

opsdog

WORKFLOW

BPMN 2.0 FORMAT

COLLECTIONS

Skip Tracing

The OpsDog General Line Hierarchy

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

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Skip Tracing: Workflow

- Tracing
- Payments

Workflow Description

The research and verification of debtor contact information and whereabouts for collections purposes includes bad account information identification, contact information research, database updates and subsequent collection attempts (after valid account information is identified).

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: Skip Tracing Workflow [BPMN 2.0]

Skip Tracers

Mailroom

Tracing

```

    graph LR
      Start(( )) --> A[Account flagged by collector]
      A --> B[Skip tracing conducted on accounts with bad phone numbers only]
      B --> C[New accounts are sent over in nightly batch process and entered into database]
      C --> D[New accounts automatically checked against system index search]
      D --> E[Reps work on the database of accounts without good phone numbers]
      E --> F[Skip tracing hierarchy of searches employed]
      F --> G{Number found?}
      G -- No --> H[Skip tracing hierarchy of searches employed]
      G -- Yes --> I[Update database with found number]
      I --> J[Send report to skip tracing]
  
```

pm.GLOS.SkipTracingBPMN.140602

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