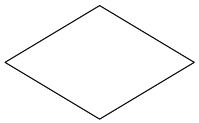
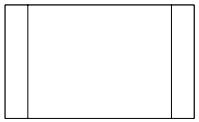
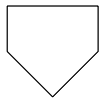
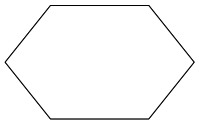
This document is a process document that shows the steps for a particular business process. There are a number of shapes used throughout this document and are explained below:

	Step / Action	This shape indicates a task, step, action or operation.
	Start / End	This shape indicates where the process starts and ends.
	Decision	This shape indicates a decision. A decision asks a question and the answer to the question determines which arrow you follow out of the decision shape.
	Sub-Process	This shape refers to a process that is defined elsewhere. This shape means that there is a process map for the process that has already been drawn and you should reference it for more information.
	Document	This shape represent a type of document and indicates either an input or output depending on the direction of the green arrow connecting it to a process step.
	Off-Page Reference	This shape Indicates that the process continues on another page. A letter in the shape tells you where to go.
	On-Page Reference	This shape indicates that the process continues at another place on the same page. A letter in the shape tells you where to go. This shape is often used if a process is too long and does not fit on a page.
	System Activity	This shape indicates indicate a system activity or system inputs used in the process.

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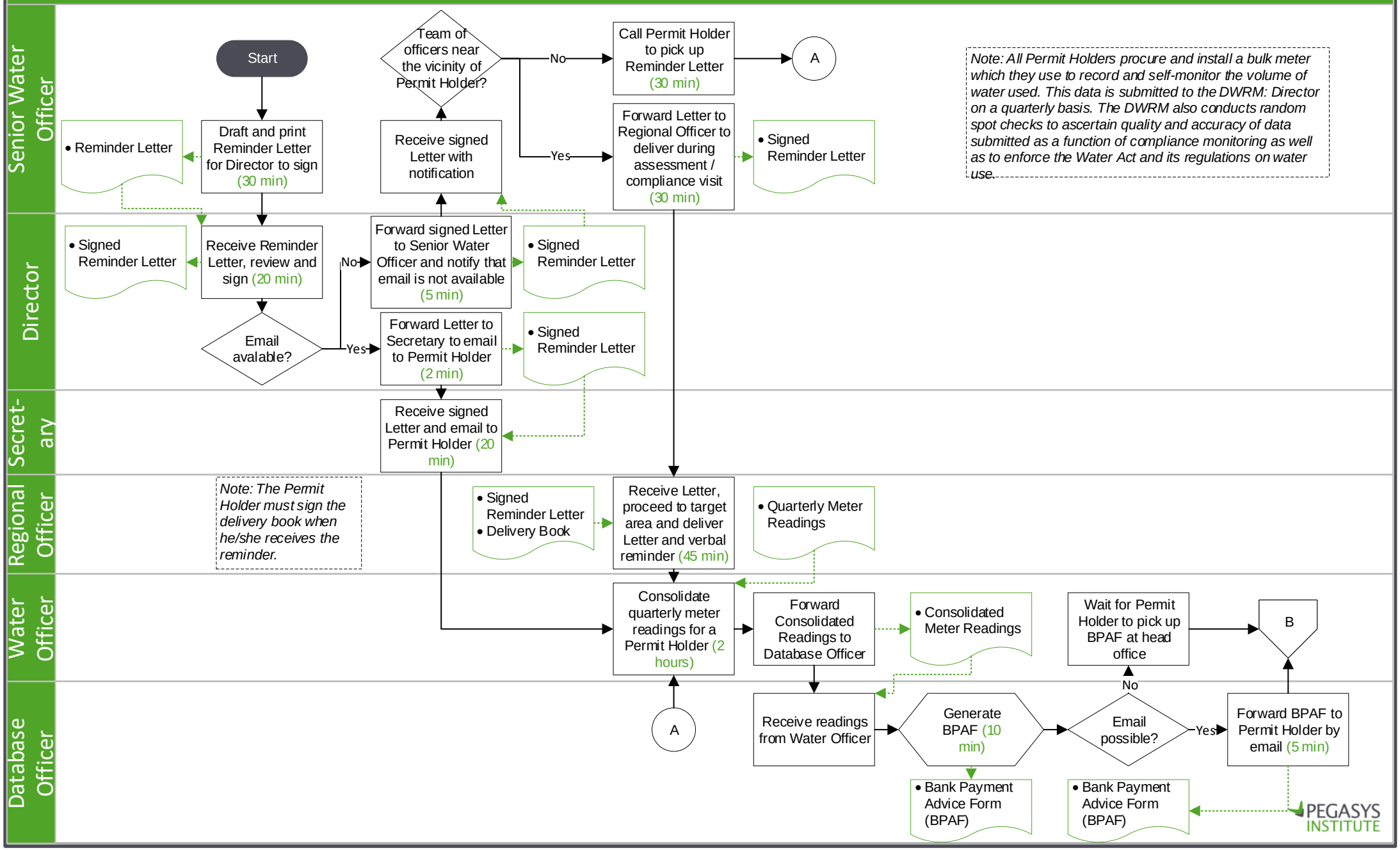
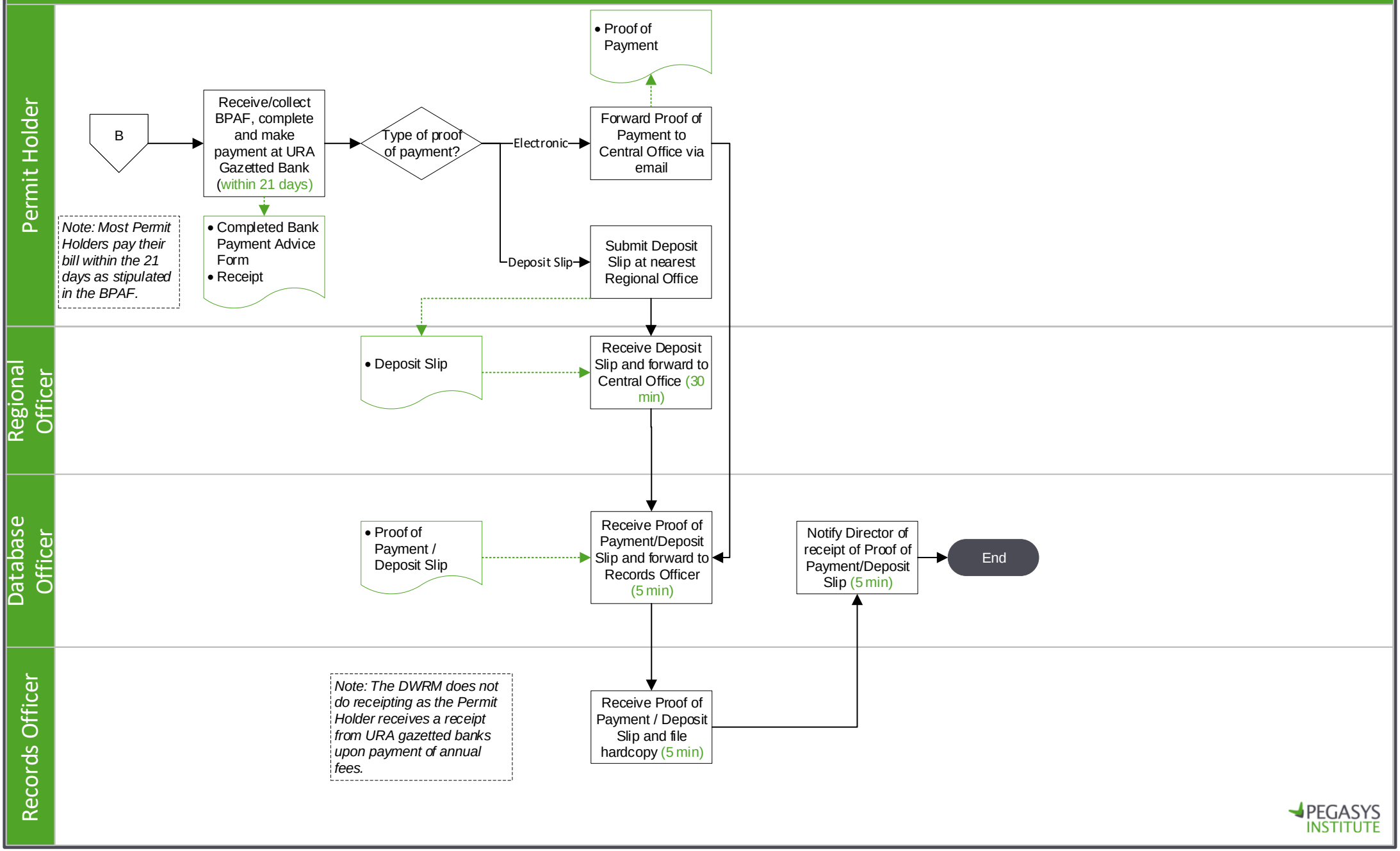
Annual Fees Billing Process (1/2)



Annual Fees Billing Process (2/2)



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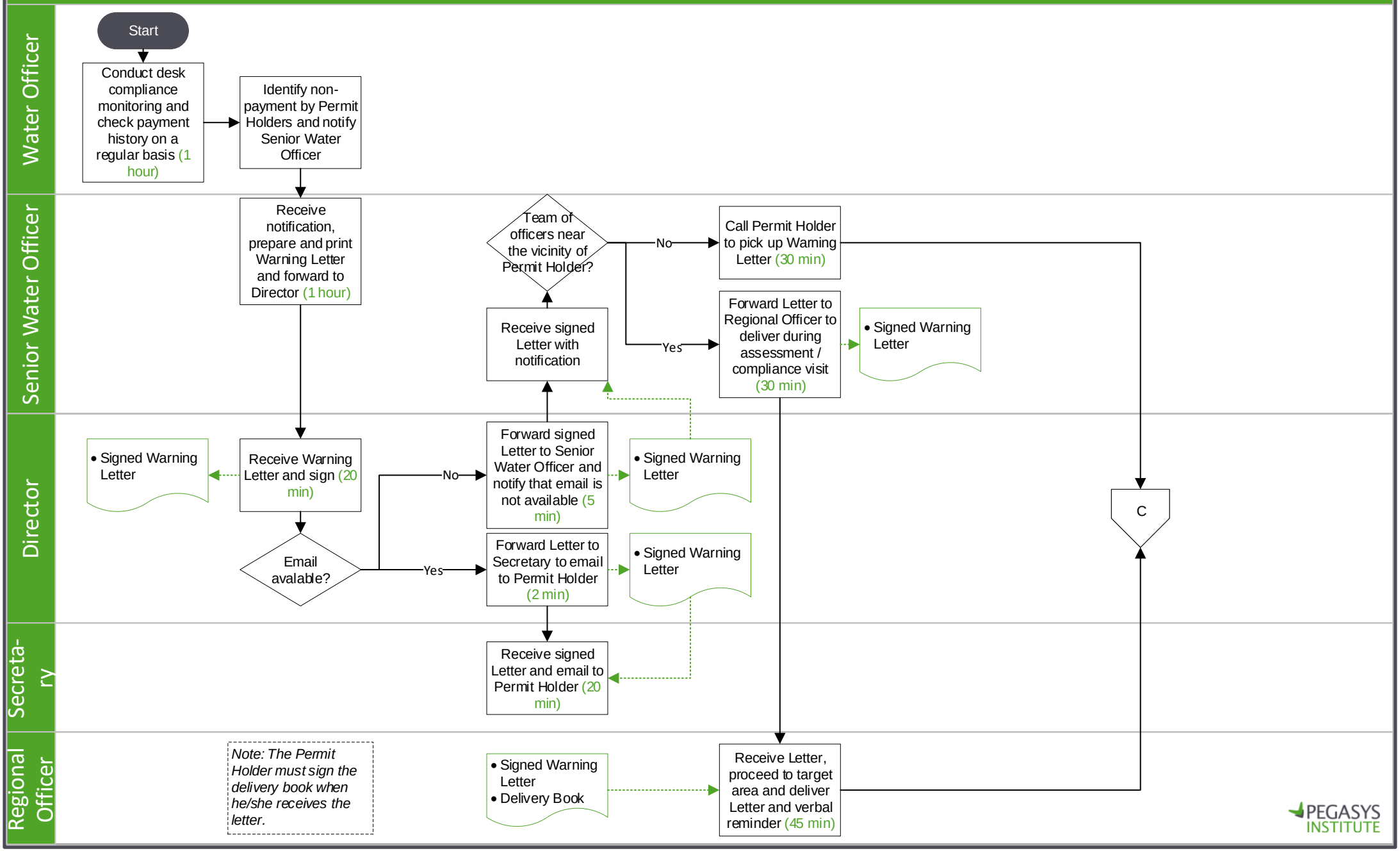
Follow Up on Non-Payment (1/2)



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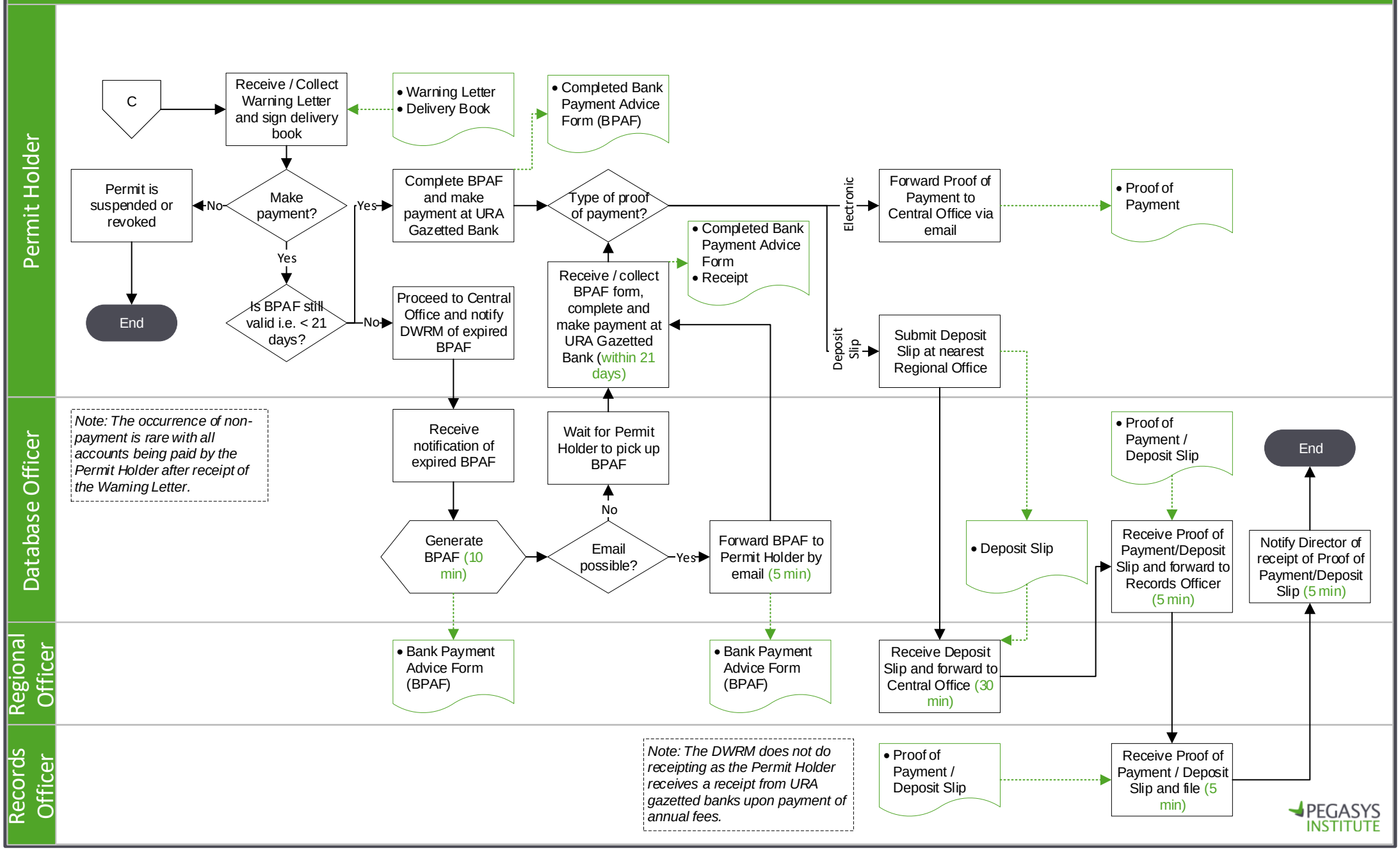
Follow Up on Non-Payment (2/2)