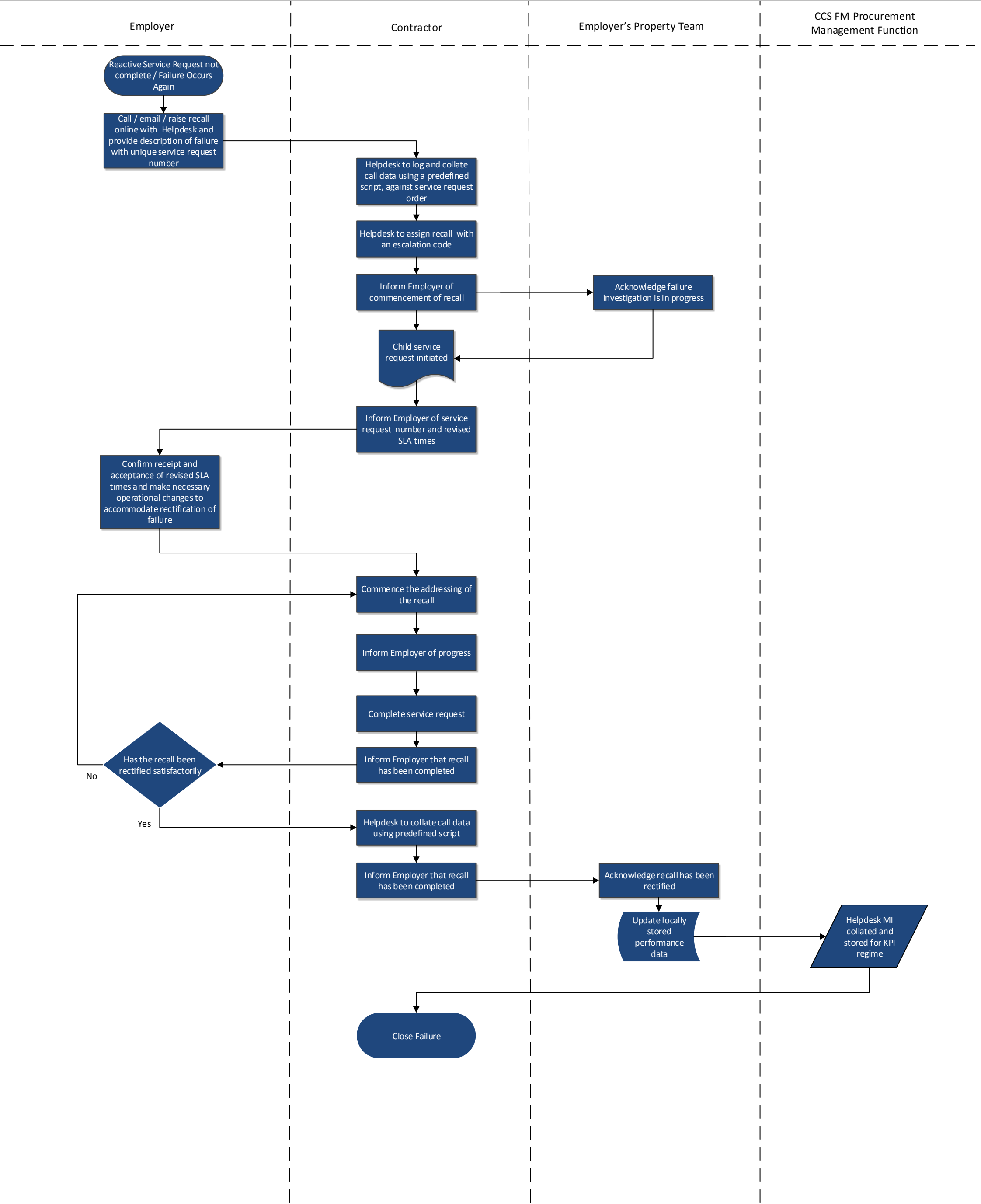


Process Map 2 -
Recall Process



Note:
Recall, complaints and service failure processes are designed for the operation of a Department's FM function. The processes are not intended for Departments to log complaints against CCS.