In one of the conversations you said Western Union is currently not processing AR & GL , but Western union has not indicated that these processes will move to EXL. Currently we are doing AR & GL in western Union. This can only be clarified with we discuss with Convera & Western Union. As of now they have told they will move AP which is confirmed but they have not told anything with respect to AR & GL.

Next topic: Yesterday when we spoke of segregation of duties, like creation of vendor marster, purchase orders , invoice processing, payment processing which is come under this scope,

What Jally is saying is that if a person is having access to a)Vendor creation and amendment then he cannot have access to b ,c & d in scope so that is what is segregation of duties.

The reason why it is like that because if a person has access to all the activities then he can create a a fraud. If a person who has access to all activities then he can do a fraud. For example he can create a vendor on hisa own, then create a PO & get it approved, generate a invoice based on that & make a payment on his own by giving own bank account. To ensure that this does not happen it is globally accepted that there should be segregation of duties. But ateleast we can have invoice processing , payment processing & create PO together this can be possible in Western Union. But he should not have vendor master or vendor creation.

So in this process when we are going Convera, we need to create segregation of duties and amendment.

But in Convera all the three resources will have access to all the activities. They know create PO, Invoice processing and payment processing. They will be going through vendor master process. But currently, the initial stages what Western Union has told us is that Westrn union vendor master piece will support the vendor master creation process. So vendor master creation process will be supported by cvendor master creation team. So our 3 resouirces will do the b, c & d under scope.

SO for a there is an activity called review process, for which the persons doing b, c &D can do the review of that which is a. So that if a has done any mistake, then persons doing b ,c & d can take back to them & correct it by reviewing.

But after going live what is ur arrangement Jally? Then vendor creation should come from convera. Then convera has to decide whether to add one person with SOD and then EXL can do it. We might not abe able to manage within three resources. So an additional resource might be required but as of now during transition this is not required but at a later stage we can decide.

Next: You said that we are making a copy of the ERP (oracle) for convera, will it remain permanently with Convera or is there any validity, Jally says that Convera has purchased the license for ERP, & this ERP or Convera ERP which is created will remain permanently with Convera.

Jally will introduce the team members so that IO can contact , Jally is not sure about certain details once we have discussions then we can get a clarity , intrioduction of client

Remove concur and card administration as thius might not come under the scope now.

Email dRaft

* **TSA Agreement:** TSA agreement is between Convera & Western Union. Currently this is not in possession with Jally. Once Santosh is introduced to the client Western Union then we can request for the same.
* Whether training is required for the 3 resources: No training is required.
* Is it Plug & Play: Yes the resources will move directly to Convera & it will be a plug & play. The plug and play will only start after the TSA.
* **Whether the three resources who are aware of the AP process need to learn the systems?** :No, they need not learn the systems, as Convera systems are a replica of Western Union systems. They already have access to current ERP. The ERP that they are using in Western Union is Oracle and the same ERP will be used in Convera. There will not be any specific Convera system to be used as of now.
* **Whether an SME will be assigned to these three resources moving to Convera or can we consider these three resources as incumbents who start working as the system details are already there**: These 3 resources themselves are SMEs. Currently they are undergoing training as per segregation of duties. They are already getting trained by now so not required. So, we can consider as moving the resource from Western Union & to Convera & no training required.
* **Request for Santosh on applications access:**

A check should be conducted if the three resources have access Like for creation of vendor they should have access to vendor master in ERP, create activity in ERP, invoice processing in ERP, they should have access to payment processing in ERP, there are AP uploads to be done which is similar to invoice processing which is done from a different application (the three resources should have access to that application), they should also have bank accesses for releasing payment. So, we need to list out all the applications we need and we need to ensure they receive or have access to applications to that.

* **Details about Oracle server**: Now in the current scenario what we is being done is to create a replica of the ERP(Oracle) in the current Western Union itself. This is will be moved to WUPS/Convera. Hence, there will be one server for WUPS/Convera & one for Western Union . So the team will have access to both Western Union and WUPS. Convera has purchased the license for ERP, & this Convera ERP which is created will remain permanently with Convera.
* **Do we need a ramp phase or not?** In Ramp phase, whereby a percentage will be processed, will not happen here in this transition as the operations team will start processing directly with 100% volumes. It will be in somewhere in July but system split will happen in January. From January itself, what all invoices coming for WUPS, this will be executed in new environment or WUPS / Convera environment. This will go on till July. The next aspect will be plug and play.
* **When the team needs to go live, any timelines?:** Jally is not sure when but it estimated to be in July and the TSA last still 6 months. This will happen in July, however this needs to be discussed with Western Union to make the aspect / clarification clear.
* **Do you have any plan in place already**? Jally says he does not have any. They are already doing UAT last two weeks onwards, team is posting invoices so they are testing what is happening in current Western Union environment that same thing is happening in new system / Convera environment.
* **Is the SOW signed between EXL & Convera?:** As of now no, we have sent them an MSA once the MSA is approved, operations team will send the SOW. Jally is working on SOW & is currently in draft stage. Note: The SOW is between EXL and Convera.
* **When we will go live?** it is supposed to be in July hence the 25% requirement for Santosh. We will have discussions with Suzan initially and then go to client.
* What Jally is saying is that if a person is having access to a)Vendor creation and amendment then he cannot have access to b ,c & d in scope so that is what is segregation of duties.
* The reason why it is like that because if a person has access to all the activities then he can create a a fraud. If a person who has access to all activities then he can do a fraud. For example he can create a vendor on hisa own, then create a PO & get it approved, generate a invoice based on that & make a payment on his own by giving own bank account. To ensure that this does not happen it is globally accepted that there should be segregation of duties. But ateleast we can have invoice processing , payment processing & create PO together this can be possible in Western Union. But he should not have vendor master or vendor creation.