SMSA - South Africa

CSD	OPS	INH	CMM	NBD

COR	FIN	HRD	ISD

ZAF - Human Resources

Personnel

Training & Org
Development

HRD- Personnel

| Recruitment | Government Relations | Employee Relations | Payroll | Support Services | Employee Performance |

Title: HRD- Personnel
Author: Mohammed Altamush Khan
Date: 2/8/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Recruitment

Business
requirement

Develop
manpower plan

GM:HC

Vacancies to
be filled

Recruit
employee

HR Bus Partner

GM:HC

New
employee
joins

Title: Process Recruitment
Author: Edwin Ramos
Date: 2/8/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Develop manpower plan

Budgeted or Adhoc

Business requirement

☑ Determine manpower requirements ☐

Bus Unit Mngr

Gen Mngr

Requirements identified

☑ Approve manpower plan

Ex Co

Staff requisition to be completed and signedoff

Title: Develop manpower plan
Author: Edwin Ramos
Date: 2/8/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Recruit employee

Internal candidates must be identified first, if after 5 days no internal candidate identified then go for external search
Internal & external may run parallel

Minimum requirement: Drivers (form to be completed)

Vacancies to be filled

Identify potential candidates based on job requirements

GM:HC
HR Bus Partner
Bus Unit Mngr

Candidates identified

Request information from candidates

GM:HC
HR Bus Partner

Information received

Evaluate information against requirements

GM:HC
HR Bus Partner
Bus Unit Mngr

Candidates shortlisted

Interview candidate

GM:HC
HR Bus Partner
Bus Unit Mngr

New employee joins

Requirement not met, notify candidate

Title: Recruit employee
Author: Edwin Ramos
Date: 2/8/2023
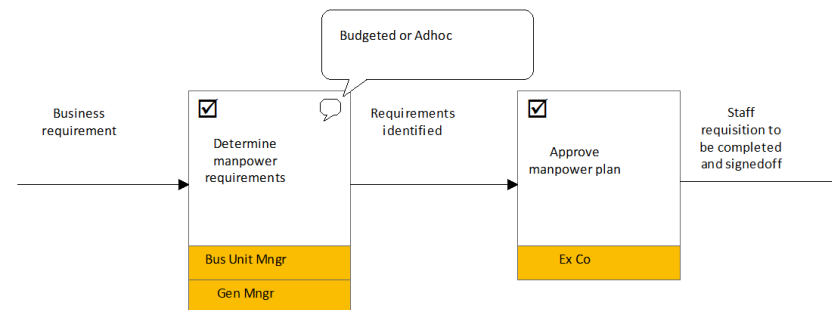Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

smsa

Identify potential candidates based on job requirements

Vacancies to be filled

Process potential internal candidates

GM:HC

HR Bus Partner

No internal candidate identified

Candidates identified

PNet etc.

Process potential external candidates

GM:HC

HR Bus Partner

Title: Identify potential candidates based on job requirements
Author: Edwin Ramos   Authorization: Authorized
Date: 2/8/2023   Date: 7/12/2023
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process potential internal candidates

Vacancies to be filled

Publish internal advertisement

GM:HC

HR Bus Partner

Awaiting for applications

Receive internal applications from candidates

GM:HC

HR Bus Partner

Candidates identified

No internal candidate identified

Title: Process potential internal candidates
Author: Edwin Ramos
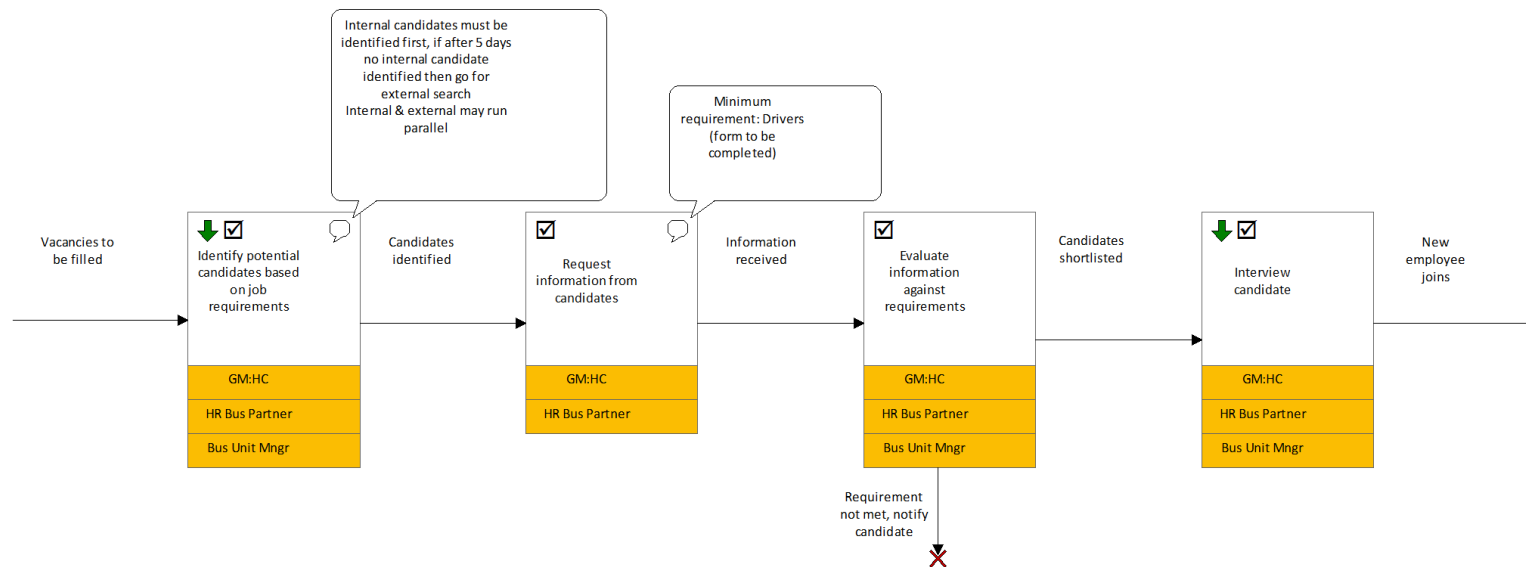Date: 2/8/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process potential external candidates

Title: Process potential external candidates
Author: Edwin Ramos
Date: 2/8/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Interview candidate
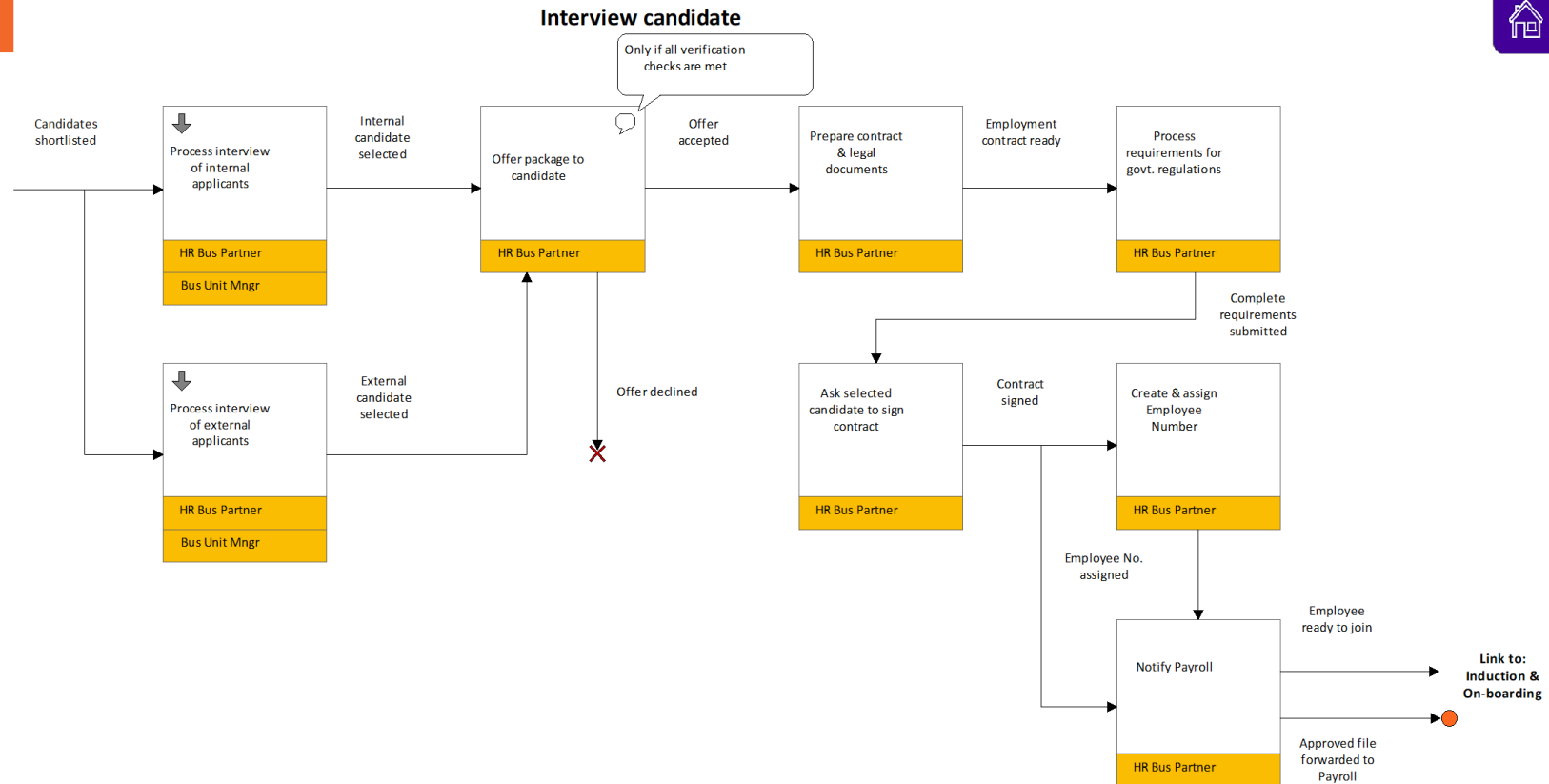
Title: Interview candidate
Author: Edwin Ramos
Date: 2/12/2023
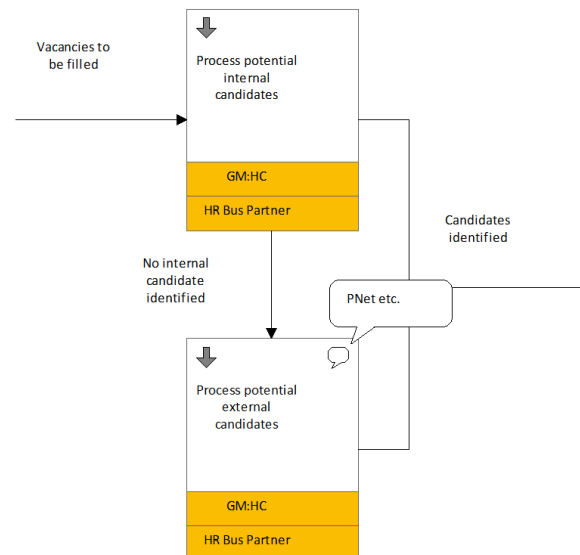Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Interview of Internal Applicants

Candidates
short-listed

Conduct initial
interview

Internal
candidate
selected

| Bus Unit Mngr |
| HR Bus Partner |

Initial
interview
completed

* For senior position interviews,
include Div. Director
For Gen. Manager interviews,
include MD, Div Dir, GMHC

Conduct panel
interview

| Bus Unit Mngr |
| HR Bus Partner |

Title: Process Interview of Internal Applicants   Owner: Mandy Jessica Kendall   ○ Actions   ○ Feedback
Author: Edwin Ramos   Authorization: Authorized   Diagram Version: 1   ● Change Log   ○ Keywords
Date: 2/12/2023   Date: 7/12/2023   Review Date: None   ○ Change Requests ● Read Only
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   F.T.E.: 0.00

Process Interview of External Applicants

Candidates short-listed

Conduct initial interview

HR Bus Partner

Bus Unit Mngr

Interview(s) successfully completed

Conduct vetting (reference & verification check)

HR Bus Partner

External candidate selected

Initial interview completed

* For senior position interviews, include Div. Director
For Gen. Manager interviews, include MD, Div Dir, GMHC

Conduct panel interview

Bus Unit Mngr

Title: Process Interview of External Applicants
Author: Edwin Ramos   Authorization: Authorized
Date: 2/12/2023   Date: 7/12/2023
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317
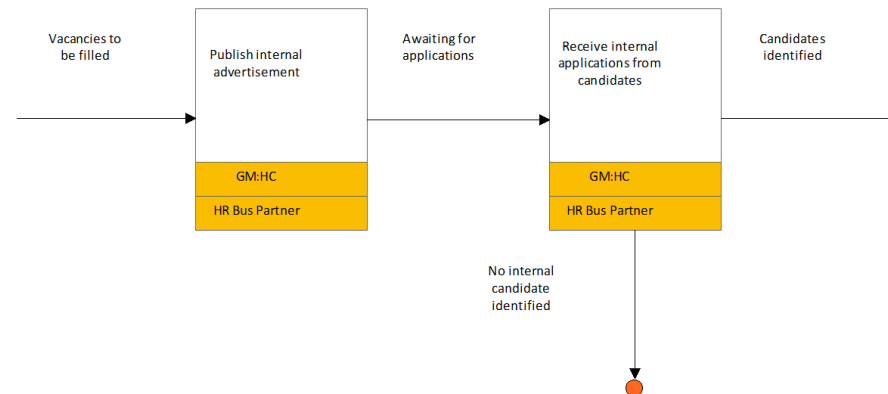
Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Payroll

New Hires

Leaves

Deductions

Casual Labor

Employee Benefits

Overtime & Allowances

Rewards

Payslips

Payroll Changes
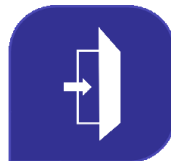
Employee Exit

Queries

Payroll Reports

Items/Documents Distribution

Process Deductions

Traffic Fines & AoD

Unpaid Leave

Staff Clothing

Transport Deductions

Union Dues

Garnishees

Title: Process Deductions
Author: Mohammed Altamush Khan
Date: 2/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
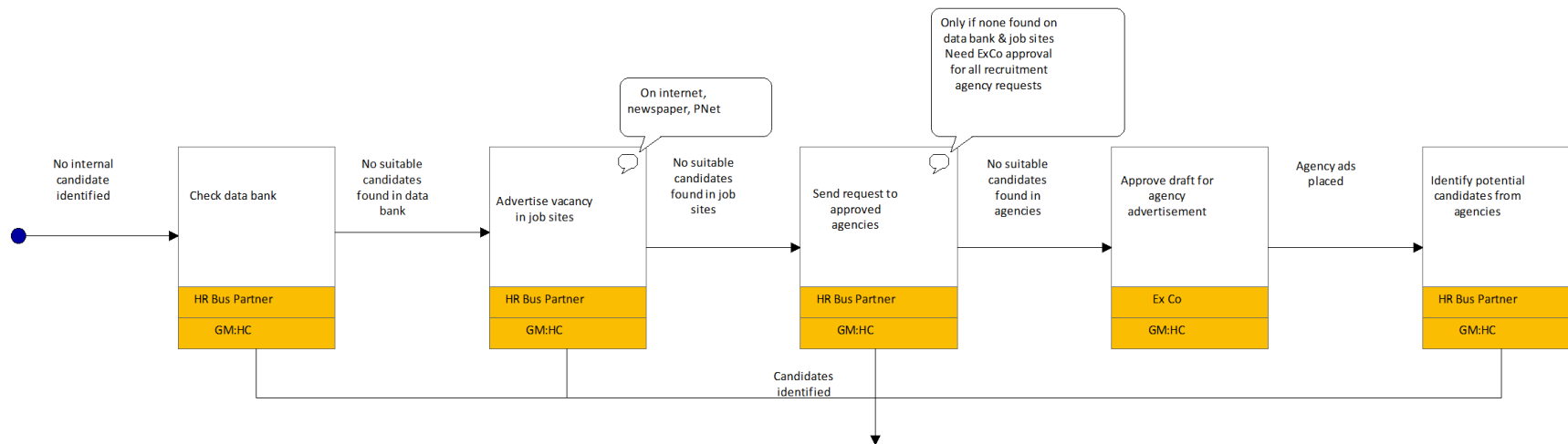Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Traffic Fines & AOD

AOD = Acknowledgement of Debt

Misconduct identified → **Acknowledge liability of debt due to misconduct** (Employee)

BCEA employee or amount less than ZAR 1000 → **Sign AOD & submit to Payroll** (Employee)

Submission complete → **Approve AOD arrangement over 3 months** (Director)

AOD approved → **Process AOD on Payroll System under Payslip screen** (HR Bus Partner)

AOD processed → **File manually and electronically** (HR Bus Partner)

Filing complete → ✕

Value more than ZAR 1000 Only applicable to NBCRFLI employee → **Complete waiver to not continue with hearing** (Employee)

Maximum deduction 20% of annual salary

Waiver completed → Process AOD on Payroll System...

**Attend/ go to hearing** (Employee) → Process Hearing → **Link To: Process Disciplinary Hearing**

Title: Process Traffic Fines & AOD
Author: Edwin Ramos
Date: 4/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Unpaid Leave

Unpaid Leave Form received from Business Unit Mgr

Capture unpaid leave on Payroll System via Payslip screen

HR Bus Partner

HR Admin

Leave captured

*Manually & electronically

File leave form

HR Bus Partner

HR Admin

Filing complete

Title: Process Unpaid Leave
Author: Mohammed Altamush Khan
Date: 4/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Process Staff Clothing

Deduction Form received from HRBP

Process deduction on Payroll System via Payslip screen
HR Bus Partner
HR Admin

Deductions processed

*Manually & electronically

File deduction form
HR Bus Partner
HR Admin

Filing complete

Title: **Process Staff Clothing**
Author: Edwin Ramos
Date: 4/5/2023
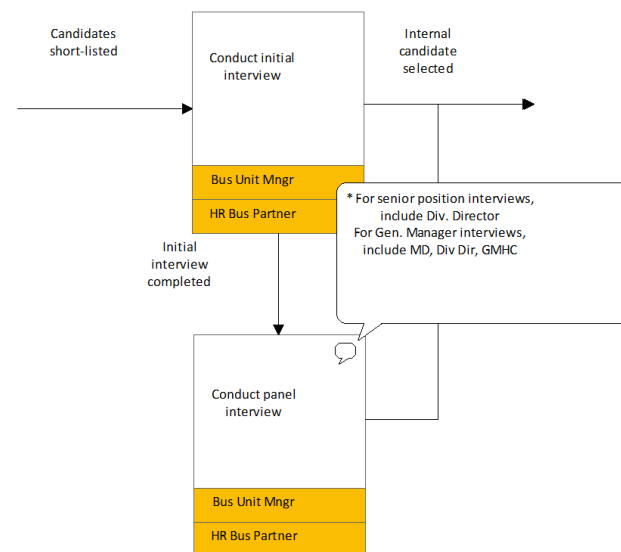Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Transport Deductions

For employees who join the night transport, authorizing the transport cost be deducted from their salary (40% employee, 60% company)

*Manually & electronically

Deductions due

Complete Deduction Form

Employee

Trans. Ded. Form received from IR Lead

Process deduction on Payroll System via Payslip screen

HR Bus Partner

HR Admin

Deductions processed

File deduction form

HR Bus Partner

HR Admin

Filing complete

Title: Process Transport Deductions
Author: Edwin Ramos
Date: 4/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
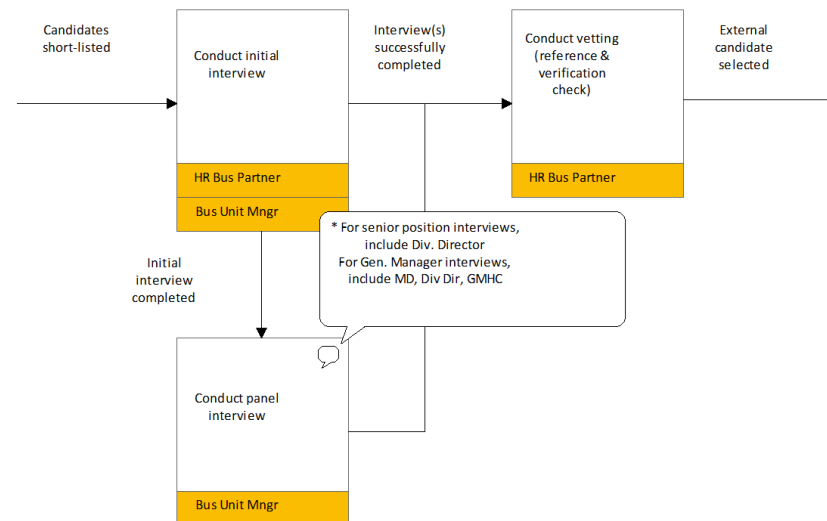Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Process Union Dues

Union subscription required

Signed subscription form for union

Form submitted to HR

Check & verify the form

Verification complete

Link employee to Union name on MC screen

Calculation automatically done through the linking

Employee linked

File manually or electronically

Filing complete

Employee

HR Bus Partner

HR Bus Partner

HR Bus Partner

Title: Process Union Dues
Author: Edwin Ramos
Date: 4/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

Process Garnishes

For deductions to be processed on company payroll due to court order

Deductions will commence as per the court order

Garnishes sent from sheriff of the court

Receive garnishee from sheriff of the court
HR Bus Partner

Garnishes received

Inform employee of garnishee
HR Bus Partner

Employee informed

Process garnishee or setup on Payroll System
HR Bus Partner

Setup complete

Send file to FIN to pay by last day of the month
HR Bus Partner

File forwarded

File manually or electronically
HR Bus Partner

Filing Complete

Title: Process Garnishes
Author: Edwin Ramos
Date: 4/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Rewards

Driver Star
Rewards

Commissions

Service Awards

Title: Process Rewards
Author: Mohammed Altamush Khan
Date: 2/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Service Awards

To be processed annually at the end of the year

Service Awards Due

| Prepare certificates | Certificates ready | Distribute certificates to awardees | Certificates distributed | Submit payment list to finance | List submitted | Process payments | Payments made |

PA - CORP

MD

GM:HC

CFO

Title: Service Awards
Author: Mohammed Altamush Khan
Date: 4/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

Driver Star Rewards

1st - 500		
2nd - 300		
3rd - 200		

Received approved sheet from OPS

Process rewards on Payroll system via Payslip screen

HR Bus Partner
HR Admin

Rewards processed

Prepare certificates

HR Admin

Certificates ready

Distribute certificates to awardees

HR Admin

Certificates distributed

File manually & ellectronically

HR Admin

Filing complete

Title: Driver Star Rewards
Author: Mohammed Altamush Khan
Date: 4/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Commissions

Calculations are based
on commission
incentive scheme

Approved
calculations
received

Process
commissions on
Payroll system
via Payslip
screen

Commissions
pay-out

HR Bus Partner

GM:HC
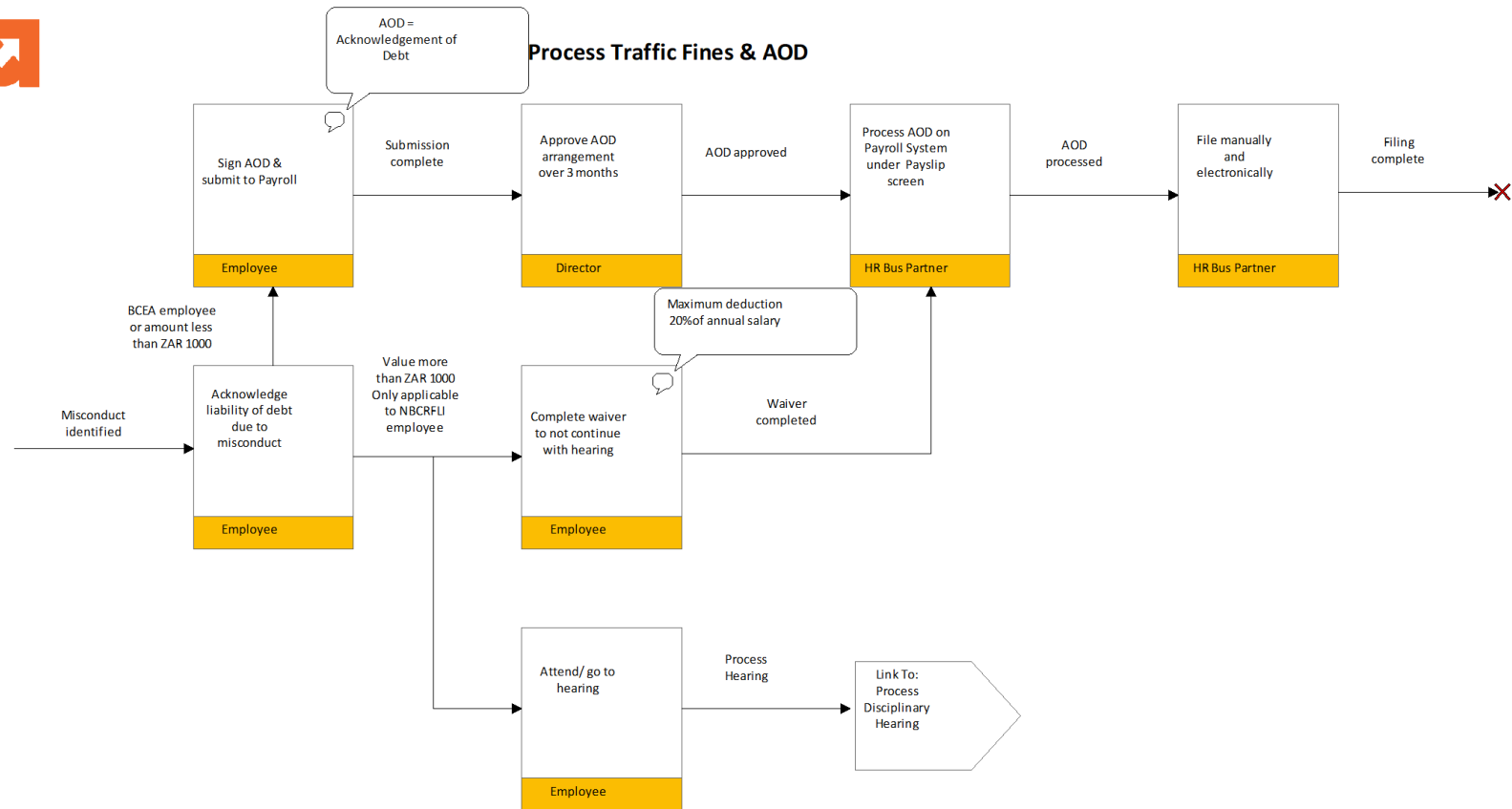
Title: Commissions
Author: Mohammed Altamush Khan
Date: 4/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Employee Benefits

Provident Fund

Medical Aid

Title: Process Employee Benefits
Author: Mohammed Altamush Khan
Date: 2/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00
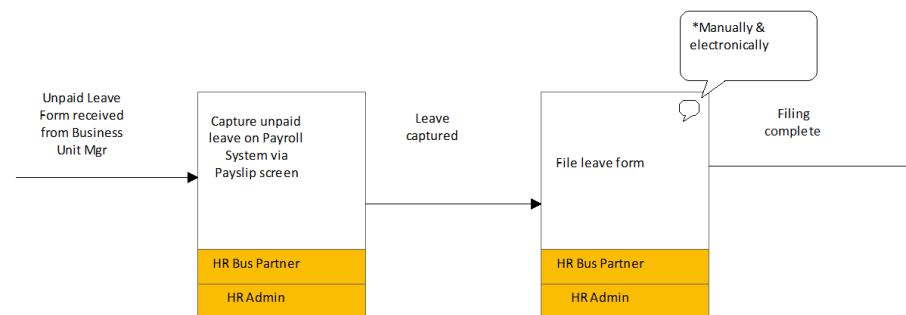
○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Medical Aid

Process Medical Aid flow diagram:

- Insurance required →
- **Complete Discovery forms** (Employee) — note: Discovery Health NBCRFLI Government Relation
- Forms complete →
- **Sign-off the completed forms** (GM:HC)
- Forms signed off →
- **Submit to Discovery Health** (HR Bus Partner / GM:HC)
- Forms submitted →
- **Receive contributions schedule from Discovery** (HR Bus Partner)
- Contributions schedule received →
- **Update MOC payroll definitions with contribution** (HR Bus Partner)
- Update complete →
- **Link employees to chosen plan type** (HR Bus Partner) — note: Main member, Adult dependent, Child dependent
- Employee linked → ✖

Title: Process Medical Aid	Owner: Mandy Jessica Kendall
Author: Mohammed Altamush Khan	Diagram Version: 1
Date: 4/5/2023	Review Date: None
Volume: 0.00 Per Second	F.T.E.: 0.00

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Process Provident Fund

NamLog BCEA & NBCRFLI employees choose if they want to join Alexander Forbesor Librty Life
For Tirisano Alexander Forbes is the only choice.

Provident Fund subscription required

Choose from Selection form

Employee

Selection done

Payroll system will automatically calculate the employee deduction & company contribution

Complete beneficiary form & new member form

Employee

Form completed

File manually or electronically

HR Bus Partner

HR Admin

Filing complete

Section done

Link employee to MoC & start date on Payroll System

HR Bus Partner

HR Admin

System updated
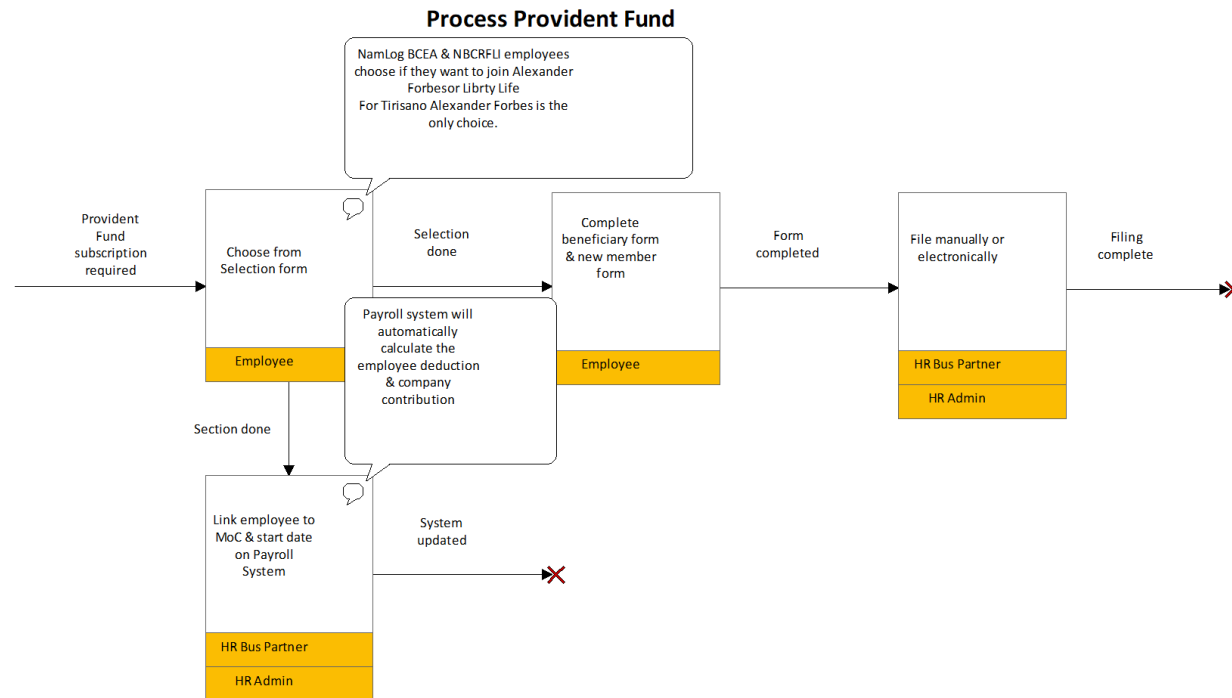
Title: Process Provident Fund
Author: Mohammed Altamush Khan
Date: 4/5/2023
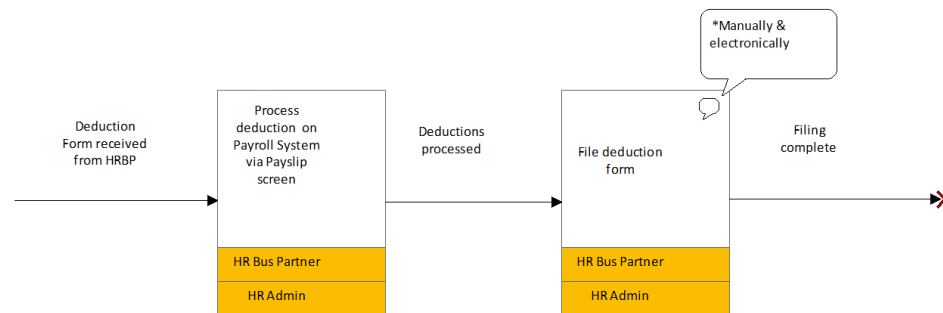Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Overtime & Allowances

OT, night shift allow & callouts
Period: 16th of previous month
to 15th of current month

*by 23rd of the month

Step	Role
Overtime & Allowances due for payment	
Send clock-in/out report to Bus Unit Mngr	HR Bus Partner / HR Admin
Report sent	
Process & submit overtime and allowances	Bus Unit Mngr
Submission done	
Receive import files by 19th of the month	HR Bus Partner
Files received	
Verify & conduct audit for errors	HR Bus Partner
Audit complete	
Import file into Payroll System	HR Bus Partner
File import complete	
Pull report & send to Bus Unit Mngr for approval on 20th of month	HR Bus Partner
Submitted for approval	
Process any corrections, re-pull report & send for approval	HR Bus Partner
Submitted for final approval	
Pull final report & populate consolidated overtime report (COR)	HR Bus Partner
Report ready	
Submit COR to GMHC to include in final payroll pack	HR Bus Partner
COR included in payroll pack	

Title: Overtime & Allowances
Author: Edwin Ramos
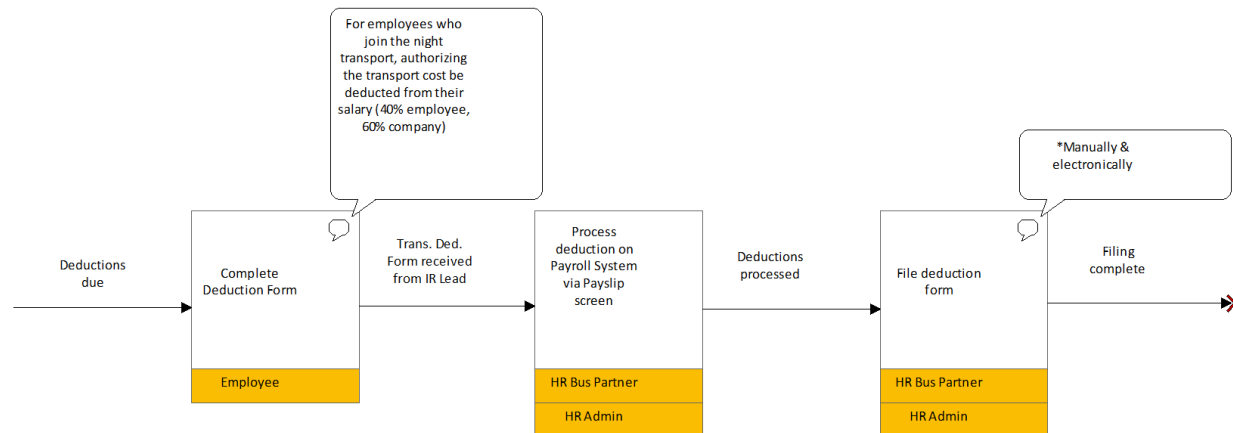Date: 2/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

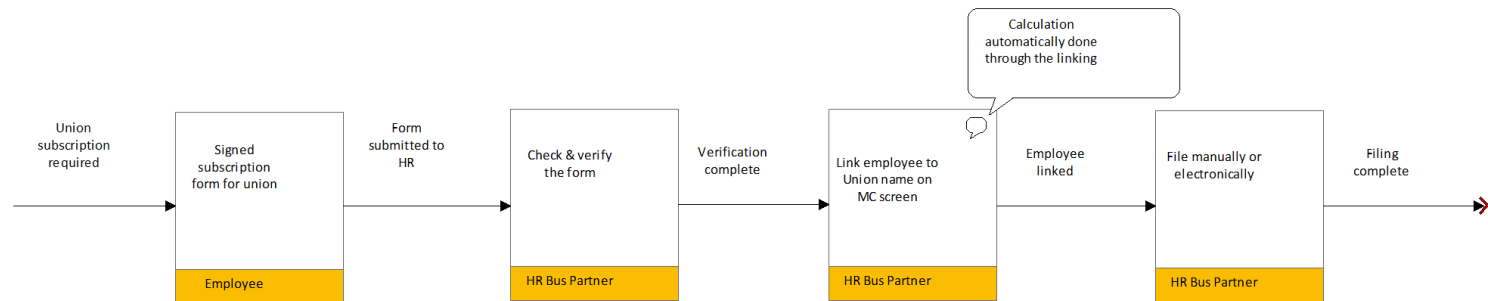Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Process Employee Exit

- Schedule UI-F
- Form UI-19
- Certificate of Service
- Provident Fund Withdrawal Form
- Termination Form
- Dismissal Letter/ Resignation Letter/ End of Contract Letter

- Resignation
- Dismissal
- Pension
- Contract ended

Received from HRBP/HR Admin

Sign-off & approve Termination Form	Signoff complete	Process term date, reason, leave payout, pro-rata & ded	Details updated	Print payslip & attached to termination form	Payslip attached	File manually & electronically	Filing complete
HR Bus Partner		HR Bus Partner		HR Bus Partner		HR Bus Partner	

Company property due for return

Check & receive all issued items	Items received	Conduct exit interview	Interview complete
HR Bus Partner		HR Bus Partner	
HR Admin		HR Admin	

Title: Process Employee Exit
Author: Mohammed Altamush Khan
Date: 2/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Casual Labour

Timesheet cut-off submission

Send approved Timesheets with Casual Req. Form to HRBP

Gen Mngr

Forms sent

Approve request for casual labor

Director

Request approved

Send to FIN for payment

HR Bus Partner

Submitted for payment

Link to: FIN

Title: Process Casual Labour
Author: Edwin Ramos
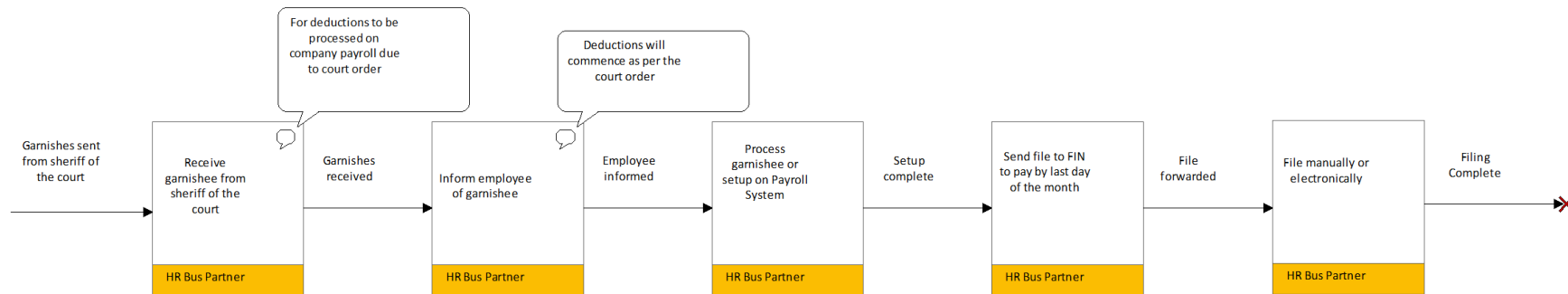Date: 2/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Process New Hires

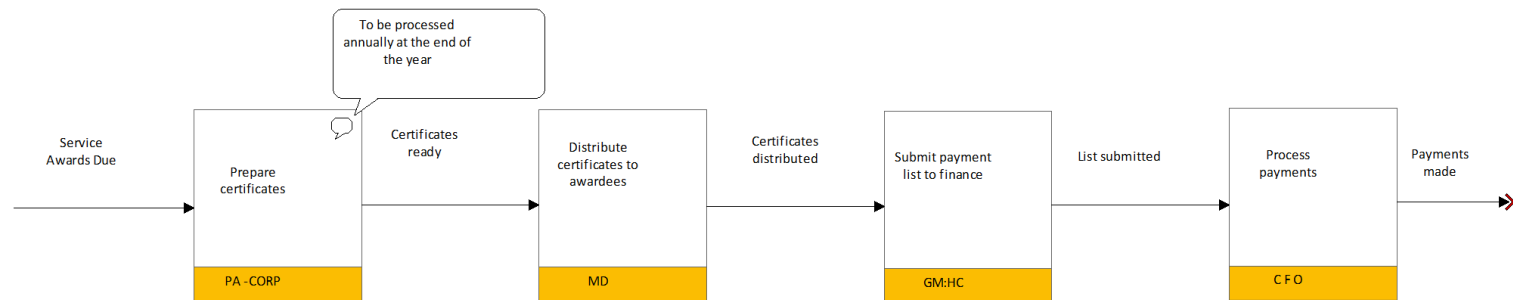**Process Leave Transactions**

Annual/Sick Leave (NBCRFLI Employees)

Sick Leave (BCEA Employees)

Paternity-Maternity Leave

Annual/Sick Leave (NBCRFLI Employees)

Sign in document handover book or through email

HRBP & GM:HC approves payment date first Payment within 48 hours (Applicable only to sick leave)

| Employee leave entitlement | → | Submit authorized annual leave form to Payroll **Employee** | Form submitted | Verify available leave days **HR Admin** | Verification done | Capture leave dates on system **HR Admin** | System updated | Choose payment date by the 23rd of the month **HR Admin** | Dates selected | Receive NBCRFI-EFT advice **GM:HC** |

Document received

| Distribute EFT advice to HR Admin & HRBP **GM:HC** | Distribution done | Capture leave & deduction on payroll system then Print out & sign **HR Admin** | Signoff complete | File leave form & EFT manually & electronically **HR Admin** | Submission done | Extract report from NBCRFLI & reconcile to deductions in the payroll system **HR Bus Partner** | System updated | Include EFT Advice with printed payslip for distribution **HR Admin** | Distribution complete | ✖ |

Title: Annual/Sick Leave (NBCRFLI Employees)
Author: Mohammed Altamush Khan
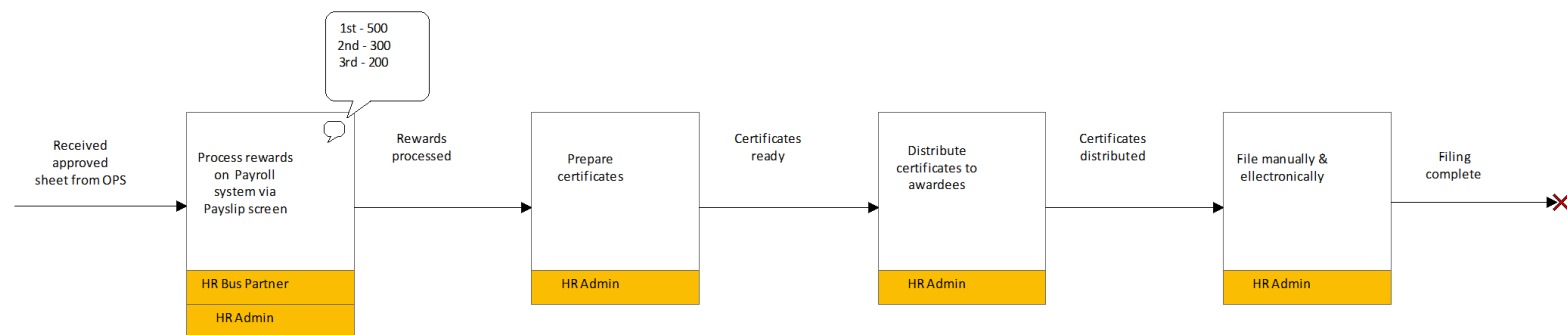Date: 4/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Process Sick Leave (BCEA Employees)

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Maternity/Paternity Leave

NBCRFLI - 33% for 4 months
BCEA - 0% for 4 months
0% for 10 consecutive days

Employee or spouse gives birth	Notify Manager/ HR of Maternity/ Paternity Leave	Management Notified	Complete documentation	Documentation ready	Process the leave days & % salary allocation for the month	Allocation complete	Compute maternity & claim from UIF	Computation done	File manually and electronically	Filing complete

- Notify Manager/HR of Maternity/Paternity Leave — **Employee**
- Complete documentation — **Employee** / **HR Bus Partner**
- Process the leave days & % salary allocation for the month — **HR Bus Partner**
- Compute maternity & claim from UIF — **HR Bus Partner**
- File manually and electronically — **HR Bus Partner**

Title: Process Maternity/Paternity Leave
Author: Mohammed Altamush Khan
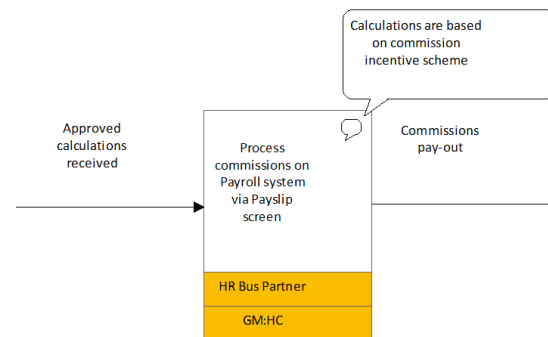Date: 4/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Process Queries

Process (Documents, Items) Distribution

-Pay slips
-Vitamins
-Benefits communication
- Annual update forms

Payroll processing closed

Collate documents by department	Documents sorted	Prepare checklist & AOR	Preparation complete	Send via waybill to location/ branch/ Inhouse	Documents sent	Send email to confirm waybill number
HR Admin		HR Admin		HR Admin		HR Admin

Email sent

Distribute documents & get employee sign receipt	Acknowledge ment done	Forward signed AOR to HR Admin	Documents forwarded	File manually & electronically	Filing complete
Bus Unit Mngr		Bus Unit Mngr		HR Admin	

Title: Process (Documents, Items) Distribution
Author: Edwin Ramos
Date: 4/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Payslips

Payslips
distribution

↓
Process Payslips
for employees
with email

GM:HC

(s) ESS

Auto email
sent to
employees

Payslips
disribution

↓
Process Payslips
for non-email
employees

HR Bus Partner

HR Admin

Sorting
complete

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Payslips for employees with email

Title: Process Payslips for employees with email
Author: Mohammed Altamush Khan   Authorization: Authorized
Date: 5/10/2023   Date: 7/12/2023
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Payslips for non-email employees

2nd/ last day of the month

Payslips distribution

Print payslips from payroll system

| HR Bus Partner |
| HR Admin |

Import complete

Sort as per department

| HR Bus Partner |
| HR Admin |

Sorting complete

Link To: Process Document Distribution

Title: Process Payslips for non-email employees
Author: Mohammed Altamush Khan   Authorization: Authorized
Date: 5/10/2023   Date: 7/12/2023
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Payroll Reports

Packs include:
1. Nett Salary Variance
2. Variance Total Summary
3. 12 MR Variance on all
4. Leave Provision / Days Due
5. Employee Movements
6. Payroll (all levels)
7. Unions
8. Overtime Reports
9. Employee Headcount

1st Review

2nd Review

Payroll processing closed

Prepare Payroll Packs

HR Bus Partner

GM:HC

Packs ready

Review Payroll Packs for:
- SLISA
- Tirisano
- Mellets

GM:HC

Review complete

Review Payroll Packs for:
- NamLog/SLISA
-

...

C F O

2nd review complete

Send Payroll Packs for payment

C F O

Packs sent

Upload export files from Payroll to Bank

HR Bus Partner

Group Fin Acc

Upload complete

Title: Process Payroll Reports
Author: Edwin Ramos
Date: 4/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Payroll Changes

Signed-off & approved documents to support the changes:
- Bank detail changes
- Promotions & Demotions
- Salary Increases - CTC/ NBCRFLI
- Department Transfers
- PDP/ Passport Renewals

Receive request for change

Make the necessary changes

Changes updated in system

HR Bus Partner

GM:HC

Title: Process Payroll Changes
Author: Edwin Ramos
Date: 4/5/2023
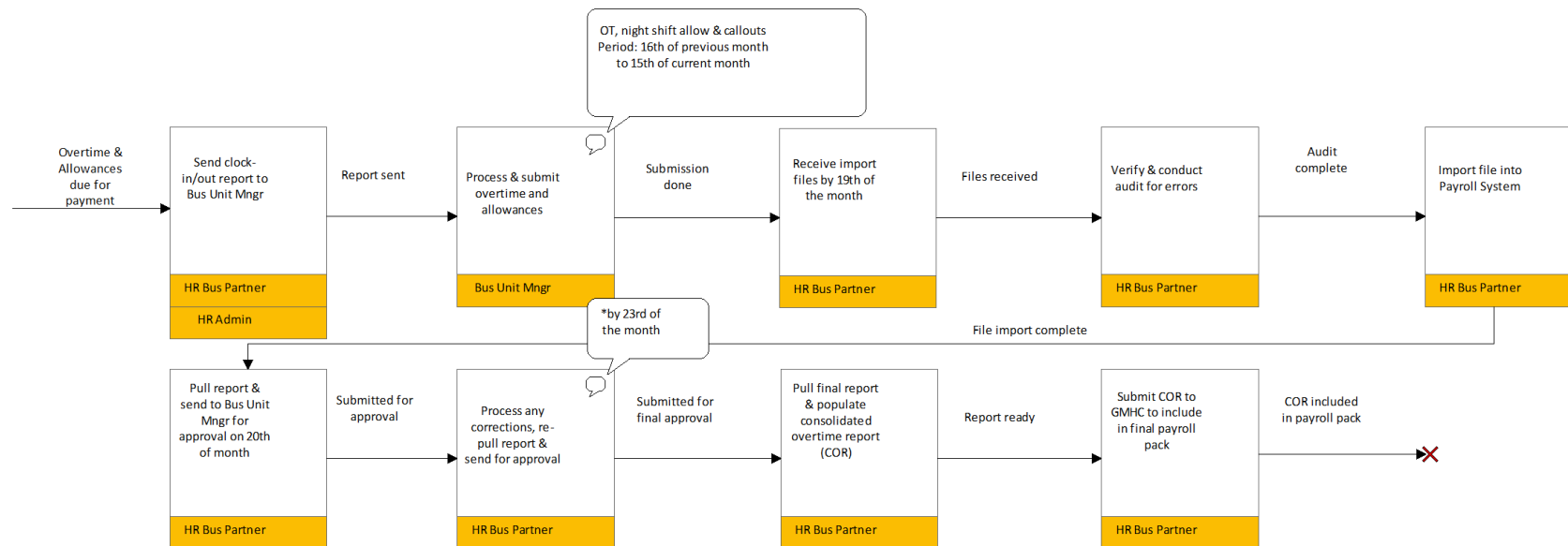Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Employee Relations

Incident occured → Process Employee Relations

IR Officer
HR Bus Partner

Incident closed ✗
Employee informed of outcome ✗

Employee Absent → Process Abscontia

IR Officer
HR Bus Partner

Disciplinary notice issued → Link To: Process Disciplinary Hearing

Employee reported on-duty → Link To: Process Employee Relations

Referral form 7.11 submitted by ex-employee/ Union rep within 30 days → Process Dispute Resolution (External)

HR Bus Partner

Settlement complete ✗
Referral to arbitration →

Referral form 7.13 submitted by ex-employee/ Union rep within 90 days of non resolution → Process Arbitration

HR Bus Partner

Case closed ✗

Title: Employee Relations
Author: Mohammed Altamush Khan
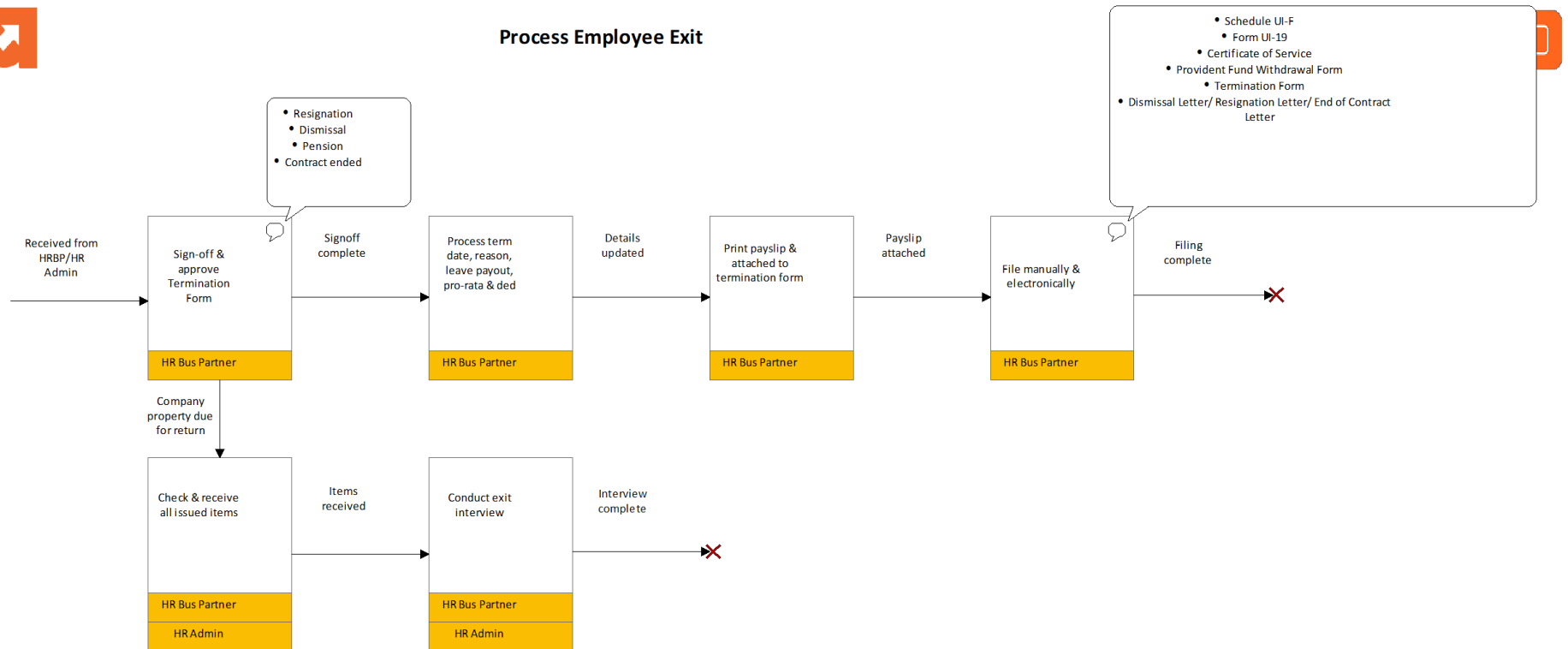Date: 3/1/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Employee Relations

For Misconduct -
Employee to provide
statement
For Poor Performance -
Bus Unit Mngr to provide
poor performance JD or
targets
For Incapacity - Medical
reasons & doctors reports,
company JD requirement

Disciplinary
documents as per
COC:
1-Counseling form
2- Verbal Warning -
valid 3 months
3- Written warning -
valid 6 months
4- Final warning - valid
12 months
5- Disciplinary notice
(To attend Poor
performance enquiry/
To attend Incapacity
Enquiry/To attend
misconduct enquiry)

Incident
occured

Register the incident on the incident report
Bus Unit Mngr

Incident registered

Forward incident report to IR officer & HRBP
Bus Unit Mngr
(s) E-mail

Incident registered → Capture incident MS Teams IR report

Capture incident MS Teams IR report
IR Officer
HR Bus Partner

Incident captured

Review incident & request supporting documents
IR Officer
HR Bus Partner

Supporting documents

| File Manually & Electronically |

Check previous disciplinary records
IR Officer
HR Bus Partner

Records checked

Draft disciplinary document and forward for approval
IR Officer
HR Bus Partner

Disciplinary document forwarded

Review, sign and send back the final copy
Bus Unit Mngr

Signed copy returned

Update IR report and file records
IR Officer
HR Bus Partner

Incident closed

Disciplinary notice approved

Process Disciplinary Hearing
IR Officer
HR Bus Partner

Employee informed of outcome

Title: Process Employee Relations
Author: Mohammed Altamush Khan
Date: 3/15/2023
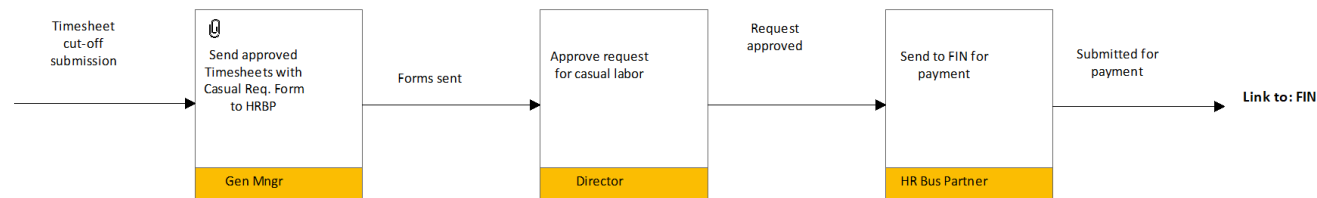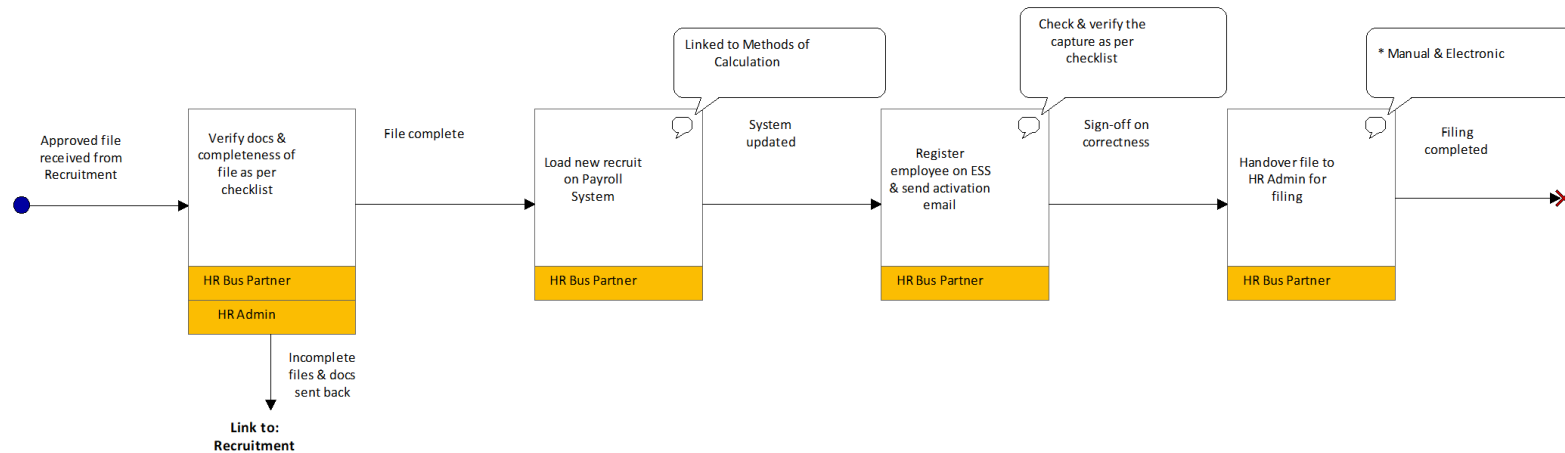Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Process Disciplinary Hearing

Hearing held inline with labour relations act (Code of good conduct schedules) Employee may request interpreter- IR officer/HRBP will organize representative and confirm prior to hearing

Staff not guilty

Disciplinary notice approved

Arrange venue & chairperson
IR Officer
HR Bus Partner

Venue & chairperson confirmed

Notify employee 48 hrs prior to hearing
IR Officer
HR Bus Partner

Employee notified

Conduct hearing
Chairperson

staff found guilty

Submit mitigating to aggravating
IR Officer
HR Bus Partner

Submission complete

After dismissal - no internal appeal process.

Submit recommendation on sanction
Chairperson

Submission complete

Draft relevant documents and inform employee of outcome
IR Officer
HR Bus Partner

employee informed of outcome

Title: Process Disciplinary Hearing
Author: Mohammed Altamush Khan
Date: 3/15/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Conduct hearing

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Poor Performance Hearing (Sch 9)-Incapacity

Title: Process Poor Performance Hearing (Sch 9)-Incapacity
Author: Mohammed Altamush Khan   Authorization: Authorized
Date: 3/15/2023   Date: 7/12/2023
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Incapacity Hearing (Sch 10 &11)-Ill Health

Company may request independent doctor to make a decision of illness

Recommendations made are based on Nature of Illness (Permanent or Temporary)

Recommendation For Permanent : Dismissal, Demotion, Alternate Position,Adjustment to work Recommendation For Temporary: Adjustment to work, demotion, alternate position

Employee notified

Conduct initial hearing and request reports
Facilitator

Reports requested

Conduct followup hearing & assess nature of illness
Facilitator

assessment complete

Execute Disciplinary Action
Facilitator

Employee found guilty

Title: Process Incapacity Hearing (Sch 10 &11)-Ill Health
Author: Mohammed Altamush Khan
Date: 3/15/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Abscontia

Process flow diagram:

Employee absent →

Report employee absenteeism to IR Officer (Bus Unit Mngr)
Note: Day 1 — Manager to try and get hold of the employee

→ Absenteeism reported →

Check attendance & update report (Bus Unit Mngr)
Note: Day 2

→ Report updated →

Check attendance and send SMS to employee (IR Officer / HR Bus Partner)
Note: Day 3,4 & 5

→ Staff not on-duty →

Issue disciplinary hearing notice to employee (IR Officer / HR Bus Partner)
Note: Day 5 — Issued via SMS & registered mail

→ Disciplinary notice issued →

Link To: Process Disciplinary Hearing

Branch from "Check attendance and send SMS to employee":
→ Employee reported on-duty → Link To: Process Employee Relations

---

Title: Process Abscontia
Author: Mohammed Altamush Khan
Date: 3/16/2023
Volume: 0.00 Per Second

Authorization: Authorized
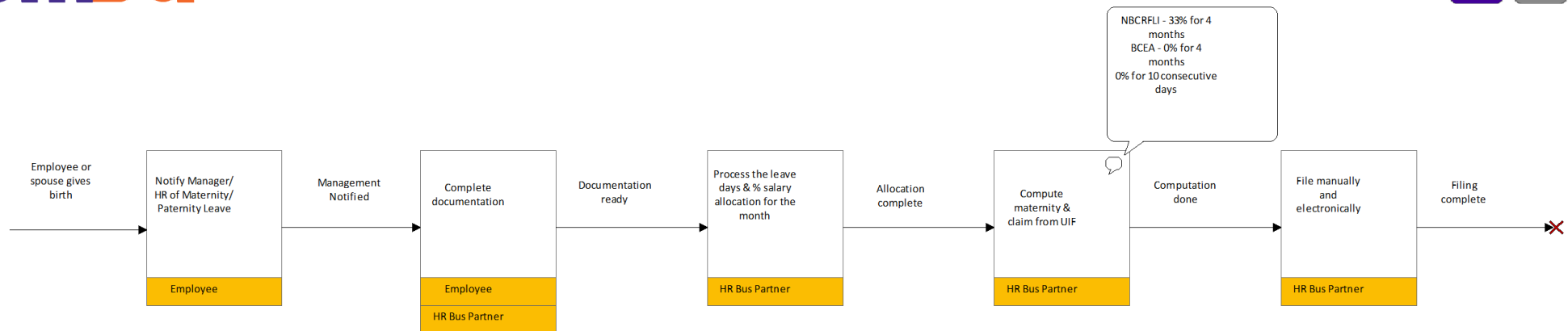Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Process Dispute Resolution (External)

For CCMA matters - Continue with conciliation & if unresolved immediately continue arbitration process.
Object to ConArb in 7 days of date to have the two processes split and then follow dispute resolution process

Referral form 7.11 submitted by ex-employee/ Union rep within 30 days

Update IR report
- IR Officer
- HR Bus Partner

Report updated

If matter not resolved- certificate of non resolution is issued

Arrange conciliation schedule & issue sitdown notice
- IR Officer
- HR Bus Partner

Conciliation scheduled

Prepare case files and finalize mandate for settlement
- IR Officer
- HR Bus Partner

Wait 90 days for referral to arbitration before closing the case.

preparation complete

Appoint representative to attend conciliation
- IR Officer
- HR Bus Partner

Representative appointed

Attend conciliation
- IR Officer
- HR Bus Partner

Resolution finalized

Provide feedback to the company
- IR Officer
- HR Bus Partner

Settlement required

Provide tax directive & make payment
- Group Fin Acc

Settlement complete

No referral to arbitration. Matter closed

Referral to arbitration

Process Arbitration

Title: Process Arbitration
Author: Mohammed Altamush Khan
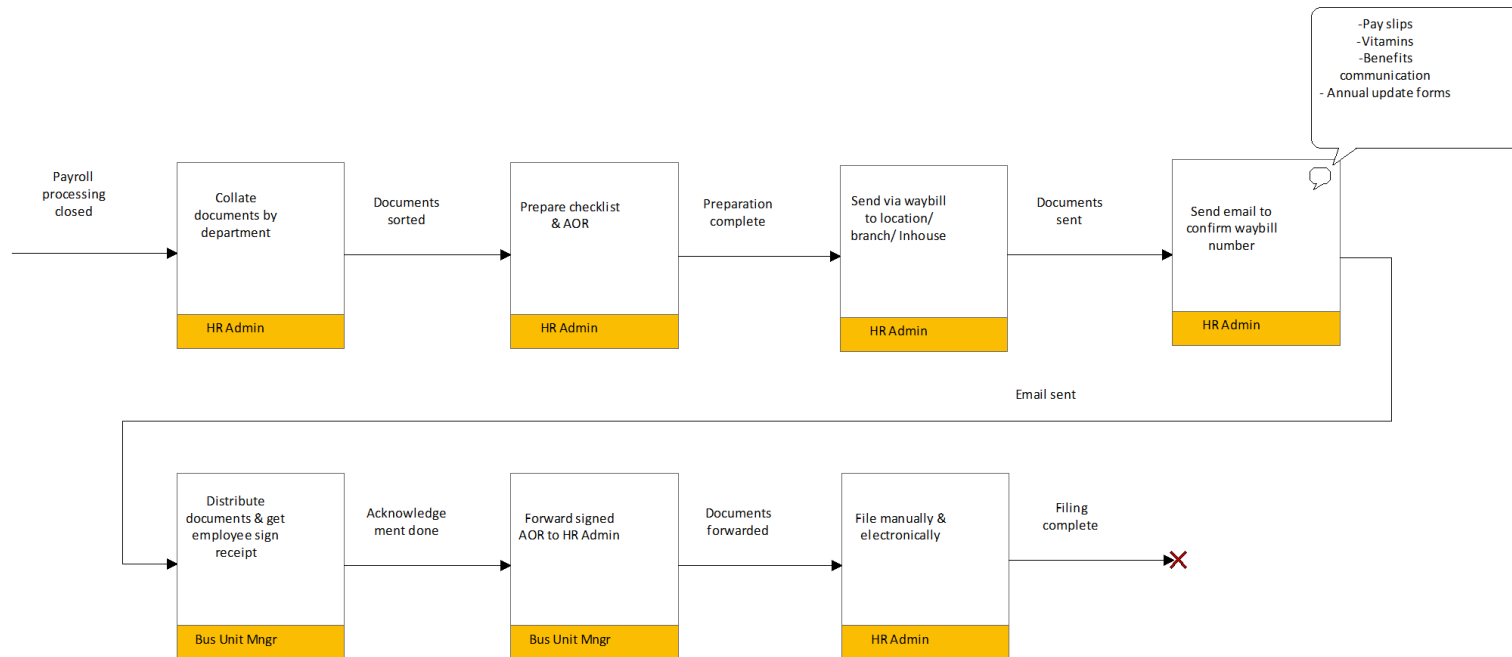Date: 3/16/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Accept award & comply/Review at labour court

Award not in
favour of Co

Consult with management on ruling award
HR Bus Partner

Consultation
done

Object the award & receive management instructions
HR Bus Partner

Instructions
received

Legal Representative -
Snyman Attorneys

Submit for review to legal representative
HR Bus Partner

Submitted for
review

Attend meeting & prepare documents for legal review
HR Bus Partner

Documents
submitted for
review

Receive case feedback/progres s report from legal representatives
HR Bus Partner

Case closed

Title: Accept award & comply/Review at labour court
Author: Mohammed Altamush Khan   Authorization: Authorized
Date: 3/16/2023   Date: 7/12/2023
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.:   0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Government Relations

Workers Compensation Act

Payroll System Updates

Reporting & Payments - Statutory

Title: Government Relations
Author: Mohammed Altamush Khan
Date: 5/14/2023
Volume: 0.00 Per Second

Authorization: Authorized
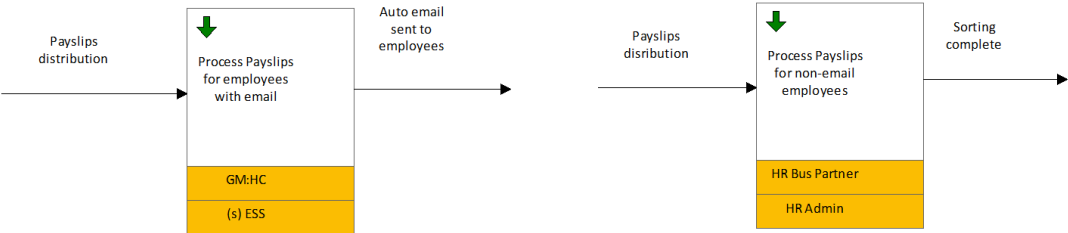Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Payments & Declaration -WCA

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Payroll System Updates

Title: Process Payroll System Updates
Author: Mohammed Altamush Khan
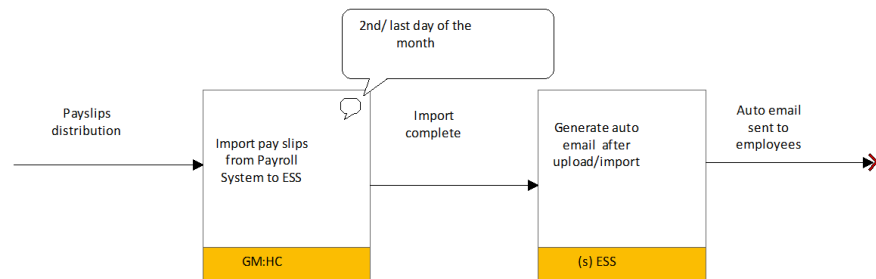Date: 5/14/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Process Reporting & Payments - Statutory
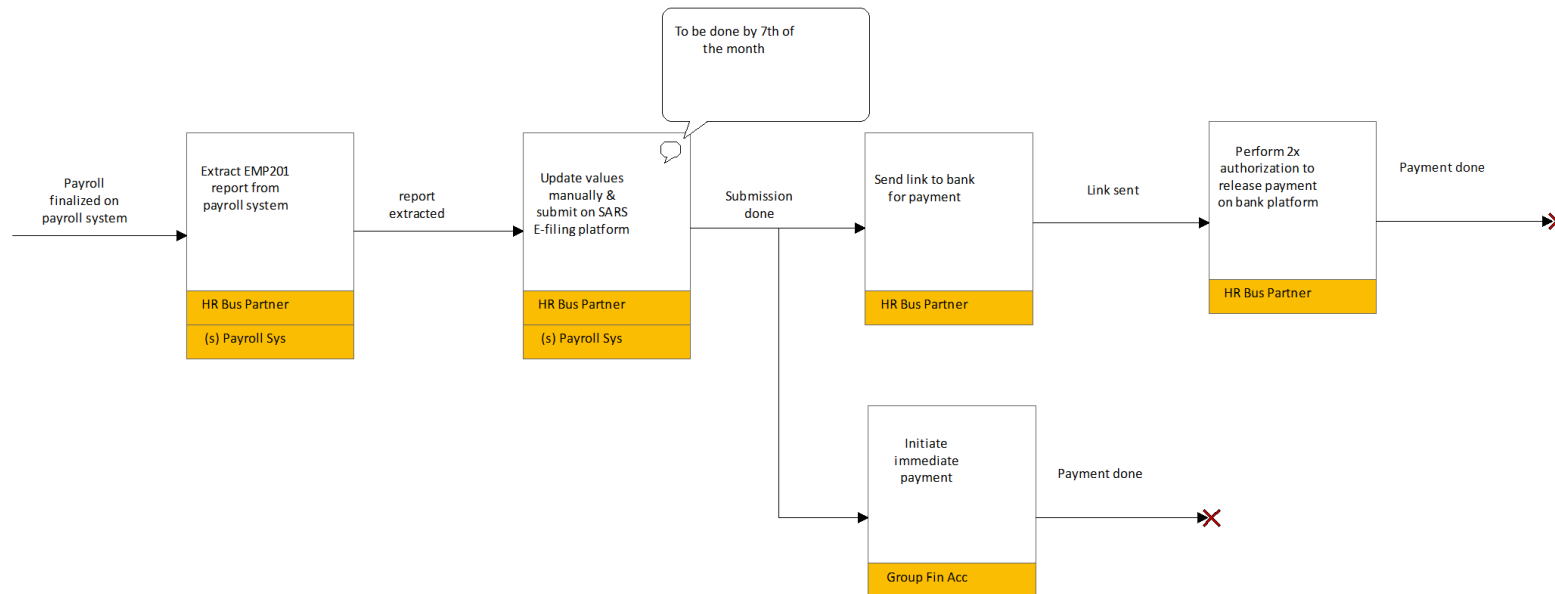
Title: Process Reporting & Payments - Statutory
Author: Mohammed Altamush Khan
Date: 5/14/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Manage Employee Performance

Competency gaps identified

Manage Employee Performance

Records filed

HR Bus Partner
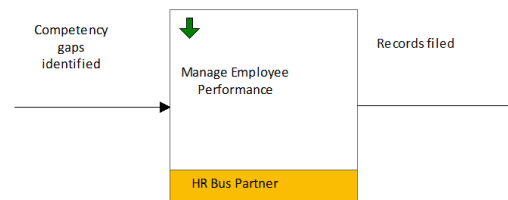
Title: Manage Employee Performance
Author: Mohammed Altamush Khan
Date: 7/12/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
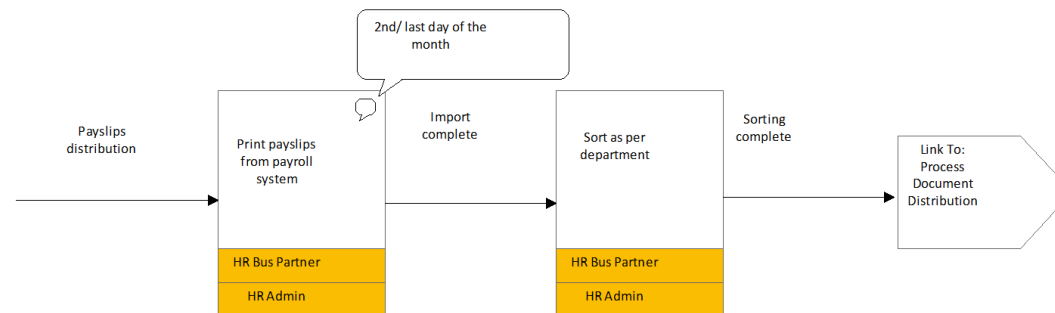Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

New Landing Page - Level 1.2.2.1.1.5.1   Version: 1

Manage Employee Performance

Competency gaps identified	Review/ revise job description	GUIDE upload completed	Review / revise goal settings	Records filed
	HR Bus Partner		Department	

Title: Manage Employee Performance
Author: Mohammed Altamush Khan
Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
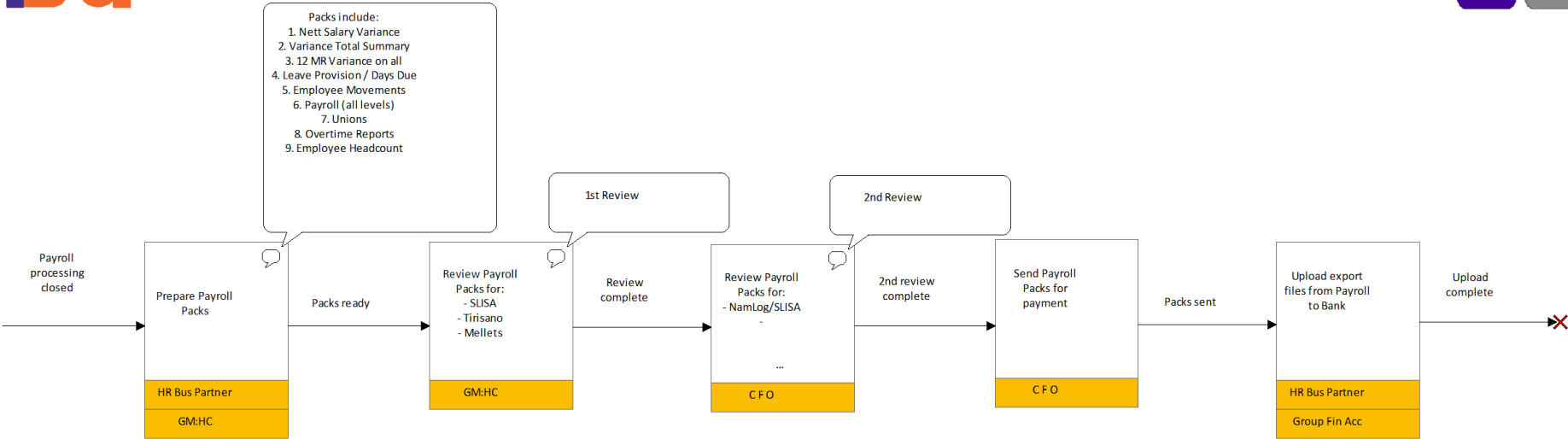Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

SMSA

Review/revise job description/competency matrix

Annual JD review
requirement/
competency gap
identified

Master Payroll
report received

Process Job
Description

GUIDE upload
completed

| HR Bus Partner |
| GM:HC |

Adhoc request
from dept. to
change JD

Title: Review/revise job description/competency matrix
Author: Mohammed Altamush Khan   Authorization: Authorized
Date: 5/11/2023   Date: 7/12/2023
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Job Description

Verify availability of updated JDs in GUIDE within 3 weeks. Otherwise, follow-up with QRM.

Frequency = Monthly

Master Payroll report received

Compare current JDs vs Manpower positions to identify
HR Bus Partner

Job description not available

Depts to review JDs annually as per policy Request sent by QMS last quarter of the year

Request concerned department to accomplish
HR Bus Partner

PSQ/format submitted

Prepare as per PSQ/JD format
HR Bus Partner

JD ready for upload

Request QRM to upload JD in GUIDE
HR Bus Partner
(s) GUIDE

GUIDE uploaded completed

If changes required JD Review & Amendment Form submitted as attachment

Completed form to be received

JD updated

Annual JD review requirement

Send JD review request to depts.
HR Bus Partner
(s) GUIDE

JD request sent thru GUIDE

Review JDs
Dept. Heads
(s) GUIDE

JD review action cleared

Forward completed reviews to HRBP
QMS Specialist

JDs requiring update / amendments

Update / amend JD as required
HR Bus Partner

No update required on JD

Adhoc request from dept. to change JD

Title: Process Job Description
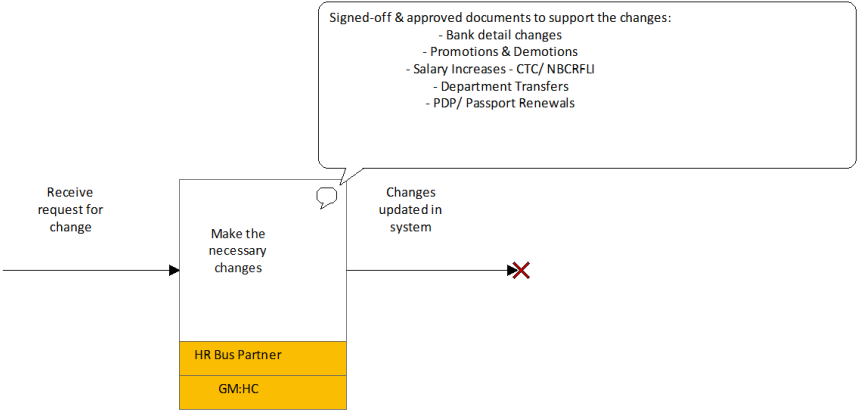Author: Mohammed Altamush Khan
Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Review / revise goal settings

GUIDE upload completed

Required competencies from appraisal results

Process Employee Performance Appraisal

GM:HC

Business/Adhoc requirements

Records on file

Title: Review / revise goal settings
Author: Mohammed Altamush Khan
Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
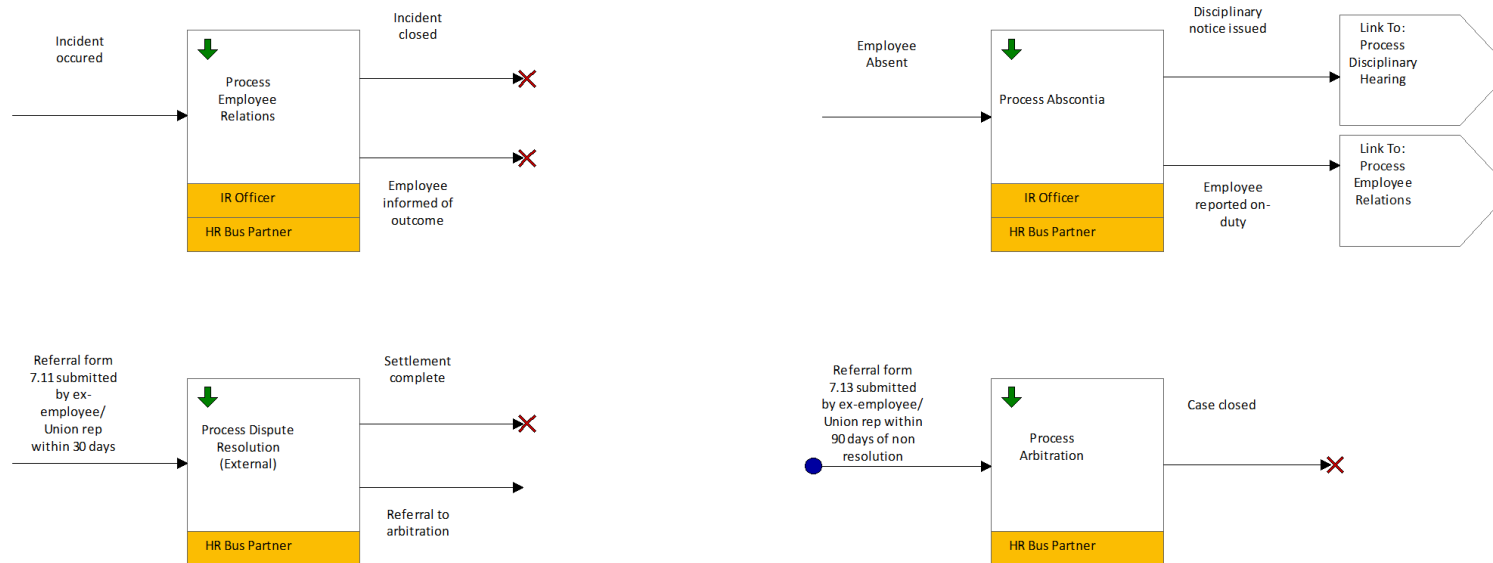● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Employee Performance Appraisal

For the period:
Jan - Jun or
Date of Joining to Jun

Mid-year
appraisal
submitted

Records on file

Process Mid-year
appraisal

GM:HC

Business
requirement

Process Goal
setting

GM:HC

Bus Unit Mngr

Adhoc
requirement

For the period:
Jan - Dec or
Date of Joining to Dec

Required
competencies
from appraisal
results

Process End-
year/Final
appraisal

GM:HC

End-year/Final
appraisal
submitted by
depts

Title: Process Employee Performance Appraisal
Author: Mohammed Altamush Khan
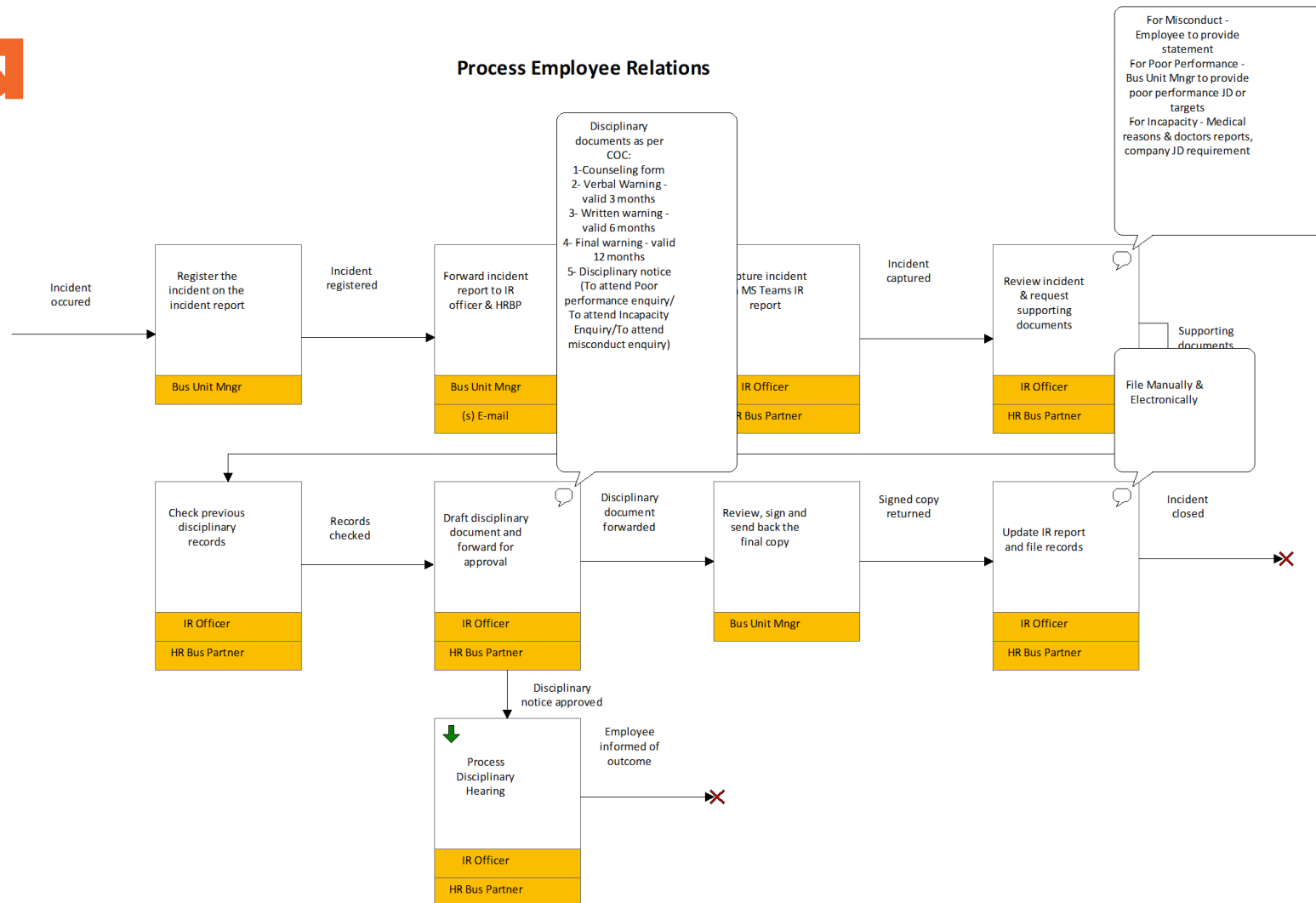Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Goal setting

Compare GS vs JD

Business requirement

Collect individual goal setting from departments

GM:HC

Goal settings collected

Review goal settings (Individual KPI)

GM:HC

No changes required on goal setting

Update the goal setting database

GM:HC

(s) MS Excel

Mid year appraisal (If required)

Year-end appraisal

Revision required on goal settings

Adhoc requirement

Revise the goal setting

Bus Unit Mngr

Revise goal setting submitted

Title: Process Goal setting
Author: Mohammed Altamush Khan
Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
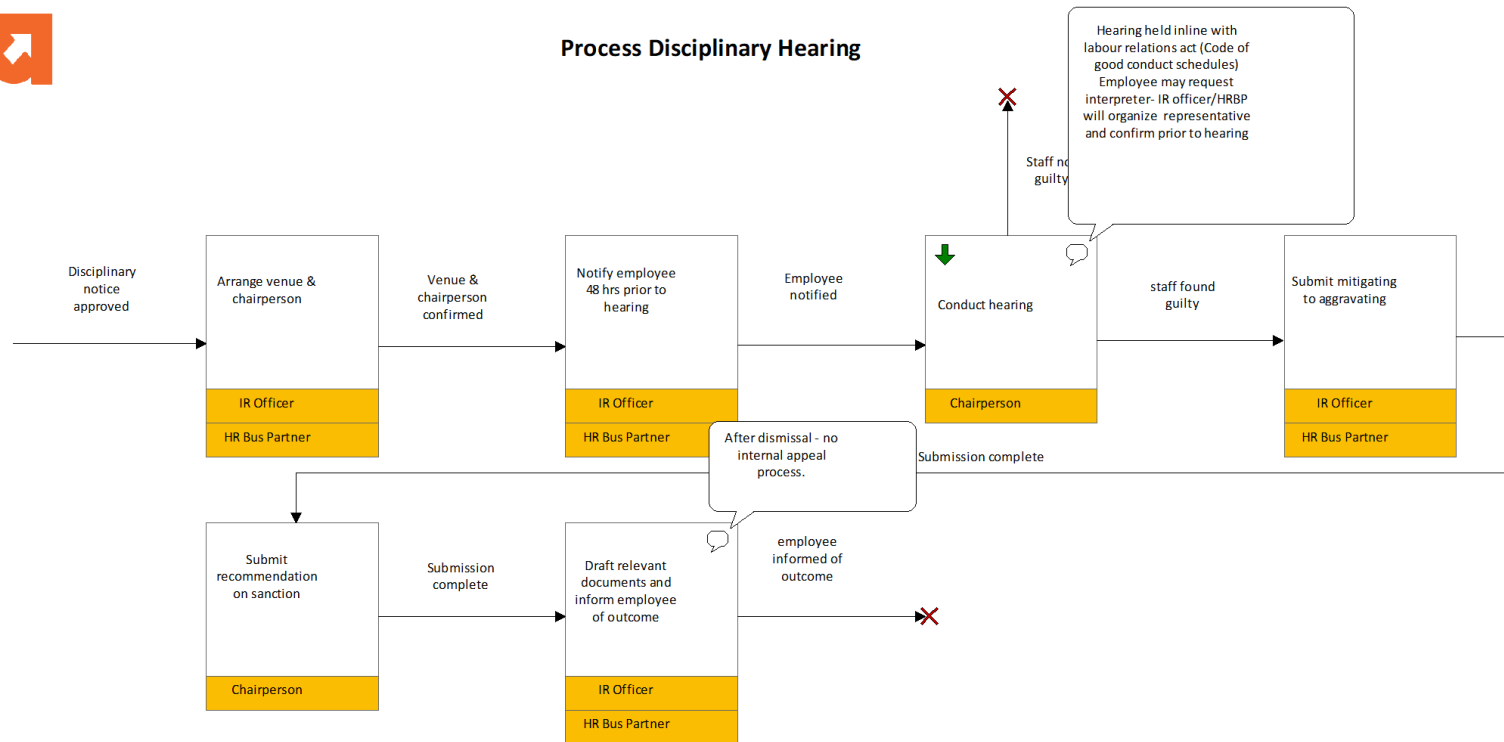● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Mid-year appraisal

Gaps status
monitored

Mid year appraisal submitted (if required)	Collect Mid-year appraisal	Mid year appraisals collected	Review appraisal form	Mid year appraisals review completed	Update the Mid year appraisal database	Gaps identified	Communicate the gaps with solutions to respective department	Communication done	File the forms	Records on file

GM:HC

GM:HC

GM:HC
(s) MS Excel

GM:HC

GM:HC

No gaps identified

Title: Process Mid-year appraisal
Author: Mohammed Altamush Khan
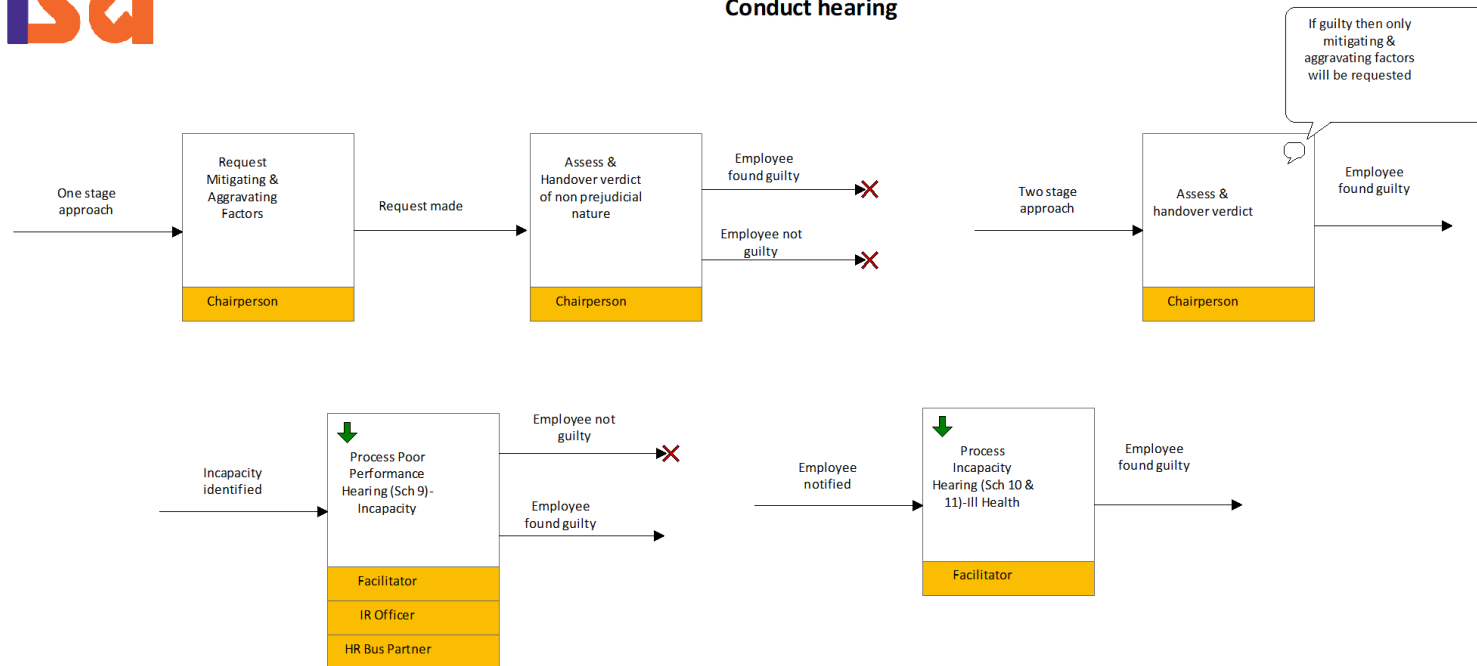Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process End-year/Final appraisal

Year-end appraisal submitted by depts

Collect year-end appraisal

GM:HC

Appraisals collected

Review appraisal form (Individual KPI achieved)

GM:HC

Appraisal review completed

Update the year-end appraisal database

GM:HC

(s) MS Excel

Database updated

Generate summary report

GM:HC

(s) MS Excel

Submitted to Finance dept.

Create competency gaps log sheet

GM:HC

Required competencies from appraisal results

Title: Process End-year/Final appraisal
Author: Mohammed Altamush Khan
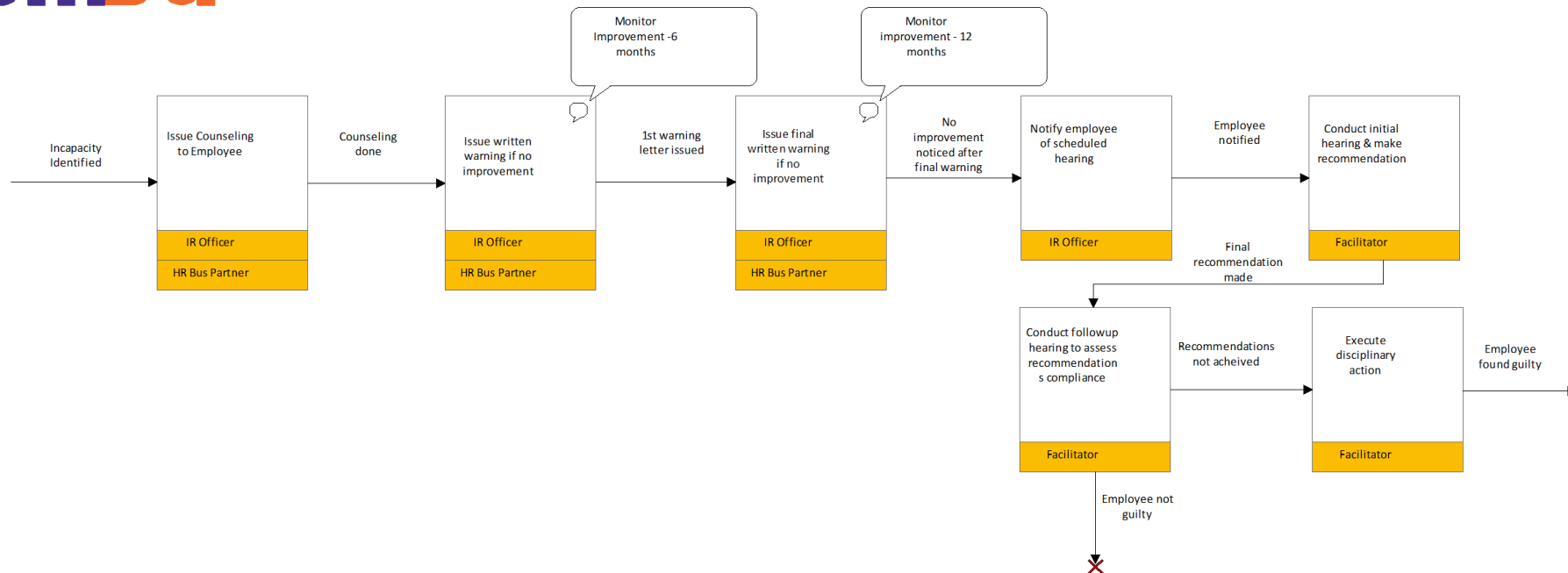Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Support Services

Title: Support Services
Author: Mohammed Altamush Khan
Date: 7/18/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Employee File Audit

Yearly requirement

File audit for termination employees

HR Bus Partner

File audit complete

Yearly requirement

File Audit for active employees

HR Bus Partner

File audit complete

Title: Process Employee File Audit
Author: Mohammed Altamush Khan
Date: 7/17/2023
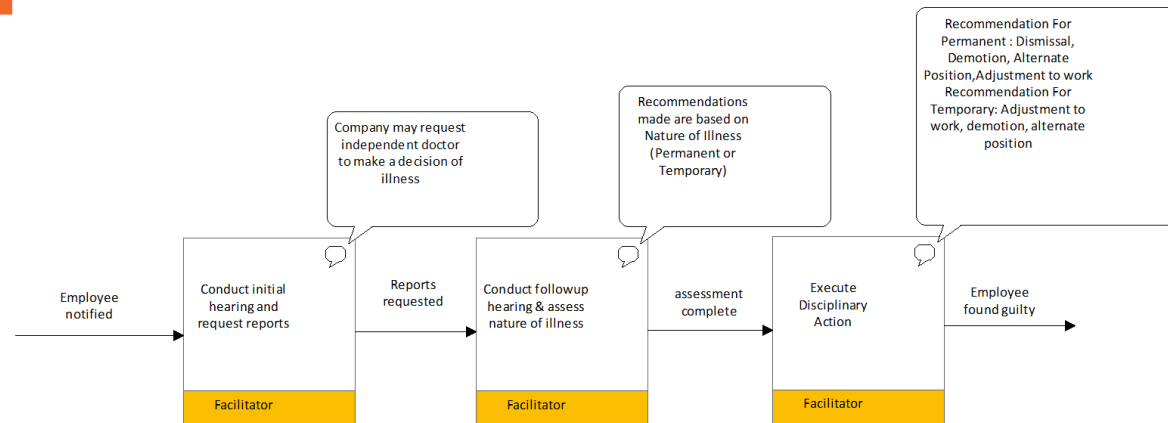Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

File Audit for Termination Employees

List of documents -
Dismissal letter
Resignation letter
Retirement letter
Provident forms

Yearly requirement

Verify documents on file

File audit complete

HR Bus Partner

Documents not on file

Request documents from HRBP

Documents updated

HR Admin

Title: File Audit for Termination Employees
Author: Mohammed Altamush Khan
Date: 7/18/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
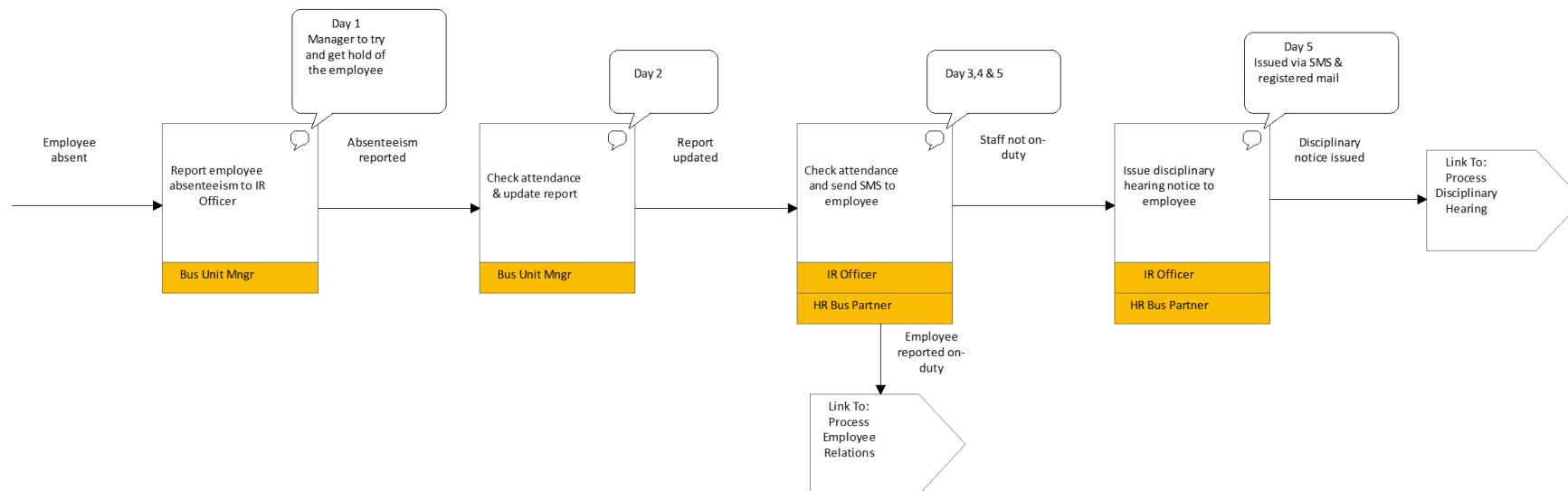Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

File Audit for Active Employees

Yearly requirement

Check employee assigned to correct department
HR Bus Partner

Check complete

Check employee files and scan folder
HR Bus Partner

Check complete

Documents - ID, Signed contract, license, HR documents

Verify documents on file
HR Bus Partner

File audit complete

Documents not on file

Documents updated

Request documents from employee
HR Bus Partner

Title: File Audit for Active Employees
Author: Mohammed Altamush Khan
Date: 7/18/2023
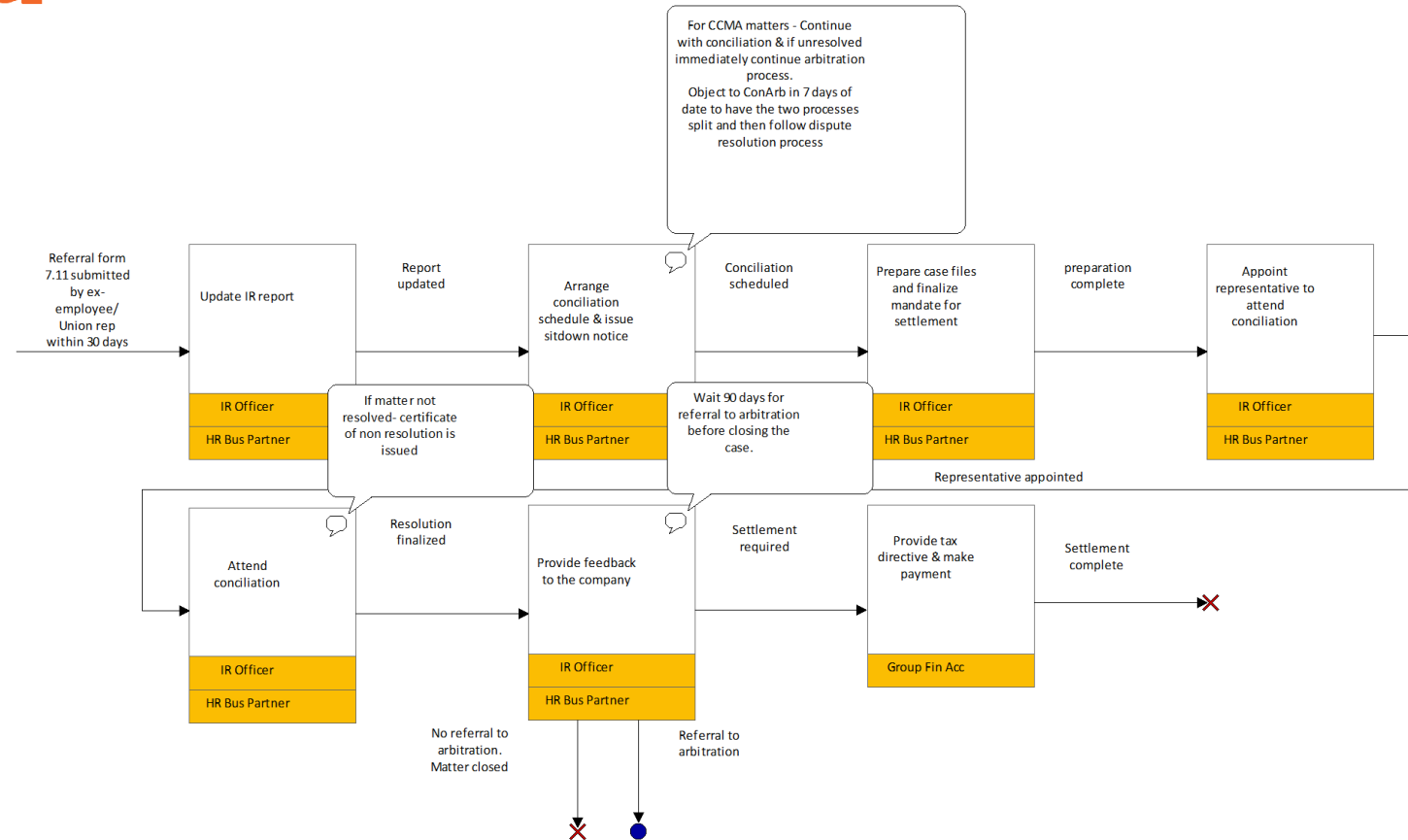Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Employee Details Update

Forward as follows:
Admin - Birthday list , Telephone list
IT - Relevant information to be added on system
Exec Sec - COVID list

Yearly requirement	Extract employee list from system	List extracted	Sort list based on new and term category	Sorting complete	Forward the information to concerned for update	Information updated
	HR Bus Partner		HR Bus Partner		HR Bus Partner	

Title:	Process Employee Details Update	Owner:	Mandy Jessica Kendall
Author:	Mohammed Altamush Khan	Diagram Version:	1
Date:	7/17/2023	Review Date:	None
Volume:	0.00 Per Second		

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Employee Terminations

Request
received for
termination
documents

Process dismissal

HR Admin

Termination
form ready

Request
received for
termination
documents

Process
resignation

HR Admin

Records filed

Title: Process Employee Terminations
Author: Mohammed Altamush Khan
Date: 7/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Resignation

Request received for termination documents

Resignation letter received from IR officer

Login VIP screen on the system
HR Admin
(s) Payroll Sys

Logged in the system

Draft certificate of service
HR Admin

Certificate ready

Check assets retrieved from employee

Draft termination form
HR Admin

Form ready

Request employee for 3 months bank statement and ID copy

Assist employee in completing provident fund forms
HR Admin

Form complete

Submit forms for MD & CFO approval
HR Admin

Forms approved

Submit form to relevant provident fund
HR Admin

Records filed

Title: Process Resignation
Author: Mohammed Altamush Khan
Date: 7/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

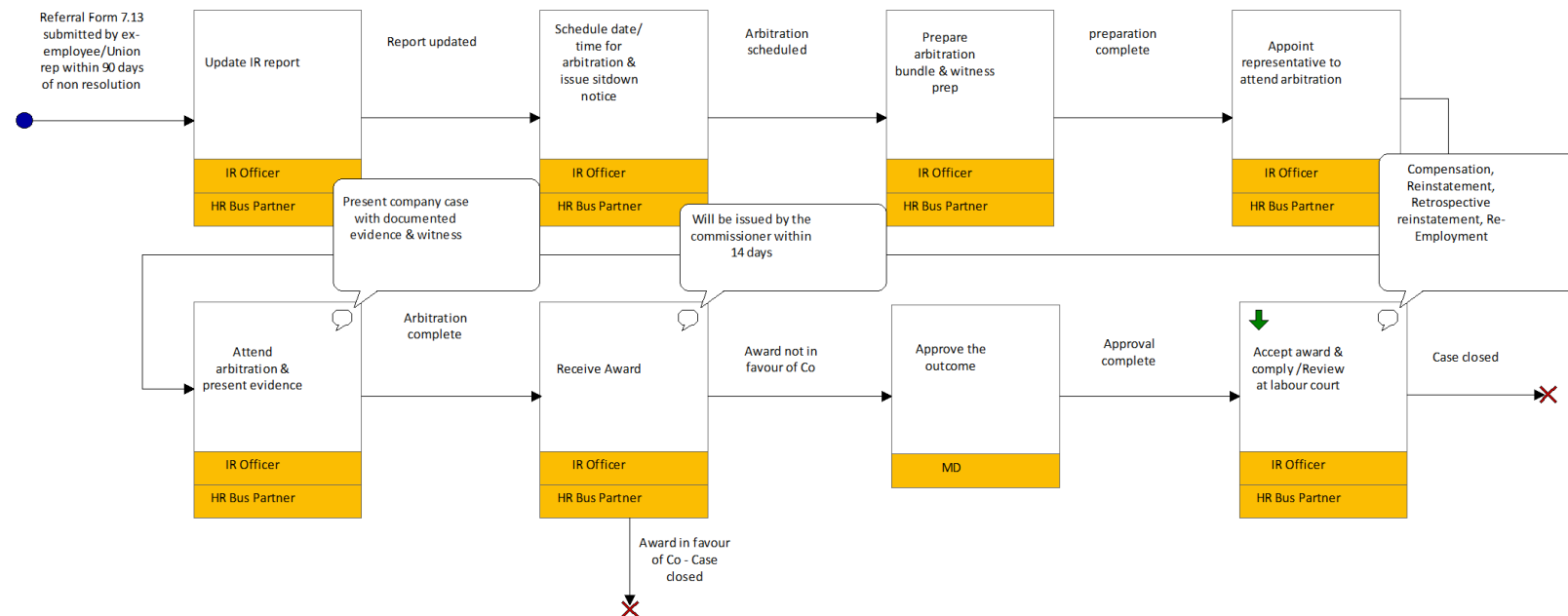Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Process Dismissal

Process Paper Orders

Business requirement →

Check paper stock on hand
HR Admin

Check complete →

Check paper usage for the month per department
HR Admin

Check complete →

Send email to onelink requesting quotation
HR Admin

Email sent →

Receive quotation and process PO
HR Admin
(s) Fraxion

PO ready →

Forward PO to onelink and request delivery schedule
HR Admin

Delivery schedule received →

Receive stock and verify quantity
HR Admin

Paper stock replenished → ✕

Title: Process Paper Orders
Author: Mohammed Altamush Khan
Date: 7/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
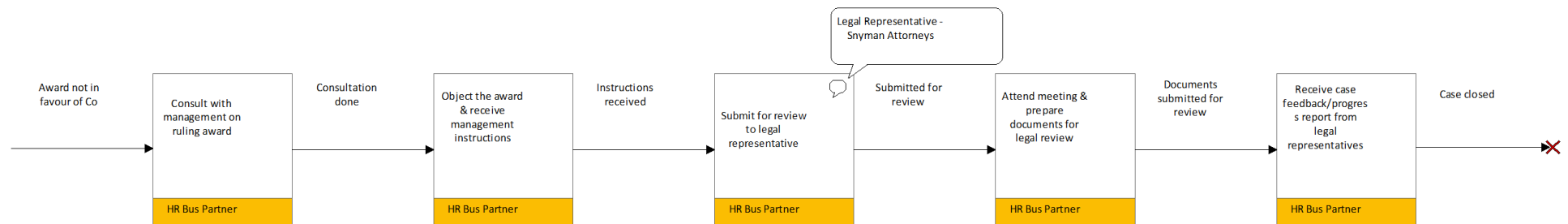● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Employee Confirmations

Oral confirmation required → | Call employee to confirm details / HR Admin | → Call made → | Verify & update details on the payroll system / HR Admin / (s) Payroll Sys | → Oral confirmation complete →

Employee requests written letter → | Extract details from payroll onto letter / HR Admin / (s) Payroll Sys | → Letter ready → | Handover letter to employee / HR Admin | → Handover complete →

Title: Process Employee Confirmations
Author: Mohammed Altamush Khan
Date: 7/17/2023
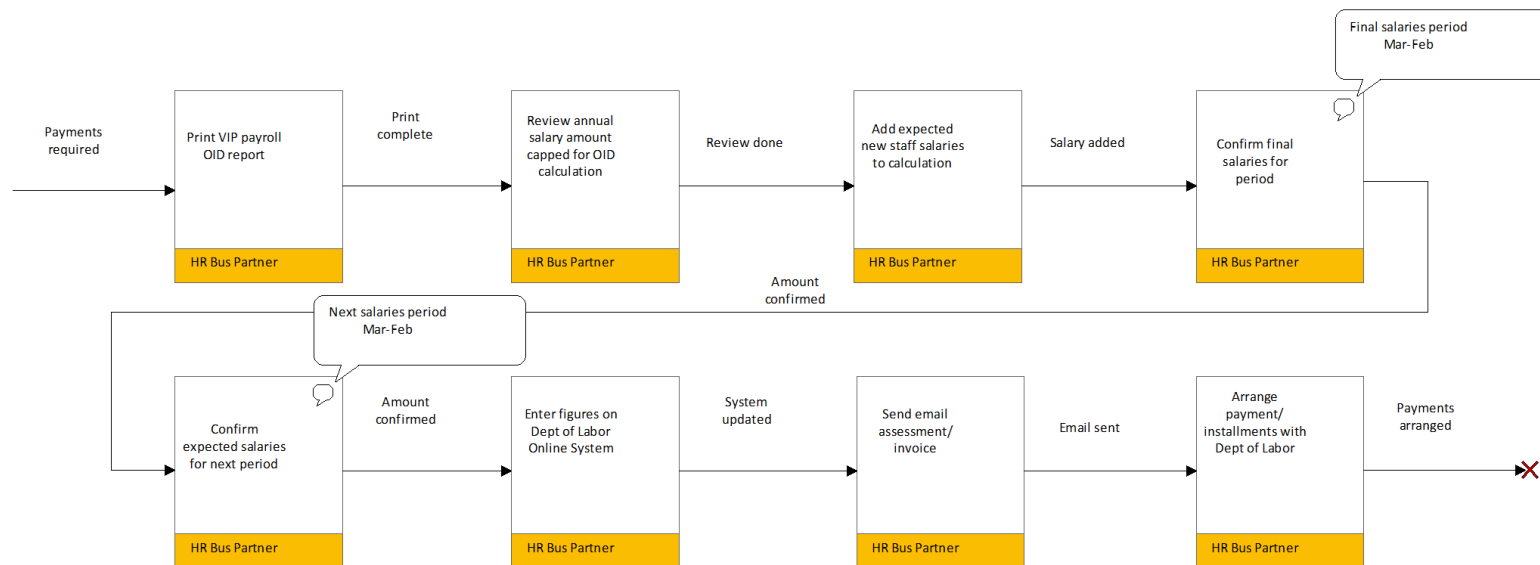Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

HRD - Training & Org Development

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Manage other competence processes
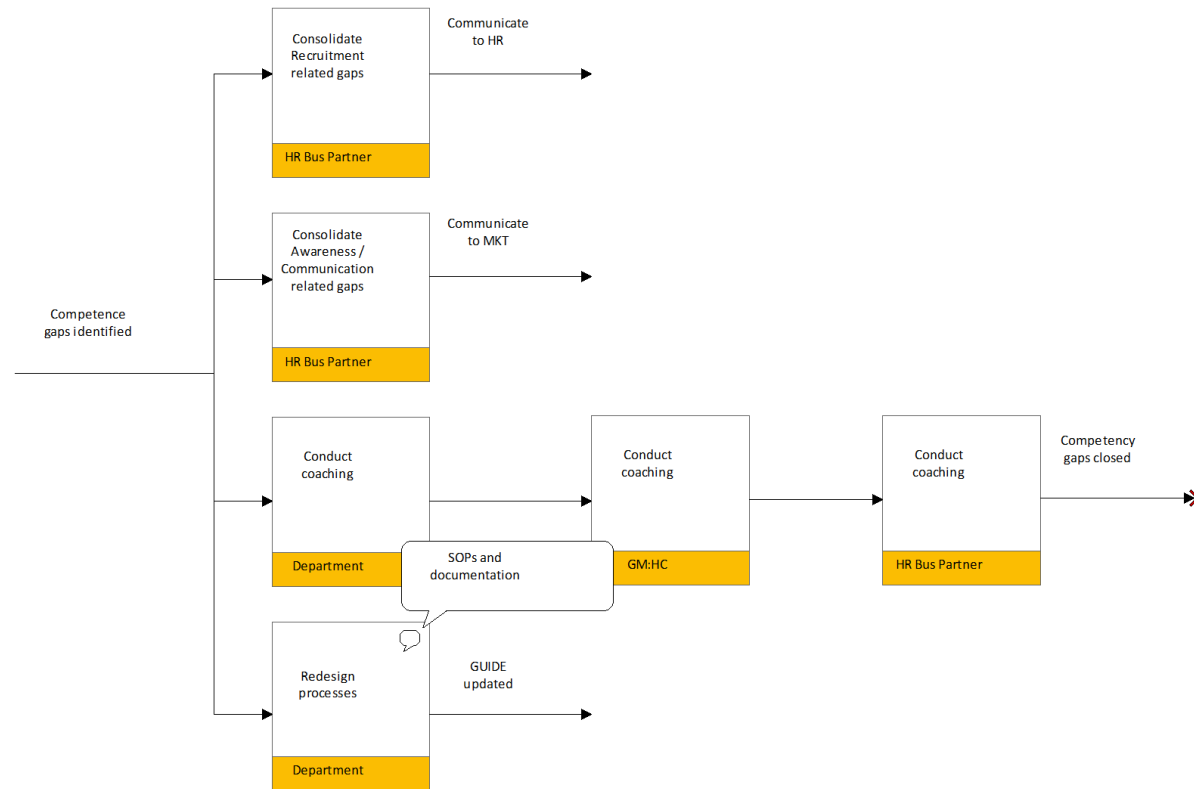
Title: Manage other competence processes
Author: Mohammed Altamush Khan
Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
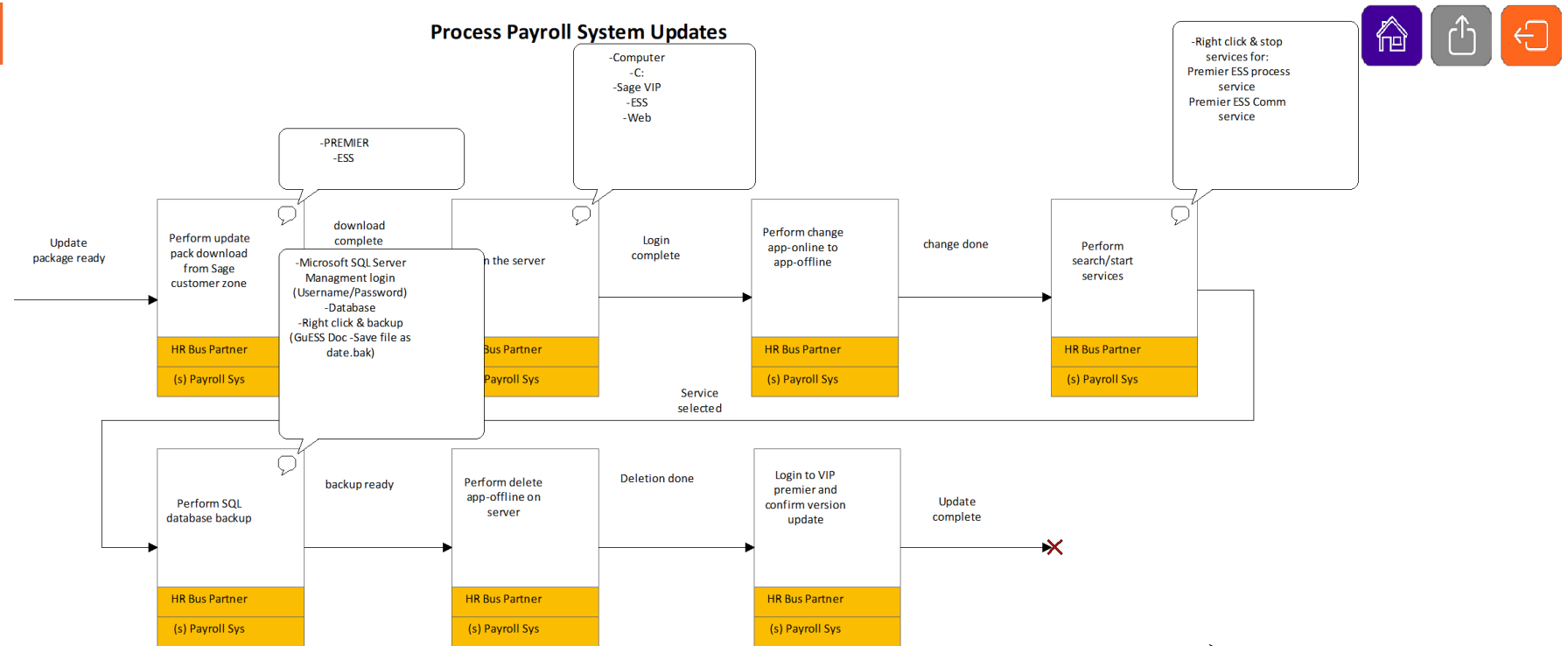Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: 11/26/2022
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Manage Training Process

Competency needs	☑ Create training needs specification	Competency needs identified	⬇☑ Create & design training plan	Training plan ready	⬇☑ Provide training	Training cycle completed
	HR Bus Partner		HR Bus Partner		HR Bus Partner	
	GM:HC		GM:HC		GM:HC	
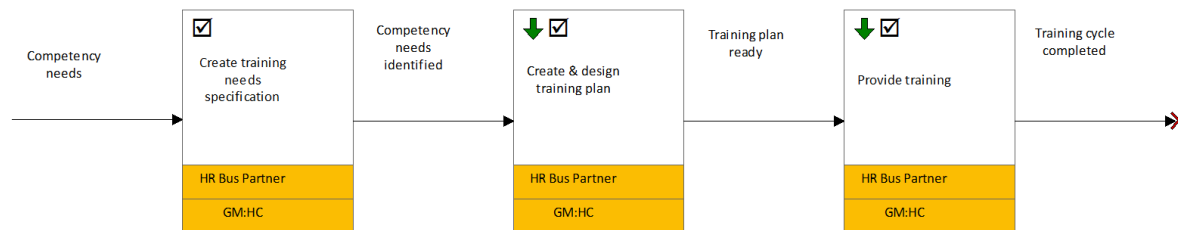
Title: Manage Training Process
Author: Mohammed Altamush Khan
Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Review Date: None
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Create & design training plan

Regulatory Requirement
Policy Requirement
Financial Constraints
Timing & Schedule
Availability
In-House Resources
Availability of Training
Provider
Any other available resources

Methods:
- Course & Workshop (Trainings, Awareness sessions)
- On-Job Coaching (Coaching by department)
- Self Training (brochures, videos)
- Distance Learning (e-learning/webinar)
Criteria:
- Date & Location, Facility, Cost, Training Objectives, Target Group, Duration, Assessment, Evaluation, Certification

Specification should consider:
- the organization's objectives & requirements
- specification for training needs
- training objectives & desired outcome
- trainees (target groups or target personnel)
- training methods & outline of content
- schedule of requirements, such as duration, dates & sign milestones
- resource requirements, such as training materials & s
- financial requirements
- criteria and methods developed for the evaluation of training outcomes to measure: (satisfaction of trainee, trainee's acquisition of knowledge, skills & behaviors, trainee's on-the-job performance, satisfaction of trainee's management, impact on the trainee's organization & procedures for monitoring the training process.

Training needs identified

Design & plan the training

GM:HC

t training thods & riteria

GM:HC

Create training specification plan

GM:HC

Training specification plan completed

Select Training provider

GM:HC

Training plan ready

Title: Create & design training plan
Author: Mohammed Altamush Khan
Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Select Training provider

Inline with the Training Specification Plan (Certification of the Trainer)

Inline with the Training Specification Plan

☑ 💬
Select internal training provider

GM:HC

Training Specification plan completed

Inline with the Training Specification Plan

☑ 💬
Select external training provider

GM:HC

Formal agreed contract

✗

Title: Select Training provider
Author: Mohammed Altamush Khan
Date: 5/11/2023
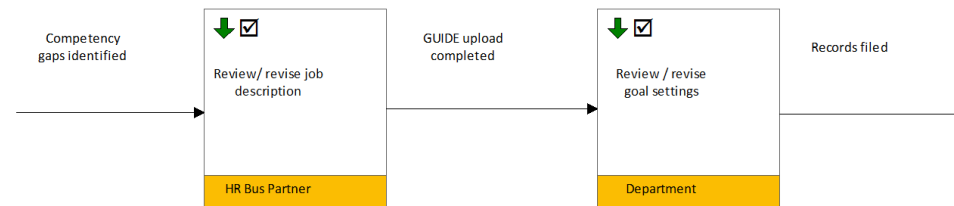Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Provide training

Training plan
ready

| Provide Pre-training support | Pre-training support completed | Provide Training support | Training support completed | Provide end of training support | Training completed |

GM:HC

GM:HC

GM:HC

Title: Provide training
Author: Mohammed Altamush Khan
Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Provide Pre-training support

Brief provider within training needs (Training Notification with Nature of training & to close Competency Gap

Provide pre-training support to Internal Provider

Trng Coor

Trng Specialist

Brief provider within training needs (Training Notification with Nature of training & to close Competency Gap (Training notification enable contact between trainer & trainee- email report) Must be accredited with relevant SETA

Training plan ready

Provide pre-training support to External Provider

Trng Coor

Title: Provide Pre-training support
Author: Mohammed Altamush Khan
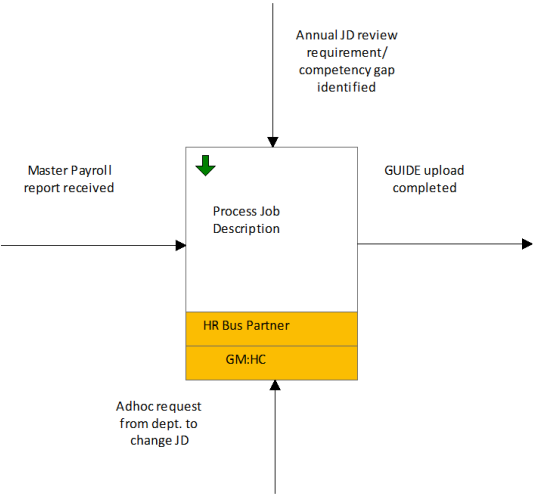Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
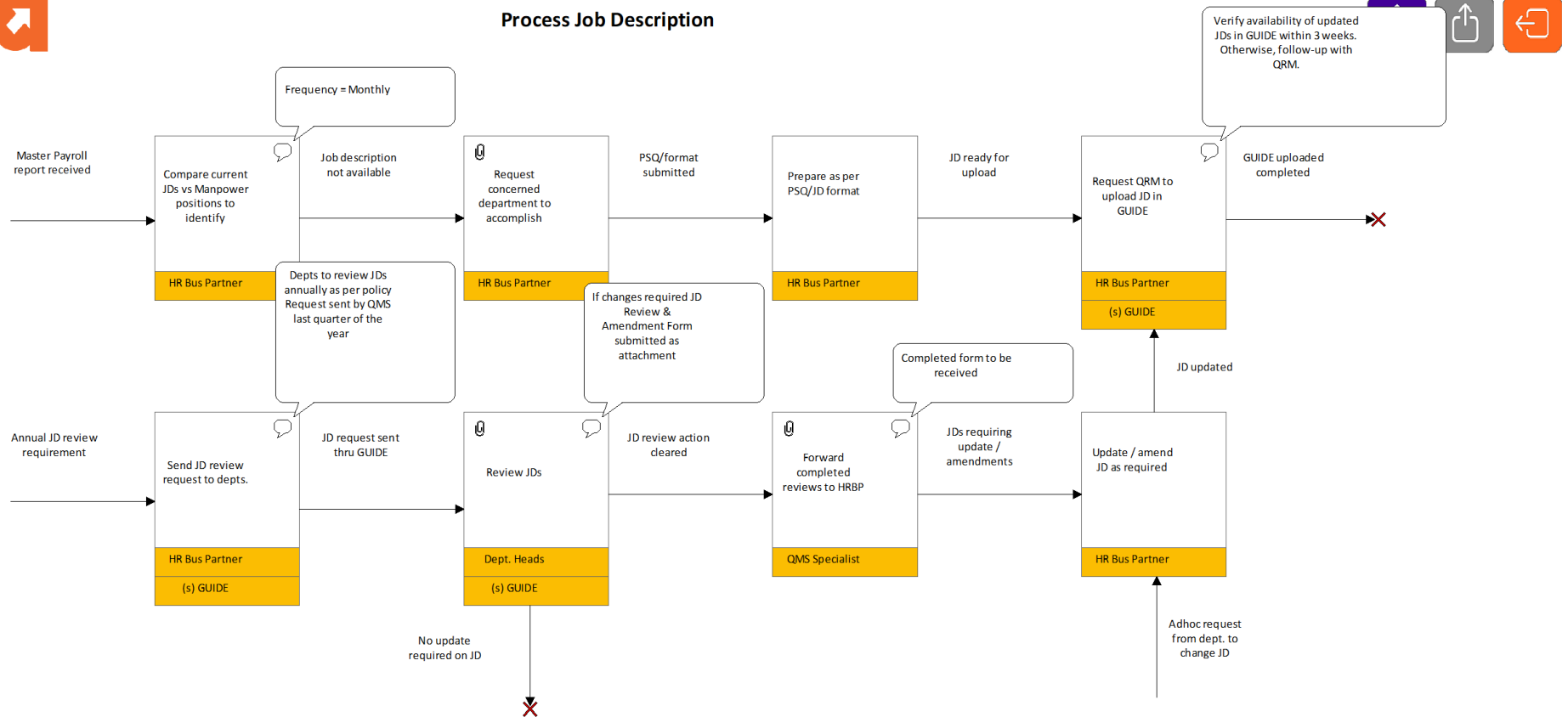Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Provide Training support

Provide: relevant tools, equipment, documentation,
software, or accommodation to
trainee and /or trainer whenever applicable.
-relevant & adequate opportunities for trainee to
apply competence being developed
-feedback on task performance as requested by the
trainer and/or trainee.

Provide training
support to
Internal Provider

| Trng Coor |
| Trng Specialist |

Pre-training
support
completed

Provide: relevant tools, equipment,
documentation, software, or accommodation to
trainee and /or trainer whenever applicable.
-relevant & adequate opportunities for trainee to
apply competence being developed
-feedback on task performance as requested by the
trainer and/or trainee.

Provide training
support to
External Provider

| Trng Coor |

Title: Provide Training support
Author: Mohammed Altamush Khan
Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
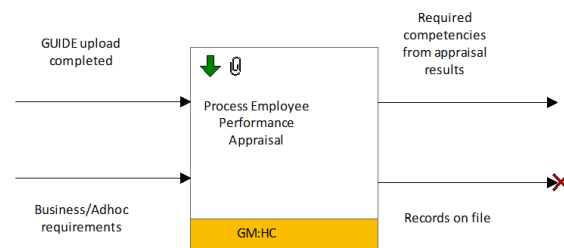● Change Log   ○ Keywords
○ Change Requests ● Read Only

Provide end of training support

Title: Provide end of training support
Author: Mohammed Altamush Khan
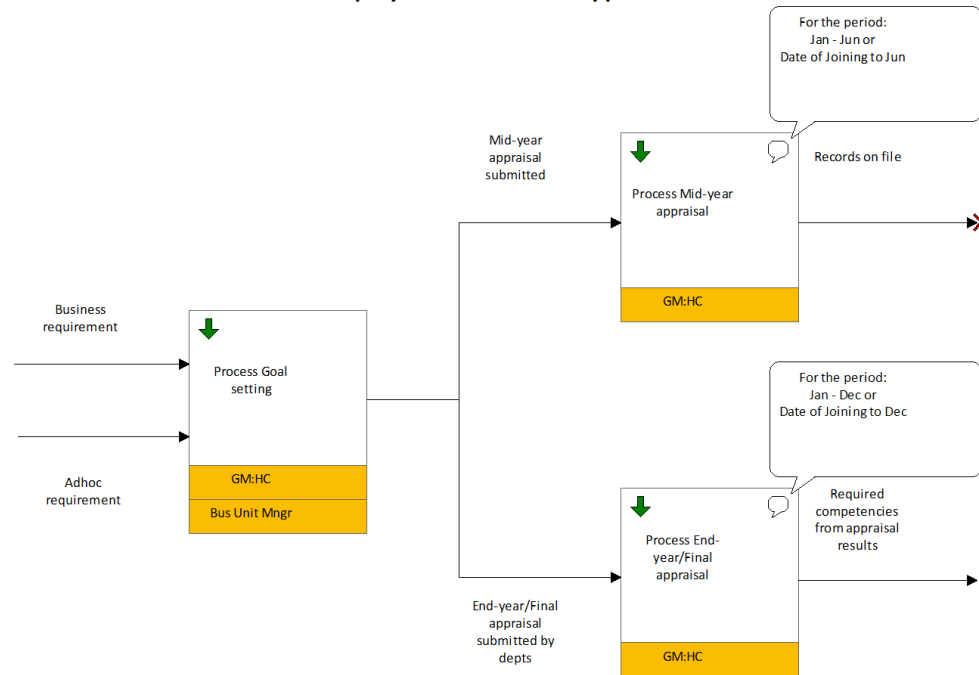Date: 5/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Mandy Jessica Kendall
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process New Employee On-boarding

ZAF - Operations

Risk Management

Clearing & Forwarding

Specials & Abnormals

JHB Operations

JHB Fleet

Hub & Line Haul

POD

Mellets Transport

Title: ZAF - Operations
Author: Mohammed Altamush Khan
Date: 5/21/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/8/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

POD Department

Quality checks scheduled → **Process quality checks** (Admin- POD / (s) LMS) → Ready for POD audit

Receive original POD documentation → **Process scan and upload** (Admin- POD / (s) LMS) → Audit complete

Monitor outstanding POD's → **Process third party POD downloads** (Admin- POD) → Information updated

Receive Swaziland border docs via email → **Process slabbert trading border documents** (Admin- POD / (s) LMS) → Upload complete

Business requirement → **Process endorsement checks** (Admin- POD) → Email sent

POD's complete → **Process handover** (Admin- POD) → Filing done

Monitor outstanding POD's → **Process waybill activity report** (Admin- POD) → Email sent

Title: POD Department
Author: Mohammed Altamush Khan
Date: 7/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
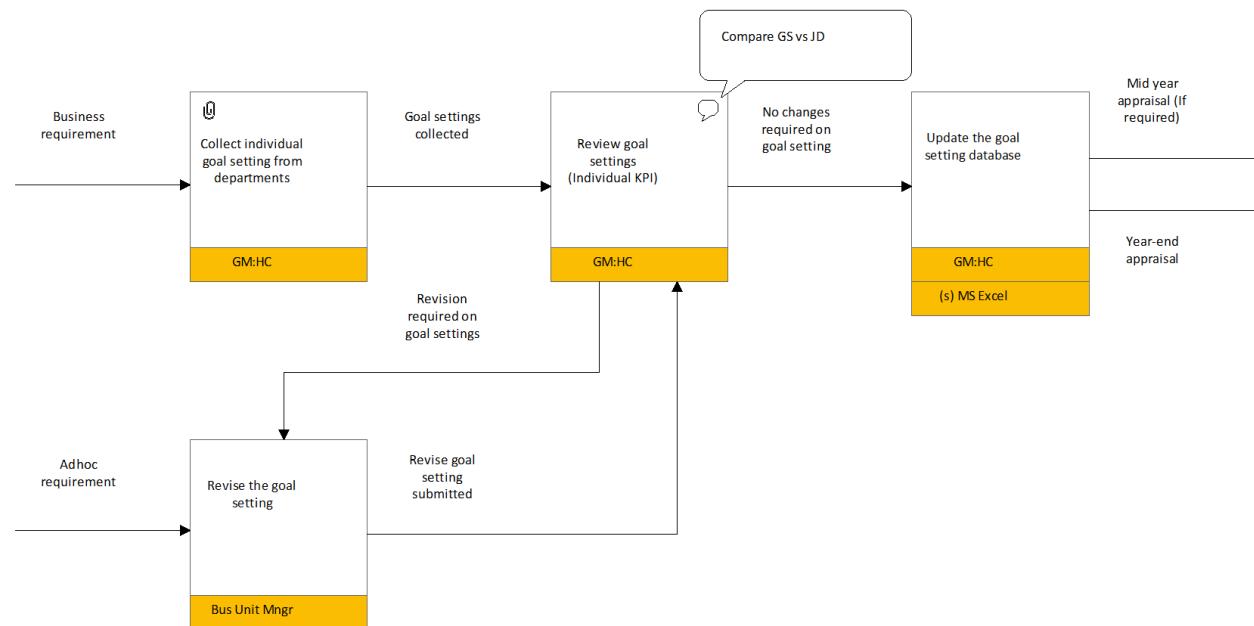Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Quality Checks

POD Tab:
-Verify date to physical & electronic POD
-Verify time & signee
-Capture GRV where applicable
-Reference & correct information on LMS

Image attribute:
-Check quality of the image (Namlog waybill+Invoice)
-Clear store stamp & signature
-Check clear & visible image

AddDoc attribute:
Docs required: Namibia- Namibian SAD500 (IM4), South African SAD500, South African EDI release.
Botswana - BURS document, South African SAD500, South African EDI release
- Reference waybill number to border documents
-Reference unsigned tax invoice number

Quality checks scheduled

Access system and enter waybill details
Admin- POD
(s) LMS

Waybill details retreived

Perform POD validation
Admin- POD
(s) LMS

Details validated

Perform POD image attribute checks
Admin- POD
(s) LMS

Checks complete

Perform documentation checks and update
Admin- POD

Ready for POD audit

Title: Process Quality Checks
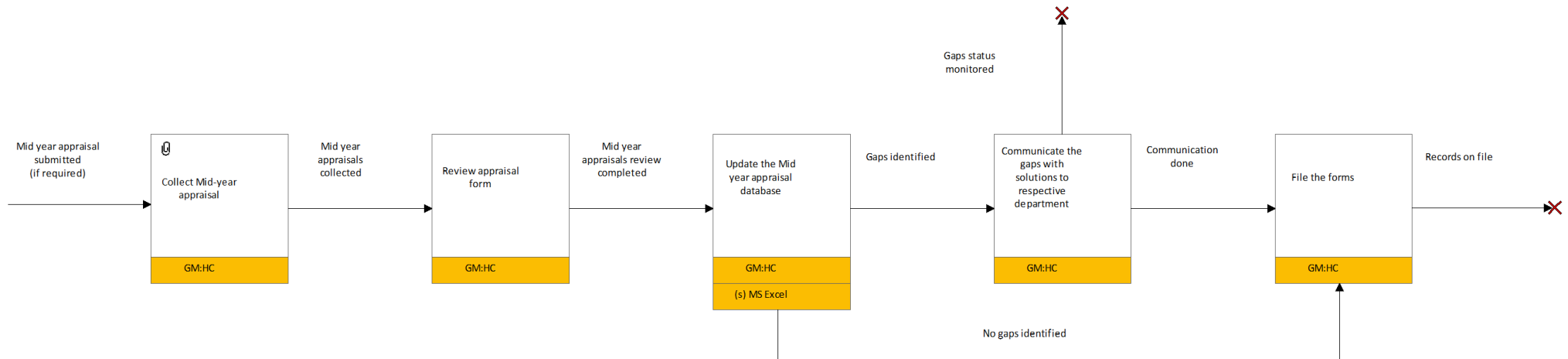Author: Mohammed Altamush Khan
Date: 7/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Process Scan & Upload (Lesotho & Swaziland)

-Capture POD date, time and signee
-Capture GRV number where applicable
-Update POD on LMS

Image attribute:
-Scan and upload (Waybill+tax invoice+GRV)

AddDoc attribute:
Upload border docs -
Lesotho (Namlog clearing)
-Swaziland (Slabbert trading)

Receive original POD documentation

Access system and enter waybill details	Waybill details retreived	Capture POD details on the system	Details updated	Scan and upload images on LMS	Upload complete	Perform documentation upload	Upload complete	Perform POD audit	Audit complete
Admin- POD		Admin- POD		Admin- POD		Admin- POD		Admin- POD	
(s) LMS		(s) LMS		(s) LMS		(s) LMS			

Title: Process Scan & Upload (Lesotho & Swaziland)
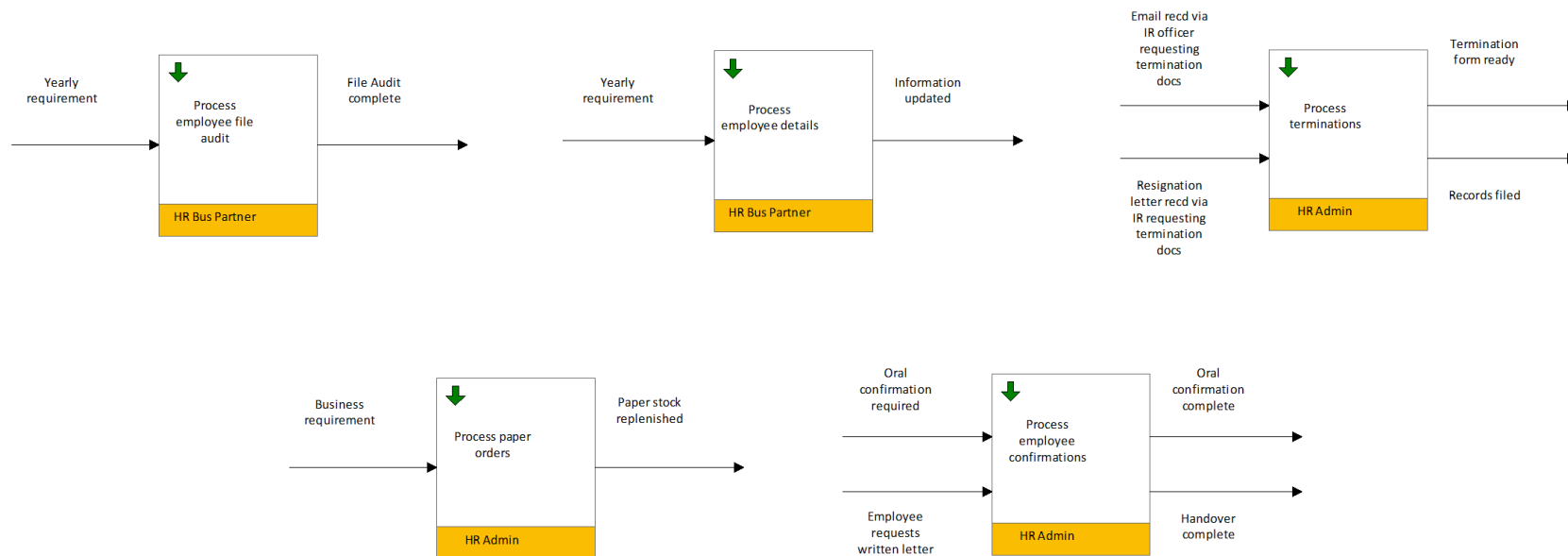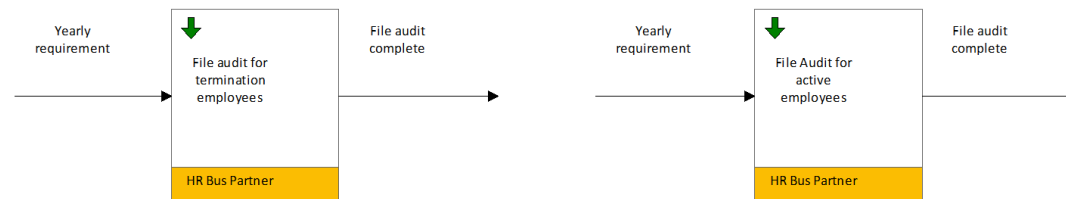Author: Mohammed Altamush Khan
Date: 7/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

smsa

Process Third Party POD Downloads

```
Monitor          Generate activity    Report      Input waybill on    Waybill     Perform search      POD        Convert to PDF    Pdf copy ready   Perform upload   information    Link to:
outstanding          report          generated     third party        entered     and download      downloaded                                                      updated      Process Scan
POD's                                               website                            POD                                                                                      & Upload
                                                                                                                                                                               (Lesotho &
                                                                                                                                                                               Swaziland)

                 Admin- POD                      Admin- POD                       Admin- POD                   Admin- POD                       Admin- POD

                 (s) LMS                                                                                                                         (s) LMS
```

Title: Process Third Party POD Downloads
Author: Mohammed Altamush Khan   Authorization: Authorized
Date: 7/17/2023   Date: 2/18/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Slabbert Trading Border Documents

Receive Swaziland border docs via email → Perform save via windows (scans) [Admin- POD] → Save complete → Perform upload [Admin- POD] [(s) LMS] → Upload complete →

Title: Process Slabbert Trading Border Documents
Author: Mohammed Altamush Khan
Date: 7/17/2023
Volume: 0.00 Per Second
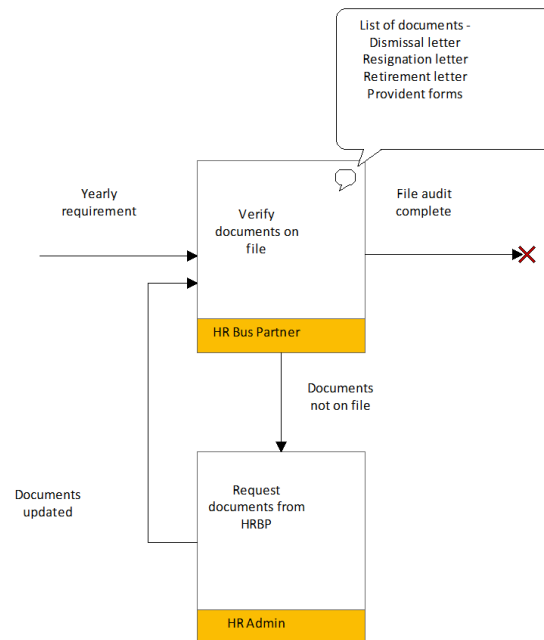
Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

Process Endorsement Checks

Documents (Waybill, tax invoice) SR&D - Shortage, returns & damages

In email write- subject : endorsement, client name, waybill number and reason)

Business requirement

Perform document checks for SR&D

Admin- POD

No SR&D identified

SR &D identified

Save image from POD on desktop

Admin- POD

Image saved

Access POD tab and capture endorsement

Admin- POD

(s) LMS

System updated

Send email of POD image to Key acc mgr & Admins

Admin- POD

Email sent

Title: Process Endorsement Checks
Author: Mohammed Altamush Khan
Date: 7/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Handover

POD's complete

Create handover sheet with waybill numbers per client
Admin- POD

Handover sheets ready

Check dates and sign the handover sheet
Admin- POD

Signoff complete

Date and sign the handover sheet
Acct Mngr

Signoff complete

72 Hr Turn Around Time (TAT)

File the signed handover sheet
Admin- POD

Filing done

Title: Process Handover
Author: Mohammed Altamush Khan
Date: 7/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317
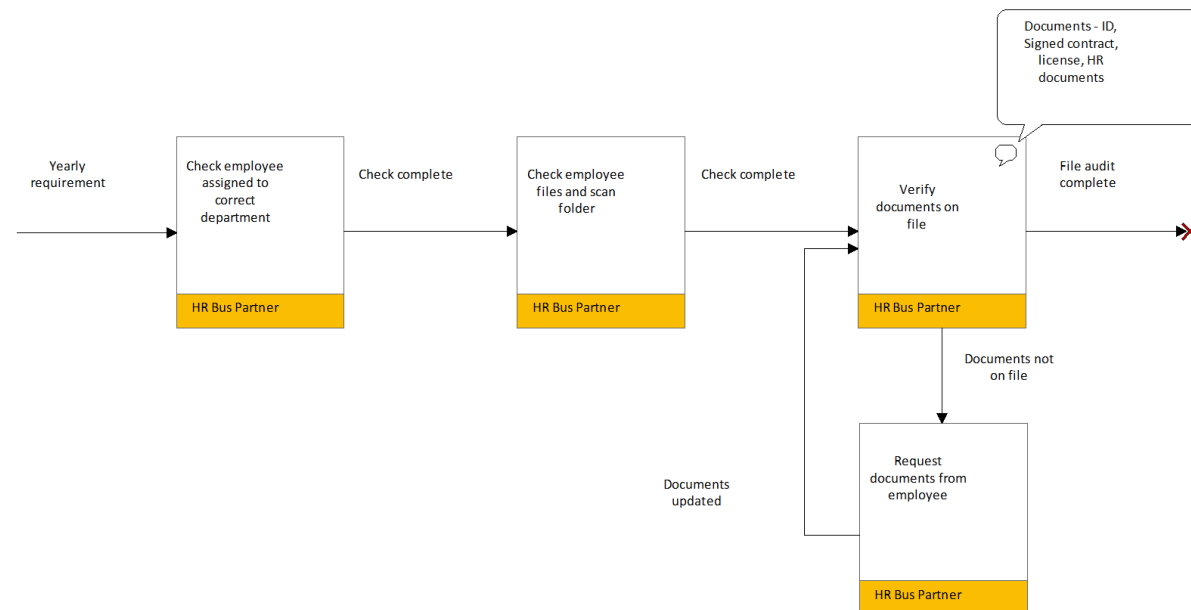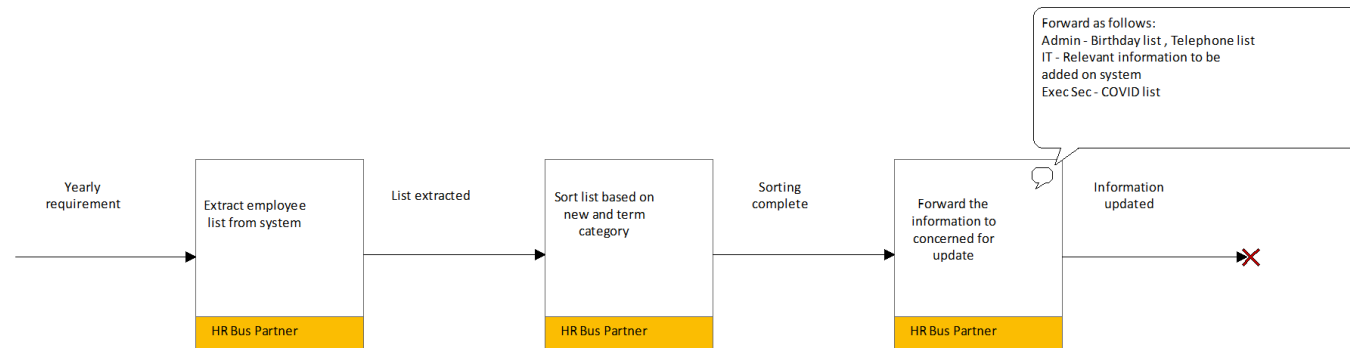
Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Waybill Activity Report

Monitor outstanding POD's

Branch specific (Outstanding POD report)

Generate waybill activity report

Admin- POD

(s) LMS

Report generated

Send email with the report to branch manager

Admin- POD

(s) E-mail

Email sent

Receive feedback from branches on outstanding POD's

Admin- POD

(s) E-mail

Feedback received

Reports are date specific

Send email with the feedback to Key accts mgrs

Admin- POD

(s) E-mail

Email sent.

Title:	Process Waybill Activity Report	Authorization:	Authorized	Owner: Victor Hendriks
Author:	Mohammed Altamush Khan	Date:	2/18/2025	Diagram Version: 1
Date:	7/17/2023	Cost Per Second:	$,3.5,E-0317	Review Date: None
Volume:	0.00 Per Second			F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Risk Management

Business requirement → Process Mix Telematics drivers update → Driver details added/ updated ✕
Tracking Clerk

Start of routine shift → Process panic button → Driver & vehicle recovered ✕
Tracking Clerk

Start of routine shift → Process unauthorized stops by drivers → Driver & vehicle recovered ✕
Tracking Clerk

Vehicles scheduled to depart → Process eyes on screen → Reporting ongoing ✕
Tracking Clerk

Tyres ready for collection → Process Continental (RTT) collection → Freight debriefing complete ✕
Coll Clerk
Driver

Start of routine shift → Process alarm notifications whatsapp group → Mix Telematics platform updated ✕
Tracking Clerk

Start of routine shift → Process loss of GPS connectivity → Driver & vehicle recovered ✕
Tracking Clerk

Title: Risk Management
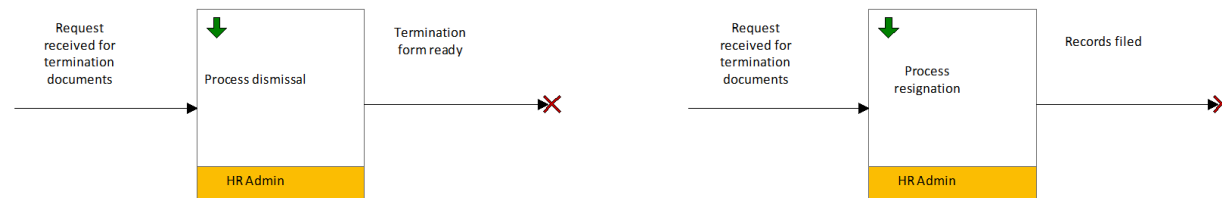Author: Mohammed Altamush Khan
Date: 8/31/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Mix Telematics Drivers Update

The User will now have access to all drivers relevant to the specific (applicable) business unit

The user will be directed to the information page based on the specific driver profile. Update driver's mobile number in the mobile number section and secondary number in the employee number section

Business requirement

Login to Mix Telematics portal
Tracking Clerk

Login done

Select drivers section
Tracking Clerk

Existing driver

Select driver & update details
Tracking Clerk

Details updated

Select save
Tracking Clerk

Save complete

Handover tracking tag to driver
Tracking Clerk

Handover done

Receive handover signature for tag
Tracking Clerk

Driver details updated

New driver

Select add driver icon
Tracking Clerk

Selection done

Add driver details & allocate tracking tag number
Tracking Clerk

Tag allocated

Title: Process Mix Telematics Drivers Update
Author: Mohammed Altamush Khan
Date: 9/28/2023
Volume: 0.00 Per Second
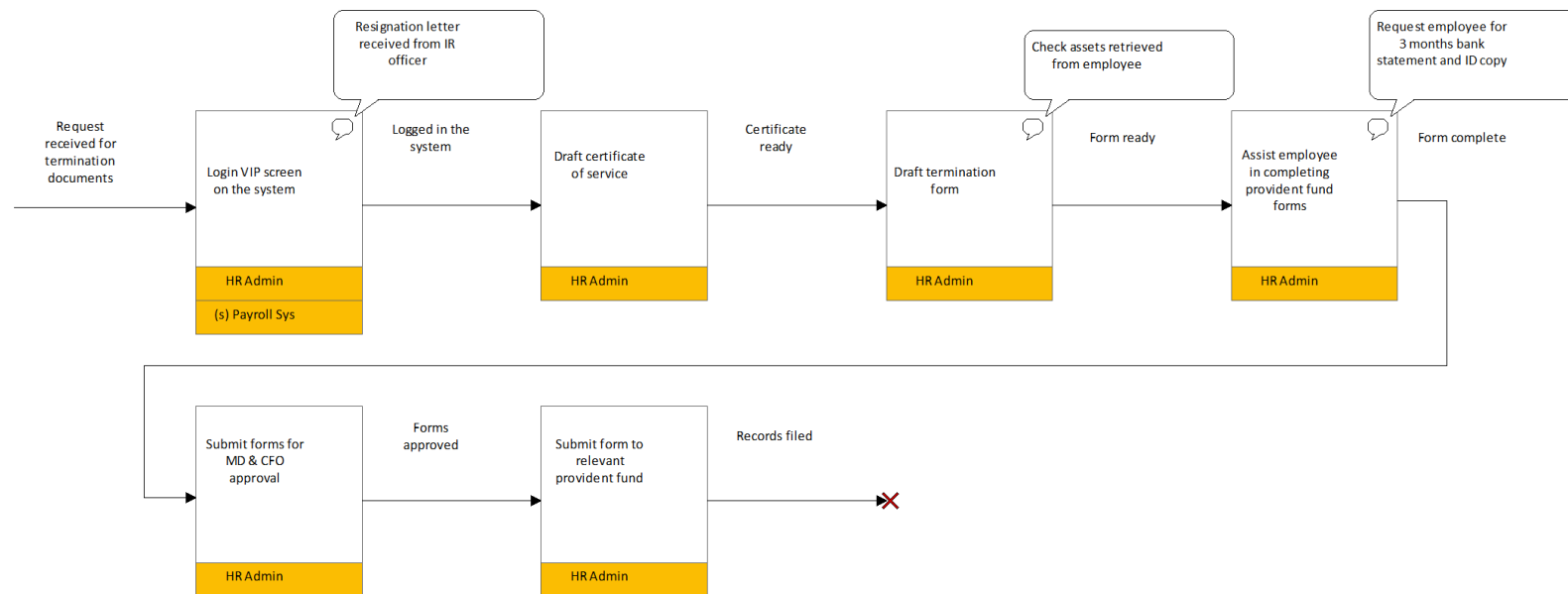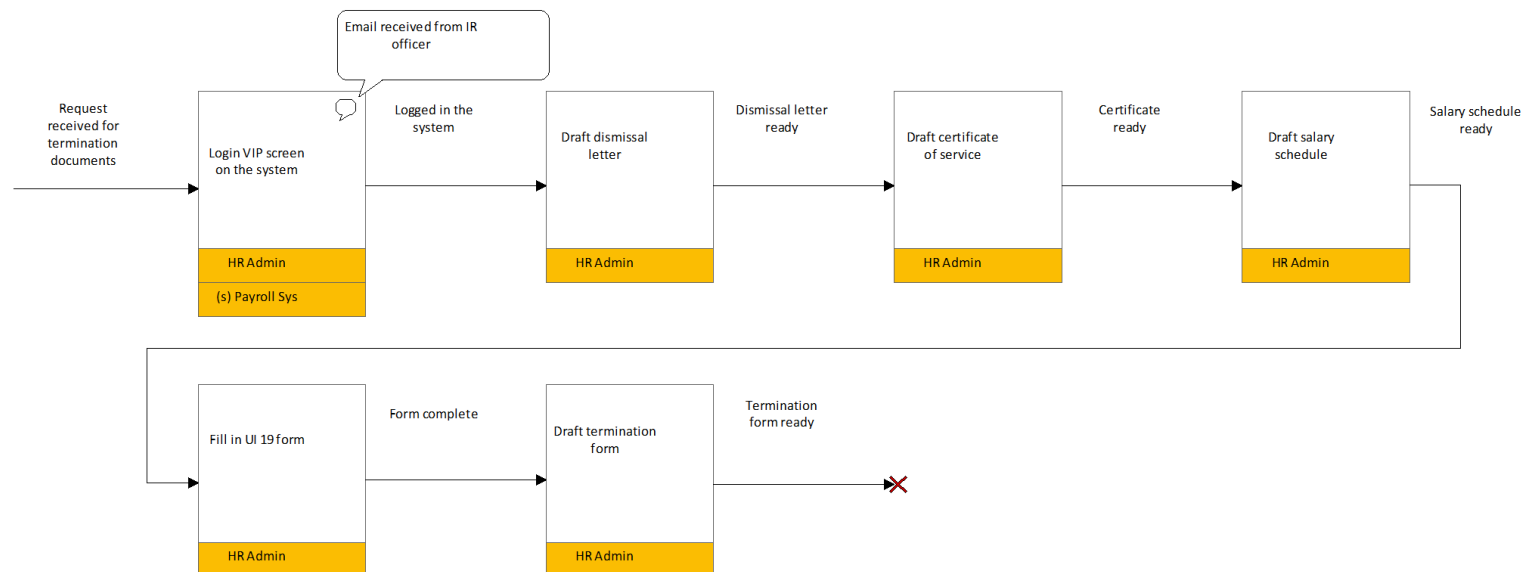
Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Panic Button

Vehicle alarm
notifications screen
- Panic alarm
- Battery disconnect
- Power down
- Dash tamper

Between 07:00 to
19:00 call manager
then post
Between 19:00 to
07:00 call driver then
post
Positive or accidental
button pressed

Perform
followup and
email to BU / HO
mngt

Managemen
t notified

Tracking Clerk

Post the name of the
manager next to the
post as reference to
who provided the
feedback

| Start of routine shift | Login to Mix Telematics | Login done | Select streams function | Selection done | Assess pop-up alarm notifications on Mix Telematics screen | Notifications assesed | Call relevant manager/ driver & post alarm notification on group | Notification posted | Send feedback to control room (within 5 min) | Feedback sent | Receive feedback & update system & whatsapp group | Accident identified | Notify BU & follow escalation list | Matter resolved |

Tracking Clerk — Tracking Clerk — Tracking Clerk — Tracking Clerk — Dept Mngr — Tracking Clerk — Tracking Clerk

SAPS (South African
police service)

Hijacking
identfied

| Lockon asset on Mix Telematics for constant location updates | Lockon applied | Escalate matter to management | Matter escalated | Perform call to mix telematics and report incident | incident reported | Deploy recovery team | Team deployed | Maintain constant communication for recovery | Communication maintained | Provide feedback on whatsapp group until recovery | Driver/ Vehicle recovered |

Tracking Clerk — Tracking Clerk — Tracking Clerk — Mx Telemx Team — Tracking Clerk / Mx Telemx Team — Tracking Clerk

Incident
reported

Call and report
incident to ZAF
Police

Incident
reported to
police

Tracking Clerk

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Unauthorized Stops by Drivers

Title: Process Unauthorized Stops by Drivers
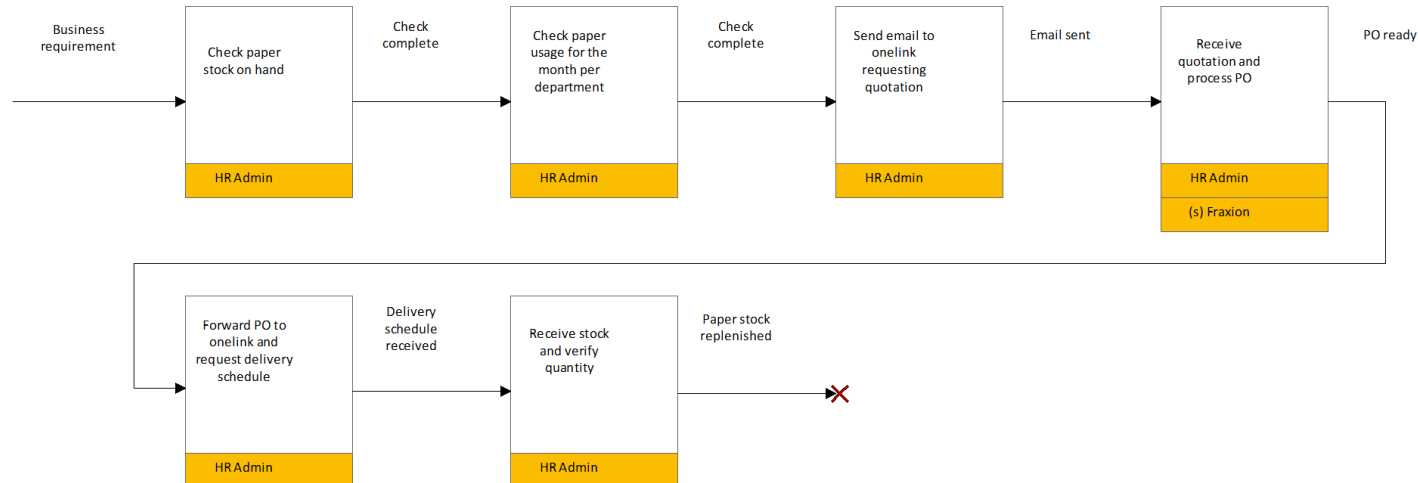Author: Mohammed Altamush Khan
Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Process Eyes on Screen

This update will be done on the specific business unit whatsapp group
Notifying and reporting format:
- Trip (from - to)
- Vehicle registration number
- Drivers name
- Current location (only for reporting)

All assets need to be reported using the reporting format every hour until the trip is completed and back at the home base

Vehicles scheduled to depart

Notify control room

Ops Mngr

Notification done

Report asset on departure from depot

Tracking Clerk

No issues identified

Conduct hourly asset reporting on whatsapp group

Tracking Clerk

Reporting ongoing

through whatsApp, email and where applicable a call to be made to them

Issues identified

Escalate matter to BU & Risk Mngr

Tracking Clerk

Matter escalated

Title: Process Eyes on Screen
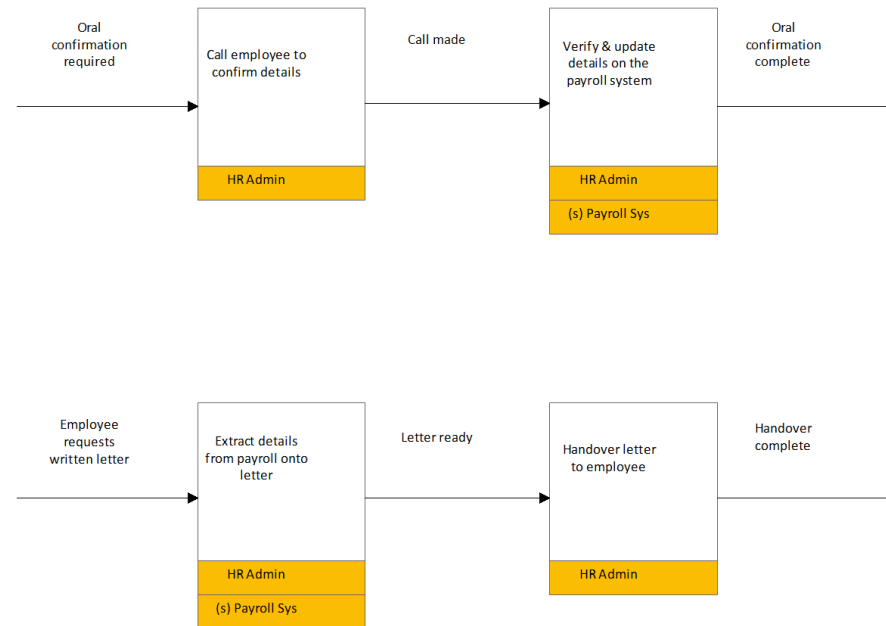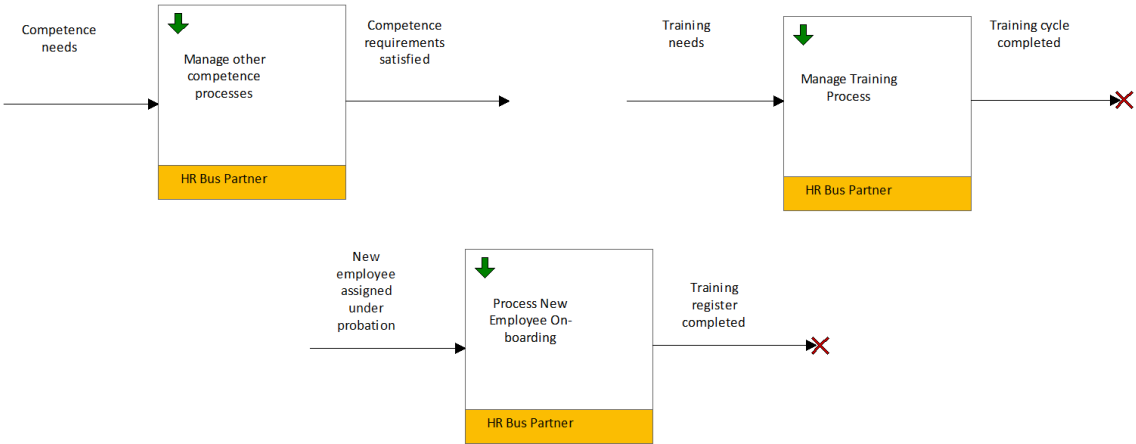Author: Mohammed Altamush Khan
Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Continental (RTT) Collection

Driver will not do any other collections other than Continental (RTT) collections, and return to hub immediately for delivery. Only after delivery, driver can be assigned to do other collections

Driver needs to have the supporting document (Manifest) to know how many tyres he is going to collect and for how many divisions

Placed by various branches and departments

Step	Role	System
Tyres ready for collection		
Login to the system	Coll Clerk	(s) LMS
Login done		
Acess and rerieve all collections	Coll Clerk	(s) LMS
Information retrieved		
Handover vehicle inspection list to Coll. Clerk	Driver	
List handed over		
Create load manifest or load on system	Coll Clerk	(s) LMS
System updated		
Print collection docs & handover to driver	Coll Clerk	
Handover done		
Proceed to collection point	Driver	
Reached at collection point		

compare customer invoice, against load manifest to verify the details (tyre sizes, qty, etc.) for collection

Prior to inspecting and counting the next invoice (Once invoice at a time)

Step	Role
Verify customer invoice against load manifest	Driver
Verification done	
Confirm loading of tyres per invoice	Driver
Loading complete	
Sign & time stamp the invoice	Driver
Invoice signed off	
Sign on the manifest	Driver
Manifest signed off	
Report at depot receiving area for offloading	Driver
Freight debriefing complete	

Manifest signed off by RTT employee

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Alarm Notifications Whatsapp Group

Vehicle alarm
notifications screen
 - Panic alarm
- Battery disconnect
 - Power down
 - Dash tamper

Between 07:00 to 19:00 call
manager then post
Between 19:00 to 07:00 call
driver then post
Notifications:
- Panic Button Pressed
- Battery Disconnect
- Power Down Alert
- Dash Tamper Alert

Drivers must - Work on the 5
W's scenario when providing
report:
- Who / what / where / when /
why ?
Must respond within 5 minutes
Managers to just provide
feedback

Start of
routine shift

**Login to Mix
Telematics**

Tracking Clerk

Login done

**Select streams
function**

Tracking Clerk

Selection
done

**Validate alarm
notifications**

Tracking Clerk

Alarm valid

**Call relevant
manager/ driver
& post**

...

Tracking Clerk

Notification
posted

**Send feedback
to control room**

Dept Mngr

Driver

Invalid alarm

Feedback
sent

Post the name of the
manager next to the
post as reference to
who provided the
feedback

**Monitor streams
for vehicle alarm
notification**

Tracking Clerk

Monitoring
ongoing

**Receive
feedback &
update system**

Tracking Clerk

Mix
Telematics
platform
updated

Title: Process Alarm Notifications Whatsapp Group
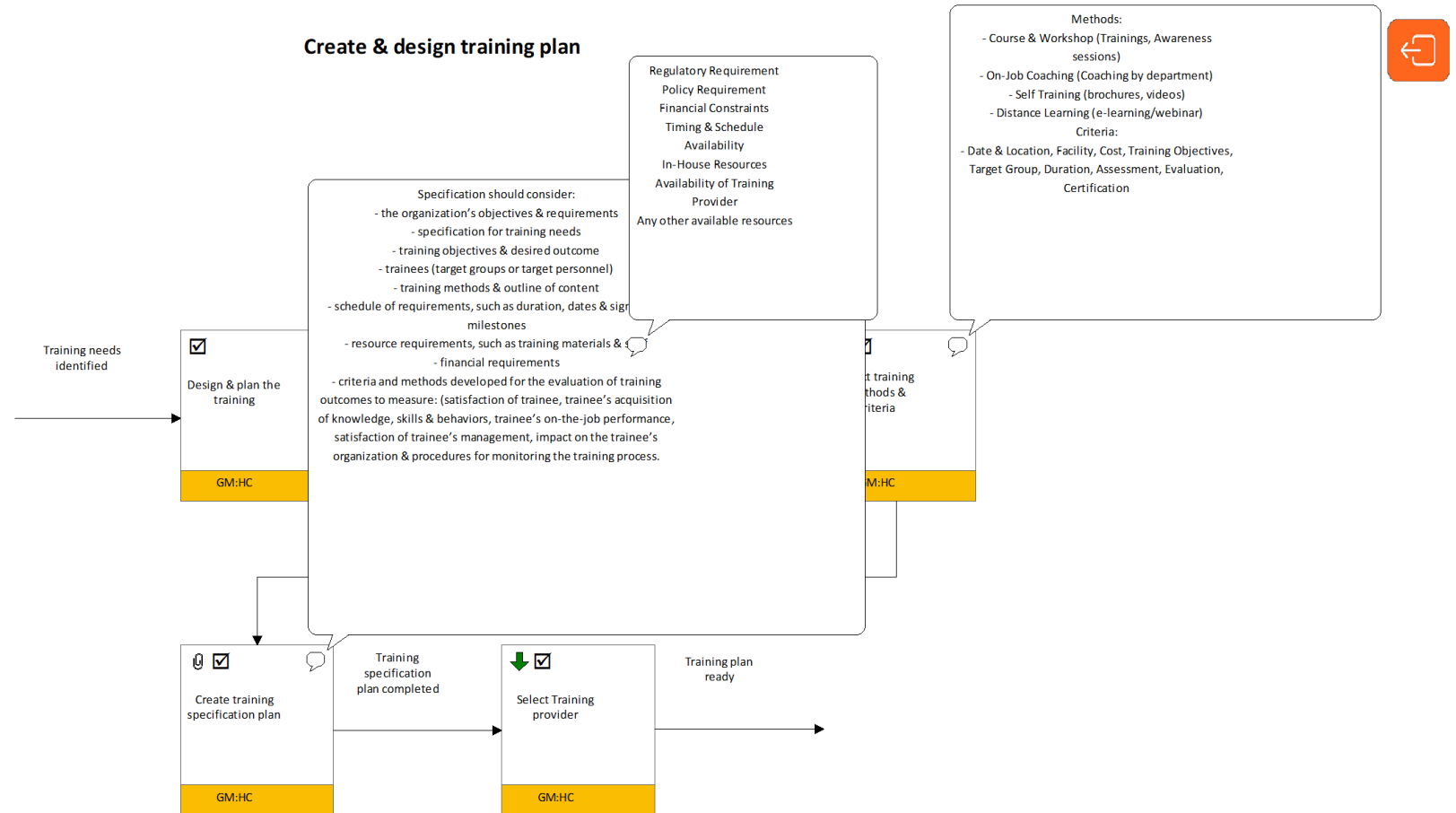Author: Mohammed Altamush Khan
Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
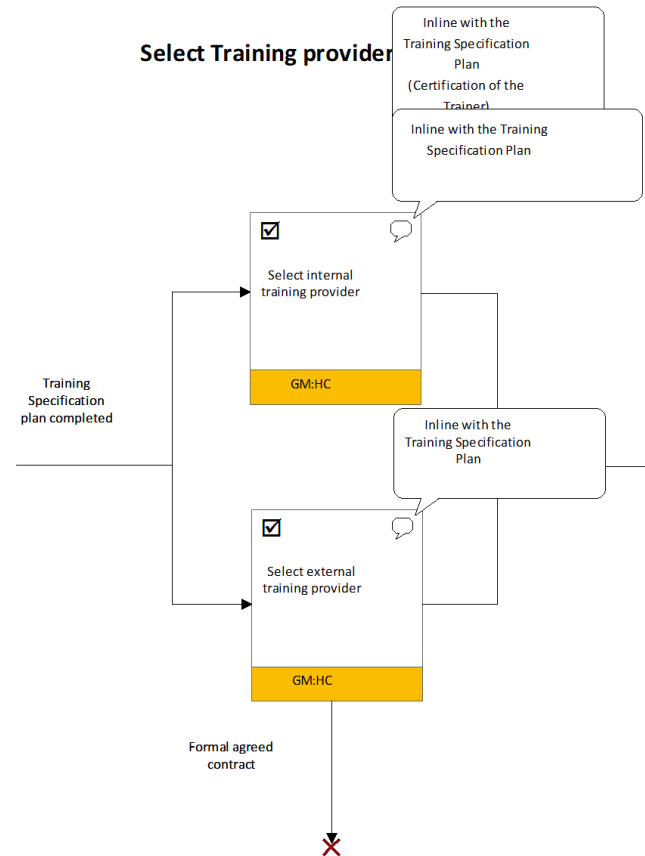○ Change Requests ● Read Only

Process Loss of GPS Connectivity

Monitor streams for vehicle alarm notifications — Monitoring ongoing ✗

Vehicle alarm notifications screen
- Panic alarm
- Battery disconnect
- Power down
- Dash tamper

Vehicle icon changes to orange, indication that the vehicle lost GPS connectivity

Call drivers direct manager/ followup call to driver — **Tracking Clerk** — Contact made

Follow SOP162 (Mix Alert Escalation Procedure) verification questionnaire

(GPRS default, GSM data call)

Beame - Mix Telematics second tracking device

Start of routine shift → Login to Mix Telematics — **Tracking Clerk**
Login done → Select streams function — **Tracking Clerk**
Selection done → Assess pop-up GPS notifications on system map — **Tracking Clerk**
Loss of GPS → Request current position from Mix Telematics app — **Tracking Clerk**
Request made → Call Mix Telematics to request Beame location — **Tracking Clerk**
Call made → Call the driver to get updated location — **Tracking Clerk**
Driver unreachable ↑
Accident identified → Get driver updated location — **Tracking Clerk** — Matter resolved ✗

SAPS (South African Police Service)

SOP questionnaire not passed
SOP questionnaire passed

Lockon asset on Mix Telematics for constant location updates — **Tracking Clerk**
Lockon applied → Escalate matter to management — **Tracking Clerk**
Matter escalated → Perform call to mix telematics and report incident — **Tracking Clerk**
incident reported → Deploy recovery team — **Mx Telemx Team**
Team deployed → Maintain constant communication for recovery — **Tracking Clerk** / **Mx Telemx Team**
Comm maintained → Provide feedback on whatsapp group until recovery — **Tracking Clerk**
Monitor streams for vehicle alarm notifications — **Tracking Clerk** — Monitoring ongoing ✗

Incident reported → Call and report incident to ZAF Police — **Tracking Clerk** — Incident reported to police ✗

Driver & vehicle recovered

Title:	Process Loss of GPS Connectivity	Owner: Victor Hendriks
Author:	Mohammed Altamush Khan	Diagram Version: 1
Date:	9/28/2023	Review Date: None
Volume:	0.00 Per Second	
Authorization:	Authorized	
Date:	2/18/2025	
Cost Per Second:	$,3.5,E-0317	F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Clearing & Forwarding Department

Documents forwarded from driver debrief

Process Exports

Communication done

Admin- Clear

Clearance Supvr

Documents forwarded via email from AE & CSC

Documents frwdd via email from branch or AE & CSC dept

Process Imports

Clearance complete

Admin- Clear

Clearance Supvr

Import clearance complete

Process Aquittals

Refund received

Admin- Clear

Title: Clearing & Forwarding Department
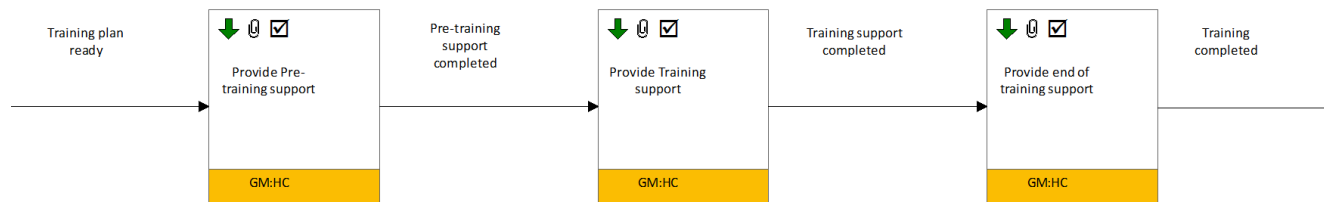Author: Mohammed Altamush Khan
Date: 7/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions　○ Feedback
● Change Log　○ Keywords
○ Change Requests ● Read Only

Process Exports

Refer to Doc# 6319

| Documents forwarded from driver debrief | | Receive the documents | | Documents received | | Perform audit of the documents | | Audit complete | | Issue operations loading instructions | | Consignment ready for clearance | | Process clearance | | Clearance complete | | Send freight on floor report to OPS manager |

Documents forwarded from driver debrief

Documents forwarded via email from AE & CSC

Receive the documents — Admin- Clear

Documents received

Perform audit of the documents — Admin- Clear

Audit complete

Issue operations loading instructions — Admin- Clear

Consignment ready for clearance

Process clearance — Admin- Clear

Clearance complete

Send freight on floor report to OPS manager — Clearance Supvr

Matter resolved

Communicate reasons for freight on floor to AE/CSC dept — Clearance Supvr

Reports sent

Title: Process Exports
Author: Mohammed Altamush Khan
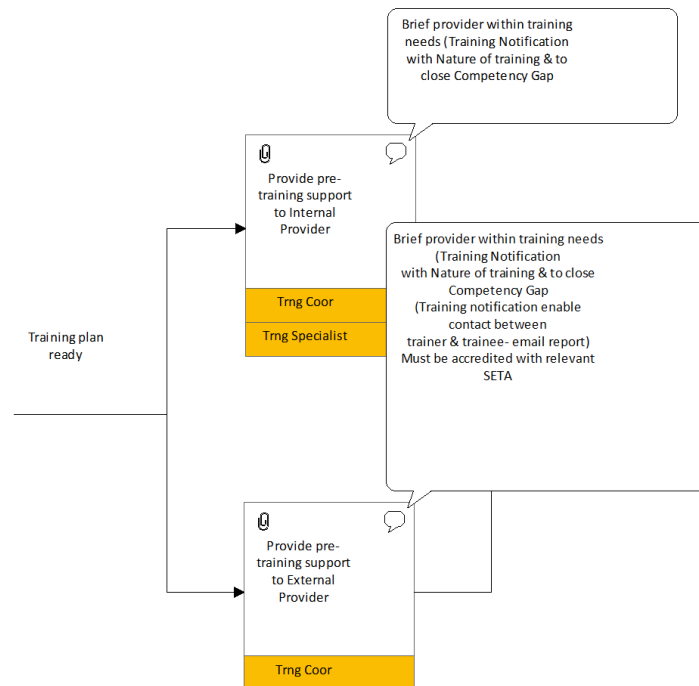Date: 7/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

SMSA

Issue Operations Loading Instructions

Audit complete

Issue signed loading copy to operations
Admin- Clear

loading copy issued

Sign receipt of the loading copy
OPS Coord

Copy signed

Load the audited/verified consignment
OPS Coord

Consignment ready for clearance

Title: Issue Operations Loading Instructions
Author: Mohammed Altamush Khan
Date: 7/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
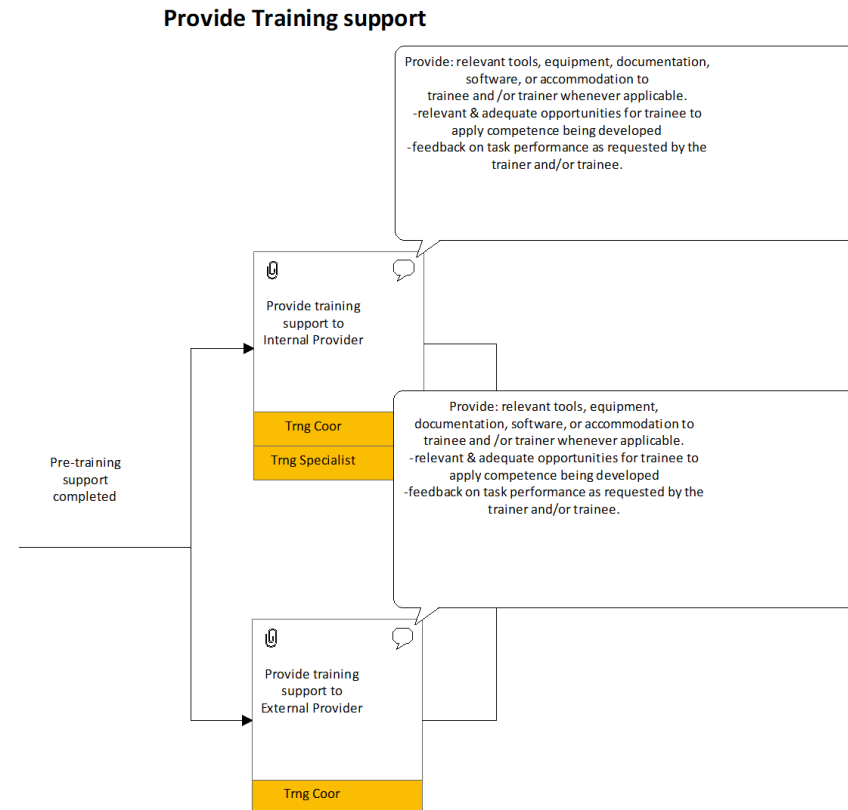● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Clearance

Process Customs Contravention

Employee liable- Employee to sign acknowledgement of debt.
Client liable - Client is notified by AE/CSC to pay the penalty
Company liable- Company to discuss with relevant manager to authorize payment

Recovery not required

Contravention identified

Receive penalty based on severity
Clear & Forw Mgr

Penalty received

Resolve and arrange payment with finance
Clear & Forw Mgr

Payment arranged

Determine cost recovery
Clear & Forw Mgr

Recovery required

Determine liability and follow applicable process
Clear & Forw Mgr

Liability addressed

No contravention identified

Forward documents via email to import clearing agent at border
Admin- Clear

Documents forwarded

Process import into foreign country
Clear Agt

Clearance complete

Title: Process Customs Contravention
Author: Mohammed Altamush Khan
Date: 7/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
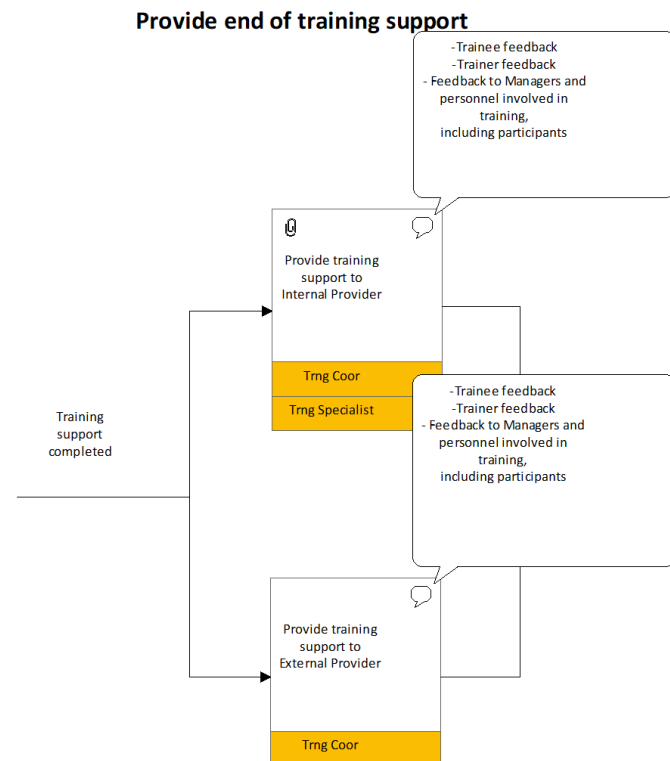● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Imports

Documents forwarded via email from branch or AE & CSC dept

Receive the documents

Admin- Clear

Documents received

Refer to import process auditing of docs job aid

Perform audit of the documents

Admin- Clear

Audit complete

Refer to Doc# 6322- List of documents

Confirm receipt of required documents

Admin- Clear

All documents received

Documents not received

Process clearance

Admin- Clear

Clearance complete

Title:	Process Imports
Author:	Mohammed Altamush Khan
Date:	7/17/2023
Volume:	0.00 Per Second

Authorization:	Authorized
Date:	2/18/2025
Cost Per Second:	$,3.5,E-0317

Owner:	Victor Hendriks
Diagram Version:	1
Review Date:	None
F.T.E.:	0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Process Clearance

Title: Process Clearance
Author: Mohammed Altamush Khan
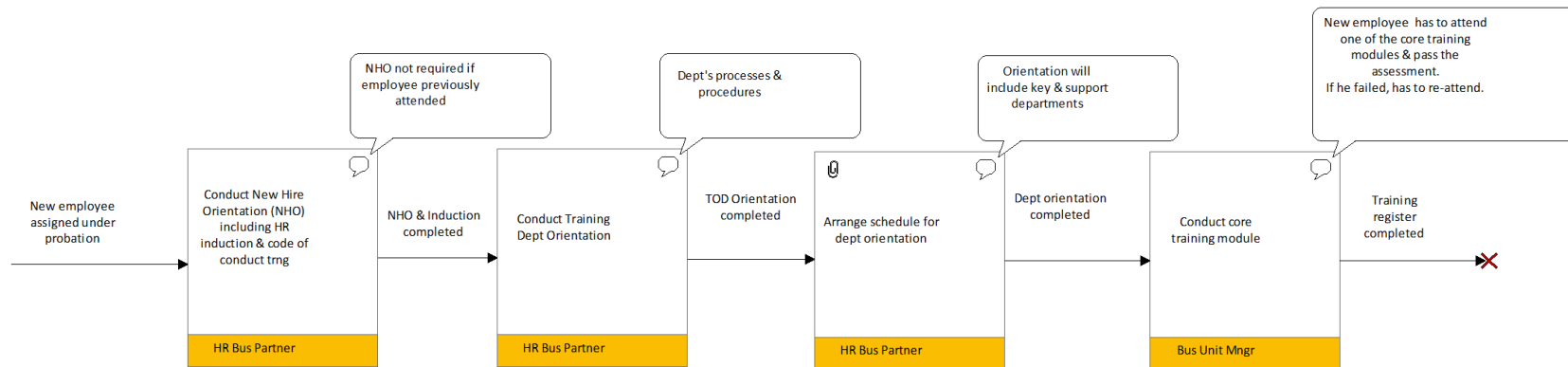Date: 7/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Aquittals (Temp Imports, Repair and Return Consignments Refunds)

Link from imports clearance process

Clearance complete

Specials Attendance- SARS Inspection

All re-inspections to move under customs supervision

Admin- Clear
(s) Easy Clear

Inspection complete

Link import documents to documents used for exportation

Goods must be exported before 6 months period (from the date of import)

Admin- Clear
(s) Easy Clear

Documents linked

Upload supporting documents for SARS reconciliation

Admin- Clear
(s) Easy Clear

Documents uploaded

Receive consigment goods export confirmation from SARS

Admin- Clear

Confirmation received

Receive confirmation on success of liquidation/aquittal from SARS

Admin- Clear

Not successful

No return of consignment goods, VAT to be bought into account

Notify client of late aquital penalty to be paid

Admin- Clear

Client notified

Success confirmed

Confirm refund from SARS into Namlog bank account

Admin- Clear

Refund received

Title: Process Aquittals (Temp Imports, Repair and Return Consignments Refu...
Author: Mohammed Altamush Khan
Date: 7/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Specials & Abnormals

Request received for Specials transport	Specials Process	System updated/ Request closed
	GM: Abn & Spl	

Request for quotation rec'd from customer	Abnormals Process	Transport request completed
	GM: Abn & Spl	

Transport request received on Wednesday	Zambia Process	Records filed
	GM: Abn & Spl	

Normal transport request rec'd on Wed	Mozambique Process	Records filed
	GM: Abn & Spl	

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Zambia Process

Paperwork includes:
- Vehicle Manifest
  - Invoices
- Delivery Waybills
- Driver details

Transport request received on Wednesday

Analyze request & determine appropriate ...
In-House Team

Transport request feasible

Komatsu request via email, contains quantity & weight

Send info to Specials Team
In-House Team

Request received before 1400hrs

Process transport request
Specials Team

Transport request confirmed

Plan vehicle loading for Friday
Specials Team

Plan completed

Process paperworks
Specials Team

Sent to NamLog Clearing team

Arrange ForEx for the driver
Controller

Request received after 1400hrs (Wednesday)

Process transport request
Specials Team

Sent via Whatsapp group

Process petty cash request
Controller

Petty cash ready

Submit required diesel orders
Controller

Clearance completed

Vehicle departs on Saturday morning to allow driver enough resting period

Process vehicle loading & pre-departure
Ops Supvr

Sent through Finance

Vehicle departs to Zambia

Return request received from Komatsu

Process return
Specials Team

Driver returns to ZAF

Debrief driver
Controller

Records filed

Title: Zambia Process
Author: Edwin Ramos
Date: 7/24/2023
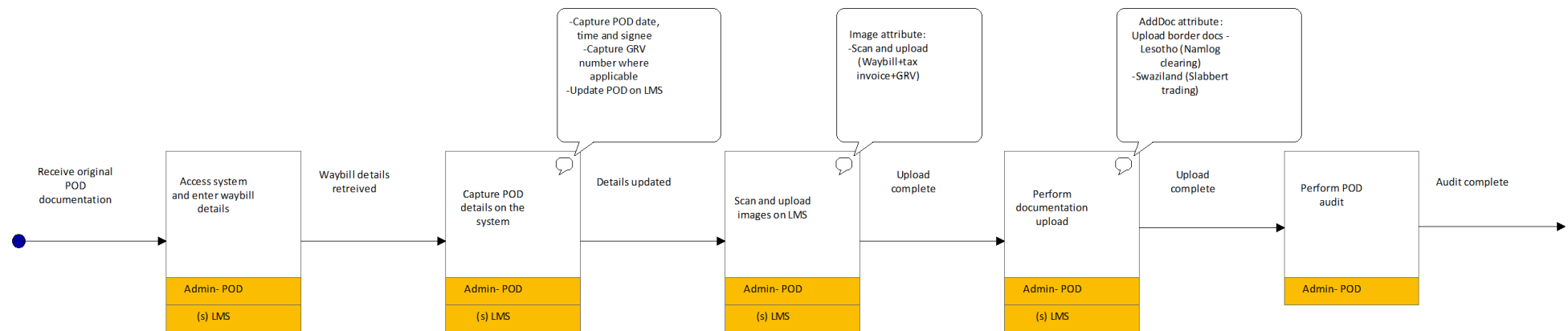Volume: 0.00 Per Second

Authorization: Authorized
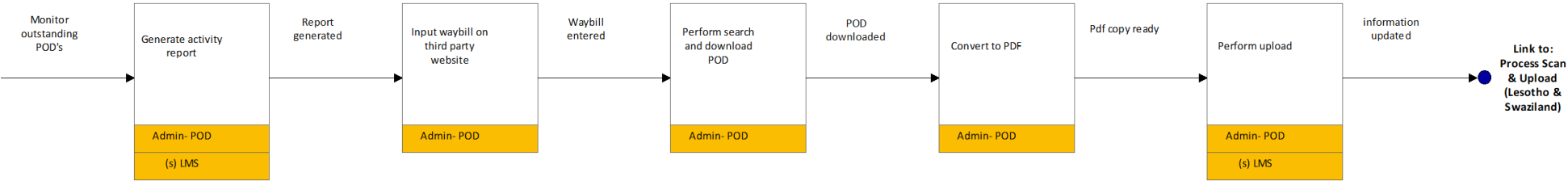Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Transport Request (after 1400hrs)

Request received after 1400hrs (Wednesday) → Review current vehicle allocations [Specials Team]

In-house process → Assign vehicle & driver [Specials Team]

Vehicle & driver identified → Send vehicle & driver details to Komatsu SA [Controller] → Transport request confirmed

Third Party vehicle to be used → Request rates & availability [Specials Team]

Rates & availability provided by TP → Make decision to use TP [Gen Mngr]

TP use approved → Send confirmation to Third Party [Controller]

TP confirms vehicle & driver details ↑

Title: Process Transport Request (after 1400hrs)
Author: Edwin Ramos
Date: 7/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Debrief Driver

Driver returns
to ZAF

Check driver slip
vs. brief sheet

Controller

Check
complete

Drivers are liable for
shortages
Refer to IR process

Hand-over slips
& change to FIN

Controller

Hand-over
complete

Waybill (signed or stamped)
Border documents
Invoices

Check all
documents

Specials Admin

Records filed

Title: Debrief Driver
Author: Edwin Ramos
Date: 7/30/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Return

Title: Process Return
Author: Edwin Ramos
Date: 7/30/2023
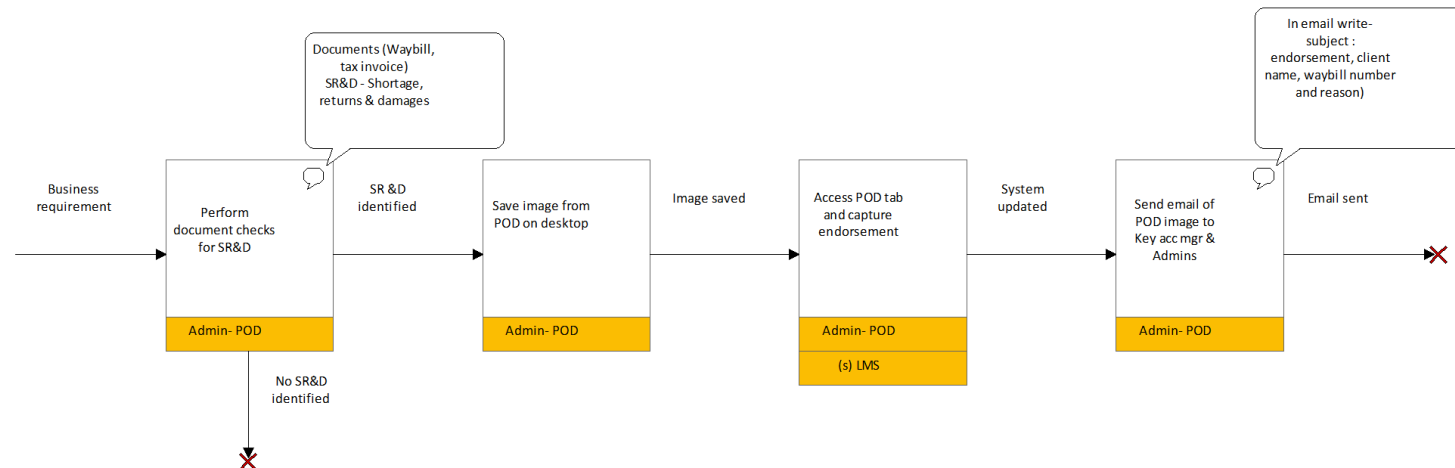Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Vehicle Loading & Pre-departure

Clearance completed

Oversee loading

Ops Supvr

Driver returns to Namlog office

Collect clearing documents

Driver

Clearing documents collected

Briefing sheet to be completed

Carry-out driver briefing

Controller

Briefing completed

Issue funds to driver

Controller

Vehicle departs to Zambia

Title: Process Vehicle Loading & Pre-departure
Author: Edwin Ramos
Date: 7/30/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Process Transport Request (before 1400hrs)

Request received before 1400hrs →

Review current vehicle allocations
Specials Team

In-house process →

Assign vehicle & driver
Specials Team

Vehicle & driver identified →

Send vehicle & driver details to Komatsu SA
Controller

Transport request confirmed →

Third Party vehicle to be used ↓

Request rates & availability
Specials Team

Rates & availability provided by TP →

Make decision to use TP
Gen Mngr

TP use approved →

Send confirmation to Third Party
Controller

TP confirms vehicle & driver details ↑

Title: Process Transport Request (before 1400hrs)
Author: Edwin Ramos
Date: 7/24/2023
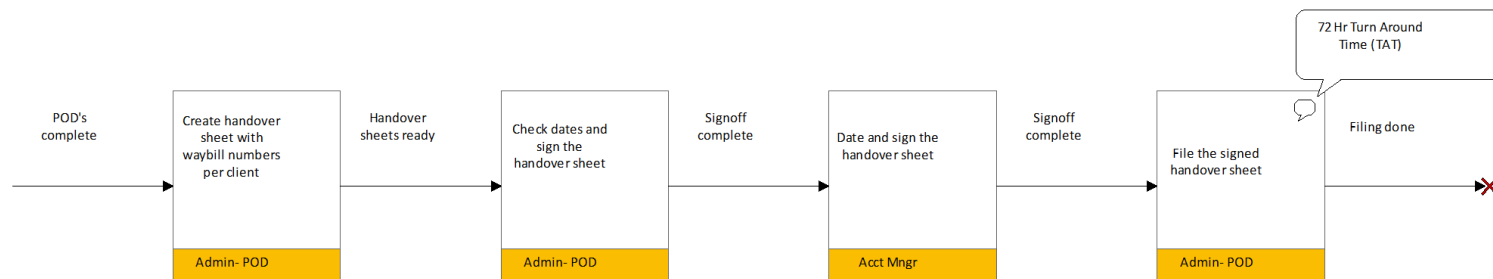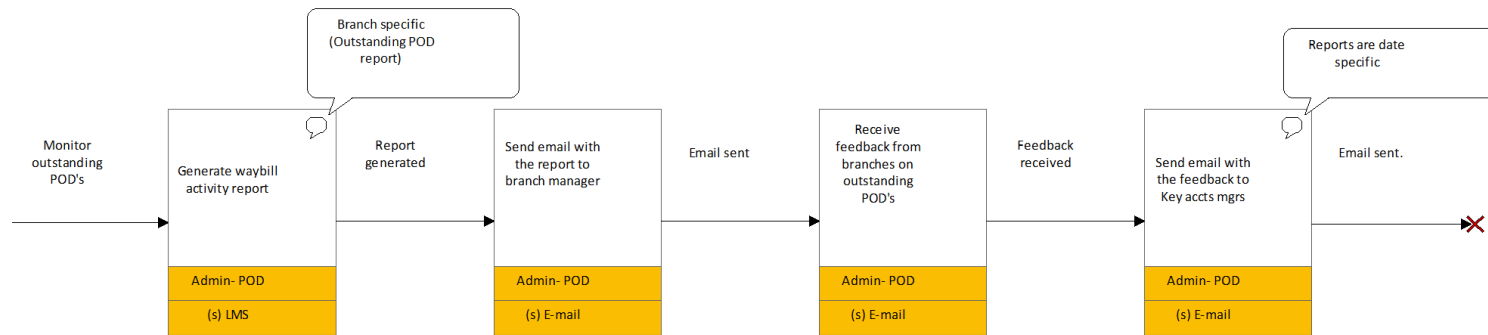Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Mozambique Process

Paperwork includes:
- Vehicle Manifest
  - Invoices
- Delivery Waybills
  - Driver details

Komatsu request via email, contains quantity & weight

Normal transport request rec'd on Wed →

Analyze request & determine appropriate ...	Transport request feasible	Send info to Specials Team	Request received before 1400hrs	Process transport request	Transport request confirmed	Plan vehicle loading for Friday	Plan completed	Process paperworks	Sent to NamLog Clearing team	Complete SA clearance documentation
In-House Team		In-House Team		Specials Team		Specials Team		In-House Team		Clearing Team

Documentation completed

Request received after 1400hrs (Wednesday)

DHL to calculate T&Cs and confirm amount for contra marca

Process transport request		Send documents to DHL	Documents sent	Arrange ForEx for the driver	ForEx available	Process petty cash request	Request sent to Finance
Specials Team		Clearing Team		Controller		Controller	✕

Petty cash ready

Sent via Whatsapp group

Submit required diesel orders	Diesel order submitted	Arrange Malaria tablets for the driver	Medications provided	Send contra marca to DHL	Feedback & acceptance of documentation	Process vehicle loading & pre-departure	Vehicle departs to Mozambique	Process return	Driver returns to ZAF	Debrief driver	Records filed
Controller		Controller		Clearing Team		Ops Supvr		Specials Team		Controller	✕

Return request received from Komatsu

Title: Mozambique Process
Author: Edwin Ramos
Date: 7/25/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Transport Request (after 1400hrs)

Request received after 1400hrs (Wednesday)

Review current vehicle allocations
Specials Team

In-house process

Assign vehicle & driver
Specials Team

Vehicle & driver identified

Send vehicle & driver details to Komatsu SA
Controller

Transport request confirmed

Third Party vehicle to be used

Request rates & availability
Specials Team

Rates & availability provided by TP

Make decision to use TP
Gen Mngr

TP use approved

Send confirmation to Third Party
Controller

TP confirms vehicle & driver details

Title: Process Transport Request (after 1400hrs)
Author: Edwin Ramos
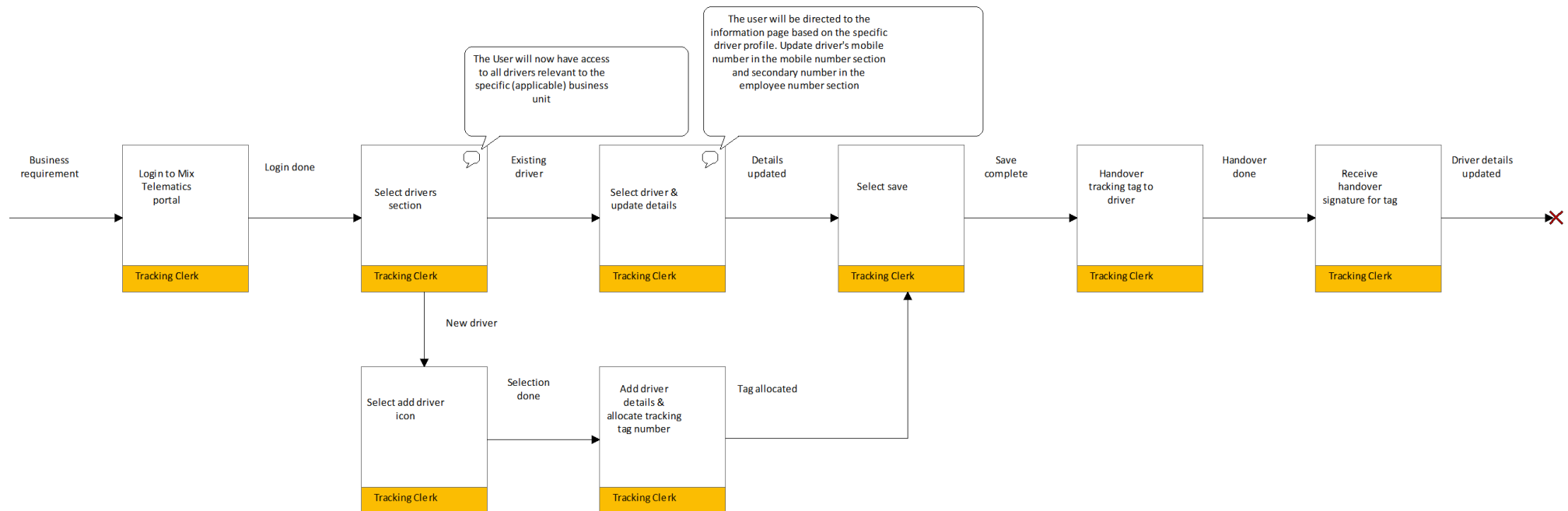Date: 7/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Debrief Driver

Driver returns
to ZAF

Check driver slip
vs. brief sheet

Controller

Check
complete

Hand-over slips
& change to FIN

Controller

Drivers are liable for
shortages
Refer to IR process

Hand-over
complete

Check all
documents

Specials Admin

Waybill (signed or stamped)
• Border documents
• Invoices

Records filed

Title: Debrief Driver
Author: Edwin Ramos
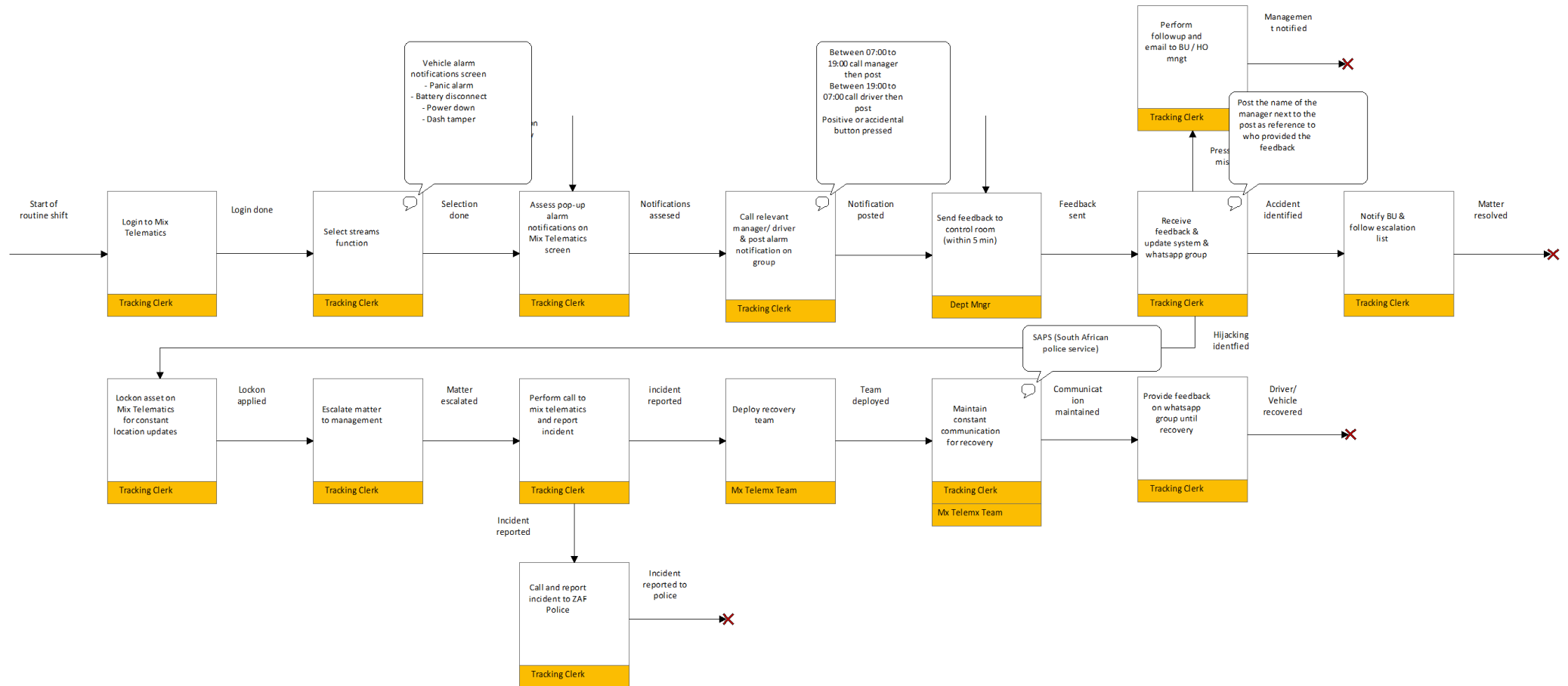Date: 7/30/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Return

Komatsu request via email, contains quantity & weight

Return request received from Komatsu

| Send info to Specials Team |
| Ops Supvr |

Information sent

| Review current vehicle allocations |
| Specials Team |

In-house process

| Assign vehicle & driver |
| Specials Team |

Vehicle & driver identified

| Send vehicle & driver details to Komatsu SA |
| Controller |

Driver returns to ZAF

Third-party process

| Request rates & availability |
| Specials Team |

Rates & availability provided by TP

| Make decision to use TP |
| Gen Mngr |

TP use approved

| Send confirmation to Third Party |
| Controller |

TP confirms vehicle & driver details

Title: Process Return
Author: Edwin Ramos
Date: 7/30/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Vehicle Loading & Pre-departure

Clearance completed

Oversee loading	Driver returns to Namlog office	Collect clearing documents	Clearing documents collected	Carry-out driver briefing	Briefing completed	Issue funds to driver	Vehicle departs to Zambia
Ops Supvr		Driver		Controller		Controller	

Briefing sheet to be completed

Title: Process Vehicle Loading & Pre-departure

Author: Edwin Ramos

Date: 7/30/2023
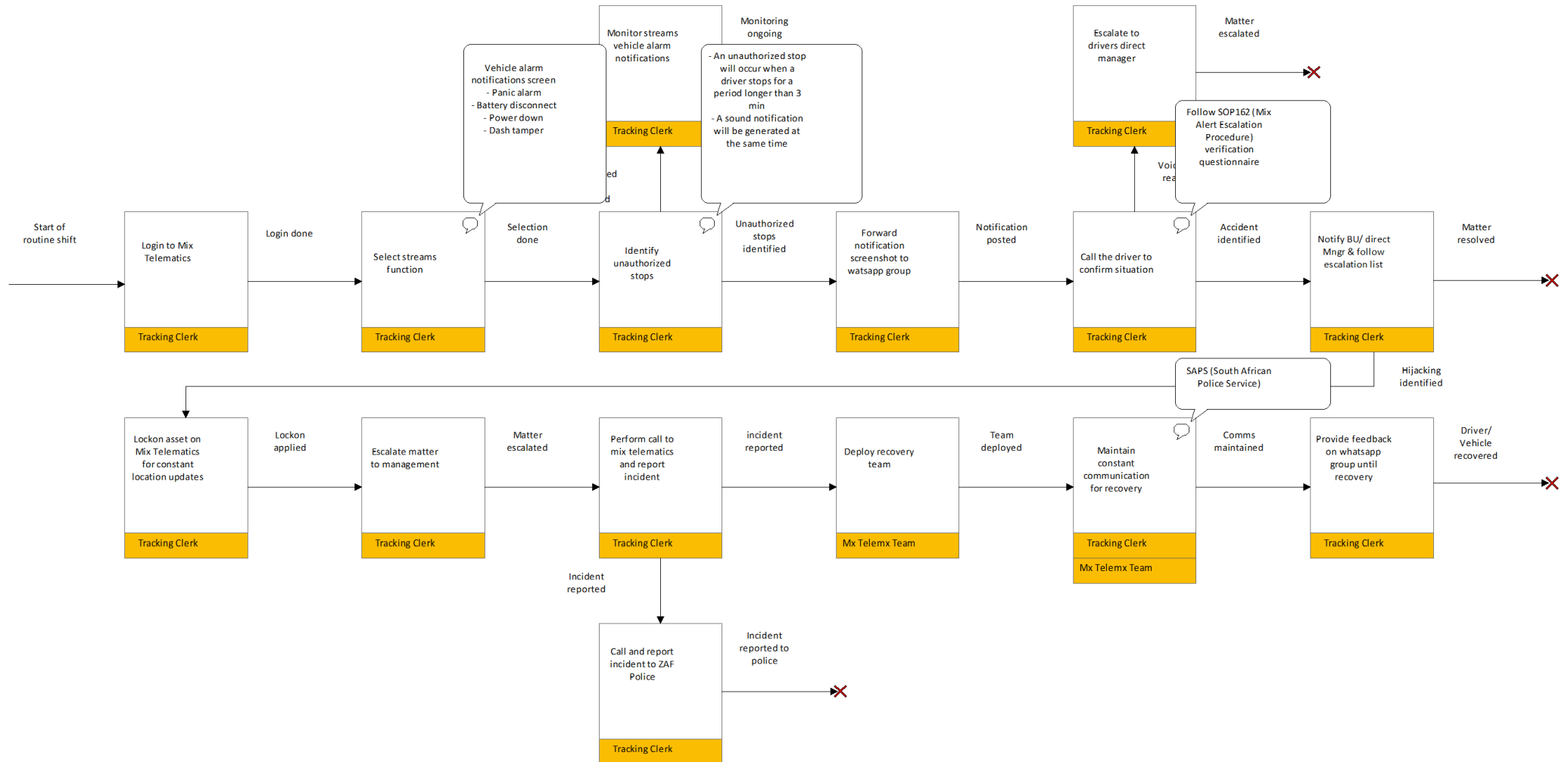
Volume: 0.00 Per Second

Authorization: Authorized

Date: 2/18/2025

Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks

Diagram Version: 1

Review Date: None

F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Transport Request (before 1400hrs)

Request received before 1400hrs

Review current vehicle allocations
Specials Team

In-house process

Assign vehicle & driver
Specials Team

Vehicle & driver identified

Send vehicle & driver details to Komatsu SA
Controller

Transport request confirmed

Third Party vehicle to be used

Request rates & availability
Specials Team

Rates & availability provided by TP

Make decision to use TP
Gen Mngr

TP use approved

Send confirmation to Third Party
Controller

TP confirms vehicle & driver details

Title: Process Transport Request (before 1400hrs)
Author: Edwin Ramos
Date: 7/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
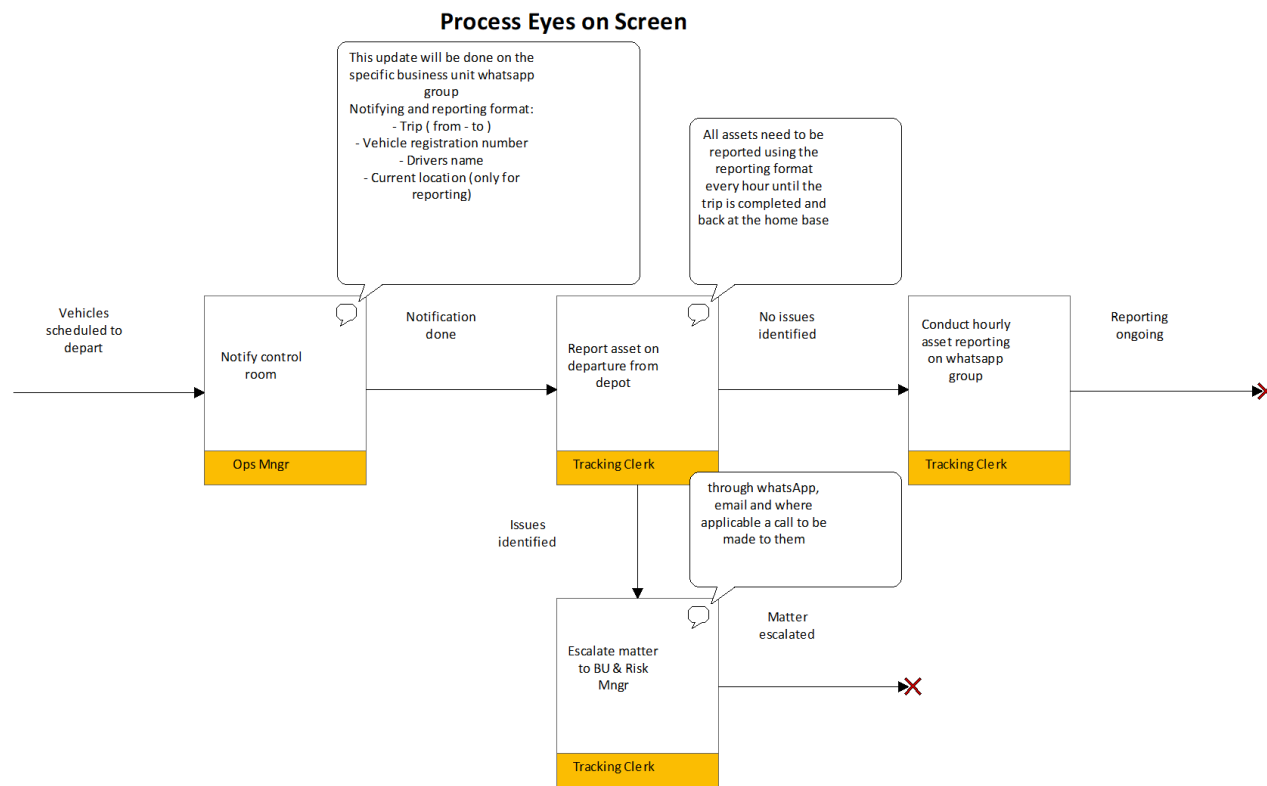● Change Log   ○ Keywords
○ Change Requests ● Read Only

Specials Process

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Dispatch Driver

Driver ready for dispatch

Brief nominated driver
Spl Trans Control

Briefing completed

Complete & sign briefing sheet
Spl Trans Control
Driver

Briefing sheet signed

Complete vehicle inspection sheet
Driver

Vehicle inspection completed

Sign-off vehicle inspection sheet
Spl Trans Control

Inspection sheet signed

Issue required equipment to driver
Spl Trans Control

Equipment issued

Dispatch driver to collection point
Spl Trans Control

First 60 minutes from receipt of request (Golden hour)

Driver proceeds to collection point

Documents ready for submission

- Vehicle Inspection Report
- Briefing Sheet

Hand-over docs to GM - Abnormals & Spl Transport
Spl Trans Control

Documents submitted

Title: Dispatch Driver
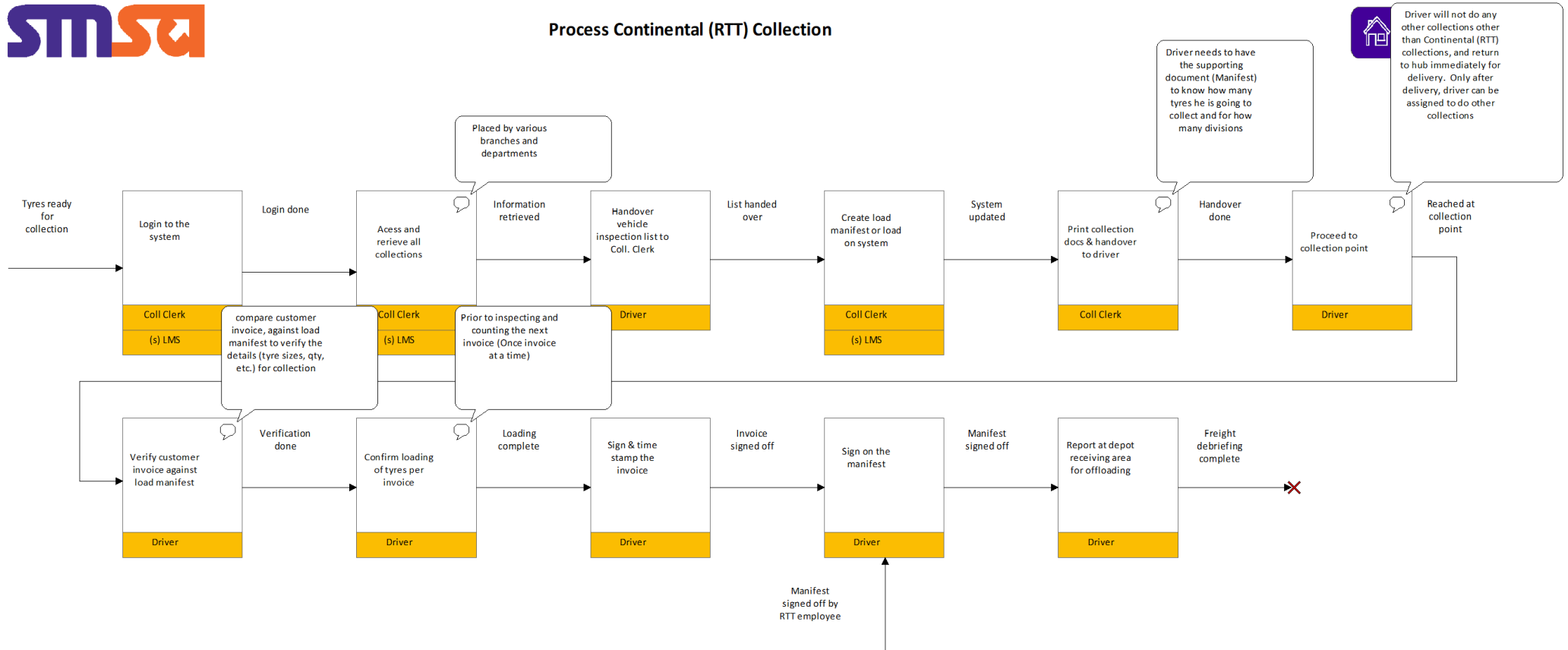Author: Edwin Ramos
Date: 8/6/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Allocate Driver & Vehicle

Request booked

Accept request for collection

Spl Trans Control

(s) LMS

Collection confirmed

Give verbal instruction to driver

Spl Trans Control

Instructions given

Print & complete the collection job card for driver

Spl Trans Control

Driver ready for dispatch

Title: Allocate Driver & Vehicle
Author: Edwin Ramos
Date: 8/6/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
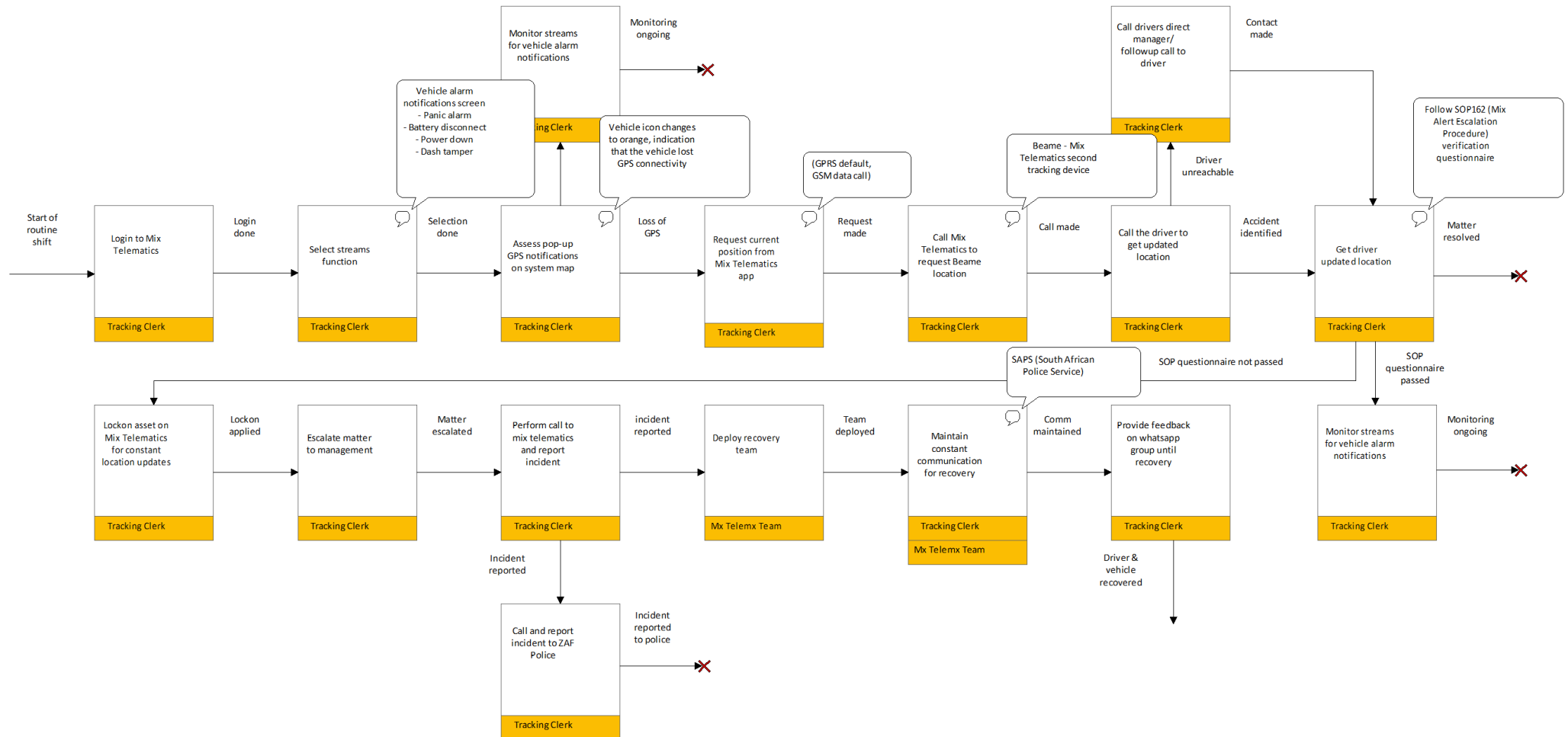● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

Abnormals Process

Email from customer to contain the following information:
1.1 Make and model of item
1.2 Value of the item
1.3 Collection point
1.4 Delivery point
1.5 Weight
1.6 Dimensions

Customer will verbally confirm the quotation is approved

Customer will confirm the collection date is accepted via email

Abnormal trip calendar is sent to each customer after each trip has been completed

Request for Quotation received from customer

Prepare quotation — Specials Team

Submit quotation to customer

Finalize Vehicle Plan — Specials Team / Gen Mngr

Planning completed

Send load date confirmation to customer — Specials Team / (s) E-mail

Customer confirmed collection date

Prepare abnormal trip calendar — Spl Trans Control

Abnormal trip calendar sent to customer

Process permit application — Spl Trans Control

Specials Transport Controller to accompany vehicle to loading point & to ensure correct lashing of item

Permits approved

Oversee complete loading process — Spl Trans Control

Loading complete

Brief Driver on what route to travel — Spl Trans Control

Vehicle depart to off-loading point

Oversee off-loading — NamLog Rep

POD returned to Spl Transport Controller

Send completed final Abnormal Trip Calendar to customer — NamLog Rep

Driver arrived at Namlog premises

Conduct debrief with Driver — Specials Team

Transport request completed

Title:	Abnormals Process
Author:	Edwin Ramos
Date:	8/1/2023
Volume:	0.00 Per Second

Authorization:	Authorized
Date:	2/18/2025
Cost Per Second:	$,3.5,E-0317

Owner:	Victor Hendriks
Diagram Version:	1
Review Date:	None
F.T.E.:	0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Prepare Quotation

Title: Prepare Quotation
Author: Edwin Ramos
Date: 9/6/2023
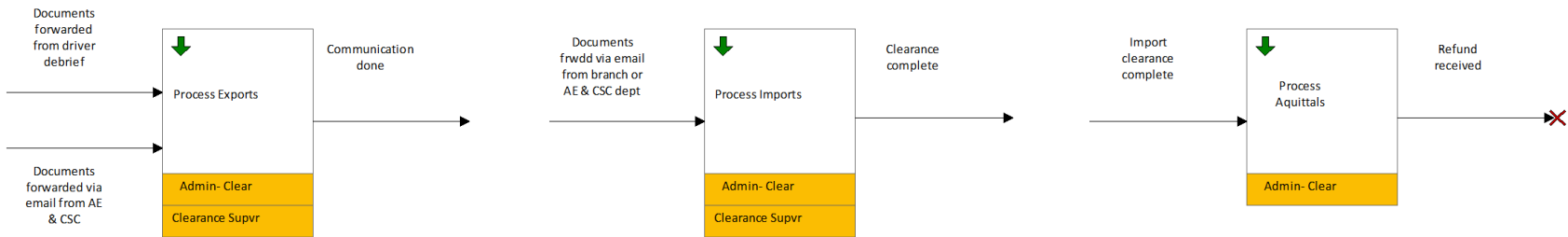Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Permit Application

Direct submission of application

Submit permit application directly to the applicable Govt Permit Office

Spl Trans Control

Abnormal trip calendar sent to customer

Complete all fields on the permit application

Spl Trans Control

Permits approved

Application submission through agent

Forward permit applications to relevant agent assisting with application

Spl Trans Control

(s) E-mail

Title: Process Permit Application
Author: Edwin Ramos
Date: 9/6/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
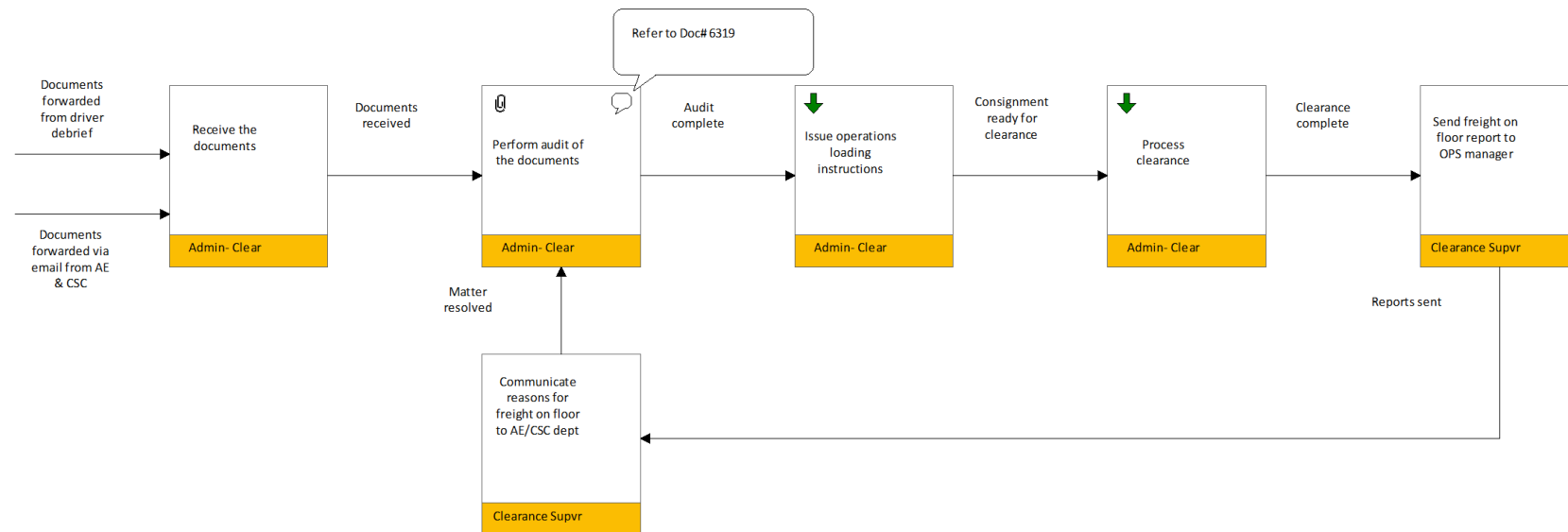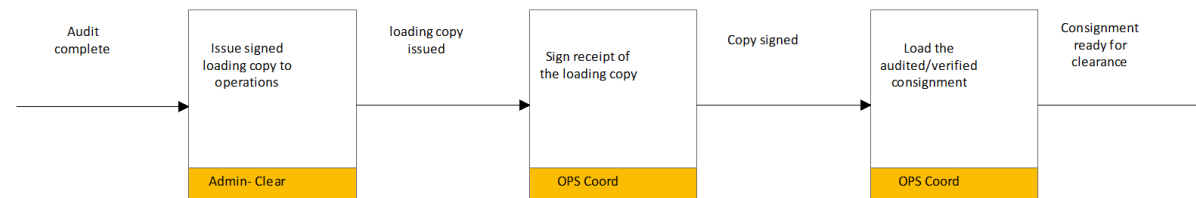○ Change Requests ● Read Only

Johannesburg Fleet Department

Flow	Process	Roles	Output
Tyre faults reported by OPS mngr/ supv / Tyre fault identified during tyre surveys	Process New Tyre Orders	Workshp Tech / Workshp Mngr	Tyres stock updated
Tyres required	Process issuing of tyres	Workshp Tech / Workshp Mngr	Docs copy filed
Business requirement	Process ordering of rethread tyres	Workshp Tech / Buyer	Tyres sent to store
New tender contract or vehicle replacement	Process vehicle purchase	Manager - Fleet / Senior Mngt	Vehicle documents filed
Business requirement	Process vehicle licensing	Fleet Coor / Buyer	Copy sent via email for permit purposes
Business requirement	Process vehicle services & maintenance	WS Foreman / Fleet Coor	Vehicle returned to operations
Monthly diesel quotation recd from supplier	Process Diesel Orders	Workshp Mngr / Fleet Coor	Handover complete
Driver reports at Collection office	Manage vehicle keys	Manager - Fleet	Debrief completed / New key available
Start of shift requirement	Manage fuel	Workshp Mngr	Information captured

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process New Tyre Orders

Process Issuing of Tyres

Old tyres must be kept safe in case they can be reused for rethreading

Tyres required	Complete and submit job card for tyres	Submission done	Assess, approve job card & handover to buyer	Handover done	Issue tyres to tyre technician	Job card signed	Fit tyres on vehicle	Fitting done	Handover job card to store clerk	Handover done	Update job card details on system	Docs filed for stock take

Workshp Tech

Workshp Mngr

Buyer

Workshp Tech

Workshp Tech

Store Clerk

(s) LMS

Title: Process Issuing of Tyres
Author: Mohammed Altamush Khan
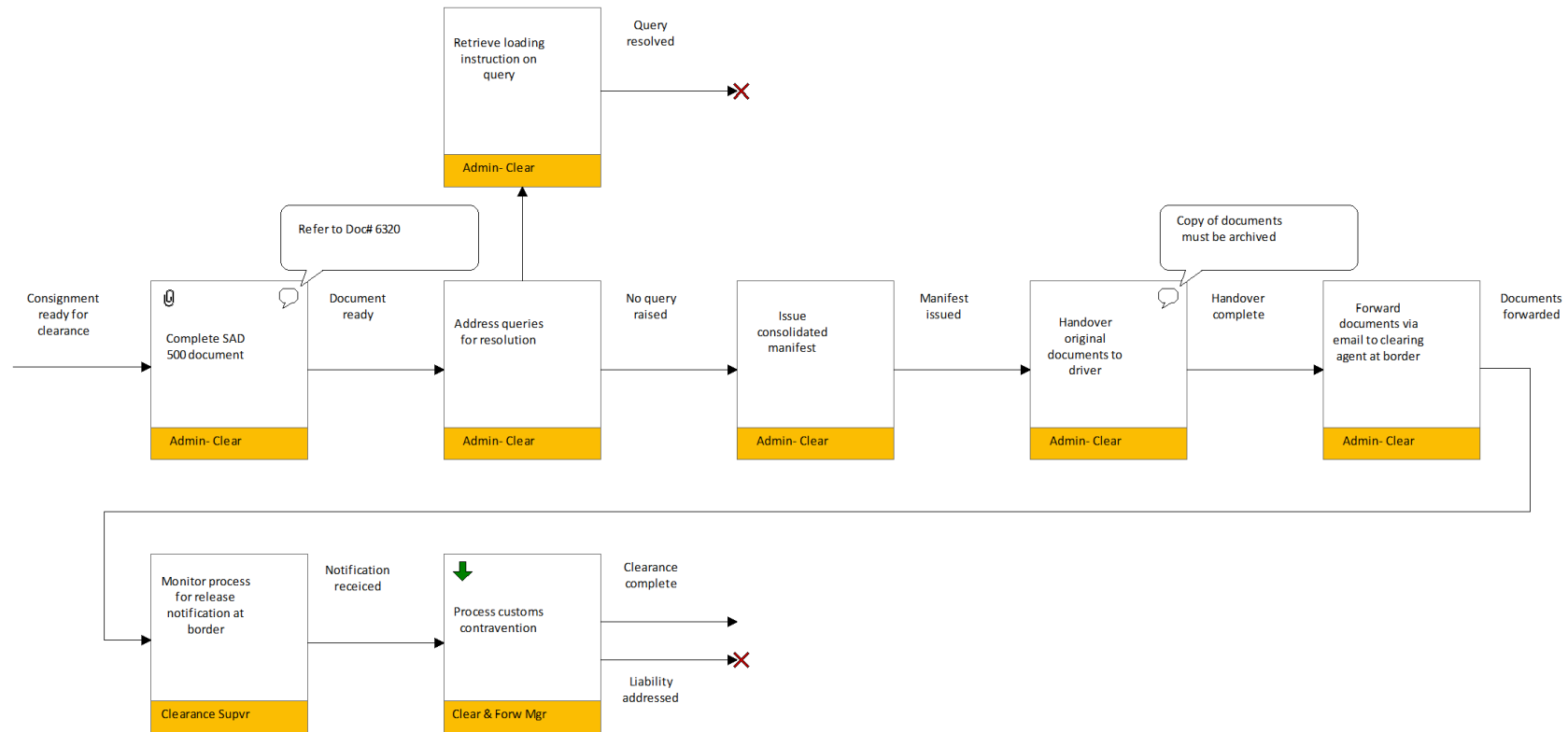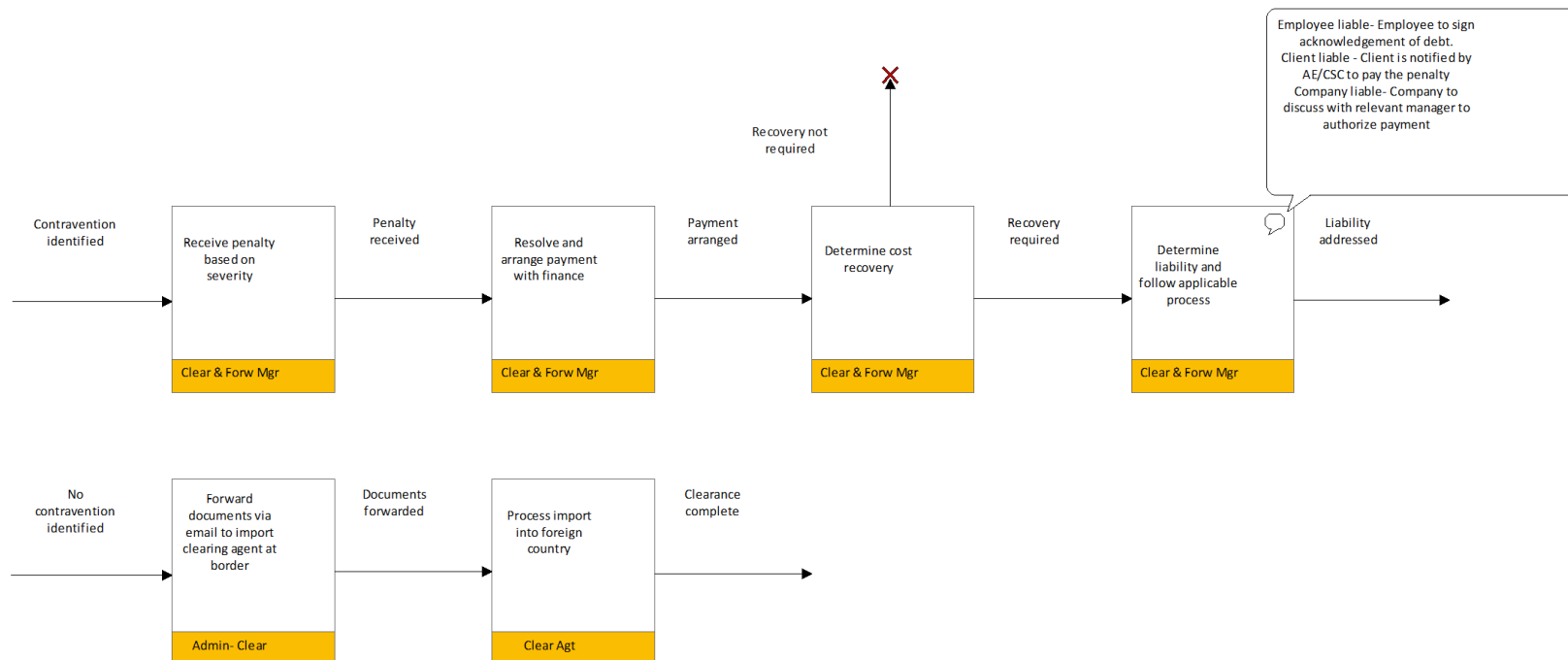Date: 9/30/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Ordering of Rethread Tyres

Process flow diagram:

- **Business requirement** → Assess tyres rethreading condition with supplier (Workshp Tech)
  - *Fraxion will automatically generate a Namlog order number*
- **Rethread not possible** → Sell to supplier or dispose tyres (Workshp Tech) → **Tyres sold/disposed** ✕
- **Rethread possible** → Update branding & serial number on collection book (Workshp Tech)
- **Information recorded** → Arrange collection by rethreading supplier (Buyer)
  - *Before collection, confirm the information in the collection book (branding number, serial number, quantity, tyre size) corresponds with the physical tyres to be collected*
- **Collection checks complete** → Receive signed collection slip from supplier (Buyer)
- **Collection complete** → Identify tyres to be rethreaded with supplier (Workshp Mngr)
  - *Tyre buffing process to determine which tyres are suitable for rethreading*
- **Tyres identified** → Receive performa invoice from rethreading supplier (Buyer)
  - *The rethreaded tyres will be kept in stock as spare tyres when trailers require an emergency tyre change*
- **Invoice received** → Load & process invoice on system (Buyer) (s) Fraxion
- **Approval complete** → Send order number to supplier (Buyer)
- **Tyres ready for delivery/collection** → Receive rethreaded tyres from supplier (Buyer)
- **Tyres received** → Check tyre condition & information (Workshp Tech)
  - *Check tyres are rethreaded correctly and if the serial number corresponds with the tyres on the collection book*
- **Checks complete** → Update tyres information in stock sheet (Buyer)
- **Stock sheet updated** → Send the tyres to Co. store (Buyer)
- **Tyres sent to store** ✕

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Process Vehicle Purchase

New tender contract or vehicle replacement

Process vehicle quotation & approval — Manager - Fleet

File ready

Approve the OTP — MD

Prior delivery, the following are arranged for the vehicle:
• Mix Telematis (Tracking Unit and Drive Cam) - Tracking Department
• License Registration for vehicle (License Discs) - Workshop
• Number Plates - Workshop
• Fuel cards

...rove the ...hicle file — ...ger - Fleet

Approval

Systems:
• LMS
• Fraxion
• Vehicle List – created by finance
• AVIS Fuel Management System
• MIX Telematics Tracking System

...ard OTP to ...lier, FIN & ...king dept — ...ger - Fleet

OTP forwarded

Receive notification from supplier for collection — Manager - Fleet

Vehicle ready

Verify features fitted as per OTP — Manager - Fleet

To be done once at the delearship

Fitting not as per specification

Inform supplier for resolution — Manager - Fleet

Issue resolved

Sign vehicle release note — Manager - Fleet

Signoff complete

Receive vehicle at Co. branch — Manager - Fleet

Vehicle received

Update vehicle details on all relevant systems — Manager - Fleet

Details loaded

Conduct branding and set speed limit — Manager - Fleet

Branding complete

Handover vehicle to relevant manager — Manager - Fleet

Handover done

Handover all original vehicle docs to FIN — Manager - Fleet

The vehicle file to be filed in FIN document store room

Handover done

A second vehicle file to be filed in the Fleet Managers filing store room

Store vehicle file in Fleet Mgt filing room — Manager - Fleet

Vehicle documents filed

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Process Vehicle Quotation & Approvals

Title: Process Vehicle Quotation & Approvals
Author: Mohammed Altamush Khan
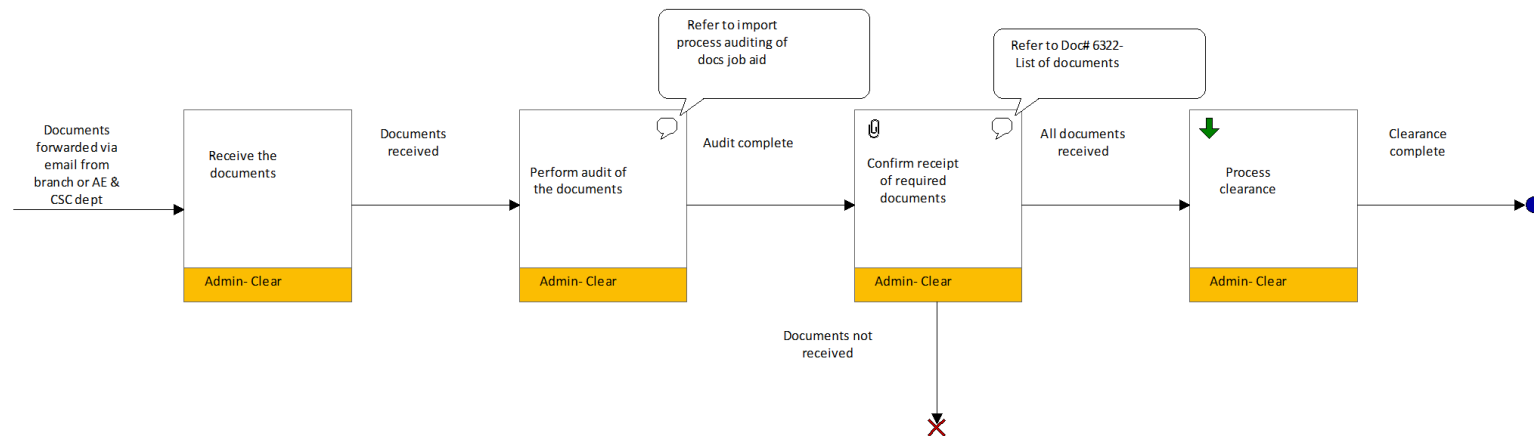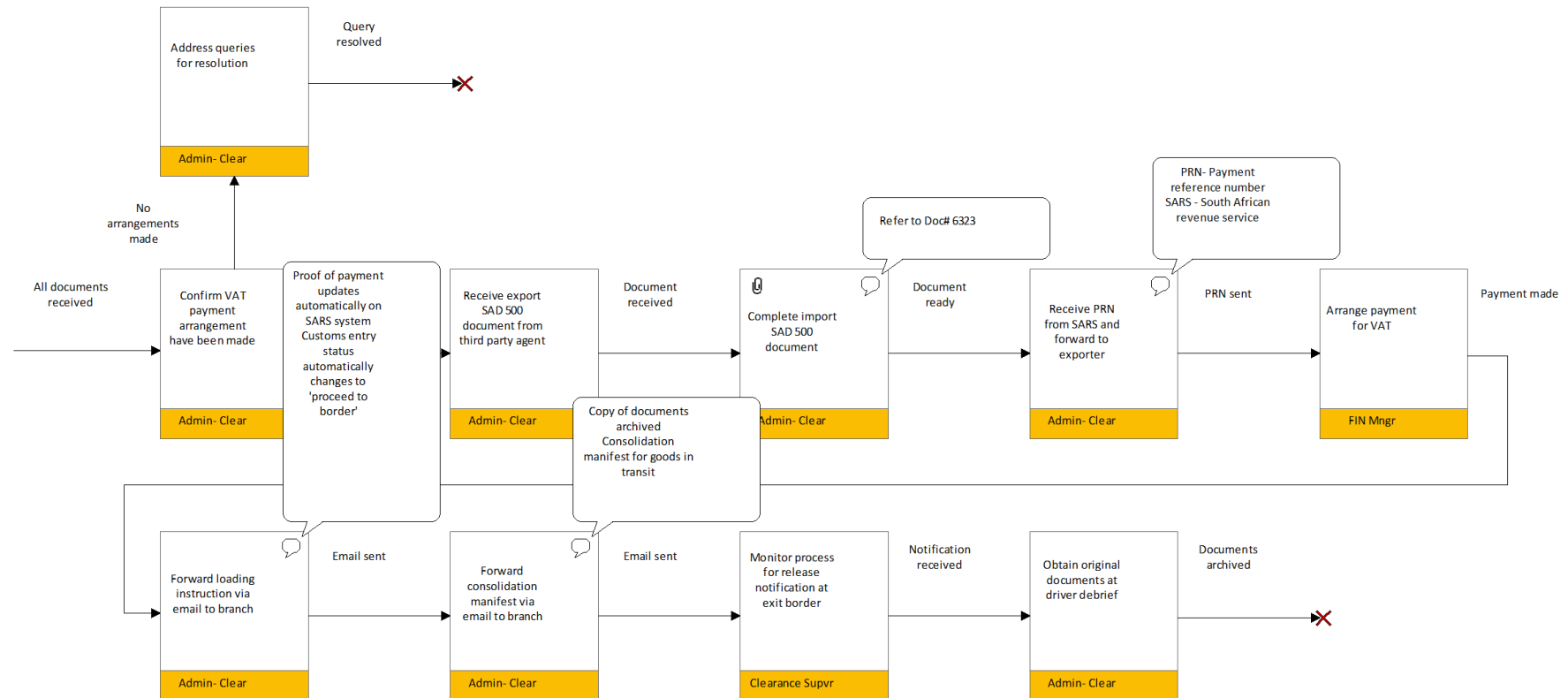Date: 11/7/2023
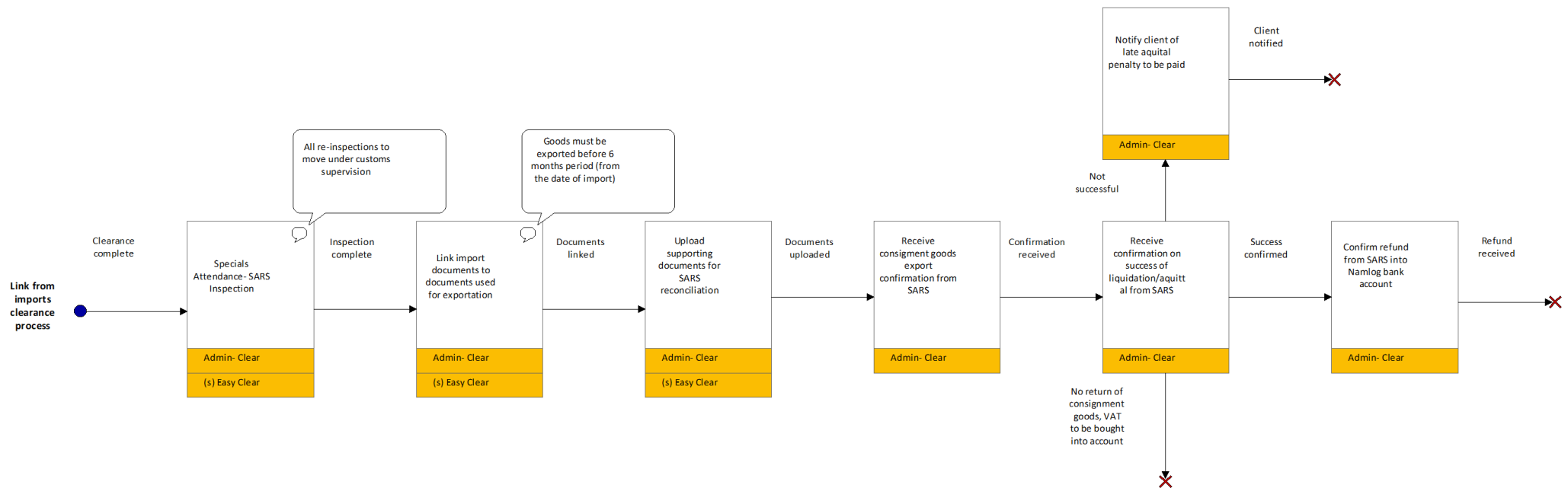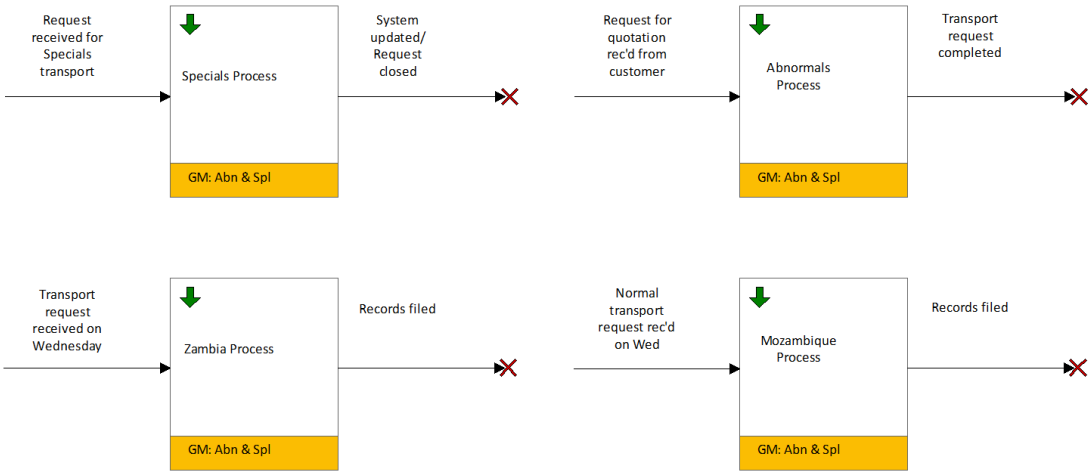Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Vehicle Licensing

Business requirement → Collect monthly R114 statement from licensing dept (Buyer) → Statement collected → Identify vehicle licenses due for renewal (Fleet Coor) → Licenses identified → Notify OPS Mngr of licenses requiring renewal (Fleet Coor) → Mngr informed → Load R114 statement on system for … (Fleet Coor / (s) Fraxion) → Approval process complete → Make EFT / Cash payment (FIN Mngr) → Payment done → Process vehicle roadworthy test (Fleet Coor) → Testing passed

Cash Payments to be made to service department

Receive vehicle COF & inform relevant dept (Fleet Coor) → Depts informed → Fill license renewal form & submit to traffic dept (Buyer) → Form submitted → Complete bulk sheet (Buyer) → Sheet updated → Collect license discs & handover to Fleet … (Buyer) → Handover complete → Make copies of license discs & handover to Fleet Learner (Fleet Coor) → Handover done → Cut out original license disc & send to relevant Cost Centre Mngr (Fleet Learner) → Copy sent via email for permit purposes

COF (Certificate of Fitness)

Collection after 3 days of submission

Title:	Process Vehicle Licensing	
Author:	Mohammed Altamush Khan	
Date:	9/30/2023	
Volume:	0.00 Per Second	

Authorization:	Authorized
Date:	2/18/2025
Cost Per Second:	$,3.5,E-0317

Owner:	Victor Hendriks
Diagram Version:	1
Review Date:	None
F.T.E.:	0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Vehicle Roadworthy Test

Process flow diagram:

- **Payment done** → **Request roadworthy testing quotation to centre** (Fleet Coor)
- **Quotation received** → **Load quotation on system for approval** (Fleet Coor, (s) Fraxion) — *Fraxion will automatically generate a Namlog order number*
- **Approval complete** → **Send order number and book vehicle for testing** (Fleet Coor)
- **Booking complete** → **Perform vehicle pre-inspection** (Workshp Mngr)
- **Check complete** → **Resolve vehicle faults** (Workshp Mngr) — *Only if any*
- **Faults resolved** → **Send vehicle for roadworthy testing** (Fleet Coor)
- **Testing passed** → (continues)
- **Test failed** → **Receive failure notification from testing center** (Workshp Mngr)
- **Notification received** → back to Resolve vehicle faults

Title: Process Vehicle Roadworthy Test
Author: Mohammed Altamush Khan
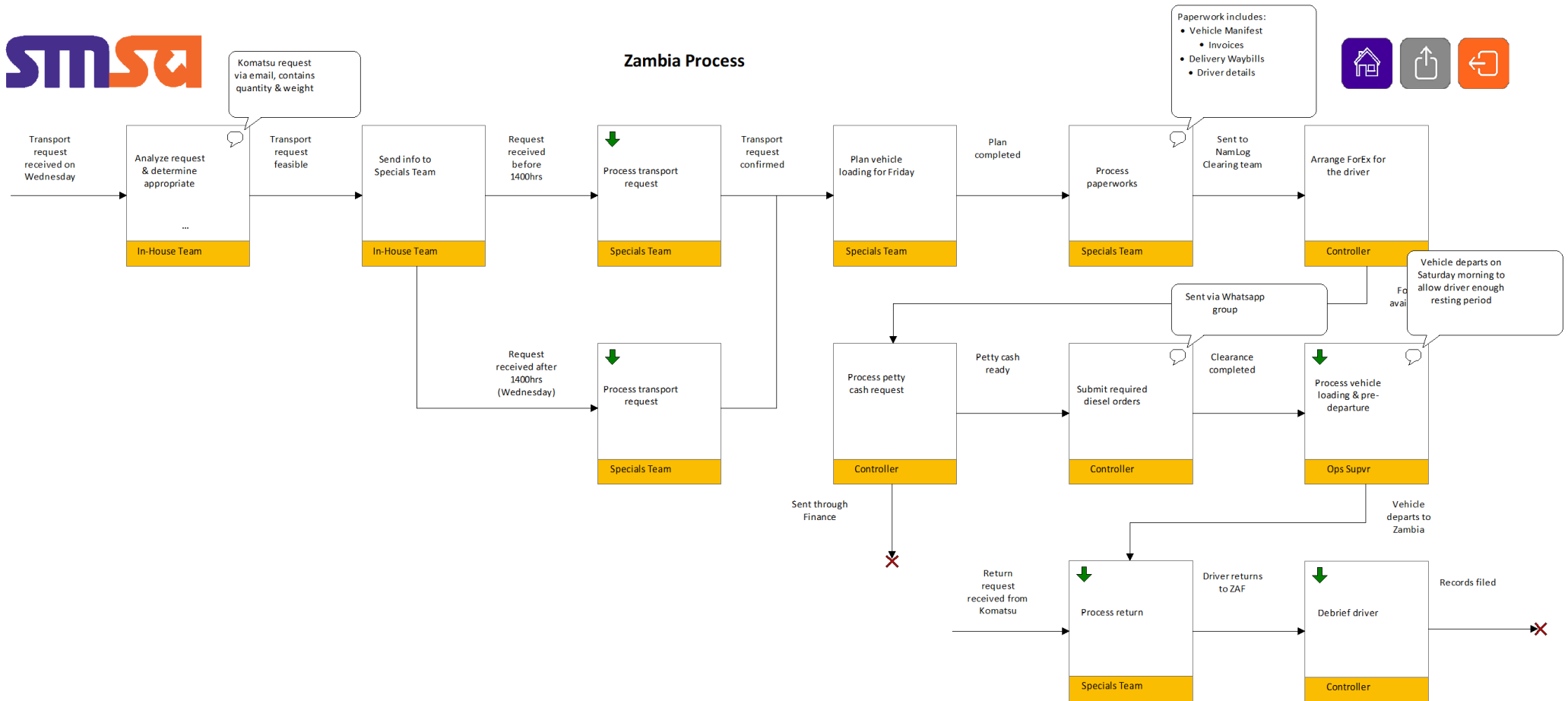Date: 11/7/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Vehicle Services & Maintainance

Odo management report auto generated in LMS Refer to Debriefing Process in JHB Ops Workflow

As per ODO management report

Fraxion will automatically generate a Namlog order number

Business requirement

Update daily vehicle mileage on system — OPS Debriefer — (s) LMS

System updated

Identify vehicle due for service — Dept Mngr

Vehicles identified

Verify vehicles due for service — WS Foreman

Verification complete

Book vehicle for service — WS Foreman

Vehicle booked

Conduct vehicle pre-inspection — WS Foreman

Checks complete

Additional work required

Send vehicle to supplier for service — WS Foreman

No additional work required

Receive quote from supplier for additional costs — Workshp Mngr

Quote received

Discuss additional work with Fleet Mngr & Cost Center Mngr — Workshp Mngr

Decision final

Forward estimated repair cost to OPS Mngr/Supv — Fleet Coor

Document forwarded

Load estimate on the system for approval — Cost Center Mngr — (s) Fraxion

Approval process complete

Submit purchase order to supplier — Fleet Coor

Repairs completed by supplier

Receive notification of service/repairs completion from ... — WS Foreman

Notification received

Receive vehicle & perform post inspection checks — WS Foreman

Vehicle returned to operations

Title: Process Vehicle Services & Maintainance
Author: Mohammed Altamush Khan
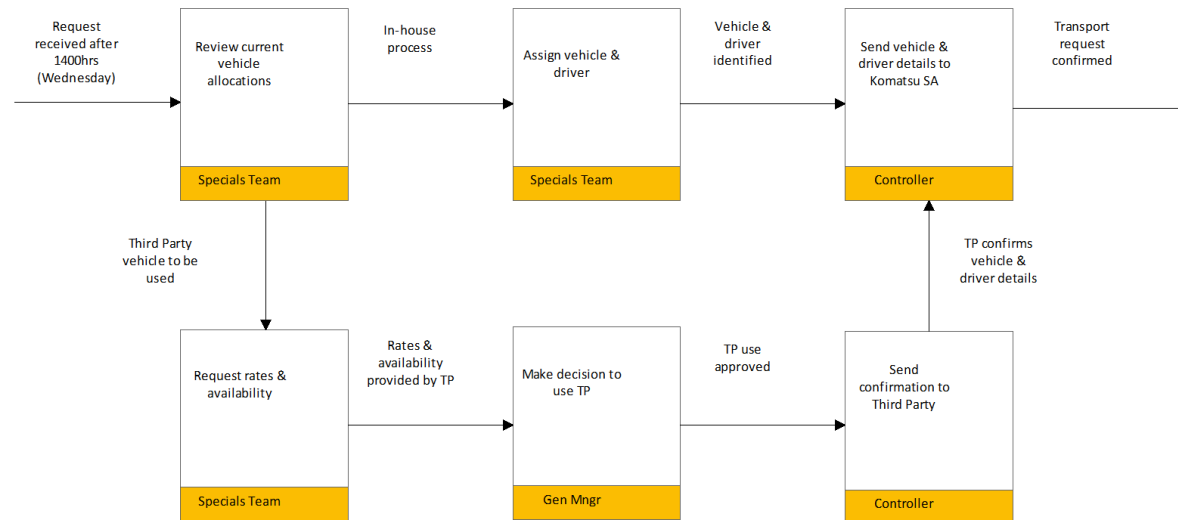Date: 9/30/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Diesel Orders

Title: Process Diesel Orders
Author: Mohammed Altamush Khan
Date: 9/30/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Conduct Diesel Tests

Diesel received → **Conduct manual diesel quality test** (Workshp Mngr)

Test Passed → **Perform pre-diesel dip to check level of diesel** (Workshp Mngr)

Checks complete → **Perfrom diesel offload** (Workshp Mngr) → Diesel Offloaded

Test failed ↓

Send diesel sample to lab for further testing (Workshp Mngr)

Sample sent → **Receive test results from lab** (Workshp Mngr)

Test passed ↑ (to Perfrom diesel offload)

Test failed → **Notify supplier of diesel rejection** (Workshp Mngr) → Truck returned to depot

Title: Conduct Diesel Tests
Author: Mohammed Altamush Khan
Date: 10/31/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
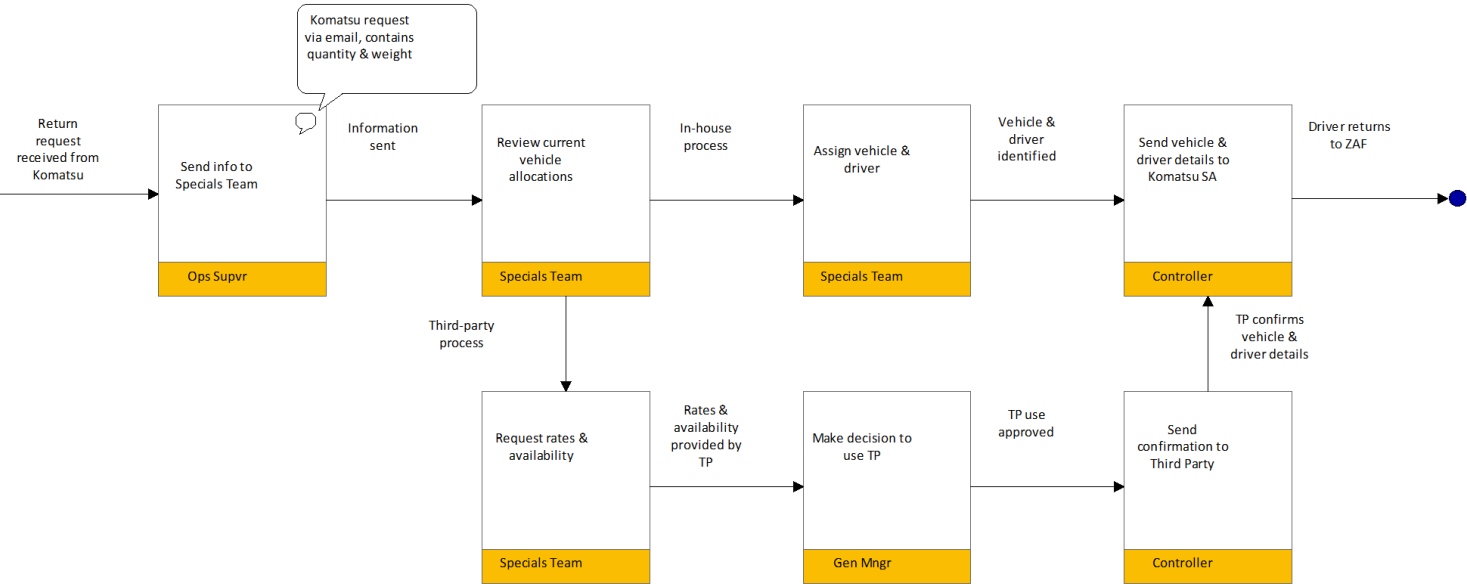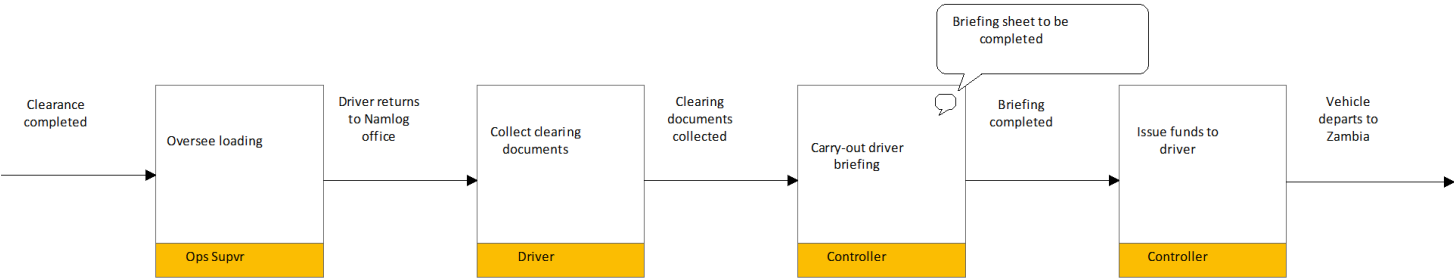● Change Log   ○ Keywords
○ Change Requests ● Read Only

Manage Vehicle Keys

Driver reports at Collection office

Assign truck/ vehicle to driver
Coll Clerk
Coll Mngr

Driver proceeds to assigned truck/ vehicle

Confirm the vehicle key is in the ignition of the truck / vehicle
Driver

Key available

Proceed with delivery/ collection as per instructions
Driver

Driver arrives depot

If original key, leave the key in the key truck/ vehicle ignition. If spare key, hand over the key to Collection Clerk/ Manager.

Switch off the truck / vehicle
Driver

Truck/ vehicle parked/ standby

Report to the debriefing station
Driver

Debrief completed

Key unavailable

Escalate the issue to Collection Clerk/ Manager to investigate
Driver

Issue escalated

- Who was the last driver to drive the truck / vehicle
- Did the driver go home with the key?

Key found

Investigate what happened to the key
Coll Clerk
Coll Mngr

Key not found

Request a spare key from National Fleet Manager
Coll Clerk
Coll Mngr

Spare key requested

Issue the spare key to Collection Clerk / Manager
Manager - Fleet

Spare key available

Issue the spare key to driver
Coll Clerk
Coll Mngr

Spare key issued

*If the key is not found after a full investigation

Report key as lost to National Fleet Manager
Coll Mngr

Key confirmed lost

Initiate key replacement process
Manager - Fleet

New key available

Title: Manage Vehicle Keys
Author: Edwin Ramos
Date: 8/4/2024
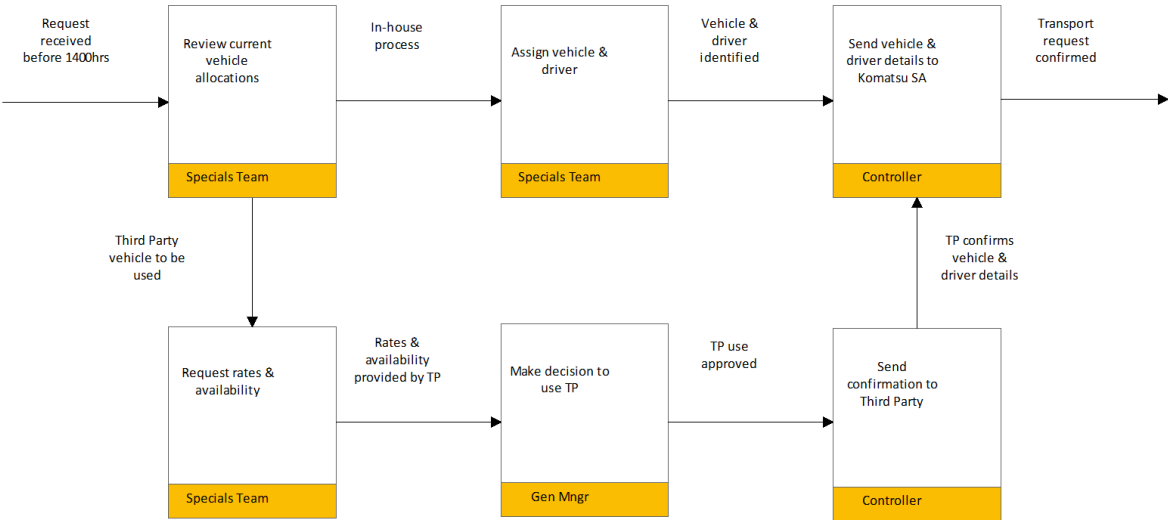Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Fuel Management (Dreamworx)

Before refuelling, record:
- Vehicle registration number
- Time
- Odometer reading
- Driver's name
- Opening pump reading

After refuelling, record:
- Closing pump reading
- Litres
- Signature (pump attendant)
- Pump Attendant's name

On the "Depot - Daily Diesel Capture Sheet" for both tanks

*At the end of the shift

*Before the start of the shift the next day

Start of shift requirement	Perform dip level measurements on the small & large tank	Start of shift dip reading completed	Record the day, date and opening dip reading	Vehicle arrives at the bowser for refuelling	Complete the "Depot - Daily Diesel Capture Sheet"	Refueling completed	Perform dip level measurements & complete the ...	End of shift dip reading completed	Hand over the previous day "Depot - Daily ...	Hand-over complete
	Pump Attendant		Pump Attendant		Pump Attendant		Pump Attendant		Pump Attendant	

*As per current distribution list

Verify the information recorded & complete the ...	Report verifed	Verify the information on the "Depot - Daily Diesel ...	Report approved	Scan & email the "Depot - Daily Diesel Capture ...	Email sent	Login to Dreamworx to capture the information from ...	Information captured
Workshp Buyer		Workshp Mngr		Workshp Buyer		Workshp Buyer	
						(s) Dreamworx	

Title: Fuel Management (Dreamworx)
Author: Edwin Ramos
Date: 8/4/2024
Volume: 0.00 Per Second

Authorization: Authorized
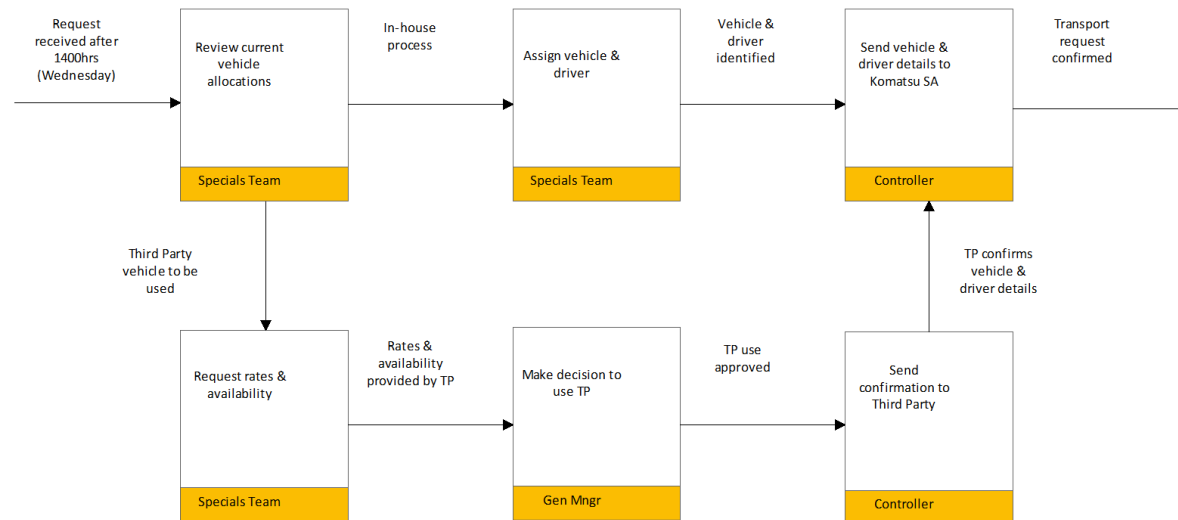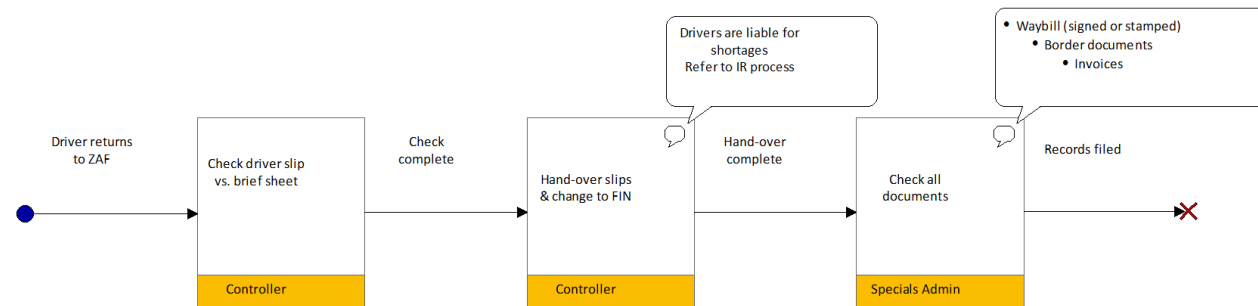Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Hub & Linehaul Department

Cargo ready for loading	Process Loading	Customer to re-pack securely as advised	Vehicle/trailer scheduled for linehaul load	Process create load	Copy of load job printed	Cargo ready for receiving	Process receiving linehaul load	Load closed	Spill incident/accident occurred	Process incident/accident spillage cleanup	Report forwarded

Process Loading
- Driver
- Ops Mngr
- Ops Supvr

Process create load
- Ops Mngr
- (s) LMS

Process receiving linehaul load
- Rec Clerk
- (s) LMS

Process incident/accident spillage cleanup
- Driver
- Direct Manager

Process cross border on-load scanning
- Ops Mngr
- (s) LMS

Freight ready for loading — Report printed

Process incident report
- Direct Manager

Incident occured — Incident investigation report forwarded

Process freight on floor report
- Ops Mngr
- (s) LMS

Business requirement — Report forwarded

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Loading

Customer must mark components
with a destination, order number
and waybill number.
Drivers must ensure when
loading items that everything has
been clearly marked by the client
or supplier before loading

Cargo ready
for loading

Check load is properly secured
Driver

Load not
secure

Take photos of the items
Driver

Photos taken

Forward photos to supv/mngr
Driver

Photos
forwarded

Contact the supervisor/ manager for advise
Driver

Advise taken

Discuss packaging with customer
Ops Mngr
Ops Supvr

Customer to
re-pack
securely as
advised

Cargo ready
for freight

Load the cargo on the truck
Driver

Cargo loaded

Refer to
Securing Cargo
WI

Secure the cargo on the truck
Driver

Cargo
secured

Title: Process Loading
Author: Mohammed Altamush Khan
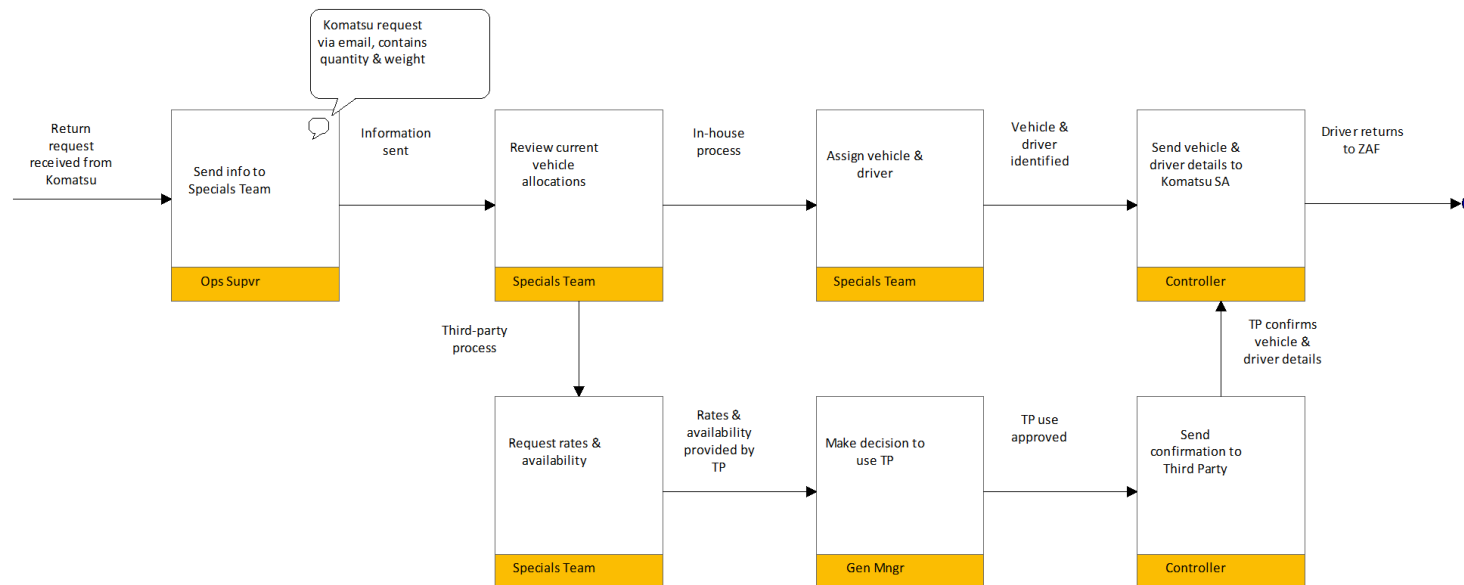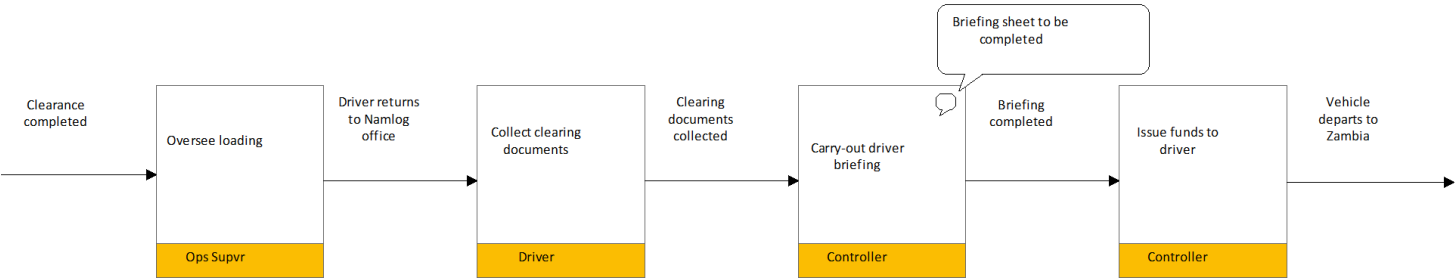Date: 10/29/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Process Creating Load

- Driver name
- Vehicle registration
- Open first load
- Trailer details (if applicable)
- Opening odometer readings
- Capture odometer reading
- Open secondary load (if applicable)

Load details:
- Route
- Courier
- Service
- Zone

Vehicle/trailer scheduled for linehaul load

Login to the system
Ops Mngr
(s) LMS

Login done

Select manifest
Ops Mngr
(s) LMS

Selection done

Select create new load
Ops Mngr
(s) LMS

Selection done

Select the service and update the load details
Ops Mngr
(s) LMS

Details updated

Complete driver and vehicle details
Ops Mngr
(s) LMS

Details updated

Select next and save
Ops Mngr
(s) LMS

Save complete

Select print
Ops Mngr
(s) LMS

Copy of load job printed

Title: Process Creating Load
Author: Mohammed Altamush Khan
Date: 10/29/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
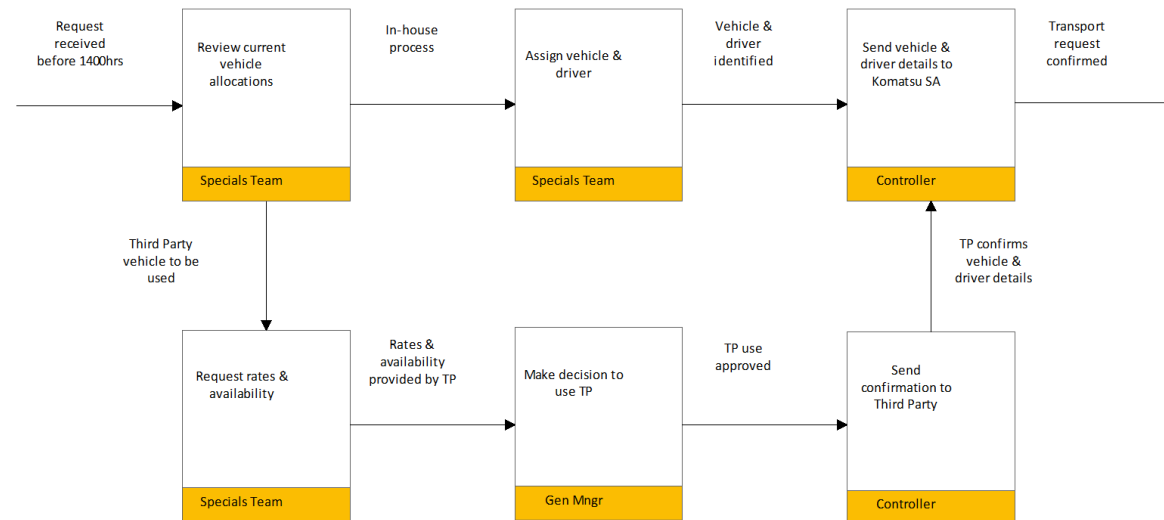● Change Log   ○ Keywords
○ Change Requests ● Read Only

- Subsequent investigations should include root cause analysis and can include the following parties:
  • Employee involved
  • Investigator appointed by the employer (Direct Line Manager)
  • Health and safety representative for the area, if applicable
  • Representative of the client site, if applicable
- Where an incident or injury is required to be reported to the authorities, the following documents will be required:
  • Employers report of an accident
  • Complete vehicle accident and claim form
  • Sworn/confirmed statement by employee
  • Affidavit by employee (vehicle accident/assault)
  • SAPS case number
- If the employee requires medical attention the following forms need to be given to the employee to take to the hospital/doctor along with the employers report of an accident:
  • First medical report
  • Final/progress report
  • Certified copy of identification document

To be done in conjunction with employee and ensure details are captured as much as possible

Incident occured → Report full details of the incident to manager — **Employee**

incident reported → Receive incident report and investigate — **Direct Manager**

investigation complete → Update the incident investigation form — **Direct Manager**

Form updated → Forward the report to AE and relevant managers — **Direct Manager**

Incident investigation report forwarded

Title: Process Incident Reports
Author: Mohammed Altamush Khan
Date: 10/29/2023
Volume: 0.00 Per Second

Authorization: Authorized
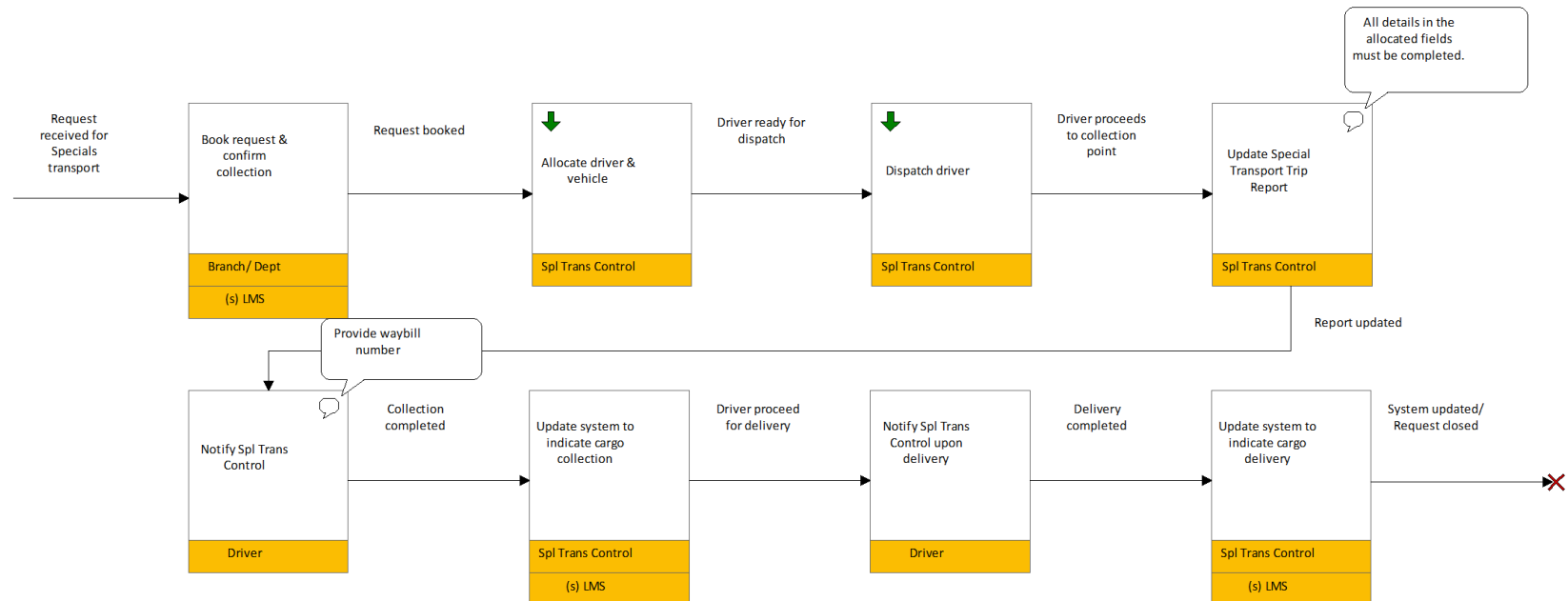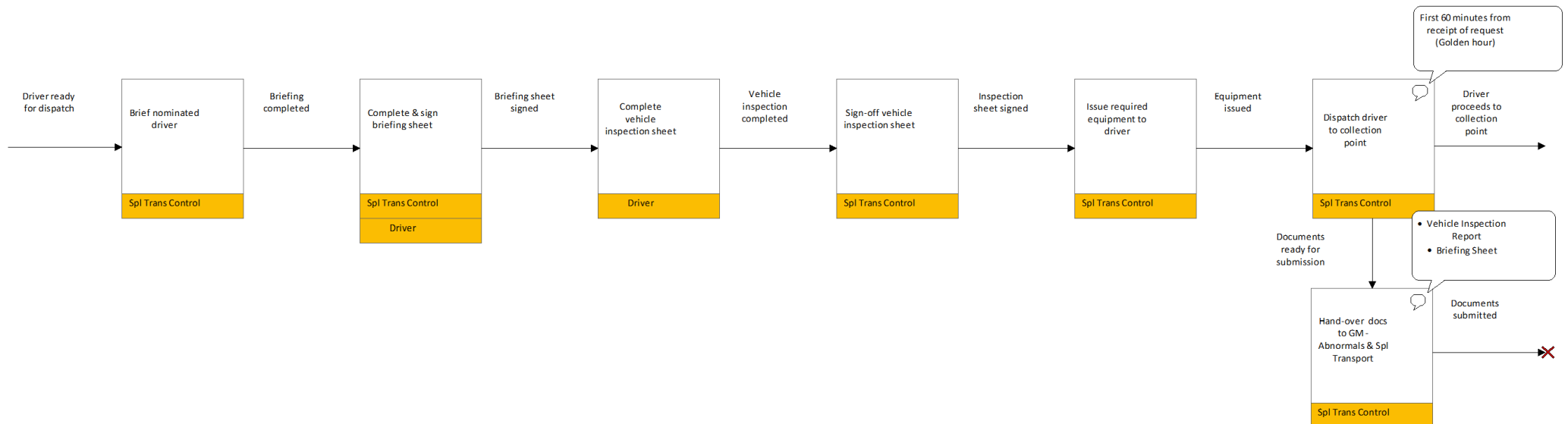Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Receiving Linehaul Load

Cargo ready for receiving

Login to the system	Login done	Select linehaul debrief section	Selection done	Debrief load by checking the qty of parcels on load	Checks complete	Select load details	Selection done	Select receive load section	Selection done	Login to PDA scan LMS
Rec Clerk		Rec Clerk		Rec Clerk		Rec Clerk		Rec Clerk		Rec Clerk
(s) LMS		(s) LMS		(s) LMS		(s) LMS		(s) LMS		

File e...

LMS will show load has been closed

PDA will show valid scan

Enter the load number on PDA scan LMS	Load number entered	Select offload on PDA scan LMS	Selection done	Apply scans on parcels	Scans applied	Extract variance report and perform scans validation	No miss scans identified	Update driver name and vehicle odometer reading	Data updated	Select save	Load closed
Rec Clerk		Rec Clerk		Rec Clerk		Rec Clerk		Rec Clerk		Rec Clerk	
						(s) LMS		(s) LMS		(s) LMS	

Miss scans identified

Perform investigation and re-scan missed parcels
Rec Clerk

Title: Process Receiving Linehaul Load
Author: Mohammed Altamush Khan
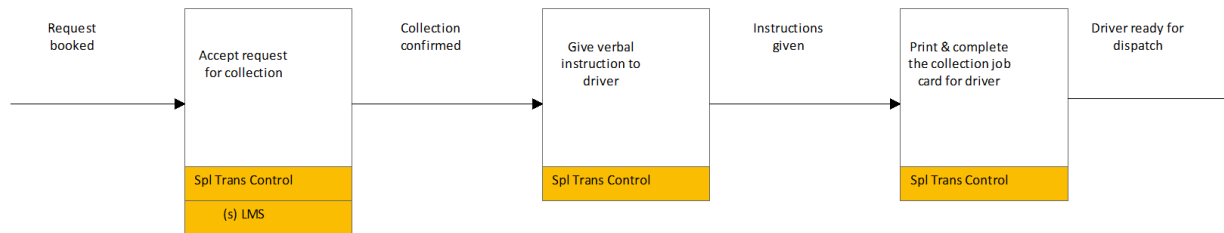Date: 10/29/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Incident/Accident Spillage Cleanup

Note box (over "Address the spillage incident/accident"):
• Wear the correct PPE
• Shut down any potential sources of heat or ignition
• Barricade the area and ensure that all bystanders and traffic stay away as far as possible from the incident / accident scene
• Make sure that anyone who is lightly injured is removed from the incident / accident scene
• Make sure that anyone who is critically injured is stabilized at the incident / accident scene as best as possible
• Apply contents of spill kit to clean up incident / accident scene

Note box (over "Report the incident/accident to direct manager"):
- Location
- Vehicle registration numbers (Namlog own vehicles and third party vehicles)
- Injuries
- Contents spilled
- Driver details
- Date and time of incident / accident
- Description of the incident / accident

Process flow:

Spill incident/accident occured → **Assess the risk and impacts due to the spill** (Driver) → Initial assessment done → **Address the spillage incident/ accident** (Driver) → Spill addressed → **Report the incident/ accident to direct manager** (Driver) → Incident/ accident reported → **Assess the information and contact emergency svs** (Direct Manager) → Action taken → **Contact svs provider for cleanup** (Direct Manager) → Service provider contacted →

Conduct investigation (Direct Manager) → Investigation complete → **Forward the investigation report to AE & relevant Mngr** (Direct Manager) → Report forwarded → ✖

Title: Process Incident/Accident Spillage Cleanup
Author: Mohammed Altamush Khan
Date: 10/29/2023
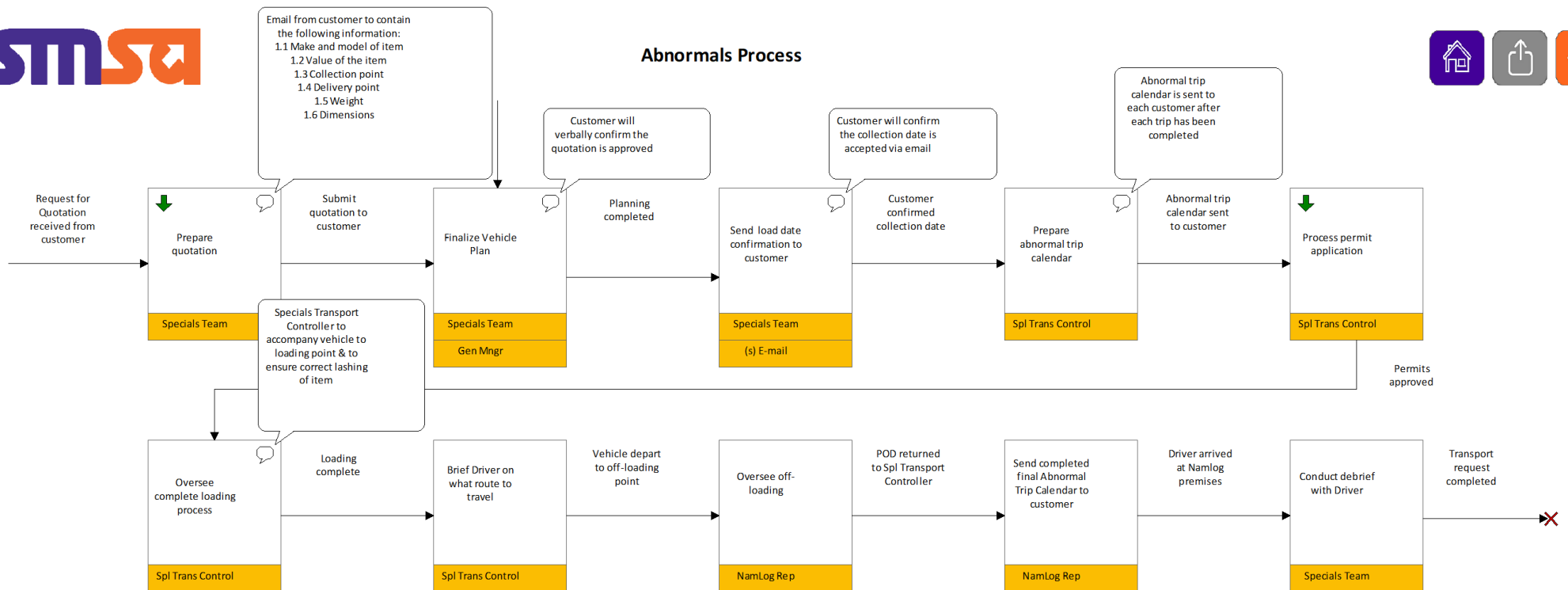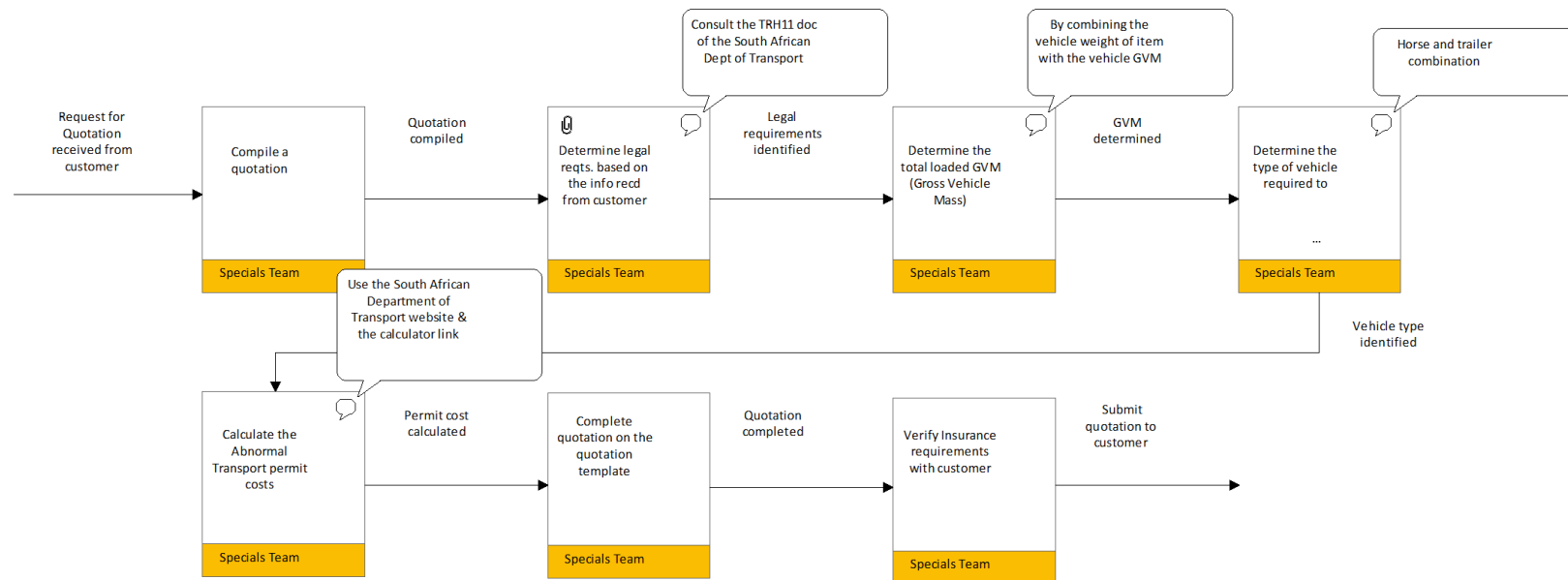Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Freight on Floor Report

The freight on floor report must contain the following:
- Waybill number, billing customer, waybill billing customer, profit center, waybill date, floor status and reasons why freight is on the floor to be added manually on the comments on LMS

Business requirement

Login to the system	Login done	Select reports	Selection done	Select operational reports	Selection done	Select stock on floor report	Selection done	Select relevant date and branch to retrieve report	Report retrieved	Select generate report	Report generated
Ops Mngr		Ops Mngr		Ops Mngr		Ops Mngr		Ops Mngr		Ops Mngr	
(s) LMS		(s) LMS		(s) LMS		(s) LMS		(s) LMS		(s) LMS	

On the report, separate waybill and freight information per warehouse allocation

Save the report	Report saved	Filter the report	Filter applied	Format and print the report	Report printed	Validate report vs actual freight on floor	Validation complete	Forward the report to branches	Report forwarded
Ops Mngr		Ops Mngr		Ops Mngr		Ops Mngr		Ops Mngr	
(s) LMS									

Title: Process Freight on Floor Report
Author: Mohammed Altamush Khan
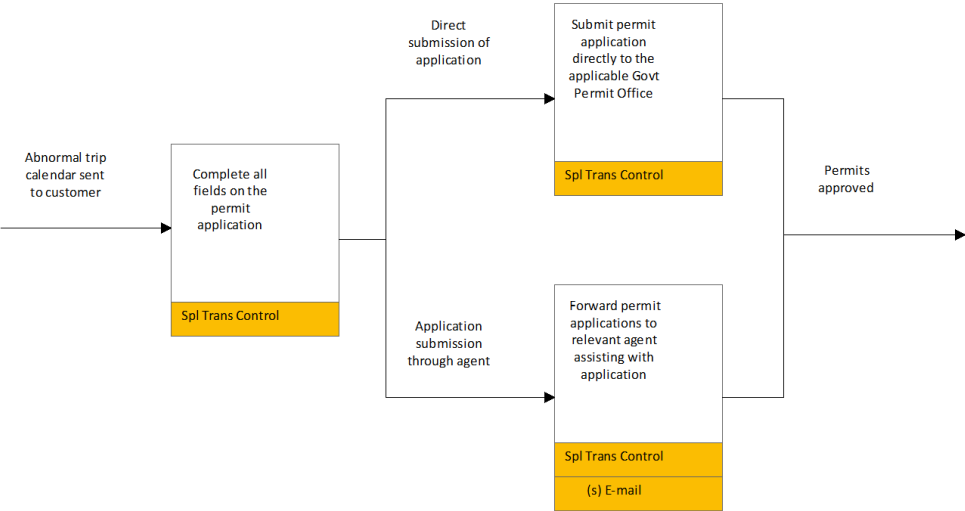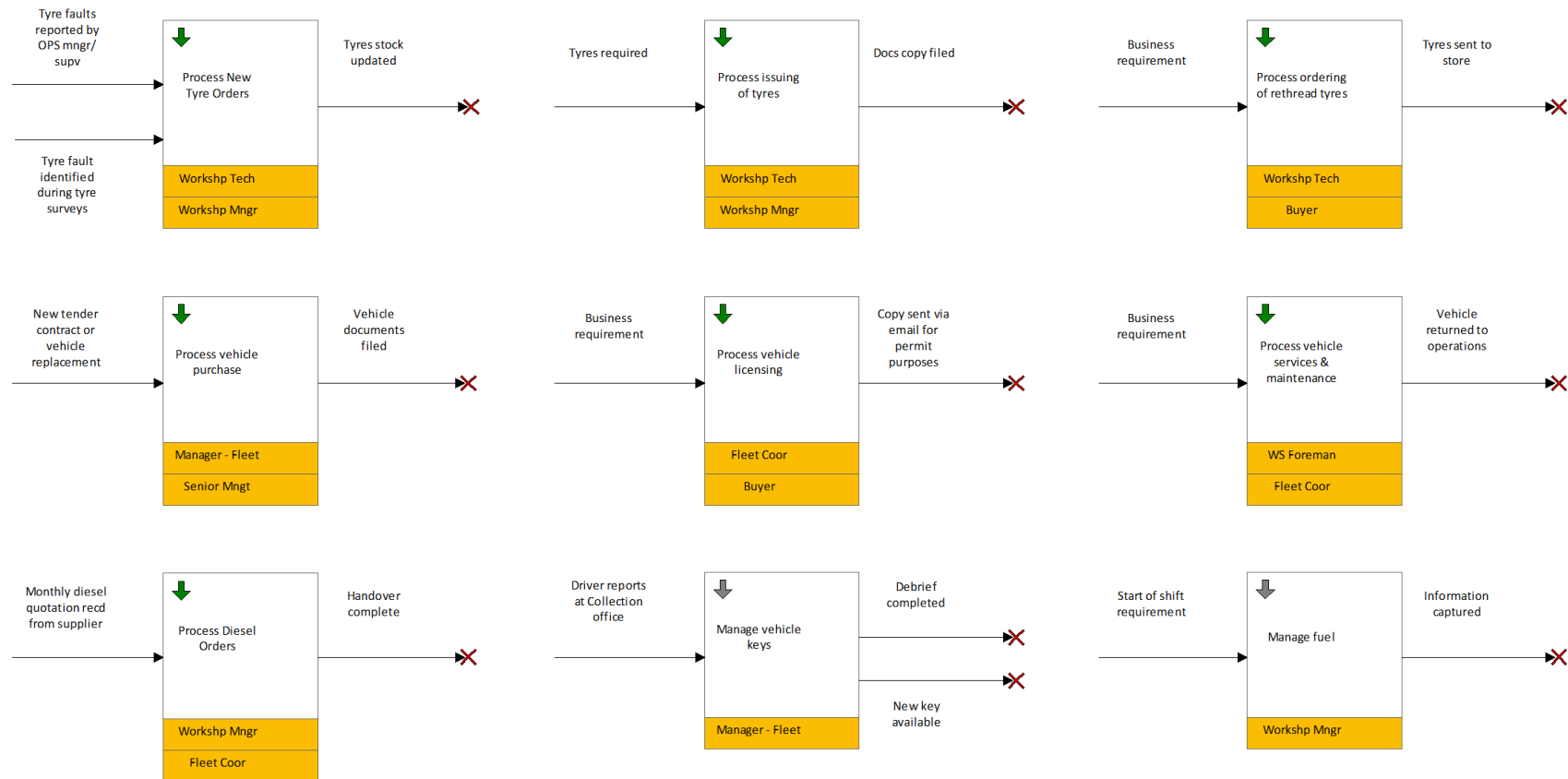Date: 10/29/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Cross Border

As soon as the load is opened for the respective destination, the on-load process can start

Only freight that has received a loading copy from the clearing department, is qualified to be loaded

Freight ready for loading

Login to the system		Select manifest		Select create new load		Receive loading copy from clearing		Move freight to cross border dispatch bay		Validate quantity on loading copy vs physical freight
Ops Mngr		Ops Mngr		Ops Mngr		Ops Mngr		Ops Mngr		Ops Mngr
(s) LMS		(s) LMS		(s) LMS						

Login done → Selection done → New load created → Copy received → Freight moved → Validation complete

Scan the freight using PDA — Scans complete — Check for variance — No variance identified — Load freight on line haul vehicle — Freight loaded — Print on load variance report — Report printed

Scan the freight using PDA	Check for variance	Load freight on line haul vehicle	Print on load variance report
Ops Mngr	Ops Mngr	Ops Mngr	Ops Mngr

Issues resolved

eg. miss-route

Matter escalated

Investigate and resolve issues	Escalate to direct manager
Direct Manager	Ops Mngr

Title: Process Cross Border On-Load Scanning
Author: Mohammed Altamush Khan
Date: 10/29/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
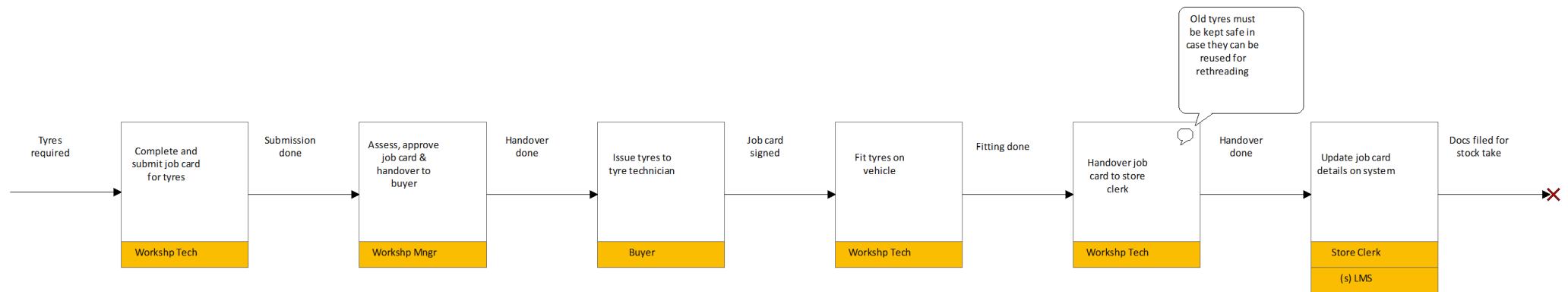○ Change Requests   ● Read Only

Johannesburg Operations

Input	Process	Output
Waybill hardcopies received	Process Data Capture — Data Capturer — (s) LMS	Handover done
Labels handed over by data capturer	Process parcel mass & dimensions — Ops Team Lead — OPS Operator — General Worker	Data capturer notified
Labels handed over by data capturer	Process incompatible and manual parcels — Ops Team Lead — Forklift Operator	Data capturer notified
Labels handed over by data capturer	Process pallet mass & dimensioner — Ops Team Lead — Forklift Operator	Data capturer notified
Collection scheduled	Process driver collection — Ops Mngr — Driver	Debriefing conducted on arrival
Collection docs handed over by driver	Process delivery debrief — OPS Debriefer	Handover done
Collection scheduled	Process Driver Delivery — Ops Mngr — Driver	Departed to next collection
Loading copies rcvd from clearing dept	Process Swaziland shipments — Ops Mngr — Ops Team Lead	Handover done
Loading copies rcvd from clearing dept	Process Lesotho shipments — Ops Mngr — Ops Team Lead	Handover done
Receive waybills from customer	Process waybills — Driver	Waybill filled
Business requirement	Process waybill endorsement — OPS Debriefer — Driver	Submission complete
Parcels ready for loading	Process PDA onload scanning — Admin- OPS — Driver	Manifest handed to driver
Parcels ready for offloading	Process PDA offload scanning- Linehaul — Admin- OPS	Load closed
Parcels ready for offloading	Process PDA offload scan for delivery — Driver	Delivery complete
Customer books ONX (Overnight Express)	Process Overnight Express (Namibia) — Ops Mngr	Records filed

Title: Johannesburg Operations
Author: Mohammed Altamush Khan
Date: 8/31/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
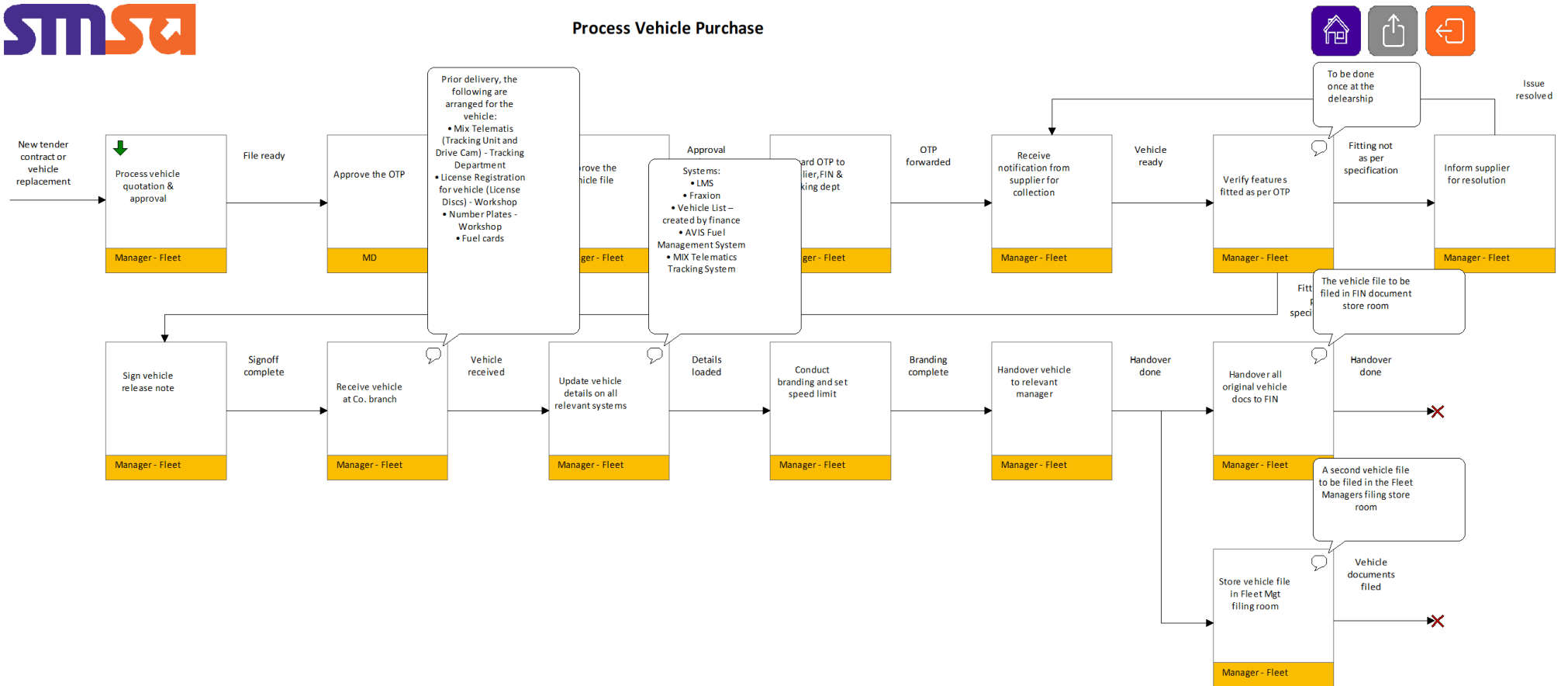Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

Process Data Capture

Process Data Capture diagram flow:

- Waybill hardcopies received →
- **Process waybill data capture** — Data Capturer / (s) LMS → Information saved →
- **Process freight managment** — Data Capturer / (s) LMS → Quantity captured →
- **Print labels & hand over to the Team Leader** — Data Capturer → Labels ready →
- **Paste the labels onto the relevant parcels** — Ops Team Lead — (note: process the parcels through the specific Induction processing method) → Labels pasted →
- **Notify Data Capturer of process completion** — Ops Team Lead → Data Capturer notified →
- **Validate weights/ dimensions vs system data** — Data Capturer / (s) LMS
  - For Cross border → **Hand over consignment docs to Clearing department** — Data Capturer / (s) LMS → Handover done ✕
  - For national → **Hand over consignment docs to OPS Manager** — Data Capturer / (s) LMS → Handover done ✕

Title: Process Data Capture
Author: Mohammed Altamush Khan
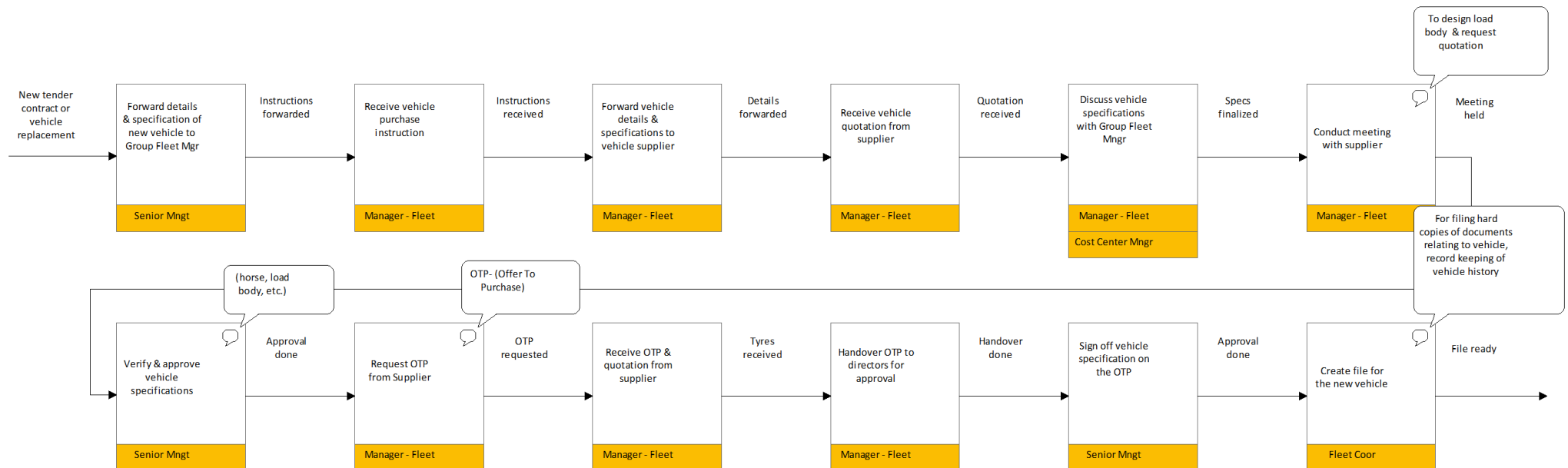Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
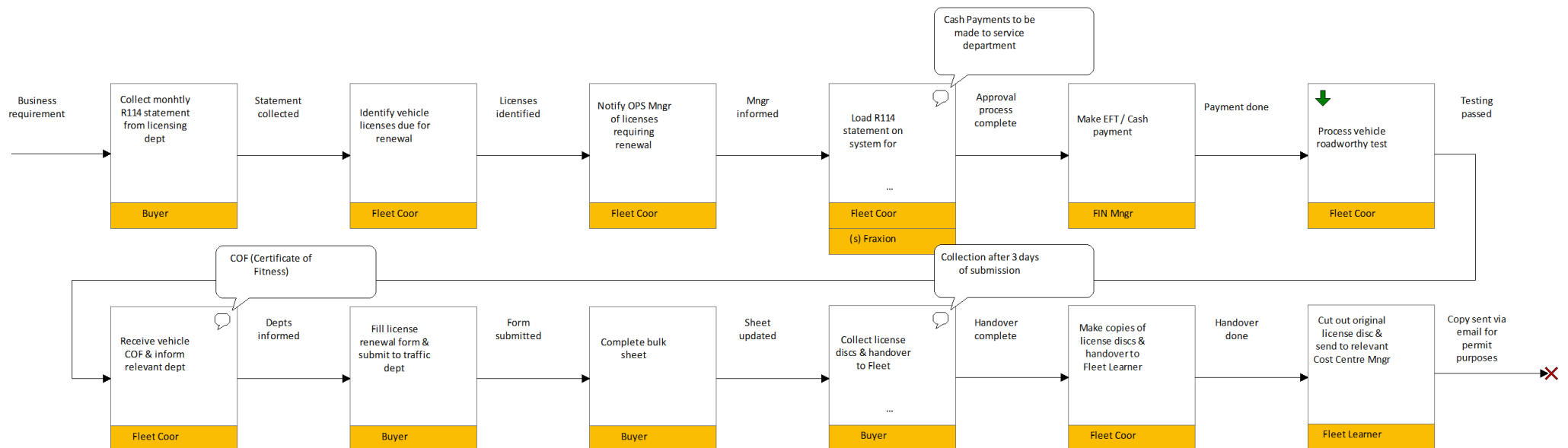○ Change Requests ● Read Only

Data Capture

Only If there is collection reference number on the waybill

Select transfer collection

| Data Capturer |
| (s) LMS |

Selection done

Perform search & link collection number to waybill

| Data Capturer |
| (s) LMS |

1. Delivery details:
   - Billing customer
   - Courier
   - Service
2. Route
3. Pickup customer details
4. Delivery customer details

Pop-up message will appear requesting Data Capturer to select:
- Transfer Collection
- New Waybill
- Cancel

Waybill does not exist

Waybill hardcopies received

Select waybill capture section

| Data Capturer |
| (s) LMS |

Selection done

Perform scans/ manually type waybill number

| Data Capturer |
| (s) LMS |

Waybill exists

Validate information accuracy

| Data Capturer |
| (s) LMS |

Information accurate

1. Delivery details:
   - Billing customer
   - Courier
   - Service
2. Route
3. Pickup customer details
4. Delivery customer details

Update customer reference / invoice number on the customer reference section

| Data Capturer |
| (s) LMS |

Information updated

Select save

| Data Capturer |
| (s) LMS |

Information saved

Waybill does not exist

Only If there is no collection reference number

Select new waybill

| Data Capturer |
| (s) LMS |

Selection done

Update correct details

| Data Capturer |
| (s) LMS |

Inaccurate information

Notify AE & IT support

| Data Capturer |
| (s) E-mail |

Email sent

Information updated

Update missing information

| Acct Exec |
| IT Supp-Ops |
| (s) LMS |

Title: Process Waybill Data Capture
Author: Mohammed Altamush Khan
Date: 8/27/2023
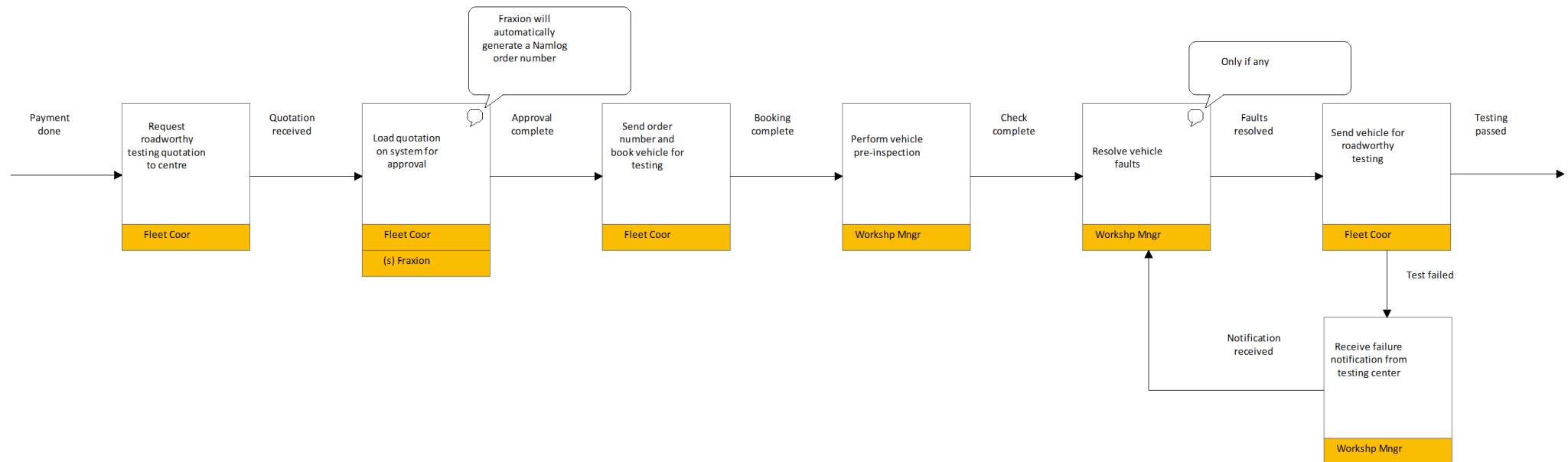Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Freight Managment

Title: Process Freight Managment
Author: Mohammed Altamush Khan
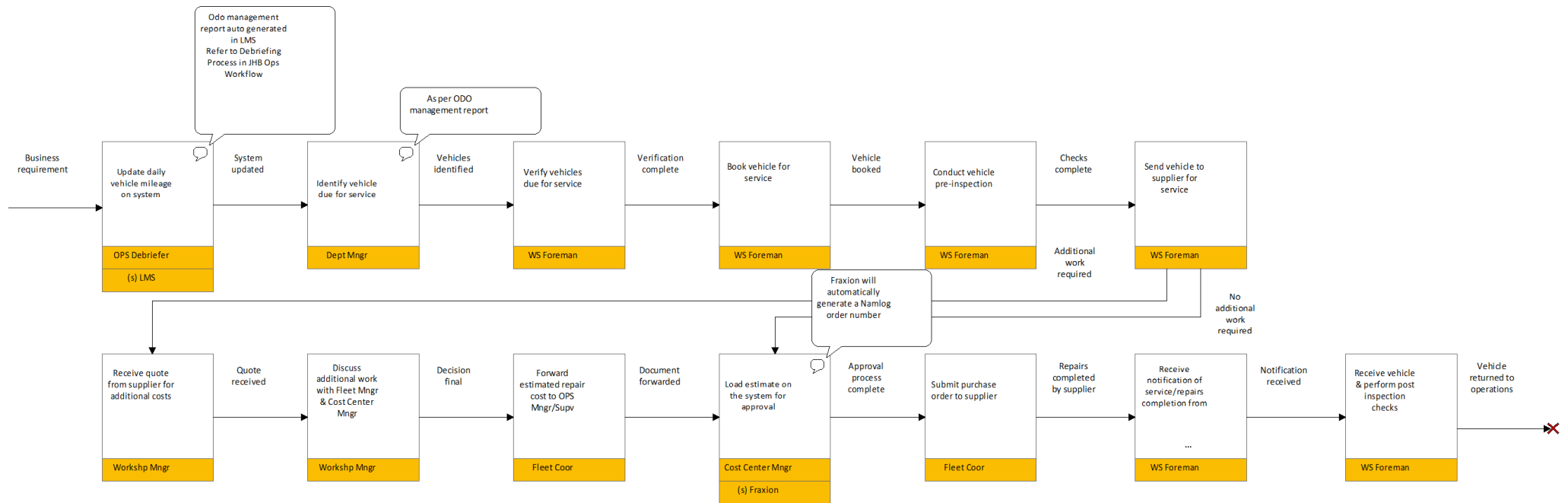Date: 8/29/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
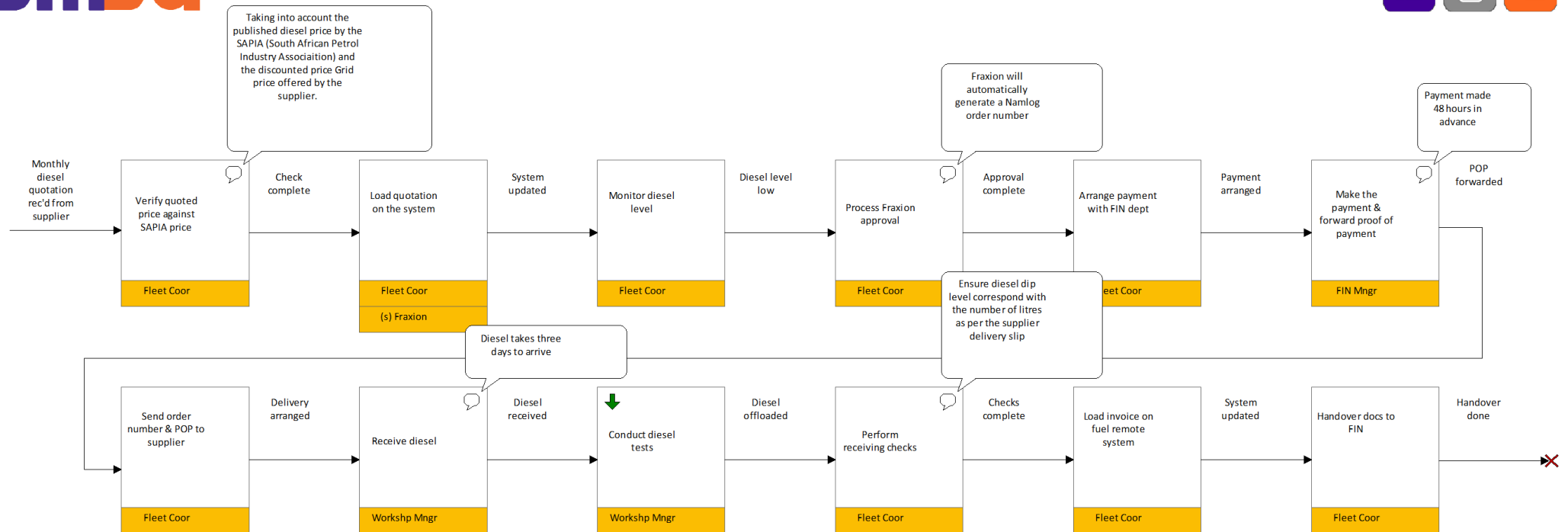○ Change Requests ● Read Only

Process Parcel Mass & Dimensions

- The parcel will flow through on rollers onto the conveyer belts
- The first conveyor belt will electronically, via laser scanners, register the dimensions of the parcel
- The second conveyor belt, which is an electronic scale, will register the weight of the parcel

The Parcel Mass & Dimensioner weight and dimension limitations:
- Length: 90cm x Breath: 60cm x Height 60cm - Mass not exceeding 60 kilograms
- The black frame serves a guide to the maximum dimension per parcel.

The parcel must be placed on the rollers with the Namlog label facing the left

...on when parcel on weight scale

...with a short beep sound, is ...the parcel mass and dims ...n recorded successfully.

...with a long beep sound, is ...e parcel has been rejected ...rcels must be reprocessed, ...successful, to be captured ...per manual scale process

Process through the specific Induction processing method, in this Parcel Mass & Dimensioner

Labels handed over by data capturer

Paste the labels onto the relevant parcels	Labels pasted	Provide instructions to Gen workers to process consignment	Instructions given	Load parcels on the dimensioner roller	Parcels loaded	Scan integration label on the parcel	Scans complete
Ops Team Lead		Ops Team Lead		General Worker		OPS Operator	

pallets allocated to specific branches and or countries

Pack parcels onto pallets	Pallets full	Transfer cargo to designated dispatch bays	Consignment processed & ready for dispatch	Notify Data Capturer	Data capturer notified
General Worker		General Worker / Forklift Operator		Ops Team Lead	

Title: Process Parcel Mass & Dimensions
Author: Mohammed Altamush Khan
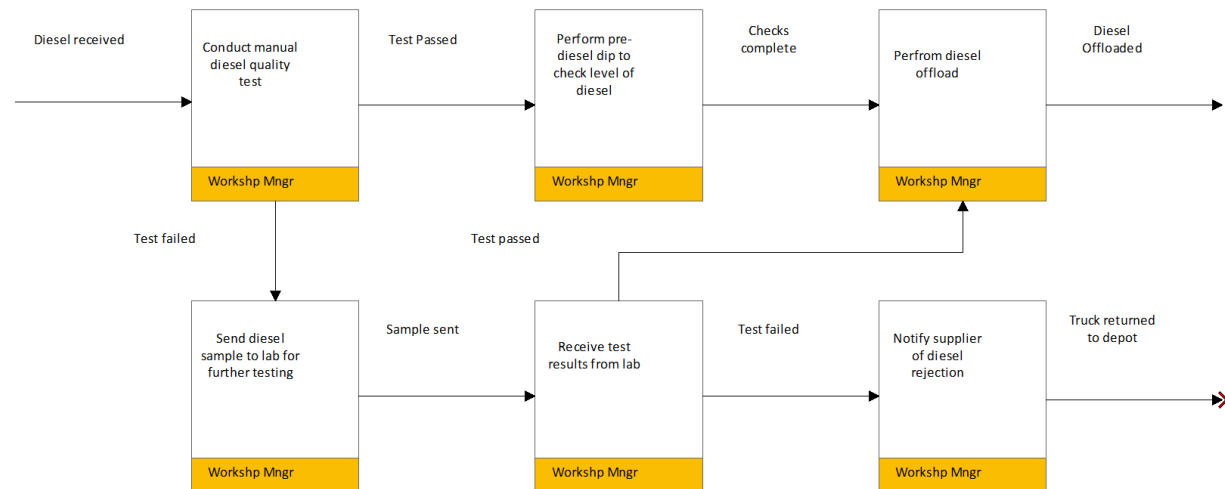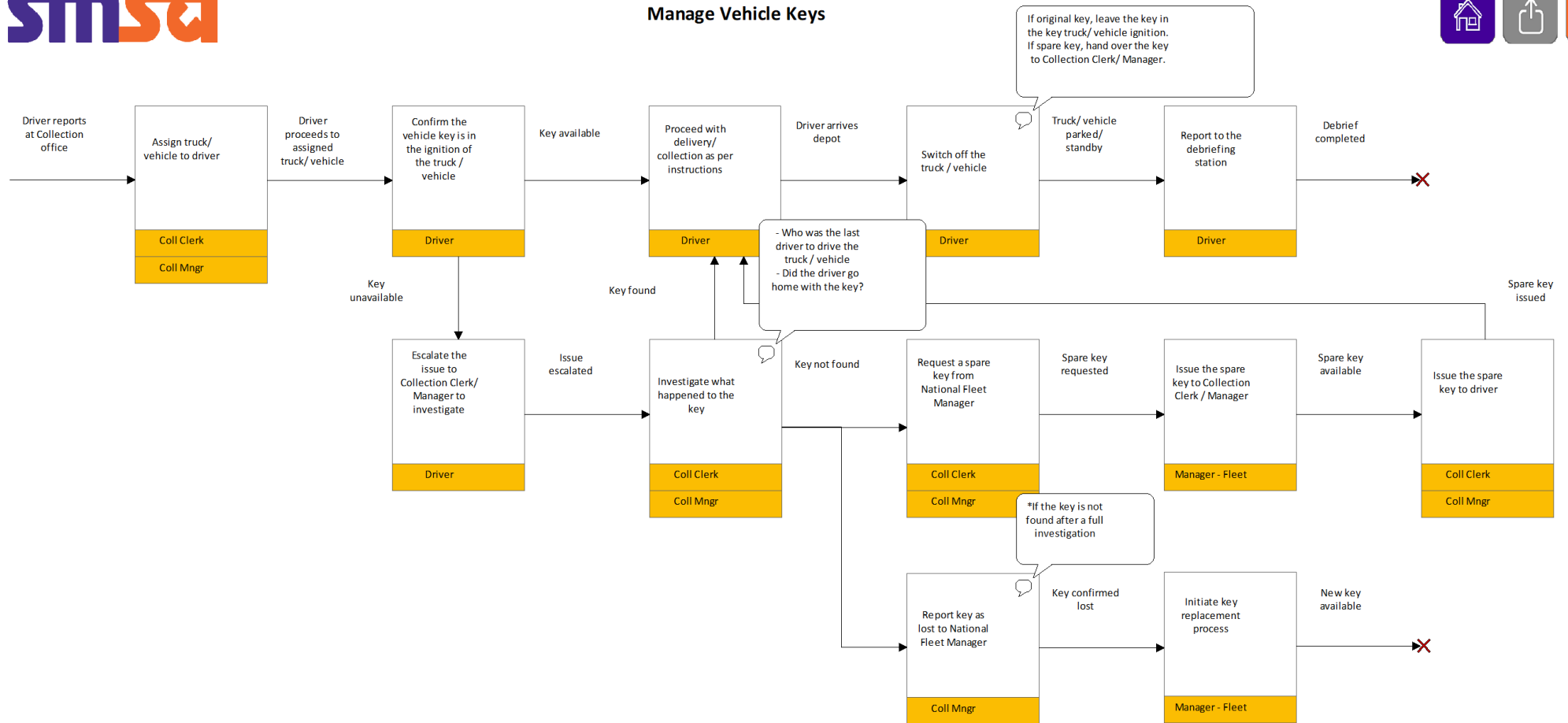Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Incompatible & Manual Parcels

Process through the specific Induction processing method

The manual induction scale has a weight limitation of 3000kg

The scale will update the mass of the parcel

Labels handed over by data capturer

| Paste the labels onto the relevant parcels | Labels pasted | Provide instructions to forklift driver to process consignment | Instructions given | Move parcels from staging area to manual scale | Parcels placed on scale | Scan label on the parcel | Scans complete |
| Ops Team Lead | | Ops Team Lead | | Forklift Operator | | Ops Team Lead | |

Measure & capture dimensions using measuring tape	Manual measurement taken	Update & save the mass/ dimension on the scale screen	Save complete	Transfer cargo to designated dispatch bays	Consignment processed & ready for dispatch	Notify Data Capturer	Data capturer notified
Ops Team Lead		Ops Team Lead		Ops Team Lead		Ops Team Lead	
		(s) LMS					

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

Process Pallet Ma

The Pallet Mass & Dimensioner has a dimension and weigh limitation as follows:
- Length: 200cm x Breath: 200cm x Hight 250cm
- Mass not exceeding 2000 kilograms
- The Yellow Komatsu Forklift and the Green Clark Forklift must never under any circumstance be used on the Pallet Mass & Dimensioner

Process through the specific Induction processing method

Reverse out once pallet placed on dimensioner
The Dimensioner will register the weight and all dimensions of the pallet

The Operator should take care not to expose his body to the overhead lasers

Labels handed over by data capturer

Paste the labels onto the relevant parcels

Ops Team Lead

Labels pasted

Provide instructions to forklift driver to ...

Ops Team Lead

Instructions given

Load parcels on the dimensioner green platform

Forklift Operator

Parcels loaded

Scan integration label on the parcel

Ops Team Lead

Scans complete

Verify information updated on system

Ops Team Lead

Verification checks done

Transfer cargo to designated dispatch bays

Forklift Operator

Consignment processed & ready for dispatch

Notify Data Capturer

Ops Team Lead

Data capturer notified

Title: Process Pallet Mass & Dimensioner
Author: Mohammed Altamush Khan
Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
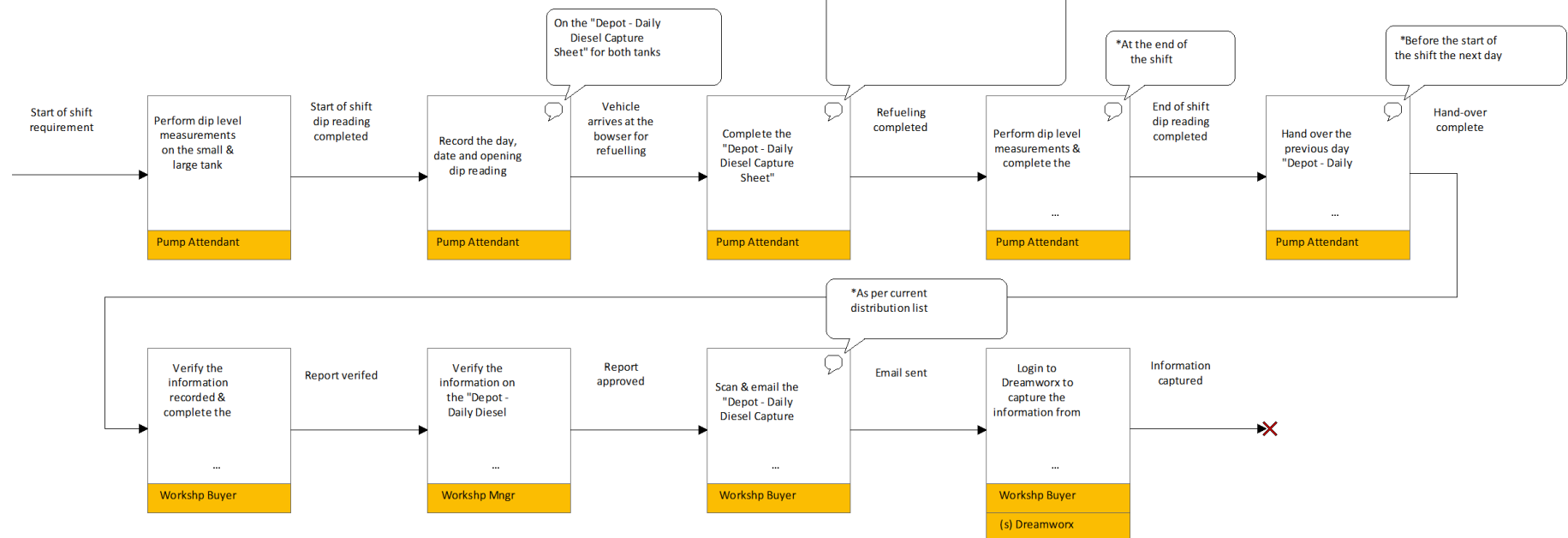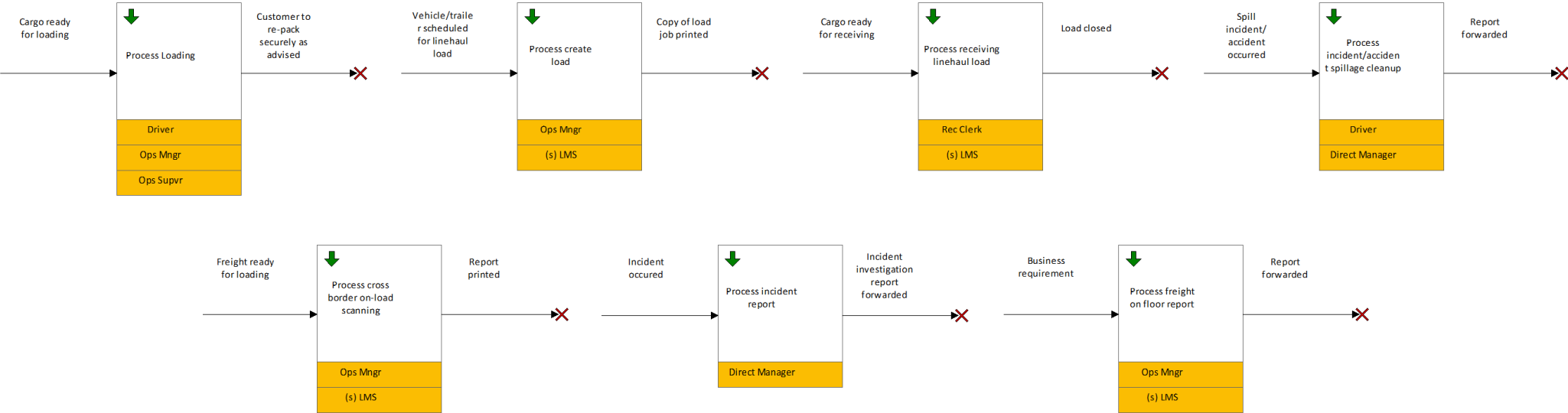● Change Log   ○ Keywords
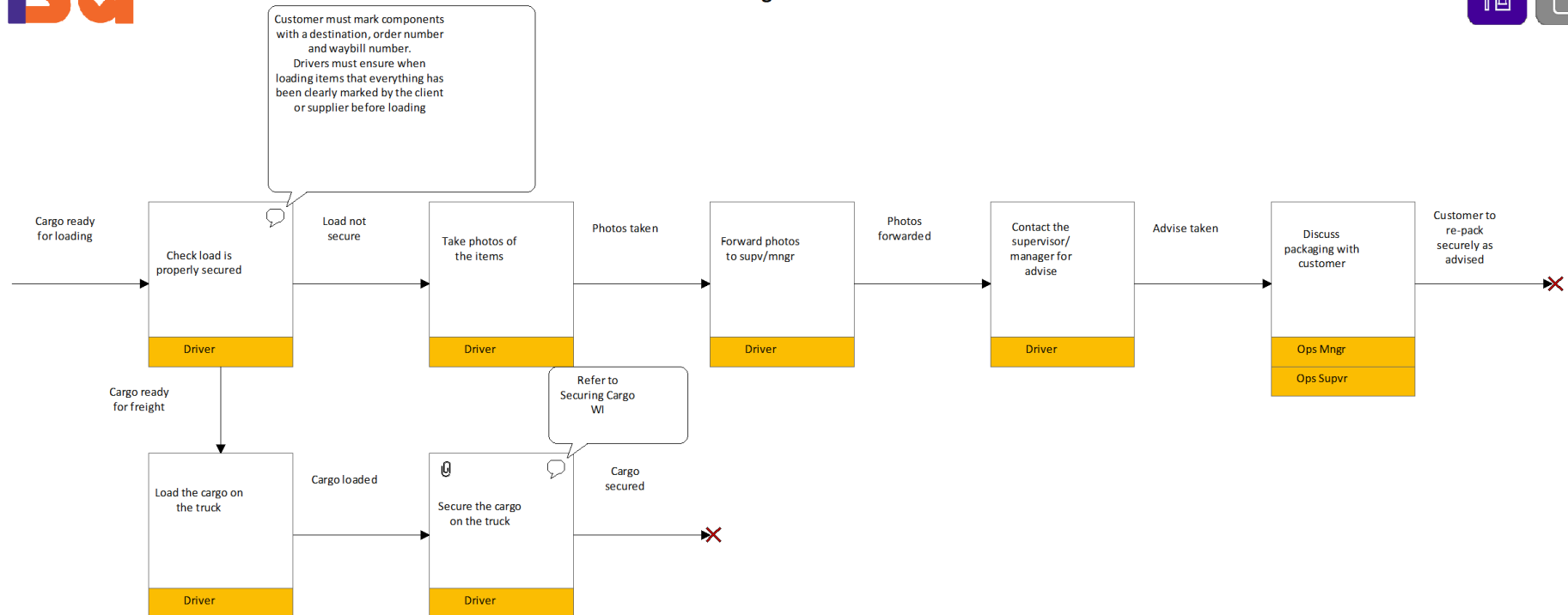○ Change Requests ● Read Only

Process Delivery Debrief

Rate the photo by clicking on the stars on the top. Poor quality will be 1 star and excellent will be 5. If the photo quality is poor rescan the POD to replace the poor quality photo

If the client has not signed on the PDA the rating will be 3 if the name of the person accepting the freight is not on the POD then it will be 1

Collection docs handed over by driver

Login to system	Login done	Select manifest & collection delivery debrief	Selection done	Enter the load number	Load number entered	Select first waybill	Selection done	Select POD and rate uploaded photos	Rating done	Select ePOD & rate	Rating done
OPS Debriefer		OPS Debriefer		OPS Debriefer		OPS Debriefer		OPS Debriefer		OPS Debriefer	
(s) LMS		(s) LMS		(s) LMS		(s) LMS		(s) LMS		(s) LMS	

- Vehicle Open Odometer readings
- Driver's name
- Vehicle Closing Odometer readings

Mark missed collections and state reasons	Update done	Select load details	Selection done	Update vehicle & driver details	incident reported	Select save	Save done	Handover consignment docs to receivers	Handover done	Handover fleet inspection docs to OPS manager	Handover done
OPS Debriefer		OPS Debriefer		OPS Debriefer		OPS Debriefer		OPS Debriefer		OPS Debriefer	
(s) LMS		(s) LMS		(s) LMS		(s) LMS					

Process Driver Collection

To be done before leaving on a daily / overnight trip
Any defects / damages needs to be clearly marked on the vehicle inspection sheet with comments

Inform customer of packaging concerns

Packaging concerns not resolved

Escalate matter to OPS manager

Matter escalated

Discuss packaging concern with customer

- Address (From and To)
- Description of the parcel
- Quantity of parcels
- Name and surname (Driver and Customer)
- Date
- Sign
- Service type
- Collection number
- Special instructions (if any)
- Invoice number (if applicable)

Ensure that freight are collected using a Portable Digital Applicator - PDA (scanner),
- Consignment documents

Step	Role
Driver	
Ops Mngr	

Collection scheduled

Perform vehicle inspection — Ops Mngr / Driver

Docs & equip. handed over

Complete briefing checklist & sign for PDA scanner — Driver

Ready to depart

Depart for collection — Driver

Arrived at destination

Check cargo ready for freight loading — Driver

Not ready for freight

Ready for freight

Load the vehicle as per loading SOP — Driver

Loading complete

Confirm completion of waybill by customer — Driver

Waybill ready

Sign the waybill — Driver

Waybill signedoff

Depart from customer premises — Driver

Debriefing conducted on arrival

Title: Process Driver Collection
Author: Mohammed Altamush Khan
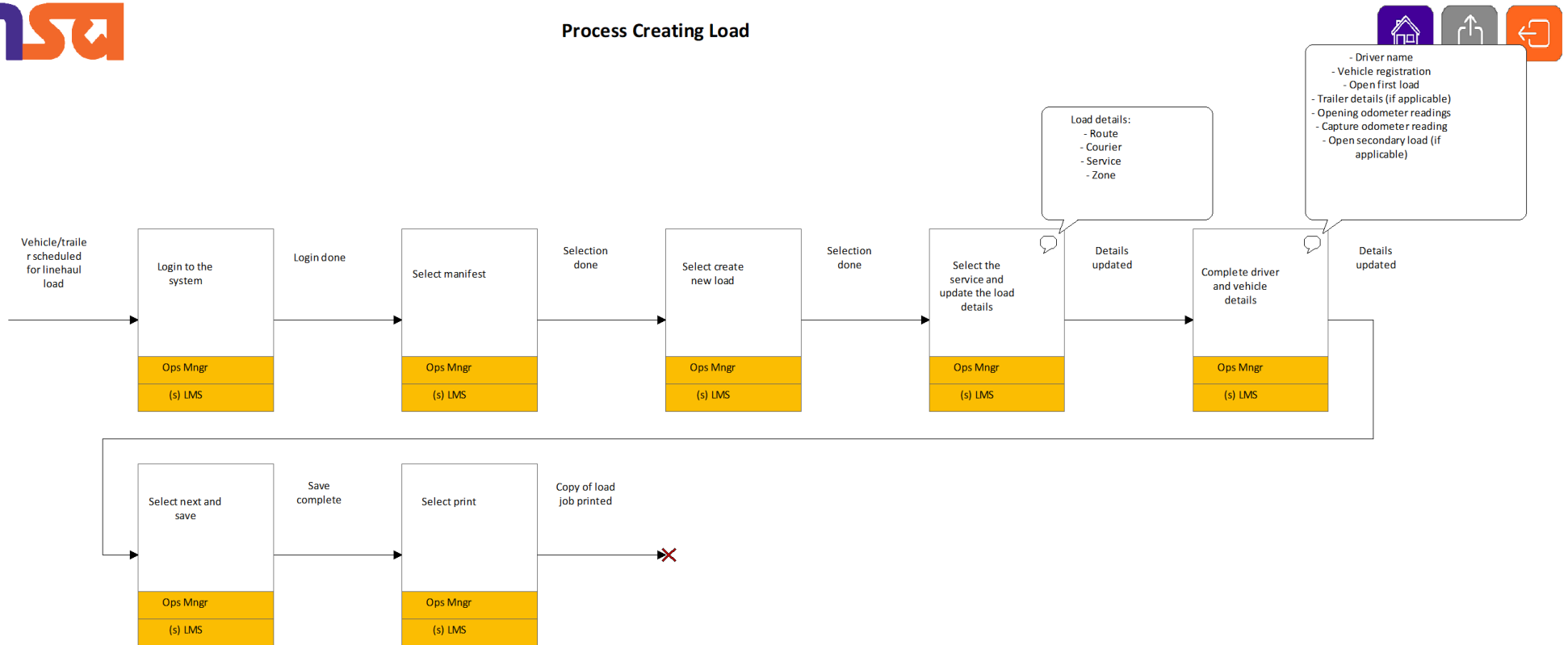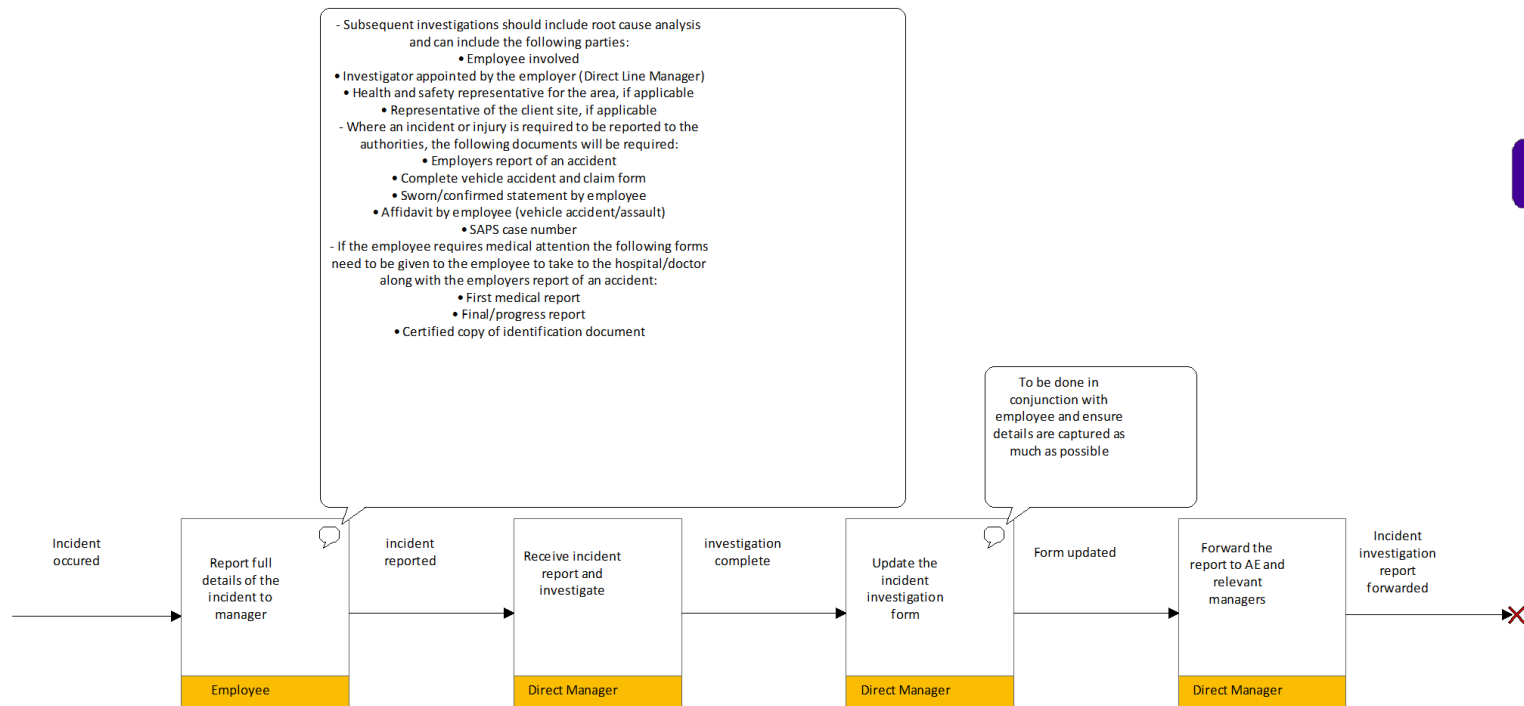Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Perform Vehicle Inspection

Collection scheduled

Update vehicle inspection sheet

Driver

Inspection sheet updated

Handover inspection sheet to OPS manager

Driver

Handover done

Determine vehicle roadworthy status

Ops Mngr

Roadworthy compliant

Handover documents and equipment to driver

Ops Mngr

Docs & equip. handed over

- Consignment documents
- PDA scanner
- Vehicle checklist
- Briefing checklist

Not roadworthy

Within 2 to 3 hours

Veh rece

Vehicle booked for repairs

Submit vehicle for major repairs

Driver

Major repairs required

Send vehicle to workshop for assessment

Ops Mngr

Minor repairs required

Receive repaired vehicle from workshop

Driver

Title: Perform Vehicle Inspection
Author: Mohammed Altamush Khan
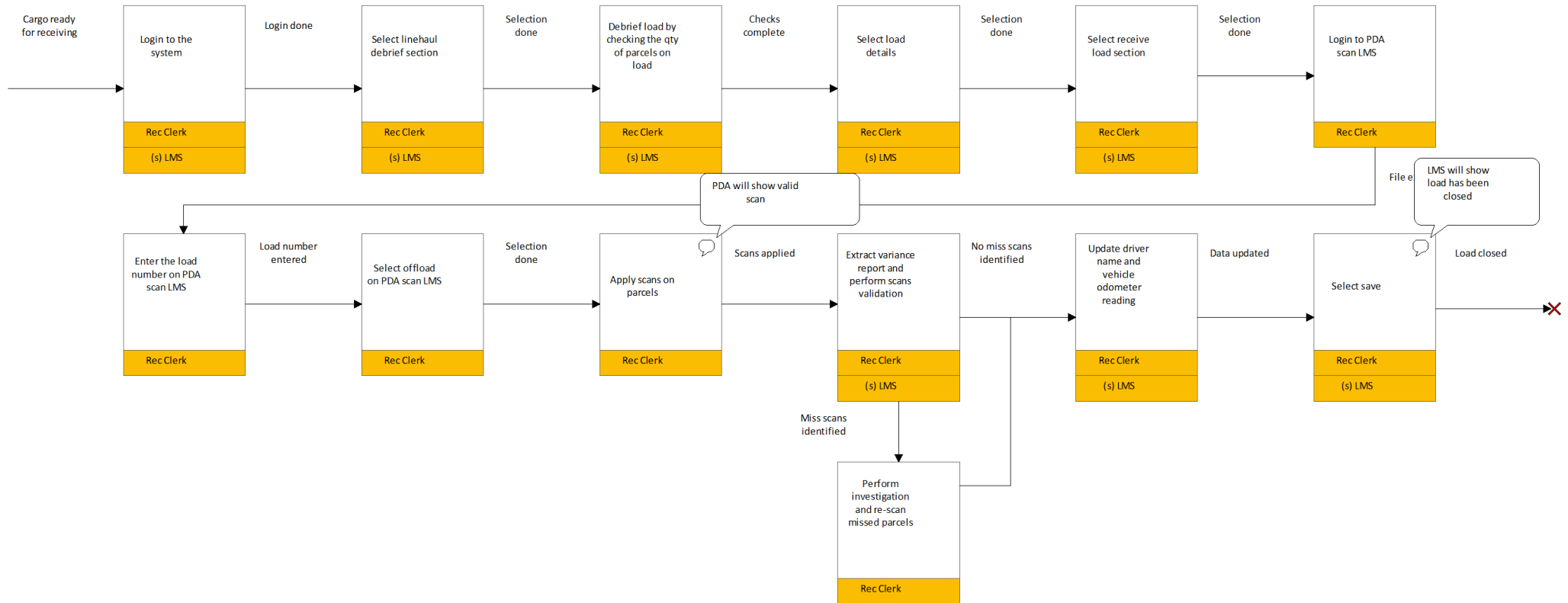Date: 11/2/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Driver Delivery

To be done before leaving on a daily / overnight trip
Any defects / damages needs to be clearly marked on the vehicle inspection sheet with comments

Collection scheduled

Perform vehicle inspection
Ops Mngr
Driver

Docs & equip. handed over

Complete briefing checklist & sign for PDA scanner
Driver

Signoff done

Receive return documentation from Admin clerk
Driver

Docs received

Check consignment quantity
Driver

Ready for freight

Check cargo packaging condition before loading
Driver

- Address (From and To)
- Description of the parcel
- Quantity of parcels
- Name and surname (Driver and Customer)
  - Date
  - Sign
  - Service type
- Collection number
- Special intructions (if any)
- Invoice number (if applicable)

n cargo to manifest
Driver

Scans complete

Load the vehicle as per loading SOP
Driver

Loading complete

Depart to destination
Driver

Arrived at destination

Handover waybills to customer
Driver

Handover complete

Perform offload & confirm quality/ quantity of consignment
Driver

Consignment offloaded

Perform waybill verification
Driver

Verification complete

Received signed waybill from customer
Driver

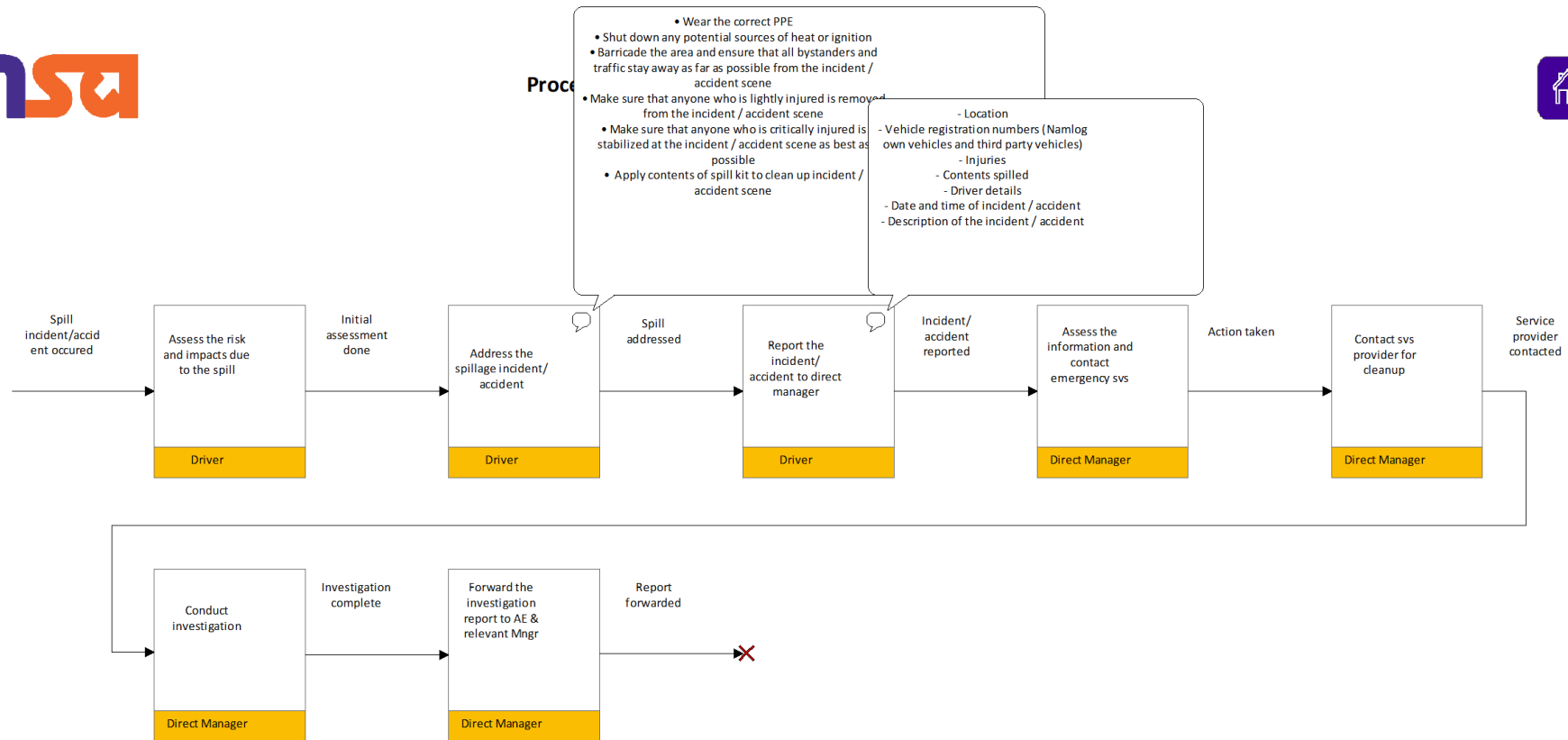Departed to next collection

Link to driver collection process

Title: Process Driver Delivery
Author: Mohammed Altamush Khan
Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Perform Vehicle Inspection

Process Swaziland Shipments

Title: Process Swaziland Shipments
Author: Mohammed Altamush Khan
Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Process Lesotho Shipments

Process Waybills

Ensure customer fills:
- Address (From and To)
- Description of the parcel
- Quantity
- Name
- Date
- Sign
Driver must fill:
- Name
- Date
- Sign

Receive waybills from customer

Confirm required information is filled in by customer

Waybill filled

Driver

Title: Process Waybills
Author: Mohammed Altamush Khan
Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00
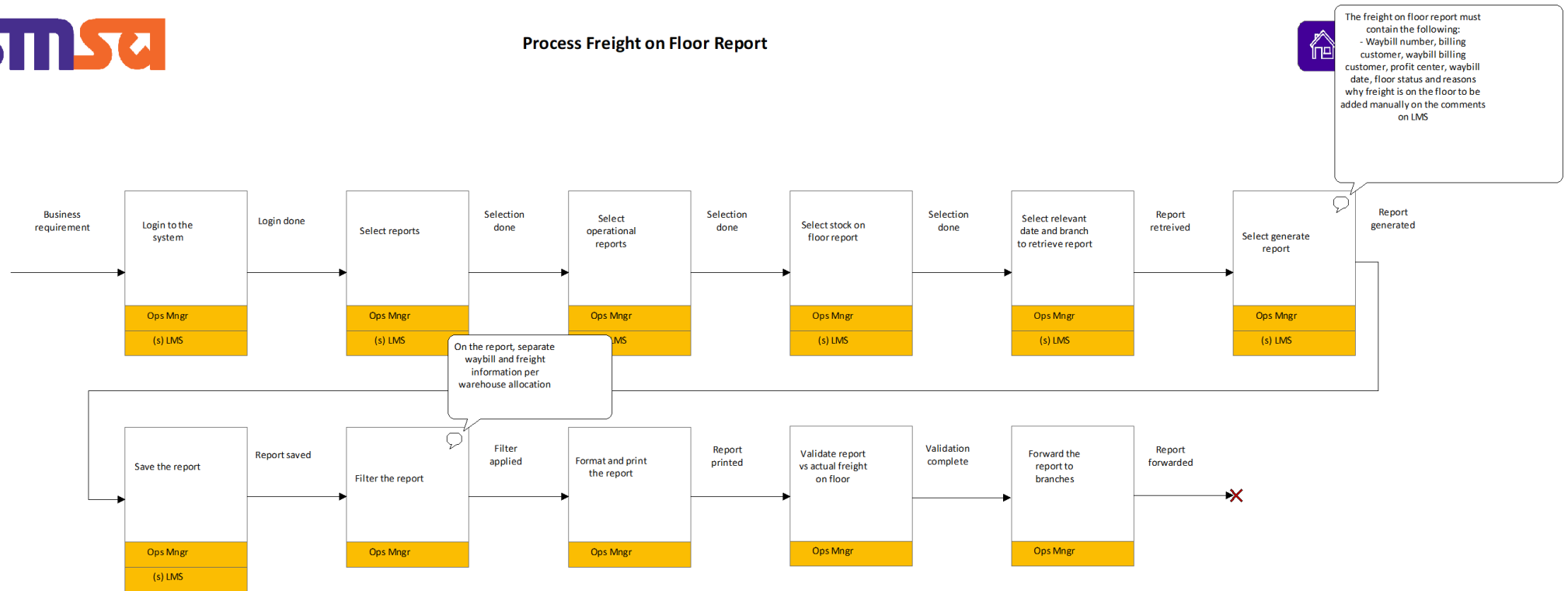
○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Waybill

Complete waybill with discrepancy description:
- Collection or delivery incomplete (short / over delivery)
- Damage to packaging
- Damage to cargo
Then Handover to client for sign off next to endorsement

Business requirement → Check waybill for collection/delivery discrepency (Driver) → Discrepancy identified → Perform endorsement process (Driver) → Client signoff done → Submit waybill to debriefer for debriefing (Driver) → For delivery → Submit waybill hard copies to POD clerk (OPS Debriefer) → Submission complete

For collection → Submit waybill hard copies to Data Capturer (OPS Debriefer) → Submission complete

Title: Process Waybill Endorsement
Author: Mohammed Altamush Khan
Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
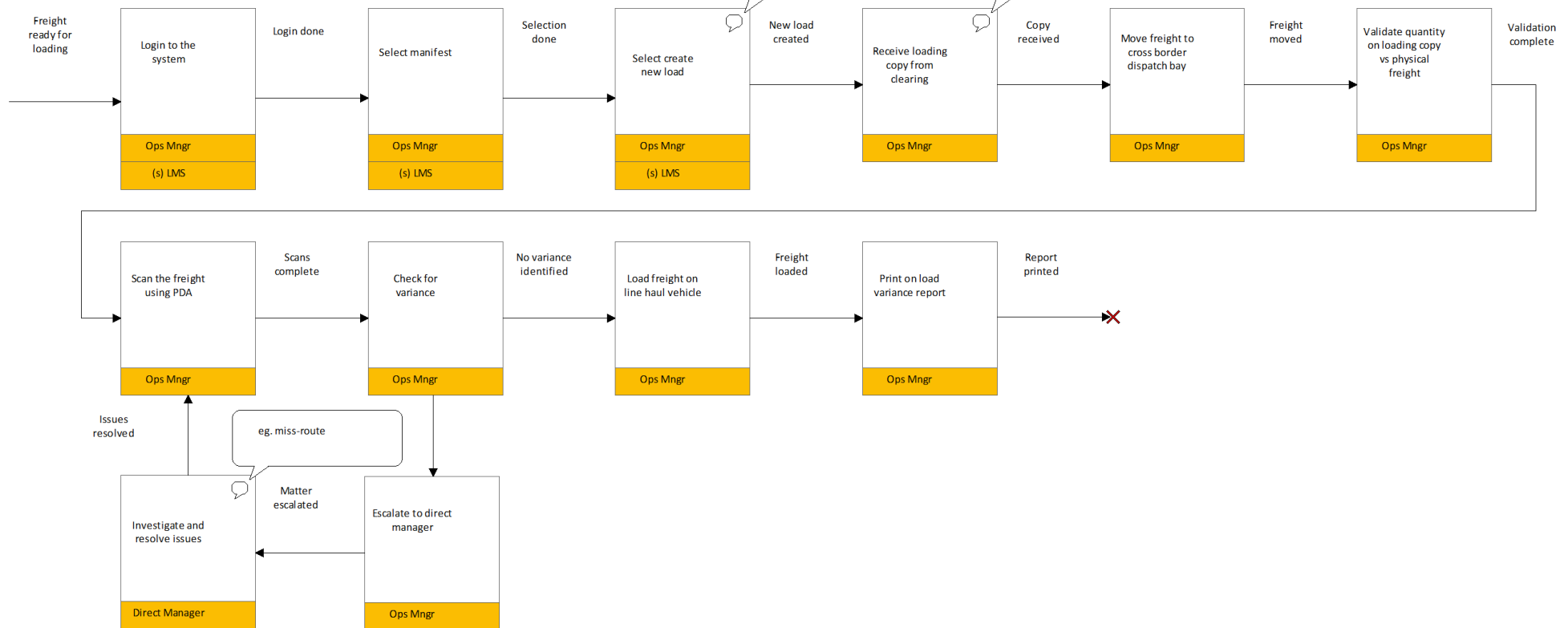Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Onload Scanning

Parcels ready for loading →

Create load on system
Admin- OPS
(s) LMS

Load created →

Handover load number & waybill to driver
Admin- OPS

Handover complete →

Login to LMS mobile app
Driver
PDA (s)

Login complete →

Enter load number
Driver

Number entered →

Perform scans on parcel barcodes
Driver
PDA (s)

Scans complete →

To check for any miss scans / discrepancies

Notify OPS administrator
Driver

Admin notified →

Generate variance report using PDA
Admin- OPS

No discrepancy identified →

Print and handover manifest to driver
Admin- OPS

Handover done → ✕

Issues resolved

Discrepancy identified

Resolve issued and re-scan parcels
Driver

Driver notified

Notify driver of discrepancy
Admin- OPS

Title: Process Onload Scanning
Author: Mohammed Altamush Khan
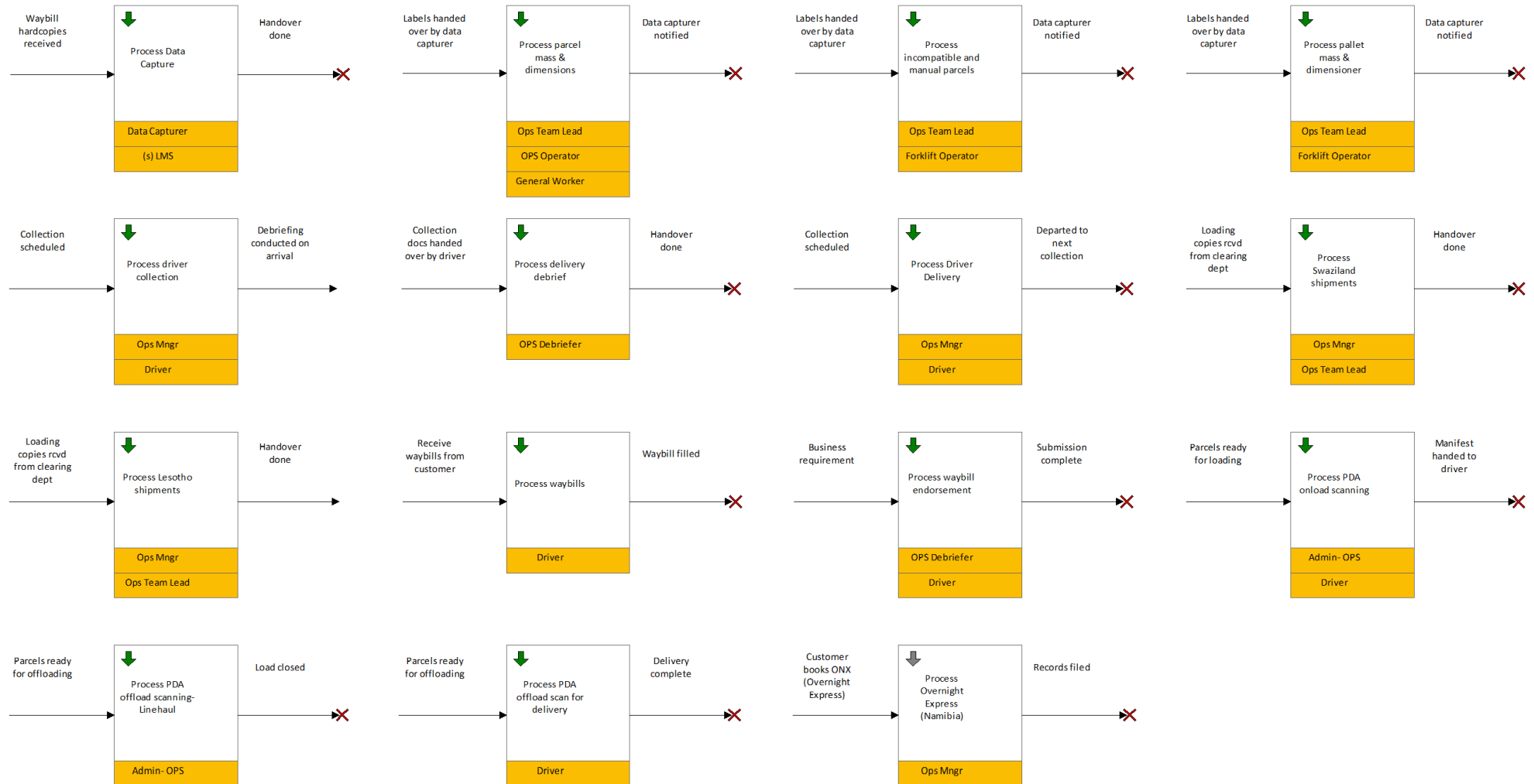Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process PDA Offload Scanning- Linehaul

Load number will be on the manifest received

To check for any miss scans / discrepancies

| Parcels ready for offloading | Login to LMS mobile app | Login complete | Select load number from manifest | Selection done | Select offload | Selection done | Perform scans on parcel barcodes | Scans complete | Generate variance report using PDA | No discrepancy identified | Close load on system | Load closed |

Admin- OPS
PDA (s)

Admin- OPS

Admin- OPS

Admin- OPS

Admin- OPS

Admin- OPS
(s) LMS

Discrepancy identified

Issues resolved

Resolve issues

Admin- OPS

Process PDA Offload Scans for Delivery

Parcels ready for offloading → **Login to LMS mobile app** (Driver / PDA (s)) → Login complete → **Select load number** (Driver) → Selection done → **Perform scans** (Driver) → Scans complete → **Select waybills to be offloaded** (Driver) → Selection done → **Perform physical offloading** (Driver) → Parcels offloaded

Scan the parcels barcode (Driver) → Scans complete → **Verify Qty/quality with customer** (Driver) → Verification done → **Confirm signature on the waybill & PDA from customer** (Driver) [Customer to sign waybill & PDA] → Sign off complete → **Take photos of waybill & supporting docs** (Driver / PDA (s)) → Delivery complete

Title: Process PDA Offload Scans for Delivery
Author: Mohammed Altamush Khan
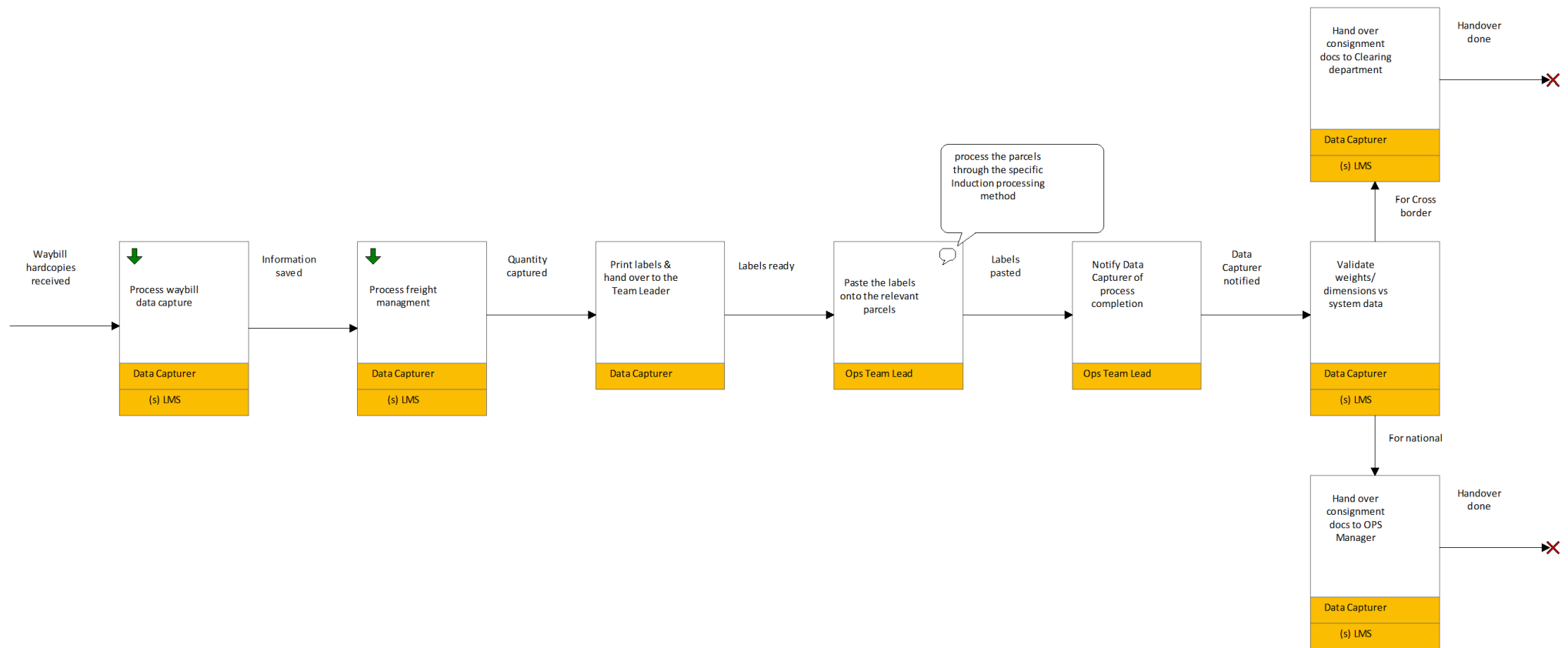Date: 9/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
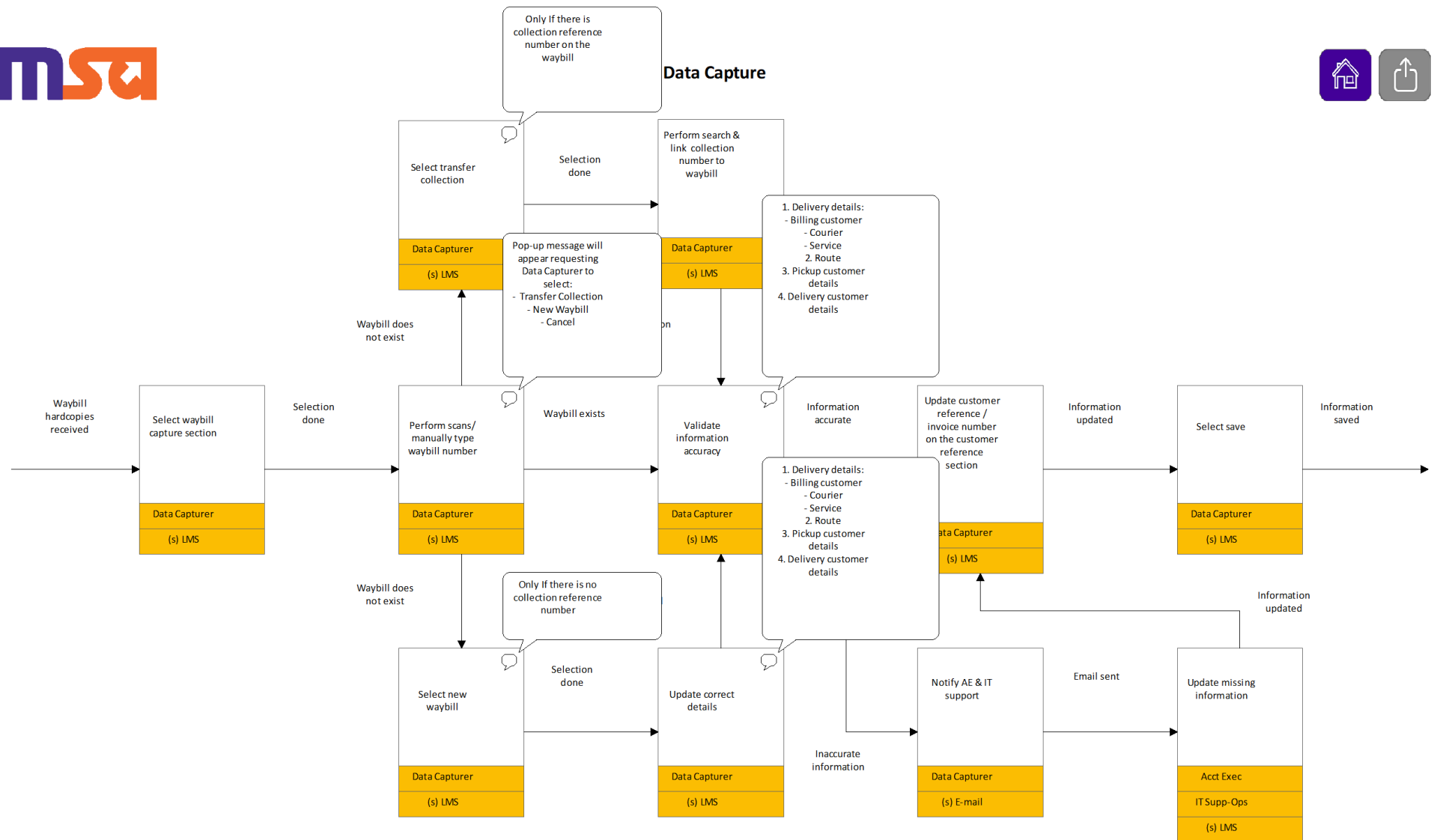● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Overnight Express (Namibia) Process

Customer books ONX (Overnight Express)

Inform the Collection and Induction departments
Acct Exec
(s) LMS

Concerned departments notified

Record ONX on the waybill under special instructions
Acct Exec
Customer

Waybill identified as ONX

Inform the driver on ONX collection
Coll Clerk

Driver returned from collection

Report at debrief station for debriefing
Driver

Ready for debrief

Debrief the driver
Debriefer

Debrief completed

Hand over the consignment documents to data capture
Debriefer

Docs ready for data capture

Capture the waybill & handover all ONX documents
Data Capturer

ONX documents handed-over

Instruct the forklift driver to move the cargo to the ONX bay
Ops Mngr

ONX cargo ready for loading

Arrange vehicle and driver for loading & delivery of cargo
Ops Mngr

ONX cargo deivered

Forward ONX manifest to third party, Account Executives and SLI team
Data Capturer

Records filed

Title: Overnight Express (Namibia) Process
Author: Edwin Ramos
Date: 4/21/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Victor Hendriks
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
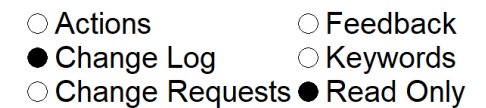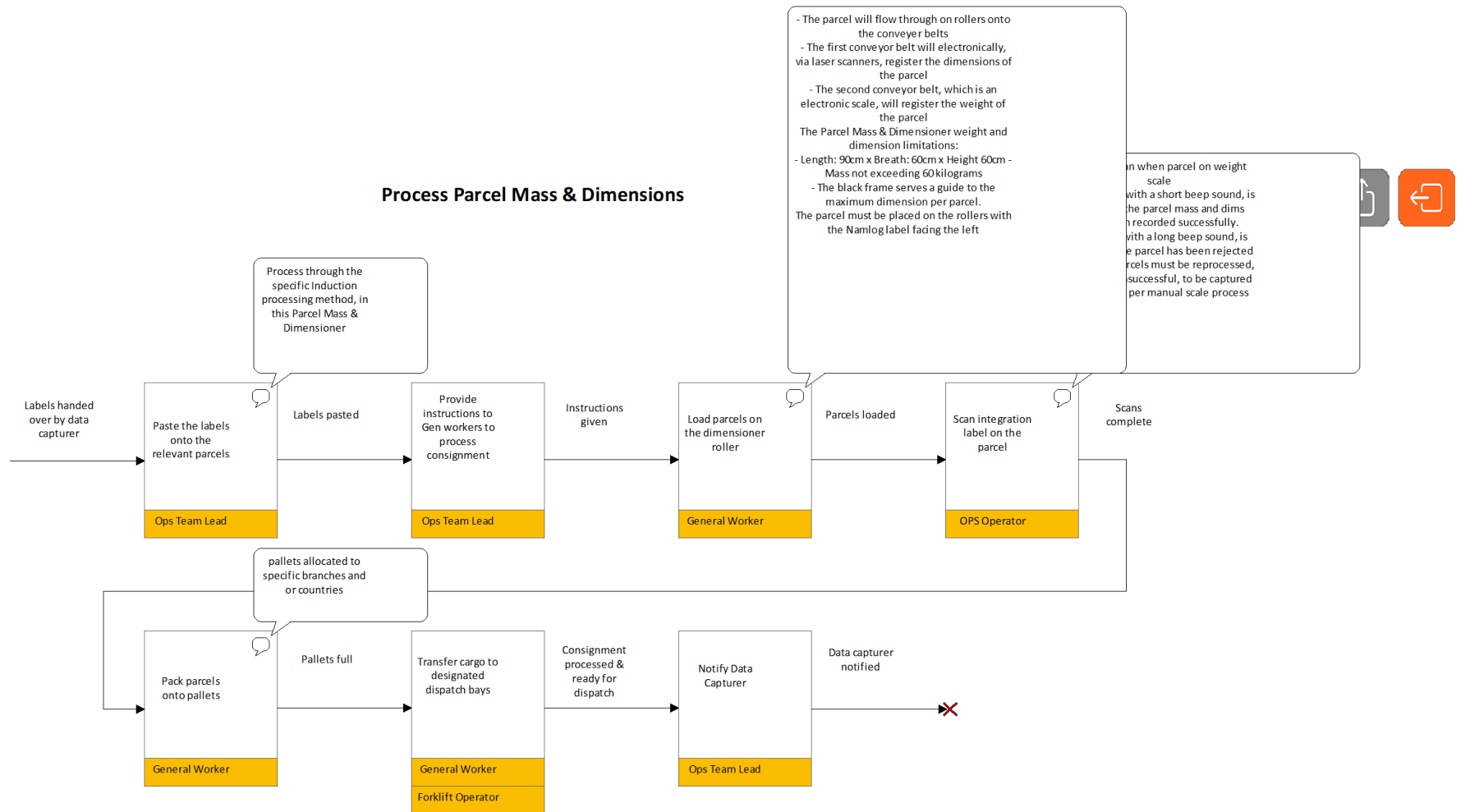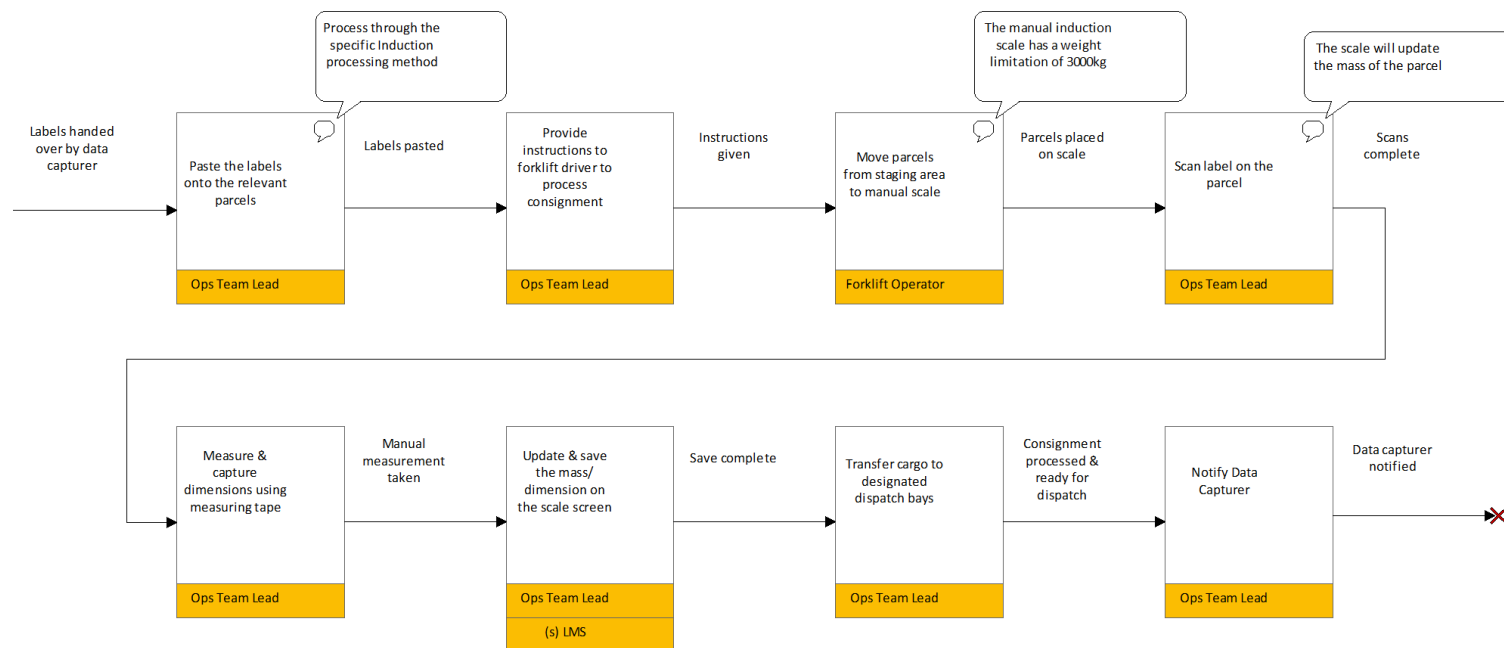● Change Log   ○ Keywords
○ Change Requests ● Read Only

Mellets Transport

Row 1

Input	Process	Output
Waybill hard copies received from the De-briefer	Process Waybill Data Capture (LMS) — Ops Mngr	Docs handed over for further ops processing
Receives collection docs & PDA from Driver	Process Delivery De-Brief — Ops Mngr	PDA charging & prepped for reuse
Delivery schedule issued; driver assigned	Process Delivery — Ops Mngr	Debriefing session started; end of route documented

Row 2

Input	Process	Output
AWB required for documentation & tracking	How to fill a waybill — Ops Mngr	Fully completed AWB; ready for transport use
Customer request for collection	Create load — Ops Mngr	Manifest ready for printing & dispatch
Shipment ready for outbound processing	Pre-Loading and Staging — Ops Mngr	Final verification done; truck cleared for dispatch
Receive a collection request	Collection request — Ops Mngr	Driver is aware & en route/planning for pickup

Row 3

Input	Process	Output
Customer packs & secures cargo	Securing Cargo Process — Ops Mngr	Cargo loaded & secured for transport
Diesel level in the bowser reaches min. level	Diesel Management — Ops Mngr	Payment settled with supplier ✕
Driver arrives at customer location for delivery	PDA offload scanning — Ops Mngr	Delivery marked as completed & synced in system ✕

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Diesel Management Process

Pre-Loading and Staging

Row 1

Shipment ready for outbound processing →

Print stock on floor	Verify that all waybills are on the report	Handover the Waybills to the general worker	Move items from staging area to the middle of the warehouse	Verify the stock on floor against the waybill	Mark items with a marker to show checked
Ops Supvr	Ops Supvr	Ops Supvr	Driver	Driver	Driver

Flow labels: Printed stock report → Verified report with matching waybills → Worker receives waybills for item matching → Items moved & ready for verification → Stock-item match confirmed or discrepancies noted → Marked/identified items for loading

Row 2

*before starting with the next load

Verify the load before loading commences	Scans the freight onto the load while the load is being verified	Pull a variance report	Ensure all scanned items are loaded; bay is empty	Verify if all waybills loaded are on the manifest	Place load "In Transit" on LMS
Ops Supvr	Driver	Ops Supvr	Driver	Ops Supvr	Ops Supvr

Flow labels: Items ready for scanning & loading → Scanned freight recorded in LMS → Variance report generated → Confirmed empty bay; full truck load verified → Manifest accuracy verified → LMS updated: Load status "In Transit"

Row 3

Ensure the floor has been cleared by 02:15	Ensure all trucks that are loaded have their paperwork in a jiffy bag	Complete debrief checklist & print vehicle checklist for driver	Ensure the warehouse floor has been cleaned before linehaul arrives	Check manifest & waybills with driver before departure
Ops Supvr	Ops Supvr	Ops Supvr	Ops Supvr	Ops Supvr

Flow labels: Clean floor (visually inspected & cleared) → Sealed jiffy bag per truck → Driver documents ready; checklist signed → Clean, organized warehouse → Final verification done; truck cleared for dispatch →

Footer

Title: Pre-Loading and Staging	Owner: Rianto Trigonnick Van Reenen
Author: Edwin Ramos	
Date: 6/23/2025	Diagram Version: 1
Volume: 0.00 Per Second	Review Date: None

Authorization: Authorized
Date: 7/23/2025
Cost Per Second: $,3.5,E-0317
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Create Load

Customer request for collection

Log on to LMS
Ops Mngr

Login successful

Select "Manifest"
Ops Mngr

Manifest screen/ module opens

Select "Create new Load"

System displays load template

Select Step 2 "Manifest Particulars"
Ops Mngr

Manifest particulars activated & ready for input

Load details:
- Route
- Courier
- Service

- Driver name
- Vehicle registration
- Open first load
- Trailer details (if applicable)
- Opening odometer readings
- Capture odometer reading
- Open secondary load (if applicable)

Select the correct service & complete the load details
Ops Mngr

Load details entered for use in routing & dispatch

Complete driver & vehicle details
Ops Mngr

Load record updated

Click "Next" and save
Ops Mngr

Manifest ready for printing & dispatch

Title: Create Load
Author: Edwin Ramos
Date: 6/22/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/23/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

How to fill a waybill

- Address (From and To)
- Description of the parcel
- Quantity
- Name
- Date
- Sign

- Name
- Date
- Sign

AWB required for documentation & tracking

Fill in all the required information

Customer

AWB partially completed

Fill in all the required information

Receiver

Driver

Fully completed AWB; ready for transport use

Title: How to fill a waybill
Author: Edwin Ramos
Date: 6/23/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/23/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

SMSa

Delivery Pr...

Documents:
- Load manifest
- Waybill
- Vehicle book
- PDA

Cargo confirmation:
- Clearly and visibly labelled.
- The printing on the label must be clear.
- Correctly packaged to prevent in-transit damage.
- Quantity of parcels / pallets / boxes must correspond with consignment documents:
* Load manifest
* Waybill

*Before departing for collection

Delivery schedule issued; driver assigned →

Report at Ops Supervisor area & refer to notice board for ...	Collection schedule reviewed	Handover consignment documents to the driver	Driver in possession of consignment documents	Sign for the PDA scanner on the mobile device logsheet	Complete briefing check sheet	Checklist completed for dispatch	Inspect the vehicle & complete vehicle inspection sheet	Vehicle inspection completed	Hand the vehicle inspection sheet to Ops Supervisor	Sheet received by Supervisor
Driver		Ops Supvr		Driver		Driver		Driver		Driver

Discuss all the defects (if any) with the Ops Supervisor	Defects acknowledged; decision on readiness to dispatch	Sign off the vehicle Inspection Sheet	Authorized vehicle readiness	Ensure cargo is ready for freight	Cargo ready for loading	Perform onload scanning	Cargo scanned & traceability established	Load & secure cargo onto the vehicle	Cargo secured in vehicle	Depart for delivery	Vehicle en route to customer location
Driver		Ops Supvr		Driver		Driver		Driver		Driver	

*Upon arrival at Mellets branch

*On arrival at the customer

*Upon arrival at Mellets branch

Report to debrief station for debriefing	Arrival acknowledged; next instruction provided	Hand-in consignment documents to customer	Documents transferred to customer	Perform offload scanning	Shipment traceable to drop-off point	Ensure customer signs on all consignment documents & on PDA scanner	Proof of delivery captured (POD)	Proceed to the next delivery location (if scheduled) & ...	Continuation of delivery process	Report to debrief station for debriefing	Debriefing session started; end of route documented
Driver		Driver		Driver		Driver		Driver		Driver	

Title: Delivery Process
Author: Edwin Ramos
Date: 6/23/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/23/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Delivery De-Brief Process

Driver must re-take the photo with PDA if photo is of poor quality

Receives collection docs & PDA from Driver

Log on to LMS
Debriefer
(s) LMS

Access granted to LMS platform

Select manifest & select "Collection/Delivery debrief"
Debriefer

Debrief interface displayed

Enter the load number
Debriefer

Load record retrieved

Select the first delivery
Debriefer

Selected delivery record shown

Click on POD to view photos uploaded
Debriefer

POD image displayed

Inspect the quality of the photo
Debriefer

Photo quality verified

*1 being bad and 5 being good

*1 being bad and 5 being good

Missed collections will be shown in red

Rate the quality of the photo with stars
Debriefer

Photo quality rated

Click on ePOD to rate
Debriefer

ePOD view activated

Check if the name & signature of the customer ...
Debriefer

Verification complete

Rate the ePOD with stars
Debriefer

ePOD rating submitted

Missed collection

Click on "Missed Collections" & state the reason
Debriefer

Missed collection interface launched

Add reasons for missed collection
Debriefer

Reason recorded in LMS

Ensure the PDA is in good operational condition & SIM card is in PDA
Debriefer

Driver signature captured

Ensure driver has signed on the mobile device logbook
Debriefer

Load officially closed in LMS

Click save to close the load
Debriefer

Data submitted for log

Enter the closing driver & odometer readings
Debriefer

Verification completed

Verify the vehicle & driver details, then click "Next"
Debriefer

Load detail interface opened

Click on load details
Debriefer

PDA condition confirmed & ready for use

Put the PDA on charger for the following day operation
Debriefer

PDA charging & prepped for reuse

Title: Delivery De-Brief Process
Author: Edwin Ramos
Date: 6/23/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/23/2025
Cost Per Second: $,3.5,E-0317

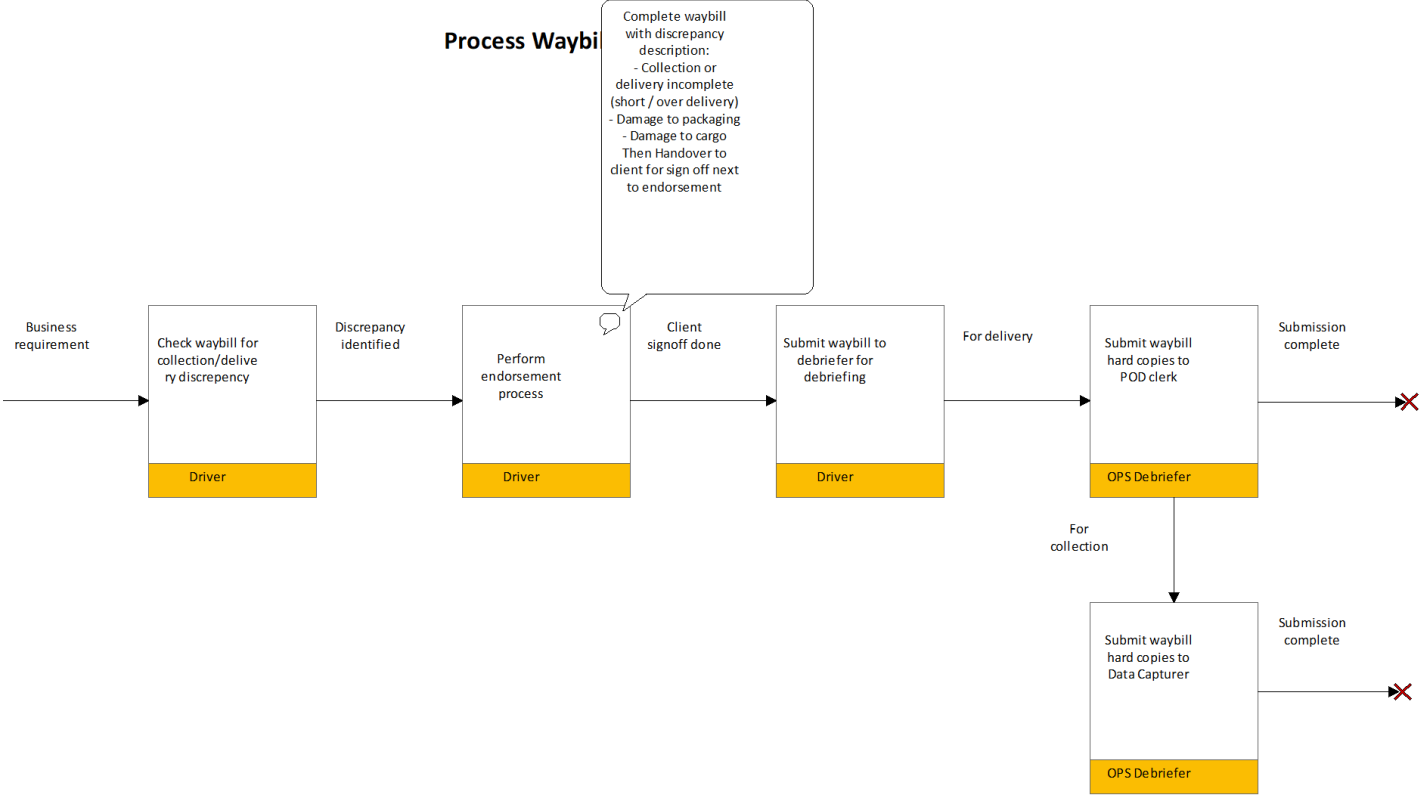Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Waybill Data Capture Process

1. Delivery details:
   - Billing customer
   - Courier
   - Service
   2. Route
3. Pickup customer details
4. Delivery customer details

Row 1 (flow):

Waybill hard copies received from the De-briefer → Click "Waybill capture" section [Data Capturer / (s) LMS] → Waybill data input field is displayed → Scan or manually type in the waybill number [Data Capturer / (s) LMS] → Existing Waybill → Verify if the information is correct [Data Capturer] → Correct Information → Enter customer ref. no. or invoice no. on the customer ref. section [Data Capturer / (s) LMS] → Customer ref. / invoice no. updated → Select save [Data Capturer / (s) LMS] → Record successfully saved in the system → Log on to LMS Portal system [Data Capturer / (s) LMS] → Portal login successful

Non-existing waybill → Select from "Transfer collection" [Data Capturer] → Pop-up message appears → Details completed ready for validation

Information incorrect → Notify the Account Executive & IT Support via email [Data Capturer] → Relevant parties notified about → Add missing information on Portal [Acct Exec / IT Support] → Portal records completed

1. Delivery details:
   - Billing customer
   - Courier
   - Service
   2. Route
3. Pickup customer details
4. Delivery customer details

Row 2 (flow):

Select Freight Management [Data Capturer] → Freight Mngt. interface enabled → Scan or manually type in the waybill number into portal [Data Capturer] → Existing Waybill → Verify if the information is correct [Data Capturer] → Correct information → Capture parcel quantity [Data Capturer] → Parcel quantity recorded in the system → Print the Namlog labels & hand over to the Team Leader [Data Capturer] → Labels printed & handed-over → Paste the labels onto the relevant parcels, & process the ... [Team Leader / General Worker] → Parcels labeled; traceability established

Non-existing waybill → Select from "Transfer collection" [Data Capturer] → Pop-up message appears → Details completed ready for validation

Information incorrect → Notify the Account Executive & IT Support via email [Data Capturer / (s) E-mail] → Relevant parties notified about issue → Add missing information on Portal [Acct Exec / IT Support] → Portal records completed

Row 3 (flow):

Inform Data Capturer once the entire consignment has been processed [Team Leader / General Worker] → Data Capturer notified; consignment ready for finalization → Verify if dimensions & weights are on LMS / Portal system [Data Capturer] → Dimensional/ weight data confirmed correct → Print the delivery note in Portal system [Data Capturer] → DN printed; parcel ready for dispatch → Hand over consignment docs to Ops Admin [Data Capturer] → Docs handed over for further ops processing

---

Title: Waybill Data Capture Process (LMS)
Author: Edwin Ramos
Date: 6/23/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/23/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Select from "Transfer Collection" "New Waybill" or "Cancel"

Non-existing waybill

Select "Transfer collection"
Data Capturer

- If there is collection reference number on the waybill

Collection reference no. available

Search & link collection number to waybill
Data Capturer

1. Delivery details:
- Billing customer
- Courier
- Service
2. Route
3. Pickup customer details
4. Delivery customer details

If there is no collection reference number

Select "New Waybill"
Data Capturer

Blank fields ready for input

Fill-in the correct details
Data Capturer

Title: Select from "Transfer Collection" "New Waybill" or "Cancel"
Author: Edwin Ramos
Date: 6/25/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/23/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
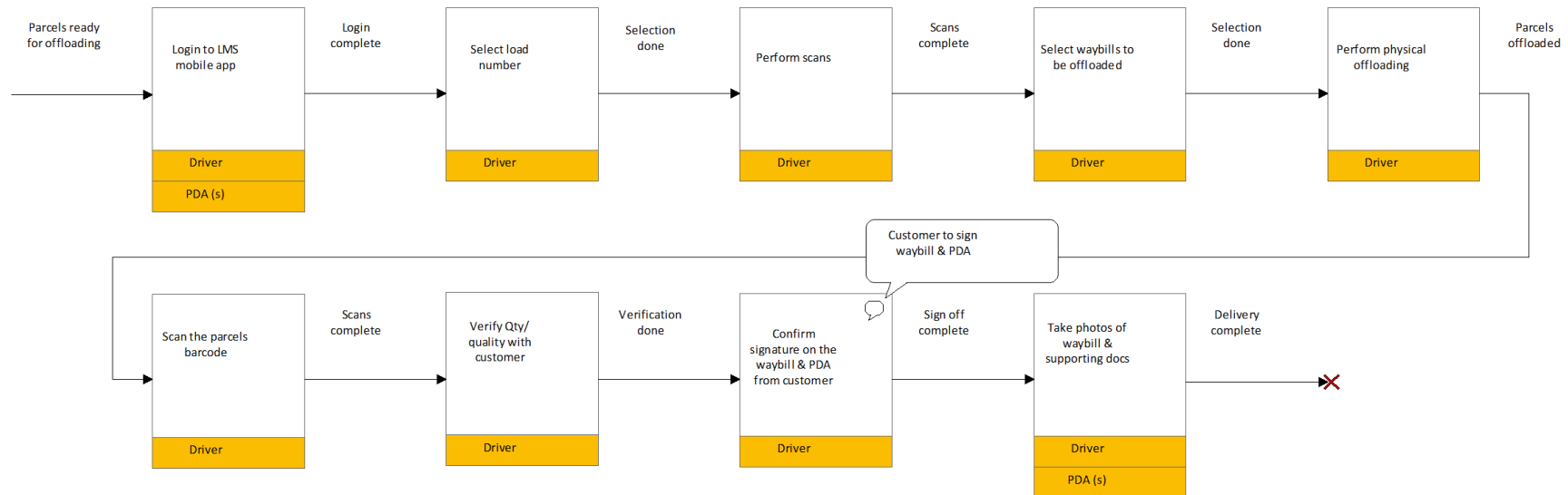Diagram Version: 1
Review Date: None
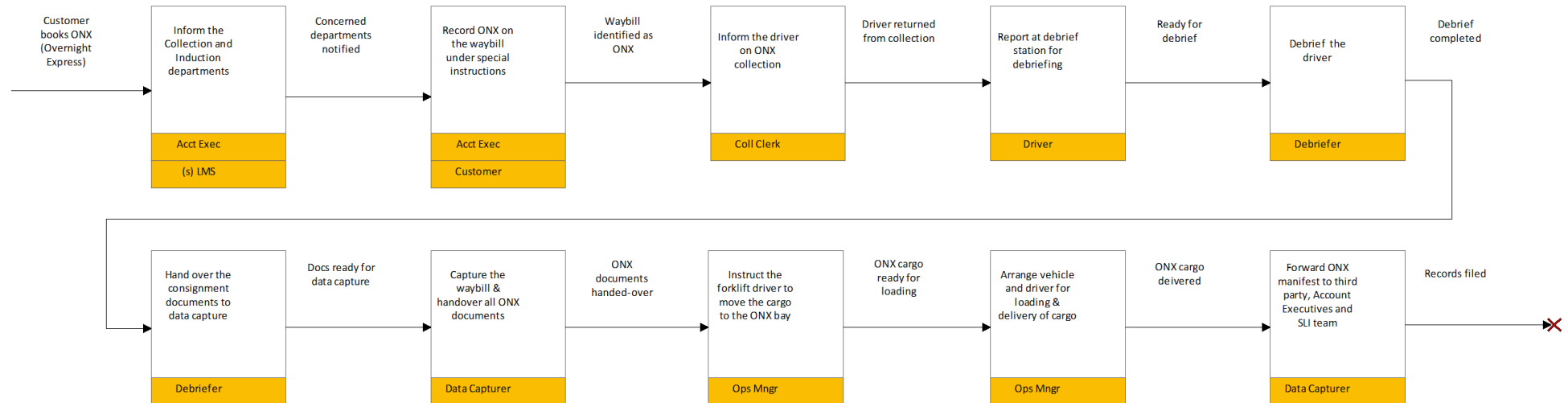F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

Select from "Transfer Collection" "New Waybill" or "Cancel"

Non-existing waybill

Select "Transfer collection"

Data Capturer

- If there is collection reference number on the waybill

Collection reference no. available

Search & link collection number to waybill

Data Capturer

1. Delivery details:
- Billing customer
- Courier
- Service
2. Route
3. Pickup customer details
4. Delivery customer details

If there is no collection reference number

Select "New Waybill"

Data Capturer

Blank fields ready for input

Fill-in the correct details

Data Capturer

Title: Select from "Transfer Collection" "New Waybill" or "Cancel"
Author: Edwin Ramos   Authorization: Authorized
Date: 6/25/2025   Date: 7/23/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

PDA Offload Scanning

- Scan barcode on parcels
- PDA will show valid scan

*The screen will refresh & show different waybills

The screen will refresh to show "Customer Summary" for the number of parcels scanned related to the waybill being delivered

The screen will refresh to show the completed endorsement in red

- POD: for all customers deliveries excluding Epiroc
- Delivery Notes: to Epiroc customer deliveries

Row 1:

| Driver arrives at customer location for delivery | Log into LMS delivery app on PDA | LMS app home screen displayed | Select "New Load" | Load creation screen activated | Enter ID number on the screen | User identified & authenticated | Scan the load number on the manifest | Waybills associated with the load displayed | Select the waybill no. that needs to be delivered | Waybill selected for delivery | Perform offload scanning while offloading the … | Parcels scanned & marked as offloaded |

Driver (on Log into, Select "New Load", Enter ID, Scan the load, Select the waybill, Perform offload)

Row 2:

| No endorsement | Click on the "Back" button when all parcels … | Navigation to endorsement screen enabled | Click "Endorsement" | Endorsement type selection screen shown | Select the endorsement type | Endorsement reason input screen | Type remarks in the "Remarks" section stating the reasons for endorsement | Justification for endorsement recorded | Click on the camera icon to take a picture of endorsement | Camera opens; Endorsement photo taken | Click "Done" after taking the picture | Return to delivery workflow |

Driver (on Click on the "Back", Click "Endorsement", Select the endorsement type, Type remarks, Click on the camera icon, Click "Done")

Row 3:

| Click "Continue" to go to signee screen | Signature screen activated | Enter the recipient/ customer name | Customer signs the PDA; Customer identification recorded | Click "Next" to refresh to required documents screen | Document capture screen activated | Click on the required document to open a camera | Camera ready to capture supporting documents | Take a full photo of the waybill and supporting documents (if available) | Document images captured | Click "Finish" to complete the process | Delivery marked as completed & synced in system |

Driver (on Click "Continue", Enter the recipient, Click "Next", Click on the required document, Take a full photo, Click "Finish")

Securing Cargo Process

Title: Securing Cargo Process
Author: Edwin Ramos
Date: 6/23/2025
Volume: 0.00 Per Second

Authorization: Authorized
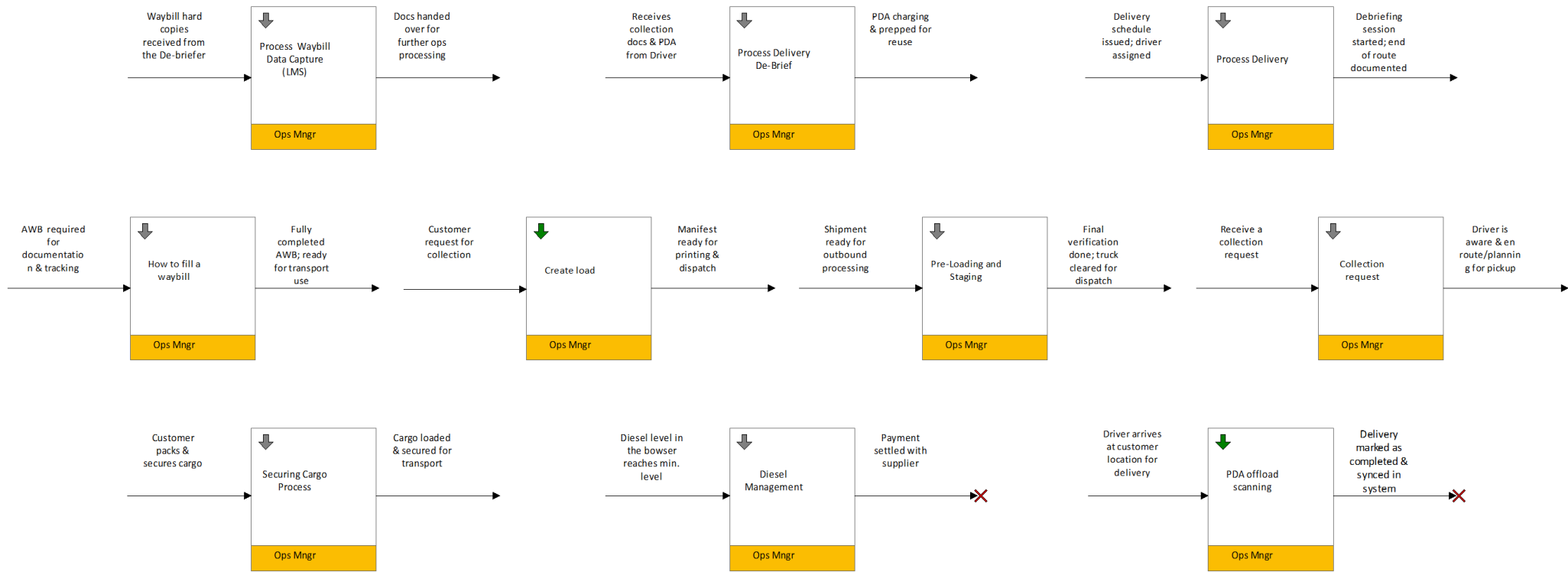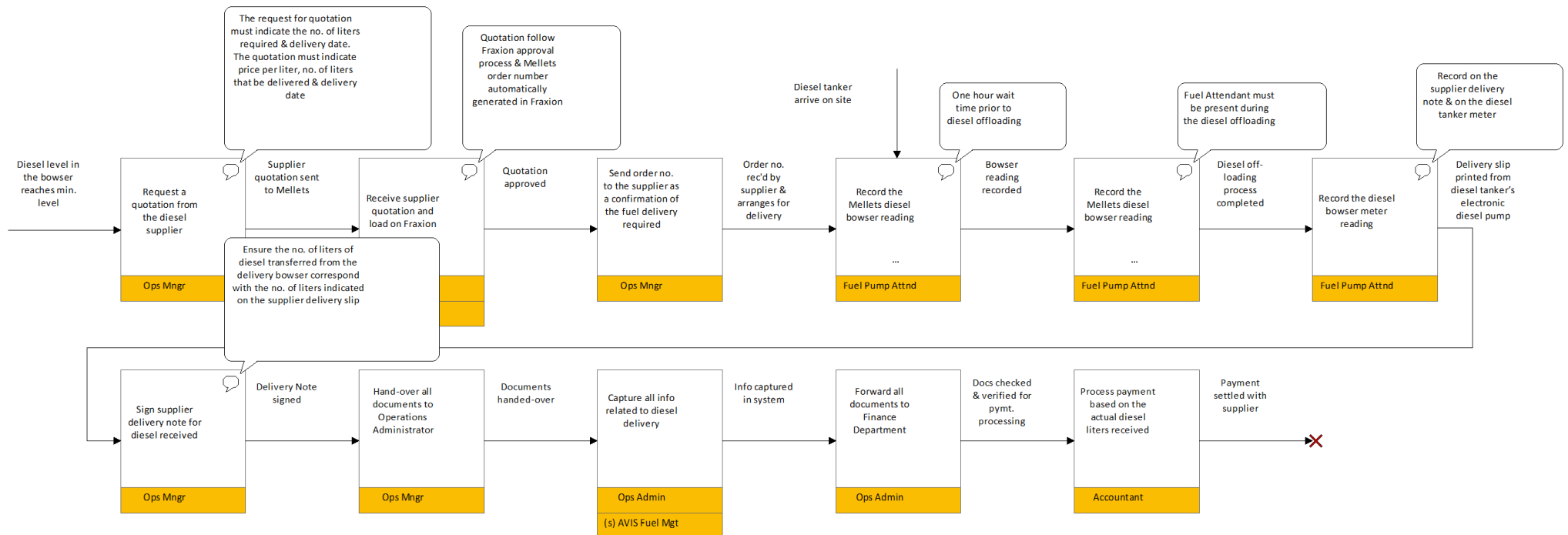Date: 7/23/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Collection Request

The collection request booking cannot be confirmed upon completion of the Collection Request Form

Receive a collection request → Complete the Collection Request Form in full — Ops Admin

Collection Request Form completed

Email the completed Collection Request Form to … — Ops Admin

Email sent as booking confirmation

Login to LMS to book collection — Ops Admin

Login successful

Select capture collection — Ops Admin

Collection capture interface loaded

Select new collection — Ops Admin

New collection form initialized

Information:
- Delivery details
- Pickup customer
- Route details
- Delivery customer
- Customer references
- Parcel details

Collection details:
- Collection time
- Vehicle size
- Comments if applicable

*On the home screen, under collections

Capture the required information and click save — Ops Admin

Collection data saved

Verify if information captured is correct and click confirm — Ops Admin

Collection confirmed

Capture the collection details and click confirm — Ops Admin

Collection request completed

Select "Collections In Progress" to … — Ops Admin

Collection request assigned to driver

Call the driver to confirm the collection request was received — Ops Admin

Driver is aware & en route/planning for pickup

Title: Collection Request
Author: Edwin Ramos
Date: 6/23/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/23/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

ZAF - Corporate

Organizational
Structure

Mission &
Vision

Title: ZAF - Corporate
Author: Mohammed Altamush Khan
Date: 6/1/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/17/2024
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
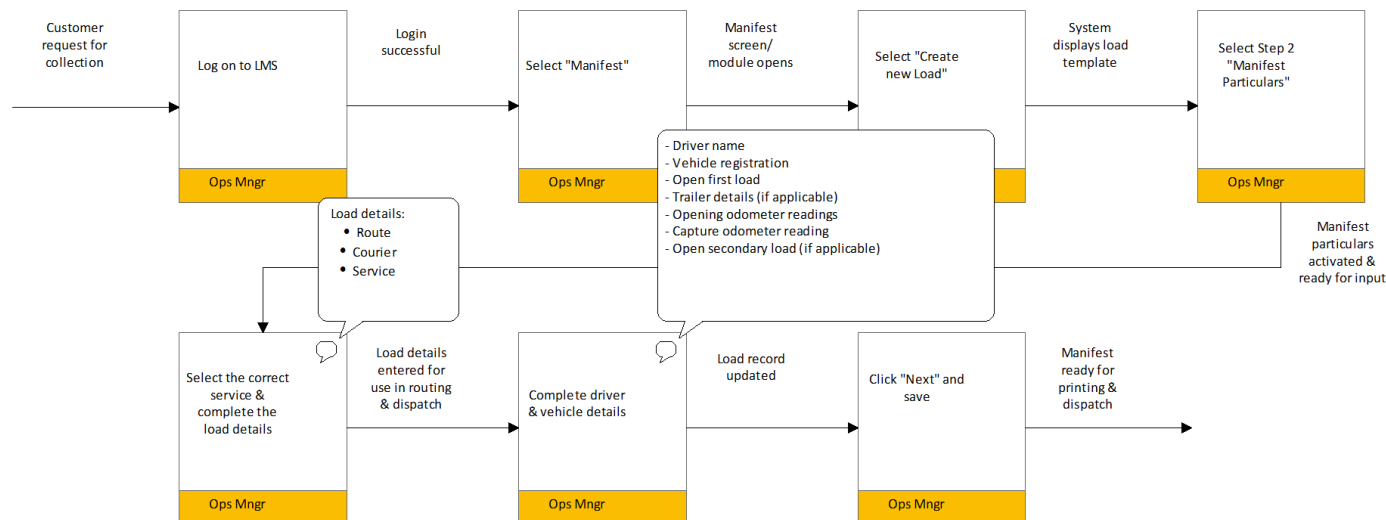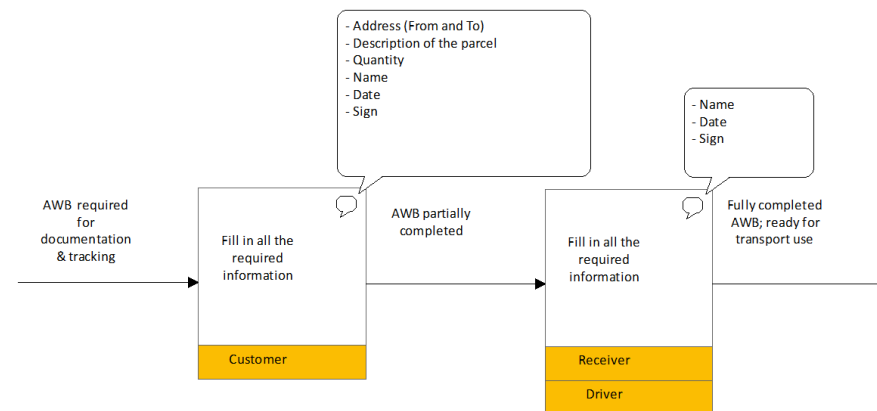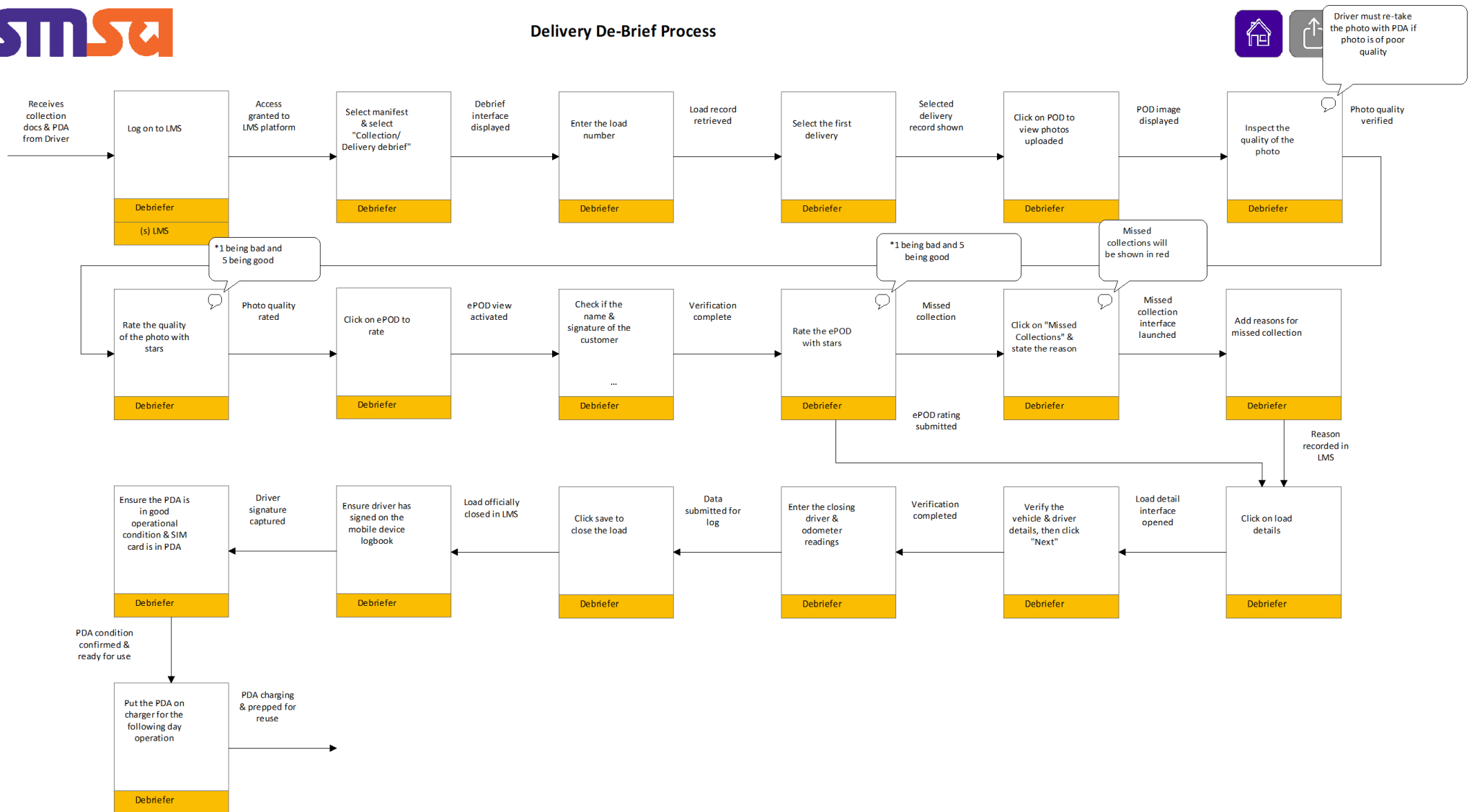● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Organisation Chart - South Africa
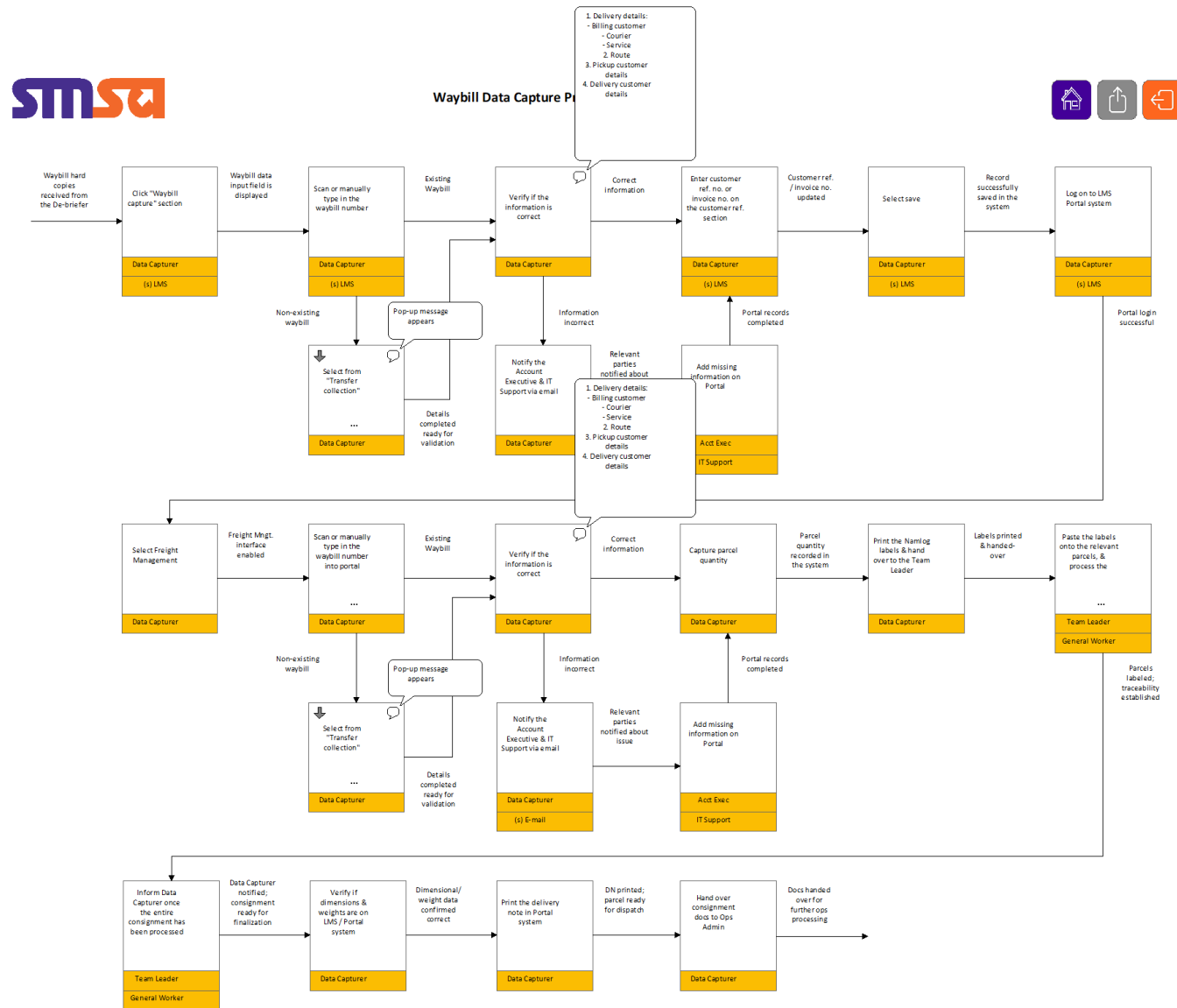
```
                    ┌──────────────────┐
                    │ Managing Director │
                    └────────┬─────────┘
                             │         ┌──────────────┐
                             │─────────│  Executive   │
                             │         │  Assistant   │
                             │         └──────────────┘
   ┌──────┬──────┬──────┬────┴───┬──────┬──────┬──────┐
```

Chief Financial Officer	General Manager Human Capital	General Manager Info. Systems	Director Operations	Director Customer Services Dept	General Manager New Business	General Manager Commercial

Title: Organisation Chart - South Africa
Author: Mohammed Altamush Khan
Date: 6/1/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Commercial

```
        ┌──────────────────┐
        │ General Manager  │
        │   Commercial     │
        └──────────────────┘
                 │
        ┌────────┴────────┐
        │                 │
┌──────────────┐  ┌──────────────┐
│  Business    │  │  Industrial  │
│  Solutions   │  │  Engineer    │
│  Manager     │  │              │
└──────────────┘  └──────────────┘
```

Title: Commercial
Author: Mohammed Altamush Khan
Date: 7/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
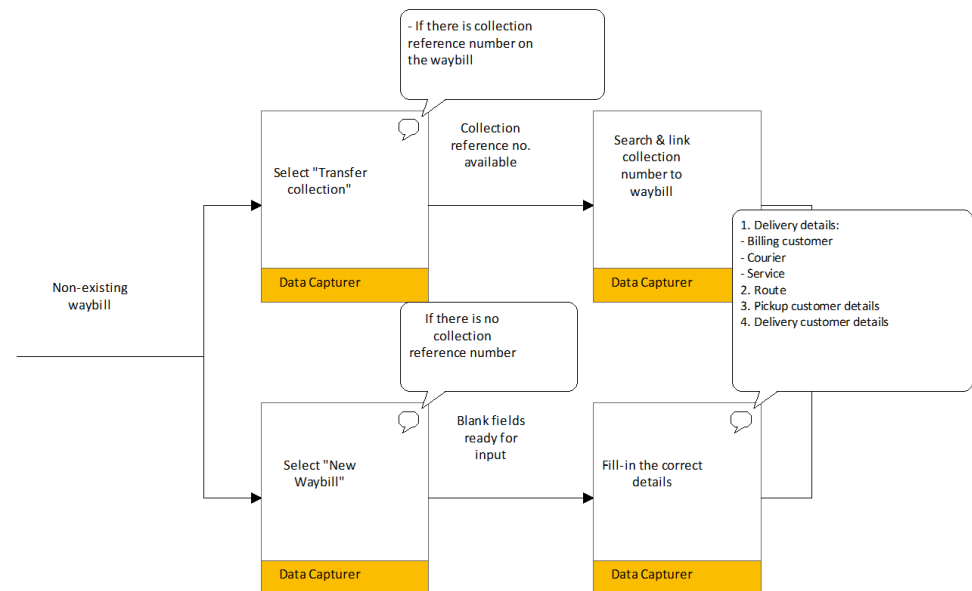Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

New Business Development

```
          ┌─────────────────┐
          │ General Manager │
          │  New Business   │
          └────────┬────────┘
          ┌────────┴────────┐
┌─────────────────┐  ┌─────────────────┐
│    Business     │  │    Business     │
│   Development   │  │   Development   │
│     Manager     │  │   Coordinator   │
└─────────────────┘  └─────────────────┘
```

Title: New Business Development
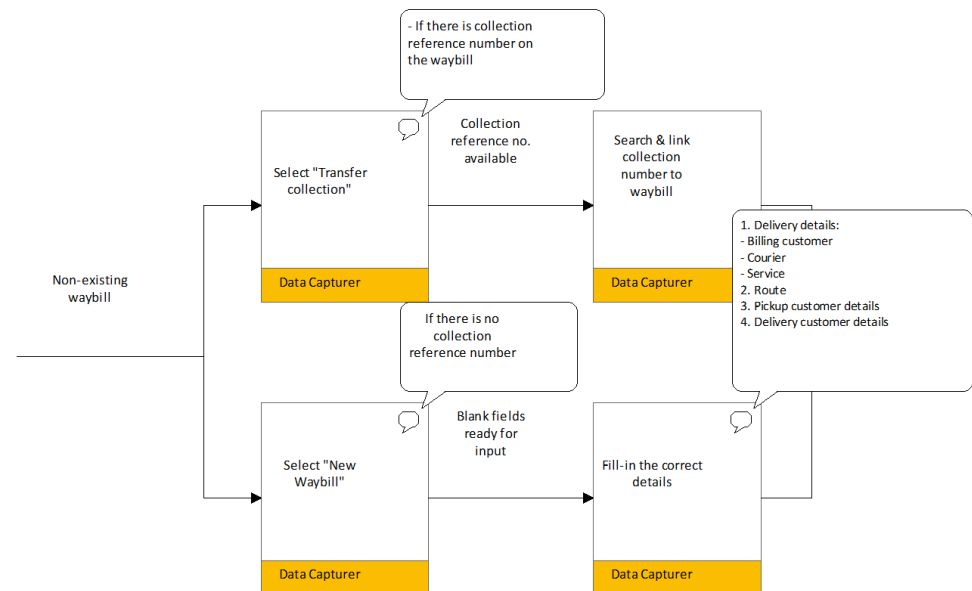Author: Mohammed Altamush Khan
Date: 7/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Customer Services

```
                              ┌─────────────────┐
                              │ Director Customer│
                              │  Services Dept   │
                              └─────────────────┘
         ┌──────────────────────────┼──────────────────────────┐
┌─────────────────┐        ┌─────────────────┐        ┌─────────────────┐
│ General Manager:│        │ Contract Manager│        │   CSC Manager   │
│ Contract Logistics│      └─────────────────┘        └─────────────────┘
└─────────────────┘
```

| Isuzu Inhouse Manager | Toyota SA Inhouse Manager | Account Executives | Epiroc On-site Manager | NCM Rustenburg Site Manager | NCM Aeroton Site Manager | Astec Inhouse Manager | Komatsu Inhouse Manager | Inhouse Support Manager |

| Matus In-House Supervisor | Revlon In-House Supervisor | LG In-House Manager | Normet In-House Support | MRS Supervisor | RDT Manager |

Title: Customer Services
Author: Mohammed Altamush Khan
Date: 7/11/2023
Volume: 0.00 Per Second
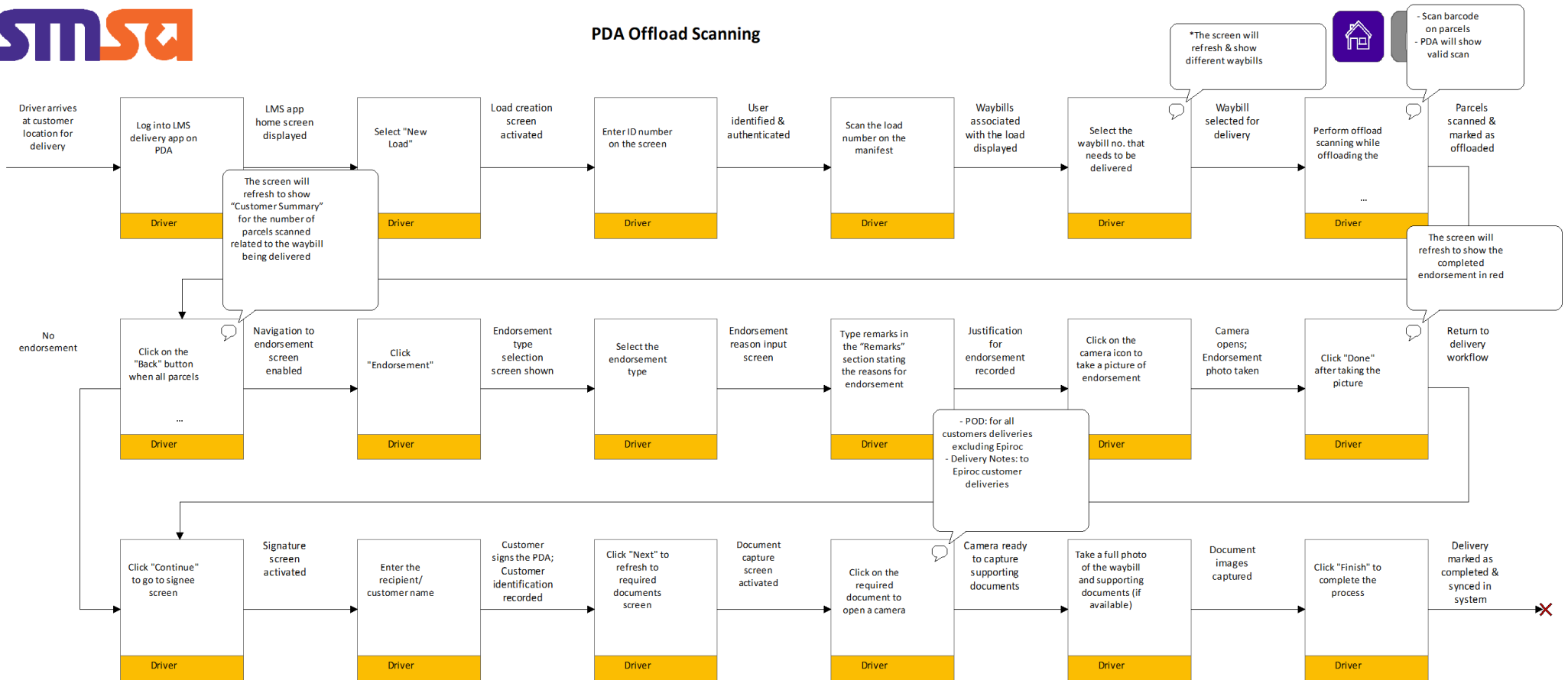
Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ● Read Only

Operations

Director
Operations

Branch Manager:
Cape Town

Branch Manager:
Port Elizabeth

Branch Manager:
Lesotho

General Manager:
JHB Operations

Risk Manager

National Fleet
Manager

General Manager:
Specials &
Abnormals

M. Director:
SLI Namibia

Branch Manager:
Springbok

General Manager:
Mellets

Operations
Analyst

POD Manager

Hub & Linehaul
Manager

Frwd & Clrg
Compliance Mngr

Title: Operations
Author: Edwin Ramos
Date: 7/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ● Read Only

Port Elizabeth Branch

Branch Manager:
Port Elizabeth

Operations Team
Leader

OperationS Team
Leader
-Cradock

Branch Admin
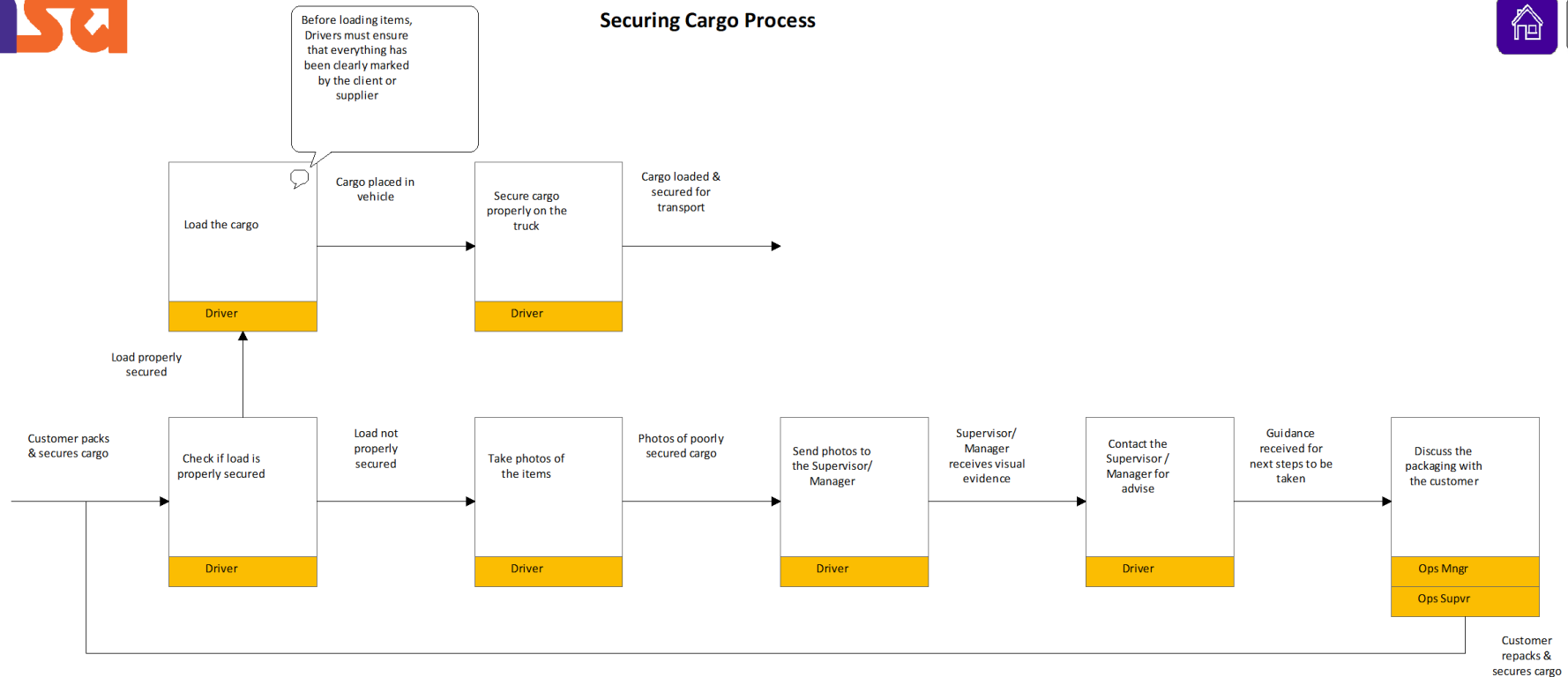Assistant

Drivers

Drivers

General Workers

Title: Port Elizabeth Branch
Author: Edwin Ramos
Date: 4/10/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Johannesburg Operations

```
                            ┌──────────────────┐
                            │ General Manager: │
                            │ JHB Operations   │
                            └────────┬─────────┘
              ┌──────────────────────┼──────────────────────┐
      ┌───────┴───────┐      ┌───────┴───────┐      ┌────────┴────────┐
      │ Branch Manager│      │Operations Admin│      │   Operations    │
      │               │      │     POD        │      │    Analyst      │
      └───────┬───────┘      └───────────────┘      └─────────────────┘
      ┌───────┴────────────────┐
┌─────┴──────┐         ┌───────┴────────┐
│ Induction  │         │Branch Operations│
│ Manager    │         │    Manager      │
└─────┬──────┘         └───────┬────────┘
      │              ┌─────────┴─────────┐
┌─────┴──────┐ ┌─────┴──────┐    ┌───────┴───────┐
│ Debriefer  │ │ Senior     │    │ Assistant     │
│            │ │ Operations │    │ Manager       │
└────────────┘ │ Controller │    └───────────────┘
               └─────┬──────┘
               ┌─────┴──────┐
               │ Operations │
               │Administrator│
               └────────────┘
```

Title: Johannesburg Operations
Author: Edwin Ramos
Date: 4/10/2025
Volume: 0.00 Per Second

Authorization: Authorized
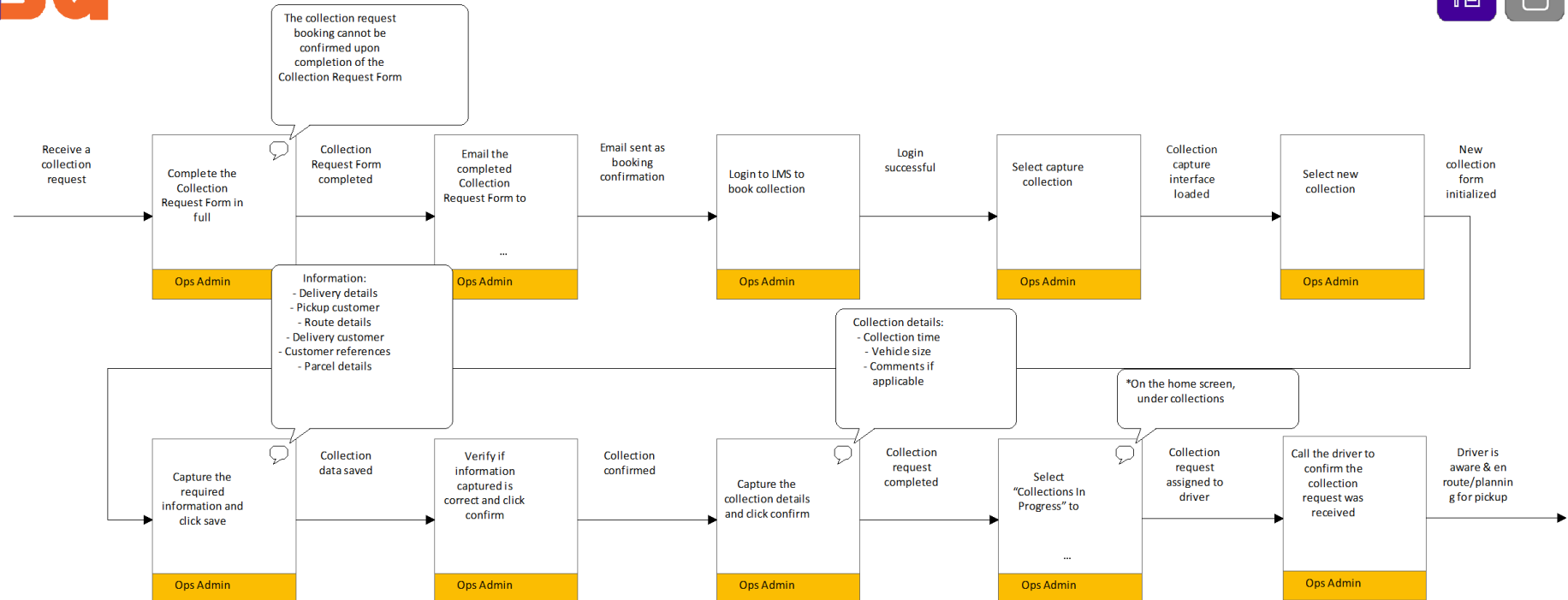Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Forward & Clearing Compliance

Forward & Clearing Compliance Manager

Customs Controller

Supervisors

Supervisors

Senior Entry Clerks

Senior Entry Clerks

Document Depository Administrator

Document Depository Scanner

Entry Clerks

Document Depository Scanner

Learner Imports Document Depository

Entry Clerks

Title: Forward & Clearing Compliance
Author: Edwin Ramos
Date: 4/10/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Lesotho Branch

Branch Manager:
Lesotho

Operations
Supervisor

Operations
Administrator

Drivers

Title: Lesotho Branch
Author: Edwin Ramos
Date: 4/10/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Springbok Branch

Springbok
Branch Manager

Administrator
Supervisor

Branch Supervisor

Operation
Managers

Debriefer

Drivers

Title: Springbok Branch
Author: Edwin Ramos
Date: 4/10/2025
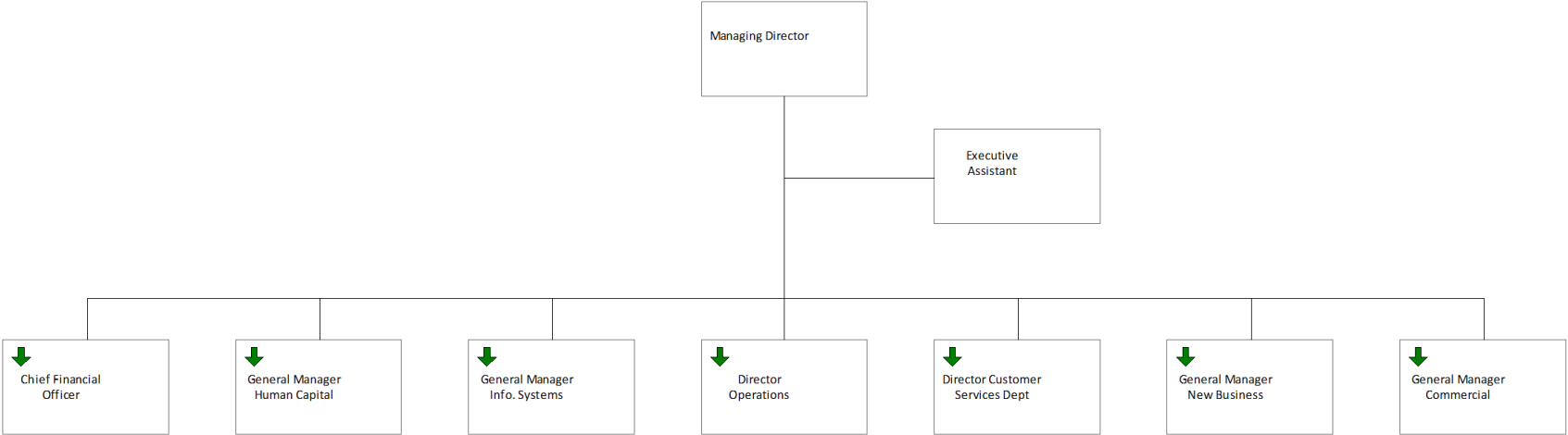Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Risk

```
                        ┌─────────────────┐
                        │  Risk Manager   │
                        └─────────────────┘
                    ┌───────────┴───────────┐
        ┌───────────────────┐      ┌───────────────────┐
        │ Day Shift Control │      │Night Shift Control│
        │    Room Team      │      │    Room Team      │
        │     Leader        │      │     Leader        │
        └───────────────────┘      └───────────────────┘
                 │                           │
        ┌───────────────────┐      ┌───────────────────┐
        │ Tracking Control  │      │ Tracking Control  │
        │  Room Operators   │      │  Room Operators   │
        └───────────────────┘      └───────────────────┘
```

Title: Risk
Author: Edwin Ramos
Date: 4/10/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.:   0.00

○ Actions   ○ Feedback
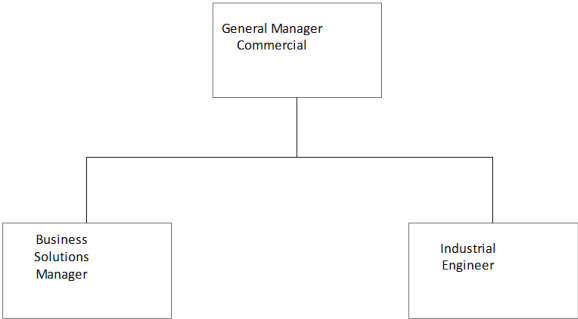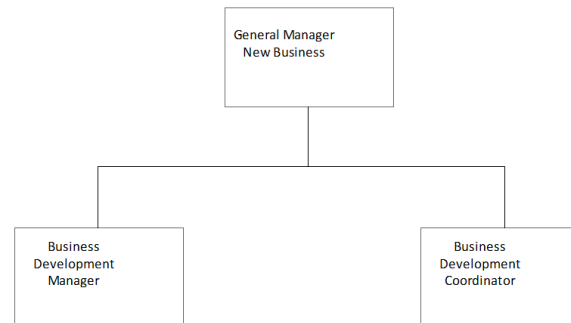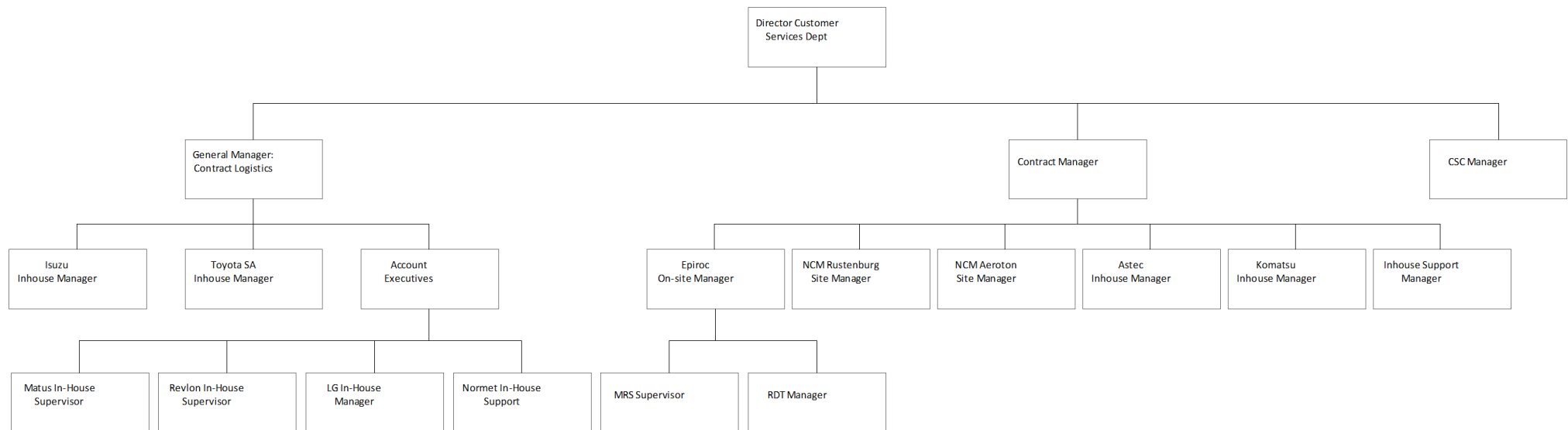● Change Log   ○ Keywords
○ Change Requests ● Read Only

Mellets/ Kathu

Organizational chart:

- General Manager: Mellets
  - Finance Manager
    - Debtors Clerk
    - Accountatnt
    - Finance Admin
    - Cleaner
  - HR Officer
  - Branch Manager
    - Debriefer
      - Learner
    - Kimberly Branch
      - Branch Supervisor
        - Drivers
    - Operations Managers
      - Supervisors
        - Drivers
          - Forklift Drivers
            - General Workers
    - Upington Branch
      - Branch Supervisor
        - Drivers
    - Operations Administrator
    - Branch Administrator
    - Workshop
      - Mechanic
      - Tyre Technician
      - Assistant Mechanic
  - Sales Representative

Title: Mellets/ Kathu
Author: Edwin Ramos
Date: 4/14/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/23/2025
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Hub & Linehaul

Hub & Linehaul
Manager

Operations
Manager SLI

Operations
Manager Gentex

Operations
Manager

Operations
Supervisor

Operations
Supervisor

Operations Supvr
Lesotho &
Swaziland

Checker Grader

Checker Grader

Checker Grader

Checker Grader

General Workers

Forklift Driver

General Workers

Forklift Driver

General Workers

Forklift Driver

General Workers

Forklift Driver

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Fleet

National Fleet Manager

- Maintenance Supervisor
  - Maintenance Assistant
- Workshop Manager
  - Workshop Buyer
    - General Assistant
  - National Fleet Coordinator
    - Fleet Admin Learners
  - Workshop Foreman
    - Senior Mechanic
      - Junior Mechanic
        - Learner Mechanic
          - General Workers: Washbay
            - General Workers: Bowser
              - Driver
                - Cleaner
- Tyre Manager
  - W/A Technicians
    - Tyre Technician
      - Tyre Technician
- Mellets Workshop
  - Senior Mechanic
    - Assistant Mechanic
      - Tyre Technician
- SLI Workshop
  - Senior Mechanic
    - Assistant Mechanic
      - Tyre Technician
- Gentex Workshop
  - Senior Mechanic
    - Assistant Mechanic
      - Tyre Technician

Title: Fleet
Author: Edwin Ramos
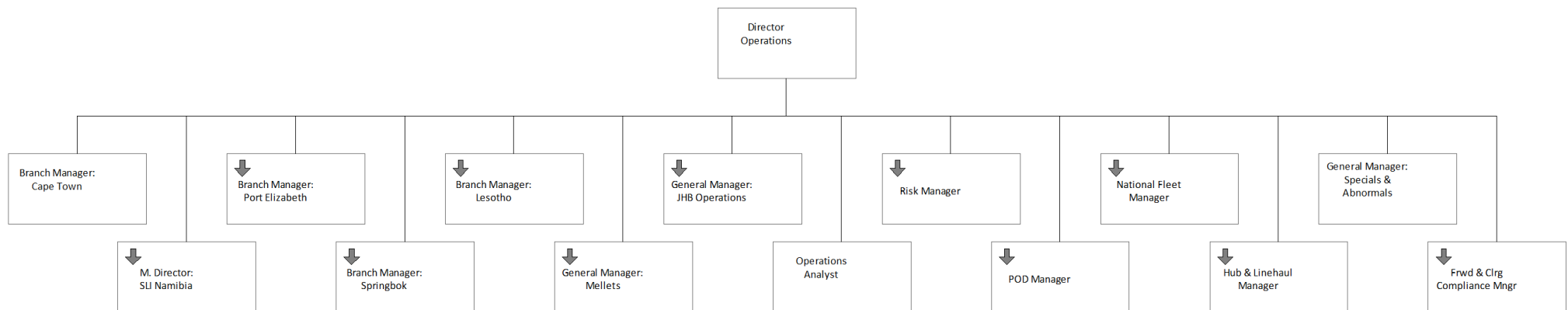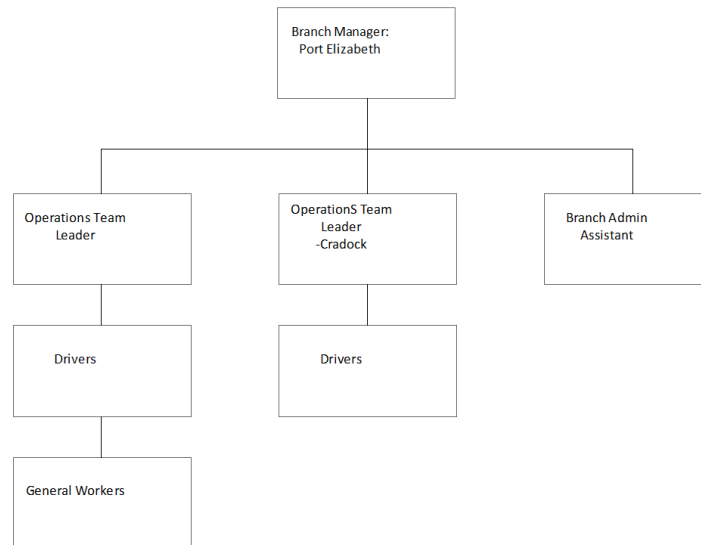Date: 4/10/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

SLI Namibia

Managing
Director:
SLI Namibia

Storeman: Rosh
Pinah

Account Executive

Mechanic

Branch Manager

PEP Contract
Manager

Finance Manager

Swakopmund
Depot Branch
Manager

Operations
Manager Linehaul

Debriefer

Operations
Manager C&D

Accountant

Finance Admin
Manager

Account Receiving
Team Leader

Operations
Supervisor

Operations Admin

Operations
Supervisor

Operations
Controller

Operations
Controller

Title: SLI Namibia
Author: Edwin Ramos
Date: 4/10/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

POD

POD Manager

POD Administrators

Operations Administrators

POD Learners

Title: POD
Author: Edwin Ramos
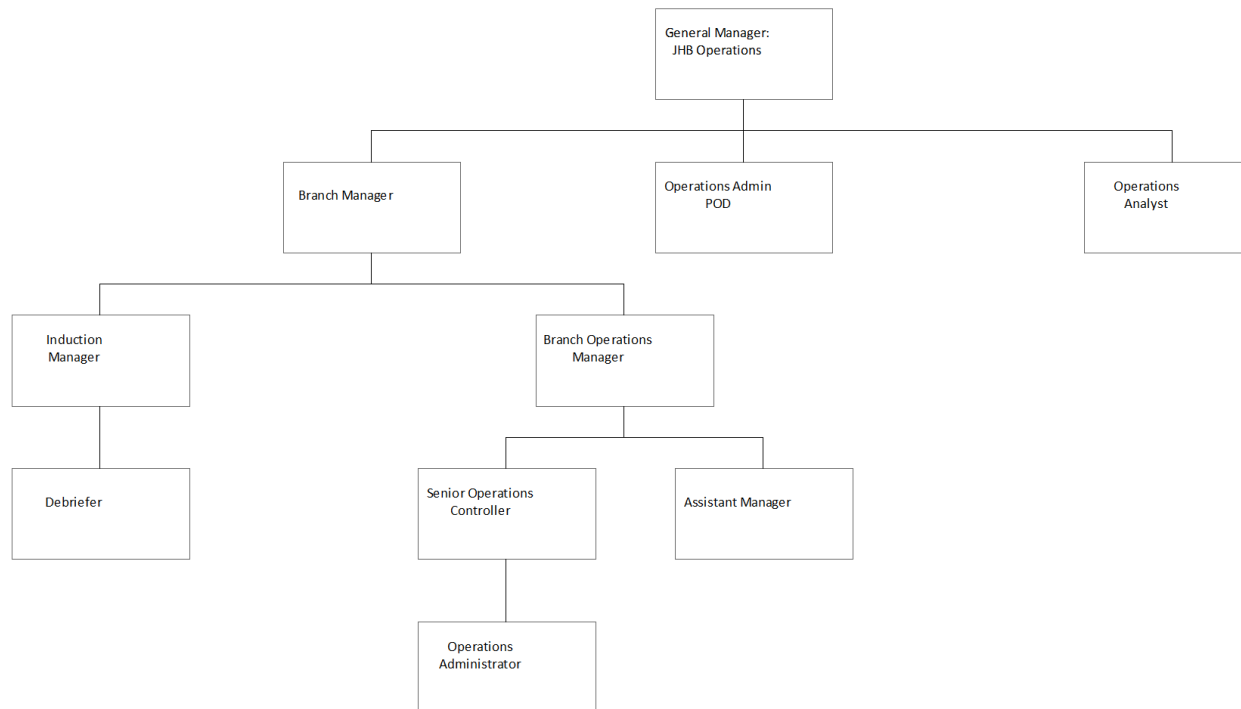Date: 4/10/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Information Systems

```
                          ┌─────────────────┐
                          │ General Manager │
                          │  Info. Systems  │
                          └────────┬────────┘
           ┌───────────────┬───────┴────────┬───────────────┐
  ┌────────┴────────┐ ┌────┴─────┐ ┌─────────┴──┐ ┌──────────┴─────┐
  │ Helpdesk Support│ │ Systems  │ │  Business  │ │ Development Team│
  │   Supervisor    │ │Administr.│ │   Analyst  │ │     Leader      │
  └────────┬────────┘ └──────────┘ └─────┬──────┘ └────────┬────────┘
  ┌────────┼────────┐                    │            ┌────┴────┐
┌─┴──┐ ┌───┴────┐ ┌─┴──────┐      ┌───────┴──┐  ┌──────┴───┐ ┌───┴─────┐
│ IT │ │   IT   │ │   IT   │      │ Trainee  │  │  Senior  │ │ System  │
│Supp│ │Support │ │Administ│      │ Software │  │ Systems  │ │Developers│
│Agent│ │Learners│ │ rators │      │  Tester  │  │ Analyst  │ │         │
└────┘ └────────┘ └────────┘      └──────────┘  │Developer │ └─────────┘
                                                 └──────────┘
```

| General Manager Info. Systems |
| Helpdesk Support Supervisor | Systems Administrator | Business Analyst | Development Team Leader |
| IT Support Agent | IT Support Learners | IT Administrators | Trainee Software Tester | Senior Systems Analyst Developer | System Developers |

Title: Information Systems
Author: Mohammed Altamush Khan
Date: 6/1/2023
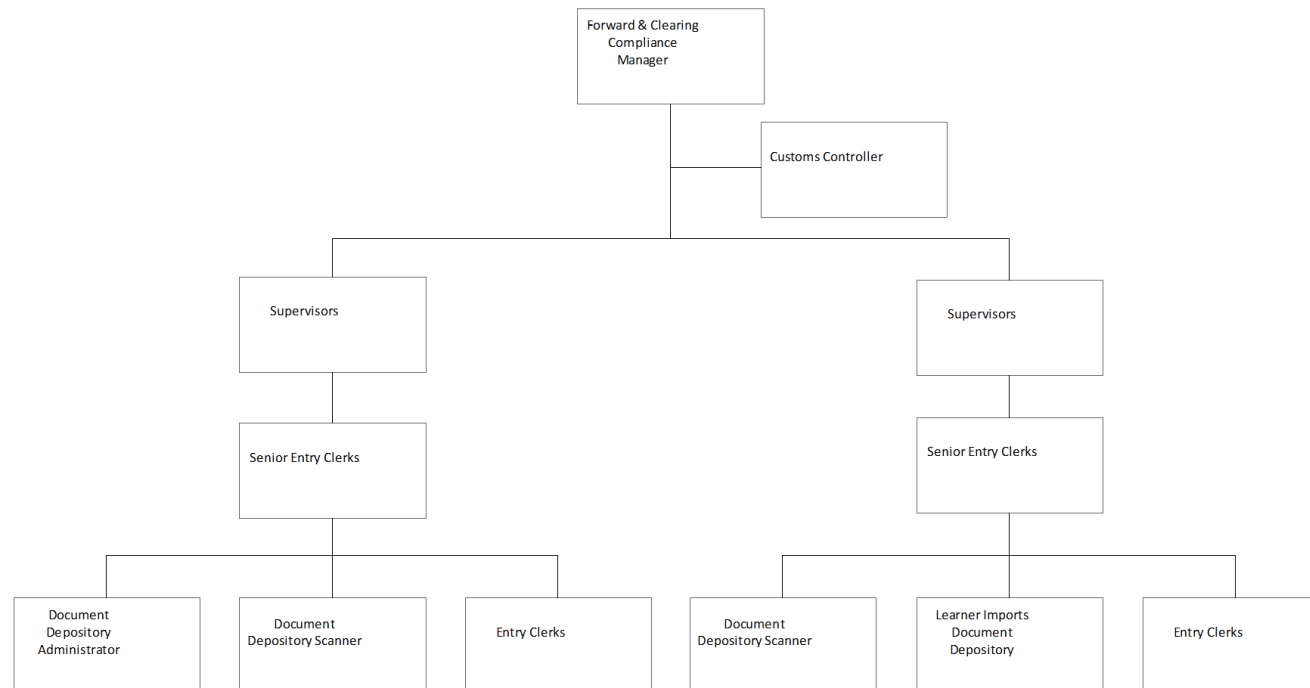Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ● Read Only

Human Capital

General Manager
Human Capital

Receptionist

Industrial Relations
Specialist

Payroll Specialist

HRBP: Gentex

HRBP: Mellets

HRBP: SLI NA

HRBP: General

Industrial Relations
Officer

Payroll Admin

IR Officer

HR Learner

HR Learner

Title: Human Capital
Author: Mohammed Altamush Khan
Date: 6/1/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ● Read Only

Finance

Chief Financial Officer

Finance Manager- Namibia	Finance Manager- Botswana	Finance Manager- Mellets Transport	Finance Manager- Namlog	Group Financial Accountant	Accounts Receivable Manager	Accountant - Corporate Reporting & Tax	Insurance Manager

Title: Finance
Author: Mohammed Altamush Khan
Date: 7/10/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

ZAF - Customer Services

AE Customer Management

Customer Services Management

Title: ZAF - Customer Services
Author: Mohammed Altamush Khan
Date: 7/20/2023
Volume: 0.00 Per Second

Authorization: Authorized
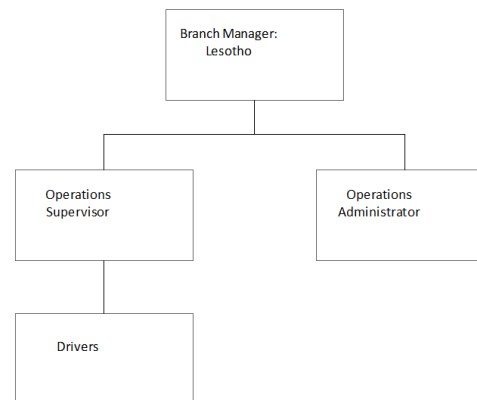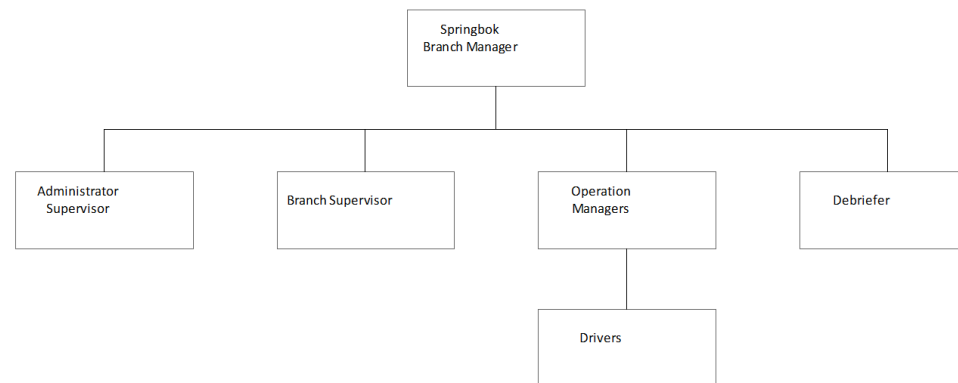Date: 4/17/2024
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Accounts Executive Customer Management

Customer
Relationship
Management

Operational
Management

Financial
Management

Risk
Management

Title: Accounts Executive Customer Management
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

smsa

Process Customer Relationship Management

Opportunity identified → Process Up/Cross selling → Ongoing monitoring

Acct Exec

Visits/meeting to be scheduled → Process visitations → Feedback provided

Acct Exec

Query raised by customer → Process Customer Queries → Feedback provided

Acct Exec

Reports due for submission → Process reports → Information submitted

(Daily/ Weekly/ Monthly)

Acct Exec
Acct Exec - Adm
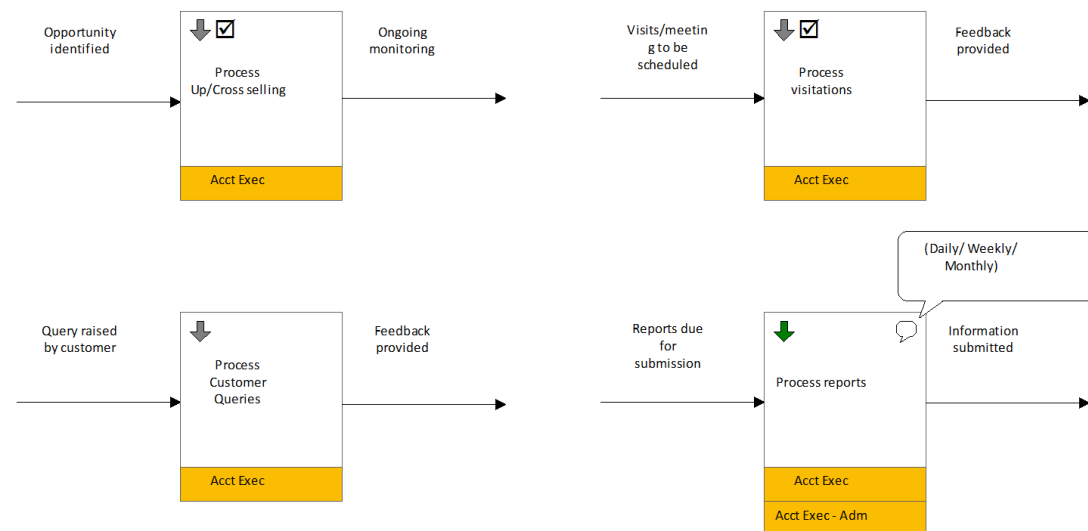
Title: Process Customer Relationship Management
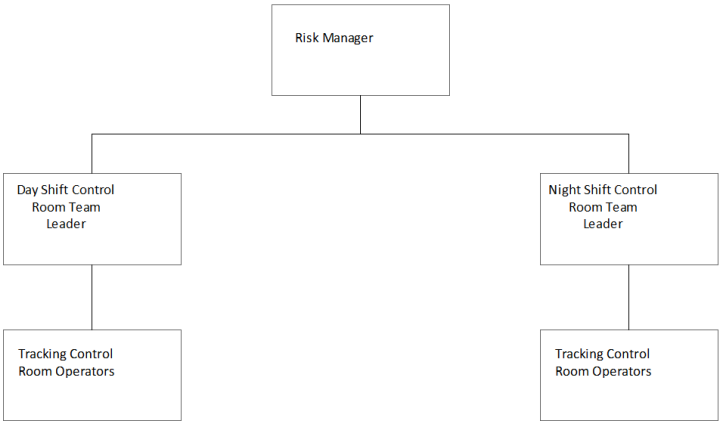Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Up-Selling/ Cross-Selling Process

Title: Up-Selling/ Cross-Selling Process
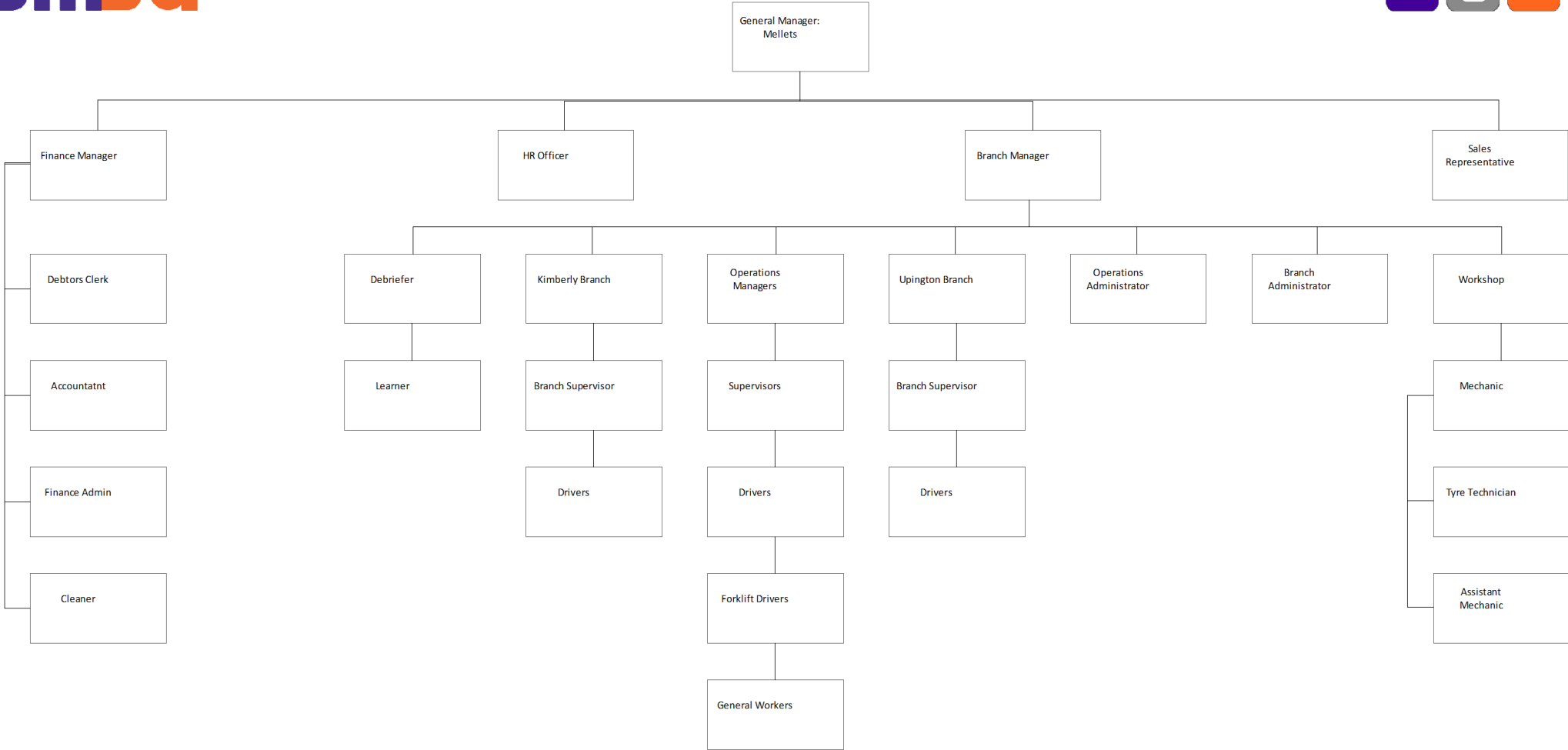Author: Mohammed Altamush Khan
Date: 7/20/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Visitations

Visits/ meeting to be scheduled

☑ Arrange the meetings

Acct Exec

Meetings arranged

Amend if meeting plans change and notify role players.

☑ Schedule the visits on the calendar

Acct Exec

(s) TEAMS

Calendar updated

☑ Prepare agenda & information packs

Acct Exec

Preparation complete

eg. vehicle, client access control, parking, PPE.

☑ Arrange logistical requirements

Acct Exec

Logistics arranged

☑ Attend meeting and update minutes of meeting

Acct Exec

Minutes updated

☑ Provide feedback to management & customer

Acct Exec

Feedback provided

Title: Process Visitations
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Process Customer Queries
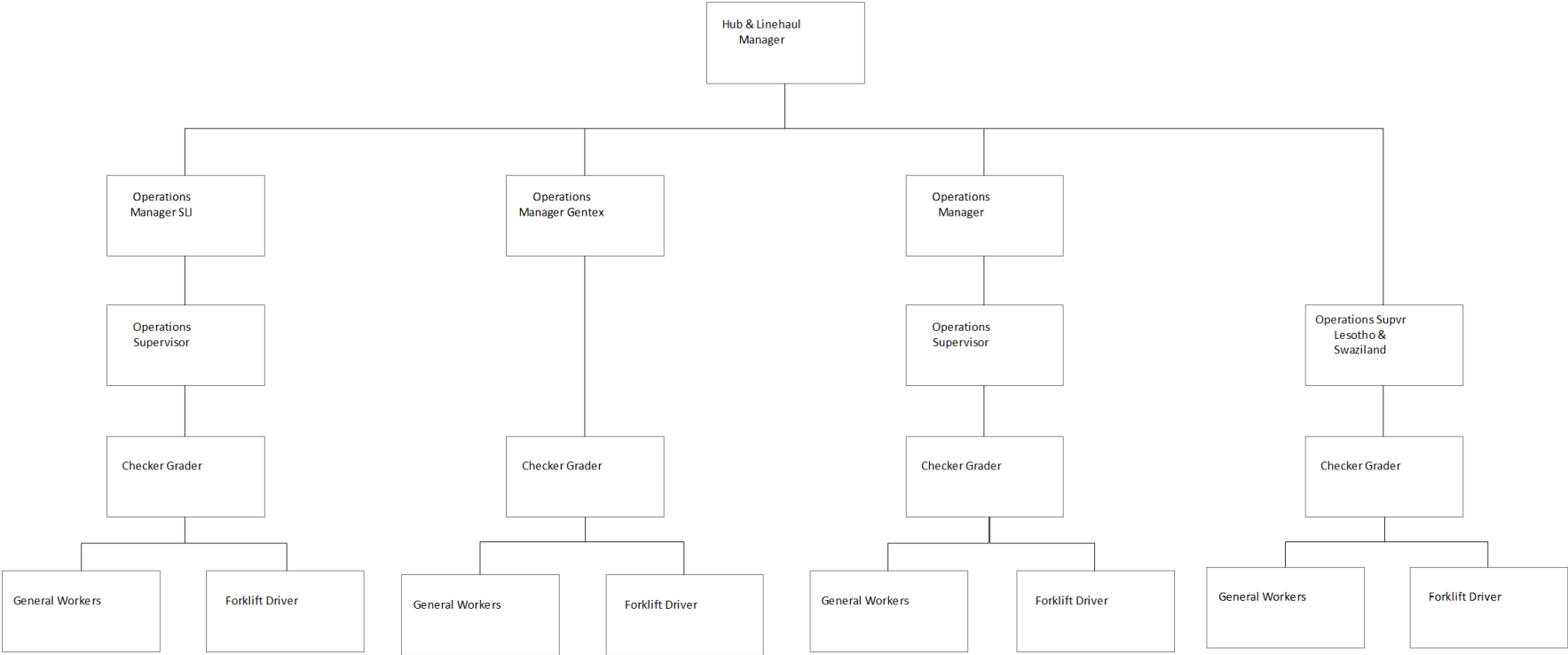

Query raised by customer

Queries can be through email or telephone Acknowledge receipt of telephonic query with email

Acknowledge receipt of the query
- Acct Exec
- Acct Exec - Adm
- (s) E-mail

Query acknowledged

Obtain information relating to the query
- Acct Exec
- Acct Exec - Adm

Information gathered

(Branches, external dependencies, internal OPS)etc

Liase with roleplayers
- Acct Exec
- Acct Exec - Adm

Information gathered

Compile all the information for comprehensive feedback
- Acct Exec
- Acct Exec - Adm

Information packaged

Provide feedback in medium requested by client. (if verbal, follow up in writing)

Provide feedback to the customer
- Acct Exec

Feedback provided

SOP update required

Update SOP based on the findings
- Acct Exec

SOP updated

Title: Process Customer Queries
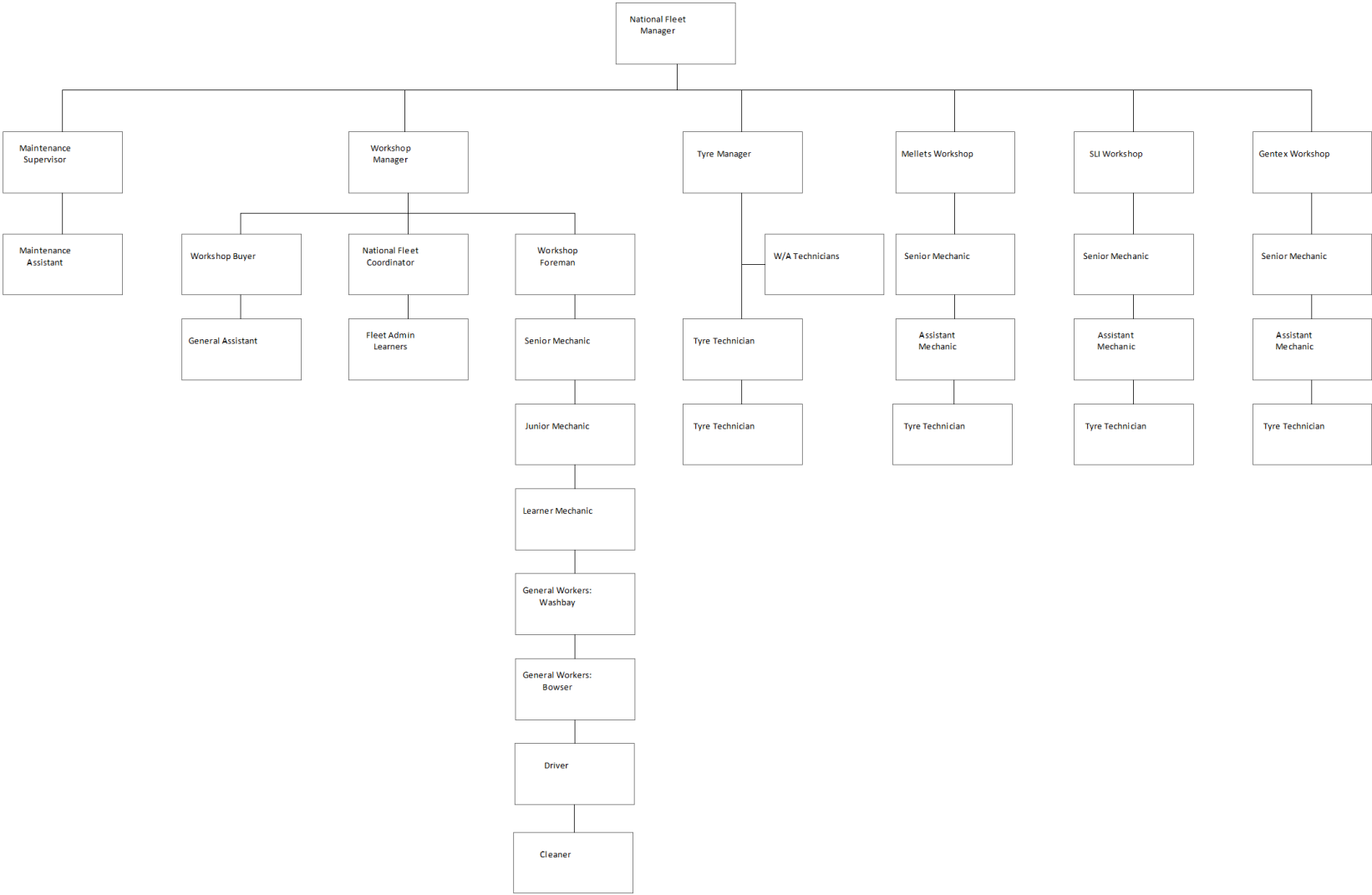Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Reports

Reports due for submission (daily/weekly /monthly)	

Extract client waybill activity report

Acct Exec
Acct Exec - Adm
(s) LMS

report extracted

Determine service agreement parameters

Acct Exec
Acct Exec - Adm

parameters determined

Format to client template requirements

Acct Exec
Acct Exec - Adm

Formatting complete

Submit information
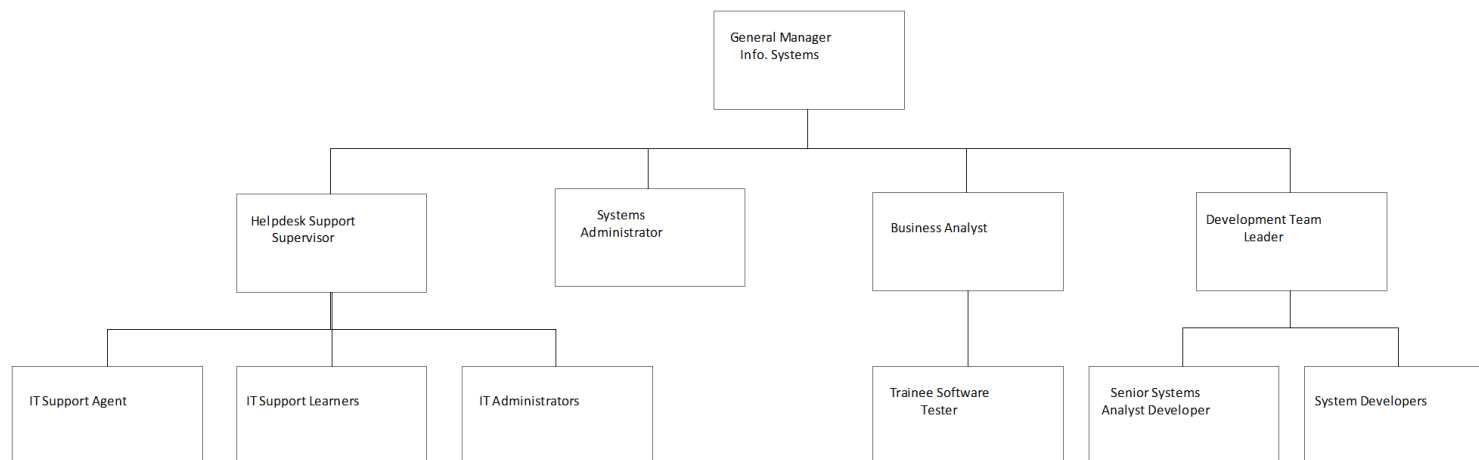
Acct Exec
Acct Exec - Adm

Information submitted

Title: Process Reports
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Operational Management

Stock on floor audit

Process stock on floor

Acct Exec

Acct Exec - Adm

Clients & departments notified

SLA ready for review

Process SLA review

Acct Exec

Changes communicated

Calls received from customer

Process collections

Acct Exec - Adm

Email received from customer

Collection confirmed

Title: Process Operational Management
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second
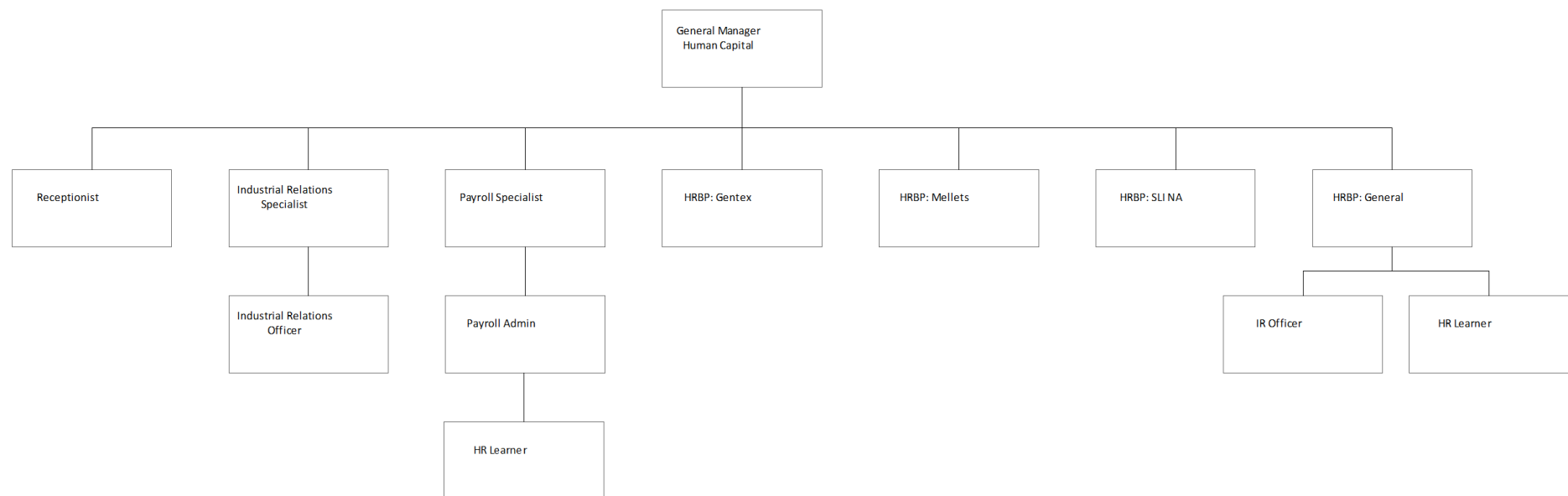
Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Stock On Floor

Report updated

Stock on floor audit

| Check stock on floor report | | Checks done | Conduct floor walkthrough | | Walkthrough conducted | Address non interactive client queries | | Queries addressed | Update anomalies into SOF report | | Client assistance required | Notify client for assistance | | Client notified |

Check stock on floor report
- Acct Exec
- Acct Exec - Adm
- (s) E-mail

Conduct floor walkthrough
- Acct Exec
- Acct Exec - Adm

Address non interactive client queries
- Acct Exec
- Acct Exec - Adm

Update anomalies into SOF report
- Acct Exec
- Acct Exec - Adm

Notify client for assistance
- Acct Exec
- Acct Exec - Adm

Receive information from client
- Acct Exec
- Acct Exec - Adm

information gathered

Forward the information to relevant departments
- Acct Exec
- Acct Exec - Adm

Information forwarded

Update SOF report waybills on the system
- Acct Exec
- Acct Exec - Adm
- (s) LMS

System updated

Notify relevant departments and clients of resolution
- Acct Exec
- Acct Exec - Adm

Clients & departments notified

Process Collection

	Call received from customer	Process collection requests received by call	Collection confirmed		Email received from customer	Process collection request ...	Collection confirmed

Acct Exec - Adm

Acct Exec - Adm

Title: Process Collection
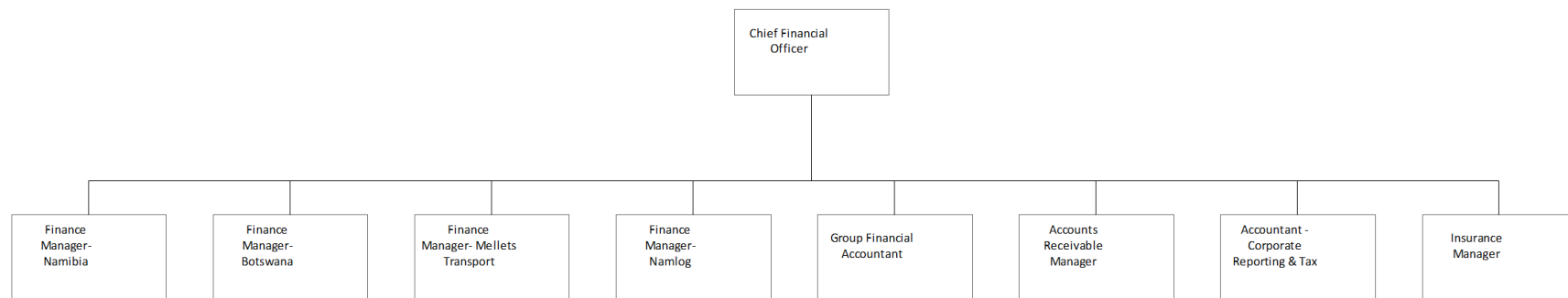Author: Mohammed Altamush Khan
Date: 7/20/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Collection Requests Received By Call

Obtain the following information from client to complete a collection request:
a. Billing customer,b. Courier,c. Service,d. Route,e. Collection point (confirm company name and address),f. Delivery point,g. Obtain reference number,h. Obtain number of parcels and get weight and dims of freight to be collected,i. Confirm collection time,j. Confirm closing time,k. Confirm the contact person.

Call received from customer

Obtain collection information from customer	Information obtained	Update the information of collection on the system	Information updated on the system	Perform save & confirm collection	Collection confirmed
Acct Exec - Adm		Acct Exec - Adm		Acct Exec - Adm	
		(s) LMS		(s) LMS	

Title: Process Collection Requests Received By Call
Author: Mohammed Altamush Khan
Date: 7/20/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Collection Request Received By Email

Obtain the following information from client to complete a collection request:
a. Billing customer,b. Courier,c. Service,d. Route,e. Collection point (confirm company name and address),f. Delivery point,g. Obtain reference number,h. Obtain number of parcels and get weight and dims of freight to be collected,i. Confirm collection time,j. Confirm closing time,k. Confirm the contact person.

Email received from customer

Log on to the system
Acct Exec - Adm
(s) LMS

Login complete

Update the information of collection on the system
Acct Exec - Adm
(s) LMS

Information updated on the system

Perform save & confirm collection
Acct Exec - Adm
(s) LMS

Collection confirmed

Title: Process Collection Request Received By Email
Author: Mohammed Altamush Khan
Date: 7/20/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process SLA Review

SLA ready for review	Confirm SLA availability for all clients	SLA exists	Obtain waybill activity report	Report ready	Check SLA compliance	Non compliance identified	Investigate SLA non compliance	Investigation complete
	Acct Exec		Acct Exec / (s) LMS		Acct Exec		Acct Exec	

Report non compliance to stakeholders	Non compliance reported	Develop & implement remedial action plans	Action plan ready	Update SOP's	SOP's updated	Communicate changes to relevant departments for implementation	Change communicated
Acct Exec		Acct Exec		Acct Exec		Acct Exec	

Title: Process SLA Review
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

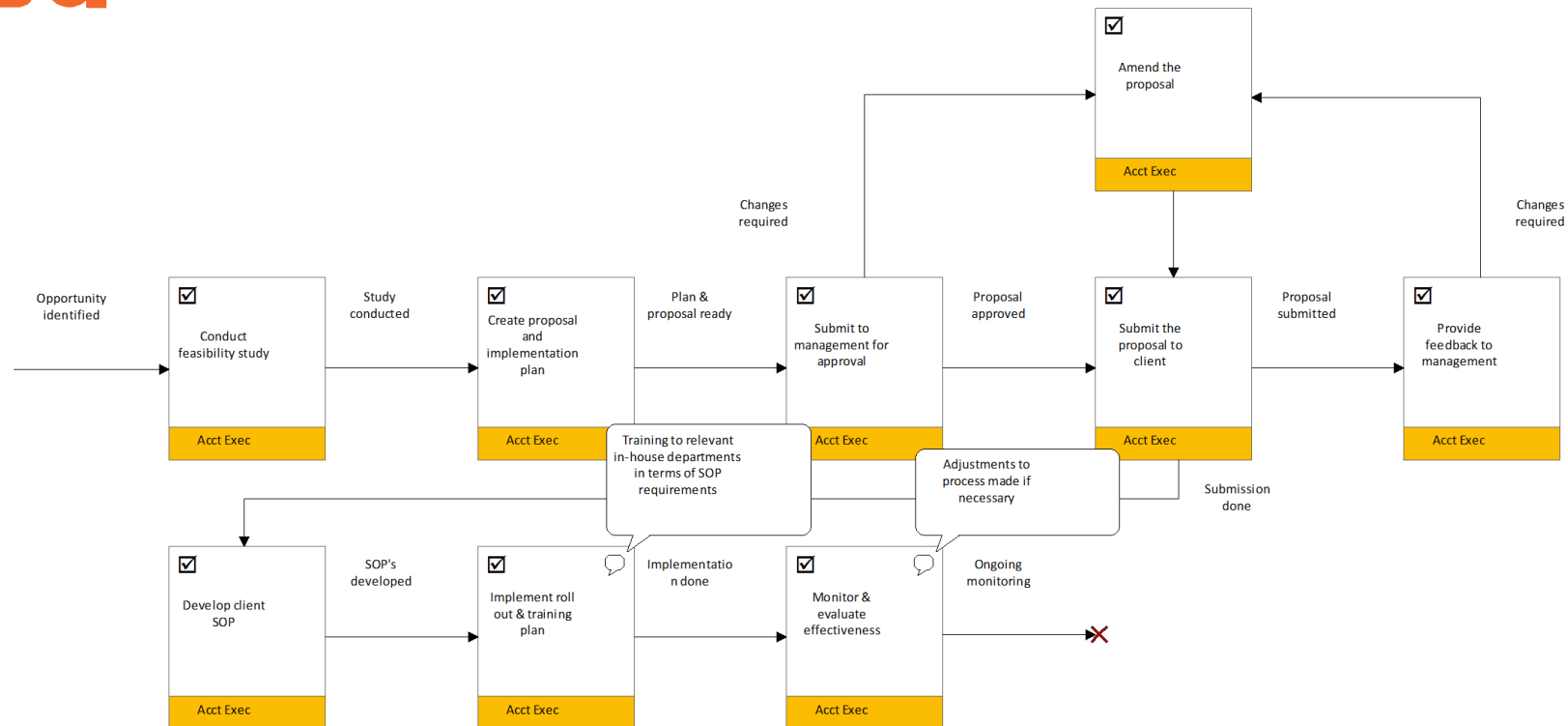Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Risk Management

Loss/Damage reported on endorsed POD	Claim closed

Process Claims

Acct Exec

Client informed

Scheduled review for existing client documentation	Ongoing monitoring

Process contracts review/renewal

Acct Exec

Title: Process Risk Management
Author: Mohammed Altamush Khan
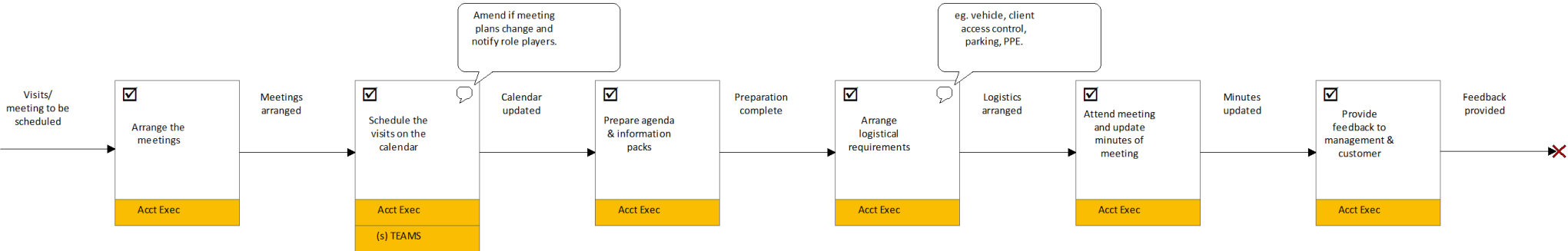Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Claims

Process Claims flow diagram:

- Loss/Damage reported on endorsed POD → **Check POD to validate incident** (Acct Exec / (s) LMS)
- Invalid Claim → **Advise the client** (Acct Exec) → Client informed ✕
- Claim valid → **Submit incident report** (Acct Exec)
- Incident report submitted → **Logon to potential claims register** (Acct Exec / (s) TEAMS)
- Logon complete → **Create claims pack** (Acct Exec / (s) TEAMS) — Claims pack(POD, claim invoice, incident report)
- Pack ready → **Submit to claims committee for approval** (Acct Exec)
- Decision final
- Claim approved → **Load on system** (Contract Log GM / (s) Fraxion)
- System updated → **Update potential claims register** (Acct Exec / (s) TEAMS)
- System updated → **Submit proof of payment** (Acct Exec)
- submission complete → **Update confirmation on the system** (Acct Exec / (s) TEAMS)
- Claim closed ✕

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Contracts Review/ Renewal

Verify claims, payments, query resolutions, health and safety requirements

Visits/meeting to be scheduled

Check client contract validity & credit apps
Acct Exec

No contract available

Escalate the matter to client & managment
Acct Exec

matter escalated

Document management into original contracts
Acct Exec

contract ready

Validate contract requirements
Acct Exec

Validation done

To be done in conjunction with role players

Notify non compliance matters to risk manager
Acct Exec

Notified

Identify trends & develop remedial plans
Acct Exec

Plans in place

Monitor implementation & communicate adjustments
Acct Exec

Ongoing monitoring

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Financial Managment

Billing due for client → Process Invoices — Billing submitted ✕
Acct Exec
Bill Clerk

Customer payment made → Process Debtors — Debtors addressed ✕
Acct Exec

Reports due for submission (daily/weekly/monthly) → Process Quotes — Information submitted ✕
Acct Exec
Acct Exec - Adm

Scheduled rate review → Process Rate Reviews — Client informed ✕
Acct Exec

Monitoring scheduled → Process Revenue Monitoring — Action plan deployed ✕
Acct Exec

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Invoices

Process flow diagram — Process Invoices

Row 1:
- Billing due for client →
- **Obtain client waybill activity report** — Acct Exec / (s) LMS
- Report obtained →
- **Validate data accuracy** — Acct Exec
- Inaccuracy identified →
- **Request data correction from relevant department** — Acct Exec
- Data corrected (loops back)
- Data accurate →

Row 2:
- **Compile excel billing summary** — Acct Exec / (s) MS Excel
- Compilation done →
- **Submit excel billing summaries to accounts** — Acct Exec / (s) MS Excel
- Submission done →
- **Generate pre-invoices** — Bill Clerk / (s) LMS
- Implementation done →
- **Check accuracy of billing summaries vs pre-invoices** — Acct Exec
- Inaccuracy identified →
- **Make the necessary corrections** — Bill Clerk
- Correction done
- Data accurate

Row 3:
- **Generate invoices & statements** — Bill Clerk / (s) SAGE
- Invoices & statements generated →
- **Check invoices & statements accuracy** — Acct Exec
- Data accurate →
- **Update billing summary** — Acct Exec / (s) MS Excel
- Billing summary updated →
- **Submit billing to client** — Acct Exec
- Billing submitted → ✖

Branch:
- Inaccuracy identified →
- **Process credit note** — Acct Exec
- Credit note issued → (to Update billing summary)

Title: Process Invoices
Author: Mohammed Altamush Khan
Date: 5/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
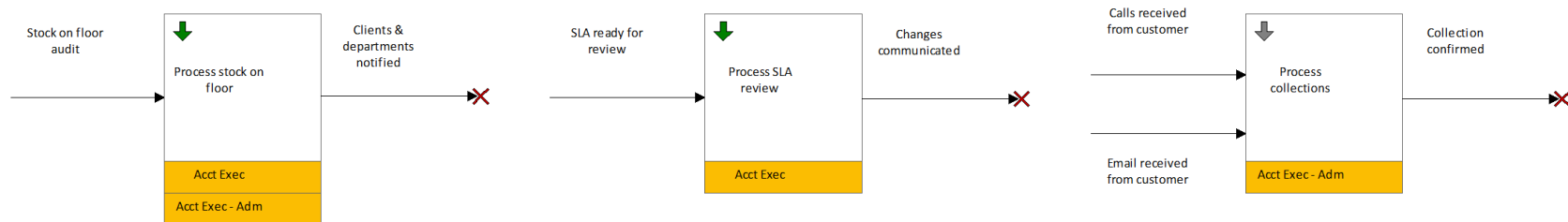Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
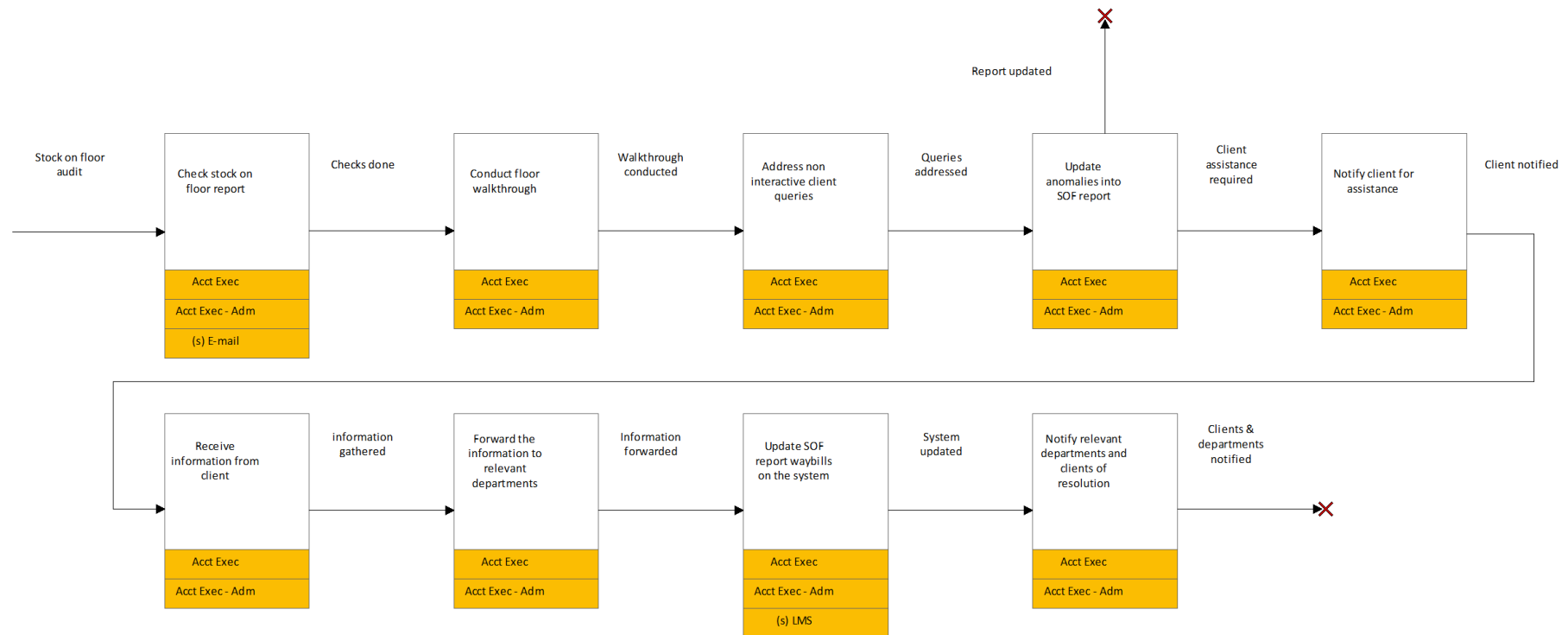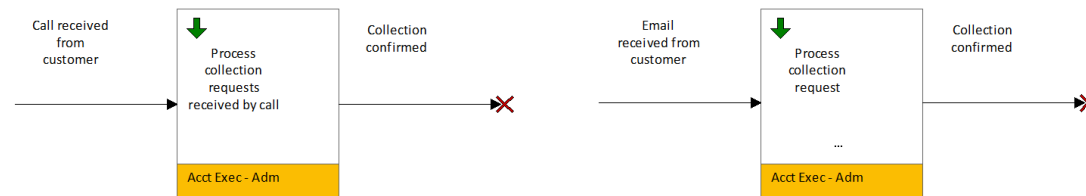○ Change Requests ● Read Only

Process Debtors

Advise debtors on correction required		Make the necessary corrections	
Acct Exec	Errors reported	Debtors Clerk	
(s) E-mail		(s) Evolution	

Clients pay short in lieu of outstanding or potential claims/ incomplete deliveries etc

Errors identified

Err corre

Customer payment made	Submit remittance to debtors	Remittance submitted	Allocate payments to client accounts	Allocation complete	Update debtors report and submit	Reports submitted	Validate accuracy of teams debtors report	No errors identified	Investigate short payments/deductions from debtors	Investigation complete
	Acct Exec		Debtors Clerk		Debtors Clerk		Acct Exec		Acct Exec	
	(s) E-mail		(s) Evolution		(s) MS Teams		(s) E-mail		(s) E-mail	

Notify clients of overdue accounts/short payments	Clients notified	Resolve queries with client	Queries resolved	Update teams debtors report	Report updated	Report back to debtors forum	Debtors addressed
Acct Exec		Acct Exec		Acct Exec		Acct Exec	
(s) E-mail		(s) E-mail		(s) MS Teams			

Title: Process Debtors
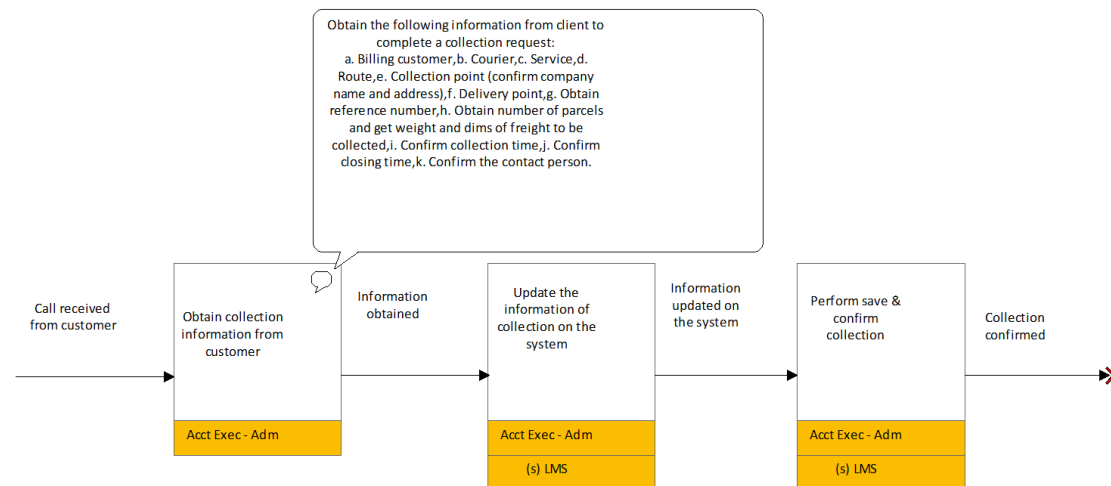Author: Mohammed Altamush Khan
Date: 5/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Process Rate Reviews

Scheduled rate review

Calculate proposed increase
Acct Exec
(s) TEAMS

Calculation completed

Submit to head of department for approval
Acct Exec

Approval complete

Update client rate card as per calculation
Acct Exec
(s) Excel

Rate card updated

Compile rate review letter for client
Acct Exec

Letter ready

Submit to head of department for signoff
Acct Exec

Signoff complete

Notify client of reviewed rates
Acct Exec

Client informed

Title: Process Rate Reviews
Author: Mohammed Altamush Khan
Date: 5/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Quotes

Service required by customer → **Process FTL (adhoc services)** → Collection/delivery arranged ✕

| Acct Exec |
| Acct Exec - Adm |

Service required by customer → **Process 3rd party quotes (3rd party service provider)** → Collection/delivery arranged ✕

| Acct Exec |
| Acct Exec - Adm |

Service required by customer → **Process client quotes (rate based client)** → Collection/delivery arranged ✕

| Acct Exec |
| Acct Exec - Adm |

Title: Process Quotes
Author: Mohammed Altamush Khan
Date: 5/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
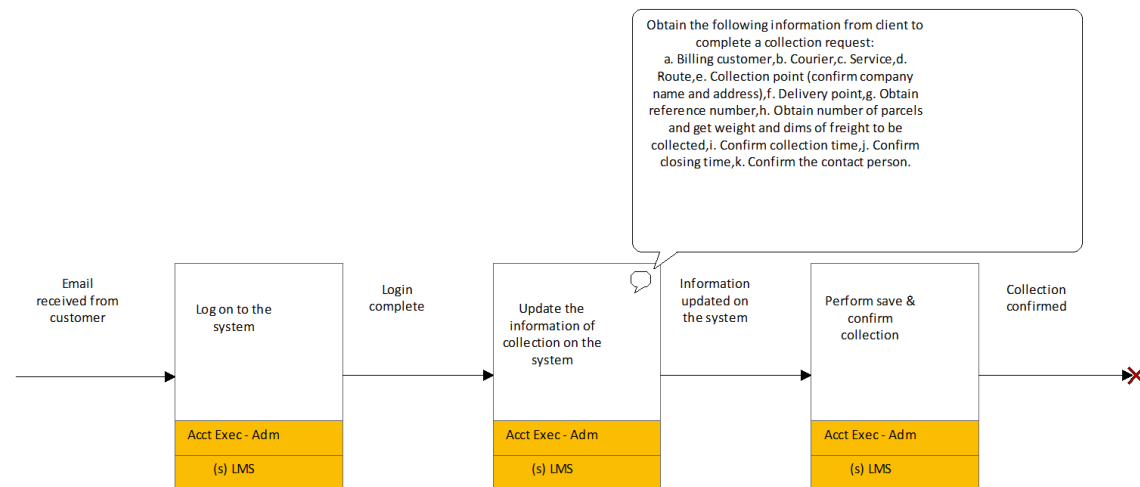Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Full Truck Load (Adhoc Services)

Quote as per published FTL rates on share folder

Arrange truck availability, time for placement of truck etc

| Service required by customer | Determine vehicle type | Vehicle type identified | Submit quote to customer | Quote accepted | Update data on system | System updated | Arrange logistics with operations department | Collection/delivery arranged |

Determine vehicle type
- Acct Exec
- Acct Exec - Adm

Submit quote to customer
- Acct Exec
- Acct Exec - Adm

Update data on system
- Acct Exec
- Acct Exec - Adm
- (s) LMS

Arrange logistics with operations department
- Acct Exec
- Acct Exec - Adm

Title: Process Full Truck Load (Adhoc Services)
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
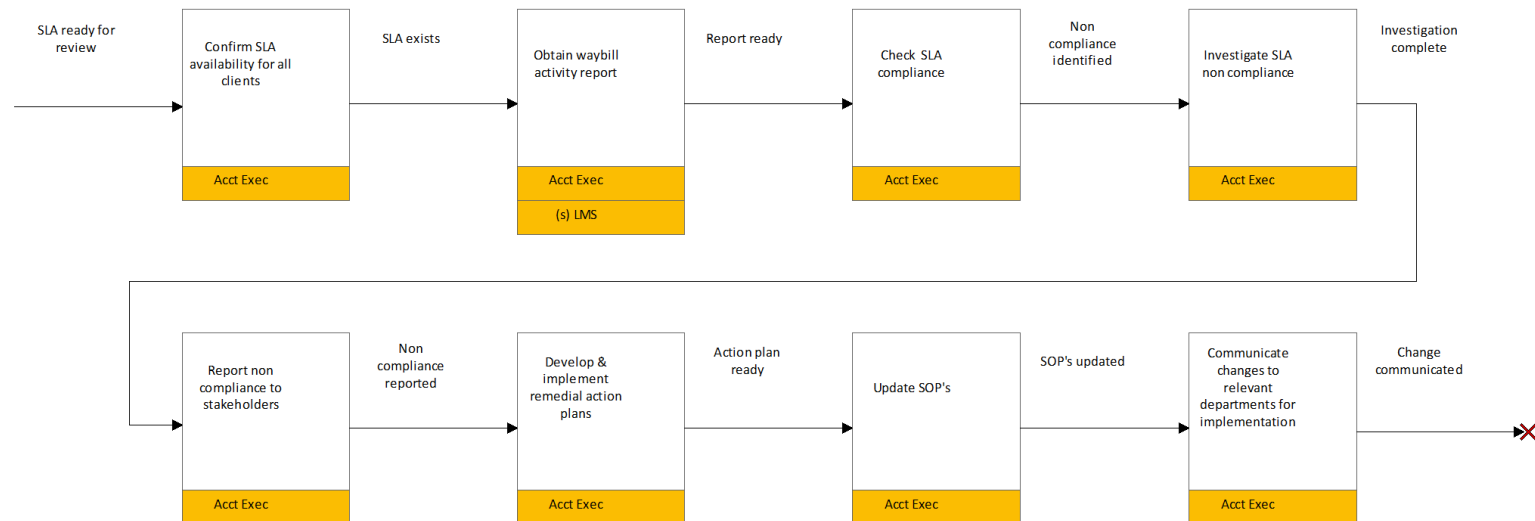Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Client Quotes (Rate Based Client)

Service required by customer

Complete quote on the system
Acct Exec
Acct Exec - Adm
(s) LMS

Quote accepted

Book collection or confirm delivery
Acct Exec
Acct Exec - Adm
(s) LMS

Collection/delivery arranged

Title: Process Client Quotes (Rate Based Client)
Author: Mohammed Altamush Khan
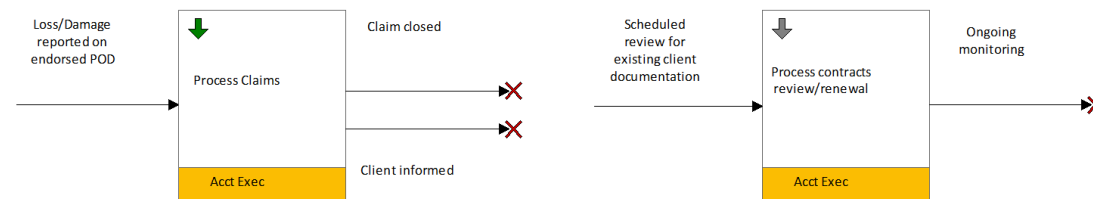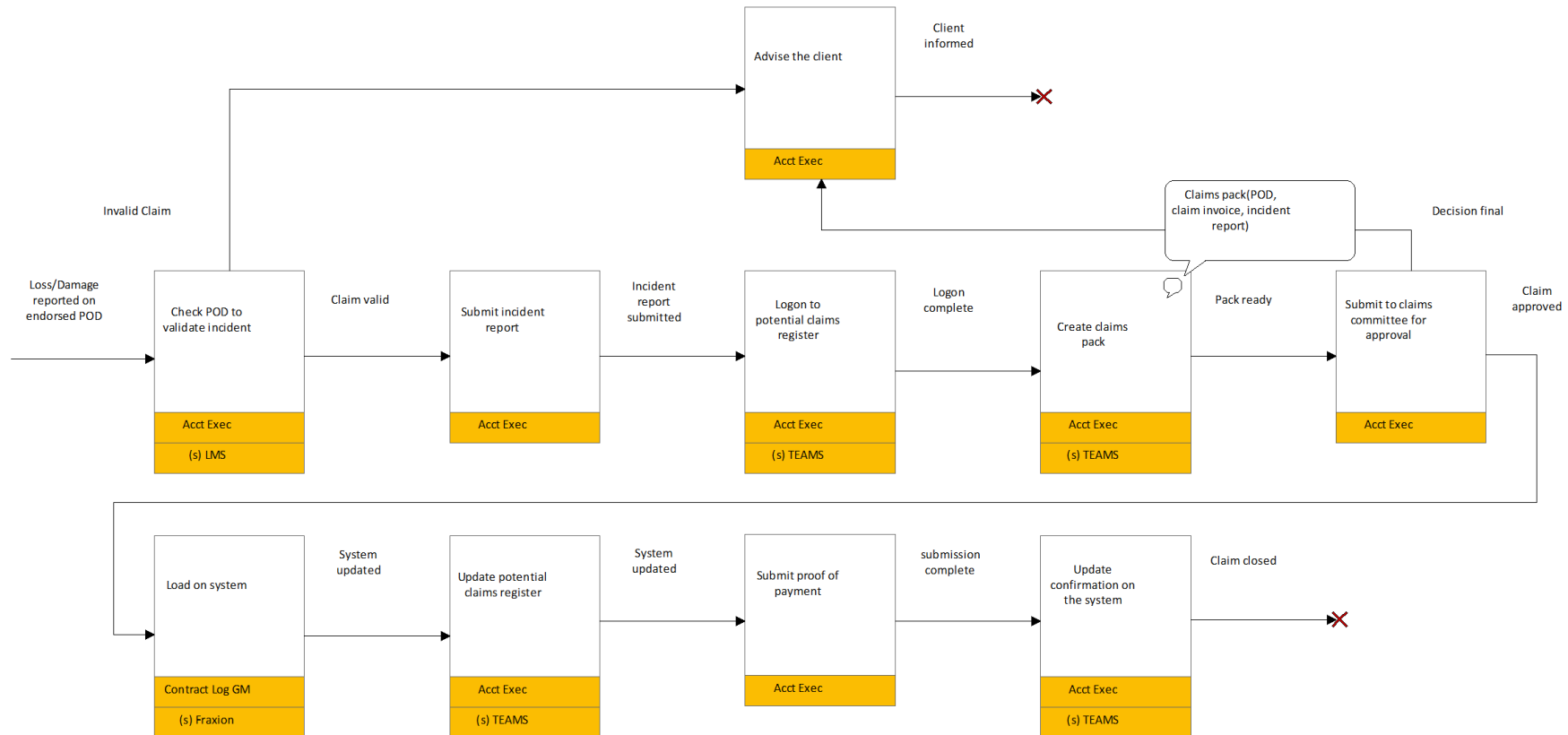Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process 3rd Party Quotes (Use of 3rd Party Service Provider)

Service required by customer	Receive quote from 3rd party	Quotes received	Add gross percentage markup on quote	Quote updated	Update quote on system	System updated	Submit quote to client for review & approval	Quote accepted	Confirm with 3rd party & customer	Collection/del ivery arranged
	Acct Exec		Acct Exec		Acct Exec		Acct Exec		Acct Exec	
	Acct Exec - Adm		Acct Exec - Adm		Acct Exec - Adm		Acct Exec - Adm		Acct Exec - Adm	
	(s) LMS		(s) LMS		(s) LMS		(s) LMS		(s) LMS	

Title: Process 3rd Party Quotes (Use of 3rd Party Service Provider)
Author: Mohammed Altamush Khan   Authorization: Authorized
Date: 5/23/2023   Date: 2/18/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

SMSA

Process Revenue Monitoring

Monitoring scheduled

Extract client waybill activity report
Acct Exec
(s) LMS

Remittances submitted

Validate accuracy of data vs actual invoice
Acct Exec

Data validated

Update teams revenue tracker
Acct Exec
(s) TEAMS

System updated

Analyze revenue trends
Acct Exec

Decline identified

Investigate drop in revenue
Acct Exec

Investigation complete

Develop action plan to address root cause
Acct Exec

Action plan deployed

✕

Title: Process Revenue Monitoring
Author: Mohammed Altamush Khan
Date: 5/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Customer Service Management

Customer
Relationship
Managment

Operational
Management

Financial
Management

Risk
Management

Title: Customer Service Management
Author: Mohammed Altamush Khan
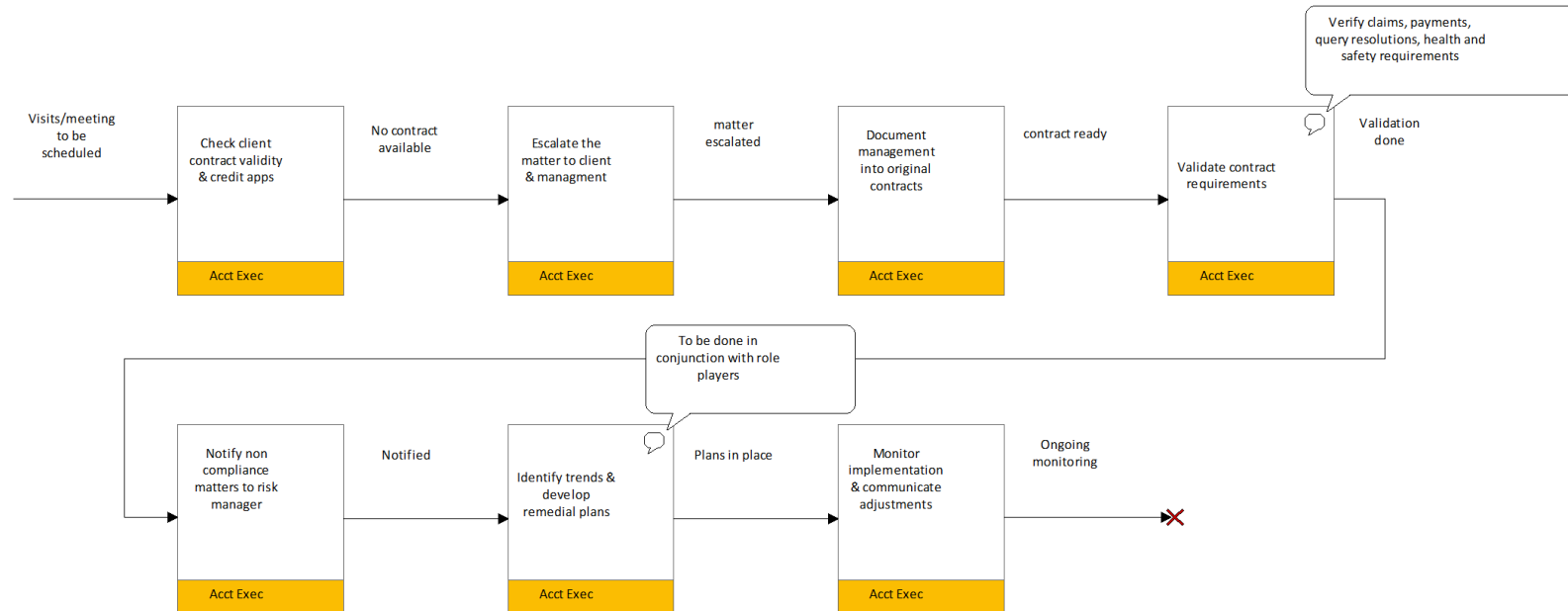Date: 5/23/2023
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Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Customer Relationship Management

Opportunity identified

Process Up/Cross selling

Ongoing monitoring

CSC Mngr

CSC Admin

Query raised by customer

Process Customer Queries

Feedback provided

CSC Mngr

CSC Admin
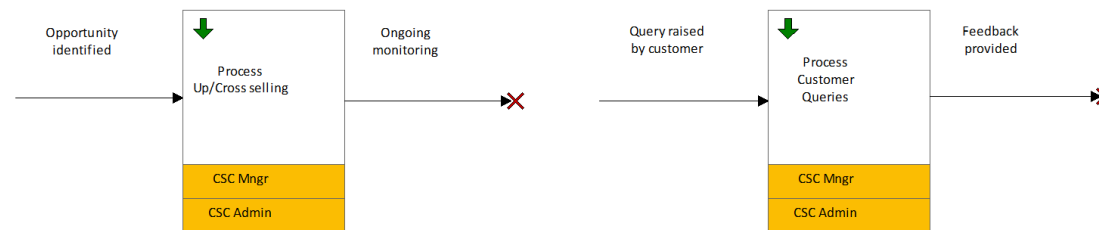
Title: Process Customer Relationship Management
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Up/Cross Selling

Title: Process Up/Cross Selling
Author: Mohammed Altamush Khan
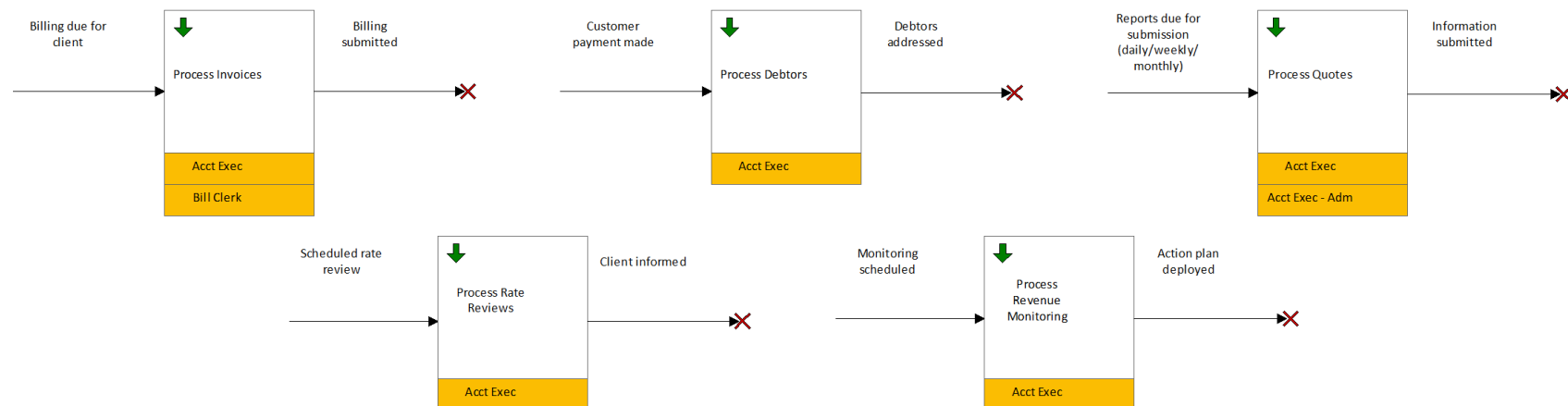Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

smsa

Process Customer Queries

Query raised by customer → Acknowledge receipt of the query (CSC Admin)

Queries can be through email or telephone Acknowledge receipt of telephonic query with email

Query acknowledged → Obtain information relating to the query (CSC Admin)

Information gathered → Liase with roleplayers (CSC Admin)

(Branches, external dependencies, internal OPS)etc

Information gathered → Compile all the information for comprehensive feedback (CSC Admin)

Update SOP based on the findings (CSC Mngr)

SOP updated

SOP update required

Information packaged → Provide feedback to the customer (CSC Admin)

Provide feedback in medium requested by client. (if verbal, follow up in writing)

Feedback provided

Title: Process Customer Queries
Author: Mohammed Altamush Khan
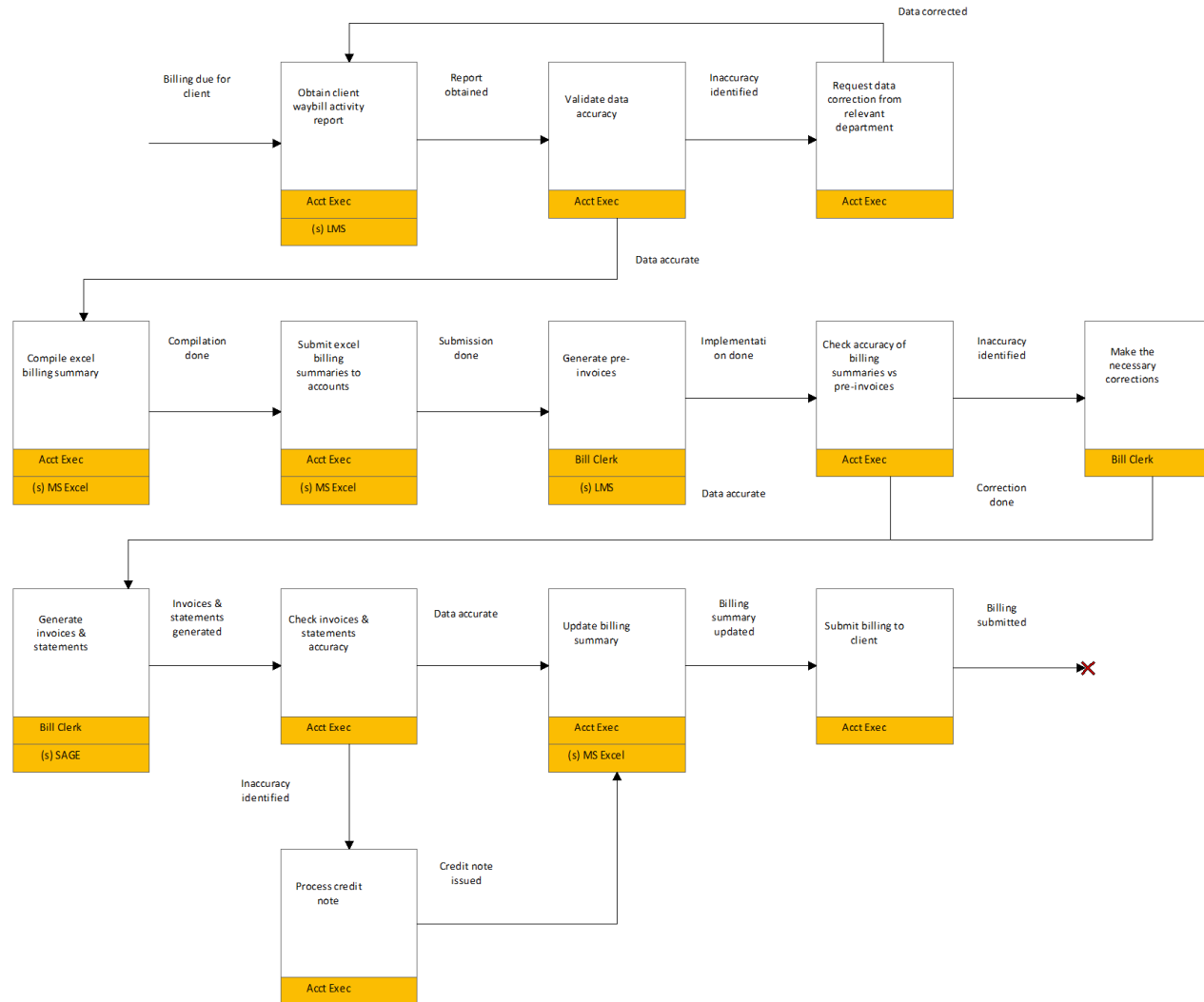Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Operational Management

Stock on floor audit	Process stock on floor	Clients & departments notified	
	CSC Admin		

Calls received from customer	Process collections	Collection confirmed	
Email received from customer	CSC Admin		

SLA ready for review	Process SLA review	Changes communicated	
	CSC Mngr		
	CSC Admin		

Title: Process Operational Management
Author: Mohammed Altamush Khan
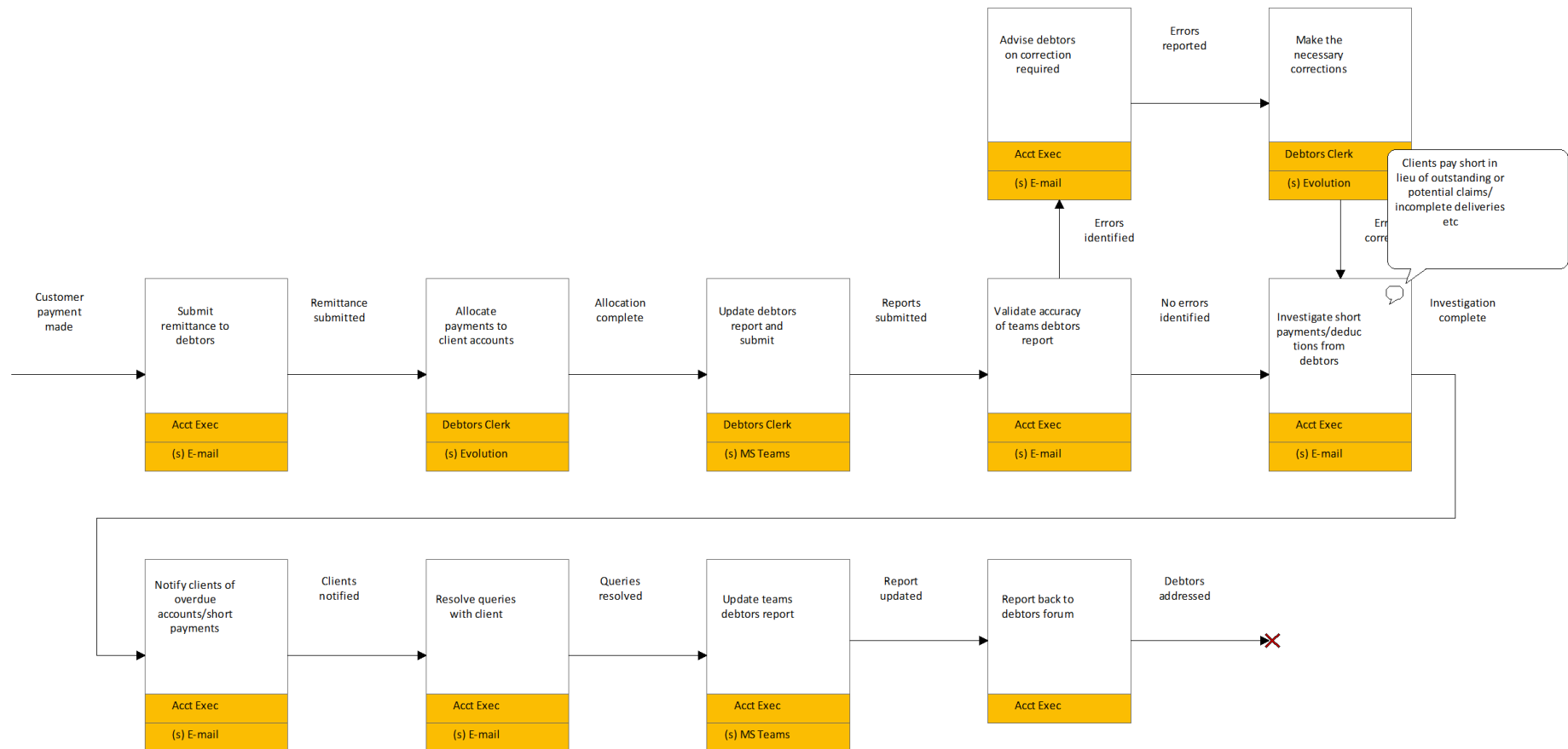Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Stock On Floor

Report updated

Stock on floor audit

Check stock on floor
CSC Admin

Checks done

Conduct floor walkthrough
CSC Admin

Walkthrough conducted

Address non interactive client queries
CSC Admin

Queries addressed

Update anomalies into SOF report
CSC Admin

Client assistance required

Notify client for assistance
CSC Admin

Client notified

Receive information from client
CSC Admin

information gathered

Forward the information to relevant departments
CSC Admin

Information forwarded

Update SOF report waybills on the system
CSC Admin
(s) LMS

System updated

Notify relevant departments and clients of resolution
CSC Admin

Clients & departments notified

Title: Process Stock On Floor
Author: Mohammed Altamush Khan
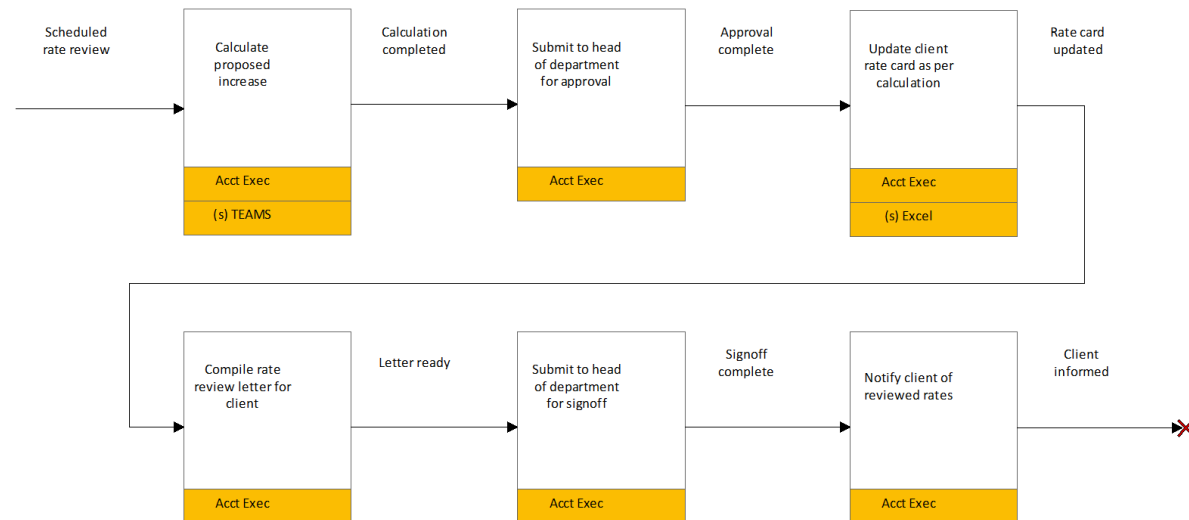Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Process Collection

Call received from customer

Process collection requests received by call

CSC Admin

Collection confirmed

Email received from customer

Process collection request

CSC Admin

Received by email

Collection confirmed

Title: Process Collection
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Collection Requests Received By Call

Obtain the following information from client to complete a collection request:

a. Billing customer, b. Courier, c. Service, d. Route, e. Collection point (confirm company name and address), f. Delivery point (confirm company name and address), g. Obtain reference number, h. Obtain number of parcels and get weight and dims of freight to be collected, i. Confirm collection time, j. Confirm closing time, k. Confirm the contact person

Call received from customer

Obtain collection information from customer	Information obtained	Update the information of collection on the system	information updated on system	Perform save & confirm collection	Collection confirmed
CSC Admin		CSC Admin		CSC Admin	
		(s) LMS		(s) LMS	

Title: Process Collection Requests Received By Call
Author: Mohammed Altamush Khan
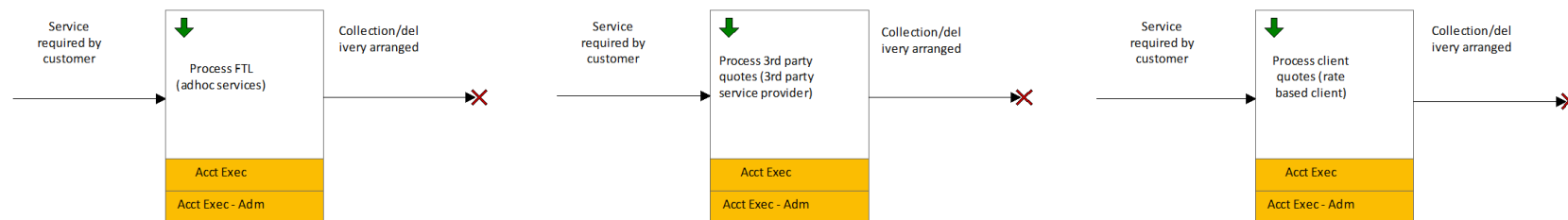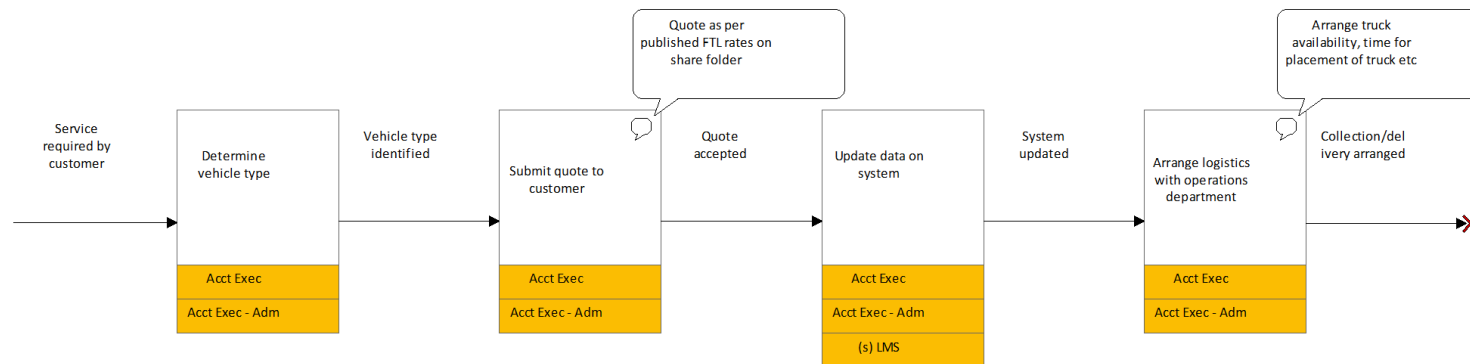Date: 5/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Collection Requests Received By Email

Obtain the following information from client to complete a collection request:

a. Billing customer, b. Courier, c. Service, d. Route, e. Collection point (confirm company name and address), f. Delivery point (confirm company name and address), g. Obtain reference number, h. Obtain number of parcels and get weight and dims of freight to be collected, i. Confirm collection time, j. Confirm closing time, k. Confirm the contact person

Email received from customer	Log on to the system	Information obtained	Update the information of collection on the system	information updated on system	Perform save & confirm collection	Collection confirmed
	CSC Admin		CSC Admin		CSC Admin	
	(s) LMS		(s) LMS		(s) LMS	

Title: Process Collection Requests Received By Email
Author: Mohammed Altamush Khan   Authorization: Authorized
Date: 5/24/2023   Date: 2/18/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process SLA Review

SLA ready for review → **Confirm SLA availability for all clients** — CSC Admin

SLA exists → **Obtain waybill activity report** — CSC Mngr / (s) LMS

Report ready → **Check SLA compliance** — CSC Admin

Non compliance identified → **Investigate SLA non compliance** — CSC Admin

Investigation complete →

Report non compliance to stakeholders — CSC Admin

Non compliance reported → **Develop & implement remedial action plans** — CSC Admin

Action plan ready → **Update SOP's** — CSC Mngr

SOP's updated → **Communicate changes to relevant departments for implementation** — CSC Mngr

Change communicated ✖

Title: Process SLA Review
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
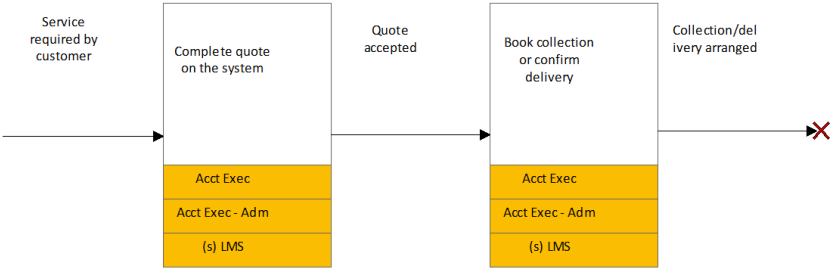Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Risk Management

Loss/Damage reported on endorsed POD

Process Claims

CSC Mngr

CSC Admin

Claim closed

Client informed

Scheduled review for existing client documentation

Process contracts review/renewal

CSC Mngr

Ongoing monitoring

Title: Process Risk Management
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
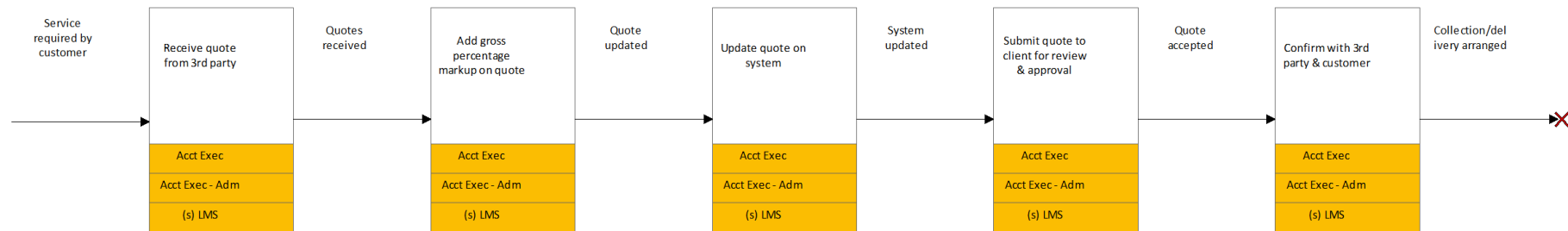● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Claims

Title: Process Claims
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Contracts Review/ Renewal
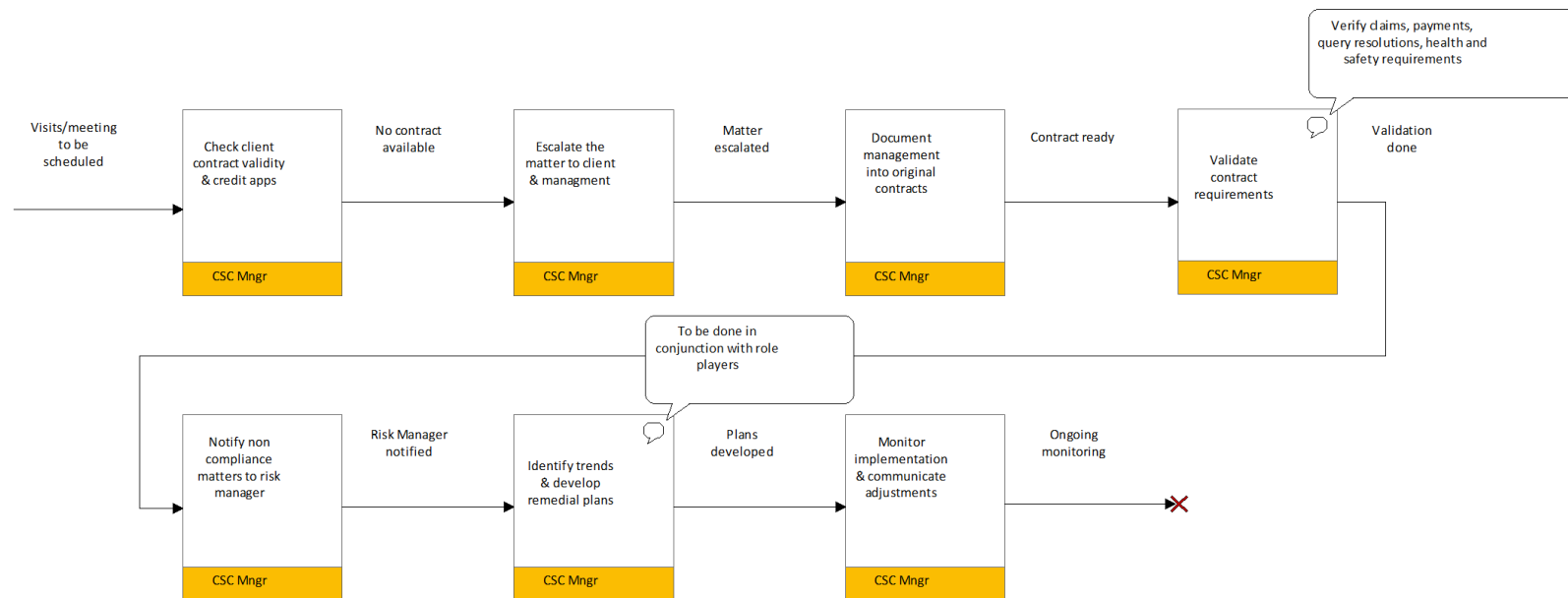
Title: Process Contracts Review/ Renewal
Author: Mohammed Altamush Khan
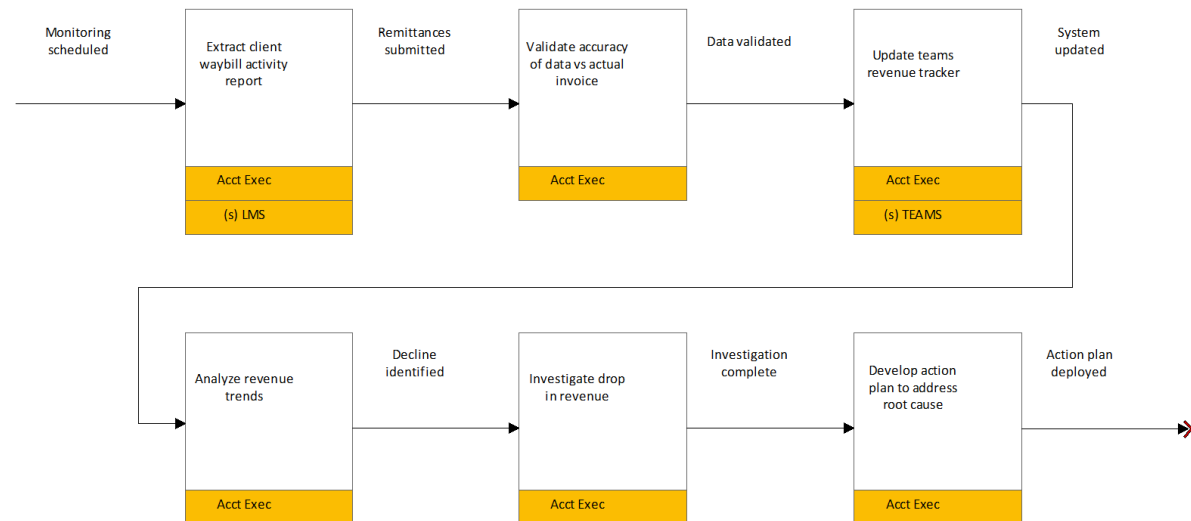Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

SMSA

Process Financial Managment

Billing due for client	Process Invoices	Billing submitted

Process Invoices
CSC Admin
Bill Clerk

Customer payment made	Process Debtors	Debtors addressed

Process Debtors
CSC Admin

Reports due for submission (daily/weekly/monthly)	Process Quotes	Information submitted

Process Quotes
CSC Mngr
CSC Admin

Scheduled rate review	Process Rate Reviews	Client informed

Process Rate Reviews
CSC Mngr

Monitoring scheduled	Process Revenue Monitoring	Action plan deployed

Process Revenue Monitoring
CSC Mngr
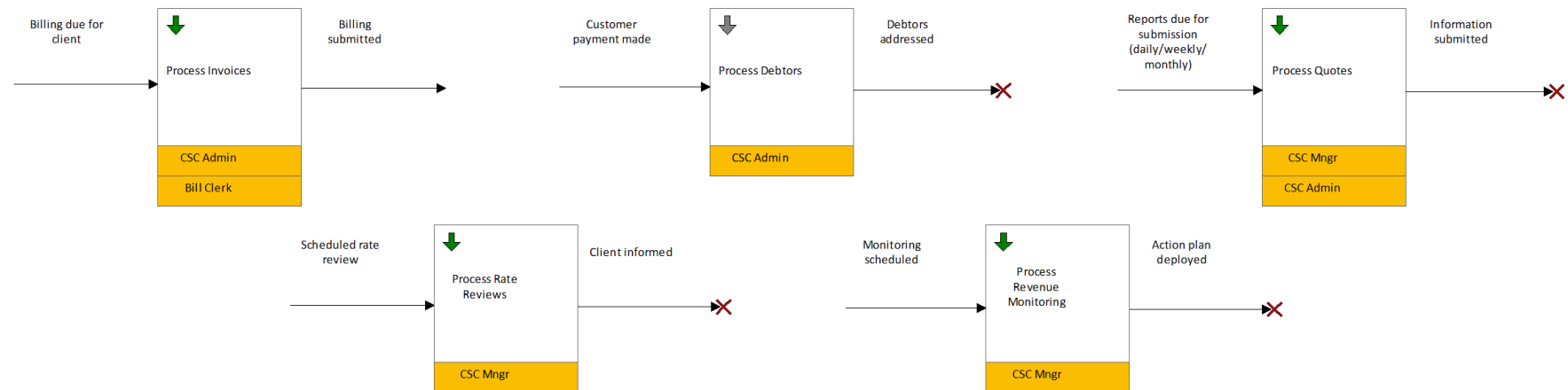
Title: Process Financial Managment
Author: Mohammed Altamush Khan
Date: 5/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Invoices

Title: Process Invoices
Author: Mohammed Altamush Khan
Date: 5/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Debtors

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Process Rate Reviews

Scheduled rate review

Calculate proposed increase		Calculation completed	Submit to head of department for approval	Approval complete	Update client rate card as per calculation	Rate card updated
CSC Mngr			CSC Mngr		CSC Mngr	
(s) TEAMS					(s) Excel	

| Compile rate review letter for client | Letter ready | Submit to head of department for signoff | Signoff complete | Notify client of reviewed rates | Client informed |
| CSC Mngr | | CSC Mngr | | CSC Mngr | |

Title: Process Rate Reviews
Author: Mohammed Altamush Khan
Date: 5/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Quotes

Service required by customer → Process FTL (adhoc services) → Collection/delivery arranged ✕
CSC Mngr

Service required by customer → Process client quotes (rate based client) → Collection/delivery arranged ✕
CSC Admin

(3rd party service provider)

Service required by customer → Process 3rd party quotes → Collection/delivery arranged ✕
CSC Admin

Title: Process Quotes
Author: Mohammed Altamush Khan
Date: 5/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
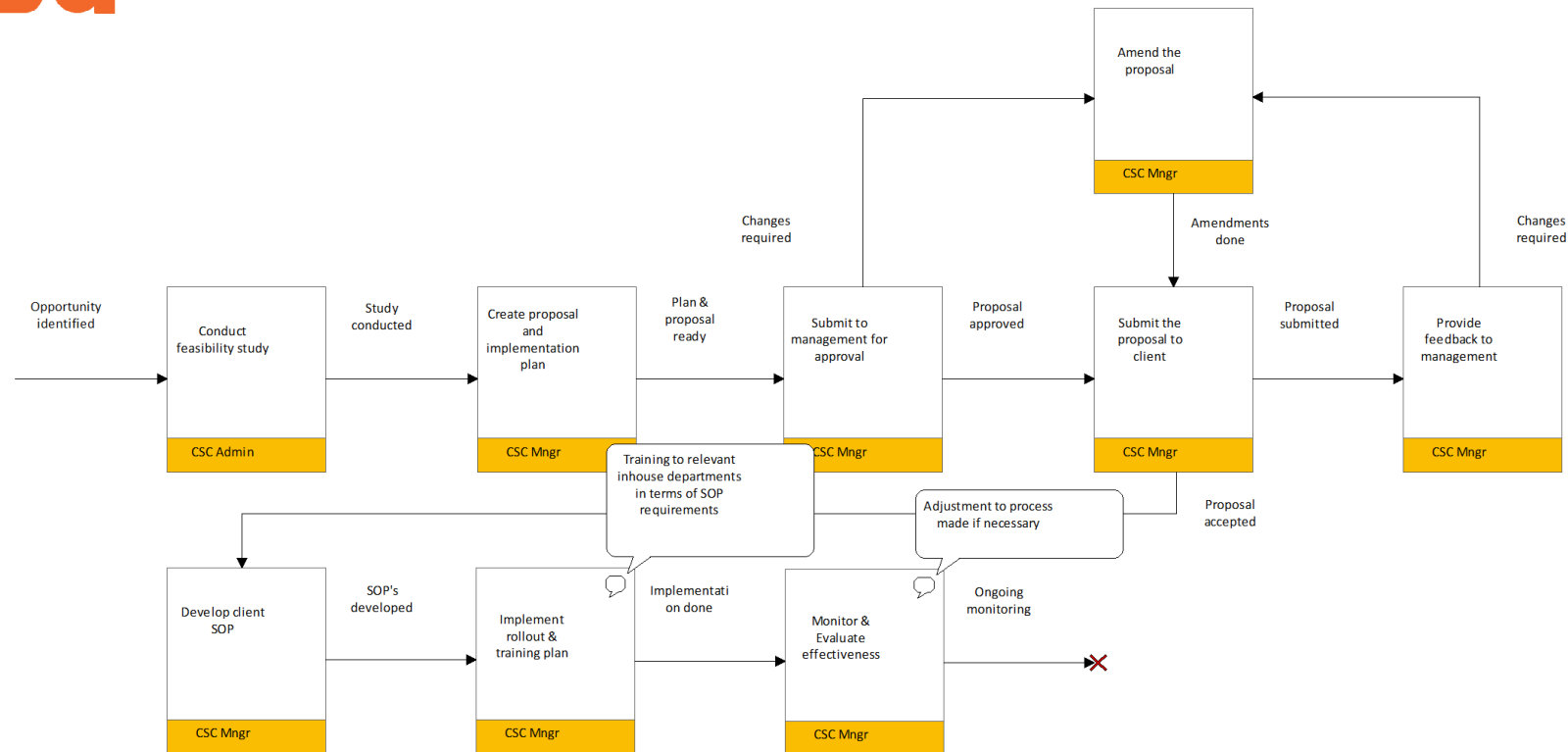Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Full Truck Load (Adhoc Services)

Quote as per published FTL rates on share folder

Arrange truck availability, time for placement of truck etc

Service required by customer	Determine vehicle type	Vehicle type identified	Submit quote to customer	Quote accepted	Update data on system	System updated	Arrange logistics with operations department	Collection/deli very arranged
	CSC Mngr		CSC Mngr		CSC Mngr		CSC Mngr	

Title: Process Full Truck Load (Adhoc Services)
Author: Mohammed Altamush Khan
Date: 5/23/2023
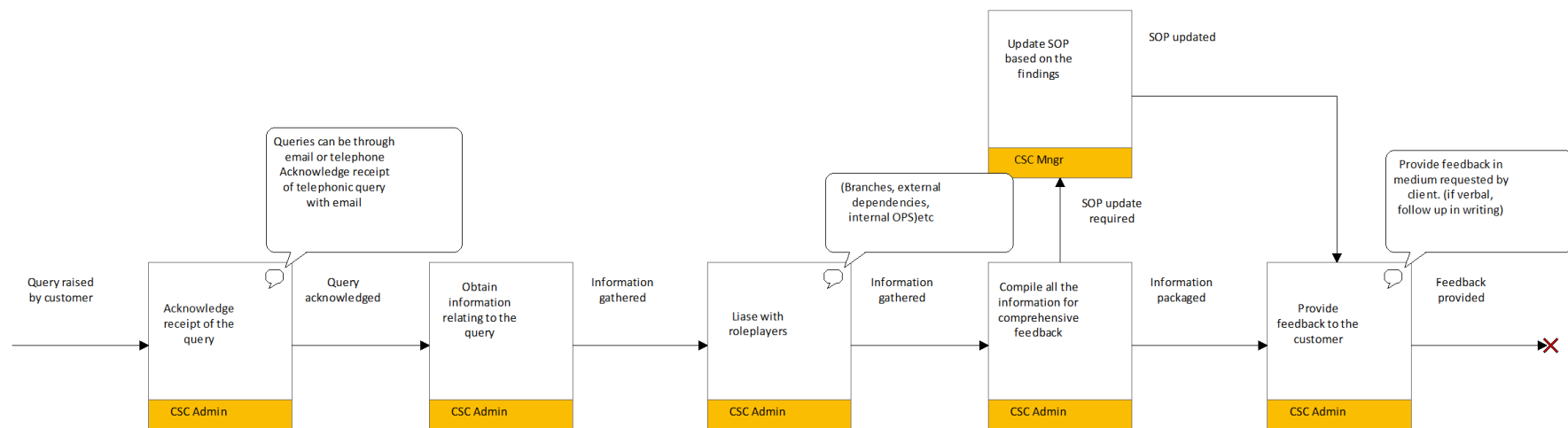Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Client Quotes (Rate Based Client)

Service required by customer

Complete quote on the system

Quote accepted

Book collection or confirm delivery

Collection/delivery arranged

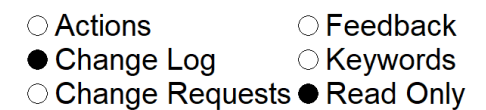| CSC Admin |
| (s) LMS |

| CSC Admin |
| (s) LMS |

Title: Process Client Quotes (Rate Based Client)
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

SMSA

Process 3rd Party Quotes (Use of 3rd Party Service Provider)

Service required by customer	Receive quote from 3rd party	Quotes received	Add gross percentage markup on quote	Quote updated	Update quote on system	System updated	Submit quote to client for review & approval	Quote accepted	Confirm with 3rd party & customer	Collection/delivery arranged
	CSC Admin		CSC Admin		CSC Admin		CSC Admin		CSC Admin	
	(s) LMS		(s) LMS		(s) LMS		(s) LMS		(s) LMS	

Title: Process 3rd Party Quotes (Use of 3rd Party Service Provider)
Author: Mohammed Altamush Khan
Date: 5/23/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Process Revenue Monitoring
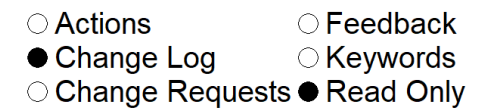

Monitoring scheduled	Extract client waybill activity report	Remittances submitted	Validate accuracy of data vs actual invoice	Data validated	Update teams revenue tracker	System updated

CSC Mngr — (s) LMS
CSC Mngr
CSC Mngr — (s) TEAMS

Analyze revenue trends	Decline identified	Investigate drop in revenue	Investigation complete	Notify client of reviewed rates	Action plan deployed

CSC Mngr
CSC Mngr
CSC Mngr

Title: Process Revenue Monitoring
Author: Mohammed Altamush Khan
Date: 5/24/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
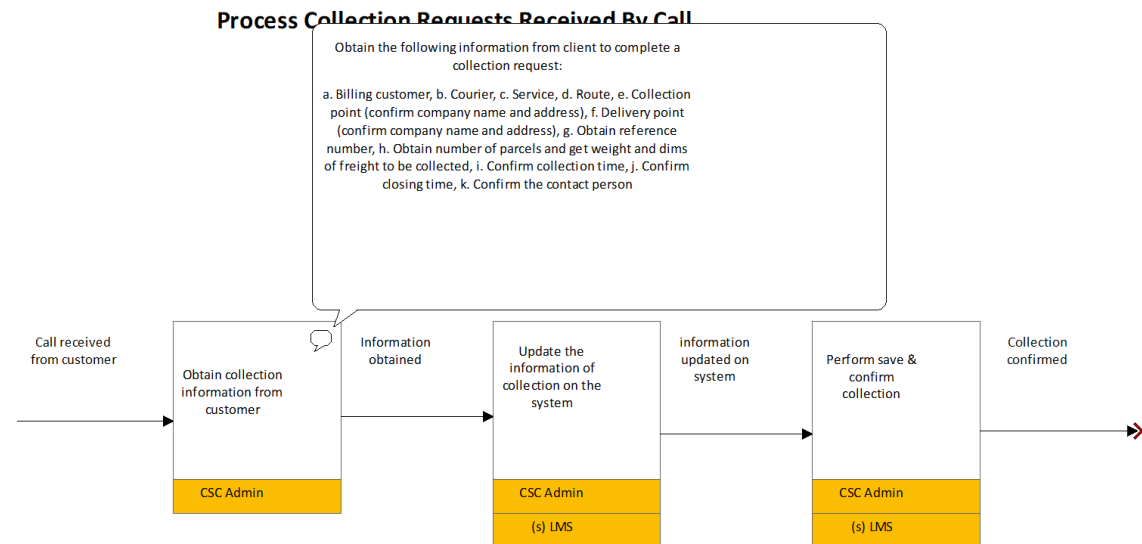● Change Log   ○ Keywords
○ Change Requests ● Read Only

ZAF - Commercial

Row 1:

Business requirement → Process adhoc task- Projects [GM:Comm'l] → Project completed- business as usual resumed ✗

Business requirement → Process adhoc task- data analysis [Bus Solut Mngr] → Solutions implemented ✗

Maps & documents to be uploaded on GUIDE → Process ISO readiness implementation (Temp Process) [GM:Comm'l] → Submission done ✗

Business requirement → Process tenders [GM:Comm'l] → Project completed- business as usual resumed ✗

Row 2:

Business requirement → Process customer contract renewals [GM:Comm'l] → Submission complete ✗

List of documents ready → Process record keeping of corp governance docs [GM:Comm'l] → Submission complete ✗

Rental agreements due for review → Process rental agreements and leased property [GM:Comm'l] → Contractual obligations fulfilled ✗ / Project completed- business as usual resumed ✗

Business requirement → Process 3rd party subcontractor rates [GM:Comm'l] → AE informed to review customer rates ✗ / Supplier contacted for rate adjustment negotiation ✗

Row 3:

Potential contracts with terms and conditions received → Process screening of contractual agreements [GM:Comm'l] → Submission complete ✗

Terms & conditions of potential contracts received → Process screening of credit application [GM:Comm'l] → Submission complete ✗

New vendor to be engaged → Process new vendor application [Branch/ Dept] → Application approved ✗

Business requirement → Process annual review of 3rd party rates evaluation [Branch/ Dept] → Supplier/ 3rd party informed ✗

Title: ZAF - Commercial
Author: Mohammed Altamush Khan
Date: 9/18/2023
Volume: 0.00 Per Second

Authorization: Authorized
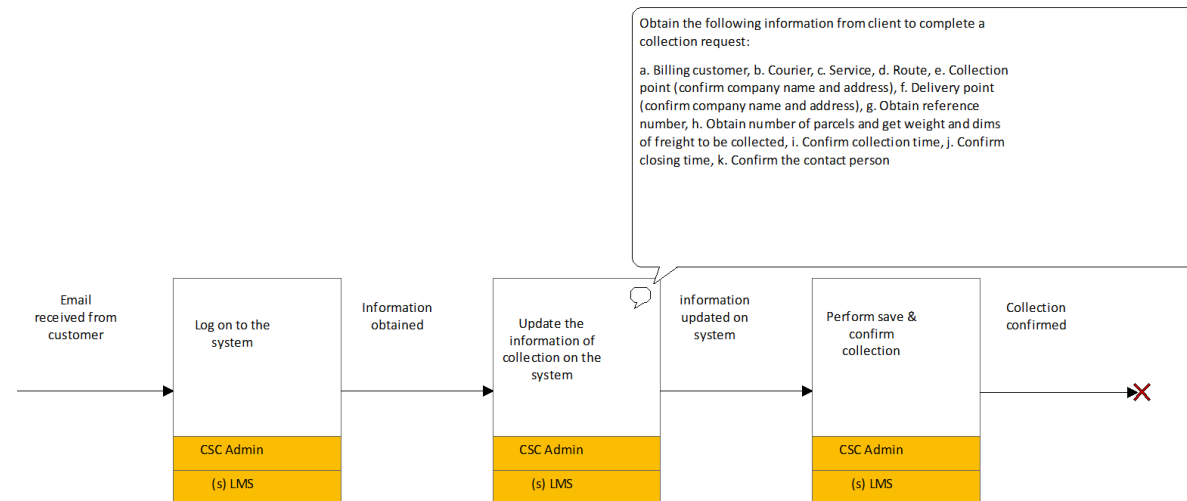Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Adhoc Task - Projects

Discuss:
- Requirements
- Timing Plan (Priority)
- Objectives and deliverables

Business requirement	Conduct meeting with department & finalize scope of work	Meeting held	Create project plan with deliverables	Plan ready	Conduct meeting with department and present plan	Meeting held	Implement and action items as per project plan	Actions complete	Update snag list & action to completion	Project completed- business as usual resumed
	GM:Comm'l		GM:Comm'l		GM:Comm'l		Branch/ Dept		Branch/ Dept	

Title: Process Adhoc Task - Projects
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Adhoc Task - Data Analysis

Discuss:
- Requirements
- Timing Plan (Priority)
- Objectives and deliverables
- Data for analysis

| Business requirement | Conduct meeting with department & finalize scope of work | Meeting held | Conduct data analysis & create a working document | Potential solutions identified | Conduct meeting with department and present potential solutions | No amendments required | Distribute to internal department for implementation | Distribution done | Implement solution | Solution implemented |

Make amendments to solution — Bus Solut Mngr

Amendments done

Amendments required

| Bus Solut Mngr | Bus Solut Mngr | Bus Solut Mngr | Bus Solut Mngr | Branch/ Dept |

Title: Process Adhoc Task - Data Analysis
Author: Mohammed Altamush Khan   Authorization: Authorized
Date: 9/17/2023   Date: 2/18/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process ISO Readiness Implementation (Temporary)

Maps & documents to be uploaded on GUIDE

Create draft plan for departments indicating target dates
GM:Comm'l

Draft ready

Conduct meeting with department and finalize plan
GM:Comm'l

Plan ready

Conduct meeting with relevant HOD & employees
GM:Comm'l

Dept documents & workflow finalized

Create workflow on MS document
GM:Comm'l

Workflow created

Changes requested by QRM

Review work flow with relevant HOD & employees
GM:Comm'l

No changes required

Submit the workflow/docum ents to QRM for GUIDE upload
GM:Comm'l

Submission done

● Link to QRM GUIDE process

Changes identified

Review and make necessary changes
GM:Comm'l

Changes done

Title: Process ISO Readiness Implementation (Temporary)
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Tenders

Tender info. received from current/ new customer

Draw up preliminary tender timing plan to meet tender submission deadline

Tender not accepted- inform customer of non-participation

- Confirm official tender participation to customer as per tender specification
- Submit corporate documents (if required)
- Adhere to tender project timing plan

Analyze scope of work
GM:Comm'l
Bus Solut Mngr
Ind Engr

Scope finalized

Schedule meeting with senior mngt within 48 hrs
GM:Comm'l
Bus Solut Mngr
Ind Engr

Meeting scheduled

Conduct meeting to finalize tender decision
Top Mngt

Tender accepted

Submit documents to confirm official acceptance
GM:Comm'l

Documents submitted

Perform analytical work
Bus Solut Mngr

Analysis complete

Prepare proposed operational solution document
GM:Comm'l
Bus Solut Mngr
Ind Engr

Document ready

Schedule meeting with senior management
GM:Comm'l
Bus Solut Mngr
Ind Engr

Meeting scheduled

Conduct meeting to review cost & operational solution
Top Mngt

Changes required

Update proposed OPS solution as per mngt input
GM:Comm'l

Update done

Update costing as per mngt input
Bus Solut Mngr

Costing updated

No change required

Based on senior mngt input

Make changes to Co profile and OPS solution documents
GM:Comm'l
Bus Solut Mngr
Ind Engr

Tender submitted

Title: Process Tenders
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

Process Customer Contracts Renewals

Intentions: Contract renewal with addendum
Contract renewal with RFP
Contract termination

-Customer name
-Contract renewal date

Contract termination requested

Business requirement

Conduct review of master data for customers contracts
GM:Comm'l

Customers identified

Contact customer and establish ...
GM:Comm'l

Customer informed

Receive contract decision from customer
GM:Comm'l

Renewal with RFP requested

Submit for MD approval
GM:Comm'l

Approval complete

Submit to customer
GM:Comm'l

Submission complete

Renewal with RFP requested

Link to Process Tenders

Title: Process Customer Contracts Renewals
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

smsa

Process Record Keeping of Corporate Governance Documents

List of documents must contain expiry and specific functionality of the document

List of documents ready

Monitor expiry dates of the documents

GM:Comm'l

Addition of new documents required

Initiate request for new documents from relevant dept

GM:Comm'l

Documents received

Update applicable share folder

GM:Comm'l

Update done

Submit documents to customers upon request

GM:Comm'l

Submission complete

Title: Process Record Keeping of Corporate Governance Documents
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

Process- Management of Rental Agreements & Leased Property

Perform termination of the agreement

GM:Comm'l

Contractual obligations fulfilled

Refer to clauses in agreement:
-Escalation date
-Escalation percentage

Termination agreed

Rental agreements due for review

Monitor master data with lease agreement renewal dates

GM:Comm'l

Rental agreement requires extension/termination

Contact landlord regarding agreement extension/termination

GM:Comm'l

Renewal agreed

Request landlord for renewal terms and conditions

GM:Comm'l

Terms and conditions received

Review and confirm increase percentage and clauses

GM:Comm'l

Review complete

Only if required

Negotiate with landlord on monthly escalation %tage

GM:Comm'l

Negotiation complete

Submit new lease/agreement for MD approval

GM:Comm'l

Approval complete

Forward rental agreement to landlord for signoff

GM:Comm'l

Signedoff copy received

Forward signed copy to MD assistant for filing

GM:Comm'l

Hard copy filed

File saved on sharefolder

Title: Process- Management of Rental Agreements & Leased Prope...
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Process 3rd Party Subcontractor Rates - Profit & Loss Analysis

Note (callout):
-Monitor 3rd party rate escalation dates
-Add additional 3rd party rates as and when received
-Compare rates with other 3rd parties

Note (callout):
-Confirm GP% per delivered waybill
-Confirm SMSA customer billing accuracy per waybill delivery

Business requirement →

Initiate request for rates from all 3rd party subcontractors — GM:Comm'l

Rates received →

Compile master data list — GM:Comm'l

List updated →

Initiate request for monthly invoices from 3rd parties — GM:Comm'l

Monthly invoices received →

Submit monthly invoices from 3rd party to Bus Solution Mgr — Acct Exec

Submission complete →

Compile report and validate billing per waybill delivery — Bus Solut Mngr

Validation complete →

Review 3rd party rates against SMSA customer billing — Bus Solut Mngr

Review done →

Identify non profitable waybills — Bus Solut Mngr

Waybills identified →

Establish customer or supplier rate issue — Bus Solut Mngr / Acct Exec

AE informed to review customer rates ✕

Supplier contacted for rate adjustment negotiation ✕

Process Screening of Contractual Agreements

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Screening of Credit Application

Terms & conditions of potential contracts received

-Credit application
-Supplier contract
-Tender agreement proposal

Conduct review of contractual agreements — GM:Comm'l

Review held

Identify comments/ concerns — GM:Comm'l

No concerns identified

Conduct final discussion and signoff credit application — GM:Comm'l / CFO

Signoff complete

Submit credit application to supplier — GM:Comm'l

Application submitted

Comments/ concerns identified

Compile all comments & concerns — GM:Comm'l

Notes compiled

Conduct discussion with CFO — GM:Comm'l

Matter finalized

Submit response to sender — GM:Comm'l

Submission complete

Customer willing to proceed

Title: Process Screening of Credit Application	Owner: Rianto Trigonnick Van Reenen
Author: Mohammed Altamush Khan — Authorization: Authorized	Diagram Version: 1
Date: 9/17/2023 — Date: 2/18/2025	Review Date: None
Volume: 0.00 Per Second — Cost Per Second: $,3.5,E-0317	F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Process New Vendor Application

- BEE Certificate (if applicable)
- New Vendors Credit application (if applicable)
- Proof of New Vendor company registration documents
- Official Letter from Banking Institution confirming New Vendor bank details

Stage	Role
New vendor to be engaged → Complete and signoff new vendor application docs	Branch/ Dept
Document ready → Load new vendor application docs on the system	Branch/ Dept / (s) Fraxion
Documents uploaded → Submit application for approval	Branch/ Dept / (s) Fraxion
Submission done → Perform review and approval of request on system	FIN Mngr / (s) Fraxion
Request approved → Approve the application	GM:Comm'l
Approval done → Approve the application	C F O
Application approved	—

Changes made

Make the necessary changes — Branch/ Dept

Request rejected

Update comments on the system and reject the request — FIN Mngr / (s) Fraxion

Request to be rejected

Title: Process New Vendor Application
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Review Date: None
Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
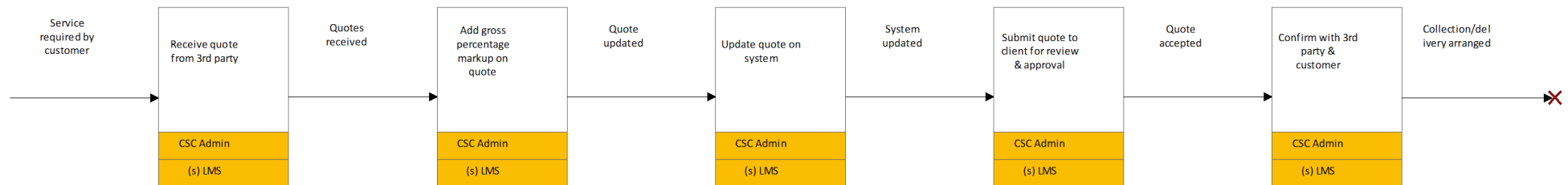Diagram Version: 1
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

Process Annual Review of 3rd Party Rates Evaluation

Notification for annual rate increase rec'd from supplier/ 3rd party

Business requirement

Perform annual review of 3rd party/ supplier rates
Branch/ Dept

Review complete

Conduct rates negotiation with 3rd party/ suppliers
Branch/ Dept

Rate increase accepted

Sign agreement and submit confirmation
Branch/ Dept

Acceptance confirmed to 3rd party/ supplier

Rate increase rejected

Supplier/ 3rd party willing to proceed

Inform supplier/ 3rd part of non acceptance
Branch/ Dept

Supplier/ 3rd party informed

Title: Process Annual Review of 3rd Party Rates Evaluation
Author: Mohammed Altamush Khan   Authorization: Authorized
Date: 9/17/2023   Date: 2/18/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Rianto Trigonnick Van Reenen
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

ZAF - In-House

ASTEC

EPIROC

KOMATSU

LG

TOYOTA

Title: ZAF - In-House
Author: Edwin Ramos
Date: 11/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

In-House: Astec

Parts placed in picking staging area → **Dispatch Process** → Driver proceeds to dealer location

In-Hse Mgr AST

Driver arrives at customer receiving area → **Delivery** → Delivery completed ✕

In-Hse Mgr AST

Astec request for special delivery → **Local Special Delivery** → Cargo delivered ✕

In-Hse Mgr AST

Astec request special delivery → **Namibia Special Delivery** → Deliver cargo to SLI

In-Hse Mgr AST

Abnormal delivery request → **Abnormal Delivery/ Collection** → Cargo delivered ✕

In-Hse Mgr AST

Monthly billing cycle → **Monthly Billing Report** → Billing Report & Invoices rec'd by Astec

In-Hse Mgr AST

Month-end billing → **Monthly Master Data Report** → Report presented ✕

In-Hse Mgr AST

Daily quality checks → **POD Management** → PODs filed ✕ / PODs scanned image available

In-Hse Mgr AST

Delivery query from Astec → **Delivery Query** → Delivery query closed ✕

In-Hse Mgr AST

Title: In-House: Astec
Author: Edwin Ramos
Date: 11/5/2023
Volume: 0.00 Per Second
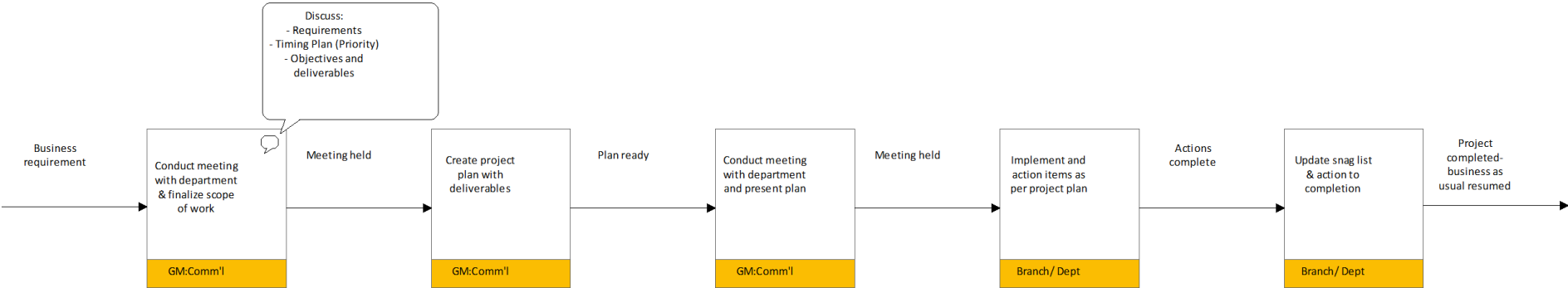
Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Dispatch Process
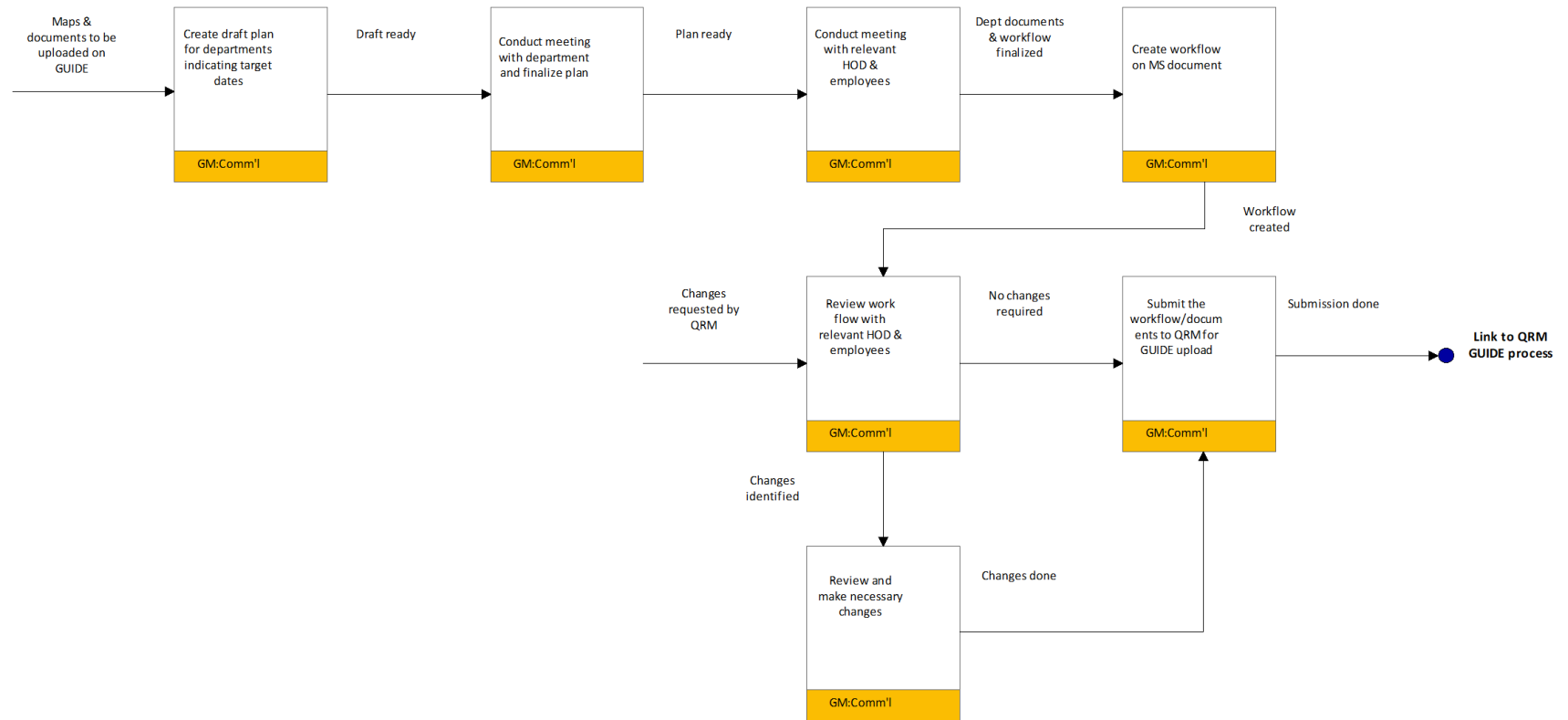
SP measure parts &
send measurements
to Prolog facility to
build crates / pallets
for the parts

Details:
- Date of requesting pallets / crate
- Date of receipt of pallets / crate
- Date of items dispatched
- Dimensions of packaging
- Type of packaging
- Prolog Invoice number
- Prolog invoice value

- Create & print Astec waybill
- Place Astec waybill note on the crate / pallet

Parts placed in picking staging area

Advise SP which parts to be packed, ...

Checker

Crates / pallets delivered to Astec

Confirm weights & dimensions of the crates / ...

Checker

Weight & Dimensions confirmed

Update Astec SP's spreadsheet ...

Checker

Updates complete

Move crate / pallets to dispatch staging areas

Checker

There are two types of deliveries
- Dedicated delivery: Delivery direct to customer
- Overnight delivery: Delivery to Namlog Brentwood park for distribution via consolidation networks to customer

- Namlog delivery note
- Astec waybill
- Load manifest

Create Namlog Delivery Note

Checker

(s) LMS

Delivery note ready

Perform PDA onload scanning

Checker

Item loaded into vehicle

Hand over all consignment documents to driver

Checker

Item ready for delivery

Depart for delivery

Driver

Driver proceeds to dealer location

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Delivery

Driver arrives at customer receiving area

Offload small packages whilst scanning

Driver

Large packages are offloaded by customer using forklift

Off-loading & scanning complete

Hand in Astec waybill & Namlog delivery notes to customer for signature

Driver

Ready for verification

Verify parts quality & quantity together with customer

Driver

Against Astec waybill & Namlog delivery notes

No discrepancy, Customer signs on waybill & delivery note

Returns to Astec In-house & hand-in documents

Driver

Delivery completed

Discrepancy identified, customer endorses waybill & delivery note

Title: Delivery
Author: Edwin Ramos
Date: 11/9/2023
Volume: 0.00 Per Second

Authorization: Authorized
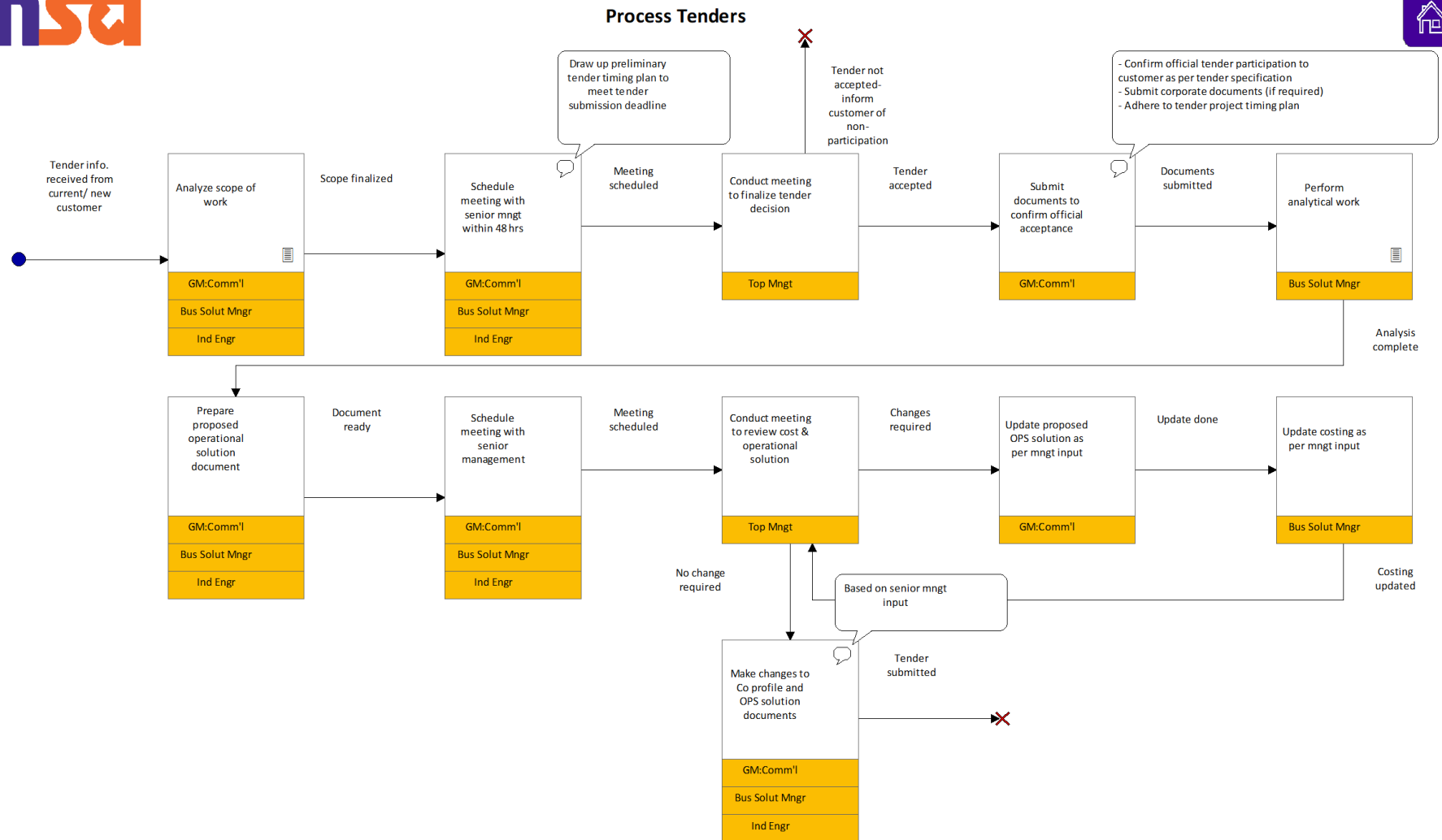Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Local Special Delivery

Note 1:
- Enter vehicle type
- Dispatch location Astec
- Contact person at Astec
- Delivery location
- Weights and dimensions

Systems generated collection reference number automatically created in LMS

Note 2:
- Load manifest
- Namlog delivery note
- Astec waybill

Process flow (top row):

Astec request for special delivery →
Create collection request — In-Hse Admin AST — (s) LMS →
Request created →
Request vehicle based on weight & dimensions — In-Hse Admin AST →
Vehicle available →
Dispatch vehicle to Astec — Spl Trans Control →
Vehicle dispatched →
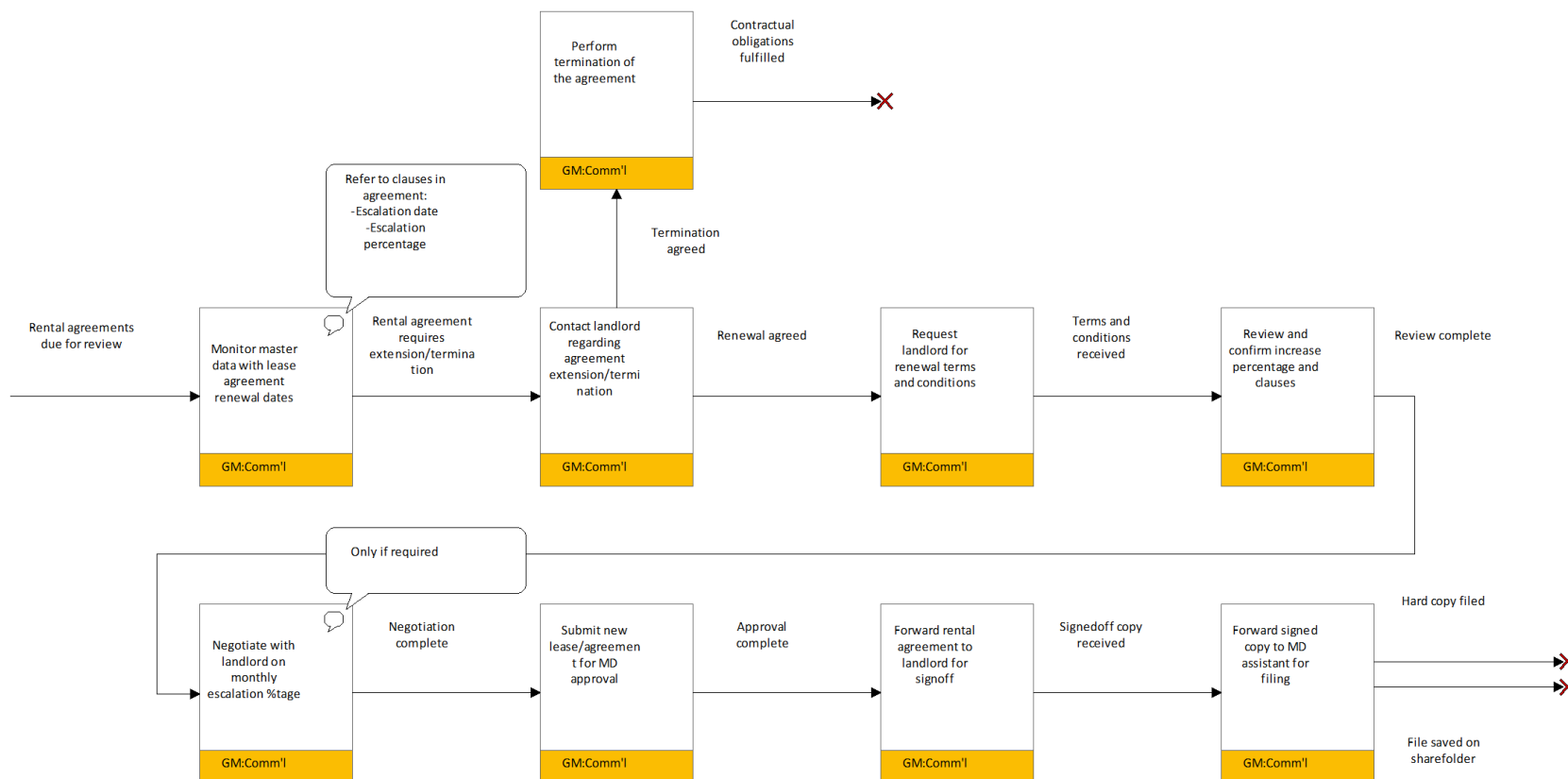**Proceeds to Astec for collection** — Driver →
Vehicle arrived at Astec →
Capture all required details on Astec Adhoc breakdown report — In-Hse Admin AST

Process flow (bottom row):

Hand over all consignment documents to the driver — In-Hse Admin AST →
Paperwork handed-over →
Load and secure cargo — Driver →
Ready for delivery →
Departs for delivery — Driver →
Driver enroute →
Arrive at customer, follow delivery process — Driver →
Cargo delivered ✕

Title:	Local Special Delivery	Authorization:	Authorized	Owner:	Louis Ungerer	○ Actions	○ Feedback
Author:	Edwin Ramos	Date:	2/18/2025	Diagram Version:	1	● Change Log	○ Keywords
Date:	11/9/2023			Review Date:	None	○ Change Requests	● Read Only
Volume:	0.00 Per Second	Cost Per Second:	$,3.5,E-0317	F.T.E.:	0.00		

Namibia Special Delivery

Astec request special delivery

Verbally request to Namlog Specials dept at Brentwood Park

Request vehicle based on weights & dimensions
In-Hse Admin AST

Dispatch vehicle to Astec
Spl Trans Control

Complete clearing instructions & send to Namlog Inhouse

- SA clearing instruction
- Namibia clearing instruction from Namlog clearing department at Brentwood Park

Perform clearing process

Arrive for collection at Astec
Driver

- Clearing instructions
- Invoices

Hand over all consignment documents to the driver
In-Hse Admin AST

Paperwork handed-over

Dispatch vehicle for delivery
Spl Trans Control

Vehicle dispatched

Departs for delivery
Driver

Driver en route

Arrive at third party / customer to deliver cargo
Driver

Deliver cargo to SLI

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Abnormal Delivery/ Collection

Details:
- Destination (from & to)
- Date
- Dimensions & weight
- Astec waybill no.
- Namlog waybill no.
- Route round trip km
- Amount to bill Astec
- Vehicle details
- Driver details

- Load manifest
- Namlog delivery note
- Astec waybill

Abnormal delivery request → Request abnormal delivery quotation (In-Hse Admin AST) → Receive quote request & send quotation (Abn & Spl) → Quotation sent → Forward quotation to Astec (In-Hse Admin AST) → Quotation received by Astec → Verbally request abnormal vehicle for collection / delivery from Specials dept (In-Hse Admin AST) → Request acknowledged → Dispatch vehicle to Astec (Spl Trans Control) → Vehicle proceeds to Astec → Arrive for collection at Astec (Driver) → Ready for cargo collection

*Follow delivery process

Capture all required details on Astec Adhoc ... (In-Hse Admin AST) → Report ready → Hand over all consignment documents to the driver (In-Hse Admin AST) → Cargo ready for loading → Load and secure cargo (Driver) → Cargo loaded & secured → Depart for delivery (Driver) → Driver arrives at customer location → Deliver the cargo (Driver) → Cargo delivered → ✖

Title:	Abnormal Delivery/ Collection			Owner:	Louis Ungerer		○ Actions	○ Feedback
Author:	Edwin Ramos	Authorization:	Authorized	Diagram Version:	1		● Change Log	○ Keywords
Date:	11/9/2023	Date:	2/18/2025	Review Date:	None		○ Change Requests	● Read Only
Volume:	0.00 Per Second	Cost Per Second:	$,3.5,E-0317	F.T.E.:	0.00			

Monthly Billing Report

Staff
Allowances
Vehicles
Toll Fees
Fuel Levy
Overnight Freight
Prolog
Fixed Cost
Abnormal Delivery
Adhoc:
*Specials Delivery
*Capital Equipment delivery

Monthly billing cycle

Update billing details on the report
Contract Mngr

Billing details updated

Send billing rpt & pre-invoice for overnight ...
Contract Mngr

Billing Report & pre-Invoice sent to AR Mngr

Confirm accuracy of billing report vs. LMS
Contract Mngr

Billing Report accuracy checked

Create & send invoices
AR Mngr

Invoices sent to Contract Mngr

Forward the billing report & invoices to Astec
Contract Mngr

Billing Report & Invoices received by Astec

Title: Monthly Billing Report
Author: Edwin Ramos
Date: 11/9/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Monthly Master Data Report

POD Management

Daily quality checks

Run waybill report to confirm outstanding POD's
In-Hse Mgr AST

Outstanding PODs identified

Daily follow up with third parties & Namlog branches on ...
In-Hse Mgr AST

PODs received from third parties

Send POD's to Namlog POD Department
In-Hse Mgr AST

PODs ready for filing

File POD hard copies
In-Hse Mgr AST

PODs filed

Outstanding PODs received by PODD

Upload POD's on LMS
Admin POD
(s) LMS

PODs scanned image available

Title: POD Management
Author: Edwin Ramos
Date: 11/9/2023
Volume: 0.00 Per Second

Authorization: Authorized
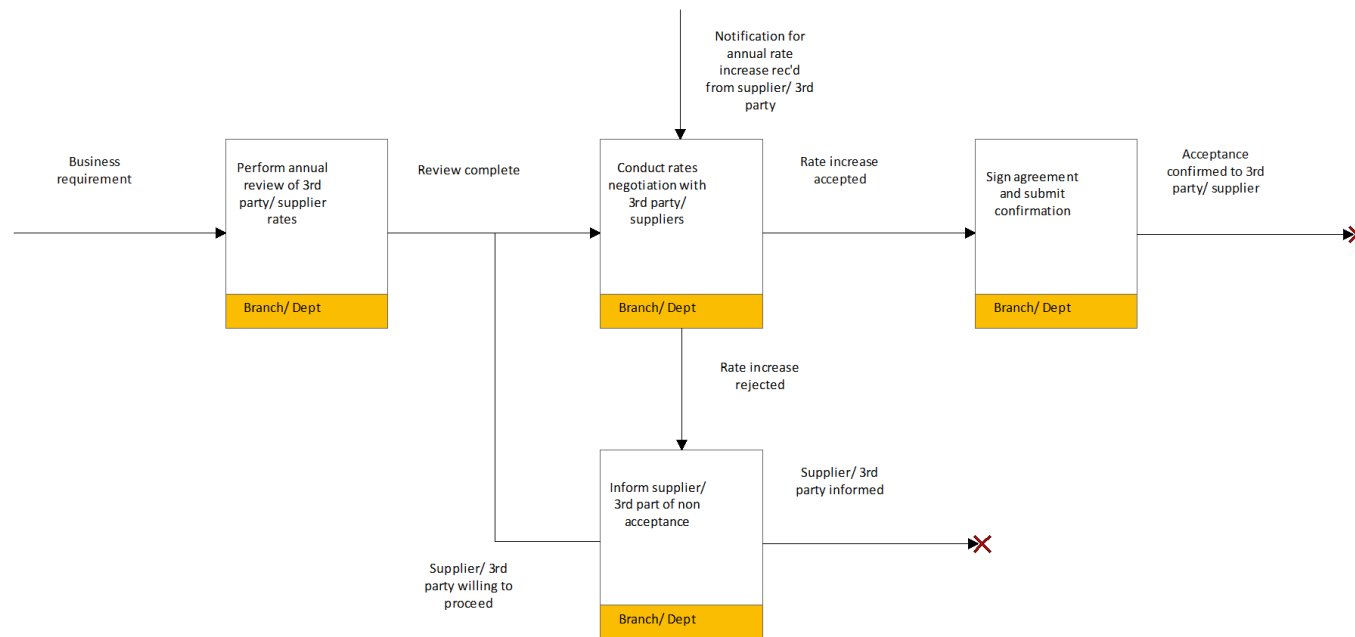Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Delivery Query

Inform Namlog In-Hse Mngr of delivery query & provide Astec waybill number

DN = delivery note Astec security DN will verify if dispatched with Namlog vehicle

- Namlog delivery note
- Load manifest
- Astec waybill

Delivery query from Astec

Confirm Astec waybill number on Namlog Portal system

In-Hse Mgr AST

Waybill No. not on portal

Confirm with Astec if DN is available with

...

In-Hse Mgr AST

Astec confirms DN available with vehicle details

Search through Namlog hard copies

In-Hse Mgr AST

POD available

Send the POD to Astec

In-Hse Mgr AST

Delivery query closed

Waybill no. available on Portal system

Submit POD to Astec

In-Hse Mgr AST

Delivery query closed

Title: Delivery Query
Author: Edwin Ramos
Date: 11/9/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

In-House: Epiroc

Stock handover from DHL → **Dispatch** (In-Hse Mgr EPI) → Driver proceeds to customer premises →

Stocks ready for loading → **PDA on-load scanning** (In-Hse Mgr EPI) → Ready for delivery →

Approved collection form received from Epiroc → **Collection** (In-Hse Mgr EPI) → Ready for debrief →

Orig parcel acceptance doc submitted by Epiroc/ DHL → **Return of Goods Staging Area** (In-Hse Mgr EPI) → Goods return process completed → ✖

Consignment documents handed over to driver → **Delivery** (In-Hse Mgr EPI) → Consignment docs submitted by driver →

Cargo undelivered → **Re-Delivery** (In-Hse Mgr EPI) → Ready for re-delivery →

Consignment docs submitted by driver → **Delivery debrief** (In-Hse Mgr EPI) → Delivery debrief completed → ✖

Delivery query from Epiroc → **Delivery query** (In-Hse Mgr EPI) → Query closed ✖ / Claims filed by Epiroc ✖

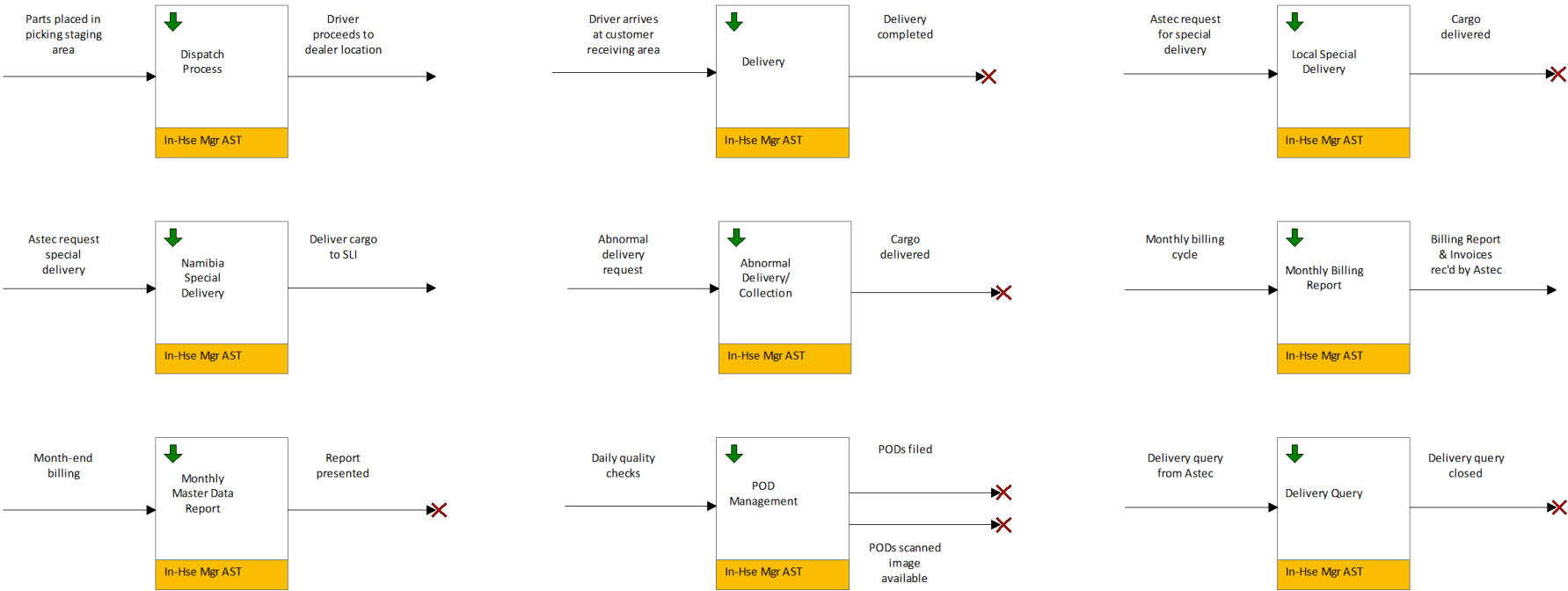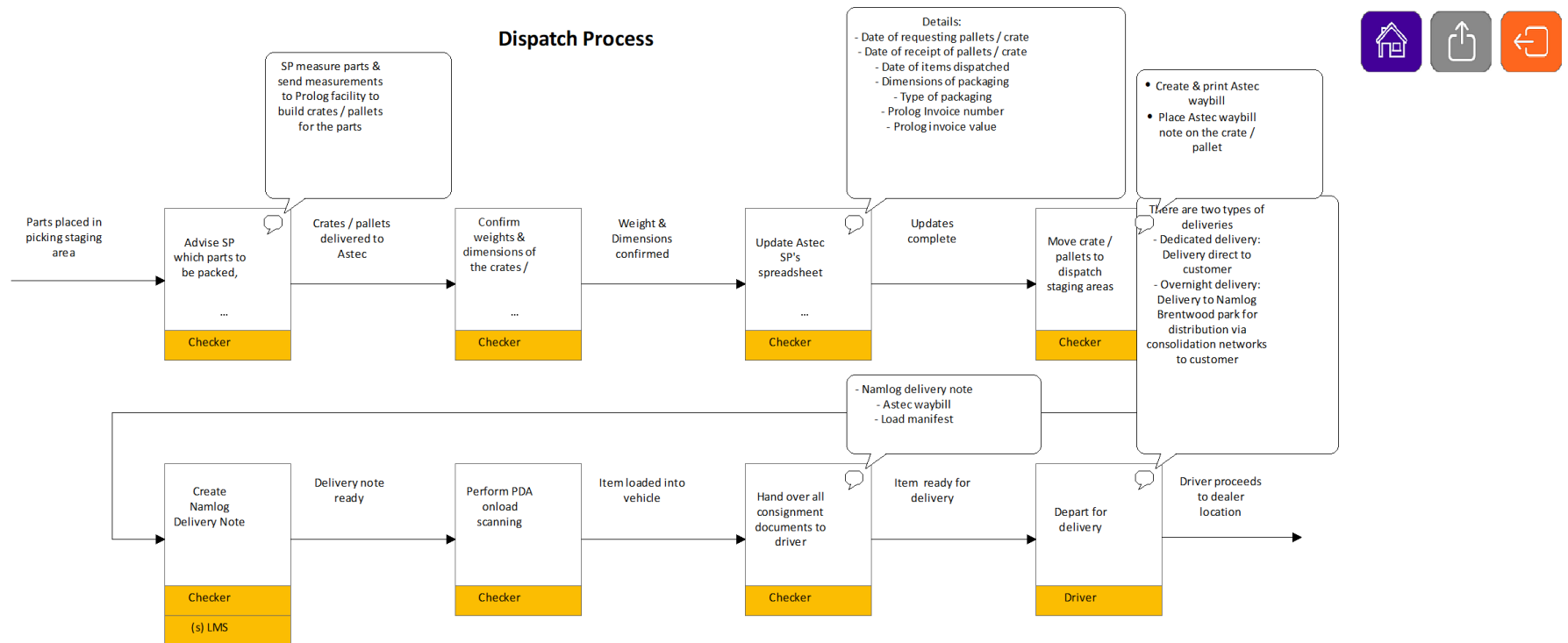
Title: In-House: Epiroc
Author: Edwin Ramos
Date: 11/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317
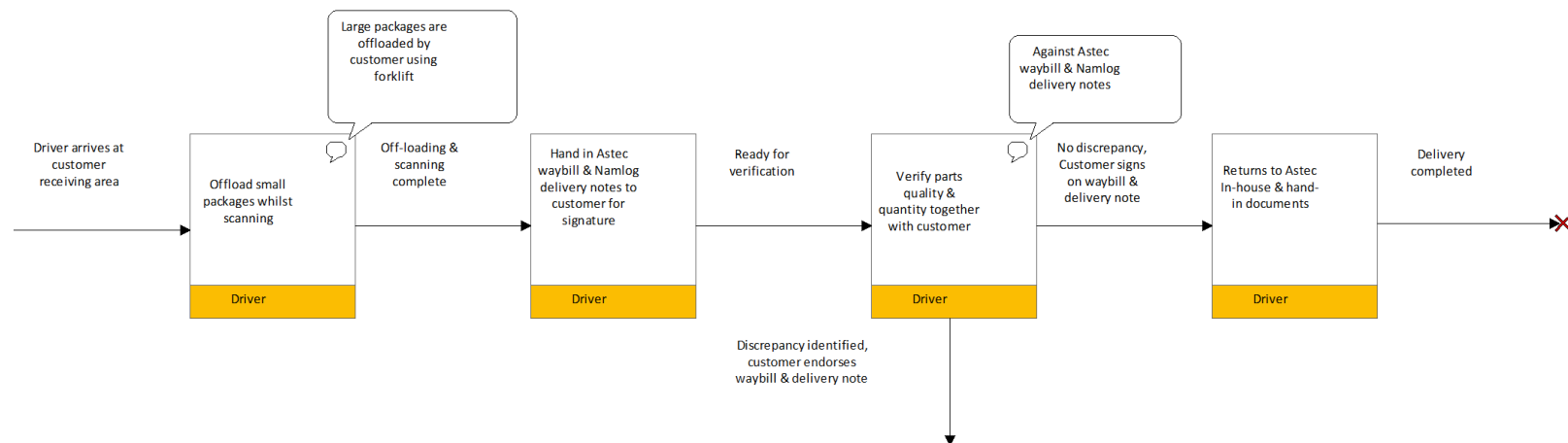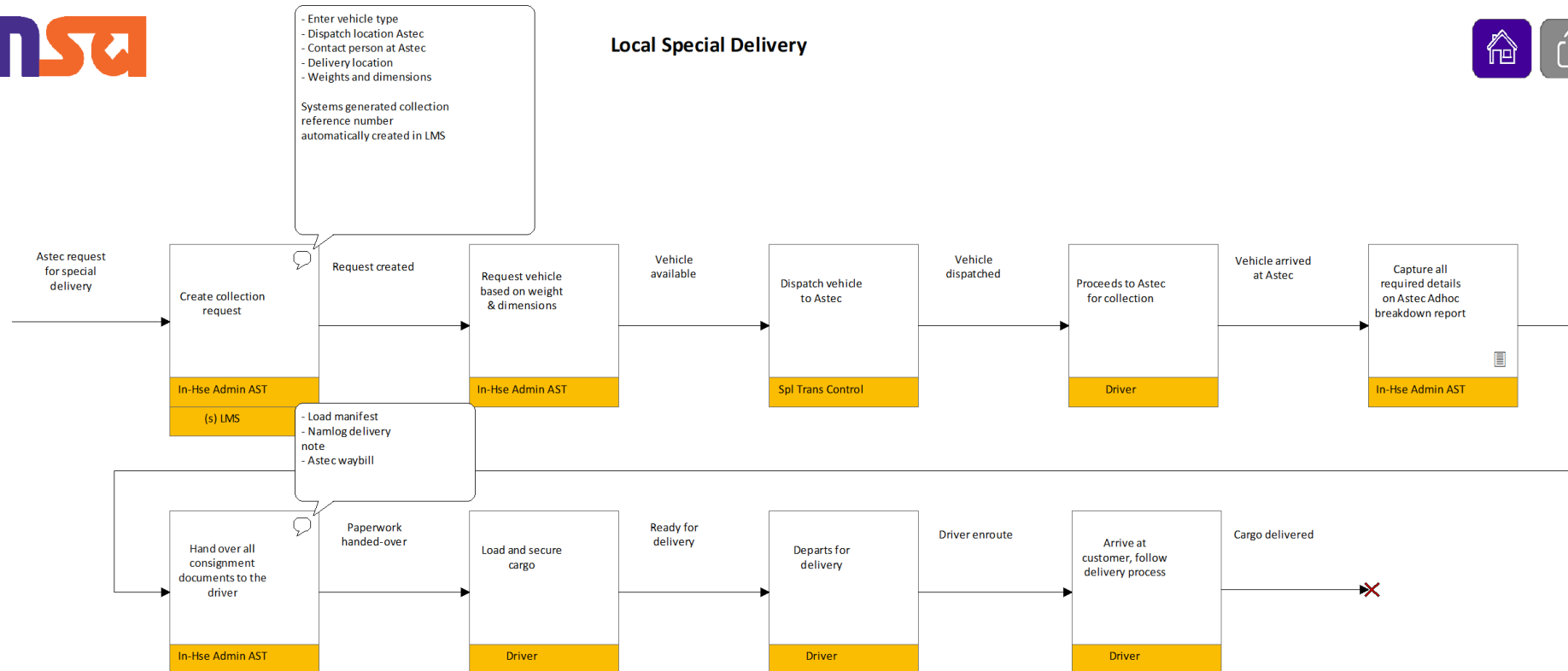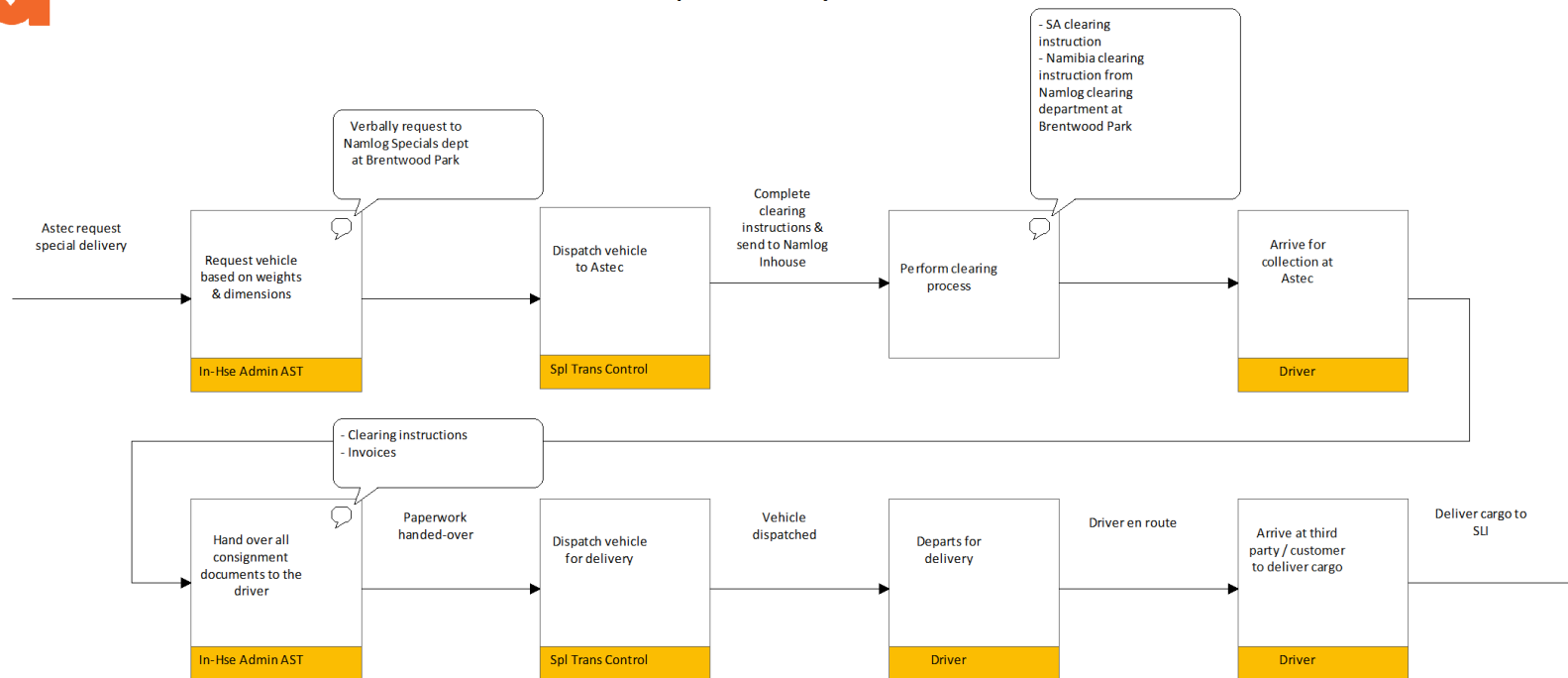
Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Epiroc - Dispatch Process

Row 1:

- Stock handover from DHL →
- **Verify stock received against the delivery notes** — Recv Supvr
- Stocks verified →
- **Move stock to a specific bay within the staging / holding area** — Recv Supvr
- Stocks placed at designated holding area →
- **Take the delivery note to MRS / RDT Assistant** — Recv Supvr
- DN received by MRS/RDT Asst. →
- **Capture the delivery note on LMS and print Namlog labels** — MRS/RDT Asst (s) LMS
- Labels printed →
- **Handover the delivery note & labels to the In-house assistant** — MRS/RDT Asst
- DN & labels handed-over →
- **Place the Namlog labels on the parcels** — In-Hse Asst

Note: Parcels remain in staging area until delivery commence (as per pre-determined delivery schedule)

Note: Vehicle allocated to a load with an applicable vehicle registration no.

Labels placed on parcels

Row 2:

- From staging area to loading area
- **Place the delivery note on the parcels** — In-Hse Asst
- DN placed on parcels →
- **Instruct security to check upcoming ...** — MRS/RDT Asst
- Security verifies stock vs. DN & perform 2nd sec. scan →
- **Investigate & resolve issue (if any)** — Sec Supvr
- No issues identified →
- **Oversee the stock movement by Namlog forklift driver** — MRS/RDT Asst
- Stocks ready for loading →
- **Create load, scan all the parcels and print load manifest** — MRS/RDT Asst
- Load manifest printed →
- **Verify the stock vs. load manifest & perform 3rd security scan in the loading area** — Sec Supvr

Note: Small boxes are loaded by hand onto the vehicle by Namlog MRS / RDT Assistant

Third security scan completed

Row 3:

- Delivery note and load manifest
- **Sign load manifest, delivery note & stamp the documents** — Sec Supvr
- Documents stamped →
- **Hand over all consignment documents to the driver** — MRS/RDT Asst
- Documents handed-over →
- **Perform vehicle inspection & move the assigned vehicle to the loading bay** — Driver
- Vehicle ready for loading →
- **Verify the stock vs. load manifest & sign documents** — Driver
- Documents signed →
- **Oversee the loading of cargo onto the vehicle ...** — MRS/RDT Asst / Driver
- Cargo loaded onto the vehicle →
- **Secure cargo loaded on the vehicle** — Driver

Note: - Delivery notes - Load manifest

Loaded cargo secured

Row 4:

- **Confirm if cargo is secured & loaded correctly, sign on load manifest** — MRS/RDT Supvr / Contract Mngr
- Load manifest signed →
- **Notify Namlog tracking dept of vehicle departure & route details** — MRS/RDT Supvr / Contract Mngr
- Department notified →
- **Depart for delivery & hand in the security copy of delivery ...** — Driver
- Driver proceeds to customer premises →

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Epiroc - Delivery Process

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Epiroc - Re-Delivery Process

- Load manifest
- Namlog delivery note/s
- Epiroc delivery note/s

Cargo undelivered		Arrived at Epiroc DC		Cargo offloaded		Documents submitted		Delivery note endorsed

Return with cargo to Epiroc DC — **Driver**

Offload cargo at the Namlog operational area — **Driver**

Report at debrief station & submit all the ... — **Driver**

Endorse delivery note with "re-delivery" comment — **Debriefer**

Scan the documents to close the load on LMS — **Debriefer** / **(s) LMS**

Load closed

Hand over documents to Approval Supervisor — **Debriefer**

Docs handed-over

Place re-delivery stamp on the cargo and sign delivery note — **Site Supvr**

Ready for re-delivery

Title: Epiroc - Re-Delivery Process
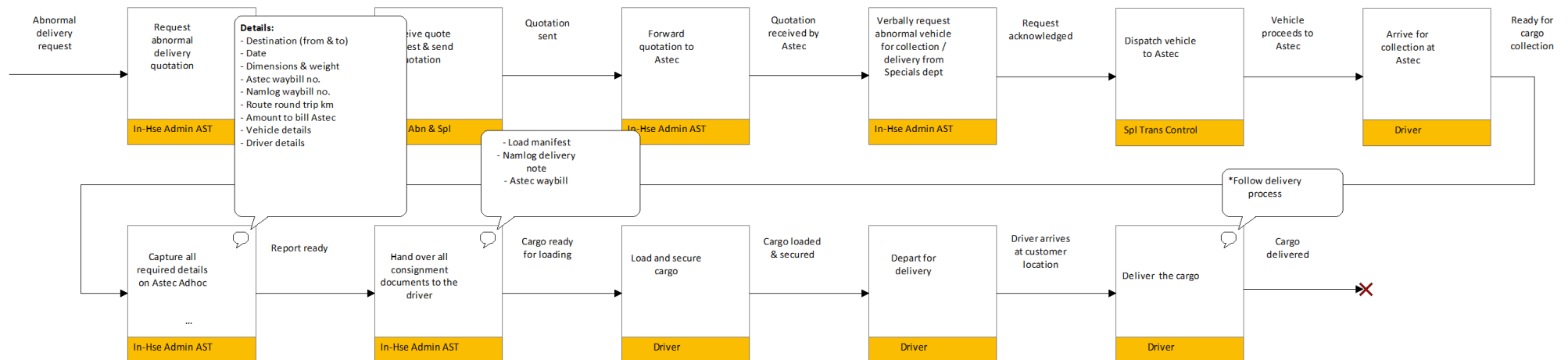Author: Edwin Ramos
Date: 3/11/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Epiroc - Collection Process

As per collection request form

Approved collection form received from Epiroc	Create collection load	Load created	Process documents as collection	Collection docs ready	Hand over collection documents to driver	Handover completed	Plan for collection as per pre-determined ...	Collection scheduled	Request for contact person	Contact person identified
	MRS/RDT Supvr		MRS/RDT Supvr		MRS/RDT Supvr		Driver		Driver	
	(s) LMS									

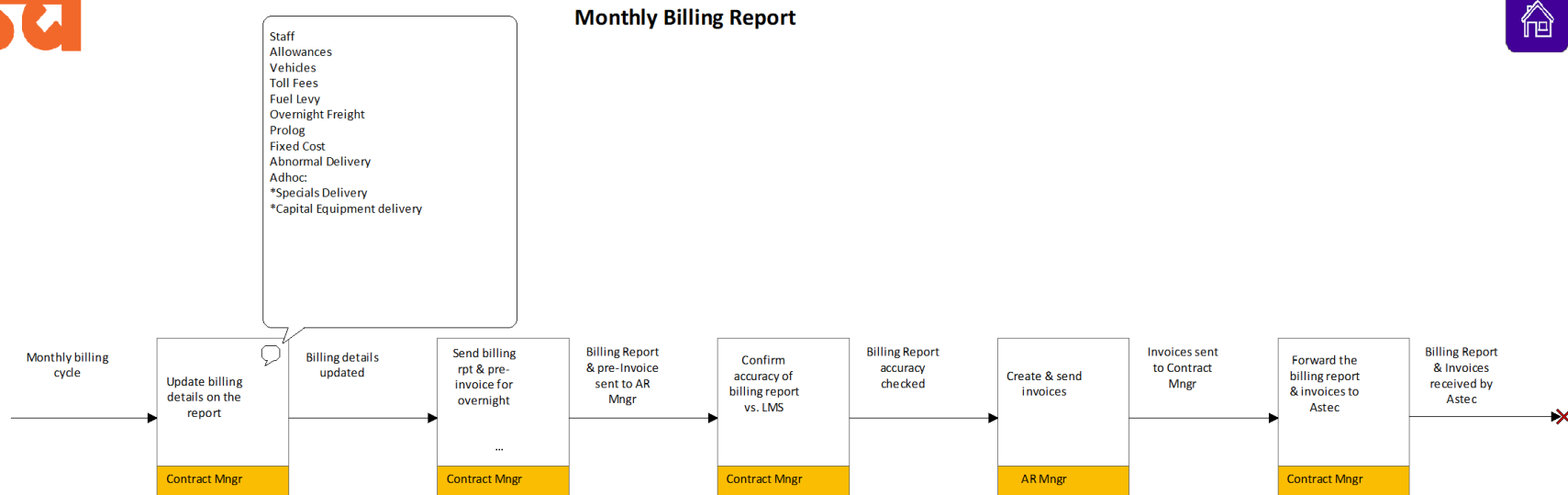| Verify actual cargo against collection request form	Customer loads the cargo	Secure cargo & sign delivery note	Cargo secured, DN signed	Arrive at Epiroc DC receiving department	Offload cargo, sign & stamp delivery note	Report at debrief station for debriefing	Ready for debrief
Driver		Driver		Driver		Driver	

Title: Epiroc - Collection Process
Author: Edwin Ramos
Date: 3/11/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Epiroc - PDA On-load Scanning

Stocks ready for loading →

Create load in LMS
MRS/RDT Supvr
(s) LMS

Load created →

Issue load number & delivery note to the Driver
MRS/RDT Supvr

Load no. & DN issued to driver →

Login to LMS mobile application on the PDA
MRS/RDT Supvr
(s) LMS

Login successful →

Enter load number
MRS/RDT Supvr

Load number entered →

To check for any missed scans / discrepancies

Scan the parcel's barcode
MRS/RDT Supvr

Scan completed →

Generate the variance report with PDA scanner
MRS/RDT Supvr

No discrepancy →

Print load manifest & issue to the driver
MRS/RDT Supvr

Ready for delivery →

Discrepancy/ missed scans ↓

Resolve issues and re-scan the parcels
MRS/RDT Supvr

Issue resolved →

Title: Epiroc - PDA On-load Scanning
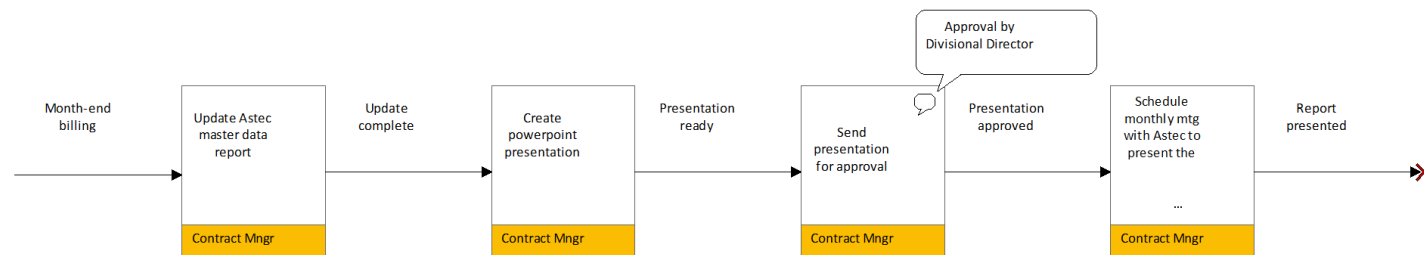Author: Edwin Ramos
Date: 3/11/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Epiroc - Delivery Debrief Process

- Load manifest
- Namlog delivery note/s
- Epiroc delivery note/s

Consignment docs submitted by driver

Receives & verify consignment documents
Debriefer

Documents check complete

Log on to LMS
Debriefer
(s) LMS

Login successful

Select manifest
Debriefer
(s) LMS

Manifest selected

Enter the load number
Debriefer
(s) LMS

Load number entered

Select debrief option
Debriefer
(s) LMS

debrief option selected

Click on POD to view photos uploaded and rate them
Debriefer
(s) LMS

Photos uploaded

- Load manifest
- Namlog delivery note/s
- Epiroc delivery note/s

Close the load
Debriefer
(s) LMS

Load closed

Handover consignment documents
Debriefer

Hand-over complete

Create handover sheet of all load documents
Admin Asst

Handover sheet completed

Handover to Epiroc
Admin Asst

Handover sheets signed

File handover sheets
Admin Asst

Delivery debrief completed

Title: Epiroc - Delivery Debrief Process
Author: Edwin Ramos
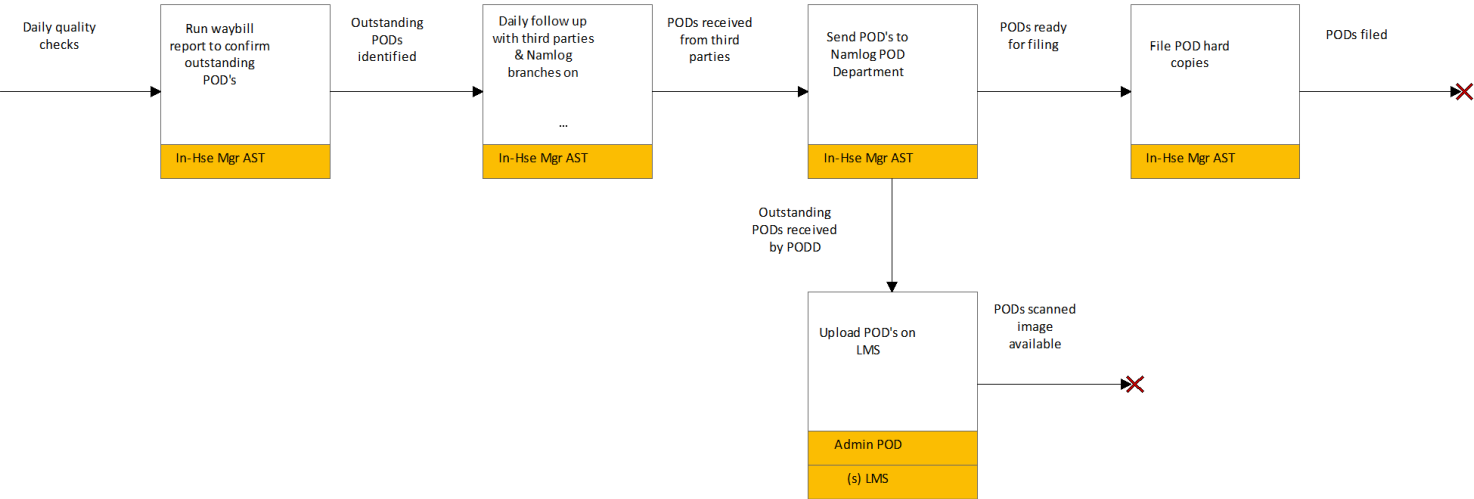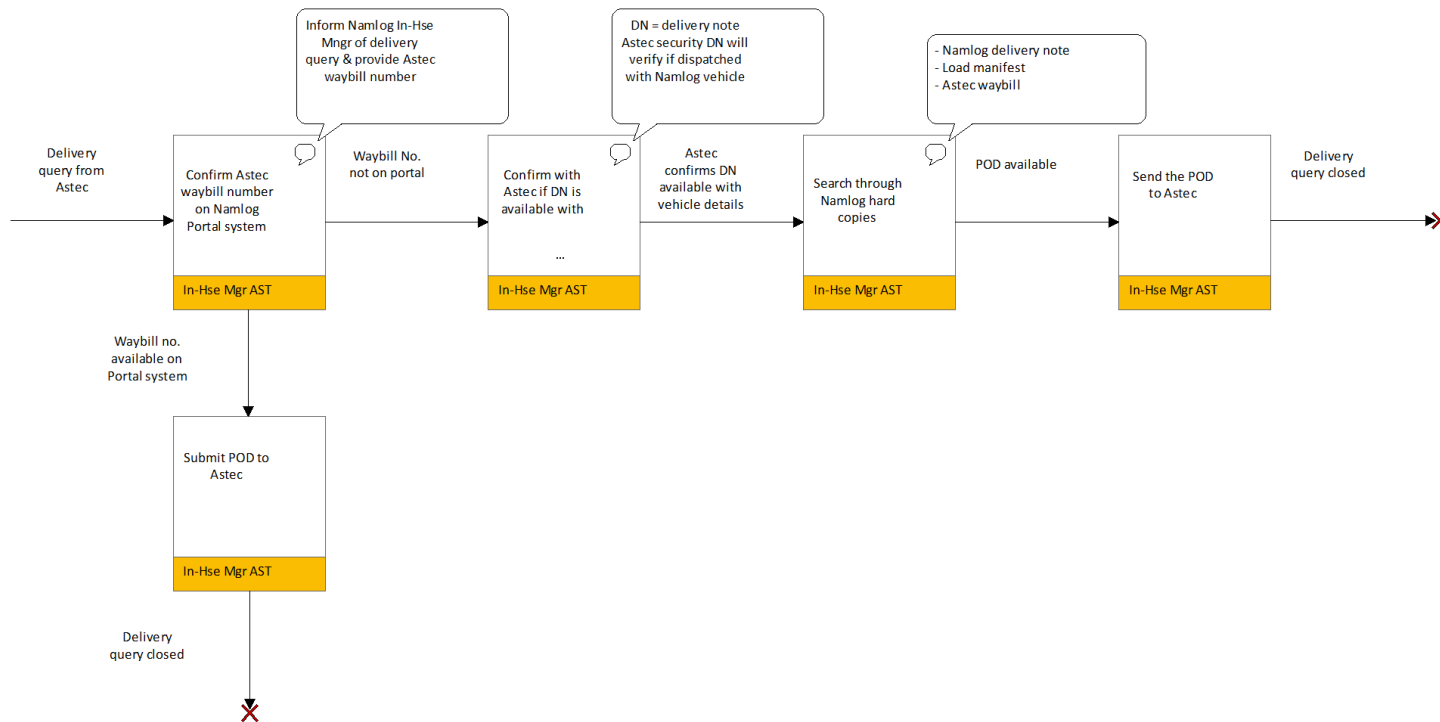Date: 3/11/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Epiroc - Delivery Query Process

Delivery query from Epiroc

Request POD documents from Site Supervisor
Contract Mngr

POD provided

Check copies of security delivery note if available
Site Supvr

Security delivery notes available

Search for the Namlog POD on the LMS system
Site Supvr
(s) LMS

Namlog POD available

Send the POD to Epiroc
Contract Mngr

Query closed ✖

Security delivery notes unavailable

Inform Epiroc that Namlog did not deliver the cargo
Contract Mngr

Query closed ✖

POD unavailable

Conduct thorough investigation on all available systems
Site Supvr

Investigation conducted

Namlog POD available

Search through handover sheets on file
Site Supvr

POD unavailable

Inform Epiroc that POD unavailable
Contract Mngr

Query becomes valid Epiroc claim

Claims filed by Epiroc ✖

Title: Epiroc - Delivery Query Process
Author: Edwin Ramos
Date: 3/11/2024
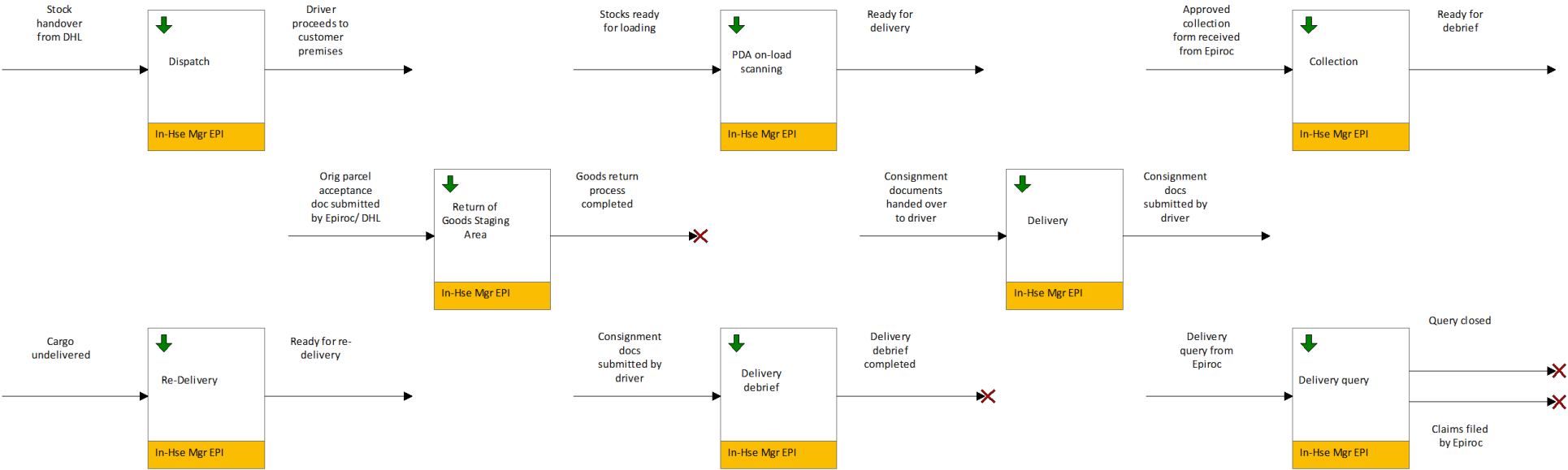Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Epiroc - Return of Goods Staging Area

Request to return a parcel already inducted into staging area

Orig parcel acceptance doc submitted by Epiroc/ DHL

Determine if consignment is related to MRS / RDT
Recv Supvr

Consignment confirmed

Notify MRS / RDT department of return request
Recv Supvr

Department notified

Request Site Supvr responsible for POD process presence
MRS/RDT Supvr

Site Supvr present

Handover parcels to Epiroc / DHL
Site Supvr

Requestor signs & date orig parcel acceptance doc

Make a copy of signed document
Site Supvr

Doc handed over to Epiroc/ DHL Requestor

Scan and save document to shared folder "Returned Goods POD's"
Site Supvr

Goods return process completed

In-House: Komatsu

Dispatch Process

Handover parts for QC inspection → Dispatch Process

In-Hse Adm KOM

Return parts to Komatsu ✕

Out for delivery →

Special Delivery

Komatsu handover parcels & docs → Special Delivery

In-Hse Adm KOM

Parcels delivered ✕

Zambia & Mozambique Collection

Collection request received → Zambia & Mozambique Collection

In-Hse Adm KOM

Debrief completed ✕

Cross Border Delivery - Stock Orders

Delivery spreadsheet for stock orders with invoices received on Weds → Cross Border Delivery - Stock Orders

In-Hse Adm KOM

Shipments for delivery →

Cross Border Delivery - Emergency &

Emergency & Machine Down Orders with invoices rec'd from Komatsu → Cross Border Delivery - Emergency & ...

In-Hse Adm KOM

Shipments for delivery →

Title: In-House: Komatsu
Author: Edwin Ramos
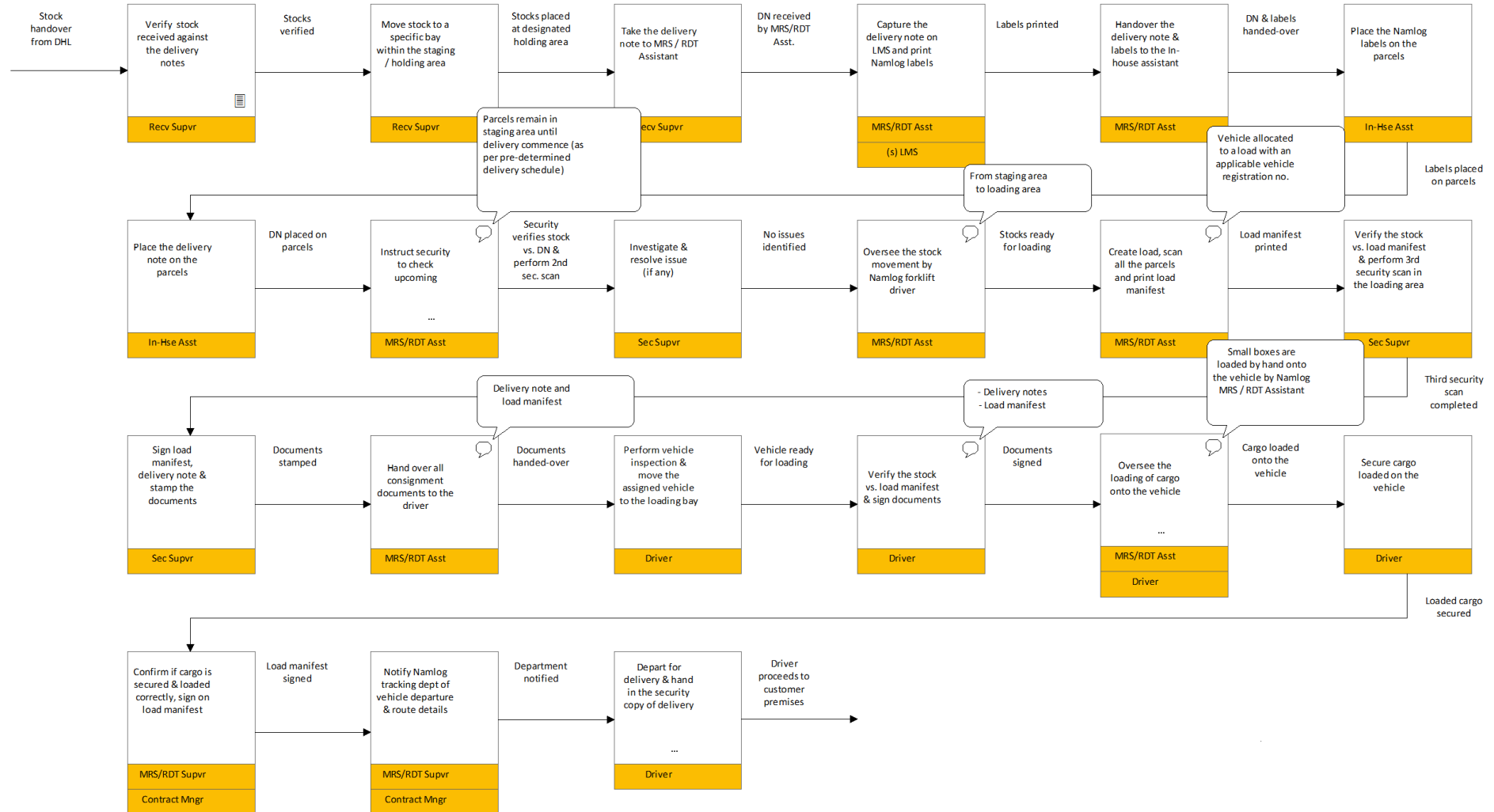Date: 11/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
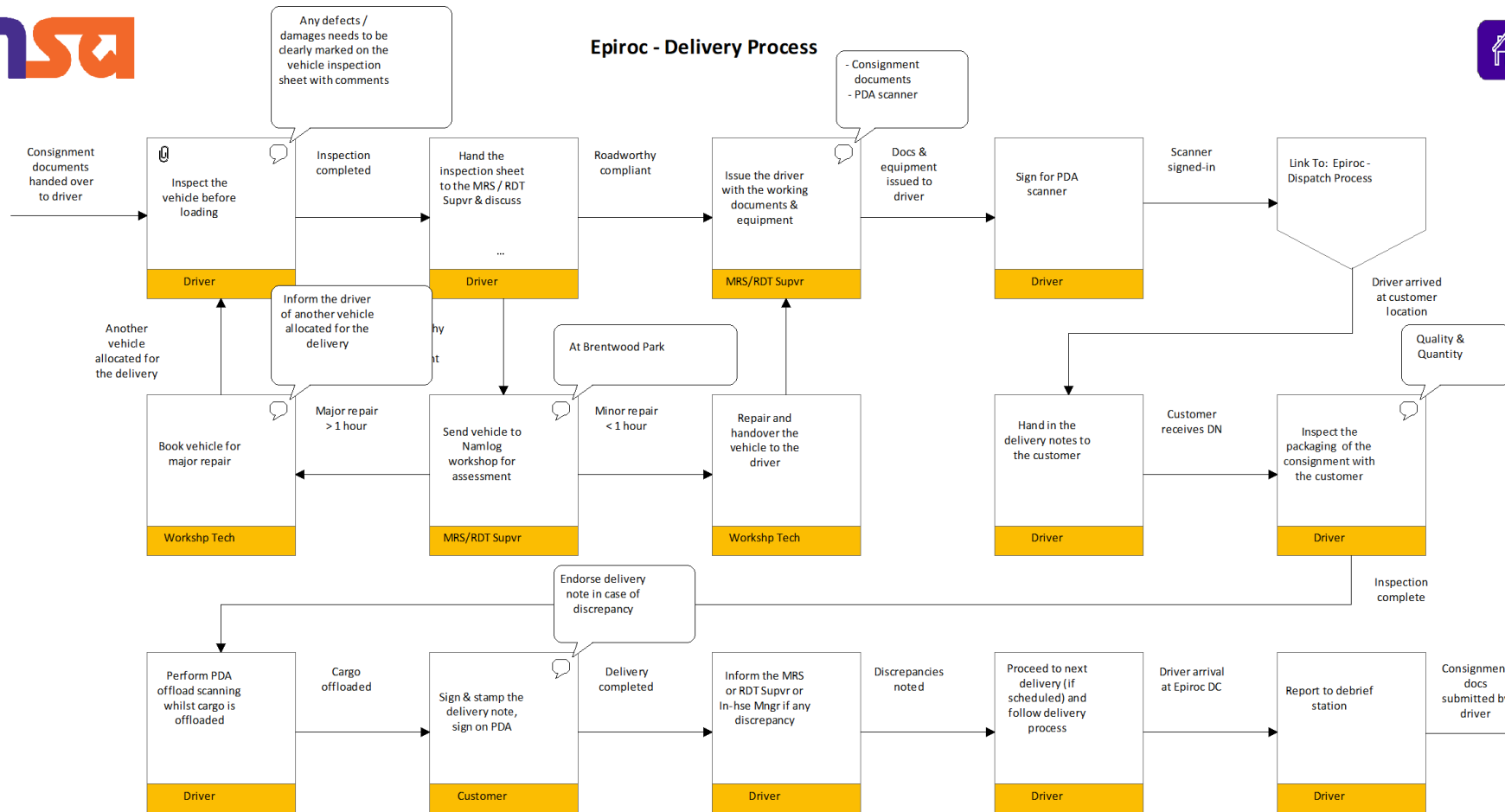Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Title: Dispatch Process
Author: Edwin Ramos
Date: 12/5/2023
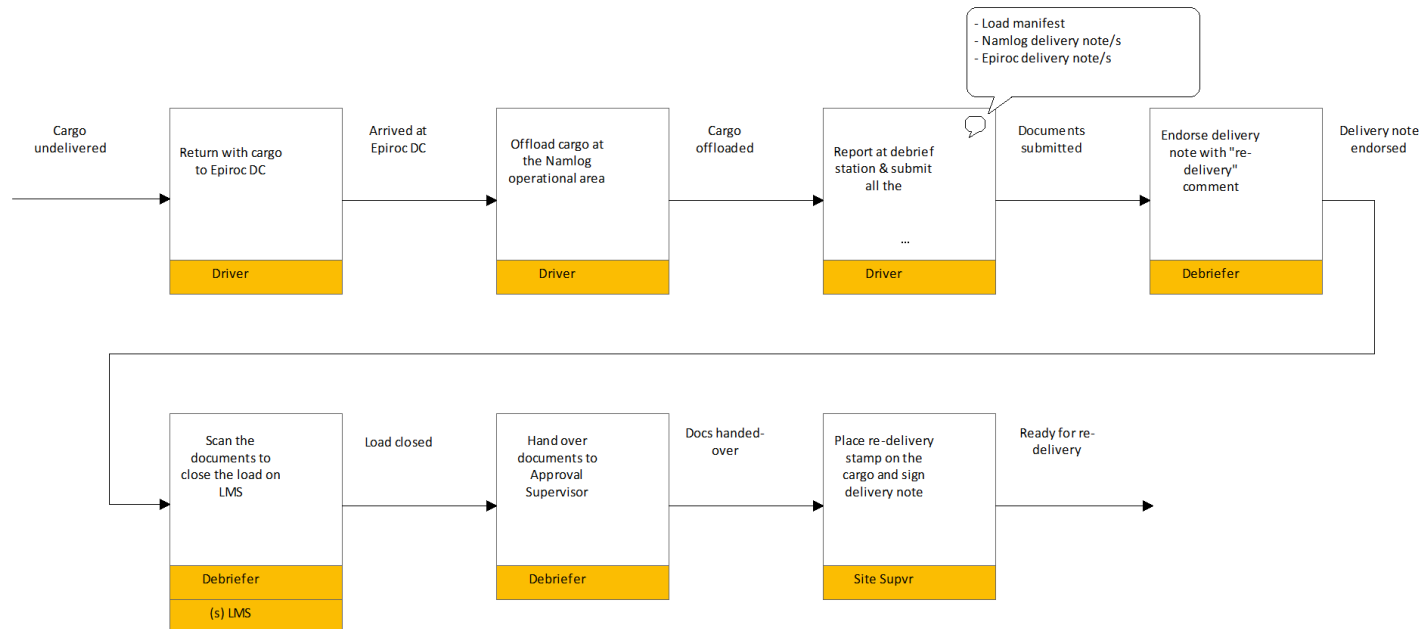Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Perform QC

```
No damages
identified

Place documents back in the box & reseal ... [QLTY Checker]
  - Scan will generate and allocate QR code case number to applicable Namlog delivery note
  - Case number is also used as the Namlog parcel number

Stamp the packing list with the "Stock ... [QLTY Checker]

Re-attach the packing list on the outside of the box and ... [QLTY Checker]

Place the box on the pallet in the pre-staging area [QLTY Checker]

Transfer box to staging area per route [QLTY Checker]

Create LMS delivery note per Komatsu plant / branch [Chkr Grader] [(s) LMS]
```

```
Perform receive scanning ... [Chkr Grader]

Mark barcode to confirm parcel was scanned [Chkr Grader]

Use a marking pen
  - If local delivery, copy of the load manifest and Namlog delivery note
  - If cross border Namibia delivery, clearing instructions, Namlog delivery note and invoices

Create load in LMS per route / area ... [Disp Control] [(s) LMS]

Instruct forklift driver to move ... [Ops Supvr]

Ready for loading

Staging area next to allocated vehicle

Perform on-load scanning process per route with ... [Disp Control]

Scan completed

Mark barcode with different colour marker to indicate ... [Disp Control]
```

```
Wrap pallet and load onto vehicle [Disp Control]

Loading complete

Hand over all consignment documents to the driver [Disp Control]

Ready for departure

Depart for delivery [Driver]

Out for delivery
```

Title: Perform QC
Author: Edwin Ramos
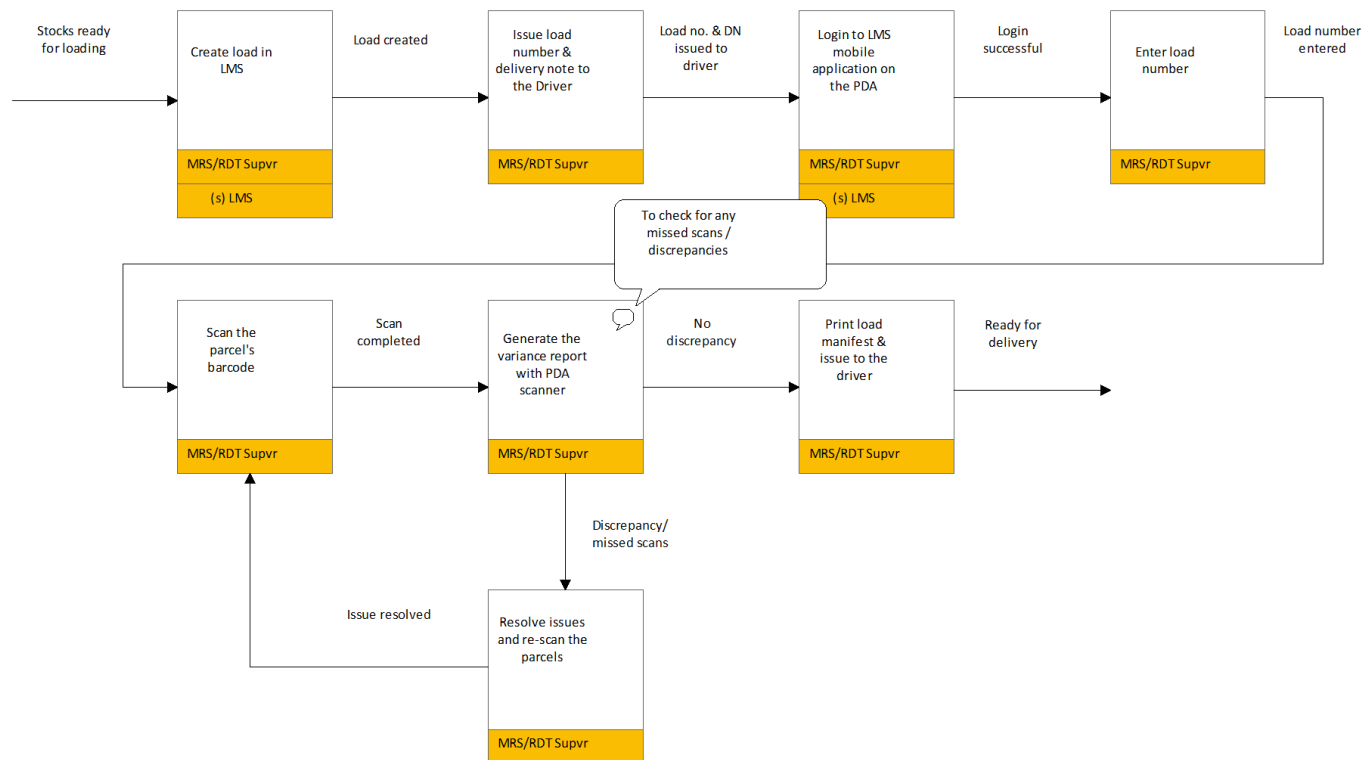Date: 9/11/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Cross Border Delivery - Stock Orders

Delivery spreadsheet for stock orders with invoices received on Weds

Send email to request vehicle based on weight & dimensions
In-Hse Adm KOM
(s) E-mail

Specify if road or air freight

E-mail sent to Specials Department

Transport request confirmed

Create load manifest & delivery note on Thursdays
In-Hse Adm KOM

Vehicle & driver details received by Thursday from Specials Dept

Documents ready

Send documents to concerned parties
In-Hse Adm KOM

Send to:
- Namlog clearing department
- Namlog tracking department
- Third party (if used)
- DHL (for Mozambique deliveries)
- BIA and Barrick (for Zambia deliveries)

Vehicle arrives at PDC on Fridays

Load shipments into vehicle
Driver

Loading complete

Dispatch vehicle as per road or air freight requirements
In-Hse Adm KOM

Shipments for delivery

Title: Cross Border Delivery - Stock Orders
Author: Edwin Ramos
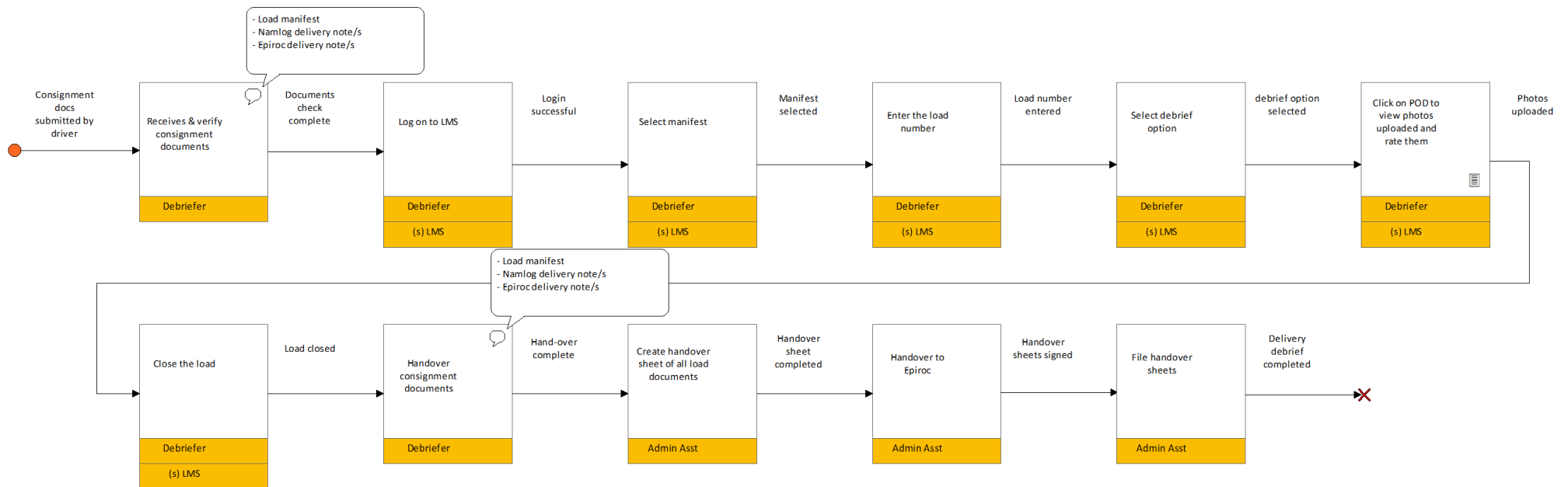Date: 12/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Special Delivery

Komatsu handover parcels & docs

- Enter vehicle type
- Dispatch location (PDC)
- Contact person at PDC
- Delivery location
- Weights & dimensions

Create collection request in LMS

In-Hse Adm KOM

(s) LMS

System updated

Request vehicle based on weights & dimensions

In-Hse Adm KOM

Verbal request to Namlog Specials Department (Brentwood Park)

Vehicle dispatch to Komatsu (PDC)

Collect parcels at Komatsu (PDC)

Driver

Parcels loaded into vehicle

- If local delivery, copy of the load manifest & Namlog delivery note
- If cross border Namibia delivery, clearing instructions, Namlog delivery note & invoices

Hand-over all consignment docs to driver

In-Hse Adm KOM

Parcels ready for delivery

Departs for delivery

Driver

Parcels delivered

If Namibia cross-border

Complete clearing instructions

In-Hse Adm KOM

Sent to Namlog Clearing Dept

Link To: Process Clearance

Clearance complete

Title: Special Delivery
Author: Edwin Ramos
Date: 12/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00
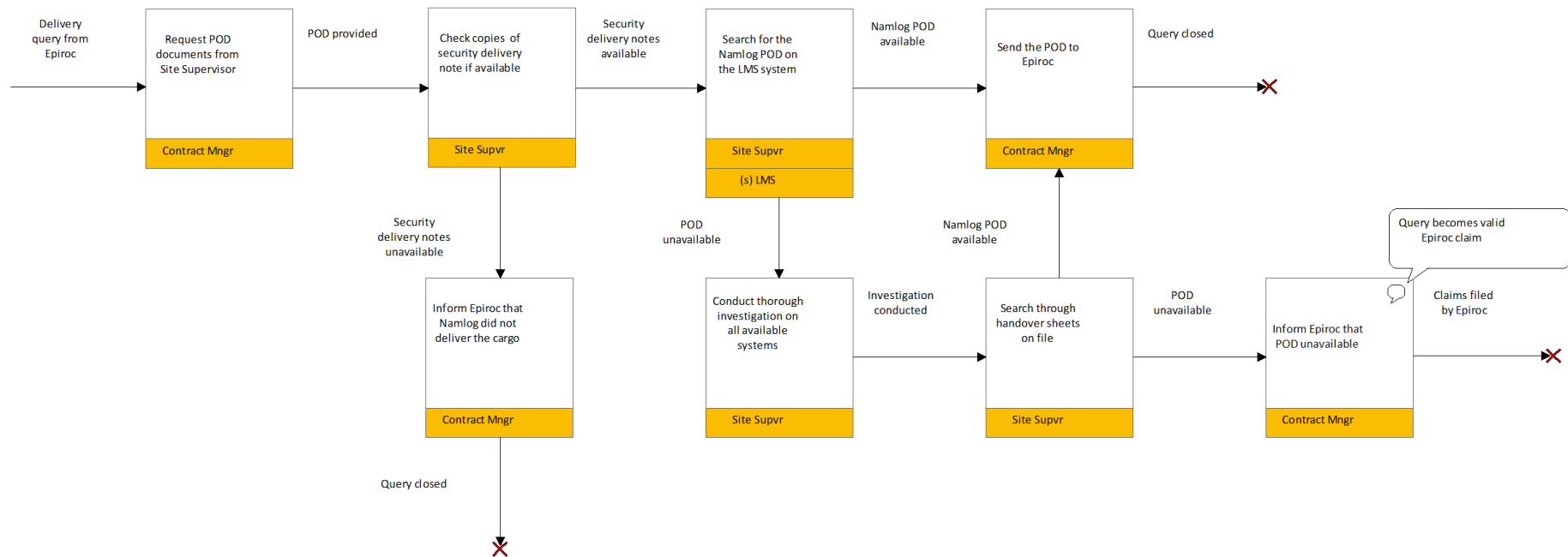
○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Cross Border Delivery - Emergency & Machine Down Orders

Send to:
- Namlog clearing department
- Namlog tracking department
- Third party (if used)
- DHL (for Mozambique deliveries)
- BIA and Barrick (for Zambia deliveries)

- Confirmation required from DHL before loading Mozambique shipments
- Forward Contramarca to DHL
- Receive ESB documents from BIA before loading Zambia shipments

Specify if road or air freight

| Emergency & Machine Down Orders with invoices received from Komatsu | → | Send email to request vehicle based on weight & dimensions | E-mail sent to Specials Department | Create load manifest & delivery note | Documents ready | Send documents to concerned parties | Vehicle arrived at PDC | Load shipments | Loading complete | Dispatch vehicle as per road or air freight requirements | Shipments for delivery |
| | | In-Hse Adm KOM | | In-Hse Adm KOM | | In-Hse Adm KOM | | Driver | | In-Hse Adm KOM | |

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Zambia & Mozambique Collection

Collection request received

Request clearing documentation from Komatsu Shipping Dept

In-Hse Adm KOM

- South Africa clearing intructions
- ITAC permit (if applicable)

Clearing documentation received

Forward clearing documentation

In-Hse Adm KOM

-with driver & vehicle details to Namlog clearing dept

Sent to Namlog Clearing Dept

Link To: Process Clearance

Clearance complete

Create Namlog delivery note & load manifest

In-Hse Adm KOM

(s) LMS

Documents ready

- Namlog delivery note
- Load manifest
- Clearing documents

Send all consignment documents to the customer

In-Hse Adm KOM

(s) E-mail

Vehicle arrives at customer premises

Follow collection process

Driver

Arrived at Namlog Brentwood Park

Report at debrief station for debriefing

Driver

Debrief completed

Title: Zambia & Mozambique Collection
Author: Edwin Ramos
Date: 12/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00
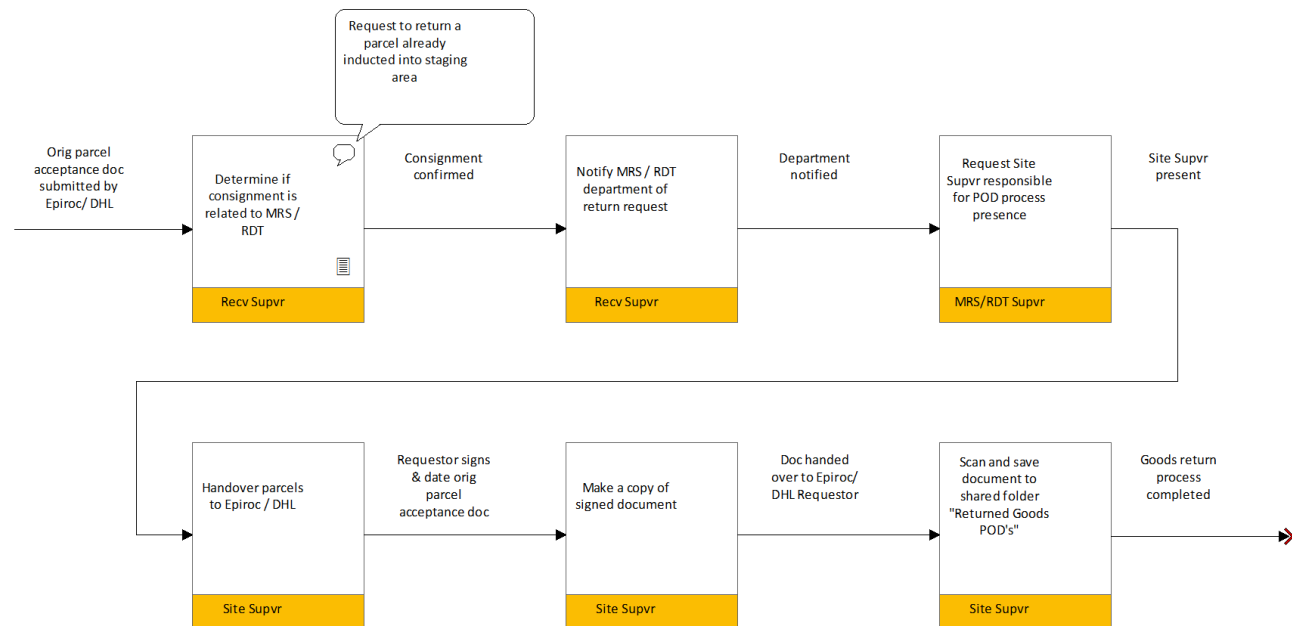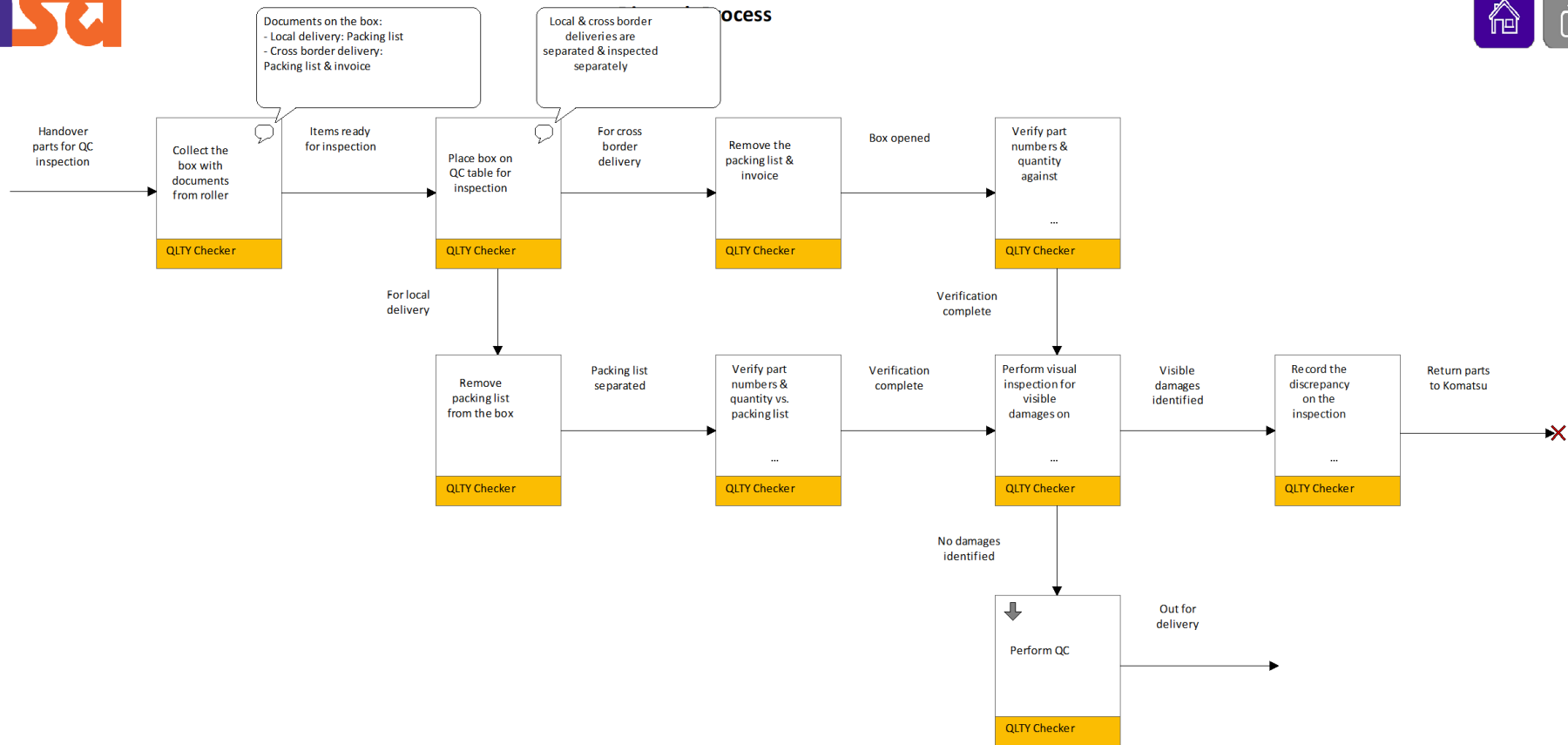
○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

In-House: Toyota

TSA sends box for quality inspection → **Box parts quality inspection** (In-Hse Mgr TYT)
- Item ready for dispatch
- Replacement request sent

TSA sends bumpers for quality inspection → **Bumper quality inspection** (In-Hse Mgr TYT)
- Replacement request sent
- Item ready for dispatch

Parcels delivered at dispatching bay → **Dispatch process** (In-Hse Mgr TYT) → Report submitted

Vehicle arrives at dealer receiving area → **Off-loading at Toyota dealer** (In-Hse Mgr TYT) → Driver leaves dealer premises

Dealer prepares & completes waybill → **Freight return** (In-Hse Mgr TYT) → RFC conducts quality inspection on parts returned

Driver arrives TYT warehouse from delivery → **Debriefing** (In-Hse Mgr TYT)
- Scanning, updating & filing completed
- Discrepancies rectified

Pre-departure check → **Toyota left behind report** (In-Hse Mgr TYT) → Ready for delivery

Quality Assurance checks → **SAP missed scan report** (In-Hse Mgr TYT) → Report printed

Title: In-House: Toyota
Author: Edwin Ramos
Date: 11/5/2023
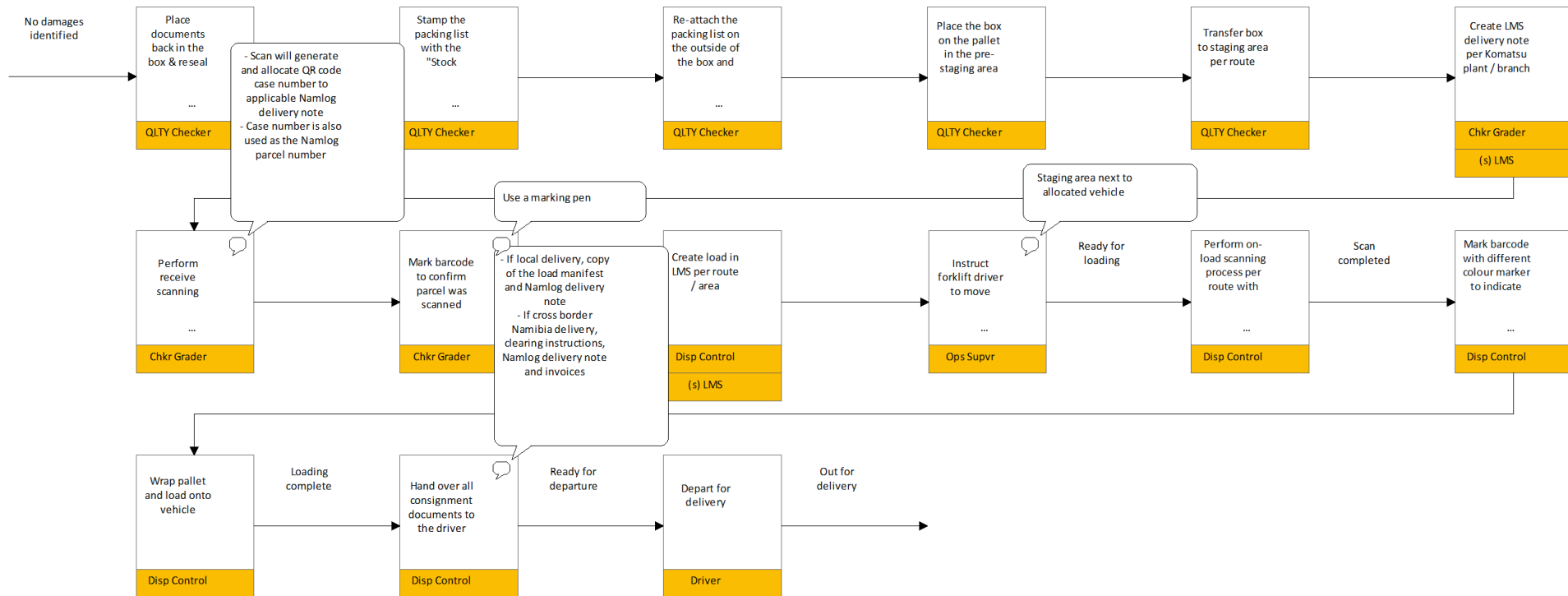Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Box Parts Quality Inspection

TSA sends box for quality inspection

Determine if there are any damages on part packaging

Perform visual inspection — Checker

Packaging/ part damaged

Remove part from box — Checker

Item placed on inspection table

Defects:
- Scratches & damages
- Deformation

Perform visual inspection on part for defects — Checker

Part damaged

Complete non-standard stock mov't doc — Checker

Form completed

Return part & request for replacement — Checker

Replacement request sent

No damage

No damage to part

Noting defect of damaged to packaging but no damage to part

Complete non-standard stock mov't doc — Checker

Form completed

Transfer to loading bay for dispatch to dealer — Checker

Item ready for dispatch

Link to: Dispatch Process

Title: Box Parts Quality Inspection
Author: Edwin Ramos
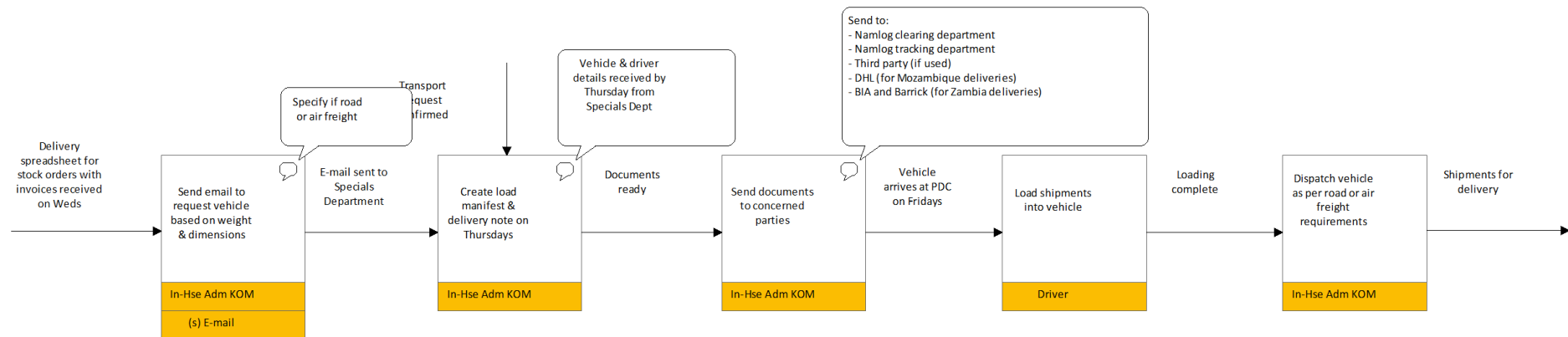Date: 11/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
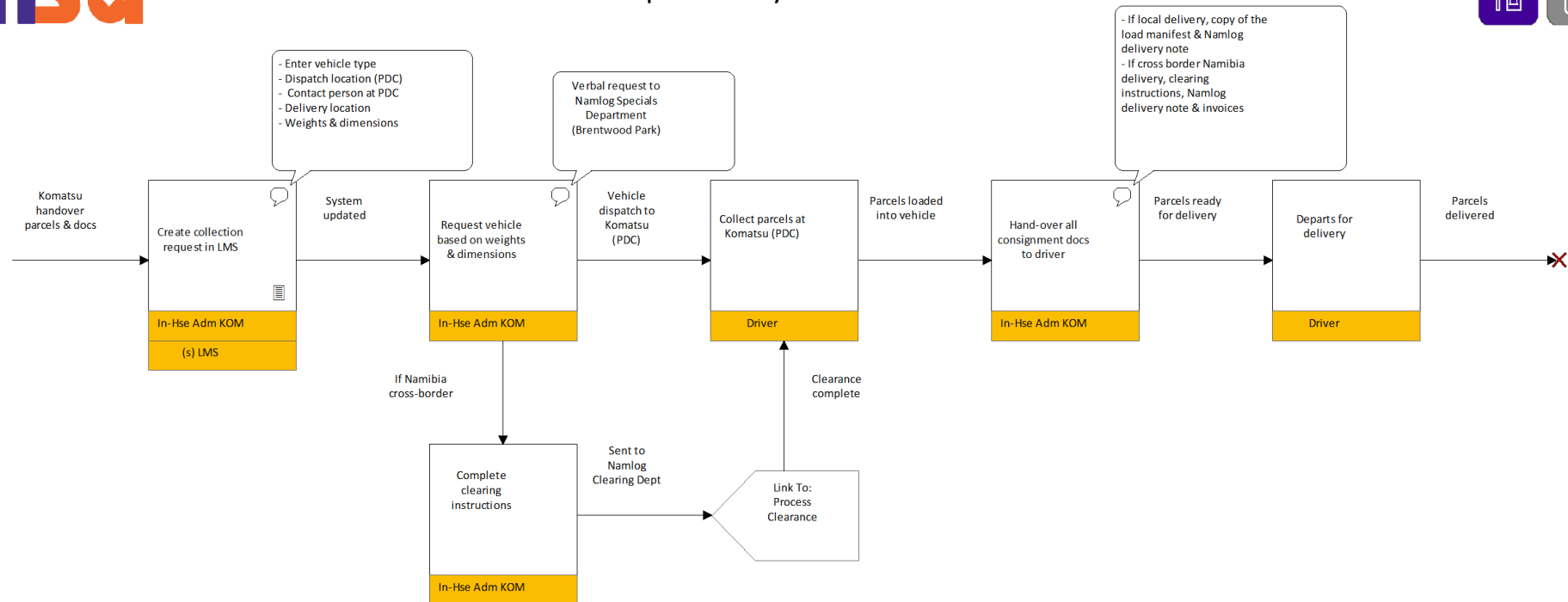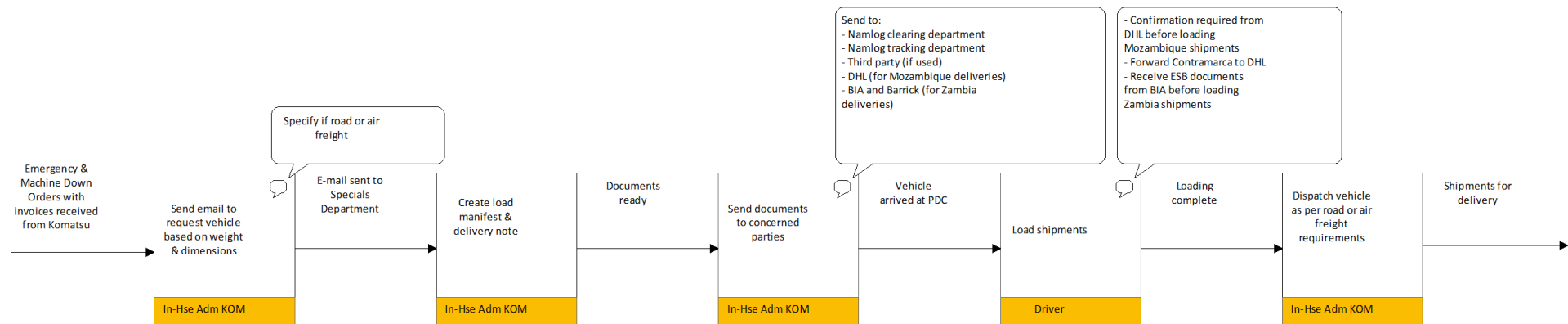Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Bumper Quality Inspection

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Dispatch Process

Cut off times:
- Local: No cut off time
    - PE: 1500H
    - NW: 1830H
    - NC: 1500H
    - EC: 1500H
- Botswana: 1500H
    - KZN: 1800H

Parcels delivered at dispatching bay

Scan the barcode on the parcel
Checker
(s) SAP

— Scan complete →

Mark the barcode with a green marking pen
Checker

— Item ready for sorting →

Sort the parts as per dealer and route
Checker

— Parts sorted →

Perform visual inspection for packaging damages

— Inspection completed →

Move parts to designated route area in dispatching ...
Checker

— Parts ready at dispatching bay →

Inspect packaging for damages before loading
Driver

— Parts ready for loading →

The GT software management system automatically populates and send the invoice to the dealer

Scan and load all parts into vehicle
Vehicle Asst
(s) GT System

— Parts loaded in vehicle →

Close the load & inform supervisor
Vehicle Asst
(s) GT System

— Load closed →

Transmit data to SAP
Ops Supvr TYT
(s) GT System

— Data transmitted →

Compare GT Scan Rpt vs SAP Scan Rpt
Ops Supvr TYT

— No variance →

Login to SAP & print delivery notes
Ops Supvr TYT

— Delivery notes ready →

Print "Left behind" Report
Ops Supvr TYT

— Report ready →

— Variance identified →

Open new load, find missing part & scan
Ops Supvr TYT

— Items complete →

Submit Report to TSA & Namlog Mgt
Ops Supvr TYT

— Report submitted →

Title:	Dispatch Process	Owner:	Louis Ungerer
Author:	Edwin Ramos	Diagram Version:	1
Date:	11/5/2023	Review Date:	None
Volume:	0.00 Per Second	F.T.E.:	0.00

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Off-loading at Toyota Dealer

Vehicle arrives at dealer receiving area

Offload parcels as per delivery note
Driver
Vehicle Asst

Off-loading completed

Hand-in delivery note to the dealer
Driver

Dealer receives delivery note

Together with dealer

Verify quantity & quality of ...
Vehicle Asst

No discrepancy

One copy remains with dealer & driver returns with copy

Request dealer to sign on delivery note
Driver

Driver leaves dealer premises

Discrepancy found

Endorse the delivery note
Driver

Dealer signs next to endorsement

Title: Off-loading at Toyota Dealer
Author: Edwin Ramos
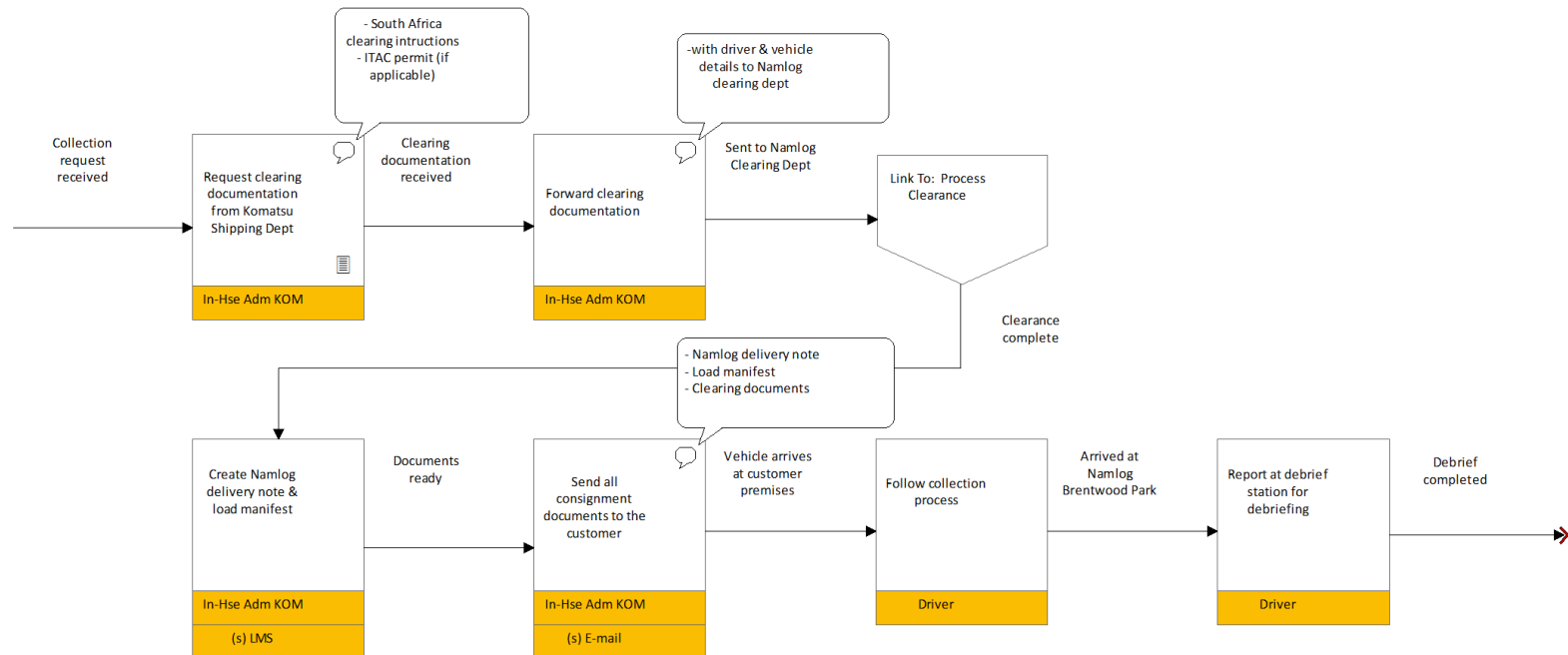Date: 11/7/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Freight Return

Dealer prepares & completes waybill

Perform visual inspection for parts & packaging damages
Driver

Damage inspection completed

Verify the quantity & quality of the parts against the waybill
Driver

No discrepancy identified

Sign the waybill
Driver

Item ready for return

Load the freight
Driver

Arrive at TSA DC Warehouse

Report to RFC department
Driver

Discrepancies identified

Endorse the waybill
Driver

Dealer signs next to the endorsement & waybill

RFC dept notified

If not in good condition refer it to the claims inspection committee

Off-load the freight
Driver

RFC conducts quality inspection on parts returned

Title: Freight Return
Author: Edwin Ramos
Date: 11/7/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Debriefing

Driver reports
delivery discrepancies
(if any)

*For scanning,
updating E-Toyota
system and filing

Driver arrives
TYT warehouse
from delivery

Complete
documentation
available

Discrepancies
identified

Discrepancies
reported

Discrepancies
rectified

Receive consignment documents from driver	Hand-over delivery notes (hard copies) to Admin	Report discrepancies to the relevant Manager (if any)	Investigate discrepancies
Ops Supvr TYT	Ops Supvr TYT	Ops Supvr TYT	In-Hse Mgr TYT

Scanning,
updating &
filing
completed

Title: Debriefing
Author: Edwin Ramos
Date: 11/7/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

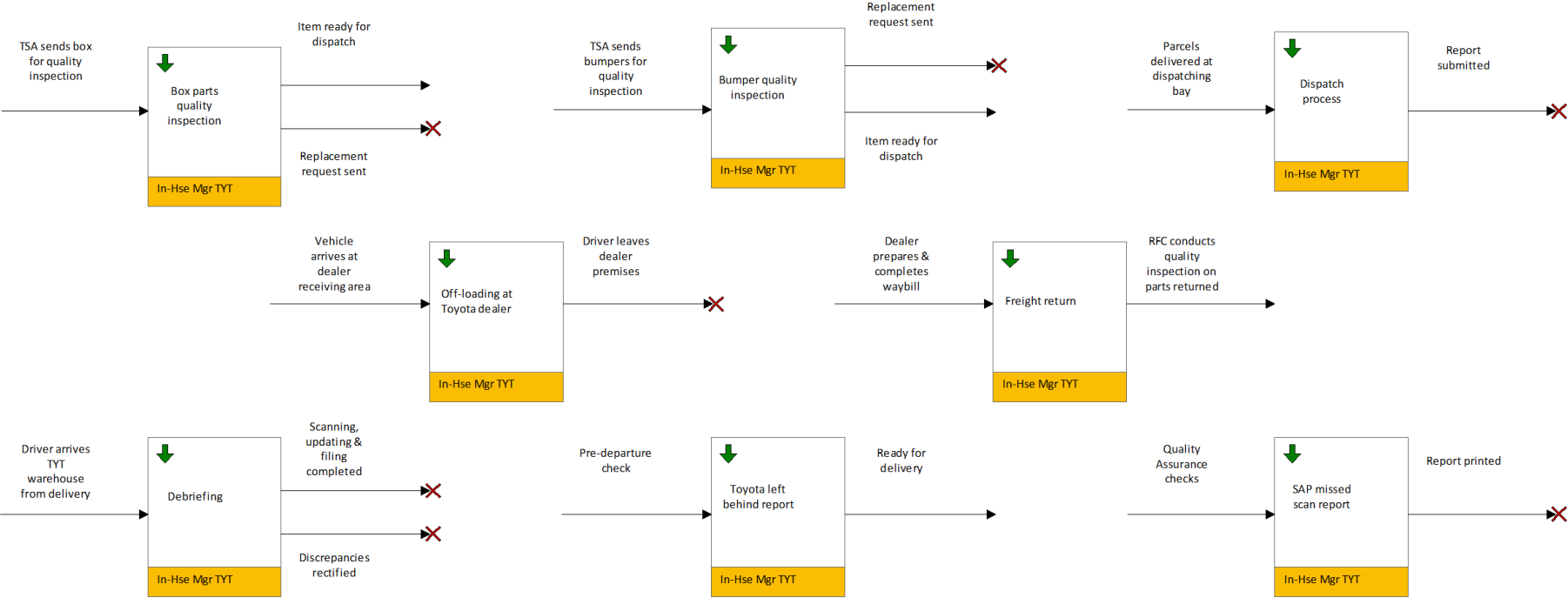Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
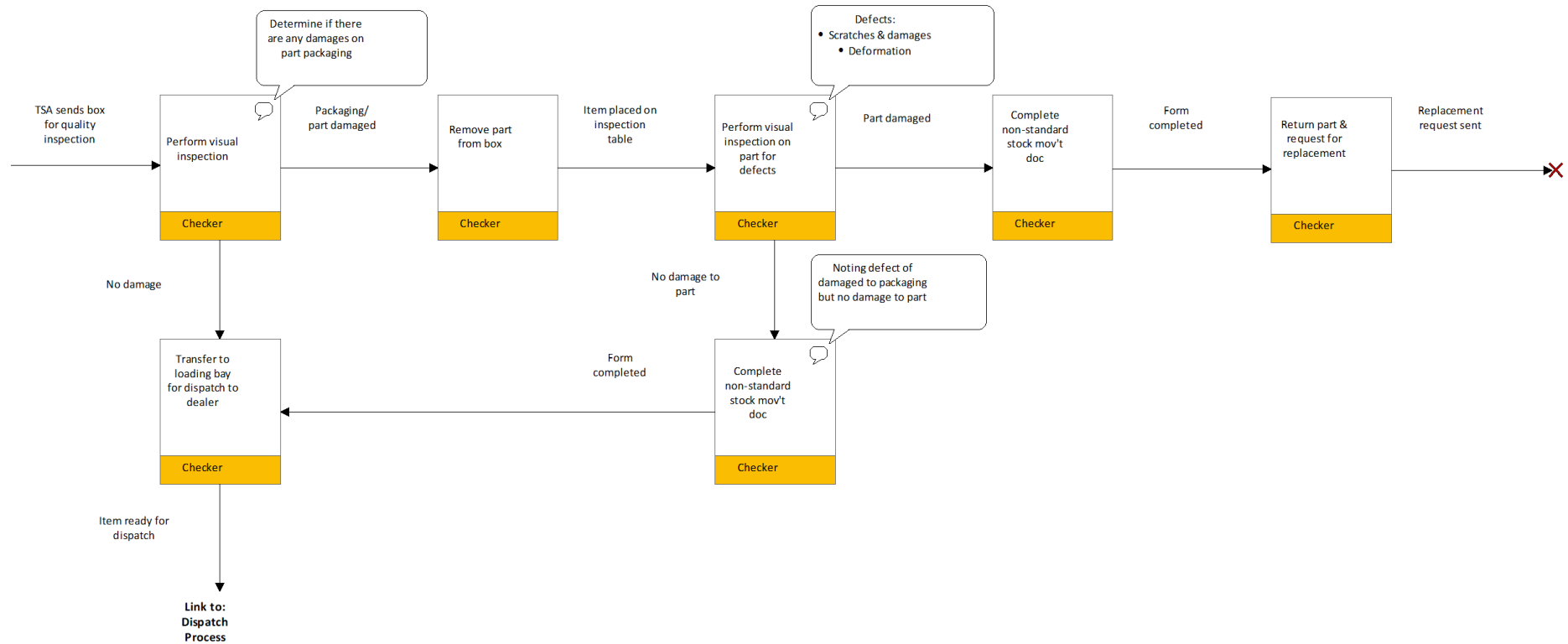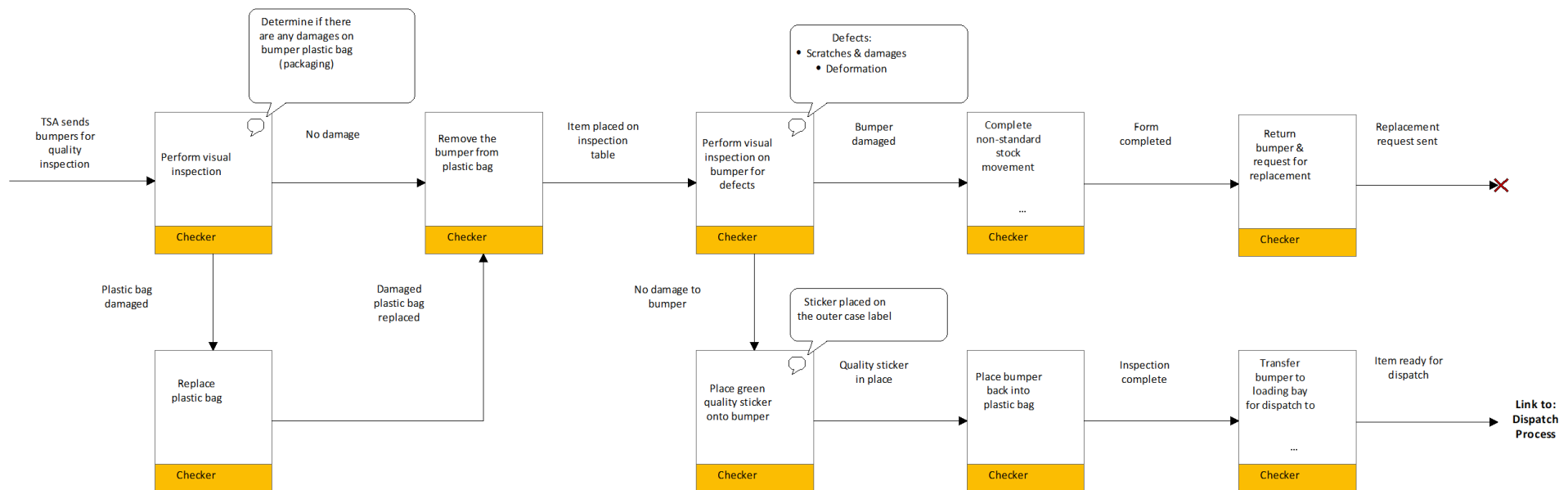○ Change Requests ● Read Only

Toyota Left Behind Report

Pre-departure check

| Log onto SAP | Login successful | Select ZGT left behind | Report selected | Select the start date and end date | Inclusive dates selected | Run the excel report | Excel report ready | Select auto-open | Select sort and filter | Selection done |

Ops Supvr TYT
(s) SAP

Ops Supvr TYT

Ops Supvr TYT

Ops Supvr TYT

Ops Supvr TYT

Ops Supvr TYT

Search in dispatch loading bay area & in the truck

If not loaded, load into truck (as per dispatch process)

| Filter Courier (Namlog) | Filtered by courier | Filter (GT times) | Filtered GT time | Run the report | Report generated | Search for missing parts | Missing parts found | Scan missing parts (again) | Ready for delivery |

Ops Supvr TYT

Ops Supvr TYT

Ops Supvr TYT

Ops Supvr TYT

Ops Supvr TYT
(s) SAP

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

SAP Missed Scan Report

Quality Assurance checks →

Log onto SAP
Ops Supvr TYT
(s) SAP

Login successful →

Select left behind
Ops Supvr TYT
(s) SAP

Report selected →

Select date
Ops Supvr TYT
(s) SAP

Date selected →

Select route
Ops Supvr TYT
(s) SAP

Route selected →

Press F8 on the PC keyboard to pull ...
Ops Supvr TYT
(s) SAP

Info pulled-out →

Go to spreadsheet and filter
Ops Supvr TYT
(s) MS Excel

Filter(s) applied →

Click courier time
Ops Supvr TYT

Timing selected →

Go to audited completion
Ops Supvr TYT

Report ready →

Print SAP Missed Scan Report
Ops Supvr TYT
(s) SAP

Report printed → ✕

Title: SAP Missed Scan Report
Author: Edwin Ramos
Date: 11/7/2023
Volume: 0.00 Per Second

Authorization: Authorized
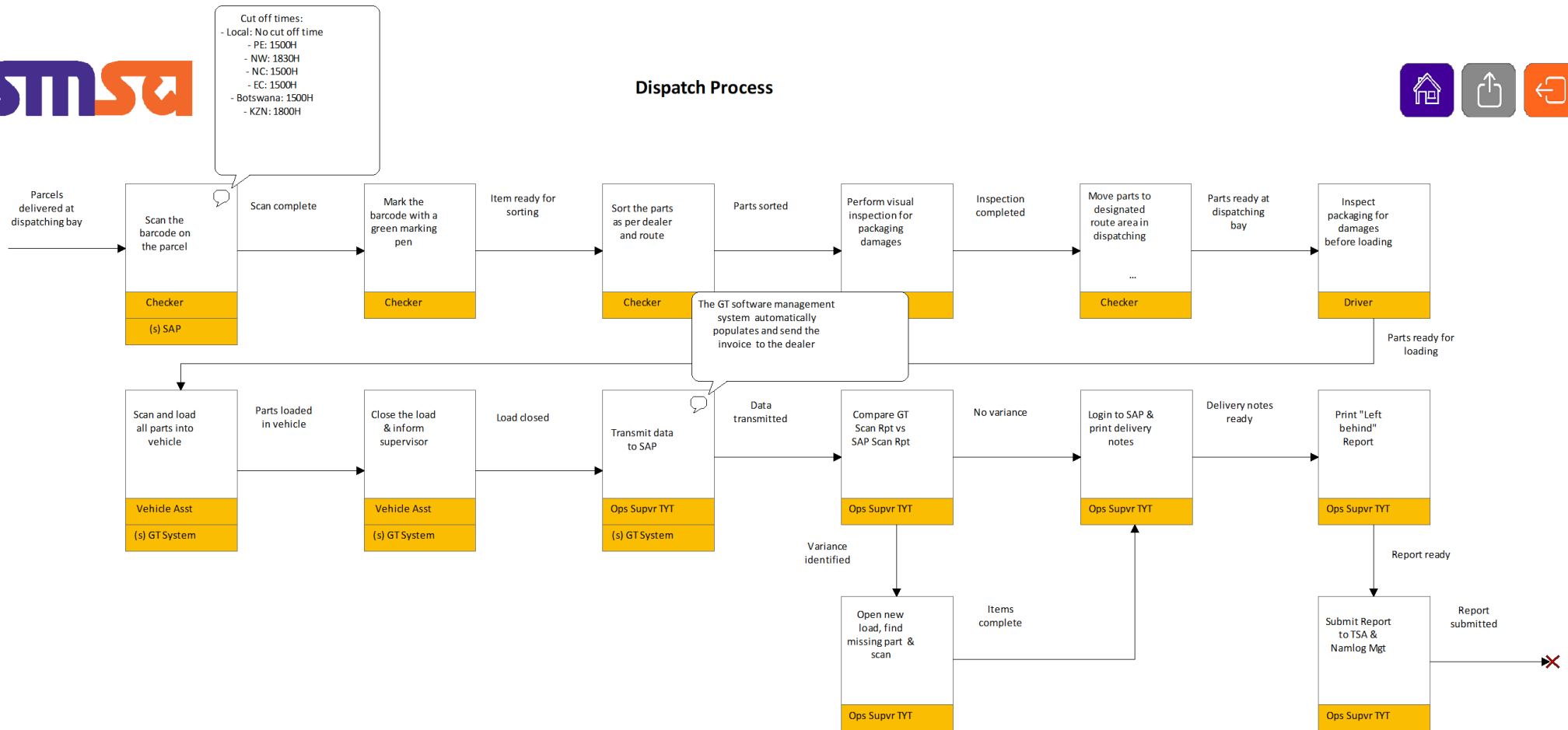Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

In-House: LG

Picked cargo placed at Namlog loading area → [Dispatch process] (In-Hse Mgr LG) → Awaiting delivery → [Delivery process] (In-Hse Mgr LG) → Delivery completed ✗

LG customer refusal of delivery ↓

LG request for collection → [Customer returns] (In-Hse Mgr LG) → POD endorsed as per reason for return ✗

Title: In-House: LG
Author: Edwin Ramos
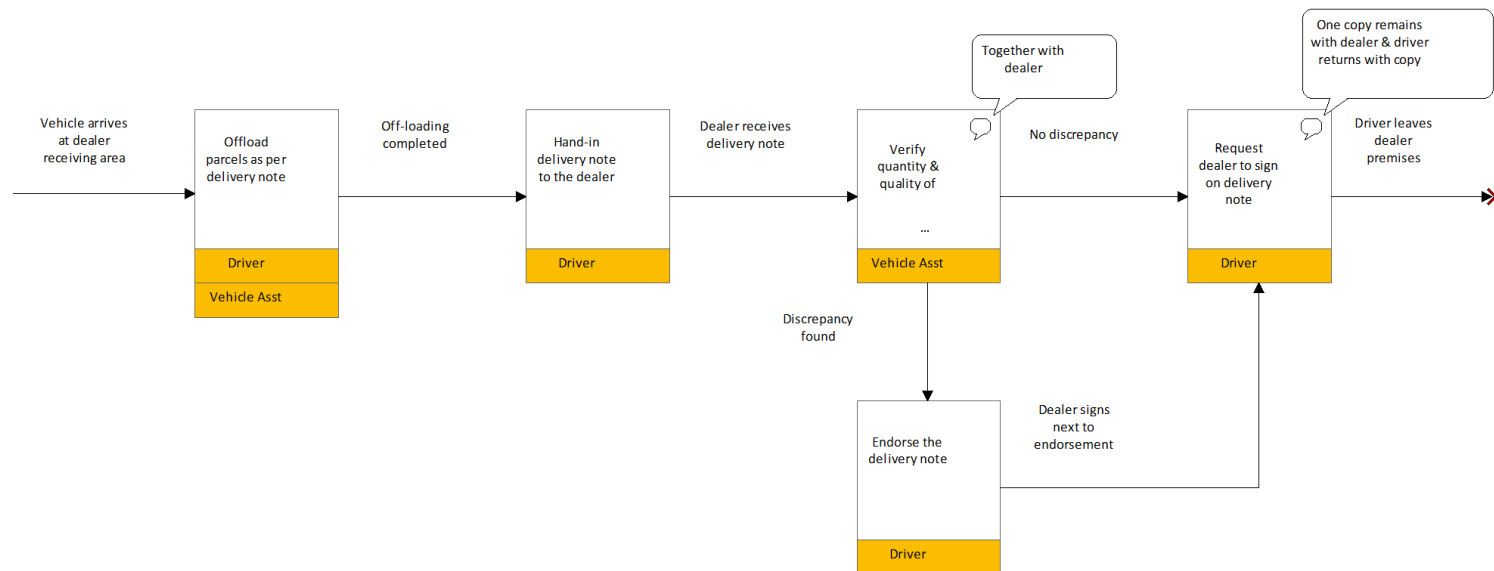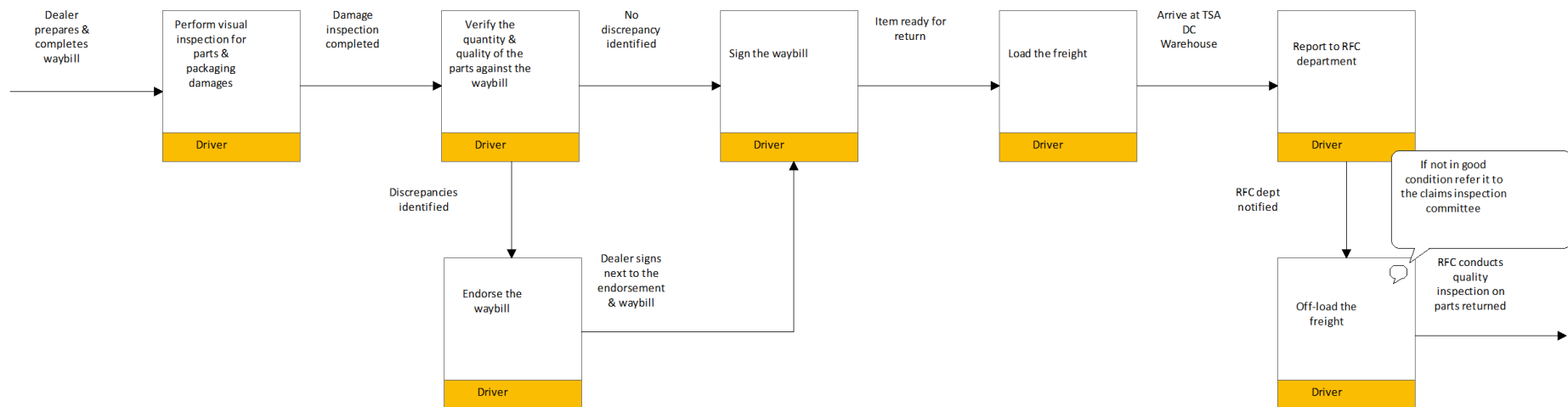Date: 11/7/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Dispatch Process

Information required on White Board:
- Truck Type & Driver Name
- Waybill Number
- Client Name
- Appointment Time
- Special Requirements must be noted (i.e. Booking confirmation, Loading requirements & any additional requirements issued by LG)
- Estimated return time

Note:
- Model number
- Quantity

Documents:
- LG delivery note's
- Load manifest
- LG Invoice
- Booking confirmation (If applicable)

Seal the vehicle after loading all cargo

Hand in the gate pass to security at the gate to sign off

Replacement units provided

Row 1:

- Picked cargo placed at Namlog loading area
- Upload load plan & create route plan — In-Hse Mgr LG — (s) LMS
- Route plan ready
- Route plan info recorded onto white board — In-Hse Mgr LG
- Route plan discussed
- Verify cargo as per picking slip — Debriefer
- Verification complete
- Perform visual inspection for damages on packaging — Debriefer
- Damage identified
- Inform LG Flr Supvr & request for replacement ... — Debriefer

Row 2:

- Create loads on LMS — Namlog Supvr — (s) LMS
- Load created
- Sort cargo to loading bays using the route plan — Namlog Supvr
- Cargo ready for loading
- Hand over all consignment documents to the driver — Namlog Supvr
- Documents handed-over
- Scan all units whilst loading into vehicle — Namlog Supvr — Driver
- Vehicle sealed
- Complete gate pass & hand over to Driver — In-Hse Mgr LG
- Gate pass handed-over

Row 3:

- Notify Namlog tracking dept of vehicle departure ... — Namlog Supvr — In-Hse Mgr LG
- Vehicle ready for departure
- Depart for delivery — Driver
- Driver proceeds to customer site
- Set load as "IN TRANSIT" on LMS — Namlog Supvr — (s) LMS
- Awaiting delivery

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Delivery Process

Awaiting delivery

Arrive at customer receiving area

Driver

Customer verifies seal is intact & correct

Customer refused delivery & delivery note endorsed

Perform PDA offload scanning & offload cargo

Driver

POD signed by customer

Report at debrief station upon arrival at LG

...

Driver

Driver ready for debrief

Notify LG & Namlog HQ if there are any discrepencies
Namlog HQ
- Account Executive
- Admin Assistant
- GM Contracts
- Divisional Director

Debrief driver

Debriefer

Debrief completed

IOD = Information Of Delivery

Verify if all POD's are signed correctly

Debriefer

PODs' signatures verified

Verify quality & rescan inferior quality POD's

Debriefer

POD quality check & rescan completed

Update route plan

Debriefer

(s) MS Teams

Route plan updated

Complete IOD on LG System

Debriefer

Delivery completed

Title: Delivery Process
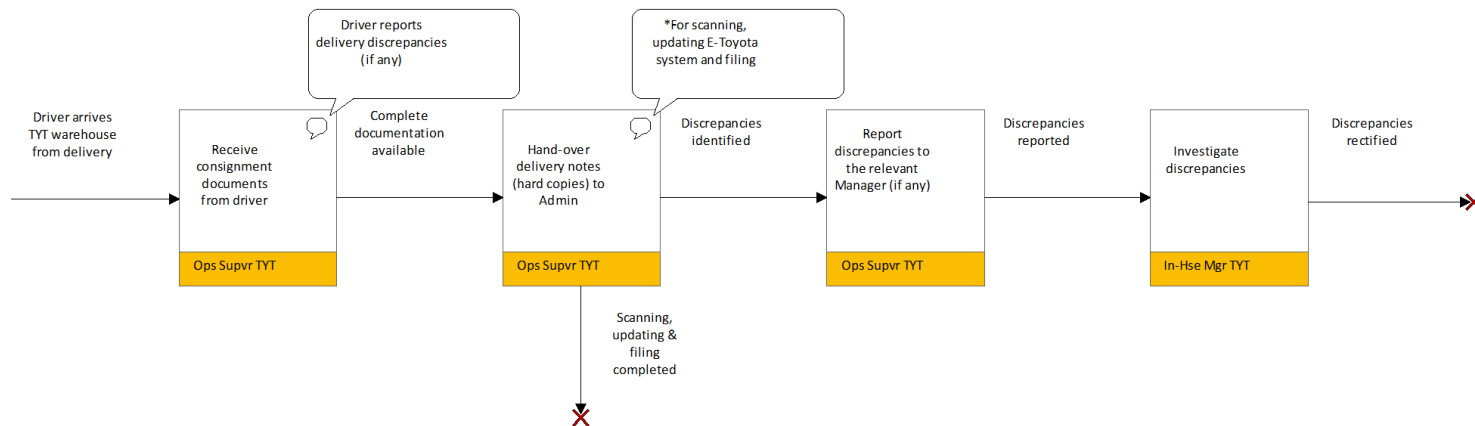Author: Edwin Ramos
Date: 11/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Customer Returns

Title: Customer Returns
Author: Edwin Ramos
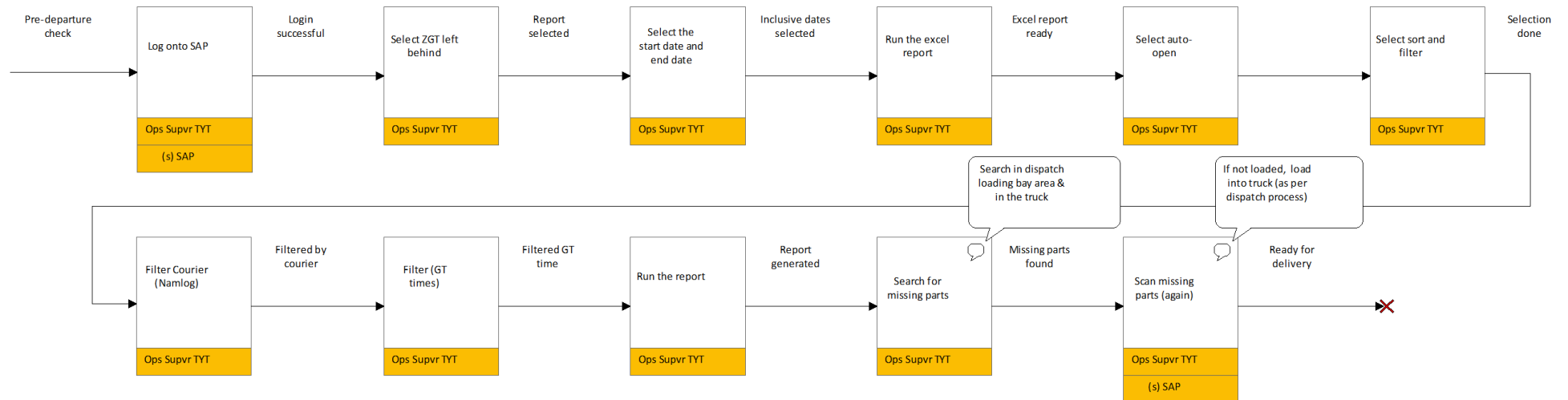Date: 11/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Louis Ungerer
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

ZAF - Information Systems

Request asset

Requestor signs for the asset(s) received

Asset Request

GM: Info Sys

Employee requirement

New User Activation

GM: Info Sys

Request completed

Incident occurs/ employee requirement

Log Incident/ Request

GM: Info Sys

Incident/ request closed

Employee resignation/ termination

Asset Return

GM: Info Sys

Asset stored

System user deactivation required

User Deactivation

GM: Info Sys

User deactivated

Business requirement

Development Life Cycle

GM: Info Sys

Implementation complete

Data back-up required

Back-up of Data

GM: Info Sys

Back-ups completed

Asset obsolete/ fully depreciated

Asset Disposal

GM: Info Sys

Disposal company collects & dispose the item(s)

Asset(s) written-off the books

Asset Request

Request asset

Receive request

Sys Admin

New asset

Request a quotation from supplier

Sys Admin

Quotation received from supplier

Quotation disapproved

Evaluate quotation

Sys Admin

Quotation approved

Fraxion will automatically generate a Namlog PO no.

Load quotation in Fraxion

(s) Fraxion

PO generated

Asset available

Asset stored awaiting allocation

Issue asset(s) to requestor & update asset register

Sys Admin

Send PO to supplier

Sys Admin

Asset delivered

Add asset(s) to asset list & register

Sys Admin

Asset registered

Issue asset(s) to requestor

Sys Admin

Requestor signs for asset(s) received

Requestor signs for the asset(s) received

Title: Asset Request
Author: Edwin Ramos
Date: 4/14/2024
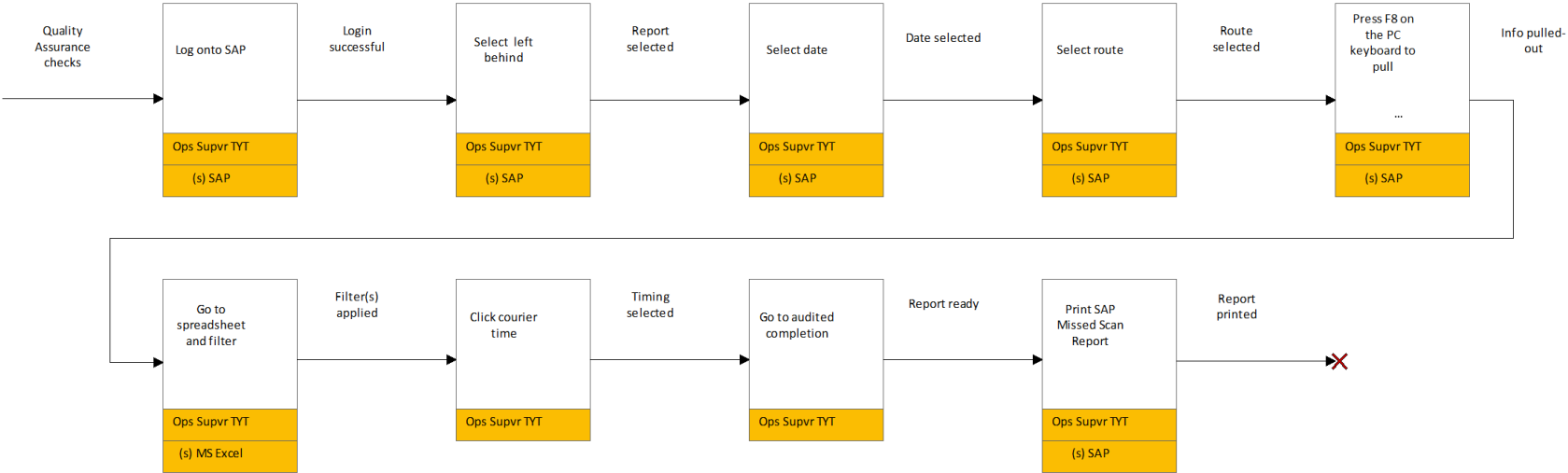Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Alexander Lombard
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

New User Activation

Employee name, Job title,
Department, Start date
Access required (Email, LMS,
Folders, Distribution groups, Teams)
Access level (Administrator, Viewer
(Roles of the user),
Description of information to be
used

Employee
requirement

| Send request to IT with the details | Request submitted | Assign request to specific IT personnel to action | Request assigned | Action the request | New user activated | Update service on IT Ticketing system | Ticketing System updated | Send completion notice to requestor | Request completed |

Head of Dept

(s) E-mail

GM: Info Sys

Sys Admin

Sys Admin

Sys Admin

(s) E-mail

Title: New User Activation
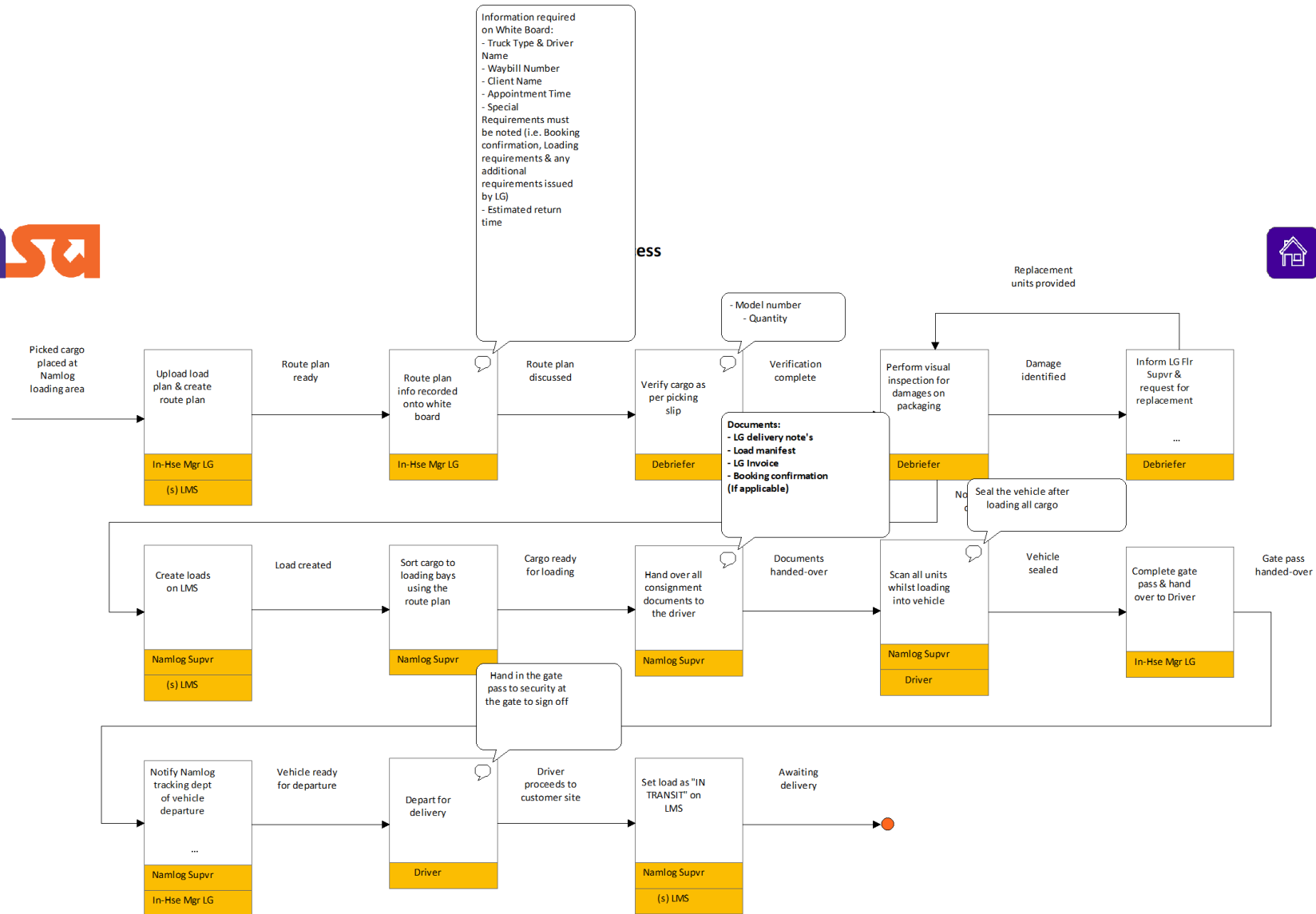Author: Edwin Ramos
Date: 4/14/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Alexander Lombard
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Log Incident/ Request

- Ticketing system
- Email (ITsupport@Namlog.co.za & LMSsupport@namlog.co.za)
- Phone call
- In person

Incident category based on type, urgency and severity

Incident occurs/ employee requirement

Log incident/ request — *Employee*

Incident/ request logged

Categorize incident — *Sys Admin*

Incident/ request category identified

Assign incident to Support Agent / Technician to investigate — *Sys Admin*

Incident/ request assigned

Analyze and investigate — *Sys Admin*

Incident/ request awaiting resolution

Escalate or solve the problem according to category — *Sys Admin*

Incident/ request resolved

Confirm problem is solved — *Sys Admin*

Incident resolution confirmed

Send service evaluation response request — *Sys Admin*

Service evaluation received

Close ticket automatically in 2 days — *Sys Admin*

Incident/ request closed

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Asset Disposal

Asset obsolete/ fully depreciated

Identify items to be disposed off — Sys Admin

Complete asset disposal form

Asset Disposal Form completed

Forward asset disposal form — Sys Admin

- Group Insurance Manager
- Asset Management Team
- Finance Department

Disposal form completed

Notify insurance company to remove item(s) from insurance — Insurance Mngr

Insurance company confirmation received

Update asset register — FIN Mngr

Asset Register updated

Remove item(s) from asset management register — FIN Mngr

Asset(s) written-off the books

Contact appropriate asset disposal company — Sys Admin

*Must meet disposal legislative requirements

Disposal company collects & dispose the item(s)

Title: Asset Disposal
Author: Edwin Ramos
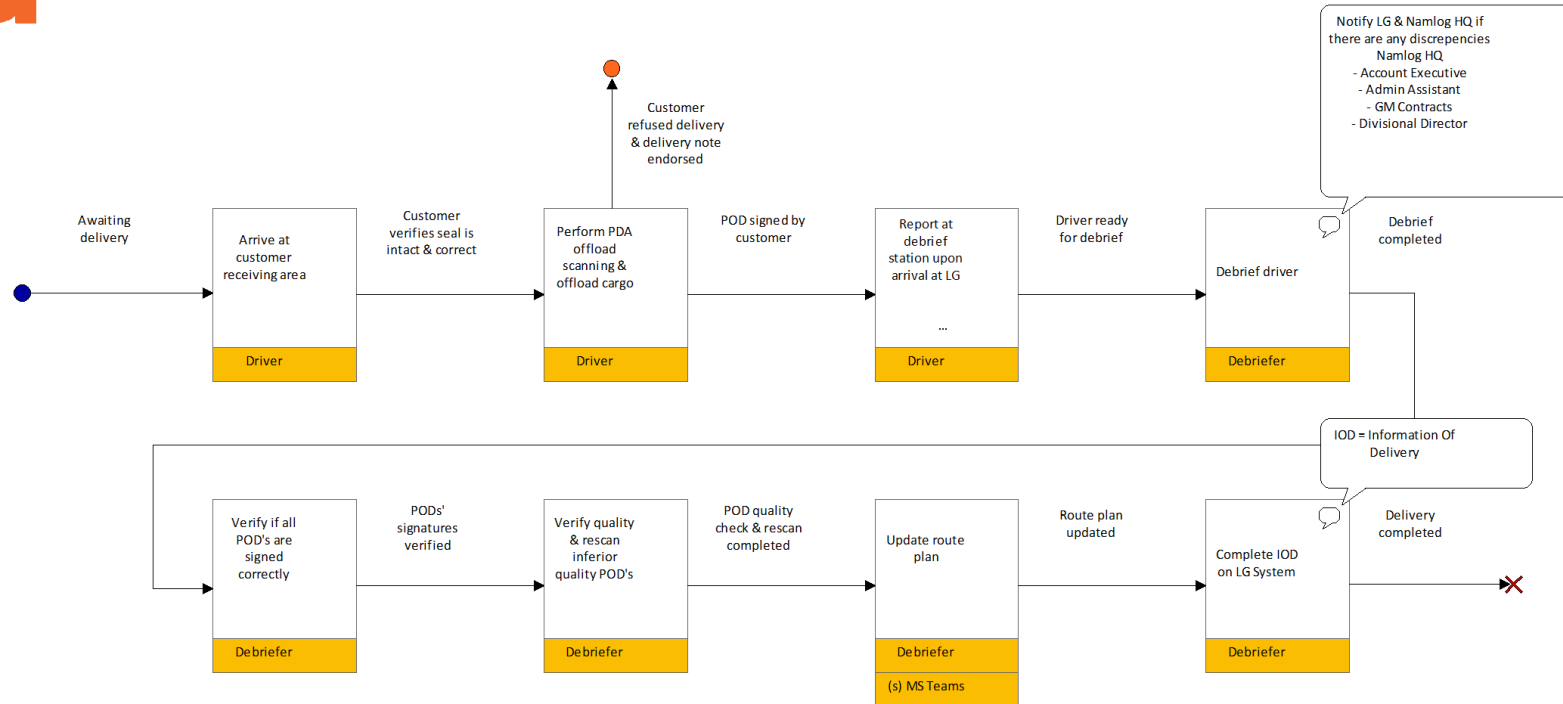Date: 4/14/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Alexander Lombard
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Back-up of Data

Types of back-ups:
- Online back-up
- Local back-up

Data back-up required

Evaluate back-up strategy according to back-up policy

Sys Admin

Data back-up possible

Schedule back-ups according to back-up strategy

Sys Admin

Back-up schedule available

Back-up data

Sys Admin

Back-ups completed

Title: Back-up of Data
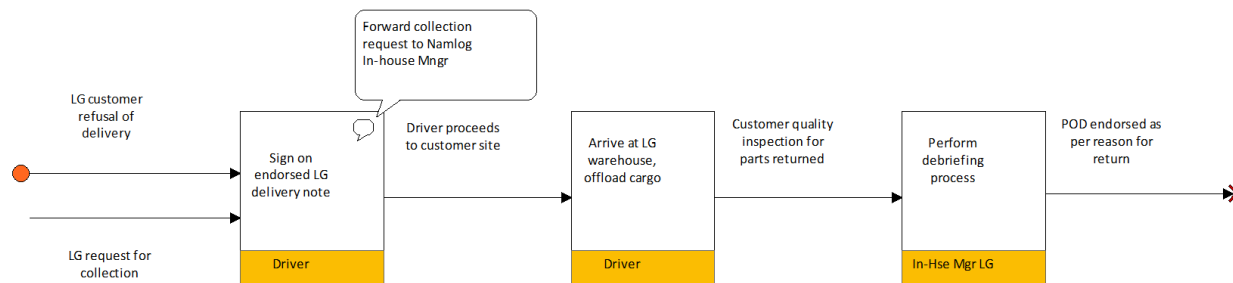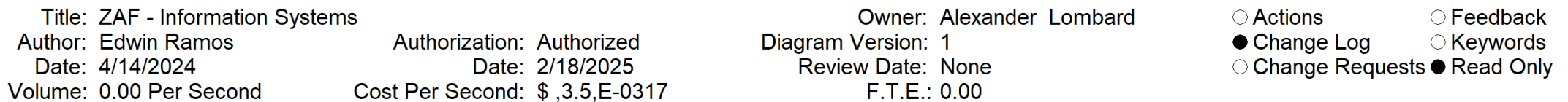Author: Edwin Ramos
Date: 4/14/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Alexander Lombard
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

User Deactivation

- Employee name, Job title, Department, End date
- Access to be terminated: Email, LMS, Folders, Distribution groups, Teams, Access level
1. Administrator
2. Viewer (Roles of the user)
3. Information to be retained

- Deactivate user on Namlog systems
- Change user password on Namlog systems
- Remove licenses associated with user accounts

System user deactivation required

Send request to deactivate user

Head of Dept

(s) E-mail

Request sent to HR & IT

Deactivate user as per request

Sys Admin

User deactivated

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Asset Return

- Employee details, -
Termination date
- List of information to
retain on the asset
- Retention period, -
List of restrictions

Employee
returns assets

Link To:
Process
Employee
Exit

Employee
resignation/
termination

Notify
concerned depts
abt employee
exit

HR Bus Partner

Concerned
depts.
notified

Generate list of
assets from
asset register

Sys Admin

List forwarded
to HOD

Receive assets
returned vs.
asset list

Head of Dept

Returned
assets
accounted

Asset to be stored
& allocated for
future requests

Hand-over
assets to IT

Head of Dept

Assets ready
for
verification

Verify asset
details vs asset
list

Sys Admin

Returned
asset
confirmed

Update asset
register

Sys Admin

Asset stored
awaiting
allocation

Title: Asset Return
Author: Edwin Ramos
Date: 4/14/2024
Volume: 0.00 Per Second

Authorization: Authorized
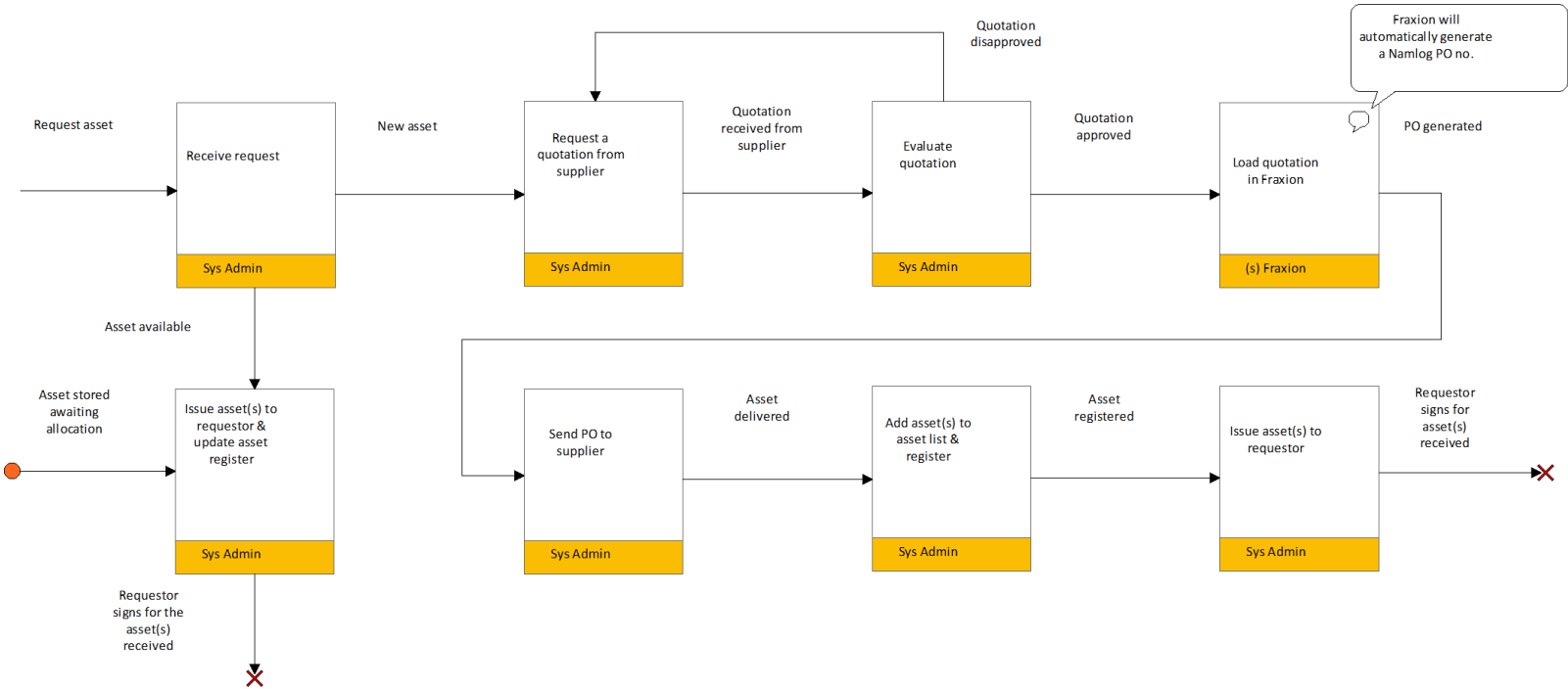Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Alexander Lombard
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
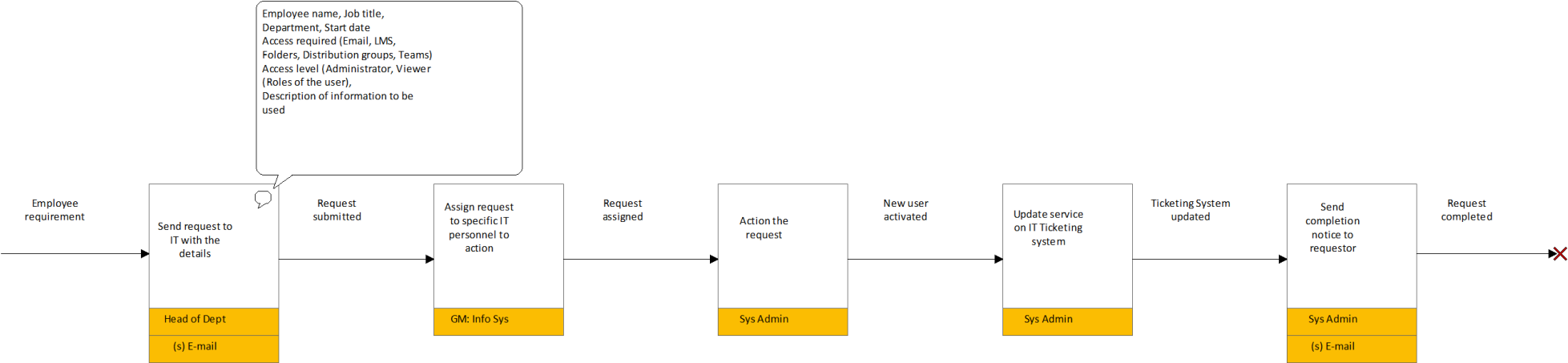○ Change Requests ● Read Only

ZAF - Finance

Debtors

Insurance

Payments

Refunds & Consolidation

Fraxion Management

Month End Processing

Budget & PAYE Returns

Finance Administration

Title: ZAF - Finance
Author: Mohammed Altamush Khan
Date: 9/12/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Process Debtors

Billing

Credit & Collections

Debtors Reports

Title: Process Debtors
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions ○ Feedback
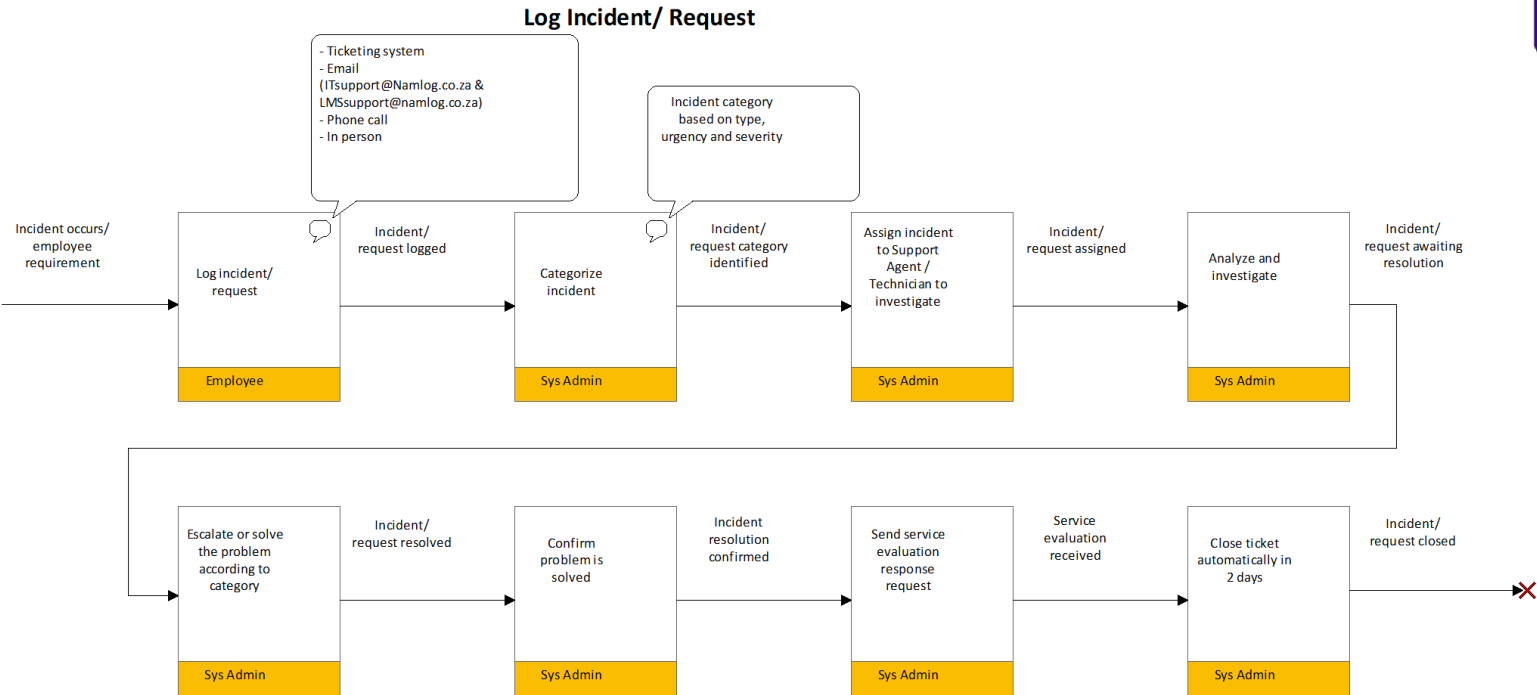● Change Log ○ Keywords
○ Change Requests ● Read Only

Process Billing
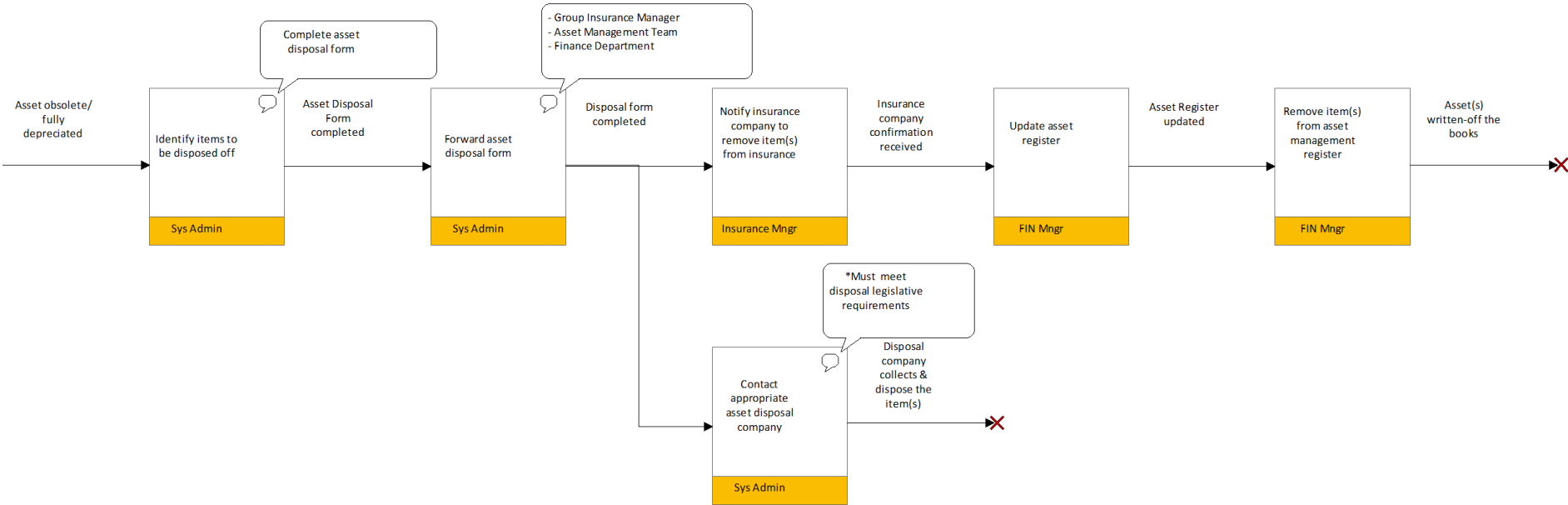
-Confirm if svs type is correct
-Confirm if route is correct
-Address of sending and receiving customer
-Check dimensions on waybill matches that captured on LMS
- Confirm if correct documents are uploaded
-Confirm the weight and quality

Bill only for POD images completely uploaded

Waybills ready for billing

Pull waybill activity report from system
Bill Clerk
(s) LMS

Report ready

Conduct data accuracy checks (LMS vs captured POD)
Bill Clerk
(s) LMS

Errors identified

Investigate and update the correct information
Bill Clerk
(s) LMS

No errors identified

Create Pre-invoice
Bill Clerk
(s) LMS

Pre-invoice ready for submission

Forward pre-invoice to debtors clerk
Bill Clerk
(s) LMS

Pre-invoice sent for invoicing

Title: Process Billing
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only

Create Pre-invoice

No errors
identified

Access system and select billing function		Select customer		Select new pre-invoice		Search customer by accessing bill customer option
Bill Clerk		Bill Clerk		Bill Clerk		Bill Clerk
(s) LMS		(s) LMS		(s) LMS		(s) LMS

Function selected — Customer selected — Selection done — Customers identified

Name the pre-invoice according to the billing month		Tick waybills to be pre-invoiced		Export report to excel and perform save report on PC file
Bill Clerk		Bill Clerk		Bill Clerk
(s) LMS		(s) LMS		(s) LMS

Name updated — Waybills selected — Pre-invoice ready for submission

Title: Create Pre-invoice
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Credit & Collections

No errors
identified

Process
collection from
account
customers

Payment
received

Debtors Clerk

AR Mngr

Request for
quotation
received

Process
collection from
cash customers

Shipment out
for delivery

CSC Admin

Coll Supvr

Credit account
request from
customer

Process credit
application for
new customers

Credit
application
approved

Bus Dev Mngr

Debtors Clerk

Title: Process Credit & Collections
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Collection From Account Customers

Followup with customer via email & telephone

AR Mngr

Customer to make payment after 30 days from date of statement

Based on remittance advice from customer

Payment not received in 30 days

Pre-invoice received from billing clerk

Create customer invoice

Debtors Clerk

(s) Evolution

Documents sent to AE/customer

Check customer payment status

Acct Exec

AR Mngr

Payment done

Confirm & allocate payment

Debtors Clerk

AR Mngr

Payment received

Payment not received in 60 days

Forward letter of demand to customer

Acct Exec

AR Mngr

No payment received

Initiate legal process for debt collection

Acct Exec

AR Mngr

Legal debt collection process initiated

Title: Process Collection From Account Customers
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only
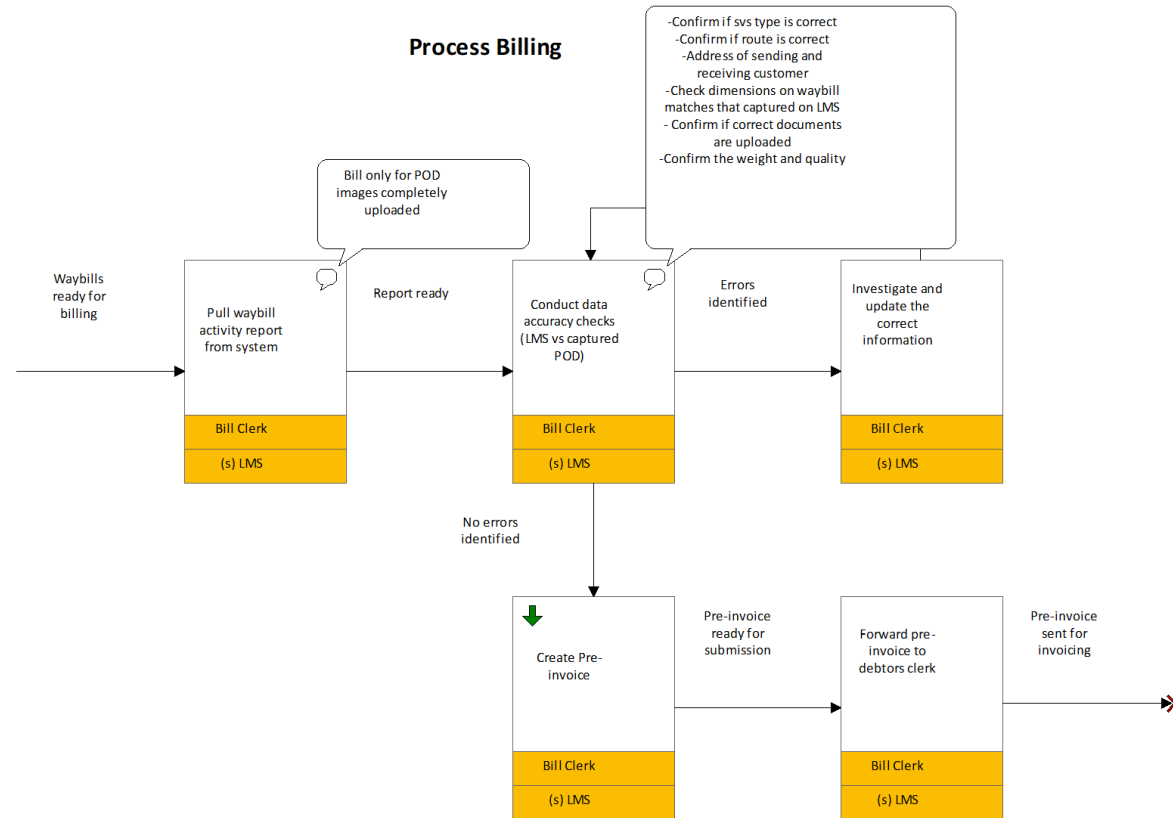
Create Customer Invoice

Pre-invoice received

Access the accounting system and select the customer
Debtors Clerk
(s) Evolution

Customer selected

Generate invoice based on pre-invoice information
Debtors Clerk
(s) Evolution

invoice generated

Email invoice and statement to billing clerk
Debtors Clerk
(s) E-mail

Email sent

-Referencing invoice numbers to waybills to prevent re-processing of billing

Run billing summary report and update invoice numbers
Bill Clerk
(s) LMS

Report ready

Send (Invoice, bill summary and statement)

Forward documents to AE/customer
Bill Clerk

Documents sent to AE/customer

Title: Create Customer Invoice
Author: Mohammed Altamush Khan
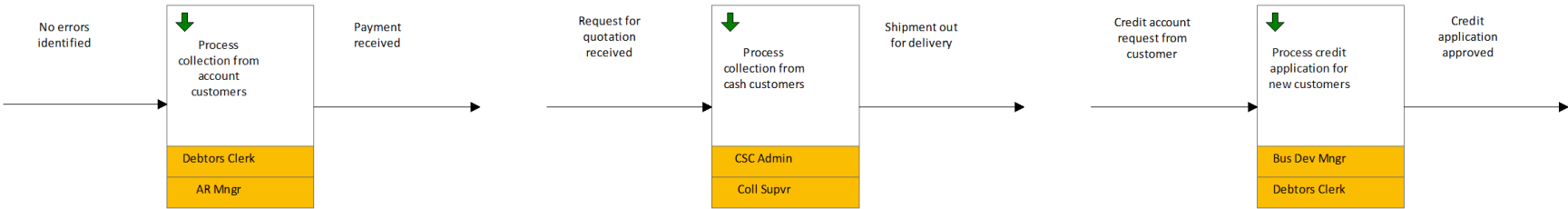Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Collection From Cash Customers

Request for quotation received from customer

Submit quotation to customer
CSC Admin

Quotation submitted

Confirm quote acceptance by customer
CSC Admin

Acceptance confirmed

Request customer to make payment
CSC Admin

Payment request done

Confirm payment status and advise CSC admin
FIN Mngr

No payment received

Payment confirmed

Arrange freight collection with OPS dept
CSC Admin

Collection arranged

Book collection/receive shipment at hub from customer
Coll Supvr

Shipment ready

Arrange final delivery to end destination
Coll Supvr

Shipment out for delivery

Title: Process Collection From Cash Customers
Author: Mohammed Altamush Khan
Date: 9/17/2023
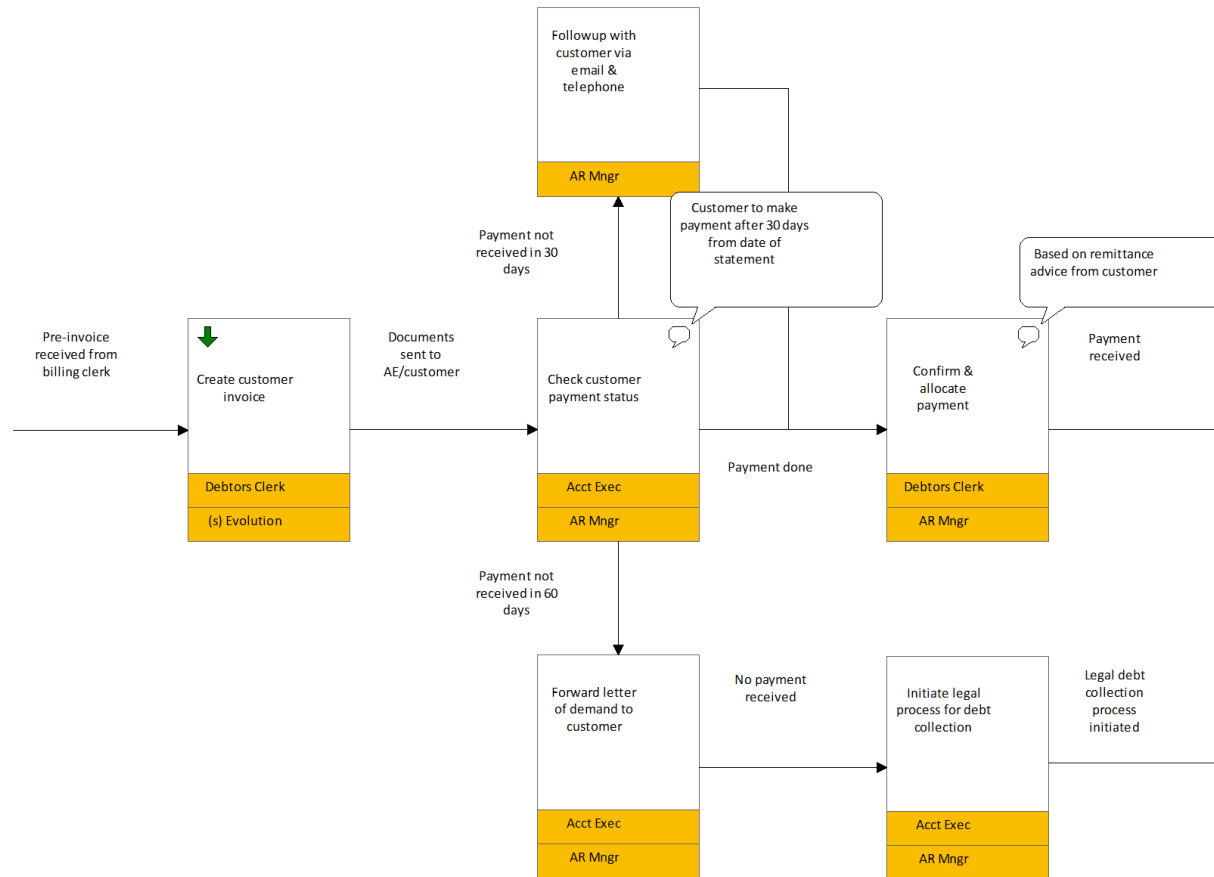Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Credit Application For New Customers

![SMSA logo]

Debtors Reports

Business requirement → ▼ Process unbilled waybill report → Waybills ready for billing →

| AR Mngr |
| Bill Clerk |
| Acct Exec |

Business requirement → ▼ Process VAT advances → Accounts reconciled ✕

| FIN Mngr |
| Bill Clerk |
| AR Mngr |

Business requirement → ▼ Process fuel levies → Business units notified ✕

| AR Mngr |
| Rates Admin |

New customer acquired → ▼ Process rates administration & new customer requests → Information updated on system ✕

| Acct Exec |
| Debtors Clerk |
| Rates Admin |

Title: Debtors Reports
Author: Mohammed Altamush Khan
Date: 11/28/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00
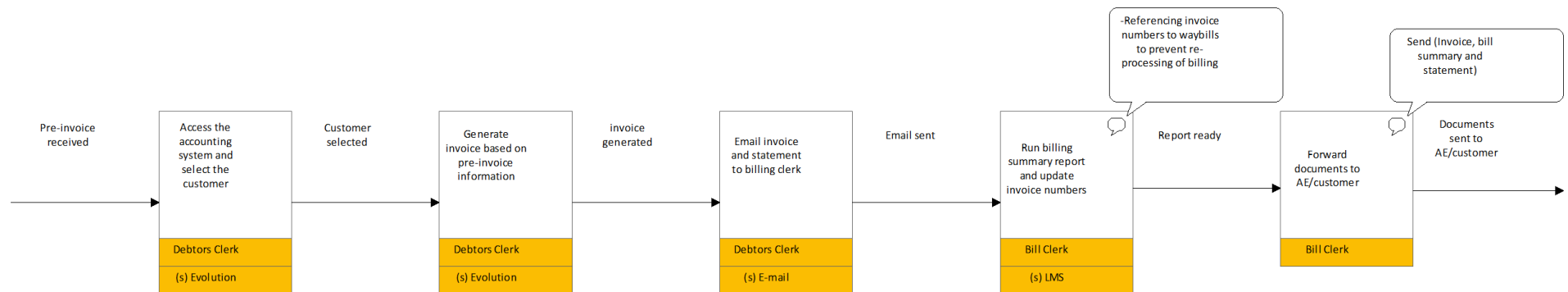
○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Unbilled Waybill Reports

To be done from the 1st to the 7th working day of every month: indicate waybills to be billed on the report

Done on the 8th working day of every month.
AE's (account executives) and billing clerks of the relevant branches, to provide comments and reasons for unbilled waybills

Business requirement

Download monthly waybill activity report
— Bill Clerk
— (s) LMS

Download complete

Distribute to relevant AE & Billing Clerk to process unbilled waybills
— Bill Clerk

Report distributed

Forward unbilled waybill report to relevant branches AE & Billing Clerk
— AR Mngr

Report forwarded

Fill comments and provide reasons for waybills not billed
— Acct Exec
— Bill Clerk

No payment received

Namlog Group unbilled waybills (number of waybills and total unbilled value) by reason category

Done once a month.
All unbilled waybills should be billed the following month

Report returned with comments

Initiate revenue accrual in business unit books
— FIN Mngr
— AR Mngr

Books updated

Consolidate information for overview of all unbilled waybills
— AR Mngr

Report ready

Discuss report with CFO
— AR Mngr

Waybills ready for billing

Title: Process Unbilled Waybill Reports
Author: Mohammed Altamush Khan
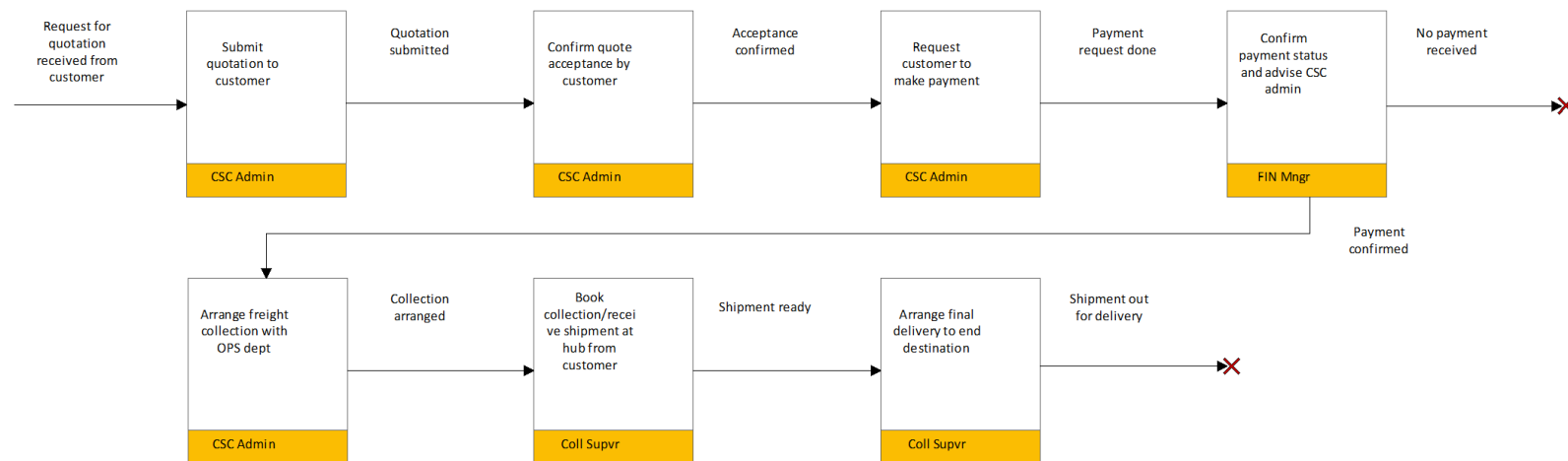Date: 11/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process VAT Advances

VAT advance to be paid on behalf of the customer. The AE's (account executive's) are copied on email for payment authorization

Ensure the disbursement fee's are added to the export VAT advance amount paid on behalf of customers and are billed back to customers

Business requirement

Send email request to finance for VAT ...	Email sent	Load payment on efiling or ABSA bank & forward proof of ...	POP forwarded	Perform export clearing process on cross border consignment	Clearing complete	Add disbursement fees to export ...	Amount updated
Clearing Team		FIN Mngr		Clearing Team		AR Mngr	
						Bill Clerk	

VAT advance controlled account reconciled on a weekly / monthly basis

Follow payment collection process

Process customer invoice payments	Payments done	Perform detailed VAT advance ...	Accounts reconciled
AR Mngr		AR Mngr	

Title: Process VAT Advances
Author: Mohammed Altamush Khan
Date: 10/27/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
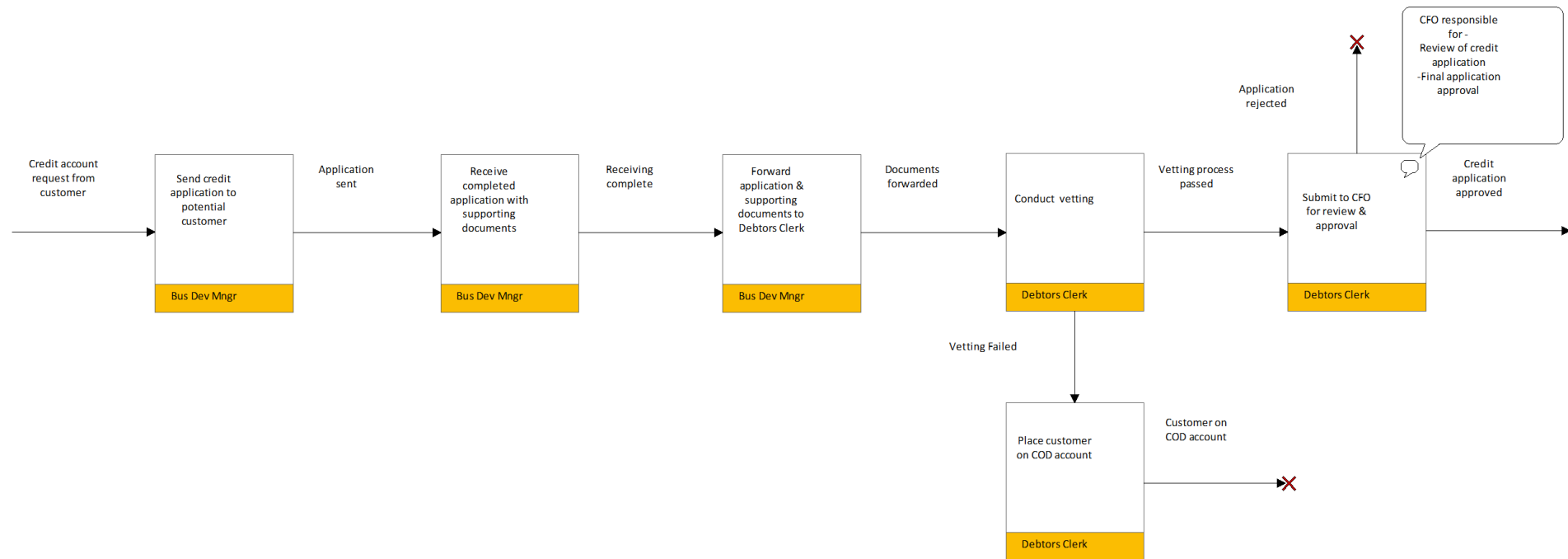F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Rates Administration & New Customer Requests

Title: Process Rates Administration & New Customer Requests
Author: Mohammed Altamush Khan
Date: 10/27/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Fuel Levies

Download from
- South Africa - SAPIA
- Namibia - NAMCOR
- Botswana - BERA
websites as and publised on a
monthly basis indicating fuel
price fluctuations

Files (saved on
TEAMS)

Relevant Business
Units (Namlog, SLI
Namibia, Gentex,
Mellets, SLI SA)

| Business requirement | Download new fuel price from websites | Download complete | Complete fuel levy calculation on fuel levy files | Files updated | Adjust fuel levies new calculation on the systems | System updated | Confirm information accuracy on the system | Checks complete | Send email to relevant Bus Unit Mgrs of levies update on LMS | Business units notified |

AR Mngr

AR Mngr

Rates Admin
(s) LMS

AR Mngr
(s) LMS

Rates Admin
(s) E-mail

Title: Process Fuel Levies
Author: Mohammed Altamush Khan
Date: 10/27/2023
Volume: 0.00 Per Second

Authorization: Authorized
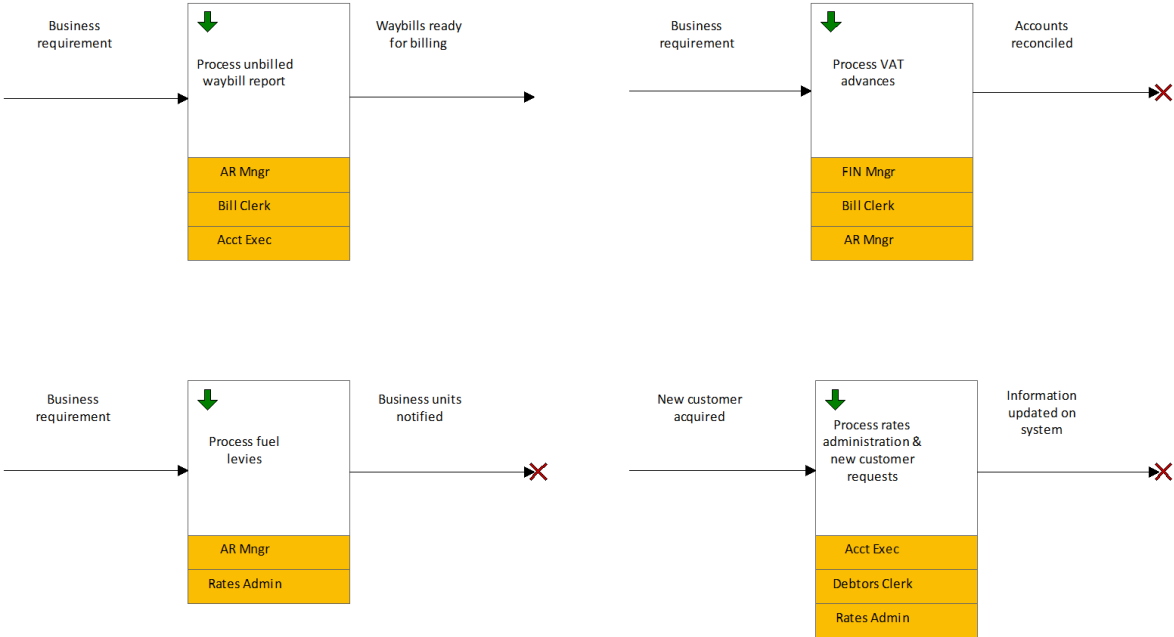Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Insurance

Equipment/ Vehicle to be added/ deleted from insurance

Process underwriting

Insurance Mngr

Insurance updated

Insurer renewal terms provided by broker

Process renewals

Insurance Mngr

Insurance updated

Accident/ Incident report rec'd within 24 hrs via email

Process accident/ incident claims

Insurance Mngr

Payment confirmed

Title: Process Insurance
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

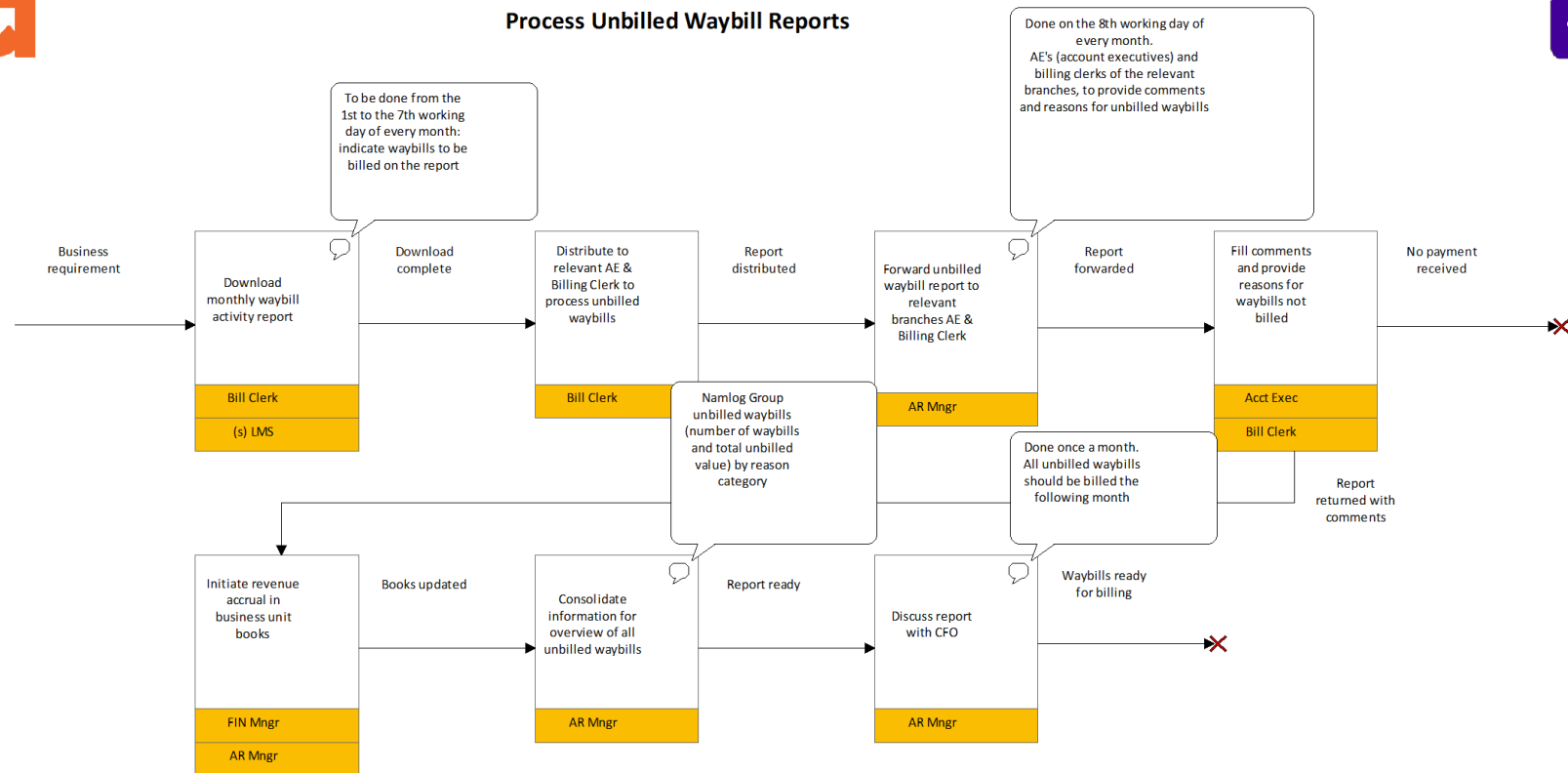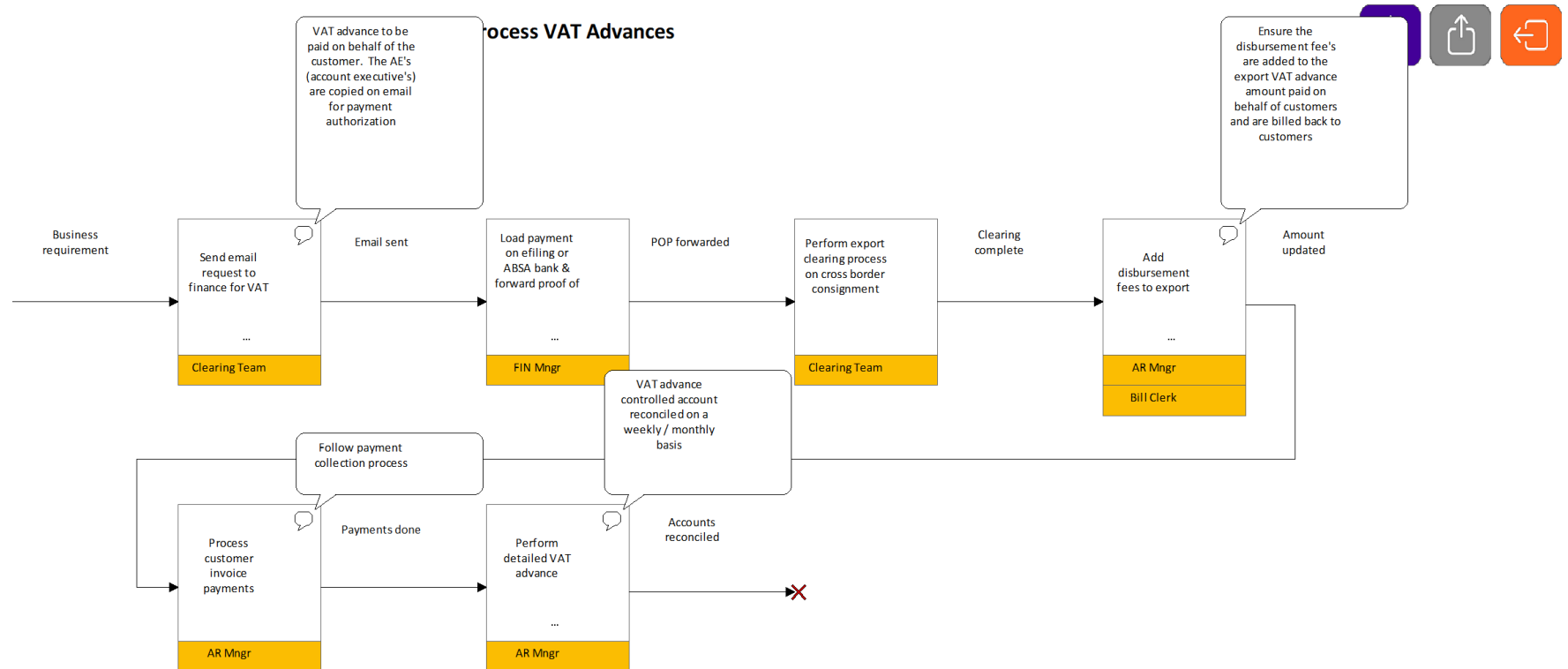○ Feedback
○ Keywords
● Read Only

Process Underwriting

Information required:
- Full items description, make, model, serial number
- Address where item will be used
- Electronic Equipment – User and assets number for item
- New replacement value to be confirmed
- Invoice to be attached

Information required:
- Invoice to be attached. Invoice confirm all vehicle information needed
- Financial Company, interest to be noted
- If no invoice is available, information to be confirmed: Year, full model description, retail value + additional items not factory fitted. Full description for additional items and replacement value. Vin-, eng-, reg number
- Financial Company, interest to be noted

Information needed:
- Details of item to be deleted
- Reason why item is deleted

New office equipment to be added to insurance

Gather information of equipments
Insurance Mngr

New vehicle to be added to insurance

Gather information of vehicles
Insurance Mngr

Equipment/ Vehicle to be deleted from insurance

Gather information of equipment/ vehicle
Insurance Mngr

Info gathered

Issue instruction to short term broker to add/delete item
Insurance Mngr

Instructions sent

Receive amendments from broker
Insurance Mngr

Amendments received

Check information accuracy
Insurance Mngr

Information accurate

Perform save on shared drive
Insurance Mngr

Insurance updated

Information inaccurate

Title: Process Underwriting
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
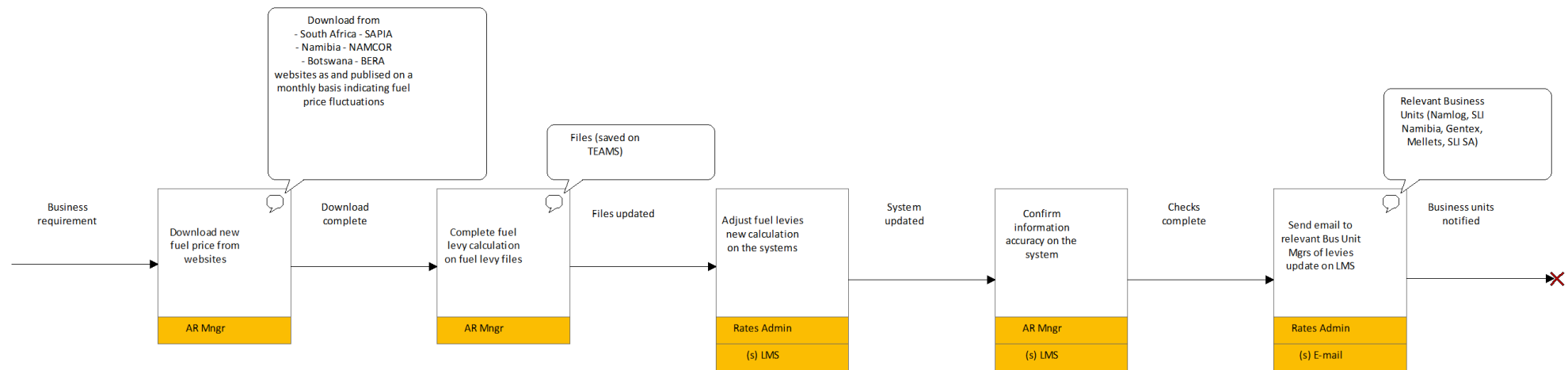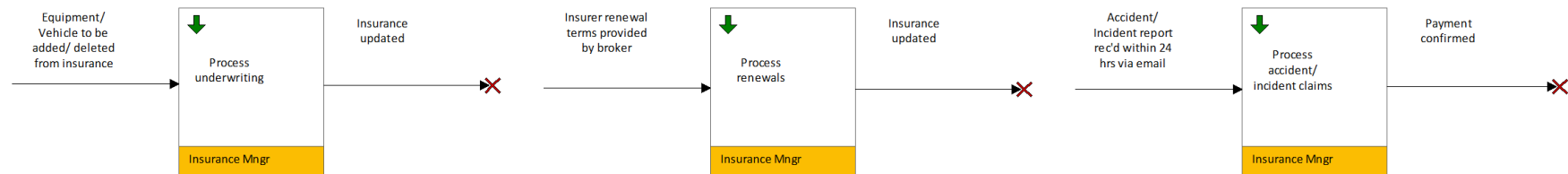Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Renewals

Insurer renewal terms provided by broker

Revise items insured
Insurance Mngr

Items revised

Revise sums insured,contents and electronic equipments

Revise new replacement value
Insurance Mngr

Value revised

Vehicles – new retail value plus additional items not factory fitted; additional items must be revised with replacement value

Issue instruction to broker with renewal amendments
Insurance Mngr

Instructions sent

Receive amendments from broker
Insurance Mngr

Information inaccurate

Amendments received

Check information accuracy
Insurance Mngr

Information accurate

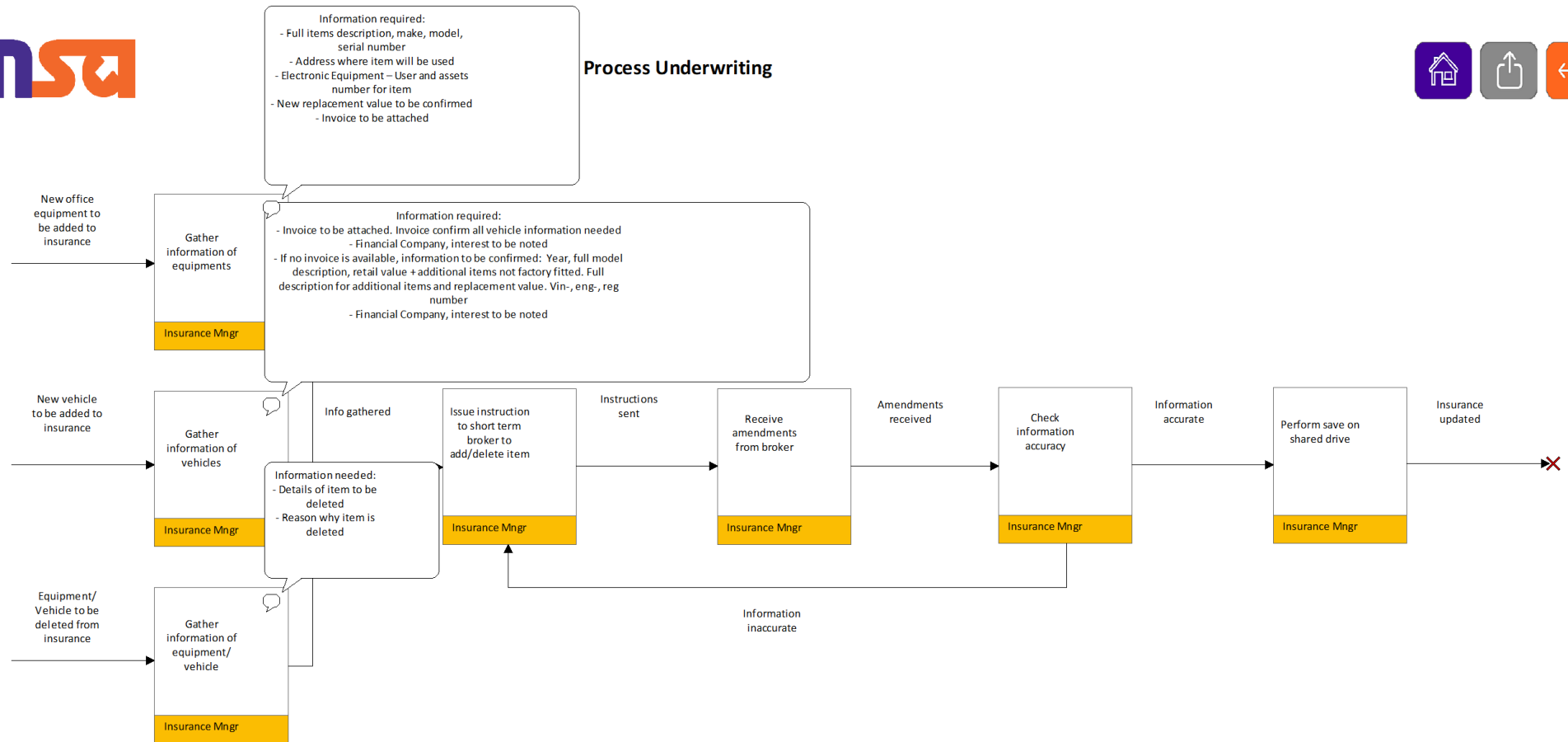Perform save on shared drive
Insurance Mngr

Insurance updated

Title: Process Renewals
Author: Mohammed Altamush Khan
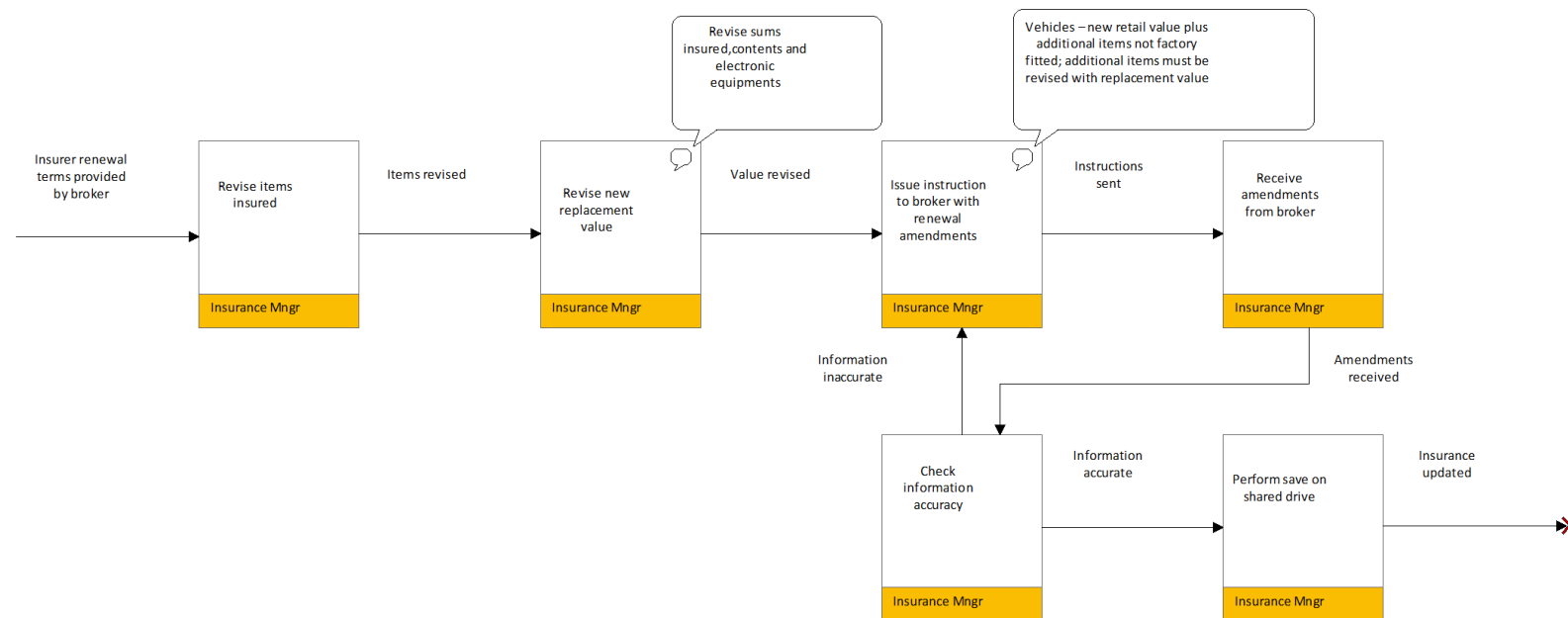Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

SMSA

Claim documentation Driveable and Non Driveable Truck, Trailer, Tanker Claims
- Completed Claim Form
- Photos, vehicle and driver information required (if available)
- Vehicle Registration Numbers (could be more than 1 vehicle)
- Copy of license disks
- Copy of Certificate of Fitness (COF) / Roadworthy
- Photos of all damaged parts to be clearly visible (if available)
- Photo of odometer to show mileage
- Copy of Driver's ID, license and PDP
- Quotation or invoice for damages
- Provide SAP (case) number

Claim documentation: Goods In Transit
- Completed claim Form
- Vehicle Registration Numbers (could be more than 1 vehicle)
- Copy of license disks
- Copy of Certificate of Fitness (COF) / Roadworthy
- Photos of all damaged load (if available)
- Contract of carriage or loading documents
- Waybridge documents and delivery notes
- Delivery notes
- Cross border documents if applicable
- Invoice for claimed loads
- Copy of Driver license and PDP
- Provide SAP (case) number

...ent Claims

If approved- then 3 options given: Repair, Replace or Cash payout

Accident/Incident report received within 24 hours via email	Forward claim documentation to fleet coordinator	Documentation forwarded	Check claim documentation and attachments accuracy	Checks complete	Forward claim documentation to insurance manager	Documents forwarded	Submit the claim documentation to broker	Submission complete	Receive claim status conformation from broker	Claim rejection letter received from insurer
	Dept Mngr		Fleet Coor		Fleet Coor		Insurance Mngr		Insurance Mngr	

For repairs- Advice fleet to send vehicle for repairs
For replacements & cash payout- Receive cash in lieu document

Claim approved

Process claims (Replacement, Repairs, payout)	Claims processed	Sign and forward cash in lieu document to broker	Document forwarded	Receive POP from the boker	POP received	Confirm the payment	Payment confirmed
Insurance Mngr		Insurance Mngr		Insurance Mngr		Insurance Mngr	

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Process Payments

Invoices & statements rec'd from requester/ supplier

Process creditors payment

Proof of payment sent

Creditors Clerk

FIN Mngr

Invoices/ quotations rec'd from requester/ supplier

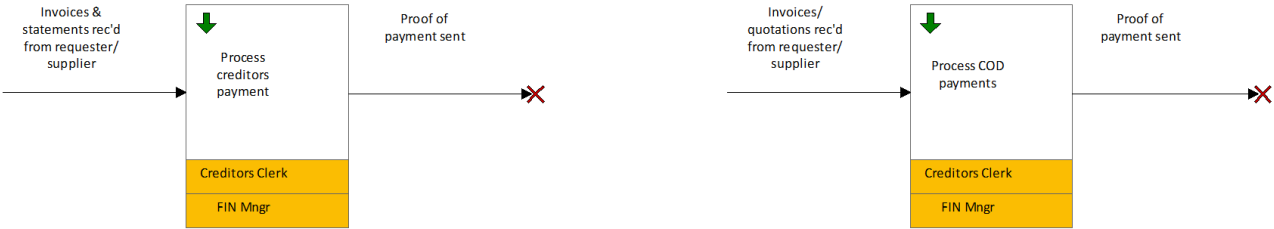Process COD payments

Proof of payment sent

Creditors Clerk

FIN Mngr

Title: Process Payments
Author: Mohammed Altamush Khan
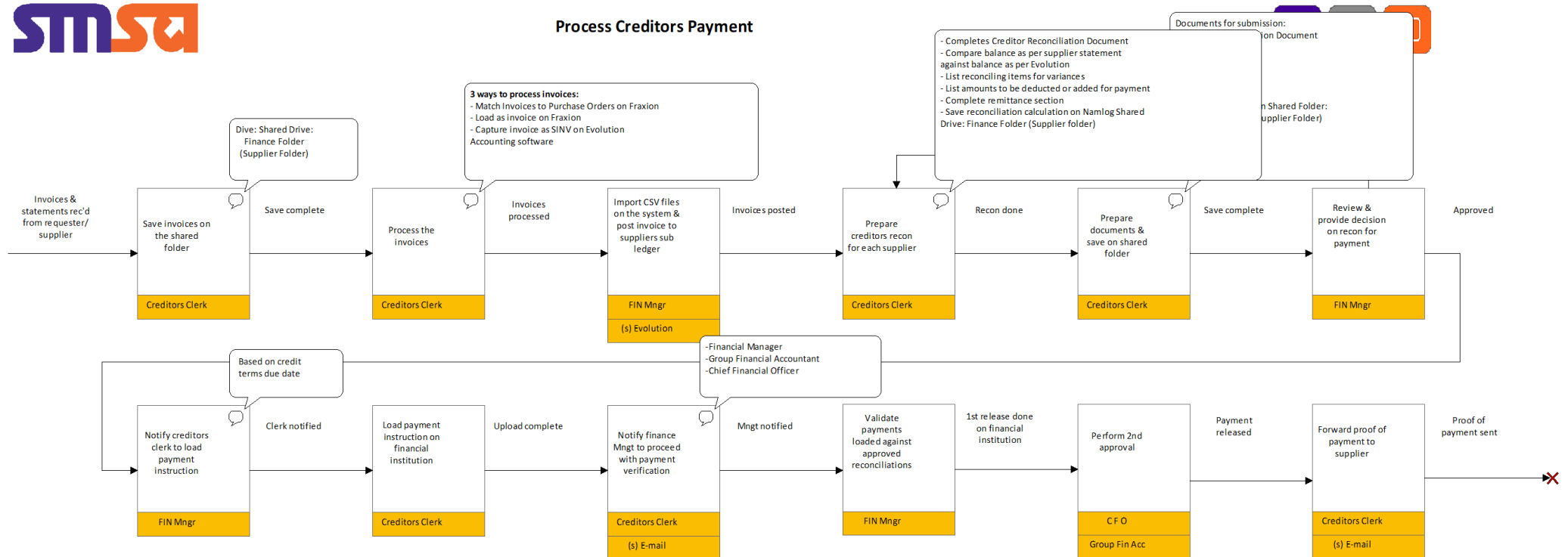Date: 10/2/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Creditors Payment

3 ways to process invoices:
- Match Invoices to Purchase Orders on Fraxion
- Load as invoice on Fraxion
- Capture invoice as SINV on Evolution Accounting software

- Completes Creditor Reconciliation Document
- Compare balance as per supplier statement against balance as per Evolution
- List reconciling items for variances
- List amounts to be deducted or added for payment
- Complete remittance section
- Save reconciliation calculation on Namlog Shared Drive: Finance Folder (Supplier folder)

Documents for submission:
...on Document

...n Shared Folder:
...upplier Folder)

Dive: Shared Drive: Finance Folder (Supplier Folder)

Invoices & statements rec'd from requester/ supplier

Save invoices on the shared folder	Save complete	Process the invoices	Invoices processed	Import CSV files on the system & post invoice to suppliers sub ledger	Invoices posted	Prepare creditors recon for each supplier	Recon done	Prepare documents & save on shared folder	Save complete	Review & provide decision on recon for payment	Approved
Creditors Clerk		Creditors Clerk		FIN Mngr / (s) Evolution		Creditors Clerk		Creditors Clerk		FIN Mngr	

-Financial Manager
-Group Financial Accountant
-Chief Financial Officer

Based on credit terms due date

Notify creditors clerk to load payment instruction	Clerk notified	Load payment instruction on financial institution	Upload complete	Notify finance Mngt to proceed with payment verification	Mngt notified	Validate payments loaded against approved reconciliations	1st release done on financial institution	Perform 2nd approval	Payment released	Forward proof of payment to supplier	Proof of payment sent
FIN Mngr		Creditors Clerk		Creditors Clerk / (s) E-mail		FIN Mngr		C F O / Group Fin Acc		Creditors Clerk / (s) E-mail	

Title: Process Creditors Payment
Author: Mohammed Altamush Khan
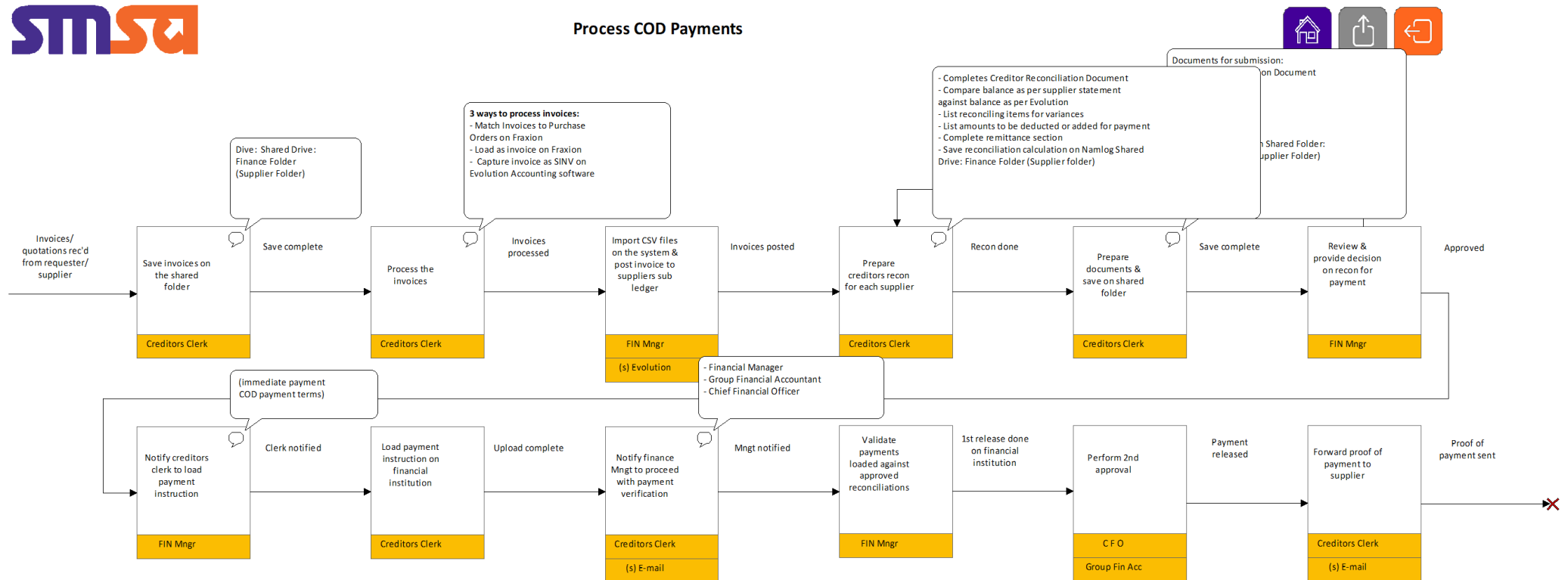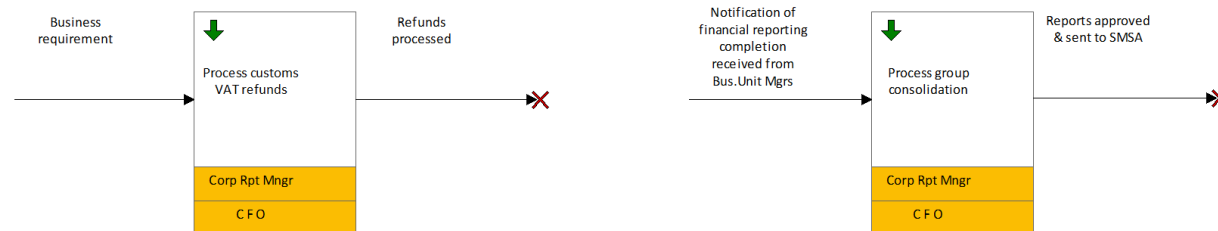Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process COD Payments

3 ways to process invoices:
- Match Invoices to Purchase Orders on Fraxion
- Load as invoice on Fraxion
- Capture invoice as SINV on Evolution Accounting software

Dive: Shared Drive: Finance Folder (Supplier Folder)

- Completes Creditor Reconciliation Document
- Compare balance as per supplier statement against balance as per Evolution
- List reconciling items for variances
- List amounts to be deducted or added for payment
- Complete remittance section
- Save reconciliation calculation on Namlog Shared Drive: Finance Folder (Supplier folder)

Documents for submission:
...on Document

...h Shared Folder:
...upplier Folder)

Top row (process flow):

Step	Role	System
Invoices/ quotations rec'd from requester/ supplier		
Save invoices on the shared folder → Save complete	Creditors Clerk	
Process the invoices → Invoices processed	Creditors Clerk	
Import CSV files on the system & post invoice to suppliers sub ledger → Invoices posted	FIN Mngr	(s) Evolution
Prepare creditors recon for each supplier → Recon done	Creditors Clerk	
Prepare documents & save on shared folder → Save complete	Creditors Clerk	
Review & provide decision on recon for payment → Approved	FIN Mngr	

(immediate payment COD payment terms)

- Financial Manager
- Group Financial Accountant
- Chief Financial Officer

Bottom row (process flow):

Step	Role	System
Notify creditors clerk to load payment instruction → Clerk notified	FIN Mngr	
Load payment instruction on financial institution → Upload complete	Creditors Clerk	
Notify finance Mngt to proceed with payment verification → Mngt notified	Creditors Clerk	(s) E-mail
Validate payments loaded against approved reconciliations → 1st release done on financial institution	FIN Mngr	
Perform 2nd approval → Payment released	C F O / Group Fin Acc	
Forward proof of payment to supplier → Proof of payment sent	Creditors Clerk	(s) E-mail

Title: Process COD Payments
Author: Mohammed Altamush Khan
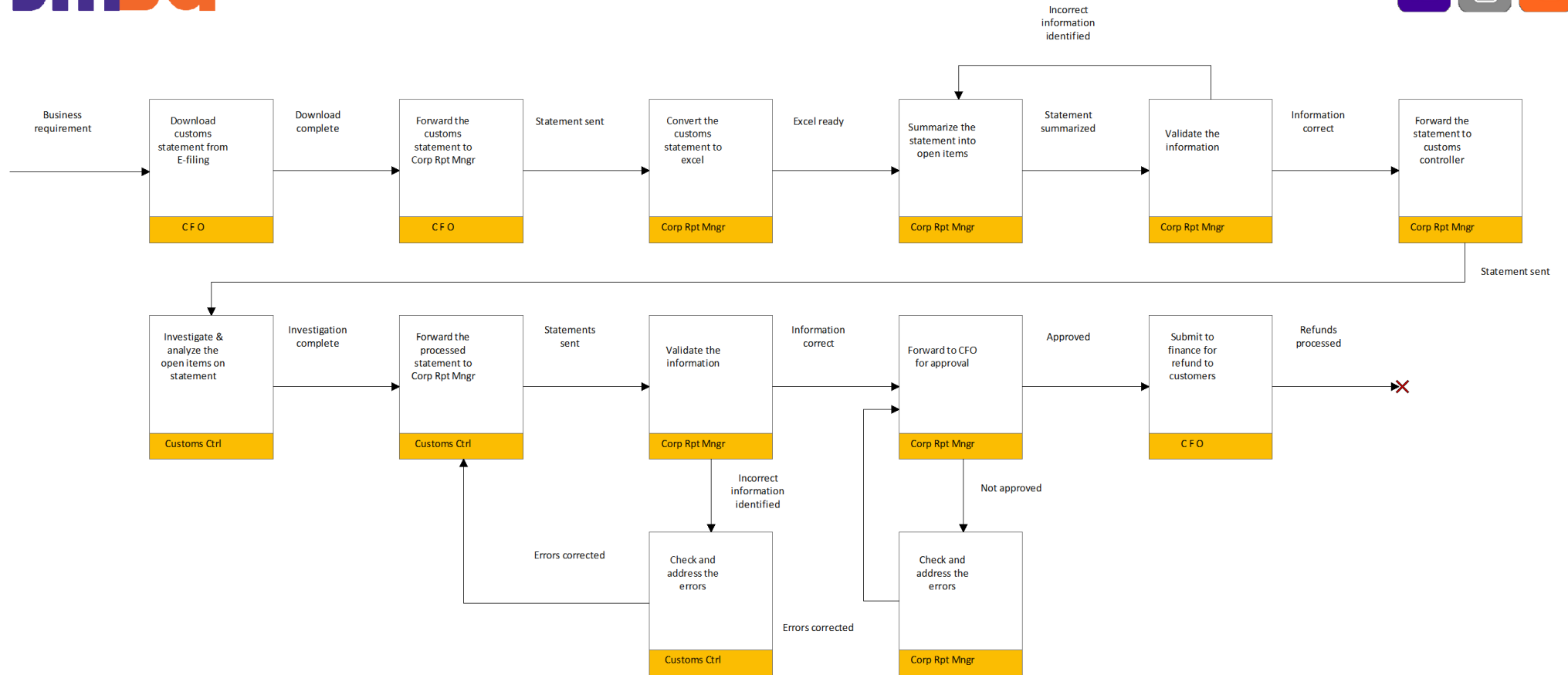Date: 9/17/2023
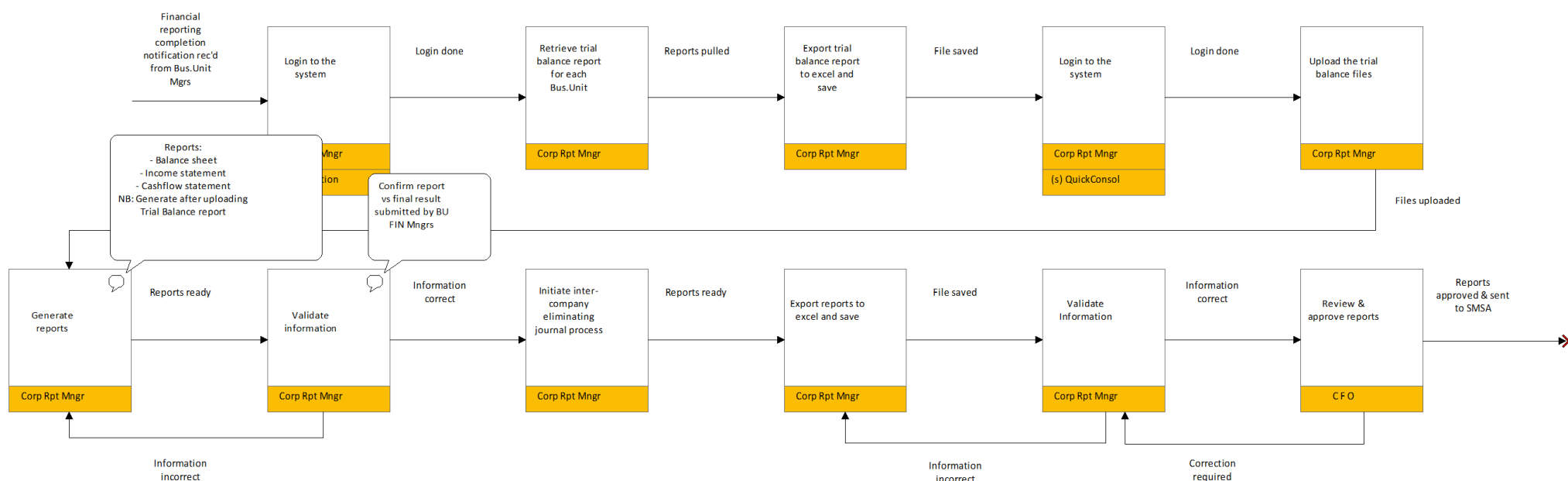Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

SMSA

Process Refunds & Consolidation

Business requirement	⬇ Process customs VAT refunds	Refunds processed
	Corp Rpt Mngr	✖
	C F O	

Notification of financial reporting completion received from Bus.Unit Mgrs	⬇ Process group consolidation	Reports approved & sent to SMSA
	Corp Rpt Mngr	✖
	C F O	

Process Customs VAT Refund

Business requirement

Download customs statement from E-filing — **C F O**

Download complete

Forward the customs statement to Corp Rpt Mngr — **C F O**

Statement sent

Convert the customs statement to excel — **Corp Rpt Mngr**

Excel ready

Summarize the statement into open items — **Corp Rpt Mngr**

Statement summarized

Validate the information — **Corp Rpt Mngr**

Incorrect information identified

Information correct

Forward the statement to customs controller — **Corp Rpt Mngr**

Statement sent

Investigate & analyze the open items on statement — **Customs Ctrl**

Investigation complete

Forward the processed statement to Corp Rpt Mngr — **Customs Ctrl**

Statements sent

Validate the information — **Corp Rpt Mngr**

Information correct

Incorrect information identified

Forward to CFO for approval — **Corp Rpt Mngr**

Approved

Not approved

Submit to finance for refund to customers — **C F O**

Refunds processed

Check and address the errors — **Customs Ctrl**

Errors corrected

Check and address the errors — **Corp Rpt Mngr**

Errors corrected

Title:	Process Customs VAT Refund	Authorization: Authorized	Owner: Jaco Brits
Author:	Mohammed Altamush Khan	Date: 2/18/2025	Diagram Version: 1
Date:	9/17/2023	Cost Per Second: $,3.5,E-0317	Review Date: None
Volume:	0.00 Per Second		F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Process Group Consolidation

Financial reporting completion notification rec'd from Bus.Unit Mgrs

Login to the system

Login done

Retrieve trial balance report for each Bus.Unit

Corp Rpt Mngr

Reports pulled

Export trial balance report to excel and save

Corp Rpt Mngr

File saved

Login to the system

Corp Rpt Mngr

(s) QuickConsol

Login done

Upload the trial balance files

Corp Rpt Mngr

Files uploaded

Reports:
- Balance sheet
- Income statement
- Cashflow statement
NB: Generate after uploading Trial Balance report

Confirm report vs final result submitted by BU FIN Mngrs

Generate reports

Corp Rpt Mngr

Reports ready

Validate information

Corp Rpt Mngr

Information correct

Initiate inter-company eliminating journal process

Corp Rpt Mngr

Reports ready

Export reports to excel and save

Corp Rpt Mngr

File saved

Validate Information

Corp Rpt Mngr

Information correct

Review & approve reports

C F O

Reports approved & sent to SMSA

Information incorrect

Information incorrect

Correction required

Title: Process Group Consolidation
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
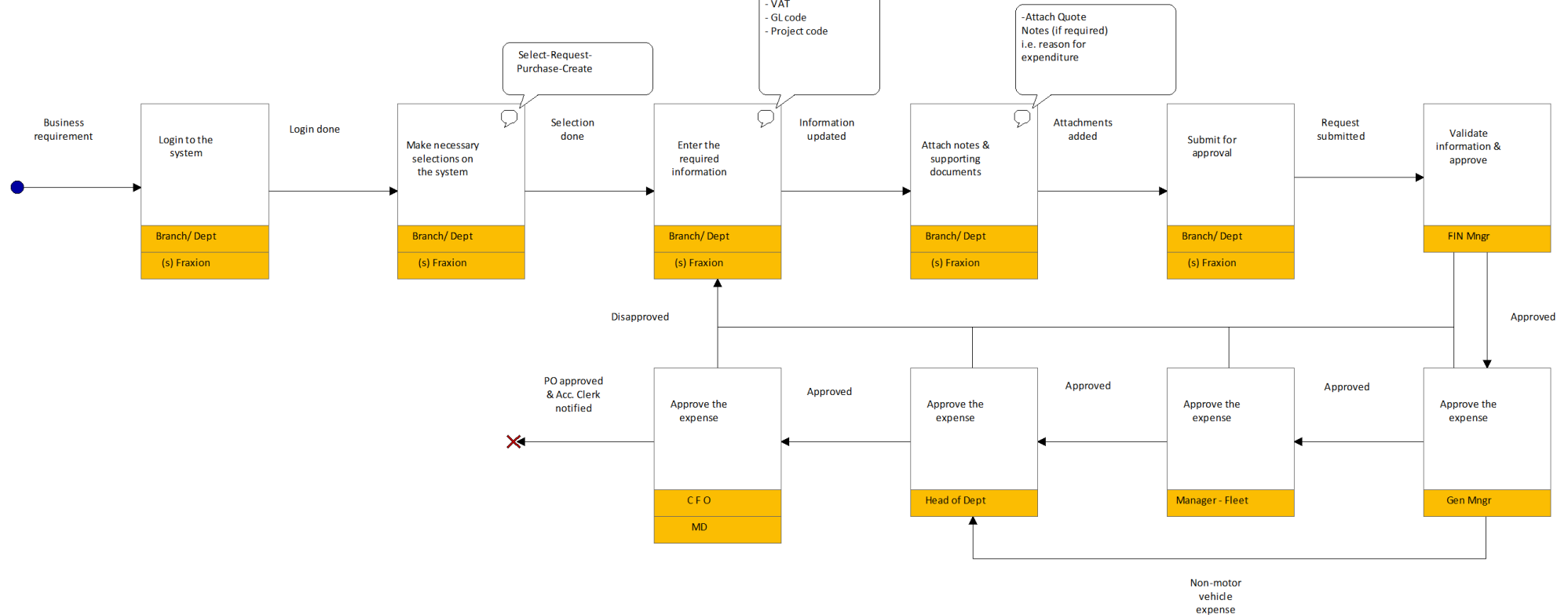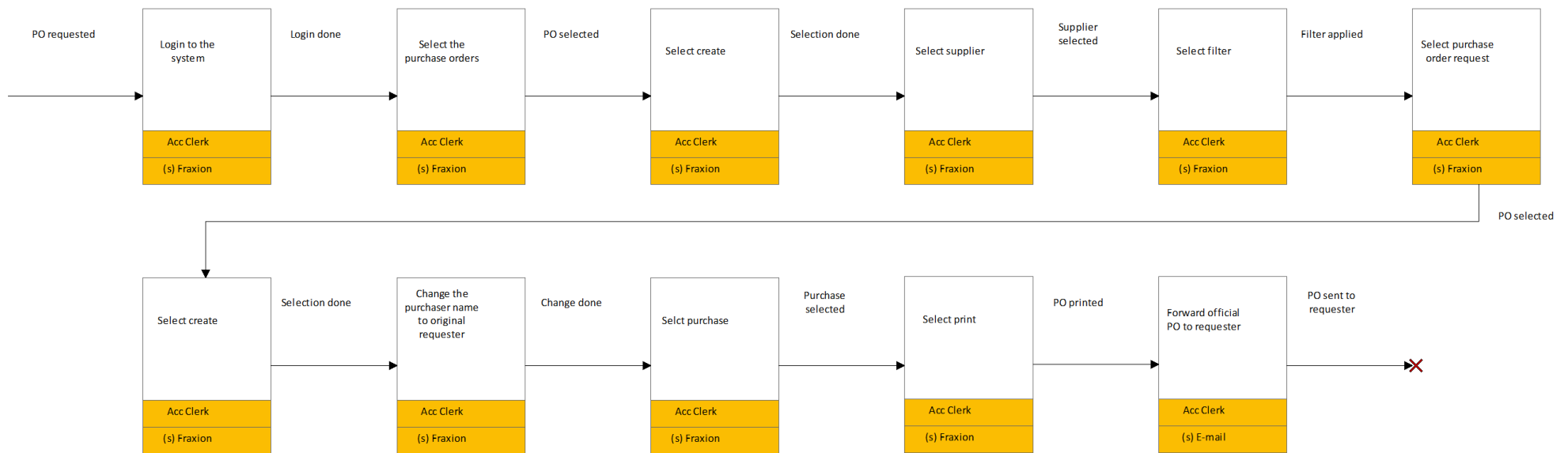Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Fraxion Management

Business requirement → **Process purchase order requests** | Branch/ Dept | (s) Fraxion → PO approved & Acc. Clerk notified ✖

PO requested → **Process flip purchase order** | Acc Clerk | (s) Fraxion → PO sent to the requester ✖

Business requirement → **Process link supplier invoice to purchase order** | Creditors Clerk | (s) Fraxion → Invoice ready to be posted to Evolution system ✖

Business requirement → **Process invoice submissions (with no PO)** | Branch/ Dept | (s) Fraxion → Invoice ready to be posted to Evolution system ✖

Business requirement → **Process salary file import** | Group Fin Acc → Batch processed ✖

Business requirement → **Process file import to evolution system** | FIN Mngr | (s) Fraxion | (s) Evolution → Batch posted ✖

Title: Fraxion Management
Author: Mohammed Altamush Khan
Date: 10/3/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Review Date: None
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Process Purchase Ord...

- Date
- Supplier
- Description
- Approval flow
- Amount
- VAT
- GL code
- Project code

Select-Request-Purchase-Create

-Attach Quote
Notes (if required)
i.e. reason for expenditure

Business requirement

Login to the system		Make necessary selections on the system		Enter the required information		Attach notes & supporting documents		Submit for approval		Validate information & approve
Branch/ Dept		Branch/ Dept		Branch/ Dept		Branch/ Dept		Branch/ Dept		FIN Mngr
(s) Fraxion		(s) Fraxion		(s) Fraxion		(s) Fraxion		(s) Fraxion		

Login done

Selection done

Information updated

Attachments added

Request submitted

Disapproved

Approved

PO approved & Acc. Clerk notified

Approve the expense		Approve the expense		Approve the expense		Approve the expense
C F O		Head of Dept		Manager - Fleet		Gen Mngr
MD						

Approved

Approved

Approved

Non-motor vehicle expense

Title: Process Purchase Order Requests
Author: Mohammed Altamush Khan
Date: 9/17/2023
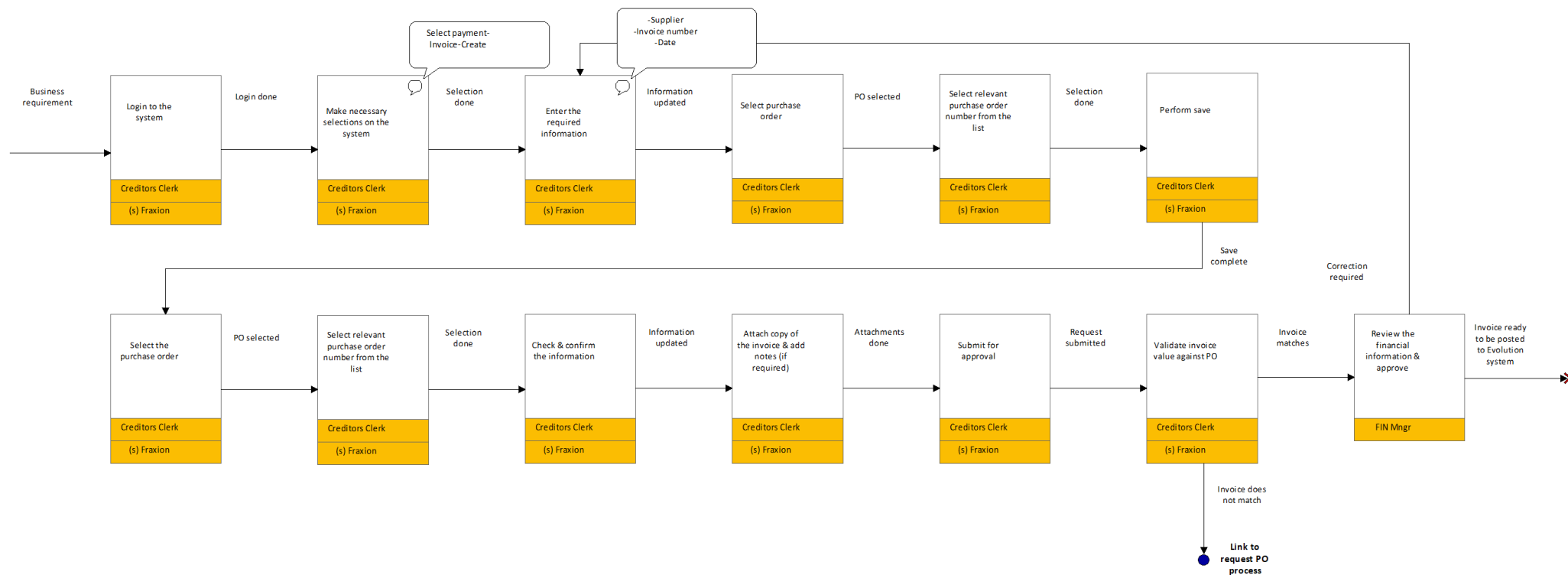Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Flip Purchase Order

PO requested

Login to the system		
	Acc Clerk	
	(s) Fraxion	

Login done

Select the purchase orders		
	Acc Clerk	
	(s) Fraxion	

PO selected

Select create		
	Acc Clerk	
	(s) Fraxion	

Selection done

Select supplier		
	Acc Clerk	
	(s) Fraxion	

Supplier selected

Select filter		
	Acc Clerk	
	(s) Fraxion	

Filter applied

Select purchase order request		
	Acc Clerk	
	(s) Fraxion	

PO selected

Select create		
	Acc Clerk	
	(s) Fraxion	

Selection done

Change the purchaser name to original requester		
	Acc Clerk	
	(s) Fraxion	

Change done

Selct purchase		
	Acc Clerk	
	(s) Fraxion	

Purchase selected

Select print		
	Acc Clerk	
	(s) Fraxion	

PO printed

Forward official PO to requester		
	Acc Clerk	
	(s) E-mail	

PO sent to requester

Title: Process Flip Purchase Order
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
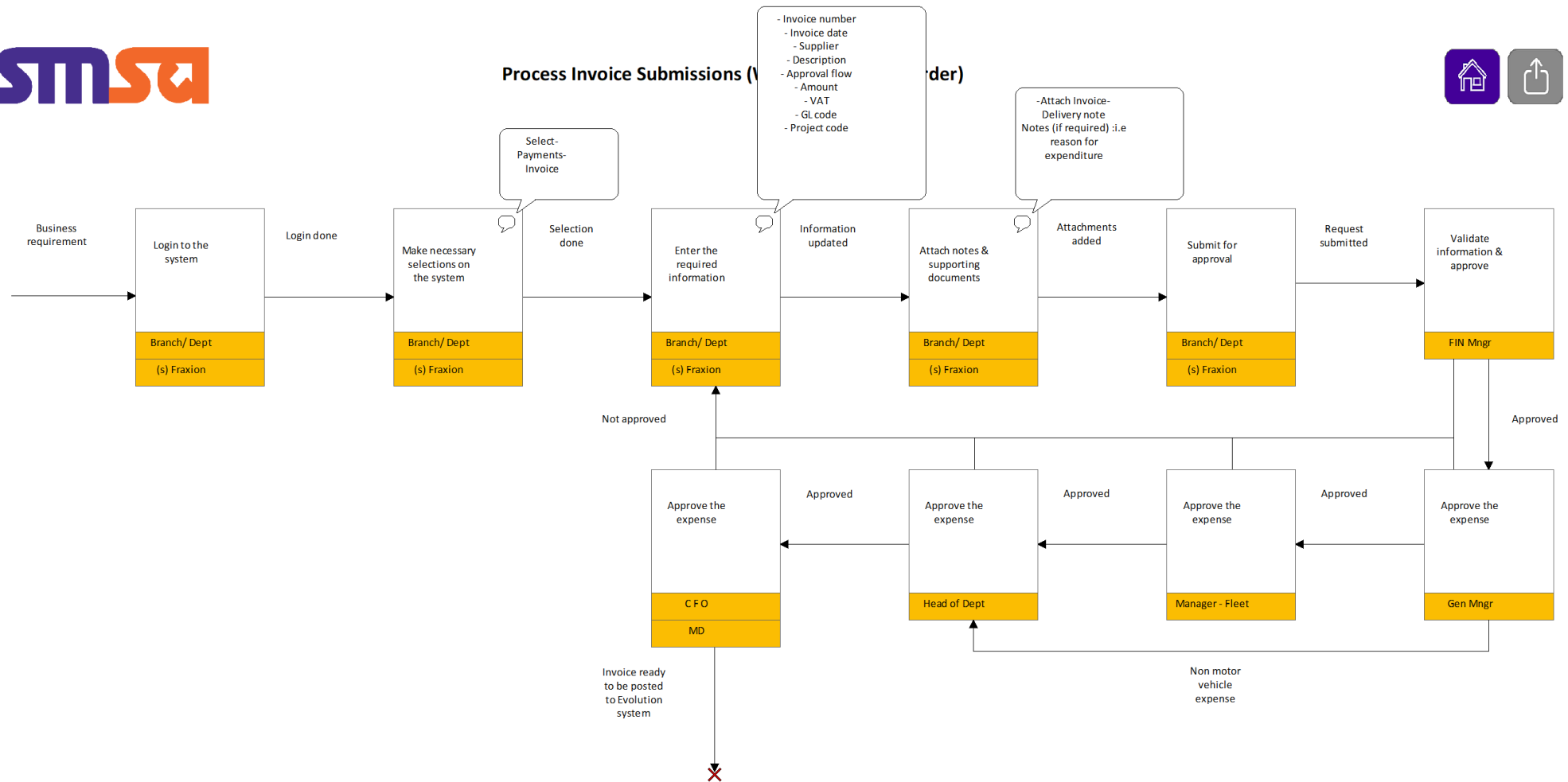Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Link Supplier Invoice to Purchase Order

Business requirement → **Login to the system** — Creditors Clerk / (s) Fraxion

Login done → **Make necessary selections on the system** — Creditors Clerk / (s) Fraxion

Select payment- Invoice-Create

Selection done → **Enter the required information** — Creditors Clerk / (s) Fraxion

-Supplier -Invoice number -Date

Information updated → **Select purchase order** — Creditors Clerk / (s) Fraxion

PO selected → **Select relevant purchase order number from the list** — Creditors Clerk / (s) Fraxion

Selection done → **Perform save** — Creditors Clerk / (s) Fraxion

Save complete → **Select the purchase order** — Creditors Clerk / (s) Fraxion

PO selected → **Select relevant purchase order number from the list** — Creditors Clerk / (s) Fraxion

Selection done → **Check & confirm the information** — Creditors Clerk / (s) Fraxion

Information updated → **Attach copy of the invoice & add notes (if required)** — Creditors Clerk / (s) Fraxion

Attachments done → **Submit for approval** — Creditors Clerk / (s) Fraxion

Request submitted → **Validate invoice value against PO** — Creditors Clerk / (s) Fraxion

Invoice matches → **Review the financial information & approve** — FIN Mngr

Correction required

Invoice ready to be posted to Evolution system ✕

Invoice does not match → **Link to request PO process**

Title: Process Link Supplier Invoice to Purchase Order
Author: Mohammed Altamush Khan
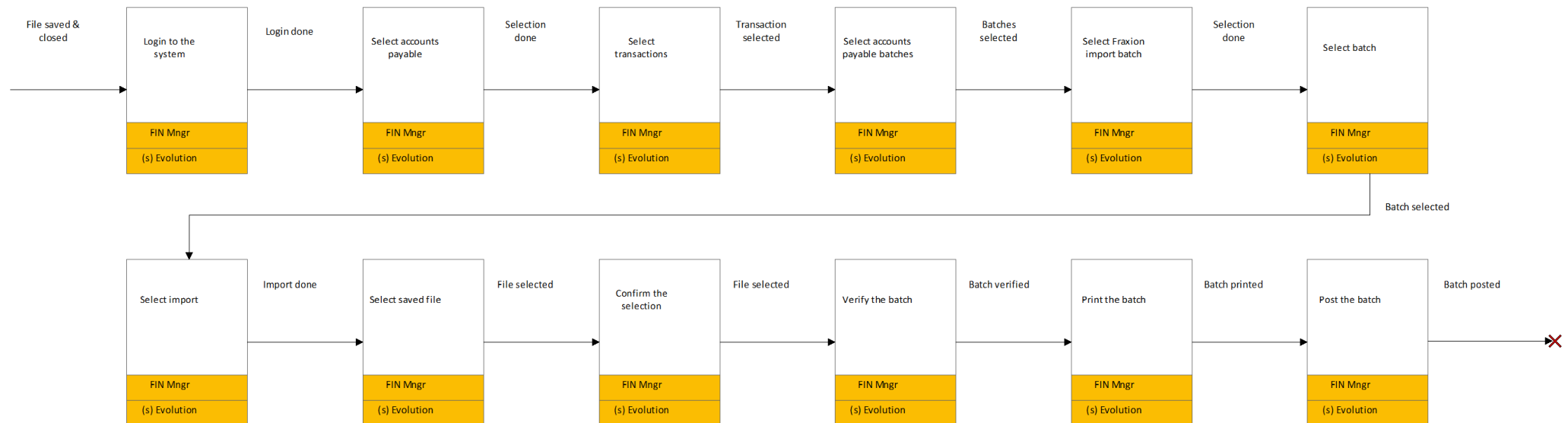Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
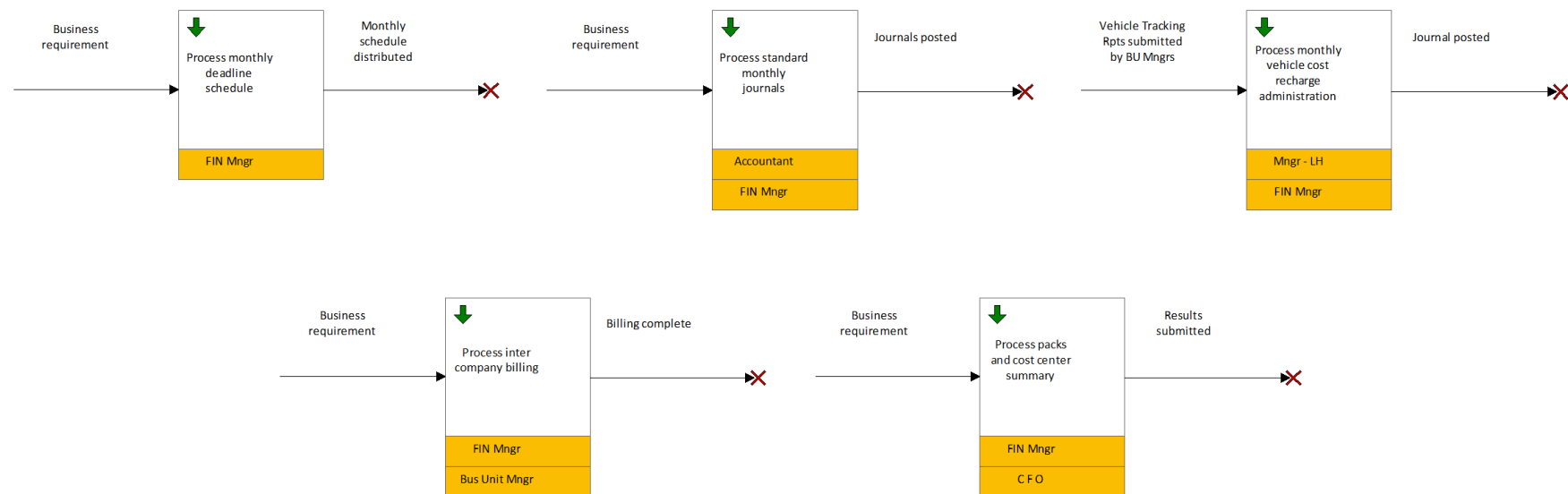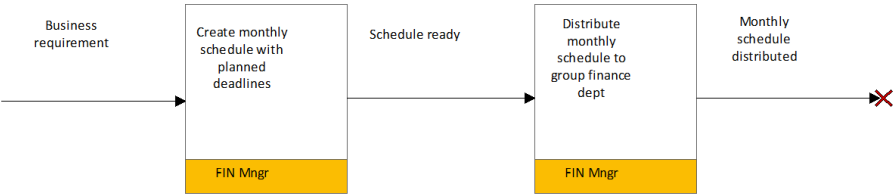○ Change Requests ● Read Only

Process Invoice Submissions (With No Purchase Order)

Select-
Payments-
Invoice

- Invoice number
- Invoice date
- Supplier
- Description
- Approval flow
  - Amount
  - VAT
  - GL code
- Project code

-Attach Invoice-
Delivery note
Notes (if required) :i.e
reason for
expenditure

Business
requirement

Login to the system	Login done	Make necessary selections on the system	Selection done	Enter the required information	Information updated	Attach notes & supporting documents	Attachments added	Submit for approval	Request submitted	Validate information & approve
Branch/ Dept		Branch/ Dept		Branch/ Dept		Branch/ Dept		Branch/ Dept		FIN Mngr
(s) Fraxion		(s) Fraxion		(s) Fraxion		(s) Fraxion		(s) Fraxion		

Not approved

Approved

Approve the expense	Approved	Approve the expense	Approved	Approve the expense	Approved	Approve the expense
C F O		Head of Dept		Manager - Fleet		Gen Mngr
MD						

Invoice ready
to be posted
to Evolution
system

Non motor
vehicle
expense

Title: Process Invoice Submissions (With No Purchase Order)
Author: Mohammed Altamush Khan   Authorization: Authorized
Date: 9/17/2023   Date: 2/18/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Salary File Import

Business requirement → Login to the system (Group Fin Acc) → Login done → Select interfaces (Group Fin Acc) → Selection done → Select export data (Group Fin Acc) → Selection done → Select general ledger (Group Fin Acc) → Selection done → Select destination to save file (Group Fin Acc) → Destination selected → Export the file (Group Fin Acc) → File exported

Save the PDF file (Group Fin Acc) → File saved → Login to the system (Group Fin Acc) → Login done → Select general ledger (Group Fin Acc) → Selection done → Select transactions (Group Fin Acc) → Selection done → Select journal batches (Group Fin Acc) → Selection done → Select salary journal (Group Fin Acc) → Selection done

Select the batch (Group Fin Acc) → Batch selected → Import the file (Group Fin Acc) → Import done → Select the saved file (Group Fin Acc) → File selected → Verify the batch (Group Fin Acc) → Verification done → Print the batch (Group Fin Acc) → Print complete → Process the batch (Group Fin Acc) → Batch processed ✕

Title: Process Salary File Import
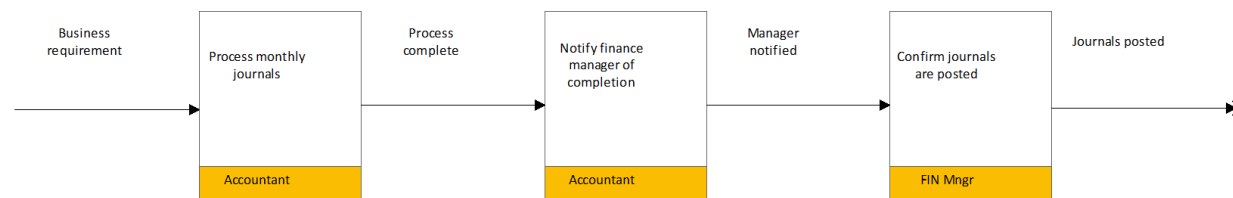Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process File Import to Evolution System

Title: Process File Import to Evolution System
Author: Mohammed Altamush Khan
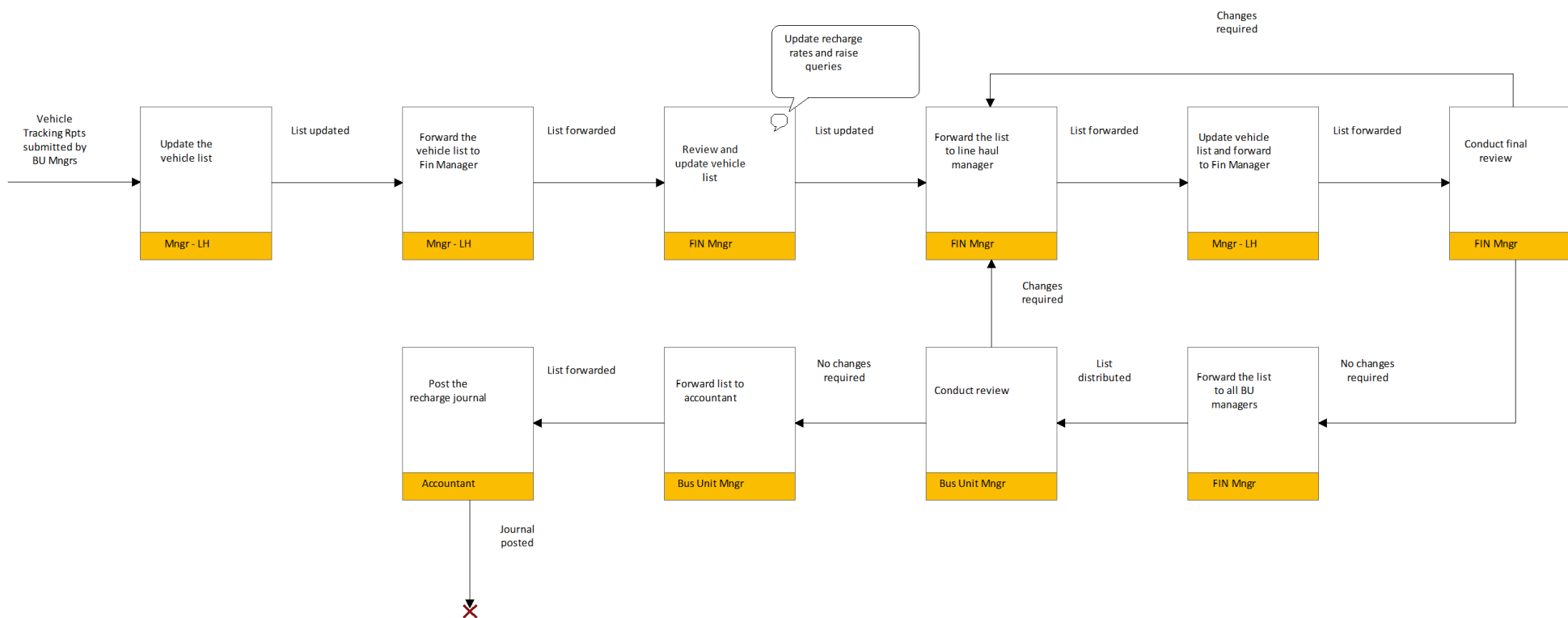Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process the Files on Evolution System

File saved & closed

Login to the system	Login done	Select accounts payable	Selection done	Select transactions	Transaction selected	Select accounts payable batches	Batches selected	Select Fraxion import batch	Selection done	Select batch
FIN Mngr		FIN Mngr		FIN Mngr		FIN Mngr		FIN Mngr		FIN Mngr
(s) Evolution		(s) Evolution		(s) Evolution		(s) Evolution		(s) Evolution		(s) Evolution

Batch selected

Select import	Import done	Select saved file	File selected	Confirm the selection	File selected	Verify the batch	Batch verified	Print the batch	Batch printed	Post the batch	Batch posted
FIN Mngr		FIN Mngr		FIN Mngr		FIN Mngr		FIN Mngr		FIN Mngr	
(s) Evolution		(s) Evolution		(s) Evolution		(s) Evolution		(s) Evolution		(s) Evolution	

Title: Process the Files on Evolution System
Author: Mohammed Altamush Khan
Date: 10/4/2023
Volume: 0.00 Per Second

Authorization: Authorized
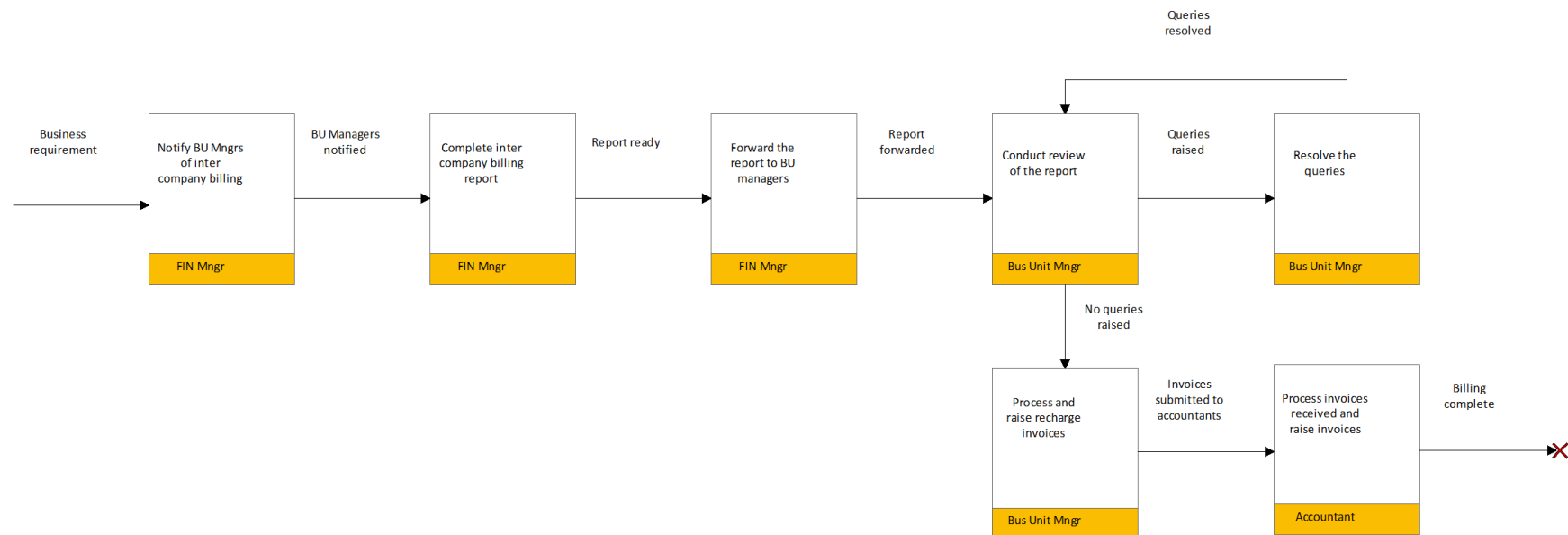Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

SMSG

Month End Processing To Flash

Business requirement → **Process monthly deadline schedule** (FIN Mngr) → Monthly schedule distributed → ✖

Business requirement → **Process standard monthly journals** (Accountant / FIN Mngr) → Journals posted → ✖

Vehicle Tracking Rpts submitted by BU Mngrs → **Process monthly vehicle cost recharge administration** (Mngr - LH / FIN Mngr) → Journal posted → ✖

Business requirement → **Process inter company billing** (FIN Mngr / Bus Unit Mngr) → Billing complete → ✖

Business requirement → **Process packs and cost center summary** (FIN Mngr / C F O) → Results submitted → ✖

Title: Month End Processing To Flash
Author: Mohammed Altamush Khan
Date: 10/15/2023
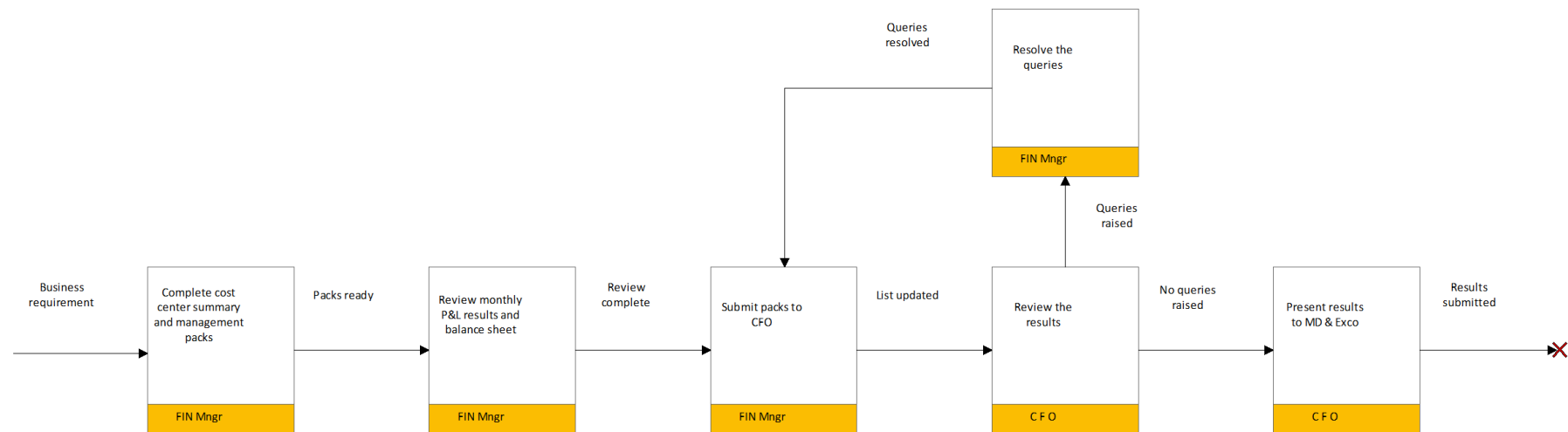Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Monthly Deadline Schedule

Business requirement

Create monthly schedule with planned deadlines

FIN Mngr

Schedule ready

Distribute monthly schedule to group finance dept

FIN Mngr

Monthly schedule distributed

Title: Process Monthly Deadline Schedule
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Standard Monthly Journals

Business requirement → | Process monthly journals | → Process complete → | Notify finance manager of completion | → Manager notified → | Confirm journals are posted | → Journals posted → ✖

| Accountant | | Accountant | | FIN Mngr |

Title: Process Standard Monthly Journals
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
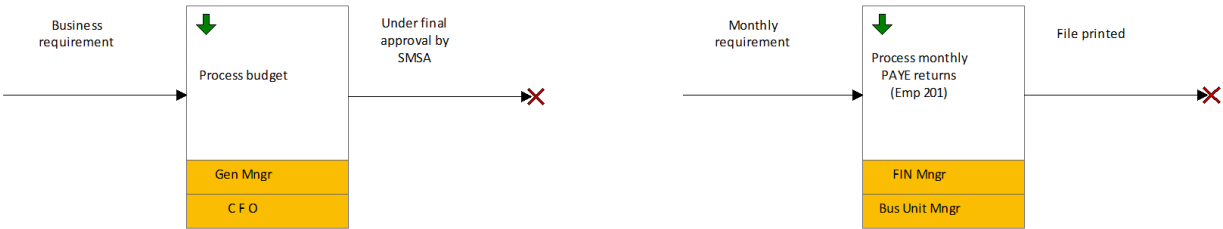F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Process Monthly Vehicle Cost Recharge Administration

Vehicle Tracking Rpts submitted by BU Mngrs

Update the vehicle list	List updated →	Forward the vehicle list to Fin Manager	List forwarded →	Review and update vehicle list	List updated →	Forward the list to line haul manager	List forwarded →	Update vehicle list and forward to Fin Manager	List forwarded →	Conduct final review
Mngr - LH		Mngr - LH		FIN Mngr		FIN Mngr		Mngr - LH		FIN Mngr

Update recharge rates and raise queries

Changes required

Changes required

Post the recharge journal	← List forwarded	Forward list to accountant	← No changes required	Conduct review	List distributed →	Forward the list to all BU managers	← No changes required
Accountant		Bus Unit Mngr		Bus Unit Mngr		FIN Mngr	

Journal posted

✖

Title: Process Monthly Vehicle Cost Recharge Administration
Author: Mohammed Altamush Khan
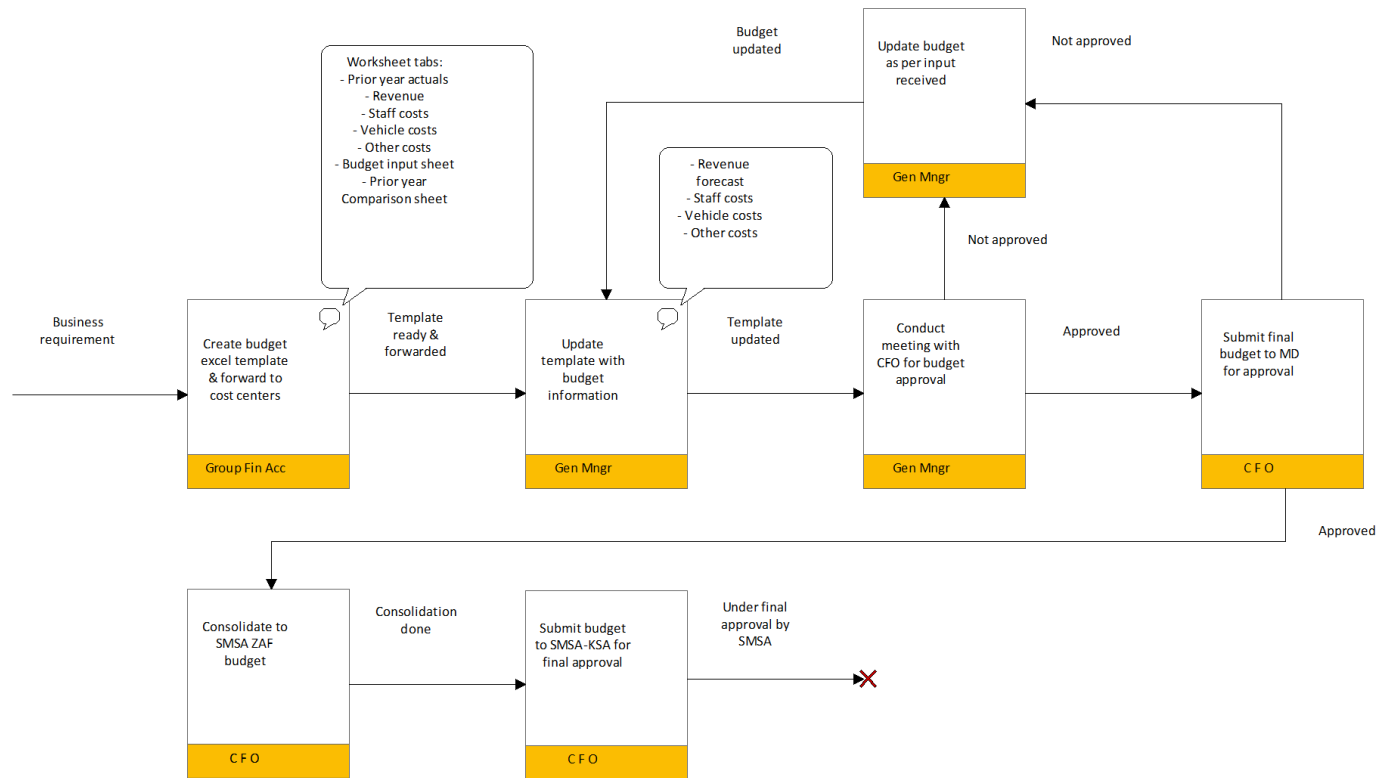Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

SMSA

Process Intercompany Billing

Business requirement

Notify BU Mngrs of inter company billing
FIN Mngr

BU Managers notified

Complete inter company billing report
FIN Mngr

Report ready

Forward the report to BU managers
FIN Mngr

Report forwarded

Queries resolved

Conduct review of the report
Bus Unit Mngr

Queries raised

Resolve the queries
Bus Unit Mngr

No queries raised

Process and raise recharge invoices
Bus Unit Mngr

Invoices submitted to accountants

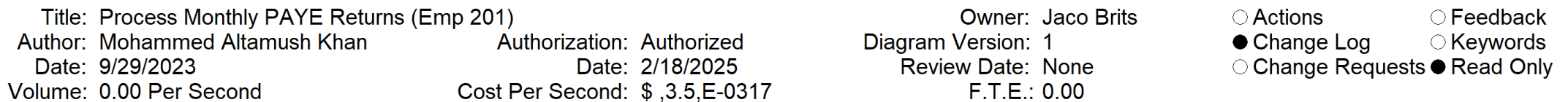| Process invoices received and raise invoices |
|---|
| Accountant |

Billing complete

Title: Process Intercompany Billing
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Packs and Cost Center Summary

Title: Process Packs and Cost Center Summary
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
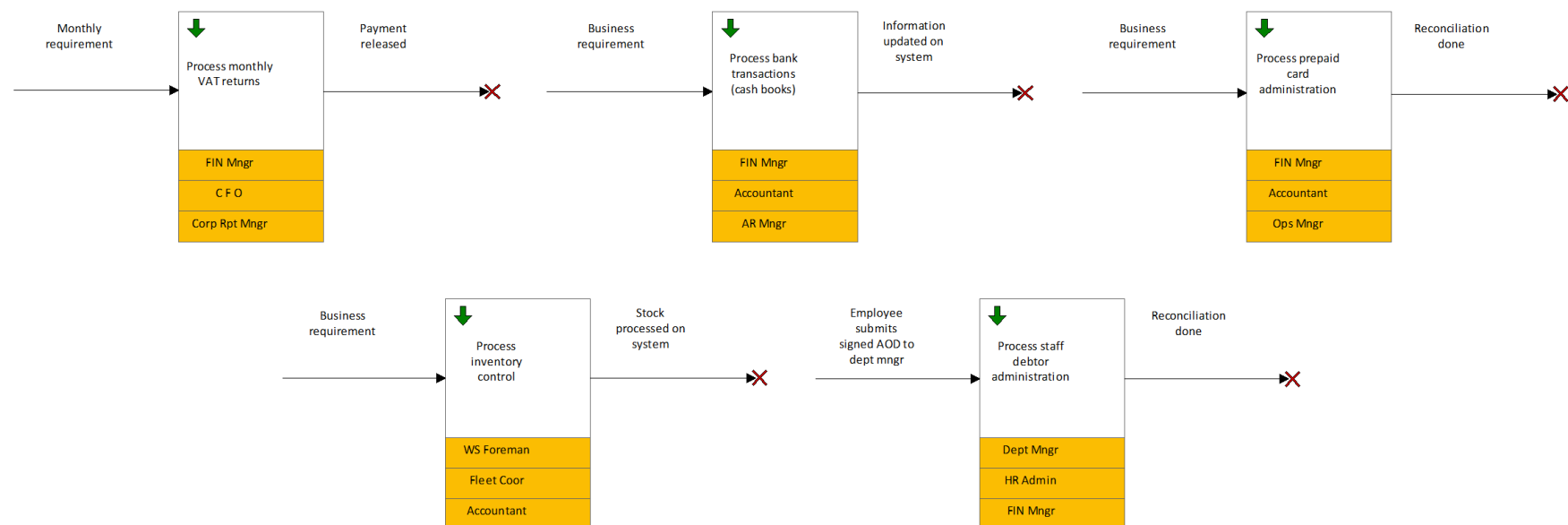Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Budget & PAYE Returns

Business
requirement

↓
Process budget

Under final
approval by
SMSA

| Gen Mngr |
| C F O |

Monthly
requirement

↓
Process monthly
PAYE returns
(Emp 201)

File printed

| FIN Mngr |
| Bus Unit Mngr |

Title: Budget & PAYE Returns
Author: Mohammed Altamush Khan
Date: 10/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
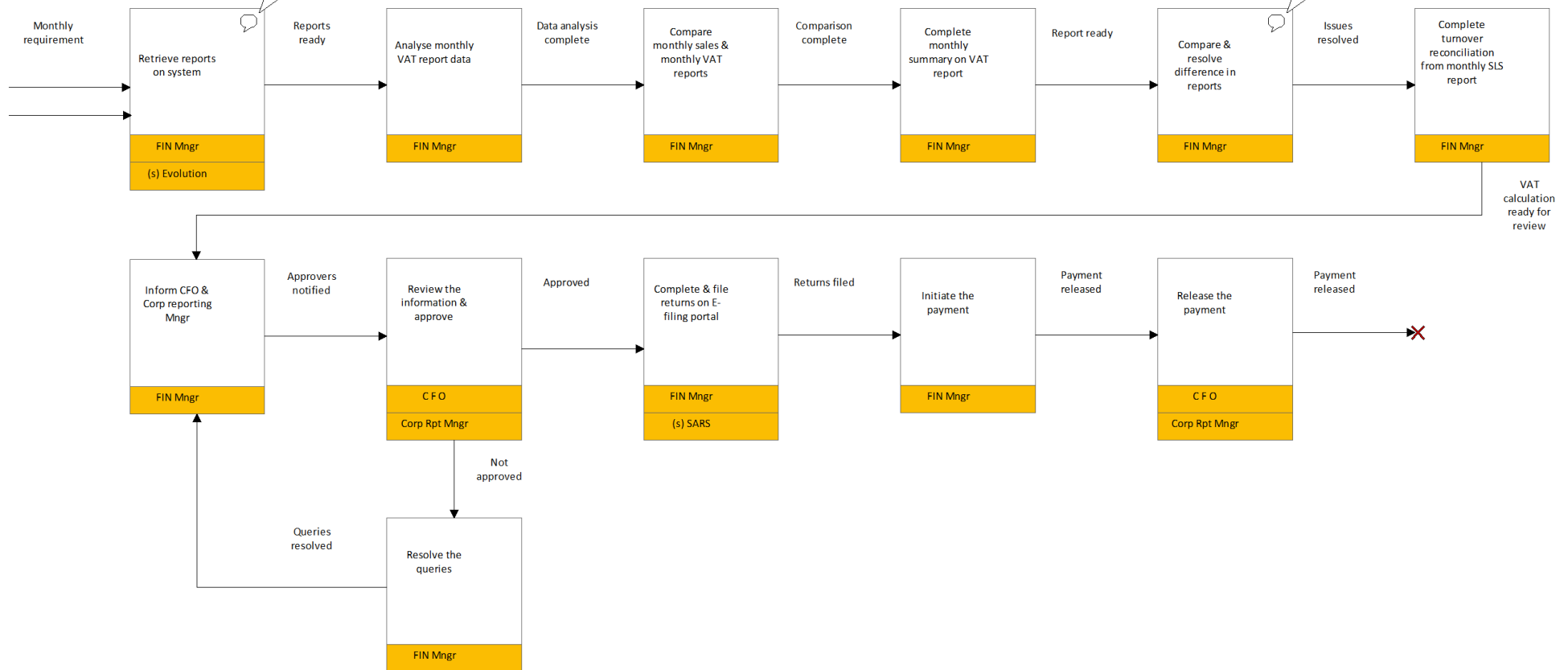Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Budget

Worksheet tabs:
- Prior year actuals
- Revenue
- Staff costs
- Vehicle costs
- Other costs
- Budget input sheet
- Prior year Comparison sheet

- Revenue forecast
- Staff costs
- Vehicle costs
- Other costs

Budget updated

Update budget as per input received

Gen Mngr

Not approved

Business requirement

Create budget excel template & forward to cost centers

Group Fin Acc

Template ready & forwarded

Update template with budget information

Gen Mngr

Template updated

Conduct meeting with CFO for budget approval

Gen Mngr

Not approved

Approved

Submit final budget to MD for approval

C F O

Approved

Consolidate to SMSA ZAF budget

C F O

Consolidation done

Submit budget to SMSA-KSA for final approval

C F O

Under final approval by SMSA

Title: Process Budget
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Process Monthly PAYE Returns (Emp 201)

Confirm if the amount in ABSA balances to VIP PAYE / EMP201 report

Monthly requirement

Retrieve PAYE-EMP201 report from system
Group Fin Acc
(s) VIP

Report retrieved

Login to the e-filing system & submit figures
Group Fin Acc
(s) SARS

Figures submitted

Submit for Absa bank payment in e-filing system
Group Fin Acc
(s) SARS

Submission done

Conduct balance verification
Group Fin Acc

Checks complete

At least two authorized signatories needed to release payment in ABSA bank

Login to Absa bank and approve payment
Group Fin Acc
C F O
FIN Mngr

Payment approved

Save Emp 201 returns and proof of payment
Group Fin Acc

File saved

Print the file
Group Fin Acc

File printed

Title: Process Monthly PAYE Returns (Emp 201)
Author: Mohammed Altamush Khan
Date: 9/29/2023
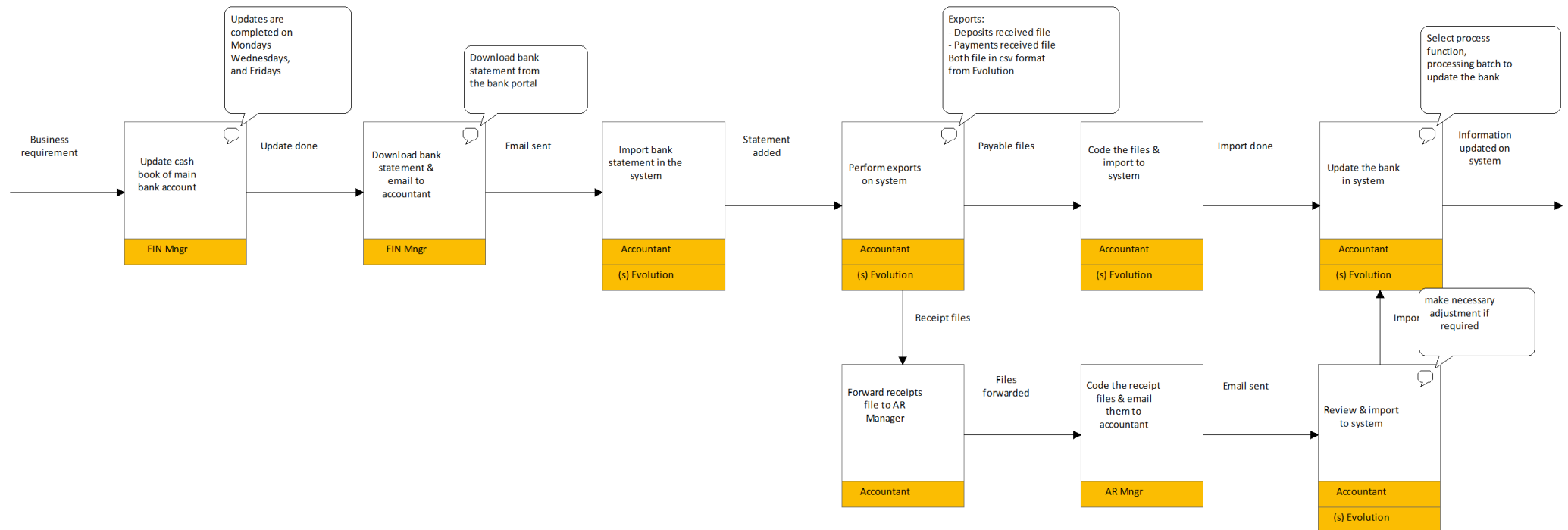Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only

Finance Administration

Monthly requirement	Process monthly VAT returns	Payment released	Business requirement	Process bank transactions (cash books)	Information updated on system	Business requirement	Process prepaid card administration	Reconciliation done

Process monthly VAT returns
- FIN Mngr
- C F O
- Corp Rpt Mngr

Process bank transactions (cash books)
- FIN Mngr
- Accountant
- AR Mngr

Process prepaid card administration
- FIN Mngr
- Accountant
- Ops Mngr

Business requirement	Process inventory control	Stock processed on system	Employee submits signed AOD to dept mngr	Process staff debtor administration	Reconciliation done

Process inventory control
- WS Foreman
- Fleet Coor
- Accountant

Process staff debtor administration
- Dept Mngr
- HR Admin
- FIN Mngr

Title: Finance Administration
Author: Mohammed Altamush Khan
Date: 10/31/2023
Volume: 0.00 Per Second

Authorization: Authorized
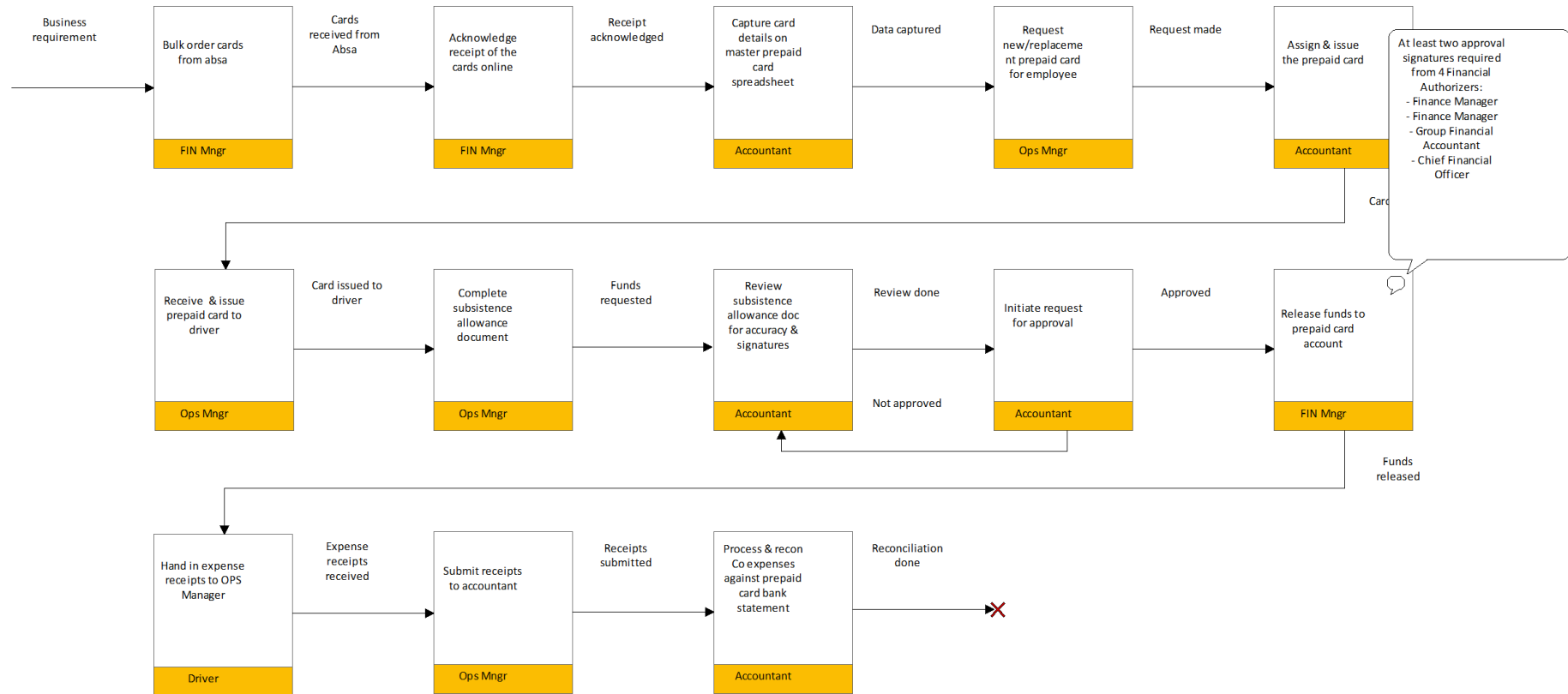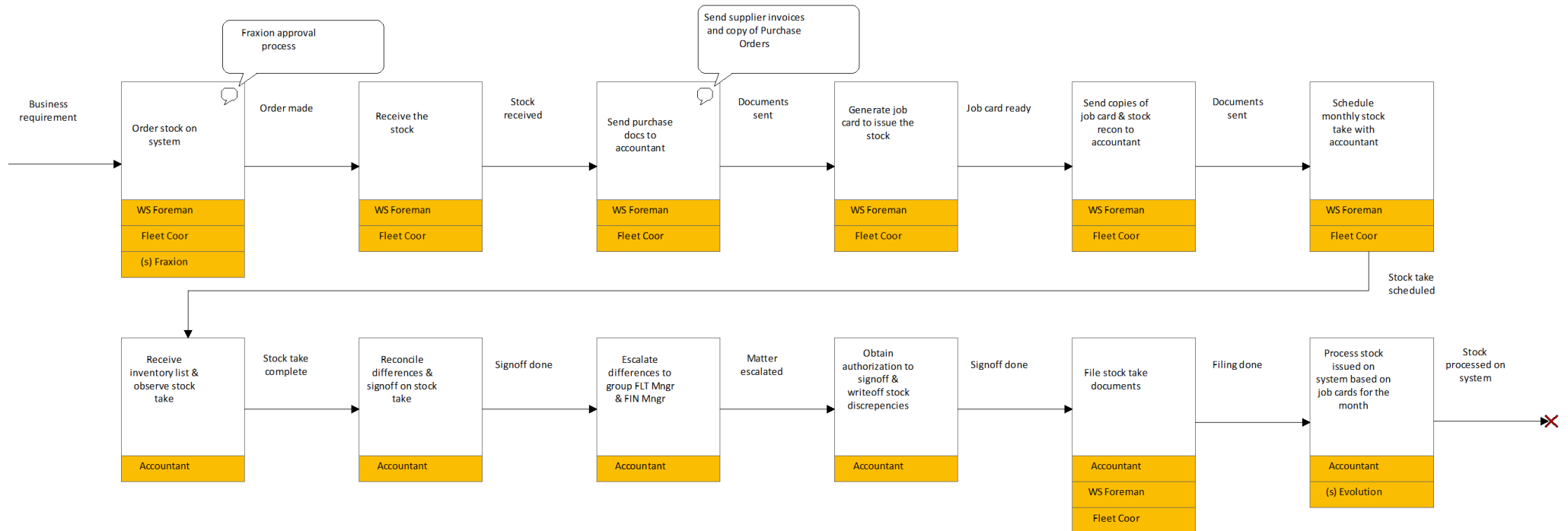Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ● Read Only

Process Monthly VAT Returns

- VAT report
- Monthly sales report
- Income statement
- Trial balance report
Done on a monthly basis, before every month end

Compare VAT payable as per the Monthly VAT report summary to Monthly Trial Balance report

Monthly requirement

Retrieve reports on system	Analyse monthly VAT report data	Compare monthly sales & monthly VAT reports	Complete monthly summary on VAT report	Compare & resolve difference in reports	Complete turnover reconciliation from monthly SLS report
FIN Mngr	FIN Mngr	FIN Mngr	FIN Mngr	FIN Mngr	FIN Mngr
(s) Evolution					

Reports ready — Data analysis complete — Comparison complete — Report ready — Issues resolved

VAT calculation ready for review

Inform CFO & Corp reporting Mngr	Review the information & approve	Complete & file returns on E-filing portal	Initiate the payment	Release the payment
FIN Mngr	C F O	FIN Mngr	FIN Mngr	C F O
	Corp Rpt Mngr	(s) SARS		Corp Rpt Mngr

Approvers notified — Approved — Returns filed — Payment released — Payment released

Not approved

Queries resolved

Resolve the queries
FIN Mngr

Title: Process Monthly VAT Returns
Author: Mohammed Altamush Khan
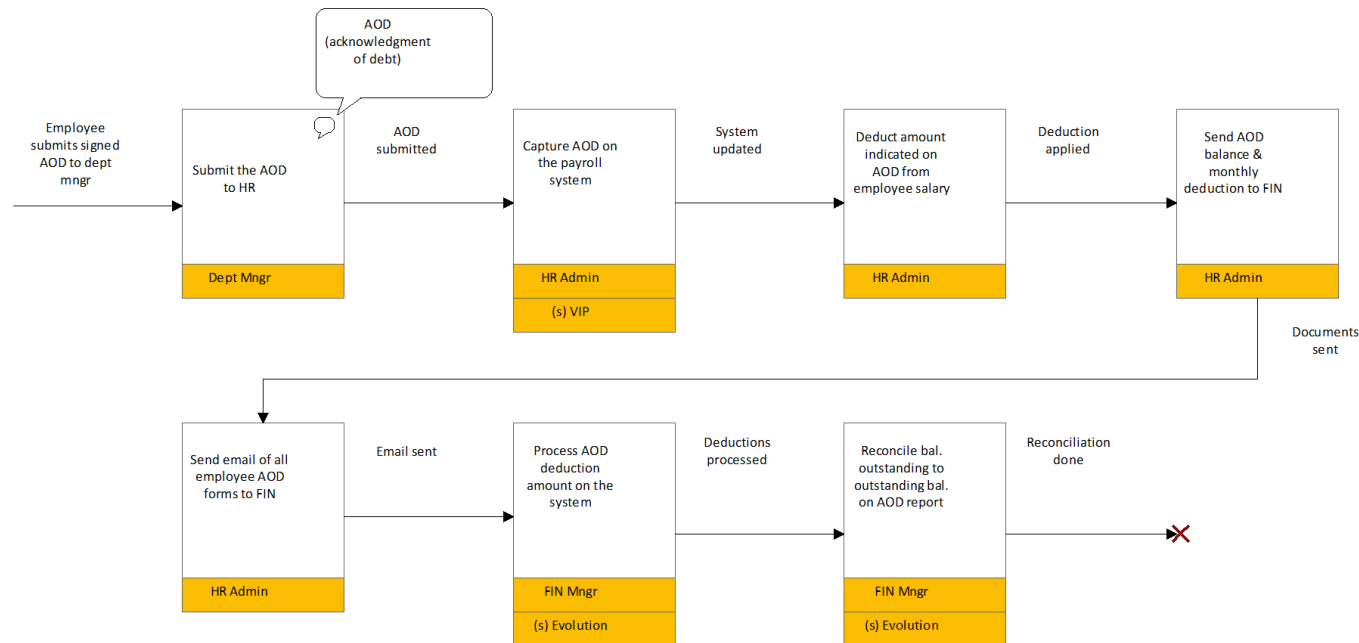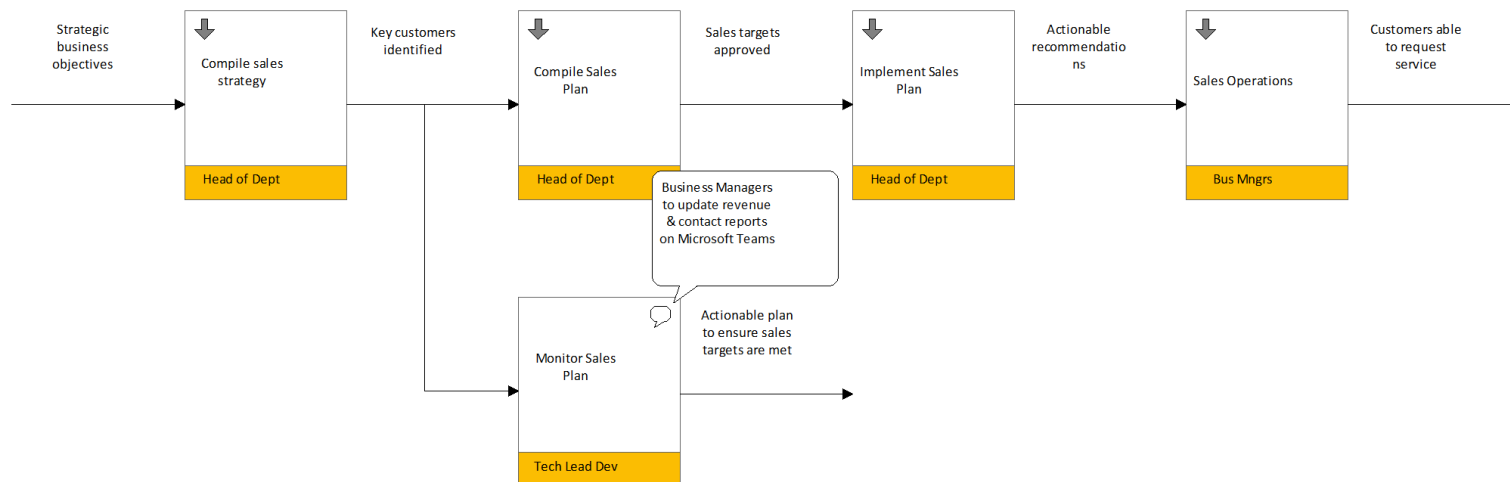Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
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Process Bank Transactions (Cash Books)

Business requirement

Update cash book of main bank account — FIN Mngr

> Updates are completed on Mondays Wednesdays, and Fridays

Update done

Download bank statement & email to accountant — FIN Mngr

> Download bank statement from the bank portal

Email sent

Import bank statement in the system — Accountant (s) Evolution

Statement added

Perform exports on system — Accountant (s) Evolution

> Exports:
> - Deposits received file
> - Payments received file
> Both file in csv format from Evolution

Payable files

Code the files & import to system — Accountant (s) Evolution

Import done

Update the bank in system — Accountant (s) Evolution

> Select process function, processing batch to update the bank

Information updated on system

Receipt files

Forward receipts file to AR Manager — Accountant

Files forwarded

Code the receipt files & email them to accountant — AR Mngr

Email sent

Review & import to system — Accountant (s) Evolution

> make necessary adjustment if required

Title: Process Bank Transactions (Cash Books)
Author: Mohammed Altamush Khan
Date: 9/29/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Review Date: None
F.T.E.: 0.00
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1

○ Actions   ○ Feedback
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○ Change Requests ● Read Only

Process Prepaid Card Administration

Step	Role
Business requirement → Bulk order cards from absa	FIN Mngr
Cards received from Absa → Acknowledge receipt of the cards online	FIN Mngr
Receipt acknowledged → Capture card details on master prepaid card spreadsheet	Accountant
Data captured → Request new/replacement prepaid card for employee	Ops Mngr
Request made → Assign & issue the prepaid card	Accountant

At least two approval signatures required from 4 Financial Authorizers:
- Finance Manager
- Finance Manager
- Group Financial Accountant
- Chief Financial Officer

Step	Role
Receive & issue prepaid card to driver	Ops Mngr
Card issued to driver → Complete subsistence allowance document	Ops Mngr
Funds requested → Review subsistence allowance doc for accuracy & signatures	Accountant
Review done → Initiate request for approval	Accountant
Approved → Release funds to prepaid card account	FIN Mngr

Not approved

Funds released

Step	Role
Hand in expense receipts to OPS Manager	Driver
Expense receipts received → Submit receipts to accountant	Ops Mngr
Receipts submitted → Process & recon Co expenses against prepaid card bank statement	Accountant

Reconciliation done

Title: Process Prepaid Card Administration
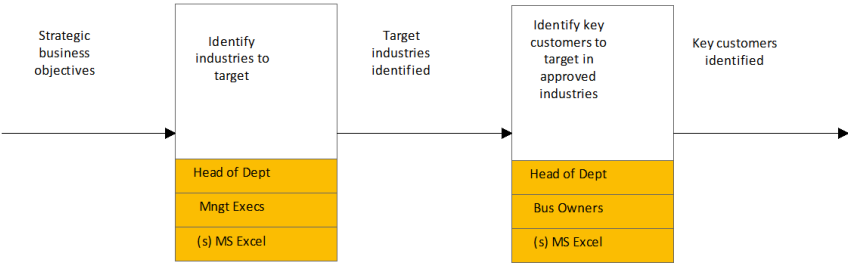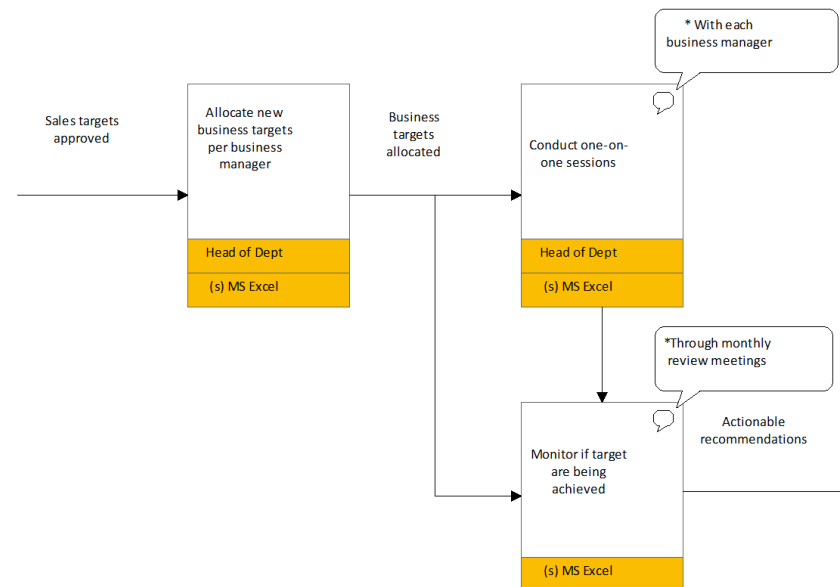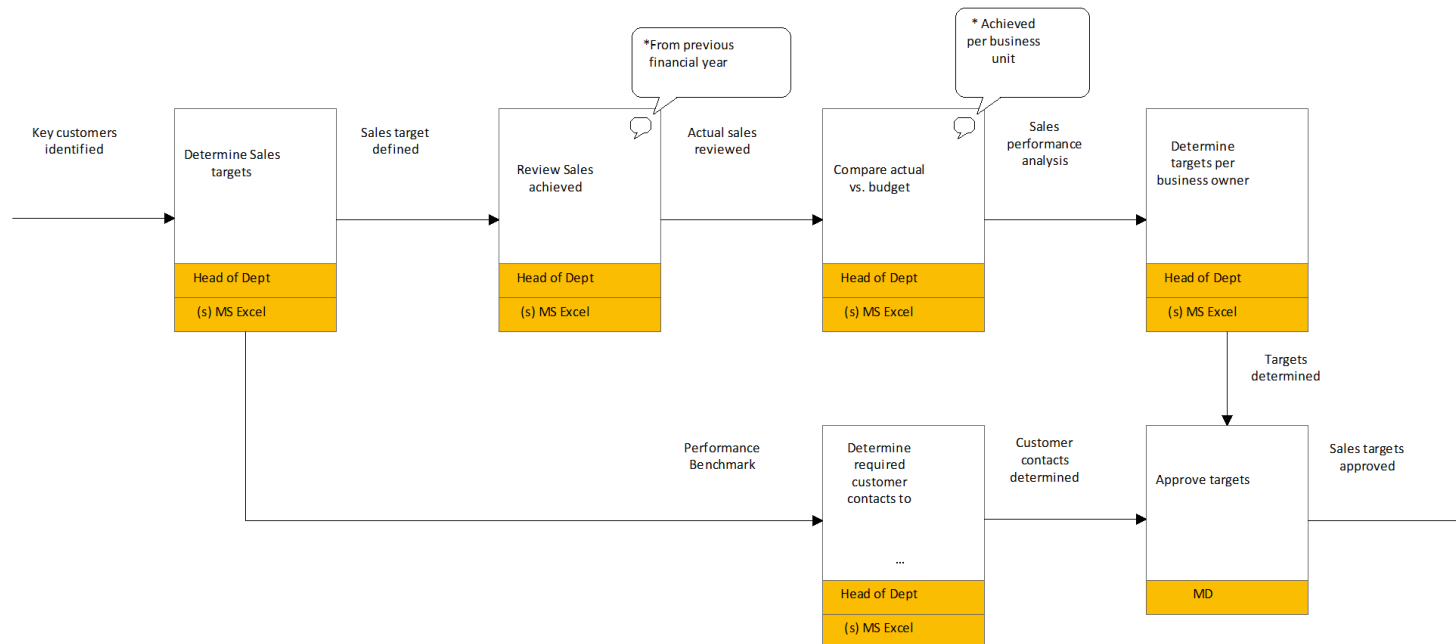Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Jaco Brits
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
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Process Inventory Control

Diagram flow (top row):

Business requirement → **Order stock on system** (WS Foreman / Fleet Coor / (s) Fraxion) [Note: Fraxion approval process] → Order made → **Receive the stock** (WS Foreman / Fleet Coor) → Stock received → **Send purchase docs to accountant** (WS Foreman / Fleet Coor) [Note: Send supplier invoices and copy of Purchase Orders] → Documents sent → **Generate job card to issue the stock** (WS Foreman / Fleet Coor) → Job card ready → **Send copies of job card & stock recon to accountant** (WS Foreman / Fleet Coor) → Documents sent → **Schedule monthly stock take with accountant** (WS Foreman / Fleet Coor) → Stock take scheduled

Diagram flow (bottom row):

Receive inventory list & observe stock take (Accountant) → Stock take complete → **Reconcile differences & signoff on stock take** (Accountant) → Signoff done → **Escalate differences to group FLT Mngr & FIN Mngr** (Accountant) → Matter escalated → **Obtain authorization to signoff & writeoff stock discrepencies** (Accountant) → Signoff done → **File stock take documents** (Accountant / WS Foreman / Fleet Coor) → Filing done → **Process stock issued on system based on job cards for the month** (Accountant / (s) Evolution) → Stock processed on system → ✕

Title: Process Inventory Control
Author: Mohammed Altamush Khan
Date: 9/17/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Review Date: None
F.T.E.: 0.00

Owner: Jaco Brits
Diagram Version: 1
Cost Per Second: $,3.5,E-0317

○ Actions   ○ Feedback
● Change Log   ○ Keywords
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Process Staff Debtor Administration

ZAF - Sales

Strategic business objectives

Compile sales strategy

Head of Dept

Key customers identified

Compile Sales Plan

Head of Dept

Sales targets approved

Implement Sales Plan

Head of Dept

Actionable recommendations

Sales Operations

Bus Mngrs

Customers able to request service

Business Managers to update revenue & contact reports on Microsoft Teams

Monitor Sales Plan

Tech Lead Dev

Actionable plan to ensure sales targets are met

Title: ZAF - Sales
Author: Edwin Ramos
Date: 5/8/2024
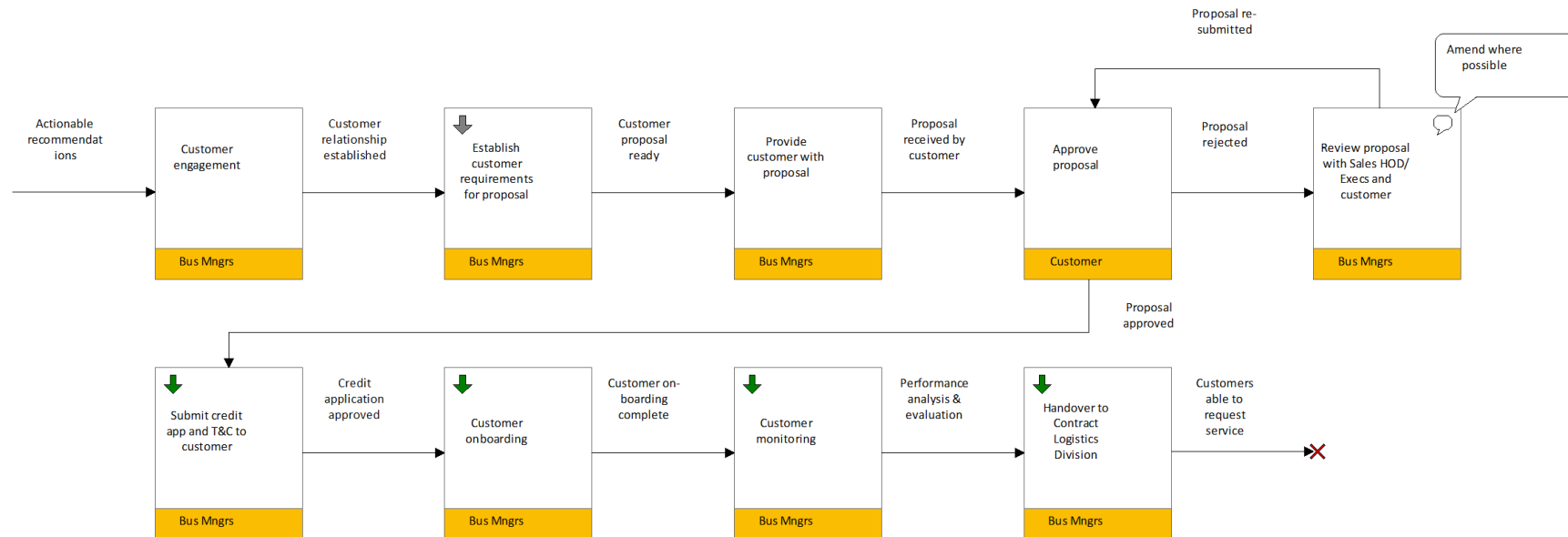Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Compile Sales Strategy

Strategic business objectives	Identify industries to target	Target industries identified	Identify key customers to target in approved industries	Key customers identified

Identify industries to target
Head of Dept
Mngt Execs
(s) MS Excel

Identify key customers to target in approved industries
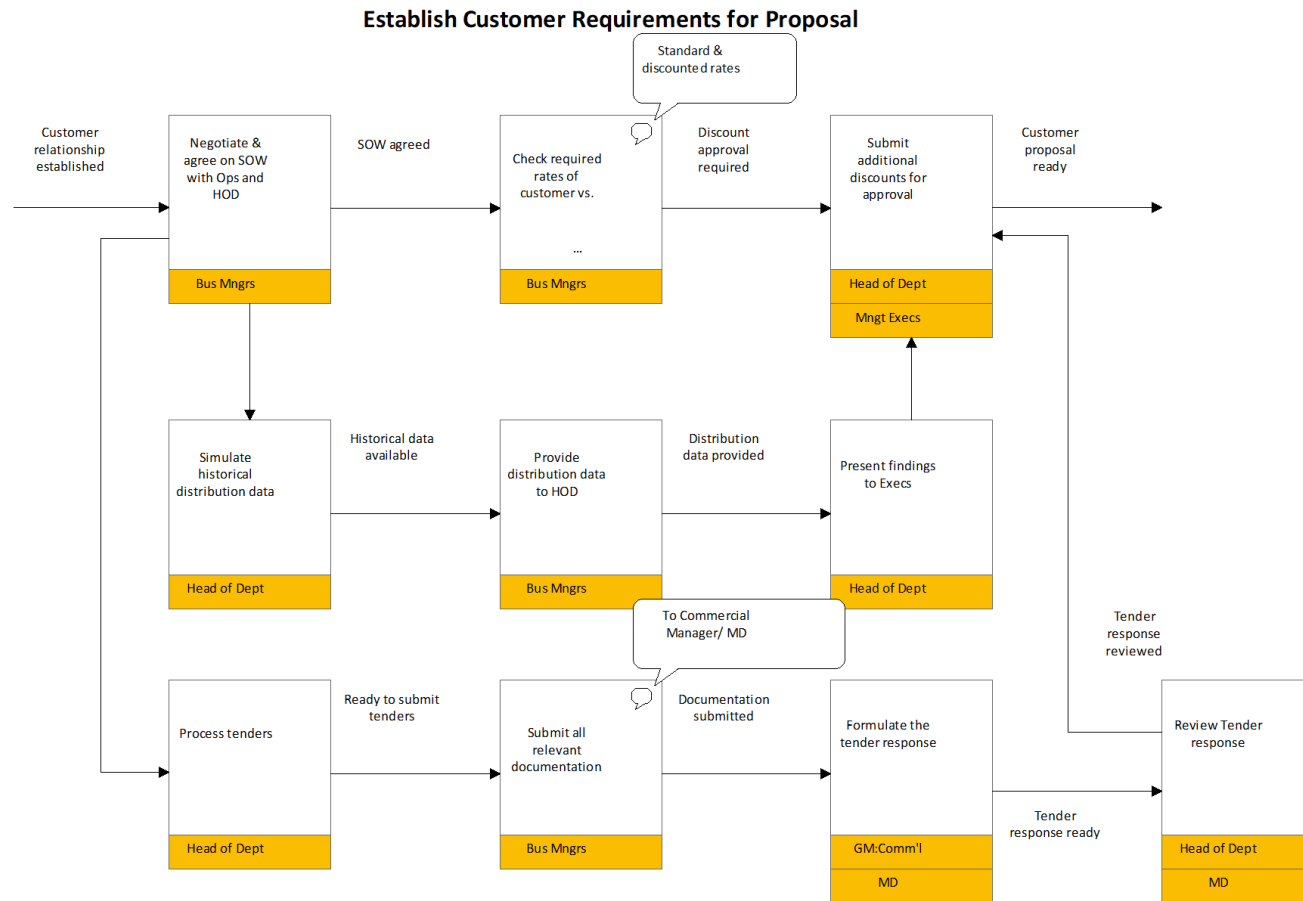| |
|---|
| Head of Dept |
| Bus Owners |
| (s) MS Excel |

Title: Compile Sales Strategy
Author: Edwin Ramos
Date: 5/8/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Implement Sales Plan

Sales targets approved

Allocate new business targets per business manager

Head of Dept

(s) MS Excel

Business targets allocated

* With each business manager

Conduct one-on-one sessions

Head of Dept

(s) MS Excel

*Through monthly review meetings

Monitor if target are being achieved

(s) MS Excel

Actionable recommendations

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Compile Sales Plan

Key customers identified

Determine Sales targets
Head of Dept
(s) MS Excel

Sales target defined

*From previous financial year

Review Sales achieved
Head of Dept
(s) MS Excel

Actual sales reviewed

* Achieved per business unit

Compare actual vs. budget
Head of Dept
(s) MS Excel

Sales performance analysis

Determine targets per business owner
Head of Dept
(s) MS Excel

Targets determined

Performance Benchmark

Determine required customer contacts to ...
Head of Dept
(s) MS Excel

Customer contacts determined

Approve targets
MD

Sales targets approved

Title: Compile Sales Plan
Author: Edwin Ramos
Date: 5/8/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

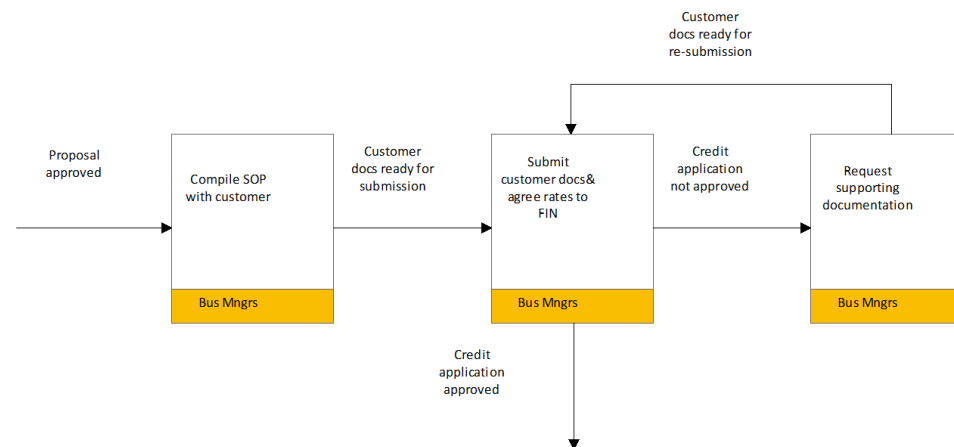Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
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Sales Operations

Proposal re-submitted

Amend where possible

Actionable recommendations

Customer engagement	Customer relationship established	Establish customer requirements for proposal	Customer proposal ready	Provide customer with proposal	Proposal received by customer	Approve proposal	Proposal rejected	Review proposal with Sales HOD/ Execs and customer
Bus Mngrs		Bus Mngrs		Bus Mngrs		Customer		Bus Mngrs

Proposal approved

Submit credit app and T&C to customer	Credit application approved	Customer onboarding	Customer on-boarding complete	Customer monitoring	Performance analysis & evaluation	Handover to Contract Logistics Division	Customers able to request service
Bus Mngrs		Bus Mngrs		Bus Mngrs		Bus Mngrs	

Title: Sales Operations
Author: Edwin Ramos
Date: 5/8/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

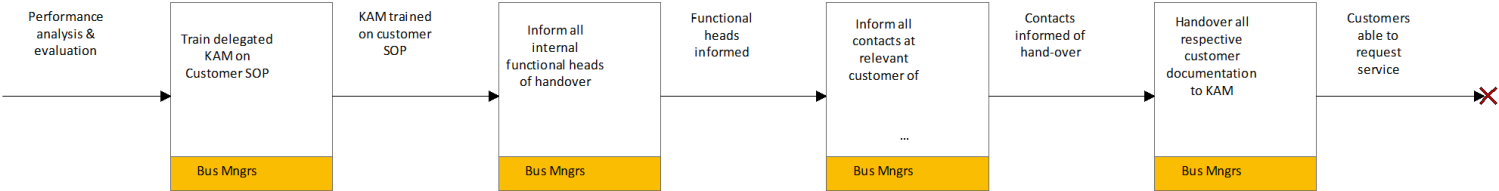Owner: Dirk Cornelius Uys
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Establish Customer Requirements for Proposal

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Submit Credit Application and T&C to Customer

Customer
docs ready for
re-submission

Proposal
approved

Customer
docs ready for
submission

Credit
application
not approved

Compile SOP
with customer

Bus Mngrs

Submit
customer docs&
agree rates to
FIN

Bus Mngrs

Request
supporting
documentation

Bus Mngrs

Credit
application
approved

Title: Submit Credit Application and T&C to Customer
Author: Edwin Ramos
Date: 9/12/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

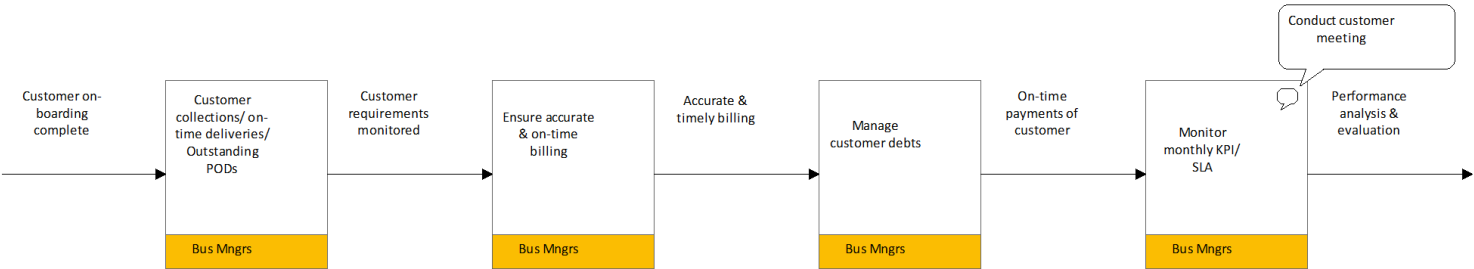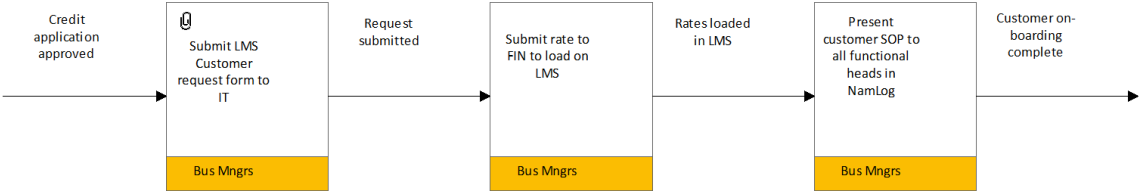Owner: Edwin Ramos
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
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Handover to Contract Logistics Division

Performance analysis & evaluation	Train delegated KAM on Customer SOP	KAM trained on customer SOP	Inform all internal functional heads of handover	Functional heads informed	Inform all contacts at relevant customer of ...	Contacts informed of hand-over	Handover all respective customer documentation to KAM	Customers able to request service
	Bus Mngrs		Bus Mngrs		Bus Mngrs		Bus Mngrs	

Title: Handover to Contract Logistics Division
Author: Edwin Ramos   Authorization: Authorized
Date: 9/12/2024   Date: 2/18/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Customer Monitoring

Customer on-boarding complete

Customer collections/ on-time deliveries/ Outstanding PODs

Bus Mngrs

Customer requirements monitored

Ensure accurate & on-time billing

Bus Mngrs

Accurate & timely billing

Manage customer debts

Bus Mngrs

On-time payments of customer

Monitor monthly KPI/ SLA

Bus Mngrs

Conduct customer meeting

Performance analysis & evaluation

Title: Customer Monitoring
Author: Edwin Ramos
Date: 9/12/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
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Customer On-boarding

Credit application approved	Submit LMS Customer request form to IT	Request submitted	Submit rate to FIN to load on LMS	Rates loaded in LMS	Present customer SOP to all functional heads in NamLog	Customer on-boarding complete
	Bus Mngrs		Bus Mngrs		Bus Mngrs	

Title: Customer On-boarding
Author: Edwin Ramos
Date: 9/12/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only