

# Operations Administration Process

PHX008

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# Purpose

The purpose of this process is to control the agreements made between the customer and the vendor and the administration that Phoenix carries out to facilitate these procedures.

# Scope

This process applies to the operations and sales personnel that liaise with the customer and vendors.

# Responsibility

It is the responsibility of the operations and sales personnel to fully document, verify, liaise, and control all communications on behalf of the customers and vendors.

# Procedures

## Master Agreements

Customer agrees to sign up to a Vendor Master Agreement. The relevant sales person requests the completion of the Master Agreement and enrolment paperwork by operations team via SharePoint. Upon completion the documents are checked by a different operations team member to ensure that they are correct. The e-documents are forwarded to the customer for approval and signature and then returned to the vendor direct for them to sign and approve.

Confirmation of acceptance is received by Phoenix from Vendor and details entered on to Oasis enabling the customer to purchase goods under the relevant agreement and agreed level.

## Enrolments

For customer requests enrolment to an existing Master Agreement. The sales person enters a request on to Oasis and the customer details appear on the Pending Enrolment list in Operations. If new, the master agreement procedure is followed. Upon completion the documents are checked by a different team member to ensure that they are correct. The e-documents are forwarded to the customer for approval and signature and then returned to the vendor direct for them to sign and approve.

Confirmation of acceptance is received by Phoenix from the vendor and details completed on the enrolment within Oasis, enabling the customer to purchase goods under the relevant agreement at the agreed level.

## Master Agreement Compliance

The compliance notification is received from the vendor in advance of the agreement expiry. The Operations personnel forward the details of the customer's compliance to the relevant sales person. The sales person advises the customer of their compliance requirements.

This prompts the customer to meet the purchasing level requirements of their agreement with the vendor to maintain beneficial pricing.

Depending on the type of agreement one of three options may occur:

- customer places orders to reach agreed level.
- customer does not reach agreed level and is re-levelled.
- customer does not reach agreed level and agreement is terminated.

## Reporting

A provisional report is created every week for the previous week and the information within the report is validated, also checking against returns activity and unreported items.

The final report is created for the vendor and the returns information is validated again. A Phoenix purchase order is generated on Oasis for each enrolment number and is sent with the report to the vendor in the correct format.

An electronic receipt is received from the vendor for each purchase order. This receipt is validated against the final report that was sent to the vendor.

Any disputes are raised with the vendor and actioned appropriately.

Reports are printed and retained electronically for traceability.

## Version Control

<u>Author</u>	<u>Version</u>	<u>Date</u>	<u>Description</u>
QMS	1.0	01/05/2016	Original Document
Jayne Goddard	1.0	30/12/2017	Annual review – no changes
Jayne Goddard	1.0	30/12/2018	Annual review – no changes
Jayne Goddard	1.0	05/12/2019	Annual review – no changes
Jayne Goddard	1.0	11/11/2020	Annual review – no changes
Jayne Goddard	1.0	11/11/2021	Annual review – no changes
Jayne Goddard	1.0	08/11/2022	Annual review – no changes

## Document Approval

<u>Name</u>	<u>Version</u>	<u>Date</u>	<u>Position</u>
Sam Mudd	1.0	01/05/2016	Managing Director
Sam Mudd	1.0	30/12/2017	Managing Director
Sam Mudd	1.0	30/12/2018	Managing Director
Sam Mudd	1.0	05/12/2019	Managing Director
Sam Mudd	1.0	11/11/2020	Managing Director
Sam Mudd	1.0	11/11/2021	Managing Director
Clare Metcalfe	1.0	18/11/2022	Operations Director

Signed: *Clare Metcalfe* Clare Metcalfe, Operations Director

Dated: 18/11/2022