



Process Design Document

v1.0

HHC SC PO OnBase Indexing

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1. INTRODUCTION

1.1 Purpose

The Process Definition Document outlines the business process chosen for automation. The document describes the sequence of actions performed as part of the business process, the conditions and rules of the process prior to automation (**AS IS**) as well as the new sequence of actions that the process will follow as a result of preparation for automation (**TO BE**).

The PDD is a communication document between:

- The RPA Business Analyst and the SME/Process Owner. The goal is to ensure that the RPA Business Analyst has the correct understanding of the process and has represented it accurately.
- The RPA Business Analyst and the Development team (represented by the Solution Architect and RPA Development Lead). The goal is to ensure that the process is documented appropriately and to a sufficient level of detail so that the Solution Architect can then create the solution based on the PDD content.

1.2 Objectives

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

- The objective is to save staff time on manual data entry (indexing) in the OnBase repository application for P.O. invoices. The automation will scan the email documents and extract data points to ingest into OnBase along with the email document(s). The automation will also let staff know if documents need further review.
- The return on investment after 3 years is estimated at \$240, 943

1.3 Key Contacts

Stakeholders that need to be informed or to approve changes to the process:

Role	Name	Contact Details (email, phone number)	Notes
Subject Matter Expert	Sreemayee Bose	sreemayee.bose@hhchealth.org	Lead, Accounts Payable (no longer with HHC as of 3/13/2026)
OnBase Application Expert	Scott Sopp	Scott.Sopp@hhchealth.org	ITS Application Analyst III (Responsible for providing workflow)

			guidance and answering questions related to OnBase during process design to ensure the automation outputs are compatible for application integration)
Process Owner/Manager	Ryan Donahue	Ryan.Donahue@hhchealth.org	Sr. Director, Procure to Pay (Key contact currently)
Supply Chain Point of Contact	Vikas Gangal	vikas.gangal@hhchealth.org	Supply Chain Management Consultant
Project Lead	Krishna Thiruvengadachari	krishna.thiruvengadachari@hhchealth.org	Director of Applications

1.4 Minimum Pre-requisites for the Automation

- a) Filled in Process Definition Document
- b) Test Data to support development
- c) User access and user accounts creations (licenses, permissions, restrictions to create accounts for robots)
- d) Credentials (user ID and password) required to log on to machines and applications
 - 1. No applications, outside of email and network folders, will be accessed. Access to Microsoft Outlook, Microsoft Edge, and Microsoft Excel
 - 2. Application Point of Contact will communicate OnBase application downtimes or upgrades that will impact the automation to Business and RPA team

2. AS IS Process details

2.1 Process Overview

Invoices are received in a dedicated email box. OnBase scans the inbox and transfers legitimate emails to an OnBase queue. HHC Accounts Payable staff goes into the OnBase queue and reviews

the documents and enters the data points to index the invoice within OnBase. In some instances, research is needed to resolve the issue before indexing by an AP associate.

2.2 Applications Used

The table includes a comprehensive list of all the applications that are used as part of the process to be automated to perform the given actions in the flow.

Application/System Name, Version, URL	System Availability (Downtime)	Application Language (Program/UI)	Application Type (Desktop/Web)	APIs Avail(Y/N)	MFA (Y/N)	Environment/ Access method	Application Owner Contact	Comments
Microsoft Outlook Production: AP@hhchealth.org subfolders: RPA Working RPA Archive Test: APTestscan@hhchealth.org subfolders: RPA Working RPA Archive	Unknown	UI	Web	N	N	AD Group	HHC	Outlook is used to receive incoming invoices. It will also be used to communicate certain errors to teams.
Network Drive \\hhcsystem.org\AppDataLocal\Microsoft\Windows\SupplyChain\AP_Onbase_Indexing\Non_production	Unknown	UI	Desktop	N	N	AD Group	HHC	Used to store and read the documents to prepare file for testing.
Network Drive \\hhcsystem.org\AppDataLocal\Microsoft\Windows\SupplyChain\AP_Onbase_Indexing\Non_production	Unknown	UI	Desktop	N	N	AD Group	HHC	Used to store and read the documents to prepare

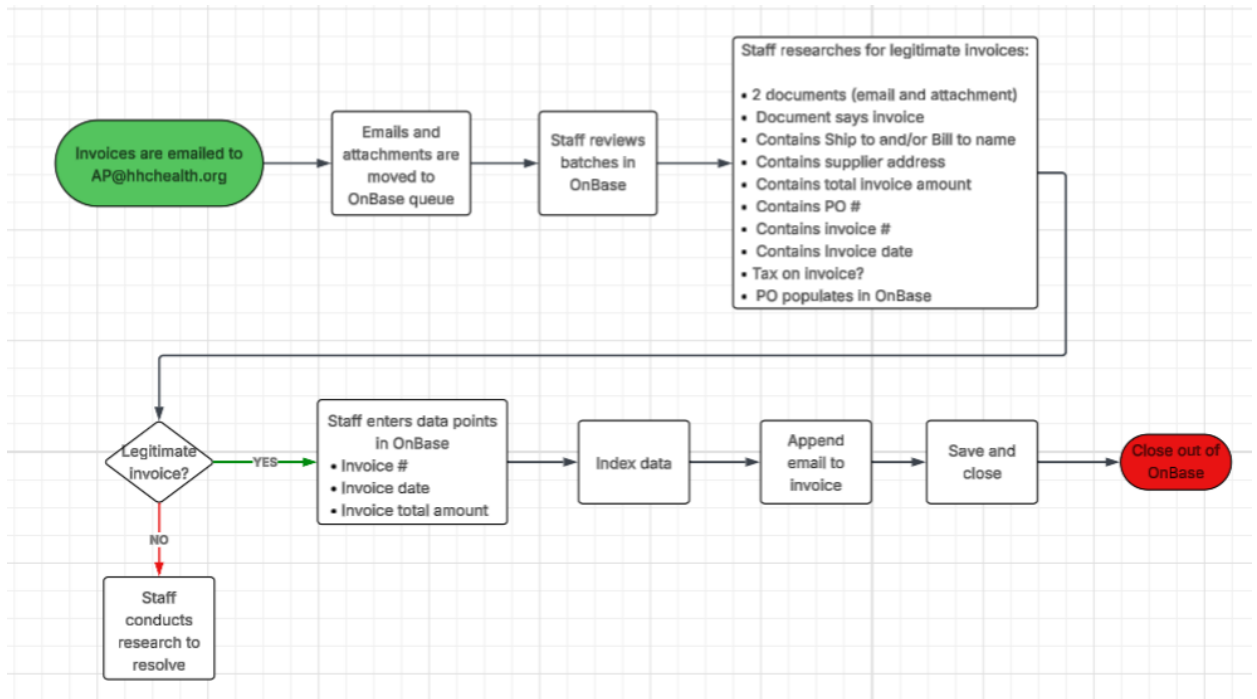
SupplyChain \AP_Onbase _Indexing\Pr oduction								file for producti on.
Network Drive Non- Production: \\hhcsyste m\AppDataSrvS hares\OnB aseFinanci al\TstFiles\ AP\RPALnv oices	Unknown	UI	Desktop	N	N	AD Group	Scott Sopp scott.sopp @hhchealt h.org	Used to place file for ingestion into OnBase for testing.
Network Drive Production: \\hhcsyste m\AppDataSrvS hares\OnB aseFinanci al\PrdFiles\ AP\RPALnv oices	Unknown	UI	Desktop	N	N	AD Group	Scott Sopp scott.sopp @hhchealt h.org	Used to place file for ingestion into OnBase for producti on.
Microsoft Excel	Unknown	UI	Desktop	N	N	AD Group	HHC	Contains crosswal k for entity names, taxable BUs, and exceptio n report.
PDF (portable document format)	Unknown	UI	Desktop	N	N	AD Group	HHC	Emails and attachm ents will need to be converte d to a .pdf file for UiPath



								document understanding/IXP.
TIFF (tagged image file format)	Unknown	UI	Desktop	N	N	AD Group	HHC	The OnBase ingested documents need to be in a TIFF format.
Text File	Unknown	UI	Desktop	N	N	AD Group	HHC	The data will be placed in a text file for ingestion into OnBase application.
Microsoft Edge	Unknown	UI	Web	N	N	AD Group	HHC	Edge will be used to access the test and production email boxes.

2.3 AS IS Process Map

2.3.1 High Level Process Map



2.3.2 Detailed Level Process Map

[HHC SC OnBase Indexing AS IS.pdf](#)

2.4 Exceptions Handling

Exception Type	Application Involved	Exception Details	Action(s) To be taken by the Bot(s):
Business Exception	All	BE000: Unknown business exception occurred. Please research	1. Take a screenshot of the current screen. Email screenshot and any additional exception details to RPA_AP_ONBASEINDEX@hhchealth.org EBSRPASupport@hhchealth.org for investigation and remediation. 2. Include in exception report that is emailed at end of process.

Business Exception	Microsoft Outlook	BE001: No attachment in email. Please resolve manually	1. Send email to: RPA_AP_ONBASEINDEX@hhchealth.org cc: EBSRPASupport@hhchealth.org No attachment in email. Please resolve <u>manually</u> 2. Attach original email to exception email being sent to teams above 3. Include in exception report that is emailed at end of process. 4. Exclude from ingestion files
Business Exception	PDF	BE002: Contains non-invoice document(s) only. Please resolve manually	1. Send email to: RPA_AP_ONBASEINDEX@hhchealth.org cc: EBSRPASupport@hhchealth.org Contains non-invoice document(s) only. Please resolve <u>manually</u> 2. Attach original email to exception email being sent to teams above 3. Include in exception report that is emailed at end of process. 4. Exclude from ingestion files
Business Exception	PDF	BE003: "Ship to" and/or "Bill to" has unknown entity name. Please research	1. This will route into OnBase review queue for AP team to review and resolve. 2. Include in exception report that is emailed at end of process. RPA_AP_ONBASEINDEX@hhchealth.org cc the RPA Support team with the exception details. EBSRPASupport@hhchealth.org
Business Exception	PDF	BE004: Missing "Ship to" and/or "Bill to" name. Please research	1. This will route into OnBase review queue for AP team to review and resolve. 2. Include in exception report that is emailed at end of process. RPA_AP_ONBASEINDEX@hhchealth.org cc the RPA Support team with the exception details. EBSRPASupport@hhchealth.org
Business Exception	PDF	BE005: Missing supplier address. Please research	1. This will route into OnBase review queue for AP team to review and resolve. 2. Include in exception report that is emailed at end of process. RPA_AP_ONBASEINDEX@hhchealth.org cc the RPA Support team with the exception details. EBSRPASupport@hhchealth.org
Business Exception	PDF	BE006: Missing total invoice amount. Please research	1. This will route into OnBase review queue for AP team to review and resolve. 2. Include in exception report that is emailed at end of process. RPA_AP_ONBASEINDEX@hhchealth.org cc the RPA Support team with the exception details. EBSRPASupport@hhchealth.org

Business Exception	PDF/Microsoft Outlook	BE007: Missing PO number. Please research	1. This will route into OnBase review queue for AP team to review and resolve. 2. Include in exception report that is emailed at end of process. RPA_AP_ONBASEINDEX@hhchealth.org cc the RPA Support team with the exception details. EBSRPASupport@hhchealth.org
Business Exception	PDF	BE008: Tax exempt, adjusting total less tax. Please research	1. This will route into OnBase review queue for AP team to review and resolve. 2. Include in exception report that is emailed at end of process. RPA_AP_ONBASEINDEX@hhchealth.org cc the RPA Support team with the exception details. EBSRPASupport@hhchealth.org
Business Exception	PDF/Microsoft Outlook	BE009: Contains more than 5 documents (email and attachments). Please resolve manually	1. Send email to: RPA_AP_ONBASEINDEX@hhchealth.org cc: EBSRPASupport@hhchealth.org Contains more than 5 documents (email and attachments). Please resolve <u>manually</u> 2. In original email being sent to teams above, include the details of email document with more than 5 pages (date, time and document name) and don't attach original email since it may be large. 3. Include in exception report 4. Exclude from ingestion files
Business Exception	Microsoft Outlook	BE010: Can't open or read email attachment. Please resolve manually	1. Send email to: RPA_AP_ONBASEINDEX@hhchealth.org cc: EBSRPASupport@hhchealth.org Can't open or read P.O. email and attachment. Please resolve <u>manually</u> 3. Attach original email to exception email being sent to teams above 4. Include in exception report that is emailed at end of process. 5. Exclude from ingestion files
Business Exception	PDF	BE011: Missing invoice date. Please research	1. This will route into OnBase review queue for AP team to review and resolve. 2. Include in exception report that is emailed at end of process. RPA_AP_ONBASEINDEX@hhchealth.org cc the RPA Support team with the exception details. EBSRPASupport@hhchealth.org
Business Exception	PDF	BE012: Missing invoice #. Please research	1. This will route into OnBase review queue for AP team to review and resolve. 2. Include in exception report that is emailed at end of process. RPA_AP_ONBASEINDEX@hhchealth.org cc the RPA Support team with the exception details. EBSRPASupport@hhchealth.org

Business Exception	PDF	BE013: Can't match invoice to non-invoice documents. Please resolve manually	1. Send email to: RPA_AP_ONBASEINDEX@hhchealth.org cc: EBSRPASupport@hhchealth.org Can't match invoice to non-invoice documents. Please resolve <u>manually</u> 3. Attach original email to exception email being sent to teams above 4. Include in exception report that is emailed at end of process 5. Exclude from ingestion files
System Exception	All	SE000: Unknown system exception occurred. Please research.	1. Take a screenshot of the current screen. Email screenshot and any additional exception details to RPA Support Team EBSRPASupport@hhchealth.org for investigation and remediation. 2. Include in exception report that is emailed at end of process.
System Exception	Outlook/network folders	SE001: Issue moving emails from Outlook to network folder. Please research	1. Retry 3 times 2. Loop through moving all emails 3. Send email to: EBSRPASupport@hhchealth.org Issue moving email to network folder. Please research 4. Include in exception report that is emailed at end of process.
System Exception	PDF	SE002: Issue combining email and attachment into one document. Please resolve manually	1. Retry 3 times 2. Send email to: EBSRPASupport@hhchealth.org RPA_AP_ONBASEINDEX@hhchealth.org Issue combining email and attachment into one document. Please resolve <u>manually</u> . 3. Attach original email to exception email being sent to teams above 4. Include in exception report that is emailed at end of process 5. Exclude from ingestion file
System Exception	PDF/TIFF	SE003: Unable to convert PDF to Tiff file format. Please research	1. Retry 3 times 2. Loop through converting all pdf to tiff files 3. Send email to: EBSRPASupport@hhchealth.org Issue converting PDF to TIFF file format. Please research
System Exception	Network folders	SE004: Unable to move all files to OnBase ingestion folder. Please research	1. Retry 3 times 2. Loop through process 3. Send email to: EBSRPASupport@hhchealth.org Unable to move all files to OnBase ingestion folder. Please research

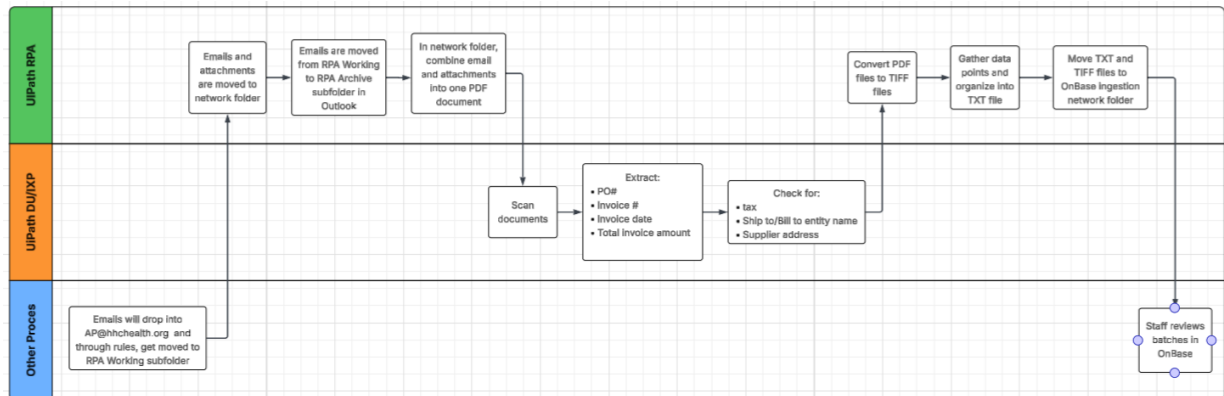
2.5 Input Details

#Action	Sample	Input Type	Location	Are inputs Natively Digital'?	Are the Inputs Structured'?
Invoices are received in a dedicated AP email inbox. Those emails and attachments are moved to a network folder to be scanned by UiPath DU/IXP and extracting data points and decision points.	Input example.PDF	Semi-structured and nonstructured data from .pdf files.	\\hhcsystem.org\AppData\Shares\RPA_SupplyChain\AP_Onbase_Indexing\Non_production \\hhcsystem.org\AppData\Shares\RPA_SupplyChain\AP_Onbase_Indexing\Production	Yes	No

3. TO BE Process details

The invoice emails will go to the main AP email box. Through a series of rules, invoices from PO vendors, and internal emails, with the words PO or purchase order will be routed to a subfolder where the automation will copy to a network folder. It will go through a process of converting the email and attached document into a single PDF document. UiPath DU and IXP will scan the attachment, (not the email) looking for certain data points. These data points will be added to a data table and then organized into a file to be ingested into OnBase along with the corresponding attachments. The AP staff will work out of an OnBase workflow to review the indexing.

3.1 High Level Process Map



3.2 Detailed Level Process Map

[HHC SC OnBase Indexing TO BE.pdf](#)

3.3 In Scope For RPA

The actions in scope for this process are listed below:

- Purchase Order (PO) Invoices
- Only invoices received through the email box for Supply Chain
- Purchase Order emails with less than or equal to 5 attachments

3.4 Out Of Scope for RPA

- Non-PO Invoices
- Invoices outside of Supply Chain
- Emails with no attachments
- Non-invoice documents
- Purchase order emails with more than 5 attachments

3.5 Business Exceptions Handling

3.5.1 Known Business Exceptions

Send an email to:

- RPA_AP_ONBASEINDEX@hhchealth.org
- Scott.Sopp@hhchealth.org
- EBSRPASupport@hhchealth.org

3.5.2 Unknown Business Exceptions

Send an email to:

- RPA_AP_ONBASEINDEX@hhchealth.org
- Scott.Sopp@hhchealth.org
EBSRPASupport@hhchealth.org

3.6 Applications Errors & Exceptions Handling

3.6.1 Known Applications Errors and Exceptions

1. Take a screenshot of the current screen.
2. Email EBSRPASupport@hhchealth.org with the exception details
3. For ingestion issues, email Scott Sopp (scott.sopp@hhchealth.org)

3.6.2 Unknown Applications Errors and Exceptions

1. Take a screenshot of the current screen.
2. Email EBSRPASupport@hhchealth.org with the exception details
3. For ingestion issues, email Scott Sopp (scott.sopp@hhchealth.org)

3.7 Reporting

Report Type	Update frequency	Details	Sample output report
Microsoft Excel	Daily after process runs	1 tab for success 1 tab for exceptions with details	Exception Report.xlsx

4. Other

4.1 Additional sources of process documentation

Additional Process Documentation		
Video Recording of the process	Presidio-HHC Supply Chain On-Base Indexing Process RPA Design Session (3001612506370) 1-27-2026 Recording.mp4	
	Presidio-HHC Supply Chain On-Base Indexing Process RPA Design Session (3001612506370) 1-28-2026 Recording.mp4	
	Presidio-HHC Supply Chain On-Base Indexing Process RPA Design Session (3001612506370) 2-3-2026 Recording.mp4	

	Presidio-HHC Supply Chain On-Base Indexing Process RPA Design Session (3001612506370) 2-13-2026 Recording.mp4 Presidio-HHC Supply Chain On-Base Indexing Process RPA Design Session (3001612506370) 2-20-2026 Recording.mp4 Presidio-HHC Supply Chain On-Base Indexing Process RPA Design Session (3001612506370) 3-2-2026 Recording.mp4 Presidio-HHC Supply Chain On-Base Indexing Process RPA Design Session (3001612506370) 3-4-2026 Recording.mp4 Presidio-HHC Supply Chain OnBase Indexing File Questions for PDD (30016125063709) 3-11-2026 Recording.mp4	
Video Recording of Proof Of Concept (Optional)	N/A	
Step by Step Guide/Detailed level process map	HHC SC OnBase Indexing AS IS.pdf HHC SC OnBase Indexing TO BE.pdf HHC SC OnBase Indexing Step by Step Guide.docx	
As-Is and To-Be flow diagrams/High Level Process Map	HHC SC ONBASE INDEXING HIGH LEVEL AS IS.PDF HHC SC ONBASE INDEXING HIGH LEVEL TO BE.PDF	
Standard Operating Procedure(s) (Optional)	N/A	
Work Instructions (Optional)	N/A	
Input Files Location	\\hhcsystem.org\AppDataSrvShares\RPA_SupplyChain\AP_Onbase_Indexing\Non_production \\hhcsystem.org\AppDataSrvShares\RPA_SupplyChain\AP_Onbase_Indexing\Production	
Input File Sample	Input example.PDF	
Output Files Location	Test: \\hhcsystem\AppDataSrvShares\OnBaseFinancial\TstFiles\AP\RPAInvoices Prod: \\hhcsystem\AppDataSrvShares\OnBaseFinancial\PrdFiles\AP\RPAInvoices	
Other Files	PO Vendor Names.xlsx OnBase File Specs.xlsx	

	Entity Names BU Tax List.xlsx	
	Test DIP file Samples	

4.2 TO BE Process Overview

Item	Description/Answer
Process Full Name	AP OnBase Indexing
Process Area	Supply Chain Management
Department	Accounts Payable
Sub Department	Pre-Sort
Short Description (operation, activity, outcome)	<i>This automation will move emails from an email folder to a network folder. It will scan the documents gathering data points, and creating a TXT file for ingestion into OnBase, along with a corresponding TIF file. These files will index PO invoices in OnBase, saving staff time from doing this manually.</i>
Role(s) required in applications to perform the process	N/A
Process schedule and frequency	1 time per day
Number of times the process is ran by selected frequency	Once
Process execution time	Off hours
Process Restrictions/Applications availability (Downtime)	<i>No large scale planned downtimes – also this was purposely built before OnBase so it would not impact RPA. If there was any downtime or issues, files would just accumulate in the OnBase network folder. RPA process can continuously process regardless of the OnBase state. Any scheduled downtimes would be scheduled around any project implementation or dedicated testing.</i>
Concurrency allowed? *Max parallel bots that can run on this application/process	Yes, although not recommended to start
Peak Volume Approximate increase	Unknown
Peak Period (s)	<i>During HHC Fiscal year closing – Sept and Oct</i> <i>During calendar year – Dec</i>
Expected Volume increase during next periods	Approx. 20-25% increase

How would you characterize the peaks of the process? <i>*Regular, Rare but predictable, Rare, Never</i>	<i>Regular</i>
How will your process change in the next 6 months? (Process Stability) <i>*Very small, some, medium or significant</i>	<i>Very small</i>
How will your applications change in the next 6 months? (Application stability) <i>*Very small, some, medium or significant</i>	<i>Unknown – probably some to medium. Again, it does not impact RPA</i>
How difficult are the decisions that you must take to complete the process? <i>*Linear, Simple Yes or No or Complex decisions</i>	<i>Complex decisions</i>
How many steps does the process have? <i>*≤10, 10-15, 15-25, 25-40, >40</i>	<i>>40</i>
% of average number of cases where you are unable to complete the entire process? (Either because you require input from a different person or because you end up in a situation that is not covered by a clear rule)	<i>Unknown</i>
What is the number of applications that you use for the process?	<i>3</i>
Are any of the applications accessed via virtual machines?	<i>No</i>
How do the majority of your data inputs look like? <i>*Digital and structured, Digital and Unstructured, Non Digital and structured, Non Digital and Unstructured</i>	<i>Digital and semi-structured</i>
What % of your input data is digital?	<i>100%</i>
Is any of your digital input scanned?	<i>Yes</i>
What % of your input data is structured?	<i>Although invoices contain consistent business fields, they are ingested as PDFs or scanned documents, which are classified as unstructured or semi-structured data. No pre-structured datasets are provided as inputs.</i>
Input data description	<i>Daily, emails will be scanned, and data points will be gathered to create the DIP file for OnBase ingestion (Output file).</i>
Output Data description	<i>The output of this process is a DIP file that will be ingested into OnBase with corresponding documents.</i> <i>An output report with all successes and failures will be sent daily at the end of the process to RPA and AP teams.</i>

4.3 Version Details

Date	Author	Title	Version	Comments
3/1/2026	Kim Anderson	Solutions Architect/Tarpon Health	1.0	
3/16/2026	Kim Anderson	Solutions Architect/Tarpon Health	2.0	HHC/Presidio/Tarpon Health meeting 3/16/2026 PDD review, corrections made