

**opsdog**

**WORKFLOW**

**BPMN 2.0 FORMAT**

## COLLECTIONS

# Bankruptcy

The OpsDog General Line Hierarchy

- Collections
  - Credit
    - Bankruptcy
      - Account Receivable
      - Collections
- Sales
- Customer Service
- Call Centers
- Product Development

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**Bankruptcy: Workflow**

- A Bankruptcy Processing
- B Payments

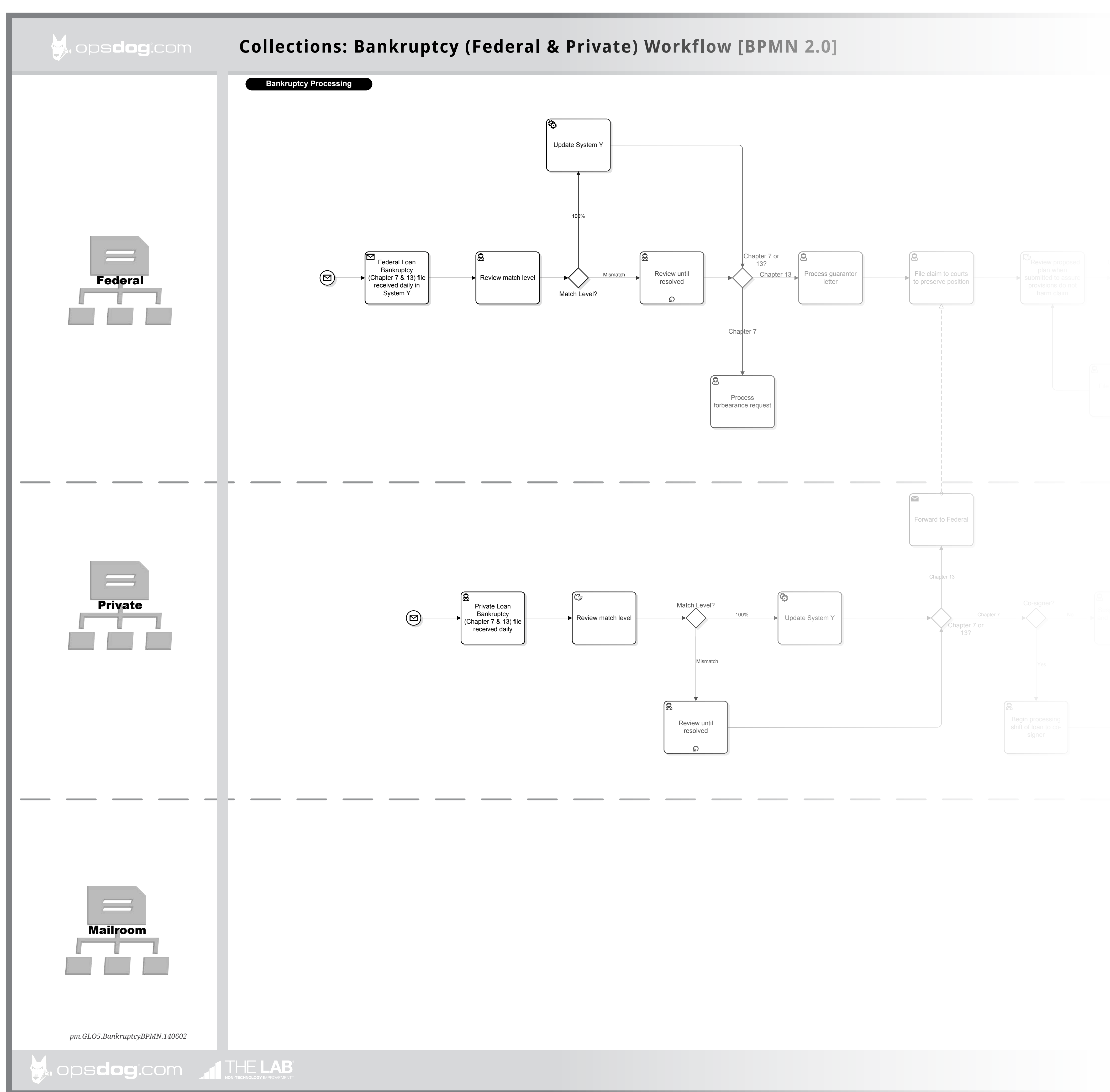
**Workflow Description**

The processing of federal or private (chapter 7 and 13) bankruptcy cases. Includes claim review, forbearance requests, guarantor letter processing, shifting of loan to cosigner (when possible) and resumption of collections activities (after debtor emerges from bankruptcy).

**Legend**

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

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