

**opsdog**

**WORKFLOW**

**BPMN 2.0 FORMAT**

**MORTGAGE BANKING**

**Payment Processing**

The OpsDog Financial Services Hierarchy

- Mortgage Banking
  - Sales & Business Development
  - Retail Network
  - Loan Operations
  - Loan Servicing**
    - Mortgage Payment Processing**
  - Secondary/Wholesale
- Banking
- Insurance
- Broker Dealer
- Investment/Asset Management

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**Mortgage Payment Processing: Workflow**

- A** Payment Receivable & Handling
- B** Payoff Release
- C** Suspense Processing

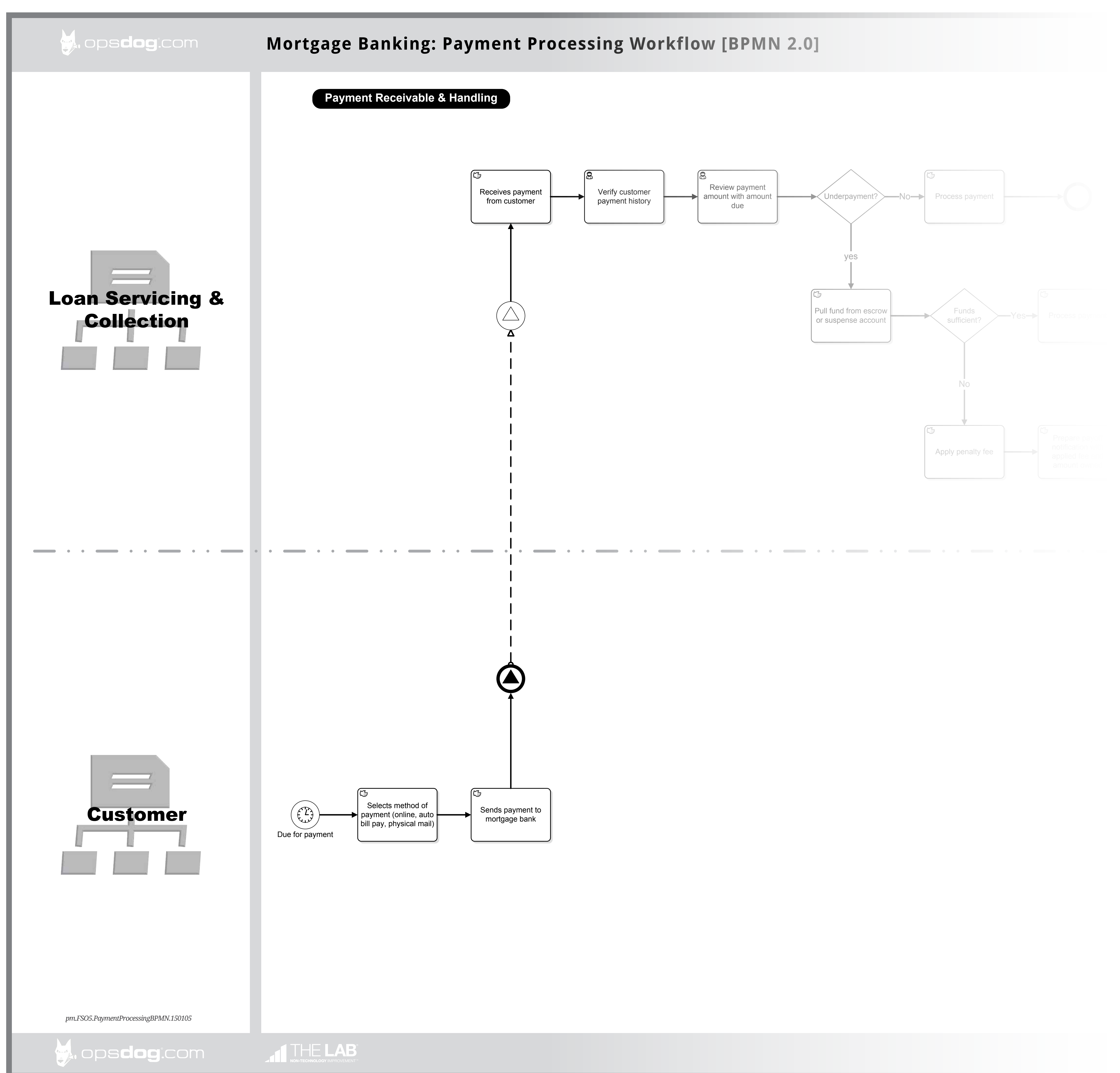
**Workflow Description**

The acceptance and handling of incoming customer mortgage payments. Includes receipt of customer payment, payment verification, payment processing and final notification.

**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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