

Process:	Actors:	Assuptions:
Payment Process Online and E-wallet	<div> Customer/Lead Customer:<ul style="list-style-type: none">○ Pay Invoice/proforma Invoice.</div> <div> Customer Data Management Group CDMG-Admin:<ul style="list-style-type: none">○ Receives customer's ticket.</div>	<ul style="list-style-type: none">• Customers settle the invoice or proforma invoice they've received.• Receive tickets from customers related to various inquiries or actions.
		Objectives: <ul style="list-style-type: none">• To manage outstanding dues or fees by promptly processing payments for received invoices or proforma invoices.• To address incoming customer tickets that are crucial, especially concerning payment-related concerns, inquiries, or requests.

