Mail

CR1

-NCB check

-

Customer

CMO

-NCB+APP (ID + Name)

-

ONLY! 10-15 minute for stay at branch

CMO+CV

-Registration book check

-fill the form

-

Line/Call

CMO

-give counter service+KCash No.

-Explain about KCash + returning card

-

Customer go home

CR1

-fill in the system

-get the application number

-

CR2

-Checking phone number

-

CMO

-Send completed application

Mail

Tel system

Tel system

CV

-field check

CMO+CV

-get application number

Admin

-payment details

-

CC

-Data analysis

-Give suggestion to CV

-

Line/Call

Admin

-Booked APP

-

Accounting

Re-check details

-

Line/Call

Line/Call

Transfer money

Tel system

Tel system

Line/Call

Admin

-inform to CMO

-

CMO

Fill payment details in application form

CMO

Inform to customer when money was transferred

CC

-Confirm in Tel system

-

CV

-ask for suggestion

Tel system+ send document

Customer get money

Call

โทร

Tel system

Line/call

Mail

Tel system

Financial

-Transfer money

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