



STANDARD OPERATING PROCEDURE (SOP)

A standard Operating Procedure (SOP) is a set of fixed instructions/steps for carrying out routine operations and to provide detailed guidance for initiating and completing any key tasks.

DEPARTMENT:	Finance
TITLE OF SOP:	Excursions
SOP NUMBER:	BOM-ALL-SOP-00041
PURPOSE:	To ensure that all excursion payments are received before travel and reported on in the Monthly Revenue and Patronage Report (both in revenue and passenger numbers).
RESPONSIBILITY:	Finance Department - Chief Financial Officer - Financial Manager - Accounting Clerk Marketing - Excursion team / Marketing Manager
RESPONSIBLE EMPLOYEE SIGNATURE:	 Dale Basel
RESPONSIBLE EXECUTIVE SIGNATURE:	 Chantelle Usmar
HIGH LEVEL PROCESS FLOW:	<ol style="list-style-type: none"> 1. PoP & quote to be sent to finance 2. Finance to verify the payment 3. AC inspects the bank account daily 4. Invoice generation & excursion spreadsheet 5. Approval of invoices 6. Capture the excursion in AFC 7. Weekly recon 8. Monthly review
PROCEDURE:	<p>1. <u>PoP and quote to be sent to finance</u> As and when the excursion team receives a proof of payment, both the quote and proof of payment needs to be sent to finance.</p> <p>The excursion team is required to scrutinize the accuracy of the quotes generated to ensure the correct number of passengers are quoted at the correct rate and reported on.</p>

2. Finance to verify the payment

If a proof of payment is received from either Nedbank or FNB, a member of finance, preferably the AC, needs to verify this payment on the respective banking portals.

This process is to be performed should other banking portals allow for such services in the future.

3. AC Inspects the Bank Account Daily

On a daily basis, the AC will inspect the bank account for any payments that may have been received relating to excursions.

This will be reconciled against the excursion teams' travel schedule and quotations issued.

Any payments received that is not reflected on the excursion teams' travel schedule, or where there is a difference in the amount between the quote and payment, this will be brought to the attention of FM and Marketing Manager.

The difference will be investigated and corrected.

4. Invoice generation and excursion spreadsheet

Upon receipt of the payment in bank account, the AC will start the invoicing process. Invoicing will be done on a weekly basis.

The payment received will be matched against a quote received from the excursions team.

The AC will generate a tax invoice and attach the quote as support.

The AC will capture the salient details of the invoice into the excursion spreadsheet including:

- a. BCC invoice number
- b. Split of rail, bus and parking revenue
- c. Number of PAX
- d. Amount paid per the bank statement

The AC will then send the invoices to the FM for review and approval.

5. Approval of invoices

The FM will review the invoice by performing the following:

- a. Review the accuracy of the excursion calculation;
- b. Review the accuracy of the amount invoiced in comparison to that of the excursion calculation;
- c. Ensure that the excursion revenue is booked to the correct general ledger account;
- d. Should preloaded cards be used instead by the school, the FM to ensure that no double counting of revenue occurs;
- e. Ensure that the date of the invoice corresponds to the date of the travel;
- f. Compare the invoice to the excursion spreadsheet and agree the accuracy thereof;
- g. The FM will add his/her stamp as proof of review;
- h. The FM will confirm over email to the AC that the excursions have been reviewed and approved; and
- i. The AC to issue out the signed invoices.

6. Capture the Excursion in AFC

Upon completion of the FM's review, he/she will include the excursion revenue in the AFC master file as a manual input, taking note that any travel on preloaded cards should be excluded.

This is done by adding the revenue amounts in the respective columns on the actual date of travel.

Once imputed, a comment needs to be added to the respective cells whereby the BCC invoice number is recorded.

The FM will perform a cross check between the AFC master file and the excursion spreadsheet to ensure that these two documents agree.

7. Weekly recon

On a weekly basis, the Marketing Manager will email the FM the excursion travel schedule used by the excursion team.

The FM will then reconcile the number of passengers per the excursion teams travel schedule to that of the excursion spreadsheet used by Finance.

Any differences will be reconciled immediately with the Marketing Manager and the total number of passengers concluded on weekly.

	<p>8. <u>Monthly review</u></p> <p>The CFO will review the total excursions for the month as part of the PG invoice review before business day 5 of every month. Spot checks will be performed and any queries will be cleared and corrected if necessary before PG is submitted to Province.</p> <p>The FM will review the debtors age analysis, as per the terms of conditions of excursions, any overpayments aged 60 plus days will be written off to other income. Should the customer request a refund before the 60 days, BCC will process the refund in line with the routine payment process.</p> <p>On a monthly basis, the FM and Marketing Manager will align on passenger numbers over e-mail before the number of passengers are reported on in both the Monthly Customer Comments and Revenue and Patronage Reports.</p> <p>Ad Hoc – Pre-Loaded Cards</p> <ul style="list-style-type: none"> - In the event that the excursion requires pre-loaded cards and the cash is paid directly to BCC, the excursion team is to notify finance. - Finance then needs to request an invoice from BOC for the value of the pre-loaded cards as well as any card fee. - Once settled, the cash received and cash paid should have a nil impact. - As and when the customers travel, the normal revenue recognition process will occur through the Automatic Fare Collection system. 																
REVIEW & REVISION:	SOP to be reviewed as and when there are changes.																
CONSEQUENCES FOR NON-COMPLIANCE	Disciplinary action to be taken for non-compliance.																
DEFINITIONS:	<table border="1"> <tr> <td>CFO</td> <td>Chief Financial Officer</td> </tr> <tr> <td>SOP</td> <td>Standard Operating Procedure</td> </tr> <tr> <td>FM</td> <td>Financial Manager</td> </tr> <tr> <td>BCC</td> <td>Bombela Concession Company</td> </tr> <tr> <td>AC</td> <td>Accounting Clerk</td> </tr> <tr> <td>PoP</td> <td>Proof of Payment</td> </tr> <tr> <td>AFC</td> <td>Automatic Fare Collection</td> </tr> <tr> <td>PG</td> <td>Patronage Guarantee</td> </tr> </table>	CFO	Chief Financial Officer	SOP	Standard Operating Procedure	FM	Financial Manager	BCC	Bombela Concession Company	AC	Accounting Clerk	PoP	Proof of Payment	AFC	Automatic Fare Collection	PG	Patronage Guarantee
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ATTACHMENTS:	BOM-ALL-SOP-00042																
RECORD OF CHANGE:	1 st draft, effective immediately.																