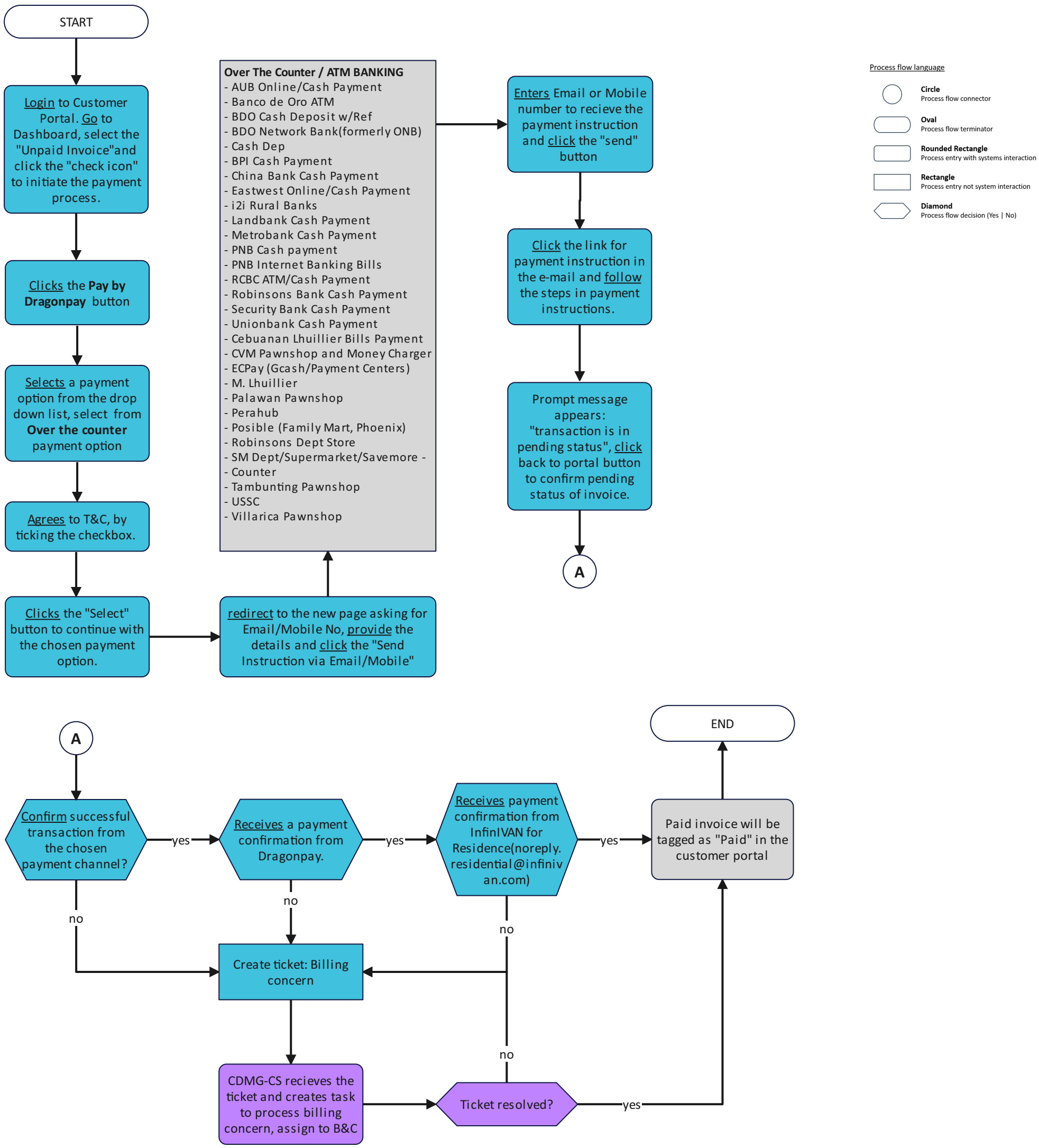Process:	Actors:	Assuptions:
Payment Process Over the Counter	**Customer/Lead** **Customer:** ○ Pay Unpaid Invoice using over-the-counter payment. ○ Creates ticket (if needed). **Customer Data Management Group** **DMG-Admin:** ○ Receives ticket from Customer. ○ Creates task to process billing	• Customer receives invoice, proforma invoice, or one-time invoice. • Acknowledgment of an outstanding invoice that needs payment, in case other modes of payment are not available. **Objectives:** • To accommodate customers' concern to pay via over the counter. • To address and resolve the outstanding payment by settling the unpaid invoice. • To ensure swift and appropriate action to resolve the customer's issue or query related to the unpaid invoice.