# Process Name: Credit Request Approval Process

This process handles 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 required documents back to the customer.

## List of applications

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| **Application Name** | **Type** | **URL** |
| Email Client | Desktop | N/A |
| RPA Bank Credit Application | Web | https://creditapp-poc.web.app/ |
| Credit Management System | Web | Not visible in the video |
| Notepad | Desktop | N/A |

## List of steps

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| **1.0 Review and Update Credit Request** | | |
| 1.1 | Open Email Client | 0:00 |
| 1.2 | Read Customer's Email for Offer Acceptance and Reference Number. | 0:00 |
| 1.3 | Open RPA Bank Credit Application (Web Application). | 0:12 |
| 1.4 | Navigate to 'Credit requests' tab. | 0:12 |
| 1.5 | Enter the Reference Number from the email into the 'Search' field. | 0:17 |
| 1.6 | Click on the title of the matching credit request. | 0:48 |
| 1.7 | Select 'Offer accepted' from the 'Status' dropdown menu. | 0:51 |
| 1.8 | Click 'Save'. | 0:56 |

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| **2.0 Retrieve Required Documents** | | |
| 2.1 | Open 'Credit Management System' (Web Application) | 1:23 |
| 2.2 | Enter credentials (user: 'admin', password: '\*\*\*\*'). | 1:26 |
| 2.3 | Click 'Submit'. | 1:30 |
| 2.4 | Enter the product reference from RPA Bank Credit Application in the 'Search' field. | 1:31 |
| 2.5 | Click 'Search'. | 1:40 |
| 2.6 | Copy the list of 'Required Documents'. | 1:43 |
| 2.7 | Open Notepad (Desktop Application). | 1:48 |
| 2.8 | Paste the 'Required Documents' into Notepad. | 1:50 |