



FEMOnline Web Accounts Registration Process

Document Name and Date	FEMOnline Registration process flow.doc
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Item No.	Function	Responsible Person	Time Interval
1	Connect to the website	Any Web User	Depends on the user.
2	Complete the full registration screen details	Any Web User	Depends on the user.
3	Synchronizes registration request into FEM internal system (PROFEM)	System Auto	Every 10 minutes.
4	Reviews the registration request on PROFEM	FEM Internal User	Check every 4 hours or less.
5	Approves / disapproves registration request	FEM Internal User	With every check on a 4 hourly or less basis.
6	Send email to Web User	System Auto	Immediately after the request status is changed (Approved / declined).
7	Synchronizes claims, payments information FEM internal system (PROFEM) to FEMOnline	System Auto	Intervals at: Starts at 07:30 AM every 5 hours. (Monday to Saturday). NO Transfers on Sundays.

Legend:

PROFEM – Internal FEM system