1. Process Overview
   1. Purpose/Statement of the Business Problem
      * 1. Currently the Request received are processed through ACSS and VIP Application which is delaying the Process
        2. There were too many Manual Validations to be considered while processing the order in ACSS which causes delay in overall SLA’s
        3. Updating different templates manually each time and ensuring the mail sent customer once the order is processed background
2. Current Process High Level Overview /Narrative
   * + 1. End Customers submit requests TO NEW Equipment only
       2. Request will fall through WFM tool, Rep’s will pick the orders and assign to themselves
       3. update the requested changes accordingly in ACSS Or update the templates in VIP portal and upload them in VIP
       4. Once the requests are processed in ACSS, OR VIP THE status will be changed to “Complete” in VIP Portal Or ACSS
       5. Rep will download the Outbound file from VIP portal and send an email to customer to confirm the Request completion status
3. Scope
   1. In-Scope
      * 1. New Equipment Only - NEO
   2. Out of Scope
      * 1. Update the templates in VIP portal and upload them in VIP