Exploring Improvement Opportunities for Stillner Mapping Rules

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Capstone Project Summary

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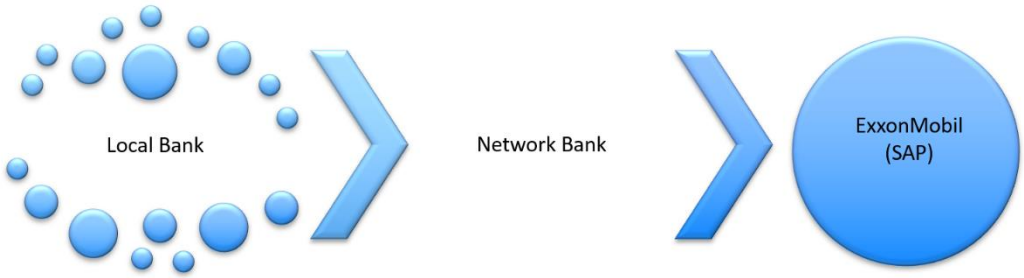
Introduction

The project is initiated with the corporation of ExxonMobil and Central European University to enhance the automation process for the Banking team. Software usage and licenses that include SAP and SharePoint, and data has been provided by the company to fully support the project aiming to identify reasons for dealing with Stillner failures and errors, and based on that exploring improvement opportunities for Stillner mapping rules. All the project related work is being done outside of the working hours without any extra compensation from ExxonMobil.

Definition and Background

As already mentioned, Sillner is a program uploading bank statement files into SAP. It allows automation of posting in Bank accounts and the clearing of Open items in Accounts Payables/Receivables. The process flow is the following: Local banks send the electronic bank statements to the Network banks. Then Network banks send electronic files to ExxonMobil. Finally, the interface program posts the entries based on the mapping rules on SAP. In other words, local banks communicate with the network banks by sending the files. After receiving the files, the network banks send files to ExxonMobil SAP platforms to be posted automatically.



Issues and Improvements

Currently, most of the transactions are being automated with the mapping rules. However, there is a room for improvement to make posting fully automized. Fully automatization and enhancement are the main motivation and challenge in this project for the company. After the given general background and definition of the process and program, it is important to mention main issues to be solved and reasons behind those issues. As it is explained above, there are created rules in a way codes for transaction to be allocated into correct accounts in the system. Those rules are initiated by the bank accounting team with the corporation of IT solutions team. Therefore, it is an ongoing process and adaptations, and changes need to be implemented regularly to benefit from the automatization. Within the interface programs we have 2 types of issues: Stillner failures and Stillner errors.

Stillner failure is a bigger problem as in this case for the given date we do not receive any transaction at all. Stillner failure requires more time and investigation to be solved because the results of the failure can be relatively big. The possible reasons for Stillner failure can be:

- Interface program, Stillner does not run for that date
- Statement file stuck somewhere along process
- Missing statement file
- Damaged file sent
- Local bank sent statement after cut-off time
- Duplicate files sent
- Discontinuity of statement sequence number
- Discrepancy between statement and balances

Stillner errors which can be investigated and modified within the team. An error happens when a single or multiple transactions are not posted automatically by the program within the whole statement. In this case manual posting is required to be done by the analyst. The possible reasons for the Stillner error can be:

- New description sent by the bank
- Change on the usual description by the bank
- New type of transaction that is not mapped in the system
- Change of a G/L account within the company
- Missing information in the given transaction

Outcomes and Conclusion

Detailed explanations and examples for the Stillner error cases are given in the technical report with improvements made. In short, the purpose of this project was to identify reasons for dealing with Stillner failures and errors, and based on that exploring improvement opportunities for Stillner mapping rules. Based on the analysis conveyed, it can be concluded that although most of the transactions are automated there are multiple mapping rules modifications needed to eliminate the number of manual interactions due to the Stillner failures and errors. With the current improvements, an analyst saves up to 30 minutes daily which is a considerable time regarding the daily working hours. Future explorations will be conducted to further investigate the causes of failure and errors, and based on the investigations new adjustments will be made.

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