Manual Current Process Steps

# User Registration

1. Customer sends email with registration details.
2. If any details are missing, would need to reply back for them to send through missing information.
3. Company picks up email and manually stores this into the database.

# Content Aggregation

1. Will go through database to see which user needs content sending.
2. Select user and see preferred content.
3. Manually visit website to select the content the user will receive.
4. Continue on the process for the user from manipulation of content and sending off
5. Moving on to the next user and follow the same process

# Content Manipulation

1. The data copied from the website is manually cleaned removing any extra headers and ready to be sent off.

# Delivery of Content

1. Once the content is ready it is pasted into the body of the email for the selected user and is sent.
2. This information is then logged into the transmission databases with the users first name, last name, transmission date/time, content preference, part of the content.

# User Details / Removal Details

1. Company will receive and email from customer with the subject ‘CHANGE’ or ‘DELETE.
2. Customers are required to include all user details within the email. If the customer has requested to change details, they will present their current details and the details they would like to change. If they want details removed, they will just present their current details.
3. These are then updated within the database and logged into the user request database.
4. Confirmation will be sent to the user.

# Reports Created

1. From the user requests database and the transmission database, things have been changed within the day will be manually aggregated into document.
2. Document converted into a PDF.
3. Document will be saved locally and sent to company email.