



Process:	Actors:	Assuptions:
Payment Process Credit/Debit Card	<div> <b>Customer/Lead</b> <b>Customer:</b><ul style="list-style-type: none"><li>○ Paying unpaid invoices using credit/debit card.</li><li>○ Creates ticket (if needed).</li></ul></div> <div> <b>Customer Data Management Group</b> <b>CDMG-Admin:</b><ul style="list-style-type: none"><li>○ Receiving tickets from customers.</li><li>○ Creates task to process billing</li></ul></div>	<ul style="list-style-type: none"><li>• Customer successfully process credit/debit card.</li><li>• Customer wants to change cards used for payments.</li></ul>
		<b>Objectives:</b>
		<ul style="list-style-type: none"><li>• To address and resolve the outstanding payment by settling the unpaid invoice.</li><li>• To ensure swift and appropriate action to resolve the customer's issue or query related to the unpaid invoice.</li></ul>

