

[illegible]

Name of Function	Name of Subline	Description of Flow	Key Details	Sub-headers	CT Test Used	CT Team Responsibility	Quick Test References
Bitcoin - Deposits	Deposit Received	How to receive rejected deposits	Processes for redirecting rejected deposits to another wallet			BA002 Team Only	Cash App (Bitcoin - Rejected Deposit Received)
	Missing Deposits	Customer claims missing deposit	No deposit visible in regulator for claimed deposit			BA002 Team Only	Cash App (Bitcoin - Missing Deposit); Cash App (Bitcoin - Missing Deposit - Purchase)
Bitcoin - Deposits	Unapproved Cryptocurrency	Non-bitcoin cryptocurrency sent to Cash App	Customer account BIC or other cryptos instead of BTC			BA002 Team Only	Cash App (Bitcoin - Unapproved Currency Type); Cash App (Bitcoin - Unapproved Currency Type - Purchase); Cash App (Bitcoin - Unapproved Currency Type - Sell)
Bitcoin - Deposits	General Bitcoin education and information	Help customers understand Bitcoin and Cash App	How customers understand Bitcoin and Cash App			BA002 Team Only	Cash App (Bitcoin - General Bitcoin Education - Buy); Cash App (Bitcoin - General Bitcoin Education - Sell)
Bitcoin - Deposits	Bitcoin Features Remover	Requests to remove Bitcoin feature	Bitcoin cannot be disabled or removed from Cash App			BA002 Team Only	Cash App (Bitcoin - Feature Remover)
Bitcoin - Deposits	Bitcoin not available in certain countries	Bitcoin not available in UK	Bitcoin not available in UK			BA002 Team Only	Cash App (Bitcoin - Unavailable Country)
Bitcoin - Deposits	Bitcoin Recovery	Viewing Bitcoin transaction receipt	How to view Bitcoin transaction receipt			BA002 Team Only	Cash App (Bitcoin - Receipt); Cash App (Bitcoin - Withdraw Receipt)
Bitcoin - Deposits	Bitcoin Taking Points	General Bitcoin discussion points	Talking points for official Bitcoin conversations			BA002 Team Only	Cash App (Bitcoin - Change View Wallet Address)
Bitcoin - Deposits	Bitcoin Quick Tests	Basic Bitcoin support responses	Common Bitcoin support quick tests			BA002 Team Only	Cash App (Bitcoin - Need More Info; Cash App (Bitcoin - Sell - What is Security)
Bitcoin - Deposits	Bitcoin BIC Issues	Service disruption handling	How to handle Bitcoin-related service issues			BA002 Team Only	Cash App (Bitcoin - BIC; Cash App (Bitcoin - BIC - What is Security); Cash App (Bitcoin - BIC - What is Security)
Bitcoin - Deposits	100% BIC	Customer not free questions	Disrupting related questions about Bitcoin forms			BA002 Team Only	Cash App (Bitcoin - No Document)
Bitcoin - Deposits	100% BIC Accounts	How to access the documents	Instructions for downloading 100% BIC forms			BA002 Team Only	Cash App (Bitcoin - No Document)
Bitcoin - Deposits	100% BIC Discrepancy - Name	Incorrect name on tax form	Processes for correcting name on 100% BIC			BA002 Team Only	Cash App (Bitcoin - Incorrect Name - 100% BIC)
Bitcoin - Deposits	100% BIC Discrepancy - Address	Incorrect address on tax form	Processes for correcting address errors on 100% BIC			BA002 Team Only	Cash App (Bitcoin - Incorrect Address - 100% BIC); Cash App (Bitcoin - Request Follow-up - 100% BIC); Cash App (Bitcoin - Change Document - 100% BIC); Cash App (Bitcoin - Change Accepted - 100% BIC)
Bitcoin - Deposits	100% BIC Discrepancy - Proceeds	Incorrect proceeds amount on tax form	Processes for downloading proceeds discrepancy			BA002 Team Only	Cash App (Bitcoin - Incorrect Proceeds Amount - 100% BIC); Cash App (Bitcoin - Request Follow-up - 100% BIC); Cash App (Bitcoin - Change Document - 100% BIC); Cash App (Bitcoin - Change Accepted - 100% BIC)
Bitcoin - Deposits	Sponsored Account B-Notice	B-notice issues for sponsored accounts	Sponsored accounts need sponsor to handle B-Notice			BA002 Team Only	Cash App (Bitcoin - Sponsored Account - B-Notice); Cash App (Bitcoin - Sponsored Account - B-Notice - What is Security)
	Buying Bitcoin	How to purchase Bitcoin	Basic Bitcoin purchase process and requirements			BA002 Team Only	Cash App (Bitcoin - Buy Bitcoin); Cash App (Bitcoin - Buy Bitcoin - What is Security); Cash App (Bitcoin - Buy Bitcoin - What is Security)
Bitcoin - Buy and Sell	Auto-Hold Purchases	Receiving Bitcoin purchases	Selling to automatically Bitcoin purchases			BA002 Team Only	Cash App (Bitcoin - Auto-Hold Purchase - Add/Remove)
Bitcoin - Buy and Sell	Custom Orders	Custom Bitcoin orders	Orders that execute when price reaches certain levels			BA002 Team Only	Cash App (Bitcoin - Placing a Custom Order); Cash App (Bitcoin - Custom Order Purchase); Cash App (Bitcoin - Cancel Order)
Bitcoin - Buy and Sell	Buy Thresholding	Issues with Bitcoin purchases	Thresholding failed Bitcoin purchases		Regulatory, Tax/Sec	BA002 Team Only	Cash App (Bitcoin - Buy Thresholding - Buy); Cash App (Bitcoin - Buy Thresholding - Buy - What is Security); Cash App (Bitcoin - Buy Thresholding - Buy - What is Security)
Bitcoin - Buy and Sell	Accountant approval / Sale	Customer accidentally bought Bitcoin	Processes for handling accidental Bitcoin purchases			BA002 Team Only	Cash App (Bitcoin - Accidental Purchase - Buy); Cash App (Bitcoin - Accidental Purchase - Buy - What is Security); Cash App (Bitcoin - Accidental Purchase - Buy - What is Security)
Bitcoin - Buy and Sell	Selling Bitcoin	How to sell Bitcoin	How Bitcoin selling process			BA002 Team Only	Cash App (Bitcoin - Sell Bitcoin); Cash App (Bitcoin - Sell Bitcoin - What is Security); Cash App (Bitcoin - Sell Bitcoin - What is Security)
Bitcoin - Buy and Sell	Bitcoin on Mobile	Using Bitcoin features on cash app	Web interface Bitcoin functionality			BA002 Team Only	Cash App (Bitcoin - Buy Bitcoin - What is Security); Cash App (Bitcoin - Buy Bitcoin - What is Security)
Bitcoin - Buy and Sell	Bitcoin Price	Bitcoin price information and volatility	How Bitcoin pricing works and price changes			BA002 Team Only	Cash App (Bitcoin - Price Explanation); Cash App (Bitcoin - Price Volatility)
Bitcoin - Buy and Sell	Performance Metrics	Bitcoin performance tracking	In-app Bitcoin performance metrics			BA002 Team Only	Cash App (Bitcoin - View Bitcoin Performance); Cash App (Bitcoin - Performance - Detailed); Cash App (Bitcoin - Performance - Detailed)
Bitcoin - Buy and Sell	Checking Bitcoin Balance	How to view Bitcoin balance	Instructions for viewing Bitcoin balance and activity			BA002 Team Only	Cash App (Bitcoin - View Balance); Cash App (Bitcoin - View Activity); Cash App (Bitcoin - View Activity)
Bitcoin - Buy and Sell	Bitcoin Fees	Bitcoin transaction fees	Fees for buying and selling Bitcoin			BA002 Team Only	Cash App (Bitcoin - Fees)
Bitcoin - Buy and Sell	Push to Bitcoin	Converting payments to Bitcoin	How to convert payments to Bitcoin			BA002 Team Only	Cash App (Bitcoin - Push to Bitcoin - Buy); Cash App (Bitcoin - Push to Bitcoin - Buy - What is Security); Cash App (Bitcoin - Push to Bitcoin - Buy - What is Security)
Bitcoin - Buy and Sell	Bitcoin Purchase Limits	Limits on Bitcoin purchases	\$10k limit purchase limit, 3 transactions/day			BA002 Team Only	Cash App (Bitcoin - Limits); Cash App (Bitcoin - Limits - Buy); Cash App (Bitcoin - Limits - Buy - What is Security); Cash App (Bitcoin - Limits - Buy - What is Security)
Bitcoin - Buy and Sell	Increasing Purchase Limits	Requests to increase Bitcoin limits	Processes for handling limit increase requests			BA002 Team Only	Cash App (Bitcoin - Increased Limits); Cash App (Bitcoin - Increased Limits - Buy); Cash App (Bitcoin - Increased Limits - Buy - What is Security); Cash App (Bitcoin - Increased Limits - Buy - What is Security)
Bitcoin - Buy and Sell	Bitcoin Wire Transfers	Wire transfers for large Bitcoin purchases	How to transfer wire purchases over debit card limits			BA002 Team Only	Cash App (Bitcoin - Wire Transfer - Buy); Cash App (Bitcoin - Wire Transfer - Buy - What is Security); Cash App (Bitcoin - Wire Transfer - Buy - What is Security)
Bitcoin - Lightning Network	Lightning Overview	What is Bitcoin Lightning Network	Explanation of Lightning Network technology			BA002 Team Only	Cash App (Bitcoin - Lightning - Buy); Cash App (Bitcoin - Lightning - Buy - What is Security); Cash App (Bitcoin - Lightning - Buy - What is Security)
Bitcoin - Lightning Network	Lightning Feature Process	How to receive Lightning payments	Processes for receiving Bitcoin Lightning Network			BA002 Team Only	Cash App (Bitcoin - Lightning - Buy); Cash App (Bitcoin - Lightning - Buy - What is Security); Cash App (Bitcoin - Lightning - Buy - What is Security)
Bitcoin - Lightning Network	Lightning on Blockchain	Differences between Lightning and on-chain	Comparison of Lightning Network vs Bitcoin Network			BA002 Team Only	Cash App (Bitcoin - Lightning - Buy); Cash App (Bitcoin - Lightning - Buy - What is Security); Cash App (Bitcoin - Lightning - Buy - What is Security)
Bitcoin - Lightning Network	Automatic Lightning processing	Automatic Lightning processing	Deposits of Lightning when possible			BA002 Team Only	Cash App (Bitcoin - Lightning - Buy); Cash App (Bitcoin - Lightning - Buy - What is Security); Cash App (Bitcoin - Lightning - Buy - What is Security)
Bitcoin - Lightning Network	Expiring Lightning Requests	Lightning payment requests that expire	Lightning payment expires after 72 hours			BA002 Team Only	Cash App (Bitcoin - Lightning - Buy); Cash App (Bitcoin - Lightning - Buy - What is Security); Cash App (Bitcoin - Lightning - Buy - What is Security)
Bitcoin - Lightning Network	Missing Lightning Deposits	Claims of missing Lightning Deposits	Customer claims Lightning deposit not received			BA002 Team Only	Cash App (Bitcoin - Deposit - Missing Lightning Deposit)
Bitcoin - Lightning Network	Lightning Limits	Lightning specific transaction limits	\$10k weekly limit for Lightning deposits			BA002 Team Only	Cash App (Bitcoin - Lightning - Buy); Cash App (Bitcoin - Lightning - Buy - What is Security); Cash App (Bitcoin - Lightning - Buy - What is Security)
Bitcoin - Lightning Network	Lightning in New York	Lightning restrictions in NY	Lightning not available to NY customers			BA002 Team Only	Cash App (Bitcoin - Lightning - Buy); Cash App (Bitcoin - Lightning - Buy - What is Security); Cash App (Bitcoin - Lightning - Buy - What is Security)
Bitcoin - Lightning Network	Lightning QR Code Issues	Using static QR code multiple times	QR code may be for other QR code used twice			BA002 Team Only	Cash App (Bitcoin - Lightning - Buy); Cash App (Bitcoin - Lightning - Buy - What is Security); Cash App (Bitcoin - Lightning - Buy - What is Security)
Bitcoin - ETV and Account Access	ETV Overview	Bitcoin identity verification process	Requirements for Bitcoin deposits and withdrawals			BA002 Team Only	Cash App (Bitcoin - Identity - General Info)
Bitcoin - ETV and Account Access	Compliance Check	Background compliance verification	Automatic check before Bitcoin ETV process			BA002 Team Only	Cash App (Bitcoin - Compliance - Buy); Cash App (Bitcoin - Compliance - Buy - What is Security); Cash App (Bitcoin - Compliance - Buy - What is Security)
Bitcoin - ETV and Account Access	ETV Status - Eligible	Successfully verified for Bitcoin	Customer approved for Bitcoin deposits/withdrawals			BA002 Team Only	Cash App (Bitcoin - Withdrawal - Verification Completed)
Bitcoin - ETV and Account Access	ETV Status - Ineligible	Failed Bitcoin verification	Customer not approved for Bitcoin deposits/withdrawals			BA002 Team Only	Cash App (Bitcoin - Failed ETV)
Bitcoin - ETV and Account Access	ETV Status - Can't be Eligible	Eligible to attempt verification	Customer can't attempt Bitcoin ETV process			BA002 Team Only	Cash App (Bitcoin - ETV Error)
Bitcoin - ETV and Account Access	ETV Status - Pending	Verification under review	ETV submitted and pending manual review			BA002 Team Only	Cash App (Bitcoin - Withdrawal - Pending Verification); Cash App (Bitcoin - Withdrawal - Pending Verification)
Bitcoin - ETV and Account Access	ETV Troubleshooting	Issues with verification process	Help with ETV problems and notes			BA002 Team Only	Cash App (Bitcoin - ETV Troubleshooting - Buy); Cash App (Bitcoin - ETV Troubleshooting - Buy - What is Security); Cash App (Bitcoin - ETV Troubleshooting - Buy - What is Security)
Bitcoin - ETV and Account Access	Failed SMS Check	Missing phone number for Bitcoin	Phone number required for Bitcoin purchases			BA002 Team Only	Cash App (Bitcoin - Buy Bitcoin - What is Security)
Bitcoin - ETV and Account Access	Status of Anti-Fraud Questionnaire	Additional verification step	Questionnaire required after ETV approval			BA002 Team Only	Cash App (Bitcoin - Verification - Questionnaire Add On)
Bitcoin - Square Connections	Square Connections Overview	Square with Bitcoin connection feature	Square offers to connect sales to Bitcoin via Cash App			BA002 Team Only	Cash App (Bitcoin - Connections - What is it)
Bitcoin - Square Connections	Square on Cash App Support	Which team handles what questions	Square handles account questions, Cash App handles Bitcoin questions			BA002 Team Only	Cash App (Bitcoin - Bitcoin Connections - Square Seller Question)
Bitcoin - Square Connections	Managing Connections	What customers can do with connected Bitcoin	Keep sell, or withdraw connected Bitcoin			BA002 Team Only	Cash App (Bitcoin - Bitcoin Connections - Manage in Cash App)
Bitcoin - Square Connections	Connection Fees	Fees for Square Bitcoin connections	Fee for changed for each connection			BA002 Team Only	Cash App (Bitcoin - Bitcoin Connections - Fees)
Bitcoin - Square Connections	Connection Limits	Limits on Square connections	Subject to request \$10k weekly Bitcoin purchase limits			BA002 Team Only	Cash App (Bitcoin - Bitcoin Connections - Limits)
Bitcoin - Square Connections	Account Linking	Linking Cash App to Square account	Only personal Cash App accounts can be linked			BA002 Team Only	Cash App (Bitcoin - Bitcoin Connections - CASH account link)
Bitcoin - Square Connections	New York Availability	Square connection in NY	Linking not available to NY residents			BA002 Team Only	Cash App (Bitcoin - Bitcoin Connections - CASH account link)
Bitcoin - Square Connections	100% BIC Discrepancy Review	100% BIC discrepancy review	Processes for reviewing completed tax form errors			BA002 Team Only	Cash App (Bitcoin - Discrepancy - Buy); Cash App (Bitcoin - Discrepancy - Buy - What is Security); Cash App (Bitcoin - Discrepancy - Buy - What is Security)
Bitcoin - Square Connections	First Bitcoin	Initial Bitcoin workflow	Customer needs to update KYC information			BA002 Team Only	Cash App (Bitcoin - Discrepancy - Buy); Cash App (Bitcoin - Discrepancy - Buy - What is Security); Cash App (Bitcoin - Discrepancy - Buy - What is Security)
Bitcoin - Square Connections	Second Bitcoin	Follow-up Bitcoin workflow	Customer needs to submit Social Security Card			BA002 Team Only	Cash App (Bitcoin - Discrepancy - Buy); Cash App (Bitcoin - Discrepancy - Buy - What is Security); Cash App (Bitcoin - Discrepancy - Buy - What is Security)
Bitcoin - Square Connections	Exchange Disabled	Bitcoin features disabled due to in-eligible	Customer cannot buy/sell Bitcoin until resolved			BA002 Team Only	Cash App (Bitcoin - Discrepancy - Buy); Cash App (Bitcoin - Discrepancy - Buy - What is Security); Cash App (Bitcoin - Discrepancy - Buy - What is Security)
Bitcoin - Square Connections	Bitcoin Overview	What is Bitcoin wallet	Self-educational wallet with hardware device			BA002 Team Only	Cash App (Bitcoin - Buy Bitcoin - What is it)
Bitcoin - Square Connections	Bitcoin Integration	What Bitcoin works with Cash App	Cash App integration with buying and transferring to Bitcoin			BA002 Team Only	Cash App (Bitcoin - Buy Bitcoin - Buy); Cash App (Bitcoin - Buy Bitcoin - Transfer/Withdraw)
Bitcoin - Square Connections	Bitcoin Restrictions in NY	Bitcoin restrictions in New York	Bitcoin not available to NY customers			BA002 Team Only	Cash App (Bitcoin - Buy Bitcoin - Buy)

Name of Workflow	Name of Subflow	Description of Flow	Key Details	Data Leveraged	<input type="checkbox"/> Team Responsibility <input type="checkbox"/> Quick Test References
Biller-Biller	Biller Transactioning	Issues with Biller transactions	Transactioning failed Biller transactions	8/10/22 Team Only	Cash App (Biller - Biller - No WTS), Cash App (Biller - Biller - Over balance), Cash App (Biller - Biller - WTS), Cash App (Biller - Biller - reset) App Cash App (Biller - Biller - Exceeded Limits)
Biller-Biller	Biller Limits	Regular Biller limits	Subject to regular bitcoin buy and withdrawal limits	8/10/22 Team Only	Cash App (Biller - Withdrawal Fee Expiration), Cash App (Biller - Withdrawal Fee Partial), reset
Biller-Fee	Biller Fees	Fees for Biller transactions	Standard withdrawal fees apply to Biller transactions	8/10/22 Team Only	Cash App (Biller - No Exceeds Fee WTS)