

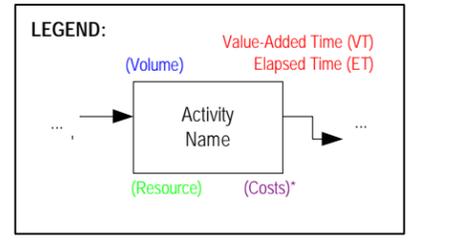


# High-Level Process Map For Debt Collections--In-House

To-Be

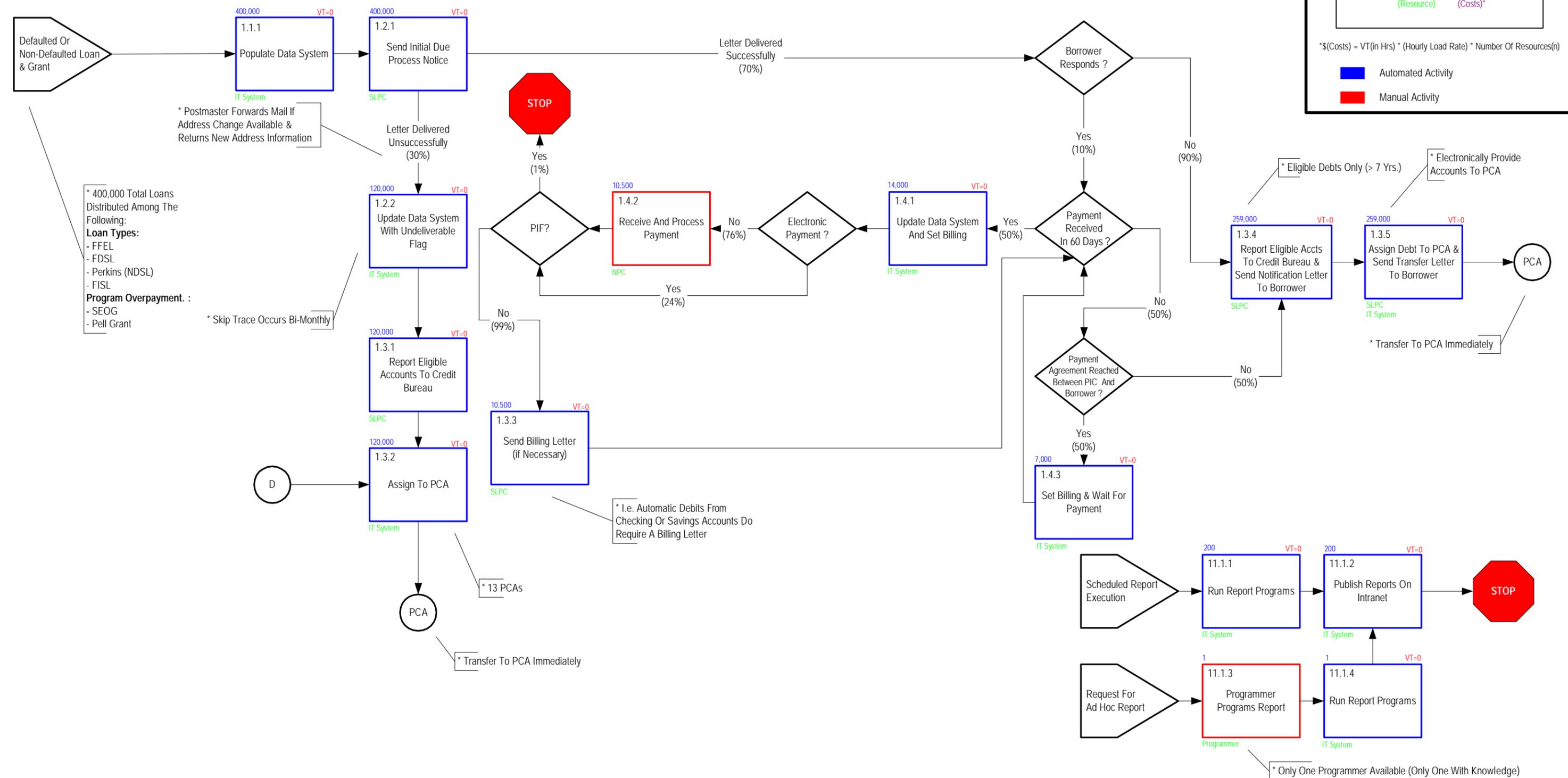
**ASSUMPTIONS:**

- Cost for activities do not include material costs (i.e., letter = \$0.50), only FTE costs (i.e., \$50/hr).
- Volumes are per year.
- Activity times are rounded off to 15 minute increments.



\*\$(Costs) = VT(in Hrs) \* (Hourly Load Rate) \* Number Of Resources(n)

■ Automated Activity  
■ Manual Activity





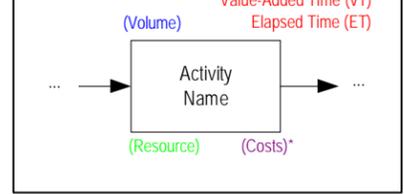
# High-Level Process Map For Debt Collections--PCA

To-Be

### ASSUMPTIONS:

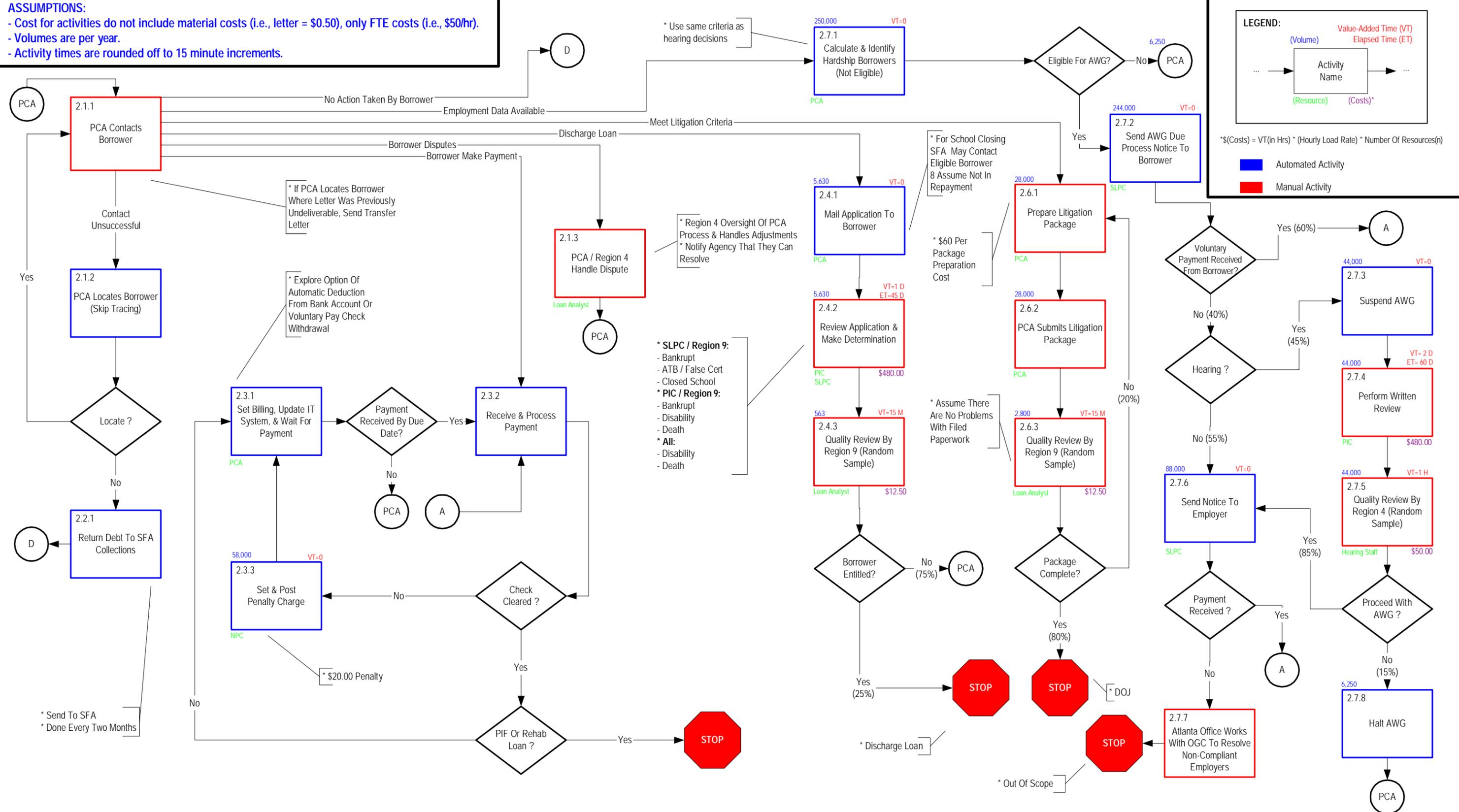
- Cost for activities do not include material costs (i.e., letter = \$0.50), only FTE costs (i.e., \$50/hr).
- Volumes are per year.
- Activity times are rounded off to 15 minute increments.

### LEGEND:



$$*(Costs) = VT(in Hrs) * (Hourly Load Rate) * Number\ Of\ Resources(n)$$

- Automated Activity
- Manual Activity

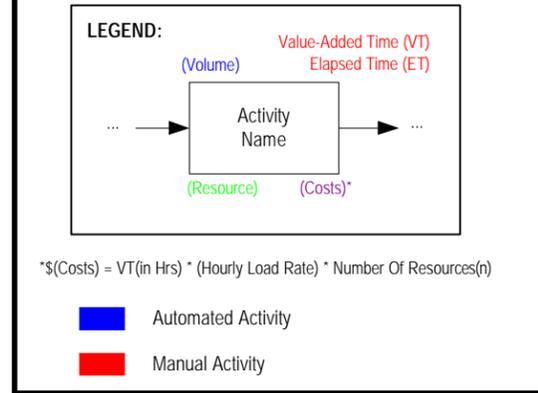




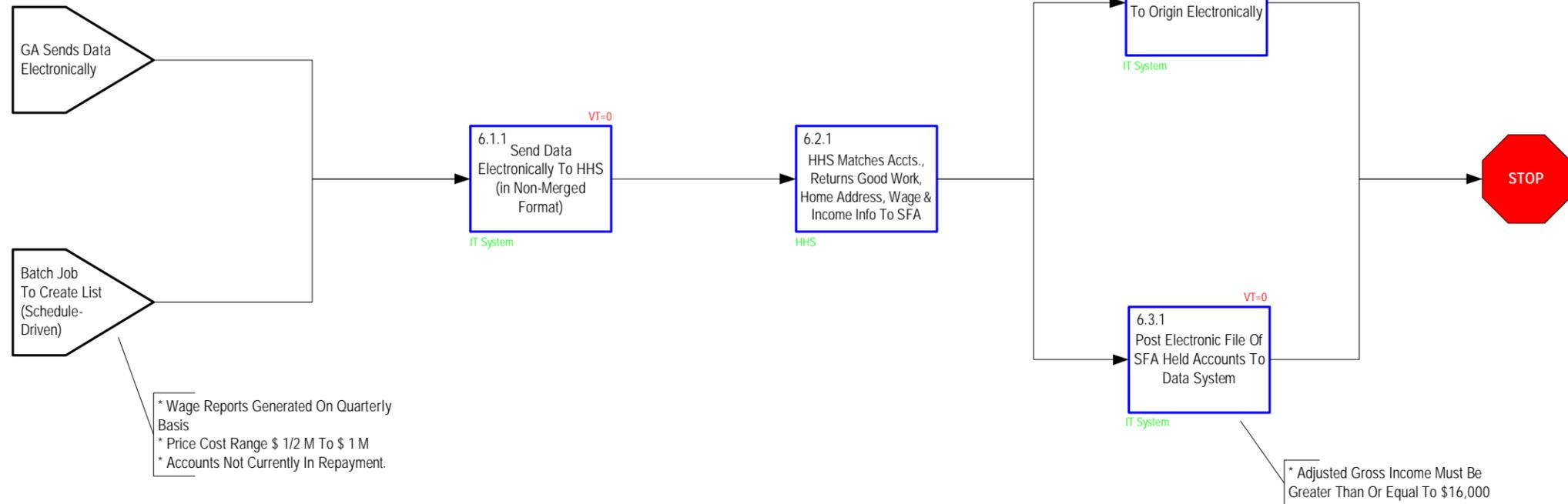
# High-Level Process Map For Debt Collections--Data-Matching

To-Be

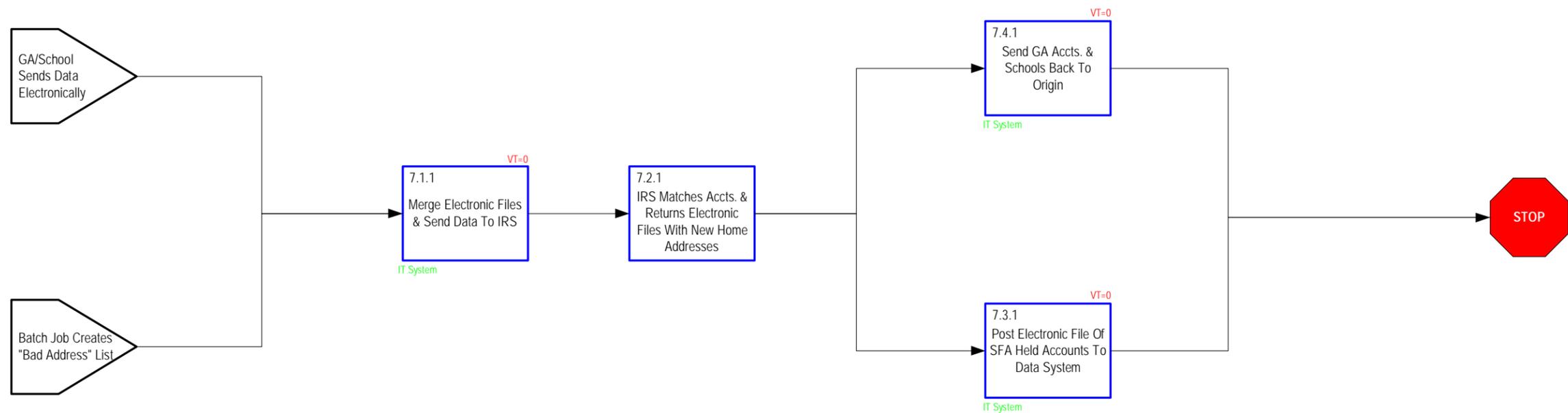
**ASSUMPTIONS:**  
 - Cost for activities do not include material costs (i.e., letter = \$0.50), only FTE costs (i.e., \$50/hr).  
 - Volumes are per year.  
 - Activity times are rounded off to 15 minute increments.



## NDNH Data Matching



## IRS Skip Trace





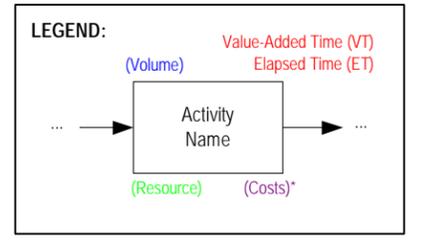


# High-Level Process Map For Debt Collections--TOP/FDP

To-Be

**ASSUMPTIONS:**

- Cost for activities do not include material costs (i.e., letter = \$0.50), only FTE costs (i.e., \$50/hr).
- Volumes are per year.
- Activity times are rounded off to 15 minute increments.



\*\$(Costs) = VT(in Hrs) \* (Hourly Load Rate) \* Number Of Resources(n)

- Automated Activity
- Manual Activity

