

BigTime Trash Pickup Company

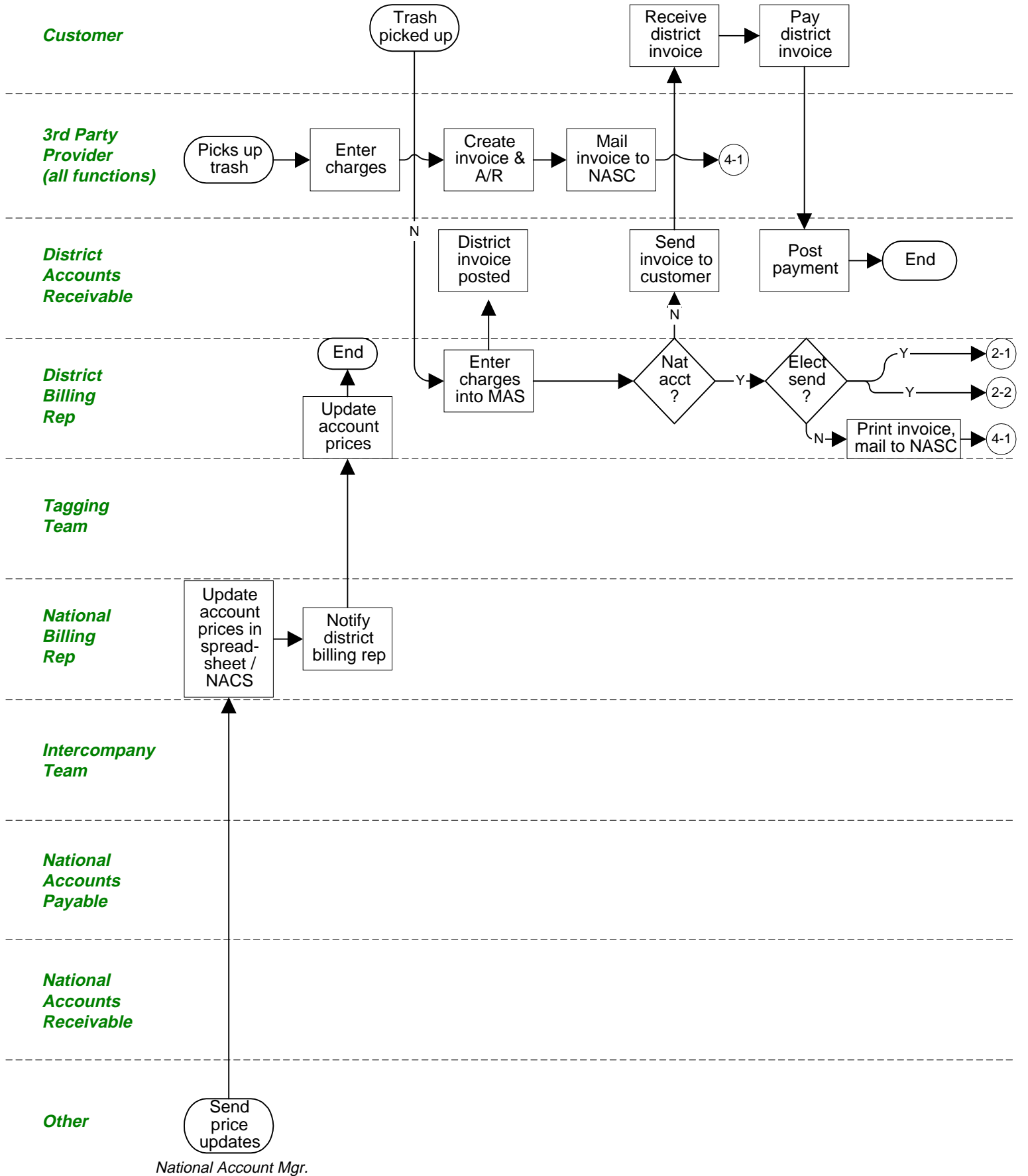
New National Billing System Documentation and Training **Process Flow**

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June 5, 1999

NOTE: This sample is a process flowchart that shows the responsible party for each process action. Such a structure enables the learning designer to see (1) the steps are done, (2) in what order, (3) by whom, and (4) how decisions affect the workflow. By understanding these aspects of the process, the training and/or documentation can be intelligently planned.

Billing Process Flow

Page 1



Billing Process Flow

Page 2

Customer

3rd Party
Provider
(all functions)

District
Accounts
Receivable

District
Billing
Rep

Tagging
Team

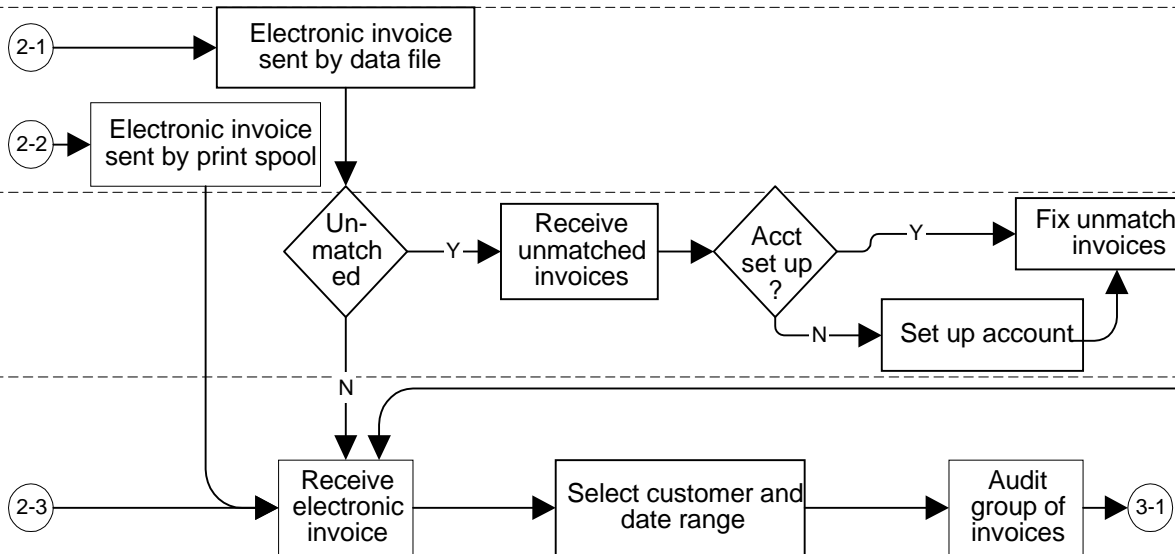
National
Billing
Rep

Intercompany
Team

National
Accounts
Payable

National
Accounts
Receivable

Other



Billing Process Flow

Page 3

Customer

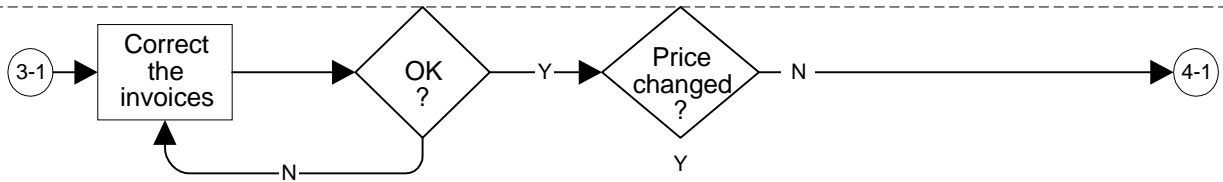
*3rd Party
Provider
(all functions)*

*District
Accounts
Receivable*

*District
Billing
Rep*

*Tagging
Team*

*National
Billing
Rep*



*Intercompany
Team*

*National
Accounts
Payable*

*National
Accounts
Receivable*

Other

Billing Process Flow

Page 5

Customer

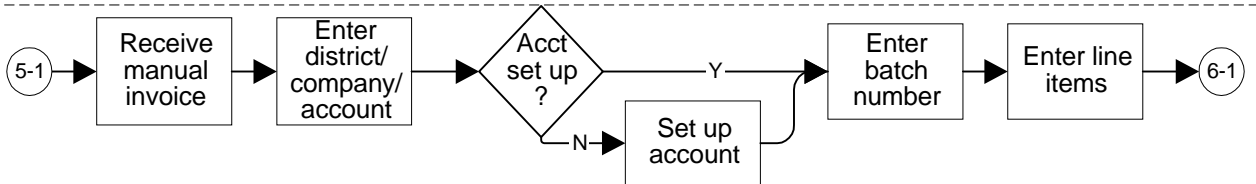
*3rd Party
Provider
(all functions)*

*District
Accounts
Receivable*

*District
Billing
Rep*

*Tagging
Team*

*National
Billing
Rep*



*Intercompany
Team*

*National
Accounts
Payable*

*National
Accounts
Receivable*

Other

Billing Process Flow

Page 6

Customer

3rd Party
Provider
(all functions)

District
Accounts
Receivable

District
Billing
Rep

Tagging
Team

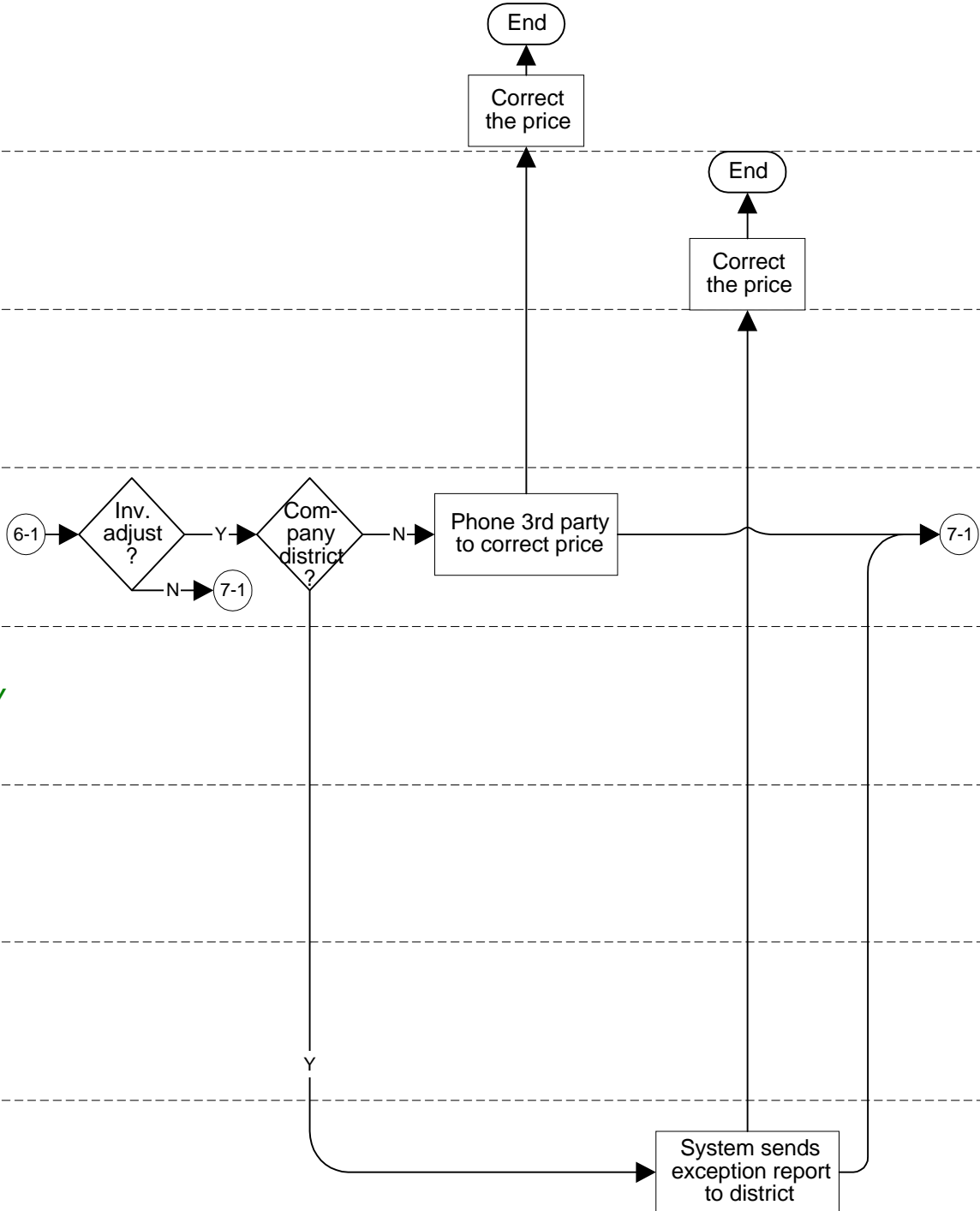
National
Billing
Rep

Intercompany
Team

National
Accounts
Payable

National
Accounts
Receivable

Other



Billing Process Flow

Page 7

Customer

3rd Party Provider
(all functions)

District Accounts Receivable

District Billing Rep

Tagging Team

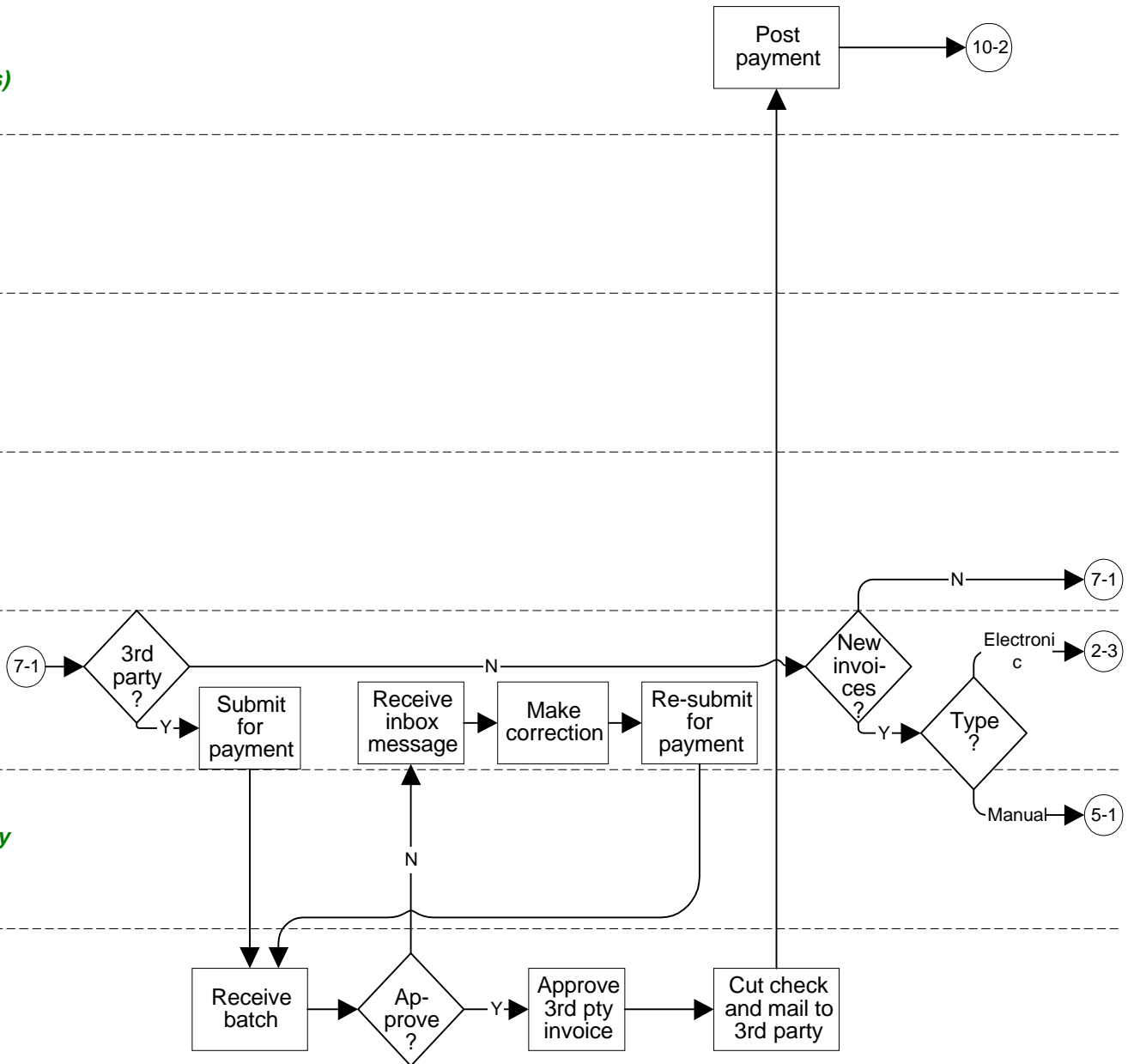
National Billing Rep

Intercompany Team

National Accounts Payable

National Accounts Receivable

Other



Billing Process Flow

Page 8

Customer

3rd Party
Provider
(all functions)

District
Accounts
Receivable

District
Billing
Rep

Tagging
Team

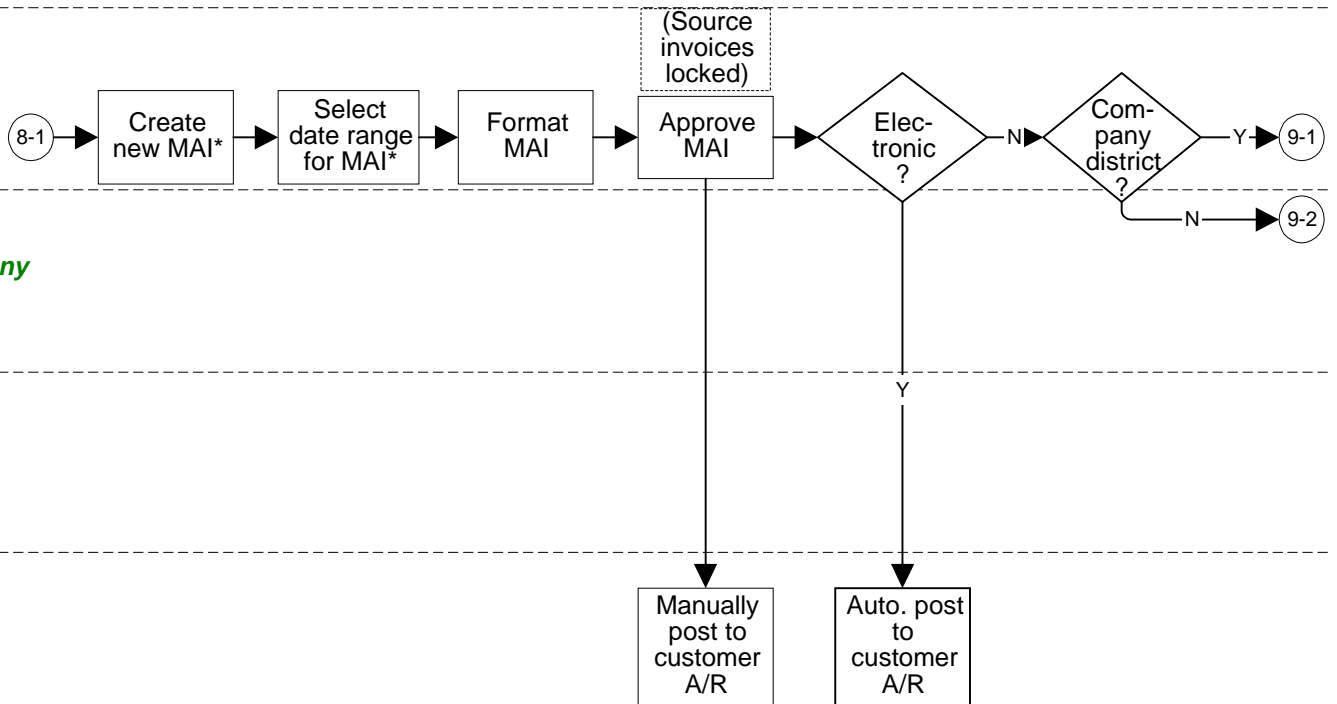
National
Billing
Rep

Intercompany
Team

National
Accounts
Payable

National
Accounts
Receivable

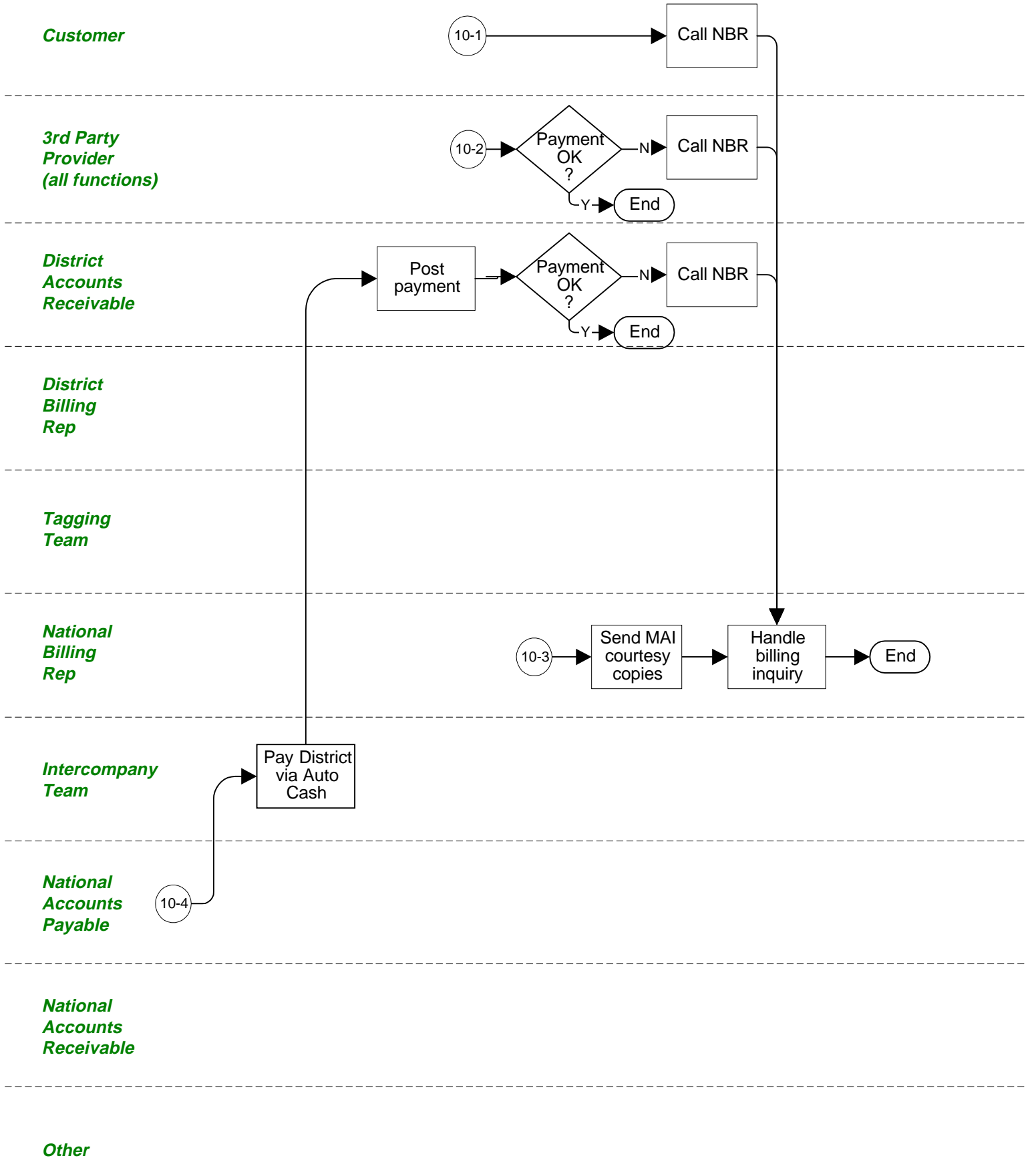
Other



* MAI = Major Account Invoice

Billing Process Flow

Page 10



Billing Process Flow

Page 11

Customer

3rd Party
Provider
(all functions)

District
Accounts
Receivable

District
Billing
Rep

Tagging
Team

National
Billing
Rep

Intercompany
Team

National
Accounts
Payable

National
Accounts
Receivable

NACS
System

