

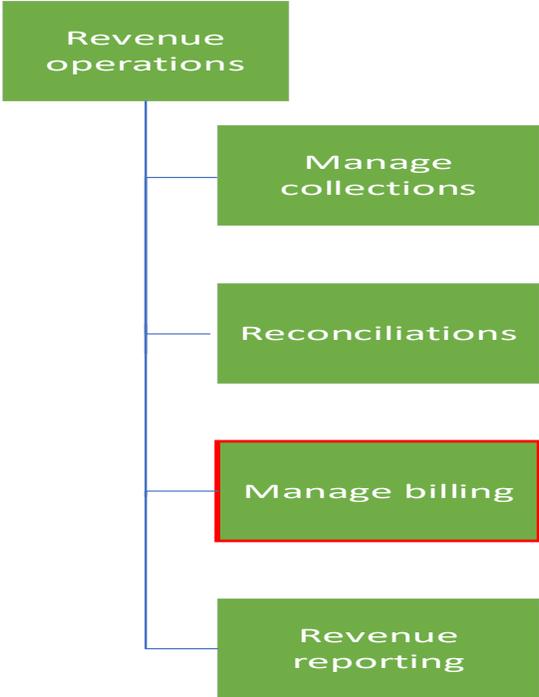
# Process Document for XXXXXXXXX

## File Name and Location of Document

|                                 |                |
|---------------------------------|----------------|
| <b>Process Name</b>             | Manage Billing |
| <b>File Location</b>            | Finance Folder |
| <b>Owner / Team responsible</b> | Billing Team   |
| <b>Prepared by</b>              |                |
| <b>Date prepared</b>            |                |
| <b>Approved by</b>              |                |
| <b>Version</b>                  |                |

**Process Map**

**SAMPLE MAP: FOR GUIDANCE PURPOSES ONLY  
ALLOWS ILLUSTRATION OF WHERE THE PROCESS SITS WITHIN THE WIDER AREA  
AND HIGHLIGHTS THE PROCESS BEING ADDRESSED**



# 1. Process Summary

|  |  |                  |  |
|--|--|------------------|--|
| <b>Purpose</b>                                       | <ul style="list-style-type: none"> <li>This document aims to highlight the flow, tasks and responsibilities of [insert process and procedure scope]</li> </ul> |                  |  |
| <b>Inputs</b>  | <ul style="list-style-type: none"> <li>[insert what inputs are used in order to complete the process, such as reports, time data and so on]</li> </ul>         | <b>Suppliers</b> | <ul style="list-style-type: none"> <li>[insert who delivers the process inputs]</li> </ul>     |
| <b>Outputs</b>                                       | <ul style="list-style-type: none"> <li>[insert what outputs are generated by the process, such as reports, reconciliations, invoices and so on]</li> </ul>     | <b>End User</b>  | <ul style="list-style-type: none"> <li>[insert who the process delivers outputs to]</li> </ul> |
| <b>Roles and Responsibilities</b>                    | [insert staff members completing the task and process owner]   |                  |  |
| <b>Process Start</b>                                 | [insert when process begins]   |                  |  |
| <b>Process End</b>                                   | [insert when process ends]   |                  |  |
| <b>Frequency</b>                                     | [insert how often the process happens, such as Monthly/Annually]   |                  |  |
| <b>Necessary Control requirements to be included</b> | Such as segregation of duties, appropriate oversight etc   |                  |  |

**Process Flow** - Inclusion of a flow chart may assist in providing an overview of key requirements and responsibilities

### Process Steps

|   | Activity                             | Inputs   | Tasks   | Who (Role) completes            | Who reviews (if necessary) | Outputs                              |
|---|--------------------------------------|--|---|---------------------------------|----------------------------|--------------------------------------|
| 1 | [Name the activity to be completed ] | ▪ [Name the input required to complete the step] | [List the steps or tasks needed to complete the activity] | ▪ [Name who performs the steps] | ▪                          | ▪ [Name what outputs are generated ] |
| 2 |                                      | ▪  | ▪   | ▪                               | ▪                          | ▪                                    |
| 3 |                                      | ▪  | ▪   | ▪                               | ▪                          | ▪                                    |
| 4 |                                      | ▪  | ▪   | ▪                               | ▪                          | ▪                                    |
| 5 |                                      | ▪  | ▪   | ▪                               | ▪                          | ▪                                    |
| 6 |                                      | ▪  | ▪   | ▪                               | ▪                          | ▪                                    |
| 7 |                                      |  | ▪   | ▪                               | ▪                          | ▪                                    |