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**WORKFLOW**

**BPMN 2.0 FORMAT**

**COLLECTIONS**

# Private Debt Recovery

**The OpsDog General Line Hierarchy**

- Collections
  - Sales
  - Customer Service
  - Call Centers
  - Product Development
- Credit
  - Account Receivable
    - Collections
      - Private Debt Recovery

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**Private Debt Recovery: Workflow**

**Workflow Description**

The first party (no collection agency involvement) recovery and payment of loans (in default) to private clients includes loan scorecard process (to determine accounts that will be easiest to collect) skip tracing and payment collection/verification.

**Legend**

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

**DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT**

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**Collections: Private Debt Recovery Workflow [BPMN 2.0]**

**Collectors**

**Mailroom**

pms.GLOS.PrivateRecoveryBPMN.140602

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