Standard Operating Procedure
for
eUICC Consumer Commercial
Order Processing

Version Control

Document Name	Version	Date
SOP for eUICC Consumer Commercial Order	V1.0	28-06-2022

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Revision History

Issue	Date	Reason for change
V1.0	28-06-2022	First Release

Introduction

This document outlines the standard process for creating the commercial production package for eUICC Consumer orders which can be categorized into New/Repeat order.

New Order: The first order placed on an approved BAP.
Repeat Order: The call-offs/additional orders placed after the execution of the first order.

The following details are validated during the commercial production package preparation that is used to process the commercial order.

Pre-requisites:
- Freeze configuration –
    - Product details should denote details as per the PO.
    - Profile must be BAP approved.
    - Signed BAP approval form must be placed in the approval folder.
    - ProfileType must be present in eUICC Consumer RSP platform.
    - Sample data must be created and placed in the sample folder.
    - DGS must be placed in the DGS folder.
- Work Instruction
- Customer Input File

Roles and Responsibilities

TSS:
- To create the commercial package and share with Data Team for further action.
- Package contains the below elements –
    - Customer Input File
    - Sample data
- Fill-in the "Work Instruction" and notify Data Team.
- Provision the Workz RSP file in RSP platform

PDM:
- Verify the package that is shared by TSS team.
- Data generation with the approved DGS.
- Verify the data against the shared sample data.

Planning:
- Create "Work Instruction" and share it with TSS and PDM team.
- Manage the JOB IDs and follow-up with TSS and data team for the commercial package.
- Manage the cycle of commercial order.

SLA:
The standard SLA of the commercial package creation is around ~3-4 hrs after being notified by the planning team or PDM team or by the running order.
But there could be a case where it may take more than defined SLA, for example –
- If any additional checks are required
- If there is any issue during the package creation

SLA	Categories	Standard SLA	Remarks
1	Commercial Package transfer to PDM	5 hours	SLA can be extended if - Any additional checks are required during the commercial package creation. - Any issue occurs during the commercial package creation.

Below steps are followed during the creation of package –

Planning Team will notify the running job IDs with the information about the commercial order.

TSS team will check the priority and will initiate the activity for package creation.

Step1-

- Check the WI, if it is created and filled with all the correct details.

  If not, inform to planning team to fill the missing details to proceed further.

Step2-

- Verify the customer information against the PO_OC_Checklist & Database.xlsx
  - PO, OC, and customer details should match as per the WI details.
  - Quantity details should match as per the WI details.
  - Verify the profile type name approved by the customer.
  - Enter the WI details
  - Enter the Mass production date and time.
  - In case of any discrepancy please raise an alert to TSS.

Step3-

- Check the profile, it must be approved, and signed BAP approval must be present in the approval folder.
- Check the folders, all technical elements must be present like, EP, DGS, sample data etc.
- Create the Commercial order folder – follow the below folder structure.
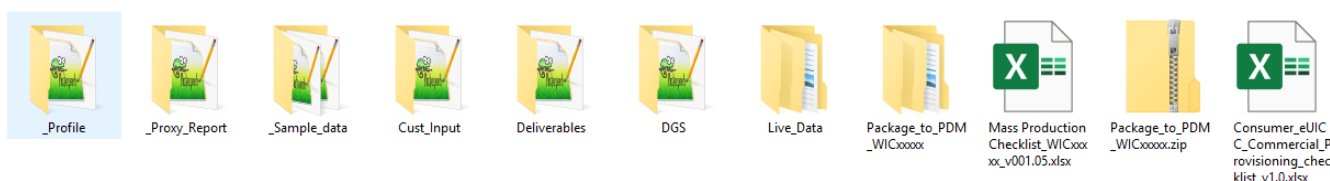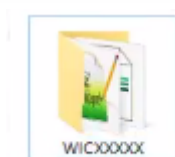
- Copy the asn_with_vars file in "_Profile" folder.
- Place the input file received from customer in "Cust_Input" folder.
- Do the sample data generation and place in "_Sample_data" folder.
- Compare with the sample data or BAP data.
  - Data format must be the same with the previous generated data.

- o Verity the output file
- o Compare Workz_RSP and Workz_Internal file, all the required fields must be present in both the files. The only change in values will be for encrypted fields (ex: KI, OPC, KIC, KID, KIK, PSK).
- o Make sure all the fix values are hard coded as per the customer requirement.
- Approve the DGS in the SDMS.
- Export the DGS from the SDMS and save into the DGS folder.

Step4-
- Fill the Mass production checklist "Mass Production Checklist_v1.05.xlsx" and place in the same folder.
- Update the WI with all the technical elements.

Step5-
- The package should be approved internally using one of the following options:
  - o Upload the checklist on HelloSign for sign approval.
    - ▪ The following signatories should be added on each request-
      - Saji K/Ajitav M/Damanjeet C/Arjun K
      - At least two signatories are mandatory.
  - o Conduct the four-eye session and validate the packages.

The package deliverables should not be released without completing the validation process.
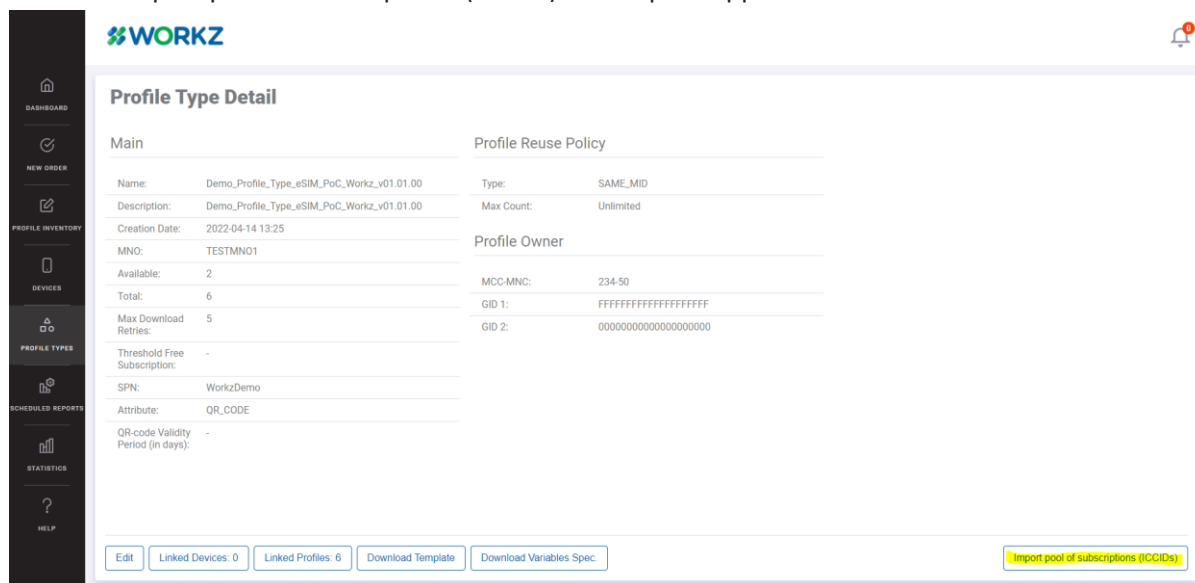
Step6-
- Zip the package and share with PDM team via SFTP tool, refer the SFTP tool for more details.
- Transfer the approve DGS to PDM via SDMS tool.
- Send an email to notify all the stake holders.

Post activities for TSS after receiving generated data from PDM

1. Check that generated data format is correct. It can be compared with Sample data generated.
2. Use the Workz RSP file and provision it in Workz RSP platform.
3. Choose the correct platform instance (Dubai, France or US) in which the MNO is present.
4. Choose the correct certificate for logging into the appropriate MNO portal.
5. Select the correct Profile Type in which the Workz RSP file needs to be provisioned.

6. Click on "Import pool of subscriptions (ICCIDs)". Example snippet below:
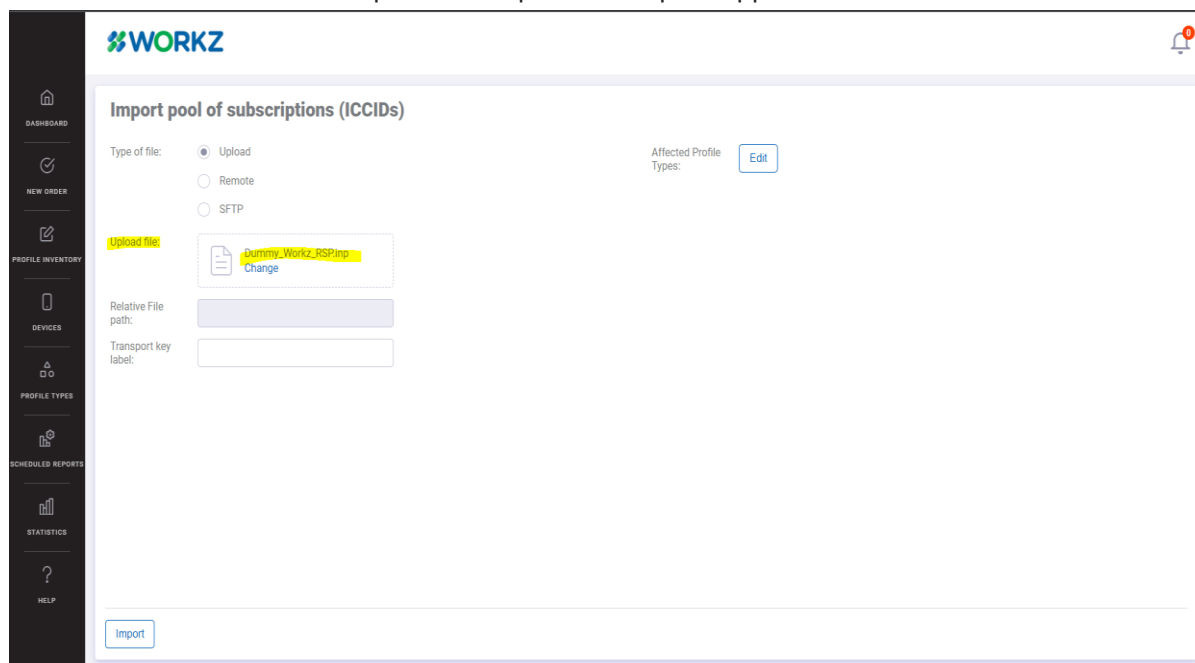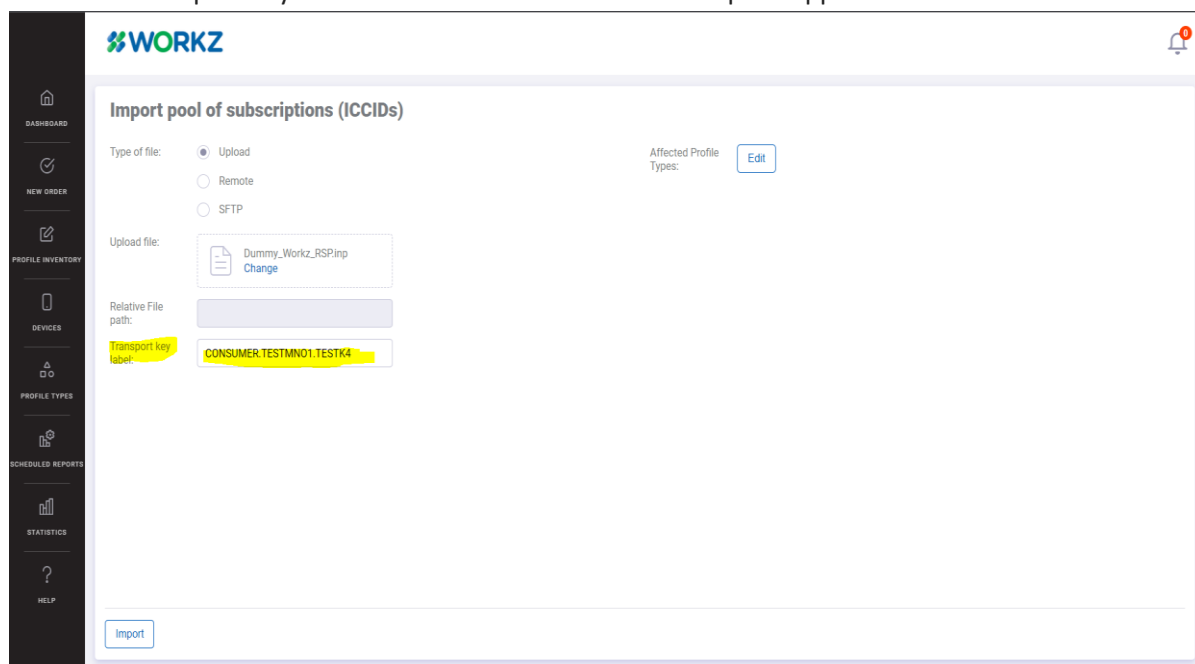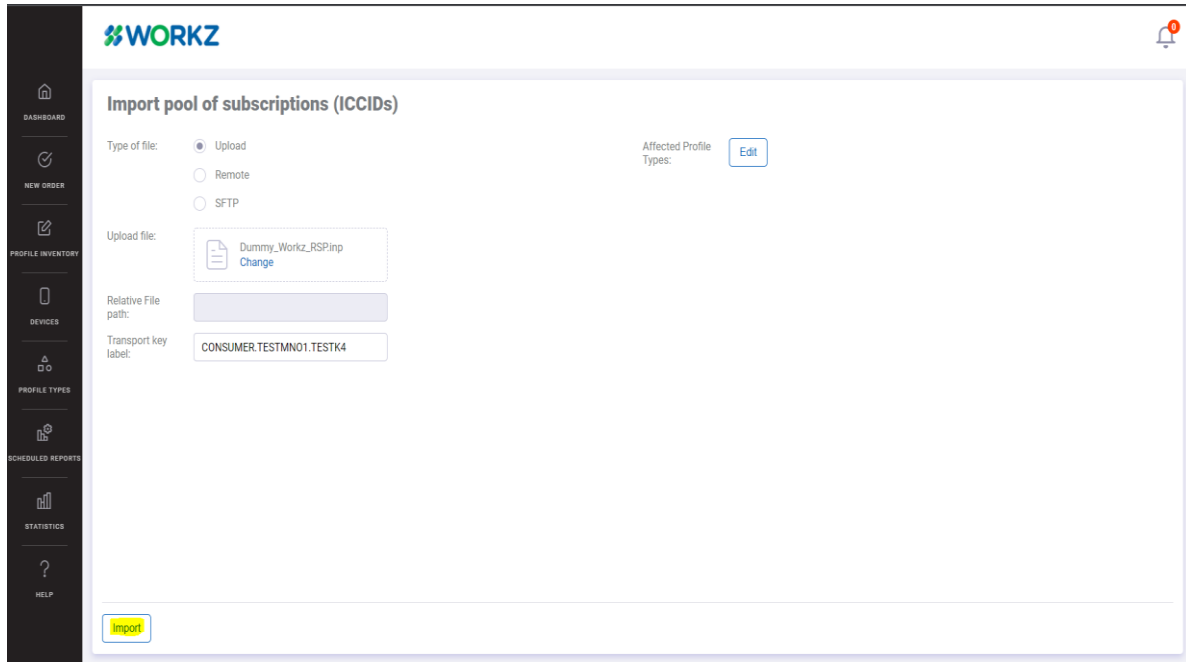
7. Use "Upload" option to provision the file. Example snippet below:

8. Select the Workz RSP file in "Upload file" option. Example snippet below:

9. Enter the Transport key label associate with the MNO. Example snippet below:
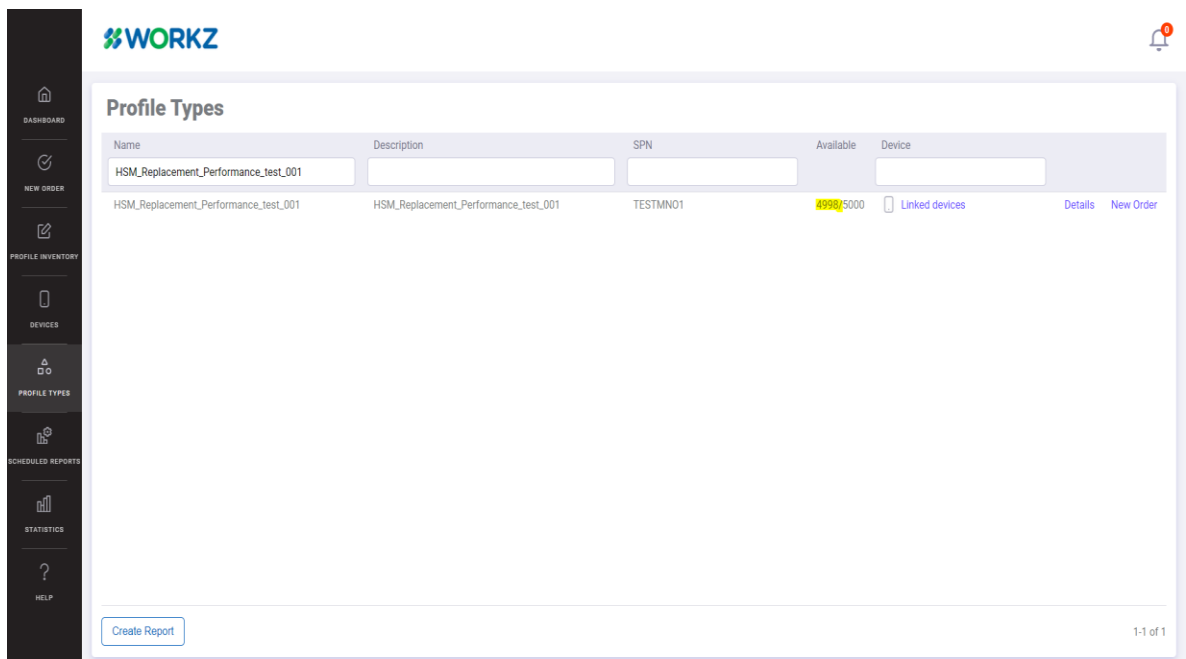
10. Click on Import. Example snippet below:

11. The increase in count of profiles can be checked in ProfileTypes section. The count of Available profile will start increasing. Example snippet below:

12. Once the import operation is completed, a notification appears in the platform on top right corner. Example snippet below:

13. On clicking the notification, details of the operation need to be checked. The total count of profiles imported will be shown. Example snippet below:

14. If there is any error during importing process (ex: 4990 profiles imported out of 5000 profiles), then repeat the provisioning steps, i.e. put the same file again for provisioning, until all profiles are imported successfully.

15. As a next step, do the Bulk release of profiles from RSP Proxy / MesH platform. (This needs to be done unless customer has instructed that they need profiles in AVAILABLE state itself, i.e. the customer wants to manage the ordering process on their own).

16. For Bulk Release, enter the Proxy/MeSH platform and choose the Tenant (MNO) for which the bulk release needs to be done.
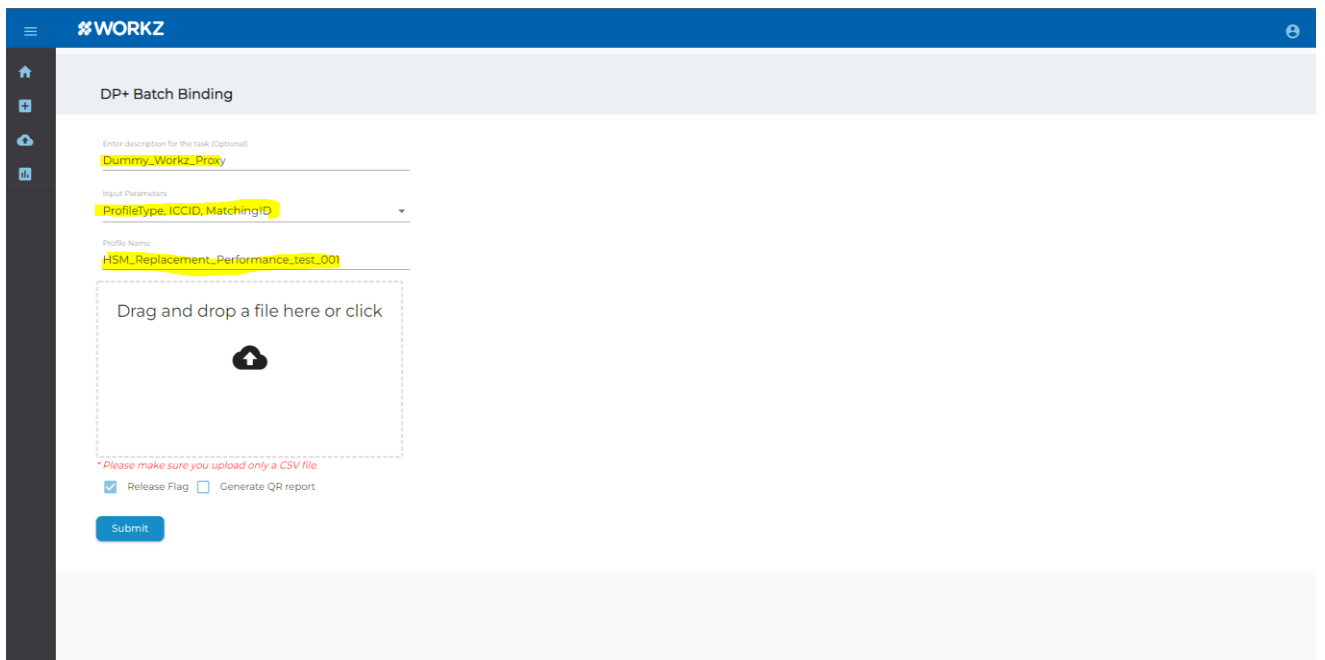
17. Go to option, DP+ Batch Binding. Example snippet below:

18. Provide Workz Proxy filename in description of the task.

19. In "Input parameters", select ProfileType, ICCID, MatchingID

20. In "Profile Name", provide the exact name of "Profile Type" as defined in RSP MNO platform and also mentioned in the Proxy file. Example Snippet below:
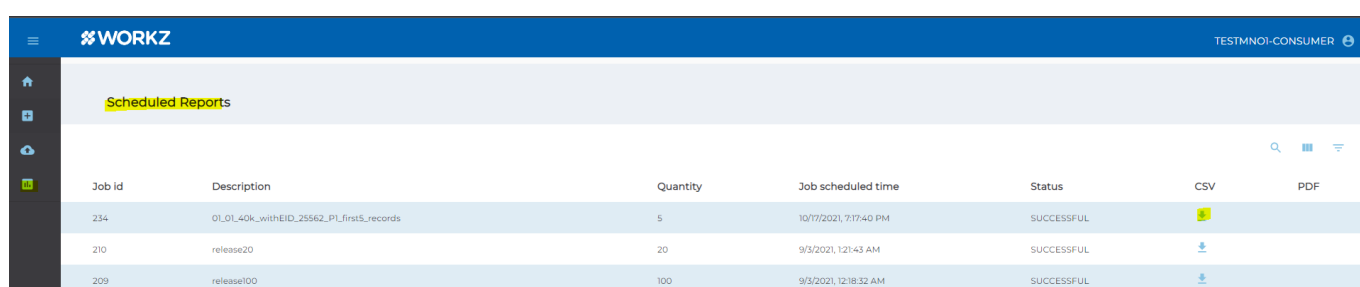
21. Upload the Workz Proxy file. It should be a csv file always. See sample snippet below:

```
iccid,profileType,matchingId
89123456789123456781,HSM_Replacement_Performance_test_001,DM2022051317220112345677
89123456789123456782,HSM_Replacement_Performance_test_001,DM2022051317220112345678
89123456789123456783,HSM_Replacement_Performance_test_001,DM2022051317220112345679
```

22. Ensure that "Release Flag" is checked. Uncheck the "Generate QR report" button as generating PDF file for a bulk order can be a huge time taking process. If a customer has requested for PDF files for a commercial order (rare scenario), the PDF generation can be done using a standalone tool "LPABarcodeReport.exe".

23. Once the release operation is over, please download the report from "Scheduled Reports" section. See example snippet below:

24. Save this file in "_Proxy_Report" folder.

25. Copy the file and place in "Deliverables" folder. Rename as <customer_input_file_name>_lpa.csv.

26. Test the download of any one profile in one iOS and one Android device. Bring it back to original state.

27. Ensure to fill "Consumer_eUICC_Commercial_Provisioning_checklist_v1.0.xlsx".

28. Share the *lpa.csv securely with PDM team and ask them to share with the customer along with network output files.

SFT Workz Tool:

This tool is used to transfer the package from TSS to PDM via secure channel.
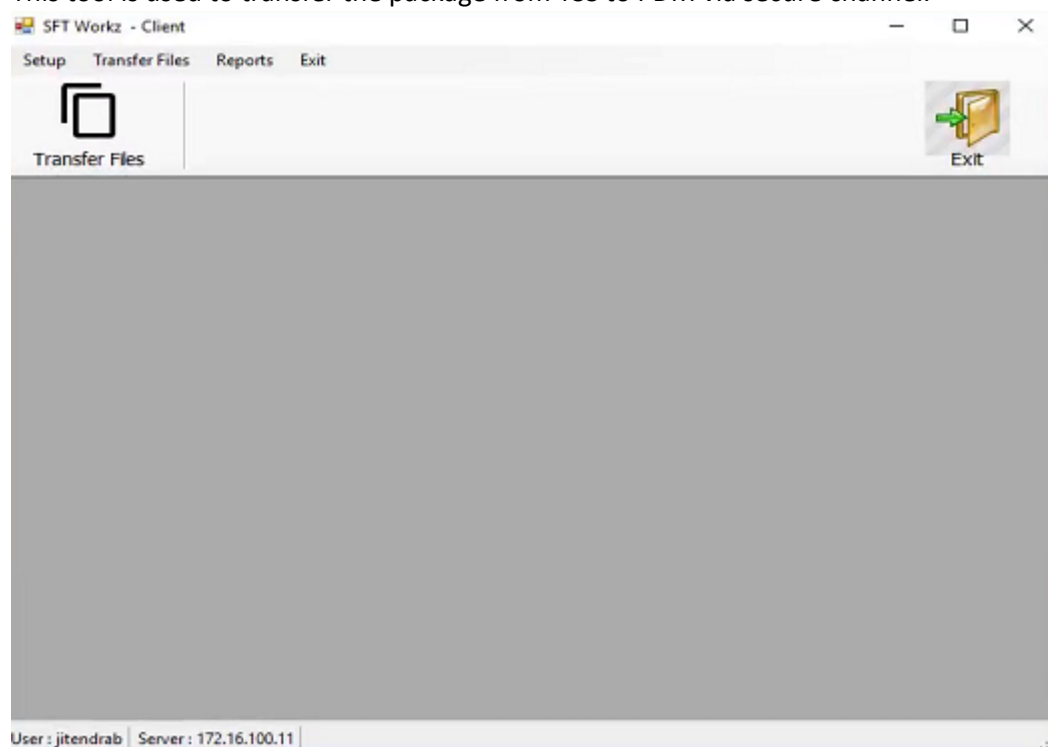
1. Login to tool with user credentials
2. Click on **Transfer files**
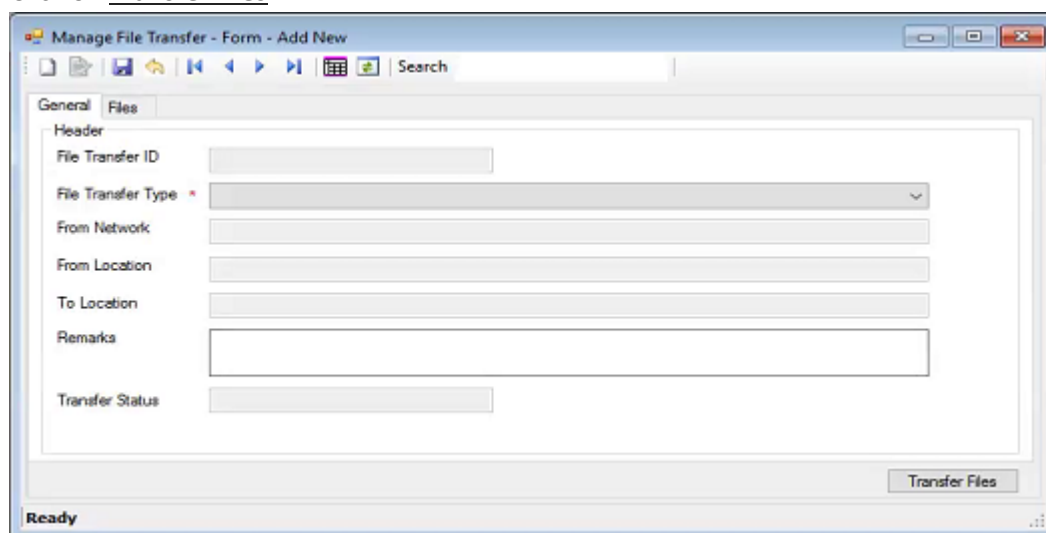
3. Select the **File transfer Type ,** by default it will be "SIM TECHNICAL SCRIPTS and OS FILES – OFFC to SEC"
4. Put the **Remarks**, you can enter the package name itself.
5. Browse the required file by cliclking on **Select Files.**
   Copy the package and paste it into the below path
   T:\Sales\Mobile Solutions\File Transfer to PDM team
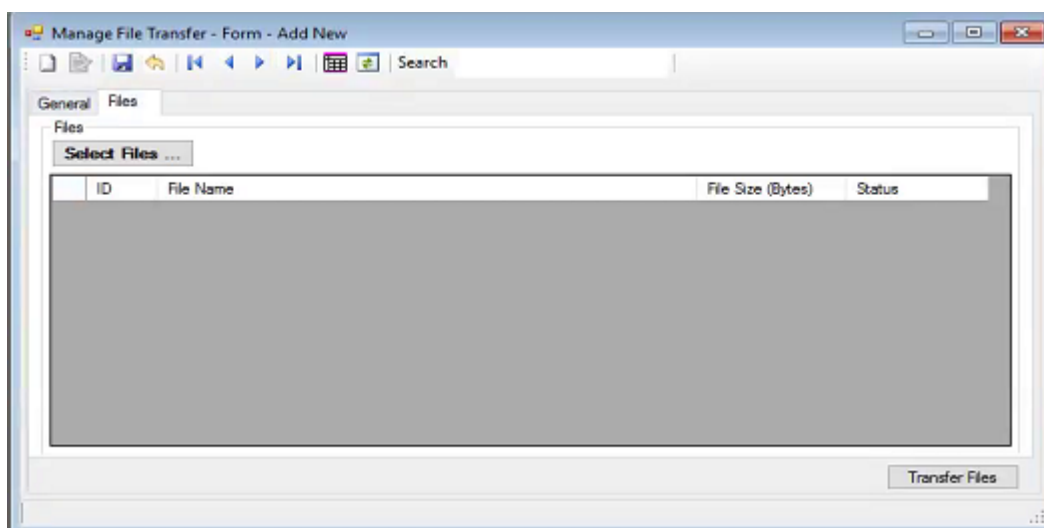
6. Click on **Save** button to save to details.
7. Click on **Transfer Files** to transfer the attached files.
8. Unique ID will be created with every transaction.

Checks

✓ Verification of output files
✓ DGS must be approved and shared with PDM.
✓ Package must be verified by 4 eye method and shared with PDM.
✓ All details must be filled on the portal.
✓ Checklist must be filled and kept under the correct folder.
✓ Email must be sent to PDM with all the necessary details.
✓ If there is any special instruction, it must be highlighted in the special instruction column.

Email format for PDM

Below is the format that needs to be used while notifying to PDM –
Please note that WICXXXXX has been updated and package has been transferred to secure location.

Please refer below:

Package Transfer Details- WI			
Perso Script Name			
Profile Name			
DGS Name			
	Is there any MSISDN in the input file?	-	
	Any Additional files	-	
OS Type		Mask Name	
Package Name			
OP & K4 Key details		K4-Key Algorithm	
File Transfer ID		DGS Profile ID	
Any Special Comments-			

TITLE	SOP_eUICC_Consumer_Commercial_Order_v1.0
FILE NAME	SOP_eUICC_Consume...l_Order_v1.0.docx
DOCUMENT ID	0d28e9666bdb5bfbd6a246fe47e497819e83c14a
AUDIT TRAIL DATE FORMAT	DD / MM / YYYY
STATUS	● Signed

Document history

SENT	**03 / 08 / 2022** 11:26:46 UTC+4	Sent for signature to Saji Krishnan (saji.krishnan@workz.com) from tss@workz.com IP: 94.200.229.6
VIEWED	**03 / 08 / 2022** 17:38:24 UTC+4	Viewed by Saji Krishnan (saji.krishnan@workz.com) IP: 2.49.4.73
SIGNED	**03 / 08 / 2022** 17:38:45 UTC+4	Signed by Saji Krishnan (saji.krishnan@workz.com) IP: 2.49.4.73
COMPLETED	**03 / 08 / 2022** 17:38:45 UTC+4	The document has been completed.