




Process:	Actors:	Assuptions:
Customer Void Payment Request	<div> Customer/Lead Customer:<ul style="list-style-type: none">◦ Settled Proforma and Recurring Invoice.◦ Payment not reflected on the customer's portal, expiration of processing time, and request for a change of payment channel.</div> <div> Customer Data Management Group CDMG-Admin:<ul style="list-style-type: none">◦ Assigns the ticket to ISP and notifies the customer that an invoice has been sent.CDMG-CS:<ul style="list-style-type: none">◦ Managing the ticketing operation, gathering information, and assigning tasks to CDMG-Admin.◦ Creates tickets on behalf of the customer (if needed)</div> <div> Billing & Collection Team BnC<ul style="list-style-type: none">◦ Process void payment requests.◦ Advises customer to pay the same invoice.IT:<ul style="list-style-type: none">◦ Payment Validation and Void Payment request.</div>	<ul style="list-style-type: none">• Customer settled a Proforma and Recurring Invoice in the Customer portal.• The customer wants to validate if the payment was received.• The customer is interested in an alternative payment channel.
		Objectives: <ul style="list-style-type: none">• To validate if the payment was received.• To guide the customer on how to change modes of payment.

