

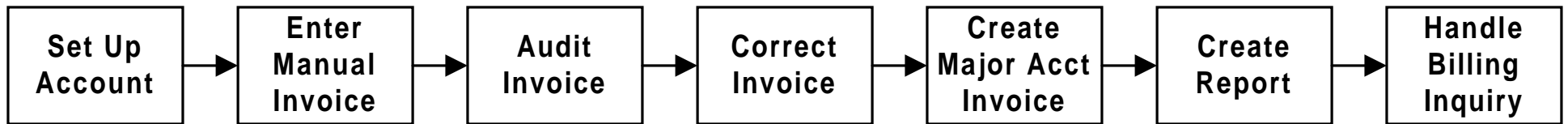
BigTime Trash Pickup Company

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

Prepared by
J. J. Oehler Corporation
June 5, 1999

NOTE: This sample is a work breakdown structure, which breaks down the work into major processes, then breaks each of these down into sub-process, task, and sometimes procedure. Such a structure enables the learning designer to see components of the work and how they relate to each other. By understanding these aspects of the process, the training and/or documentation can be intelligently planned.

NASC Work Breakdown
National Billing Representative
Whole Job



NASC Work Breakdown National Billing Representative

Set Up Account AND Enter Manual Invoice

Process

Set Up Account and Location Information in NACS

Enter Manual Invoice

SubProcess

Set Up Account Information in NACS

(district) Set Up Account Information in MAS

Tag New Account

Enter Manual Invoices from Districts

Enter Manual Invoices from 3rd Parties

Task

Enter New Acct Info

Update Acct Info

Standards

Baseline

Annual Updates (CPI)

Other Changes

Notify District (ph / fax)

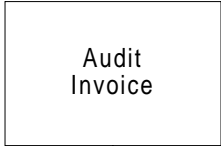
Procedure

Step

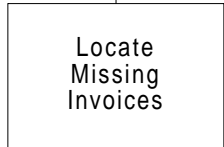
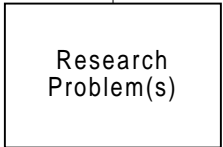
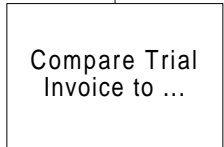
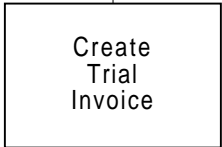
NASC Work Breakdown National Billing Representative

Audit Invoice

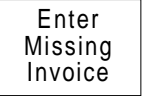
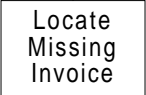
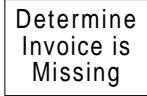
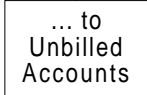
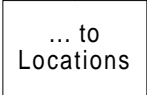
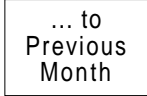
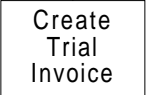
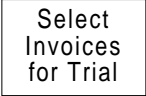
Process



SubProcess



Task



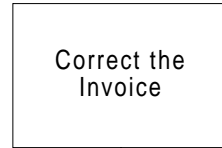
Procedure

Step

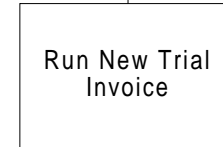
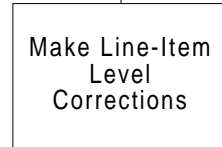
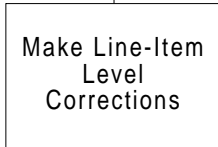
NASC Work Breakdown National Billing Representative

Correct Invoice

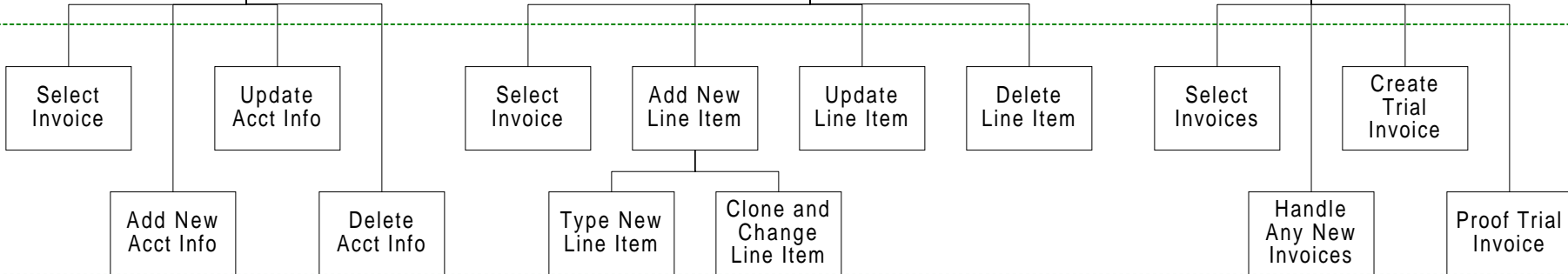
Process



SubProcess



Task



Procedure

Step

NASC Work Breakdown National Billing Representative

Approve National Account Invoice

Process

Approve
National
Account Invoice

SubProcess

Generate
National
Account Invoice

Format National
Account Invoice

(Outsource)
Print & Mail
National
Account Invoice

Task

Select
Invoices
(date range)

Approve
Invoice

Add New
Line Item

Update
Line Item

Select
Invoice

Procedure

Step

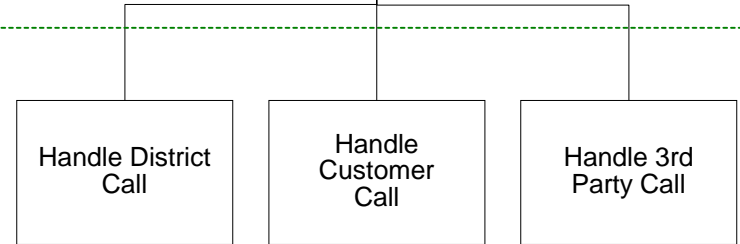
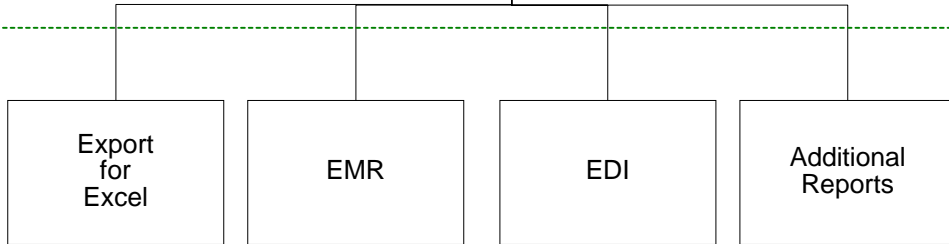
NASC Work Breakdown National Billing Representative

Create Report AND Handle Billing Inquiry

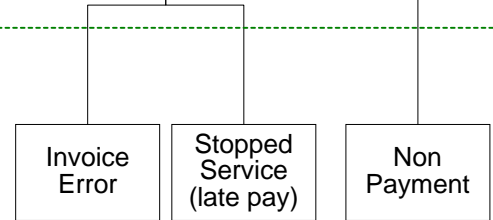
Process



SubProcess



Task



Procedure

Step

