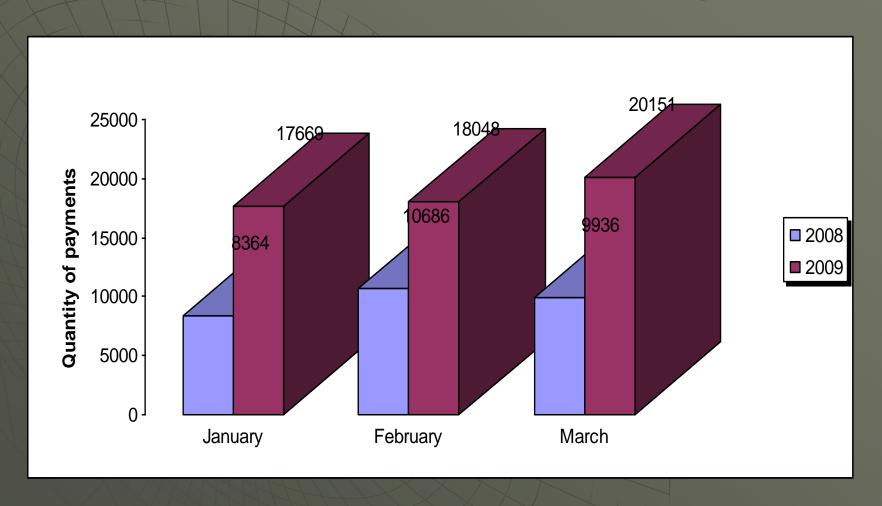
Presentation

Anna Bogdanova
Junior Billing Quality & Control
Specialist

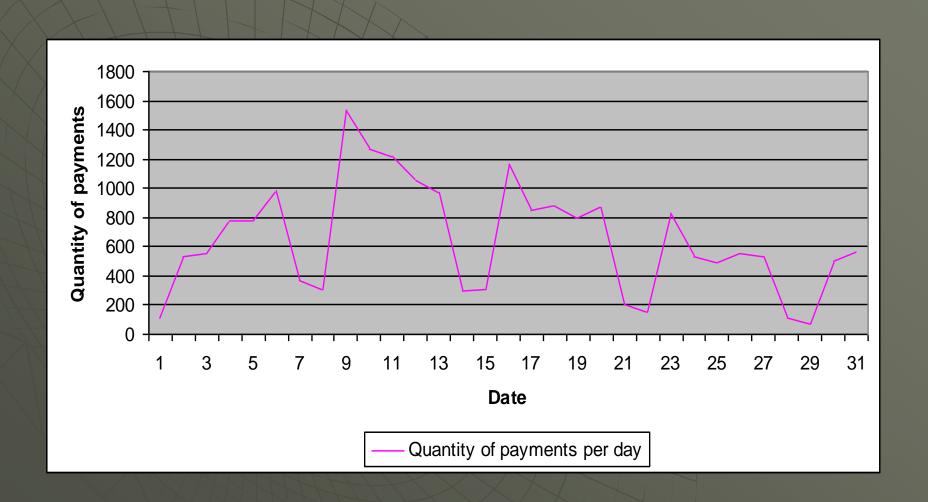
My responsibilities

- To follow for right and full payments introduction.
- Payment balance (if a payment introduce to incorrect client, I'm bringing it to correct one).
- To sent a repeated invoices (when a client didn't receive an invoice, I'm sending repeated invoice – by a post, email or fax. It depends of client wishes.)
- I am engaged in test invoices.

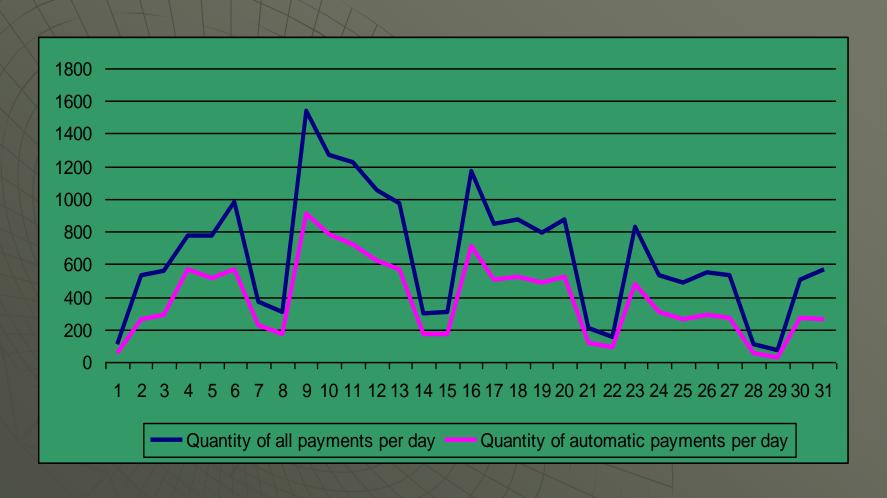
Correlation between quantity of payments 2008 and 2009 year



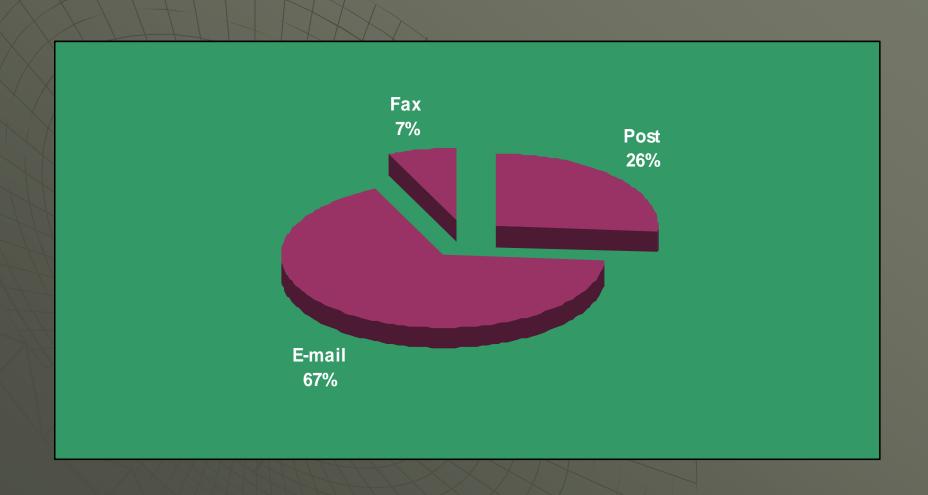
Quantity of payments in March 2009



Correlation between quantity of all payments and automatic payments



Invoice delivery form



Thank you for your attention!