




Process:	Actors:	Assumptions:
Customer Refund From Xendit	<div><div> Customer/Lead</div><div>Customer:</div><div><div> Customer Data Management Group</div><div>CDMG-Admin:</div><div><div> Billing & Collection</div><div>B&C</div></div></div><div><div>○ Refund requests.</div><div>○ Manages ticket operation and task assignment to the concerned group.</div><div>○ Gather important info from the customer.</div><div>○ Manages the refund via Xendit.</div></div></div>	<div>• Customer deposit was never validated successfully</div>
		<div>Objectives:</div> <div><div>• To make sure the customer gets a refund without any problems.</div><div>• To resolve the issue and ensure the refund is processed promptly.</div><div>• To oversee and manage the task related to the customer's query regarding the refund process.</div></div>

