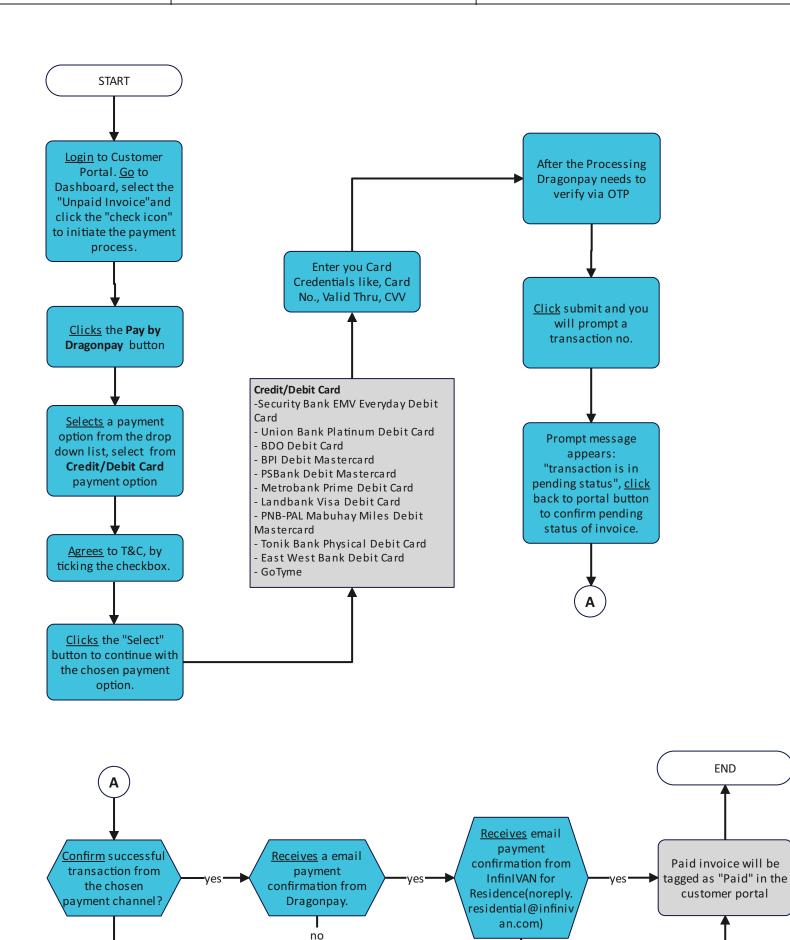
Process:	Actors:	Assuptions:
Payment Process Credit/Debit Card	Customer/Lead Customer: • Paying unpaid invoices using	 Customer successfully process credit/debit card. Customer wants to change cards used for payments.
	credit/debit card.	Objectives:
	 Creates ticket (if needed). Customer Data Management Group CDMG-Admin: Receiving tickets from customers. Creates task to process billing 	 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.

no

no

Ticket resolved?



Create ticket: Billing concern

Recieves the ticket and <u>creates</u> task to process

billing concern, <u>assign</u> to B&C

no



Process flow language

Rounded Rectangle Process entry with syst