The Power of Dreams

VAT Protocols Acknowledgement Tracker (VATPAT)

System and user interface design

Date: 28/09/2023

Agenda

- Objective of today's meeting
- Overview of VATPAT
- Functional requirements
- Non-functional requirements
- Use cases
  - Description
  - Process (BPMN)
  - User interface (wireframes)
- System design choices
- Updated provisional schedule
- Next steps
- Questions

Objective of today's meeting

1. **Introduction**
   - Discuss system & user interface (UI) design for VATPAT.
2. **Goals**
   - Review & feedback: review system design & UI and gather feedback.
   - Alignment: ensure all stakeholders have a unified understanding of the design of VATPAT.
   - Enhancements: identify potential enhancements or modifications to improve system.
3. **Expectations**
   - Participation: engage in discussions and raise concerns or suggestions.
   - Constructive criticism: offer constructive criticism and feasible suggestions for improvement.
   - Clarification: seek clarification on any aspects that are unclear.
4. **Outcome**
   - Consensus on design: achieve mutual understanding and agreement on system & UI design.
   - List improvements: compile list of improvements and modifications based on feedback.
5. **Next steps**
   - Incorporate feedback: refine system & UI design incorporating feedback from the meeting.
   - Start development: begin building application iteratively by functionality.
   - Follow-up meeting: schedule follow-up meeting to review and test implemented functionality (mid Oct)

Overview of VATPAT

- **Description:**
  - VATPAT is a web-based application aimed at automating Honda PT's process of issuing credit note resumes to dealers, tracking acknowledgements, sending reminders, and maintaining a record of communications.

- **Key Users:**
  - PT, Back Office (primary)
  - ES, Back Office (secondary).

- **Development:**
  - Christian Vuye (analysis, design, development, testing)
  - Paulo Anica (supervising)

- **Maintenance:**
  - IBM AMS will be responsible for the maintenance of VATPAT.
  - Handover to IBM AMS will occur after testing and completion of technical documentation.

Functional requirements

1. User Management

- Authentication: login through self-contained portal
- Two user roles – ‘business’ and ‘power user’.

2. Dashboard

- Real-time overview: display status of acknowledgement and communication history with dealer,
- Access stored acknowledgements: click the ‘received' status to view any stored acknowledgements.

3. Credit Note Management

- Generation & sending: create monthly credit notes resume and email to dealers.
- Tracking & reminders: monitor responses and send reminders after 7 days of no acknowledgement.
- Manage & correct faulty resumes: System in place to correct credit note resumes containing errors.

4. Record Keeping and Compliance

- Secure storage: store all acknowledgements and dealer replies securely for 10 years.
- Access to stored acknowledgements: can be accessed and sorted by dealer through the application.

Non-Functional requirements

1. Usability

- Intuitive interface: user-friendly design requiring minimal training, ensuring easy navigation and interaction.

2. Availability

- Uptime: system available consistently during working hours (5 days a week, 10 hours per day).
  - The system will be available from 8:00 to 18:00 for business users.
  - Maintenance and updates will happen outside business hours.

3. Future integration

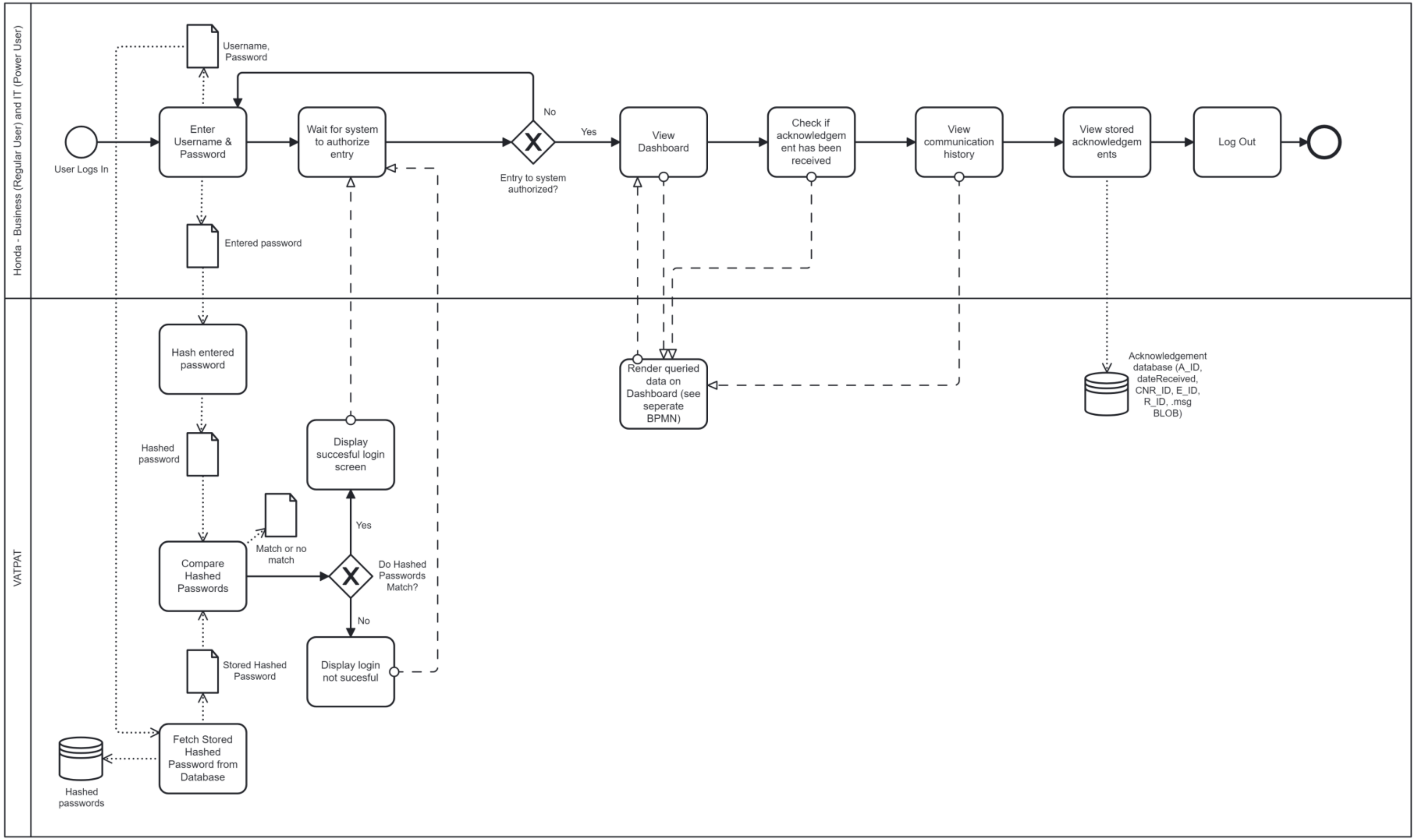
- Designed for potential integration with:
  - S4, ensuring adaptability and seamless future interoperability.
  - Panex.
  - Windows Authentication.

Use Case: Login and Authentication

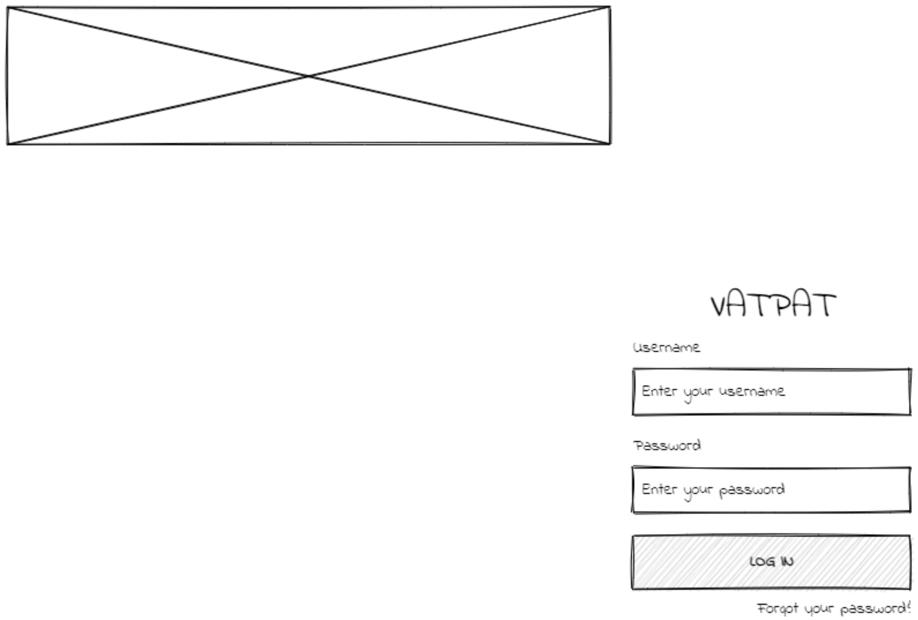
- **Access:**
  - Users will access VATPAT through the applications' own login portal.

- **Authentication:**
  - Panex and Windows authentication under consideration for future integration.

Use Case: Login and Authentication - Process



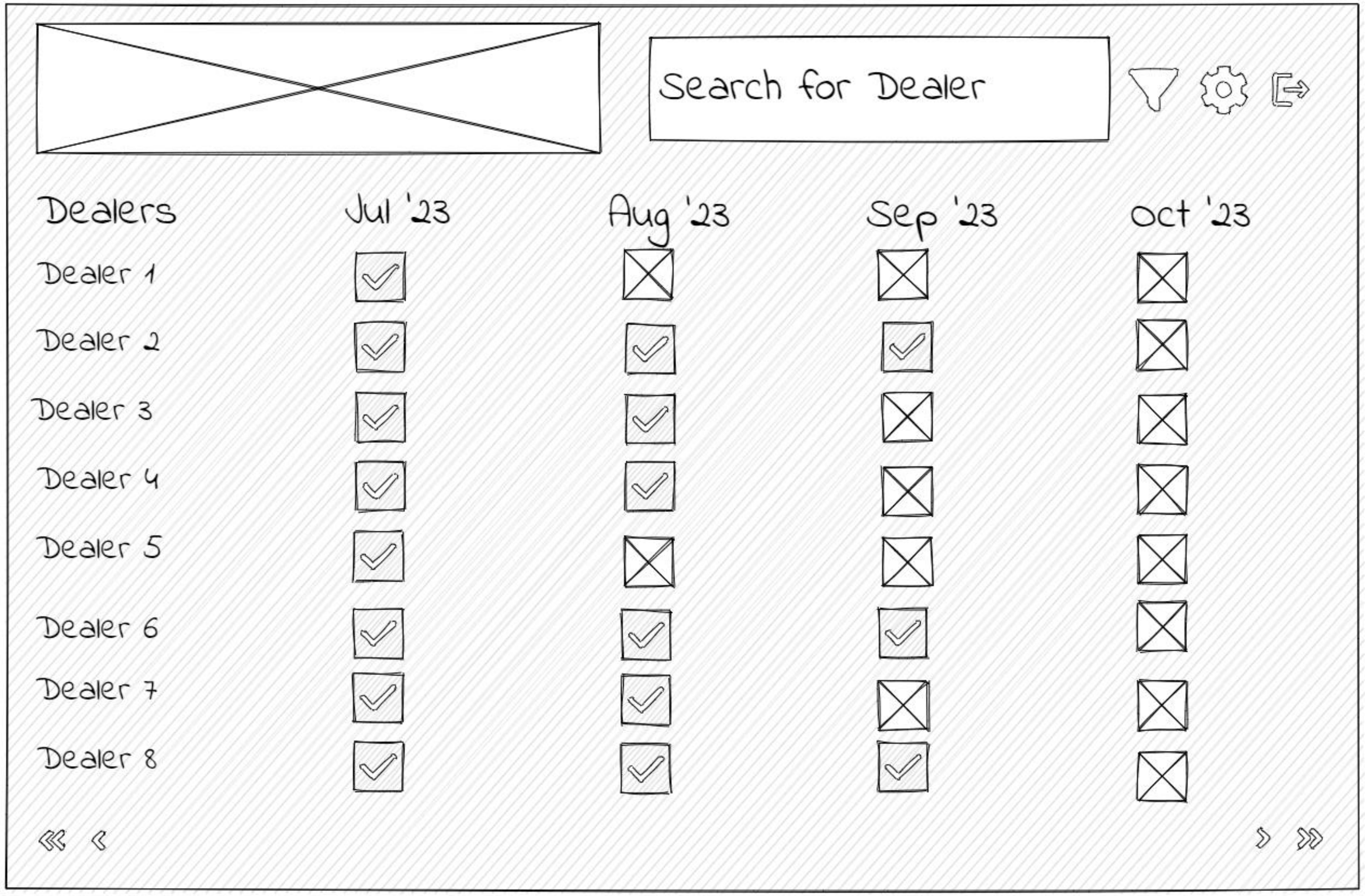
Use Case: Login & Authentication – UI



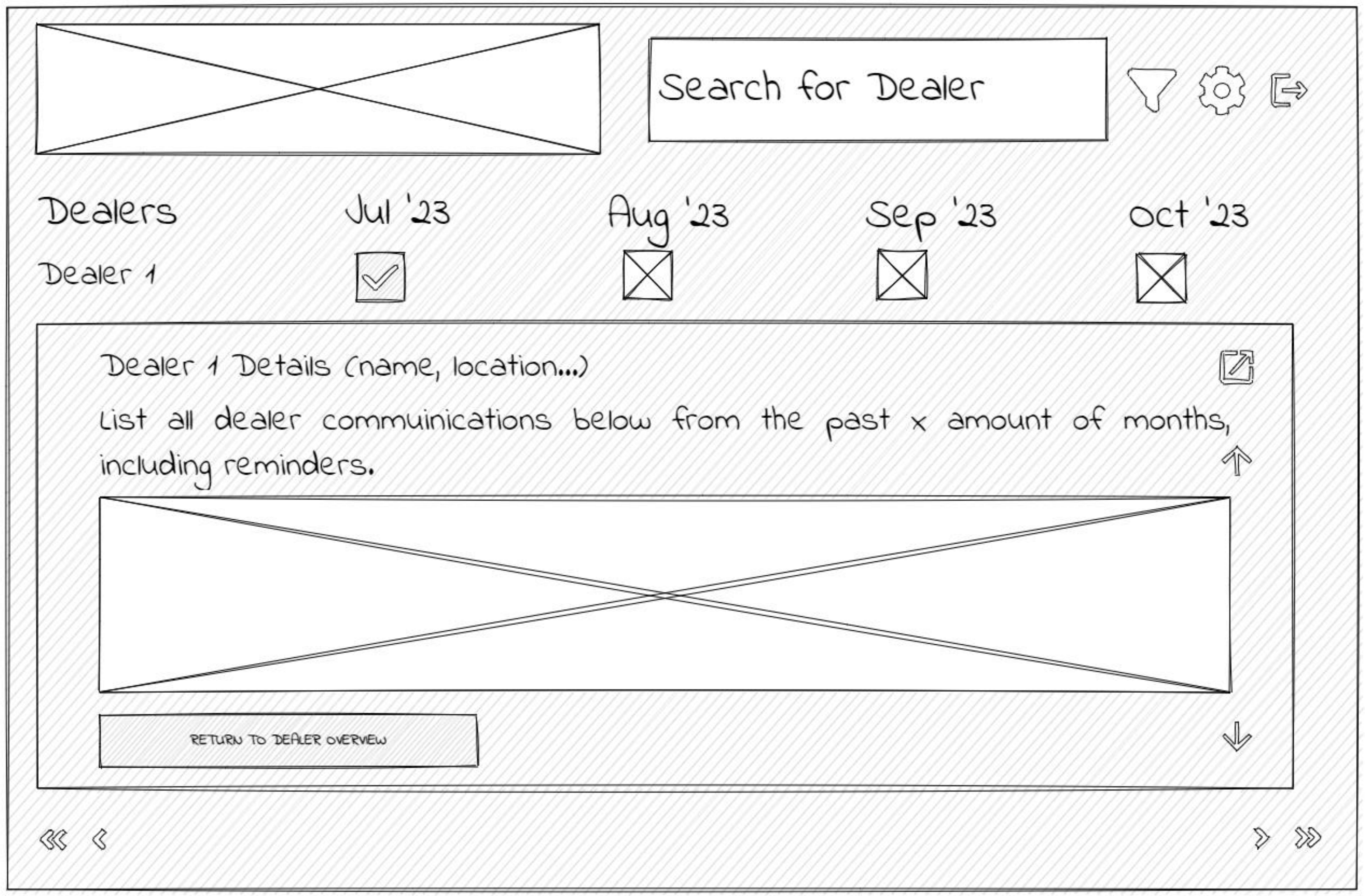
Use Case: View dashboard and monitor acknowledgements

- **Purpose:**
  - Enable monitoring of acknowledgements and dealer communications.
- **Access:**
  - Available after login.
- **Functionalities:**
  - Observe acknowledgement status.
  - Access dealer communication history by clicking on the dealer's name in the dashboard.
  - Access stored acknowledgement by clicking on the ‘received’ (green checkmark) status to view the stored acknowledgement for that dealer in that month.

Use Case: View dashboard and monitor acknowledgements – UI



Use Case: View dashboard and monitor acknowledgements – UI



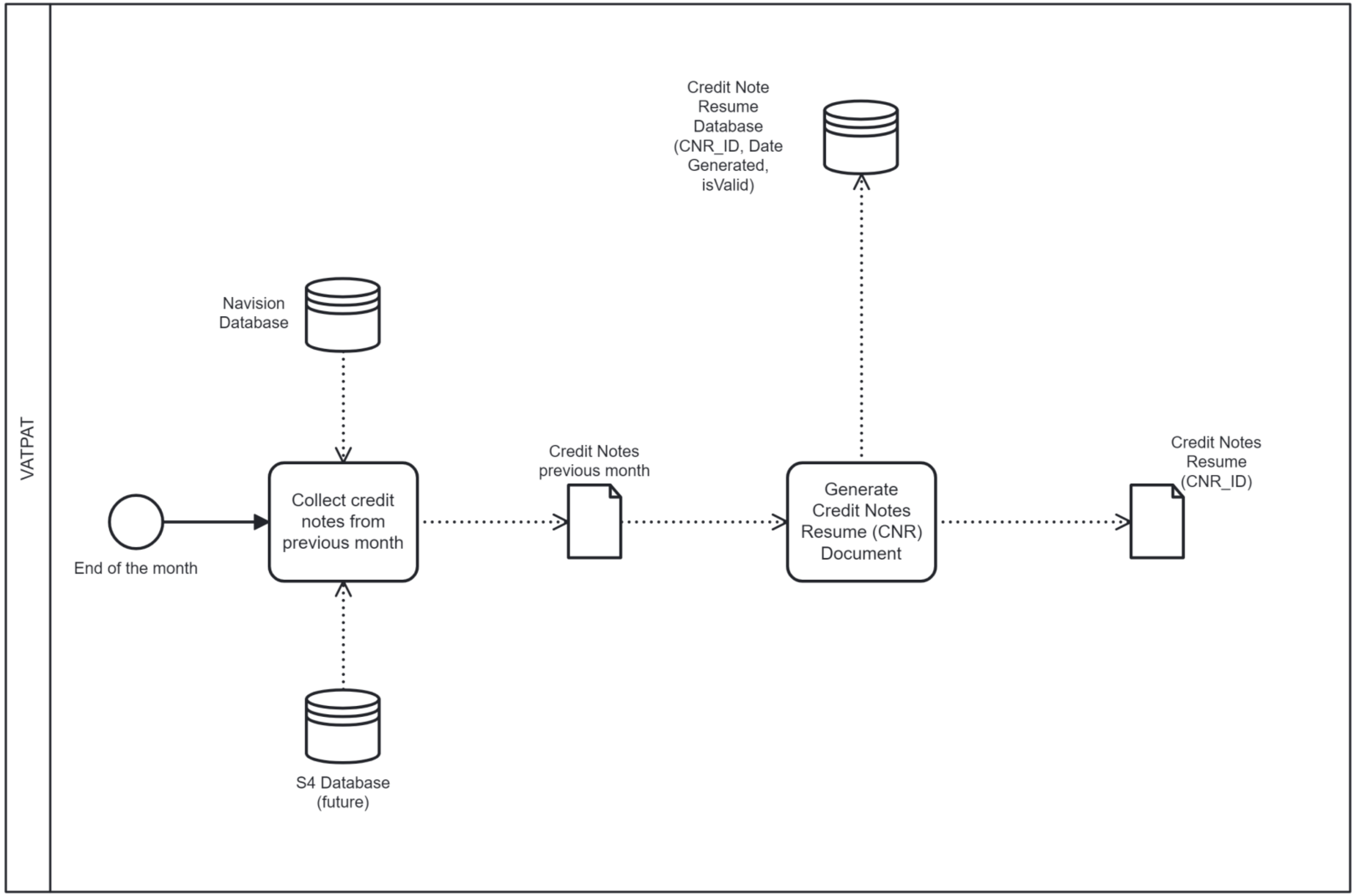
Use Case: Collect Credit Notes & Create Credit Notes Resume

- **Purpose:**
  - Automate gathering of last month's credit notes.
  - Generate a Credit Note Resume for each dealer monthly.

- **Process:**
  - Collect credit Notes: System automatically pulls last month's dealer credit notes.
  - Once the credit notes are collected, a Credit Notes Resume is generated for each dealer.

- **Automation:**
  - Initiates automatically at the start of every month.
  - No user input required.

Use Case: Collect Credit Notes & Create Credit Notes Resume - Process



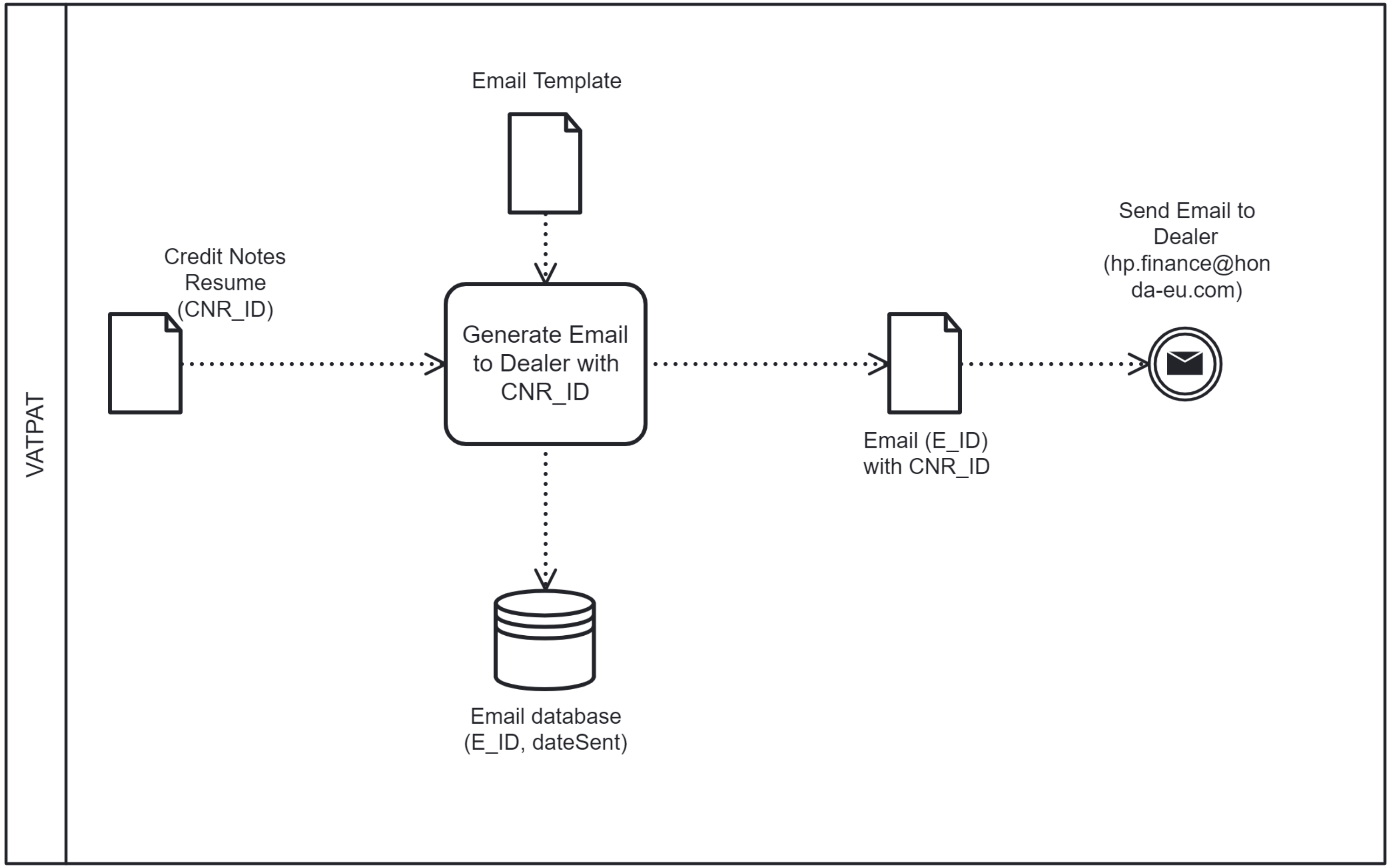
Use Case: Send Credit Notes Resume Emails

- **Purpose:**
  - To auto-send Credit Notes Resume emails to dealers for acknowledgment.

- **Process:**
  - Email dispatch: Auto-send Credit Notes Resume to each dealer monthly.
  - Email content: Emails include a table summarizing the previous month's credit notes for each dealer.

- **Automation:**
  - Automatically sends monthly without user action.

Use Case: Send Credit Notes Resume Emails - Process



Use Case: Send Credit Notes Resume Emails – Email Message

Subject: Protocolo ref. a regularização do I.V.A das Notas de Crédito.

Body: Para cumprimento do disposto no nº5 do Artigo 78º, do código do I.V.A., agradecemos a resposta a este email, como tomaram conhecimento da regularização do I.V.A. do(s) documento(s) em referência.

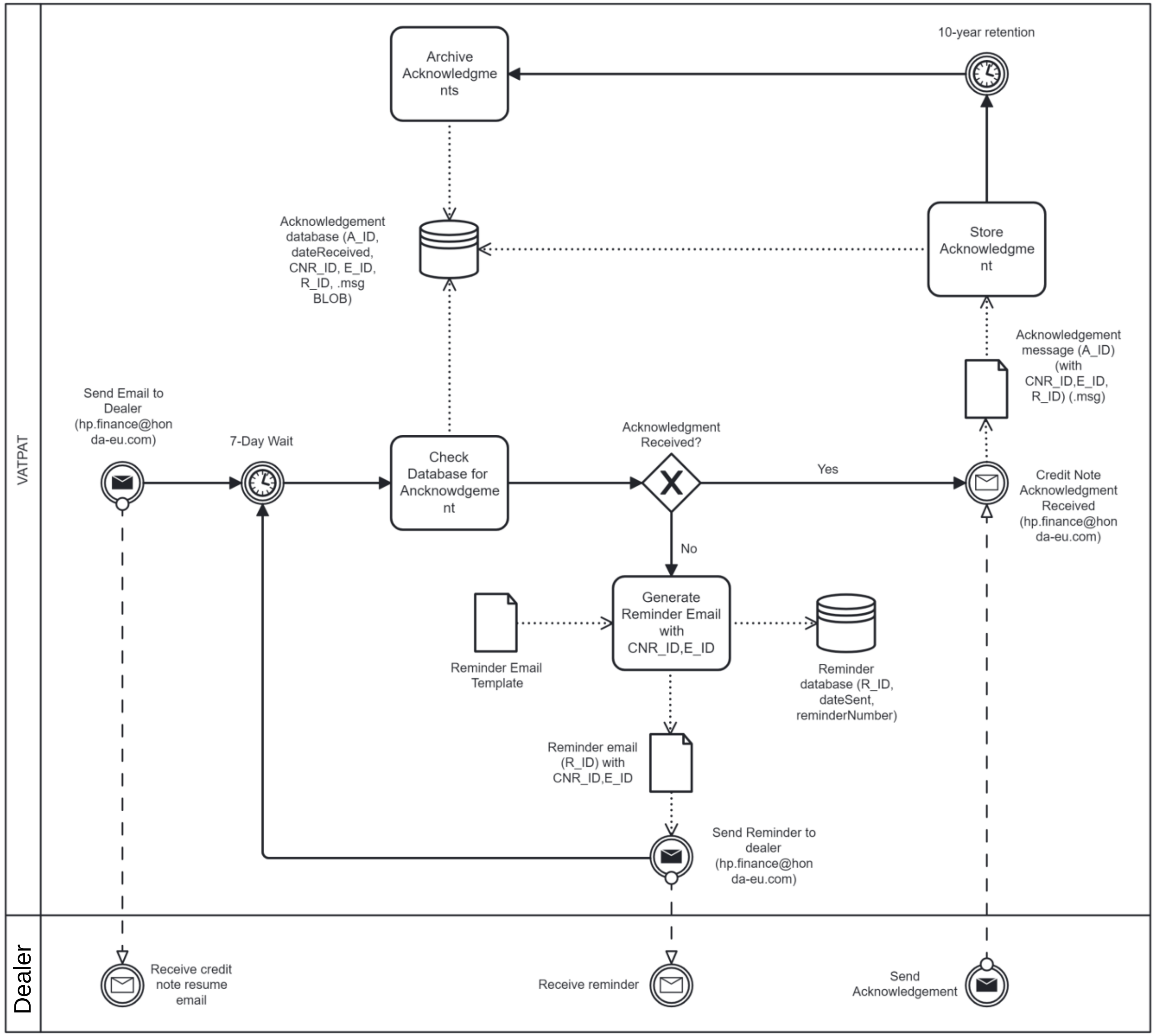
Numero Doc	Data	I.V.A
{No_}	{Document Date}	{DVATAmount}
{No_}	{Document Date}	{DVATAmount}
{No_}	{Document Date}	{DVATAmount}

Signature: Com os melhores cumprimentos,
Honda Motor Europe Ltd-Suc.Portugal
Direcção Financeira

Use Case: Track Message Replies & send Reminders

- **Purpose:**
  - Track dealer acknowledgements of Credit Note Resumes and send reminders for any missed responses.
- **Process:**
  - Every day, monitor dealer responses to Credit Notes Resume emails and update message status on the dashboard.
  - Automatically send reminder emails after a 7-day non-response period.
- **Automation:**
  - Reminders auto-send to dealers, cutting manual follow-up.

Use Case: Track Message Replies & send Reminders - Process

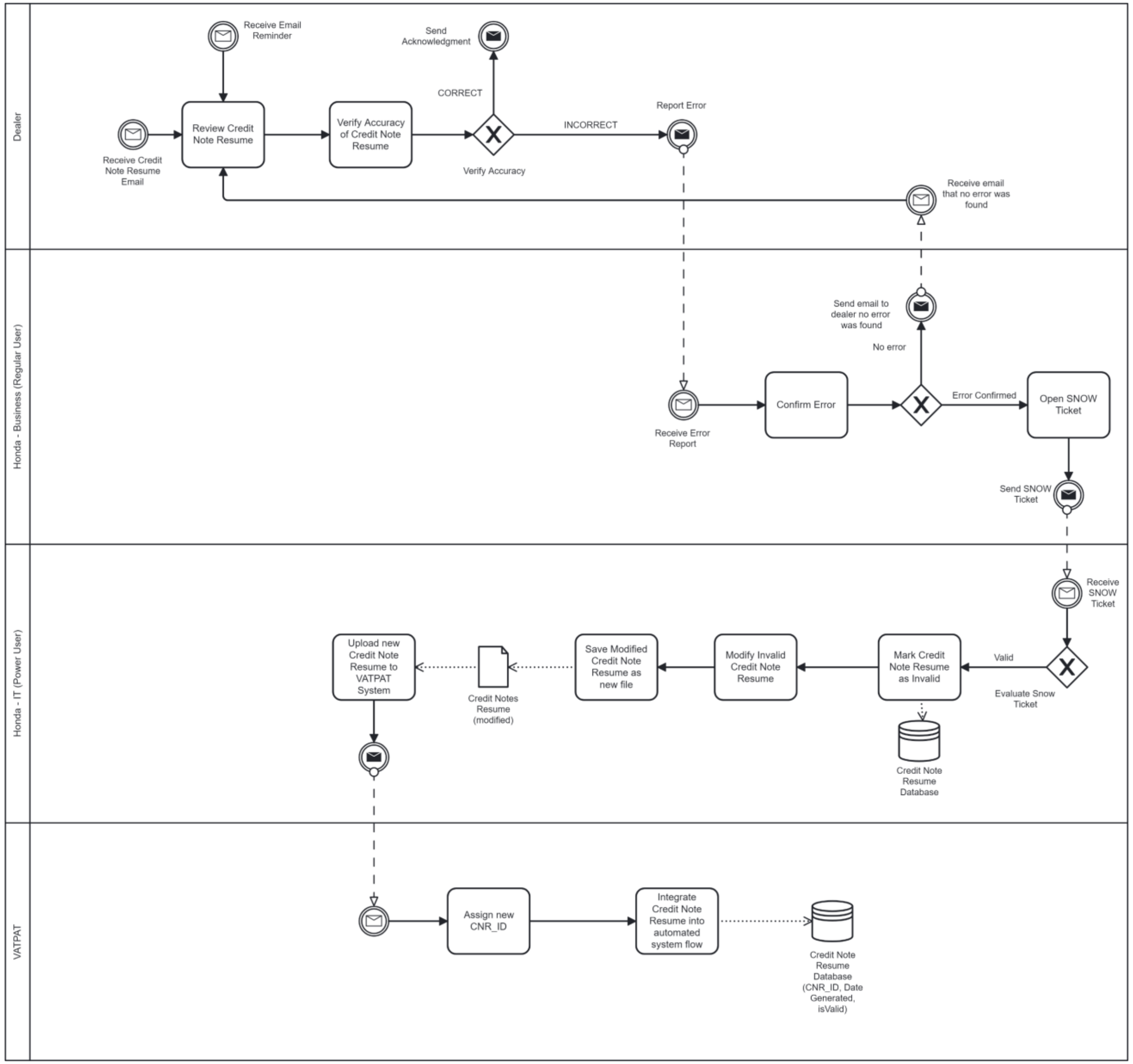


Use Case: Manage faulty credit note resumes

- **Purpose:**
  - To rectify inaccuracies in Credit Note Resumes, ensuring accurate communication and record-keeping between dealers and Honda.

- **Process:**
  - Dealer Review:
    - Dealer reviews the Credit Note Resume.
    - Faulty resumes are identified and sent to Honda Business Users for verification.
  - Verification and Ticketing:
    - Honda Business Users verify the reported error or clarify and send it back if inaccurate.
    - If the error is valid, a SNOW ticket is opened and forwarded to Honda Power Users.
  - Modification and Integration:
    - Honda Power User (or IBM AMS) make necessary modifications in the system.
    - The corrected resume is integrated into the automated system, where it follows the same lifecycle as other credit note resumes.

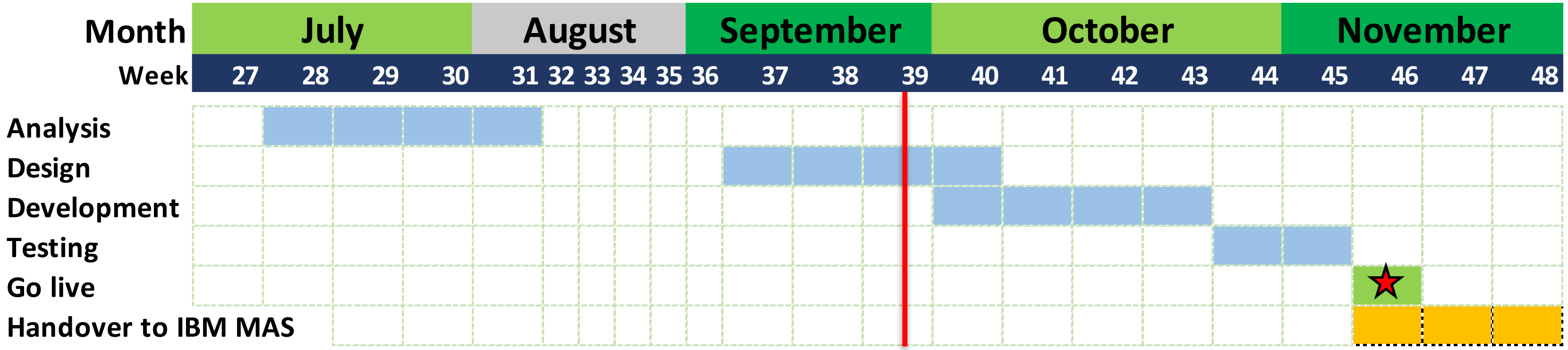
Use Case: Manage faulty credit note resumes



System Design Choices

- **Credit Note Resume Acknowledgement**
  - **Persistent Reminders:** If a dealer does not acknowledge a Credit Note Resume within the same month, the system is designed to continue sending reminders, ensuring dealers remain aware of pending acknowledgments.
  - **No Aggregation of Unacknowledged Resumes:** Unacknowledged Credit Note Resumes from a previous month will not be added to the subsequent month's resume. Instead, they will be tracked and reminded separately.
  - **Multiple Reminders Possibility:** Given this design choice, it is possible for a dealer to receive multiple reminders for separate months if multiple acknowledgments are pending.

Provisional project schedule



- ~~**Analysis:** The analysis phase, where the requirements are studied and a plan for the automation is developed, will occur in **July.**~~ **COMPLETED**

- ~~**Design:** The design of the automated process, defining how the automation will work and will be completed in **July.**~~ **COMPLETED**

- **Development:** The actual building of the automation, will be take place in ~~**August.**~~ **OCTOBER 25th**

- **Testing:** Testing of the automated process to ensure it works as expected and meets the needs of the business will be conducted in ~~**September.**~~ **NOVEMBER 2nd - 9th**

- **Go live:** Move application to production **NOVEMBER 15th –** expected first messages to dealers 5 december

- **Maintenance :** After the testing phase, the project will move into the maintenance phase. This includes ongoing support and updates to the automated process as needed. Handover to IBM AMS for support. **NOVEMBER 15th**

Next steps

- **Review & Feedback:**
  - Assess system design & UI.
  - Gather stakeholder feedback.
- **List improvements:**
  - Identify and note suggested improvements and changes.
- **Refine Design:**
  - Incorporate feedback for design refinement.
- **Initiate Development:**
  - Start building application functionality by functionality.
- **Follow-Up Meeting:**
  - Schedule a review session for **October 25th** to assess implemented features.

Questions

1. **Questions or comments?**

Thank you.