# To-Be Process Documentation for RPA: Automated Payment Process

## Process Name: Automated Payment Processing (RPA)

## Applications Involved:

* 1. Pega
* 2. CommSee
* 3. Pay Central

## To-Be Process Steps

### Pega: Initiate Payment

\*\*Precondition:\*\* Ensure the Pega application is running.

\*\*Process:\*\*

1. Identify cases of type `RPA WB - Initiate Payment`.

2. Extract the following details:

- \*\*CHL Number\*\*

- All fields under the \*\*Debit Details\*\* and \*\*Credit Details\*\* sections.

### CommSee: Search and Initiate Pay Central

\*\*Precondition:\*\* Ensure the CommSee application is running.

\*\*Process:\*\*

1. Enter the extracted \*\*CHL Number\*\* in the search bar and click `SEARCH`.

2. Once the application form loads:

- Select the \*\*Client Details\*\*.

- Launch \*\*Pay Central\*\* from within the CommSee interface.

### Pay Central: Process Payment

\*\*Step 1: Capture Payment\*\*

- \*\*Precondition:\*\* The \*\*Capture Payment\*\* page must be loaded.

- \*\*Process:\*\*

1. Verify that the \*\*CHL Application Number\*\* is populated.

2. Update fields:

- \*\*Customer is Identified\*\* (checkbox).

- \*\*Payment Description\*\* (populate with the CHL Number).

3. Click `NEXT`.

\*\*Step 2: Enter Debit and Credit Details\*\*

- \*\*Debit Details:\*\*

1. Load the \*\*Payment Details\*\* tab.

2. Populate the following fields with details from Pega:

- Account Owner Type

- Account Number

- Amount

- Business Transaction Type

- Transaction Description

3. Click `SAVE`.

4. Add the record by clicking `ADD`.

\*\*Notes:\*\*

- Always save before adding records.

- Introduce a delay to accommodate the loading time for the Payment Details tab.

- \*\*Credit Details:\*\*

1. Follow the same steps as for Debit Details using corresponding data from Pega.

### Step 3: Validate and Confirm Payment

- \*\*Validation:\*\*

1. Once all debit and credit details are added, click `VALIDATE`.

- \*\*Submission:\*\*

1. After the \*\*Confirm Submission\*\* page loads:

- Review any \*\*Alerts\*\*.

- Click `Submit & Authorize`.

### Business Exception Handling

- \*\*Condition:\*\* If any exception message appears in the alerts during validation or submission.

- \*\*Action:\*\* Raise a \*\*Business Exception\*\* for manual intervention.

### Pay Central: Post Submission

- \*\*Precondition:\*\* The \*\*Submission Notice\*\* page must be displayed.

- \*\*Process:\*\*

1. Capture:

- \*\*Payment Group ID\*\*.

- \*\*Payment Group Status\*\*.

2. Check Payment Group Status:

- If \*\*Processed\*\*, no dual authorization is required.

- If \*\*Not Processed\*\*, assign the task for dual authorization and notify the business.

3. For payments exceeding 150K, assign for dual authorization regardless of status.

### Pega: Update Payment Details

- \*\*Precondition:\*\* The Pega application must be running.

- \*\*Process:\*\*

1. Update the following fields:

- \*\*KNumber\*\*.

- \*\*Dual Authorization\*\* (checkbox).

- \*\*Reason\*\* (if applicable).

2. Click `SUBMIT`.

## Automation Recommendations:

1. 1. Introduce delays dynamically based on application load times to avoid unnecessary failures.
2. 2. Implement robust exception handling for alerts in all stages to ensure accurate escalation.
3. 3. Optimize authorization routing logic for payments requiring dual approvals.