

BTM LTD

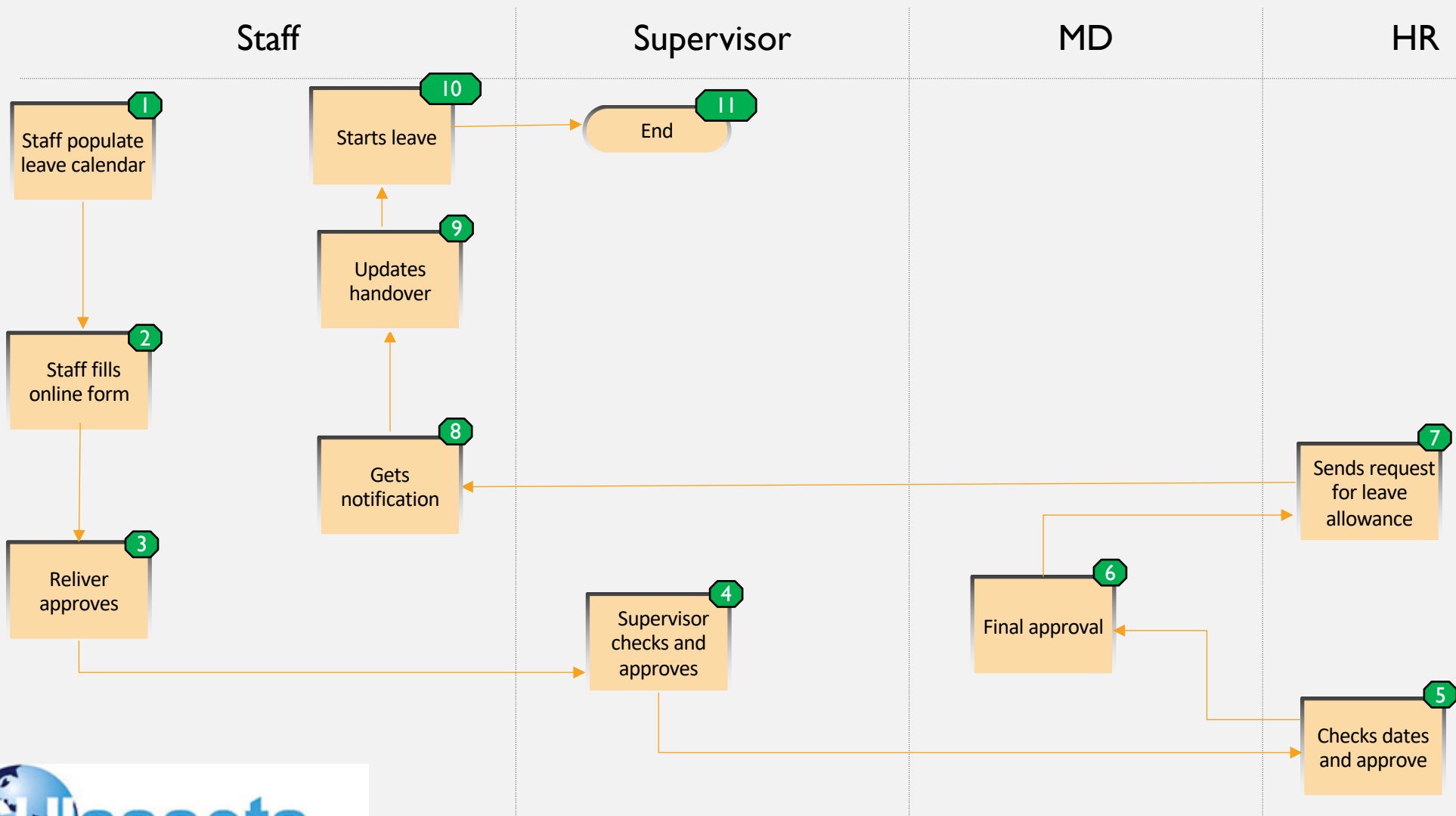
GENERAL OBSERVATIONS

- The Client Accounts Managers (CAM) needs to be more involved in the actual transactions carried out by the clients.
- This can be done by granting viewing access to TRACCS on the clients activities.
- A weekly review on client's activities will help CAMs be proactive and not reactive to client's needs and issues on each account.
- The CAM will also be in the loop of things happening from request to delivery. Also helps to reduce the error rate on transactions.
- BTM needs to form a better synergy with Transcap with clearly defined profit sharing formular to make it a profitable venture for both parties.
- BTM also needs to share their inhouse designed tools with other SBUs to enhance profitability.

GENERAL OBSERVATIONS

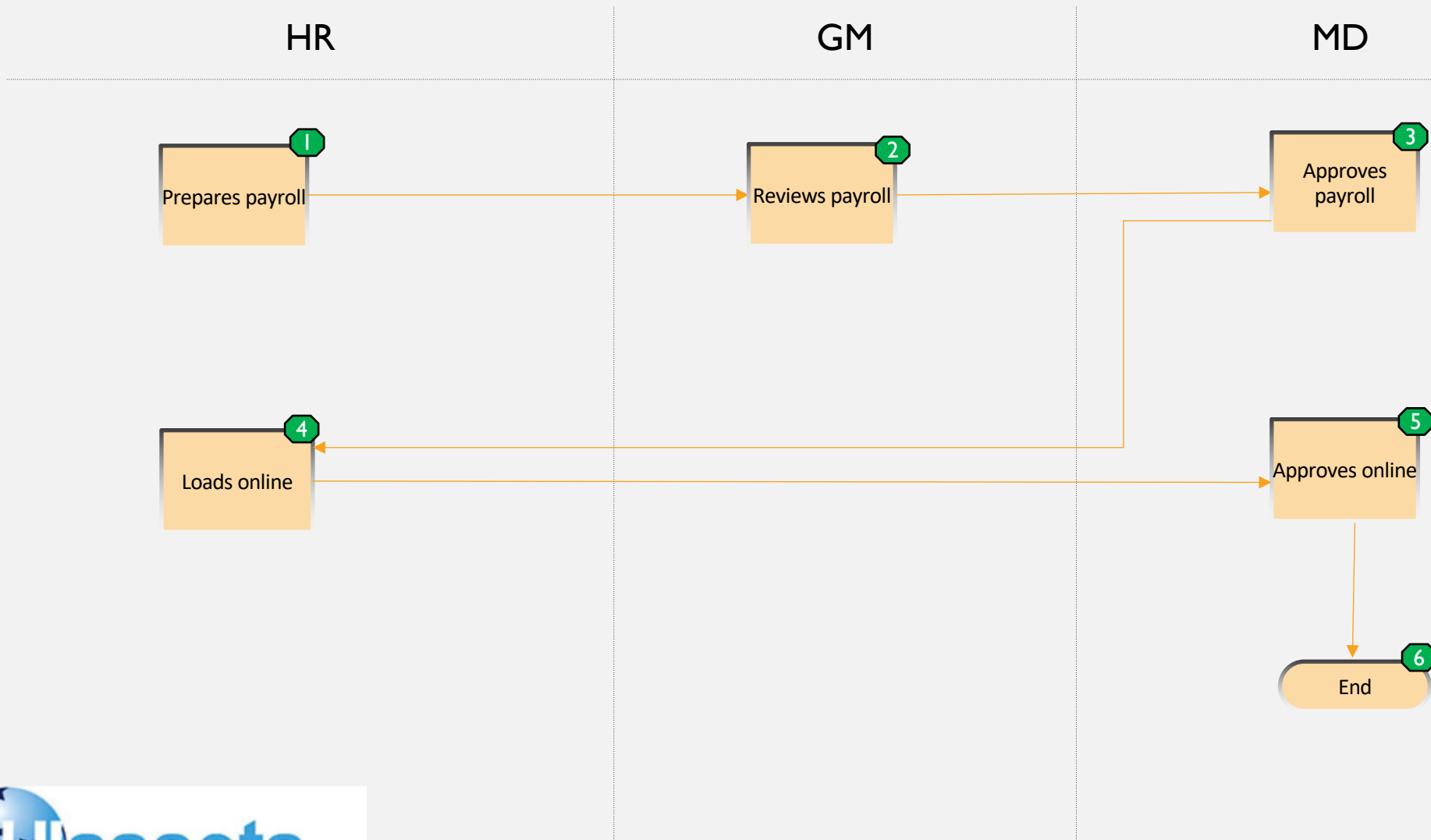
- There is a need to hire a finance manager as soon as possible to ensure effective management of funds and monitor profitability
- With the reduction in business travel, BTM needs to come up with other business activities to ensure they remain profitable.
- Audit should also be involved in settlement of all travels bills with finance ensuring that every client is billed for travel especially on local flights that can't be registered on TRACCS automatically.

LEAVE PROCESS (AS IS)



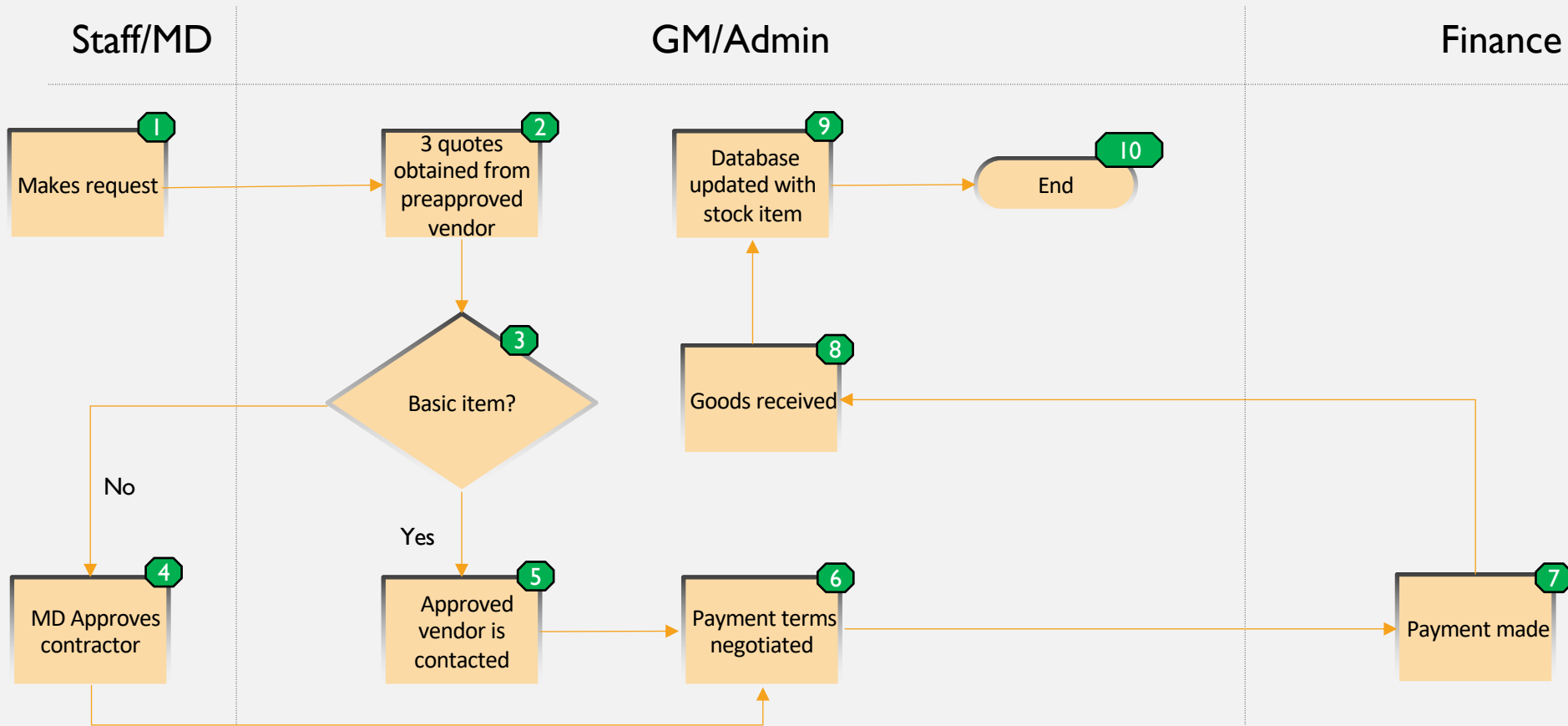
To Be Process
will be the same
as group

PAYROLL PROCESS (AS IS)



To Be Process
will be the same
as group

PROCUREMENT PROCESS (AS IS)

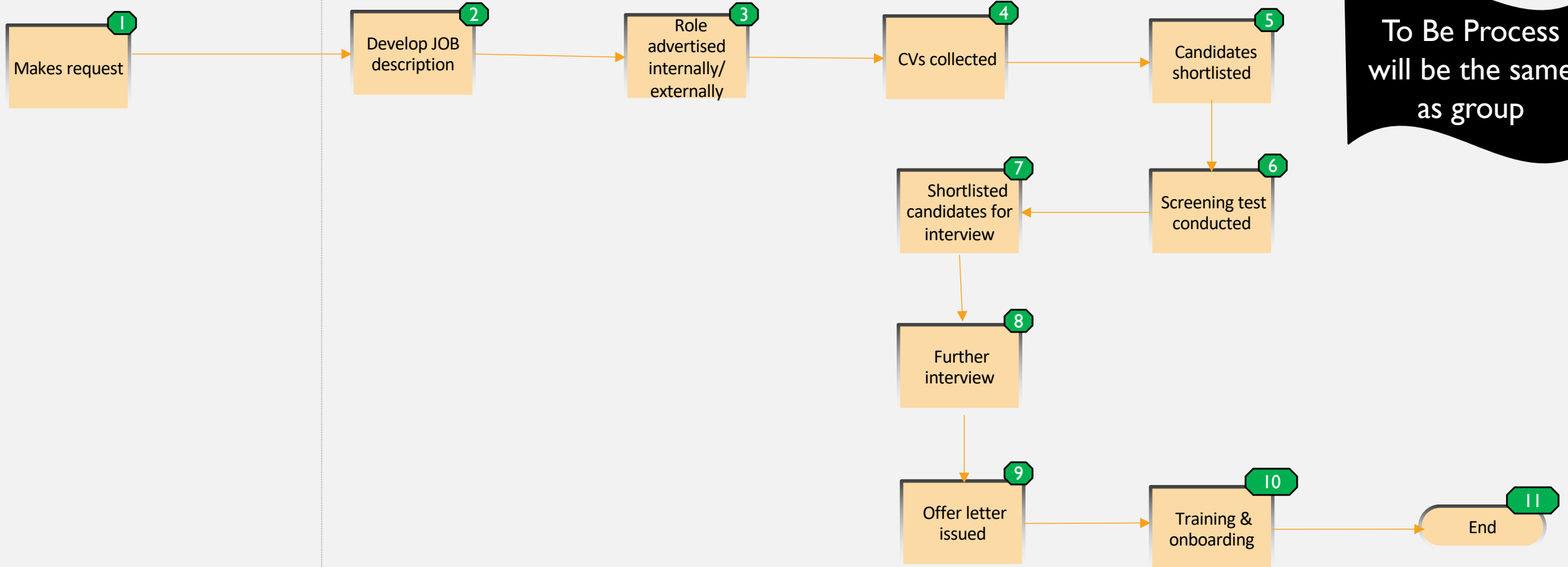


To Be Process
will be the same
as group

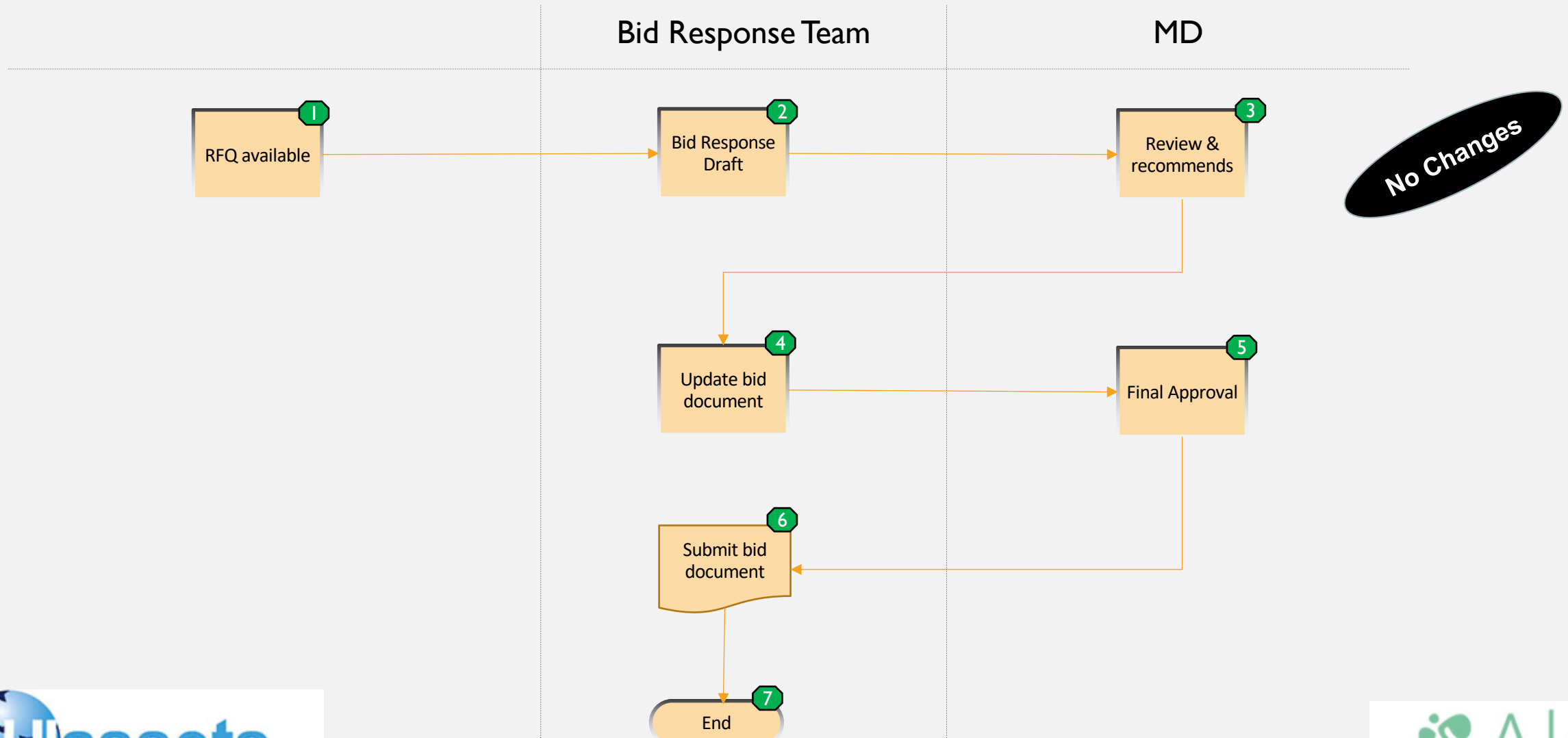
RECRUITMENT PROCESS (AS IS)

User Department

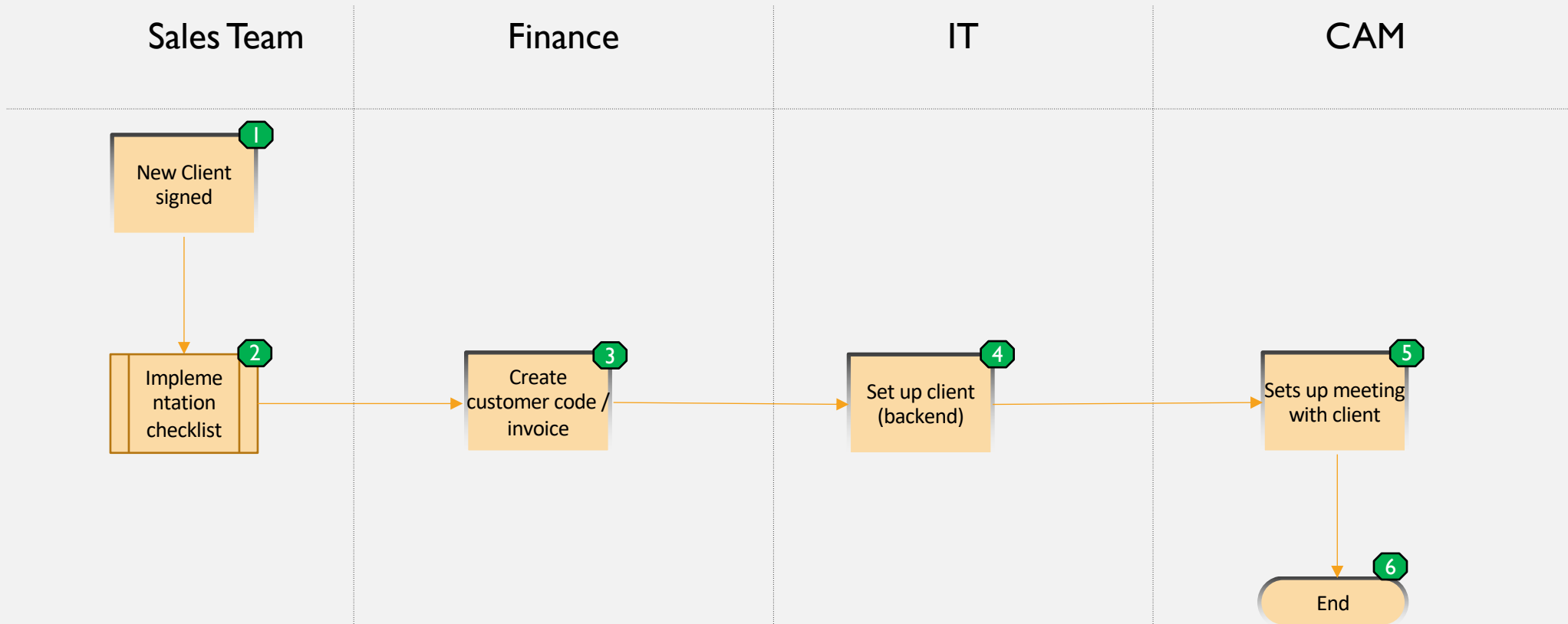
HR



BIDDING PROCESS (AS IS)



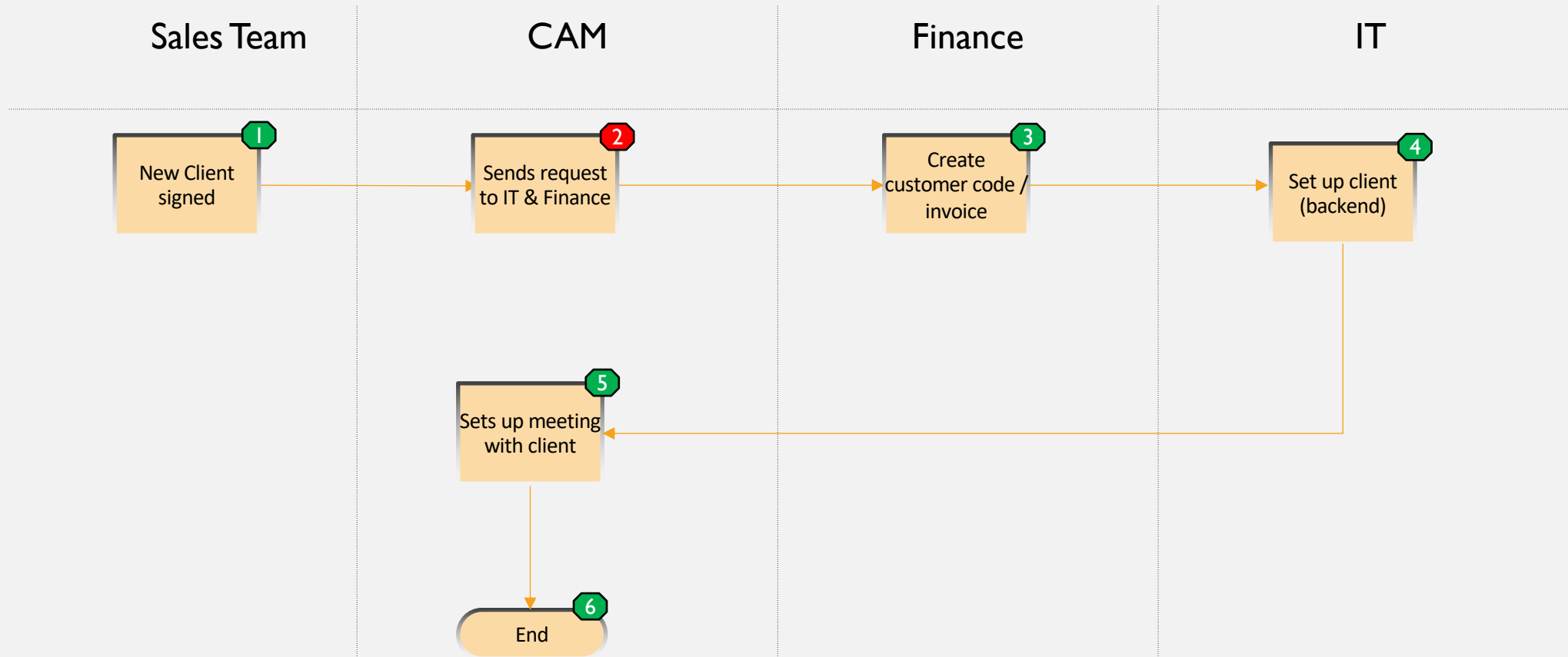
CLIENT ONBOARDING (AS IS)



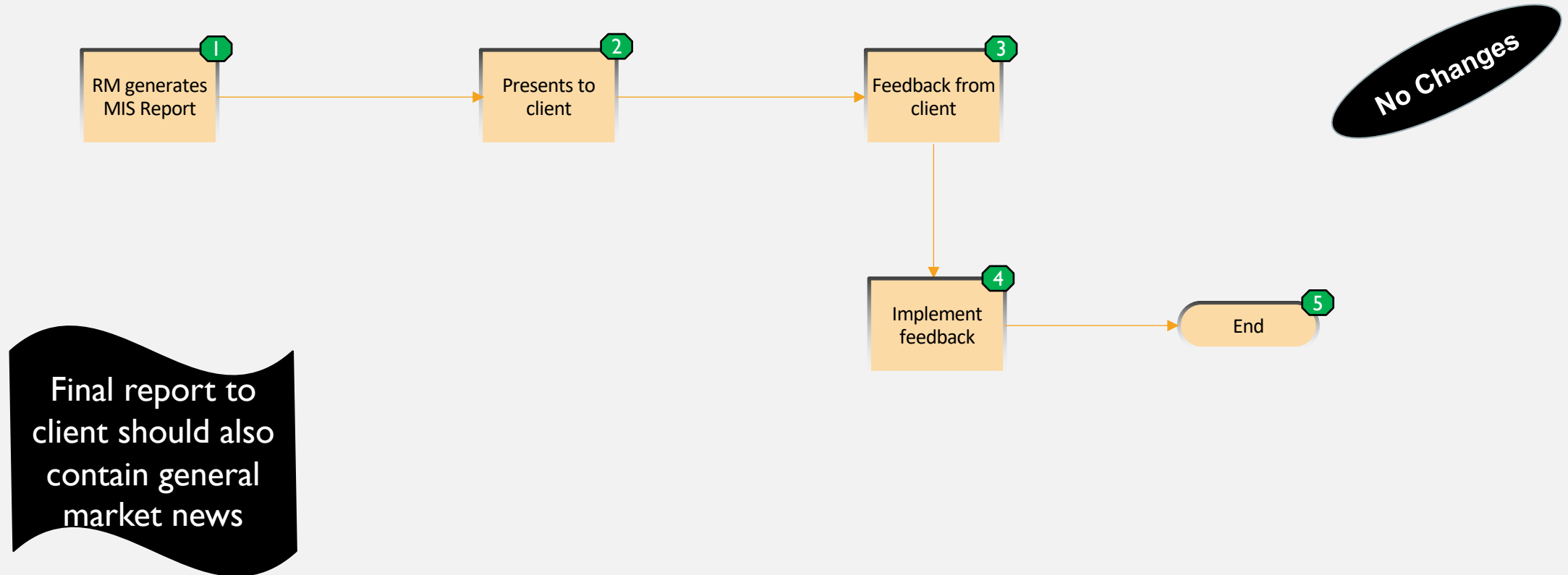
CLIENT ONBOARDING (TO BE)

- With the acquisition of a new client, it is advisable the RM be part of the team to onboard the client from inception.
- The CAM should also be the custodian of the checklist to ensure all documents are in place
- Peculiarities of the client based on the agreement should be provided by the CAM to IT and Finance to ensure it is done well the first time.

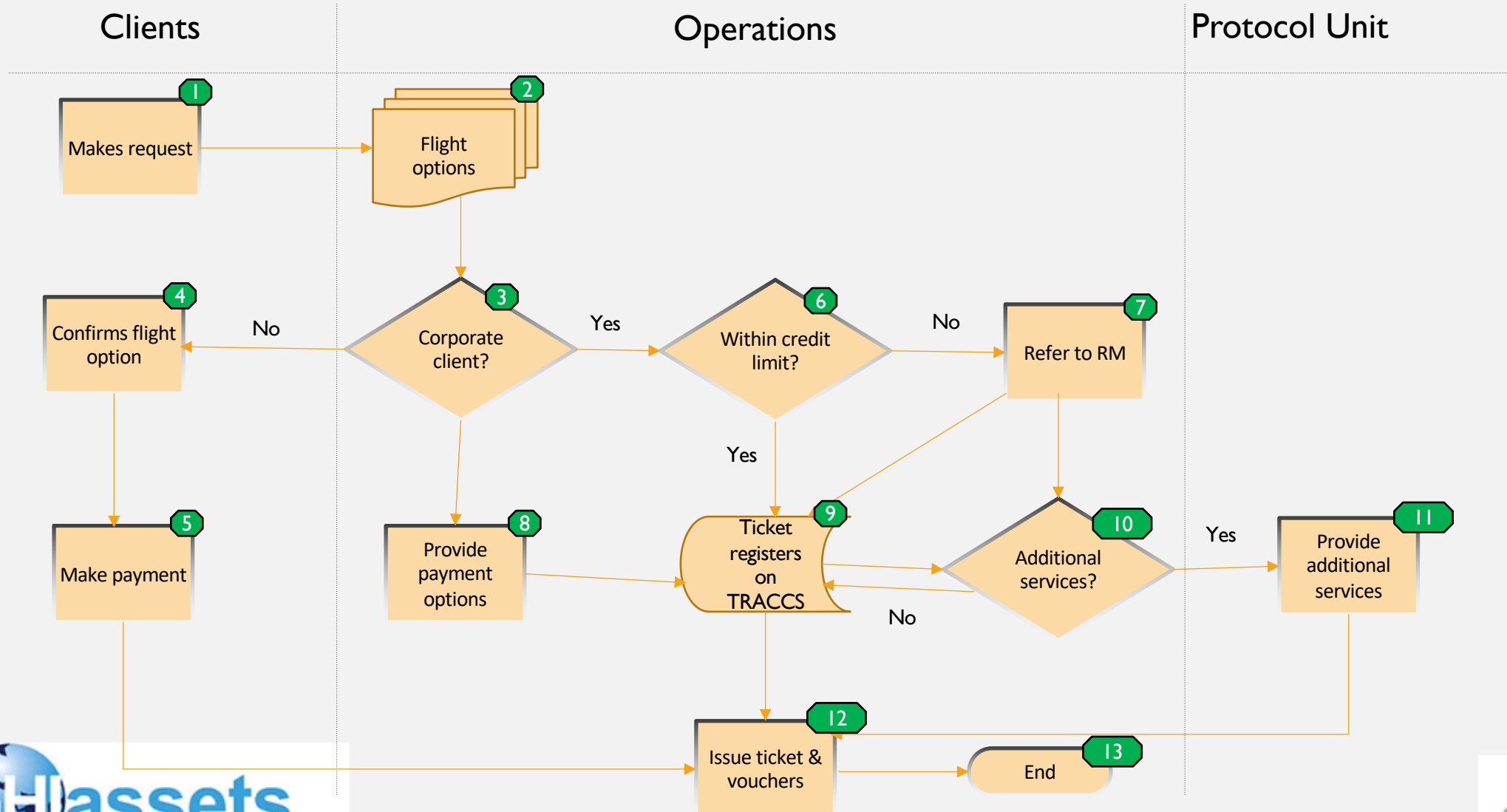
CLIENT ONBOARDING (TO BE)



MIS REPORT (AS IS)



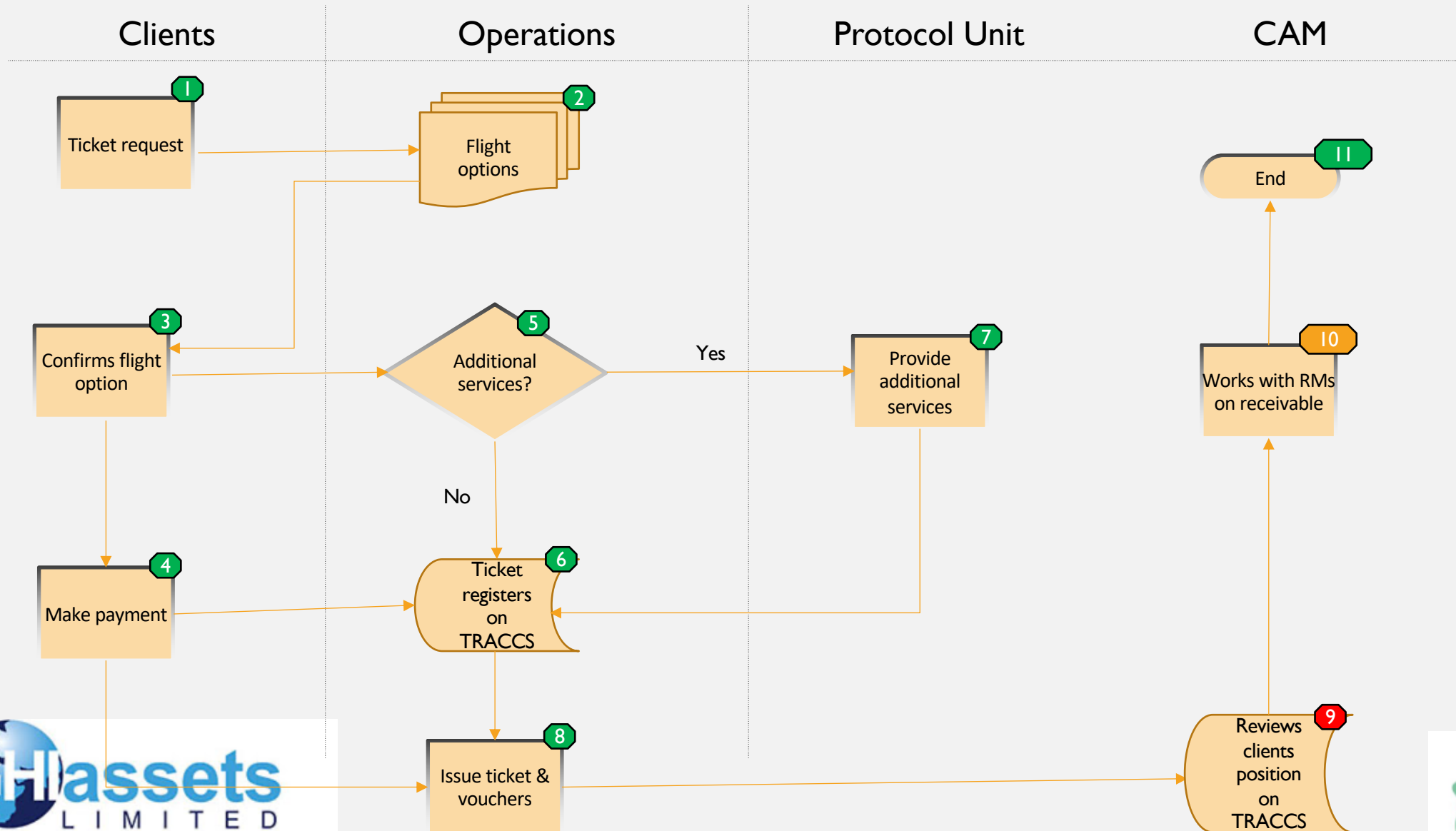
OPERATIONS (AS IS)



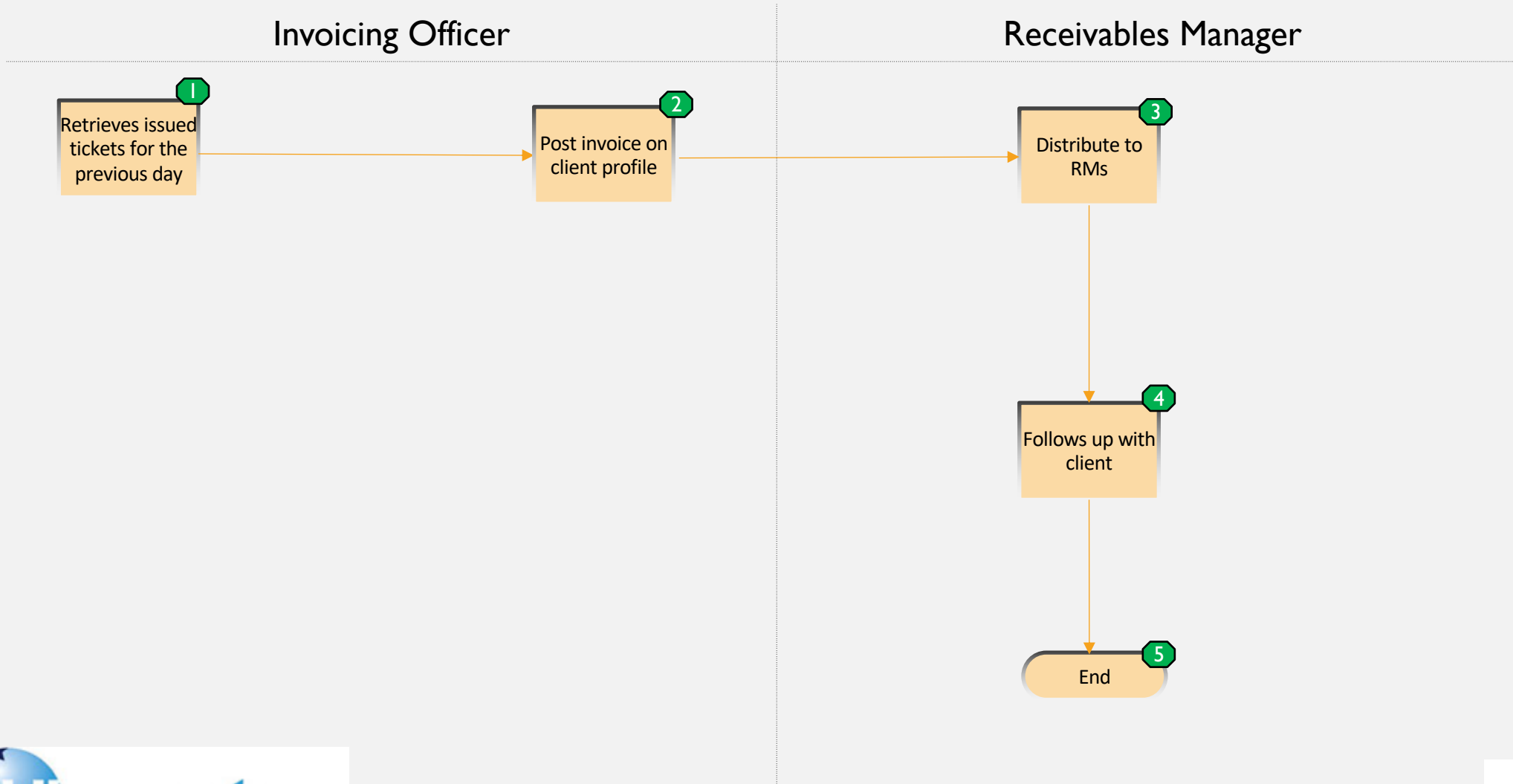
OPERATIONS (TO BE)

- For corporate clients, CAMs must review the position of the clients request weekly by using the viewing access on TRACCS.
- Local flights must also be entered to the client's accounts within 24 hours to enable CAMs note all transactions when reviewing.
- A clearly defined policy needs to be put in place for enforcing credit limit of clients, to reduce the number of clients who go into the dunning process.
- In a situation where the client is above their limit and a ticket or any other services is required, approval for such should be granted by the MD

OPERATIONS (TO BE)



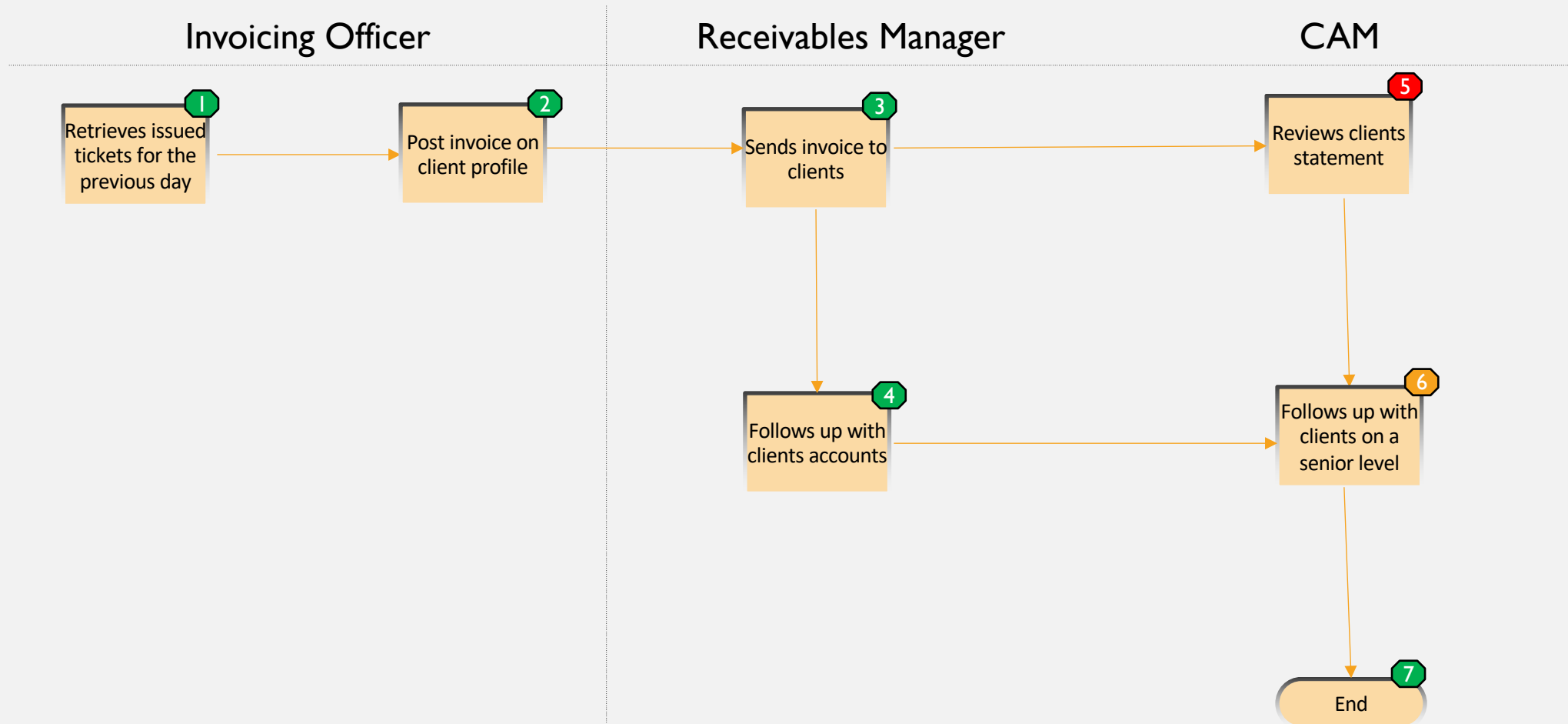
INVOICING (AS IS)



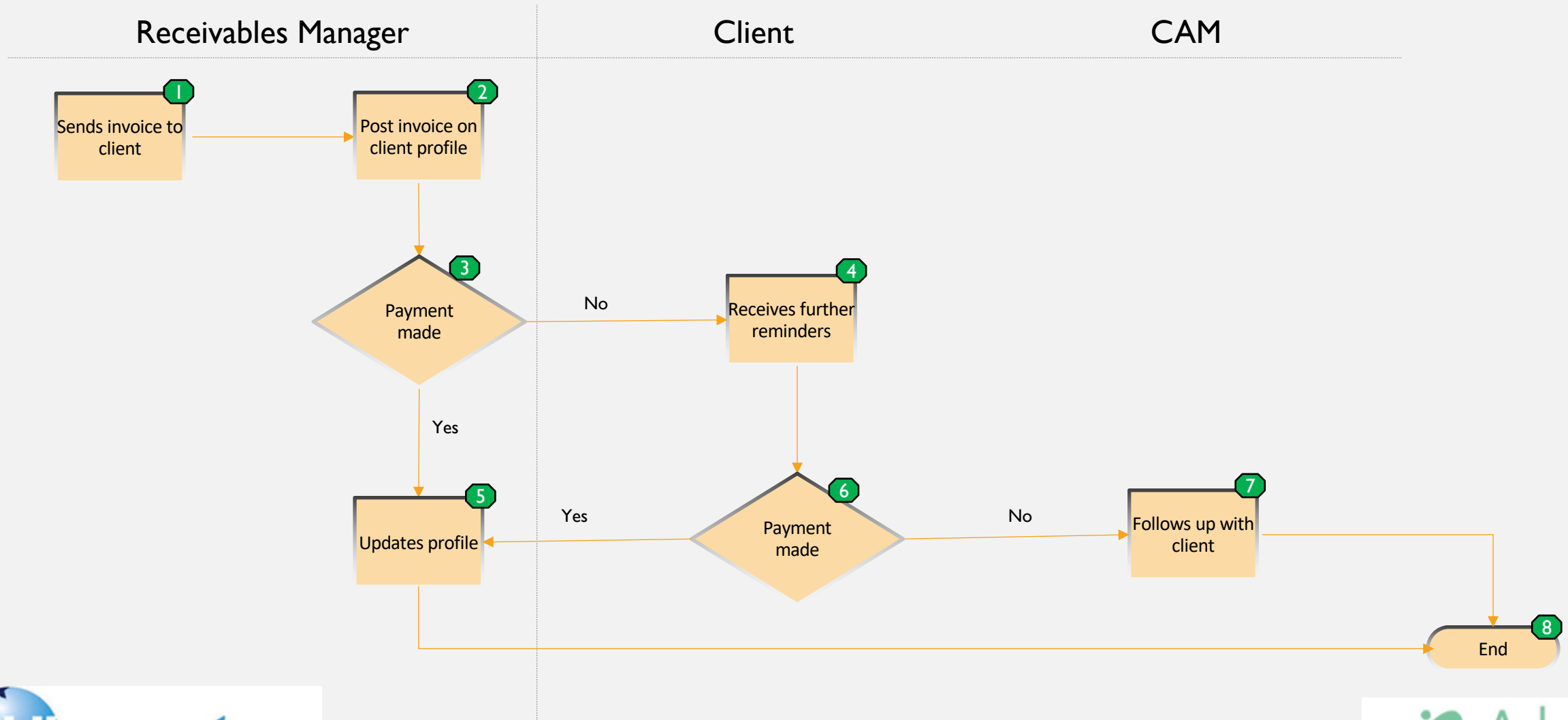
INVOICING (TO BE)

- The invoicing process must involve the CAM who are the main face of the relationship with BTM.
- CAMs can achieve this by monitoring the clients position weekly (for high volume clients, more often)
- Receivable managers should also track client accounts to ensure fewer clients go into dunning.

INVOICING (TO BE)



RECEIVABLES (AS IS)



RECEIVABLES (TO BE)

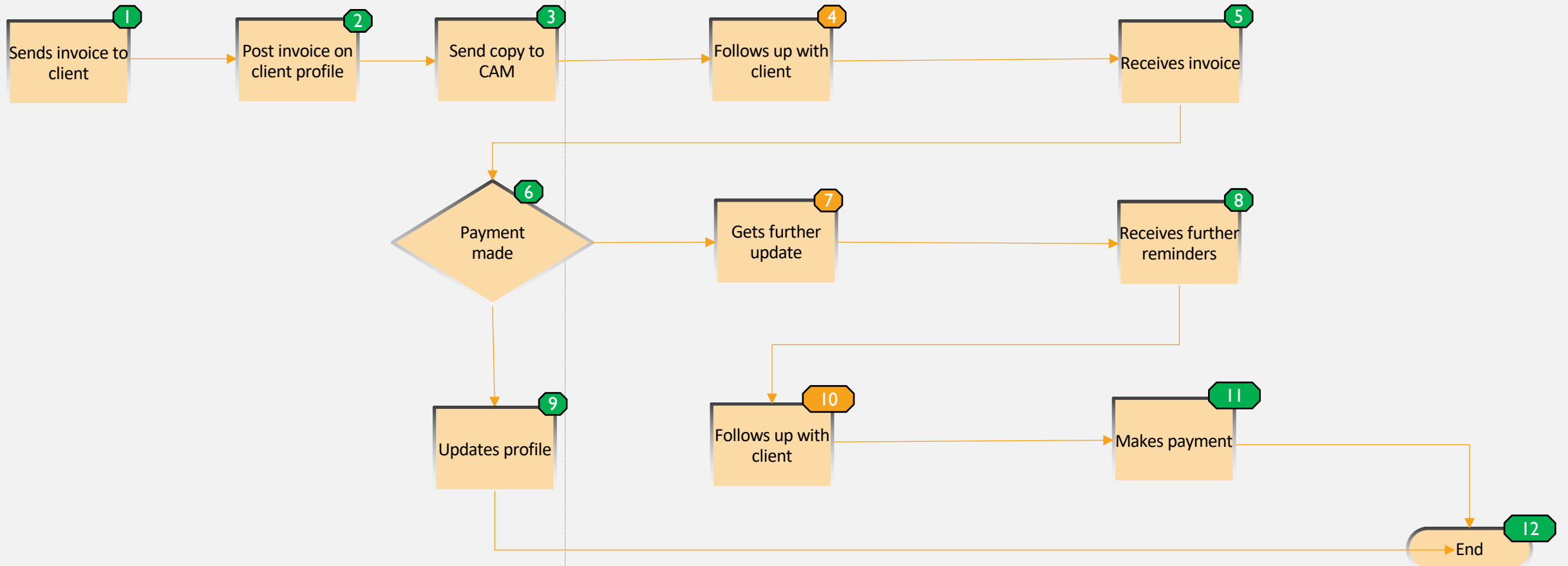
- CAMs should be fully involved in the invoicing to payment process to ensure only deserving clients receive services.
- With CAMs reviewing clients accounts weekly, issues of demand for payment will be reduced.
- In a situation where a CAMs feels payment will be delayed, the CAMs can either recommend such client for further services or suspension from service even before the RMs propose same.
- Final approval for extension of services in the case of default can only be given by the MD

RECEIVABLES (TO BE)

Receivables Manager

CAM

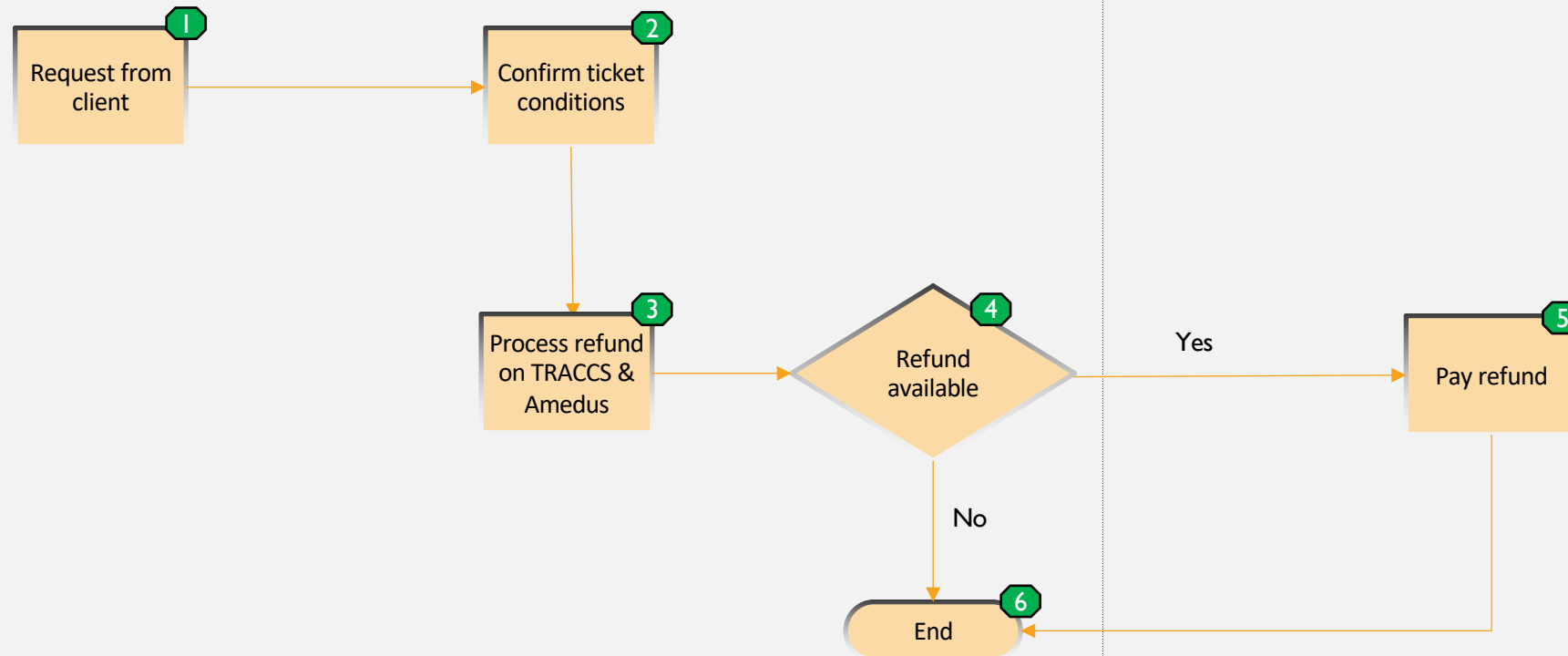
Client



REFUND (AS IS)

Operations

Accounts



REFUND (TO BE)

- In the case of refund, the RM must be in the loop as well.
- The RM must be the one to communicate with the client on outcome of refund request i.e if payment will be made or not.
- The RM must be seen to always have the interest of the client at heart to ensure BTM is guaranteed a larger portion of the

REFUND (TO BE)

