BEE VERIFICATION AGENCY CC

Procedure for quoting and contracting a client for BEE Verification - P101-02

1. SCOPE

SANAS R47 Section 18.3.1 and 18.3.2.1

2. PURPOSE

- The purpose of this procedure is to ensure that a quotation is provided to a client based on the correct client information received, and procedures followed.

3. METHODOLOGY TO BE FOLLOWED

To start the quotation process the Sales Consultant will answer a client call or select a potential client from the database.

When on the phone with the potential client, the Sales Consultant will obtain the following information from the potential client.

Client business name
Business address
Client representative name
Representative e-mail address
Representative tel. no

The sales consultant will inform the potential client that an application form will be forwarded to the potential client via e-mail. The form, F04 - Application for a BEE Verification, is then emailed to the potential client. In the e-mail the potential client is asked to complete the form and return it to the sales person who initially sent the form to the client. It is also indicated to the potential client that the data requested on the form is required to determine

- the extend and complexity of the verification work to be done
- if BEE Verification Agency is accredited to do the verification and
- to prepare a quotation to do the verification.

The website www.beever.co.za is also referred to if the client wants to know more about us.

Once Form F04 - Application for a BEE Verification is received from the potential client, the Sales person in consultation with the Admin Manager, and if necessary the Compliance Manager reviews the application by using F07 - Review of the BEE Application Form, by deliberating the following questions:

Are we SANAS accredited to do the specific verification? If not, the application is rejected.

If yes, the following is considered:

Is the application form correctly completed?

Are there any grounds for conflict of interest?

Is there a competent analyst available, which was not involved in consultancy for this client during the last two years?

Do we have the capacity to do the verification within the time frame of the client?

What is an appropriate fee to quote to the client? The detail on the application form is used to determine the fee quoted.

Based on the answers to the questions above, the Admin Manager makes an informed decision to accept or reject the application.

If rejected, the client is informed of the reason for the rejection on A3-BEE verification reject letter.

If the application is accepted the client is informed via A13-Acceptance of BEE application letter.

Form A 13- Acceptance of application for BEE Verification is used to notify the client that the application is accepted. A13 is used to convey the following to the client:

- Acceptance of the application
- The quoted fee
- Request to pay full amount upfront before verification will commence
- Which analyst is appointed to do the verification
- What qualification and experience the analyst has
- Who the Compliance Manager(s) will be
- Request to accept the conditions above or to object it in writing.
- To complete R01- Standard Terms and Conditions agreement. The Admin Manager will fill in the client details on page one and type in the accepted fee also on page one.
- Information on the verification process
- Complaints and appeals process

Final acceptance of the client application is only concluded when the client adheres to the following conditions;

- Return of the signed R01- Standard Terms and Conditions
- Acceptance in writing of the analyst who will do the verification and the Compliance Manager who will assess the client file and issues the BEE certificate.
- Paid the full amount upfront with proof of payment.

The client detail is now entered on the Client Log Sheet A01 and the next VER- number is allocated to the client on the log sheet.

The Admin Manager then informs the client that the verification analyst will contact the client representative within 3 working days.

The Admin Manager then informs the allocated analyst of the allocated client and to contact the client within 3 working days.

4. RESPONSIBLE PARTIES

The sales staff will request the potential client to complete send in an application form.

The sales person and Admininstration Manager review the application and take the steps determined as part of the review process and contracting phase described above.