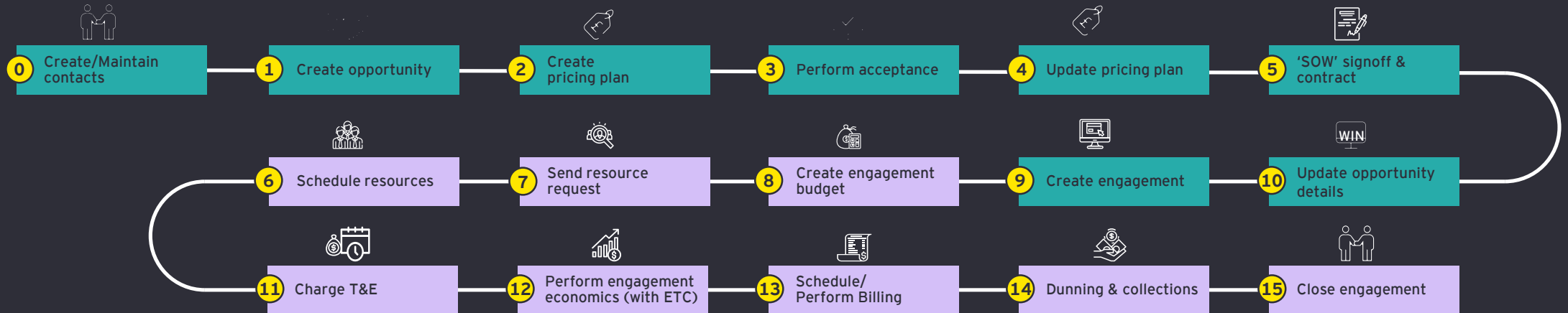


Working Capital Check-List

Transacting responsibilities

- ☒ Evaluate the client's suitability to transact with
- ☒ Agree to payment terms—watch out for end of month terms, as well as date of receipt by client vs. invoice date
- ☒ Ensure the agreed billing schedule and payment schedule/terms are included in the engagement letter/SOW
- ☒ Plan recoverable expenses & costs, including foreign withholding tax, Tax Technology Fee and agree these with the client
- ☒ Understand the client procurement process upfront, including purchase requisition/PO requirements
- ☒ Confirm accurate billing details and invoice approvers
- ☒ Pre-agree billing currency and consider FX rates



Billing & Collecting responsibilities

- ☒ **Communicate effectively with clients:**
 - I. Understand their needs and the agreed to billing schedule & payment schedule/terms
 - II. Discuss overruns and out of scope activities and bill them
 - III. Include Technology Fee in all discussions and bill it
- ☒ **Execute billing and collecting actions:**
 - I. Bill in accordance with the agreed upon billing schedule
 - II. Confirm the draft bill with client before issue
 - III. Issue the invoice and deliver it promptly
 - IV. Proactively confirm invoice approval for payment
 - V. Work with collections to secure timely payment if there are difficulties in getting cash receipts
 - VI. Ensure prompt resolution of client disputes and escalations
- ☒ **Manage your engagement effectively:**
 - I. Perform regular checks on time and expenses against plan and make adjustments to your ETCs (Estimates to Complete)
 - II. Consider interim billing and pre-billing on annuity work as appropriate
 - III. Ensure timely expense submission
 - IV. Ensure all costs and expenses are recorded and recovered before code closure
- ☒ **Proactively ask for support**
 - I. Use My Business Essentials to see the status of your WIP and debtors
 - II. Seek advice from Leadership for difficult collections