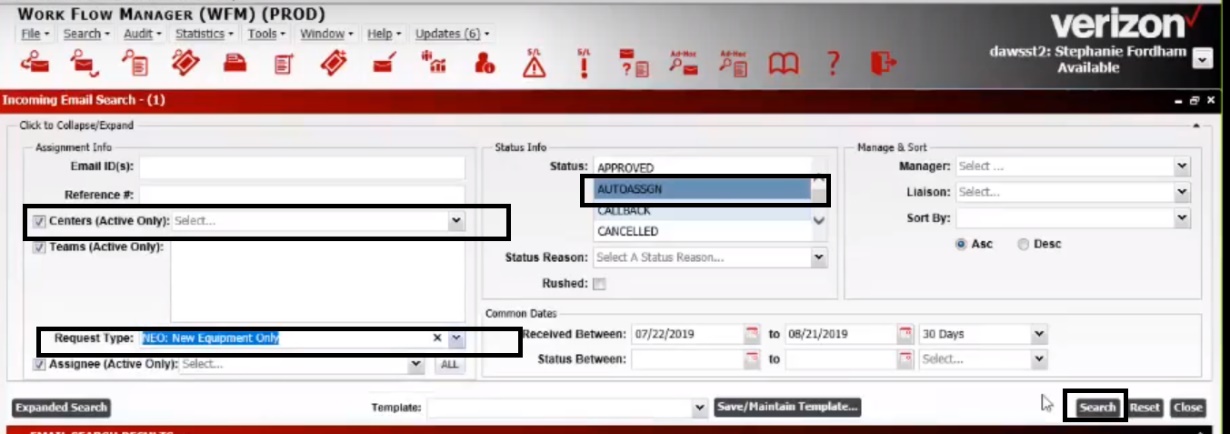
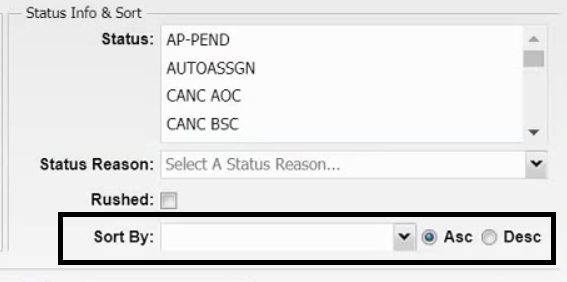
1. Detailed Process Steps
   1. FOLDERS Creation Process
      1. Go the share drive create 4 folders as below
   2. BGCO\_DDMMYY\_Daily\_New Equipment Only Download
      * 1. Download all the Center 1,2 &3 Orders in this folder, keep the naming convention as “BGCO\_Daily\_NEO\_Center1\_Center2\_Center 3\_DDMMYY”
   3. BGCO\_NEO\_Database\_DDMMYY
      * 1. BGCO\_New \_Equipment\_ Only\_DDMMYY
        2. BGCO\_Active\_Pending\_DDMMYY
   4. BGCO\_Templates
      * 1. New Equipment Only - MTN\_NEW\_EQUIPMENT\_TEMPLATE.CSV
   5. BGCO\_Inbound\_OutboundFile
      * 1. Create 2 folders as BELOW:
           1. Inbound folder (Incoming)
           2. Outbound Folder
        2. Always save the sheets filled in defined naming conventions as below:
           1. Naming Convention to save - “Incoming-WFM Number-process name-ECPDID- Client ID”
           2. Outbound\_WFM\_NewEquipmentOnly\_ECPDID\_CLIENT ID\_APIRef#\_Completed
   6. WORKFLOW Manager – Orders Downloading Process
      * 1. Login to WFM Tool – (“https://wfmqa1.vzwcorp.com/wfm/index.jsp”)
        2. Click on “Order Search”



* + - 1. Select – Center (Active only) – Center 1,2&3 FROM the drop-down arrow (we can select one center at a time)
      2. BGCO SMB Shared
      3. GCO Federal Government
      4. GCO State Government
      5. Insert “Order Type” as – **New Equipment Only**”, That will pull the Order Search Results of Orders related to that particular process.

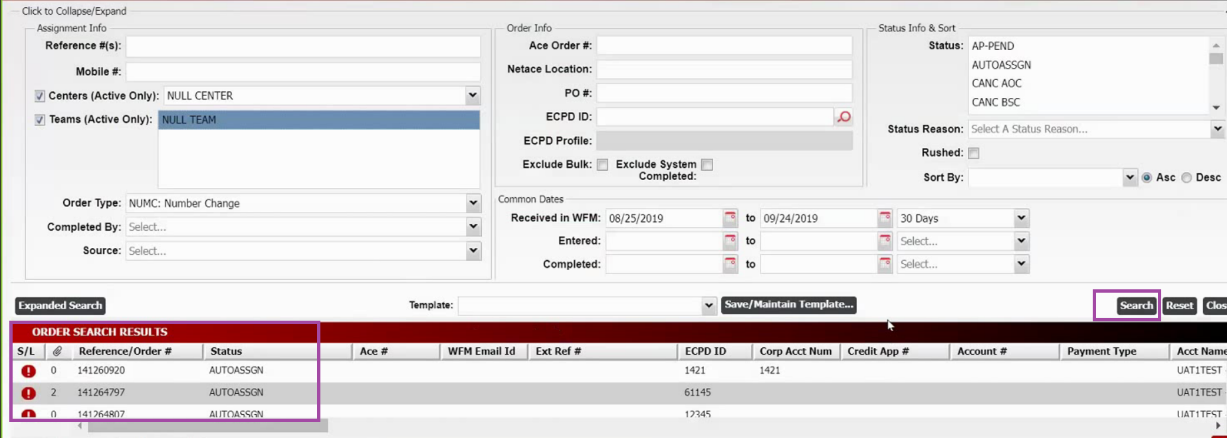
* + - 1. Under – Status Info & Sort Section – Check the Radio Button “Ascending”, Select – Received Date





NOTE: All the Orders are processed in (First in First Out Basis)

* + - 1. Click on “Search” Tab, Scroll down to “Order Search Results” Section,



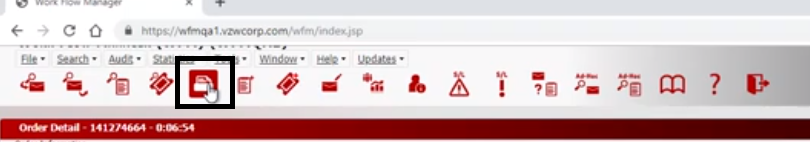
* + - 1. Right click on the Ref# and select “Export to Excel Table”
      2. All the order will be downloaded into an excel table (Local Temp folder) Ensure to save those files in the below step mentioned
      3. Open the downloaded and click on “Show in Folder” and rename the file as below “BGCO SMB Shared”/ “GCO Federal Government” / “GCO State Government”
      4. Save the file as BGCO\_Daily\_Order\_Processing\_Center1\_Center2\_Center 3\_DDMMYY under Folder
      5. Close the WFM Tool

NOTE: Continue the steps from 7.1.3. to 7.1.7 till the Orders are downloaded from all the 3 centers, Close the WFM tool once this activity is completed.

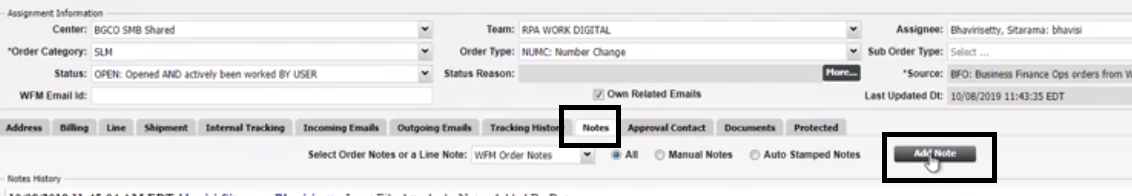
* 1. WORKFLOW Manager – Orders Processing
     + 1. Go to Share drive FOLDER (BGCO\_DDMMYY\_Daily\_Order\_Download) & open Each file “BGCO SMB Shared”/“GCO Federal Government”/“GCO State Government”
       2. Copy the – Ref# and Time STAMP (Received date) column from the Sheet and paste it in the Database sheet, once it is done for all the three centers delete the files downloaded in folder (**BGCO\_DDMMYY\_Daily\_Order\_Download)**
       3. Copy the first “Reference#” from the spreadsheet (A Ref order number can have multiple MTN’s)
       4. Login to WFM Tool – (“https://wfmqa1.vzwcorp.com/wfm/index.jsp”)

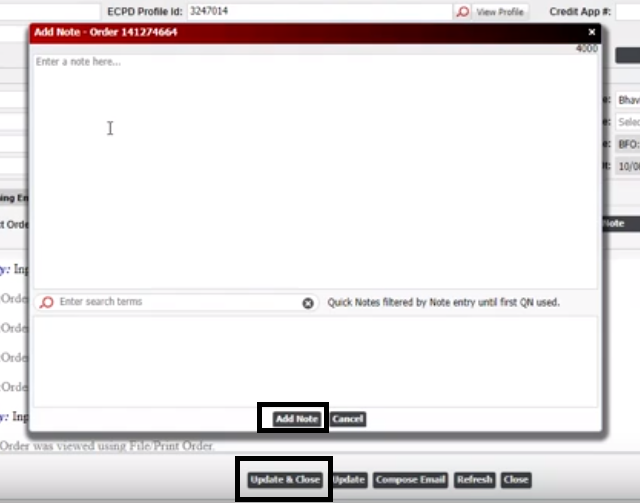


* + - 1. Insert Reference/Order number and click on Search
      2. Ensure the Order status is in – “Auto Assign”
      3. Validate if the Order is assigned to team - “RPA Work Digital”
      4. If No – Close the Order and go back to excel to pick another Order
      5. If Yes – Select “Assignee “-” DWID” (Yet to get the Name)
      6. Click on ‘Save”
      7. On the Menu Bar – Click on “Print Item (Order/Ticket) It opens the Order Form – “User Information”

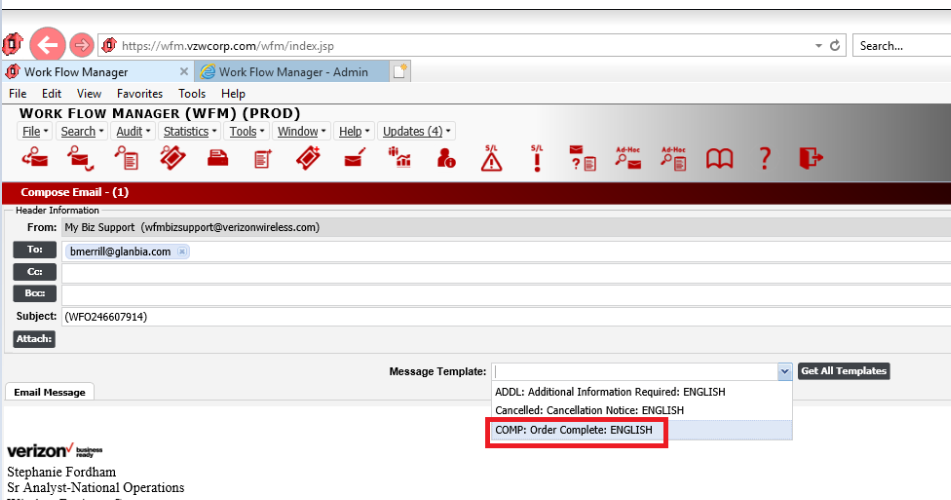


* + - 1. Below mentioned details are supposed to be captured for each type of Request. Capture the Below fields from the WFM Form, NOTE: A Ref can have multiple MTNs information in Order form
      2. New Equipment Only – Capture
      3. ORDER LEVEL
      4. ECPD
      5. Existing Account
      6. Shipping SKU
      7. Sales Rep ID
      8. Location Code
      9. Split Order for Line Level Shipment
      10. LINE LEVE
      11. Seq
      12. Order Type
      13. Mobile Number
      14. Sub Account
      15. New Price Plan
      16. Global
      17. New ESN MEID
      18. SKU
      19. Accessories
      20. Add Drop Features
      21. Reason Code
      22. Contract Term
      23. Primary Username
      24. Email Address
      25. Effective Date
      26. Ship SKU
      27. PPU Address
      28. Sales Rep ID
  1. Process Steps for – Line Level Status “SUCCESS” (Status Code – 00057)
     + 1. Go to Excel sheet in Share drive and update the sheet with the Status received from “VIP-API” as – Line Level Status – “Success” Ensure to check for each MTN IN API Response and update the Line level status accordingly in Spreadsheet
       2. Validation 1 – Is all MTN’s – Line Level Status is Success
       3. If NO – Follow the Line level Status – Failed Process – 7.7
       4. If Yes - PREPARE an Outbound file
       5. Go to BGCO\_INBOUND\_OUTBOUNDFILE, Go to Outbound folder and Open the Outbound Template
       6. Copy the detail entire Ref# details (paste only MTNs which are success) and save the file - OUTBOUND\_WFM\_NEWEQUIPMENTONLY\_ECPDID\_CLIENT ID\_APIREF#\_COMPLETED
       7. Copy the Reference/Order NUMBER FOR that file
       8. Login to WFM Tool(https://wfmqa1.vzwcorp.com/wfm/index.jsp)
       9. Insert “Reference#” Number and Click on Search, it will Open the Order
       10. Add Notes in WFM “VIP has processed the Order with the status as Completed”

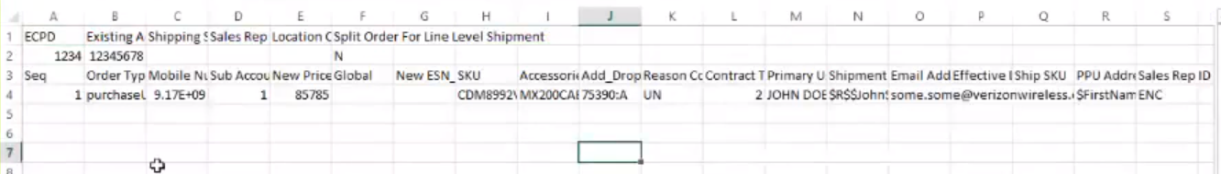


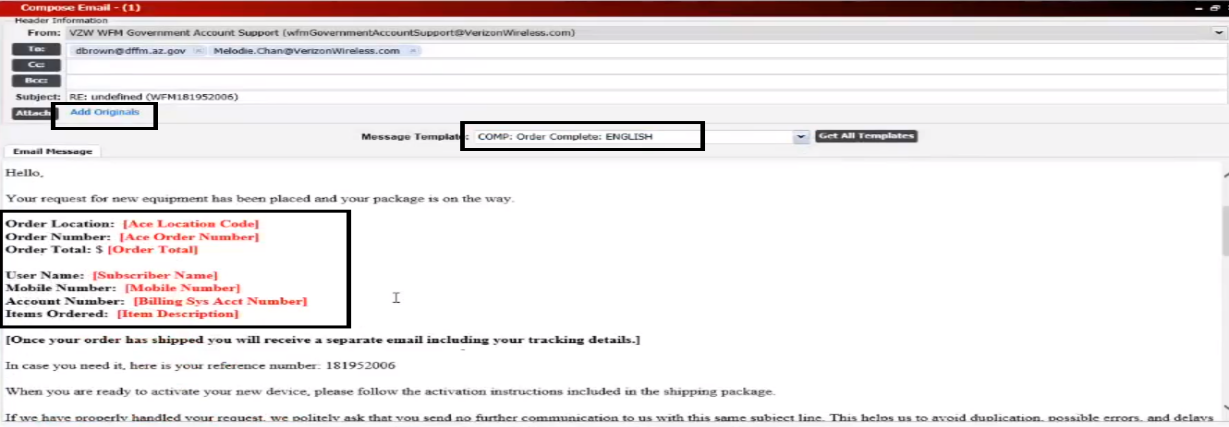


* + - 1. Select Compose Email option in WFM
      2. Select m message template as “Completed”



* + - 1. Attach the Outbound file and fill in the details in email body and send email
      2. Naming Convention for Outbound FILE: Outbound\_WFM\_UserInformationChange\_ECPDID\_CLIENT ID\_APIRef#\_COMPLETED. Csv





* + - 1. go to share drive database & Update the Spreadsheet as email Sent to customer
      2. Ensure to go back to BGCO\_INBOUND\_OUTBOUNDFILE folder and Open Outbound folder and delete the Outbound file sent to the customer
  1. SYSTEM/TECHNICAL EXEMPTIONS

|  |  |  |
| --- | --- | --- |
| SCENARIO | METHOD | RECIPIENT(S) |
| WFM Application Down | Email | Need to provide the team name to send email |
| VIP-API Issues | Email | Need to provide the team name to send email |
| End of every run, Business team will get a summary log with the following details [Successful/Un-Successful (with error message)/Exception] for a scheduled run | Email | Need to provide the team name to send email |

1. Alerts/Notifications

|  |  |  |
| --- | --- | --- |
| Process Step | Describe the Trigger | Distribution Email ID |
| Process Start | Email a defined list of Recipients acknowledging that the Automated Process has Started | **VBGWLSRPASupport@verizonwireless.com** |
| Process End | Email a defined list of Recipients acknowledging that the Automated Process has ended |
| Exceptions | BOT Failed - Anytime - an email should trigger to the Distribution Mailbox |
| EOD Report | EOD Report to be sent to the Distribution mail box |

**NOTE - \*This section is not to be an agreed upon solution. Alerts/Notifications will depend on capability of the solution.**

1. Automation Benefits (HARD, SOFT)
   * + 1. Speedy Processing of high volumes / increased productivity
       2. Process standardization
       3. Enhanced compliance
2. Process Improvement Considerations

At this point we’re not considering any process improvements, except few proactive approaches to certain steps of the process – to ensure a more efficient automation (e.g. data access).

1. Documents

* Outbound File -
* Database
* As -Is Process flow
* API- Error codes –
  + - 21004 – COMP
    - 23000- ACTP
    - 23002 – PROC
    - 00057 – In Process for Order Level

1. GLOSSARY



|  |  |
| --- | --- |
| **ITEM** | **DESCRIPTION** |
| WFM | Workflow Manager |
| ACSS | Account Customer Support System |
| VIP |  |
| VIP-API | Application Program Interface |
| COMP | Completed |
| PERR | Process Errors |
| PROC | Processing |
| ACTP | Active Pending |