

Agent - Finance Billing

Job Title	Agent		
Division	Finance and Procurement Division		
Department	Finance Department		
Section	Finance Billing		
Location		Direct Reports	
Reports To	Finance Manager	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	Operations, Sales	Job Code	

Basic Function

Generating monthly invoices based on input received from Operations and integrators. Ensure that invoices are sent to the customer in time and billing. Posting entries in respective in GL accounts. As per new credit account numbers, updating air waybill entries each day, and generating invoices, as well as controlling inbound air waybill. Controlling and re-checking bill consignee freight charges, and verifying international reverse pick up request. Fully understand and promote SMSA's vision, mission, culture, and values.

KEY Responsibilities

Core

- Receive complete daily outbound air waybill from Operations and verify count with the actual manifest.
- Sort and complete data entries; ensure all air waybills are entered daily.
- Scrutinize account numbers, services type, weight, billing options, etc. mentioned in the air waybills.
- Allocate new credit account numbers to customer while ensuring all requirements are fulfilled such as approved RFR copy, customer chamber of commerce registration certificate copy, and complete contract with telephone and locations details, etc within allocated time.
- Create credit customer code for verified customer contract in SMSA systems and ensure that signed customer contracts are scanned and saved on share drive within set timeline.
- Update new and revised contracts in the system for billing purposes.
- Record and file all documents with complete support for references and records.
- Ensure Credit application entry in oracle.
- Verify the RFR before it is signed by the FM.
- Complete checklist for accurate billing and make sure all waybills are captured in the system.
- Generating duty & taxes invoices on regular basis and maintain master data to avoid duplicate billing.
- Generate E-Com and e-fulfilment billing and share with customers within the timeline.
- Checking accuracy of all the other information on the airway bills such as weight/services/PCS etc.
- Checking inbound bill consignee checklist for generating ICBRC invoicing. Checking and finalizing invoices.

- Checking necessary billing inputs on AWB/ SMSA system/ third party invoice before finalizing SMSA customer invoice and take appropriate action to update/ rectify the information to generate correct final invoice.
- Ensure overall work has been done to process monthly invoices.
- Ensure that all the revenue entries are posted in GL with the timeline set by management.
- Ensure that SMSA retail invoices are correctly applied with collected amount and any outstanding shall be reported to manager.
- Ensure that weight changes are correctly captured based on SMSA operation / integrator reweight report before finalizing billing.
- Ensuring all the entries in financial system are accurately posted in correct GLs in correct period.
- Generating outbound and inbound invoices on monthly basis
- Generating SFD billing daily based on input received from freight operations.
- Handling outbound domestic airway bills, sorting & daily data entries for generating monthly outbound invoices, special discount updating.
- Issue debit and credit notes as required as per approval.
- Print, sort, and provide all invoices to the collection department.
- Liaise with internal departments as required to address and resolve customer queries on a timely basis.
- Maintaining a high-level integrity and accuracy in billing and collection to mitigate any revenue loss to company.
- Prepare working for credit notes after thorough investigation to identify the root-cause and support it with necessary document with required departmental approvals before submitting for final finance approval on regular basis.
- Solving various billing disputes such as verifying customer account numbers/ weight corrections/ missing service types of customer details.
- Administering the filing process and ensuring that the file register is accurate and maintained as per SMSA requirement.
- Assist in monthly management reporting and ensure that deadlines are met.
- Perform & assist in ad hoc and special assignments as and when required.
- Prepare Monthly KPI Report, Daily Billing ready report.

General

- Coordination, timely follow up and communication with external and internal customers to resolve the issues.
- Ensure proper quality and productivity billing and reporting process.
- Maintaining a high level of accuracy in billing to mitigate any revenue loss to the company.
- Ensure that overall department and SMSA Corporate goals are meet.

EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.

- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices.

Competencies - Professional and Technical

Behavioral Competencie

Communication	Level 3
Initiative	Level 3
Teamwork	Level 3

Technical Competencie

Accounting and Reporting Knowledge	Beginner
Knowledge in Accounts Management	Beginner
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner

Competencies – EHS

Knowledge of basic environment health and safety requirements
EHS corporate objectives awareness
Awareness of EHS requirements in the QEHS management systems
Have attended EHS awareness training (if applicable)
Awareness of Environment Health Safety incident reporting

Organizational Competencies

Beginner
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

Decision Making

The billing agent should be able to take the proper discussion regarding billing and other billing/ special rate related issues in the best interest of the company and department.

Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year
--

Qualification : Education and Experience

Diploma (Preferred specialization in their field of work) at least three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry.
or
High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position
or
High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-01 position
 *Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Updated by:	Date:	Approved by:	Date:

Employee Name:

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.
Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date: