

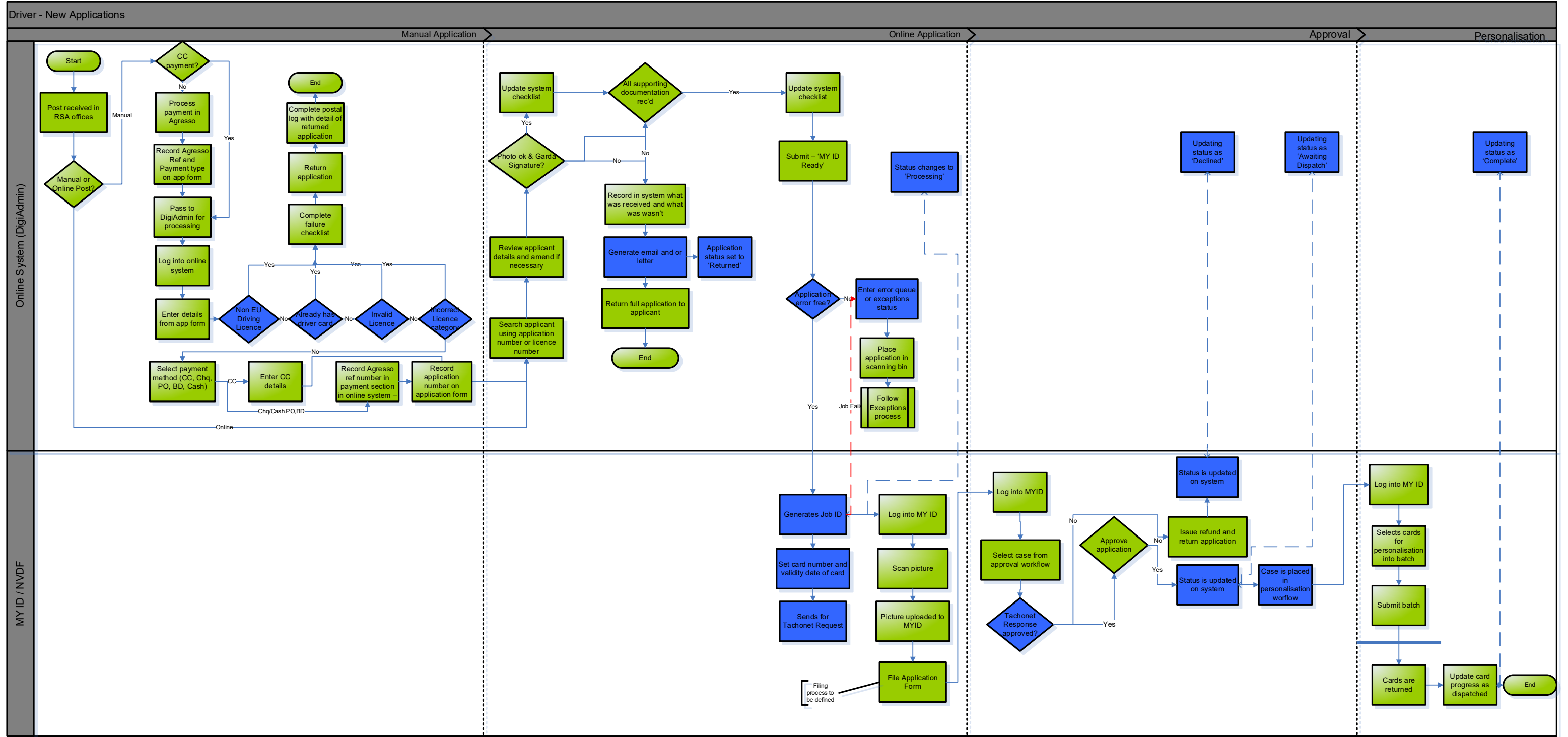
APPENDIX 9 – RSA ONLINE TACHOGRAPH CARD APPLICATION PROCESS MAPS

1.1 Business Process Maps

The process maps below describe the business processes designed for the initial project. These may have been adjusted over time but broadly reflect the current processes. **NOTE:** Cash, Cheque, EFT and Postal Order payment options are no longer available.

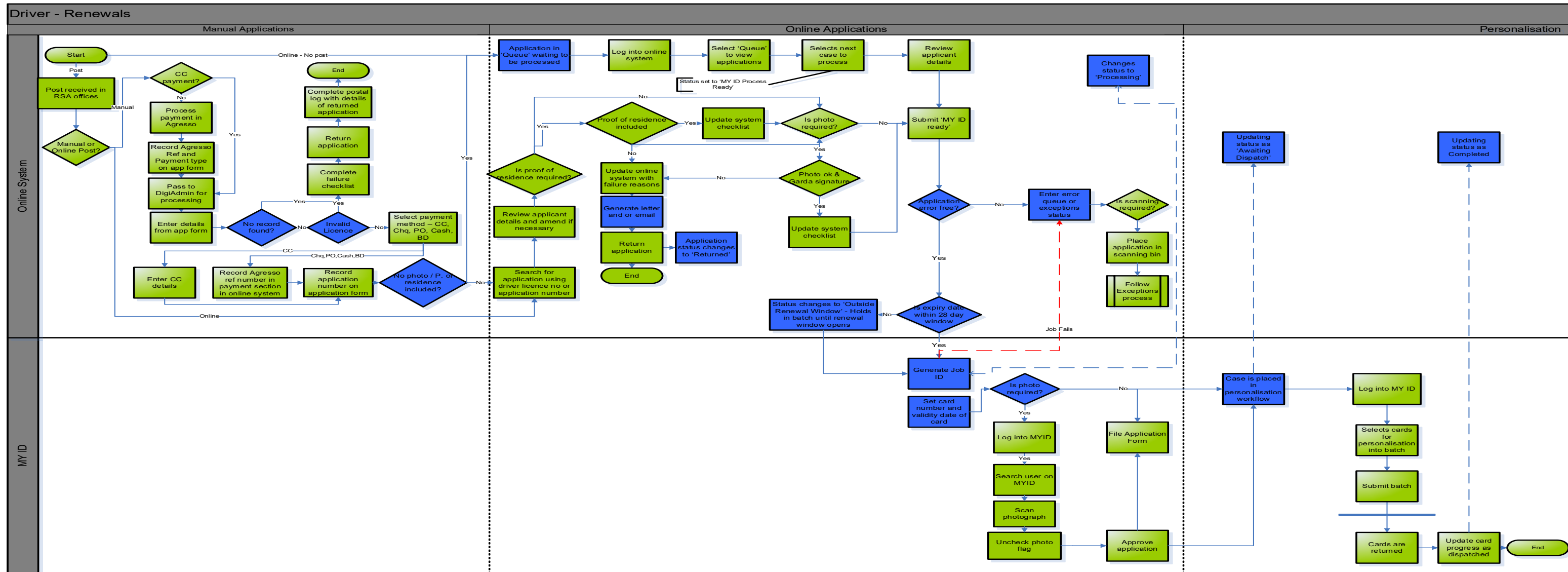
1.2 Driver Cards - New Applications – Online (Digi-Admin)

Description: This workflow describes how first-time driver application are processed regardless of application origin. Applications not completed online are entered by the Digi-Admin team as outlined in phase one of the workflow. Applications that require supporting documentation must be processed by the Digi-Admin team as outlined in phase two of the workflow. Steps highlighted in blue signify system generated steps in both the online system and MyID.



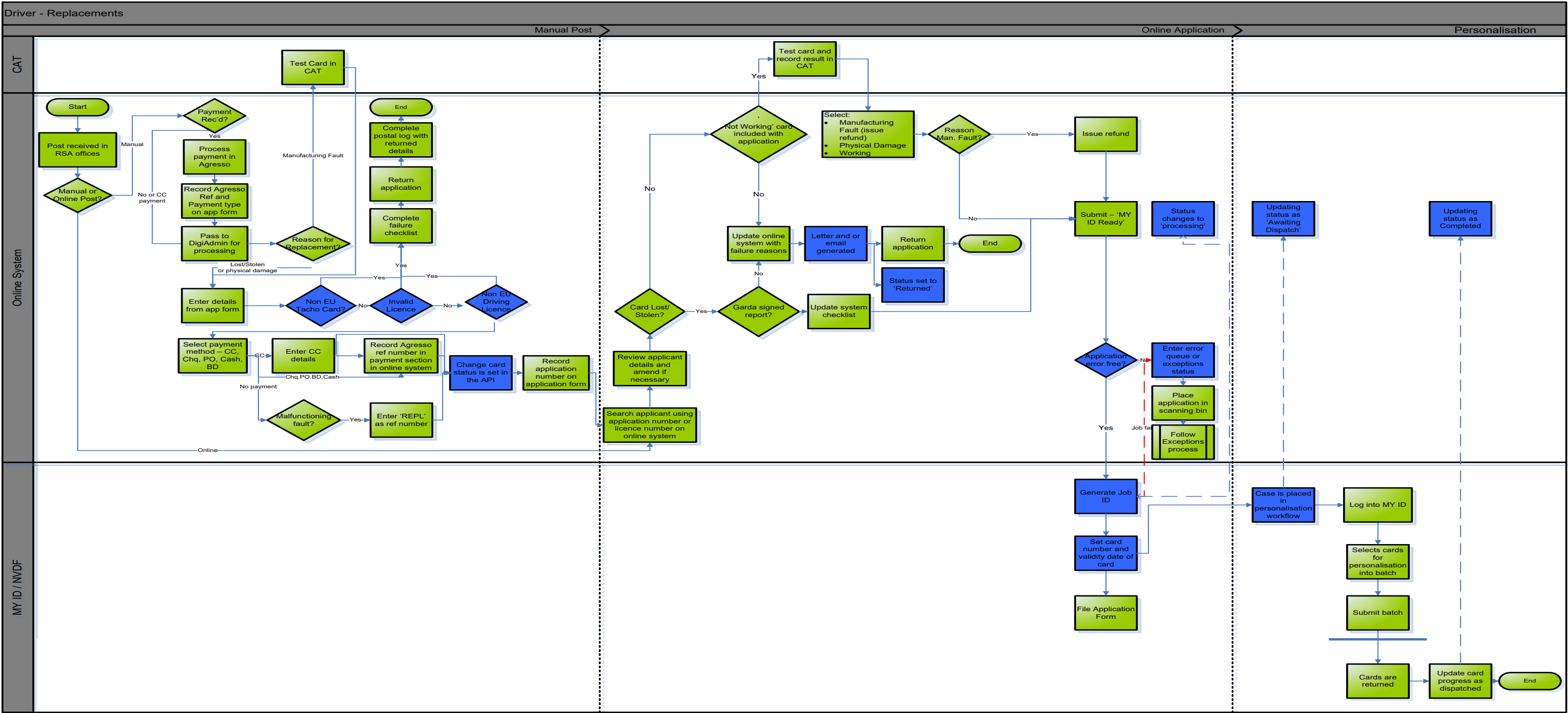
1.3 Driver Cards - Renewals – Online (Digi-Admin)

Description: This workflow describes three ways driver renewal applications are processed. Applications not made online are entered by the Digi-Admin team as outlined in phase one of the workflow. Applications made online that require supporting documentation are processed by the Digi-Admin team as outlined in phase two of the workflow. Applications made online that do not require supporting documentation are queued to be sent to MyID. Steps highlighted in blue signify system generated steps in both the online system and MyID.



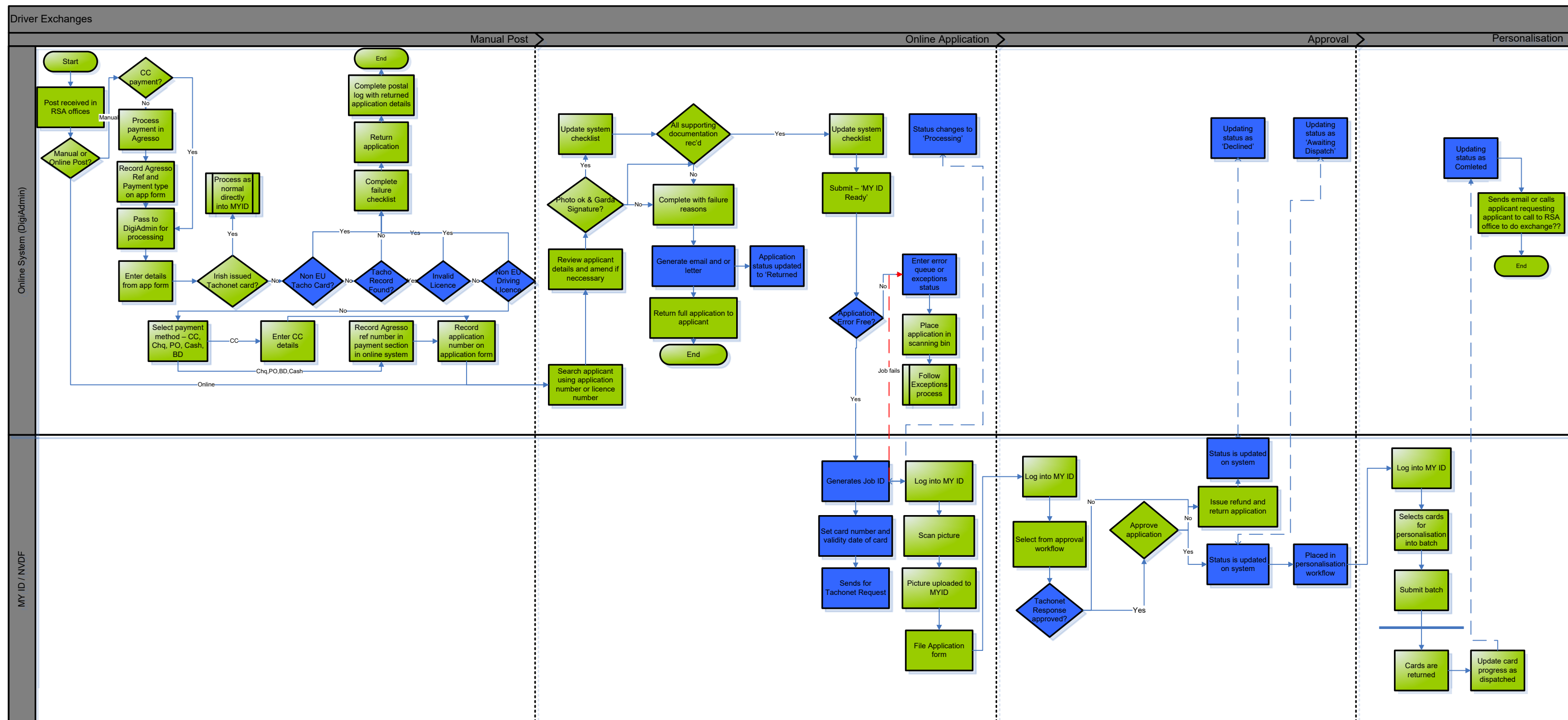
1.4 Driver Cards - Replacement – Online (Digi-Admin)

Description: This workflow describes how driver replacement applications are processed regardless of application origin. All replacement applications require supporting documentation be sent to the RSA. Applications not made online are entered by the Digi-Admin team as outlined in phase one of the workflow. All replacement applications must be processed by the Digi-Admin team as outline in phase two of the workflow. The process steps highlighted in blue signify system generated steps in both the online system and MyID.



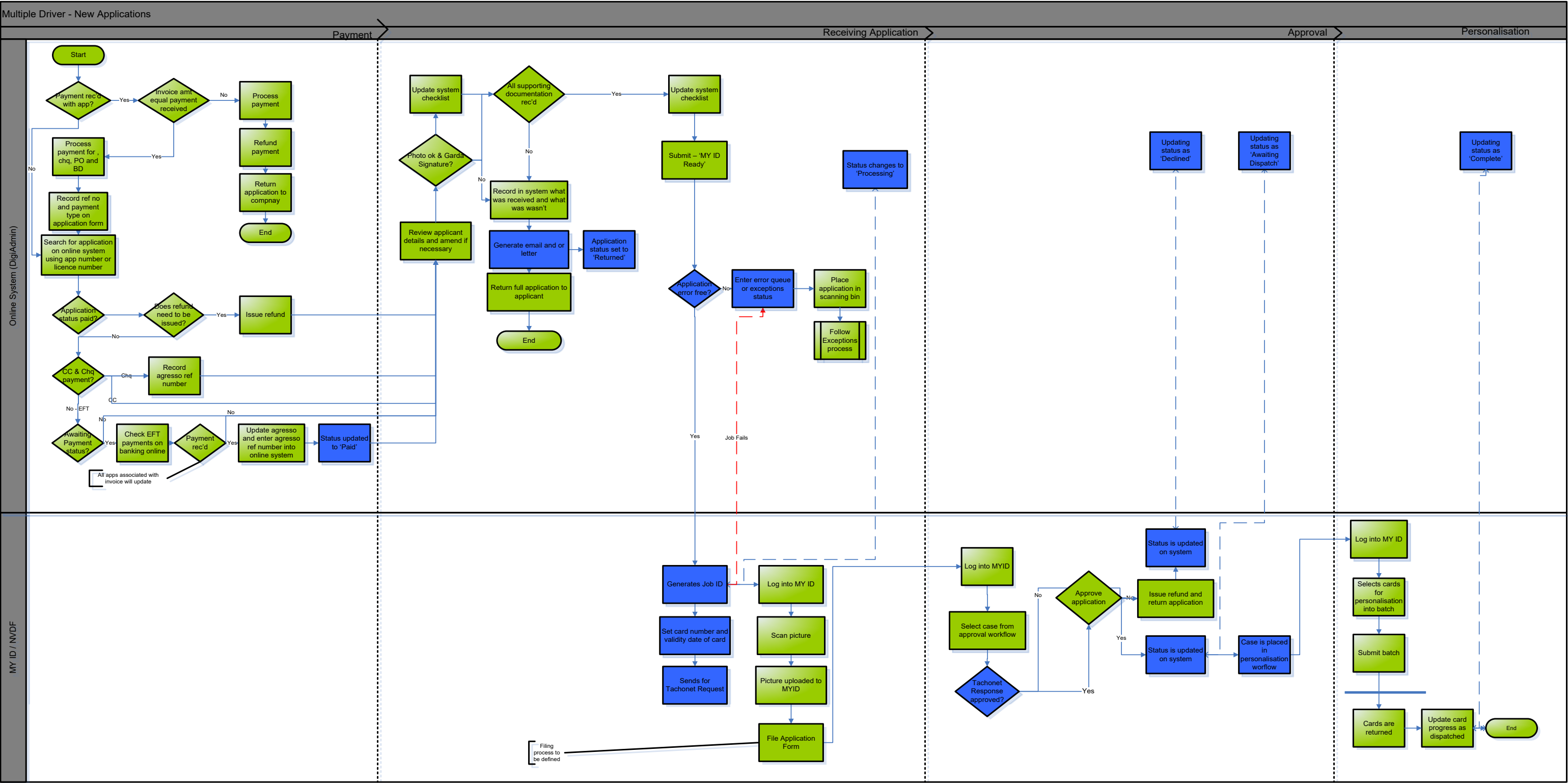
1.5 Driver Cards – Exchanges

Description: This workflow describes how driver exchange applications are processed regardless of application origin. All exchange applications require supporting documentation be sent to the RSA. Applications not made online are entered by the Digi-Admin team as outlined in phase one of the workflow. All exchange application must be processed by the Digi-Admin team as outlined in phase two of the workflow. Steps highlighted in blue signify system generated steps in both the online system and MyID.



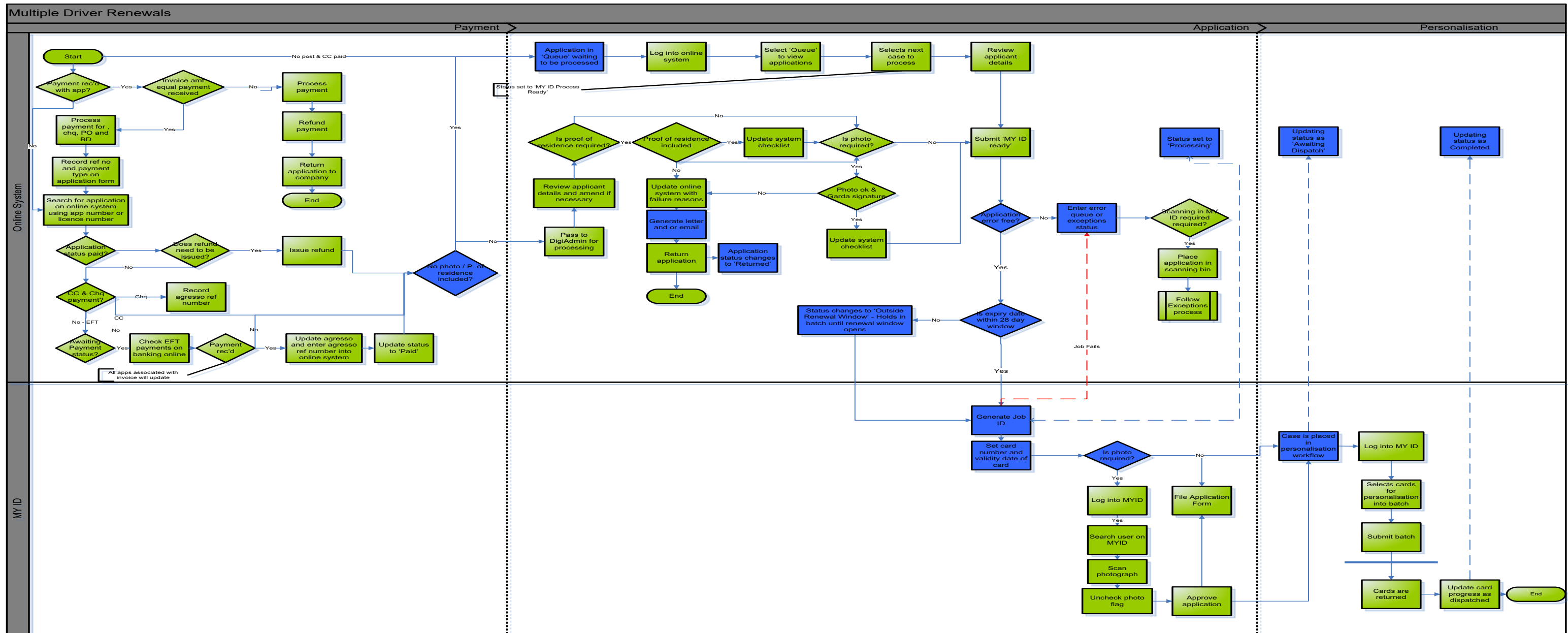
1.6 Multiple Applications – First Time Application

Description: This workflow describes how multiple driver first-time applications are processed. Applications that require supporting documentation must be processed by the Digi-Admin team as outlined in phase two of the workflow. Steps highlighted in blue signify system generated steps in both the online system and MyID.



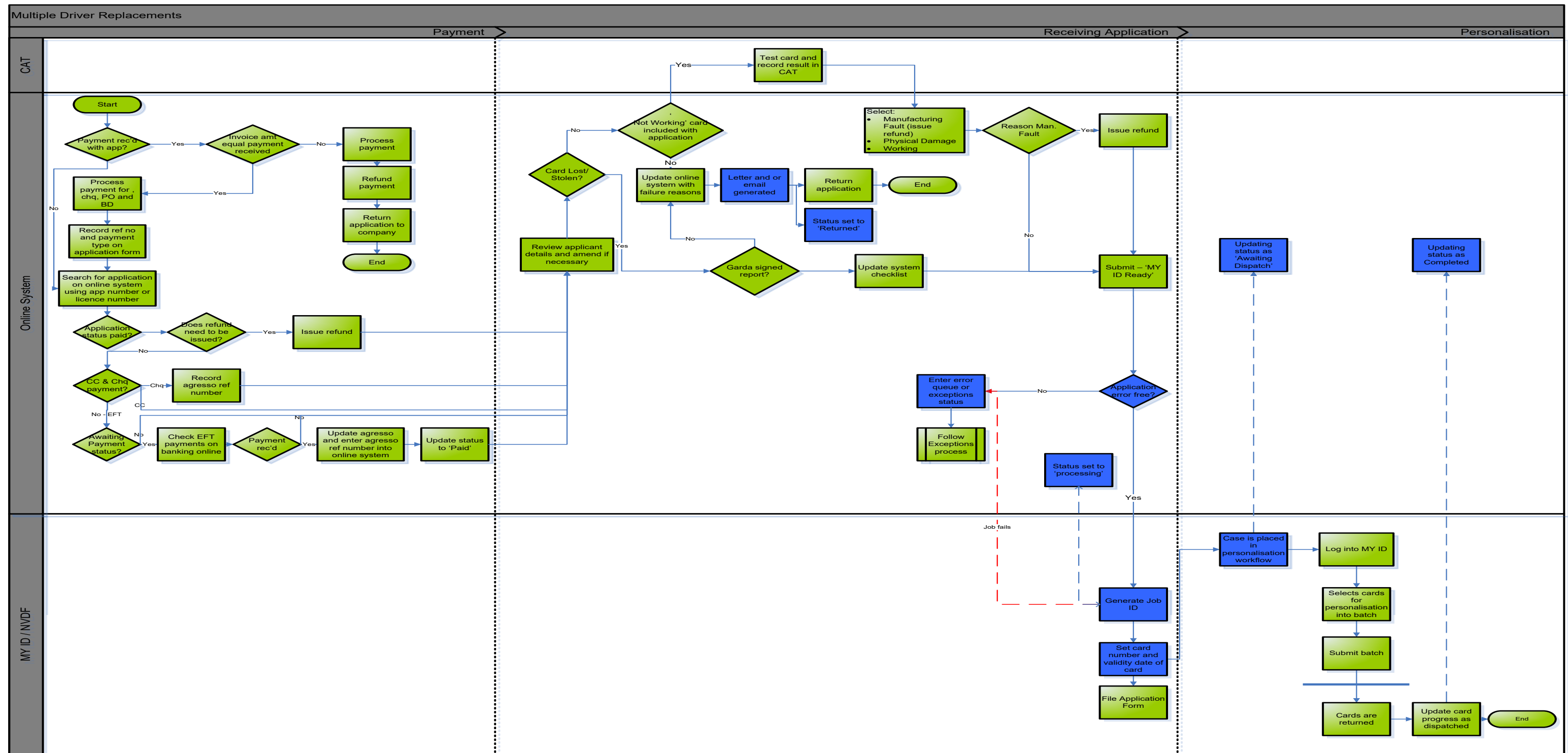
1.7 Multiple Applications – Renewals

Description: This workflow describes how multiple driver renewal applications are processed. Applications that require supporting documentation must be processed by the Digi-Admin team as outlined in phase two of the workflow. Applications that do not require supporting documentation are queued to be sent to MyID. Steps highlighted in blue signify system generated steps in both the online system and MyID.



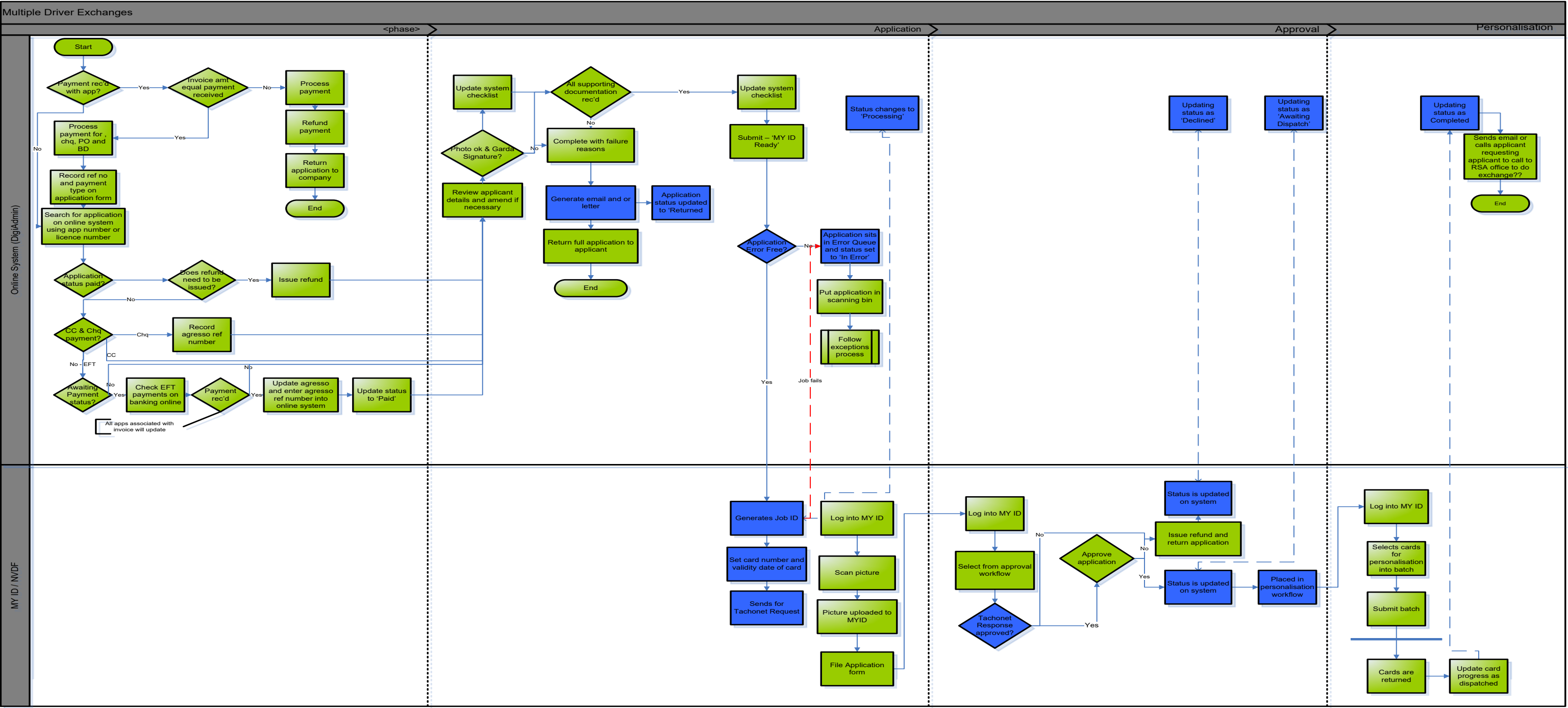
1.8 Multiple Applications – Replacements

Description: This workflow describes how multiple driver replacement applications are processed. All replacement applications require supporting documentation and must be processed by the Digi-Admin team as outlined in phase two of the workflow. Steps highlighted in blue signify system generated steps in both the online system and MyID.



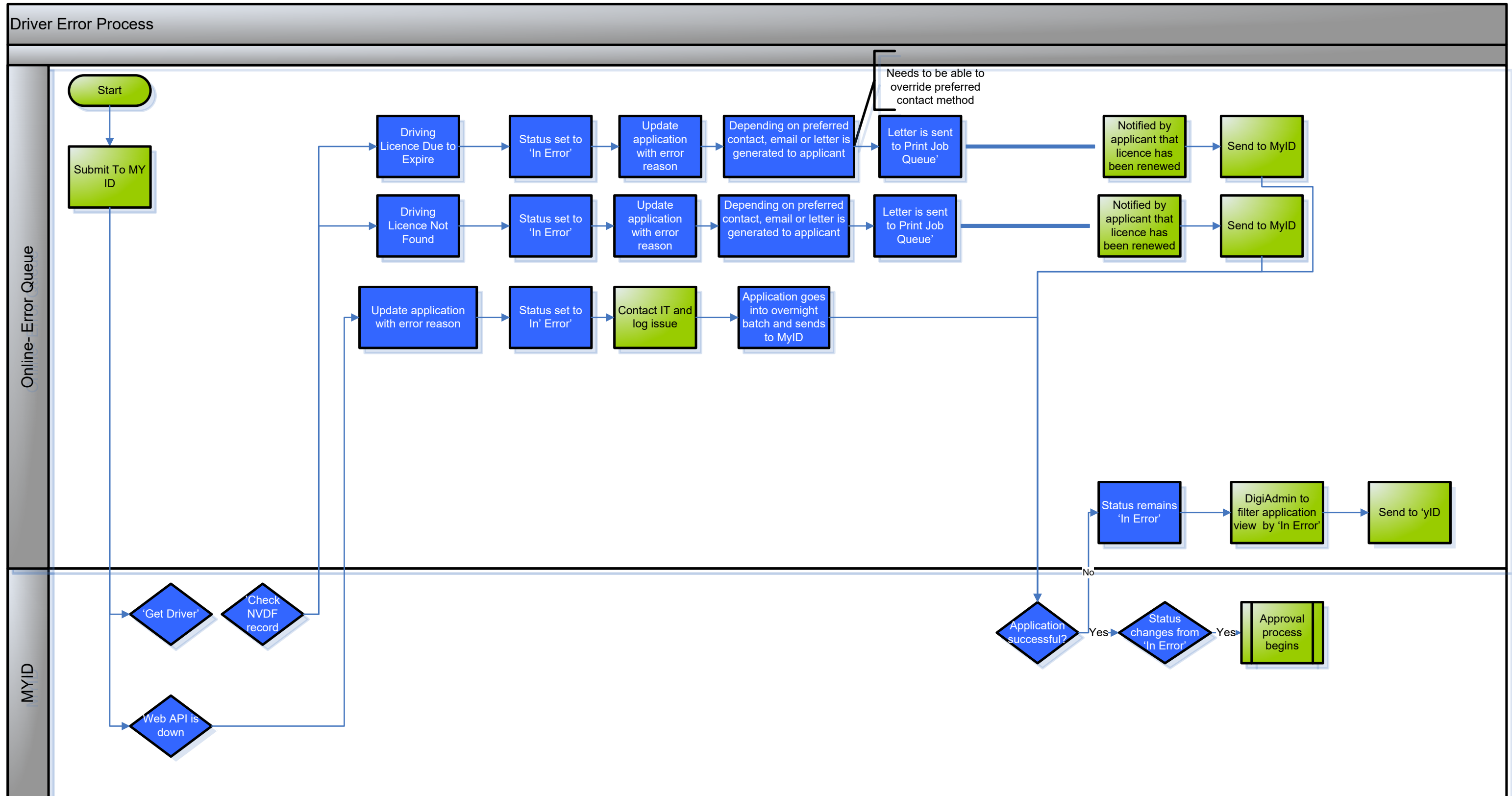
1.9 Multiple Applications – Exchanges

Description: This workflow describes how multiple driver exchanges applications are processed. All exchange applications require supporting documentation and must be processed by the Digi-Admin team as outlined in phase two of the workflow. Steps highlighted in blue signify system generated steps in both the online system and MyID.



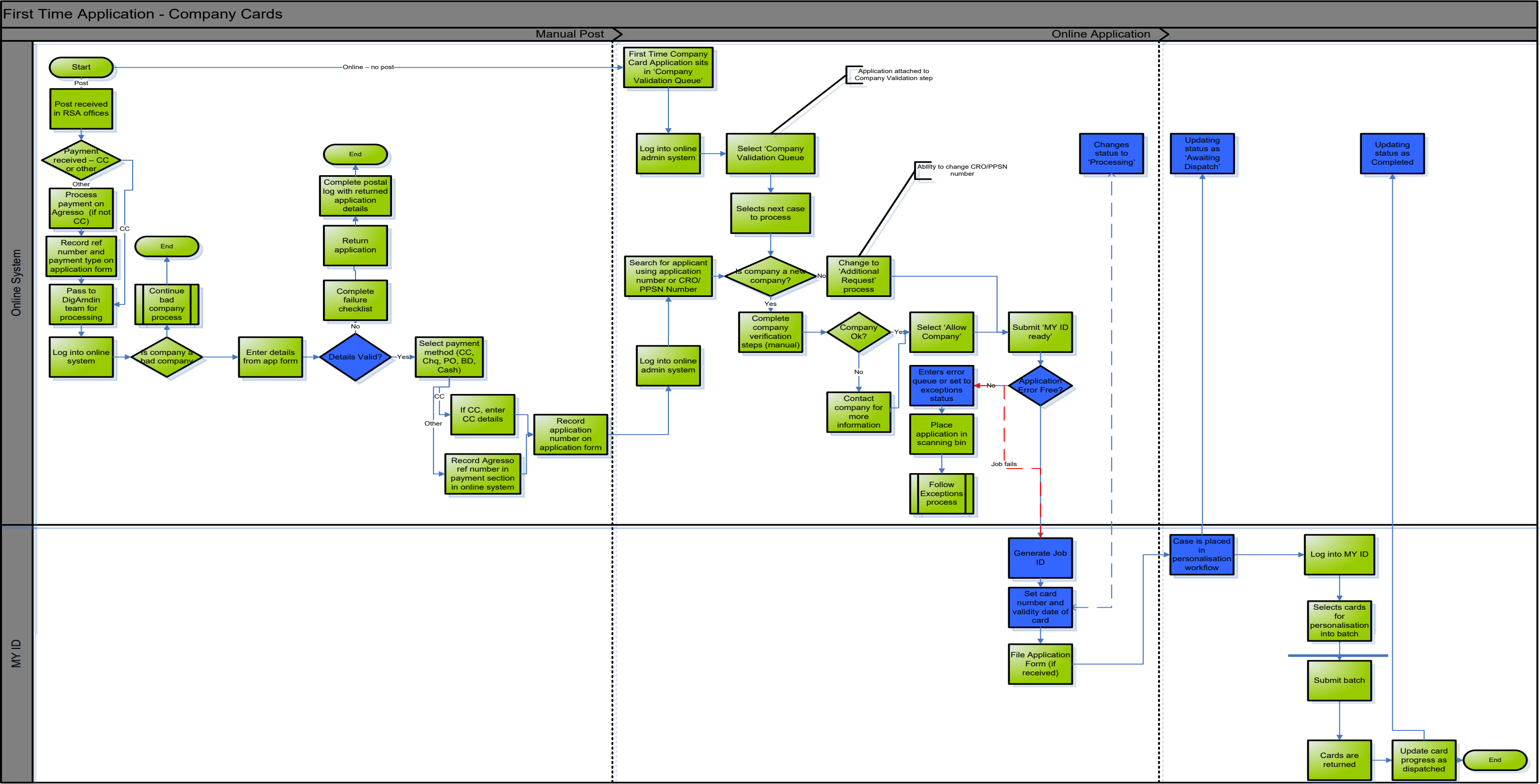
1.10 Driver Exceptions Process

Description: This workflow describes different exceptions and errors that can occur when an application is submitted to MyID. Some scenarios are considered errors; others are considered exceptions. There is a different process for each scenario.



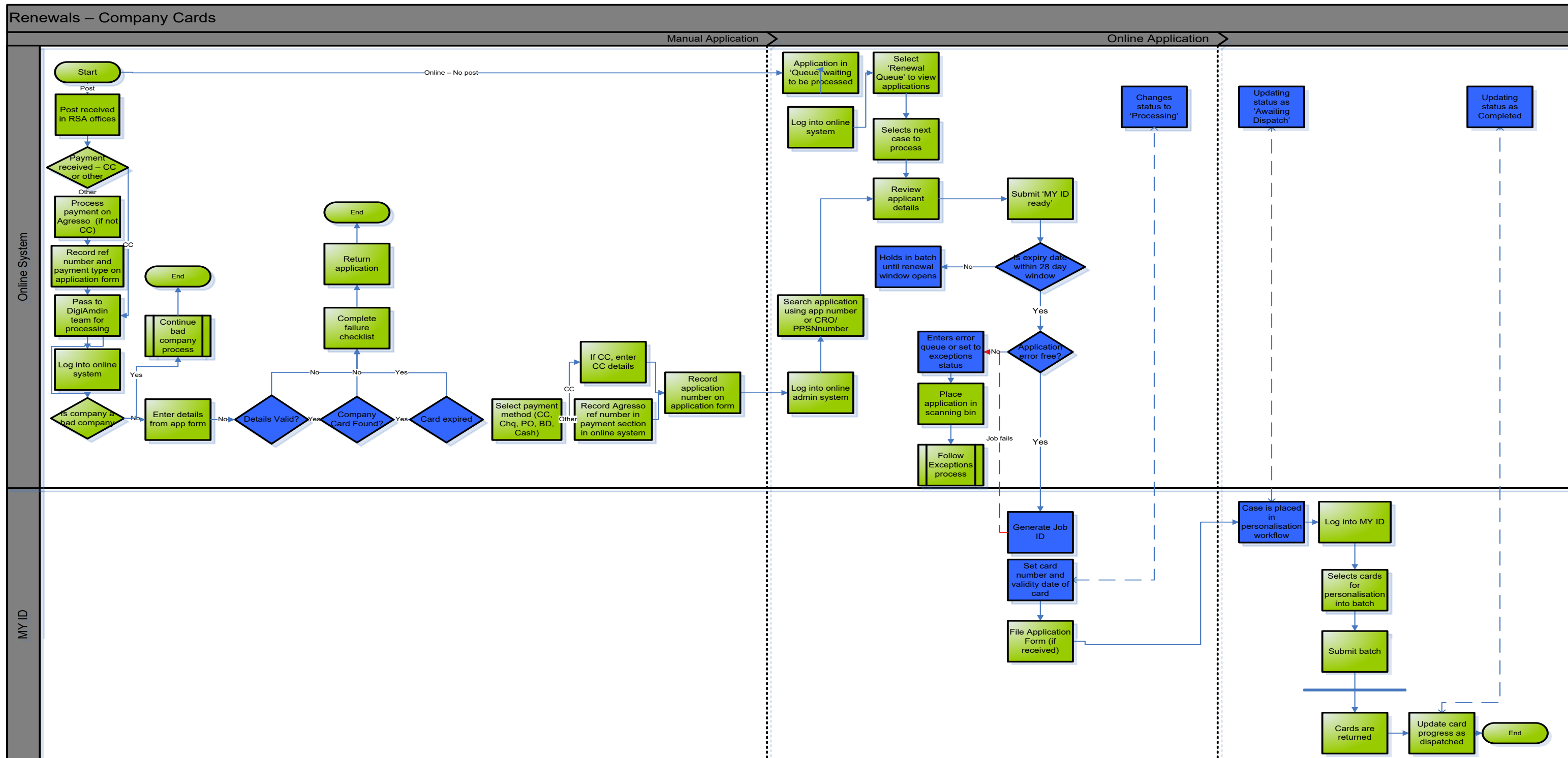
1.11 Company Card – First Time\Additional Applications

Description: This workflow describes how company card first-time or additional applications are processed. Applications not made online are entered by the Digi-Admin team as outlined in phase one of the workflow. All applications are processed by Digi-Admin team as outlined in phase two of the workflow. Steps highlighted in blue signify system generated steps in both the online system and MyID.



1.12 Company Card Applications – Renewals

Description: This workflow describes how company card renewals are processed. Applications not made online are entered by the Digi-Admin team as outlined in phase one of the workflow. All applications are processed by the Digi-Admin team as outlined in phase two of the workflow. Steps highlighted in blue signify system generated steps in both the online system and MyID.



1.13 Company Card Applications – Replacements

Description: This workflow describes how company card replacements are processed. Applications not made online are entered by the Digi-Admin team as outlined in phase one of the workflow. All applications are processed by the Digi-Admin team as outlined in phase two of the workflow. Steps highlighted in blue signify system generated steps in both the online system and MyID.

