

Aria Workflow Design Proposal

Dunning Email Notification

*Phase 1.2*

*Current Document Revision # 1.4*

*Prepared by Sarayu Belliraj*

*Document Date (04/29/2022)*

*This is a template for A Workflow Design Proposal. Replace all bracketed and italicized text with the actual information about the proposed design. For more information about why each of these questions is included, hover over the question and view the descriptive text.*

*The workflow design proposal should contain all of the information necessary to familiarize Aria’s Operations, Customer Support and Product teams with prospective Workflow implementations. Much of the information in this document can be directly copied into the* [*customer support profile*](https://ariasystems.sharepoint.com/:w:/s/AriaPS/AriaWorkflowPS/Ed1d1dpepzZLgnDTijx61GoB0c6z3l2xvdTPeWeKG0trsA?e=5i4wu3) *during the implementation phase.*

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# Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
| Sarayu Belliraj | 03/28/2022 | Initial Draft | 0.1 |
| Sarayu Belliraj | 03/30/2022 | Misc. Updates | 1.0 |
| Sarayu Belliraj | 04/04/2022 | Updated review comments | 1.1 |
| Sarayu Belliraj | 04/15/2022 | Included Intel review comments | 1.2 |
| Sarayu Belliraj | 04/25/2022 | Updated email details (verbiage and from address) | 1.3 |
| Sarayu Belliraj | 04/29/2022 | Added API call to get account dunning process & UI mockup | 1.4 |
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# Administration

1. [Solution Architect in case of Emergency (name, phone number, and email):](#_Administration" \o "As project resources are reassigned and move on, the escalation of last resort will be to try to reach the original or most recent SA for this process. The information here should be the last known contact information for the last known SME)

*Nilanjan Das*

*408-416-8814, ndas@ariasystems.com*

1. [Who is the primary contact for this process on the customer’s team? (Include name, role, email, time zone and supervisor if known):](#_Admin)

*Richard W Hatcher < richard.w.hatcher@intel.com >*

1. [Expected development start date:](#_Flow_Details) *TBD*
2. Expected [Go live date:](#_Admin) *TBD*
3. [If this for a customer already in development, where will this be hosted, or what class of environments need to be provisioned:](#_Administration" \o "From an operations perspective, this confirms expectations for requisitioning the required workflow environments.)

*Dev: https://us-df02.workflow.ariasystems.net/bpa/Intel\_DF01/*

*UAT: https://us-qf02.workflow.ariasystems.net/bpa/Intel\_QF01/*

*Prod: https://us-prod11.workflow.ariasystems.net/bpa/INTEL\_Prod01*

# Use Case

1. What is the [JIRA ID for this use case](#_Admin) (all proposals must be in a JIRA project specific to the customer)?

*https://ariasystems.atlassian.net/browse/WFINTEL-57*

1. [Is there an SDD related to this workflow? If yes, please provide a link.](#_Admin)

*Attached to JIRA*

1. [Why can’t this problem be addressed in Aria Core and what is the ER of the request?](#_Flow_Details)

*Intel needs the ability to include details of open invoices in the dunning email notification sent to customers. This feature is not currently supported in Aria Core.*

1. [Is this process a permanent solution? If not, when do we expect this workflow to be removed from service?](#_Admin)

*This is a permanent solution.*

1. [What is the criticality of this use case to the customer?](#_Flow_Details)

*Medium*

* 1. Very High – exploitation or failure of this process will cause the dissolution or end of the customer’s ability to function as a company.
  2. High – exploitation or failure of this process will result in serious brand damage and business/financial loss and could lead to a long-term business impact to the customer.
  3. Medium – exploitation or failure of this process will result in material business impacts resulting in some financial loss, brand damage or business liability to the customer.
  4. Low – exploitation or failure of this process will result in minor levels of inconvenience, distress or technical disruption to the customer.
  5. Very low – exploitation or failure of this process will result in no material business impacts to the customer.

1. [What is the criticality of this use case to Aria?](#_Flow_Details)

*Medium.*

* 1. Very High – exploitation or failure of this process will cause the dissolution or end of Aria as a company.
  2. High – exploitation or failure of this process will result in serious brand damage and business/financial loss and could lead to a long-term business impact to Aria as a company.
  3. Medium – exploitation or failure of this process will result in material business impacts resulting in some financial loss, brand damage or business liability to Aria as a company.
  4. Low – exploitation or failure of this process will result in minor levels of inconvenience, distress or technical disruption to Aria as a company.
  5. Very low – exploitation or failure of this process will result in no material business impacts to Aria as a Company.

1. [Describe a high-level overview of the flow](#_Flow_Details" \o "A simple understanding of the flow may be insufficient to finding the problem, but it is critical for beginning to find the problem.)

***Include the business problem to be solved, the objective of the flow, prerequisites, inputs (with sources), outputs (with destinations), formatted sample files, steps, and rules (with Visio diagram), user interactions and interfaces (with mockup).***

* 1. *Business problem:*

*Intel needs the ability to include details of open invoices in the dunning email notification sent to customers. The dunning email should display the following invoice details: due date, statement sequence number, and amount due.*

* 1. *Objective:*

*The objective of this flow is to include details of open invoices in the dunning email notification sent to customers.*

* 1. *Prerequisites:*

*Email templates configured.*

* 1. *Inputs:*

1. *Event 744 - Account Master Plan Instance Dunning Degrade Date Changed*
2. *UI action to manually trigger dunning notifications.*
   1. *Outputs:*
      1. *Automated dunning notifications to customers.*
      2. *Dunning notification events notated in Aria account’s comments section*
   2. *Steps:*

Diagram

Description automatically generated

1. ***Fetch due invoices***
2. *Workflow to listen to event 744 - Account Master Plan Instance Dunning Degrade Date Changed. Ignore events triggered for child accounts (resp\_level\_cd = 2).*

*Event payload:*

*<?xml version="1.0" encoding="UTF-8"?>*

*<apf2doc>*

*<request>*

*<version>1</version>*

*<sender>A</sender>*

*<transaction\_id>677466093</transaction\_id>*

*<action>M</action>*

*<class\_name>A</class\_name>*

*</request>*

*<acct\_data>*

*<client\_no>5025555</client\_no>*

*<acct\_no>32255196</acct\_no>*

*<client\_acct\_id>6004736420</client\_acct\_id>*

*<userid>mc3tmn7t</userid>*

*<password>redacted </password>*

*<status\_cd>1</status\_cd>*

*<notify\_method>10</notify\_method>*

*<currency>usd</currency>*

*<test\_acct>N</test\_acct>*

*<last\_acct\_comment>Email message of type "Dunning" with subject "Important Intel Dev Account Notice" sent to address "sbelliraj@ariasystems.com" on 3/19/2022 at 01:36:24</last\_acct\_comment>*

*</acct\_data>*

*<acct\_contact>*

*<first\_name>Mathias</first\_name>*

*<last\_name>Brunckhorst</last\_name>*

*<company\_name>Honor Technology, Inc.</company\_name>*

*<address1>2151 Salvio St Ste 310</address1>*

*<city>Concord</city>*

*<state\_prov>CA</state\_prov>*

*<postal\_code>94520</postal\_code>*

*<country>US</country>*

*<work\_phone>1800 999 1212</work\_phone>*

*<email>mathias.brunckhorst@intel.com</email>*

*</acct\_contact>*

*<notify\_tmplt\_group\_data>*

*<notify\_tmplt\_group>*

*<notify\_tmplt\_group\_id>LE036\_Rivet\_ICPS\_US</notify\_tmplt\_group\_id>*

*<notify\_tmplt\_group\_label>LE036 – Rivet ICPS (US template)</notify\_tmplt\_group\_label>*

*<notify\_tmplt\_group\_assign\_lvl>ACCOUNT</notify\_tmplt\_group\_assign\_lvl>*

*</notify\_tmplt\_group>*

*</notify\_tmplt\_group\_data>*

*<master\_plan\_instance\_data>*

*<master\_plan\_instance>*

*<master\_plan\_instance\_no>1708274</master\_plan\_instance\_no>*

*<client\_master\_plan\_instance\_id>1708274</client\_master\_plan\_instance\_id>*

*<plan\_no>11306378</plan\_no>*

*<client\_plan\_id>Customer\_Account\_Plan</client\_plan\_id>*

*<plan\_name>Customer Account Plan</plan\_name>*

*<plan\_activation\_date>2020-01-01</plan\_activation\_date>*

*<status\_cd>1</status\_cd>*

*<resp\_level\_cd>1</resp\_level\_cd>*

*<plan\_units>1</plan\_units>*

*<mpi\_billing\_dates>*

*<bill\_day>1</bill\_day>*

*<created\_date>2021-11-18</created\_date>*

*<next\_bill\_date>2020-10-01</next\_bill\_date>*

*<last\_bill\_date>2022-03-17</last\_bill\_date>*

*<recurring\_bill\_thru\_date>2020-09-30</recurring\_bill\_thru\_date>*

*<usage\_bill\_thru\_date>2020-08-31</usage\_bill\_thru\_date>*

*<plan\_date>2021-11-18</plan\_date>*

*<status\_date>2021-11-18</status\_date>*

*<next\_dunning\_date>2122-02-23</next\_dunning\_date>*

*</mpi\_billing\_dates>*

*<mpi\_supp\_fields\_data>*

*<mpi\_supp\_field>*

*<field\_name>Export License Block</field\_name>*

*<field\_value>No</field\_value>*

*</mpi\_supp\_field>*

*</mpi\_supp\_fields\_data>*

*</master\_plan\_instance>*

*</master\_plan\_instance\_data>*

*<event\_data>*

*<event>*

*<event\_id>744</event\_id>*

*<event\_label>Account Master Plan Instance Dunning Degrade Date Changed</event\_label>*

*</event>*

*</event\_data>*

*</apf2doc>*

1. *Get plan instance dunning details*

*Request:*

{

    "rest\_call": "get\_acct\_details\_all\_m",

    "output\_format": "json",

    "client\_no": 5025555,

    "auth\_key": "redacted",

    "acct\_no": "32255196",

    "include\_billing\_groups": 0,

    "include\_payment\_methods": 0

}

*Response:*

{

    "acct\_no": "32255196",

    "client\_acct\_id": "6004736420",

    "userid": "mc3tmn7t",

    "first\_name": "Mathias",

    "last\_name": "Brunckhorst",

    "company\_name": "Honor Technology, Inc.",

    "address1": "2151 Salvio St Ste 310 ",

    "city": "Concord",

    "state\_prov": "CA",

    "country\_cd": "US",

    "postal\_cd": "94520",

    "work\_phone": "1800 999 1212",

    "email": "mathias.brunckhorst@intel.com",

    "status\_cd": 1,

    "notify\_method": 10,

    "test\_acct\_ind": 0,

    "acct\_start\_date": "2021-11-18",

    "seq\_func\_group\_no": 10103745,

    "invoice\_approval\_required": 1,

    "functional\_acct\_group": [

        {

            "functional\_acct\_group\_no": 10103745,

            "client\_functional\_acct\_group\_id": "LE036"

        }

    ],

    "supp\_field": [

        {

            "supp\_field\_name": "Account Status Reason",

            "supp\_field\_value": "Active"

        },

        {

            "supp\_field\_name": "Bill-To Code",

            "supp\_field\_value": "6004736420"

        },

        {

            "supp\_field\_name": "Credit Line",

            "supp\_field\_value": "1000000"

        },

        {

            "supp\_field\_name": "Pay Method",

            "supp\_field\_value": "External"

        },

        {

            "supp\_field\_name": "Sold To Address 1",

            "supp\_field\_value": "2151 Salvio St Ste 310"

        },

        {

            "supp\_field\_name": "Sold To City",

            "supp\_field\_value": "Concord"

        },

        {

            "supp\_field\_name": "Sold To Company Name",

            "supp\_field\_value": "Honor Technology, Inc."

        },

        {

            "supp\_field\_name": "Sold To Country",

            "supp\_field\_value": "US"

        },

        {

            "supp\_field\_name": "Sold To Postal Code",

            "supp\_field\_value": "94520"

        },

        {

            "supp\_field\_name": "Sold To State",

            "supp\_field\_value": "CA"

        },

        {

            "supp\_field\_name": "Sold to Contact Email",

            "supp\_field\_value": "mathias.brunckhorst@intel.com"

        },

        {

            "supp\_field\_name": "Sold to Contact Phone",

            "supp\_field\_value": "877-777-5116"

        },

        {

            "supp\_field\_name": "Sold to contact name",

            "supp\_field\_value": "Mathias Brunckhorst"

        },

        {

            "supp\_field\_name": "Sold-To Code",

            "supp\_field\_value": "6004736420"

        },

        {

            "supp\_field\_name": "po\_number\_rivet\_icps",

            "supp\_field\_value": "LE036 Rivet ICPS PO"

        }

    ],

    "acct\_currency": "usd",

    "acct\_balance": 83543.99,

    "master\_plan\_count": 1,

    "supp\_plan\_count": 0,

    "master\_plans\_info": [

        {

            "master\_plan\_instance\_no": 1708274,

            "client\_master\_plan\_instance\_id": "1708274",

            "client\_master\_plan\_id": "Customer\_Account\_Plan",

            "master\_plan\_no": 11306378,

            "dunning\_group\_no": 1466263,

            "client\_dunning\_group\_id": "1466263",

            "dunning\_process\_no": 961,

            "client\_dunning\_process\_id": "Standard\_Dunning",

            "billing\_group\_no": 748443,

            "client\_billing\_group\_id": "748443",

            "master\_plan\_instance\_status": 1,

            "mp\_instance\_status\_label": "Active",

            "master\_plan\_units": 1,

            "resp\_level\_cd": 1,

            "alt\_rate\_schedule\_no": 12552077,

            "client\_alt\_rate\_schedule\_id": "Customer\_Account\_Plan\_USD\_Monthly",

            "bill\_day": 1,

            "last\_arrears\_bill\_thru\_date": "2020-08-31",

            "last\_bill\_date": "2022-03-17",

            "last\_bill\_thru\_date": "2020-09-30",

            "next\_bill\_date": "2020-10-01",

            "plan\_date": "2021-11-18",

            "status\_date": "2021-11-18",

            "master\_plan\_instance\_balance": 83543.99,

            "recurring\_billing\_interval": 1,

            "usage\_billing\_interval": 1,

            "recurring\_billing\_period\_type": 3,

            "usage\_billing\_period\_type": 3,

            "initial\_plan\_status": 1,

            "rollover\_plan\_status": 1,

            "rollover\_plan\_status\_uom\_cd": 1,

            "init\_free\_period\_uom\_cd": 1,

            "dunning\_state": 1,

            "dunning\_step": 8,

            "dunning\_degrade\_date": "2122-02-23",

            "mp\_plan\_inst\_fields": [

                {

                    "plan\_instance\_field\_name": "Export License Block",

                    "plan\_instance\_field\_value": "No"

                }

            ],

            "master\_plans\_services": [

                {

                    "service\_no": 11299402,

                    "client\_service\_id": "Customer\_Account\_Service",

                    "tax\_inclusive\_ind": 0

                }

            ],

            "last\_arr\_recur\_bill\_thru\_date": "2020-08-31"

        }

    ],

    "consumer\_acct\_ind": 0,

    "acct\_locale\_no": "10001",

    "acct\_locale\_name": "System\_US\_English\_locale",

    "acct\_contact\_no": "37649870",

    "other\_contact\_details": [

        {

            "other\_contact\_no": 37649872

        },

        {

            "other\_contact\_no": 37649966

        },

        {

            "other\_contact\_no": 37649871

        }

    ],

    "error\_code": 0,

    "error\_msg": "OK",

    "acct\_no\_2": 32255196,

    "acct\_locale\_no\_2": 10001,

    "acct\_contact\_no\_2": 37649870,

    "other\_unmapped\_contact\_details": [

        {

            "other\_contact\_no": 37649872

        },

        {

            "other\_contact\_no": 37649966

        },

        {

            "other\_contact\_no": 37649871

        }

    ],

    "chief\_acct\_info": [

        {

            "chief\_acct\_no": 32255196,

            "chief\_acct\_user\_id": "mc3tmn7t",

            "chief\_client\_acct\_id": "6004736420"

        }

    ]

}

*Only send dunning notification if dunning\_state = 1 (In Progress).*

1. *Fetch all open statements.*

*Request:*

{

    "rest\_call": "get\_acct\_statement\_history\_m",

    "output\_format": "json",

    "client\_no": 5025555,

    "auth\_key": "redacted",

    "acct\_no": "32255196"}

*Response:*

{

    "error\_code": 0,

    "error\_msg": "OK",

    "statements\_history": [

        {

            "statement\_no": 1892160175,

            "create\_date": "2021-11-18",

            "currency\_cd": "usd",

            "due\_date": "2021-12-18",

            "due\_date\_plus\_grace\_period": "2021-12-18",

            "new\_charges\_amount": 9380,

            "new\_payments\_amount": 0,

            "balance\_forward\_amount": 0,

            "total\_amount": 9380,

            "is\_paid\_ind": 0,

            "seq\_statement\_id": "03600000002",

            "statement\_master\_plan\_instances": [

                {

                    "master\_plan\_instance\_no": 1708274,

                    "client\_master\_plan\_instance\_id": "1708274"

                }

            ],

            "invoice\_no": 1170337828,

            "unapplied\_payment\_summary": 0,

            "account\_balance": 9380,

            "sent\_status": "Not Sent"

        },

        {

            "statement\_no": 2058824364,

            "create\_date": "2022-02-24",

            "currency\_cd": "usd",

            "due\_date": "2022-03-26",

            "due\_date\_plus\_grace\_period": "2022-03-26",

            "new\_charges\_amount": 20833.33,

            "new\_payments\_amount": 833.33,

            "balance\_forward\_amount": 32549.33,

            "total\_amount": 52549.33,

            "is\_paid\_ind": 1,

            "seq\_statement\_id": "03600000019",

            "statement\_master\_plan\_instances": [

                {

                    "master\_plan\_instance\_no": 1708274,

                    "client\_master\_plan\_instance\_id": "1708274"

                }

            ],

            "invoice\_no": 1188887789,

            "unapplied\_payment\_summary": 0,

            "account\_balance": 52549.33,

            "sent\_status": "Sent",

            "date\_sent": "2022-02-24"

        },

        {

            "statement\_no": 2076198312,

            "create\_date": "2022-03-16",

            "currency\_cd": "usd",

            "due\_date": "2022-04-15",

            "due\_date\_plus\_grace\_period": "2022-04-15",

            "new\_charges\_amount": 20833.33,

            "new\_payments\_amount": 20833.33,

            "balance\_forward\_amount": 52549.33,

            "total\_amount": 52549.33,

            "is\_paid\_ind": 0,

            "seq\_statement\_id": "03600000020",

            "statement\_master\_plan\_instances": [

                {

                    "master\_plan\_instance\_no": 1708274,

                    "client\_master\_plan\_instance\_id": "1708274"

                }

            ],

            "invoice\_no": 1190293371,

            "unapplied\_payment\_summary": 0,

            "account\_balance": 52549.33,

            "sent\_status": "Sent",

            "date\_sent": "2022-03-16"

        },

    ]

}

*Filter by is\_paid\_ind = 0*.

1. ***Send Dunning Notification***

***Automated email notification***

* + - 1. *Send dunning notification to customers statement contact email. Fetch statement email (statement\_contacts/stat\_email) from Aria.*

*Request:*

{

    "rest\_call": "get\_acct\_contacts\_m",

    "output\_format": "json",

    "client\_no": 5025555,

    "auth\_key": "redacted",

    "acct\_no": "32255196"

}

*Response:*

{

    "account\_contact": [

        {

            "contact\_no": 37649870,

            "first\_name": "Mathias",

            "last\_name": "Brunckhorst",

            "company\_name": "Honor Technology, Inc.",

            "address1": "2151 Salvio St Ste 310 ",

            "city": "Concord",

            "state\_prov": "CA",

            "country\_cd": "US",

            "postal\_cd": "94520",

            "work\_phone": "1800 999 1212",

            "email": "mathias.brunckhorst@intel.com"

        }

    ],

    "statement\_contacts": [

        {

            "stat\_contact\_no": 37729513,

            "stat\_first\_name": "Matt",

            "stat\_last\_name": "Brunckhorst",

            "stat\_company\_name": "Honor Technology, Inc. Long name for testing the new change that was requested",

            "stat\_address1": "2151 Salvio St Ste 310",

            "stat\_city": "Concord",

            "stat\_state\_prov": "CA",

            "stat\_country": "US",

            "stat\_postal\_cd": "94520",

            "stat\_work\_phone": "877-777-5116",

            "stat\_email": "sbelliraj@ariasystems.com",

            "stat\_billing\_group\_no": 748443,

            "stat\_client\_billing\_group\_id": "748443"

        }

    ],

    "error\_code": 0,

    "error\_msg": "OK"

}

1. *The notifications should be sent using the below email address:*

*sw\_service\_collections@intel.com*

1. *Identify the dunning template based on the MPI’s client\_dunning\_process\_id and dunning\_step. This information is stored in the workflow and should be configurable by the client. The table details are given below:*

|  |  |  |  |
| --- | --- | --- | --- |
| *Process Name* | *Process ID* | *Step No* | *Template* |
|  |  |  |  |

*The field mappings are given below:*

* *Process Name: Dunning process name in Aria*
* *Process ID: client\_dunning\_process\_id*
* *Step No: dunning\_step*

1. *Default Email Template Verbiage:*

*Dear Customer,*

*This is a reminder that you have overdue Statements that require payment. Failure to pay will result in a credit hold being placed on your account.*

*Please find below the details of your open Statements:*

|  |  |  |
| --- | --- | --- |
| *Due Date* | *Statement Number* | *Amount Due* |
|  |  |  |
|  |  |  |

*Sincerely,*

*Intel Collections*

1. *Field mapping*

*The field mappings (refer statement response above) are given below:*

* *Due Data: due\_date*
* *Statement Number: seq\_statement\_id*
* *Amount Due: new\_charges\_amount- new\_payments\_amount*

1. *Notate dunning notification in Aria account’s comment section using write\_acct\_comment\_m API. Please find the comment below:*

*Email message of type "Dunning" with subject "Important Intel Account Notice" sent to address "<statement email>" on <email\_sent\_datetime>. Sent through Aria workflow.*

*Request:*

*{*

*"rest\_call": "write\_acct\_comment\_m",*

*"output\_format":"json",*

*"client\_no":6000340,*

*"auth\_key": redacted,*

*"acct\_no":3706471,*

*"comment":"* *Email message of type "Dunning" with subject "Important Intel Account Notice" sent to address "sbelliraj@ariasystems.com" on 04/04/2022 at 11:10:00. Sent through Aria workflow."*

*}*

***Manually triggered dunning notification***

* + - 1. *Ability to search by Aria account number or company name. Only list Parent and Standalone accounts (senior\_acct\_no is empty).*

*Graphical user interface, text, application, email

Description automatically generated*

* + - 1. *On click of “Notify past due”, instantly send dunning email notification to customers. Use the default template to send email notification. Notate email event in Aria account’s comment section.*

1. [At a high level, what pieces of data does this workflow handle? Which data pieces contain personally identifiable data? Can this data be encrypted in transit and at rest?](#_Flow_Details)

*Not applicable*

1. [What user roles need to be created for the customer in Workflow, and which features must they have access to (dashboards, reports, flow start buttons)?](#_Flow_Details)

*Intel Credit*

1. [What starts the flow?](#_Flow_Details)

*Flow is initiated by dunning events*

1. [When is this flow expected to run, how often and for how long?](#_Flow_Details)

*The flow is executed based on the configured dunning process.*

1. [What is the expected volume of data handled by the process, and how is that volume distributed over time? (10k CSV file rows per hour? 200 API calls per second?)](#_Performance)

*Not applicable*

1. [What Aria APIs are expected in the design?:](#_Flow_Details)

*Refer steps above.*

# Errors, Emails and Troubleshooting (Overall)

1. [Are errors and issues logged or specially handled anywhere OTHER than the Decisions logs files, such as in a custom data table? If so, where are they?](#_Errors,_Emails_and)

*Not applicable*

1. [In the event of a failure, list important notifications (emails, task assignments, pop-ups, etc…) that the process sends, who the recipients are and where the recipients are identified / configured in the flow (on the step itself? In a system constant? [name the constant]).](#_Errors,_Emails_and" \o "Does the flow proactively tell us that something is wrong? If so, how?)
2. *No Tasks are created*
3. *No Pop-ups are shown*
4. *No Emails are sent*
5. [In the event of mid-process failures, where are the checkpoints where data can be reprocessed safely?](#_Use_Case)

*Try to resend the email notification*

# Integrated External Systems other than Aria (such as SFTP)

*Describe all external system involvement, such as FTP sites, SAP, or other systems not Aria or workflow. Answer these questions for each system.*

1. [List the Non-Aria systems that this process integrates with (retrieves information from or pushes information to).](#_Integrated_External_Systems" \o "Previous customers have integrated with Moduslink, SFTP servers, corporate mail servers, SAP and many other systems. These external systems could be the source of issues and should be known in advance of investigation.)

*Not applicable*

1. [What data does workflow push data to this external system?](#_Integrated_External_Systems" \o "In the course of troubleshooting and testing, we do not want to introduce bad data into production (creating accounts, changing plans, etc...). Let us know what changes are made in external systems that must be avoided when testing.)

*Not applicable*