

Process Design Document (PDD)

Accounts Payable Invoice Processing

Document History

[PENDING: Fill in this document's version history (date, version, author, organization, role, comments).]

Date	Version	Role	Name	Organization (Dept.)	Function	Comments
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I. Introduction

I.1 Purpose of the Document

Reading convention for this document: text in italics is interpretation derived from the discovery (basis: inferred), to be confirmed during validation with the process owner.

[PENDING] marks in yellow indicate information that cannot be obtained from the recording and awaits the client's answer. The To-Be design is a proposal from the system, not a decision already made.

The Process Definition Document outlines the business process chosen for automation using Robotic Process Automation (RPA) technology.

The document describes the sequence of steps performed as part of the business process, the conditions and rules of the process prior to automation and how they are envisioned to work after automating it, partly or entirely. This specifications document serves as a base for developers, providing them the details required for applying robotic automation to the selected business process.

The process ensures that every supplier invoice is validated against its purchase order and posted to the correct payment batch, so that suppliers are paid accurately and on time.

Timely and accurate supplier payment supports contractual payment terms and a clean month-end close.

I.2 Objectives

The business objectives and benefits expected by the Business Process Owner after automation of the selected business process are:

Reduce manual keying and validation effort, cut invoice-entry errors, and shorten the time from invoice receipt to payment.

[PENDING: Confirm the objectives described and complement them with quantitative targets (reduction of time, error, cost).]

I.3 Key Contacts

[PENDING: Who are the key contacts of the process (Process Owner, SMEs, IT) with role, name and e-mail?]

The specifications document includes concise and complete requirements of the business process and it is built based on the inputs provided by the process **Subject Matter Expert (SME)/ Process Owner**.

The **Process Owner** is expected **to review it and provide signoff for accuracy** and completion of the steps, context, impact and complete set of process exceptions. The names have to be included in the table below.

Role	Name	Contact details (email, phone number)	Notes
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I.4 Minimum Prerequisites for Automation

An ERP account with invoice-entry rights, access to the AP shared mailbox, and access to the vendor portal.

[PENDING: Which minimum prerequisites are already met (test data, access and user accounts, credentials, dependencies with other projects)?]

II. As-Is Process Description

II.1 Process Overview

General information about the process selected for RPA prior to automation.

#	Item	Description
1	Process full name	Accounts Payable Invoice Processing
2	Process Area	Finance
3	Department	Accounts Payable
4	Process short description (operation, activity, outcome)	Registering, validating and posting supplier invoices in the ERP, from receipt in the shared mailbox to the approved payment batch.
5	Role(s) required for performing the process	Accounts Payable Analyst, AP Team Lead
6	Process schedule and frequency	<i>Monthly, aligned to the supplier payment cycle (evidence: batch named 'AP_batch_2026-03' and the analyst's mention of a monthly run)</i> [CONFIRM]
7	# of items processes /reference period	[PENDING: How many items are processed per day or per month (reference period)?]
8	Average handling time per item	[PENDING: What is the average manual handling time per item?]
9	Peak period (s)	[PENDING: Is there a peak period? When does it occur?]

10	Transaction Volume During Peak period	[PENDING: What is the transaction volume during the peak period?]
11	Total # of FTEs supporting this activity	[PENDING: How many people (FTEs) sustain this process today?]
12	Expected increase of volume in the next reference period	[PENDING: Is there an expected increase in volume over the coming months? By how much?]
13	Level of exception rate	[PENDING: What is the expected exception rate/level in the process?]
14	Input data	Supplier invoice arriving in the AP shared mailbox
15	Output data	Approved invoice posted to a payment batch in the ERP

**Add more rows to the table to include relevant data for the automation process. No fields should be left empty. Use "n/a" for the items that don't apply to the selected business process.*

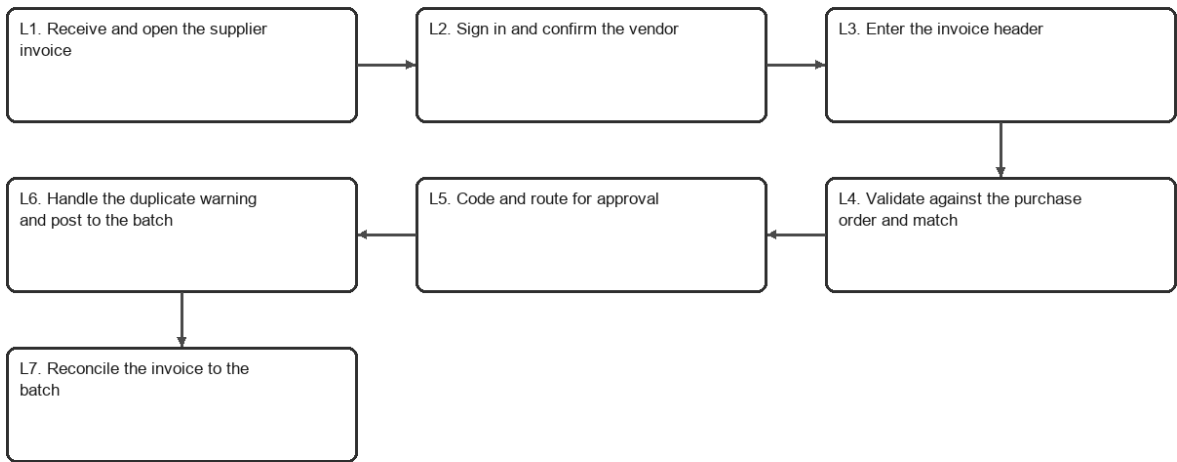
II.2. Applications Used in the Process

The table includes a comprehensive list all the applications that are used as part of the process automated, at various steps in the flow.

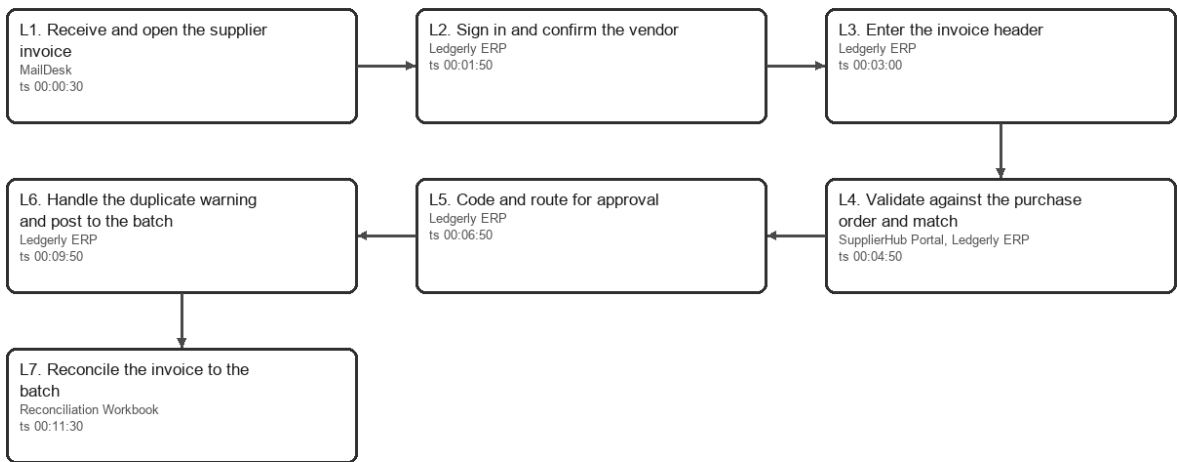
#	Application name & version	System Language	Thin/Thick Client	Environment/ Access method	Comments
1	Ledgerly ERP 8.2	English	Desktop	Single sign-on	System of record for invoices and payments (first seen 00:00:41)
2	MailDesk	English	Desktop	Corporate account	Email client, AP shared mailbox (first seen 00:00:12)
3	SupplierHub Portal	English	Web	Vendor portal login	Purchase order and delivery lookup (first seen 00:03:20)
4	Reconciliation Workbook	English	Desktop	Network folder	Spreadsheet used to tie invoices to the payment batch (first seen 00:11:05)

**Add more rows to the table to include the complete list of applications.*

II.3 As-Is Process Map



High-level As-Is map, generated from the observed logical steps



Detailed As-Is map, generated from the observed logical steps

High Level As-Is Process Map:

This chapter depicts the As Is business process at a High Level to enable developers to have a high-level understanding of the current process.

Detailed As-Is Process Map:

II.4 Detailed As-Is Process Steps

This chapter depicts the As-Is business process in detail to enable the Developer to build the automated process.

Detailed As-Is Process Steps						
Step	Input	Description	Details (Screen/Document/Video recording Index)	Exception Handling	Possible Actions	Business Rules Library Index
L1	Invoice PDF attachment	Receive and open the supplier invoice. The analyst opens the oldest invoice email in the AP shared mailbox and downloads the invoice PDF.	MailDesk [ts 00:00:30, basis observed, conf. high]			

SAMPLE - placeholder screenshot (no real system)

Receive and open the supplier invoice

L1 - MailDesk

Screen at 00:00:30

L2	Vendor ID, vendor status	Sign in and confirm the vendor. The analyst signs in to the ERP and reads the vendor record to confirm it is active before any entry. Decisao humana: Proceed only if the vendor is Active	Ledgerly ERP [ts 00:01:50, basis observed, conf. high]			BR1
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SAMPLE - placeholder screenshot (no real system)

Sign in and confirm the vendor

L2 - Ledgerly ERP

Screen at 00:01:50

L3	Invoice No., date, gross amount	Enter the invoice header. The analyst keys the invoice number, date and gross amount into the ERP invoice- entry screen.	Ledgerly ERP [ts 00:03:00, basis observed, conf. high]			BR1
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SAMPLE - placeholder screenshot (no real system)

Enter the invoice header

L3 - Ledgerly ERP

Screen at 00:03:00

L4	PO number, PO amount, match result	Validate against the purchase order and match. The analyst reads the linked purchase order on the vendor portal and runs the three- way match in the ERP. Decisao humana: Continue only if the	SupplierHub Portal, Ledgerly ERP [ts 00:04:50, basis observed, conf. high]			BR3
----	--	--	--	--	--	-----

		match passes				
SAMPLE - placeholder screenshot (no real system) Validate against the purchase order and match L4 - SupplierHub Portal, Ledgerly ERP						
Screen at 00:04:50						
L5	GL account, approver	Code and route for approval. The analyst assigns the GL account and routes the invoice to the AP Team Lead for approval above the threshold . Decisao humana: Requires human approval	Ledgerly ERP [ts 00:06:50, basis observed, conf. high]			BR3

		above threshold				
SAMPLE - placeholder screenshot (no real system) Code and route for approval L5 - Ledgerly ERP						
Screen at 00:06:50						
L6	Batch ID	Handle the duplicate warning and post to the batch. The analyst clears the possible-duplicate warning and posts the approved invoice into the current payment batch.	Ledgerly ERP [ts 00:09:50, basis observed, conf. high]	BE1		

SAMPLE - placeholder screenshot (no real system)

Handle the duplicate warning and post to the batch

L6 - Ledgerly ERP

Screen at 00:09:50

L7	Invoice No., amount	Reconcile the invoice to the batch. The analyst records the invoice number and amount in the reconcilia tion workboo k to tie it to the payment batch.	Reconciliatio n Workbook [ts 00:11:30, basis observed, conf. medium]			
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SAMPLE - placeholder screenshot (no real system)

Reconcile the invoice to the batch

L7 - Reconciliation Workbook

Screen at 00:11:30

See doc attached

II.5 Input Data Description

Step	Sample (Print-screen)	Input type	Location	Inputs are standard? (Yes/ NO)	Inputs are structured?	Data to be used from
L1	n/a	Supplier invoice (PDF)	AP shared mailbox	No	No	Invoice No., Invoice date, Gross amount, Vendor
L4	n/a	Purchase order	Supplier Hub Portal	Yes	Yes	PO number, PO amount, Quantities

* Inputs are **standard** if the content is positioned in the same place even if the input types are different.

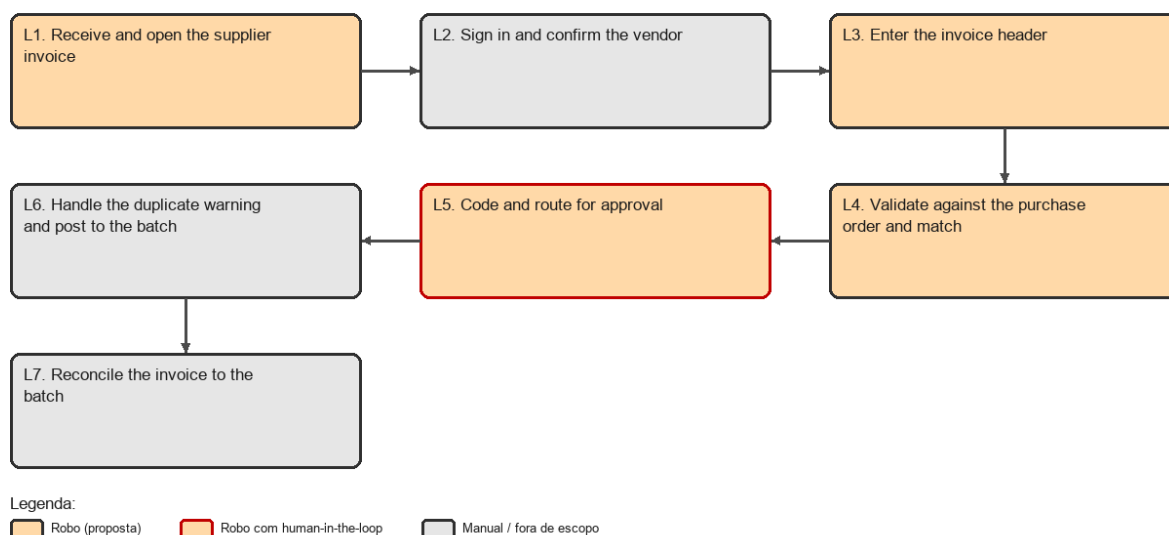
E.g. a process that uses at each transaction the same template, so fields to be extracted are always fixed.

Inputs are **structured** if it is machine readable and digital. Scanned PDF Images/ Free flow texts in Emails are unstructured inputs

III. To-Be Process Description

This chapter highlights the expected design of the business process after automation.

III.1 To-Be Detailed Process Map



Proposed To-Be map: orange marks a step that is a robot candidate, a red border marks human-in-the-loop, grey stays manual or out of scope (proposal to validate)

SYSTEM PROPOSAL, TO VALIDATE: the To-Be design below was generated from the discovery and must be validated with the process owner.

A robot could pick up invoices from the shared mailbox, read the header fields, confirm the vendor and run the three-way match, then post matched invoices to the payment batch, leaving approval and exception handling to the analyst.

Automation candidates (proposal):

L1 (Receive and open the supplier invoice): Reading the mailbox and downloading the attachment is repetitive and rule-based. [human in the loop: no]

L3 (Enter the invoice header): Keying the invoice header from a structured document is a strong automation candidate. [human in the loop: no]

L4 (Validate against the purchase order and match): The PO lookup and three-way match follow deterministic rules. [human in the loop: no]

L5 (Code and route for approval): GL coding can be automated, but the approval above threshold must stay with the AP Team Lead. [human in the loop: yes]

Suggested items out of automation scope (proposal):

Amount-mismatch resolution requires judgement and a conversation with the buyer; keep it manual.

Reconciliation review at month-end is better left to the analyst until volumes are confirmed.

[PENDING: Validate the system-generated To-Be proposal with the process owner (automated vs manual steps, suggested improvements).]

Highlight Bot interventions/ to-be automated steps with different legend/ icon (orange)

**Mention below if process improvements were performed on the To-Be design and detail them*

III.2 Parallel Initiatives/ Overlap (if applicable)

[PENDING: Are there parallel initiatives or planned system changes that impact this automation?]

This chapter captures the proposed Business, Process & System changes in near future and its impact

S. No	Initiative Name	Process Step(s) where it is identified	Impact on current automation request? How?	Expected Completion Date	Contact person for more details
	n/a				

III.3 In Scope for RPA

[PENDING: Which steps of the process are within the automation scope?]

The activities **in scope of RPA**, are listed here:

III.4 Out of Scope for RPA

[PENDING: Which activities are out of the automation scope and why?]

The activities **OUT of scope of RPA**, are listed here:

Sub-process (if case)	Activity (step)	Reasons for Out of Scope*	Impact on the To-Be	Possible measures to be taken into consideration for future automation
1.1				

**Add more rows to the table to reflect the complete documentation provided to support the RPA process.*

III.5 Business Exceptions Handling

The Business Process Owner and Business Analysts are expected to document below all the business exceptions identified in the automation process. These can be classified as:

Known	Unknown
Previously encountered. A scenario is defined with clear actions and workarounds for each case.	New situation never encountered before. It can be caused by external factors. Cannot be predicted with precision, however if it occurs, it must be communicated to an authorized person for evaluation.

Known Exceptions

The table below reflects all the business process exceptions captured during the process evaluation and documentation. These are **known exceptions**, met in practice before. For each of these exceptions, define a corresponding expected action that the robot should complete if it encounters the exception.

BE #	Exception name	Step	Parameters	Action to be taken
BE1	Possible duplicate invoice	L6	ERP flags an invoice number close to an existing one	Analyst compares the numbers and dismisses the warning when they differ

			[observed]	
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Unknown Exceptions

For all the other **unanticipated or unknown business (process) exceptions**, the robot should:

III.6 Application Error and Exception Handling

[PENDING: No application error was observed in the video. Which system errors/messages can occur and what is the expected action?]

A comprehensive list of all errors, warnings or notifications should be consolidated here with the description and action to be taken, for each, by the Robot.

Errors identified in the automation process can be classified as:

Area	Known	Unknown
Technology/ Applications	Experienced previously, action plan or workaround available for it.	New situation never encountered before or may happened independent of the applications used in the process.

Known Errors or Exceptions

The table below reflects all the errors identifiable in the process evaluation and documentation.

For each of these errors or exceptions, define a corresponding expected action that the robot should complete if it is encountered.

#	Error name	Step	Parameters	Action to be taken
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Unknown Errors and Exceptions

For all the other **unanticipated or unknown application exceptions/errors**, the robot should:

III.7 Reporting

[PENDING: Which reports are expected (type, frequency, details, monitoring tool)?]

#	Report type	Update frequency	Details	Monitoring Tool to visualize the data
1	Process logs	Daily	How many times was this process run since the beginning of the month and what was the average run duration?	Kibana
2	Process logs	Monthly	How many robots worked on this process per each month?	Csv file posted daily on sharedrive
3	Transaction logs	Daily	How many transactions were run by this process since the beginning of the month and what was the average transaction duration?	Kibana
4	Error logs	Daily	Average number of errors by type per day	Kibana
5	Error logs	Daily	All errors per month grouped by type	Csv file posted daily on drive

** For complex reporting requirements, include them into a separate document and attach it to the present documentation*

III.8 Transaction Definition

A transaction is the smallest unit of work that the robot processes from start to finish. Defining it precisely is a prerequisite for queue design, restart logic and duplicate prevention. This section must be completed before development starts.

#	Item	Description
1	Transaction definition	[PENDING: What is the definition of a transaction (smallest unit of work processed end to end)?]
2	Unique transaction key	[PENDING: What is the unique key that identifies each transaction? (suggest and validate)]
3	Duplicate detection rule	[PENDING: What is the duplicate-detection rule?]

#	Item	Description
4	Transaction source	[PENDING: What is the source of the transactions (mailbox, file, queue)?]
5	Processing order and priority	[PENDING: What is the processing order and priority of the transactions?]
6	Maximum retry attempts per transaction	[PENDING: What is the maximum number of retries per transaction?]
7	Definition of a successfully completed transaction	[PENDING: What defines a successfully completed transaction?]
8	Definition of a failed transaction	[PENDING: What defines a failed transaction?]
9	Expected daily volume of transactions	[PENDING: What is the expected daily volume of transactions?]

**No fields should be left empty. Use "n/a" for the items that don't apply to the selected business process.*

III.9 Restart, Recovery and Reprocessing

[PENDING: What is the expected restart, recovery and reprocessing behaviour in case of interruption?]

[PENDING: Is the process idempotent (can the same transaction be submitted twice with no side effect)?]

This section documents the expected system state and the recovery behaviour when the robot is interrupted mid transaction. The objective is to guarantee that no transaction is processed twice and that no transaction is silently lost.

#	Interruption scenario	System state after interruption	Expected robot behaviour on restart	Manual action required
1	Robot stops after entering data, before saving in the ERP	No record created	Reprocess the transaction from the beginning	None
2	Robot stops after saving in the ERP, before sending the confirmation email	Sales Order created, client not notified	Detect the existing Sales Order, skip creation and resume from the notification step	None
3	Robot stops during a batch already partially processed	Some transactions completed, some pending	Resume from the first pending transaction based on the queue status	None
4	Full re-run of a batch requested by the business	All transactions already completed	Not allowed without prior validation	Business approval required before re-run

**Add more rows to the table to cover every interruption point identified in the process.*

Is the process idempotent (can the same transaction be submitted twice without side effects)? If not, describe the compensating action required to revert a partially processed transaction:

#	Step	Side effect if repeated	Compensating action
1			

III.10 Human-in-the-Loop Interventions

Steps where the process cannot be fully unattended and requires a human decision, validation or approval before the robot continues.

#	Step	Trigger for human intervention	Role responsible	Input expected back from the human	Expected response time
1	L5 (Code and route for approval)	Accounts Payable Analyst hands off to AP Team Lead via ERP approval workflow	AP Team Lead	Invoice approved for posting	[PENDING]

**Specify the channel used for the intervention (email, form, Action Center, ticket) and what the robot should do if no response is received within the expected time.*

III.11 Business Rules Library

Consolidated list of the business rules applied during the process, referenced by the "Business Rules Library Index" column of the Detailed As-Is Process Steps table (section II.4). Each rule must have an identified source and owner so that it can be revalidated when the business changes.

BR #	Rule description	Applies to step(s)	Source (policy, SME, system behaviour)	Rule owner	Last validated on
BR1	An invoice is only entered if the vendor is Active in the ERP.	L2, L3	observed on the vendor lookup screen [observed]		
BR3	The three-way match (invoice, PO, goods receipt) must pass before GL coding.	L4, L5	observed on the match screen [observed]		

**Add more rows to the table to include the complete set of business rules identified during the process documentation.*

IV. Technical Requirements and Infrastructure

[PENDING: Which environments are available (dev, test, prod) and how are they accessed?]

[PENDING: How will the robot's accounts and credentials be provisioned per application?]

[PENDING: What are the machine and application requirements for execution?]

[PENDING: What is the scheduling and execution window of the robot?]

[PENDING: How are interface changes in the used applications managed?]

This chapter consolidates the technical prerequisites that must be confirmed before development starts. Any item left open here becomes a project risk.

IV.1 Environments

Environment	Available (Yes/No)	Access method	Data used (real / masked / synthetic)	Environment owner	Notes
Development	Yes	VPN + named user	Synthetic	IT Infrastructure	
Test / QA	Yes	VPN + named user	Masked	IT Infrastructure	
Production	Yes	VPN + robot account	Real	IT Infrastructure	

**If no test environment is available, describe how development and testing will be performed and which mitigation applies.*

IV.2 Robot Accounts and Credentials

#	Application	Account type (named / generic)	Account owner	Credential storage	Password expiry policy	Status (requested / created)
1	ERP	Generic (robot)	IT Security	Credential vault	90 days	Requested

**Credentials must never be stored in the automation code or in plain text files. Password rotation must be coordinated with the RPA team to avoid unplanned failures.*

IV.3 Machine and Application Requirements

#	Item	Description
1	Execution machine	Virtual machine / physical desktop / VDI
2	Operating system and version	Windows 10 Enterprise 22H2
3	Screen resolution	1920 x 1080
4	Application versions	Exact version of each application listed in section II.2
5	Regional settings	Date format, decimal separator, interface language, time zone
6	Additional software dependencies	Drivers, add-ins, certificates, fonts
7	Network restrictions	VPN, proxy, firewall rules, allowed domains
8	Security policies affecting execution	Antivirus, GPO, screen lock, session timeout
9	RPA platform licensing	Number and type of runner licenses available for this process

IV.4 Scheduling and Execution Windows

#	Item	Description
1	Trigger type	Time based / event based / queue based / manual
2	Execution window	Monday to Friday, 07:00 to 19:00
3	Blackout periods	System maintenance windows when the robot must not run
4	Expected duration per run	
5	Number of robots running concurrently	
6	SLA for completion	All transactions received on day D processed by 18:00 of day D
7	Behaviour when the SLA cannot be met	Notify the Process Owner and continue on the next execution window

IV.5 Application Change Management

Interface or behaviour changes in the applications used by the process are the most frequent cause of automation failure. This section defines who informs the RPA team in advance.

#	Application	Change notification owner	Minimum notification lead time	Impact assessment responsible
1	ERP	IT Applications	10 business days	RPA Solution Architect

V. Data Protection and Compliance

This chapter documents the personal and sensitive data handled by the automation and the controls applied to it. It must be reviewed together with the data protection officer or the equivalent function before go-live.

V.1 Personal and Sensitive Data Processed

#	Data field	Data subject	Sensitivity	Purpose of processing	Legal basis	Retention period
Data processed by the process						
1	Approver name (J. Rivera) (screen Approval routing, ts 00:06:40)		personal			
2	Analyst account name (ap.analyst) (screen ERP login, ts 00:00:55)		personal			
Data observed in the recording (not processed by the process, listed for exposure assessment)						
3	Customer name in a background email preview (screen Mailbox preview pane, ts 00:07:20)		personal			

**Add more rows to the table to include every personal or sensitive data field handled by the robot, including data present in screenshots and logs.*

V.2 Data Handling Requirements

[PENDING: Which data-handling requirements apply (storage, transit, masking, retention)?]

#	Requirement	Applies (Yes/No)	Description
1	Masking of personal data in execution logs	Yes	Client identifiers must not be written in clear text in the logs
2	Screenshots captured on error	Yes	Screenshots may contain personal data. Define storage location and retention

#	Requirement	Applies (Yes/No)	Description
3	Storage location of processed files		Path, access control and retention
4	Cross border data transfer		Identify if data leaves the country of origin
5	Secure deletion of temporary files		Files created during execution must be removed at the end of the run
6	Access to the robot output		Who can access the generated files and reports

V.3 Audit Trail

[PENDING: Which events must be logged for audit, for how long and who can access them?]

#	Event to be logged	Logged (Yes/No)	Retention period	Accessible by
1	Transaction started and completed	Yes	12 months	Process Owner, RPA team
2	Business exception raised	Yes	12 months	Process Owner, RPA team
3	Human intervention and decision taken	Yes	12 months	Process Owner, Audit
4	Credential retrieval from the vault	Yes	12 months	IT Security

VI. Testing and Acceptance Criteria

[PENDING: Which test data covers the happy path and each known exception?]

[PENDING: Which test scenarios must be run and what is the expected result?]

[PENDING: What are the acceptance criteria and how will they be measured?]

[PENDING: Who signs off the user acceptance (UAT)?]

This chapter defines how the automation will be validated and what has to be true for the business to accept the delivery. Acceptance criteria must be agreed before development starts.

VI.1 Test Data

#	Scenario covered	Data source	Volume required	Provided by	Available on
1	Happy path	Masked production extract	20 transactions	Process SME	

**Test data must cover the happy path, every known business exception and every known application error documented in sections III.5 and III.6.*

VI.2 Test Scenarios

#	Scenario	Type (happy path / business exception / application error)	Steps covered	Expected result	Priority
1	Purchase Order processed successfully	Happy path	1-10	Sales Order generated and confirmation sent	High
2	Product out of stock	Business exception	6	Error ignored, data saved, transaction completed	High
3	ERP unavailable	Application error	Any	Retry 3 times, then notify	High

#	Scenario	Type (happy path / business exception / application error)	Steps covered	Expected result	Priority
				and mark the transaction as failed	

VI.3 Acceptance Criteria

#	Criterion	Measurement method	Target	Verified by
1	Functional accuracy	Comparison of robot output against manual output for the UAT sample	100% of the sample matching	Process SME
2	Successful transaction rate	Execution logs over the UAT period	At least 95% of transactions completed without manual intervention	Process Owner
3	Average handling time per transaction	Execution logs		RPA team
4	All known exceptions handled as documented	Test scenario execution	All scenarios passed	Process SME

VI.4 User Acceptance Sign-off

Role	Name	Responsibility	Date	Signature
Process SME		Confirms functional accuracy of the automation		
Process Owner		Confirms the acceptance criteria were met		
RPA Solution Architect		Confirms technical readiness for production		

VII. Transition to Production and Support

[PENDING: How will hypercare work (duration, owners, ticket classification)?]

[PENDING: What is the escalation matrix (level, trigger, owner, response time)?]

[PENDING: What is the baseline for benefit measurement before go-live?]

VII.1 Hypercare

#	Item	Description
1	Hypercare duration	4 weeks after go-live
2	Coverage hours	Monday to Friday, 09:00 to 18:00
3	Team responsible during hypercare	RPA development team
4	Entry criteria	UAT signed off and production access granted
5	Exit criteria	No critical incidents for 10 consecutive business days
6	Handover target after hypercare	Support team / AMS

Classification of requests received during and after hypercare:

Type	Definition	Treatment
Defect	The automation does not behave as documented in this PDD	Corrected by the development team at no additional cost
Change request	The automation behaves as documented, but	Estimated and approved separately as

Type	Definition	Treatment
	the business requires different behaviour	additional scope
Environment incident	Failure caused by the application, network or infrastructure	Escalated to the responsible IT team

VII.2 Escalation Matrix

Level	Trigger	Responsible	Contact details	Expected response time
1	Transaction failure above the expected exception rate	RPA support team		4 business hours
2	Process stopped for more than one execution window	RPA Solution Architect		2 business hours
3	Business impact on client delivery	Process Owner		1 business hour

VII.3 Benefit Measurement Baseline

Baseline measured before automation, used to demonstrate the benefit after go-live. Without a measured baseline the expected benefits stated in section I.2 cannot be verified.

#	Metric	Baseline before automation	Measurement method	Target after automation	Measurement date
1	Average handling time per transaction		Time study with the operations team		
2	FTE effort allocated to the process		Operations capacity plan		
3	Error rate		Quality control sample		
4	Processing lead time per transaction		System timestamps		

VIII. Assumptions, Constraints and Risks

[PENDING: Which assumptions were made and what is the impact if they do not hold?]

[PENDING: Which constraints (technical or business) limit the solution?]

[PENDING: Which risks exist (probability, impact, mitigation, owner)?]

VIII.1 Assumptions

#	Assumption	Impact if the assumption is not valid	Owner
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VIII.2 Constraints

#	Constraint	Type (technical / business / legal / licensing)	Impact on the solution design
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VIII.3 Risks

#	Risk	Probability (H/M/L)	Impact (H/M/L)	Mitigation	Owner
1	Test environment not available on time	M	H	Escalate to IT Infrastructure at project kick-off and agree a delivery date	Project Manager

IX. Other Observations

Include below any other relevant observations you consider needed to be documented here.

Example: Specific Business monitoring requirements (audit and reporting) etc.

X. Additional Sources of Process Documentation

If there is additional material created to support the process automation please mention it here, along with the supported documentation provided.

Additional Process Documentation		
Video Recording of the process [Optional]	Insert link to the video recording	Insert any relevant comments
Standard Operating Procedure (s) (Optional)		Insert any relevant comments
Business Logic Translation Table (Optional)	Insert link to Business Logic Translation Table	Insert any relevant comments
Other documentation (Optional)	Insert link to any other relevant process documentation (L4, L5 process description, fields mapping files etc.)	Insert any relevant comments

**Add more rows to the table to reflect the complete documentation provided to support the RPA process*

Annex A. Traceability: logical steps and observed gestures

Step	Name	Raw gestures (ids)	Time range in the video
L1	Receive and open the supplier invoice	1	00:00:10 to 00:00:35
L2	Sign in and confirm the vendor	2, 3	00:00:36 to 00:02:05
L3	Enter the invoice	4	00:02:06 to 00:03:19

	header		
L4	Validate against the purchase order and match	5, 6	00:03:20 to 00:05:40
L5	Code and route for approval	7, 8, 9	00:05:41 to 00:07:45
L6	Handle the duplicate warning and post to the batch	10, 12	00:07:46 to 00:10:40
L7	Reconcile the invoice to the batch	13	00:10:41 to 00:12:00

Annex B. Observed gestures not included in the process

Gesture	Timestamp	Observed action	Discard reason
11	00:08:31	Accidental window switch	accidental window switch to an unrelated browser tab, not part of the process