Modular Process Overview

Processes Included	*Short Overview*
FINANCE	
Expense Claims	The Expense Claims process manages the logging of expenses which can be either fixed expenses or travel expenses incurred by the organisations. The expense claims process tracks expenses per user and provides for authorisations.
Travel Requisitions	Travel Requisitions caters for end users requesting Flights, Accommodation, Car rental and subsistence allowance requests. The travel requisitions process can be utilized for local and/or international travel including specifying specific Currencies required for such travel. The process allows for authorisations, acquiring quotations and communication to the requestor on which flights have been booked.
Adding a New Client/Debtor	The New Client/Debtor process allows for Capturing the baseline information required for all items related to adding a client or debtor to the business. The process includes the relevant actions that need to be taken for Credibility checks required from a corporate governance point of view, credit recommendations can be made and sent for review and authorization to the relevant decision-makers. Once approved, the Client/Debtor is made available in the database for re-use by other processes.
PROCUREMENT	
e-Procure	The e-Procure Process caters for high volume low value procurement transactions. The process is catalogue driven. Catalogues can be managed and updated through this process and catalogue access can be restricted. Requestors will only be able to purchase from the catalogues to which they have access to. The Process follows through various levels of approval and finally a purchase order is generated. The buyer will complete the GRV component of the purchase receipt. An administrative process is included to maintain GL codes as well as Sub Ledger Account codes used within the process.
Capex and Opex	The procurement process is tailored to organisations that are Capex and Opex driven. A purchase requisition can be placed which will be managed through various approval levels. Following the approval, the request for quotation is generated and sent to the various potential suppliers. The supplier responses are captured and sent for review and approval. Once approved the Purchase Order is generated.
Stock- Non-Stock	The procurement process is tailored to organisations that purchase stock and non-stock items. A purchase requisition can be placed on non-stock items which can follow a specific approvals process. Should a non-stock requisition be made, the user will choose from a list that consists of the stock codes and names defined within the organisation. The process is managed through various approval levels. Following the approval, the request for quotation is generated and sent to the various potential suppliers. The supplier responses are captured and sent for review and approval. Once approved the Purchase Order is generated.
Adding a New Vendor	The process caters for adding a new vendor to the database for use within other processes. The Process caters for uploading and ensuring that all relevant vendor registration forms are added as supporting information and all relevant information is captured for use within the system. The process allows for review and the relevant approval of the Vendor prior to allowing users to, for example, purchase from a specific vendor.
Tender Initiation, Authorisation and Review	The tender process can be initiated manually or it can be triggered based on a business rule such as a specific amount being exceeded on a purchase requisition. The tender process allows for the registration of a tender. Once a tender is registered and the relevant responses acquired, the responses can be sent to an evaluation committee for review and approval or rejection of the relevant tender.
Contracts Registration and Administration	A contract is registered by capturing relevant information to allow for the management of the respective contract. The contract can, if scanned in, be attached as an electronic file. Contracts are classified according to the type of contract. When registering a contract specific supporting documentation is required such as Tax certificates, ID documentation and various other sets of documents. When attaching these, one can capture the expiry date on the system. This allows the organisation to not only keep the documentation and renewals up to date but also have a central database for contracts. A payment schedule is included as part of the contract details. Contract Management is also governed through capturing review meeting results and also ensuring that follow up meetings are scheduled. Addendums to contracts are managed through an approvals process.

HUMAN RESOURCES

Leave Requisitions	The leave management process allows users to apply online for various leave types such as Sick, Compassionate, Maternity, Study and Annual Leave. The process allows the Human Resources Administrators to manage Public holidays and working days within the leave process annually. The process caters for Contract Employees as well as Permanent Employees. Leave applications are routed for relevant approvals and the leave record and balances are updated based on the approval or rejection of the specific application related to the type of leave applied for.
Termination	The process allows for a Human Resources administrator to capture a resignation on the system. The process will notify all designated HR employees that have to be aware of the resignation. The process allows an administrator to capture all outstanding balances and reconcile the employee's account. A final settlement amount is calculated and the administrator can indicate if the account is paid in full. If the account is not paid in full an acknowledgement of debt contract has to be attached to the employee record. The relevant decision-maker will be able to indicate if the position needs to be filled or not. If the position should not be filled, it will be terminated. If the position has to be filled, the recruitment process will follow.
Recruitment	A manager or relevant decision maker will complete a job requisition form. This will be approved or denied by the relevant authority. Should it be approved a specific career path can be defined for the position, should it be required. The process will create a task for internal or external advertisements to be created and done. A draft advert is automatically generated based on the information captured in the requisition. The draft advertisement has to be authorised prior to publication and should an agency be used for the recruitment, the relevant briefing task is created. Once sufficient responses have been received and relevant interviews held, interview results are captured, candidates are ranked and rated. If a suitable candidate is found, an offer is made. If the offer is accepted, an appointment is done. The following sub processes are initiated: requesting system access for a new employee, ensure orientation is done once the employee arrives, ensure that payroll is notified to capture the relevant employee on the payroll system, list the software requirements and hard ware requirements as a task to IT. Confirmation of the

SAFETY, HEALTH, ENVIRONMENTAL AND QUALITY

Incident Management	The incident management process caters for capturing incidents organisation wide and ensuring that corrective action is taken. An administration function allows the organisation to maintain the parts of the body and effects of an incident type. Functional areas can be defined within departments in a company which may be different than the actual department or organisational structure. Incidents and incident details are captured. This includes all relevant information such as, severity, description of the incident, uploading photos, and other specific information. If the incident is an environmental incident, the relevant SHE manager is notified and an assessment is done. The findings and any costs that may be incurred are captured and sent for review by the relevant authority. Should costs be incurred, the relevant SHE cost manager is notified. A Management review needs to take place and the incident is classified. Based on the classification, various tasks have to be completed and subsequently the incident can be closed. The process also allows for governed cancellation and rerouting of incidents.
Policy Authorisations	A new policy can be initiated with specifying the objectives and goals thereof. A Softcopy of the policy is attached and submitted for review. By selecting a specific policy type a list of facilitators will become available and the relevant manager can appoint a specific facilitator. The facilitator is required to perform review tasks and upload the updated policy, it is sent for review and a specified review date is stipulated. Feedback is captured and the policy is sent back to the facilitator to be updated. The final review and check takes place and the policy is endorsed. The policy is then published. An administration function exists to govern particular rules that govern the final decision prior to publication. Similarly a published policy can be reviewed for renewal. The process is governed through approvals prior to Publication.
Audit Administration	The process allows for an audit schedule to be captured. The audit schedule will determine auditing dates per department or area. The process allows for changes in dates after the schedule was approved. All steps are governed by authorisations. Audit the Audit report can be printed.
Non-Conformance	The process allows for the capturing of a non-conformance, the process caters for an option if an incident is raised against a specific customer. In the case where there is a customer involved, the tasks is routed to the sales person who can then classify the incident and resolve it providing the relevant documentation. This does not include customer complaints. If the incident is not customer related, the process will allow for corrective action to be taken, approved and implemented and audit results to be captured. The process links to the incident management process.