

WESTERN UNION CONVERA SUPPORT UPDATE

Confidential
January 13, 2022





































EXL






















HIGH LEVEL IMPLEMENTATION PLAN AND STATUS

Implementation Plan							24-Jan		31-Jan		7-Feb		14-Feb		21-Feb		28-Feb		7-Mar		14-Mar		21-Mar		28-Mar		5-Sep		12-Sep		19-Sep		26-Sep	
Task ID	Activities	Status	Duration (Days)	Planned Start Date	Planned End Date	Responsibility																												
1	WU AP TRANSITION SUPPORT PLAN		203	Mon, 06-Dec-21	Wed, 14-Sep-22																													
1.1	PROGRAM LEVEL ACTIVITIES			Mon, 06-Dec-21	Thu, 06-Jan-22																													
1.1	Business Aware decision	Complete	1	Mon, 06-Dec-21	Mon, 06-Dec-21	WU/Convera																												
1.2	Project team to be identified	Complete	1	Mon, 03-Jan-22	Mon, 03-Jan-22	WU																												
1.3	Kick off meeting	Complete	1	Thu, 06-Jan-22	Thu, 06-Jan-22	WU																												
2.1	TRANSITION PLANNING & IT SET UP			Mon, 06-Dec-21	Mon, 28-Feb-22																													
2.1	Technology and Connectivity	Complete	26	Mon, 06-Dec-21	Mon, 10-Jan-22	WU																												
2.2	VDI Connectivity for Convera environment	On Schedule	28	Wed, 12-Jan-22	Sun, 20-Feb-22	Convera																												
2.3	Programming complete for Concur uploads	On Schedule	5	Mon, 10-Jan-22	Fri, 14-Jan-22	WU																												
2.4	Convera Concur instance live	On Schedule	1	Fri, 14-Jan-22	Fri, 14-Jan-22	Convera																												
2.3	Communication regarding AP uploads	On Schedule	5	Mon, 10-Jan-22	Fri, 14-Jan-22	WU																												
2.4	Design the Approval matrix	On Schedule	29	Wed, 12-Jan-22	Mon, 21-Feb-22	Convera																												
2.5	Banking info for new entities in Convera AP	On Schedule	14	Wed, 12-Jan-22	Mon, 31-Jan-22	Convera																												
2.6	Communication regarding vendor invoicing to Convera	On Schedule	27	Fri, 14-Jan-22	Mon, 21-Feb-22	Convera																												
2.7	Status of Convera iProcure	On Schedule	12	Fri, 14-Jan-22	Mon, 31-Jan-22	Convera																												
2.8	Convera AP ported to Work Day (WD)	On Schedule	12	Fri, 14-Jan-22	Mon, 31-Jan-22	Convera																												
2.9	Convera Concur ported to Work Day (WD)	On Schedule	12	Fri, 14-Jan-22	Mon, 31-Jan-22	Convera																												
3	TRANSITION EXECUTION			Mon, 21-Feb-22	Thu, 24-Feb-22																													
3.1	Process Documentation, review & Sign off	Not Due	4	Mon, 21-Feb-22	Thu, 24-Feb-22	WU																												
3.2	Operations Set Up - Quality process, SLA trackers	Not Due	TBD	TBD	TBD	Convera																												
4	PARALLEL RUN EXECUTION			Thu, 01-Sep-22	Mon, 05-Sep-22																													
4.1	Go live	Not Due	TBD	TBD	TBD	WU																												
4.2	Exit of TSA	Not Due	3	Thu, 01-Sep-22	Mon, 05-Sep-22																													
4.2.1	Tollgate 1: Exit of TSA	Not Due	3	Thu, 01-Sep-22	Mon, 05-Sep-22	WU																												
5	STABLISATION COMMENCEMENT			Mon, 12-Sep-22	Mon, 12-Sep-22																													
5.1	Hand Over to Operations	Not Due	3	Mon, 12-Sep-22	Wed, 14-Sep-22	WU																												
5.1.1	Tollgate 2: Handover to operations	Not Due	3	Mon, 12-Sep-22	Wed, 14-Sep-22	WU																												

ACCESS PROVISIONING STATUS

Legend	Received	Pending	In-Progress	NA
				

Resource Name & Role	Application Access Provisioning												
Name	WFH Capable/ Tested	OKTA_ID	WU_Email ID	Oracle - Production	Concur	Noetix	Invoice Upload access	Onspring Ticketing tool	Workday	iProcurement	Shared Folder	Shared email box's	Taxport
Helen V A													TBD
Thameem Meenatharakal K													TBD
Neethu Thomson													TBD

Resource Name & Role													
Name	WU Global Payables Supplier Maintenance	Payment Bank Accesses	Printer Access	WU Global Pay	Bank Of America	Citi Bank	Payment CAD-USD	Other Websites for Conversion	Microsoft Office Application's	Snipping Tool	Reflection SFTP tool-WIN SCP	Box locator application	VDI Access in Conversion
Helen V A	TBD	TBD		TBD	TBD	TBD		TBD					
Thameem Meenatharakal K	TBD	TBD		TBD	TBD	TBD		TBD					
Neethu Thomson	TBD	TBD		TBD	TBD	TBD		TBD					

- Total resources as part of this transition is 3

RISKS LOG

SI NO	Risk Category	Risk Description	Impact	Action to Mitigate	Risk Owner	Status
1	Process	Vendor master creation of new entities	High	Vendor details for new entities is required	Convera	Open
2	Process	Approver matrix-Not received the approver list	Medium	Convera to provide the details	Convera	Open
3	Process	Segregation of Duties (SOD)	Medium	As the team size is small, Segregation of duties might not be applicable at this stage but will be required at later stage	Convera	Open
4	Process	Minimal information on volumes for new entities	Medium	Team to review the volumes for next 2 months	WU	Open
5	Process	Communication to vendors on WU-Convera separation	Medium	Vendors to be informed about the change & request them to provide invoices to WUBS (Convera) shared mail box	WU	Open
6	Process	Training on AP uploads to the requestor	High	>>Is there any mechanism where system does not allow the incorrect GL codes, this needs to be confirmed >>Train the requestors & provide them with the correct GL codes information	WU	Open
7	Process	Duplicate checks are not performed	High	Implement EXL's fraudulent check tool	Convera	Open
8	Process	ACH payment method and check payment method : Positive pay file transfer to bank is not developed by IT in Convera system	High	Technology team has to provide these details	IT	Open
9	Technology	Access to bank information	Medium	Payment file to be sent to treasury team so that they can release the payment	WU	Open

RISKS LOG

SI NO	Risk Category	Risk Description	Impact	Action to Mitigate	Risk Owner	Status
10	Technology	IT communcation plan does not exist	High	Create an IT communication plan	WU / IT	Open
11	Technology	Concur login	Low	Link to a website or log in page, password to be provided	WU / IT	Open
12	Process	Final reconciliation of credit card transactions	Medium	To monitor the unreconcilled expenses,	WU	Open
13	Technology	VDI access within the WU environment	High	VDI access to continue in WU environment during the TSA period	IT	Open
14	People	No buffer when it comes to count of resources	Low	Currently assigned experienced resources hence buffer might not be required	WU	Open
15	People	Shared resource for vendor management between WU & Convera	High	Additional resource required for vendor management	WU / Convera	Open

ACTION LOG

Sl. No.	Actions	Responsible	Target Completion	Status
1	Finalize responsibility matrix	Both	Fri, 21-Jan	On Schedule
2	To-be process maps for each process	WU	Mon, 28-Feb	On Schedule
3	Performance testing on ERP	WU	Sun, 09-Jan	Completed
4	Start processing pending invoices in Convera environment	WU	Mon, 10-Jan	On Schedule
5	Citrix access needs to be changed to Convera environment	Convera	Mon, 28-Feb	On Schedule
6	Reporting structure needs to be added	Convera	Mon, 28-Feb	On Schedule
7	Payment access is there or not needs to be verified for all resources	WU	Fri, 14-Jan	On Schedule
8	Backlog: Pending invoices to be processed	WU	Fri, 21-Jan	On Schedule
9	Cancel all credit cards of WUBS employees	WU	Tue, 01-Mar	On Schedule
10	Terminate concur profiles of WUBS employees	WU	Tue, 01-Mar	On Schedule

Thank you