

PROCESS DESIGN DOCUMENT

(PDD)

BILLS MANAGEMENT: Utility Payment Processing & Settlement - Sending of Payment Advice and BIR 2307

PDD CHANGE LOG

VERSION	DATE	PROCESS ANALYST NAME	DESCRIPTION
0.0	11/27/19	Gemelyn Caluag	Initial Draft

DOCUMENT SIGN OFF

	NAME	DATE
Product Owner		

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1. Introduction

1.1. Purpose of the document

The Process Definition Document (PDD) is the document that describes and defines the business process to be automated. The current business process (As-Is process) – how the business process is done in production – should be defined in detail here in the PDD.

To create or modify the document it is mandatory to read the Guidelines for the “Process definition and Business Case Validation” defined in the Globe’s RPA CoE.

1.2. Document RACI Matrix

Process	Responsible	Accountable	Consulted	Informed
PDD Development	Process Analyst	Process Analyst	Business Process SME	
PDD Sign Off	Product Owner	Product Owner	Business Process SME	

2. Business Process Scope

2.1. Involved Areas / Departments

<Detail the key persons that are impacted by the change. They may be the ones that work the manual process before automation, or the ones that will work the exceptions after automation or any other dependent person>

Related to Test cases and data:

<What are the direct contacts of the team or person, expert in the process that can provide test cases and data, and moreover review the proposed test plan>

ROLE	NAME	CONTACT DETAILS	NOTES
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(EMAIL, CONTACT NUMBER)			
Process Owner	Nadja Ava Romano	naromano@globe.com.ph 09175887091	
Process Owner	KeyCee Mendoza	kgmendoza@globe.com.ph 09176881360	
Process Analyst	Gemelyn Caluag	gacaluag@globe.com.ph 09176882034	

2.2. Process Tasks

Process Name	BILLS MANAGEMENT: Utility Payment Processing & Settlement - Sending of Payment Advice and BIR 2307
Process Short Description	<p>This process is one of the segment under end-to-end Utility Payment Processing & Settlement (BILLS MANAGEMENT).</p> <p>Sending of Payment Advice and accompanying BIR Form 2307 (CWT Certificate) is done to notify service provider that check for the utility bills are already issued. It is also a way for the Bills Management team to record and track the utilities payment.</p> <p>This is currently done manually which includes searching through number of e-mails from the bank and Accounting to verify the details vs. the system and eventually sending the attachments to the service provider for their reference.</p>
Roles required for performing the process	Bills Management Staff

BENEFITS	
1	After the automation, it is expected that there would be reduction in FTE doing the Sending of Payment Advice and BIR Form 2307 which could then attend to other tasks.
<2>	<Describe benefit achieved with the automation of the process>

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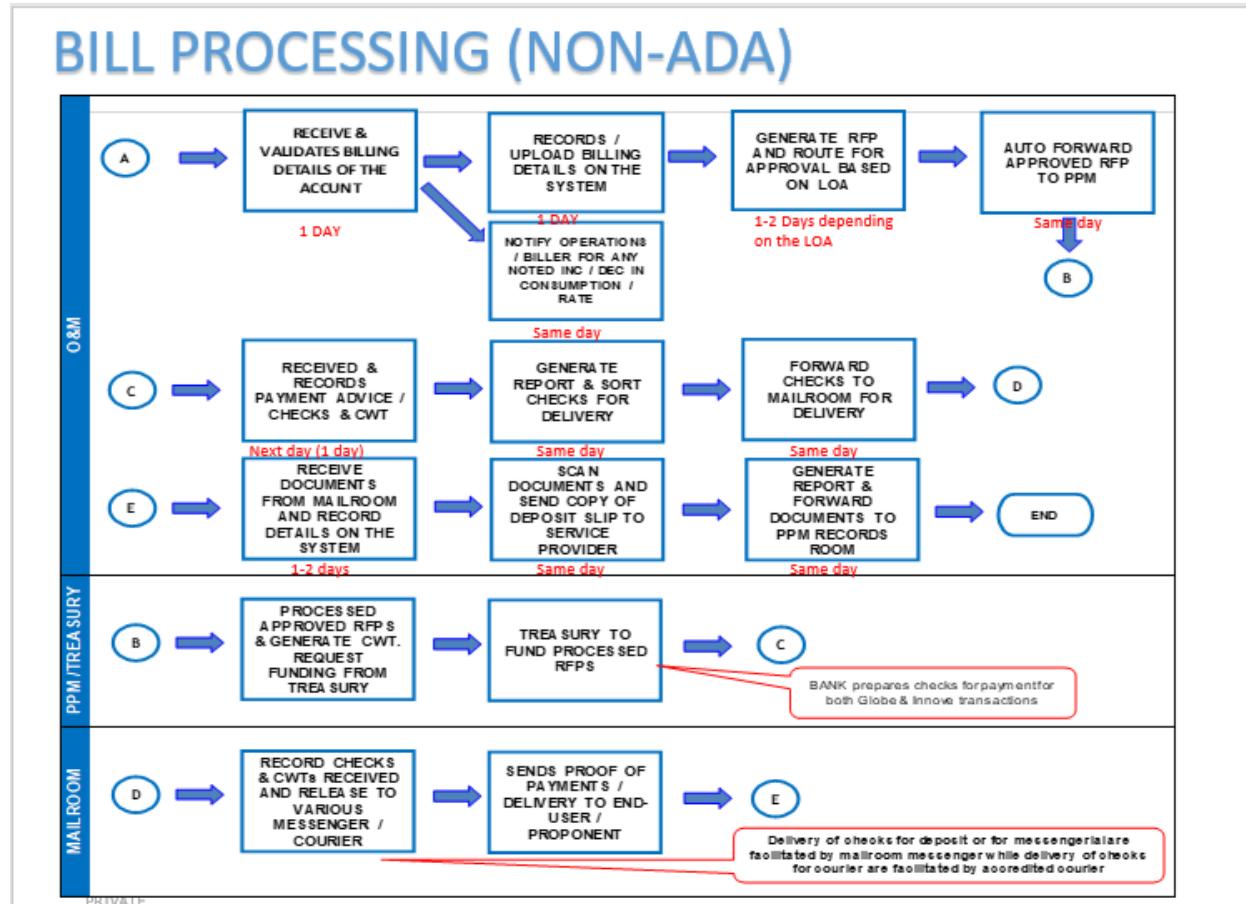
2.3. High Level Flow Diagram

<This section should show the high level flow diagram end to end process. The process highlighted.>

that will be defined here in the PDD should be

<Provide information about the dependencies of the process (for example: previous process carried out, inputs required ...)>

HIGH LEVEL END-TO-END



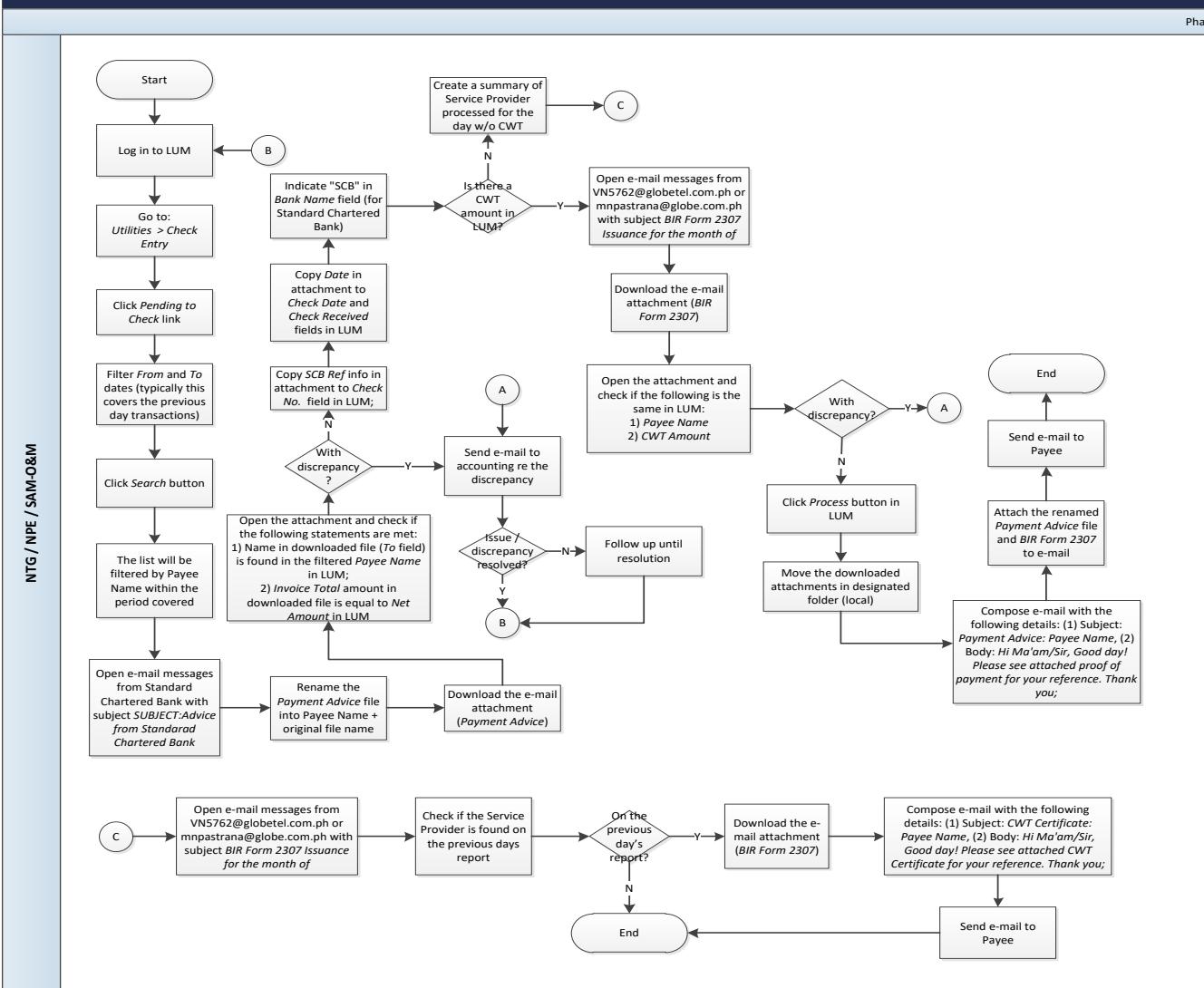
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CHECK PAYMENT ADVICE & ISSUANCE OF BIR FORM 2307

[CURRENT PROCESS] Check Payment Advice & Issuance of BIR Form 2307 (CWT)



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2.4. Involved Systems, Folders and Applications

<E-Mail App/Web Based/GMail> - <VERSION>	
ACCESS METHOD (VIA WEB, VIA DESKTOP, VIA CITRIX, ETC)	VIA WEB – Google Chrome (Gmail, LUM) VIA DESKTOP – PDF, Local File Location (i.e. Documents, Downloads, etc.)
PERMISSIONS, ACCESSES, ROLES	Globe Network ID – Bills Management Staff LUM ID – Bills Management Staff E-mail Account – Bills Management Staff
CREDENTIAL/S VALIDITY DURATION	Globe Network ID – TBD LUM ID – TBD E-mail Account – TBD
PLATFORM ENVIRONMENT/S (PRE-PRODUCTION, PRODUCTION-LIKE, PRODUCTION, DIFFERENCES IN ENVIRONMENTS) (INCLUDE LINKS/ROUTES TO ACCESS EACH ENV)	Globe Network ID – no test environment LUM ID – TBD E-mail Account – no test environment
POTENTIAL CHANGE/S IN THE APPLICATION / PLATFORM / SYSTEM	Future mode of operation for LUM: to be transitioned to another tool; Target date TBD

<LUMINOUS/Web Based/SYSTEM NAME> - <VERSION>	
ACCESS METHOD (VIA WEB, VIA DESKTOP, VIA MAINFRAME, ETC)	VIA WEB - Google Chrome
PERMISSIONS, ACCESSES, ROLES NEEDED TO ACCESS THE RESOURCE	LUM User – Bills Management Staff Role

CREDENTIAL/S (PASSWORD VALIDITY DURATION, PASSWORD UPDATE PROCESS)	
PLATFORM ENVIRONMENT/S (PRE-PRODUCTION, PRODUCTION-LIKE, PRODUCTION, DIFFERENCES IN ENVIRONMENTS) (INCLUDE LINKS/ROUTES TO ACCESS EACH ENV)	Test Environment Production Environment
POTENTIAL CHANGE/S IN THE APPLICATION / PLATFORM / SYSTEM	None

Related to PERMISSIONS, ACCESSES, ROLES NEEDED TO ACCESS THE RESOURCE:

<What permissions / accesses / roles are necessary to access all the applications / systems / shared folders involved? In order to speed up the construction of the robots, and to paralyze the developments as little as possible, it would be of great help if the roles that the robots would need in the applications were identified early in order to be able to request the required permits to access>

FILE NAME	PATH / DIRECTORY
NA	NA

<What are the files needed to execute the process?>

<Where can the files be found? What is the complete path of these folders?>

<Does the folders have to be periodically cleaned?>

<Are there files to be downloaded while executing the process?>

<Where should the downloaded files be stored? What is the complete path of these folders?>

2.5. Application / Platform / System Availability and Support Period

<Availability of applications (24x7, office hours, etc.)>

APPLICATION / PLATFORM / SYSTEM NAME	APPLICATION / PLATFORM / SYSTEM ACCESSIBILITY	APPLICATION / PLATFORM / SYSTEM SUPPORT PERIOD (IF APPLICABLE)	APPLICATION / PLATFORM / SYSTEM MAINTENANCE PERIOD	KNOWN APPLICATION / PLATFORM / SYSTEM ISSUES
Luminous	Monday to Sunday		<i><Scheduled maintenance date></i>	Slow processing at times

2.6. Manual Execution Time, Volume & Frequency

ITEM	DESCRIPTION
Process schedule and frequency	Daily
# of transactions received (volume)	500 per day
Average handling time per transaction	3 Min / Transaction
Peak period (s)	NA

# of transactions received During Peak period (peak volume)	500
Total man hours supporting this process	<Total number of hours dedicated to executing the process>
Expected increase of volume in the next reference period	NA
Current Business SLAs	24 hrs once email is received

2.7. Expected Execution Time, Volume & Frequency

<List down all expected details once robot is the one that executes the process>

ITEM	DESCRIPTION
Process schedule and frequency	Everytime an email is received for billing
# of transactions received (volume)	500
Average handling time per transaction	Less than 3 min
# of transactions received During Peak period (peak volume)	500

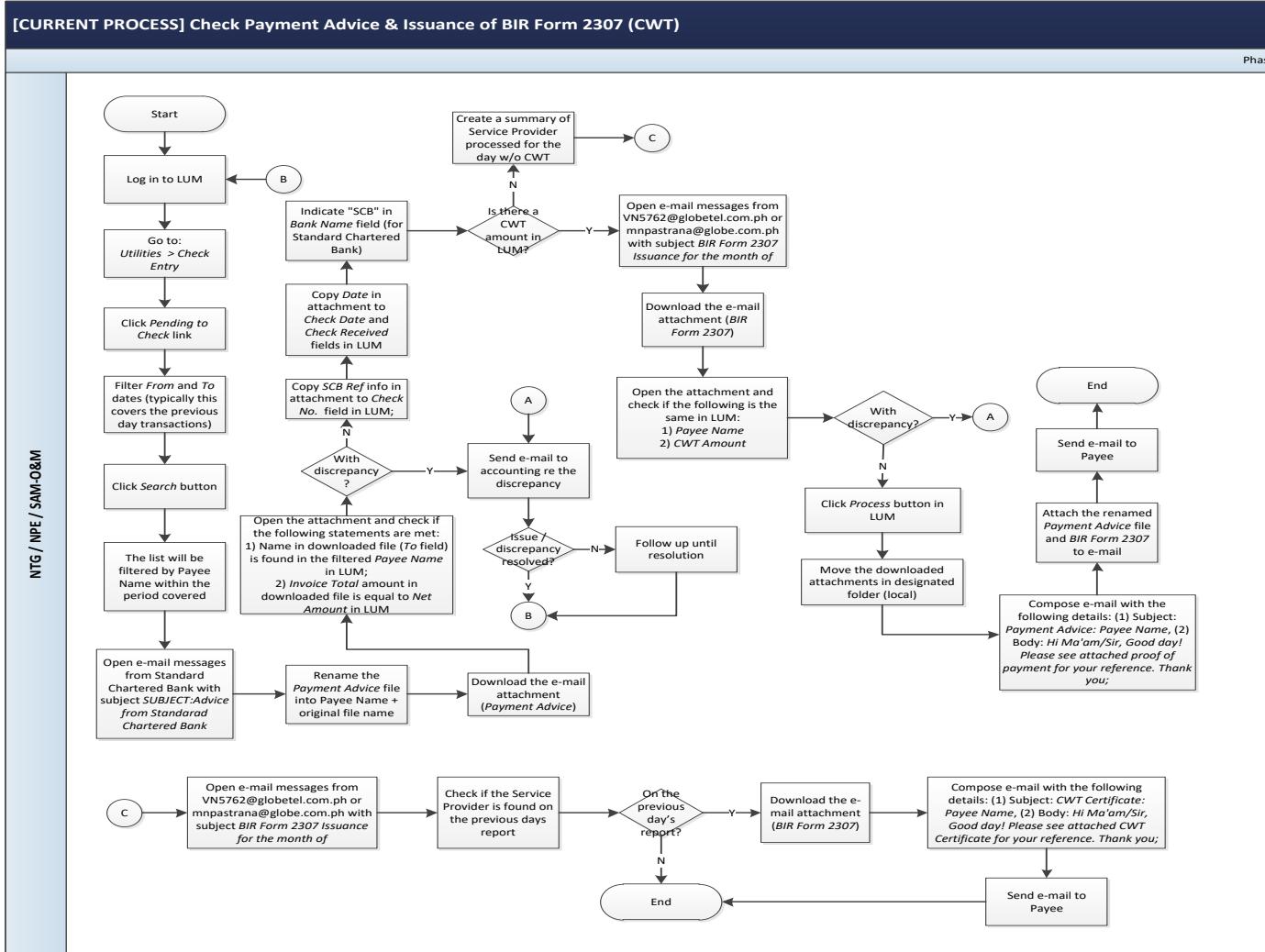
2.8. Suggested Improvements

<List down here all the improvements that could be done to the As-is process>

#	SUGGESTED IMPROVEMENTS
<1>	<Suggested improvement on the process>
<2>	<Suggested improvement on the process>
<3>	<Suggested improvement on the process>

3. Detailed Business Process Definition

3.1. Detailed Business Process Workflow



3.2. Step by Step

This section should include the Work Instruction on how the robot would be performing the process defined here in this document.

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<Create a keystroke level definition of the process, from end to end.>

<Include screenshots of each one of the navigations that the robot will have to carry out, highlighting in the image the buttons or fields with which interaction is required>

<Screen captures must be accompanied by an explanatory of the actions to be taken with the objects that can be seen in the image. If quick commands or keyboard shortcuts are available, please specify>

TASK 1

The screenshot shows a Gmail inbox with a search bar at the top containing "standard chartered". There are 10 messages listed, all from "Standard Chartered Bank via O&M Bills Management". Each message is timestamped at 8:08 AM (5 hours ago) and contains the same subject: "Subject: Your beneficiary advice from Standard Chartered branch/subsidiary Dear customer, We are pleased to attach your Payment advice". The messages are repeated six times, followed by two messages from other users: "Princess Gadisse Salangsa" (thank you) and "TEAM XENON :)" (check details). The inbox sidebar includes links for Compose, Inbox, Starred, Snoozed, Important, Chats, Sent, and Key Cee.

Check email from Standard Chartered Bank for Payment advice

<Task Step 2>

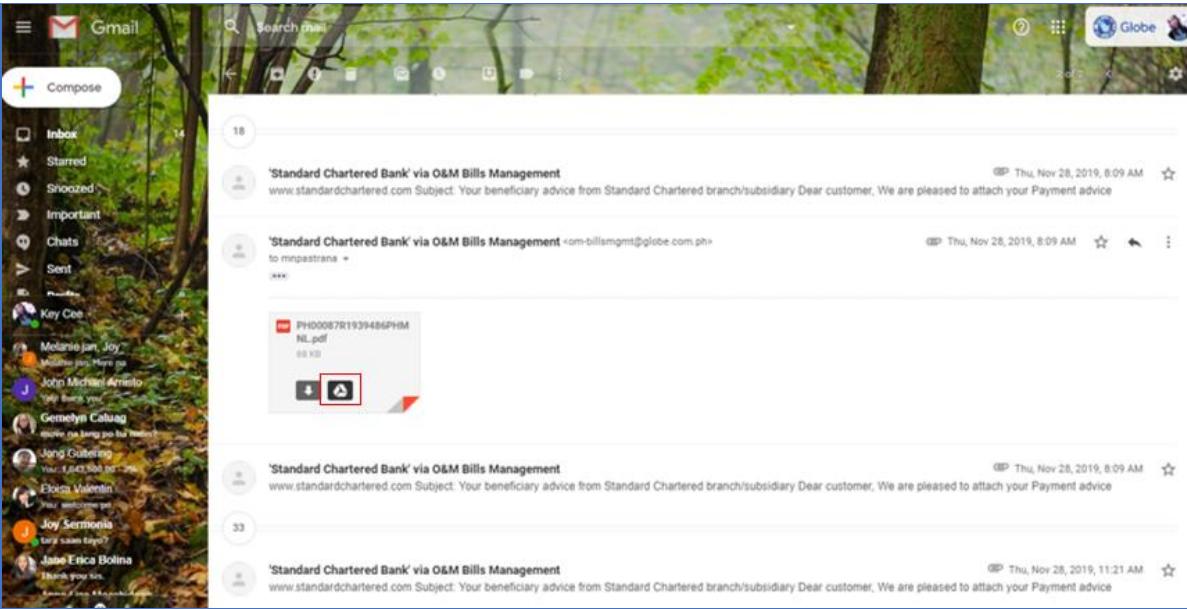
<Task Step n>

Task AHT:

<Time>

<Other Details>

TASK 2



Select the new email from SCB

Click the google drive icon to save the file in Google Shared Drive

<Task Step 2>

<Task Step n>

Task AHT:

<Time>

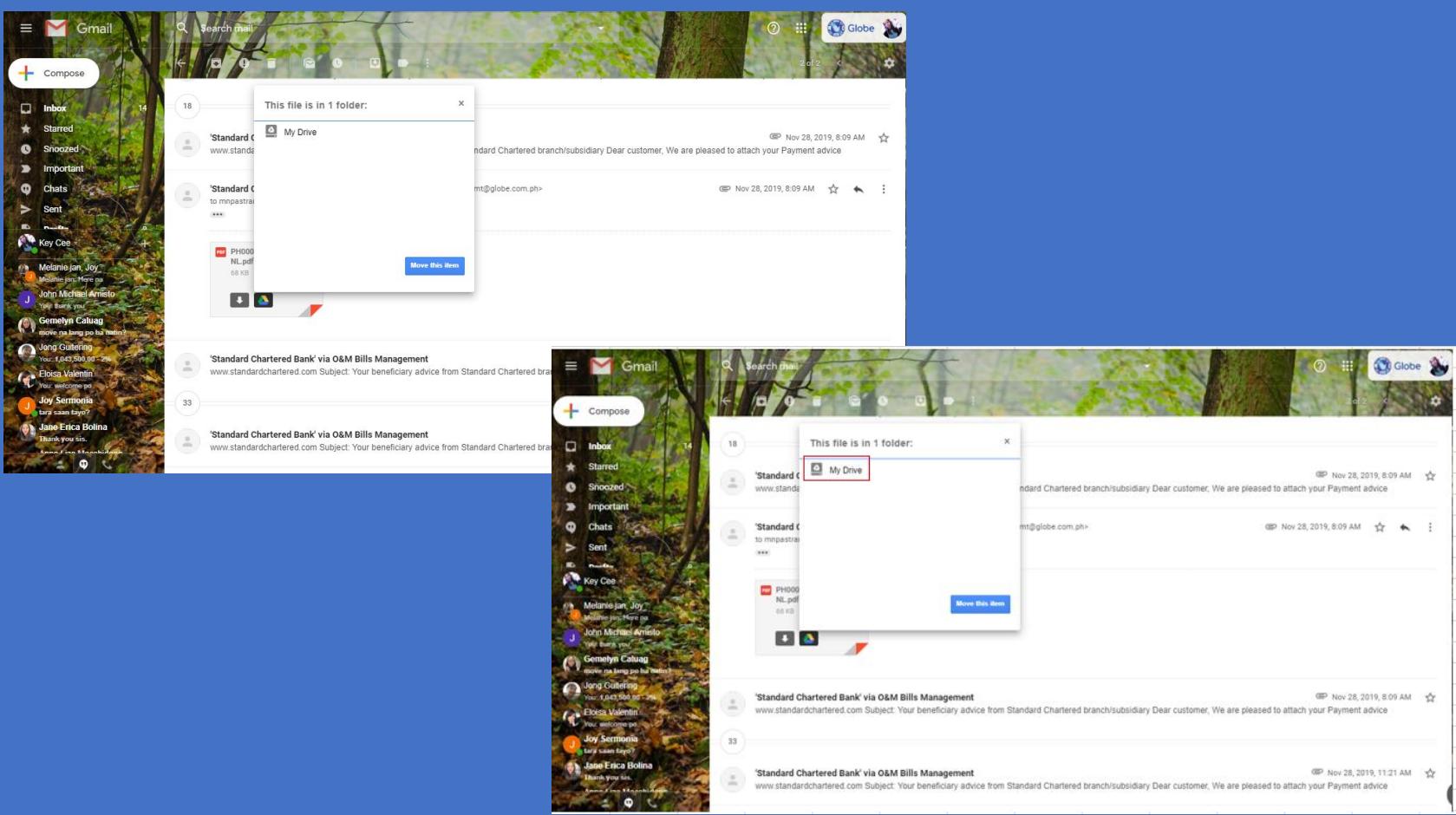
<Other Details>

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TASK 3



In the dialogue box, click "My Drive", then click "Move this item" button

<Task Step 1>

<Task Step 2>

<Task Step n>

Task AHT:

<Time>

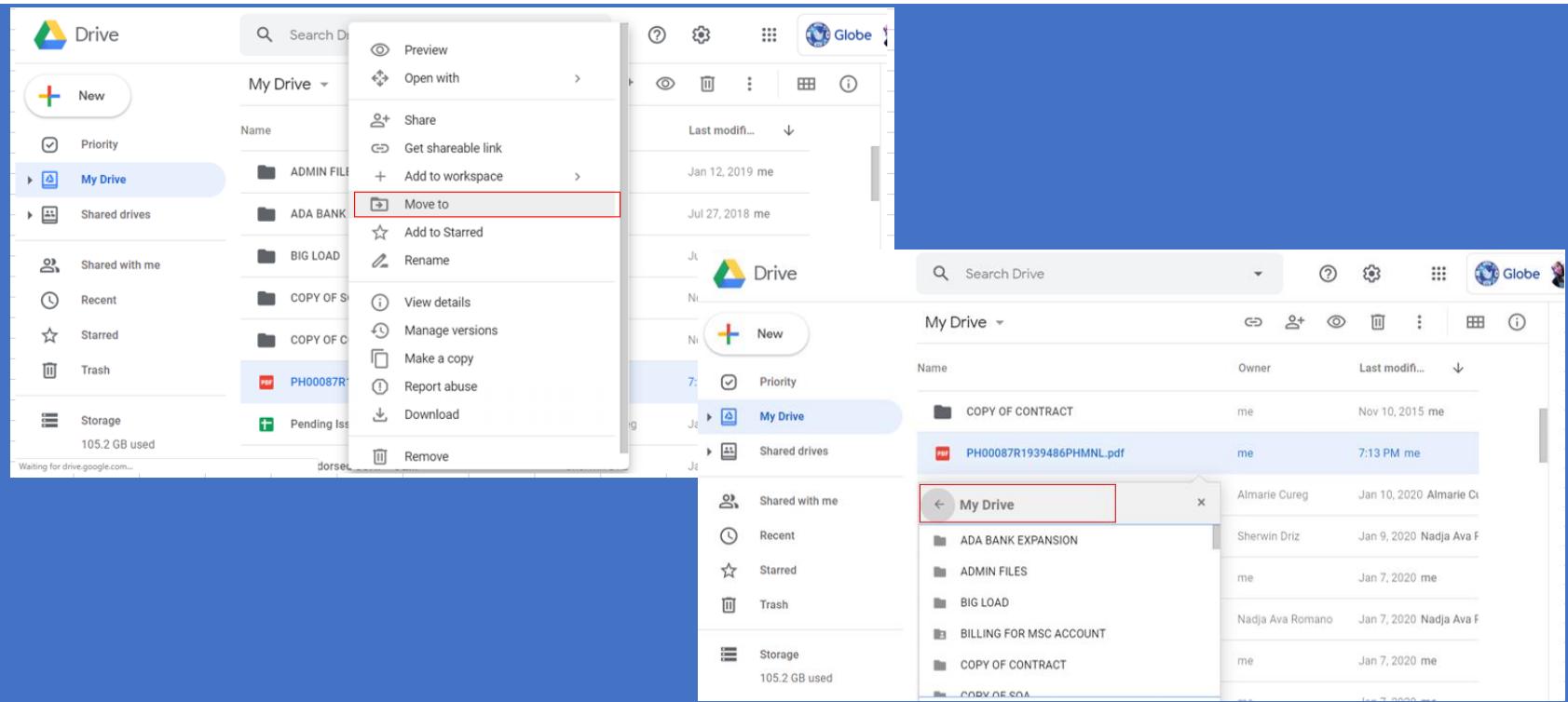
<Other Details>

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TASK 4



Right Click on the file, the click "Move to", then click "My Drive"

<Task Step 1>

<Task Step 2>

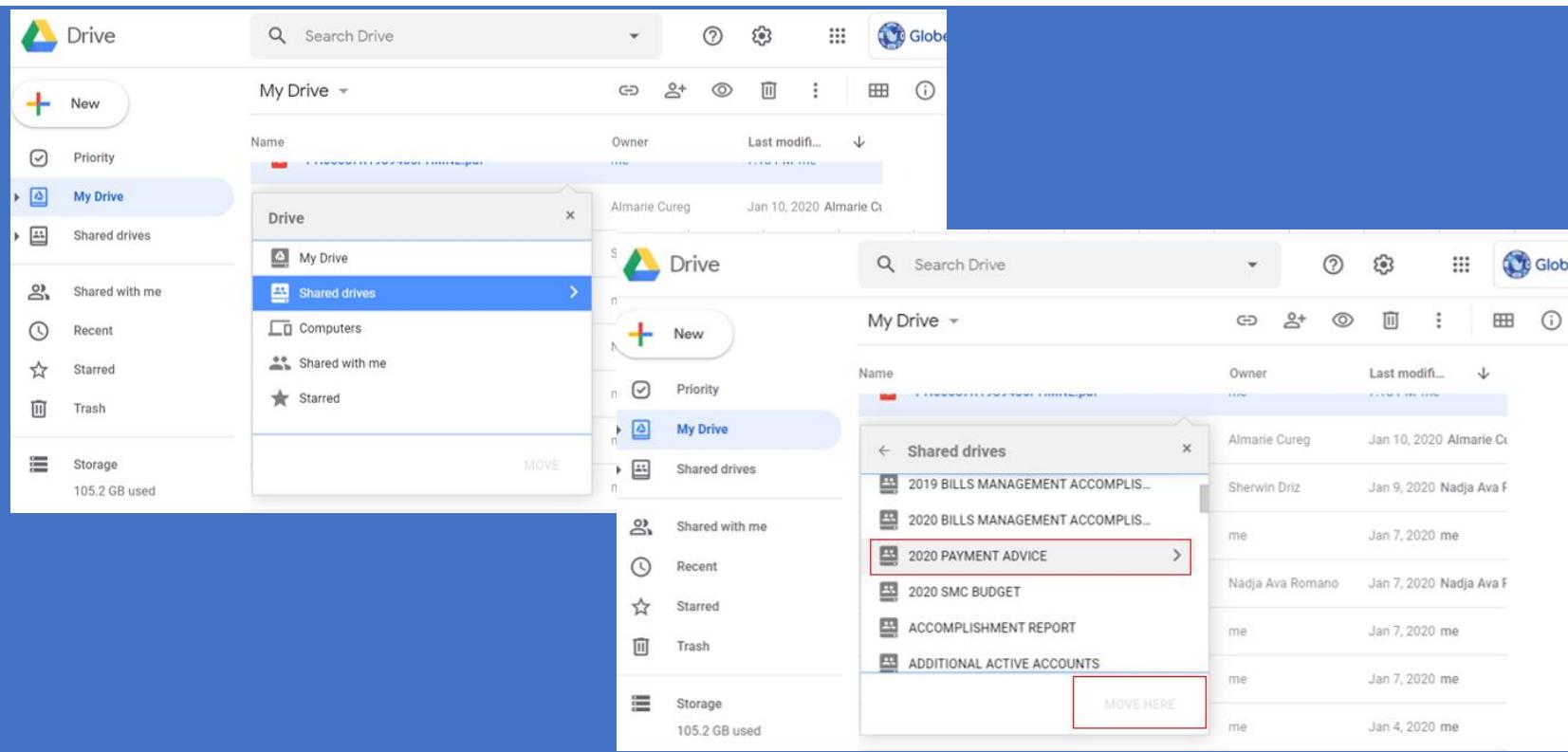
<Task Step n>

Task AHT:

<Time>

<Other Details>

TASK 5



Click "Shared drives" then choose "2020 PAYMENT ADVICE"

<Task Step 2>

<Task Step n>

Task AHT:

<Time>

<Other Details>

TASK 6

The screenshot shows the Google Drive interface with two main windows.

Left Window: A modal dialog titled "Change ownership to shared drive?" is displayed. It lists the members of the "2020 PAYMENT ADVICE" shared drive: Almarie Cureg, Sherwin Driz, me, and Nardia Ava Romano. Below the list are "MOVE" and "CANCEL" buttons. The background shows the "My Drive" view with a list of files and folders.

Right Window: The "2020 PAYMENT ADVICE" shared drive is selected. The "Quick Access" section shows two PDF files: "ILIGAN LIGHT AND POWER, INC. PH..." and "PH00087R1939486PHMNL.pdf". The "File list" section shows the same two files with details like name, last modified, and file size.

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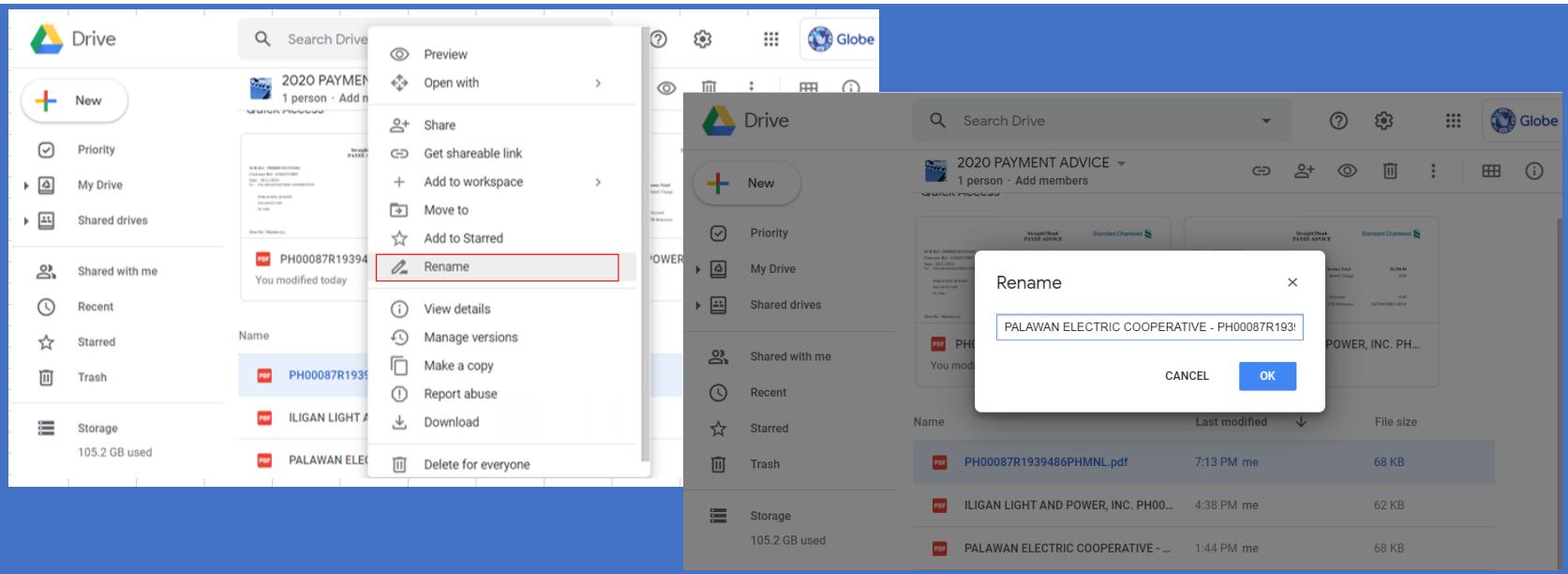
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In the dialogue box, click "MOVE"
Then select the file once again
<Task Step 2>
<Task Step n>

Task AHT:
<Time>

<Other Details>



Right click on the file, then choose "Rename"
Rename the file using the below naming convention:
<Payee Name> - <Existing File Name>

<Task Step 1>
<Task Step 2>
<Task Step n>

Task AHT:

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	<p><Time></p> <p><Other Details></p>
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TASK 8

The screenshot shows a Google Drive interface with several files listed under 'Shared with me' and 'Recent'. A file named 'PALAWAN ELECTRIC COOPERATIVE - PH00087R1939486PHM...' is highlighted with a red box. To the right, a separate window displays an email from 'Straight2Bank PAYEE ADVICE' dated 28/11/2019. The email details a payment of 441,947.21 PHP to 'PALAWAN ELECTRIC COOPERATIVE' at 'POBLACION, QUEZON PALAWAN 5300 SI. 5300'. It includes a remittance advice section and payment details.

Reference	Date	Description	Amount (PHP)

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	<p>Open the file in google drive <Task Step 1> <Task Step 2> <Task Step n></p> <p>Task AHT: <Time></p> <p><Other Details></p>
--	---

TASK 8



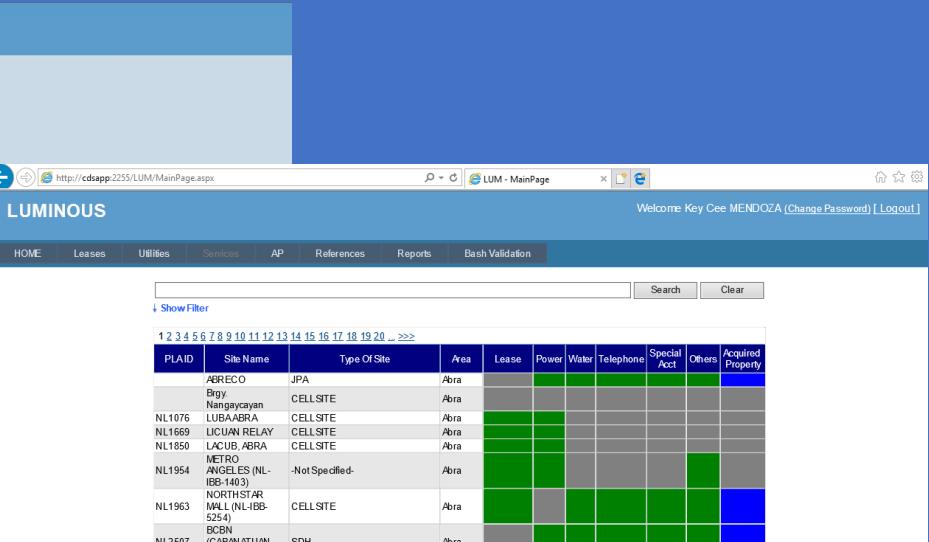
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Welcome
KEY CEE

Click here to Continue
Log-In as DifferentUser

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Abot ko ang mundo.



LUMINOUS

PLAID	Site Name	Type Of Site	Area	Lease	Power	Water	Telephone	Special Acct	Others	Acquired Property
ABRECO	JPA	CELLSITE	Abra							
Brgy Nangayayan		CELLSITE	Abra							
NL1076	LUBA,ABRA	CELLSITE	Abra							
NL1669	LIC-UAN RELAY	CELLSITE	Abra							
NL1850	LACUS, ABRA	CELLSITE	Abra							
NL1954	METRO ANGELES (NL-IBS-1403)	-Not Specified-	Abra							
NL1963	NORTHSTAR MALL (NL-IBS-5254)	CELLSITE	Abra							
BCBN										
NL2507	(CAGAYATUAN SDH-RS)	SDH	Abra							
NL362	BOLINKEY,ABRA	CELL SITE	Abra							
NL363	BUGLOC,ABRA	CELL SITE	Abra							
NL364	DANOLAS, ABRA	CELL SITE	Abra							
NL367	SM SIDERO	CELL SITE	Abra							
NL368	LAPAS, ABRA	CELL SITE	Abra							
NL369	LAGAWAN	CELL SITE	Abra							
NL372	MALIBONG	CELL SITE	Abra							
NL373	MNA-ABO,ABRA	CELL SITE	Abra							
NL374	PENARUBIA	CELL SITE	Abra							
NL376	PIDIGAN,ABRA	CELL SITE	Abra							
NL377	PILAR,ABRA	CELL SITE	Abra							

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TASK 9

	<p>Log-in to LUM system to check the entry Click "Click Here to Continue" <Task Step 2> <Task Step n></p> <p>Task AHT: <Time></p> <p><Other Details></p>
--	--

The screenshot displays two windows of the LUMONOUS system. The left window shows the Utilities Module with a grid of entries for various sites like METROMALL and METROMALL-CUSA across months Jan to Apr. The right window shows the Check Entry Module with a grid of entries for different electric cooperatives, sorted by Payee.

LUMONOUS Utilities Module:

Utility Type	PLAID	Site Class	Site Name	Jan	Feb	Mar	Apr
Power	NCR1017	Class B1	METROMALL	3,731.00	3,484.00	3,159.00	3,653.00
Other	NCR1017	Class B1	METROMALL	3,301.60	3,301.60	3,301.60	3,301.60
Lease	NCR1017	Class B1	METROMALL	51,664.48	51,664.48	51,664.48	51,664.48
Other	NCR1017	Class B1	METROMALL	00	00	00	00
Power	NCR1017	Class B1	METROMALL	20,384.00	20,410.00	25,113.00	31,850.00
Other	NCR1017	Class B1	METROMALL	00	00	00	00

Check Entry Module:

Check No	Payee	Processed Date	Total	Check No	EWT
60120035	ROBINSONS LAND CORPORATION	20130814	2,910,384.56	73075-10	
0008495425	CAMARINES NORTE ELECTRIC COOPERATIVE INC.	07670917	6,827.52		
0008495426	CAMARINES SUR IV ELECTRIC COOPERATIVE, INC.	07670917	5,452.87		
0008495433	ORIENTAL MINDORO ELECTRIC COOP., INC.	07120917	5,891.6		
0008495461	DAGUPAN ELECTRIC CORPORATION	07250917	3,359.72		
0008495462	ILOCOS NORTE ELECTRIC COOPERATIVE, INC.	07280917	1,139.6		
0008437948	CAMARINES SUR II ELECTRIC COOPERATIVE, INC.	02142018	6,914.8		
0008437941	SOUTHERN Leyte Electric Cooperative, Inc.	07360918	9126		
0008439318	ILOCOS NORTE ELECTRIC COOPERATIVE, INC.	07030917	13,395.6		
0001384814	PAMPANGA ELECTRIC COOP. INC (GUAGUA)	09650917	97,744.6		
0009160188	PHILIPPINE LONG DISTANCE TELEPHONE COMPANY	03280917	799,722.24		
0009160196	SOUTH COTABATO I ELECTRIC COOPERATIVE, INC.	03010917	40140,773,333.33		
0009161942	CAMARINES SUR I ELECTRIC COOPERATIVE, INC.	04170917	173,167.19		
0009164952	NEGROS ORIENTAL 2 ELECTRIC COOPERATIVE, INC.	04160917	1,436.4		
0009154955	PANAY ELECTRIC COMPANY, INC.	04110917	27,735.0		
0009155520	BOHOL LIGHT CO., INC.	04240917	89,369.28		
0009155323	CAMARINES SUR IV ELECTRIC COOPERATIVE, INC.	05860917	5,452.87		
0009155526	LEYTE IV ELECTRIC COOPERATIVE, INC. (LEYECOIV)	05870917	119,759		
0009199445	CAMARINES SUR IV ELECTRIC COOPERATIVE, INC.	06470917	5,452.87		
0009199446	MANILA ELECTRIC COMPANY	05260917	15,267.67		
0009199446	MANILA ELECTRIC COMPANY	05290917	15,266,964		
0009199447	MANILA ELECTRIC COMPANY	05262017	10,177,977.6		
0009199488	MANILA ELECTRIC COMPANY	05292017	10,177,977.6		

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Go to "Utilities" tab, then click "Check Entry"
 Click "Pending to Check"
 <Task Step 1>
 <Task Step 2>
 <Task Step n>

Task AHT:
 <Time>

<Other Details>

TASK 7

Straight2Bank PAYEE ADVICE

SCB Ref : PH00087R1939486
 Customer Ref : 63484332001
 Date : 28/11/2019
 To : PALAWAN ELECTRIC COOPERATIVE

Poblacion, Quezon
 Palawan 5300
 SL. 5300

Invoice Total : 441,947.21
 - Benef. Charge : 0.00
 - Discount : 0.00
 UTR Reference : DC99991911280970

Dear Sir / Madam (s),
 We have on 28/11/2019 made a payment to your account xxxxxxxxxxxx8848 at Rizal Commercial Bank
 441,947.21 as instructed by GLOBE TELECOM, INC..
 Should you not receive the payment in time, please contact GLOBE TELECOM, INC. for further information.

Standard Chartered S

Check Entry Module

[Pending to Check](#) [Completed Check](#)

All	▼ Payee	Search	Clear						
Remittance Advice	Bank Name : Standard Chartered Bank								
This section includes details as supplied by GLOBE TELECOM, INC.	RFP Received by DO	Check Date : 01/08/2020	Check Received : 01/08/2020	Process					
Payment Details : 00080053200000 20191128GOMP2 2002323053	1 2 3 4 5 6 7								
Reference	Date	Description	RFP ID	Payee	Processed Date	TOTAL	EWT	NET_AMT	Check No
			213012	AVIDA TOWERS SUCAT CONDOMINIUM CORPORATION	11/27/2019	31,193.84	0	31,193.84	
			213040	DYNASTY MANAGEMENT AND DEVELOPMENT CORP.	11/27/2019	33,520.00	598.57	32,921.43	
			212982	PALAWAN ELECTRIC COOPERATIVE INC	11/27/2019	282,804.90	0	282,804.90	
			212991	PALAWAN ELECTRIC COOPERATIVE INC	11/27/2019	494,047.08	0	494,047.08	
			212981	PALAWAN ELECTRIC COOPERATIVE INC	11/27/2019	441,947.21	0	441,947.21	

	<p>Check the details in payment advice to LUM database if details will match</p> <p><Task Step 2></p> <p><Task Step n></p> <p>Task AHT:</p> <p><Time></p> <p><Other Details></p>
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TASK 10

Straight2Bank PAYEE ADVICE

Standard Chartered

SCB Ref : PH00087R1939486	Invoice Total 441,947.21
Customer Ref : 63484332001	- Benef. Charge 0.00
Date : 28/11/2019	
To: PALAWAN ELECTRIC COOPERATIVE	
Poblacion, Quezon	- Discount 0.00
PALAWAN 5300	UTR Reference DC9999111280970
SL 5300	

Dear Sir / Madam (s),

We have on 28/11/2019 made a payment to your account xxxxxxxxxxxx8848 at Rizal Commercial Banking Corporation for PHP 441,947.21 as instructed by GLOBE TELECOM, INC..

Should you not receive the payment in time, please contact GLOBE TELECOM, INC. for further investigations.

Remittance Advice

Issued by GLOBE TELECOM, INC.
000
MP2 2002323053

Description	Amount (PHP)
GTUTLELE2626*P-03-0152-035010/15/2019-11/15/2019	13,355.12
GTUTLELE2635*P-08-0021-125510/16/2019-11/14/2019	11,194.46
GTUTLELE2642*P-10-0032-9680(11-0035-9680NEW)10/0	10,898.72

Check Entry Module

[Pending to Check Completed Check](#)

All	▼ Payee <input type="text"/>	Search	Clear			
Bank Name	Standard Chartered Bank					
RFP Received by DO	Check Date 01/08/2020	Check Received 01/08/2020	Process			
1 2 3 4 5 6 7						
RFP ID	Payee	Processed Date	TOTAL	EWT	NET_AMT	Check No
213012	AVIDA TOWERS SUCAT CONDOMINIUM CORPORATION	11/27/2019	31,193.84	0	31,193.84	
213040	DYNASTY MANAGEMENT AND DEVELOPMENT CORP.	11/27/2019	33,520.00	598.57	32,921.43	
212982	PALAWAN ELECTRIC COOPERATIVE INC	11/27/2019	282,804.90	0	282,804.90	
212991	PALAWAN ELECTRIC COOPERATIVE INC	11/27/2019	494,047.08	0	494,047.08	
212981	PALAWAN ELECTRIC COOPERATIVE INC	11/27/2019	441,947.21	0	441,947.21	PH00087R1939486PHMNL

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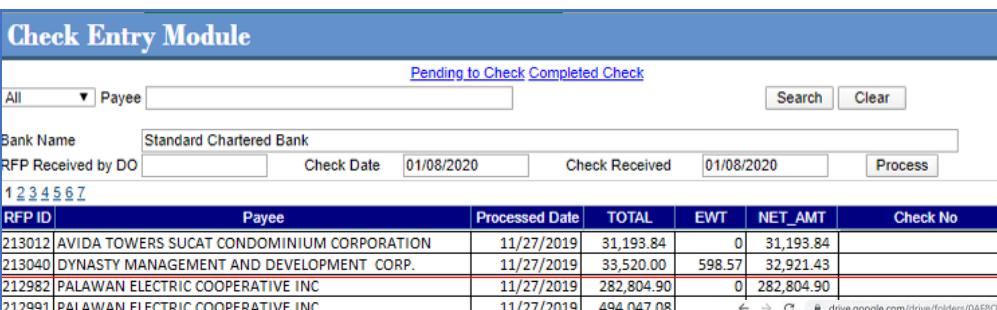
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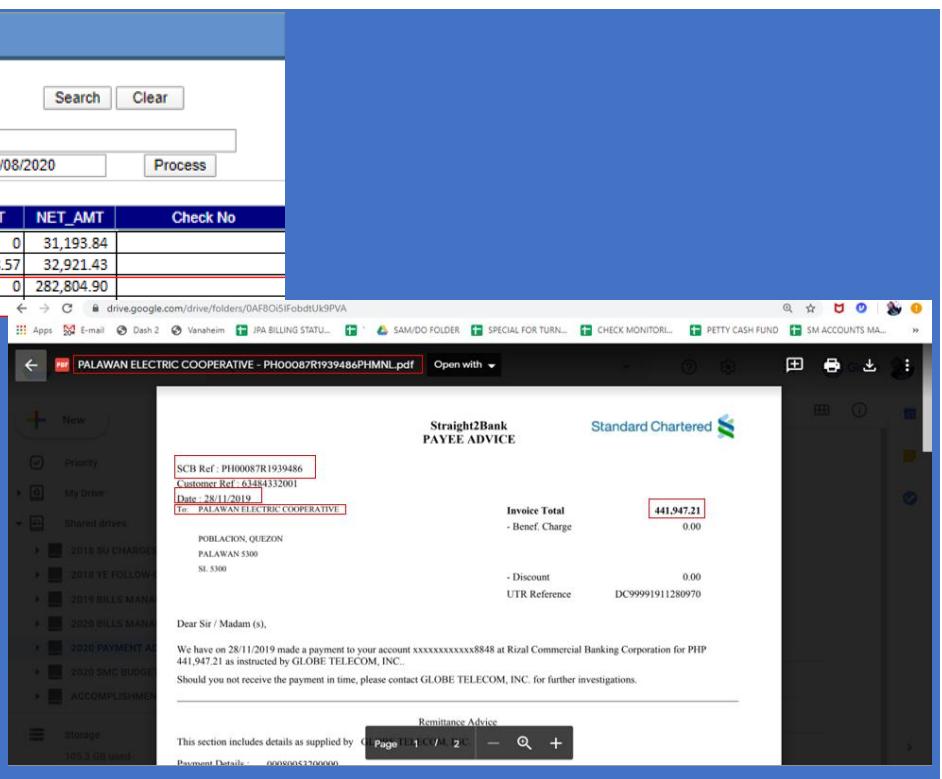
If details are match, copy the Bank Name from the payment adviser sender SCB Ref in Check No. field, Date to Check Date and Check Received , the click Process button <Task Step 1> <Task Step 2> <Task Step n> Task AHT: <Time> <Other Details>
--

TASK 11

VS.



RFP ID	Payee	Processed Date	TOTAL	EWT	NET_AMT	Check No
213012	AVIDA TOWERS SUCAT CONDOMINIUM CORPORATION	11/27/2019	31,193.84	0	31,193.84	
213040	DYNASTY MANAGEMENT AND DEVELOPMENT CORP.	11/27/2019	33,520.00	598.57	32,921.43	
212982	PALAWAN ELECTRIC COOPERATIVE INC	11/27/2019	282,804.90	0	282,804.90	
212991	PALAWAN ELECTRIC COOPERATIVE INC	11/27/2019	494,047.08			



The payment advice document shows the following details:

- SCB Ref : PH0008R1939486
- Customer Ref : 63484332001
- Date : 28/11/2019
- To : PALAWAN ELECTRIC COOPERATIVE
- Invoice Total : 441,947.21
- Benef. Charge : 0.00
- Discount : 0.00
- UTR Reference : DC99991911280970

Dear Sir / Madam (s),

We have on 28/11/2019 made a payment to your account xxxxxxxxxxxx8848 at Rizal Commercial Banking Corporation for PHP 441,947.21 as instructed by GLOBE TELECOM, INC..

Should you not receive the payment in time, please contact GLOBE TELECOM, INC. for further investigations.

Remittance Advice

This section includes details as supplied by Page 1 of 2

Payment Details : 00000053200000

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TASK 12

Check if the details are matched

<Task Step 1>

<Task Step 2>

<Task Step n>

Task AHT:

<Time>

<Other Details>

The screenshot shows a Google Sheets spreadsheet titled "2020 Payment Advice". The spreadsheet has a single row of data at the top, which is highlighted in yellow. The columns are labeled A through G. Column A is "Email Date", B is "Payee", C is "Check Date", D is "Check Amount", E is "SCB Reference No.", F is "Reason", and G is "URL OF DOCUMENT". The data in the first row is as follows: Email Date: 11/28/2019, Payee: PALAWAN ELECTRIC COOPERATIVE, Check Date: 11/28/2019, Check Amount: 441,947.21, SCB Reference No.: PH00087R1939486, Reason: Amount not Matched, and URL OF DOCUMENT: <https://www.lumipdf.com/viewer/5e1eb78390342e0017fd5e47>. The rest of the rows are empty.

A	B	C	D	E	F	G
1	Email Date	Payee	Check Date	Check Amount	SCB Reference No.	Reason
2	11/28/2019	PALAWAN ELECTRIC COOPERATIVE	11/28/2019	441,947.21	PH00087R1939486	Amount not Matched
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

SCB Reference No.: PH00087R1939486

Check Date: 28/11/2019

Payee: PALAWAN ELECTRIC COOPERATIVE

Check Amount: 441,947.21

Invoice Total: 441,947.21

Benefit Charge: 0.00

Discount: 0.00

UTR Reference: DC99991911280970

To: PALAWAN ELECTRIC COOPERATIVE
 POBLACION, QUEZON
 PALAWAN 5300
 SL 5300

Dear Sir / Madam (s),
 We have on 28/11/2019 made a payment to your account xxxxxxxxxxxx8848 at Rizal Commercial Banking Corporation for PH

Email Date: Nov 28, 2019, 8:09 AM

If details not matched, Bot will log in Google sheet the details as indicated in the screenshot
 Extract details of the report from the payment advice and email as indicated

<Task Step 1>
<Task Step 2>
<Task Step n>

Task AHT:
<Time>

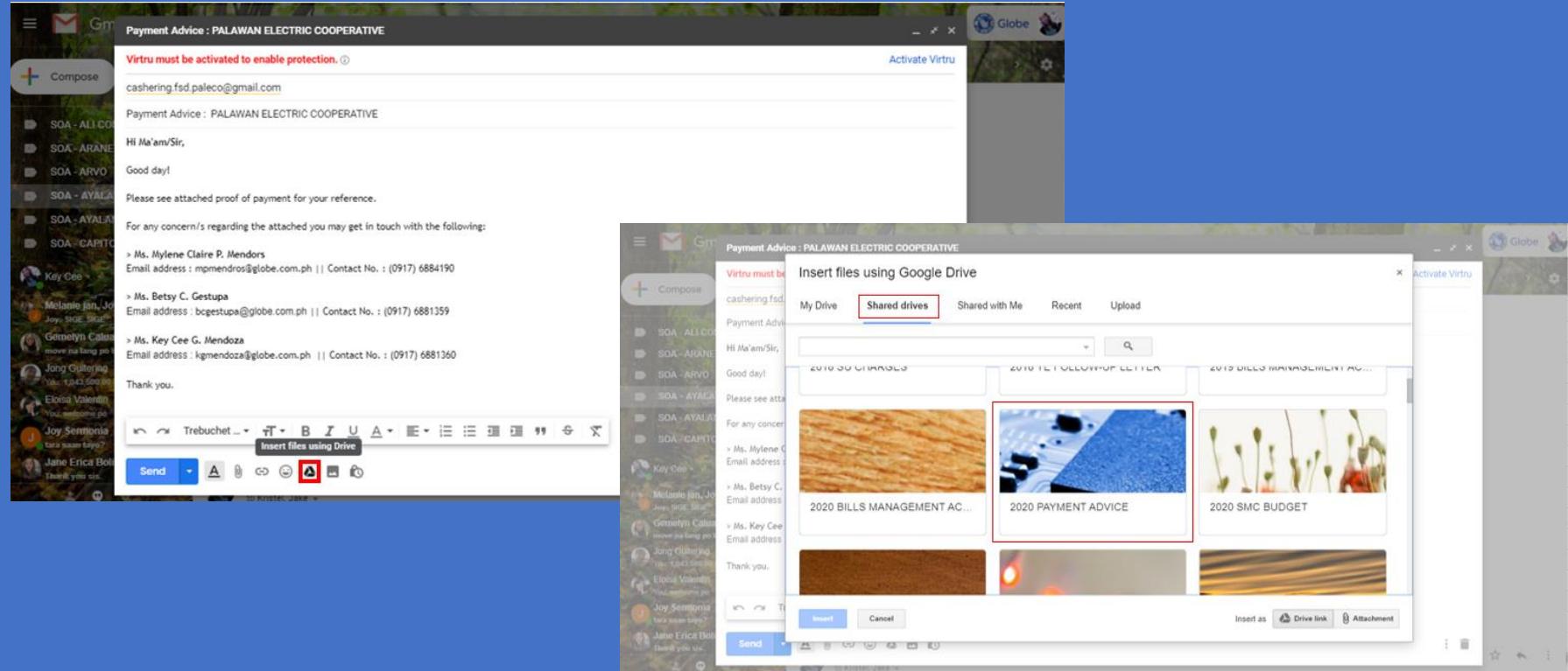
<Other Details>

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TASK 11



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TASK 12

If details are matched, email the proof of payment to the respective Service Provider

Create an email, with body as indicated above.

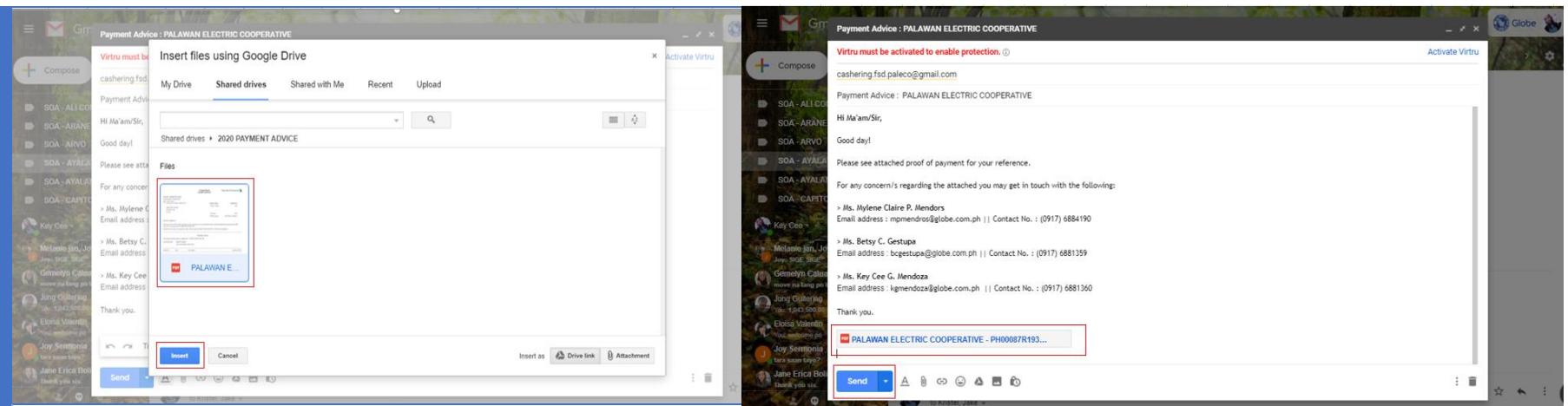
Click the google drive button to attached file from google drive

Choose "Shared Drive" then "2020 PAYMENT ADVICE"

Task AHT:

<Time>

<Other Details>



Select the file, then click "Insert"

Click "Send"

<Task Step 1>

<Task Step 2>

<Task Step n>

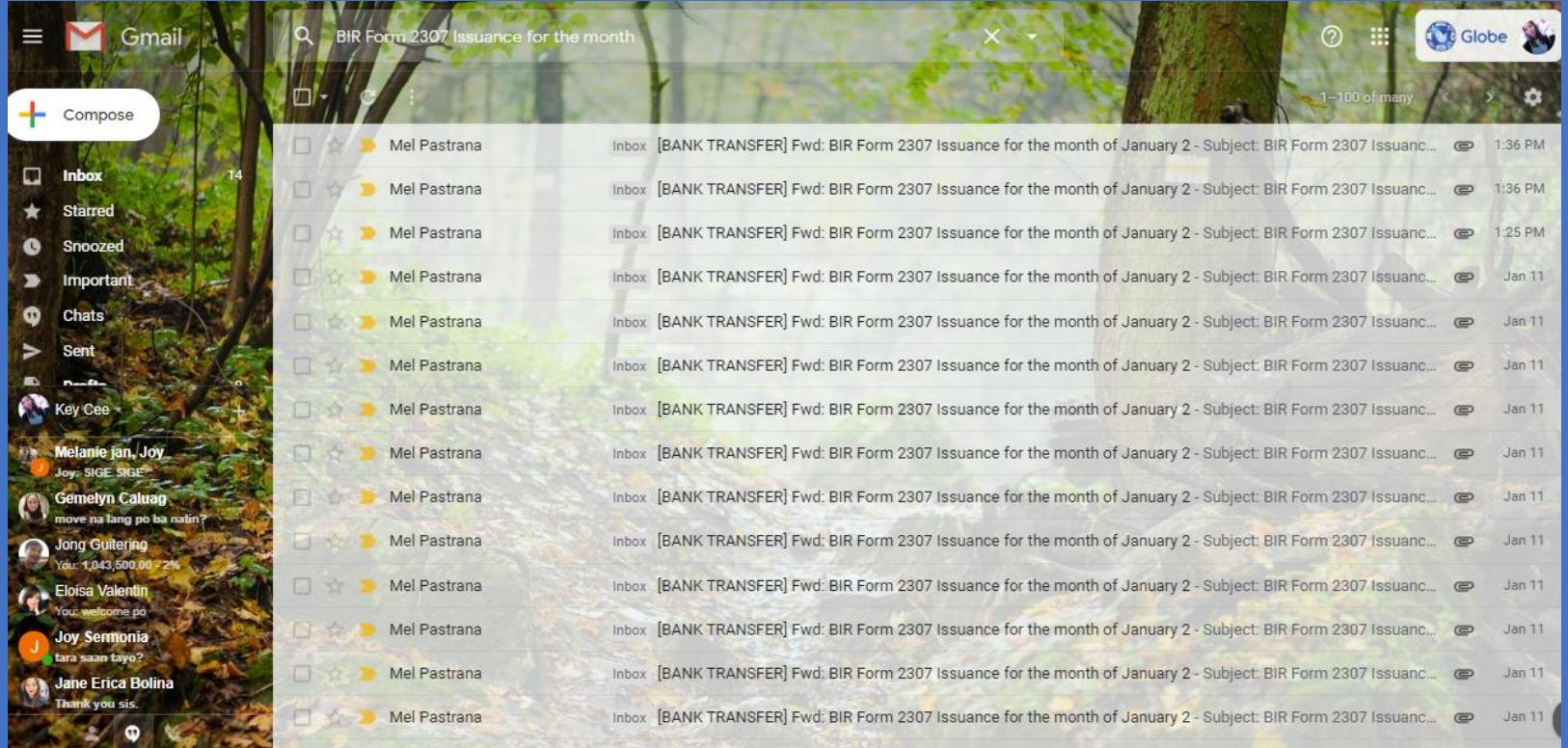
Task AHT:

<Time>

<Other Details>

Process 2: ISSUANCE OF BIR FORM 2307

Task 1



The screenshot shows a Gmail inbox with a search bar at the top containing "BIR Form 2307 Issuance for the month". There are 14 messages in the inbox, all from "Mel Pastrana" and are marked as unread. The subject of each message is "[BANK TRANSFER] Fwd: BIR Form 2307 Issuance for the month of January 2 - Subject: BIR Form 2307 Issuanc...". The messages are timestamped from "1:36 PM" to "Jan 11". On the left sidebar, there are several notifications for other users: "Melanie jan, Joy" (Joy: SIGE SIGE), "Gemelyn Caluag" (move na lang po ba natin?), "Jong Guitering" (You: 1,043,500.00 - 2%), "Eloisa Valentin" (Your welcome po), "Joy Semonia" (tara saan tayo?), and "Jane Erica Bolina" (Thank you sis.).

Check email subject: **BIR Form 2307 Issuance for the Month**

<Task Step 2>

<Task Step n>

Task AHT:

<Time>

<Other Details>

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TASK 2

Gmail

BIR Form 2307 Issuance for the month

Compose

Inbox 14

Starred

Snoozed

Important

Chats

Sent

Key Cee

Melanie jan, Joy

Joy: kung gusto mo ngayon na t

Gemelyn Caluag

move na tang po ba natin?

Jong Guiteling

You: 1,043,500.00 - 2%

Eloisa Valentin

You: welcome po

J Joy Sermonia

tara saan tayo?

Jane Erica Bolina

Thank you sis.

----- Forwarded message -----
From: Janice Dacquil <jpdacquil@globe.com.ph>
Date: Mon, Jan 13, 2020 at 1:32 PM
Subject: BIR Form 2307 Issuance for the month of January 2
To: <mnpastrana@globe.com.ph>

Dear MANILA INTERNATIONAL AIRPORT AUTHORITY

We are pleased to provide the attached PDF copy of BIR Form 2307 Certificate of Creditable Tax Withheld at Source, for the taxes withheld by Globe Telecom Inc from its payments for the month of January 2020

Please feel free to reply to this email should you have any questions/clarifications.

Thank you very much.

4 Attachments

BIR Form 2307.PDF 79 KB

PDF Support Docu... Organize in Drive

PDF Support Docu...

Whole Excel Suppo...

Save & organize the BIR form 2307 to google drive
Click the google drive button
<Task Step 1>
<Task Step 2>
<Task Step n>

Task AHT:
<Time>

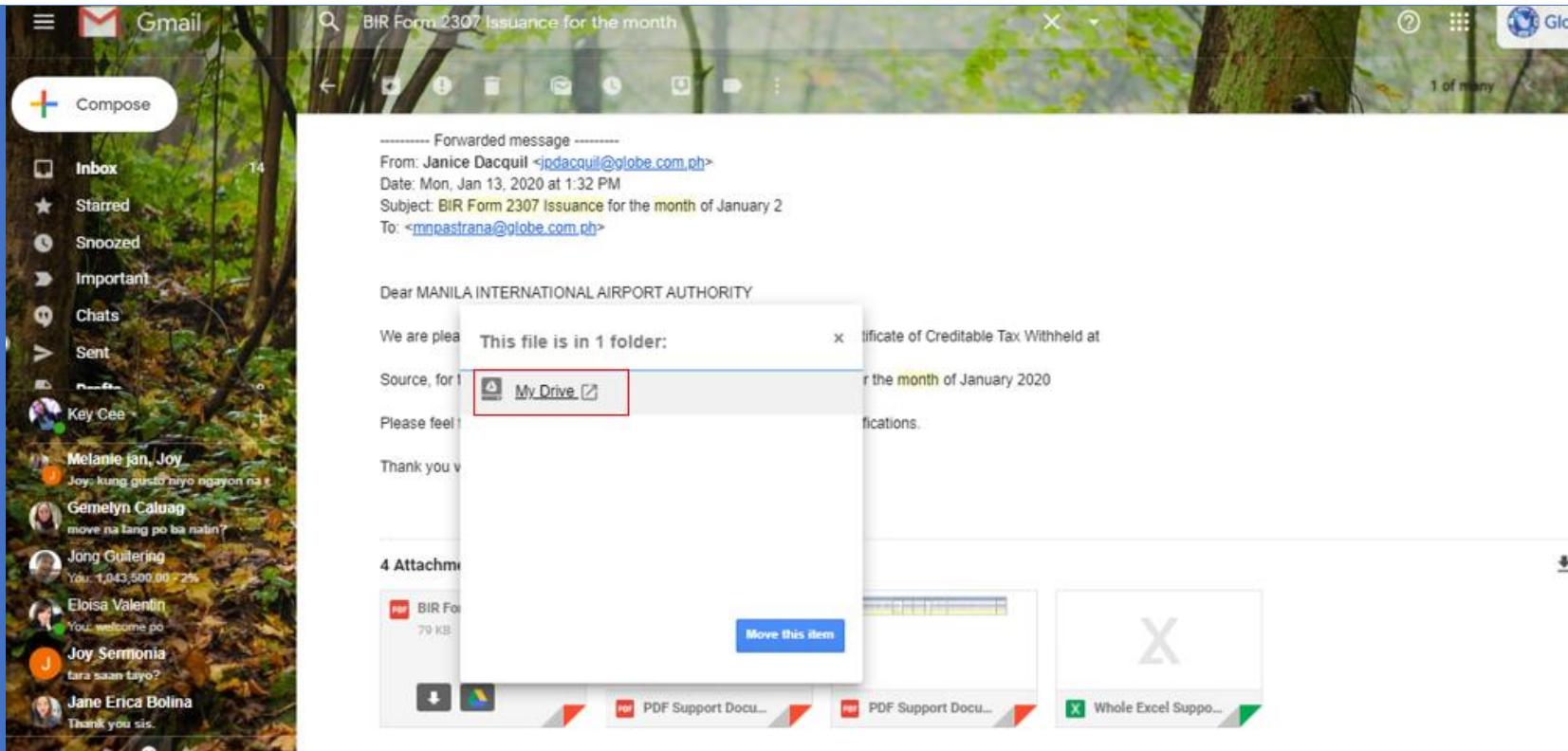
<Other Details>

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TASK 13



Choose "My Drive", then click "Move this item"

<Task Step 1>

<Task Step 2>

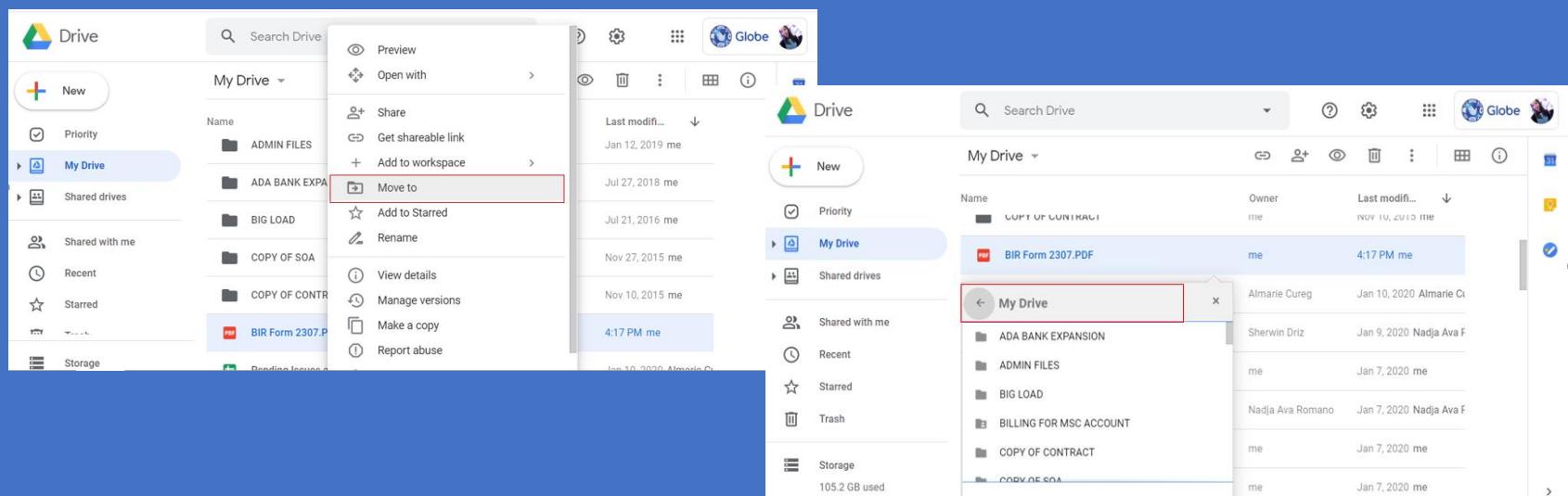
<Task Step n>

Task AHT:

<Time>

<Other Details>

TASK 3



Right click the file, choose "Move To", then click "My Drive"

<Task Step 1>

<Task Step 2>

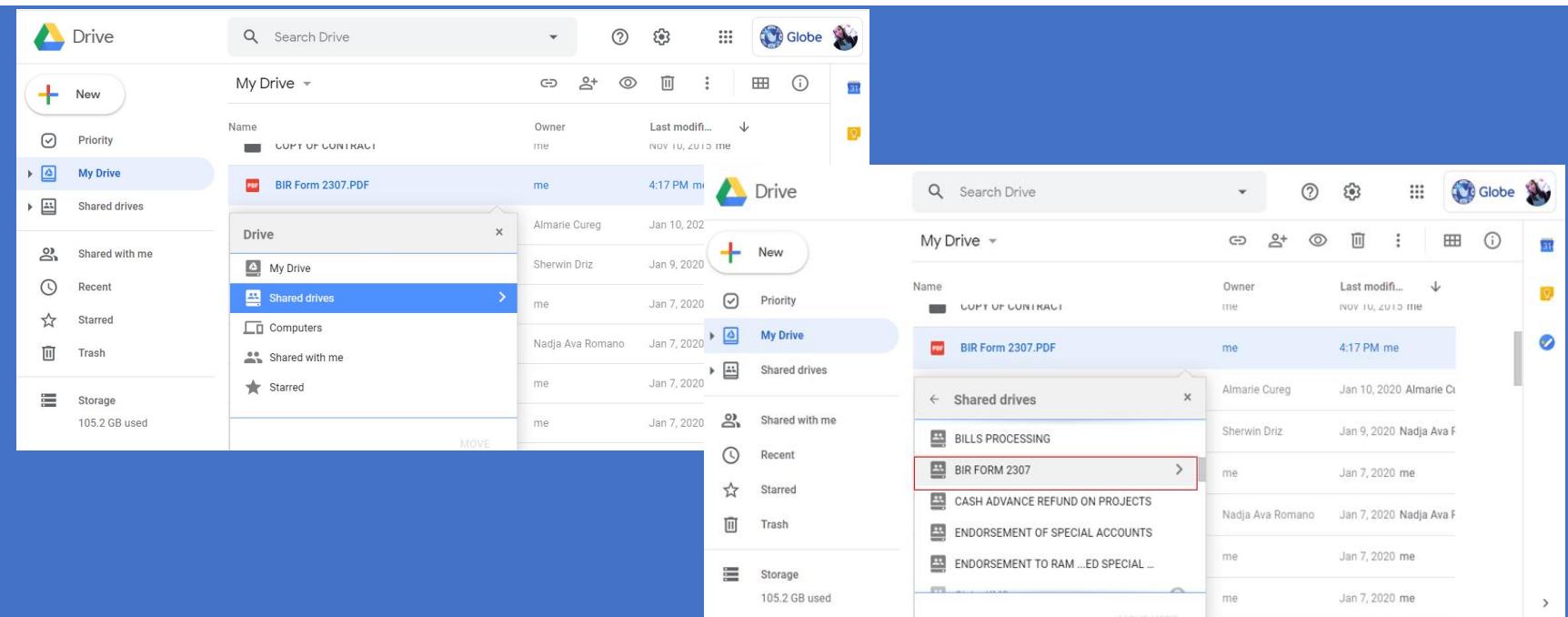
<Task Step n>

Task AHT:

<Time>

<Other Details>

TASK 4



Choose Shared drives, then click on BIR FORM 2307

<Task Step 1>
<Task Step 2>
<Task Step n>

Task AHT:
<Time>

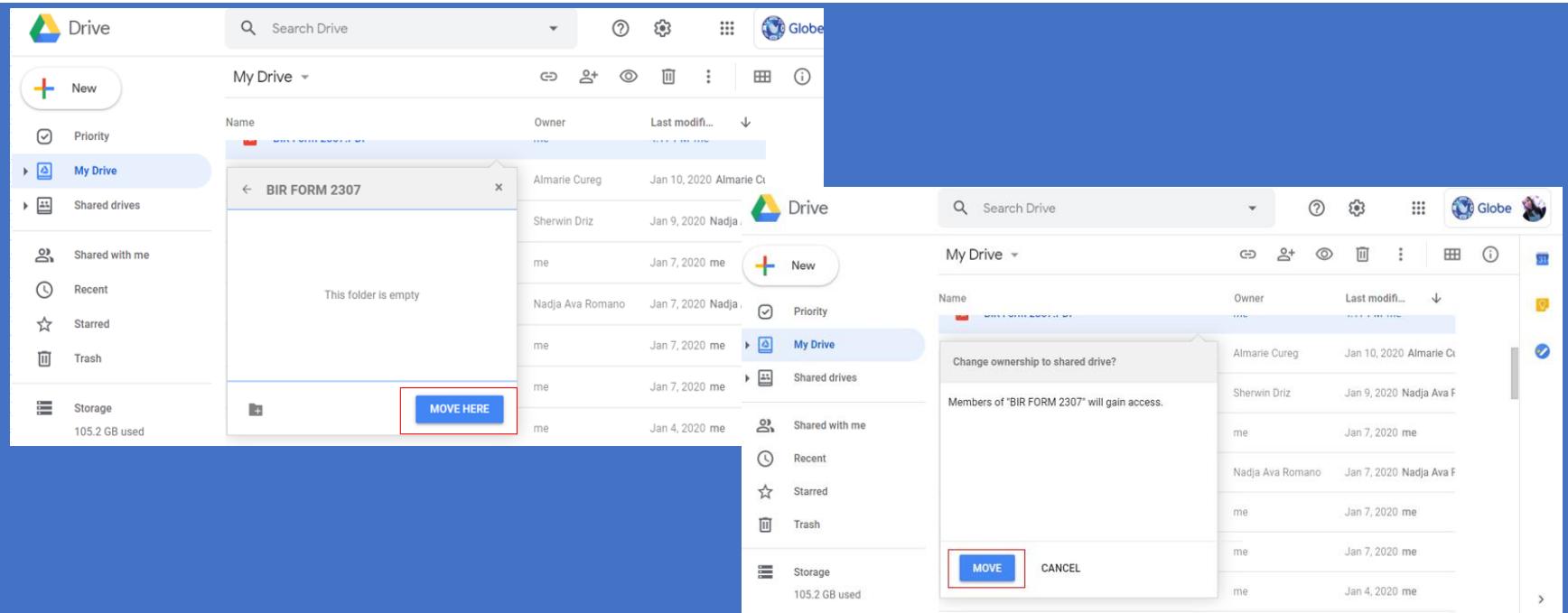
<Other Details>

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TASK 13



Click "MOVE HERE" button, then click "MOVE" on the next dialogue box

Click the google drive button

<Task Step 1>

<Task Step 2>

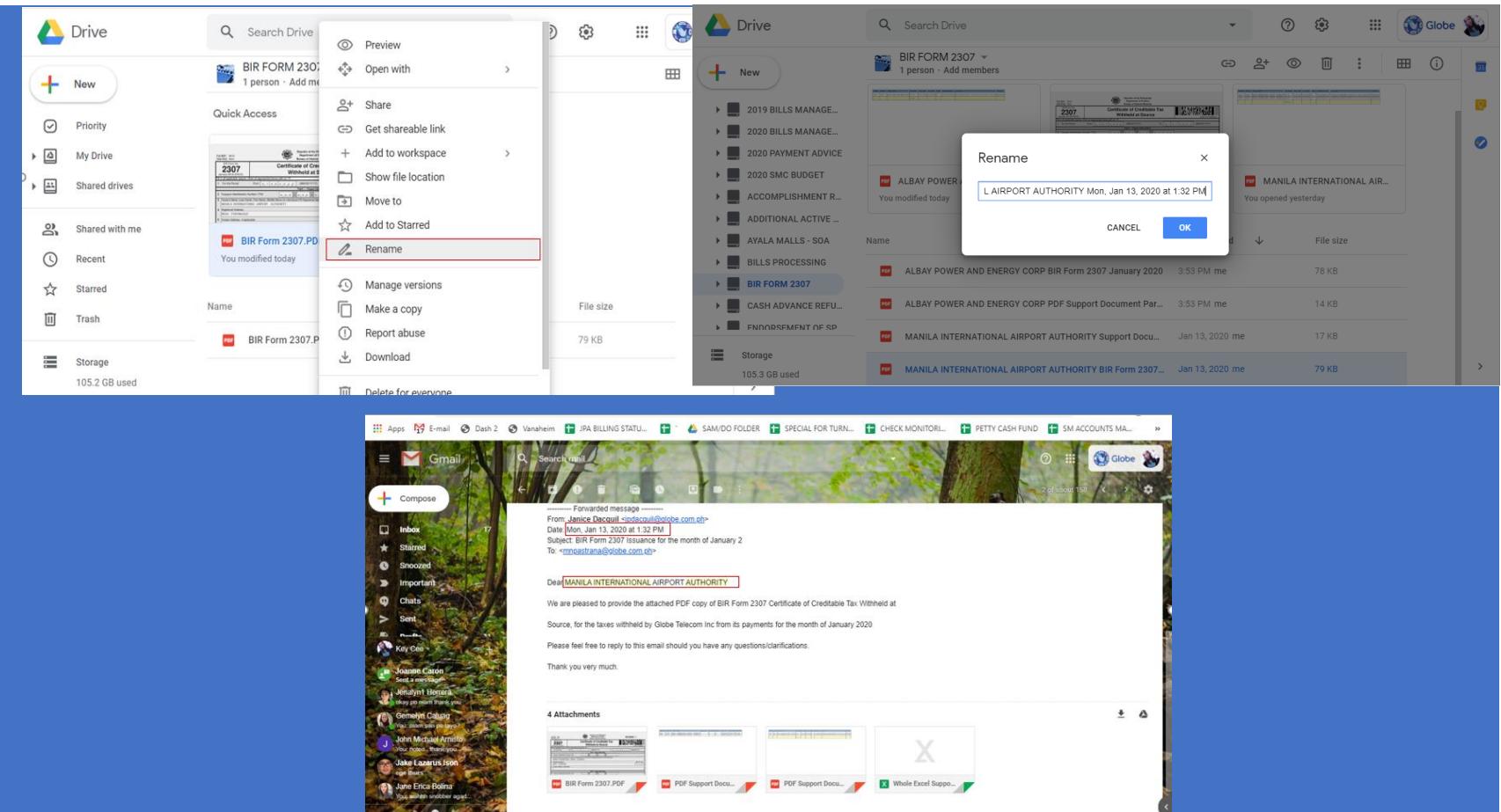
<Task Step n>

Task AHT:

<Time>

<Other Details>

TASK 13



Right click on the file then choose "Rename".

Rename the file with: <Payee Name> + <Existing File Name>+<Date>

<Task Step 1>

<Task Step 2>

<Task Step n>

Task AHT:

<Time>

<Other Details>

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TASK 13

The screenshot shows a Gmail inbox with a green forest background. On the left, there's a sidebar with icons forCompose, Inbox (17), Starred, Snoozed, Important, Chats, Sent, and Key Cee. Below these are recent messages from Joanne Caron, Jenelyn Herrera, Gemelyn Catuaq, John Michael Aristo, Jake Lazarus Ison, and Jane Erica Bolina. The main area displays an email from "manila international" with the subject "BIR Form 2307 Certificate of Creditable Tax Withheld at Source". The body of the email reads:

Dear MANILA INTERNATIONAL AIRPORT AUTHORITY
We are pleased to provide the attached PDF copy of BIR Form 2307 Certificate of Creditable Tax Withheld at Source, for the taxes withheld by Globe Telecom Inc from its payments for the month of January 2020
Please feel free to reply to this email should you have any questions/clarifications.
Thank you very much.

Below the message, it says "4 Attachments" and shows four files: "BIR Form 2307.PDF" (PDF), "PDF Support Docu..." (PDF), "PDF Support Docu..." (PDF), and "Whole Excel Suppo..." (XLS). At the bottom, there are buttons for "Reply", "Reply all", and "Forward", with "Forward" being highlighted with a red border.

Forward the BIR Form 2307 to service provider

<Task Step 1>

<Task Step 2>

<Task Step n>

Task AHT:

<Time>

<Other Details>

TASK 13

Body of the Email :

Hi Ma'am/Sir,

Good day!

Please see attached BIR Form 2307 for your reference.

For any concern/s regarding the attached you may get in touch with the following:

> Ms. Mylene Claire P. Mendors

Email address : mpmendros@globe.com.ph || Contact No. : (0917) 6884190

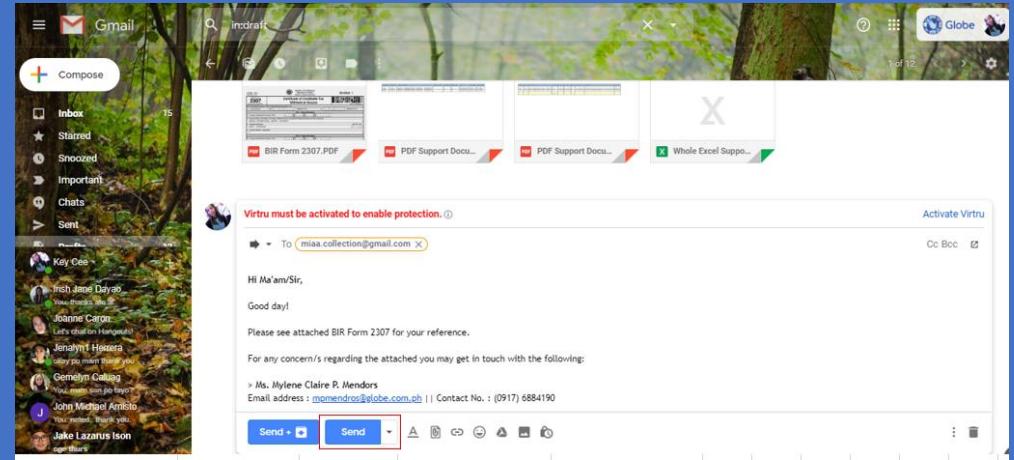
> Ms. Betsy C. Gestupa

Email address : bcgestupa@globe.com.ph || Contact No. : (0917) 6881359

> Ms. Key Cee G. Mendoza

Email address : kgmendoza@globe.com.ph || Contact No. : (0917) 6881360

Thank you



Then click "Send" button

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TASK 13

docs.google.com/spreadsheets/d/1nV7Uwr630bxKDFNuEP90hlmpJXvX4FVqKz0TRkXNeH0/edit#gid=0

BIR FORM 2307 Log Report

File Edit View Insert Format Data Tools Add-ons Help All changes saved in Drive

100% \$.00 123 Default (Ari... 10 B I A E F G H I

A B C D E F G H I

	Date Received	Payee Name	CWT Amount	Coverage	Date Sent	Remarks		
1	Jan 13, 2020	MANILA INTERNATIONAL AIRPORT AUTHORITY	1,533.87	January 2020	1/14/2020	Successfully Sent		
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								

Provide a report for all 2307 received and sent by Bot via google Sheet

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3.3. Exceptions

<Identify the relevant types of exceptions that we can find in the process. The exceptions to be identified are related to:

- High criticality/impact in the business process,
- High/Medium frequency of occurrence,
- Those that requires a specific person or team to be involved or informed.>

<Use a model like the one in the following table to report all types of errors that we can find in the process flow.

Tips to help identifying exceptions:

- a) Data: What happens if there is not the expected data in the database or not written correctly?
 - a. Does an error message appear?
 - b. Does Popup appear?
 - c. What actions would be taken in case of not being able to close the message / Popup?
 - d. Should this exception stop the process or can it continue?
 - e. In case of stopping the process,
 - i. What should be done?
 - ii. How do you get back in the application?
 - iii. What exception should be thrown by the robot?
- b) Application: What happens if the application changed or momentary a button is not possible to press correctly?
 - a. Does an error message appear?
 - b. Does Popup appear?
 - c. What actions would be taken in case of not being able to close the message / Popup?
 - d. Should this exception stop the process or can it continue?
 - e. In case of stopping the process,
 - i. What should be done?
 - ii. How do you get back in the application?
 - iii. What exception should be thrown by the robot?
- c) What would happen if the page or application does not respond?
- d) Is there a time-out or disconnection time for the page or application due to inactivity or for the maximum time of connection within it?
 - a. What actions should be taken in case of time-out?
 - b. Does the page or application retain the data that was being processed at the time of disconnection?

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- c. Is there a minimum waiting time for reconnection?
- d. Was the record that was being processed at the time of disconnection blocked for some time? Do you need some kind of action to unlock it?
- e) If the application has closed unexpectedly or does not respond,
 - a. How should the application start?
 - b. Is there a message / screen indicating error?
 - c. Is there a message / screen indicating error? If yes, please detail the flow of navigation that should be followed.
- f) Unknown Errors and Exceptions: For all the other unanticipated or unknown application exceptions/errors, what should the robot do? Per example - send an email notification at XYZ@domain.com [insert full name, function and email address] with the original email and error message screenshot attached.

Will it be necessary to make partial reports during the process? And final reports? If so :>

- If an email is required informing of the error, please specify the body, subject and recipients of the same, as well as the moment in which it should be sent (at the end of the execution, at the time of the failure, when arrives at a particular point in the flow or at a specific time, etc.
- If a document is required, a template must be created.>

3.3.1. Business Exceptions Handling

KNOWN EXCEPTIONS	UNKNOWN EXCEPTIONS
Previously encountered exceptions	Unanticipated exceptions / Exceptions which are not yet encountered

Known Exceptions:

Exception Name	Action to be Taken	Criticality (High, Medium, Low)
No Payment Advice File or Form 2307 in email	<p>Email to PPM Team - mnpastrana@globe.com.ph - list of accounts without Payment Advice File and Form 2307 with email body</p> <p>“Can we request for the status of the following accounts</p> <p>(1)’Account Name 1’ (2)’Account Name 2’ (3)’Account Name 3’ ”</p>	
Payee and/or amount vs Payment Advice file did not match	<p>Record in google sheet records where amount did not match. Fields to be included in the report:</p> <p>Email date, Payee Name, Check Date, Check Amount, SCB Reference Number, Reason, URL of Document</p>	

--	--	--

Unknown Exceptions:

<Include here instructions of what the robot should do should it encounter an unknown Business exception>

- (1) Create a file where records that encountered errors will be dump
- (2) Email the list of records not finished to the

3.3.2. Application Exceptions Handling

Known Exceptions:

Exception Name	Action to be Taken	Criticality (High, Medium, Low)

Unknown Exceptions:

<Include here instructions of what the robot should do should it encounter an unknown Application exception>

3.4. Reporting

<What will be the method of communication that will be used to confirm to the business user that the process has ended, detailing the process end status? Email, report in shared folders, etc.?>

<Will it be necessary a detailed log of the robot execution with all the points of the robot execution? If so:

- You must define the points at which these checks will be carried out, i.e. the level of detail needed in the log and the format of the log (.csv, .txt, .xlsx, etc.)>

#	REPORT TYPE	UPDATE FREQUENCY	DETAILS	MONITORING TOOL

1		Every transaction completed (Payment Advice)	Date of email, Payee Name, Check Date, Check Amount, SCB Reference No, Reason, URL of document	Google Sheet
2		Every transaction completed (Form 2307)	Date of email, Payee Name, Check Date, Check Amount, SCB Reference No, Reason, URL of document	Google Sheet

3.4.1. KPIs (IF APPLICABLE)

<List of defined current process KPIs, how each KPI is computed and its current value>

#	KPIs

4. Business Continuity (ONLY IF APPLICABLE)

<In this section it is identified, if it is applicable, the business stakeholder responsible for the activation and management of the business continuity scenario and the contact method.>

WHO IS INFORMED AND CONTACT DETAILS	HOW TO INFORM

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