

1 Introduction

The primary purpose of this document is to act as a summary of the Administrative Integrated Management Systems (AIMS). AIMS is used by the World Intellectual Property Organization (WIPO) and the International Union for the Protection of New Varieties of Plants (UPOV), to which WIPO provides administrative and support services. AIMS replaced WIPO's legacy Finance system (FINAUT) and legacy Budget Expenditure Tracking System (BETS) with a more integrated and modern Finance and Budget system. Functionality supporting budgeting and expenditure processes was implemented in January 2004. Functionality supporting income processes was implemented in October 2004.

AIMS is built on Oracle / PeopleSoft products. The original implementation provided the General Ledger (GL), Accounts Payable (AP), Accounts Receivable (AR), and Billing (BI) modules of PeopleSoft version 8.4. This was subsequently upgraded in 2007 to version 8.9. In January 2010 functionality to support the Financial Regulations and Rules (FRR) and the International Public Sector Accounting Standards (IPSAS) was provided through two additional modules, Procurement (PO) and Asset Management (AM).

To meet WIPO's business requirements, delivered functionality has been customized in all these modules, and new custom functionality developed.

2 Business Benefits and Future Opportunities

The key benefits achieved from AIMS include:

- Single integrated system used by all sections of the organization for finance, commitment control, procurement and travel related transactions;
- Eliminated stand-alone systems and extra support requirements, such as the contribution system and Microsoft Word based Purchase Orders;
- Reduced duplication of data entry across end to end processes with business users creating Requisitions, buyers converting this data into Purchase Orders and financial transactions (reservations and obligations) being automatically created by the system;
- Improved data consistency and controls, such as catalogues for commonly procured items, receipts being entered against Purchase Orders and 3-way matching for supplier invoices;
- Common, consistent chart of accounts for all Business Units (lower maintenance effort, easier and quicker reporting development) ;
- A fully multi-currency system with automatic recording of foreign currency gains/loss, and foreign currency revaluations;
- Improved transaction data validation (all transaction data validated at time of entry);
- Online approval of procurement and travel related transactions based on electronic workflow;
- End-to-end commitment control through the procurement and travel processes;
- Compliance with FRR and IPSAS;

- Ability to utilize specialist external tools and to upload data, Excel spreadsheet based journals;
- More flexible and lower cost integration to legacy systems, such as eWork and SIGAGIP interfaces;
- More streamlined and efficient payment process through increased use of DTA;
- Improved supplier management through use of Accounts Payable and supplier payment terms;
- Electronic generation and emailing of DTA payment notifications and Claim reminder emails;
- Maintenance of budget and allotment data within the financial system;
- Improved platform that allows ad hoc inquiries to be written quickly as queries;
- Powerful reporting platform based on Business Objects has been provided to finance and budget users.

Future opportunities that now exist include:

- Implementing additional workflow process, such as invoice approval and supplier management;
- Reduction of pre-processes (BIG Forms, memos) for procurement activities;
- Introduction of additional modules to further integrate systems, including HR, Payroll, Planning and Budgeting and Results Based Management;
- Refining the Chart of Accounts to make it less complex, easier to manage commit control and to improve our ability to cope with special projects;
- Enhanced online work planning;
- Improved reporting, both internally (to managers) and externally (to Member States).

3 General Configuration

3.1 Objectives

One of the key objectives of AIMS is to implement with as few customizations as possible, considering:

- longer term maintenance costs and effort are minimized;
- upgrade paths are not endangered;
- WIPO's ability to take advantage of new software functionality is maintained;
- the system meets the unique operational requirements of the organization.

While most areas have been successfully implemented with limited customization, during the initial finance implementation a number of large and complex customizations were introduced into the income (AR / Billing) modules. These included basic data entry and data structures

that were required to support the different processes / rules pertaining to each of WIPO's income areas (e.g., PCT, Madrid) and the need for different business units, each with separate sets of billing charge codes and item entry types / reasons. The customizations also include several interfaces to and from the operational systems in the key income areas.

With respect to the configuration of PeopleSoft system, wherever possible a common generic configuration was implemented for all Business Units. This approach was undertaken to:

- make the system as easy and consistent as possible for the users to operate and maintain;
- maximize the ability to share and consolidate data between Business Units;
- retain a common Chart of Accounts across all Business Units;
- enable reports to be used across all Business Units (and not be Organization-specific).

Maintaining a consistent configuration also has benefits in terms of internal IT support, as the WIPO IT support structure is better equipped to support standard processes and functionality than a customized version. The same can be said externally as PeopleSoft support is in a better position to assist organizations that have implemented a very standardized configuration of PeopleSoft. All of these support issues, ongoing maintenance costs and the ability to take advantage of upgrades were a key factor in determining to what extent customizations were undertaken.

3.2 Language

A decision was made to implement the PeopleSoft system in English only. Therefore screens and reports only appear in English. Transaction descriptions, if entered in French, are not translated and are recorded as entered. Help screens are in English.

3.3 SetID

The majority of shared PeopleSoft configuration is held under one setid (SHARE), to minimize duplication and simplify maintenance. Business Unit-specific setids have only been used where requirements differ between Business Units; in particular, for AP and AR Business Unit options, AR Entry Types, and BI Charge Codes.

3.4 Organisations/Business Units

Separate Business Units have been configured to represent the key organizations as follows:

Organisation	Business Unit(s) by PeopleSoft module					
	GL	AR	BI	AP	PO	AM
WIPO	WIPO1 WISP1	WIPO1 CNTRW INDES TRDMK PCTRO PCTIB ARMEC PUBLI LISBN	WIPO1 CNTRW INDES TRDMK PCTRO PCTIB ARMEC PUBLI LISBN	WIPO1 WISP1	WIPO1 WISP1 TRAVL	WIPO1 WISP1
UPOV	UPOV1	UPOV1 CNTRU	UPOV1 CNTRU	UPOV1	UPOV1	UPOV1
FITS – WIPO	FITSW			FITSW	FITSW	FITSW
FITS – UPOV	FITSU			FITSU	FITSU	
CPF	CLPF1			CLPF1		

NOTES:

- AR Business Units have only been created for WIPO and UPOV business areas (e.g. PCT, Madrid etc.). This is because FITS and CPF are not included in the feeder systems and these units will not use AR functionality.
- Receivables for FITS and CPF are tracked in GL accounts via GL journal entries.
- GL and AP Business Units were created for UNDP but following changes in arrangements with UNDP, these are no longer used.
- The business unit acronyms are as follows:
 - WIPO1 – WIPO miscellaneous
 - WISP1 – WIPO Special Projects
 - CNTRW – WIPO Member State Contributions
 - INDES – Industrial Designs (Hague)
 - TRDMK – Trademark (Madrid)
 - PCTRO – PCT Receiving Office
 - PCTIB – PCT International Bureau
 - ARMEC – Arbitration and Mediation
 - PUBLI – Publications
 - LISBN – Appellation of Origin (Lisbon)
 - CNTRU - UPOV Member State Contributions
 - CLPF1 – Closed Pension Fund
 - TRAVL – Travel Transactions (from eWork)

3.5 Funds in Trust (FITS)

Funds in Trust (FITS) transaction data is recorded in a separate Business Unit for both WIPO and UPOV. This ensures:

- a consistent and uniform approach to all business entities;
- the use of a more conventional set of balance sheet and income/expenditure accounts;
- WIPO FITS costs are recorded against the WIPO Unit codes, whilst the UPOV FITS are recorded against UPOV Unit codes;
- easier consolidation of financial results between WIPO and WIPO FITS, (and likewise for UPOV and the UPOV FITS);
- more flexibility in the event that future differences arise between the financial or budgetary rules for WIPO and UPOV in relation to FITS.

3.6 Chart of Accounts

A common Chart of Accounts is used for all business units in PeopleSoft. The advantages of this are numerous:

- Account numbers are all the same length, 5 digits, which still allows for chart of account expansion;
- Simpler and easier Chart of Account maintenance as accounts only need to be created once;
- Faster and simpler report generation as the same report can be used for all Business Units;
- Improved reporting capabilities and consistencies, as account comparisons and consolidations can be performed between/across Business Units;

- More consistent and efficient data entry, as the same account numbering applies across all Business Units.

Account rationalization has also taken place. Because of the "chartfield" structure available in PeopleSoft, some accounts have been combined into one account, with detailed analysis taking place via the use of the "Analysis code" chartfield (e.g. 1 petty cash account with analysis codes to represent each of the petty cash funds). The advantage is a simpler, more consistent and appropriate set of accounts for financial reporting. Additionally, the management of receivables and payables under several Income processes is no longer performed by tracking items in separate GL accounts, rather the PeopleSoft Billing and Accounts Receivables customer and open item functionality is being used to perform those tasks.

3.7 Chartfields

The table below identifies the PeopleSoft General Ledger chartfields and the purpose for each:

Chartfield Name	Purpose
Account	To record the standard account number (Object of expenditure or nature of income) for all transactions. The Account numbering logic is as follows: <ul style="list-style-type: none"> • 1 Short term assets • 2 Long term assets • 3 Short term liabilities • 4 Long term liabilities • 5 Equity • 6 Income • 7 Expenditure
Unit Code	To record the program unit for expenditure transactions. Used on some balance sheet accounts relating to expenditure eg. Accruals and prepayments.
Activity	To record the activity for which expenditure was incurred. These are generic and shared between all Business Units. Activity Code is also used to identify Development Agenda projects. Not used on Balance sheet, income transactions or by the Closed Pension Fund Business Unit.
Matricule	To record the matricule code on relevant transactions. These include numerous expense transactions, and a variety of balance sheet transactions (pay-related clearing accounts, staff advances etc.)
Analysis Code	To record a single additional analysis code on specific transactions requiring them. Includes conference numbers, TA number, country codes, fiscal and scholastic years, petty cash funds, separation fund components, building codes, photocopier codes.
Fund Code	Used only on transactions for the two FIT Business Unit transactions to record the specific FIT code for the transaction and in the WISP1 Business Unit to identify special projects. Fund Code is a balancing chartfield in these Business Units.
Scenario	Used only on budget transactions to identify adjustments and transfers.
Commitment (obligation)	No longer used in WIPO following procurement go-live in 2010. The only current use for this field is to track balances from open expenditure obligations prior to 2010 for FITS. As soon as this is complete this use of this chartfield will be discontinued.
Statistics code	Used in conjunction with statistics amounts in a few rare cases to record statistics information against an account (e.g. overtime hours are also recorded against the overtime expense account)

3.8 Combination Editing

PeopleSoft's combination-editing (Combo-Editing) functionality is used extensively to ensure data entry occurs with the correct combination of chartfield values. Combo Edit rules have been created and applied only to the ACTUALS and BUDGET Ledgers. In all rules, chartfield values are either Mandatory or Forbidden - there are very few cases where a chartfield value is optional. Combo edits are also enforced in the procurement module for requisitions and POs, ensuring validity of chartfield combinations is maintained throughout AIMS.

As each FIT is effectively independent of other FITS, the FITS Business Units are set up to balance by Fund code. This is referred to as Fund-code balancing in PeopleSoft and means that a journal cannot post if it is not balanced by the Fund code chartfield. Therefore, at any point in time total debits and total credit for each Fund code should balance, and a complete set of balanced accounts can be prepared for each FITS.

Combo-edits are used to ensure that all FITS transactions have a Fund chartfield value, and that non-FITS business unit transactions do not have a fund chartfield value.

3.9 Open Item Accounts

A number of accounts have been set up as "Open Item" accounts, which provides additional automatic and manual reconciliation facilities by an Open Item key. E.g. Staff advances have the matricule code as the Open Item key, which allows easier reconciliation of individual staff advances. These include miscellaneous creditors, conference advances / recharges, and a number of payroll-related accounts.

4 Planning and Budgeting

4.1 Budgets and Budget Allocations

Budgets and allocations of budget are stored within PeopleSoft in separate "Ledgers", as are Actual transactions. In this way, existing data entry functionality can be used (i.e. manual GL journal entry or spreadsheet upload) and data can be easily compared between these Ledgers (e.g. Actuals vs Budget).

FITS can also have budgets and allocations - which will be entered in the same way as WIPO budgets and allocations.

There is no limit to the number of ledgers that can be created in PeopleSoft, therefore should WIPO introduce an additional budgeting concept, minimum effort should be required to implement it.

A key element in budgetary control and reporting is the use of the PeopleSoft Commitment Control functionality. This is described in section 7.7.

5 Program Management

5.1 Program Structure and Program Managers

The Program structure currently used is as follows:

- Programs
- Program Units (represented by the Unit Code chartfield)

The structure is defined in AIMS in the WPO_PROGRAM tree, which from 2010 onwards groups Unit Codes into programs. The configuration allows a new effective dated version of the tree to be created for each biennium, if WIPO wishes to reflect changes in the program structure this way. The program structure is currently applicable for all Business Units except

for the Closed Pension Fund. The WIPO FITS Business Unit use WIPO Unit codes, whilst the UPOV FITS use the UPOV Unit codes.

Currently, Program Managers are linked to Unit Code chartfield values using the Unit responsibilities table. This custom table serves several purposes, identifying alternate approvers, approval limits, and administrators for each Unit, and also those entitled to view the Unit's program management reports.

At the start of 2010 the activity codes were changed from being Program specific to generic codes. This means the same activity code can be used on multiple Programs and an activity is not limited to a biennium. This is expected to provide more useful organisation-wide information on the nature of the activities WIPO undertakes. Activity Codes are also used to identify Development Agenda projects which by their nature can take place across a number of Units. This method may be enhanced based on future changes that may be made to the Chart of Accounts, and/or based on experience gained over the timeframe of the current biennium.

6 Financial Management

6.1 Ledgers

Ledgers currently in use are as follows:

Ledger	Used for	Used in GL Business Units
ACTUALS	All regular accounting (and IPSAS reporting)	All
ADJUSTMENT	IPSAS adjustments and reports	WIPO1, WISP1, FITSW
BUDGET	Biennium budget	All
WORKPLN	Temporary workspace for budget allocations	WIPO1, UPOV1, FITSW, FITSU, WISP1 only
CCU_<Business Unit ID>	Commitment Control – Budgetary control	WIPO1, UPOV1, FITSW, FITSU, WISP1 only
CCD_<Business Unit ID>	Commitment Control – Detailed budgetary reporting	WIPO1, UPOV1, FITSW, FITSU, WISP1 only
BV_ACTUALS	Biennium view of ACTUALS	WIPO1, UPOV1, FITSW, FITSU only
BV_BUDGET	Biennium view of BUDGET	WIPO1, UPOV1, FITSW, FITSU only

6.2 Calendars, Biennia and Financial Periods

The standard PeopleSoft 12 month financial calendar has been used throughout. To cater for WIPO's operational requirement to report on a 24 month biennium, additional "virtual" ledgers have been created in PeopleSoft giving "biennial views" of transactions and balances, using a separate calendar defining the years and periods making up each biennium. This allows users to see budget and actual data according to WIPO's biennium operating timeline.

6.3 Intercompany accounting (Interunit and Intraunit)

The current practice of one Organisation making payments against invoices on behalf of another organisation (e.g. WIPO making payments against invoices on behalf of UPOV) is handled by the interunit accounting within Peoplesoft, which automatically creates the interunit accounting entries to the various liaison (interunit) accounts. In addition a special account exists for intraunit FITS balancing, which is only used in the event that one FIT pays expenses on behalf of another FIT.

6.4 Foreign Currency and Exchange Rates

PeopleSoft is a multi-currency system and allows transactions to be entered in foreign currencies. These are converted to CHF using UN or user-specified exchange rates. UN rates for over 120 currencies are loaded each month. Realized gains/losses arising from Account Payable and Receivable payments are automatically processed to separate specific income gain and loss accounts. At the end of each month, General Ledger Revaluation routines will calculate Forex gains/losses resulting from the revaluation of foreign currency balances in the accounts specified on the WPO_REVAL_ACCOUNTS tree. Different rules are used for cash and non-cash accounts, with the results posted to specific income gain and loss accounts (realized for cash, unrealized for non-cash). Revaluations are not reversed in the next month.

6.5 Bank Accounts

All WIPO, UPOV, FITS and CLPF bank accounts are defined within AIMS. This allows Electronic fund transfer functionality to be used for payments to Vendors and staff. FIDES Bank files for the highest volume bank accounts are loaded into AIMS each day, and used for AR Deposit creation and for bank reconciliation. Custom bank reconciliation functionality has been developed to automate the task as much as possible and address shortcomings in the PeopleSoft product.

6.6 Accounts Payable Payment Methods, DTA and Pay Cycles

The following payment methods are used:

- EFT (DTA)
- Bank Transfer document (Ordre de Virement)
- Payment Order document (Ordre de Paiement)
- Manual payment (for cheques issued outside of the system and direct debits)

The DTA process has been configured to be able to pay from a variety of WIPO's bank accounts in any currency. The file is in the standard MT940 format, with some customisation for IBAN and for mapping the PeopleSoft bank account numbers (without spaces) to the DTA account number (with spaces/dashes). AP has been customized to provide extensive online warnings if any element of IBAN is missing in payments to IBAN countries. The DTA file is automatically output to a secure network directory for transferring via OfficeWings to the banks.

Each of the Finance Expenditure groups (Travel, Invoice and Pay Group) operate independently and have their own Pay Cycles for each of the Payment Methods listed above. DTA Pay Cycles require online manager approval before completion. There is a separate Pay Cycle for AR Customer Refunds.

AP Vouchers linked to procurement transactions cannot be paid unless they have been successfully matched (within tolerance) to the related receipt and PO. Matching can be overridden in exceptional cases, with PeopleSoft keeping a full audit trail of user and date/time information. Non PO Vouchers are only paid if manually approved outside PeopleSoft. This process is currently under review with the aim of bringing approval into AIMS.

6.7 Commitment Control

Commitment Control has been set up to provide budgetary control over all transactions recorded with GL expense accounts. It covers pre-encumbrances (requisitions raised by staff using the procurement module), encumbrances (purchase orders generated from

requisitions), and expense (AP Vouchers for supplier invoices, and General Ledger journals). These transactions are recorded in respective Commitment Control ledgers for pre-encumbrances, encumbrances and expense.

Each Unit's budget allocation is held in Commitment Control by year, by cost category for personnel costs and in total for non-personnel costs. All expense transactions are budget checked on entry; if within the calculated available budget for the Unit, they are marked as valid and allowed to proceed, and the relevant ledger updated with the transaction amount. If exceeding available budget, they are marked in error and blocked from proceeding further. For requisitions, email notifications of errors are automatically sent to the requester and the Budget Section, so that either the transaction is corrected or cancelled, or budget allocation increased. The exception to this is for personnel costs, which largely originate through payroll and are allowed to exceed budget but with a warning generated.

The program management reports use data taken from the Commitment Control ledgers.

6.8 Deposits, Destinations, Bills and Reservations

The majority of WIPO's Income business processes are cash led; payment for the service is received before WIPO begins work on the service or records revenue. When funds are received for the Trademarks, Industrial Designs and PCT sectors, they are recorded as pre-paid deposits with references to the sector and specific service(s) for which the payment is intended. Customizations were made to the PeopleSoft deposit component to enable WIPO to track this payment destination information.

The business systems that support Trademarks, Industrial Designs and PCT (MAPS/DMAPS, CASPRO) pass interface messages to AIMS asking whether payment has been received for specific service references. AIMS creates pending bills to track these requests. If AIMS finds an available payment, it makes a reservation against that payment for the requested service request and sends a response to the business system. The business system then passes AIMS a message with the appropriate information to finalize the bill and account the revenue.

The reservation functionality in AIMS is a WIPO customization. WIPO created a reservation data entity which defines a relationship between PeopleSoft's bill entity and the PeopleSoft/WIPO customized deposit and AR item entities. The majority of reservations are made by an automatic batch process that runs after the interfaces are loaded. Some additional manual reservations are made by users where the match between the prepayment destination references do not match exactly references on the service request (e.g., payment destination intended for mark titled 'My First Trademark' and the service request received from MAPS has 'My 1st Trademark' for the mark name).

Some of the other Income areas, notably Contributions, take more advantage of PeopleSoft's standard functionality of creating bills first and collecting money later.

6.9 Current Accounts

More than a thousand clients have established current accounts with WIPO which they periodically replenish in bulk, rather than submitting separate payments for each application they file. In AIMS, each client is tracked by a distinct customer id and the current account related transactions are activities on the AR item called 'CURRACCT'. WIPO's internal procedures consider a current account debited at the time a reservation is made, so a customized current account inquiry was developed which recognizes debits when reservations are made and nets them against the standard AR item balance to determine the current account balance.

6.10 Accounts Receivable Disbursements

There are several disbursements that are initiated from the Income Accounts Receivable side (e.g., refunds for overpayment, Madrid/Hague distribution, ISA payments, payments to AMC

panelists). PeopleSoft standard functionality for refunds has been customized to improve the efficiency of the business process around AR disbursements, enabling users to process AR disbursements much more quickly than they would have been able to with standard PeopleSoft.

6.11 Credit Cards

The majority of transactions paid by credit card are from interfaces for AMC, publications, and conferences, and trademarks renewals. PeopleSoft's standard credit card functionality has not been used. Instead, credit card payments are represented by negative Bills with a charge code pointing at GL account 14120 (credit card debtor), and the receivable balances tracked and matched to payments in the GL. Credit card payments for trademarks are recorded differently, as deposits to a dummy bank account, to fit in with existing trademarks process. The accounting for the receivable and settlement is the same as for Bills, however. The transaction identifier (Vitress ID) is populated on the GL Journal Line description, and custom functionality and reports have been developed to allow AR Deposits for payments from credit card companies to be matched to unpaid items in the GL. A custom report reconciles the balance on the credit card debtor account.

6.12 Member State Calculations and Payments for Madrid/Hague Unions

Amounts due to Member States under the Madrid Protocol and Hague Agreements are accrued to creditor accounts on bills that come from the MAPS/DMAPS system. The Member State is designated by the analysis code. A custom process has been developed to report the summary and details of the amounts owed for a particular month to each Member State.

Under the Madrid Agreement, 'raw' amounts for complementary fees are accrued on account 38220 by the Member State analysis code on bills that come from MAPS. Supplementary fees are accrued on account 38230 at the same time, but not classified by Member State. At year-end, a query is used to provide source data for calculations done manually in Excel to determine re-partitioned amounts for both types of fee using a coefficient factor for each Member State.

Repartitioning is by entry of credit bills for each country to debit the 38220 and 38230 accounts and create credit on a Repartition account 38280, which is cleared when the credit items are matched off against advances and processed through the refund process.

Advances against Madrid (e.g., publications orders, miscellaneous purchase, current account advance) are maintained as open items in AR throughout the year and matched off against the credit bill item created after performing the year-end calculations. For more information on this process see document I:\AppAims\Aims Project\04 Requirements\Income Processes\Future Processes\ Step by Step - Madrid Agreement and Advances.doc.

7 Procurement

All goods and services procured externally are processed through AIMS. The standard process involves creating a requisition, which is then submitted for approval by the Program Manager (budget holder). Once approved the requisition is budget checked / reserved and assuming budget is available it is passed to a buyer (procurement or travel) who converts the requisition into a purchase order, at which time the reservation is converted into an obligation. The purchase order is then dispatched, ie. sent out, to the supplier. Once the goods / services are received a receipt is entered into AIMS. When the invoice is received this is entered into AIMS as a voucher and matched to the Purchase Order and Receipt. Once matched the voucher is then processed for payment according to the terms and conditions agreed with the vendor.

There are some exceptions to the above process, as follows:

- Special Service Agreements (SSA): these are contracts between WIPO and an individual to provide services. During the requisition approval process HRMD are included as the final approval and act as a certification that the SSA contract is the correct type of contract and that the rate / payment terms are in accordance with SSA practices;
- UNDP requests: no receipt needs to be entered for these transactions as once the instruction (Purchase Order) has been sent to UNDP it is assumed that they will provide the service and that they will typically charge us before the service is provided, therefore the receipt is not needed to trigger a payment.

There remain a number of opportunities to improve the procurement processes, such as:

- Improving the supplier management process, with workflow and / or allowing vendors access to maintain their own information;
- Electronically linking to vendors, such as sending out purchase orders or using Electronic Data Interchange (EDI) to pass transaction data between WIPO and key vendors, such as UNDP;
- Removing pre-processes, such as BIG forms / memorandums, prior to raising a requisition.

8 Travel

Staff non-mission travel, such as repatriation, is requested through eWork as a travel authorization (eTA) which follows a defined approval path. After the eTA has been approved by the Program Manager (budget holder) eWork passes the information to AIMS to create a requisition (funds reservation). Later in the eWork approval process, once the ticket information has been confirmed, eWork passes the information to AIMS to close the requisition and create a purchase order (obligation). If, for any reason, there is change then this is recorded in eWork and the information is passed to AIMS to update the purchase order. After the travel has been completed the staff member creates a claim within eWork which finalizes the transaction. Once the claim is approved this information is passed to AIMS to close the purchase order and create a voucher (expenditure).

For events such as meetings and conferences the event is created in eWork and approved by the relevant budget holder(s). WIPO staff members create eTA's in eWork from the event. The approvals, creation of requisitions, purchase orders and expenditure records follow a similar route as staff non-mission travel, described above. The only exception is the budget holder approval. Travel requests against an event, where the event has not already started and where the total of all approved travel requests is less than the event amount approved, are automatically approved and do not need to be approved by the budget holder.

When non-staff require a ticket to be purchased from the in-house travel agency the ticket request is created in eWork by a WIPO staff member on their behalf and these do not need a claim to be entered. The DSA / TE for non-staff are currently entered into AIMS by a WIPO staff member and follow the normal procurement process. However, the opportunity to include the DSA / TE components with the ticket request in eWork is being investigated, as this will simplify the process and reduce the workload of those staff performing these activities. Other opportunities exist to integrate eWork more closely with AIMS through more consistent approval processes and improved interfaces.

9 Asset Management

The PeopleSoft Asset Management module has been implemented to support WIPO's compliance with IPSAS. It integrates with the procurement, AP and GL modules to allow

assets to be created on receipt, physical details (serial numbers, inventory barcodes, location and WIPO custodian) recorded and financial information automatically added from the supplier invoice when processed in AP. This replaced the separate databases previously maintained manually by Finance and OMRS and also eliminated the time consuming reconciliation process that formerly took place.

The module also calculates depreciation and records all asset related accounting entries in the ADJUSTMENT ledger used for IPSAS compliance.

10 Interfaces

In addition to the Income interfaces, the following exist:

10.1 Payroll Interfaces

Two SIGAGIP interfaces have been developed:

- A “Daily interface” which downloads basic matricule bank details from SIGAGIP to PeopleSoft. This interface is designed to keep PeopleSoft and SIGAGIP data consistent.
- A “Monthly interface” which processes the SIGAGIP payroll file transactions, creating a PeopleSoft GL journal for the pay data, and updates the matricule data in PeopleSoft for any changes.

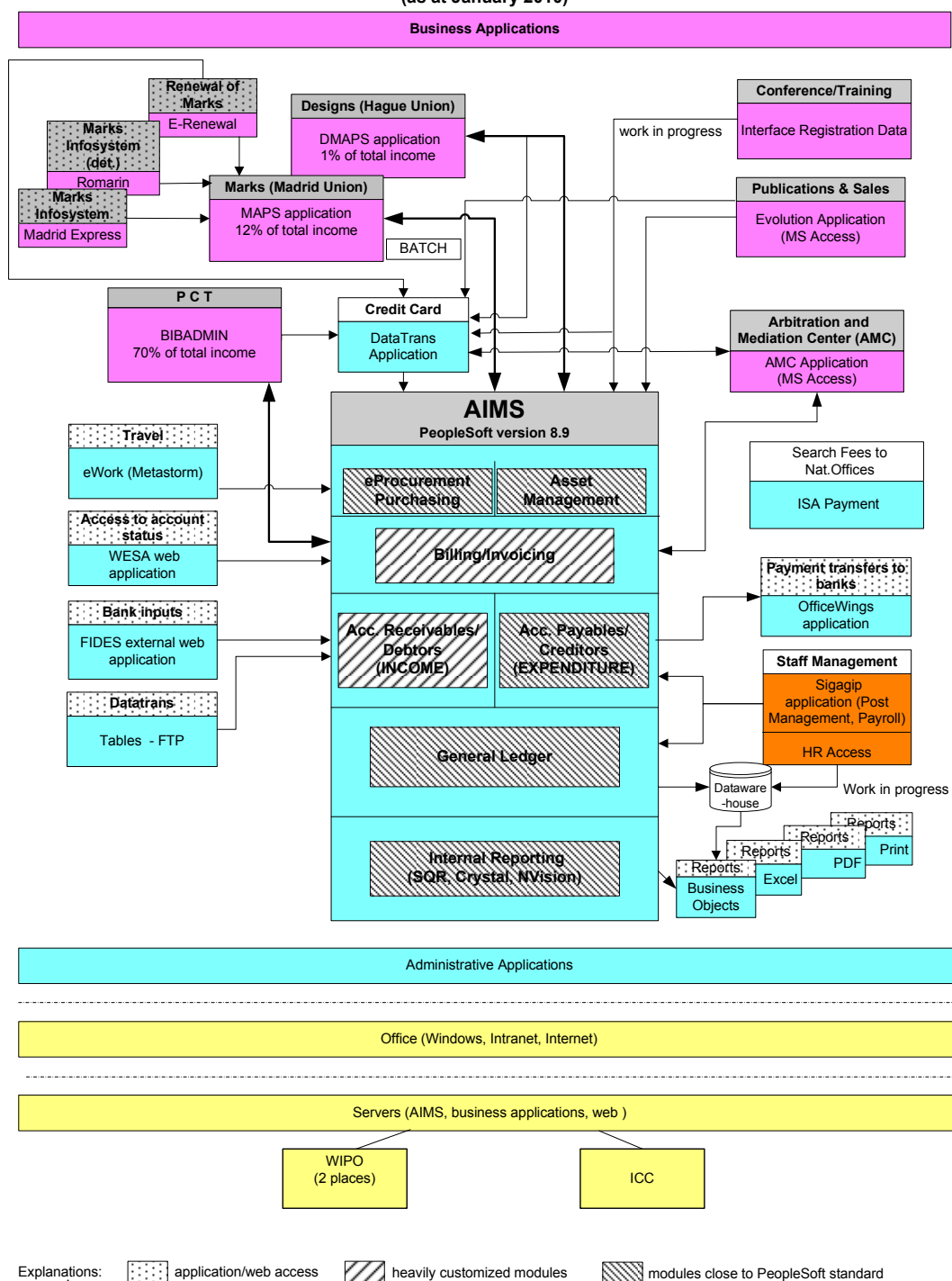
Some basic pay-related information is stored in AIMS against the matricule (post, grade, vendor type) for reporting. The monthly payroll interface has been developed with a number of user-maintained mapping tables that control how the various SIGAGIP pay costs are processed, including the level of detail at which they should be posted. In addition, some statistical information for overtime is imported and recorded into PeopleSoft via the interface, for reporting. These interfaces will need to be replaced when a new HR and Payroll solution is integrated with AIMS.

10.2 eWork Interfaces

A number of interfaces have been developed between eWork and AIMS to automatically create requisitions and purchase orders for travel transactions. Interfaces also exist to generate advance Vouchers for approved Travel Authorisations created by eWork, and for subsequent claims recorded in eWork.

10.3 AIMS Environment within WIPO Chart

Chart of the AIMS Environment within WIPO
(as at January 2010)



11 Reporting

11.1 Financial Reporting

Financial reports have been developed using a mixture of tools, including nVision, Business Objects, SQR, Query and Crystal, depending on the purpose and complexity of the report.

Some standard PeopleSoft reports have also been used. Finance and Office of the Controller reports can be run as and when required by the users. The reporting strategy of the

Organization will be reviewed and defined as part of the future ERP vision and may therefore have a significant impact on existing and future reports and access.

11.2 Program Management Reporting

A Program Management report delivery function has been developed to produce financial reports for a wide variety of report users within WIPO and delivered to them via the intranet.

The key characteristics of this mechanism are:

- User/Unit responsibilities are maintained within PeopleSoft, so that only those people with approved access to Program Units will receive reports containing the financial data for those units;
- A reporting update process runs each night to populate summary and detail reporting tables with accounting, budgetary, commitment control, and procurement data;
- The reports are produced and distributed daily;
- Separate reports can be requested for multiple bienniums.

As noted earlier, the reporting strategy of the Organization will be defined as part of a future ERP vision and may therefore have a significant impact on existing and future Program Management reports and access.

11.3 IPSAS Reporting

Reports are produced from the ACTUALS and ADJUSTMENTS ledgers to provide a consolidated IPSAS compliant view.

12 Security

Security in PeopleSoft is defined for each individual user. Each User ID can be allocated one or more Roles controlling menu and page access. An additional level of security controls the Business Units and Ledgers in which the user can enter and/or view transactions. This degree of control is used for the following examples to enforce segregation of duties and minimize risk of errors in data entry:

- Giving access to the Office of the Controller staff to undertake data entry into the BUDGET ledger, but not the ACTUALS ledger;
- Giving access to Finance staff to enter data into the ACTUALS ledger, but not BUDGET ledger;
- Giving designated program staff access to enter but not approve requisitions, and program managers access to approve (but not enter) requisitions;
- Giving maintenance users access to certain functions not available to data entry staff;

The Security Design document provides detailed information about how PeopleSoft security works and how it has been implemented for WIPO. The security design may need to be reviewed and changed in accordance with the Accountability Framework and the related Responsibility / Authority / Accountability matrix which will be introduced under the Organization's Strategic Realignment Program (SRP).

13 Supporting Documents

Several Key User documents have been produced to assist the user in their day-to-day functions:

- UPK based documents, describing the processes, contexts, screens and fields that support each process;
- “WIPO User Process Manual V03.doc”, which outlines all of the new WIPO Expenditure Business Processes;
- Training guides – in excess of 30 Training guides have been developed covering the key tasks that users need to do;
- Cheat Sheets - – in excess of 15 one page summary cheat sheets have been developed to give the user a quick and simple how-to guide for key tasks.

Key business process and support documents are located in the following directories:

- UPK, accessed through the help from within PeopleSoft
– online training material
- I:\AppAims\Aims Project\00 Support Doc
– this general overview document, post go-live documentation of some key customizations (e.g., payment predictor and current account)
- I:\AppAims\Aims Project\04 Requirements\Income Processes\Future Processes
– future business process documents for income (note that several of these need to reviewed and updated in light of changes in processes that took place during the implementation), ‘Step by Step’ documents with detailed screenshots of steps are also in this directory.
- I:\AppAims\FRR-IPSAS Project\04 Requirements\Expenditure Processes\Future Processes
– future business process documents for expenditure processes (procurement, financial, budgetary, and asset management)
- I:\AppAims\Aims Project\05 Design Docs
– separate documents for each income module that summarize configuration and annexes containing detailed values at go-live
- I:\AppAims\FRR-IPSAS Project\05 Design Docs
– separate documents for each expenditure-related module that summarize configuration and annexes containing detailed values at the FRR/IPSAS go-live
- I:\AppAims\Aims Project\11 Training\Materials
– training guides