

# Process Definition Document



# **Automation for Verify Account Positions for ACME Systems Inc.**

*Date: 30-08-2025*

# Process Design Document History

Date	Version	Role	Name	Organization	Function	Comments
30.08.2025	1.0	Author	Amr Ayman	Raya IT	BA	Creation v1.0

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# 1. OBJECTIVE

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## 1.1 Purpose

The Process Design Document describes the business processes chosen for automation using UiPath Robotic Process Automation (RPA) technology.

The document describes the sequence of steps performed as part of the process, the conditions and rules of the process prior to automation.

## 1.2 Objectives

The Automation of the full process of Verify Account Positions Task in the ACME systems, reducing the Human interaction to zero, the system will operate seamlessly throughout the two systems of ACME system 1 and system 3, delivering faster processing , reduce the duration time of time-consuming activities and improving departments' overall performance and reliability.

### 1.2.1 Business Objectives and Benefits

Objectives	Expected Benifits
Automate the full Verify Account Positions process across ACME System 1 and System 2	Eliminate manual intervention, ensuring end-to-end seamless execution.
Reduce human interaction to zero	Minimize errors from manual handling, improve compliance and accuracy
Accelerate processing speed of verification tasks	Shorten overall task cycle time, enabling faster turnaround for stakeholders
Reduce duration of time-consuming activities	Free up staff capacity for higher-value activities, leading to productivity gains
Improve overall department performance	Standardized processes, ensuring consistency and scalability
Increasing system reliability through automation	Lower risk of process failure, improve trust in system outputs
Ensure smooth integration across both ACME systems	Create a unified workflow with fewer exceptions and reduced rework
Support continuous operations with minimal downtime	Enhance operational efficiency and customer satisfaction

## 1.3 Key Contacts

Role	Name	Contact Details (email, phone number)	Notes
<b>Business Analyst</b>	Eng. Amr Ayman	amr@gmail.com	
<b>SME</b>	Eng. Mohamed Mesbah	M.Mesbah@gmail.com	Contact for questions, details, approvals

## 2. CURRENT PROCESS

### 2.1 Process Overview

The Verify Account Positions task is currently performed manually across ACME System 1 and ACME System 3. Staff must log in to both systems, extract account data, and reconcile positions by cross-checking balances and transactions. The process involves repetitive steps such as validating entries, and documenting mismatches.

Due to the high level of manual intervention, the task is time-consuming, error-prone, and dependent on staff availability, often leading to delays in verification, inconsistent outputs, and operational inefficiencies. Additionally, manual handling increases the risk of overlooking discrepancies, requiring additional rework and cross-departmental follow-ups.

### 2.2 Standard Of Metrics

General information about the process selected for RPA, prior to automation:

AS IS Process Details	
Item	Description/Answer
Process Full Name	Verify Account Positions
Function	Accounts
Department	Accounts
Short Description (operation, activity, outcome)	Check all transactions for every client for every work item in the 2 systems 1 and 3 , if match complete the task, else reject.
Process schedule and frequency	Daily, Monday to Friday, 9 am – 6 pm
# of items process / month	~4500
Average handling time per item	4 min
Peak Period (s)	End of month, usually from 20th to 28th day of each month
# of FTEs supporting this activity	2

Level of Exception rate	10%
Input Data	Client ID, Client Account Number, Amount
Output Data	Account Amount MatchorNot , Email to user
ROI	Reduce the processing time by 75% and FTE to zero

## 3. BUSINESS RULES

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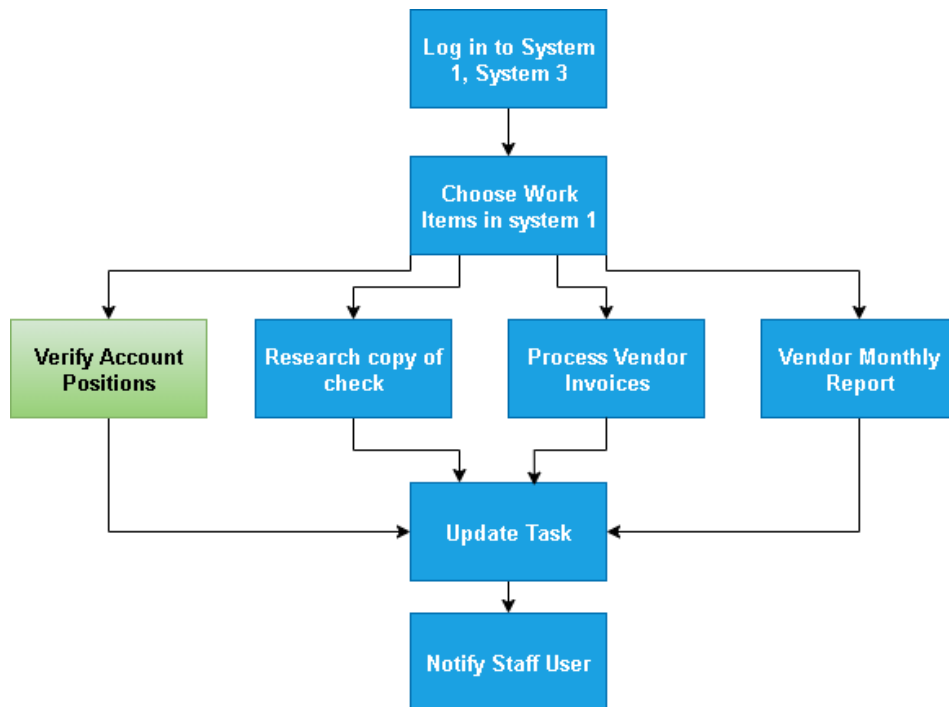
Business Rule	Description
BR-01	Account data must be retrieved from both ACME System 1 and ACME System 3 for the same Work Item.
BR-02	Each account in System 1 must have a corresponding account in System 3.
BR-03	All transactions within the reporting period must align between both systems.
BR-04	The User Must have accessibility on modifying the account, either, request access



# 4. DETAILED PROCESS STEPS – AS IS

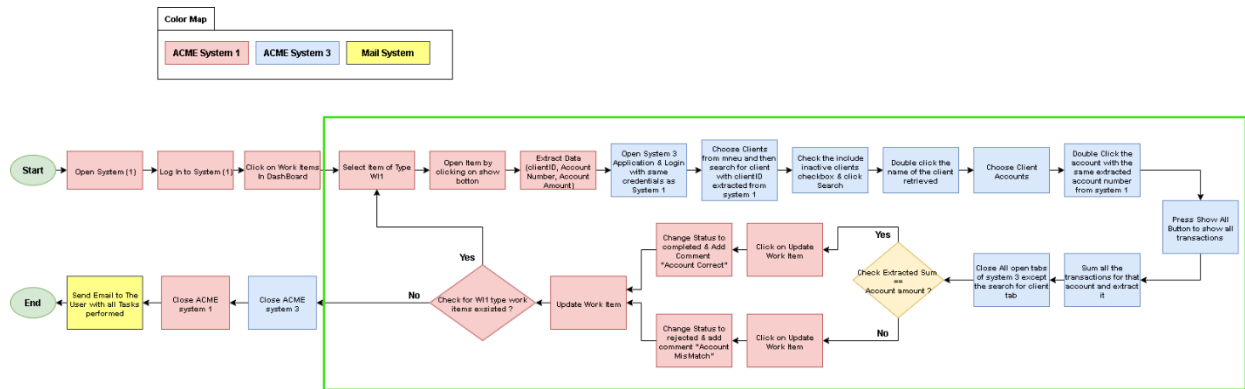
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## 4.1 High Level process diagram



## 4.2 Detailed Process map

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



Step	Short Description
1.1	Open ACME system 1 web application
1.2	Log into system 1 with credentials
1.3	Click on Work items in menu to display all work items
1.4	<b>For Each Work</b> Item of type W11 perform the following steps
1.4.A	Open Work item by clicking on the show button with icon (search)
1.4.B	Extract data like (ClientID, Account Number, account Amount) to Save for upcoming Operations
1.4.C	Open system 3 desktop application and login with same credentials as system 1
1.4.D	Choose clients from menu and then search for the client with ClientID extracted from system 1
1.4.E	Check the inactive clients checkbox and click search
1.4.F	Double click on the name of the client retrieved
1.4.G	Choose client accounts button
1.4.H	Double click the account with the same extracted account number from system 1
1.4.I	Press Show All Button to show all transactions for client account
1.4.J	Sum all the transactions for that account and extract it
1.4.K	Close all tabs of system 3 except the search for client tab
1.4.L	Check Extracted Sum == Account amount ?
<div>Yes</div> <div>No</div>	

1.4.L-Yes_1	Click on Update Work item Button	1.4.L-No_1	Click on Update Work item Button
1.4.L-Yes_2	Change status to completed & add comment "Account Correct"	1.4.L-No_2	Change status to rejected & add comment "Account Mis Match"
1.4.M	Click on update work item button		
1.4.N	Check for WI1 type work items existed ?		
Yes		No	
1.4.N-Yes_1	Continue to iterate over WI1 items	1.4.N-No_1	Close ACME system 3
		1.4.N-No_2	Close ACME system 1
		1.4.N-No_3	Send email to the user with all tasks performed

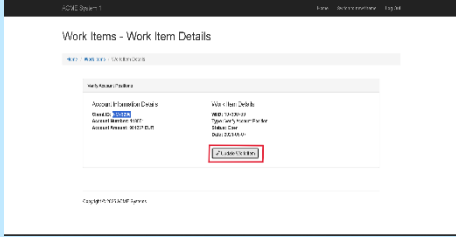
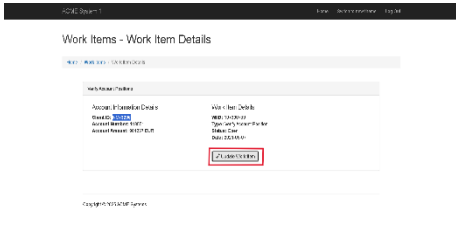
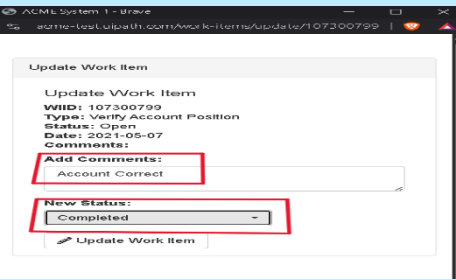
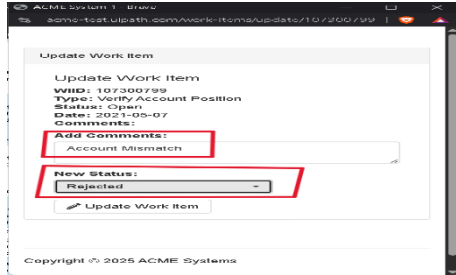
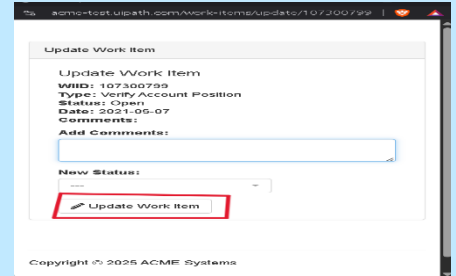
## 4.3 Detailed Process Steps

Complete and concrete process steps at keystroke level or clicks to be defined with screenshots.

Step	Step Action Description	Screen Shot	Expected Result	Possible Exception
1.1	Open ACME system 1 web application		ACME website is opened	A
1.2	Log into system 1 with credentials			B
1.3	Click on Work items in menu to display all work items			C
1.4	For Each Work Item			

	of type WI1 perform the following steps			
1.4.A	Open Work item by clicking on the show button with icon (search)			
1.4.B	Extract data like (ClientID, Account Number, account Amount) to Save for upcoming Operations		Data extracted and saved in the RPA	
1.4.C	Open system 3 desktop application and login with same credentials as system 1			A B
1.4.D	Choose clients from menu and then search for client with ClientID extracted from system 1			D

1.4.E	Check the include inactive clients checkbox and click search			
1.4.F	Double click on the name of the client retrieved			
1.4.G	Choose client accounts button			C
1.4.H	Double click the account with the same extracted account number from system 1			
1.4.I	Press show all button to show all transactions			C
1.4.J	Sum all the transactions for that account and extract it			The sum of all transactions is saved in the rpa
1.4.K	Close all tabs of system 3 except the			All tabs are closed except the desired one

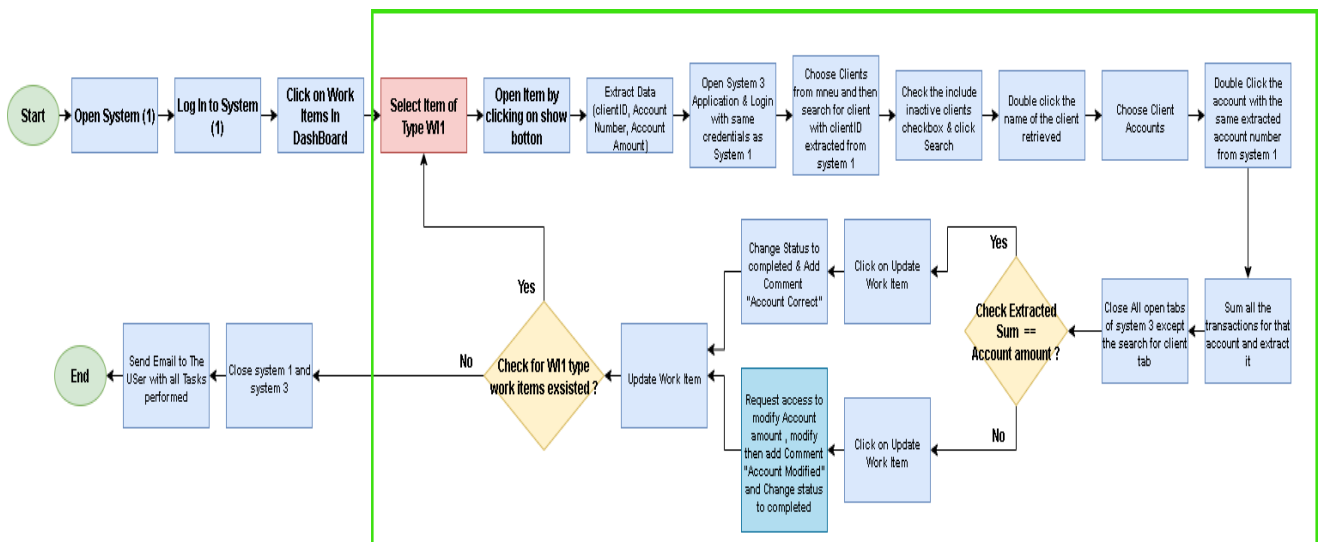
	search for client tab			
1.4.L	Check Extracted Sum == Account amount ?		True or false based on condition	
1.4.L-Yes_1	Click on Update Work item Button		Update work item tab is opened	
1.4.L-No_1	Click on Update Work item Button		Update work item tab is opened	
1.4.L-Yes_2	Change status to completed & add comment "Account Correct"			
1.4.L-No_2	Change status to rejected & add comment "Account Mismatch"			
1.4.M	Click on update work item button			
1.4.N	Check for WI1 type work items existed ?			

1.4.N-Yes_1	Continue to iterate over WI1 items			
1.4.N-No_1	Close system 3		System 3 closed	
1.4.N-No_2	Close system 1		System 1 closed	
1.4.N-No_3	Send email to the user with all tasks performed		Email sent to user with all tasks operated	

## 4.4 Exception Handling

#	Exception	Expected Action
A	Something went wrong when open application	Wait 30 seconds then try and repeat 3 times , if not escalate to staff manager
B	Error When signing in	Try 3 times maximum if not working , report to staff manager
C	Showing Nothing when processing list of items	Refresh and Try again 1 time , if not , escalate to staff manager
D	No Data for desired client in system 3	Reject and go to next item

# 5. TO BE PROCESS (PROPOSED SOLUTION)



The Full Process Will Be Included In the RPA solution without any human interaction.



## 6. IN – SCOPE

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The activities in of the scope of RPA:

- Full scope of the process for RPA – to be 100% automated

## 7. OUT OF – SCOPE

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There are no activities out of scope for RPA.

# 8. NON – PROCESS REQUIREMENTS

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## 8.1 Systems

System	Usage	Frequency
ACME system1 web application	Primary use for process, used to extract data to search with in system 2, update work item status	Once / case
ACME system 3 desktop application	Used to search for the transaction and Get the sum of them to compare with account amount in system 1	Once / case
Outlook Desktop Application	Used to send emails to staff user including the details of work items done	Once / case

## 8.2 Reporting

Report Name	Source	Purpose
Report Of Tasks Done	Automated System	To Inform the User with all Tasks That Have been done

## 8.3 Archiving

All Processes That are rejected and completed are saved in report form and sent to Staff User by Email.

# 9. APPENDIX

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## 9.1 Open Questions

Date Written	Date Of Response	Question	Response

## 9.2 Escalations

Email	Roles	Responsibility
m.Mesbah@gmail.com	Project Manager	If anything happens that affect the Project process.

9.3