

rpa_0009 - Process Definition Document

Exploration/Discovery: [[RPA-286] rpa_0009 - Portal Refunds - Jira (tbcloud.org)]

- Exploration/Discovery: [[RPA-286] rpa_0009 - Portal Refunds - Jira (tbcloud.org)]
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User	Edits	Comments	Labels
McLean, Oliver M (Tesco Bank)	32	0	0
McKenzie, Colin (Tesco Bank)	2	0	0

Process Overview

Summary

Customers can logon to the insurance portal and make mid-term policy adjustments that result in them being due a refund from Tesco Bank. At the moment a manual process is in place where colleagues manually retrieve details from Verint Workflow Manager and process any refund back to the original payment method in Echelon.

The proposal is for this RPA process to automate the processing of refunds where the original payment was made via a card. Any refunds for payments made via direct debit will NOT be included in this RPA process and will use the existing BAU process.

Metrics

Metrics	Value	Notes
No. of FTE	0.7 FTE	FTE figure will rise in future in line with the insurance book size.

Frequency	7 days a week	7 days a week is business preference, can revert to 5 days a week if there is a technical limitation or additional risk.
Average no. of transactions per month	1482 per month	This is the monthly average in 2021.
Average transaction handling time	2.53 minutes	This is the average processing time of a portal refund task in Verint Workflow Manager in 2021.
Volume Peak	89 per day	This was the highest daily figure processed in 2021 on the 29th June 2021. The daily average across 2021 was 49.
Annual growth rate	Unknown	There is no current annual growth forecast, we know that the plan is to grow the Tesco Bank insurance book so any growth will be reflected in the volume of mid term adjustments and portal refunds.
Volume trend for the last 3 months	February 2022 – 1140 March 2022 – 1465 April 2022 – 1258	Please note that in 2021 the figures vary from month to month, so any trend in the last 3 months may not be that representative.

Process Review/Change

		Details (change in template)
Is the process subject to periodic review?	Yes	The process is reviewed annually by the local risk team.
Are there known changes to the process planned?	No	
Are there known upcoming platform/application changes that may impact the process	No	Nothing that we are currently aware of.

Technology

- Verint Workflow Manager
- Echelon

Scheduling

This process is currently triggered by Portal Refund tasks being assigned to qualified users in Verint Operations Manager, they will then work the allocated tasks during the business day 5 days a week. proposal is to run the automation 7 days a week.

Trigger

Portal Refund tasks in Verint Operations Manager look to be loaded after midnight or 1am but there are other potential constraints around the World Pay availability. Preferred approach would be for RPA to start processing assigned tasks post 6am to enable processing to complete early in the business day so that exceptions can then be manually worked by colleagues during core business hours.

IO Attributes

Attribute	Response	Notes
Mode of process execution (Digital /Physical/Mixed)	100% digital	
Number and types of input formats	Verint Operations Manager Portal Refund tasks assigned to bot user or users. Volumes historically vary between 30 and 90 per day.	
Input data format	N/A	
Type of output formats	N/A	
Pre-requisites (Validation, input availability etc.)	N/A	

Data Classification - based off highest classification used	Confidential	Customer name and address details although not used by RPA processing are viewable on some screens.
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Process Variations

None

Process Exceptions

The RPA code will default to a standard exception pattern, where the code hits an exception it will revert to the next portal refund task in the batch and those unworked tasks will then be manually de-allocated and assigned to colleagues to work manually. The list of known exceptions are as follows:

- Refund amount mismatch
- Refund amount greater than amount originally debited to most recently used card

The only exception scenario the RPA code will handle is where there is no longer a refund due on the account, i.e. it has already been processed for the customer.

Full details are included on the "Detailed Process Flow" page.

Decision Breakdown

Decision points are detailed in the "Detailed Process Flow".

Pain points & Bottlenecks

None currently identified.

Risk and Control requirement

Process Risk

- Any Worldpay issues may mean that card payments cannot be processed.

Delivery Risk

- Some minor Verint Operations Manager changes will need to be implemented and aligned with the RPA project delivery timelines. These changes are the following:
 1. Assignment of workflow tasks to the bot users;
 2. Creation of a new exceptions linked task.

Control

- If bot processing fails then we can revert back to current manual process
- Alerts will notify GI Team / RPA Team of any processing issues

Associated Processes

There are no processes with a direct dependency on the portal refunds processing having been executed. This process not running may delay refunds reaching customers so may lead to customers contacting Tesco Bank via various channels.

However portal refunds does have a dependency on the existing load of portal refunds into Verint Operation Manager as these tasks are an input for RPA processing.

Solution Proposals

It is proposed that Portal Refunds RPA process will work in the same way as the current manual process, the only variation is to the exception processing which is specific to RPA. Please see above and the "Detailed Process Flow" for full details.

Detailed Process Flow / "Click-by-Click" Diagram

Please refer to [rpa_0009 - Process: Step Flow](#) for High Level flow captured within Exploration.

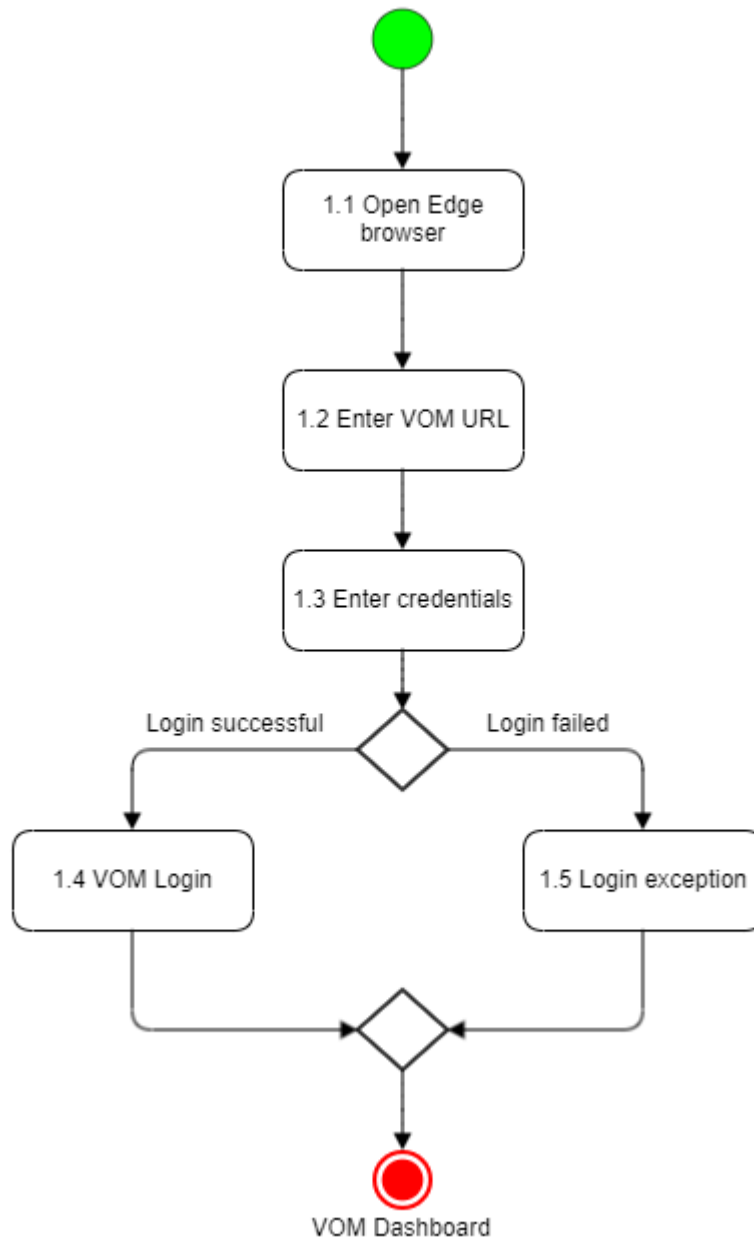
- [Step 1: Log into Verint Operations Manager](#)
- [Step 2: Log into Echelon](#)
- [Step 3: Process portal refund tasks in Verint Operations Manager and Echelon](#)
- [Step 4: Exception Processing](#)
- [Step 5: Echelon Logoff](#)

- Step 6: Verint Operations Manager Logoff

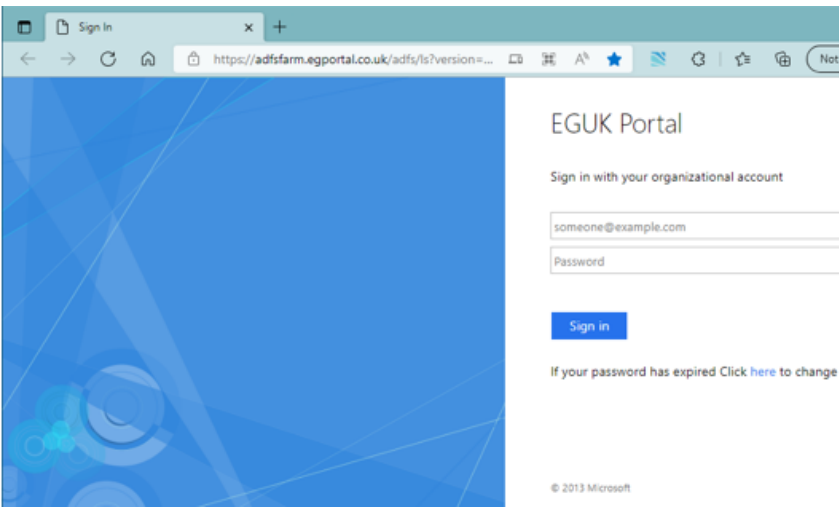
Step 1: Log into Verint Operations Manager

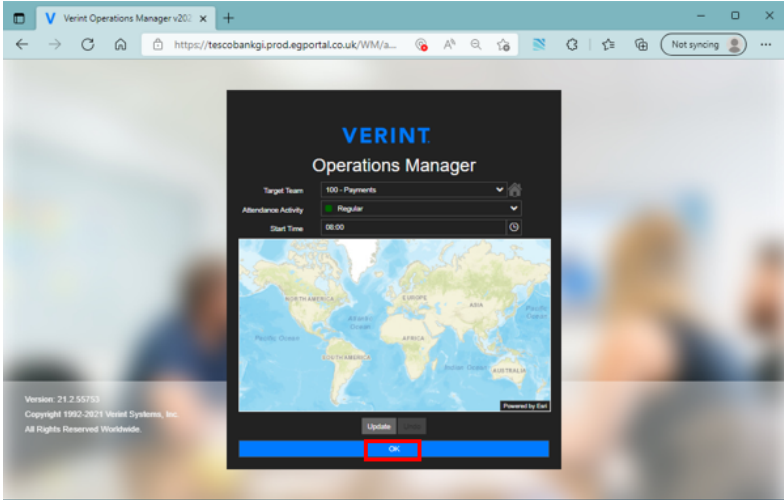
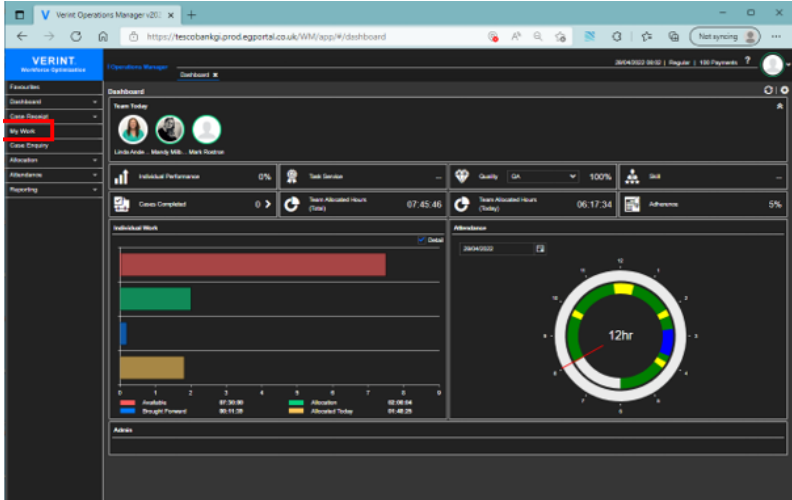
This is an application login step for the Verint Operations Manager (VOM) workflow tool.

Step Flow



Step Description

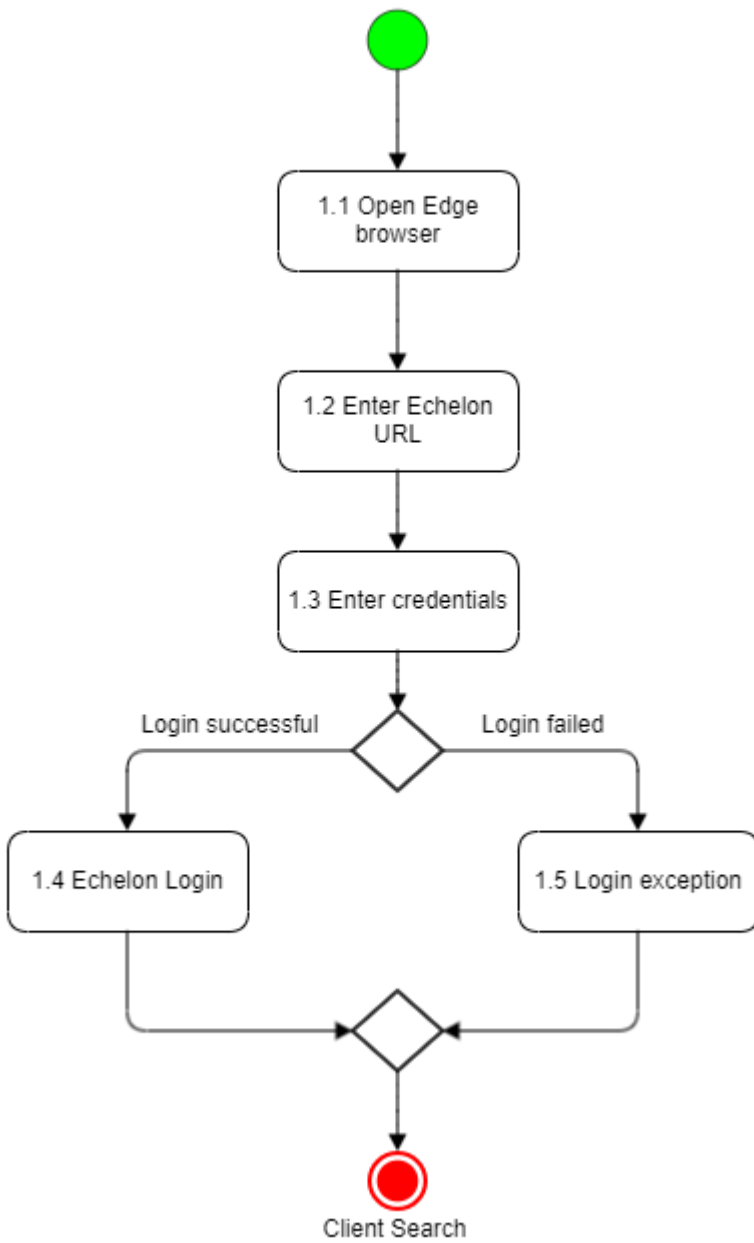
Step	Description	Technical Artifact	Instructions	Result	Screenshots
1.1	Open browser	Microsoft Edge	<ul style="list-style-type: none">Launch Microsoft Edge	<ul style="list-style-type: none">Open Edge page is displayed	
1.2	Navigate to Verint Operations Manager	<p>PROD URL: https://tescobankgi.prod.egportal.co.uk/WM</p> <p>DEV URL: https://tescobankgi.dev.egportal.co.uk/WM/app</p>	<ol style="list-style-type: none">Enter supplied URLPress enter.	<ul style="list-style-type: none">User is presented with the VOM Login page.	

1.3	Enter credential details	<ul style="list-style-type: none"> User ID Password 	<ol style="list-style-type: none"> Enter VOM user ID; Enter password. 	<ul style="list-style-type: none"> Intermediary login screen is displayed 	
1.4	Navigate to VOM Dashboard		<ol style="list-style-type: none"> Select "OK" button. 	<ul style="list-style-type: none"> VOM Dashboard screen is displayed 	
1.5	VOM Login Failed				

Step 2: Log into Echelon

This is an application login step for the Echelon Insurance application.

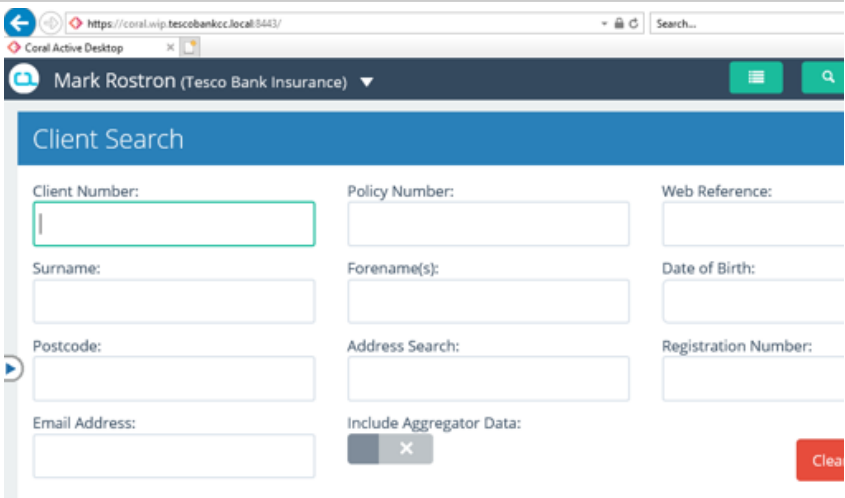
Step Flow



Step Description

Step	Description	Technical Artifact	Instructions	Result	Screenshots
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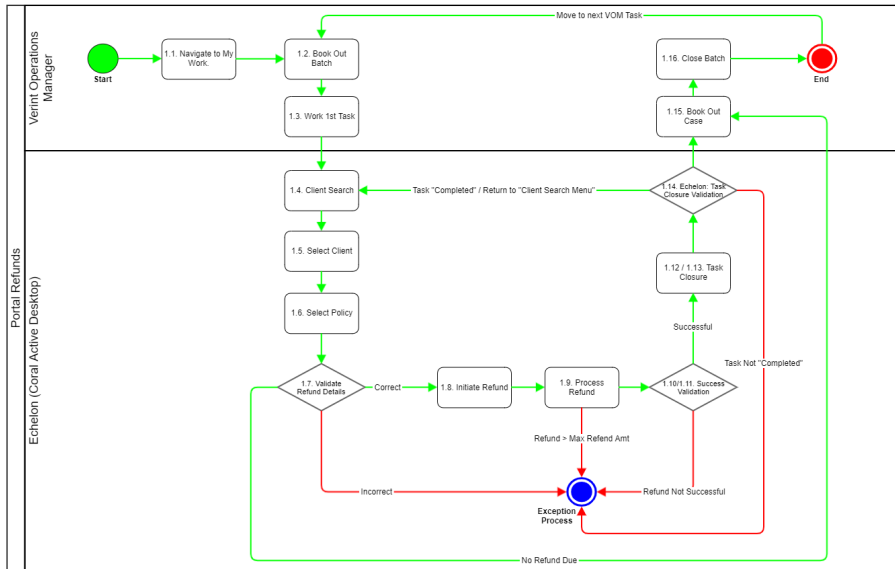
1.1	Open browser	Microsoft Edge	<ol style="list-style-type: none">1. Launch Microsoft Edge	<ul style="list-style-type: none">• Open Edge page is displayed	
1.2	Navigate to Echelon	<p>PROD URL: https://stra-desktop.vpc01.prn.tbaws.com/strata/login</p> <p>SIT URL:</p> <p>TBC depending on test environment.</p>	<ol style="list-style-type: none">1. Enter supplied URL;2. Press enter.	User is presented with the Echelon Login page.	

1.3	Enter credential details	<ul style="list-style-type: none"> User ID Pass word 	<ol style="list-style-type: none"> 1. Enter Echelon user ID; 2. Enter password. 	<ul style="list-style-type: none"> Bot user is logged in and taken to the Client Search Screen 	
1.4	Echelon Login				
1.5	Echelon Login Failed				

Step 3: Process portal refund tasks in Verint Operations Manager and Echelon

This step covers the processing of portal refund tasks in both VOM and Echelon, including management of exceptions.

Step Flow



Step Description

Step	Description	Technical Artifact	Instructions	Result	Screenshots
1.1	VOM: Navigate to "My Work"	VOM: Dashboard screen	<ol style="list-style-type: none"> On the VOM Dashboard select "My Work" from the menu bar on the left of the screen. 	<ul style="list-style-type: none"> VOM "My Work" screen is displayed showing navigational batch cases assigned to the Bot. 	

1.2

VOM: "Book Out Batch" of Portal Refunds

VOM: My Work screen

1. Left click on the batch with the earliest "Batch Date" to select it;

2. Right click on that batch and then select "Start Batch";

3. Right click on the batch again and then click "Book Out Batch".

• VOM : Batch screen display ed.

Verint Operations Manager (201) x

https://tescobankgi.prod.egportal.co.uk/VOM/app/#mywork

Not syncing

VERINT

Workforce Optimisation

Operations Manager

Dashboard / Planned Attendance

My Work

Case Enquiry

My Work

29/04/2022

Allocation Date Only

Work Progress

Work

Comp

Alloc OS

Total

Availability

29/04/2022

Hours

29/04/2022

00:00:00

01:58:33

01:58:33

07:30:00

07:21:19

Remaining

07:21:19

Start New Task

Get Next

Auto Refresh

Batch Number

Task

Class

Notes

Team

Task ID

Task

Echelon

Received Date

Received Time

Task Vol.

1990136 / Batch Date: 29/04/2022 / Task Volume: 2 / Earned Hours: 00:06:50 (2)

1990139 / Batch Date: 29/04/2022 / Task Volume: 1 / Earned Hours: 00:04:49 (1)

1990697 / Batch Date: 29/04/2022 / Task Volume: 2 / Earned Hours: 00:19:58 (2)

1990698 / Batch Date: 29/04/2022 / Task Volume: 5 / Earned Hours: 00:17:05 (5)

1990712 / Batch Date: 29/04/2022 / Task Volume: 7 / Earned Hours: 00:27:18 (7)

1990721 / Batch Date: 29/04/2022 / Task Volume: 11 / Earned Hours: 00:41:33 (11)

1990805 / Batch Date: 29/04/2022 / Task Volume: 1 / Earned Hours: 00:11:31 (1)

1990843 / Batch Date: 29/04/2022 / Task Volume: 4 / Earned Hours: 00:10:08 (4)

Strata Portal - Refund Due To Customer / Task Volume: 4 / Earned Hours: 00:10:08 (4)

1990721 / Batch Date: 29/04/2022 / Task Volume: 11 / Earned Hours: 00:41:33 (11)

1990805 / Batch Date: 29/04/2022 / Task Volume: 1 / Earned Hours: 00:11:31 (1)

1990843 / Batch Date: 29/04/2022 / Task Volume: 4 / Earned Hours: 00:10:08 (4)

Strata Portal - Refund Due To Customer / Task Volume: 4 / Earned Hours: 00:10:08 (4)

Start Batch

Pause Batch (New Task)

Pause Batch (Unavailable)

Resume Batch

Book Out Batch

Bulk Book Out

Print Batch Slips

Start Batch

Pause Batch (New Task)

Pause Batch (Unavailable)

Resume Batch

Book Out Batch

Bulk Book Out

Print Batch Slips

1.3

VOM: Work first task

VOM: Batch screen

1. The first task in the batch will be highlighted;

2. Capture the following information from the VOM workflow:

• Client Reference (Echelon Ref)

• Refund Amount (Ref 5)

• Line number (Echelon Line No)

• Bottom view to the Echelon screen.

Verint Operations Manager v2022

https://tescobankgi.p...

VERINT.
Workforce Optimization

Dashboard / Planned Attendance

My Work / Book Out

Case Enquiry

Favourites

Dashboard

Case Receipt

My Work

Case Enquiry

Allocation

Allocation (Team)

Allocation (Department)

Attendance

Reporting

Cases

1580 - Strata Portal - Refund Due To Custom
Echelon Ref -

1580 - Strata Portal - Refund Due To Custom
Echelon Ref -

1580 - Strata Portal - Refund Due To Custom
Echelon Ref -

1580 - Strata Portal - Refund Due To Custom
Echelon Ref -

Master Process
178 - Strata Portal - Refund Due To Customer
Status Complete

Case Details

Team 100 Payments
Task 1580 - Stra...
Volume 1
System Reference
Date 29/04/...
Completi...

Echelon Ref
EchelonLine 001
Customer Name
Product
Ref 5 24.33
Ref 6
Ref 7
Ref 8

Linked Tasks

Se... Task Team Type Action

1.4	Echelon: Client Search	Echelon: Client Search screen	<div>1. Enter "Client Reference" in the "Client Number" box; Click "Search".</div>	<div><ul style="list-style-type: none">Client reference is displayed.</div>	<div><div>Client Search</div><div><div><div>Client Number: <div></div></div><div>Policy Number: <div></div></div><div>Web Reference: <div></div></div><div>Surname: <div></div></div><div>Forename(s): <div></div></div><div>Date of Birth: <div></div></div><div>Postcode: <div></div></div><div>Address Search: <div></div></div><div>Registration Number: <div></div></div><div>Email Address: <div></div></div><div>Include Aggregator Data: <div></div></div><div><div>Clear</div><div>Recent</div><div>Search</div></div></div></div></div>																						
1.5	Echelon: Select Client	Echelon: Client Summary / Clients	<div>1. Click the "Select" button on the client details box.</div>	<div><ul style="list-style-type: none">User is taken to the "Client Summary" screen and the "Policy Selection" box is displayed.</div>	<div><div>Client Search</div><div><div><div>Client Number: <div></div></div><div>Policy Number: <div></div></div><div>Web Reference: <div></div></div><div>Surname: <div></div></div><div>Forename(s): <div></div></div><div>Date of Birth: <div></div></div><div>Postcode: <div></div></div><div>Address Search: <div></div></div><div>Registration Number: <div></div></div><div>Email Address: <div></div></div><div>Include Aggregator Data: <div></div></div><div><div>Clear</div><div>Recent</div><div>Search</div></div></div><div><div>Clients (Showing 1-1 of 1)</div><table><tr><th>Client No</th><th>Client Name</th><th>Date Of Birth</th><th>Postcode</th><th>Affinity</th><th>Status</th><th>Usage</th><th>Client Branch</th><th>Client Exec</th><th>Email Address</th><th></th></tr><tr><td></td><td></td><td>02-</td><td></td><td>Aggregator</td><td>Active</td><td>Main</td><td>TESCO [Tesco Bank Insurance]</td><td></td><td>@gmail.com</td><td><div>select</div></td></tr></table></div></div></div>	Client No	Client Name	Date Of Birth	Postcode	Affinity	Status	Usage	Client Branch	Client Exec	Email Address				02-		Aggregator	Active	Main	TESCO [Tesco Bank Insurance]		@gmail.com	<div>select</div>
Client No	Client Name	Date Of Birth	Postcode	Affinity	Status	Usage	Client Branch	Client Exec	Email Address																		
		02-		Aggregator	Active	Main	TESCO [Tesco Bank Insurance]		@gmail.com	<div>select</div>																	

1.6	Echelon: Select Policy	Echelon: Client Summary / Policies	<div>1. Customer may have multiple policies so the Bot needs to take the "EchelonLineNo" from VOM and match that against the Line Number value in the "Reference" field. See notes field for field layout;</div> <div>2. Once the correct policy is identified click the "View Policy Details" button.</div>	<div><div>• The "Policy Summary" screen is displayed.</div><div><div><div><div>Client Summary</div><div><div><div><div>Name:</div><div></div></div><div><div>Salutation:</div><div></div></div><div><div>Main Address:</div><div>United Kingdom</div></div></div><div><div><div>Gender:</div><div></div></div><div><div>Date of Birth:</div><div></div></div><div><div>Age:</div><div></div></div><div><div>Mobile Telephone Number:</div><div></div></div><div><div>Email Address:</div><div>@gmail.com (Main Contact)</div></div><div><div>Category:</div><div></div></div><div><div>Clubcard:</div><div></div></div><div><div>Lookup Result:</div><div></div></div></div></div><div><div>Registered for Portal</div><div>£ Refund Due: £116.93</div><div>Outstanding Tasks</div></div></div><div><div>Policies</div><div><div>Policies (Showing 1-1 of 1)</div><table><tr><th>Reference</th><th>Policy Type</th><th>Status</th><th>Additional Information</th><th>Balance (£)</th><th>Renewal Date</th><th></th></tr><tr><td></td><td>Private Car</td><td>Confirmed</td><td>GG/T5 SMART, EQ FORTWO EXCLUSIVE, 0, 2022</td><td>116.93</td><td>28-Jan-2023</td><td>View Policy Details</td></tr></table></div></div></div></div></div>	Reference	Policy Type	Status	Additional Information	Balance (£)	Renewal Date			Private Car	Confirmed	GG/T5 SMART, EQ FORTWO EXCLUSIVE, 0, 2022	116.93	28-Jan-2023	View Policy Details																																																						
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1.7	Echelon: Validate Portal Refund Details	Echelon: Client Summary / Policy Summary	<div>1. Within the policy summary validate the following:</div> <div>a. Policy Payment Method = Payment in Full;</div>	<div><div>• The "Accounts" screen is displayed;</div><div><div><div><div>SummaryRiskResultDiariesAccountsInstalmentsTasks</div><div><div>Create Policy Task</div><div>Optional Extras</div><div>Create Correspondence</div><div>Non-Rating Details</div></div></div><div><div>Policy Summary</div><table><tr><td>Policy Number:</td><td></td><td>Policy Status:</td><td>Confirmed</td></tr><tr><td>Frequency:</td><td>Annual</td><td>Event Status:</td><td>Taken Up</td></tr><tr><td>Inception Date:</td><td>28-Jan-2022 00:00:01</td><td>Reason:</td><td>Change of Vehicle</td></tr><tr><td>Effective Date:</td><td>14-Apr-2022 11:16:26</td><td>Net Rated Policy:</td><td>Yes</td></tr><tr><td>Expiry Date:</td><td>28-Jan-2023 12:00:00</td><td>Real Time Priced:</td><td>No</td></tr><tr><td>Renewal Date:</td><td>28-Jan-2023 12:00:01</td><td>Policy Pay Method:</td><td>Payment In Full</td></tr><tr><td>Event Created Date:</td><td>14-Apr-2022 11:16:26</td><td>Event Pay Method:</td><td>Payment In Full</td></tr><tr><td>Renewal Review:</td><td></td><td>Policy Balance:</td><td>£116.93</td></tr><tr><td>Customer Consent to Auto Renew:</td><td>Yes</td><td>Gross Premium:</td><td>£291.57</td></tr><tr><td>Renewal Factor:</td><td></td><td>MTA Total Selling Price:</td><td>-£116.93</td></tr><tr><td>FCA Type of Sale:</td><td>Non-Advised</td><td>Annualised Premium Including Commission:</td><td>£260.33</td></tr><tr><td>Preferred Delivery Method:</td><td>Email</td><td>Annualised Premium Excluding Commission:</td><td>£260.33</td></tr><tr><td>Admin Executive:</td><td></td><td>Adjustment:</td><td>-£120.47</td></tr><tr><td>Event Created By:</td><td>Web User</td><td>Policy Source:</td><td>moneysupermarket.co.uk</td></tr><tr><td>Branch:</td><td>TESCO (Tesco Bank Insurance)</td><td>Web Reference:</td><td></td></tr><tr><td>Affinity:</td><td>Aggregator</td><td>Quote Details Overridden:</td><td>No</td></tr><tr><td>Insurer:</td><td>Tesco Underwriting Ltd</td><td>Product Identifier:</td><td>T5</td></tr></table></div></div></div></div>	Policy Number:		Policy Status:	Confirmed	Frequency:	Annual	Event Status:	Taken Up	Inception Date:	28-Jan-2022 00:00:01	Reason:	Change of Vehicle	Effective Date:	14-Apr-2022 11:16:26	Net Rated Policy:	Yes	Expiry Date:	28-Jan-2023 12:00:00	Real Time Priced:	No	Renewal Date:	28-Jan-2023 12:00:01	Policy Pay Method:	Payment In Full	Event Created Date:	14-Apr-2022 11:16:26	Event Pay Method:	Payment In Full	Renewal Review:		Policy Balance:	£116.93	Customer Consent to Auto Renew:	Yes	Gross Premium:	£291.57	Renewal Factor:		MTA Total Selling Price:	-£116.93	FCA Type of Sale:	Non-Advised	Annualised Premium Including Commission:	£260.33	Preferred Delivery Method:	Email	Annualised Premium Excluding Commission:	£260.33	Admin Executive:		Adjustment:	-£120.47	Event Created By:	Web User	Policy Source:	moneysupermarket.co.uk	Branch:	TESCO (Tesco Bank Insurance)	Web Reference:		Affinity:	Aggregator	Quote Details Overridden:	No	Insurer:	Tesco Underwriting Ltd	Product Identifier:	T5
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Insurer:	Tesco Underwriting Ltd	Product Identifier:	T5																																																																					

b. M T A T ot al S el l i n g P r i c e = t h e r e f u n d a m o u n t e x t r a c t e d f r o m V O M (R e f 5 a m o u n t) . P l e a s e n o t e t h i s f i e l d c o n t a i n s a n e g a t i v e a m o u n t ;

The portal refund is closed in the case of non-refund being due and the Bot process is moving so not on the next portal refund workflow tasks or;

c. Policy Balance = the difference found amount entered from VOM (Ref 5 amount).

2. Where the values match click on the "Accounts" tab;
3. Where the value in the Policy Balance = £0.00 then no refund is due. Select "Book out case" in VOM and that will close the current case and move the Bot to the next task to be processed;

- The exception process is involved and the Bot process is completed.

			4. **Exception Processes** Where either value does not match revert to the exceptions processing path.																																																																										
1.8	Echelon: Initiate Refund	Echelon: Client Summary / Accounts	<div>1. Click on "Account Actions" to display drop-down; 2. Then select "Refund to a card" from the drop-down.</div> <div>• The "Refund to a Card" screen is displayed.</div>	<div>Accounts</div> <div>Current Account Installment Account</div> <div>Account Actions ▲</div> <div>Account Entries (Showing 1-9 of 9)</div> <table><tr><th>Posted</th><th>Effective</th><th>Type</th><th>Description</th><th>Recon</th><th>Alloc</th><th>Amount CR (€)</th><th>Amount DB (€)</th><th></th></tr><tr><td>27-Jan-2022</td><td>28-Jan-2022</td><td>PROV</td><td>New Business Premium</td><td>Yes</td><td>Yes</td><td></td><td>-408.18</td><td></td></tr><tr><td>27-Jan-2022</td><td>28-Jan-2022</td><td>MLD</td><td>ML - Tesco Legal Guard - Motor - Optional Debit</td><td>Yes</td><td>Yes</td><td></td><td>-16.15</td><td></td></tr><tr><td>07-Feb-2022</td><td>07-Feb-2022</td><td>CARD</td><td>Card Payment Policy Level</td><td>No</td><td>Yes</td><td>33.54</td><td></td><td></td></tr><tr><td>07-Feb-2022</td><td>07-Feb-2022</td><td>COMC</td><td>Negative Commission Credit</td><td>No</td><td>Yes</td><td>1.02</td><td></td><td>34.56</td></tr><tr><td>07-Feb-2022</td><td>07-Feb-2022</td><td>MISD</td><td>Additional Premium</td><td>Yes</td><td>Yes</td><td></td><td>-34.56</td><td>0.00</td></tr><tr><td>14-Apr-2022</td><td>14-Apr-2022</td><td>COMD</td><td>Negative Commission Debit</td><td>No</td><td>No</td><td></td><td>-3.54</td><td>-3.54</td></tr><tr><td>14-Apr-2022</td><td>14-Apr-2022</td><td>MSC2</td><td>Return Premium</td><td>Yes</td><td>No</td><td>120.47</td><td></td><td>116.93</td></tr></table> <div>Account Actions ▲</div> <div><div>Add a Fee</div><div>Add a Cash Transaction</div><div>Add a Discount</div><div>Transfer Amount Between</div><div>Post an Underwriter Transa</div><div>Refund to a Card</div><div>Take a Card Payment</div><div>Write Off Outstanding Balan</div></div> <div><div>Reverse</div><div>Reverse</div><div>Reverse</div><div>Reverse</div></div>		Posted	Effective	Type	Description	Recon	Alloc	Amount CR (€)	Amount DB (€)		27-Jan-2022	28-Jan-2022	PROV	New Business Premium	Yes	Yes		-408.18		27-Jan-2022	28-Jan-2022	MLD	ML - Tesco Legal Guard - Motor - Optional Debit	Yes	Yes		-16.15		07-Feb-2022	07-Feb-2022	CARD	Card Payment Policy Level	No	Yes	33.54			07-Feb-2022	07-Feb-2022	COMC	Negative Commission Credit	No	Yes	1.02		34.56	07-Feb-2022	07-Feb-2022	MISD	Additional Premium	Yes	Yes		-34.56	0.00	14-Apr-2022	14-Apr-2022	COMD	Negative Commission Debit	No	No		-3.54	-3.54	14-Apr-2022	14-Apr-2022	MSC2	Return Premium	Yes	No	120.47		116.93
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1.9

Echelon:
Process
Refund

Echelon:
Refund to
a Card

1. Look at the "Card Transactions Available" box on the page to identify the most recently used card from the "Posted Date" column;

2. Then validate that the refund due is equal to or less than the amount in the "Max Refund Available" box for that card and move to the next step. ****Exception Process**** If it isn't follow the standard Exception processing path;

3. Enter the amount in the "Amount to Refund" box against that card;

4. Enter a default note of "Automated Portal Refund. Refund processed to card on file." to the "Add Comment" dialogue box;

5. Select the "Refund" button.

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Refund to a Card

Transaction Type: *
CARF [Card Refund Policy Level]

Reference:

Effective Date: *
21-Apr-2022

Add Comment:

(4000 characters remaining)

Card Transactions Available (Showing 1-2 of 2)

Cardholder's Name	Card Type	Card Number	Amount (£)	Posted Date	Transaction Type	Max. Refund Available (£)	Amount to Refund (£)	Refund
	VISA DELTA	*****1015	33.54	07-Feb-2022	CARD	33.54	0.00	Refund
	VISA DELTA	*****1015	412.32	27-Jan-2022	CARD	412.32	0.00	Refund

Total Refund Given: £0.00

Existing Policy Balance: £116.93

New Policy Balance: £116.93

Cancel

Confirm

1.10

Echelon:
Success
Validation 1

Echelon:
Refund to
a Card

1. Confirm that a "Refund successful" message is displayed in the "Refund" column against the card;



2. Confirm that the "New Policy Balance" shows as £0.00;

3. If Both of the previous steps have been validated successfully then click "Confirm";

4. ****Exception Process**** If the refund is not successful or the balance is NOT £0.00 then follow the standard Exception processing path.

• Refund validated and Claim Submitted

Card Transactions Available (Showing 1-2 of 2)

Cardholder's Name	Card Type	Card Number	Amount (£)	Posted Date	Transaction Type	Max. Refund Available (£)	Amount to Refund (£)	Refund
	VISA DELTA	*****1015	33.54	07-Feb-2022	CARD	33.54	<div>0.00</div>	<div>Refund</div>
	VISA DELTA	*****1015	412.32	27-Jan-2022	CARD	412.32	<div>116.93</div>	<div>Refund successful</div>

Total Refund Given:

£116.93

Existing Policy Balance:

£116.93

New Policy Balance:

£0.00

⚠ One or more refunds have been successfully applied to a card. To ensure that these are added to the Current Account please click the Confirm button once all refunds have been given.

Cancel

Confirm

1.11

Echelon:
Success
Validation 2

Echelon:
Client
Summary /
Accounts

1. Confirm that the most recent Balance entry in the "Balance (£)" column shows as 0.00. The Posted date for the entry will be today's date and type = CARF ;

2. ****Exception Processes**** If the current balance is NOT showing as £0.00 then follow the standard Exception processing path.

3. Else click on the "Tasks" tab.

• Client Summary Policy Tasks tab is displayed.

SummaryRiskResultDiariesAccountsInstalmentsTasks

Create Policy TaskOptional Extras ↗Create CorrespondenceNon-Rating Details ↗

Accounts

Current Account | Instalment AccountAccount Actions | ▼

Account Entries (Showing 1-10 of 10)

Posted	Effective	Type	Description	Recon	Alloc	Amount CR (£)	Amount DB (£)	Balance (£)	Reverse
27-Jan-2022	28-Jan-2022	MLD	ML - Tesco Legal Guard - Motor - Optional Debit	Yes	Yes		-16.15	0.00	
07-Feb-2022	07-Feb-2022	CARD	Card Payment Policy Level	No	Yes	33.54		33.54	
07-Feb-2022	07-Feb-2022	COMC	Negative Commission Credit	No	Yes	1.02		34.56	Reverse
07-Feb-2022	07-Feb-2022	MISD	Additional Premium	Yes	Yes		-34.56	0.00	Reverse
14-Apr-2022	14-Apr-2022	COMD	Negative Commission Debit	No	Yes		-3.54	-3.54	Reverse
14-Apr-2022	14-Apr-2022	MSC2	Return Premium	Yes	Yes	120.47		116.93	Reverse
21-Apr-2022	21-Apr-2022	CARF	Card Refund Policy Level	No	Yes		-116.93	0.00	

1.12

Echelon:
Task
Identification

Echelon:
Client
Summary /
Policy
Tasks

1. Click on the "Return Premium Request via Internet" task that has a completion status of "Not Started".

• "Task Summary" is displayed.

SummaryRiskResultDiariesAccountsInstalmentsTasks

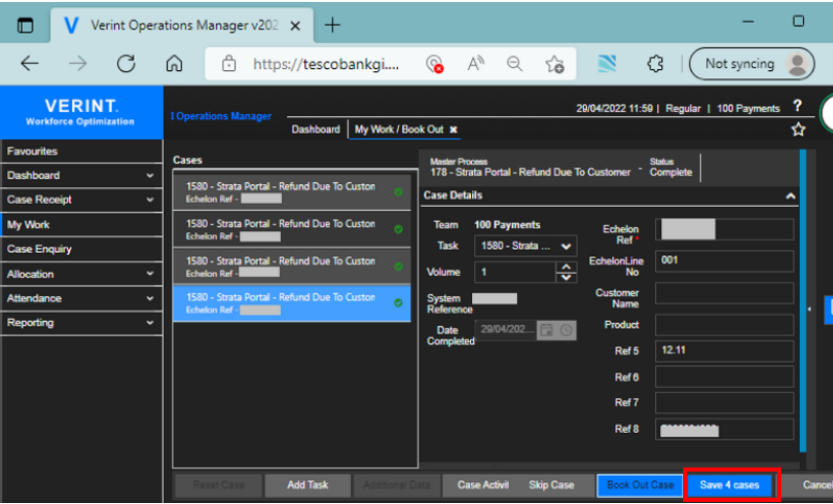
Create Policy TaskOptional Extras ↗Create CorrespondenceNon-Rating Details ↗

Policy Tasks (Showing 1-3 of 3)

Category	Description	Due By	Priority	Completion Status	Assigned To
Return Premium Request via Internet	Return Premium Request via Internet	14-Apr-2022	High	Not Started	Back Office Team
Attempting Wrap Up	Internet Attempting Wrap Up	07-Feb-2022	High	Completed	Back Office Team
Attempting Wrap Up	Internet Attempting Wrap Up	14-Apr-2022	High	Completed	Back Office Team

1.13	Echelon: Task Closure	Echelon: Client Summary / Task Summary	<ol style="list-style-type: none"> Click on the "Status" dropdown; Select "Completed" from the dropdown; Click on the "Save & Close" button. 	<ul style="list-style-type: none"> Bot is returned to the "Policy Task" tab. 	<div>14-Apr-2022 - Overdue</div> <div> <div>Summary Activity</div> <div> <div>Description: Return Premium Request via Internet</div> <div>Category: Return Premium Request via Internet</div> <div>Created By: Web User Created On: 14-Apr-2022 11:16</div> <div>Client/Policy Ref: 901 From Process: MngTasks</div> <div>Priority: High Status: <div>Not Started In Progress Completed</div></div> <div>Assigned To: Back Office Team</div> </div> <div>Additional Information</div> <div>Please be advised that this client with web reference 3800-418317-8185 has accepted an MTA with a return premium.</div> <div> <div>Add Reminder</div> <div>Cancel Save Save & Close</div> </div> </div>																								
1.14	Echelon: Task Closure Validation	Echelon: Client Summary / Policy Tasks	<ol style="list-style-type: none"> Validate that the "Return Premium Request via Internet" task now displays a completion status of "Completed"; Select the Spy Glass icon at the top right corner of the screen to return to the "Client Search Menu". 	<ul style="list-style-type: none"> Bot is returned to the "Client Search Menu". 	<div>Mark Rostron (Tesco Bank Insurance)</div> <div> <div>Business Events (11)</div> <div> <div>Summary Risk Result Diaries Accounts Instalments Tasks</div> <div> <div>Create Policy Task</div> <div>Optional Extras</div> <div>Create Correspondence</div> <div>Non-Rating Details</div> </div> </div> <div>Policy Tasks (Showing 1-3 of 3)</div> <table> <tr> <th>Category</th><th>Description</th><th>Due By</th><th>Priority</th><th>Completion Status</th><th>Assigned To</th></tr> <tr> <td>Attempting Wrap Up</td><td>Internet Attempting Wrap Up</td><td>07-Feb-2022</td><td>High</td><td>Completed</td><td>Back Office Team</td></tr> <tr> <td>Return Premium Request via Internet</td><td>Return Premium Request via Internet</td><td>14-Apr-2022</td><td>High</td><td>Completed</td><td>M Rostron</td></tr> <tr> <td>Attempting Wrap Up</td><td>Internet Attempting Wrap Up</td><td>14-Apr-2022</td><td>High</td><td>Completed</td><td>Back Office Team</td></tr> </table> </div>	Category	Description	Due By	Priority	Completion Status	Assigned To	Attempting Wrap Up	Internet Attempting Wrap Up	07-Feb-2022	High	Completed	Back Office Team	Return Premium Request via Internet	Return Premium Request via Internet	14-Apr-2022	High	Completed	M Rostron	Attempting Wrap Up	Internet Attempting Wrap Up	14-Apr-2022	High	Completed	Back Office Team
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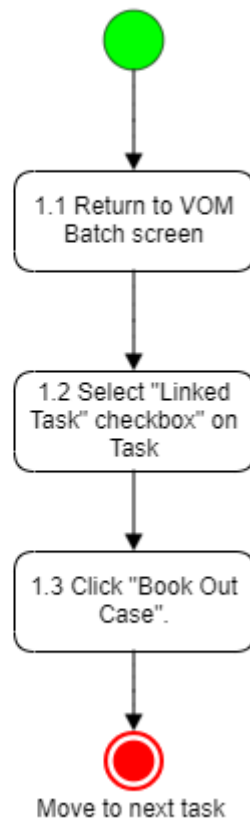
1.15	VOM: Book Out Case	VOM: Batch screen	<div>1. Now that the refund has been processed select "Book Out Case" on the VOM Batch screen;</div> <div>2. This will move the Bot to the next task and steps 1.3 onwards until all tasks in the batch are worked.</div>	<div><div><div><div>VERINT. Workforce Optimization</div><div>Operations Manager</div><div>Dashboard / Planned Attendance</div><div>My Work / Book Out</div><div>Case Enquiry</div></div><div><div>Favourites</div><div>Dashboard</div><div>Case Receipt</div><div>My Work</div><div>Case Enquiry</div><div>Allocation</div><div>Allocation (Team)</div><div>Allocation (Department)</div><div>Attendance</div><div>Reporting</div></div><div><div>Cases</div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref - 32458596</div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref - 27480958</div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref - 22586567</div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref - 28045155</div></div><div><div>Master Process</div><div>178 - Strata Portal - Refund Due To Customer</div><div>Status</div><div>Complete</div></div><div><div>Case Details</div><div>Team 100 Payments</div><div>Task 1580 - Stra...</div><div>Volume 1</div><div>System Reference 7370263</div><div>Date Completeu 29/04/...</div><div>Echelon Ref 001</div><div>EchelonLine No</div><div>Customer Name</div><div>Product</div><div>Ref 5 24.33</div><div>Ref 6</div><div>Ref 7</div><div>Ref 8</div></div><div><div>Linked Tasks</div><div>Se... Task Team Type Action</div></div><div><div>Book Out Case</div></div></div></div> <div><div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref - 32458596</div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref - 27480958</div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref - 22586567</div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref - 28045155</div></div><div><div>Master Process</div><div>178 - Strata Portal - Refund Due To Customer</div><div>Status</div><div>Complete</div></div><div><div>Case Details</div><div>Team 100 Payments</div><div>Task 1580 - Stra...</div><div>Volume 1</div><div>System Reference 7370263</div><div>Date Completeu 29/04/...</div><div>Echelon Ref 001</div><div>EchelonLine No</div><div>Customer Name</div><div>Product</div><div>Ref 5 10.98</div><div>Ref 6</div><div>Ref 7</div><div>Ref 8 7901598814</div></div></div>
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1.16	VOM: Close Batch	VOM: Batch screen	<ol style="list-style-type: none"> Once all tasks in a batch have been worked they will be marked with a Green tick; Click on the "Save #" cases" button to close the batch; Where there are multiple batches open and assigned to the Bot then repeat from steps 1.2 onward. 	<ul style="list-style-type: none"> Batch is now closed and the Bot can go on to process any other outstanding batch cases. 	
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Step 4: Exception Processing

As detailed in step 3 there are multiple exception scenarios where the Bot cannot process a refund and instead these will default to a manual exceptions process.

Step Flow



Step Description

Step	Description	Technical Artifact	Instructions	Result	Screenshots
------	-------------	--------------------	--------------	--------	-------------

1.1	VOM: Batch Screen	VOM: Batch screen	<div>1. Return to the VOM batch screen for the task being processed.</div> <div><div><div>VOM batch screen details of the portal refund being processed.</div></div></div>	<div><div><div><div>Verint Opt</div><div>Document last modified: Fri at 14:00</div></div><div><div>← → ↻ 🏠 🔒 🔍 🔔 ⚙️</div><div>https://tescobankgip...</div><div>Not syncing</div></div></div><div><div><div>VERINT</div><div>Workforce Optimisation</div></div><div><div>Operations Manager</div><div>Dashboard / Planned Attendance</div><div>My Work / Book Out</div><div>Case Enquiry</div></div><div><div>29/04/2022 08:11</div><div>Regular</div><div>100 Payments</div><div>?</div></div><div><div>👤</div></div></div><div><div><div>Favourites</div><div>Dashboard</div><div>Case Receipt</div><div>My Work</div><div>Case Enquiry</div><div>Allocation</div><div>Allocation (Team)</div><div>Allocation (Department)</div><div>Attendance</div><div>Reporting</div></div><div><div>Cases</div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref -</div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref -</div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref -</div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref -</div><div>1580 - Strata Portal - Refund Due To Custom Echelon Ref -</div></div><div><div>Master Process</div><div>178 - Strata Portal - Refund Due To Customer</div><div>Status Complete</div></div><div><div>Case Details</div><div>Team 100 Payments Echelon Ref</div><div>Task 1580 - Strata Echelon Line 001</div><div>Volume 1 No</div><div>System Reference Customer Name</div><div>Date 29/04/ Product</div><div>Completion Ref 5 24.33</div><div>Ref 6</div><div>Ref 7</div><div>Ref 8</div></div><div><div>Linked Tasks</div><div><table><thead><tr><th>Se...</th><th>Task</th><th>Team</th><th>Type</th><th>Action</th></tr></thead><tbody></tbody></table></div></div></div></div>	Se...	Task	Team	Type	Action
Se...	Task	Team	Type	Action					

1.2

VOM:
Select
Linked Task

VOM:
Batch
screen

1. When viewing the portal refund task a new "exception" task will be visible in the "Linked Tasks" box;
2. Click on the tick box against the "exception" task in the "Selected" column.

- A linked exception task will be created to be manually worked on once the task is booked out and saved.

****Please note the below shows an example linked task****

Process Detail

Master Process: 33 - Refund Rollover

Status: Continue

Case Details

Team: 100 - Payments

Task: 100 - Refund Rollover

Volume: 1

System Reference: 61899002 10.24

Date Completed: 6/18/2012 10:24

Exclusion Ref:

Exclusion Line No: 1

Customer Name:

Product: MOTOR

Ref 5:

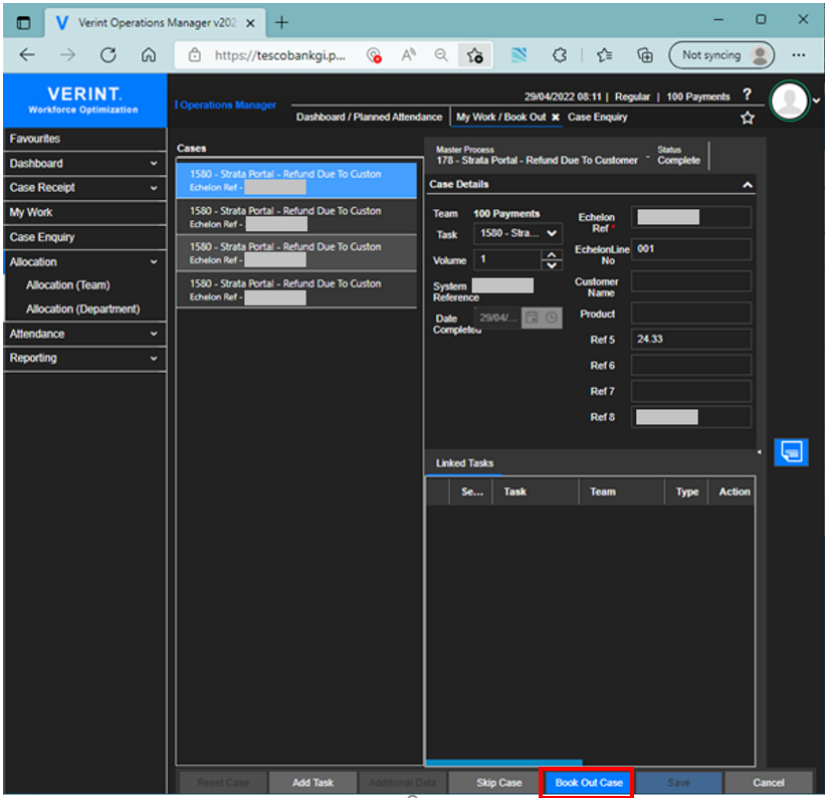
Ref 6:

Ref 7:

Ref 8:

Linked Tasks

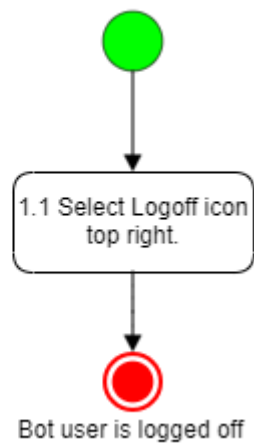
S.	Task	Team	Tp	Action	Individual	Trng	P...	F...
1	1000 - Refund Verification	100 - Payments	Fixed	Create	None	61.95%		
2	1000 - Case Calculator	100 - Payments	Opti...	Create	None	61.95%		

1.3	VOM: Book Out Case	VOM: Batch screen	<p>1. Now that the linked task has been selected click "Book Out Case" on the VOM Batch screen.</p> <ul style="list-style-type: none"> This will move the Bot to the next task and processsing in step 3 can continue 	
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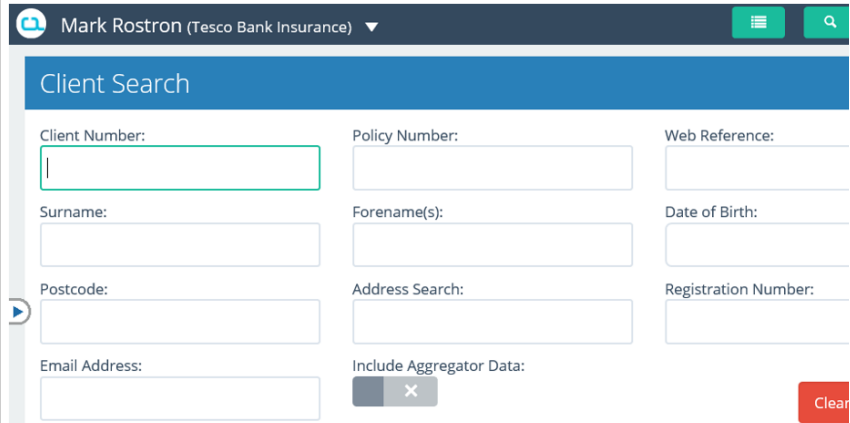
Step 5: Echelon Logoff

Log off from Echelon following daily processing of all outstanding batches assigned to the Bot user.

Step Flow



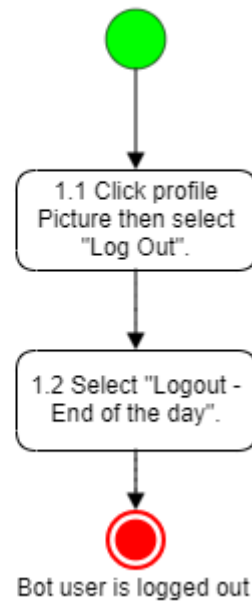
Step Description

Step	Description	Technical Artifact	Instructions	Result	Screenshots
1.1	Client Search Screen - Logoff	Echelon: Client Search Screen	1. Click the Log off icon top right.	• Bot user is now logged out.	

Step 6: Verint Operations Manager Logoff

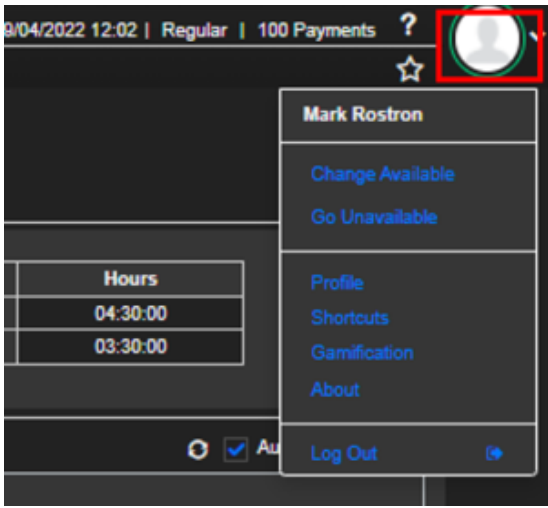
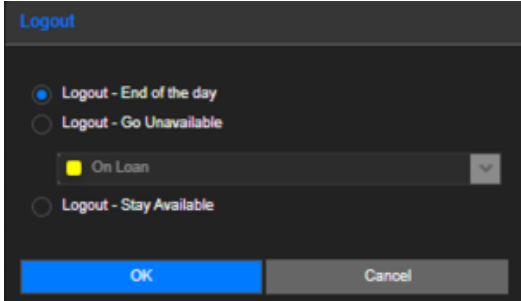
Log off from VOM following daily processing of all outstanding batches assigned to the Bot user.

Step Flow



Step Description

Step	Description	Technical Artifact	Instructions	Result	Screenshots	Comments
------	-------------	--------------------	--------------	--------	-------------	----------

1.1	VOM - Logoff	Verint Operations Manager	<ol style="list-style-type: none"> 1. Click the profile picture icon top right; 2. Select "Log Out". 	<ul style="list-style-type: none"> • Logout dialogue box is displayed. 		
1.2	Complete Logout dialogue box.	Verint Operations Manager	<ol style="list-style-type: none"> 1. When the logout dialogue box is displayed select "Logout - End of the day". 2. Click "OK" 	<ul style="list-style-type: none"> • Bot user is logged out. 		

Documents

This section will track any versions of the PDD which have been exported and issued at any given point as part of the PDD sign-off process. Any additional documents used within the Discovery phase will also be held within this section.

Document List



Add a note about each document attached to this page.

Version	Date Issued	Author	Comments
0.1	06 May 2022	Oliver McLean	Initial draft version
0.2	20 Jun 2022	Oliver McLean	Minor query clarifications following dev review.
1.0	04 Jul 2022	Oliver McLean	Baselined following sign off.

File	Modified
Microsoft Word Document rpa_0009 Portal Refunds PDD v0.1.docx	May 09, 2022 by McKenzie, Colin (Tesco Bank)
File Fw_ RPA Portal Refunds - PDD Review___.msg	May 26, 2022 by McLean, Oliver M (Tesco Bank)
Microsoft Word 97 Document rpa_0009 Portal Refunds PDD v0.2.doc	Jun 20, 2022 by McLean, Oliver M (Tesco Bank)
Microsoft Word 97 Document rpa_0009 Portal Refunds PDD v1.0.doc	Jul 04, 2022 by McLean, Oliver M (Tesco Bank)

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