 KOFI Co.,Ltd #86Eo, Mao Tse Toung Blvd, Sangkat Boeung Trabek, Khan Chamkarmorn, Phnom Penh, Cambodia	Subject:	Customer Over Payment Claim
	Department:	FINANCE
	Policy No:	KOFIF007
	Version No:	001
	Issued Date:	Jan 14, 2021
	No of pages:	02

CUSTOMER OVER PAYMENT CLAIM

Purpose

The purpose of this policy is to provide clear guideline on process flow of payment claim on overpayment from customers who confused payment accidentally and request for refund back the over amount from the Company.

Timing

Effective Feb 01, 2021

Scope

This procedure of customer's overpayment claim will be applicable to all customers who purchase goods from the company. Respective Salesperson will be in charge of processing claim the over amount.

Document Support

1. Petty Cash Voucher
2. Invoice
3. Bank Slip for reference (Sale can ask Accountant for provide this information)
4. Customer's phone number

Term & Condition of payment

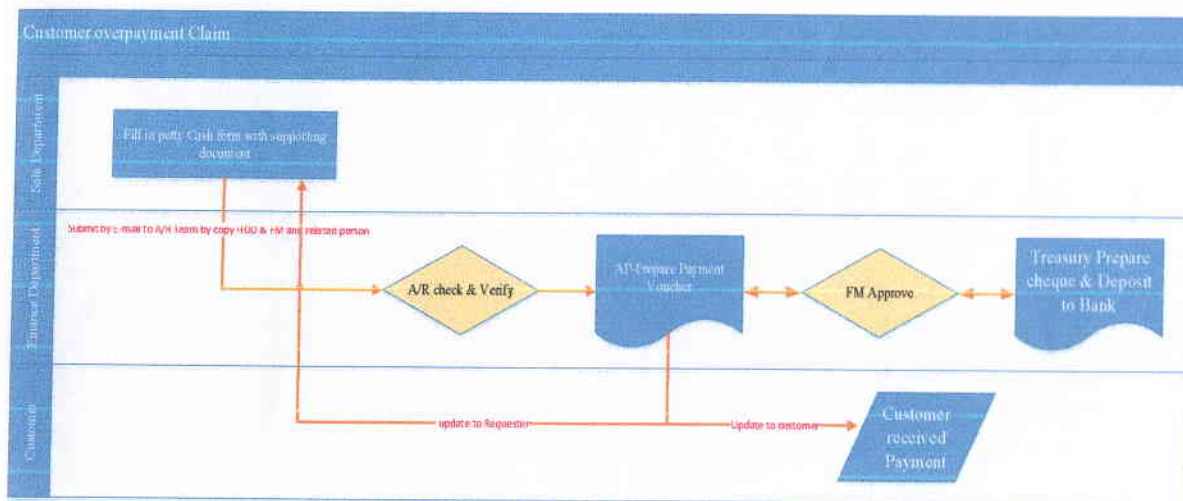
The payment back to customers will be prepared under Cheque writing following customer's information bank account and will be deposited directly to his or her bank account by accountants. Customers shall be able to receive payment back at lease 3 business working days after payment request got approval.

Procedure:

Process	Preparer	Approver/Receiver	No. of Day	Form
Requester fill in petty cash attached with supporting document and submit to A/R Team for checking and confirmation	Respective salesperson	A/R Team	Half day	Petty cash
After confirmation, A/R team shall print out and sign on "check & verify" and submit to A/P Team	A/R Team	A/P Team	Half Day	Petty cash with all supporting document

A/P Team shall check and prepare payment voucher and send to FM for approval	A/P Team	Finance Manager	Half day	Approved on payment voucher
Treasury shall prepare cheque and deposit to bank and inform back to A/P for notification to customers and respective salesperson	Treasury	BOD	Every Tuesday or Friday	Cheque attached with all supporting document

Flow Chart:



Policy Administration

Questions relating to this policy should in the first instance be directed to Accounting and Finance department.

KOFI Management reserves the right to withdraw or amend this Policy at its discretion.

Prepared by: Signature: Name: Tom Sela	Approved by: Signature: Name: CFO	Endorsed by: Signature: 29.01.21 Name: CHHAI MONG
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Revision History

Issue date	Version Number	Summary of Change	Revised by	Date