

Task No.	Task Description	Employee performing task						
Utilities	<i>Operations</i>	E1	E2	E3	E4	E5	E6	E7
1	Maintain customer data	X						
2	Process customer invoices		X					
3	Clear customer balance			X				
4	Maintain billing documents				X			
5	AP payments					X		
6	Process credit memos						X	
7	Cash application							X