Name of Workflow	Name of Subflow	Description of Claw	Kas Datalis	Data Leverand	⊕ Tool Used	Team Responsibility	Quick Text References				
Stoon - Withdrawala	Bitcoin Withdrawals Overview	General bitcoin withdrawal process and speed reviews	Customers can withdraw bitcoin to external wallets, merchants, or other Cash App users.	The data used to socials this information was within the following (\$1)		Frontine	Cash App (Bitcoin - Withdrawa), Cash App (Bitcoin - Withdrawal Speed Cotional				
			Innee speed options: Priority (~10 min), Rush (~2 hours), Standard (24 hours)	The data used to acquire this information can be found within the "Speed" rection under the "Inspections" tab in Security Additions.			Annual manage and the second s				
Bitcoin - Withdrawals	Bitcoin Withdrawal Speed Options	Different withdrawal speeds and associated fees	Priority: -10 min with fee, Rush: -2 hours with lower fee, Standard: 24 hours free	transition action. The data was do sequire this information can be found within the "Speed" section under the "Transactions" tab in Regulator Additionally, another way this data is leveraged us to the use of the TCC O-chain Welderwall tab in Transition of the Company of the Company of the Company of the Company of the "Sendard, Rash, or "Priory". The data was do caggie that information can be found within the "Speed".	Regulator	Frontine	Cash App (Bitcoin - Withdrawal Speed Options)				
Shoole - Withdrawala	Upgrade to Priority Withdrawalis	Process for upgrading withdrawal speed	Customers can upgrade Rush or Standard to Priority with additional fees from Bitcoin balance	section under the "Transactions" tab in Regulator. Additionally, another way this data is leveraged in via the use of the 'WTC On-chain Withdrawals' tab in Regulator. Within the 'Selected Speed' column, you'll see the following options: 'Standard, Rush, or "Priority". This provides more context about the speed that	Regulator	BASED Team Only	Cash App (Bitcoin - Upgrade to priority withdrawal), Cash App (Bitcoin - Upgrade to priority - Fees), Cash App (Bitcoin - Withdrawal append feature request)				
Bitcoin - Withdrawals	Bitcoin Withdrawal IDV	Customer is not eligible to utilize littooin On-chain products (falled compliance)	If a customer is not able to utilize Ritcoin Co-chain products, they'll receive an in-app prompt that states they're not eligible at this time	The data leveraged to check a customers eligibility for the use of RTC On chain products can be located by viewing the "Eligibilities" tag within the "RTC" to bin Toolbox. Tag on the desired action the customer is trying to take (i.e. withdraw, receive, etc.). These will recemble the following in Toolbox: Crypto Eligibility.	Toolbox	Frontine	Cash App (Bitcoin - Failed compliance exclusion list check), Cash App (Bitcoin - Failed compliance check - Pumback)				
Bitcoin - Withdrawals	Bitcoin Withdrawal IDV	Customer is failing the ehanced verification request when trying to withdraw bitcoin from their account	Sometimes, our risk systems will sak for proof of identification when withdrawing bitcoin, when this happens a customer will need to present the requested info. Either a copy of their identification and/or a neal time saffle	Season / LONG-LONG, ILLCOND / BITC, WITHOROW - PALLETE.  To check whether a customer is experiencing this issue can be found by navigating to Regulator, tapping on the BTC Ch-chain Withdrawals tab & then looking under the Fallaus Reason column. Once here, we can confer that a customer is experiencing this particular issue by broking for the following neath FALIO_LIVENESS_WERP.CLIDIM.	Regulator	Frontline	Cash App (Bitcoin - DV Check Settle Review)				
Bitcoin - Withdrawals	Ritcoin Withdrawal IDV	Customers asking whether they can change their answers to the "Source of Funds" questionnaine	Customers will corretine reach out & see if it's possible to change the responses they entered for the Source of Funds questionnaire. They're an't able to do this & we can provide them with this information per the QT in the Knowledge Article	The use of the CF1 Knowlege Article to find the appropriate quick text for this matter	CF1 (Salesforce)	Frontine	Cash App (Bitcoin - Linable to Change Response)				
Bitcoin - Withdrawals	Withdrawal Limits - General	Standard withdrawal limits and restrictions	Mir. 0.001 BTC (Standard) or 0.00005 BTC (Rush/Priority), Max: \$2k/day, \$5k/week, 20 withdrawals/week	The use of the CF1 Knowlege Article to find the appropriate quick text for this matter. Additionally, we valided the data from the "Customer Crypto limits" section within the "Summary! this hostbox to confirm the connect limits are associated with the customers account. Another way this data can be leveraged as Van Regulator by navigating to 3 More if there "Customer Crypto".	CF1 (Salesforce), Regulator, Toolbox	Frontline	Cash App (Bitcoin - Standard limits), Cash App (Bitcoin - Standard acct - Feature increase limits), Cash App (Bitcoin - Limits Pushback)				
Bhools - Withdrawals	Withdrawal Limits - New Accounts	Limits for accounts under 90 days old	Weekly limit reduced to \$1k for accounts less than 90 days old	Limits." The sam of the CPT Knowlege Article to find the appropriate quick text for this matter. Additionally, overalleded the data from the "Customer Crypto Innits" accidion within the "Summary (as to Mobila to confirm the control limits are accident within the "Summary (as to Mobila to confirm the control limits are likewaged in via Regulator by navigating to "Motor" is then "Customer Crypto Limits".	Regulator, CF1 (Salesforce), Toolbox	Frontine	Cash App (Bitcoin90 day old soct - Limits), Cash App (Bitcoin90 day old soct - Feature increase limits), Cash App (Bitcoin - Limits Pushback)				
Bitcoin - Withdrawals	Dynamic Limits Experiment	Increased limits for select customers	\$10k/day and \$25k/week for eligible customers (up from \$2k/\$5k), automatic selection	Limitz." We leverage the data found within the BTC On-chain Withdrawals tab in Regulators confirm whether a customer has exceeded that weekly of daily the confirm of the confirm whether a customer has exceeded the weekly of daily "Pallan Reason" (column to idently which fell was exceeded by the customer. LIMITED_WITH SEEDAY meaning they've exceeded their weekly limit & LIMITED_WITH reasoning they've succeeded their daily limit.	CF1 (Salesforce), Regulator, Toolbox	Frontine	Cash App (Bitcoin - Dynamic Limits - Confirm), Cash App (Bitcoin - Dynamic Limits - Availability), Cash App (Bitcoin - Exceeded Daily Dynamic Withdrawal Limit), Cash App (Bitcoin - Exceeded Weekly Dynamic Withdrawal Limit)				
Mitcoin - Withdrawala	Withdrawal Receipts	Viewing and understanding withdrawal receipts	Customers can view receipts in Activity feed with transaction details and block explorer link		CF1 (Salesforce)	BASED Team Only	Cash App (Bitcoin - Withdrawal receipt), Cash App (Bitcoin - Missing Withdrawal - Serd), Cash App (Missing Withdrawal - Seret - Pushback)				
Sitcoin - Withdrawais	Withdrawal Status - Authed	Webdrawal in internal processing	Withdrawal authorized but not yet seet to blookchain	Invalide: We child the status of a customers pending payment by assignifying the BTC We child the status of a customers pending payment by assignifying the BTC Status of the payment to see if it obspire? SEMITITE, OUL, CHAN' or "POSCODE, ELCCOOKING, COSPENDITO", When we see these, we can expend to the status of the payment of the status	Regulator, Teolbox, Workshain Epitone	BASED Team Only	Cash Agg (Blocoin -Missing Withdrawal -Not Sent)				
Bitcoin - Withdrawals	Withdrawal Status - Captured	Completed withdrawal confirmation	Withdrawal complete and confirmed on blockchain	neward transaction into tor twel payment.  To welly the state of a completed beginning payment, we can navitate to Regulators #TC Con-chain Withdrawals tab - View the Column labeled Status.  A look to see "CORPINEDED CINE, CANN," When was set his, we can also verify a cumonest completed payment by ravigating over to <u>later inversed interchain</u> , consistance of the inhermoot states, eleving the destination waster address. It locating that transaction in question.  To confirm whether a customent transaction has been rejected, we can		BASED Team Only	Cash App (Bitcoin - Missing Withdrawal - Sent), Cash App (Bitcoin - Missing Withdrawal - Sent - Pumback)				
Bitcoin - Withdrawals	Withdrawal Status - Declined	Falled withdrawal to unsupported wallet	Withdrawal declined due to unsupported wallet or ToS violations	Reason column. Once here, we can identify a rejected payment by looking for "RESK_BLOCKED".	Regulator, Todbox, Blockchain Dytone	BASED Team Only	Cash App (Blacoin - Declined), Cash App (Blacoin - Declined Pushback), Cash App (Blacoin - View Balance)				
Bitcoin - Withdrawals	Cancelling Withdrawals	Unable to cancel bitcoin transactions	Ritcoin transactions cannot be cancelled once initiated	To confirm if a customers purposed has completed, we can excipto to Regulatory-circle on BTC Of-chair Whichemake table (both to see if the customer has the stratus CONFERIZO, MC, SHAW' sab. If so, we can proceed with sending the relevant equick state to inform the customer that we are not able to locate their purposes. To see the service of the confirm of the To confirm if a customers purposed has completed, we can except to To confirm if a customers purposed has completed, we can except to the confirm if a customers purposed has completed, where the purpose is customers purposed has completed, where the purpose is customers purposed has completed, where the purpose is customers and the purpose of the customers and the purpose of the purpose of the purpose of the purpose of the purpose of the purpose of the purpose of purpose	Toolbox, Regulator, Wockchain Explorer	Frontine	Cash App (Bitcoin - Authorized Payment), Cash App (Bitcoin - Authorized Payment Pushback)				
Bitcoin - Withdrawals	Incorrect Wallet Address Bitcoin Scams - General	Seet to wrong wallet address  Reporting and handling scam cases	Cannot reverse transactions sent to incorrect addresses  Process for customers reporting bitcoin scarms	To confirm if a customers payment has completed, we can navigate to Regulator - click on if IT Co-chain Withdrawals to & book to see if the continent has the status CONF-POILED, OF LEATH that I, we can proceed with a reading the relevant ryack texts to inform the customer than we are not able to locate their payment. The use of the CTI Knowlege Article to find the appropriate quick text for this matter.	Regulator, Toolbox, Blockchain Esplorer	Frontine Frontine	Cash App (Bitcoin - Sent to Incorrect Walled, Cash App (Bitcoin - Authorized Psymeet Pushback)  Cash App (Bitcoin - Scarn Report)				
Bacoin - Withdrawals Bacoin - Withdrawals	Bitcoin Scame - General Scam Warning	Reporting and handling scam cases In-app scam prevention warning	Process for customers reporting bitcoin scams  Warning displayed when sending to potentially scam-related addresses	matter We can confirm if a customer is receiving a scarn warning by manigating to Regulator > On-chain withdrawals tab > looking under the Risk Check Result > finding the SCAM_WARNING*	Toolbox Seculator	Frontine Frontine	Cash App (Bitcoin - Scam Report)  Cash App (Bitcoin - Scam warning)				
				responser / or volain withdraws tab > sooking under the look Check Result > finding the "SCAM_WARNING"  To confirm that a customer is experiencing a scam related block, we can	ranson, edgilistic						
Bitcoin , Withdrawals	One-Time Scam Blocks	Individual withdrawal cancellations	Specific withdrawals cancelled due to scam patterns	To confirm that a customer is experiencing a scam related block, we can navigate to Regulator > Click on BTC On-chain filthchavalls tab > view the Failure Reason column & see if it says SCAM_BLOCKED	Regulator, Toolbox	BASED Team Only	Cash App (Bitcoin Withdrawal - Scam Prevention), Cash App (Bitcoin Withdrawal - Scam Prevention Pushback), Cash App (Bitcoin Scam Prevention - Trusted Wallet)				
Bitcoin - Withdrawals	72-Hour Cooldown	Temporary withdrawal restriction	72-hour pause on all bitcoin withdrawals for high-risk scam patterns	To confirm that a customer is experiencing a scam related block, we can navigate to Regulator > Click on BTC lor-chain Withdrawals tab > view the Failure Resource column. Is see if it says MAMPL (For QUIDABLID). The use of the CFT Knowlege Article to find the appropriate quick text for this marker.	Regulator, Toolbox	BASED Team Only	Cash App (Bitcoin Scam Prevention - 72 hr Cooldown), Cash App (Bitcoin Scam Prevention - 72 hr Cooldown Pushback)				
Bitcoin - Withdrawals	Withdrawal Fees	Dynamic fees based on blockchain congestion	Fees vary by speed selection and blockchain congestion levels	The use of the CF1 Knowlege Article to find the appropriate quick text for this matter.		BASED Team Only	Cash App (Bitcoin - Withdrawal Fee Explanation), Cash App (Bitcoin - Withdrawal Fee Pushback), Cash App (Bitcoin - Withdrawal Fee Source)				
Stook - Withdrawals	Weekly Withdrawal Count Limit	Customer exceeded 20 withdrawals per week	Customer attempted more than 20 individual withdrawals in a week	To locate this limit, we can navigate to Toolbox > click on 'Customer crypto limits' > look for Bitcoin Withdraw weekly transaction count limit	Toolbox	Frantine	Cash App (Bitcoin - 20 withdrawals weekly limit)				
Bitcoin - Withdrawale	Lightning Withdrawal Limits	Lightning network specific limits	\$999 weekly limit for Lightning withdrawals	To locate this limit, we can navigate to Teolbox > clock on "Customer crypto limits" > look for "Bloon Lightning Send weekly limit" To confirm if a customer is sending above the minimum amount (0.0005 BTC), we can navigate to Regulator > BTC On-chain Withdrawals tab > & look for two		Frontine	Cash App (Blocoin - Esceeded Weekly Lightning Send Limit)				
Sitcoin - Withdrawals	Minimum Withdrawal Amount	Below minimum withdrawal threshold	Standard 0.001 BTC minimum; Rush/Priority: 0.00005 BTC minimum	invalue. The bloods had been, we can exprise to Touthers - dick an "Customer Gripts. The boates had been, we can exprise to Touthers - dick an "Customer Gripts. To boates had been on an exprise to Touthers - dick an "Customer or gript invalue". The lowest "Feed on "Customer or gripts of the or which provide the "Customer or gripts" and the "Customer of Stouthers of Stouthers or sending above the minimum amount of Stouthers. The customer of Stouthers of Stouthers or sending above the minimum amount of Stouthers of Stouthers or sending and the stouthers of Stouthers or sending and sending and sending and stouthers or sending and stouthers or sending and stouthers or sending and se		BASED Team Only	Cash App (Bitcoin - Withdrawal Minimum)				
Bitcoin - Withdrawals	Withdrawal Exsputes	Attempting to dispute bitcoin withdrawals	Ritcoin withdrawals cannot be disputed through normal dispute process	matter  We check the status of a customers pending payment by navigating to the BTC	OF1	Frontine	Cash App (Bitcoin - Unable to Dispute)				
Biscoin - Withdrawals	Pending Withdravals	Delayed withdrawal processing	Withdrawale may be delayed due to blockchain congestion	We check the state of a customer pending payment by excepting to the BTC We check the state of a customer pending payment by excepting to the BTC control of the payment to see in facilities ("SMINTED, OH, CAMAN" or "PSECONS_ECCONSAIN_CONSENSAINON," When we are then we can conform the CCI to a pending us use the relevant CC. Additionally, we asse that customer as excepting the Parket Southern		BASED Team Only	Cash Ago (Bitcoin Withdrawai Pending), Cash Ago (Bitcoin - Bithdrawai Speed - No Guarantee)				
Bitcoin - Withdrawals	Speed Guarantee Issues	Withdrawal speed not meeting quoted times	Withdrawal speeds are estimates not guarantees due to blockchain variation	The use of the CF1 Knowlege Article to find the appropriate quick text for this matter (NOTE, this is not a flow that \$8ASED owns & next steps are usually taken by froetline).		BASED Team Only	Cash App (Bitcoin - Withdrawal Speed - No Guarantee), Cash App (Bitcoin - Withdrawal Speed Exlayed)				
Bitcoin - Rink and Security	Bitcoin Security Overview	General bitcoin safety and security information	Square works to keep customers secure with PCI-DSS Level 1 compliance	The use of the CF1 Knowlege Article to find the appropriate quick text for this matter (NOTE, this is not a flow that \$8ASED owns & next steps are usually taken by function).	CF1 (Salesforce)	Frontline	Cash App (Bitcoin - Safety), Cash App (Bitcoin - Financial Partners)				
Bitcoin - Rink and Security	Account Takeover (ATO)	Unauthorized access to customer accounts	Follow normal ATO procedures for bitcoin-related account takeovers	taken by tromains).  The use of the CFT Kinowlege Article to find the appropriate quick text for this matter disTEE this is not a fine that 588.5CE come & next steep see could.	(E) (Salashera)	Frontine	Follow Risk - Account Takeovers (ATC) workflows				
				taken by frontline). The use of the CF Excovinge Article to find the appropriate quick text for this matter (NOTE, this is not a flow that \$88.655 come it next into a session by limited to the control of the control							
Bitcoin - Stok and Security	Unauthorized Bitcoin Transactions	Claims of unauthorized bitcoin transactions	Determine if genuine ATO or authorized payment scenario	matter (NOTE, this is not a flow that \$BASED owns & next steps are usually taken by frontline).	CF1 (Salesforce)	Frontline	Cash App (Bitcoin - Authorized Payment), Cash App (Bitcoin - Authorized Payment Pushback)				
Bitcoin - Risk and Security	Device Stolen/Lost	Lost or stolen device with bitcoin transactions	Follow confirmed last/stolen device workflow	The use of the CF1 Knowlege Article to find the appropriate quick text for this matter (NOTE, this is not a flow that \$8ASED owns & next steps are usually taken by frontline).	CF1 (Salesforce)	Frontline	Cash App (Bitcoin - Unable to Dispute), Follow Risk - Confirmed Lost/Stolen Device workflow				
	Available Bitcoin Features	Features sponsored accounts can use	Buy, sell, round ups, Paid in Bitcoin, Auto-Invest, Offers	The use of the CF1 Knowlege Article to find the appropriate quick text for this matter		Frontline	Cash App (Sponsored Account - Bitcoin Available Features)				
Bitcoin - Earnilles (Sponsored Accounts + Sponsor Accounts)	Unavailable Bitcoin Features	Features sponsored accounts cannot use	P2P transactions, gifting, Lightning withdrawals/deposits, Network withdrawals/deposits	matter  The use of the CF1 Knowlege Article to find the appropriate quick text for this matter.		Frontine	Cash App (Sponsored Account - Bitcoin Available Features)				
Bitcoin - Families (Sponsored Accounts + Sponsor Accounts)	Sponsored Account Limits	Ritcoin spending limits for sponsored accounts	Sponsors set limits from \$55400/month, customizable	To locate the limits associated with a Sponsored accounts bircoin limits, we can navigate to Toolbox > summary > Customer Crypto Limits		Frontine	Cash App (Sponsored Account - Bitcoin Limits), Cash App (Sponsored Account - Bitcoin Limits Pushback)				
Accounts a Sponsor Accounts)	Exceeded Bitcoin Limits	Sponsored account exceeded their bitcoin limit	Customer cannot transact due to reaching monthly limit	to continn whether the customer exceeded the simils associated with their account, we can navigate to Toolbox > Summary > Customer Crypto Limits To confirm whether this is the case, we utilize a couple different pieces of		Frontline	Cash App (Sponsored Account - Exceeded Bitcoin Limits)				
Bitcoin - Families (Sponsored, Accounts + Sponsor Accounts)	Bitcoin in New York	Bitcoin restrictions for NV sponsored accounts	As a note, sponsored accounts who have any ties to New York state make the sponsored account not able to interact with Bibcoin	marker To be been the limits associated with a Sponsored accounts binosis limits, we consider the second of the second of the second of the second of the To confide the second of the second of the limit of the second of the se		Frontine	Cash App (Sponsored Account - Bitcoin not available NY)				
	Sponsor Set Limits  Enable Bitcoin - Sponsor	How sponsors set or change bitcoin limits  How sponsors enable bitcoin for sponsored accounts	Process for sponsors to modify sponsored account limits  Process for sponsors to enable bitcoin features	Regulator - More > Customer address: To provide customers with more information about how they're able to raise these limits, we can look to the appropriate Quick Text mentioned within the Knowledge Archite - Bitcoin functionally is enabled for a specific account, we can avaigne to Tooloox - Sponsehips > Look under the "Sponsered by" section > Tap on the "a" com > the "Emailteeners" will say "Bhooin Trading" enabled (stability).		Frontine Frontine	Cash App (Sponsor - Set-Change Bitcoin Limits), Cash App (Sponsor - Unable to Set \$0 Bitcoin Limit) Cash App (Sponsor Account - Enable Bitcoin), Cash App (Sponsor - Enable Cleable Bitcoin)				
Accounts a Sponsor Accounts)	Enable Bitcoin - Sponsor  Enable Bitcoin - Sponsored Account		Process for sponsors to enable bitcoin features  Process for sponsored accounts to get bitcoin enabled	er Lain sanguer ar de Laine er spesialistique y control kalon en la situación Trading' enabled disabled.  To contiem whether the Bitcoin functionality is enabled for a specific account en can naugate to Tollour Spenioristique Louis (annet the "Spenioried By" section - Tag on the " " Loon > the "Enablement" will any "Bitcoin Trading' enabled disabled.		Frontine Frontine	Cash App (Sponsor Account - Enable Bitcoin), Cash App (Sponsor - Enable (Cisable Bitcoin)  Cash App (Sponsored Account - Enable Bitcoin), Cash App (Sponsored Account - Enable/Disable Bitcoin)				
				section > Tap on the "+" icon > the "Enablement" will say 'Witcoin Trading' enabled disabled.  To confirm if a customer has the 'Pajd in Bitroin' fautors anabled on their							
Bitcoin - Families (Sponsored, Accounts + Sponsor Accounts)	Paid in Bitcoin - Sponsored	Paid in Bitcoin for sponsored accounts	How sponsored accounts can use Paid in Bitcoin feature	enabled/disabled.  To confirm if a customer has the 'Paid in Bitcoin' feature enabled on their account, we can navigate to: Toolbox > Allocations > Customer-Configured Distributions > Look for BTC		Frontline	Cash App (Sponsored Account - Paid in Bitcoin - Get Started), Cash App (Paid in Bitcoin - Turn Ott), Cash App (Paid in Bitcoin - Update Investment), Cash App (Paid in Bitcoin - View Datallit)				
Bitcoin - Families (Sponsosed Accounts + Sponsor Accounts) Bitcoin - Families (Sponsosed Accounts + Sponsor Accounts)	Bitcoin Tax Implications	Tax responsibilities for sponsored accounts	Sponsor responsibilities for sponsored account bitcoin taxes	We're able to provide more contest about this particular matter utilizing the applicable Durk Tout for this source.		Frontline	Cash App (Sponsor - Bitcoin Tax Implications), Cash App (Sponsor - View Bitcoin Tax Statements)				
	Graduation Process	Sponsored account turning 18 and graduating	Process when sponsored account becomes individual account	Majority of this workflow utilizes the use of Quick Text's to better address a		Frontline	Cash App (Bitcoin - Sponsored Account - Graduation), Cash App (Bitcoin - Sponsor - Graduation)				
Accounts a Sportson Accounts	IDV Restricted Account	Account restricted due to failed graduation IDV	Sponsored account restricted from bitcoin due to verification issues	Wire able to confirm whether the customer has a bitcoin restriction by looking at the Lightning Panel within CFI. With this being said, the following will be seen 'RESTRICTED OVERAGE SPONSORGHEP'.		Frontline	Cash App (Bitcoin - Sponsored Account - Account Restriction)				
Bitcoin - Exmilier (Sponsored, Accounts + Sponsor Accounts)	Sponsorship Auto-Ending	Automatic end of sponsorship at 19	Process when sponsorship automatically ends	Majority of this workflow utilizes the use of Quick Tear's to better address a customers question about the apgrading of an account. However, we can		Frontine	Cash App (Bitcoin - Sponsored Account-Sponsor Removed), Cash App (Families - Prior Sponsor - Sponsorthip Ended)				
	Set Up Bitcoin Auto-Invest	How to schedule automatic bitcoin purchases	Instructions for setting up recurring bitcoin purchases	sees YSETICATE DISTRICT TO DIS		Frontine	Cash App (Bitcoin - Schedule Auto-Invest Purchase)				
Investing Sitroin - Auto-Invest	Cancel Bitcoin Auto-Invest	How to cancel automatic bitcoin purchases	instructions for canceling recurring bitcoin purchases	We can provide the customer with the selevant Quick Texts to better assist them with this matter. With this being said, we can check to see if a customer has cancelled a "Custom Auto Investing" order by ravigating to Toolbos >		Frontine	Cash App (Bitcoin - Cancel Auto-Invest Purchase)				
Bitcoin - Deposits	On-chain Deposits Overview	Bitcoin Network deposit process	Customers can deposit bitcoin from external wallets via blockchain	Crypto Trading > Looking for "Custom" in the "Order Type" & "Cancelled" The following guick test meetioned gives customers more insight into what steam must be taken in order to sender "		Frontine	Cash App (Bitcoin - Deposit)				
Bitcoin - Deposits	Lightning Deposits Overview	Lightning Network deposit process	Faster deposit process using Lightning Network	triggs must be taken in order to receive witcom into their own account.  The following quick text mentioned gives customers more insight into what steps must be taken in order to receive Bitcoin into their own account via the Lightnian Network.		Frontline	Cash App (Bitcoin - Lightning Deposit - Get Started)				
Siscoin - Deposits	Deposit Limits	Bitcoin deposit limits and restrictions	On-chain: \$10k/week, Lightning: \$99k/week	Lightning Network. We leverage the following pieces of data to locate the "deposit limits" associated with a customers socount. Navigate to Toolbox > Summary > Customer Crypto Limits. Once this is done, we can provide the related Quick Text.		Frontine	Cash App (Bitcoin - Deposit Limits), Cash App (Bitcoin Limits)				
State Security	Wallet Addresses	Bitcoin wallet address management	Address types and automatic address changes for privacy	Customer Crypto Limits. Uncoming a come, we can provide the instead quick. Test.  In addition to providing information from the relevant Quick Test, we've able to locate a customers' incolving! "On-this walket address by navigating over to Toobbox SETO: Viewing the "Walket Address."		Frontine	Cash App (Bitcoin - Supported Wallet Types), Cash App (Bitcoin - Change/View Wallet Address), Cash App (Change/View Wallet Address - Pushback), Cash App (Bitcoin - Cld Wallet Address)				
discon, supposit	Wallet Addresses Desosit Receipts	Ritcoin wallet address management	Address types and automatic address changes for privacy  How customers can view deposit receipts and details	We can use the relevant verbiage provided within the Quick Text to provide		Frontine	Cash App (Change/View Wallet Address - Pushback), Cash App (Ritcoln - Old Wallet Address)  Cash App (Ritcoln - Receipt)				
Bitcoin - Coposite  Bitcoin - Coposite	Deposit Peceipts  Pending Deposits - Waiting External	Viewing deposit transaction receipts  Deposits waiting for blockchain confirmation	How customers can view deposit receipts and details  Deposits pending external blockshain confirmation	continues and will of the stage fundament and was a surget of their Delta Constitute and the stage from the Member and a supposed. The stage of the stage fundament and the stage fundament and the stage of the st		Frantine  BASED Team Only	Cash Ago (Bitcoin - Riccept)  Cash Ago (Bitcoin - Isour/Colent Blockchain Feel; of no wallet address), Excalate to VOC (If confirmed on blockchain)				
Bitcoin - Deposits	Voided Deposits	Deposits that were voided	An incoming bilitatin deposit that ends up displaying as 'voided' in a customers account	when a payment is sent into a crit a count, it they advocately with a link to the customers pending payment or "great (intermediate areas".  When a payment is sent into a crit a count, but, becomes invalid on the Blockchain, this deposit becomes usoled and the funds are immediately natural into the senders account. When this count, we notify the customer of what occurred with the VI remoteration of a product force with the I was fill to their		BASED Team Only	Cash App (Bitcoin- Voided Deposits)				
Bitcoin - Deposits	Rejected Deposits - Over Limit	Deposits rejected for exceeding limits	Deposits over \$10k weekly limit need to be redirected	payment along with a direct link to the transaction on any blockchain explorer than flower blockchain constitutions & threat immembed sease. To confirm whether a customers incoming bitcoin deposit has exceeded the necessity limit, wire able to do be by taking the following steps: Nasigate to Regulator > Transactions > Identify the payment > Status of this transaction should show (in Revenuel - Deceded Limit)		BASED Team Only	Cash App (Blocoin - Exceeded Deposit Limits), Cash App (Blocoin - Exceeded Deposit Limits Pushback)				
Bitcoin - Deposits	Rejected Deposits - Compliance	Deposits rejected by compliance review	Deposits rejected for ToS violations need to be redirected	Regulator > Transactions > identify the payment > Sanuar of this transaction should those; in Reversal - Scoeded Limit). To confirm whether a customers incoming bitcoin deposit was rejected due to compliance purposes, with wall belief to do so by taking the following state. Navigate to Regulator > Transactions > identify the payment > Sanuar of this transaction though show (in Provensal - Rejected (Deposit).		BASED Team Only	Punteack)  Cash App (Bitcoin - Rejected Deposit), Cash App (Bitcoin - Rejected Deposit Puntback)				
				transaction should show (in Reversal - Rejected Deposit)							

	Name of Subflow	Description of Flow		Data Leveraged (*) Tool Used	() Team Responsibility	
Name of Workflow	Name of Subflow	Description of Flow	Key College	We provide the customer with the wallet address they're using to redirect their	☼ Team Responsibility	Quice transcencede
Stooks Deposits	Deposit Reversal	How to reverse rejected deposits	Process for redirecting rejected deposits to another wallet	variancesion in two different places. The first one being by, Navigating to Regulators - Topingo no Transactions - Locating payment in equation (in reversity) Viewing the wallest address than it is limited on the bettom. Another way we authors the wallest address accomment in indexeding their payments is via giving to Toolbox - STCC - STCC On-chain Reversals Tab > Locking for "Target Wallest Address".	BASED Team Only	Cash App (Blocoin - Rejected Deposit Reversal)
Bitcoin - Deposits	Missing Deposits	Customer claims missing deposit	No deposit visible in regulator for claimed deposit	Transactions' but Case here, if we don't see any transactions and both under see "Itanian actions' but Cross here, if we don't see any transactions that allows the "Itanian" Walting on Sisternal and/or ones that say "Bitcoil Credit" in the statement description, we proceed to notify here of the welldage in the quick	BASED Team Only	Cash App (Bitcoin - Missing Deposit), Cash App (Bitcoin - Missing Deposit - Pushback)
Bitcoin - Deposits	Unsupported Cryptocumency	Non-bitcoin cryptocumency sent to Cash App	Customer sent BCH or other crypto instead of BTC	seed. We send the associated guick text to inform the customer that BTC is the only crysto cusmicity that we support at this time. We send the associated quick sets or inform? notify the customer of all the things and more about what biscoin is, what the blockchain is, how it works, etc.	BASED Team Only	Cash App (Bitcoin - Unsupported Currency Type), Cash App (Bitcoin - Unsupported Currency Type - Pushback), Cash App (Bitcoin - Feature Other Cryptocurrencies) Cash App (What is Bitcoin), Cash App (Bitcoin - Get Started), Cash App (Bitcoin - What is the blockshain)
Bitcoin - Overview	Bitcoin Basics	General bitcoin education and information	Help customers understand bitcoin fundamentals	things and more about what bitcoin is, what the blockchain is, how it works, etc.	Frontline	blockshair?
Bitcoin - Overview Bitcoin - Overview	Bitcoin Feature Removal Bitcoin Unavailable Countries	Requests to remove bitcoin feature Bitcoin not available in certain countries	Bitcoin cannot be disabled or nemoved from Cash App Bitcoin not available in UK	The information is provided within the associated quick test!  The information is provided within the associated quick test!	Frontine Frontine	Cash App (Bitcoin - Feature Remove) Cash App (Bitcoin - Unavailable Country)
Bitcoin - Overview	Sitcoin Receipts	Viewing bitcoin transaction receipts	How to access workpts for bitcoin transactions	The information is provided within the associated quick test!	Frontine	Cash App (Bitcoin - Broeipt), Cash App (Bitcoin - Withdrawal Receipt)
Bitcoin - Overview	Bitcoin Talking Points	General bitcoin discussion points	Talking points for difficult bitcoin conversations	The information is provided within the associated quick test!	Frontline	Cash App (What is Bitcoin), Cash App (Bitcoin - Change/View Wallet Address)
Bitcoin - Overview	Bitcoin Quick Texts	Basic bitcoin support responses	Common bitcoin support quick tests	The information is provided within the associated quick test!	Frontline	Cash App (Bitcoin - Need More Info), Cash App (Bitcoin - Sat - What is Satoshi)
Bitcoin - Overview	Bitcoin SEV Issues	Service disruption handling	How to handle bitcoin-related service issues	The information is provided within the associated quick test!	Frontine	Cash App (Bitcoin SEV - Ongoing), Cash App (Bitcoin SEV - Final), Cash App (Bitcoin SEV - Resolved)
Bitcoin. 1093.B	1099 B FAQs	Common tax form questions	Frequently asked questions about bitcoin tax forms	The information is provided within the associated quick text!	Frontline	Cash App (Bitcoin - Tax Documents)
Bitcoin - 1099-B Bitcoin - 1099-B	10998 Access 10998 Discrepancies - Name	How to access tax documents Incorrect name on tax form	Instructions for downloading 10948 forms Process for correcting name errors on 10948	The information is provided within the associated quick test!	Frontine BASED Team Only	Cash App (Bitcoin - Tax Documents) Cash App (Bitcoin - Incorrect Name - 1099-46)
	10998 Discrepancies - Address	Incorrect address on tax form		We use an external tool named "SendSafely" to view & acquire more	BASED Team Only	Cash Ago (Bitcoin - Incorrect Name - 1099-8)  Cash Ago (Bitcoin - Incorrect Address - 1099-8)
Stroin - 1092 S	1099-B Discrepancies - Address 1099-B Discrepancies - Proceeds	Incorrect address on tax form  Incorrect proceeds amount on tax form	Process for correcting address errors on 1999-8  Process for investigating proceeds discrepancies	information about whether the address listed on the customers document in incorrect and needs to be changed and control of the control address? Instance mentioned above, we also use Sendificative to acquise documentation from customers who claims they're	BASED Team Only  BASED Team Only	Cash App (Bitcoin - Incorrect Address - 109946)  Cash App (Bitcoin - Incorrect Proceeds Amount - 109946), Cash App (Bitcoin - Request Follow-up - 109946), Cash App (Bitcoin - Changes Declined - 109948), Cash App (Bitcoin - Changes Accepted - 109948).
Btcoin - 1093-B	Sponsored Account B-Notices	B-natice issues for aponapsed accounts	Sponsored accounts need sponsor to handle B-ostices	The same instructed and secured Securification (1) in the design in other individuals and individuals and individuals and individuals and individual and individuals and individual and individuals and individuals and individuals and individuals and individual and individuals and individ	Frontine	10949)  Cash App (B Notice - Sponsor Account - Need Sponsor Contact 1), Cash App (B Notice - Sponsor Account - Need Sponsor Contact - Final)
Acoin - Buy and Self	Buying Bitcoin	How to purchase bitcoin	Basic bitcoin purchase process and requirements	necessary requirements, we check the aliasses linked to their account. This is is done by easigating to Regulator > looking at the bubbles on the top that say 'Email address', 'Phone (MAC', etc. Additionally, the customer must have a	Frontline	Cash App (Buy Bitcoin), Cash App (Bitk/Add Allad), Cash App (Bitcoin - Feature Purchase with Credit Card), Cash App (Bitcoin Purchase - Add Morey)
Bitcoin - Buy and Sell	Auto-Invest Purchases	Recurring bitcoin purchases	Setting up automatic bitcoin purchases	Customers who would like to acquire more insight into the "Auto Investing" features for BTC are vestalized the information provided within the relevant.	Frontline	Cash App (Bitcoin - Schedule Auto-Invest Purchase), Cash App (Bitcoin - Cancel Auto-Invest Purchase)
				Continues and the extension of the exten		Processory
Bitcoin - Bus and Sell	Custom Orders	Conditional bitcoin orders	Orders that execute when price reaches certain levels	features for BTC are verbalized the information provided within the relevant QTs.	Frontline	Cash App (Bitcoin - Placing a Custom Order), Cash App (Bitcoin - Custom Order Pushback), Cash App (Bitcoin - Canoel Order)
Scoin - Buy and Sell	Buy Troubleshooting	Issues with bitcoin purchases	Troubleshooting failed bitcoin purchases	QTL SALSCO does not handle any quaries sumounding the purchasing & selling of Blocks. Notweet, with all bit such the Monett Transitire 15th within Regulator and the purchasine sum of the purchasine sum of the purchasine sum of the purchasine specific resears.  The relevant information possible within 14th QC can be entailund to the countries of 8th by a mistakely purchasine and of weld Monot.	Frontine	Cash App (EV Retry), Cash App (Auto Block - Bitcoin), Cash App (Edt/Add Alias), Cash App (Add Morey Rate Limited - Wait 24/48 Hours), Cash App (Bitcoin - Suchange Supired Contract Token)
				to commit whether an attempted purchase of BTC is being rejected for any specific reason.  The reliance information provided within the CE can be used in the first formation and the committed within the CE can be used in the committed of the committed within the CE can be used in the committed of the committed		
Bitcoin - Ruy and Sell	Accidental Purchase / Sale	Customer accidentally bought bitcoin	Process for handling accidental bitcoin purchases	customer if they've mississening provided within the Utilization of wersalized to the customer if they've mississening purchased and/or sold littoria.	Frontine	Cash App (Bitcoin - Accidental Purchase/Sale)
Bitcoin - Buy and Sell	Selling Bitcoin	How to sell bitcoin	Basic bitcoin selling process	customer if they're trying to sell all of the Bloom.	Frontine	Cash App (Sell Bitcoin), Cash App (Bitcoin - Sell all)
Stooks Buy and Sell	Bitcoin on Web	Using bitcoin features on cash app	Web interface bitcoin functionality	continent if they've mistakeing purchased and it is old liktoon.  The relevant information provided within the QC can be eventuallized to the continent if they've trying to sail all of the liktoois.  The relivant external provided within the act QC can be eventuallized to the continent move insight this the specific request that they've trying to acquire more information about.	Frontline	Cash App (Web - Login), Cash App (Web - Buy bitcoin), Cash App (Web - Sell bitcoin), Cash App (Web - Bitcoin feature request), Cash App (Web - Bitcoin seature request), Cash App (Web - Bitcoin seature)
Stooin - Ruy and Sell	Bitcoin Price	Ritcoin price information and volatility	How bitcoin pricing works and price changes	The QT mentioned here goes into further insight about how the volatility /	Frontine	Cash App (Bitcoin - Price Explanation), Cash App (Bitcoin - Price Volatility)
				this Light Bod of the Lander to the ownermation is surrised to provide that attention to beside the floating from the mainting of the control of the provided the control of the control of the professions models works within these ago, They're all allow to find duct make allowards about their relative, which their produce did not out move allowards about their relative, which their produced force, and move with the policy floating.		
tooin - Rua and Sell	Performance Module	Bitcoin performance tracking	In-app bitcoin performance metrics	of the performance module works within their app. They're able to find out more information about their returns, what this module does, and more with the	Frontline	Cash App (lilew bitcoin performance), Cash App (Bitcoin performance - Details), Cash App (Bitcoin performance - Returns confusion)
		How to view bitcoin balance			Frontine	Cash App (Blooin - View Balance), Cash App (Blooin - View Activity), Cash App (Blooin - View Earnings)
itcoin - Ruy and Sell	Checking Bitcoin Balance		Instructions for viewing bitcoin balance and activity	common of Rayle by eying is see him much blassin they carefully always in their The secondard City are already as the rows afformation and the fines association with purchasing / analogy on the partners. With this being set if, even in this to company the common of the common of the common of the common of the common of the Year's association of the The Secondary of the common of the common of the common of Facilities in a date to be investigate for the Common of the Common		
Bitcoin - Buy and Sell	Sitcoin Fees	Bitcoin transaction fees	Fees for buying and selling bitcoin	rine associance or goes into more information about the fives associated with purchasing / ceiling on the platform. With this being said, with able to navigate to Toolbox > Consto Trading > Selection and transaction to you the "Norward" and	Frontline	Cash App (Bitcoin - Fees)
				"Fees" associated with the transaction. Freetine is able to leverage the "Allocations" tab within Toolbox to confirm		
Bitcoin - Buy and Sell	Paid in Bitcoin	Converting paycheck to bitcoin	Feature to automatically invest portion of paycheck in bitcoin	whether a customer has successfully enabled the use of the "Paid in Bitcoin" feature.	Frontline	Cash App (Paid in Bitcoin - Activate Physical Cast), Cash App (Paid in Bitcoin - Turn Off), Cash App (Paid in Bitcoin - Update Insectment), Cash App (Paid in Bitcoin - View Details), Cash App (Paid in Bitcoin - Limits)
Bitcoin - Buy and Sell	Bitcoin Purchase Limits	Limits on bitcoin purchases	\$100k/week purchase limit, 5 transactions/day	Manufacture is transfered by forestime & that information is interrupted in the different  That are 1 to leave a component organism being you can ensemble the degradate ×  More > Customeric Crypto Limite. Additionally, you can rewrighte to Toolbox >  Summany > Customeric Crypto Limite. Additionally, you can rewrighte to Toolbox >  Summany > Customeric Crypto Limite. Additionally, you can rewrighte to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewrighte to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to Toolbox >   Summany > Customeric Crypto Limite. Additionally, you can rewright to T	Frontline	Cash App (Bitcoin Limite), Cash App (Bitcoin - Dally Limit), Cash App (Update - Add On)
				More > Customer Crypto Limits. Additionally, you can navigate to Toolbox > Summary - Customer Crypto Limits.		
Stroin - Sky and Sell	Increasing Purchase Limits	Requests to increase bitcoin limits	Process for handling limit increase requests	A frontline handled flow that gives greater insight to customers who are asking	Frontline	Cash App (Bitcoin - Exceeded Weekly Limit), Cash App (Bitcoin - Exceeded Purchase Limits)
Bitcoin - Buy and Sell	Bitcoin Wire Transfers	Wee transfers for large bitcoin purchases	Wee transfer option for purchases over debit card limits	about the porchasing of excess is the secourse inter.  A hostline handled flow that give greater insight counterness who are asking about the purchasing of bitcoin & the limits associated with wiring money from their account.	Frontline	Cash App (Bitcoin Limits), Cash App (Bitcoin - Esceeded Weekly Limit), Cash App (Bitcoin - Feature Increase Limits)
Bitcoin - Lightning (LN) Receiver Deposits Overview	Lightning Overview	What is Bitcoin Lightning Network	Explanation of Lightning Network technology	The general quick text mentioned within the reference section provides customers with more information & insight about what Lightning is and how	Frontline	Cash App (Blooin - What Is Lightning)
				What is account.  The second of the second o		
Bitcoin - Lightning (LN), Bacelus Deposits Overview	Lightning Receive Process	How to receive Lightning payments	Process for receiving bitcoin via Lightning Network	customers with more information & insight about how to receive a deposit using the Lightning Network and how they're able to use it. No data is surfaced	Frontline	Cash App (Bitcoin - Lightning Deposit - Get Started), Cash App (Bitcoin - Receive via Lightning Address), Cash App (Bitcoin - Share Lightning Address)
Record Colonia Total				The general quick text mentioned within the renewice section provides		
Bitcoin - Lightning (LN), Security Deposits Overview	Lightning vs Blockchain	Difference between Lightning and on-chain	Comparison of Lightning Network vs Bitcoin Network	other than the use of the AA -QT.  The general quick text mentioned within the reference accion provides counceres with more information about the stant differences between the Lightning letteroit. It is a Go-chain Network No data is surfaced other than the use of the NAA -QT.	Frontline	Cash App (Bitcoin - Lightning Deposit - Bitcoin Network vs Lightning)
Bitcoin - Lightning (LN), Bacaline/Deposits Overview	Lightning Deposit Default	Automatic Lightning processing	Deposits default to Lightning when possible		Frontline	Cash App (Bitcoin - Deposit - Default to Lightning)
				connect Quals Term !  To confirm whether an incoming Lighthing deposit has expired when incoming into a customers account, with vable to take a closer lock into Toobbook them mayaging to the SMT Than & the execution between the high SMT Lighthing Withdrawals'. Once how, we cannot have still seen to the sale based of SMT Lighthing Withdrawals'. Once how, we cannot have still seen to LT SMISH seen and SMT Lighthing Mayador and the sale of SMT Lighthing Mayador and SMT to confirm the sear still seen they take payament failed.		
Bitcoin - Lightning (LNC) Receiver Deposits Overview	Expired Lightning Requests	Lightning payment requests that expired	Lightning requests expire after 72 hours	Withdrawain', Once here, we can then stilled from the tablassee with Lightning Withdrawain', Once here, we can then utilize the "Lit Failure Reason' & "Failure Reason' sections to confirm the exact reason why this payment failed.	BASED Team Only	Cash App (Bitcoin - Lightning Deposit - Request Expired)
				Wire able to confirm whether an incoming Lightning deposit is missing by		
Bitcoin - Lightning (LN), Bacalus Tesposite Overview	Missing Lightning Deposits	Claims of missing Lightning deposits	Customer claims Lightning deposit not received	White able to confirm whether an incoming Lightning deposit is missing by makinging to two different places: Within Regulator, see can exergent to the "Copput in Exposition that to seel of any population there. An additional source with able to dails as by makinging to Cobber a MEC - Lightning which is seen to the seed of the se	BASED Team Only	Cash App (Bitcoin - Deposit - Missing Lightning Deposit)
				deposits. If nothing appears, then we've able to inform the customer of the verblage mentioned in our Quick Text.		
Bitcoin - Lightning (LN) Bacelus/Deposits Overview	Lightning Limits	Lightning-specific transaction limits	\$999 weekly limit for Lightning deposits	The use of the Quick Text is the only piece of data that is leveraged directly	Frontline	Cash App (Bitcoin - Lightning Limits)
				Sen in the Knowledge Article State!  The Annual Property of the Control of the Co		
Sitroin - Lightning (LN), Secritor Deposits Overview	Lightning in New York	Lightning restrictions in NY	Lightning not available to NY customers	navigate to the continue is find "Payment Sources". If the zip code associated with their card is a New York cone, then they won't be able to use Lightning products. Additionally write able to check the elibibity tags of a revarience the	Frontline	Cash App (Bitcoin Lightning - Unavailable NH)
				navigating to Toolbox > BTC > Tapping on 'BTC_LN, WITH DISAN' I NIBLEGELT'. If it shows 'NO_MARKET_CAPABILITY', then this means that a customer is not		
Bitcoin - Lietenine (LN), Becelos Deposits Overview	Lightning QR Code Reuse	Using same QR code multiple times	Funds may be lost if same QR code used twice	able to use this product because they're in New York. The only data is surfaced is the use of the Quick Test located in the associated Knowledge Article!	Frontline	Cash App (Bitcoin Lightning - Using QR Code Multiple Times)
				Knowledge Articlel To confirm if a customer is verified to use BTC On-chain products, we've able to		
Bitcoin - DV and Account Access	DV Overview	Bitcoin identity verification process	Requirements for bitcoin deposits and withdrawals	There of the date is selected in the use of the Guide Tech Locardo for the associated including final contracting from the contraction of the contraction of the contraction of the contraction receipts on each Tech Locardo and Contraction of the Contraction of the Contraction proof of the other production of the Contraction of the	Frontline	Cash App (Identity Hub - General Info)
				To confirm if a customer is eligible to use BTC Ch-chain products, we can navigate over to Toolbay > BTC > Hower over the selected action the customer		
Stooln - IDV and Account Access	Compliance Check	Rackground compliance verification	Automatic risk check before IDV process	is trying to take (i.e. withdraw). If the eligibility tag displays "falled compliance", then this means that the customer is not eligible to use Co-chain products at	Frontline	Cash App (Bitcoin - Failed compliance exclusion list check), Cash App (Bitcoin - Failed compliance check - Pushback)
Bitcoin - EV and Account Access	IDV Status - Eligible	Successfully verified for bitcoin	Customer approved for bitcoin deposits/withdrawals	this time.  No data is leveraged other than the use of the Knowledge Article to identify the	Frontline	Cash App (Bitcoin - Withdrawal Verification Complete)
	and aged	and the second second	- approximation on minimation of Minimation and Min	this time. No data all womaped after than the use of the knowledge Article's judently the No data all womaped after than the use of the knowledge Article's judently the Thou and fidel Quild. Their item's yeard and a common has extended the Common continuous and produced and produced and an advantage of the Common continuous and produced and an advantage of the continuous and produced and advantage of the continuous and produced and advantage of the continuous and produced and produced and an advantage of the continuous and produced and advantage of the continuous and produced and advantage of the continuous and advantage of the		· · · · · · · · · · · · · · · · · · ·
				context, if a customer has entered the incorrect DGR or SSN while completing the entirety of the eDV flow, then they won't be able to dTDV with the correct		
Bitcoin - DV and Account Access	IDV Status - Ineligible	Failed bitcoin verification	Customer not approved for bitcoin deposits/withdrawals	information since they first entered the wrong info during the flow. When this happens, we're able to check that this is the case by navigating to Toolbox >	Frontline	Cash App (Bitcoin - Falled (DV)
				identity > Locate the most recent attempt > Look at the failure reason. If the reason is because of a DOB or SSN mismatch, then we can proceed with the use of the Chief Year.		
Itcoin - DV and Account Access	DV Status - Can Be Eligible	Eligible to attempt verification	Customer can go through bitcoin IDV process	No data is leveraged other than the use of the Knowledge Article to identify the correct Guick Test!	Frontline	Cash App (Bitcoin - IDV Retry)
				White able to confirm if a customer has successfully submitted the documentation for IDV by ravigation to Toolbox > BTC > Vignation the reservition		
Stoon - EW and Account Access	IDV Status - Pending	Verification under review	IDV submitted and pending manual review	Integration, we will she should be first in a first order by a security or finding a threat in because of a first	Frontline	Cash App (Bitcoin - Withdrawa) - Pending Verification), Cash App (BTC Verification 24/72+ Response 1), Cash App (BTC Verification 24/72+ Response 2 - Final)
				If a customer has attempted to submit the incorrect SSN one too many times.  They libe met with a sovere that states the following, "you've attempted to enter your real incorrection too many times," When this incorrection		
Bitcoin - IDV and Account Access	IDV Troubleshooting	Issues with verification process	Help with IDV problems and retries	confirm that they're running into this issue, by ravigating to Toolbus > Summary > Janus Rate Limiting Info & then viewing whether there are any active	Frontline	Cash App (Bitcoin - IDV Troubleshooting), Cash App (Bitcoin - Too many SSN Attempts)
				lockouts. To confirm if a customer has aliased linked to their account, we can use		
Bitcoin - DV and Account Access	Failed SMS Check	Missing phone number for bitcoin	Phone number required for bitcoin purchases	Regulator or Toolbox. Within Regulator, once the customers profile is loaded, we can navigate to the top and look for "email address" & "phone number". Within Toolbox was required to "Communa" and the command in aparts for	Frontline	Cash App (Edit/Add Allast)
				"Mias".  To work if a customer has successfully completed all of the steep special in		
Shooks DV and Account from	Source of Funds Questionnaire	Additional verification step	Questionnaire required after IDV approval	order to become enabled for the use of IDV products, we can ravigate to Toolbox > identity > Click on the specific action that the customer is trying to	Frontline	Cash App (Bitcoin VerEcation - Questionnaire Add Cn)
Managed And Account Account	aware of Hands Questionnaire	manuscal vernication step	Americans addited type in abbune	Year. It is a content of the content	containe	Carris Administration Amplication - Christians was referenced
Bitcoin - Square Conversions	Square Conversions Overview	Square seller bitcoin convension feature	Square sellers can convert sales to bitcoin via Cash App	way name you as assumed Configure the questionnaire.  The information provided within this Quick Text necessitates no need to leverage monific nigroup of deta in order to remide the number.	BASED Team Only	Cash App (Bitcoin - Conversions - What is it)
	Square vs Cash App Support	Which team handles what questions	Square handles account questions; Cash App handles bitcoin questions	represent premiers on season of colors for provide the customers.  The use of the information within the Knowledge Article is the only information that it is nurfaced when a deforming this premiers are not present the premiers.	BASED Team Only	Cash App (Bitcoin - Bitcoin Conversions - Square Seller Question)
Bitcoin - Square Conversions	Managing Conversions	What customers can do with converted bitcoin	Keep, sell, or withdraw converted bitcoin	The information were excellenged that particular inquiry.  The information that is provided within this specific Quick Text notifies the customers of the lain of if functionally than beau form within their and	BASED Team Only	Cash App (Bitcoin - Conversions - Manage in Cash App)
Bitcoin - Square Conversions	Conversion Fees	Fees for Square bitcoin conversions	1% fee charged for each conversion		BASED Team Only	Cash App (Bitcoin - Bitcoin Conversions - Fees)
				associated with the conversion.  The listed Oxici Turn open into more detail shout the owned limits associated.		
	Conversion Limits Account Linking	Limits on Square conversions Linking Cash App to Square account	Subject to regular \$100k weekly bitcoin purchase limits Only personal Cash App accounts can be linked	with Square conversions.  No data is inversed in order to be able to send the associated Quick Text. The	BASED Team Only BASED Team Only	Cash App (Bitcoin - Bitcoin Conversions - Limits) Cash Aso (Bitcoin - Conversions - C4B account link)
			Only personal Cash App accounts can be linked  Feature not available to NY residents	QT provides more information about what kind of a counts can be linked.  No data is inversed to provide the outcomer with this specific receiver. The one		
	New York Availability	Square conversions in NY		of the Knowledge Article is used to locate this particular quick text in question.  When we need this fairly fact we then receive downware from the control of the control	BASED Team Only	Cash App (Bitcoin - Conventions - Unavailable in NY)
Bitcoin - Form 1099 & Discrepancies, and B Notices	1009-B Discrepancy Review	Investigating 1099-B discrepancies	Process for reviewing claimed tax form errors	via SendSafely & proceed to see whether the changes they're referencing are valid if so, we'll then proceed through the rest of the world! we	BASED Team Only	Cash App (Bitcoin - Incorrect Proceeds Amount - 1099-8), Cash App (Bitcoin - Changes Declined - 1099-8), Cash App (Bitcoin - Changes Accepted - 1099-8)
	First B-Notice	halfed Brandiss consider	Commence of the later of the la	section of an other state of the control of the con	BAPPA TO T	Cash App (Bitcoin - Exchange Disabled - First B Notice), Cash App (Bitcoin - Exchange Disabled - Document Submitted)
and a national		Initial B-notice workflow	Customer needs to update eW9 information	can be found in the "Comments" section of Regulator. Once we've done this, we can then proceed to	BASED Team Only	
Bitcoin - Form 1099-8 Discrepancies, and B-Notices	Second B-Notice	Follow-up B-notice workflow	Customer needs to submit Social Security Card		BASED Team Only	Cash App (Bitcoin - Eschange Disabled - Second B Notice), Cash App (Bitcoin - Eschange Disabled - Document Submitted), Cash App (Bitcoin - Incomect SSN - Second B Notice)
	Exchange Disabled	Ritcoin features disabled due to B-notice	Customer cannot bug/sell bitcoin until resolved		BASED Team Only	Various B-notice-quick texts
Bitcoin - Bitkey	Bitkey Overview	What is Ritkey wallet	Self-custody bitcoin wallet with hardware device	The use of the CF1 Knowlege Article to find the appropriate quick text for this matter! (Salesforce)	BASED Team Only	Cash App (Bitcoin - Bitkey - What is It)
Stroin - Sitkey	Bitkey Integration	How Bitkey works with Cash App	Cash App integration for buying and transferring to Bitkey	The use of the CF1 Knowlege Article to find the appropriate quick text for this CF1 (Salesforce)	BASED Team Only	Cash App (Bitcoin - Bitkey - Bug), Cash App (Bitcoin - Bitkey - Transfer/Withdraw)
	Bitkey Unavailable NY	Bitkey restrictions in New York	Bitkey not available to NY customers	matter We can confirm if a customer is unavailable to use BTC Lightning products by navigating to Toolbox. Once here, we can	BASED Team Only	Cash App (Bitcoin - Bitkey - Unavailable NY)
Bitcoin - Bitkey	Bitkey Unavailable NY					

Name of Works	flow Name of Subflow	Description of Flow	Key Details	Data Leveraged	☼ Tool Used  ☼ Team Responsibility	Quick Text References
Bitcoin - Bitkey	Bitkey Troubleshooting	Issues with Bitkey transfers	Troubleshooting failed Bitkey transactions		BASED Team Only	Cash App (Bitcoin - Bitkey - No BTC), Cash App (Bitcoin - Bitkey - Over balance), Cash App (Bitcoin - Bitkey - Install App)
Bitcoin - Bitkey	Bitlory Limits	Bitkey transaction limits	Subject to regular bitcoin buy and withdrawal limits		BASED Team Only	Cash App (Bitcoin - Bitkey - Exceeded Limits)
Bitcoin - Bitkey	Bitkey Fees	Fees for Bitkey transfers	Standard withdrawal fees apply to Bitkey transfers	The use of the CF1 Knowlege Article to find the appropriate quick text for this matter	BASED Team Only	Cash App (Bitcoin - Withdrawal Fee Explanation), Cash App (Bitcoin - Withdrawal Fee Pushback), Cash App (Bitcoin - No Further Info NFI)