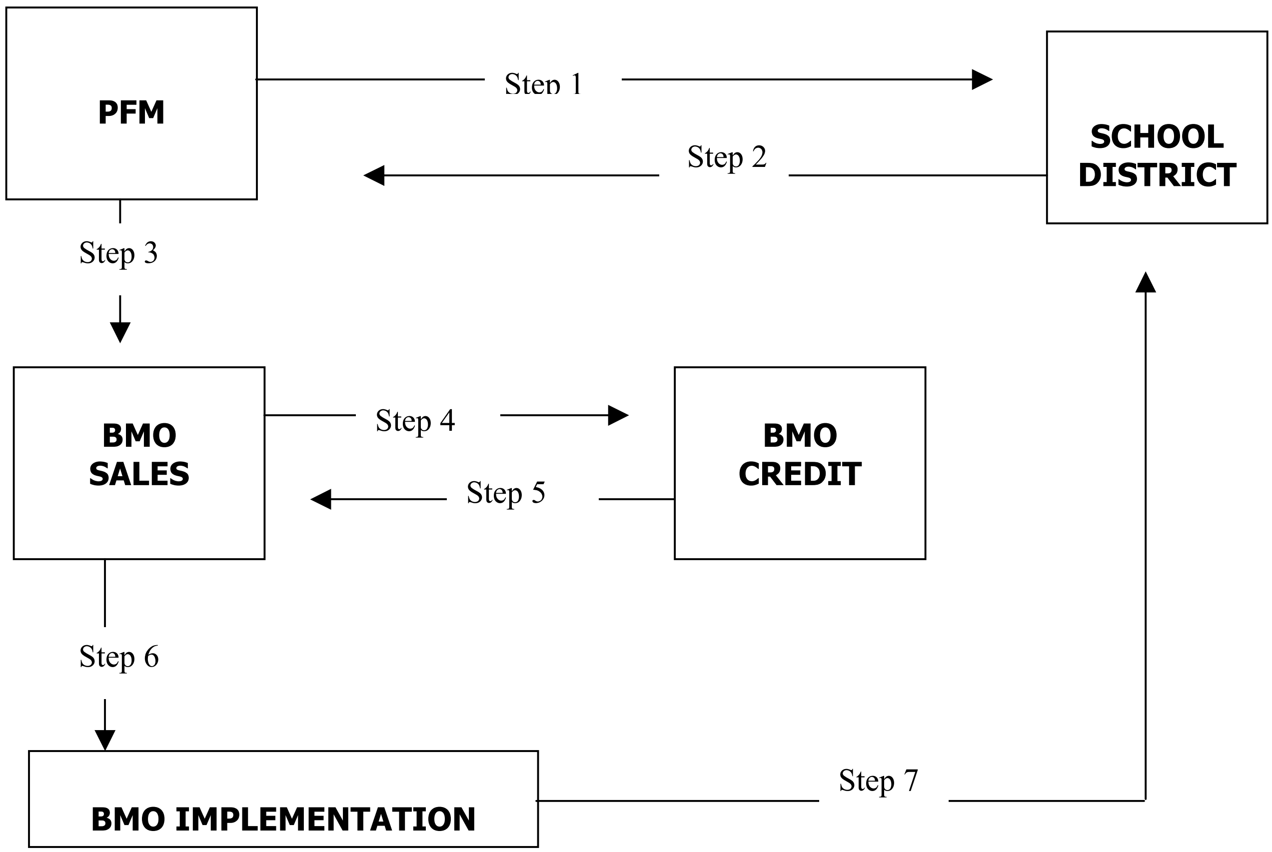
Sample #2

The Implementation Process Flow



1. PFM sends their package to the Client.
2. The Client completes the package and returns it to PFM.
3. PFM sends the required documentation to Harris Sales (Tony).
4. Harris Sales forwards the credit application to Harris Credit.
5. Once approved, the credit application is returned to Harris Sales.
6. Harris Sales provides Harris Implementation (Patrick) with the contact sheet, credit approval, and agreement.
7. Implementation starts the process by sending the Implementation Package to the Client.
8. Implementation sets up a conference call with the Client within 3 to 5 days to discuss the process, review the required documents, and answer any questions.
9. Progress of each Client is logged for everyone on the project team to review.
10. Two weeks after all required documentation is received by Harris, the Client receives their cards.
11. Approx. 1 – 2 weeks later, Harris Implementation makes follow-up call to Client to determine any further training requirements and review call center telephone numbers for ongoing program support.