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Author	KAILAM MOODLEY
Approver	KUMARAN GOVENDER



MACROCOMM GROUP (PTY) LTD FINANCE PROCEDURE

NEW CUSTOMER LOADING INTO SAGE PROCEDURE

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Document Sign-Off / Approval

This is the formal sign-off for the New Customer Loading Into Sage procedure.

Name	Designation	Date	Signature

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1 Procedure Description and Purpose

The purpose of this New Customer Loading procedure is to enable the Finance and the Sales teams to work hand in hand to effectively acquire a new customer (s), vet them, and load them successfully into Sage.

1.1 Description

This is the standard procedure for the Finance department to ensure there is consistency in streamlining the processes in this procedure to reach a uniform way of loading new customer into Sage.

1.2 Benefits

The benefit of this procedure is that it will serve as a reference point for both the Finance and Sales teams to ensure that there is quality in the service provided to the customer which will generate customer satisfaction.

The Finance and Sales teams can use this procedure to continuously improve the process to make it more efficient.

1.3 Areas of Responsibility

The Sales team is accountable for:

- Receiving the correct documents that accompany the customer's application form
- Informing customer about the vetting outcome.

The Finance Administrator/Accountant (s) is responsible for:

- Loading new customer on Sage
- Customer order process
- Informing Procurement department about the new customer to be onboarded

1.4 Relationship between this Procedure and other Procedures/Processes

This procedure has a direct relationship with the Sales procedure and the Procurement procedure.

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2 Finance Management Procedure

2.1 Procedure Objectives and Metrics

2.1.1 Procedure objective

- Vet new customer
- Load new customer into Sage
- Confirm vetting outcome and payment terms with the customer.

2.1.2 Procedure Metrics

Each objective of this procedure is measured according to the:

- Customer's application form and supporting documents.
- Transunion check

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 administrator/Accountant (s), Salespeople, Sales manager, Procurement manager, and the Procurement team.

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 New Customer Loading procedure:

- Supporting documents from new customer
- Customer contract/Service level agreement (SLA)

3.2 Resources Needed

The following resources are needed to support this procedure:

- Customer application form

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3.3 Personnel Needed

The Finance, Sales and Procurement teams.

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, Payment Scheduling and Processing process, Customer Invoice process, and the Bank Statement Reconciliation process.

4 Typical Procedure Outputs

4.1 Typical outputs are

- Vetting outcome (s)
- Payment terms agreed with customer
- Generate customer account number

4.2 Technical or System used

- Sage
- TransUnion

4.3 Documents

- Payment terms document

4.4 Enablement or Operationalisation of Another Process

The Sales team must ensure that they receive accurate information regarding the customer application form and supporting documents.

Finance Administrator/Accountant (s):

- Conduct 2nd vetting check customer's good standing with the company.
- Not vetting is done if the customer is new

The new customer is loaded into Sage.

This procedure enables the Procurement team to process the customer's order.

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5 The New Customer Loading procedure

5.1 The Sales Department submits the customer order to the Finance Department. Finance is responsible for vetting the customer to ensure compliance with the company's requirements.

- Once the customer has been reviewed, Finance proceeds to create the customer profile on Pastel.
- This involves logging into Pastel, selecting the "Process Customer" option, selecting add customer, populating the customer's details and saving the information once you have checked that all the necessary information (i.e. customer name, address, VAT number, customer contact details, registration number) have been captured.
- A unique Pastel code will then be assigned to the customer, which will serve as a payment reference.
- Once the profile has been successfully created, the Sales Department will be notified.

Once the customer has been reviewed, they will not be loaded onto Pastel, and the Sales Department will be informed accordingly.

6 Risks and Opportunities

6.1 Risks

The following risks have been identified:

RISK	BUSINESS IMPACT	MITIGATION ACTIONS
Not reviewing customers	Non-payments which will affect cash flow	Ensure potential customer is thoroughly vetted.

6.2 Opportunities

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

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OPPORTUNITY	BUSINESS IMPACT	PROCESS/PROCEDURE AMENDMENT, TRAINING REQUIREMENT

7 Support

If there are any queries or problems regarding the New Customer Loading procedure, contact the Finance Head, Finance administrator/Accountant (s) (s), or Sales team.