# Process Name: Credit Request Approval

This process handles the approval of credit requests submitted by customers via email. The process involves verifying the request in the RPA Bank Credit Application, updating the request status, and communicating the required documents to the customer.

## List of applications

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| **Application Name** | **Type** | **URL** |
| Email Application | desktop | N/A |
| RPA Bank Credit Application | web | http://creditapp-poc.web.app |
| Credit Management System | web | N/A |
| Notepad | desktop | N/A |

## List of steps

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| **1.0 Review and Update Credit Request** | | |
| 1.1 | Open customer’s acceptance email. | 0:00 |
| 1.2 | Extract the reference number from the email. | 0:02 |
| 1.3 | Open RPA Bank Credit Application (http://creditapp-poc.web.app). | 0:11 |
| 1.4 | Navigate to “Credit requests” tab. | 0:12 |
| 1.5 | Enter the reference number in the “Search” field and press enter. | 0:17 |
| 1.6 | Click on the credit request title. | 0:48 |
| 1.7 | Select 'Offer accepted' from the “Status” dropdown. | 0:51 |
| 1.8 | Click “Save”. | 0:56 |

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| **2.0 Retrieve Required Documents** | | |
| 2.1 | Navigate to “Products” tab within the RPA Bank Credit Application. | 1:23 |
| 2.2 | Open “Credit Management System” pop-up. | 1:23 |
| 2.3 | Enter credentials (admin/admin) and click “Submit”. | 1:25 |
| 2.4 | Enter product ID in the “Search” field, click “Search”. | 1:31 |
| 2.5 | Click on the product title. | 1:35 |
| 2.6 | Copy Product ID from the “ID” field. | 1:36 |
| 2.7 | Open “Products” tab within the RPA Bank Credit Application. | 1:38 |
| 2.8 | Open “Credit Management System” pop-up. | 1:38 |
| 2.9 | Paste copied Product ID into “Product ID” field, click “Search”. | 1:38 |
| 2.10 | Copy the list of “Required Documents”. | 1:42 |
| 2.11 | Paste the list into a Notepad. | 1:48 |