

Taxation Section, Corporate Office
Room No. 509, 5th Floor,
Bharat Sanchar Bhawan,
Janpath, New Delhi-110001
Ph.No.011-23734077,
Email:-bsnltax@bsnl.co.in



BHARAT SANCHAR NIGAM LIMITED
[A Government of India Enterprise]

No. BSNLCO/27/2022-Taxation/5145

Dated:23/10/2023

To,
Chief General Managers/ IFAs
All BSNL Circles

Subject: Guidelines for implementation of Vendor Invoice Processing Automation (VIPA) through IT Solutions /Robotic process Automation (RPA)- Reg.

Ref: This office Letter No. BSNLCO/27/2022-Taxation/5137 Dated: 13/10/2023.

Kindly refer to this office letter cited under reference. This letter is being issued in supersession of this office letter cited under reference.

It is to inform that BSNL is implementing the Vendor Invoice Processing Automation (VIPA) through IT Solutions /Robotic process Automation (RPA) in association with by M/s E&Y, LLP. As per this project, MIGO(Goods & Services Receipt booking) and MIRO(Invoice Receipt booking) will be done by the proposed system automatically when the same is not being done by the concerned consignee (officer who will do the MIGO) and Claim Officer within specified time limits.

As per the discussion held with OSD to Director (Enterprise) who is in-charge of MM streamline project, centralisation of Consignee and Claim Officer has been completed as on date in the three circles namely Kerala, Gujarat and CNTX-South in respect of supply of material. Accordingly, it is planned to GO-Live the said project in the said circles for material. Now there will be one consignee and one Claim Officer in the circle. It is proposed to GO-Live the VIPA project in the 1st November, 2023. This project is proposed to be implemented across BSNL by 15th December, 2023. Hence remaining circles will be covered in phase wise manner:

Following activities are to be done for smooth implementation of the said project across BSNL:

Purpose of this Project

To make faster processing of the vendor invoices and minimise the human interventions and also maintaining the digital record from receiving of the invoices to the processing of the invoices by the claim Officer

Automation Steps

The automation planned is divided into two parts:

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Part 1: Acknowledgement of receipt of Goods and services (MIGO)

1. Once the material and services are supplied, Suppliers are required to email their invoices and Proof of Delivery (POD) in case of material or Service completion certificate (SCC) in case of Services to a central BSNL email ID from their registered email ID along with all the other supporting documents in a zip file are required to submit with actual invoice copy as per terms and conditions of Purchase Order.
2. This solution will automate downloading of invoices and POD from vendor e-mails.
3. The solution will reject all emails not conforming to the guidelines/specifications given to vendors, and a rejection e-mail will be automatically sent to the sender of invoices.
4. For valid e-mails/invoices, a Purchase Register (PR) will be created by automatically extracting relevant details from invoices using the automated solution.
5. Data in such PR will be reconciled with corresponding data appearing in SAP PO, and an e-mail alert will be sent in case of any mismatch post reconciliation of SAP exists data against invoice receipt data sent by vendor.
6. For all matched entries, an e-mail will be sent to BSNL consignee attaching therewith POD, asking for MIGO entry to be posted, if not posted earlier with certain interval gaps as reminder for swift action.
7. Thereafter, mail reminders will be sent for missing MIGO entries on the 3rd day, 7th day and 10th day to respective BSNL consignees.
8. When user feels that there's a mismatch between POD/SCC and Material receipt/Service receipt, he/she has 10days time to reject the MIGO proposed by System as per observation.
9. For MIGO entries not done even after 10 days, the solution will be automatic posting of MIGO, and the concerned vendor will be notified through email.

Part 2: Processing of Invoices (MIRO)

1. Where MIGO is done, an e-mail will be sent to BSNL claims officer, asking for MIRO entry to be posted.
2. Thereafter, mail alerts will be sent by the solution to respective Claim Officer for Posting of MIRO however system will keep sending reminders of MIRO entry on the prescribed intervals set as 3rd day, 7th day and 10th day.
3. If a there's a mismatch proposed by System for MIGO against MIRO or vice versa, user will have 10 days time to reject the MIRO within SAP System as per observation.
4. For MIRO entries not posted even after 10 days, there will be automatic posting of MIRO. If MIGO was auto-posted, MIRO entry will not be auto-posted

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Note: If MIGO is done automatically by the proposed solution i.e. then MIRO will be posted manually by the Claim officer only. Similarly If MIGO is posted by the consignee manually then MIRO will be posted automatically by the proposed solution.

Action to be taken by the Circles:

1. All Purchase Order (PO) for Materials or Services must be issued through SAP only clearly specifying the details of Consignee as well as Claim officer as per User Manual shall be shared from Corporate Office.
2. Designate One officer as consignee and one officer as Claim Officer in the Circles wherein centralisation of the same at circle level have been completed namely in three circles namely Gujarat, Kerala and CNTX- South under MM-streamline process.
3. Creation of one Email IDs under the BSNL domain for consignee officer (officer who will do the MIGO) and Claim Officer of the circle. The user name should be created by as
 - a. **CLAIM OFFICER_<Circle NAME>@BSNL.CO.IN and**
 - b. **CONSIGNEE_<Circle NAME>@BSNL.CO.IN**

Instruction for creation of E-mail id to three circles already issued vide this office Letter No. BSNLCO/27/2022-Taxation/ Dated: 13/10/2023 is superseded by this letter.

4. Designate One officer as consignee and one officer as claim Officer in the Business Areas (BAs) wherein centralisation of the same at circle level have not yet been completed under MM-streamline process (all BSNL circles except Gujarat, Kerala and CNTX- South) .
5. Creation of one Email IDs under the BSNL domain for consignee officer (officer who will do the MIGO) and Claim Officer and of Business Areas (BA). The user name should be created by as
 - a. **CLAIMOFFICER_<BA NAME>@BSNL.CO.IN and**
 - b. **CONSIGNEE_<BA NAME>@BSNL.CO.IN**

This is required for configuring the Email IDs of Circle in the SAP system for communication by Robotic process Automation (RPA). It is to be communicated to this office at the earliest at email id bsnlvipahelp@gmail.com.

6. Designated consignee officer shall always check the mail box wherein he/she will receive the copy of POD/ SCC from the proposed solution for MIGO posting, if not done earlier.
7. Designated consignee officer will receive mail alert from the proposed solution on 3rd, 7th and 10th day for posting the MIGO in the SAP. Designated Officer has to verify

the material/ store receipt details or services completion stages/milestones with the POD/ SCC along with Zip file containing all the documents as mentioned in the Purchase Order for processing and has to take action within 10 days from the date of receipt of POD. If he/she is satisfied then he/she will post the MIGO and if not satisfied he can reject with the reasons and revert it. However, if designated Officer does not take any action within 10th day then proposed solution will post the MIRO after the end of 10th day automatically.

8. Proposed Solution shall send mail to the concerned Claim officer that MIGO has been posted against material/store receipt or Services received. Further proposed solution shall forward invoice and along with a zip file containing all the documents received by the said solution from the vendor as per Purchase Order for posting of MIRO.
9. Designated Claim officer shall always check the mail box wherein he/she will receive the copy of invoice along with other relevant documents required to be submitted with invoice as per Purchase Order (PO) from the proposed solution for MIRO posting, if not done earlier.
10. Designated Claim officer will receive mail alert from the proposed solution on 3rd, 7th and 10th day for posting the MIRO in the SAP. Designated Officer has to verify the invoice along with documents received from the proposed solution and has to take action within 10 days from the date of receipt of the same in continuation with posted MIGO. If he/she is satisfied then he/she will post the MIRO and if not satisfied he/she can reject with the reasons and revert it. However, if designated Officer does not take any action within 10th day then proposed solution will post the MIRO after the end of 10th day automatically.
11. It is to be noted that If MIGO is done automatically by the proposed solution i.e. then MIRO will be done manually by the Claim officer only. Similarly If MIGO is done by the consignee manually then MIRO will be done automatically by the proposed solution.

In view of above, it is requested to arrange to do the needful for smooth and timely implementation of the Vendor Invoice Processing Automation (VIPA) solution and furnish the Email Ids for designated Consignee Officer and Claim Officer within 15 days without fail.



(Y. N Singh)
Sr.GM (Taxation)

Copy to:

1. PPS to CMD, BSNL.
2. PPS to Director (Finance),/ Director (Enterprise)/ Director (CFA)/ Director(CM)/ Director (HR) of BSNL.
3. OSD to Director (Enterprise) for information and taking necessary action please.
4. PGM (PF)/ PGM (CA-ERP/FICO) for information and necessary action please.
5. GM (MM) / GM (CIT), BSNL CO for information and necessary action please.
6. All PGMs/ Sr.GMs/ GMs of BSNL CO for information and necessary action please.