



SPEARHEAD GROUP

Managed Services



BPO Services





Channel Payments Management Proposal



Premise:

- ◆ Client a Computer Hardware and Peripherals manufacturer and trader currently functions on a channel sales /service model.
- ◆ Huge payouts every month to the channel on various accounts.
- ◆ Funds are earmarked for such activities to be expended a in pre-set manner in consonance with the budgets.
- ◆ Client would pay the channel partners, vendors, re-sellers based on their sales / performance and with reference to their claims.

Tracking of budgets earmarked for each activity.

1. Payouts are accrued product line wise, other variables.
2. Separate tracking accounts are created for each expense with a time stamp.
3. Fund accruals cannot be increased/reduced or altered in any manner unless a specific approval from the sales/ fund managers.
4. Fund is spent towards designated activities which should be completed within the same quarter/ specified period.
5. Fund balances expire at the end of the quarter /period and cannot be carried forward to the next period.
6. SSPL to track the movement in each fund and advise appropriately.



Scope of work for the Cairns Processing shall be as under;

1. Checking and approval of the fund expense requests, tracking and bench marking the vendor/supplier job orders.
2. Collation of the vendor claim invoices, accrual and forwarding for payment to the accounts department.
3. Tracking of funds earmarked for each marketing/promotional activity.
4. Follow up with the accounts department for the payment and also acting as a one point contact for all payment related issues including vendor query handling.
5. Quarterly reconciliations with the vendors/ suppliers' accounts.
6. MIS reporting as required by the management.
7. Maintaining documents to evidence the payments and the audit trail.

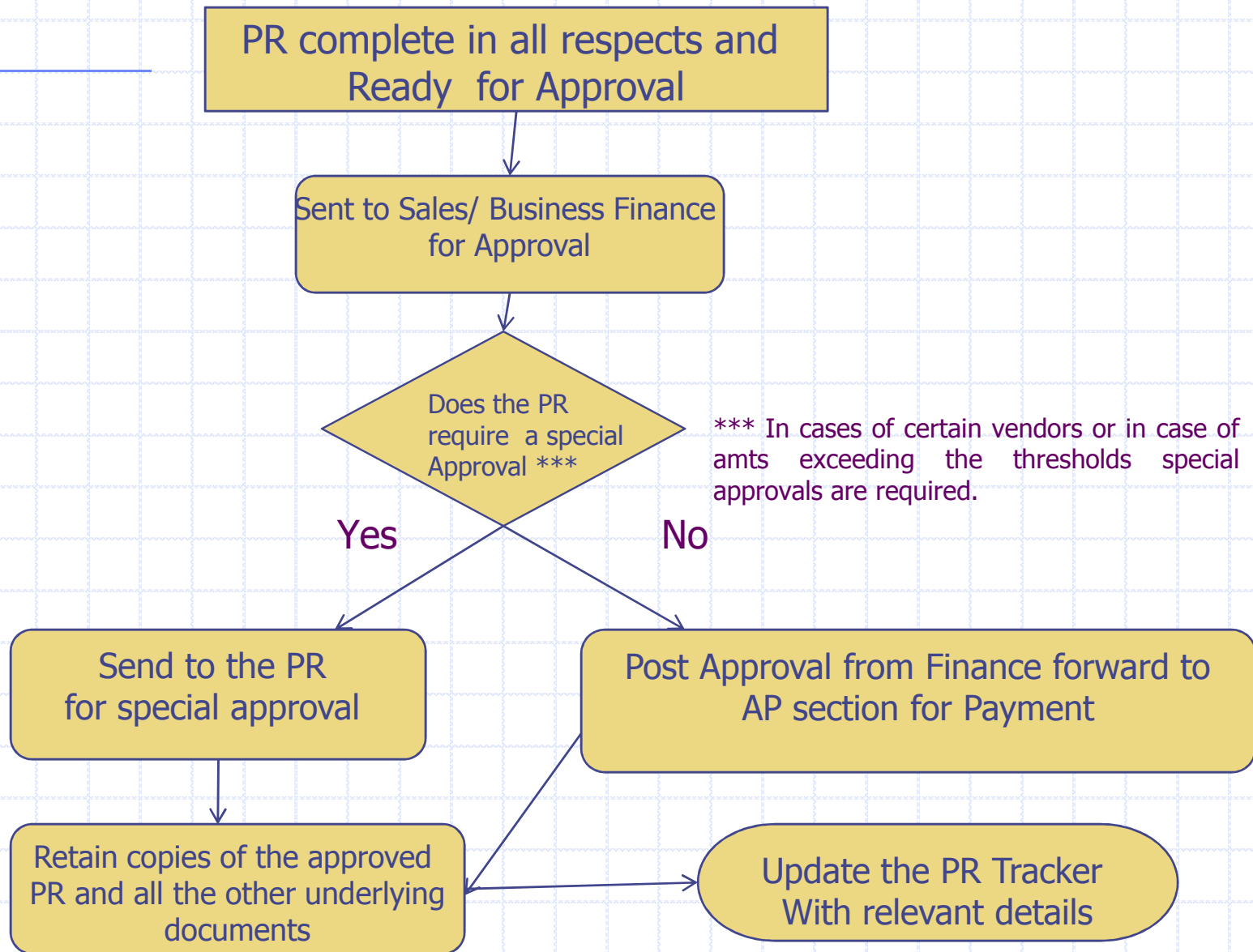


Steps for processing an invoice and raising the Payment Request

1. Verify the underlyings attached along with the invoice, vis-à-vis the program variables.
2. Make a payout entry in the relevant fund account, include details of invoice number which is being paid out to avoid any duplication in payment.
3. Assign a payment serial number reference against each payout in the fund account.
4. Make an entry in the payment register, mentioning the details of the Vendor/Agency Name, amount being paid and invoice no. In the relevant columns, mention the date of receipt of invoice.
5. Prepare a payment request , enclose it with the invoice and send for approvals.
6. Approval has to be taken from Client Sales/Business Finance.
7. Weekly payment schedules to be set for payments to channel.
8. End to end query handling.



Approval Flow for the Payment Requests (PR)





Monthly Provision Report

- ◆ To be sent by the 5th working day of each month.

Product Wise / Variable Wise Report

- ◆ To be sent on the 5th working day of the month.

Fund Total Accrual Tracking Report

- ◆ To be sent every fortnight of the month.
- ◆ Dynamic report; can be called for at any time.

Any exceptional report as required by the management.



Data Management/ Other Metrics

- SSPL to develop and run a software tool for the claims management. (cost be absorbed by Client)
- Data and documents of the activity handled by SSPL to maintained at Client Bangalore facility or at a remote location as may be preferred by the client.
- Client to retain a backup of the entire data relating to function .
- One focal person from Client to co-ordinate the whole process.
- SSPL to depute full time personnel in Client premises for this activity.
- Mail intimation to all the concerned officials with a copy to us to be sent out by Client.
- Relevant input data and software access as may be required for the purpose to be provided to SSPL.
- One optimum functional personal computer in Client premises and seating place for 2-3 officials.
- Access rights for SSPL staff.



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EXCELLENCE IN WORK THROUGH
EMPOWERMENT, EXUBERANCE
AND TEAMWORK.

