**Project Step 1 - Mission Goal Scope Requirements**

The collection department will acquire all the accounts that owe money to the bank through a database. This database will have all the information about the customers who owe money to the bank. The department will then go through these accounts one by one and will check to see if the negative accounts have any positive related accounts that the department can transfer the money from to either lower their negative balance or pay the balance in full. The customer will be notified of this transaction and a letter will be sent out to the customer/business explaining why the transaction happened.

**Mission**

We initiate the process of pursuing payments of debts owed by individuals or businesses**.** Through our consistent performance, we are able to help our bank achieve its goal which also enables us to consistently deliver superior customer service. By doing this we are helping the consumer eliminate future financial obligations.

**Goals**

* By doing this we are helping the consumer eliminate future financial obligations.
* We will be able to provide future financial opportunities to these customers once our debt is recouped.
* They will be able to apply for loans and credit cards etc.
* It will help the bank recoup their loss and continue to serve the community.
* The goal is to recover as much money as possible.
* The goal is to go through 1000 accounts by the deadline.
* We will keep track of any new accounts opened since the customer last went negative.

**In Scope**

* Using banks database is in scope.
* All the accounts have to be negative.
* Accounts should have related positive accounts to transfer the funds from.
* Business accounts are also in scope.

**Out of Scope**

* Customers cannot make the payment online.
* Website is out of scope.
* Phone transactions are out of scope.
* Taking money from minor accounts are out of scope.

**Requirements**

* We must go through 1000 accounts by the deadline.
* Accounts must be negative
* Accounts must have positive related accounts in order to transfer the funds from.
* Negative accounts should at least be 35 days negative.
* Customers must be notified after the transaction.