FinFlag – Product & Service Catalog

Reconciliation module

April 2022

Document control

Document Revision History

Revision	Author	Date	Description of modifications
V001	GDU	12/12/2021	Major release V7 - Initiation
V002	GDU	20/03/2022	V7 SaaS- miscellaneous adjustments
V003	LGI	27/04/2022	Miscellaneous adjustments

Distribution List

Name	Function/Role	For Info/Action	Approved/Reviewed	Date
Clients				

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1 Context

B-Cephal[1] is a no-code platform that supports business processes in back-office.

B-Cephal suite of product consists of 1 core platform and 4 primary modules — Reconciliation, Billing, Accounting, Analytics & Forecast.

This document addresses the reconciliation module. Other modules are addressed in a separated documents dedicated per module.

2 Module specific content

The reconciliation module connects and automatically matches (on amount) data items from two different sets of data when a reconciliation key exits between these two data sets

The reconciliation module (along with the core platform) encompasses:

a. Data sourcing

The data sourcing is based on:

1. Data sourcing process (API, FTP or Forms)
2. Data sourcing container (input grids)

The exact number of data sourcing processes (native file format, data format, frequency of reception, eventual transformation if any,…) are defined in the order.

The exact number of data sourcing containers are defined in the order.

In absence of indication in the order, the maximum number of data sources is 2 per reconciliation filter.

Clients can always request new data sources. This request will be treated as new order.

b. Reconciliation process

The reconciliation process is based on:

1. Reconciliation filter (defining the data sets to reconcile and the key elements of the reconciliation process such as partial reconciliation, write-off, enrichments,…)
2. Automatic reconciliation routines (defining automatic reconciliation algorithms, schedule definition,…)

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[1] B-Cephal is a software edited by Moriset (Belgium) and parameterized by FinFlag for the FinFlag SaaS solution

The number of reconciliation filter is defined in the order.

In absence of indication in the order, the maximum number of reconciliation filter is set to 2.

The number of automatic reconciliation routine is defined in the order.

In absence of indication in the order, the maximum number of reconciliation routine is set to 3 per reconciliation filter.

Clients can always request new reconciliation filters and new reconciliation routines. This request will be treated as new order.

c. Log & reports

Non-matched items are isolated and reported in specific logs for further investigation and actions.

The number of reports & log is defined in the order.

In absence of indication in the order, there is by default:

- One log per reconciliation filter with pending entries (non reconciled)
- One log per reconciliation filter with reconlied entries (nont reconciled)

Clients can always request new reports and log. This request will be treated as new order.

3   Solution set-up

FinFlag will set-up the solution as defined in the order encompassing:

- predefined data sources (data sourcing process and data sourcing containers)

- predefined reconciliation filter

- predefined automatic reconciliation algorithm

- predefined reports and logs

- predefined users

At the end of the set-up, FinFlag will offer a 2 hour training (on-line or pre-recorded video) to train users to the usage of the module.

4   Maintenance

FinFlag will offer a support for the functions defined in the set-up during all the subscription period, provided that the original set-up has not been modified by the client.

In absence of a reception sign off, it is assumed that the scope and specification is strictly limited to the function and data sourcing used during the first 4 weeks of operation (started first data load date in the SaaS solution).

For data sourcing, it is key to have stable data sourcing process. With this respect, any change in data format, data structure, file format, file naming convention or any other element that could impact smooth end-to-end file processing will be considered as a change and any request to modify the data sourcing process will be treated as a change request. FinFlag cannot be considered as responsible of any operational rupture that could be a consequence of such a change or modification in the data sourcing process. We insist on this point as this is a fundamental of the continuity of service.

Client can opt for administrating the reconciliation filters by its own. In this case, he will be able to modify existing filters and create new filters. If the client opts for own administration, any subsequent FinFlag support will be charged.

Note that the administration of the filter requires a specific administrator training that is not included in the standard set-up package.

5 Module specific usage guidelines and limits

5.1 Storage on disk limit

Clients that opt for the shared environment will have a dedicated storage on the disk.

The storage on disk will be the repository for incoming files.

The storage limit is set to 10 GB for the shared environment.

Clients can request an increase of the storage. This will be treated as new order.

Clients that opt for the dedicated environment can define the storage on the disk limit in their order.

5.2 B-Cephal file size limit

Clients that opt for the shared environment will have a dedicated B-Cephal file (.bcp) within the solution (hosting other client .bcp files).

The size of the B-Cephal client file (client file.bcp) is directly correlated with the number of entries in the database for the client.

The size limit of the B-Cephal file (.dump) is set to 10 GB for the shared environment.

The client can request at any time the size of the file and follow up evolution.

Clients can request an increase of the B-Cephal size. This will be treated as new order.

Clients that opt for the dedicated environment can define the B-Cephal size limit in their order.

5.3 Data Exchange limit - Upload

Clients that opt for the shared environment will have dedicated connexion points to exchange data with the B-Cephal shared environment.

The maximum number of data sources is indicated in the Order Form.

A data source is a unique data type that is loaded in the SaaS environment either via:

- SFTP
- API

A data type means a stable and fixed file format.

The format consists in:

- File type (csv, xml, xls)

- File structure (number of columns for csv and xls)
- Dimension format (string, measure (numeric) or period)

Any modification to the file format will be considered either as a new data source as a change request.

The file format will be communicated in the Order Form and confirmed at the first file load in the solution in production.

In absence of file format communicated in the Order Form or in absence of confirmation at the first file load, the first file loaded in the SaaS solution in production for a specific data source will be considered as the reference format for this data source.

Any issue in data load that would be the consequence of modification of the data type of the data source will not be supported by the standard support service. Any intervention on request of the client will be charged to the client if the intervention is due to a modification in the data type of the data source.

Per data source, the client cannot load data more than 4 times a day.

Per data source, the client cannot load more entries per month than the number of reconciliations allowed in the subscription.

Per data source per call, the client cannot load entries that would take more than 20 minutes for load. The Client will have to spread the load to free up the load server after 20 minutes.

In case of overflow, FinFlag has the right to limit the load session to a specific timeframe (2h per day) per client on shared environment to avoid saturation.

Clients can request to modify these limits. This will be treated as new order.

Clients that opt for the dedicated environment can define their data exchange limit in their order.

5.4 Data Exchange limit - Download

Per call, the client cannot download more than 100.000 entries. The Client will have to spread the download to export more than 100.000 entries.

Per report type per call, the client cannot load entries that would take more than 20 minutes for download. The Client will have to spread the download to free up the download server after 20 minutes.

5.5 CPU usage limit

Clients that opt for the shared environment will share the environment CPU with other environment users.

If the CPU saturates by the by standard usage of the solution through standard functions and for legitimate usage within the context of the subscription, FinFlag will act to fix the saturation issue within the condition defined in the SLA.

If the CPU saturates for any other reason, FinFlag will ask the client to adjust the usage to remain within reasonable CPU usage.

In case of non-adjustment, FinFlag can suspend the client subscription until adjustment.

5.6 Email and SMS send limit

For the FinFlag Reconciliation, the limit of email sent by our sever is 50/mails per month.

There is no SMS function available in the shared environment.

If you reach your FinFlag Reconciliation Email Send Limit, you will not be able to send any more emails until the start of the next calendar month, including emails pre-scheduled to go out after reaching the FinFlag Reconciliation Email Send Limit.

The Client may increase the FinFlag Reconciliation Email Send Limit by upgrading the subscription.