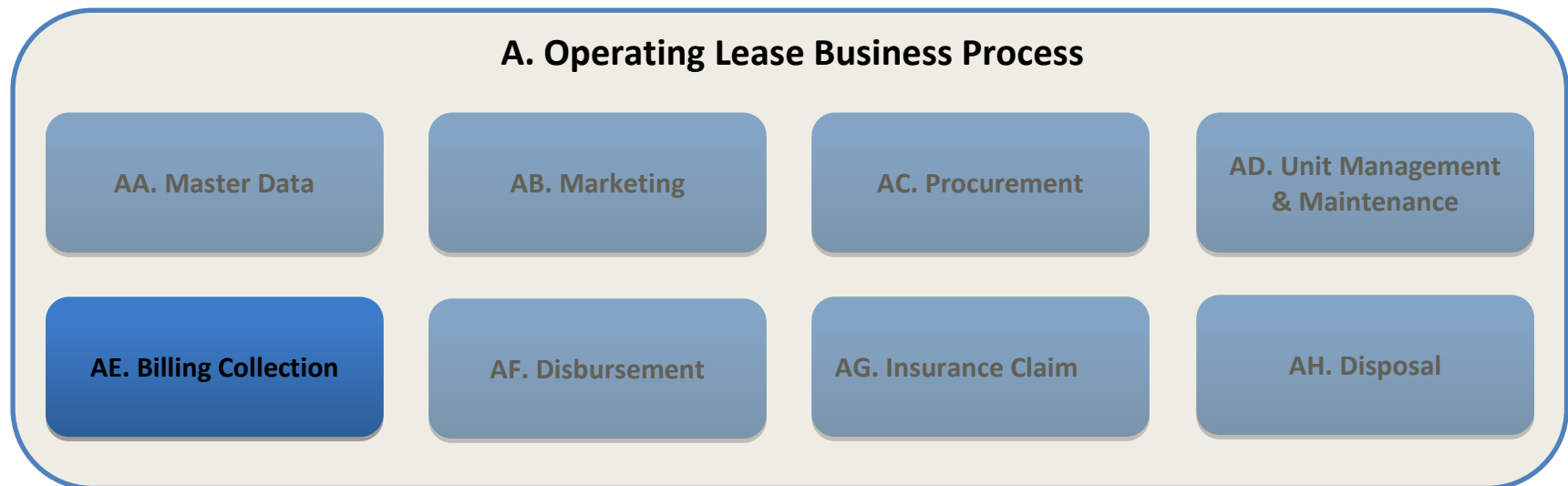

Figure 2 – Block diagram of Operating Lease business process (high level view)

At this part also, business process can be decomposed 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
Operating Lease	AE	Billing Collection Process	AE.1	Billing Collection Process	AE.1.1	Billing Creation
					AE.1.2	Monitor Billing Schedule
					AE.1.3	Manage Warning Letter
					AE.1.4	Monitor Historical Warning Letter
					AE.1.5	Manage Return Authorization Letter
					AE.1.6	Manage Return Unit

Figure 3 –Business Process Decomposition of Billing Collection Process

As shown on above, there are several business areas that are describing about the billing collection process. Billing collection process explains the several business areas in order to achieve and manage common goals in the billing collection process including monitor billing schedule, billing of installment, manage warning letter, monitor historical warning letter, billing reschedule and billing payment memo.

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 be included in development (out of scope).

Here are the lists for the development Phase-2:

A. Billing Collection Process
   AE.1.1 Billing Creation
   AE.1.2 Monitor Billing Schedule
   AE.1.3 Manage Warning Letter
   AE.1.4 Monitor Historical Warning Letter
   AE.1.5 Manage Return Authorization Letter
   AE.1.6 Manage Return Unit

High Level of Billing Collection process will be described at point 3.1.1 and Detail Level of Billing Process will be described 3.2.1 – 3.2.6

3   Process Flow

3.1   High Level Process Flow

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

- **AE.1 Billing Collection Process**

At this point in the Billing Collection process; the process starts when BAST or handover unit from DSF to Customer has been done within the end of contract or contract termination.

User monitors the contract period especially 7 days before the end of contract, and starts to create and send Invoice. To make sure customer conducts the payment, there will be a reminder 5 days and 1 day before the end of contract. User will send a reminder to customer regarding the payment. User can create and send Warning Letter according to 30 days, 60 days, and 90 days reminder. If the contract is reaching the end period or is being terminated for any reason, user can create Return Authorization Letter (RAL). This letter will be taken by DSF representative who will check unit completeness and withdraw the unit from customer. Meanwhile PIC collection will adjust remaining bills and penalties and also create invoice to customer.

3.1.1   AE.1 Billing Collection Process
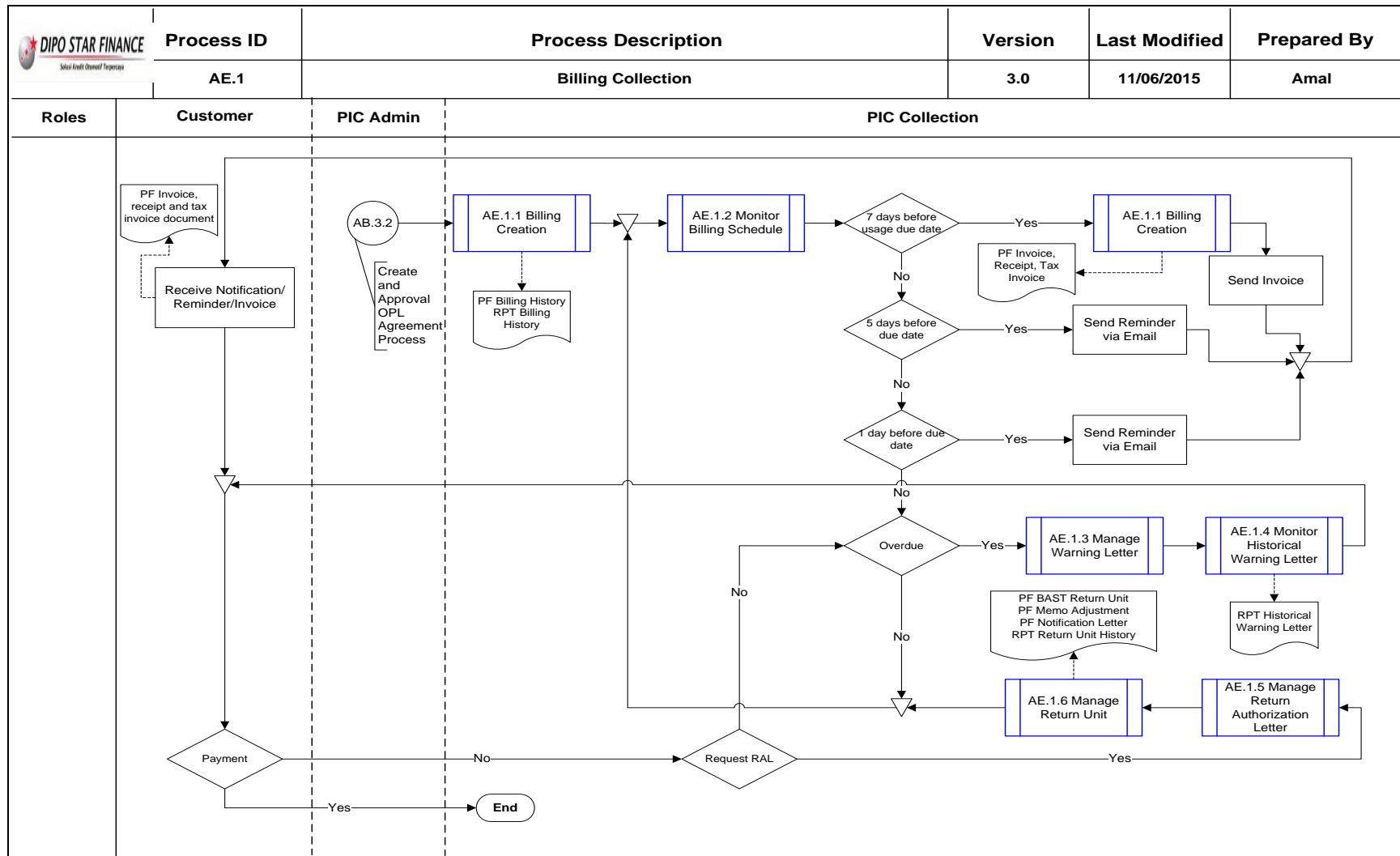
Figure 4 – High Level Process Diagram of Billing Collection

- **Process description**

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
AE.1.1	Billing Creation	Anytime	To Create, Update, View and Print Invoice.	PIC Collection	1.8.1		Invoice and Receipt Document

	Business Rules:
	
	 - Once agreement has been approved, system will generate billing schedule creation (already implemented in phase 1).
	 - After billing schedule created, system can view or print billing schedule history document.
	 - User can create monthly billing, create, view and send invoice and receipt.
	 - During billing creation, user can adjust billing for breakdown clause before create invoice.
	 - Billing adjustment for breakdown clause will be covered in this process.
	 - Invoice cannot be created if previous month's breakdown adjustment memo not approved/cancel yet (if exist).
	
	   o If previous month's breakdown adjustment memo approved, adjustment amount will be inputted to invoice.
	   o If previous month's breakdown adjustment memo canceled, adjustment amount will not be inputted to invoice.							

AE.1.2	Monitor Billing Schedule	Anytime	To Monitor/Alert Active Billing.	PIC Collection Admin	1.8.2		
	Business Rules: - PIC Collection will monitor for agreement on 7 calendar days before end of usage unit. - When agreement has 7 days before end of usage unit, user can start create invoice and send to customer. - For agreement which set special condition for issued invoice date, this agreement will be displayed on monitor for agreement on 7 calendar days when the monitoring date same with inputted special condition for issued invoice							

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	date.						
	- Activity reminder of phone and visit to Customer will be covered in this process.						
	- Invoice creation process will be explained in Billing Creation Process.						
	- PIC Collection will monitor for agreements on 5 calendar days before due date (end of usage unit + TOP).						
	- PIC Collection will monitor for agreements on 1 calendar day before due date (end of usage unit + TOP).						
	- When agreement has 5 or 1 calendar day(s) before due date, user will send reminder by email to customer.						
	- PIC Collection will monitor for agreements on 1-30 calendar days overdue.						
	- PIC Collection will monitor for agreements on 31-60 calendar days overdue.						
	- PIC Collection will monitor for agreements on 61-90 calendar days overdue.						
	- PIC Collection will monitor for agreements on more than 90 calendar days overdue.						
	- When agreement has already overdue, PIC Collection can start to create Warning Letter.						
	- PIC Collection can create Return Authorization Letter (RAL) for all overdue agreement, for any reason, no need to wait until 90 calendar days overdue.						
AE.1.3	Manage Warning Letter	After Overdue Monitoring	To Create, Update, View and Print Warning Letter.	PIC Collection	1.8.3		Warning Letter document
	Business Rules:						
	- Warning Letter can be created if customer not conduct payment after due date.						
	- System can create, update, view and print Warning Letter.						
	- For 1 – 30 calendar days overdue, PIC Collection can create Warning Letter and Return Authorization Letter (RAL).						
	- For 31 – 60 calendar days overdue, PIC Collection can create Warning Letter and Return Authorization Letter						

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	(RAL).						
	- For 61 – 90 calendar days overdue, PIC Collection can create Warning Letter and Return Authorization Letter (RAL).						
	- For > 90 calendar days overdue, PIC Collection can create Warning Letter and Return Authorization Letter (RAL).						
	- In this screen, System also can display approval process of Warning Letter.						
AE.1.4	Monitor Historical Warning Letter	After Overdue Monitoring	To monitor Historical of Warning Letter.	PIC Collection	1.8.4		List of Historical Warning Letter document
	Business Rules:						
	- Overdue agreement with warning letter will be displayed in this screen.						
	- System can print List of historical Warning Letter.						
	- On this screen, user can monitor Warning Letter process.						
AE.1.5	Manage Return Authorization Letter	Anytime	To create, update, view and print Return Authorization Letter (RAL)	PIC Collection	1.8.5		Return Authorization Letter document
	Business Rules:						
	- Return Authorization Letter (RAL) can be created for condition:						
	o End of contract						
	o Contract terminated in the middle of contract period by request of customer.						

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	o Contract terminated in the middle of contract base on warning letter history. - RAL can be issued once an agreement has Warning Letter. - System can create, update, view and print Return Authorization Letter (RAL). - System can display list of historical RAL.						
AE.1.6	Manage Return Unit	Anytime	To Create, Update, View and Print Return Unit Memo	PIC Collection	1.8.6		
	Business Rules: - PIC Collection or DSF representative will withdrawal unit from customer according Return Authorization Letter. - System can create, update, view and print Termination Memo. - BAST checking from customer to DSF and from DSF to warehouse will be covered in this process. - Notification Letter will be covered in this process.						

3.2 Detail Level Process Flow

3.2.1 AE.1.1 Billing Creation

DIPO STAR FINANCE	Process ID	Process Description			Version	Last Modified	Prepared By
	AE.1.1	Billing Creation			3.0	11/06/2015	Amal
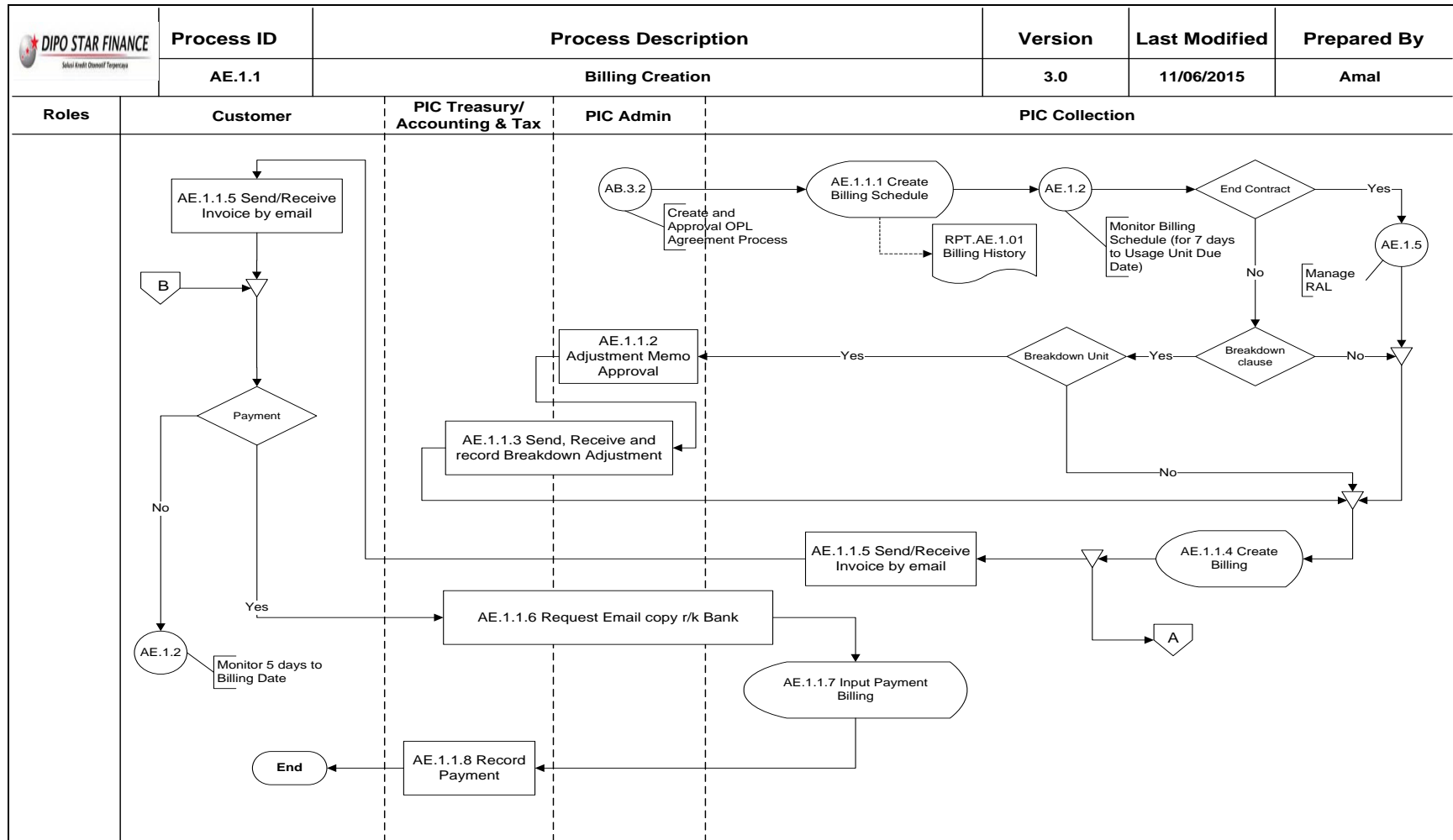
Figure 5 – Detail Level Process Diagram of Billing Creation (Part 1 from 2)

![DIPO STAR FINANCE]	Process ID	Process Description	Version	Last Modified	Prepared By
	AE.1.1	**Billing Creation**	**3.0**	**11/06/2015**	**Amal**

Roles	Customer	PIC Collection	HOD OPL/HOB	Regional Manager/ Advisor OPL	Director
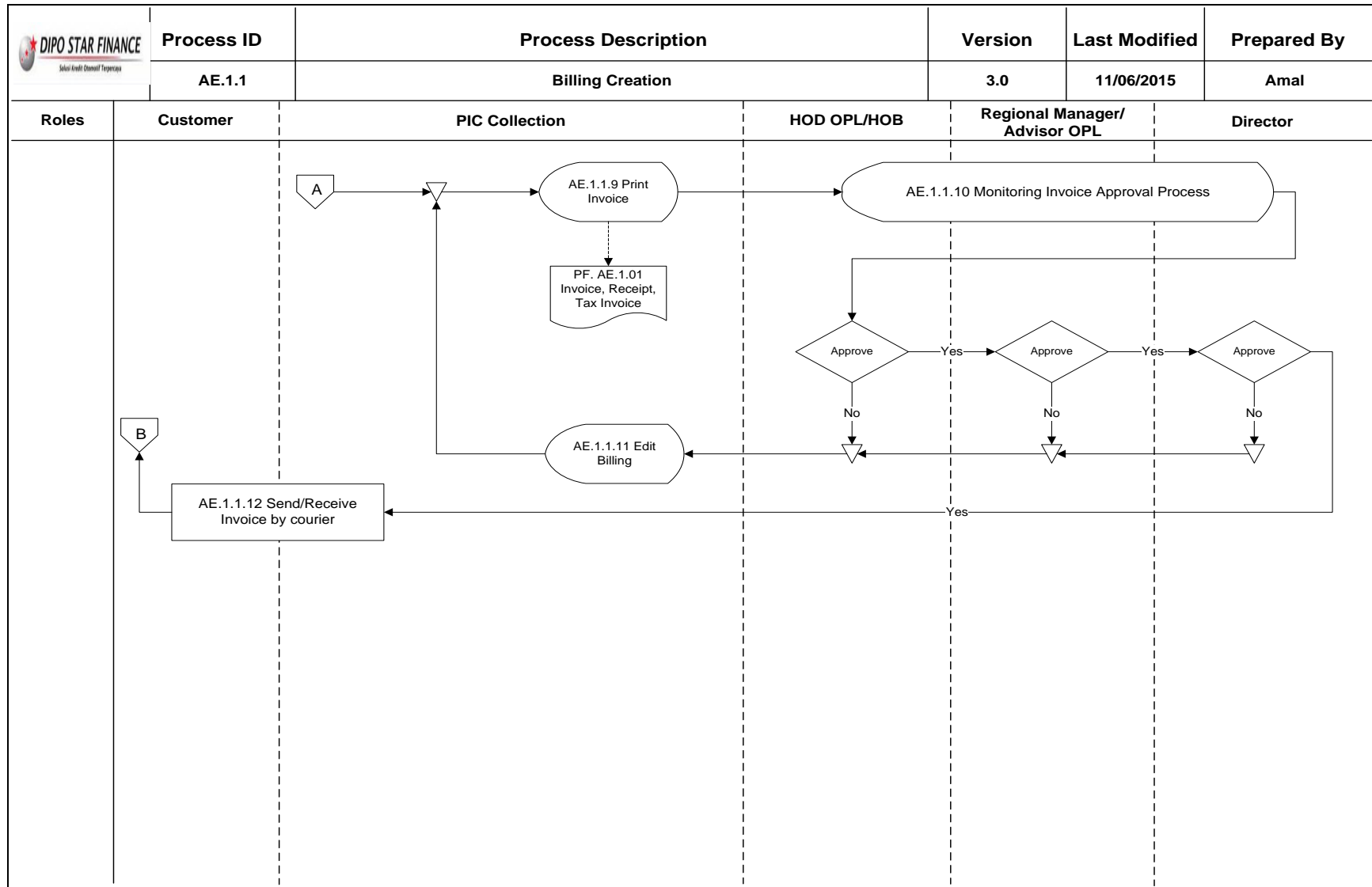
Figure 6 – Detail Level Process Diagram of Billing Creation (Part 2 from 2)

- **Process description**

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
AE.1.1.1	Create Billing Schedule	After agreement approved	To create schedule billing of agreement.	PIC Collection	1.8.1		Billing Schedule Document

Business Rules:

- After agreement approved and handover unit from DSF to Customer already conducted, system will automatically create billing schedule (this process already implemented in OPL Phase 2).

- Status of billing schedule is OPEN.

- There are 9 type of billing status:

  o OPEN (after create billing schedule)

  o CLOSED INCOMPLETED (change status "OPEN" to "CLOSED INCOMPLETED", when last invoice created).

  o CLOSED COMPLETED (change status "CLOSEDE INCOMPLETED" to "CLOSED COMPLETED", when overdue = 0).

  o CLOSED BY TERMINATION INCOMPLETED (change status "OPEN" to "CLOSED BY TERMINATION INCOMPLETED", when Termination Memo approved and overdue > 0).

  o CLOSED BY TERMINATION COMPLETED (change status "CLOSED BY TERMINATION INCOMPLETED" to "CLOSED BY TERMINATION COMPLETED", when Termination overdue = 0).

  o CLOSED BY NOVATION INCOMPLETED (change status "OPEN" to "CLOSED BY NOVATION INCOMPLETED", when novation agreement approved and overdue > 0).

  o CLOSED BY NOVATION COMPLETED (change status "CLOSED BY NOVATION INCOMPLETED" to "CLOSED BY NOVATION COMPLETED", when overdue = 0).

  o CLOSED BY RESCHEDULE INCOMPLETED (change status "OPEN" to "CLOSED BY RESCHEDULE INCOMPLETED", when rescheduled agreement approved and overdue > 0).

  o CLOSED BY RESCHEDULE COMPLETED (change status "CLOSED BY RESCHEDULE INCOMPLETED" to "CLOSED

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)

	BY RESCHEDULE COMPLETED", when overdue = 0).
	
	- Payment overdue can be conducted by:
	  o Customer
	  o Write Off						

AE.1.1.2	Adjustment Memo Approval	After breakdown clause	To create adjustment billing if any breakdown clause and approval process	PIC Admin	N/A	Agreement Contract Document	Adjustment Memo Document
	Business Rules: - If agreement contract has breakdown clause and DSF cannot provide replacement car when breakdown occur, then PIC Admin will recalculate and adjust the billing. - PIC Admin should put the memo adjustment to describe the breakdown adjustment. - Breakdown adjustment memo must be approved before invoice created. - This process will be conducted manually.						
AE.1.1.3	Send, Receive and record Breakdown Adjustment	After Adjustment Memo approved by highest approver	To copy and send Adjustment Memo to PIC Accounting.	PIC Admin PIC Accounting	N/A	Approved Adjustment Memo document	
	Business Rules: - After Adjustment memo already approved by highest approver, adjustment memo will be copied and sent to PIC Accounting.						

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	- PIC Accounting will be recorded the amount of adjustment. - This process will be conducted manually.						
AE.1.1.4	Create Billing	Anytime	To Create Billing schedule.	PIC Collection	1.8.1		

	Business Rules:
	- Every month, PIC Collection will create billing for customer.
	- Billing of contract contain of:
	  o OPL Lease
	  o CSD actual maintenance
	  o Full maintenance back charges (has status back charge or not to customer)
	- For CSD actual maintenance and full maintenance back charge, PIC maintenance will input data after get invoice from workshop and in the system maintenance billing will has status for already charged or not.
	- On creation billing, there is an option to include PPH or not.
	- When PIC Collection creates the schedule billing, PIC Collection must inputted parameter which stated that the Customer will include/not include PPH calculation in their schedule billing. But this parameter could be changed as the agreement activated. PPH calculation will be covered by System.
	- On this system, PIC Collection only input adjustment value of breakdown adjustment previous month manually.
	- In agreement, there is an option for Special Condition or not. If Special Condition checked, PIC Collection must input the date.
	- Special Condition means PIC Collection able to create invoice in the date when he/she created before.
	- Process View Billing will be covered in this process.
	- When agreement is about in end contract, it will be move to Monitor End Contract Screen and can create RAL for						

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	end contract.						
AE.1.1.5	Send/Receive Invoice By Email	After Create Invoice	To receive invoice by email	PIC Collection Customer	N/A		
	Business Rules: - PIC Collection will send billing by email and Customer must receive the email. - This process will be conducted manually.						
AE.1.1.6	Email copy r/k Bank	After payment conducted by Customer	To check payment conducted by Customer.	PIC Collection PIC Treasury	N/A		Copy r/k Bank
	Business Rules: - After payment conducted by customer, PIC Collection will request copy r/k Bank to PIC Treasury. - If any payment via Bank, PIC Treasury will send copy r/k Bank to PIC Collection.						
AE.1.1.7	Input Payment Billing	After receive copy r/k Bank	To input payment conducted by Customer.	PIC Collection	1.8.1	Copy r/k Bank	
	Business Rules: - On this screen PIC Collection can input manually amount payments (full or partial) by customer base on validated copy r/k bank.						
AE.1.1.8	Record Payment	After r/k Bank receive	To record payment conducted by Customer	PIC Treasury/ Accounting & Tax	N/A	r/k Bank	

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	Business Rules:						
	- After check incoming transaction, if there are any payments conducted by operating lease customer, the payment will be recorded by PIC Treasury/Accounting & Tax.						
	- This process will be conducted manually.						
AE.1.1.9	Print Invoice	Anytime	To print invoice document	PIC Collection	1.8.1		Invoice, Tax Invoice and Receipt document
	Business Rules:						
	- In this Process, System generates Invoice by retrieve billing data every month.						
	- Invoice including: Billing of Installment, Billing of Maintenance, Receipt and Tax Invoice.						
	- On Invoice creation, user can set including PPH or not.						
	- On invoice must have sending date, memo and status invoice.						
	- This process including process Convert Invoice to excel/pdf.						
AE.1.1.10	Monitor Invoice Approval Process	After invoice printed	To monitor approval invoice process	HOD OPL/HOB Regional Manager/ Advisor OPL Director	N/A	Invoice, tax invoice and receipt document	
	Business Rules:						
	- System will monitor approval process of invoice and receipt document.						
	- This document will be check and approve to Director as a highest approver, depend on approval parameter.						

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)

	- Level of approver:
	  o HOD OPL/HOB
	  o Regional Manager/Advisor OPL
	  o DSF Director
	- Status of invoice and receipt document will be:
	  o DRAFT (new created)
	  o CANCEL (to cancel invoice)
	  o SUBMITTED (submit to be checked)
	  o REVISED (should revise by document maker)
	  o CHECKED (already checked by approver but not highest approver)
	  o APPROVED (already check by highest approver)
	  o REJECTED (rejected by highest approver)						

AE.1.1.11	Edit Billing	After Invoice review	To revise billing.	PIC Collection	N/A		
	Business Rules: - To revise billing when HOD OPL/HOB or Regional Manager/Advisor OPL or Director request to revise invoice and receipt. - PIC Collection will revise invoice and receipt on this process.						
AE.1.1.12	Send/Receive Invoice by courier	After invoice approved	To send Invoice to Customer via Courier	PIC Collection Customer	N/A	Invoice, tax invoice and receipt document	

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	<u>**Business Rules:**</u> - Approved invoice and receipt will be delivered to Customer by Courier. - Customer will receive invoice and receipt. - This process conducted manually.						

3.2.2 AE.1.2 Monitor Billing Schedule

DIPO STAR FINANCE	Process ID	Process Description	Version	Last Modified	Prepared By
Solusi Kredit Otomotif Terpercaya	AE.1.2	Monitor Billing Schedule	3.0	11/06/2015	Amal

Roles	Customer	MO OPL HO/BRANCH	PIC Collection
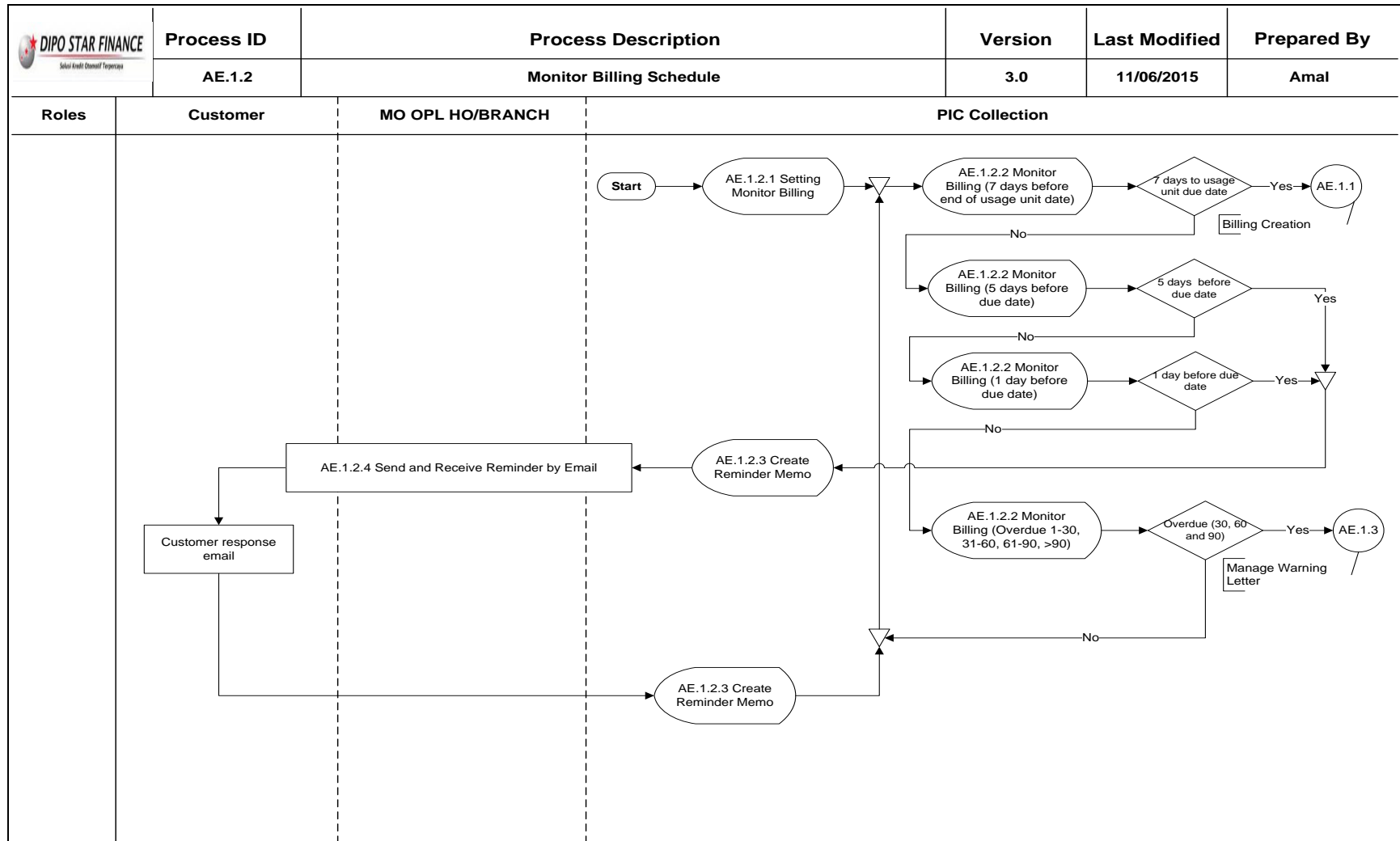
Figure 7 – Detail Level Process Diagram of Monitor Billing Schedule

- **Process description**

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
AE.1.2.1	Setting Monitor Billing	Anytime	To set parameter of monitor billing.	PIC Collection	1.8.2		

	Business Rules:
	
	- This screen is to set the parameter of monitor billing.
	- There are 9 parameters for monitor billing:
	  o 7 calendar days before end of usage unit.
	  o 5 calendar days before due date.
	  o 1 calendar day before due date.
	  o Overdue 1-30 calendar days.
	  o Overdue 31-60 calendar days.
	  o Overdue 61-90 calendar days.
	  o Overdue > 90 calendar days.
	- Only super user/administrator can access this screen.							

AE.1.2.2	Monitor Billing	Anytime	To monitor billing.	PIC Collection	1.8.2		

	Business Rules:
	
	- This screen will display monitor billing of:
	  o Agreements with 7 calendar days to end of usage unit.
	    ▪ Only agreement with OPEN status can be displayed.
	    ▪ Agreement with special condition on billing creation will displays on certain date. For example, when monitor 7 calendar days before end of usage unit on 5 November, besides the agreements with end							

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	usage unit on 12 November, also will displays agreements with special condition on 5 November.						

o   Agreements with 5 calendar days to due date (end of usage unit + TOP)

    ▪   Only agreements with OPEN status will be displayed.

o   Agreements with 1 calendar day to due date (end of usage unit + TOP)

    ▪   Only agreements with OPEN status will be displayed.

o   Agreements on due date.

    ▪   When agreement on due date, payment of agreements will be checked by PIC Collection.

o   Agreements with 1-30 calendar days overdue.

o   Agreements with 31-60 calendar days overdue.

o   Agreements with 61-90 calendar days overdue.

o   Agreements with >90 calendar days overdue.

    ▪   On overdue monitoring, overdue agreements with OPEN status and agreements with CLOSED INCOMPLETED, CLOSED BY TERMINATION INCOMPLETED, CLOSED BY NOVATION INCOMPLETED and CLOSED BY RESCHEDULE INCOMPLETED will be displayed.

o   Agreement with write off data.

    ▪   In this process PIC Collection can input Recovery amount data.

-   When click detail button will displays View Billing Schedule Screen.

-   On monitoring 7 calendar days to usage unit due date, there is button or link to automatically create and send invoice (in process AE.1.1 Billing Creation).

-   For agreement which already create and send invoice before monitor 7 calendar days, will be not displayed.

-   On monitoring 5, 1 and on Due Date screen, user can send reminding email and add phone/visit memo activities.

-   On monitor overdue (30, 60, 90) has action to create Warning Letter (on process AE.1.3 Warning Letter) and

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	create RAL (on process AE.1.5 Manage RAL).						
AE.1.2.3	Create Reminder Memo	Anytime	To create reminder memo to customer.	PIC Collection	1.8.2		
	Business Rules: - Create reminder of activity phone to customer and visit customer will be covered in this process. - Print historical reminder's memo will be covered in this process.						
AE.1.2.4	Send and Receive Reminder by Email	After 5 days and 1 day alert	To send reminder to customer via email.	PIC Collection Customer	N/A		
	Business Rules: - PIC Collection will send reminder to customer via email. - Customer will receive the reminder by email. - This process conducted manually.						

3.2.3 AE.1.3 Manage Warning Letter

DIPO STAR FINANCE	Process ID	Process Description	Version	Last Modified	Prepared By
	AE.1.3	Manage Warning Letter	3.0	11/06/2015	Amal

Roles	Customer	PIC Collection	HOD OPL/HOB	Regional Manager/ Advisor OPL	Director
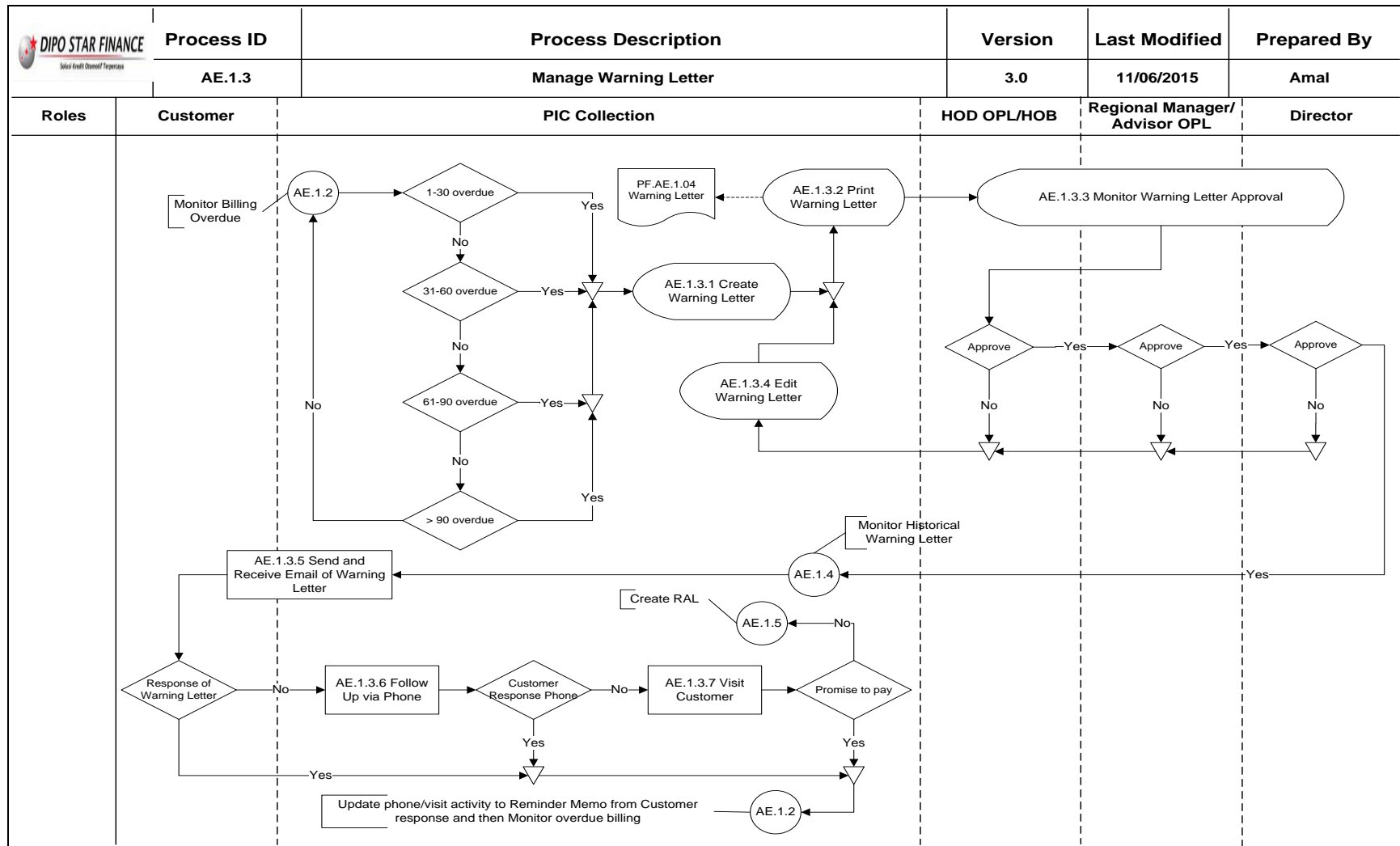
Figure 8 – Detail Level Process Diagram of Manage Warning Letter

- **Process description**

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
AE.1.3.1	Create Warning Letter	After overdue monitoring	To Create Warning Letter	PIC Collection	1.8.3	Overdue Agreement	

Business Rules:

- When agreement already overdue, PIC Collection can create Warning Letter for customer.

- Bucket of billing will change base on days of overdue.

- Warning Letter has status such as:

  o DRAFT (new created)

  o CANCEL (to cancel invoice)

  o SUBMITTED (submit to be checked)

  o REVISED (should revise by document maker)

  o CHECKED (already checked by approver but not highest approver)

  o APPROVED (already check by highest approver)

  o REJECTED (rejected by highest approver)

- In Warning Letter also can monitor phone/visit customer memo conducted by PIC Collection.

- RAL can create after Warning Letter created.

- For Warning Letter, when PIC Collection contacts the Customer manually by phone, System should provide a button/check button to set the Warning Letter's status that the Customer has been contacted. System also should be able to records the date when User call Customer and remarks about Customer's responds. This feature also available for email notification.

- This function also covers view, revise and cancel Warning Letter processes.

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	- In this screen, user can modify warning letter such as when warning letter sent to customer, user can change warning status and set delivery date. - Also when warning letter failed send to customer and return to DSF, status of warning letter will set RETURN. - If status warning letter is RETURN, Warning Letter can resend.						
AE.1.3.2	Print Warning Letter	Anytime	To print warning letter	PIC Collection	1.8.3		
	Business Rules: - System will print Warning Letter. - Convert Warning Letter to excel/PDF format will be covered in this process.						
AE.1.3.3	Monitor Warning Letter Approval	After Warning Letter approved	To monitor Warning Letter approval process	HOD OPL/HOB Regional Manager/ Advisor OPL Director	1.8.3	Warning Letter Document	Approved Warning Letter Document

	Business Rules:
	 - System will monitor approval process of warning letter document.
	 - This document will be check and approve to Director as a highest approver, depend on approval parameter.
	 - Level of approver:
	    o HOD OPL/HOB
	    o Regional Manager/Advisor OPL
	    o DSF Director						

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	- Status of warning letter document will be: o DRAFT (new created) o CANCEL (to cancel invoice) o SUBMITTED (submit to be checked) o REVISED (should revise by document maker) o CHECKED (already checked by approver but not highest approver) o APPROVED (already check by highest approver) o REJECTED (rejected by highest approver)						
AE.1.3.4	Edit Warning Letter	Anytime	To edit/revise warning letter	PIC Collection	1.8.3		
	Business Rules: - This process is used to edit warning letter or revise warning letter during approval process.						
AE.1.3.5	Send and Receive Email of Warning Letter	After send Warning Letter	To receive Warning Letter	PIC Collection Customer	N/A	Warning Letter Document	
	Business Rules: - After Warning Letter sent by PIC Collection, customer will be received the Warning Letter. - This process conducted manually.						
AE.1.3.6	Follow up via Phone	After customer not response of	To follow up customer using phone	PIC Collection	N/A		

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	Warning Letter						
	Business Rules: - If customer not response to Warning Letter, PIC Collection will call customer using phone to follow up. - This activity with the response from customer must be inputted by PIC Collection.						
AE.1.3.7	Visit Customer	After customer not responded follow up using phone	To visit customer to remind the payment.	PIC Collection	N/A	Warning Letter Document	
	Business Rules: - PIC Collection will visit Customer to request payment or a promise to pay. - This activity will be inputted by PIC Collection.						

3.2.4 AE.1.4 Monitor Historical Warning Letter

DIPO STAR FINANCE	Process ID	Process Description	Version	Last Modified	Prepared By
	AE.1.4	Monitor Historical Warning Letter	3.0	11/06/2015	Amal
Roles	**PIC Collection**				
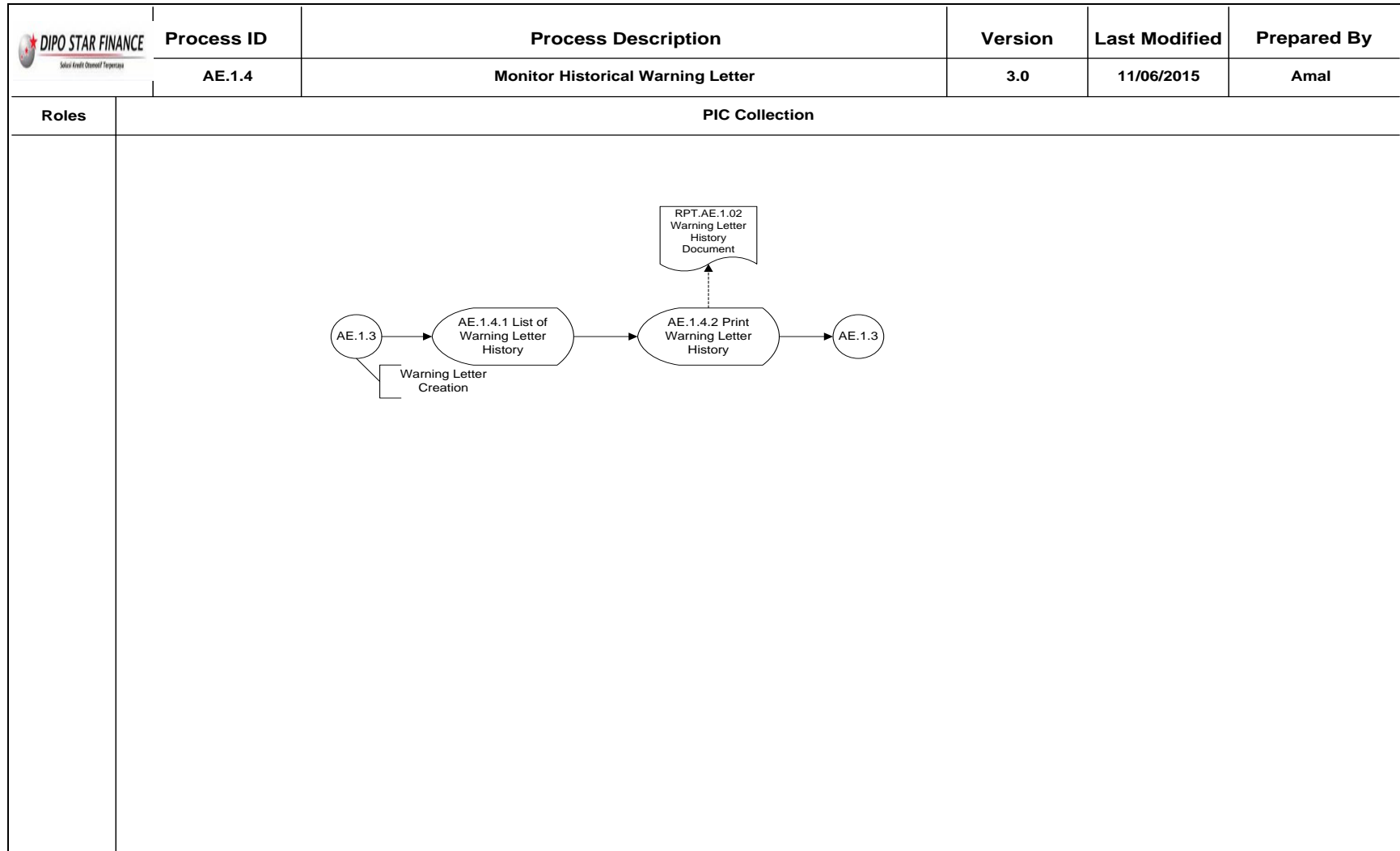
Figure 9 – Detail Level Process Diagram of Monitor Historical Warning Letter

- **Process description**

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
AE.1.4.1	List of Warning Letter History	Anytime	To Monitor historical of Warning Letter	PIC Collection	1.8.4		
	Business Rules: - System will displays list of Warning Letter. - User can monitor all warning letter has already issued using this screen.						
AE.1.4.2	Print Warning Letter History	Anytime	To Print historical of Warning Letter	PIC Collection	1.8.4		List Historical of Warning Letter Document
	Business Rules: - System will print List of Warning Letter. - This process also will cover process Convert Warning Letter History to excel/PDF format.						

3.2.5 AE.1.5 Manage Return Authorization Letter

DIPO STAR FINANCE	Process ID	Process Description		Version	Last Modified	Prepared By
	AE.1.5	Manage Return Authorization Letter		3.0	11/06/2015	Amal
Roles	PIC Collection		HOD OPL/HOB	Regional Manager/ Advisor OPL	Director
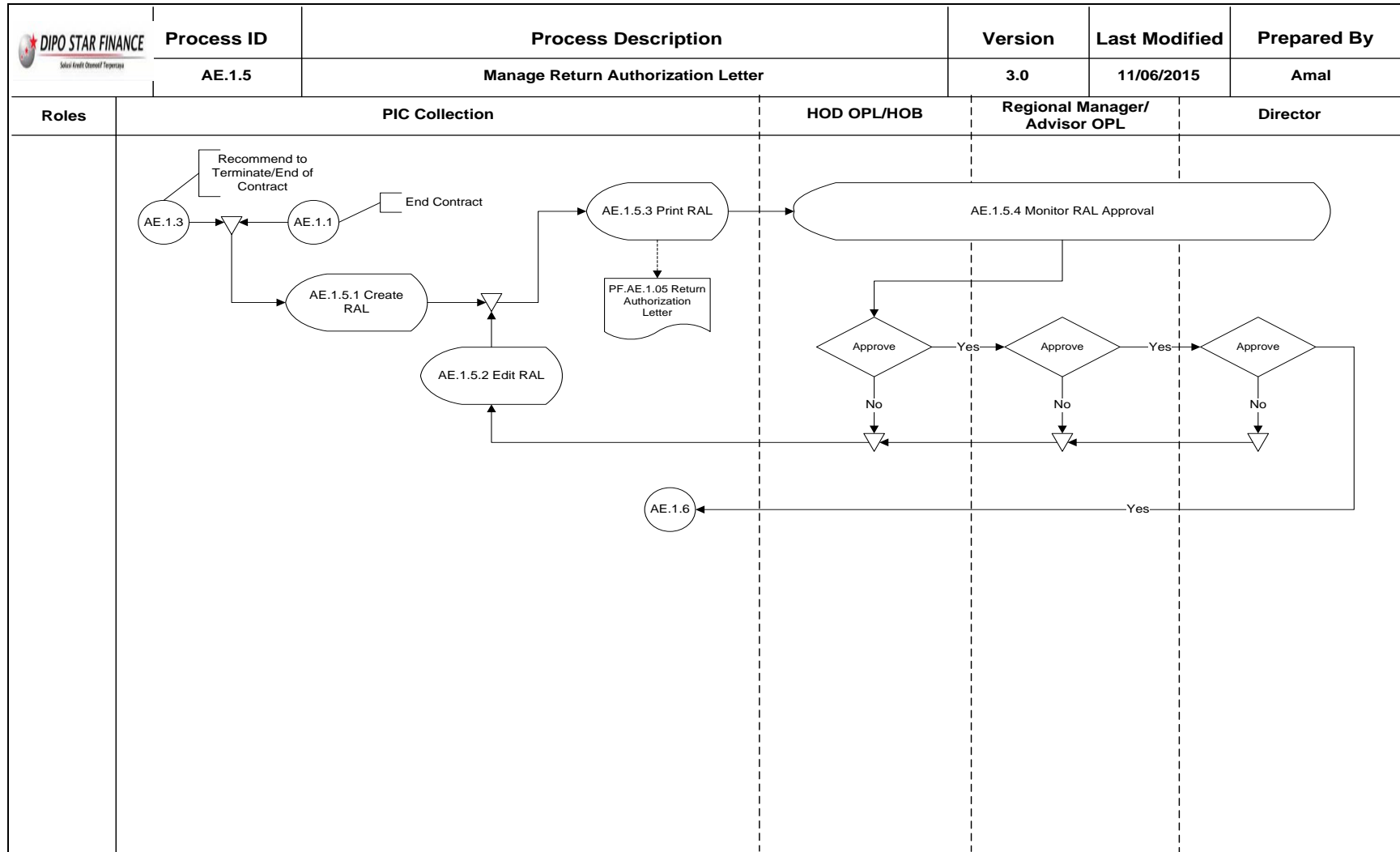
Figure 10 – Detail Level Process Diagram of Manage Return Authorization Letter

- **Process description**

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
AE.1.5.1	Create RAL	After Warning Letter and when end contract	To create Return Authorization Letter (RAL)	PIC Collection	1.8.5	Overdue / Finished Agreement	
	Business Rules:						
	- After Warning Letter issued, when PIC Collection thought it necessary to terminate contract, PIC Collection can request RAL using this screen.						
	- When contract has ended or customer wants to terminate contract, PIC Collection can create RAL in this screen.						
	- RAL won't be send to the Customer by email, to prevent Customer violation when DSF comes to take the OPL unit.						
	- When create RAL, RAL status will be set DRAFT.						
AE.1.5.2	Edit RAL	Anytime	To Edit Return Authorization Letter (RAL)	PIC Collection	1.8.5		
	Business Rules:						
	- This process is used to edit Return Authorization Letter (RAL) if RAL need to be revised.						
	- In this process will covers submit and cancel RAL processes.						
	- This process is used to submit RAL Unit.						
	- Once RAL submitted, it will change status to SUBMIT of RAL and cannot be cancelled.						
	- This process to cancel Return Authorization Letter (RAL).						
	- Only the draft RAL can cancel, if it already submitted, it cannot be cancelled.						

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	- RAL status will be set CANCEL. - If RAL status is CANCEL, it cannot be submitted or printed.						
AE.1.5.3	Print RAL	Anytime	To Print Return Authorization Letter (RAL)	PIC Collection	1.8.5		Return Authorization Letter (RAL) Document
	Business Rules: - After Return Authorization Letter (RAL) created, PIC Collection can print it. - Return Authorization Letter (RAL) can create to PDF or printed document. - Only RAL with status SUBMIT can be printed. - RAL status will be set PRINT. - This process will covers process Convert RAL to Excel/PDF.						
AE.1.5.4	Monitor RAL Approval	Anytime	To monitor RAL approval process	HOD OPL/HOB Regional Manager/ Advisor OPL Director	1.8.5	Return Authorization Letter (RAL) Document	Approved Return Authorization Letter (RAL) Document
	Business Rules: - System will monitor approval process of RAL document. - This document will be check and approve to Director as a highest approver, depend on approval parameter. - Level of approver: o HOD OPL/HOB						

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	o Regional Manager/Advisor OPL o DSF Director - Status of RAL document will be: o DRAFT (new created) o CANCEL (to cancel invoice) o SUBMITTED (submit to be checked) o REVISED (should revise by document maker) o CHECKED (already checked by approver but not highest approver) o APPROVED (already check by highest approver) o REJECTED (rejected by highest approver) - This process will covers process Convert RAL to Excel/PDF.						

3.2.6 AE.1.6 Manage Return Unit

DIPO STAR FINANCE	Process ID	Process Description	Version	Last Modified	Prepared By
	AE.1.6	Manage Return Unit	3.0	11/06/2015	Amal
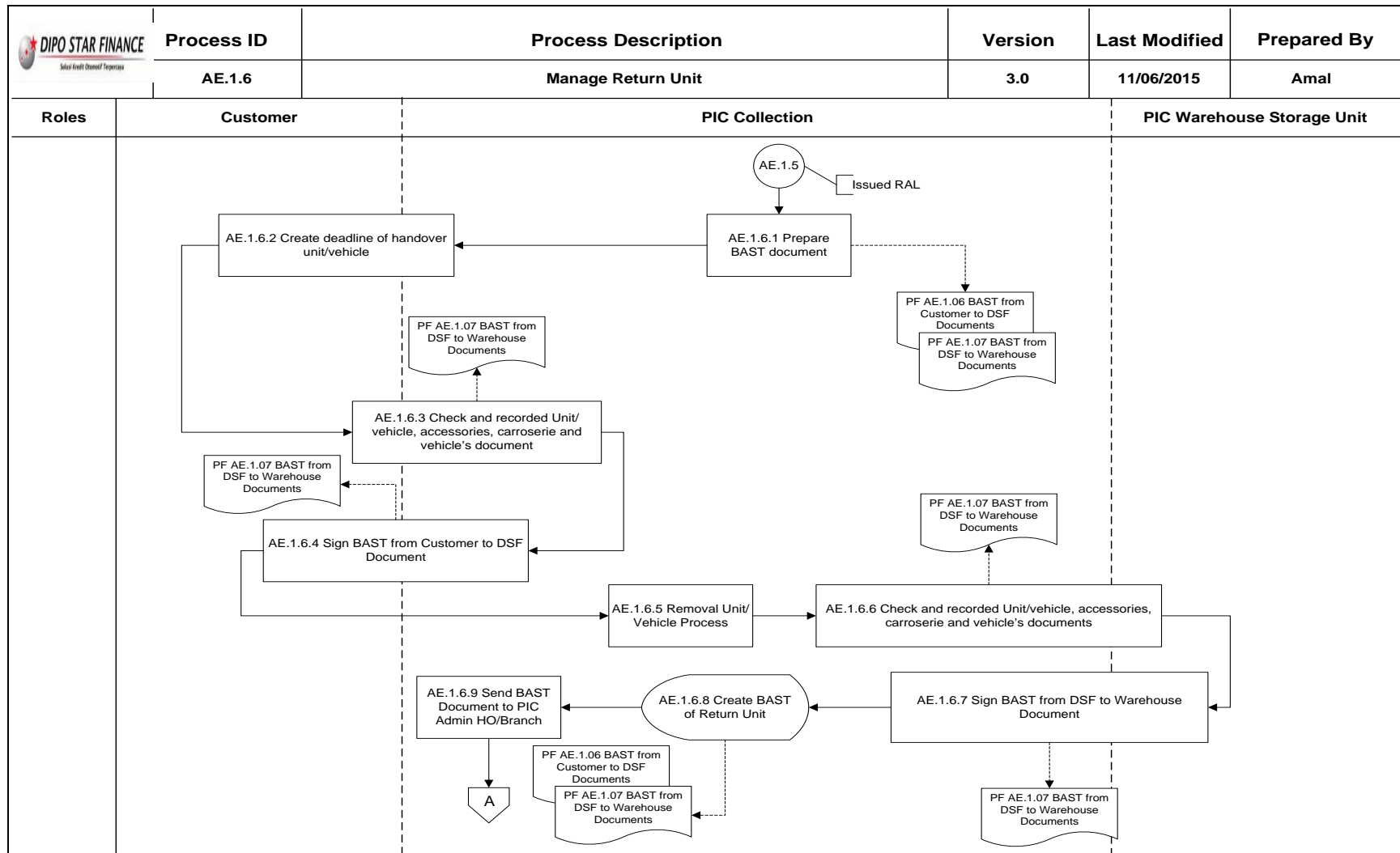
Figure 11 – Detail Level Process Diagram of Manage Return Unit (Part 1 from 2)

	Process ID	Process Description	Version	Last Modified	Prepared By
DIPO STAR FINANCE	AE.1.6	Manage Return Unit	3.0	11/06/2015	Amal
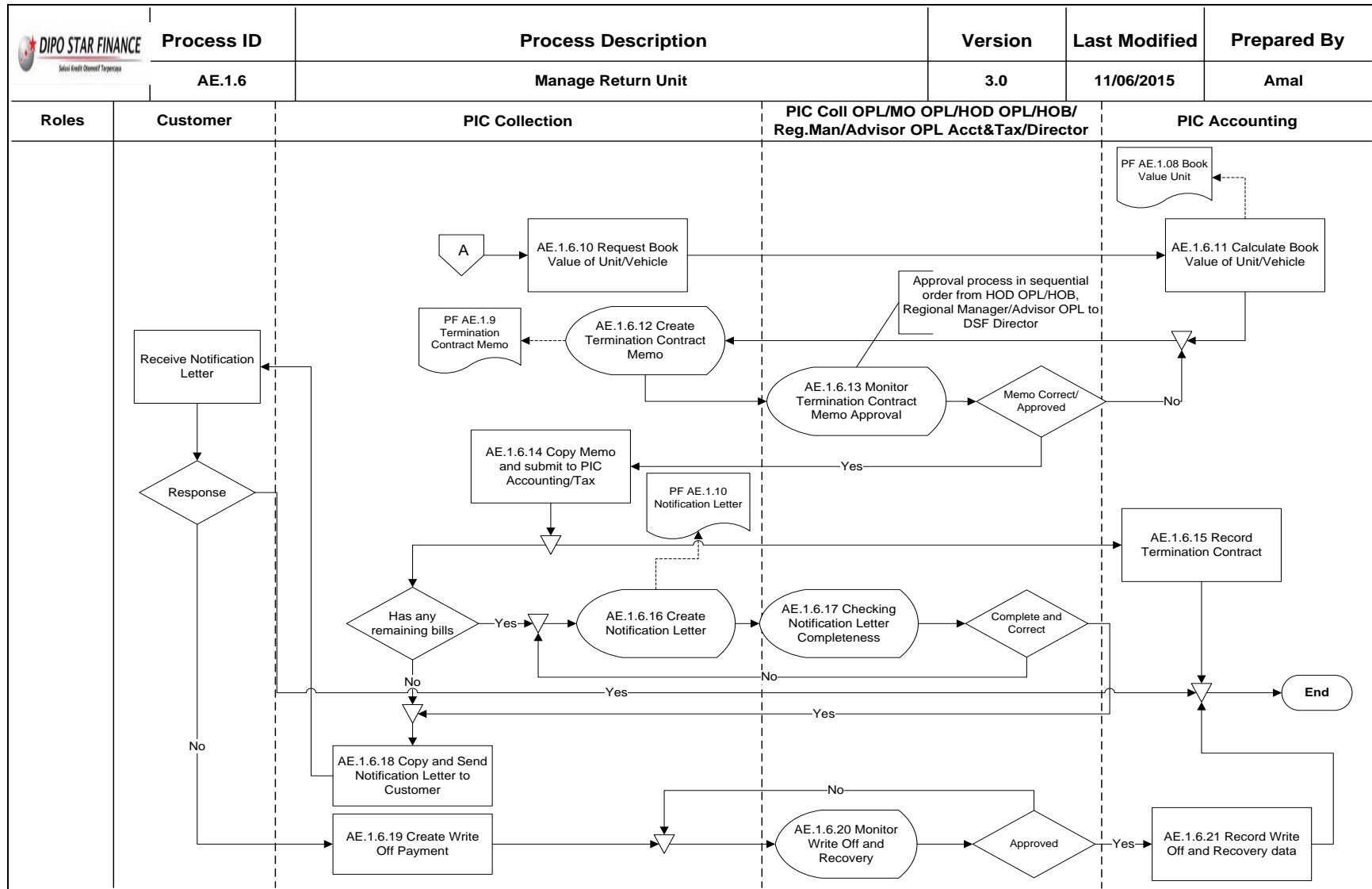
Figure 12 – Detail Level Process Diagram of Manage Return Unit (Part 2 from 2)

- **Process description**

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
AE.1.6.1	Prepare BAST Document	After RAL issued	To prepare to return unit	PIC Collection	N/A	BAST from customer to DSF and from DSF to warehouse document	
	Business Rules: - Before withdrawal unit from customer, PIC Collection will prepare BAST document from customer to DSF and from DSF to warehouse. - This process conducted manually.						
AE.1.6.2	Create deadline of handover unit/vehicle	After RAL issued	To set the date of handover unit/vehicle with customer	PIC Collection Customer	N/A		
	Business Rules: - PIC Collection and Customer make agreement when the deadline of handover unit/vehicle.						
AE.1.6.3	Check and recorded unit/vehicle, accessories, carrosserie and vehicle's documents	After RAL issued	To check and recorded completeness of unit/vehicle, accessories, carrosserie and vehicle's documents	PIC Collection Customer	N/A	BAST from customer to DSF document	Result BAST from customer to DSF document

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	Business Rules: - PIC Collection will check the completeness of vehicle unit, accessories, carrosserie and vehicle's documents base on contract's BAST.						
AE.1.6.4	Sign BAST from Customer to DSF Document	After RAL issued	To create Return Unit Memo	PIC Collection Customer	N/A	BAST from customer to DSF document	Signed BAST from Customer to DSF document
	Business Rules: - Customer and PIC Collection should check and sign the BAST from Customer to DSF document. - This process conducted manually.						
AE.1.6.5	Removal unit/vehicle Process	After BAST signed	To move unit/vehicle from customer to DSF	PIC Collection	N/A	BAST from Customer to DSF	
	Business Rules: - After BAST from customer to DSF signed by customer and PIC Collection, then PIC Collection will move unit/vehicle to DSF within agreed deadline. - This process conducted manually.						
AE.1.6.6	Check and recorded unit/vehicle, accessories, carrosserie and vehicle's	After removal unit/vehicle from customer to DSF	To check and recorded completeness of unit/vehicle, accessories, carrosserie and	PIC Collection PIC Warehouse Storage Unit	N/A	BAST from DSF to Warehouse document	

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	documents		vehicle's documents				
	Business Rules: - PIC Collection will check the completeness of vehicle unit, accessories, carrosserie and vehicle's documents base on contract's BAST. - This process conducted manually.						
AE.1.6.7	Sign BAST from DSF to Warehouse Document	After move unit/vehicle	To condition and completeness of unit/vehicle base on BAST before move to warehouse.	PIC Collection PIC Warehouse Storage Unit	N/A	BAST from DSF to Warehouse document	Result BAST from DSF to Warehouse document
	Business Rules: - PIC Collection and PIC Warehouse will check unit/vehicle condition and completeness according BAST document and sign the document. - After signed, unit/vehicle move to warehouse. - This process conducted manually.						
AE.1.6.8	Create BAST of Return Unit	After move unit/vehicle to warehouse	To record the result of BAST return unit	PIC Collection	1.8.6	Result of BAST from customer to DSF and from DSF to Warehouse document	
	Business Rules: - After complete move unit/vehicle to warehouse, result of BAST document from Customer to DSF and DSF to						

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	Warehouse will be inputted and submitted.						
AE.1.6.9	Send BAST Document to PIC admin HO/Branch	After unit in warehouse	To send result of BAST document to PIC Admin HO/branch	PIC Collection	N/A		
	Business Rules: - Result of BAST document from Customer to DSF and from DSF to Warehouse will be sent to PIC admin HO/Branch. - This process conducted manually.						
AE.1.6.10	Request Book Value of Unit/vehicle	After unit in warehouse	To set book value of unit/vehicle	PIC Collection	N/A		
	Business Rules: - PIC Collection will request book value of unit/vehicle. - This process conduct manually.						
AE.1.6.11	Calculate Book Value of Unit/Vehicle	Anytime	To Calculate book value of unit/vehicle	PIC Accounting	N/A		Book Value unit document
	Business Rules: - PIC Accounting will calculate book value of unit/vehicle manually.						
AE.1.6.12	Create Termination Contract	After calculation book value	To create termination contract memo	PIC Collection	1.8.6		Termination contract memo

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	Memo	of unit/vehicle					document
	Business Rules: - PIC Collection will create termination contract memo.						
AE.1.6.13	Monitor Termination Contract Memo Approval	After create Termination Contract Memo	To monitor termination contract memo approval progress	PIC Collection	1.8.6	Termination Contract Memo document	Approved Termination Contract Memo document

Business Rules:

- System will monitor the status of Termination Contract Memo document.

- This document will be check and approve to Director as a highest approver, depend on approval parameter.

- Level of approver:

  o HOD OPL/HOB

  o PIC Accounting

  o Regional Manager/Advisor OPL

  o DSF Director

- Status of termination contract memo will be:

  o DRAFT (new created)

  o CANCEL (to cancel invoice)

  o SUBMITTED (submit to be checked)

  o REVISED (should revise by document maker)

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	o CHECKED (already checked by approver but not highest approver) o APPROVED (already check by highest approver) o REJECTED (rejected by highest approver)						
AE.1.6.14	Copy Memo and submit to PIC Accounting/ Tax	After final approved memo	To copy memo and submit to PIC Accounting	PIC Collection	1.8.6		Approved Termination Contract Memo document
	Business Rules: - PIC Collection will copy and submit approved termination contract memo to PIC Accounting.						
AE.1.6.15	Record Termination Contract	After final approve of termination contract memo	To record approved termination contract	PIC Accounting	N/A		Approved Termination Contract Memo Document
	Business Rules: - After approval of Termination Contract memo completed, Termination Contract Memo will be recorded by PIC Accounting manually.						
AE.1.6.16	Create Notification Letter	After final approve of termination contract memo	To create Notification Letter	PIC Collection	1.8.6		Notification Letter document
	Business Rules:						

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
	- If customer still has any liabilities of terminated contract, PIC Collection will create Notification Letter.						
AE.1.6.17	Checking Notification Letter Completeness	After create notification letter	To check Notification Letter	PIC HOD OPL/HOB	1.8.6		Notification Letter document
	Business Rules: - HOD OPL/HOB will check correctness and completeness of Notification Letter. - If still not correct/complete, PIC Collection should revise Notification Letter.						
AE.1.6.18	Copy and Send Notification Letter to Customer	After Notification Letter approved by HOD OPL/HOB	To copy and send notification letter to customer	PIC Collection	N/A		Approved Notification Letter
	Business Rules: - If Notification Letter has approved by HOD OPL/HOB, Notification Letter will be copied and sent to customer by PIC Collection.						
AE.1.6.19	Create Write Off Payment	After response from Customer	To create write off payment	PIC Collection	N/A		
	Business Rules: - If Customer not response on Notification Letter, PIC Collection will create write off payment.						

Ref. # (Process ID)	Activity	Freq.	Objectives	Responsibility (Job Roles)	Related RTM No.	Input (Doc & Format)	Output (Doc & Format)
AE.1.6.20	Monitor Write Off and Recovery	After write off data created	To monitor write off and recovery data	PIC Collection	N/A		
	Business Rules: - After write off data created, PIC Collection can monitor write off data. - In this screen, PIC Collection can insert Recovery data. - Write off and recovery process needs approval process.						
AE.1.6.21	Record Write Off and Recovery Data	After write off and recovery data approved	To record write off and recovery data	PIC Accounting	N/A		
	Business Rules: - If write off and recovery data approved, PIC Collection will send data to PIC Accounting. - PIC Accounting will record write off and recovery data.						

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.

Lv 0	Lv1		Lv2		Lv3		Functions Name
	ID	Process Name	ID	Sub-Process Name	ID	Sub-Process Name	
Operating Lease	AE	Billing Collection Process	AE.1	Manage Billing of Installment Process	AE.1.1	Billing Creation	1.8.1 Manage Billing
					AE.1.2	Monitor Billing	1.8.2 Monitor Billing
					AE.1.3	Manage Warning Letter	1.8.3 Manage Warning Letter
					AE.1.4	Monitor Historical Warning Letter	1.8.4 Check Warning Letter History
					AE.1.5	Manage Return Authorization Letter (RAL)	1.8.5 Manage Surat Kuasa Penarikan Unit
					AE.1.6	Manage Return Unit	1.8.6 Manage Reposition Unit

5 Functional Specification Summary

This chapter provides an overview of the functional Specification summary includes report, print form, and data that will be developed in Operating Lease Phase-2.

NO.	FUNCTIONAL SPECIFICATION ID	FUNCTIONAL SPECIFICATION NAME	RELATED ID PROCESS	DESCRIPTION AND PURPOSE	STANDARD /CUSTOM
1	FC.AE.1.1	Billing Creation	AE.1.1.1 Create Billing Schedule	1. To create schedule Billing	Custom
			AE.1.1.2 Create Billing	2. To create billing	
			AE.1.1.7 Input Payment Billing	3. To input Payment of billing	
			AE.1.1.9 Print Invoice	4. To print invoice	
			AE.1.1.10 Monitor Invoice Approval Process	5. To create breakdown adjustment memo	
			AE.1.1.11 Edit Billing	6. To revise breakdown adjustment memo	
				7. To monitor adjustment memo approval process	
	Screen: 1. Create Billing Schedule 2. Edit Billing 3. View Billing				
2	FC.AE.1.2	Monitor Billing Schedule	AE.1.2.2 Monitor Billing Schedule	1. To Setting Alert of Billing	Custom
			AE.1.2.3 View Billing	2. To notify/alert billing	

			Schedule	3. To create reminder memo	
			AE.1.2.7 Create Reminder Memo		
	Screen: 1. Setting Monitor Billing 2. Monitor Billing 7 days to usage unit Due Date 3. Monitor billing 5 days to due date 4. Monitor billing 1 day to due date 5. Monitor billing on due date				
3	FC.AE.1.3	Manage Warning Letter	AE.1.3.1 Create Warning Letter	1. To create warning letter 2. To print warning letter	Custom
			AE.1.3.4 Edit Warning Letter		
	Screen: 1. Monitor Billing Overdue				
4	FC.AE.1.4	Monitor Historical Warning Letter	AE.1.4.2. Print Warning Letter History	1. To monitor historical of warning letter. 2. To print historical of warning letter.	Custom
			AE.1.4.2. Print Warning Letter History		
	Screen: -				
5	FC.AE.1.5	Manage Return Authorization Letter	AE.1.5.2 Edit RAL	1. To create RAL 2. To edit RAL	Custom
			AE.1.5.3 View RAL		

			AE.1.5.4 Print RAL	3. To view RAL	
			AE.1.5.4 Print RAL	4. To print RAL	
	Screen: -				
6	FC.AE.1.6	Manage Return Unit	AE.1.6.8 Create BAST of Return Unit		Custom
			AE.1.6.12 Create Termination Contract Memo		
			AE.1.6.13 Monitor Termination Contract Memo Approval		
			AE.1.6.16 Create Notification Letter		
			AE.1.6.17 Checking Notification Letter Completeness		
	Screen: 1. Monitor Contract Termination				
7	FC.C.1	Setting Memo Approval	AE.1.1.10 Monitor Invoice Approval Process AE.1.3.3 Monitor Warning Letter Approval AE.1.5.4 Monitor RAL Approval AE.1.6.12 Monitor	1. To setting authorized user whom can approve or reject request of replacement unit for special case	Custom

		Termination Contract Memo Approval
		AE.1.6.17 Checking Notification Letter Completeness
		AE.1.6.20 Monitor Write Off and Recovery

Screen : 1. Setting Approval Path **(Note: This screen will be used by all modules; Procurement, Unit Management, Unit Maintenance, and Billing Collection)**

- **Report List(RPT) /Print Form (PF)/ Data (DT)**

NO.	REPORT / PRINT / FORM / DATA ID #	REPORT/PRINT FORM/DATA	RELATED PROCESS	DESCRIPTION AND PURPOSE	REQUIRED INFORMATION AND CONTENT	STANDARD /CUSTOM
1	RPT.AE.1.01	Billing History	AE.1.1.1 List of Billing	Kartu Piutang	Agreement No, Customer Name, Billing date, total billing instalment and total billing maintenance	Custom
2	RPT.1.02	Warning Letter History	AE.1.4.2 Print Warning Letter History	Historical of Warning Letter	Agreement No, Customer Name, Due Date, Billing Status, Warning Letter No and Warning Letter Status	Custom
3	PF.AE.1.01	Invoice	AE.1.1.7 Print Invoice	Print out of Invoice, Receipt and Tax Invoice to send to Customer	Agreement No, Customer Name, Invoice No, Receipt No, billing date, billing	Custom

					Installment amount, billing maintenance amount, breakdown adjustment amount	
4	PF.AE.1.02	Adjustment Memo	AE.1.1.9 Create Adjustment Memo	Print out of Adjustment Memo for Breakdown clause	Agreement No, Customer Name, Adjustment No, Adjustment Date, Adjustment Value and Adjustment amount	Custom
5	PF.AE.1.03	Warning Letter	AE.1.3.2 Print Warning Letter	Print out of Warning Letter	Warning Letter No, Warning Letter status, Agreement No, Customer Name, due date	Custom
6	PF.AE.1.04	Return Authorization Letter	AE.1.5.4 Print RAL	Print out of Surat Kuasa Penarikan Unit	RAL No, Agreement No, Customer Name, remaining billing installment, maintenance, penalty, interest	Custom
7	PF.AE.1.07	Book Value Unit	AE.1.6.10 Calculate Book Value Unit/Vehicle	Print out of Result of calculation of book value unit/vehicle	All information of book value unit/vehicle, agreement no, customer name, unit plate no	Custom
8	PF.AE.1.08	Termination Contract Memo	AE.1.6.11 Create Termination Contract Memo	Print out of termination contract memo	Agreement no, customer name, end usage date	Custom
9	PF.AE.1.09	Notification Letter	AE.1.6.14 Create Notification Letter	Print out of Notification Letter	Agreement no, customer name, remaining billing	Custom

					installment, remaining billing maintenance, penalty, interest	
Total Report Billing Collection Process: **2 Reports** **Total Print Form Billing Collection Process:** **7 Print Forms**						

APPENDIX – USER STORIES AND FUNCTIONAL DECOMPOSITION MAPPING

As for the functions mapping, we can see the overall process and the connections with the User Stories Document created at June, 11th 2015 below (the User Stories only features Prioritized Function of Billing Collection for Phase-2):

User Stories Operating Lease Phase-2		Functional Decomposition To Be Design				Remarks
Prioritized Function Features	User Stories Features	Lv.2 Sub-Process Name	Lv.3 Sub-Process Name	Functions Name	Features Name	
Create Invoice (including tax)	Create Billing/Invoice Transaction	Billing Collection Process	AE.1.1 Manage Billing	Manage Billing	List of Billing	Create Invoice (including tax) is mapped with AE.1.1 Manage Billing. The User Stories of Create Billing/Invoice Transaction is accommodated by the functional decomposition To Be Design AE.1.1 Manage Billing.
					Create Billing	
					Edit Billing	
					View Billing	
					Submit Billing	
					Cancel Billing	
					Print Invoice Document	
					Convert Invoice to Excel/pdf	
Check Invoice List	Checking Invoice					*Not accommodate on system*
Monitoring billing (before due date and after due date)	Billing/Invoice Monitoring	Billing Collection Process	AE.1.2 Monitor Billing	Monitor Billing	View Billing Schedule	Monitor billing (before due date and after due date) is mapped with AE.1.2 Monitor Billing. The User Stories of Billing/Invoice Monitoring is accommodated by the functional decomposition To Be Design AE.1.2 Monitor
					Monitor Billing	
					Setting of Alert Billing	

					Print Report of Billing Historical	Billing.
					Convert Report of Billing	
System check & notification of due date	Billing/Invoice Reminder	Billing Collection Process	AE.1.2 Monitor Billing	Monitor Billing	View Billing Schedule	System check & notification of due date is mapped with AE.1.2 Monitor Billing. The User Stories of Billing/Invoice Reminder is accommodated by the functional decomposition To Be Design AE.1.2 Monitor Billing.
					Monitor Billing	
					Setting of Alert Billing	
					Print Report of Billing Historical	
					Convert Report of Billing	
	Billing/Invoice Alert System	Billing Collection Process	AE.1.2 Monitor Billing	Monitor Billing	View Billing Schedule	The User Stories of Billing/Invoice Alert System is accommodated by the functional decomposition To Be Design AE.1.2 Monitor Billing.
					Monitor Billing	
					Setting of Alert Billing	
					Print Report of Billing Historical	
					Convert Report of Billing	
Create Warning Letter	Create Warning Letter	Billing Collection Process	AE.1.3 Manage Warning Letter	Manage Warning Letter	Create Warning Letter	Create Warning Letter is mapped with AE.1.3 Manage Billing. The User Stories of Create Warning Letter is
					Edit Warning Letter	

					View Warning Letter	accommodated by the functional decomposition To Be Design AE.1.3 Manage Warning Letter.
					Submit Warning Letter	
					Cancel Warning Letter	
					Print Warning Letter	
					Convert Warning Letter to Excel/PDF	
	Historical Warning Letter	Billing Collection Process	AE.1.4 Check Warning Letter History	Check Warning Letter History	List of Warning Letter History	The User Stories of Historical Warning Letter is accommodated by the functional decomposition To Be Design AE.1.4 Check Warning Letter History.
					Print Warning Letter History	
					Convert Warning Letter History to Excel/PDF	
Reschedule	Reschedule Contract					*Not on Billing System*
	Novation Contract					*Not on Billing System*
Not define for phase-2	*Not define for phase-2*	Billing Collection Process	AE.1.5 Manage Return Authorization Letter (RAL)	Manage Return Authorization Letter (RAL)	Create Return Authorization Letter (RAL)	Manage Return Authorization Letter (RAL) previously not defined for phase-2. After confirmation, creating Return Authorization Letter (RAL) is part of Billing Collection Process.
					Edit Return Authorization Letter (RAL)	
					View Return Authorization Letter	

					(RAL)	
					Submit Return Authorization Letter (RAL)	
					Cancel Return Authorization Letter (RAL)	
					Print Return Authorization Letter (RAL)	
					Convert Return Authorization Letter (RAL) to Excel/PDF	