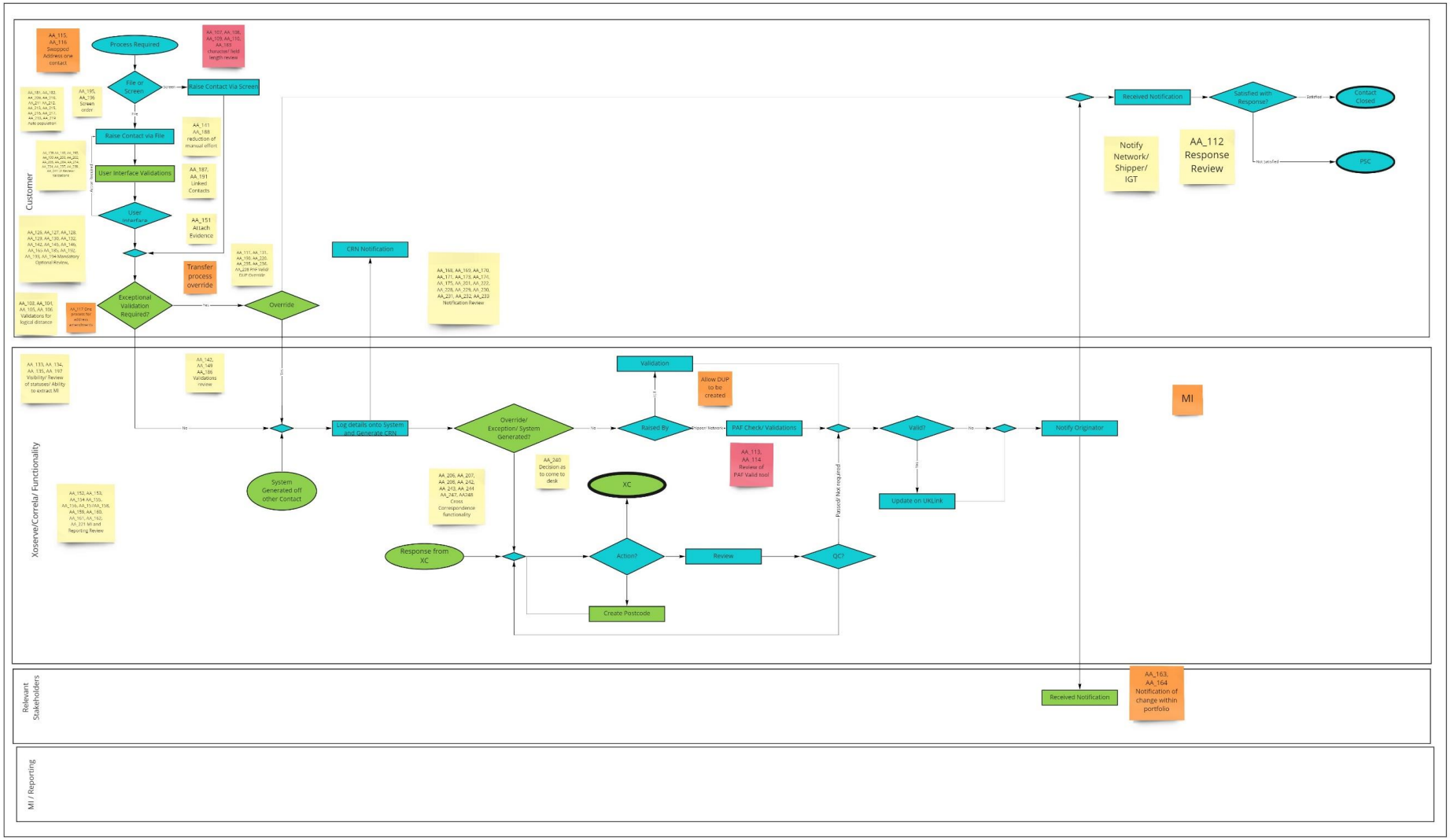
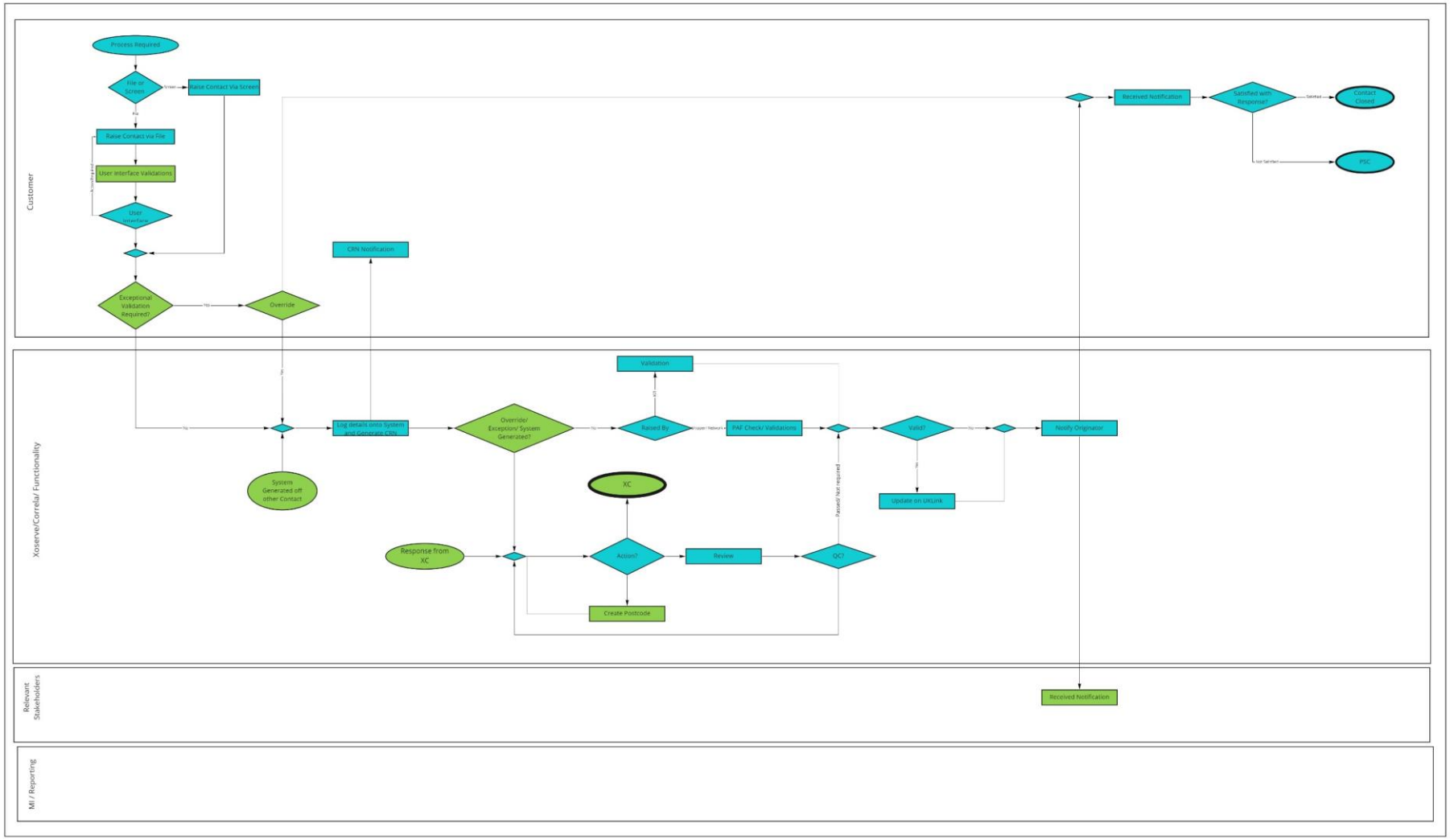

Customer
Process Required
File or Screen
Screen
File
Raise Contact Via Screen
Raise Contact via File
User Interface Validations
User Interface
Exceptional Validation Required?
Yes
No
Override
Transfer process override
AA_115, AA_116 Swopped Address one contact
AA_107, AA_108, AA_109, AA_110, AA_183 character field length review
AA_181, AA_182, AA_206, AA_210, AA_211, AA_212, AA_213, AA_215, AA_216, AA_217, AA_218, AA_219 Auto population
AA_195, AA_139 Screen order
AA_141 AA_188 reduction of manual effort
AA_187, AA_191 Linked Contacts
AA_151 Attach Evidence
AA_126, AA_127, AA_128, AA_129, AA_130, AA_132, AA_142, AA_145, AA_146, AA_160 AA_185, AA_192, AA_193, AA_194 Mandatory Optional Review.
AA_102, AA_104, AA_105, AA_106 Validations for logical distance
AA_117 One process for entities or entities
AA_111, AA_131, AA_190, AA_220, AA_235, AA_236, AA_228 PAF Valid/ DUP Override
CRN Notification
AA_168, AA_169, AA_170, AA_171, AA_173, AA_174, AA_175, AA_201, AA_222, AA_228, AA_229, AA_230, AA_231, AA_232, AA_233 Notification Review
Received Notification
Satisfied with Response?
Satisfied
Not satisfied
Contact Closed
PSC
Notify Network/ Shipper/ IGT
AA_112 Response Review
Xoserve/Correla/ Functionality
AA_133, AA_134, AA_135, AA_197 Visibility/ Review of statuses/ Ability to extract MI
AA_142, AA_149 AA_189 Validations review
No
System Generated off other Contact
Log details onto System and Generate CRN
Override/ Exception/ System Generated?
Yes
Validation
Allow DUP to be created
Raised By
Proposer Network
PAF Check/ Validations
AA_113, AA_114 Review of PAF Valid tool
Valid?
No
Update on UKLink
Notify Originator
MI
AA_152, AA_153, AA_154 AA_156, AA_158, AA_159, AA_160, AA_161, AA_162, AA_201 MI and Reporting Review
AA_206, AA_207, AA_208, AA_242, AA_243, AA_244 AA_247, AA248 Cross Correspondence functionality
AA_240 Decision as to come to desk
XC
Response from XC
Action?
Review
QC?
Passed/ Not required
Create Postcode
Relevant Stakeholders
Received Notification
AA_163, AA_164 Notification of change within portfolio
MI / Reporting


Customer
Process Required
File or Screen
Screen
Raise Contact Via Screen
File
Raise Contact via File
User Interface Validations
Use/ Interface Error
Exceptional Validation Required?
Yes
Override
CRN Notification
Received Notification
Satisfied with Response?
Satisfied
Contact Closed
Not Satisfied
PSC
Xoserve/Correla/ Functionality
No
Log details into System and Generate CRN
Override/ Exception/ System Generated?
Yes
Raised By
Xoserve / Network
Validation
Xoserve
PAF Check/ Validations
Valid?
Yes
No
Notify Originator
System Generated off other Contact
XC
Update on UKLink
Payaid Not required
Response from XC
Action?
Review
QC?
Create Postcode
Relevant Stakeholders
Received Notification
MI / Reporting