

opsdog

WORKFLOW

CUSTOMER SERVICE
Billing & Returns

BPMN 2.0 FORMAT

The OpsDog General Line Hierarchy

- Customer Service
 - Sales
 - Call Centers
 - Product Development
 - Collections
- Customer Contact Center
- Account Management
- Order Handling & Processing**
 - Billing & Returns**
- Incident Management
- Customer Retention
- Post Sales Services

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Billing & Returns: Workflow

- A Billing
- B Returns

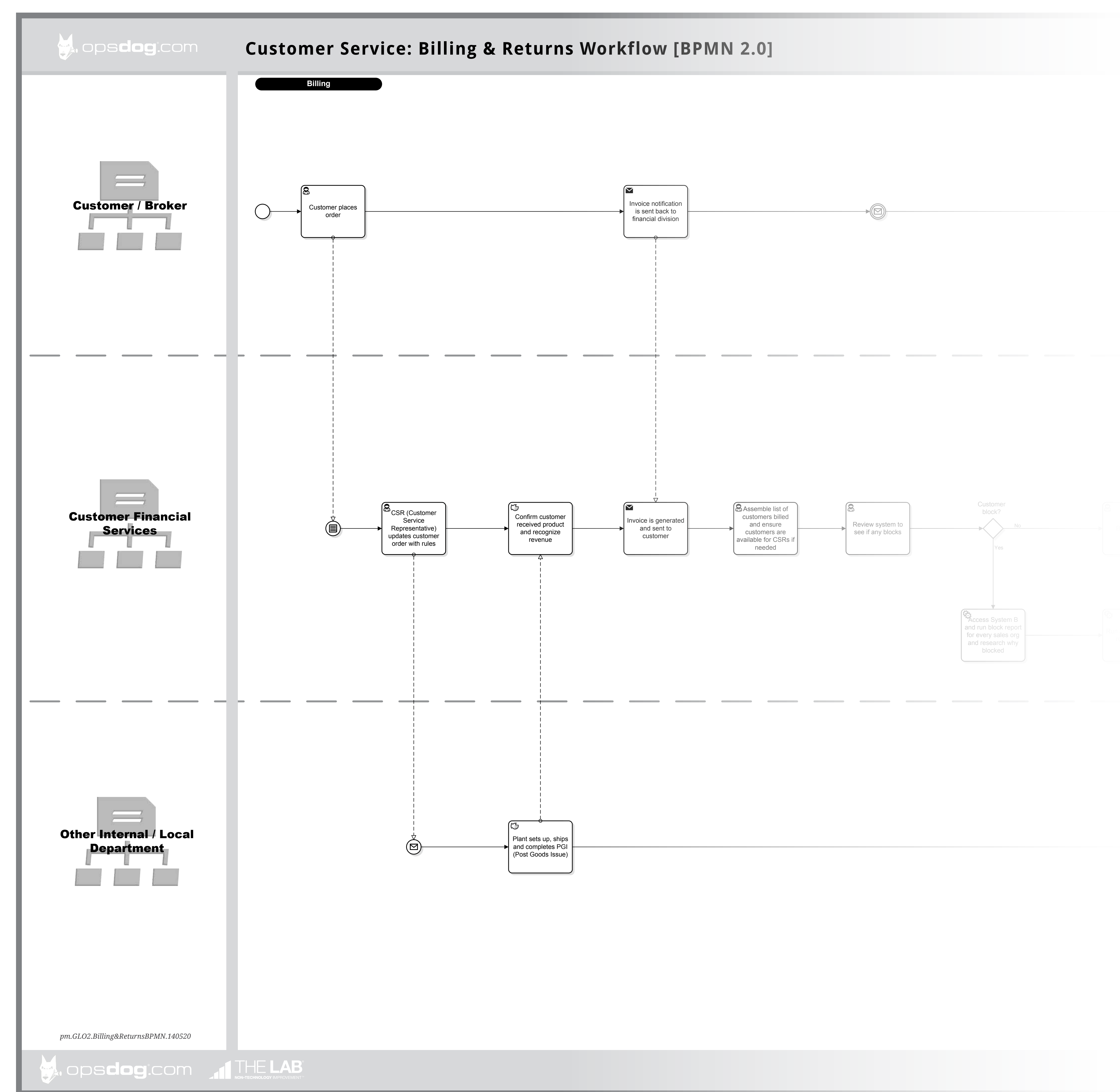
Workflow Description

The verification, assembling, shipment, and billing related to customer orders. Also includes the inspection, documentation and handling of returned items.

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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