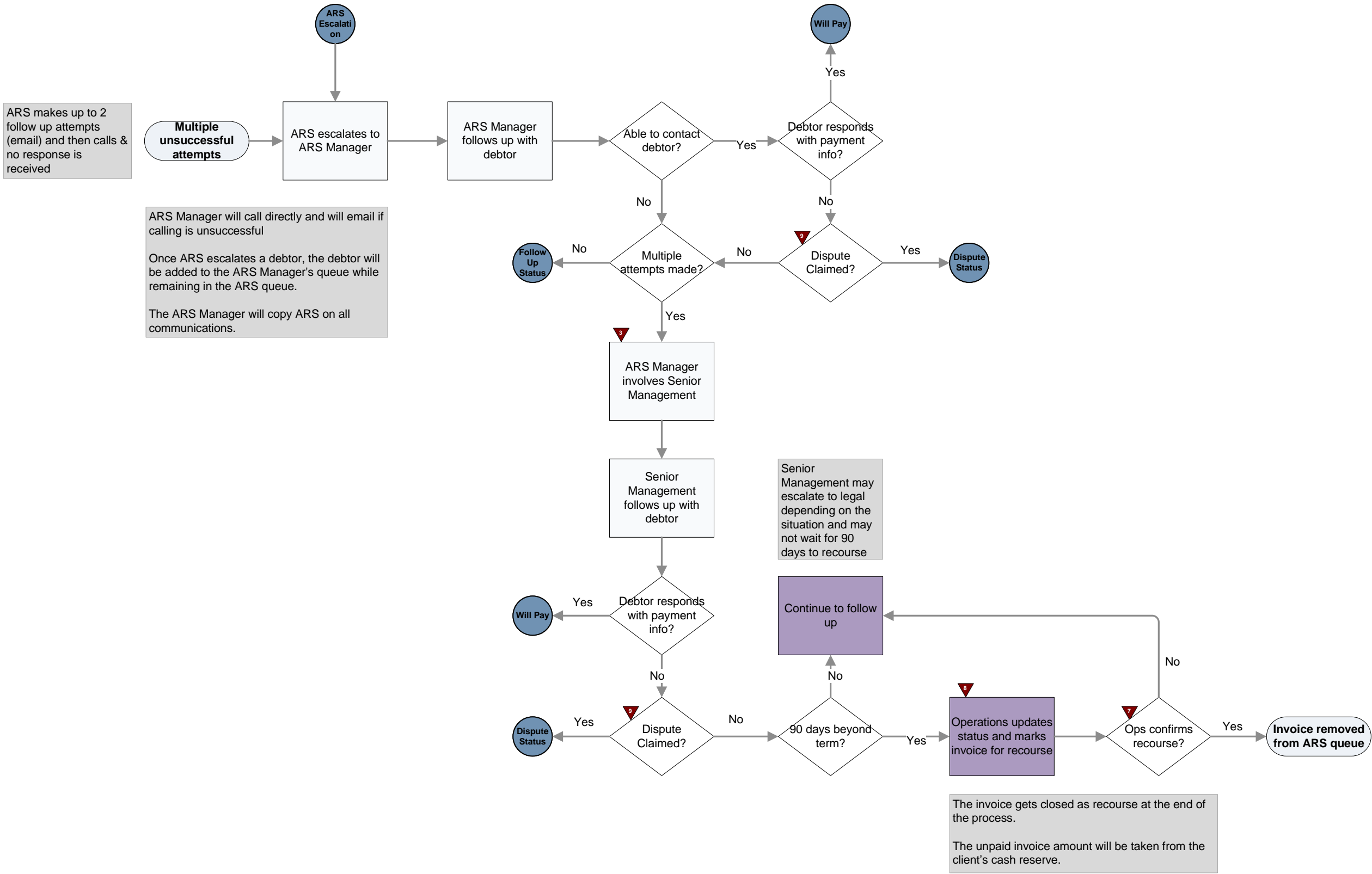


Collections – Escalation Process Map



Symbols

xx

Mapped Process

Plan for later

Process Step

Control or Verification

Salesforce

Delta

eRoom

Reference to different process map

Reference to internal section of process flow

Systems