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Author	TSHEGOFATSO NAKEDI
Approver	ASHOK SOOKLALL



MACROCOMM GROUP (PTY) LTD PROCUREMENT

GENERIC ORDERING PROCEDURE

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Document Sign-Off / Approval

This is the formal sign-off for the Generic Ordering Procedure.

Name	Designation	Date	Signature
Ashok Sooklall	General Manager – MG		
Elton Chettiar	Chief Operating Officer		

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1 Procedure Description and Purpose

The purpose of this Generic Ordering Process is to enable the ordering process of products for customers for respective subsidiaries.

Macrocomm Group Procurement does not have a centralised warehouse for storage, it keeps safety/buffer stock on hand to keep lead time at a minimum to satisfy customer demand in a timeous manner.

1.1 Description

This is the standard ordering procedure that the Procurement department adheres to.

1.2 Benefits

This procedure provides the Procurement and Sales teams with clarity and guidelines of effectively satisfying orders and how to place orders with suppliers to fulfil customer orders in a timeous manner, respectively.

1.3 Areas of Responsibility

The Procurement Officer is responsible for ordering the correct amount of quantity that is ordered by the Sales department.

The Finance department is responsible for ensuring that they review documents received from Sales thoroughly before the Generic Ordering process proceeds.

Sales department is responsible for enquiring whether Procurement has any stock available to satisfy customer demand before informing customer of lead times.

1.4 Relationship between this Procedure and other Procedures/Processes

This procedure has an impact on the Sales department's Customer Ordering process and Finance department's Customer Invoicing process.

2 Generic Ordering Procedure Management

2.1 Procedure Objectives and Metrics

2.1.1 Procedure Objectives:

- Ensure that Sales' orders are effectively received
- Quotation from Supplier – no stock available

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2.1.2 Procedure Metrics:

Each objective of this procedure is measured according to the:

- Finance documentation review outcome
- Quantity of stock required by Sales
- Stock Availability
- Quotation from Supplier – no stock available

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

2.2.1 Procedure Owner

The General Manager is responsible for managing this process and ensuring that all stakeholders follow the steps outlined for effective procurement.

The person performing this task is the Procurement Officer and is the delegated responsible person.

2.2.2 Key Stakeholders

The key stakeholders are the customers, the Sales and Finance Teams.

3 Typical Procedure Inputs

The typical procedure inputs are noted below:

3.1 Information or Documents Needed

The following information or documents are necessary for effective measuring and enabling of the Generic Ordering Procedure:

- The Signed Quotation from customer
- Profit and Loss document
- Completed Finance/Checklist by Salesperson
- Purchase Order from respective subsidiary Manager

3.2 Resources Needed

The following resources are needed to support this procedure:

- Stock control sheet

3.3 Personnel Needed

The Procurement Officer, Finance Administrator/Accountant(s), Salesperson, respective Group Subsidiary manager, General manager.

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3.4 Preceding Processes/Procedures

The preceding processes are Sales' Customer Order process, and Finance's Customer Loading into Sage process (if the customer is new), and Customer Invoicing.

4 Typical Procedure Outputs

The following outputs:

4.1 Typical outputs are:

- Dispatching Stock
- Customers invoiced
- Quotation from supplier – no stock available
- Purchase order from Procurement to Supplier – no stock available

4.2 Technical or System

- Excel
- Email

4.3 Documents

- Quotation from supplier – no stock available
- Purchase order from Procurement to Supplier – no stock available
- Invoice from Supplier – no stock available
- Updated Stock control sheet

4.4 Enablement or Operationalisation of Another Process

It enables Stock Out process if stock is available; Purchase Order Generation and Stock In processes if there is no stock available; Delivery Upliftment process, Delivery rejection process if stock received from Supplier is not in good condition, Customer Returns if the stock delivered to the customer is not in good condition.

It enables Finance's Generic Supplier Invoice Loading and Payment Scheduling and Processing processes if there is no stock available.

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5 Generic Ordering Process

The Procurement Officer is cc'd in the emails between the respective Subsidiary personnel and the Finance department. This allows the procurement officer to be proactive in the tasks she does in terms of checking stock availability from the moment the signed quotation from the customer is sent to the Finance department.

5.1 Sub-process: Available Stock

5.1.1 The Procurement Officer receives confirmation via email from the Finance Administrator/Accountant(s) – after reviewing the following documents – to proceed with the Procurement processes.

- Signed quotation (by customer)
- PNL statement
- Agreement (new customer)
- Subsidiary Purchase Order
- Customer Invoice

5.1.2 The Procurement Officer matches the PO received from the Subsidiary Manager to the stock about to be released to the respective Salesperson.

5.1.3 The Procurement Officer pulls the required quantity of stock to satisfy the order from respective Salesperson – this is the Stock Out procedure.

The Stock control sheet is updated accordingly.

5.2 Sub-process: No Stock Available

5.2.1 The Procurement Officer receives confirmation via email from the Finance Administrator/Accountant(s), after reviewing the following documents, to proceed with the Procurement processes.

- Signed quotation (by customer)
- PNL statement
- Agreement (new customer)
- Subsidiary Purchase Order
- Customer Invoice

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- 5.2.2 The Procurement Officer informs the Salesperson via email that there is no stock available.
- 5.2.3 The Procurement Officer reaches out to a supplier and requests a quotation from a supplier via email, and the following activities take place:
- 5.2.3.1 Supplier receives the quotation
 - 5.2.3.2 Supplier emails quotation to MG
 - 5.2.3.3 Procurement Officer reviews quotation with the General Manager:
 - Quotation rejected:
 - If the quotation is not approved, it may be due to long lead time, price from supplier does not match price on the master product list
 - Procurement Officer finds an alternative supplier
 - Request a quotation from new supplier
 - Quotation approved:
 - If the quotation is approved, it leads to the Purchase Order process, in the template – MG-FIN-PO 20230601.02 Purchasing Order Template 090623.
 - General manager signs off the Purchase Order
 - The Purchase Order is sent to the supplier
 - The supplier receives Purchase Order and generates an invoice against Purchase Order
 - The Invoice is sent to the Procurement Officer or directly to the Finance department
- 5.2.4 The Procurement Officer informs the Salesperson of lead time of ordered stock via email, and the Salesperson informs the customer of lead time via email.
- 5.2.5 This enables the Generic Supplier Invoice Loading and Payment Scheduling & Processing processes in the Finance department
- 5.2.6 The Supplier is either paid on a 30-day payment term or Cash before delivery payment.
- 5.2.7 The stock is packaged and delivered to the MG head office.
- 5.2.8 This enables the Stock In process.

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6 Risks and Opportunities

6.1 Risks

The following risks have been identified:

RISK	BUSINESS IMPACT	MITIGATION ACTIONS
Incorrect Pricing	Revenue loss or sales loss	Check against the Supplier agreed price list, and the quotation received from the Supplier
Stock Availability	Revenue Loss, Sales Loss, long delay of getting stock to customer leads to poor customer service	Confirm with the Supplier that they have stock before requesting a quotation
Customer in arrears or legal	Revenue loss, added cost of debt collection	Confirm with Finance that the customer is in good standing

6.2 Opportunities

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

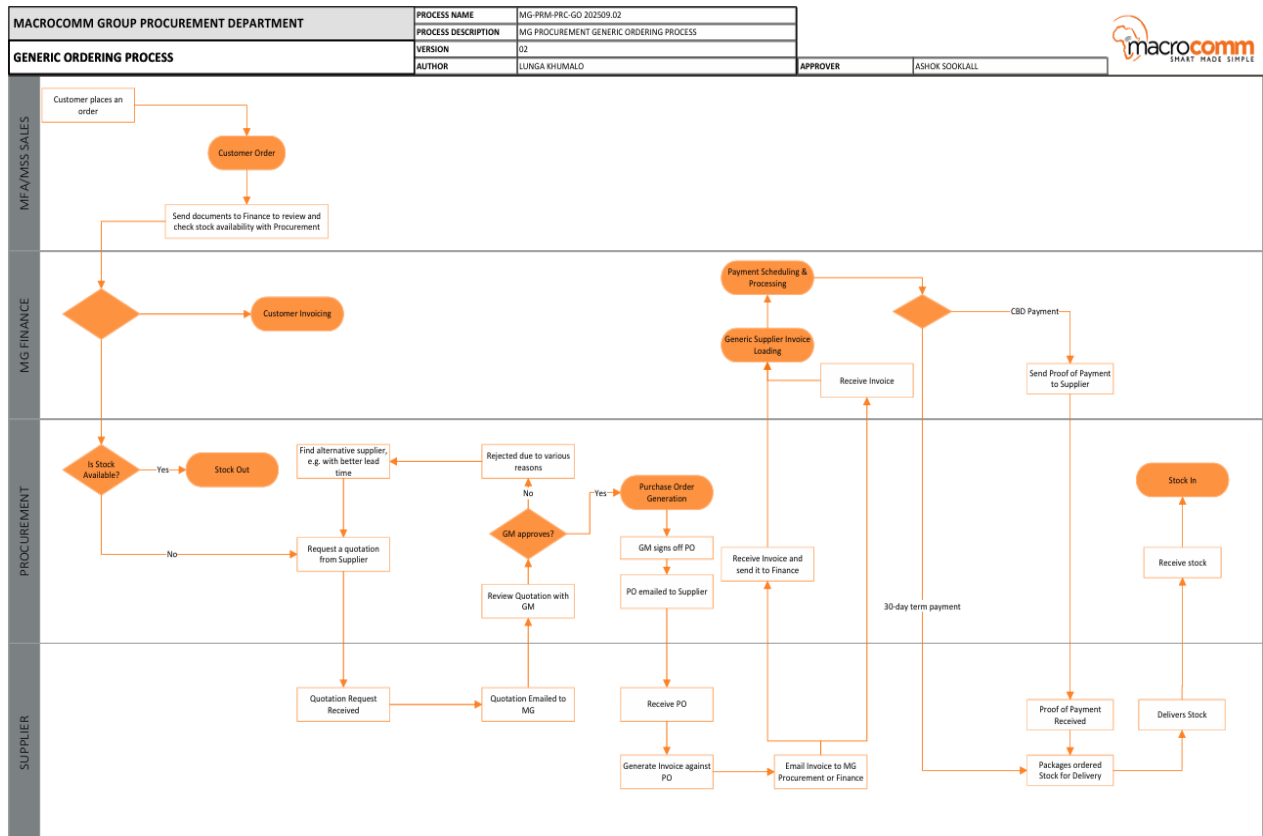
OPPORTUNITY	BUSINESS IMPACT	PROCESS/PROCEDURE AMENDMENT, TRAINING REQUIREMENT

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7 Process

The processes mapped below is for Generic Ordering.



8 Support

If there are any queries or problems regarding the Generic Ordering Procedure contact either the General Manager or the Procurement Officer.