

opsdog

BPMN 2.0 FORMAT

COLLECTIONS

Bill Collection

The OpsDog General Line Hierarchy

- Collections
 - Credit
 - Account Receivable
 - Bill Collection (Insurance Premiums)
- Sales
- Customer Service
- Call Centers
- Product Development

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Bill Collection (Insurance Premiums): Workflow

- A Account & Statement
- B Payment Remittance & Cash Collection
- C Policy Cancellation

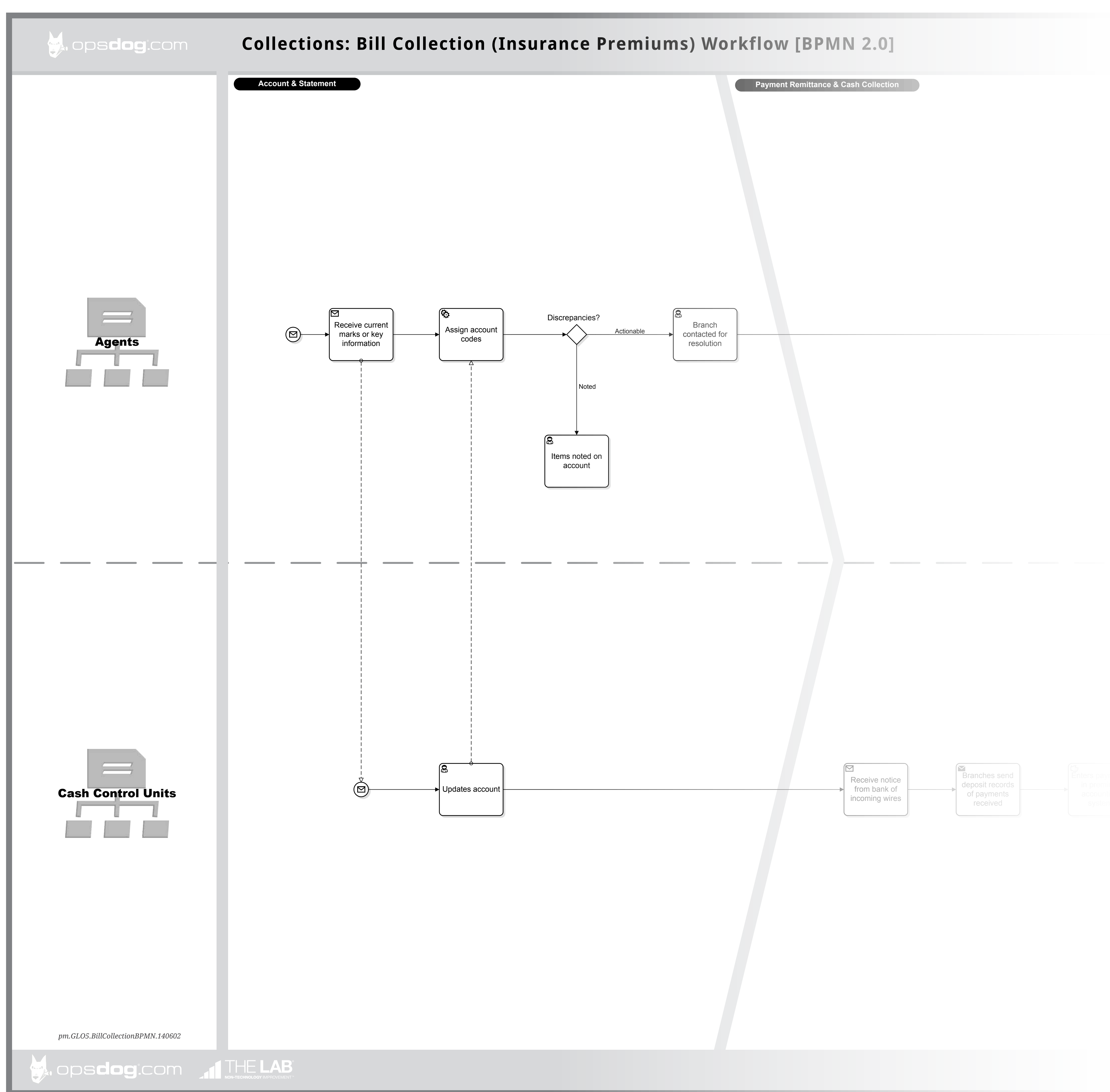
Workflow Description

The collection of outstanding insurance premiums from individual clients. Includes account information update and verification, payment processing and account cancellation (if the outstanding amount is not collected or the customer wishes to cancel the account).

Legend

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

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