



# XYZ plc

## Customer Onboarding Process

Detailed Process Description

Version 1.0

## Revision History

Date Issued	Version	Description	Author
12/11/2017	1.0	Draft	C Gardner

## Contributors

The content of this document has been authored with the combined input of the following group of key individuals.

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## Business Sign-off

The following table contains the people required to sign-off and/or review this document and those that require the document for information only.

Name	Department	Responsibility
G Lomax	Testing	Information
J Baker	Process Development Team	Sign Off
C Lucas	QA Ltd	Peer Review
M Spencer	Customer Onboarding	Information
H Grainger	Head of Operations	Sign Off

## Document Classification

Classification	Company Confidential
Definition	Information is company confidential and needs to be protected
Context	Where loss of information confidentiality would result in significant harm to the interests of the Organisation, financial loss, embarrassment or loss of information

## CONTENTS

1 Introduction.....	4
2 Manual Process .....	4
2.1 Overview .....	4
2.2 Detailed Process Flow .....	5
3 Automation Proposal .....	6
3.1 Overview .....	6
3.2 Automated Process Flow .....	6
3.3 Target Systems & User Requirements .....	6
3.4 Impacted Business Areas .....	7
3.5 Workload.....	7
3.6 Operational Constraints .....	7
3.7 Delivery .....	8
3.8 Contact List .....	8
4 Automation Details.....	9
4.1 Automation Walkthrough - Process 1 (Prior to CREDBEST Response).....	9
4.1.1 Robot Moves Login Request to Personal Inbox.....	9
4.1.2 Robot Validates Login Request.....	9
4.1.3 Robot Sends AML Form to CREDBEST .....	10
4.1.4 Robot Sets up CRM Customer .....	11
4.1.5 Robot Sets up XYZ Identity platform Customer .....	13
4.1.6 Robot Creates XIP Licence .....	18
4.1.7 Robot Sends Customer Credentials to Personal Inbox .....	19
4.1.8 Robot Repeats Steps 4.1.1 to 4.1.7 Until All Login Requests Completed .....	19
4.2 Automation Walkthrough - Process 2 (After credbest Response) .....	19
4.2.1 Robot Moves credbest Responses to Personal Inbox.....	19
4.2.2 Robot Tests & Updates credbest Credentials .....	20
4.2.3 Robot Moves credbest Responses to Customer Care Inbox.....	22
4.2.4 Robot Duplicates ABC Verify XIP Profiles.....	22
4.2.5 Robot Updates XIP Customer Credentials .....	24
4.2.6 Robot Sends XIP Customer Credentials to ABC VERIFY .....	25
4.2.7 Robot Updates CRM .....	25
4.2.8 Robot Moves Login Request to Login Request Inbox .....	26
4.2 Reporting .....	26
4.2.1 Business Exceptions .....	26

4.2.2 System Exceptions .....	27
4.2.3 Performance .....	27
4.2.4 Triggers .....	28

## 1 INTRODUCTION

The Customer Onboarding process (for third party suppliers) is a lengthy procedure carried out by the Customer Onboarding team at XYZ plc. It involves creating credentials for the end user Customer for the XYZ Identity Platform and adding their information to the XYZ plc CRM system for billing purposes. It has been identified as an excellent candidate for process automation due to its repetitive and structured nature. This document will focus on the Onboarding of ABC Verify Limited Customers. ABC Verify Limited are XYZ plc's largest third party supplier.

## 2 MANUAL PROCESS

### 2.1 OVERVIEW

The process is triggered when the Customer Onboarding team receive a Login Request for *XYZ Identity Platform (XYZ-IP)\** from ABC Verify Limited, via email. The person in the Customer Onboarding team who is responsible for processing requests will carry out the following steps:

- Validate *Login Request*
- Send *CredBest AML form*
- Create & Set up *CRM Customer*
- Create & Set up *XYZ-IP Organisation*
- Create Licence in *XYZ-IP*
- Receive *CredBest AML Credentials*
- Test & Update *CredBest AML Credentials*
- Duplicate *ABC Verify Profiles* in *XYZ-IP*
- Update *Order & Evaluation Spreadsheet* & Generate EUC Password
- Test EUC Credentials for *XYZ-IP*
- Email EUC Credentials to ABC Verify Limited
- Ratify *CRM Agreement*
- Track Login Request in *CRM*

Acronyms - AML: Anti Money Laundering - CRM: Customer Relationship Management - EUC: End User Customer

\*Systems & Standard Forms are highlighted in italics

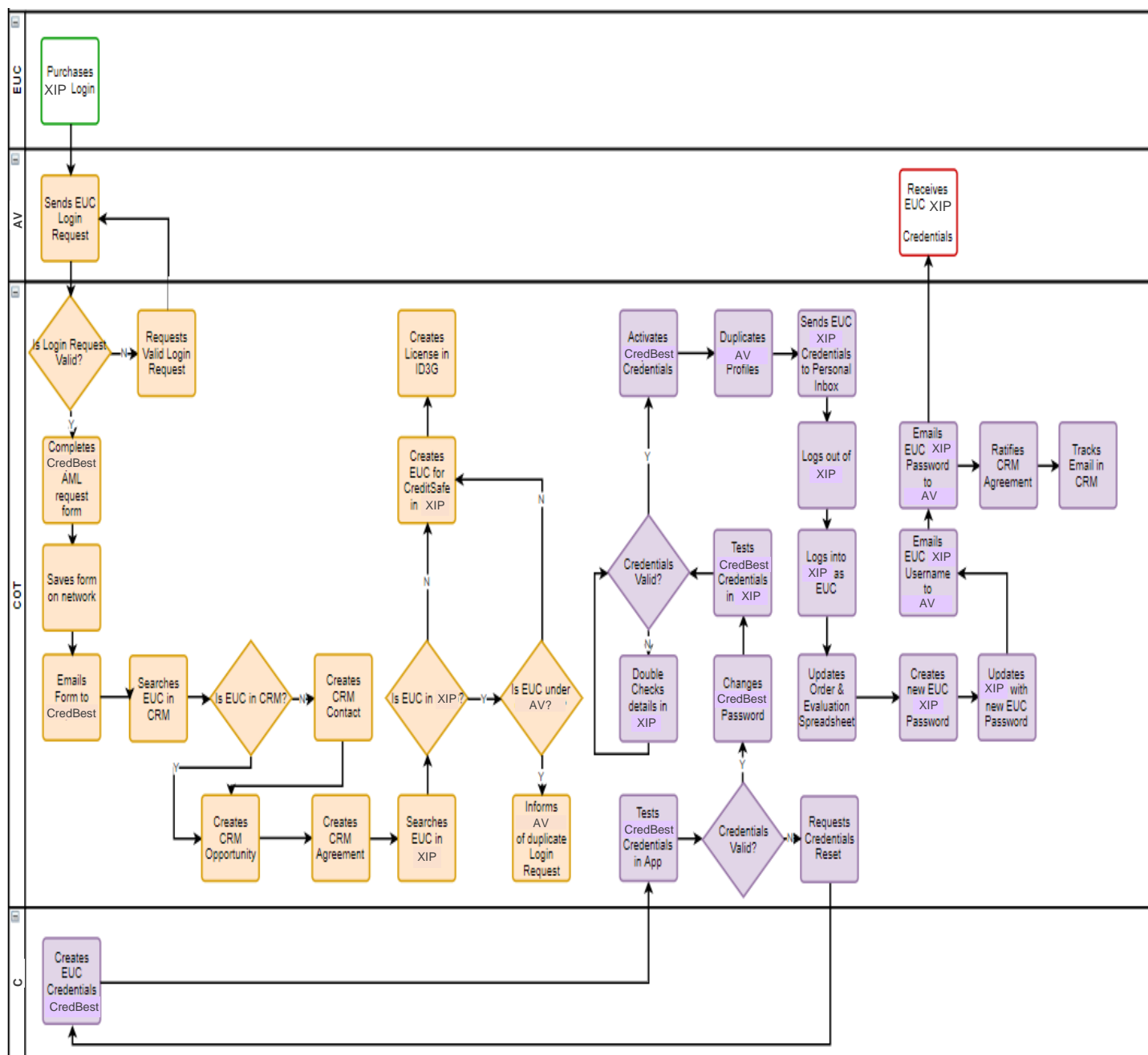
## 2.2 DETAILED PROCESS FLOW

**Abbreviations:**  
 EUC: End User Customer  
 AV: ABC Verify  
 COT: Customer Onboarding Team  
 CRM: Customer Relationship Manager  
 C: CredBest  
 XIP: XYZ Identity Platform

Start of the Process  
 End of the Process  
 Process 1 (Prior to Equifax Response)  
 Process 2 (After Equifax Response)

### Systems Used:

- CRM
- MS Outlook
- XYZ Identity Platform
- MS Excel
- MS Word
- Order & Evaluation Spreadsheet
- CredBest AML Form
- CredBest Password App



### 3 AUTOMATION PROPOSAL

#### 3.1 OVERVIEW

The detailed diagram of the manual process shows the end-to-end process split into two sections; Process 1 (Prior to CredBest response) and Process 2 (After CredBest response).

QA Ltd propose to automate all sections - providing two automated processes that will run one after the other:

##### Process 1 (Prior to CredBest response)

- Validate *Login Request*
- Send *CredBest AML form*
- Create & Set up *CRM Customer*
- Create & Set up *XYZ Identity Platform Organisation*
- Create Licence in *XYZ Identity Platform*

##### Process 2 (After CredBest response)

- Test & Update *CredBest AML Credentials*
- Duplicate *ABC Verify Profiles* in *XYZ Identity Platform*
- Update *Order & Evaluation Spreadsheet* & Generate EUC Password
- Test EUC Credentials for *XYZ Identity Platform*
- Email EUC Credentials to ABC Verify
- Ratify *CRM Agreement*
- Track Login Request in *CRM*

The process will run on an attended robot. A member of the Customer Onboarding team will be able to interact with the process as it is running.

#### 3.2 AUTOMATED PROCESS FLOW

Both automated processes will be exact replicas of the current manual processes. All sections carried out by the Customer Onboarding team will be automated.

#### 3.3 TARGET SYSTEMS & USER REQUIREMENTS

Name	Description	User Permissions/Access
MS Outlook	Email Inbox	Robot Inbox required e.g. <a href="mailto:robot1@xyz.com">robot1@xyz.com</a> , access to <a href="mailto:LoginRequest@xyz.com">LoginRequest@xyz.com</a> , <a href="mailto:Customer.care@xyz.com">Customer.care@xyz.com</a>
CRM	Customer Relationship Management system used for Billing	Admin
XYZ Identity Platform	Identity Check Software (Customer Product)	Admin with permissions to access ABC Verify Customers <a href="https://www.xip.com/loginPage.aspx">https://www.xip.com/loginPage.aspx</a>
Order & Evaluation Spreadsheet	Written in MS Excel. Creates XIP Passwords for EUCs	G:\Newserv\ORDER AND EVALUATION LOG

Name	Description	User Permissions/Access
CredBest AML form	Form populated using MS Word. Template is on the shared network	Forms Saved in: G:\ONBOARDING\procs\CredBest Validation
Adobe Acrobat	Login Request signed terms and conditions are in pdf format	Adobe Acrobat
CredBest Password App	Used to test & update CredBest credentials	Robot requires shortcut to app on desktop

**NOTE: Robot will require access to the above systems/programs using a pseudo Username and Password**

### 3.4 IMPACTED BUSINESS AREAS

- Customer Onboarding Team

### 3.5 WORKLOAD

The following metrics have been provided by the Customer Onboarding Team

Max. no. of Login Requests per week	70
Min. no. of Login Requests per week	10
Average no. of Login Requests per week	50
Are there any periods when a higher workload is anticipated?	August
How many people do this process per day?	1

**On average it takes a single person 35 minutes (0.6 hrs) to process one Login Request once CredBest have returned a completed Anti Money Laundering (AML) form. A CredBest response can take up to half a day.**

**Automating the steps below will realise an average time saving of 350 minutes (6hrs) per day for Customer Onboarding\*:**

- Validate Login Request & Send CredBest AML form (5 minutes)
- Create & Set up CRM Customer (5 minutes)
- Create & Set up XIP (Organisation & Licence) (5 minutes)
- Test & Update CredBest AML Credentials (5 minutes)
- Duplicate Profiles in XIP (5 minutes)
- Update Order & Evaluation Spreadsheet & Create EUC Password (5 minutes)
- Test EUC Credentials, Ratify CRM Agreement & Track Login Request (5 minutes)

*\*Acronyms - AML: Anti Money Laundering - CRM: Customer Relationship Management - EUC: End User Customer*

### 3.6 OPERATIONAL CONSTRAINTS

- Customer Onboarding have a Service Level Agreement (SLA) in place to process all Login Requests within 48 hours of receipt (SLA). A working day is classed as 8:30am to 5:00pm. If a request is received after 4pm, the SLA wouldn't take effect until the following working day.
- Login Requests may be received anytime
- CredBest have a Service Level Agreement (SLA) to return all AML forms within half a working day

### 3.7 DELIVERY

The time scale for the development, testing and delivery of this project is yet to be finalised.

### 3.8 CONTACT LIST

RPA Programme Sponsor – Gillian Lomax

Head of Operations – Harry Grainger

RPA Project Manager – Carrie Smith

RPA Consultant – Chester Gardner

Customer Onboarding SMEs – Marianne Spencer (Customer Onboarding), Jane Baker (Process Development)



## 4 AUTOMATION DETAILS

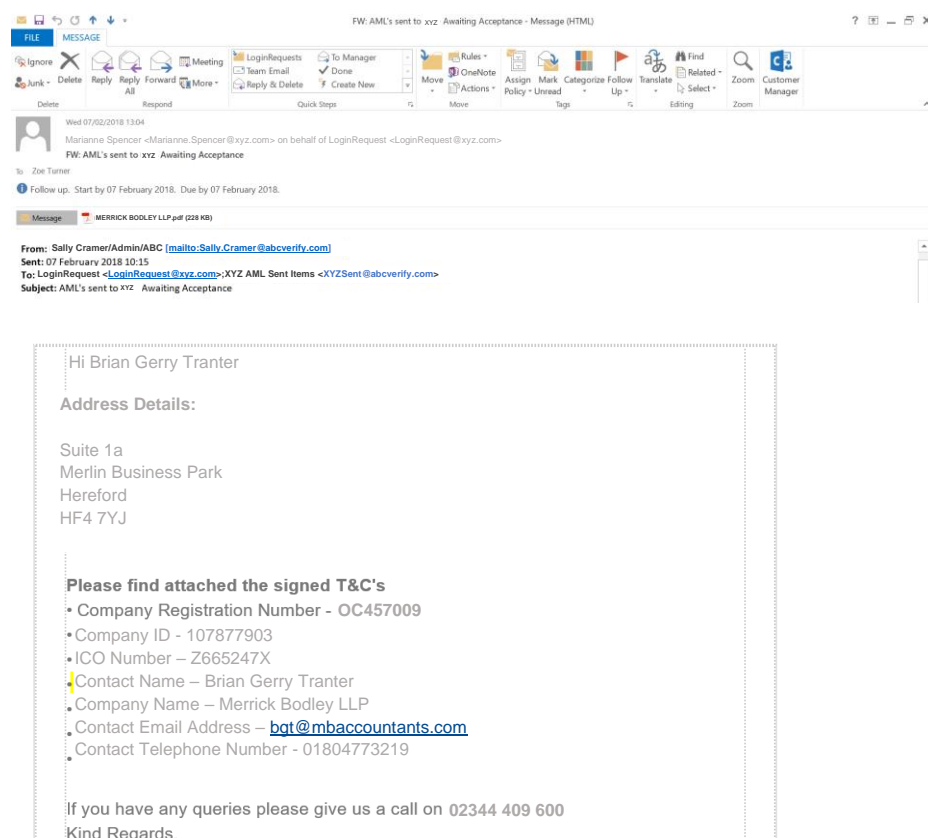
### 4.1 AUTOMATION WALKTHROUGH - PROCESS 1 (PRIOR TO CREDBEST RESPONSE)

#### 4.1.1 ROBOT MOVES LOGIN REQUEST TO PERSONAL INBOX

- Move the first unread email from [LoginRequest@xyz.com](mailto:LoginRequest@xyz.com) to Login Request folder in [robot1@xyz.com](mailto:robot1@xyz.com) inbox

#### 4.1.2 ROBOT VALIDATES LOGIN REQUEST

- Open unread email
- If email has Terms and Conditions attached:
  - If Terms and Conditions signed → Continue
  - Else, email ABC Verify requesting signed Terms and Conditions & EXCEPTION
- If email has no Terms and Conditions attached → email ABC Verify requesting signed Terms and Conditions
- Else, Continue
- If Login Request has any information missing (below) → email ABC Verify requesting the missing information & EXCEPTION
- Else, Continue



- If ICO number DOES NOT start with Z or ZA
  - If Company Number starts with Z or ZA → Switch Company Number and ICO number (NOTE: sometimes ICO number will end with X. ICO number is always the same number of characters.)
  - Else, EXCEPTION

- Else, ICO number correct

#### 4.1.3 ROBOT SENDS AML FORM TO CREDBEST

- Open CredBest AML Template from Desktop
- Fill out information highlighted in grey (using drop down menus in word document):

##### CREDBEST

##### XYZ plc

##### New Account Request Form

Customer Application Form	
Client Type	Partner
Name of Partner (To be completed if Partner option is selected)	ABC Verify Limited
Client Name	Merrick Bodley LLP
Registered Office Address	Suite 1a Merlin Business Park Hereford HF4 7YJ
Registered Number	OC457009
DPA Number	Z665247X
Company Classification / Nature of Business (must be completed)	Accountancy – AC
Account / Footprint Name	Merrick Bodley LLP
XYZ T & Cs Signed	Yes
Search Consent Notification Issued	Yes
AML – Customer Request	Yes
AML – Search Notification Issued	Yes
BCA – Customer Request	No
ID – Customer Request	No
Credit – Customer Request	No
Consumer Credit Licence Number (must be completed if a Credit Customer)	
If Non-UK Customer – Has XYZ plc Completed Risk Assessment	Choose an item
CIFAS Member Number (if applicable)	
CIFAS Name (if applicable)	

User ID – to be completed by CredBest	
BCA	
ID	
Credit	

Password – to be completed by CredBest	
BCA	
ID	
Credit	

- Client Type → Partner
- Name of Partner → ABC Verify Limited
- Client Name → Company Name from Login Request
- Registered Office Address → from Login Request
- Registered Number → Company Registration number from Login Request
- DPA Number → ICO number from Login Request
- Company Classification
  - Open <https://ico.org.uk/esdwebpages/search>
  - Click in Registration number
  - Enter Company ICO/DPA number
  - Press Enter
    - If message appears: \* There are no entries that match your search criteria → EXCEPTION
    - Else, continue
  - Copy Nature of Work
  - Paste into AML form

- Close Internet Explorer
- Account → Company Name from Login Request
- Fill out the rest as follows:

XYZ T & Cs Signed	Yes
Search Consent Notification Issued	Yes
AML – Customer Request	Yes
AML – Search Notification Issued	Yes
BCA – Customer Request	No
ID – Customer Request	No
Credit – Customer Request	No
Consumer Credit Licence Number (must be completed if a Credit Customer)	
If <u>Non UK</u> Customer – Has XYZ plc Completed Risk Assessment	Choose an item
CIFAS Member Number (if applicable)	
CIFAS Name (if applicable)	

- Save form here: G:\ONBOARDING\procs\CredBest Validation
- Email form to [sigsupport.uk@credbest.com](mailto:sigsupport.uk@credbest.com) - cc [Logins@xyz.com](mailto:Logins@xyz.com) – as below:

**From:** LoginRequest  
**Sent:** date when sending to CredBest  
**To:** sigsupport.uk@credbest.com  
**Subject:** Account Request – [INSERT CUSTOMER NAME]

Hi team

Please can you set up the attached Customer to use your AML Service.

Thanks

- If automatic reply comes through from CredBest within 1 minute → Continue
- Else, EXCEPTION
- Move automatic reply from [LoginRequest@xyz.com](mailto:LoginRequest@xyz.com) to CredBest Credentials folder under [Customer.care@xyz.com](mailto:Customer.care@xyz.com)

#### 4.1.4 ROBOT SETS UP CRM CUSTOMER

##### LAUNCH & LOGIN TO CRM

- Double click desktop shortcut to launch
- Login

##### SEARCH COMPANY IN CRM

- Click into Search box
- Type Company Name
- Press Enter
  - If found → Check Contact details
    - Read full name from Contact section

- If full name is same as Customer name → go to step 'CREATE OPPORTUNITY IN CRM'
- Else, continue
- Read email address from Contact section
  - If email is the same as Customer email → go to step 'CREATE OPPORTUNITY IN CRM'
  - Else, continue
- Go to step 'ADD CONTACT IN CRM'
- Else, continue

---

## CREATE COMPANY IN CRM

- Click New
- Copy and paste information from Login Request into Company Information section (NOTE: remove all punctuation from information and change &'s to 'and's)
  - Relationship Type → Partner Customer
  - Sector → Nature of Work (from ICO website)
  - Partner Customer → YES
  - Address → As per Login Request
  - Address type → Primary
  - Details → Complete Company Registration Number and ICO Number
- Click Save

---

## ADD CONTACT IN CRM

- Click Contacts tab (Click icon plus)
- Copy and paste information from Login Request into Contacts section
  - Name → Company Name
  - Telephone Number → from Login Request
  - Email Address → from Login Request
  - Role → End user
- Click Save and close
- Click Save and close (Again)

---

## CREATE CRM OPPORTUNITY

- Click Sales (Top Menu) → Open Opportunities
- Type 'Template-DA-ABC Verify' in Search box
- Press Enter
  - If template found → continue
  - Else, EXCEPTION
- Search Customer on 'Potential Customer' and search Contact in 'Main Opportunity Contact' as per Login Request
  - Company Name → from Login Request
  - Contact details → from Login Request
  - Source Campaign → Self-generated
  - Start Date → Date of Login Request email
  - Billing Details tab → Amend Customer name to ABC Verify Limited
- Click Save
- Click Add new quote (from menu bar)
- Wait for new window

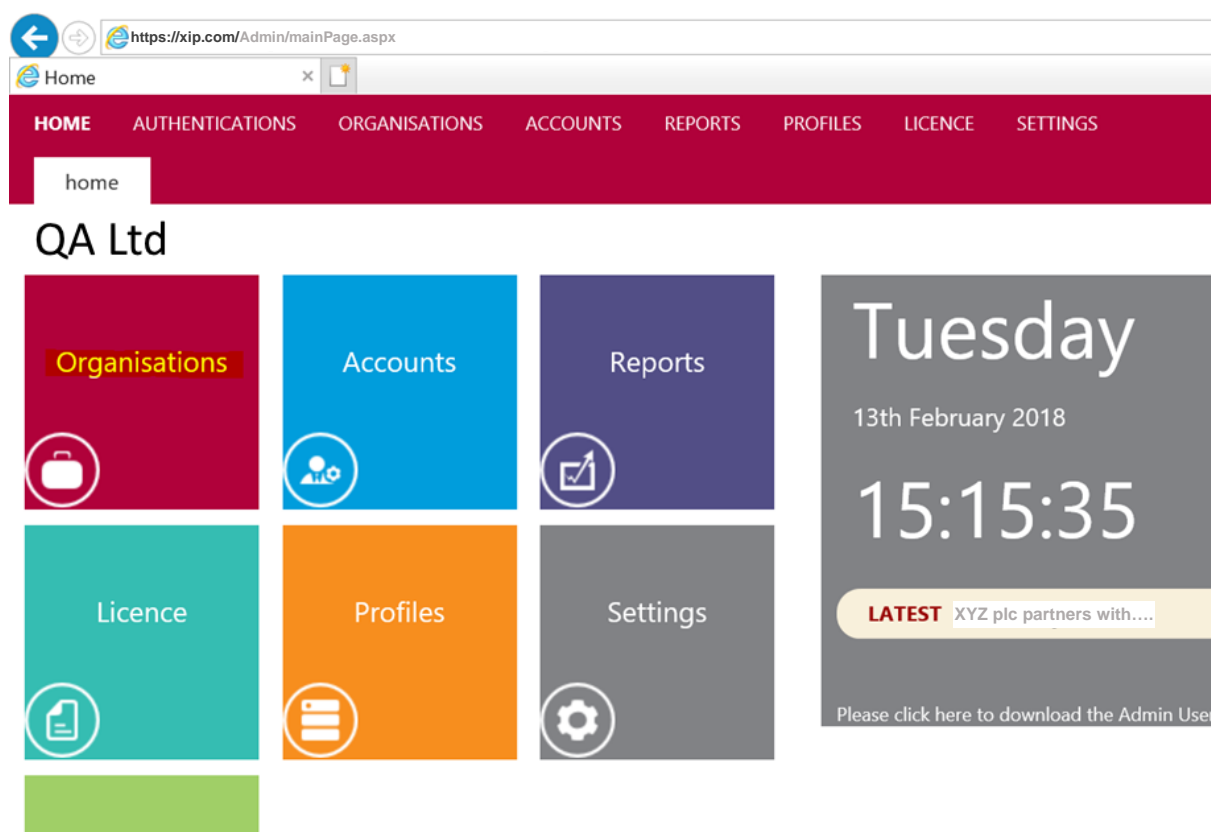
## CREATE CRM AGREEMENT

- Click Create Agreement
- Once the agreement has been created, fulfil as per below
  - Change 'Customer Onboarding Status' to no.1
  - Click Save
  - Change 'Customer Onboarding Status' to no.2
  - Click Save
  - Change 'Customer Onboarding Status' to no.3
  - Click Save
  - Change 'Customer Onboarding Status' to no.4
  - Click Save
  - Update 'agreement Saved'=yes
- Click Save Agreement
- Close all CRM windows EXCEPT Agreement window

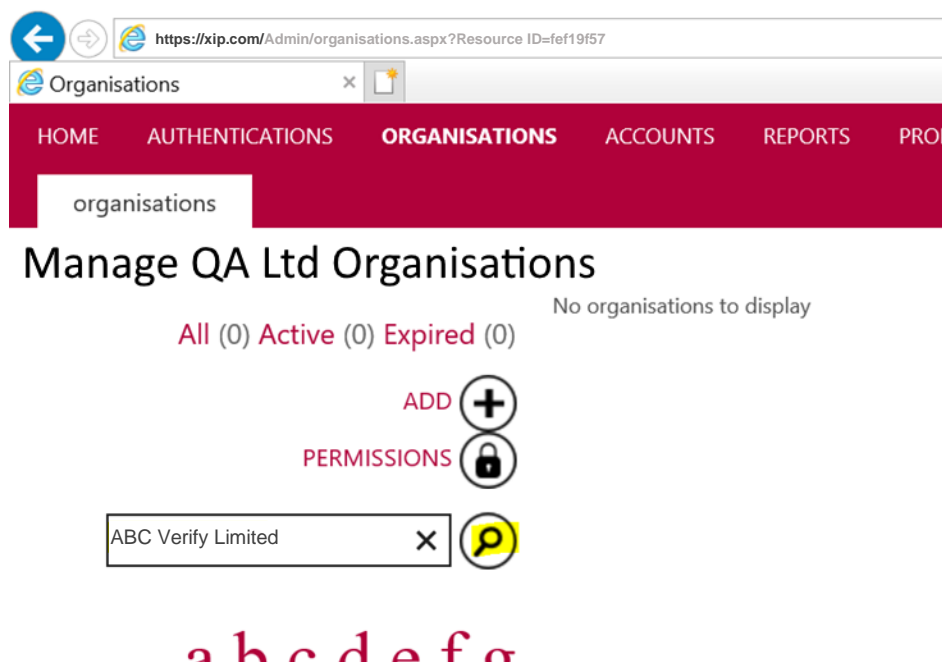
### 4.1.5 ROBOT SETS UP XYZ IDENTITY PLATFORM CUSTOMER

#### CREATE ORGANISATION AS CHILD OF ABC VERIFY LIMITED

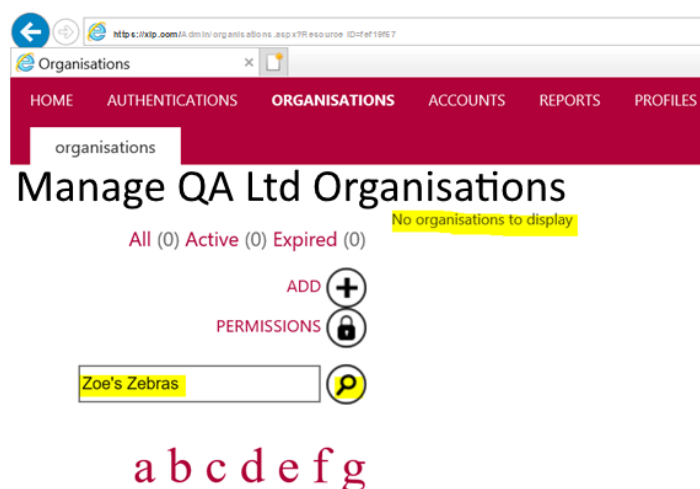
- Launch XIP: <https://www.xip.com/Admin/loginPage.aspx>
- Login as admin
- Click Organisations



- Search 'ABC Verify Limited'



- Click ABC Verify (red box)
- Click Organisations
- Search for new Customer (Company) name



- If Company exists → EXCEPTION
- Else, continue
- Click Add
- Details Tab
  - Switch on Managed Customer
  - Copy Company details from CRM template into info boxes
  - Domain → Whatever is after the '@' sign in the Customer email. For example, If the email is [zoeszebras@hotmail.com](mailto:zoeszebras@hotmail.com) or another generic domain (Gmail, Btinternet) use 'Companyname'.co.uk. In this case zoeszebras.co.uk (NOTE: Do not include any additional punctuation in Domain such as dashes or commas)
  - Legal Company Name → Company Name
  - Company Alias Name → Company Name

http://xip.com/Admin/organisations.aspx?resourceID=fef1957

Organisations

HOME AUTHENTIFICATIONS ORGANISATIONS ACCOUNTS REPORTS PROFILES LICENCE SETTINGS

organisations

Add new Organisation

details contacts password policies contract support account

Company name: Zoe's Zebras

Domain name: zoeszebras.co.uk

Users account names will be their contact email address

Self-care Password Resets

Managed Customer

Legal company name: Zoe's Zebras

Company alias name: Zoe's Zebras

- Click arrow
- Contacts Tab
  - Click 'copy and paste Contact details' in CRM Agreement window
  - Management Contact information is the same as Technical Contact information
  - Remove spaces from Contact details pasted into XIP
  - Close CRM Agreement window

http://xip.com/Admin/organisations.aspx?resourceID=fef1957

Organisations

HOME AUTHENTIFICATIONS ORGANISATIONS ACCOUNTS REPORTS PROFILES LICENCE SETTINGS

organisations

Add new Organisation

details contacts password policies contract support account

Management contact

Name: Zoe Smith

Telephone: 07777777777

Email(s): zoeszebras@hotmail.com

Technical contact

Name: Zoe Smith

Telephone: 07777777777

Email(s): zoeszebras@hotmail.com

- Click arrow
- Password Policies Tab
  - Users → 8,1,0,1,0
  - Admin → 8,1,0,1,0
  - Set all switches in both sections to off (click to turn off)

- Click arrow
- Contract Tab
  - Start Date → start date is date Login Request received (same as contract start date in CRM)

- Click Arrow



- Ignore Support Tab (below)

details contacts password policies contract support account

Set support contacts for this organisation

- Click arrow
- Account tab
  - Name → admin
  - Username → admin
  - Email → robot email address ([robot1@xyz.com](mailto:robot1@xyz.com))
  - Pin → 1,1,1,1

details contacts password policies contract support account

Name:  
admin

Username:  
admin

Email:  
zoe.turner@blucap.co.uk

PIN:

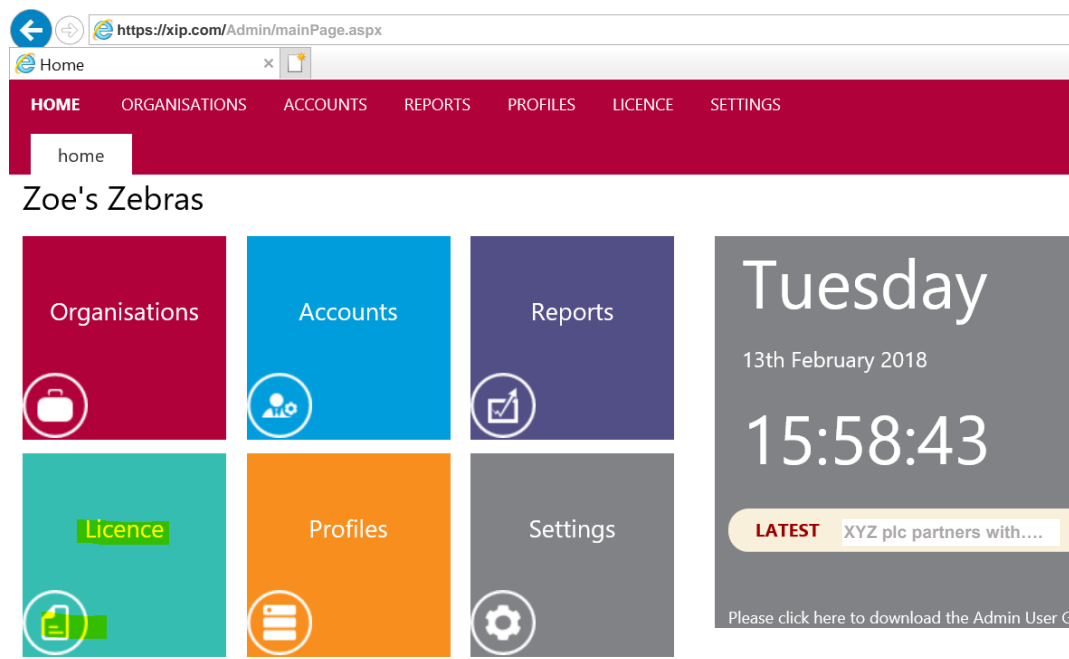
First	Second	Third	Fourth
1	1	1	1

rganisations.aspx?ResourceID=fef19f57-3cfa-45e5-b256-90622b83...

- Click Save

#### 4.1.6 ROBOT CREATES XIP LICENCE

- Click Licence



- Go to Item Checks Tab
- Ensure a tick is next to the following Item Checks
  - 0101 Electoral Roll (Edited) / PAF
  - 0103 UK Passport
  - 0104 Electricity Check
  - 0106 Land Telephone
  - 0107 Driving Licence
  - 0110 Mortality
  - 0118 Passport – International
  - 0133 Births Index **As of 26<sup>th</sup> July 2016**
  - 0155 UK Credit Header (AML) – **EFX credentials required – Basic**
  - 0160 Driving Licence Counter Part
  - 0183 International Age Input **As of 26<sup>th</sup> July 2016**
  - 0208 Sanctions and Enforcements
  - 0209 P.E.P. Intelligence
  - 0230 UK National Insurance Number **As of 26<sup>th</sup> July 2016**
  - 0231 UK Bank Account Validation **As of 27<sup>th</sup> Jan 2017**
  - 0235 European ID Card **As of 26<sup>th</sup> July 2016**
  - 0245 National Identity Register
  - 0261 Bank Account Verification **As of 27<sup>th</sup> Jan 2017**
- Click Update
- Go to Options Tab
- Ensure a tick is next to the following Item Check
  - 1000 UK Address Lookup **As of 22 Jun 2017**
  - 1006 Pre-authentication Check
  - 2004 Self-care Password Resets

- Click Update
  - If Pending Column has two ticks in it (we are waiting for 2 things to update) → Continue
  - Else, EXCEPTION

---

#### 4.1.7 ROBOT SENDS CUSTOMER CREDENTIALS TO PERSONAL INBOX

- Click Settings (Top Menu)
- Click Details
- Click Send Welcome Email
- Wait for unread Username email to appear in robot mailbox (XIP Temp folder)
  - If email arrives → Continue
  - Else, retry Click Send Welcome Email (maximum retries = 3). If email hasn't arrived after maximum retries, EXCEPTION
  - If subject = "XIP Account Reminder" → Continue
  - Else, EXCEPTION
- Wait for unread Password email to appear in robot mailbox (XIP Temp folder)
  - If email arrives → Continue
  - Else retry Click Send Welcome Email (maximum retries = 3). If email hasn't arrived after maximum retries, EXCEPTION
  - If subject = "XIP Password Reset Request" AND time of email is the same as time of Username email → Continue
  - Else, EXCEPTION
- Read each Username and Password from each email into UiPath as a Secure Credential
- Logout of XIP
- Close XIP

---

#### 4.1.8 ROBOT REPEATS STEPS 4.1.1 TO 4.1.7 UNTIL ALL LOGIN REQUESTS COMPLETED

### 4.2 AUTOMATION WALKTHROUGH - PROCESS 2 (AFTER CREDBEST RESPONSE)

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#### 4.2.1 ROBOT MOVES CREDBEST RESPONSES TO PERSONAL INBOX

- Move the first unread email (contains Username) from [LoginRequest@xyz.com](mailto:LoginRequest@xyz.com) to CredBest Credentials folder under [robot1@xyz.com](mailto:robot1@xyz.com)
- Search for the next unread email with same subject (contains Password)
  - If found → Continue
  - Else, EXCEPTION
- Move email (contains Password) from [LoginRequest@xyz.com](mailto:LoginRequest@xyz.com) to CredBest Credentials folder under [robot1@xyz.com](mailto:robot1@xyz.com)

## 4.2.2 ROBOT TESTS & UPDATES CREDBEST CREDENTIALS

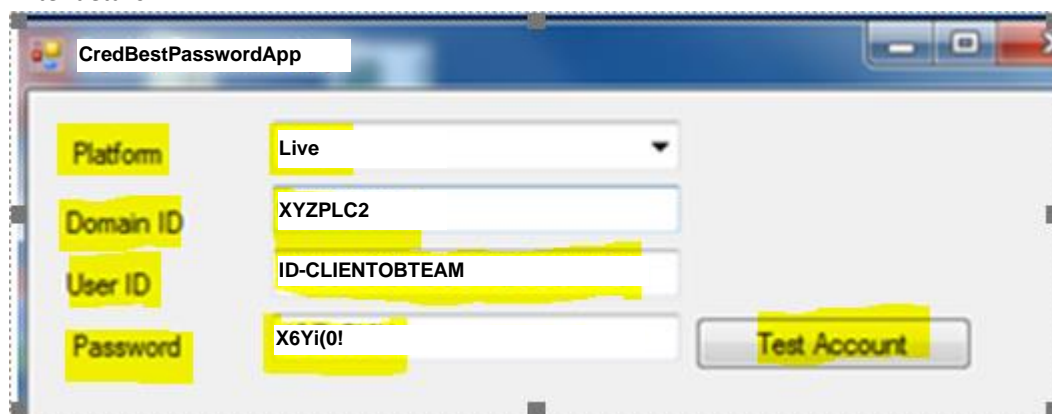
### TEST CREDENTIALS IN CREDBEST PASSWORD APP

- Open CredBest Password App (Double click desktop shortcut)



The screenshot shows the 'CredBestPasswordApp' window. It contains four input fields: 'Platform' (a dropdown menu set to 'Live'), 'Domain ID' (text box with 'XYZPLC2'), 'User ID' (text box with 'ID-CLIENTOBTEAM'), and 'Password' (text box with 'X6Yi(0!'). A 'Test Account' button is located to the right of the password field.

- Enter details



This screenshot is an annotated version of the previous one. Yellow boxes highlight the labels 'Platform', 'Domain ID', 'User ID', and 'Password' on the left. Yellow rectangles highlight the values 'Live', 'XYZPLC2', 'ID-CLIENTOBTEAM', and 'X6Yi(0!' in the respective input fields. The 'Test Account' button is also highlighted with a yellow box.

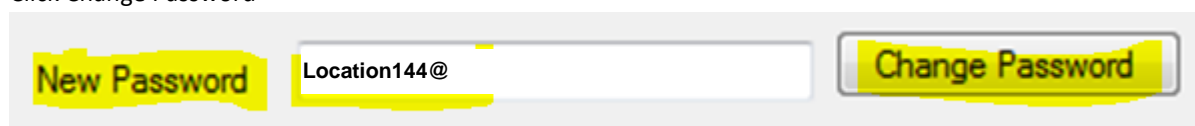
- Platform → Live
  - Domain ID → XYZPLC2
  - User ID → From CredBest Email
  - Password → From CredBest Email

- Click Test Account

- Wait for message

Failed to login: 03020006, password needs changing

- If message appears → Continue
  - Else, EXCEPTION
- Click into New Password field
  - Enter New Password → Location144@
- Click Change Password



The screenshot shows a 'New Password' label next to a text input field containing 'Location144@'. To the right of the input field is a 'Change Password' button. Both the label and the button are highlighted with yellow boxes.

- If message appears confirming Password change → Continue
  - Else, EXCEPTION

### TEST CREDENTIALS IN XIP

- Launch XIP: <https://www.xyz.com/Admin/loginPage.aspx>
- Login as admin
- Click Suppliers Tab (Top Menu)

- Search for 'CredBest – Credit Header'
- Click 'CredBest – Credit Header'



- Click Pending Tab

## CredBest - Credit Header



details

pending (42)

active (10587)

- Press ctrl+F
- Type Company Name
- Press Enter
  - If found → continue
  - Else, EXCEPTION

**Organisation:**

Acme Services Ltd ([XIP] acmeservices.co.uk

Activate

**Managed by:**

[XIP] ABC Verify Limited ([XIP] abcverify.com

**Use shared:**



**shared account owner:**

ABC Verify Limited ([XIP] abcverify.com)

- Switch off 'Use shared:' (Click on the slider so that it turns grey) – NOTE:, switched on as default

**Organisation:**

Acme Services Ltd ([XIP] acmeservices.co.uk

Activate

**Managed by:**

[XIP] ABC Verify Limited ([XIP] abcverify.com

**Use shared:**



- Complete the details that you have created in the CredBest Password App, as per below example:

Company:

XYZPLC2

Username:

ID-ACMESERVICES

Password:

Location144@

Match Level:

Basic

- Click Test

Test status:



OK (13/06/2017 15:08:31)

Test

- If green tick is found → Continue
  - Else, EXCEPTION
- Click Activate
  - If error → EXCEPTION
  - Else, Continue
- Click Suppliers (Top Menu) → CredBest Credit Header



- Click CredBest – Bank




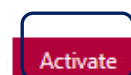
- Click Pending tab

## CredBest - Bank



- Press ctrl+F
- Type Company Name
- Press Enter
  - If found → Continue
  - Else, EXCEPTION
- Click Activate

**Organisation:** Acme Services Ltd ([XIP] acmeservices.co.uk)  
**Managed by:** [XIP] ABC Verify Limited ([XIP] abcverify.com)  
**Use shared:**   
**shared account owner:** ABC Verify Limited ([XIP] abcverify.com)



### 4.2.3 ROBOT MOVES CREDBEST RESPONSES TO CUSTOMER CARE INBOX

- Move CredBest Username email from CredBest Credentials folder in [robot1@xyz.com](mailto:robot1@xyz.com) to CredBest Credentials folder in [Customer.care@xyz.com](mailto:Customer.care@xyz.com)
- Move CredBest Password email from CredBest Credentials folder in [robot1@xyz.com](mailto:robot1@xyz.com) to CredBest Credentials folder in [Customer.care@xyz.com](mailto:Customer.care@xyz.com)

### 4.2.4 ROBOT DUPLICATES ABC VERIFY XIP PROFILES

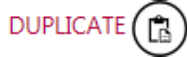
- Go to ABC Verify Account (select ABC Verify from drop down menu in top right)
- Click Profiles Icon
  - If two profiles available → Continue
  - Else, EXCEPTION
- Click double arrow on RHS of first profile (ABC Verify AML)

Creditsafe AML					Rename		
ABC Verify AML							
					End	State	
		1.1	2016-12-07 12:12:36			Effective	<a href="#">Edit state</a>

- Click Copy profile



- Go into Customer account (select Customer from drop down menu in top right)
- Click profiles icon
- Click Duplicate



- Profile Name → ABC Verify AML
  - Profile Description → ABC Verify AML
  - Profile ID → standard
  - Profile version → 1
- Click Update
- Wait for pop-up box
  - If pop-up box header = Copy Profile and pop-up box message = Profile has been successfully created → Continue
  - Else, EXCEPTION
- If profile available in table → Continue
- Else, EXCEPTION

HOMEORGANISATIONSACCOUNTSREPORTSPROFILES

LICENCESETTINGS

Melwoods Accountancy...Christine Bamber

profiles

Manage Profiles

ADD

DUPLICATE

PERMISSIONS

Test

Pre-effective

Effective

Retired

Name	Description	Version
ABC Verify AML		

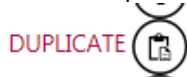
- Go to ABC Verify Account (select ABC Verify from drop down menu in top right)
- Click Profiles Icon
  - If two profiles available → Continue
  - Else, EXCEPTION
- Click double arrow on RHS of first profile (AML With Bank Match)

AML With Bank Match					Rename	
AML With Bank Match						
Action	Version	Start	End	State		
	1.1	2017-03-02 14:26:11		Effective	Edit state	

- Click Copy profile



- Go into Customer account (select Customer from drop down menu in top right)
- Click profiles icon
- Click Duplicate



- Profile Name → AML With Bank Match
  - Profile Description → AML With Bank Match
  - Profile ID → standard
  - Profile version → 1
- Click Update
- Wait for pop-up box

- If pop-up box header = Copy Profile and pop-up box message = Profile has been successfully created → Continue
- Else, EXCEPTION
- If profile available in table → Continue
- Else, EXCEPTION
- For Each (of the two) Profiles in table:
  - Click double arrow



- Click Edit State
- Click Update

State
Test

Update
Cancel

- If State changes from Test to Pre-Effective → Continue
- Else, EXCEPTION
- Both Profiles should look like this (state will change to effective after short time delay):

ABC Verify AML					Rename	⌕
Action	Version	Start	End	State		
⌕	1.1	2016-12-07 12:12:36		Effective	Edit state	

AML With Bank Match					Rename	⌕
Action	Version	Start	End	State		
⌕	1.1	2017-03-02 14:26:11		Effective	Edit state	

#### 4.2.5 ROBOT UPDATES XIP CUSTOMER CREDENTIALS

##### UPDATE ORDER AND EVALUATION SPREADSHEET

- Open Order and Evaluation Spreadsheet from G:\Newserv:\ORDER AND EVALUATION LOG
- Go to next empty row
- Enter the following:
  - NAME OF COMPANY → Company Name
  - PARTNER/VAR → ABC Verify Limited
  - XIP USER NAME → 'admin@domain' (can get this from welcome email – Username – or when you set the organization up copy from there)

##### CREATE NEW PASSWORD

- In Order and Evaluation Spreadsheet Copy the Password from cell E2
- Paste values into column "XIP PASSWORD" (column E) of the new record
- Read Password into Uipath as secure credential
- Save and Close Spreadsheet

##### UPDATE XIP CUSTOMER CREDENTIALS

- Launch XIP: <https://www.xip.com/Admin/loginPage.aspx>
- Login as Customer, with Username and Password from XYZ ID Platform welcome email (stored in Uipath as secure credential)
  - If prompt appears to change Password → Continue
  - Else, EXCEPTION
- Paste Password from Order & Evaluation sheet (stored in Uipath as secure credential)
- Change Pin from 1s to 0s
- Click ok



- Logout of XIP
- Close XIP

---

#### 4.2.6 ROBOT SENDS XIP CUSTOMER CREDENTIALS TO ABC VERIFY

- Forward Login Request (in Robot personal inbox) with EUC Username, to ABC Verify as below:

Forward logon details to [XYZreceived@abcverify.com](mailto:XYZreceived@abcverify.com) and copy in [sally.cramer@abcverify.com](mailto:sally.cramer@abcverify.com), [kari.wilson@abcverify.com](mailto:kari.wilson@abcverify.com) [madeliene.coffey@xyz.com](mailto:madeliene.coffey@xyz.com)

**Subject:** XYZ ID Platform setup for [Insert Company Name]

Hi team

Please find attached logon details for your above client to access XYZ ID Platform.

Username: [admin@domain.co.uk](mailto:admin@domain.co.uk)

Password: [To follow in a separate email](#)

Pin: [0000](#)

Regards

- Forward Login Request (in Robot personal inbox) with EUC Password in a separate email to ABC Verify as below:

**Subject:** XYZ ID Platform setup for [Insert Company Name]

Hi team

This is your Password

3Km#7Ag%

Thanks

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#### 4.2.7 ROBOT UPDATES CRM

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##### RATIFY CRM AGREEMENT

- Double click CRM desktop shortcut to launch
- Login
  - If Active agreements page visible → Continue
  - Else, EXCEPTION
- Click in search box
- Type Company Name
  - If found → Continue

- Else, EXCEPTION
- If more than one found → EXCEPTION
- Else, Continue
- Double click record
- Click CUSTOMER ONBOARDING STATUS drop down → Click Option 5. Product configuration and Customer access complete
- Click Agreement Signed drop down → Click Yes
- Click Ratify Agreement (Top Menu)
  - If there is a date and time in Product configuration and Customer access complete → Continue
  - Else, EXCEPTION
- Click Save & Close
- Logout of CRM
- Close Browser

#### TRACK LOGIN REQUEST

- Find Login Request in Robot Personal Inbox
- Double click email to open
- Click Set Regarding Icon (Top Menu)
- Click Agreement under Find in drop down
  - If Look up Record pop-up box appears → Continue
  - Else, EXCEPTION
- Click in Search
- Type Company Name
- Press Enter
  - If one record appears → Continue
  - Else, EXCEPTION
  - If more than one record appears → Click the record where Sold by Company = ABC Verify Limited
  - Else, EXCEPTION
- Double click highlighted record
- If Error (pop up box) → EXCEPTION
- Else, continue
- If This email is being tracked in CRM message appears in email → Continue
- Else, EXCEPTION

#### 4.2.8 ROBOT MOVES LOGIN REQUEST TO LOGIN REQUEST INBOX

- Move Login Request email from Robot personal inbox to XIP orders folder in [LoginRequest@xyz.com](mailto:LoginRequest@xyz.com)

### 4.2 REPORTING

#### 4.2.1 BUSINESS EXCEPTIONS

Exception	Solution


#### 4.2.2 SYSTEM EXCEPTIONS

Exception	Solution
Any system (see target systems list) unavailable or any screen/pop-up box/window/button/link/table within system unavailable	NA

A performance report will be emailed to Customer Onboarding each time the process runs (showing worked cases, exceptions and a cumulative processing log)

#### 4.2.3 PERFORMANCE

Once the processes have successfully completed a performance report and processing log will be emailed to Customer Onboarding as an excel file.

##### Performance Report

This will contain all exceptions (business and system) and successes for both Process 1 and Process 2, based on the last completion of both processes (i.e. based on the last time the process ran)

Customer Onboarding Performance Report - Excel

	A	B	C	D	E	F
	Date/Time	Process	CaseID (ICO/DPA)	Exception	Code	Exception Detail
1	14/02/2018 10:01	Process 1 - Prior to CredBest Response	Z598261X	Business	1.	LoginRequest Terms & Conditions not signed
2	14/02/2018 10:02	Process 2 - After CredBest Response	Z879826X	System	A.	Microsoft Outlook failed to launch
3	14/02/2018 10:03	Process 2 - After CredBest Response	Z588961X	System	B.	Could not load https://www.xip.com/Admin/loginPage.aspx
4	14/02/2018 11:31	Process 1 - Prior to CredBest Response	Z522261X	NA	NA	NA
5	14/02/2018 11:40	Process 1 - Prior to CredBest Response	Z111111X	NA	NA	NA
6	14/02/2018 11:41	Process 1 - Prior to CredBest Response	Z333455X	NA	NA	NA
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						

##### Processing Log

This will show cumulative successes from Process 1 with a NOTE: to say whether Process 2 is pending or complete, as below:

Customer Onboarding Performance Report - Excel

	A	B	C	D	E
	CaseID (ICO/DPA)	Process 1 - Prior to CredBestResponse	Date/Time Completed	Process 2 - After CredBest Response	Date/Time Completed
1	Z522261X	Complete	14/02/2018 11:31	Pending	x
2	Z111111X	Complete	14/02/2018 11:40	Pending	x
3	Z333455X	Complete	14/02/2018 11:41	Pending	x
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					

Performance Report Processing Log

#### 4.2.4 TRIGGERS

The robot will be triggered by a member of the Customer Onboarding team either when a single Login Request is received or when there is a backlog of requests. The robot will process any unread CredBest responses first followed by any unread Login Requests. It will be an attended solution in the first instance with scope to become unattended.