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Author	KAILAN MOODLEY
Approver	KUMARAN GOVENDER



MACROCOMM GROUP (PTY) LTD FINANCE PROCEDURE

CUSTOMER INVOICE PROCESS

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Document Sign-Off / Approval

This is the formal sign-off for the Customer Invoice procedure.

Name	Designation	Date	Signature

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1 Procedure Description and Purpose

The purpose of this Customer Invoice procedure is to enable the Finance, Sales and Procurement departments to effectively work hand in hand in generating a customer invoice.

1.1 Description

This is the standard procedure for the Finance and Sales departments to follow so that there will be consistency which will maintain quality in the services provided; this will in turn enhance customer satisfaction.

1.2 Benefits

The benefits of this procedure are:

- It will streamline the process
- Finance and Sales departments will utilise this procedure as a reference to guide them whenever there is an invoice to be issued to a customer.
- It will ensure that the teams deliver exceptional customer services in a consistent and professional manner.

1.3 Areas of Responsibility

The Salesperson is responsible for generating the quotation and Profit & Loss on excel.

The Finance administrator/Accountant (s) is responsible for the quotation and PROFIT & LOSS for each sale.

All above-mentioned documents (soft copies) are sent to the Finance Administrator/accountant (s).

1.4 Relationship between this Procedure and other Procedures/Processes

This procedure has a direct relationship with the Sales department. Sales have the responsibility of sharing accurate data as this has an impact on the Finance process that follows (Bank Statement Reconciliation).

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2 Finance Management Procedure

2.1 Procedure Objectives and Metrics

2.1.1 Procedure objective:

- Send the correct invoice to the customer timeously
- Ensure that all customers are invoiced

2.1.2 Procedure Metrics:

Each objective of this procedure is measured according to the:

- Customer sales
- Quotation and Profit & Loss Statement

2.2 Procedure Owner(s) and Key Stakeholder(s)

2.2.1 Procedure Owner

The procedure owners are the Finance, and Sales Heads.

2.2.2 Key Stakeholders

The key stakeholders are the Finance Administrators, Sales and Procurement teams

3 Typical Procedure Inputs

The typical procedure inputs are:

3.1 Information or Documents Needed

The following information or documents are necessary for effective measuring and enabling of the Customer Invoice procedure:

- Signed Quotation
- Profit and Loss statement
- Signed Purchase Order from customer

3.2 Resources Needed

The following resources are needed to support this procedure:

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3.3 Personnel Needed

The Finance and Sales teams are the personnel needed for the effectiveness of the customer invoice process.

3.4 Preceding Processes/Procedures

Purchase Order Generation process, Generic Ordering process, Generic Stock-in process, Generic Stock-out process, Delivery Upliftment process, Customer Returns (and replacements) process to Manufacturer, Delivery Rejection process, Generic Supplier Invoice Loading process, and Payment Scheduling and Processing process.

4 Typical Procedure Outputs

The following outputs:

4.1 Typical Output are

- Customer Invoice

4.2 Technical or system used

- Sage
- Excel
- Quotation Tool

4.3 Documents

- Customer invoice (soft and hard copy)

4.4 Enablement or Operationalisation of Another Process

The Sales team must ensure that they share accurate quotation, Profit and Loss statement.

5 The Customer Invoice procedure

5.1 Submission of Quotation

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- As part of the customer order, the Sales Department submits a signed quotation. The quotation specifies the quantity of goods and/or services ordered as well as the agreed unit price. This document serves as the basis for Finance to prepare the customer invoice.

5.2 Invoice Processing

- The Accountant/Finance Administrator logs into Pastel, selects the “*Process Customer Invoice*” option, and captures the details of the order, including the goods/services, quantities, and pricing.
- If applicable, a purchase order (PO) number provided by the customer may be included in the invoice description.

5.3 System Update and Backup

- Once the invoice has been processed, the Accountant/Finance Administrator updates the invoice on Pastel and ensures that a backup of the Pastel file is created and securely stored on the Pastel saver.

5.4 Customer Communication

- The completed invoice, along with the latest customer statement, is then forwarded to the customer for their records and payment processing.

6 Risks and Opportunities

6.1 Risks

The following risks have been identified:

RISK	BUSINESS IMPACT	MITIGATION ACTIONS
Inaccurate invoices to customers	<ul style="list-style-type: none"> Cash-flow implications due to customers not paying on time/paying incorrect amount Reputational damage 	Ensure procedures is intricately followed by the respective department.

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6.2 Opportunities

The following opportunities table will be used to help improve the procedure and processes to for greater finance efficacies.

OPPORTUNITY	BUSINESS IMPACT	PROCESS/PROCEDURE AMENDMENT, TRAINING REQUIREMENT

7 Support

If there are any queries or problems regarding the Customer Invoice procedure, contact the Finance Head, Finance Administrator (s), or Sales team.