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3 Business Processes example

* Billing process

1. Review Billing Information

Reviewing means assessing the collected information about the customer that is needed to create an invoice or a bill

1. Generate Invoice

All the necessary financial information about the customer is now being used in the invoice

1. Delivery of Invoice

The invoice that was generated may be delivered physically to the customer or it can be sent thru online

Adding the collection of data in the process is essential since most of the information will be coming from the customer. Another change that should be present here is the verification of the data from the user to avoid falsification of information.

* Invoice processing

1. Invoice Receipt

The accounting department of the company needs to check if the product or service rendered was correct. They will also check if the total amount in the invoice is the same as the amount present on the purchase order to resolve if there are issues present to both sides of the party.

1. Invoice Approval

If the invoice matches with the purchase order that was given to the company, the invoice will now be subject for approval within the guidelines and policies of the company.

1. Invoice Payment

Once the invoice is approved, the invoice will now be set for the payment according to the conditions that were discussed between the parties involved.

Invoice processing has a distinct procedure. However, there needs to be an improvement such as at the start, the company should be informed about the invoice details and that the invoice should have 2 copies created for both parties and if the product or service failed to be delivered on time, the company should have a refund or a discount on the next transaction.

* Product Delivery process

1. Analysis

When delivering a product, it is important that the handler understands the client’s needs. This is where data and information gathering comes into play. It is essential to have as much information about the customer as needed.

1. Course of Action

From the data and information gathered, an appropriate response of action can now be performed. How the product should be created and for whom.

1. Development

The creation of the product starts that is based on the information given by the customer

1. Product Launch

The product that is now made available for use by the customer and proving its value within the marketplace

1. Support and maintenance

The final step and possibly the most difficult, maintaining and monitoring the product’s performance within the organization. This is also the part where the customer can give its feedback of the product for future references.

I think that before the product launch, there should be some sort of beta test from the company to allow the creators of the product to identify if the product itself has some errors or bugs that needs attention right away before releasing it to the marketplace.

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