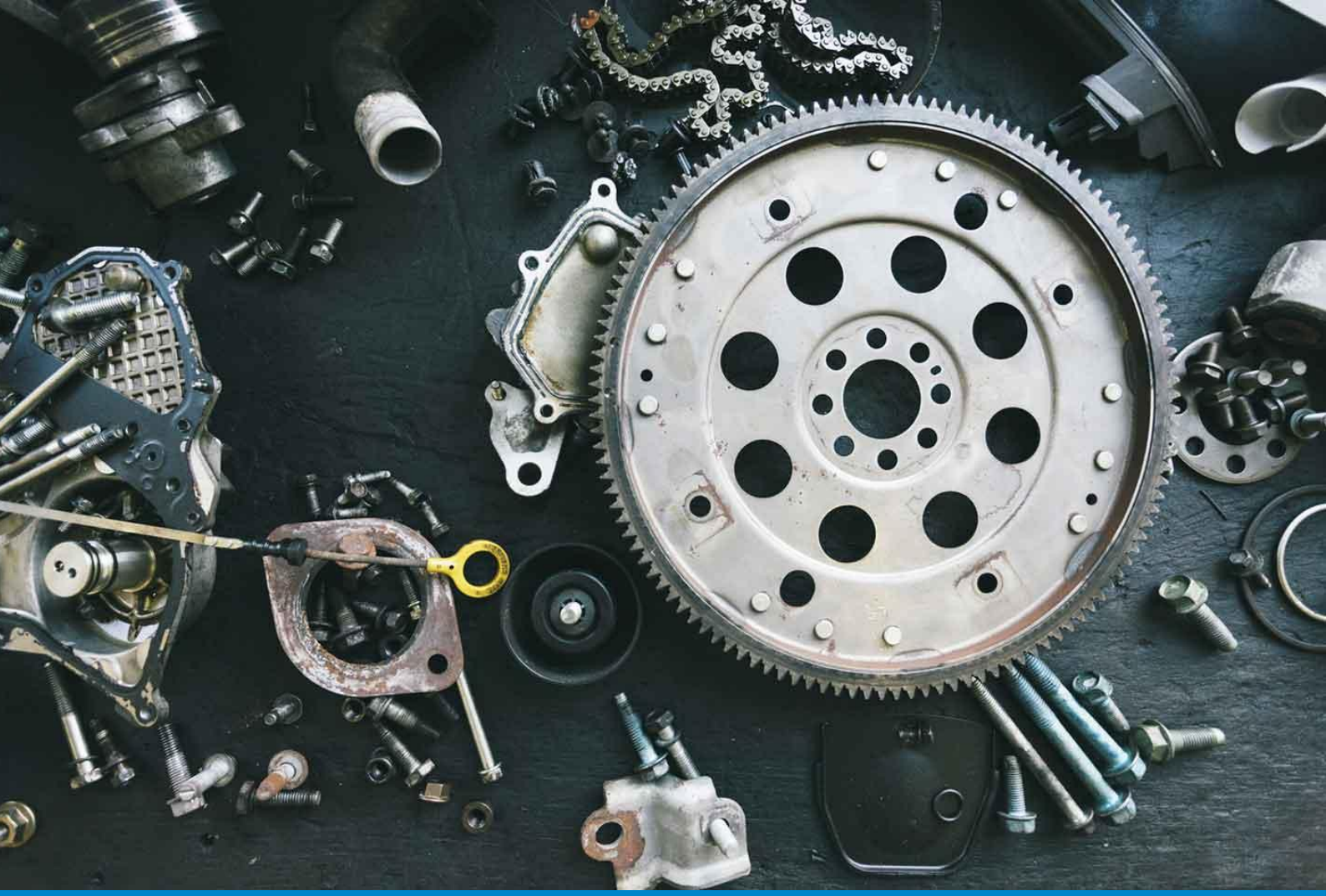


Process Definition Document

UiPath

Research Client Check Copy

Process Design Document – Research Copy of Check for Vendor for ACME Systems Inc.

TABLE OF CONTENTS

I. INTRODUCTION

1.1 Purpose

The Process Definition Document outlines the business process chosen for automation. The document describes the sequence of actions performed as part of the business process, the conditions and rules of the process prior to automation (AS IS) as well as the new sequence of actions that the process will follow as a result of preparation for automation (TO BE).

The PDD is a communication document between:

- The RPA Business Analyst and the SME/Process Owner. The goal is to ensure that the RPA Business Analyst has the correct understanding of the process and has represented it accurately.
- The RPA Business Analyst and the Development team (represented by the Solution Architect and RPA Development Lead). The goal is to ensure that the process is documented appropriately and to a sufficient level of detail so that the Solution Architect can then create the solution based on the PDD content.

1.2 Objectives

The business objectives and benefits expected by the Business Process Owner after automation of the selected business process are:

- Reduce processing time per item by 80%.
- Better Monitoring of the overall activity by using the logs provided by the robots.

1.3 Key Contacts

Add here any stakeholders that need to be informed or to approve changes to the process:

Role	Name	Contact Details (email, phone number)	Notes
	Rapa Denis-Andrei		

1.4 Minimum Pre-requisites for the Automation

a) Filled in Process Definition Document
b) Test Data to support development
c) User access and user accounts creations (licenses, permissions, restrictions to create accounts for robots)
d) Credentials (user ID and password) required to logon to machines and applications

II. AS IS PROCESS DESCRIPTION

In this section the Business Analyst will document the process. This section will serve as the starting point for the re-engineering and automation effort.

2.1 Process Overview

Section contains general information about the process before automation.

Item	Description/Answer
Process Full Name	Research Copy of Check
Process Area	Accounts Payable
Department	Finance and Accounting
Short Description (operation, activity, outcome)	This procedure covers handling a client's request for a copy of a check. It involves locating the

	corresponding check image within internal platforms, ensuring the details match those provided in the request PDF, and making the image available for the client. The process also includes searching across various internal databases and updating the work item's status once all steps are completed.
Role(s) required in applications to perform the process	AP Process Associate role in ACME System 1 and System 3
Process schedule and frequency	
Number of times the process is ran by selected frequency	
Process execution time	1 minute per item
Process Restrictions	**The systems can be accessed solely on weekdays from 7:00 AM to 8:00 PM. They remain unavailable on weekends and during official public holidays.**
Peak Period (s)	End of the month, typically between the 20th and 28th
Peak Volume Approximate increase	***500***
Number of persons performing the process	
Expected Volume increase during next periods	*10–20% in the coming half-year period*
Percentage Un-handled exceptions	
Input data description	PDF documents containing Client Request ID, Check Number, and Client details
Output Data description	Uploaded check image and updated work item status in ACME Systems

**Add more rows to the table to include relevant data for the automation process. No fields should be left empty. Use "n/a" for the items that don`t apply to the selected business process.*

2.2 Applications Used

The table includes a comprehensive list of all the applications that are used as part of the process to be automated to perform the given actions in the flow.

*Add more rows to the table to include the complete list of applications.

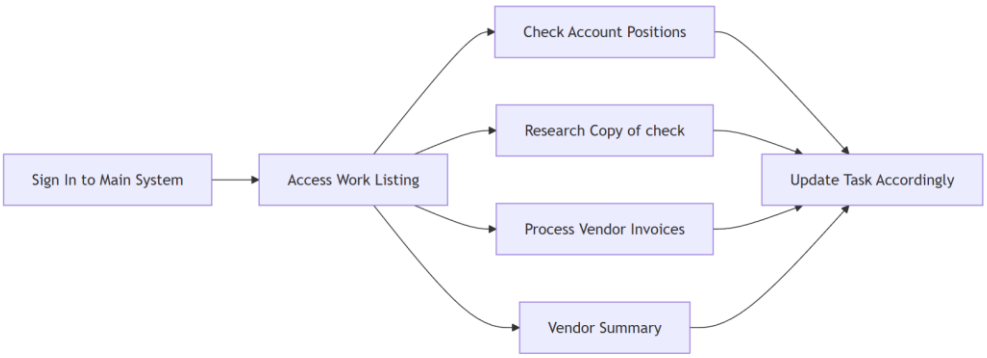
Application Name	Version	Application Language	Thin/Thick Client	Environment/ Access method	Comments
ACME System 1	Web v2.5	**English**	Thin Client (Web)	Accessed via browser (Chrome)	Used to access, locate check images, and upload them. Availability limited to business hours.
ACME System 3	Desktop v4.0	English	Thick Client (Desktop)	Installed on local workstation	Used for locating client records and performing secondary check searches. May be slow during peak usage.
Microsoft Excel	2016+	English	Thick Client	Local app	Used to record extracted check data for monitoring and tracking purposes.
UiPath Studio	2023.4	English	Thick Client	Installed on local workstation	Primary tool for building and developing automation workflows.
UiPath Orchestrator	Cloud	English	Thin Client	Web interface	Used to schedule tasks, maintain logs, and manage credentials.

2.3 AS IS Process Map

This section contains various process maps contributing to a better understanding of how the process is performed pre-automation.

2.3.1 High Level Process Map

This section is useful for the Business Analyst in presentations and discussions with management to underline areas of weakness, inefficiency or to demonstrate which actions could be in scope for automation.



2.3.2 Detailed Level Process Map

This section describes the process at key-stroke level and is an essential part for the communication with the developers.

Step ID	Action Description	Application	Input/Output	Expected Result	Exception Handling / Notes
1.1	Open ACME System 1 (Web App)	System 1	N/A	The login page appears.	If the web application is down, notify via email and then try again.
1.2	Enter login credentials and submit	System 1	Email + Password → Dashboard	Successful login and redirection	If the credentials are incorrect, attempt to log in once more and send an email notification.
1.3	Access the "Work Listing" section	System 1	N/A → List of tasks	WI2 items are visible	If there are no tasks, wait for a while and then try again.
1.4	Filter items to show only WI2 types	System 1	WI2 filter → Task list	WI2 tasks shown	Log and skip if none
1.5	Open WI2 task details	System 1	Task → Detail view	Task information available	If there's an error loading the details, try again one more time.

Step ID	Action Description	Application	Input/Output	Expected Result	Exception Handling / Notes
1.6	Download PDF Check Request	System 1	Button Click → PDF	PDF saved locally	If the file is missing, set the item status to Pending.
1.7	Extract Client ID and Check Number	PDF Reader / UiPath	PDF → Client ID, Check No.	Data extracted successfully	If the file is unreadable, mark it as Rejected.
1.8	Go to "Search Client Check" section	System 1	N/A	Search form is loaded	If the menu fails, refresh the page and try again.
1.9	Enter extracted data and press Search	System 1	Client ID, Check No., Results	If a match is found, display the check.	If there's no match, continue with System 3.
2.0	If check not found → open System 3 (Desktop)	System 3	N/A	Dashboard loads	If it's not loading, restart and try again.
2.1	Navigate to "Search Client by ID"	System 3	Client ID, Client details	Client found and selected	Turn on the "Include Inactive Clients" option.
2.2	Search for Check in System 3	System 3	Check Number, Date, Result	If found, Proceed	If not, mark as Rejected
2.3	Go to "Submit Check Copy" in System 1	System 1	Check image, Client ID, Work ID	Form loads	Handle upload errors
2.4	Upload check image and fill details	System 1	Check No., Client ID, Image, Confirm	Submission successful	Retry on error
2.5	Update Work Item with status	System 1	Status = Completed/Rejected, Comments	Status saved	Retry if fails

Step ID	Action Description	Application	Input/Output	Expected Result	Exception Handling / Notes
2.6	Continue with next WI2 item	System 1	N/A	Loop back to step 1.3	If there are no more items, terminate the process.

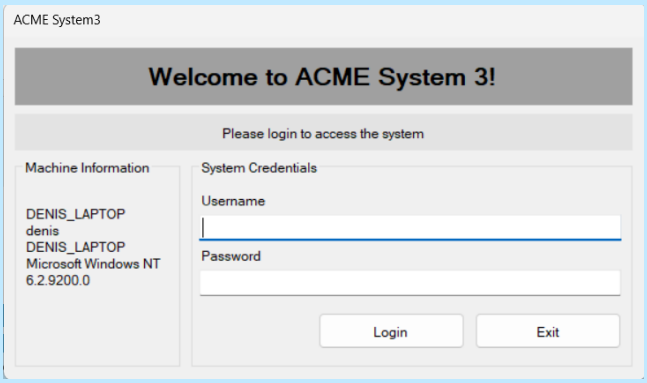
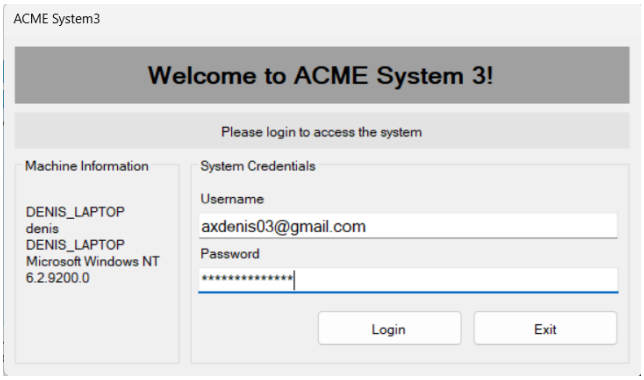
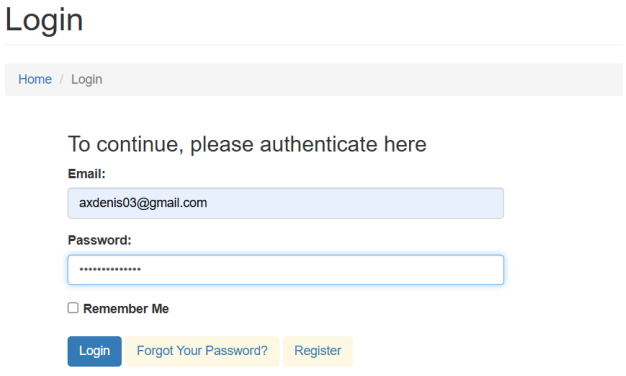
2.4 Process Statistics

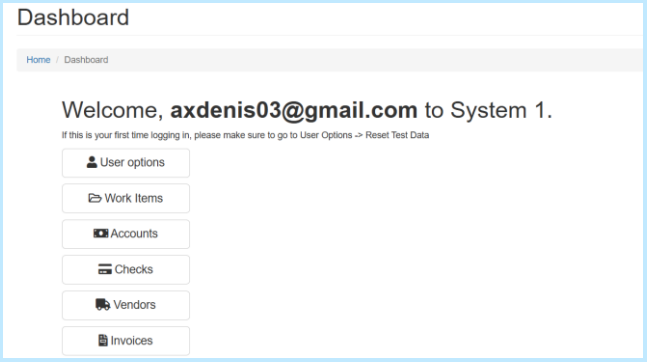
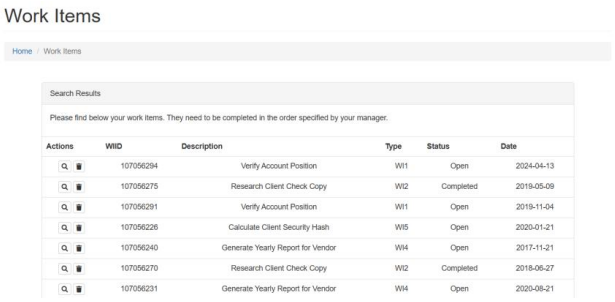
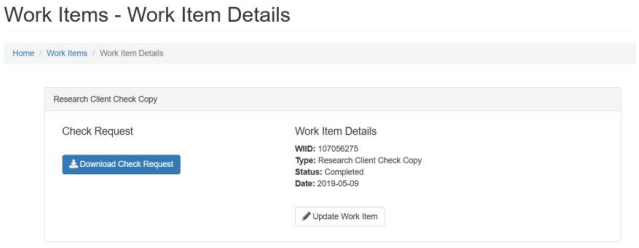
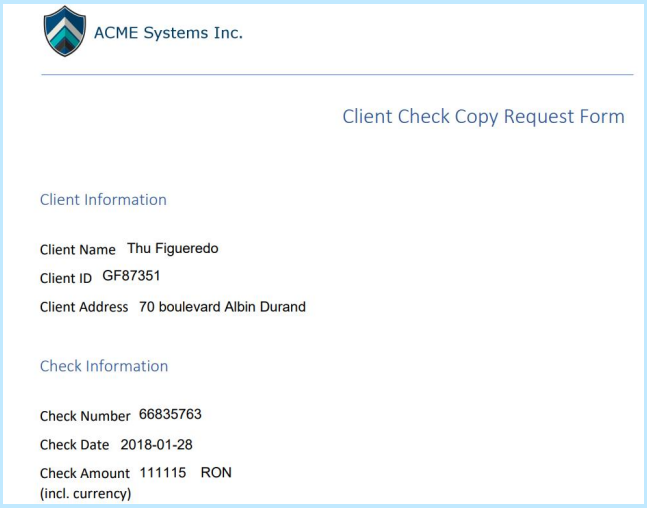
High Level statistics → Detailed Statistics

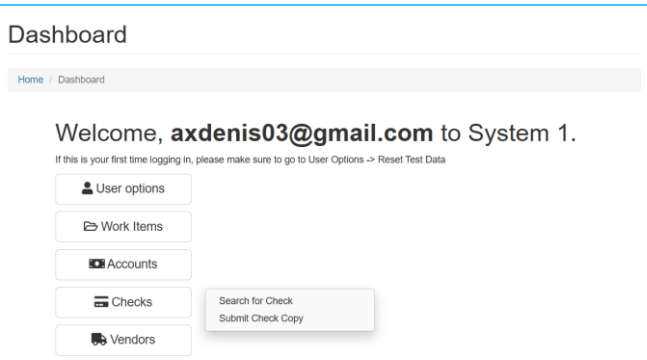
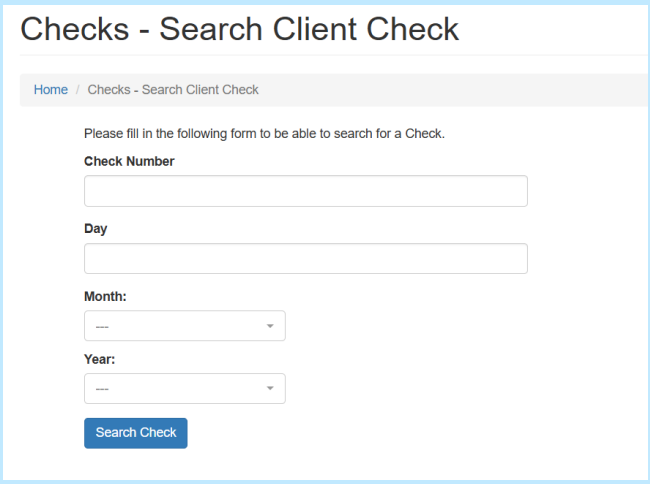
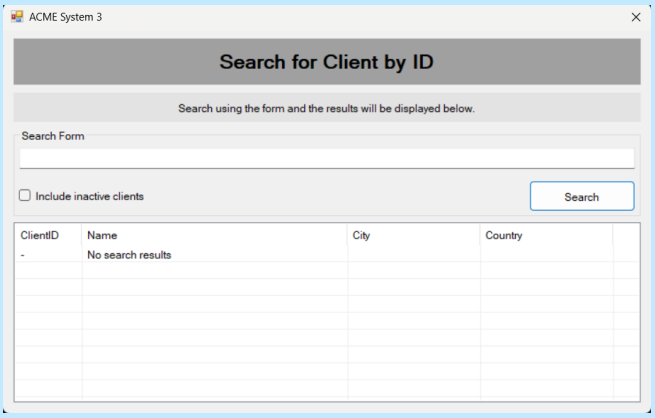
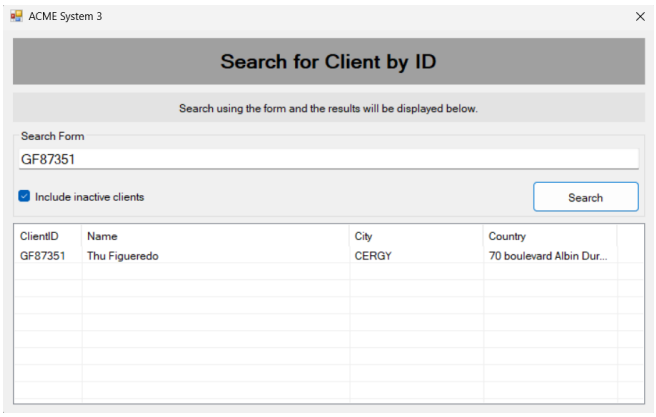
Processes	Windows	Actions	Mouse clicks	Keys pressed	Text entries	Hotkeys used	Time
2	2	120	~70	~185	17	3	~30 minutes

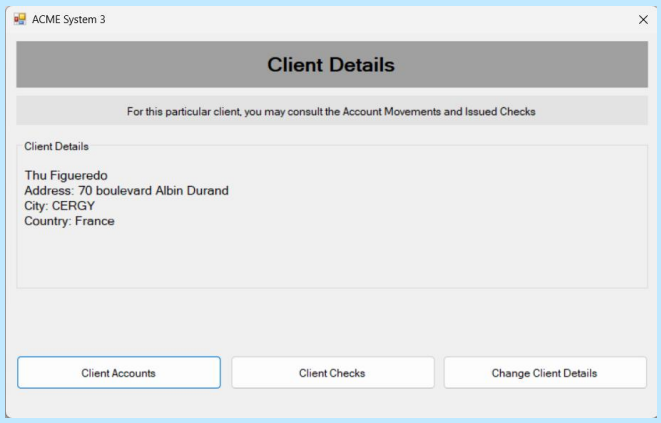
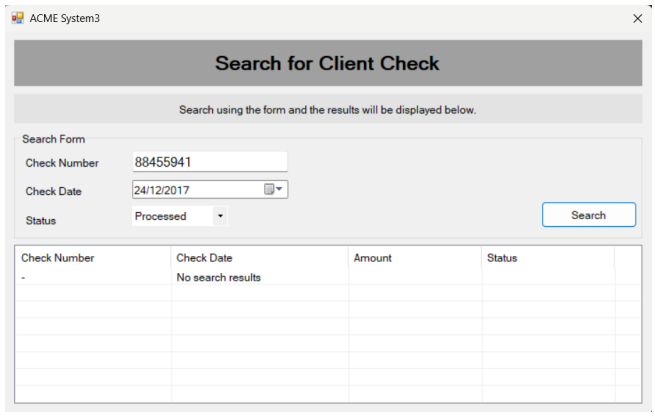
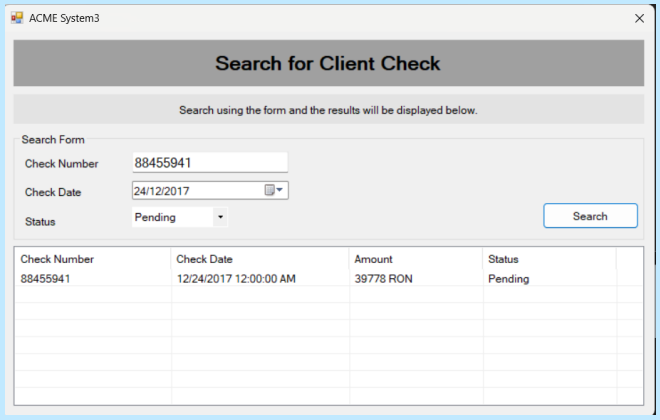
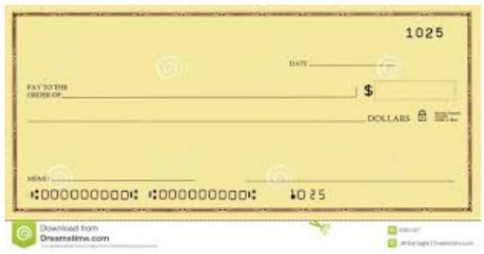
Window name	Mouse clicks	Text entries	Key pressed
Login – ACME System 1	3	2	35
Dashboard – ACME System 1	**4**	**0**	**0**
Work Items List – System 1	9	0	0
Filter Work Items	**0**	**0**	**0**
Item Details	3	0	0
Go to Check Submission	**8**	**3**	**20**
Submit Check Form	8	2	10
Legacy Login	**3**	**2**	**35**
Legacy Client Search	3 or 4 (if client appears or not)	1	5
Legacy Check Search	**8 (if client appears)**	**2**	**10**
Legacy Clients	3	0	0
Update Work Item	**2**	**1**	**20**
Close All Apps	0	0	0
Complete Update	**7**	**3**	**30**
Go to Item Details	1	1	20
Legacy Account Movements	**2**	**0**	**1**
Legacy Client Accounts	2	0	0
Legacy Open App	**0**	**0**	**0**

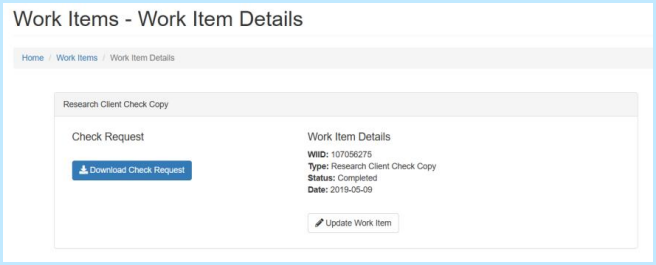
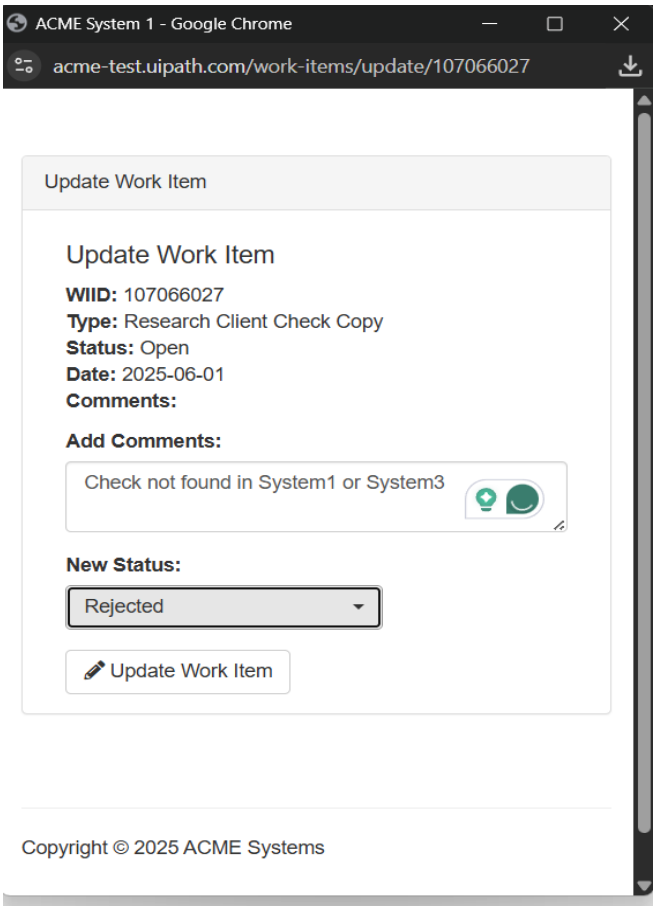
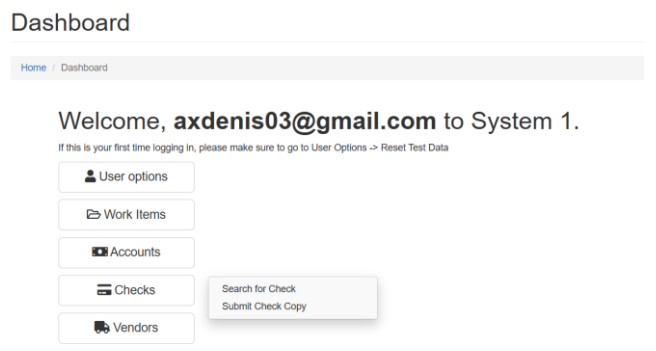
2.5 Detailed As Is Process Actions

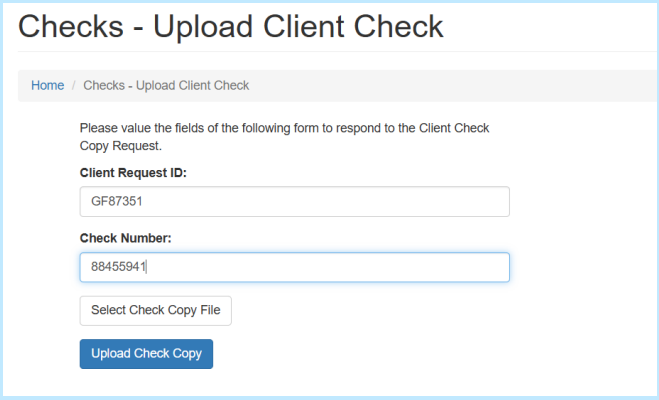
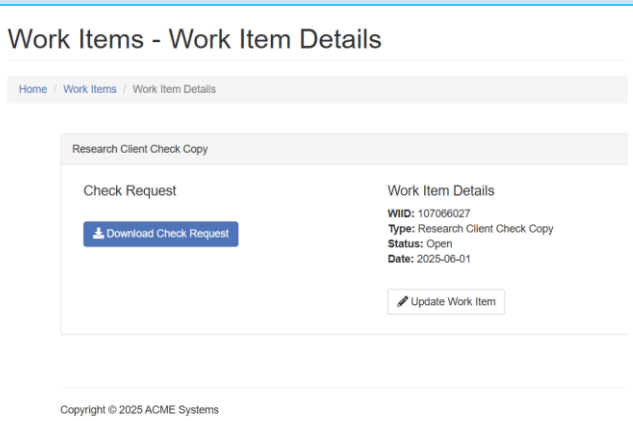
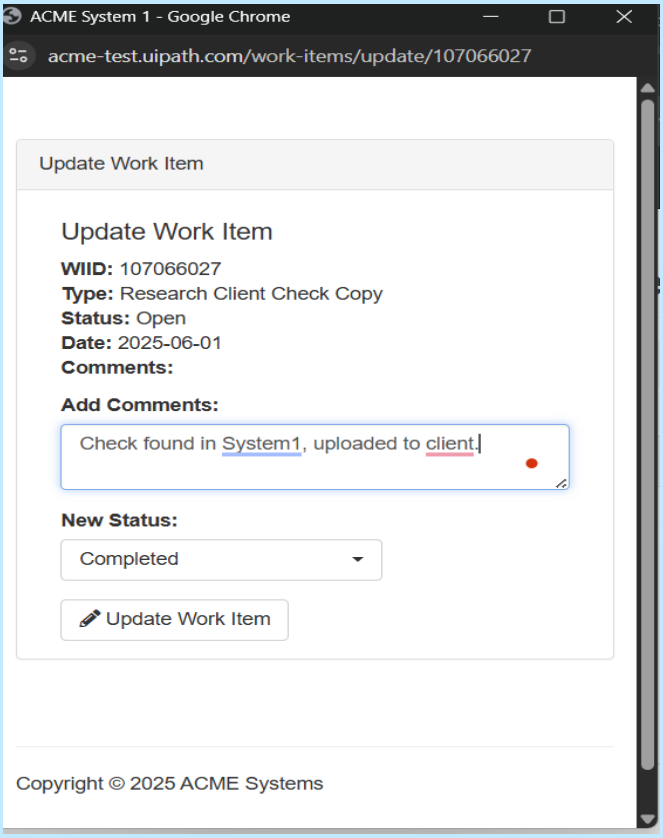
#Action	Input	Description	Details (Screen/Video Recording Index)	Exceptions Handling	Possible Actions
1.1	**N/A**	**Open the ACME System3**		**If app is not found**	
1.2	**Username, password**	**Login into the system**		Invalid credentials -> retry once, else send error email	**Take credentials from the Orchestrator**
1.3	**N/A**	**Open the ACME System1**		**If web app is not available**	
1.4	Email, password	Log into System1		Invalid credentials -> retry once, else send error email	Save credentials in Orcehstrator Assets

1.5	N/A	Navigate to Dashboard		If web app is not available	
1.6	N/A	Navigate to Work Items		If web app is not available	
1.7	N/A	For each activity of the type WI2 perform the following steps		Handle exception if no task of type ' research client copy check' exist	
1.7A	N/A	Go to Work Item			
1.7B	N/A	Retrieve the PDF Check Request and also download it.			Use OCR extraction

1.7C	N/A	Go back and search for client in System1			
1.7D	Client ID, Check No.	Fill the form for the search		No result → go to System 3 search	Add fuzzy search1
1.7E		Is Check found?			
1.8 - NO	N/A	Search the Client in System3			
	Client ID	Complete the form, include also inactive clients.			

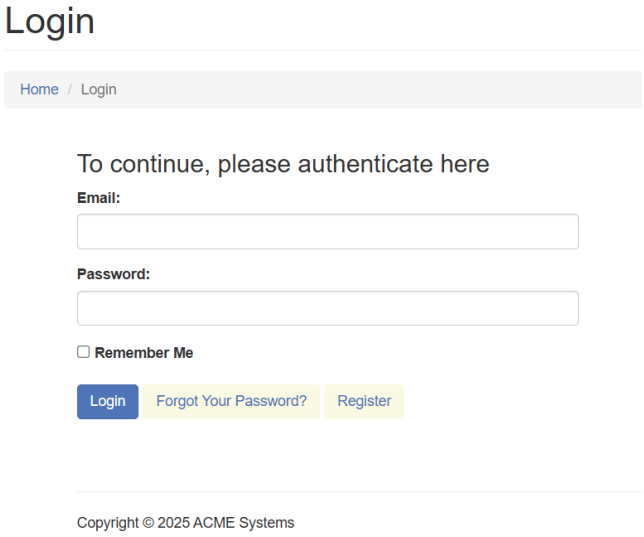
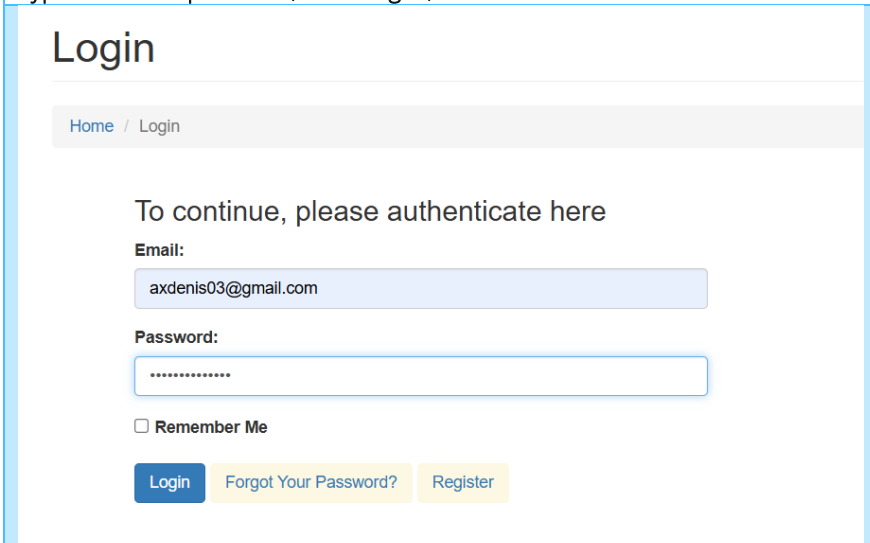
		Hit “Client Checks”			
	Check Number, Check Date, Status	Complete the form and search.		If client not found we search for Status: Pending	
	N/A	(if client not found) Change Status to Pending			
	N/A	If check is found we save it. AND continue with step 1.8 – YES, but write “Found in System3”			

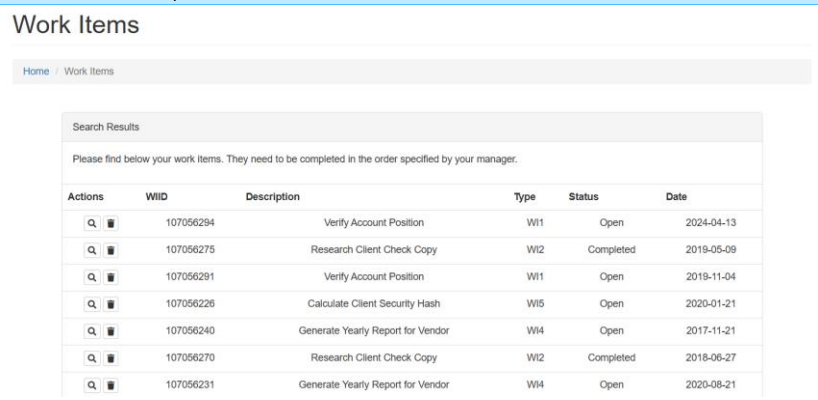
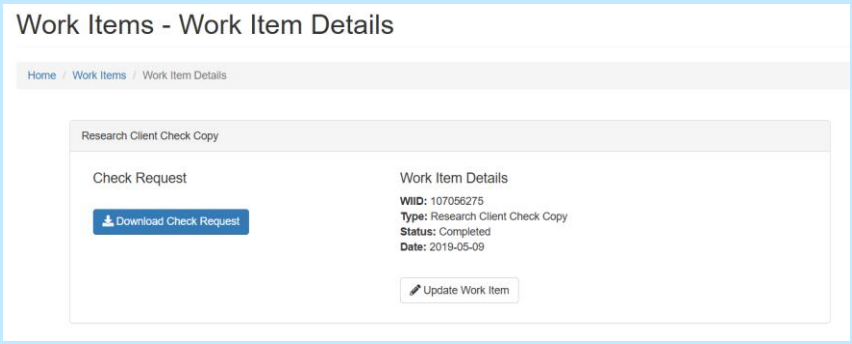
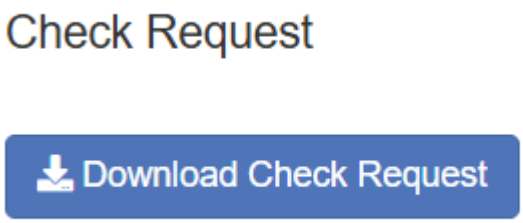
	N/A	If check is not found we go back to Work Item Details and hit “Update Work Item”			
	Comment, Status	Complete the form and select “Rejected” and save it as is.			
1.8 - YES		Save check image from System1			
		Go back to Dashboard and access the “Submit Check Copy”			

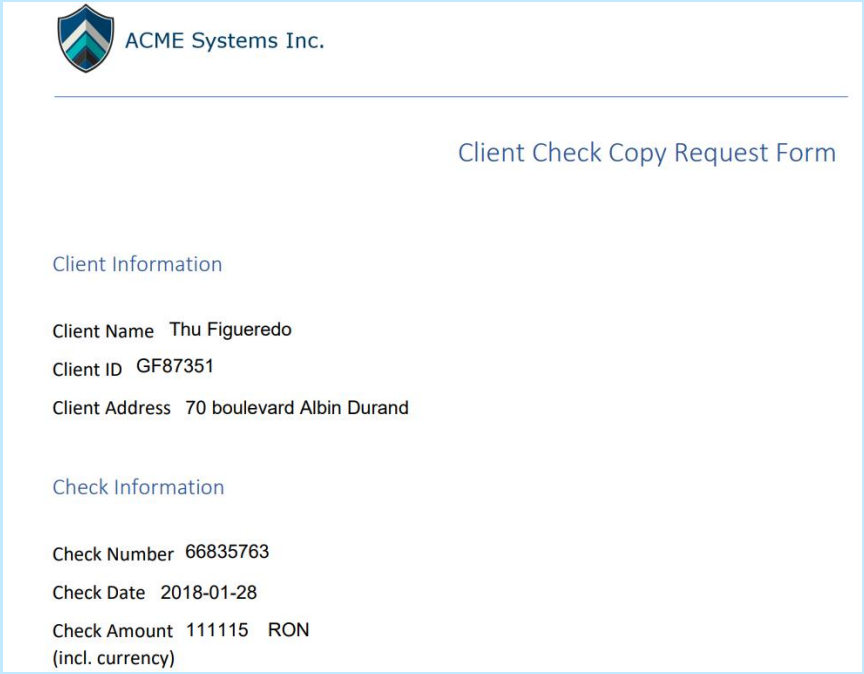
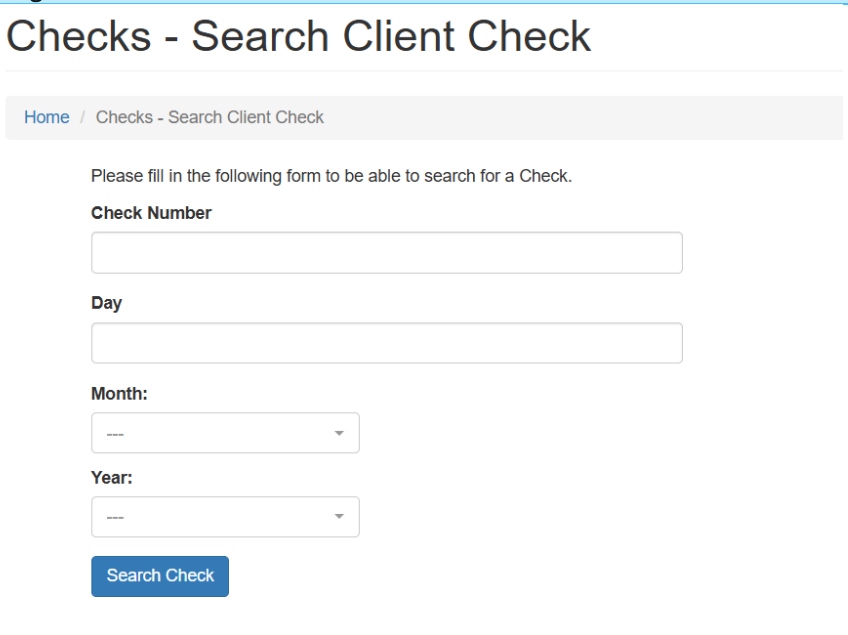
	Client Request ID, Check Number	Fill the form with the information needed. And upload the Check Copy saved in our computer.			
	N/A	Go back to the “Work Item Details” and click “Update Work Item”			
	Comment, Status	Update the Work Item as it was found and now it is completed.			

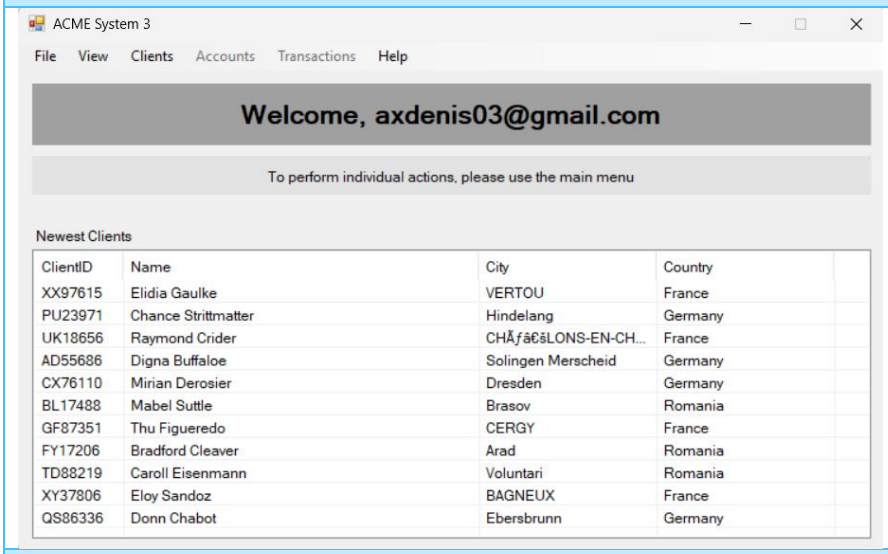
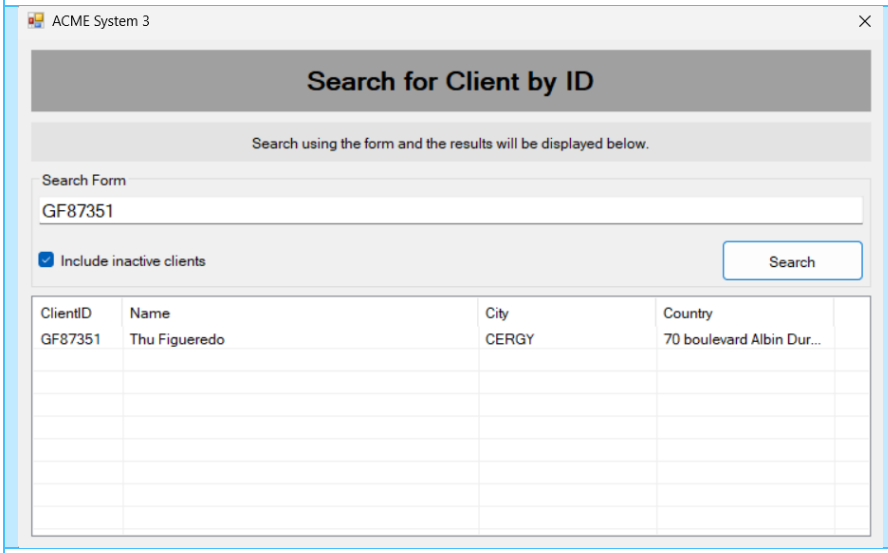
1.9		Continue with the rest Work Items			

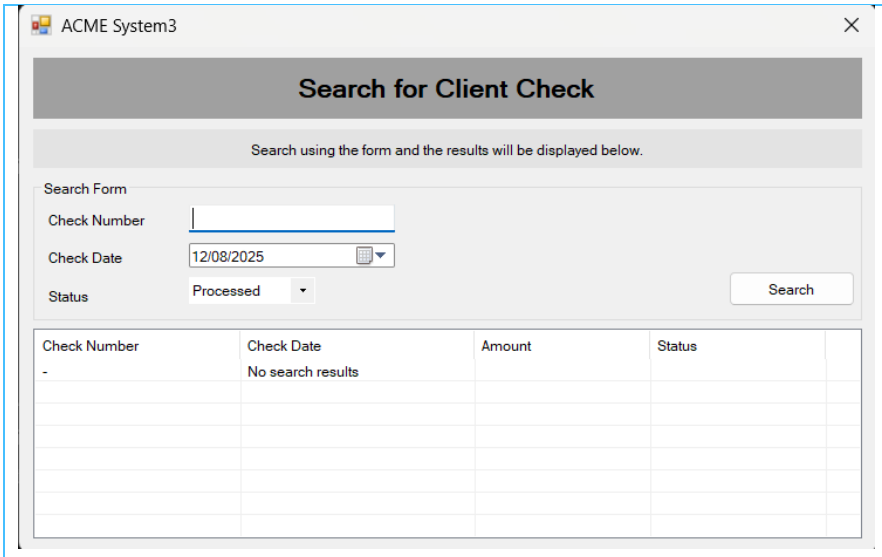
1 Login & Navigate to Work Listing	
Robot opens System 1, logs in with credentials, and navigates to the Work Listing page.	**Est. time: 45 seconds**

1.1 Open System 1 (Web)	
Launch default browser and go to System 1 URL.	Est. time: 00:10
	Action: UI Navigation
1.2 Authenticate	
Type email and password, click "Login"; wait for dashboard to load.	Est. time: 00:25
	Action: UI Input

1.3 Open "Work Items"	
From dashboard, click menu > "Work Items"	Est. time: 00:10
	{#action_metadata} Action: UI Navigation
2 Select WI2 & Download Request	
Robot filters for WI2 items, opens the first item, and downloads the Check Request PDF.	Est. time: 01:00
2.1 Opens the first item	
Double-click the first WI2 row to open details.	Est. time: 00:10
	Action: UI Navigation
2.2 Download Check Request PDF	
Click "Download PDF"; verify file appears in Downloads.	Est. time: 00:50
	{#action_metadata} Action: File Operation

3 Extract Data & Search Check in System 1	
Robot extracts Client ID and Check Number from PDF, then searches in System 1.	Est. time: 01:20
3.1 Extract Client ID & Check Number	
Read PDF; parse fields (OCR if needed). And save PDF	Est. time: 00:45
	Action: Data Extraction
3.2 Open "Search Client Check"	
Navigate to Checks > Search Client Check.	Est. time: 00:25
	Action: UI Navigation
3.3 Execute Search	
Type Client ID + Check No., click Search; wait for results.	Est. time: 00:25
	{#action_metadata} Action: UI Input

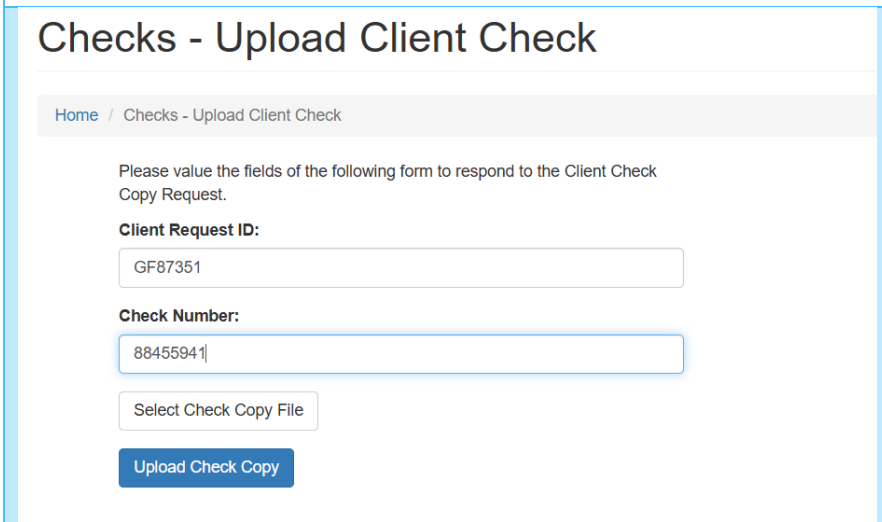
4 Fallback Search in System 3	
If not found in System 1, robot logs into System 3, finds client (include inactive), and searches check.	Est. time: 02:00
4.1 Login to System3	
Open desktop app; enter credentials; reach dashboard.	Est. time: 00:40
	Action: UI Input
4.2 Search Client (Include Inactive)	
Enter Client ID; tick “Include inactive”; open client record.	Est. time: 00:30
	Action: UI Input
4.3 Search Client Checks	
Enter Check No. + Date; run search; capture image if found.	Est. time: 00:35



{#action_metadata}

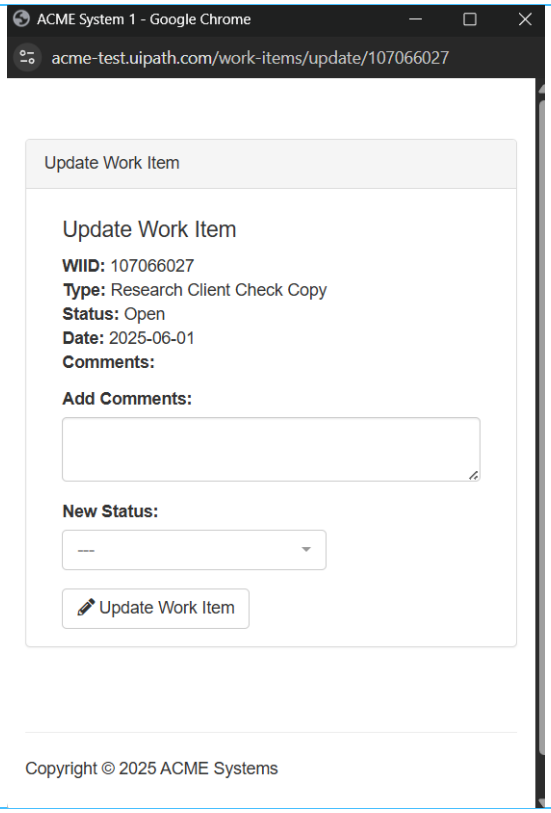
Action: UI Input

5 Submit Check & Update Work Item	
Robot submits the check copy in System 1 and updates the WI2 status with proper comments.	Est. time: 01:10
5.1 Submit Check Copy	
Go to Checks > Submit; attach image; fill fields; submit.	Est. time: 00:40



Action: UI Input

5.2 Update Work Item Status	
Open Update Work Item; set Completed/Rejected; add comment; save.	Est. time: 00:35

		Action: UI Input

2.6 Exceptions Handling

1 Web app not available	
The System 1 web application is currently inaccessible due to server downtime or network connectivity problems.	**Est. time: 01:30**

1.1 Send exception email	
Send an email to exceptions@acme-test.com with the subject "System 1 unavailable" and include the current timestamp in the message.	Est. time: 01:20 Action: Notification

1.2 Retry after wait	
Wait for 10 minutes, then try accessing System 1 again.	Est. time: 00:40 Action: Retry logic

2 Invalid Credentials	
Unable to log in to System1/3 due to incorrect credentials.	**Est. time: 01:20**

2.1 Re-enter credentials	
Check the credentials in Orchestrator Assets, then attempt to log in again.	Est. time: 00:45 Action: Manual Fix

2.2 Notify support	
If the retry is unsuccessful, send an email to exceptions@acme-test.com with a screenshot of the error.	Est. time: 00:25 Action: Notification

3 No WI2 task available	
The work queue contains no items of the type "Research Client Copy Check."	Est. time: 00:30

3.1 Recheck	
Wait 30 minutes, then check the work items list again.	Est. time: 00:30 Action: Retry Logic

4 Client not found in System1	
No clients matching the specified ClientID were located	Est. time: 00:30

4.1 Manual search	
User manually checks in System3	Est. time: 00:30 Action: Manual Fix

5 PDF Download Failure	
PDF couldn't be downloaded.	Est. time: 01:45

5.1 Notify support	
Email exceptions@acme-test.com with the subject "System 1 download unavailable" and include the current timestamp.	Est. time: 00:45 Action: Retry Logic

2.7 Input Data Description

The following table should contain details regarding the inputs that every action of the process takes.

#Action	Sample	Input Type	Location	Are inputs Natively Digital*?	Are the Inputs Structured*?
1.2	Username, Password	Text (credentials)	Orchestrator Assets , UiPath Studio Variables	Yes	Yes
4.1	Email, Password	Text (credentials)	Orchestrator Assets	Yes	Yes
1.7B	PDF Check Request	PDF document	System1 Work Item Details	No (scanned PDF)	Partially (semi-structured)
1.7D	Client ID, Check No.	Text	System1 Work Item Details	Yes	Yes
1.8 (Search System3)	Client ID, Check No., Check Date, Status	Text	System 3 Desktop App	Yes	Yes
1.8 YES - Upload	Check Image	Image file (PNG/JPG)	Local folder (downloaded by robot)	No (image)	No
1.8 YES - Submit	Client Request ID, Check No.	Text	System1 Submit Check Copy form	Yes	Yes

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** Native Digital: This is data that was originally created digitally e.g. excel, database or application reports etc. The non-native digital inputs are usually scanned images.*

** Structured Data: has a predictable format and exists in fixed fields (e.g. an excel cell or a field in a form) and is easily detectable via search algorithms.*

III. TO BE PROCESS DESCRIPTION

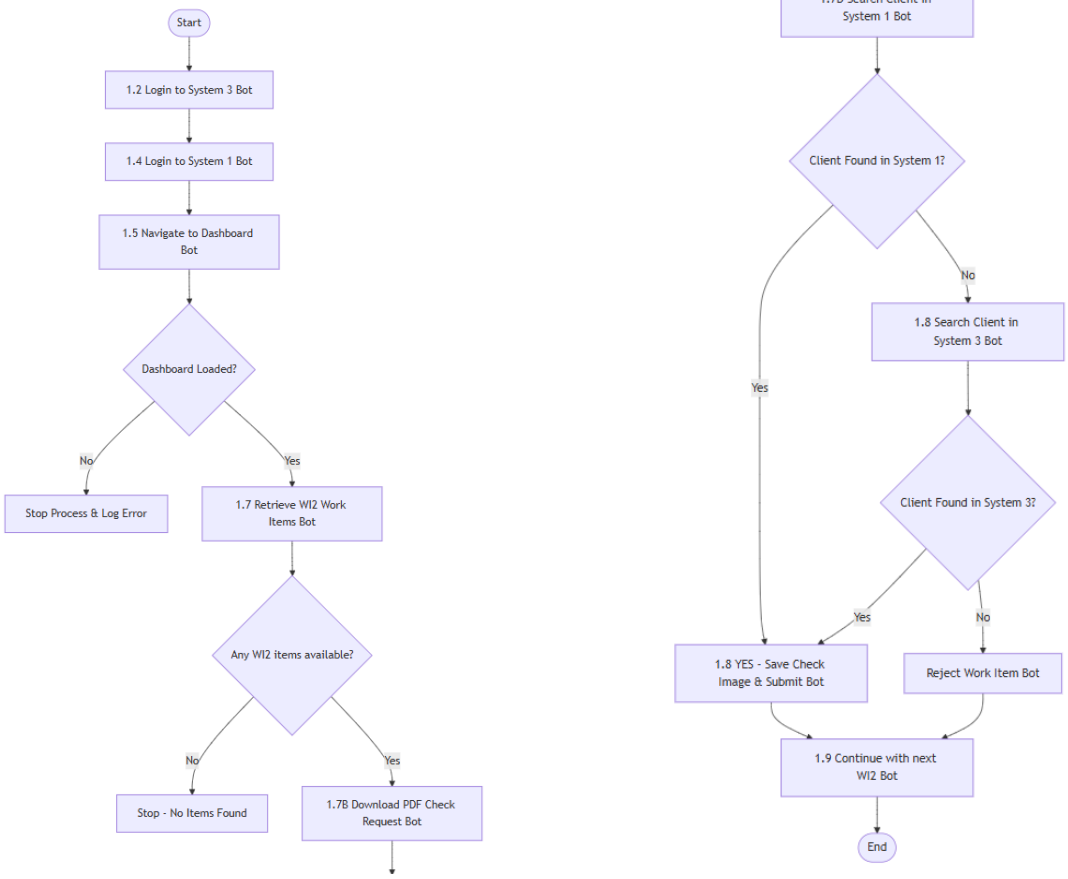
In this section the proposed improvements to the process, actions to the process will be outlined as well as the actions proposed for automation and the type of robot required. **This will be cross-checked by the Solution Architect.**

3.1. Detailed TO BE Process Map

A detailed process map of the process as it will look like post-automation will be outlined here.

Highlight Bot interventions/ To-Be automated actions with different legend/ icon (purple).
Mention below if process improvements were performed on the To-Be design and provide details.

Legend	Description
1	Action number in the process. Referred to in details or Exceptions and Errors table.
	This process action is proposed for automation.
	This process action remains manual (to be performed by a human agent).



3.2. Parallel Initiatives

The table below will capture the proposed Business, Process or Application changes to be made in the near future that would impact the process at hand (if any).

Initiative Name	Process Action(s) where it is identified	Impact on current Automation Request	Expected Completion Date	Contact Person
System1 UI Upgrade	1.4, 1.5, 1.7	Possible changes in selectors that may require a bot update.	Q4 2025	Denis Rapa
Orchestrator Asset Standardization	1.2, 1.4	Credential asset names are changing, requiring an update to the bot configuration.	Q1 2026	Denis Rapa

Client Search API Integration	1.7D, 1.8	Manual UI searches could be replaced with API calls to reduce runtime.	TBD	Denis Rapa

3.3. In Scope For RPA

The actions in scope for RPA should be listed below:

3.4. Out Of Scope for RPA

The actions **out of scope** for RPA should be listed in the table below together with the reasoning.

The TO-BE process is fully automated from start to finish, with all actions included in the current implementation.

Activity/Action*	Reason for out of scope	Impact on the TO BE	Possible measures to be taken into consideration for future automation
None	***N/A***	***N/A***	***N/A***

**Add more rows to the table to reflect the complete documentation provided to support the RPA process.*

3.5. Exceptions Handling

The Business Process Owner and Business Analysts are expected to document below all the business exceptions identified in the automation process. Exceptions are of 2 types and both need to be addressed:

Known exceptions = previously encountered. A scenario is defined with clear actions and workarounds for each case.

Unknown = New situation that was not encountered before. It cannot be predicted and in case it happens it needs to be flagged and communicated to an authorized person for evaluation.

3.5.1. Known Business Exceptions

Details regarding how the robot should handle the exceptions.

Exception Name	Action	Parameters	Action to be taken
No WI2 work items available	*Retrieve Work Items (Action 1.7)*	*Empty result set*	*Log "No pending WI2 work items found" and stop execution.*
Client Not Found in System1	*Search client in System1 (Action 1.7D)*	*No match found*	*Continue with System3 search*
Client Not Found in System3	*Search client in System3 (Action 1.8-NO)*	*No match found*	*Update the work item with status "Rejected" and comment "Client not found in System1/System3."*
PDF Download Failure	*Download Check Request PDF (Action 1.7B)*	*Download error*	*Stop execution*
File Upload Failure	*Submit Check Copy (Action 1.8-YES)*	*Upload error*	*Stop execution*
Invalid Credentials	*Login to System1 or System3 (Actions 1.2 / 1.4)*	*Login error message*	*Stop execution*

3.5.2 Unknown Business Exceptions

An umbrella rule that includes a notification needs to be designed for all other exceptions that could happen and cannot be anticipated.

e.g.: for all other cases which do not follow the rules defined an e-mail should be sent to: exceptions@company.com with a screen shot and robot should proceed to next transaction.

3.6. Applications Errors & Exceptions Handling

A comprehensive list of all errors, warnings or notifications should be consolidated here together with the action to be taken for each by the Robot. There are 2 types of exceptions/errors:

Known = Previously encountered and action plan or workaround available for it (e.g. SAP unresponsive during peak times)

Unknown = these are exceptions and errors that cannot be anticipated but for which the robot needs to have a rule so that the RPA solution is sustainable.

3.6.1. Known Applications Errors and Exceptions

Details regarding how the robot should handle the exceptions.

Error/Exception Name	Action	Parameters	Action to be taken
Dashboard Not Loading	***Navigate to Dashboard***	***Timeout > 30s***	***Log exception and stop process***
Invalid Credentials	Login to System 1 / System 3	Login error message	Log error and send notification
No WI2 Work Items	Retrieve Work Items	Empty result set	Log info message "No items to process" and end execution
Client Not Found	Search in System 1 / System 3	Search returns no match	Reject work item
Duplicate ClientID	Have the same 2 clients ID	Same IDs	Stop process

3.6.2. Unknown Applications Errors and Exceptions

An umbrella rule that includes a notification needs to be designed for all other exceptions that could happen and cannot be anticipated.

e.g. robot should attempt to access the application 3 times then it should terminate thread.

3.7. Reporting

In this section all the reporting requirements of the business should be detailed so that when the RPA solution is moved to production the administrators can track the performance of the solution.

Report Type	Update frequency	Details	Monitoring Tool to visualize the data
Process logs	*Daily*	*The total number of process runs each day and their average execution time.*	*UiPath Orchestrator Dashboard*
Process logs	*Monthly*	*The total number of process runs each month and the average runtime per month.*	***UiPath Orchestrator Dashboard / Export to Excel***

Transaction logs	*Daily*	*The number of WI2 work items processed, categorized by "Found" and "Rejected" statuses.*	*UiPath Orchestrator Transaction Reports*
Error logs	*Daily*	*A list of all process errors including the timestamp, action name, and screenshot.*	*UiPath Orchestrator Logs*
Error logs	*Daily*	*Error count per category (login errors, file errors, search errors) with trend comparison*	*UiPath Insights*
Performance Summary	*Monthly*	*The average transaction processing time and its variance for the past month.*	*UiPath Insights*

** For complex reporting requirements, include them into a separate document and attach it to the present documentation*

IV.OTHER

4.1. Additional sources of process documentation

If there is additional material created to support the process automation please mention it here, along with the supported documentation provided.

Additional Process Documentation		
Video Recording of the process (Optional)	N/A	Insert any relevant comments
Business Rules Library (Optional)	N/A	Insert any relevant comments
Other documentation (Optional)	N/A	Insert any relevant comments
Standard Operating Procedure(s) (Optional)	N/A	Insert any relevant comments
High Level Process Map (Optional)	Included in section 2.3.1 of this PDD	A high-level overview of the process has been prepared for management review

Detailed level process map (Optional)	Included in section 2.3.2 of this PDD	A step-by-step process diagram detailing keystrokes.
Work Instructions (Optional)	N/A	Insert any relevant comments
Input Files (Optional)	Sample WI2 PDF Check Requests	This is used for testing OCR and data extraction.
Output Files (Optional)	Check Copy in PNG format	Used to update the work item

**Add more rows to the table to reflect the complete documentation provided to support the RPA process.*