## 3. Finance – KTD Process flow

<table>
<tr><th>Responsible</th><th>#</th><th>Application & Registration process</th></tr>
<tr><td rowspan="2">Customer</td><td>1</td><td>clients register and book courses online or submit the application online<br><br>Identify whether it is an existing account or if a new account is to be created, this can be done using the email address of the user registering<br><br>If the candidate is applying and does not have all of the required information, the application cannot be submitted<br><br>Only once all mandatory fields are filled in with the submit button show for submission<br><br>The system must Check & verify form for accuracy & completeness (Mandatory fields), we understand that the data might not be accurate but then the application will be rejected<br><br>When the delegates are inserted on the application form, both the names of the candidates as well as ID numbers must be included</td></tr>
<tr><td>2</td><td>includes course booked for, dates & company details<br><br>Depending on type of customer the following might be made compulsory when applying<ul><li>if new to SANAS, is a database vendor application form to be completed, if so they must upload this for us to fill in</li><li>SBD tender forms to be completed for us to upload and submit</li><li>(Required to upload documents to Vendor Portals to upload (e.g. ARIBA, COUPA, etc) , a checklist must be developed on what needs to be uploaded</li><li>Request for sole supplier letter, SARS Tax Pin, BEE Certificate, etc</li></ul>Therefore, this information must be requested when the user is applying so that SANAS can provide the relevant document s are required</td></tr>
<tr><td rowspan="3">Coordinator</td><td>3</td><td>Notification of application is sent to the coordinator</td></tr>
<tr><td>4</td><td>Check & verify form for accuracy & completeness (Mandatory fields)</td></tr>
<tr><td>5</td><td>Save it as PDF & forward to finance</td></tr>
<tr><td rowspan="2">Finance</td><td>6</td><td>Finance populates information on Sage if company doesn't exist (compulsory fields to note)</td></tr>
<tr><td>7</td><td>issues quotation & sends it to the client (formal quote to issue<br>identify delegates with name and ID</td></tr>
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| **Customer** | 8 | Client sends signed quote & / or with PO back to finance (Does customer need SBD) -<br>Decision making)<br>1. this quotation will be exported from Sage in PDF and imported into LMS) as well as email sent to client<br>2. the client can download and review the quotation, the client can either approve or reject the quotation:<br>a. on rejection, the process either stops or be restarted by SANAS<br>b. on approval, SANAS is informed that an invoice needs to be generated an the invoice number be gerated autmatically |
| **Finance** | 9 | Finance issues an invoice & sends to client including Coordinators,<br>**this must be developed as part of the web services** |
| | 10 | Finance sends payments updates (daily)<br>**this must be developed as part of the web services** |
| **Coordinator** | 11 | Training Coordinator updates database iro quotes & invoices issued including payments<br>**this must be developed as part of the web services** |
| | 12 | Ensure that there is a PO / deferred letter for non-payment or POP especially for Private –<br>*IF NOT MET, CANDIDATE CANNOT ATTEND THE COURSE AND CANNOT BE ADDED TO THE ATTENDANCE REGISTER*<br>* *IF NOT ATTEND OF PARTICULAR COURSE - REFUND OR FULL CANCELLATION, OR MOVE TO ANOTHER COURSE*<br>***Only duly authorised signature to sign off on deferred payment form*** |
| | 13 | Training Coordinator Compiles class list |
| | 14 | check for absentees & notify finance to cancel invoices |
| | 15 | last day of training - sends final list of attendees to finance to verify payments<br>**all non-paid up candidates cannot attend course** |
| | 16 | issue certificates to those who paid on confirmation of payment |
| | 17 | Continuous follow up of non payments<br>* *follow up ±30 days from date of invoice*<br>* *escalated rate of outstanding invoices*<br>* *identity how to handle delinquent payments - how to deal with instalments payments*<br>**this must be developed as part of the web services** |

**Additional information required to be added to the development / setup of the CMS**

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| Finance | | Receive registration form from Training Coordinator upon the verification of data and all in order<br>(either online application or manual) |
| Finance | | Identify whether it is an existing account or if a new account is to be created |
| Finance | | To identity type of customer<br>(a) Private company or individual<br>(b) Public/government entity<br>(c) Conglomerates/big companies |
| Finance | | Depending on type of customer the following might be made compulsory when applying<br>(a) if new to SANAS, is a database vendor application form to be completed<br>(b) SBD tender forms to be completed<br>(c) Vendor Portals to upload (e.g. ARIBA, COUPA, etc) - develop checklist on what needs to be uploaded<br>(d) Request for sole supplier letter, SARS Tax Pin, BEE Certificate, etc |
| Finance | | Create a customer folder on our server (SIL) for uploading of communication documents for audit purposes. Upload registration form and email request from Training Coordinator |
| Finance | | Create quotation, send to customer and cc Training Coordinators. Save quotation on SIL in customer folder |
| Finance | | Received signed quotation (either with PO or without). Save signed quotation (with PO) on SIL in customer folder |
| Finance | | Process invoice, send to customer and cc Training Coordinators. Save invoice on SIL in customer folder |
| Finance | | Check daily payments on bank and report to SANAS Staff (inclusive of Training Coordinators |
| | | 1. upon generating the invoice is exported in PDF and imported ito LMS (if there is a functionality for this)<br>2. the client can download and review the invoice again can be approved or reject the invoice<br>a. on rejection, the process either stops or be restarted by SANAS<br>b. on approval, payment can be made online or by eft as the client chooses<br>3. client will be directed to a payment system as approved by FNB<br>4. on successfully payment, the proof of payment sent by the clients as an attachment to SANAS, via email and displayed on the user portal (we could get the ref number but not sure how it will work with sage as this will depend on the payment service used, to be discussed with the preferred bidder)<br>5. on approval of payment SANAS is alerted and an email is sent to the KTC tam and finance that payment was received, and the process of delegate confirmation can commence<br>6. Statements and Age Analysis to be generated by Sage<br><br>**this must be developed as part of the web services** |

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| **Additional process in regard to Vendor Portal uploads (ARIBA, COUPA)** | | |
| | | Received a RFQ from customer to quote online. Use the quotation sent as per above, insert the RFQ number and upload on portal – create a portal similar to a *shopping cart having pricelist*, linked to GL Code<br><br>Timeline for RFQ to be determined, currently on 10 working days |
| | | Received Purchase order from customer, insert purchase order on quotation template |
| | | Process invoice with purchase order. Upload invoice on vendor portal |
| | | Job Completion Certificates (JCC) and timesheets completion<br>(a) Attendance register from Training Coordinator to be uploaded<br>(b) JCC to be signed by both SANAS and customer before uploaded<br><br>Customer to sent signed copy for upload<br>- signed invoice<br>- signed JCC<br>Uploads to be done after training has happened<br><br>to map out how to give evidence of attendance of paid client |
| | | JCC and timesheets to be uploaded after the training has been done.<br>Reminder to be send to Finance to upload |
| Facilitators | | Access to facilitators to entered marks and attendance |