

# BPO ONLINE HELP

## GLOSSARY

Here you will find explanations for frequently used terms and acronyms found in BPO.

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- **VAT**
  - This is a consumption tax charged on most goods and services. It represents the 'value added' to the product throughout its production process. It is an invoice base tax - Each seller in the product chain includes a VAT charge on the buyer's invoice. Under a VAT taxation system, all sellers collect the tax and then pay it to the government. The VAT gives sellers along the supply chain a direct economic motivation to collect the tax, thereby reducing the incidence of tax evasion.
- **Credit Limit** (Customer)
  - The maximum amount of credit offered to a customer. E.g. A customer has been given a credit limit of R10000, if this customer buys items or services worth R7000 from your company, their remaining credit will be R3000. Setting up a credit limit ensures that the amount of credit given to a customer is consistent with that customer's financial capacities - this tool will reduce the problem of overdue invoices and bad debt. Allowing customers to order more items/services than what they are able to pay for, is a financial risk for your company. It is important to review a customer's

credit worthiness and based on that credit worthiness, establish a credit limit.

- **Credit Check** (Customer):
  - A credit check will help determine the creditworthiness of your customer. In other words - the extent to which the customer is considered suitable to receive financial credit, often based on their reliability in paying money back in the past. There are different methods you can use:
    - Run a **credit report** - using a major credit reporting agency e.g. TransUnion, CompuScan, Experian, XDS.
    - Obtain **accounts receivable aging reports**
    - Check **references** from other companies who have done business with this customer or the customer's bank.
    - Conduct a '**gut check**' using creative investigative methods. Gut instinct and intuition can be a critical tool for deciding how creditworthy your customer is.
      - Is your customer easily contactable by phone?
      - Do they respond timeously to emails?
      - Is their company website professional and is the company responsive to on-line enquiries?
      - Verify your customer details yourself - for example, does the physical address they have

given line up with Google maps and the area code of their land-line phone number?

- It is important for credit checks to be done before any line of credit is given to the customer - not once the customer has defaulted on a payment.
- **Customer Code**
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- **Tax Rate** (Customer)
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- **Registered Name** (Customer)
  - This is the **legal** name of the company on the Company Registration documents. This can be different from the trading name (or operating name) or what is known as 'a doing business name'.
    - The trading name or business name connects a customer to that company's products and/or services. You can think of this as a household name.
- **Holding (or Parent) Company** (Customer)
  - Example: Shoprite Holdings Ltd is the holding (or parent) company of several subsidiary companies including: Checkers supermarkets, Computicket or OK Furniture. The subsidiary company names are the household names usually referred to in conversation.
- **Trading Name** (Customer)
  - The trading name or business name connects a customer to that company's products and/or services. You can think of this as a household name.

- For example Valpre bottled water is the brand trading name but The Coca-Cola Company is the legal registered company name.
- **Accounts Contact** (Customer)
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- **Primary Contact** (Customer)
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- **Type** (Customer)
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- **Registration No.** (Customer)
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- **SLA Hours** (Customer)
  - This is the Service Level Agreement that you have signed with your customer. It is a contract of performance that you have agreed to. For example, if your customer calls with a requirement for a part or service request and your agreed response time to this customer (SLA) is 5 hours then you are required to have the part or technician on site within that time frame. Failing which, the client can receive compensation of a pre-agreed type (usually also set up in the SLA).
- **Shift Pattern** (Customer)
  - This critically related to the SLA hours. For example, if your company shift pattern is 8am to 5pm Monday to Friday and your customer calls at 4.45pm on a Friday afternoon. The SLA clock will tick until 5pm (15 minutes) but will then stop until the shift pattern begins again on Monday morning at 8am. Therefore you will have until 12.45 on the Monday by which to

have responded to/completed the customer call (requirement).

- **Parent Type** (Machine List screen)
  - This column will indicate how an asset is linked:
    - **WHSE**: if it is a company owned asset - it is currently in a company warehouse. If it is a customer owned asset then it is in the Customer Warehouse.
    - **WKOR**: the asset is currently linked to a work order.
    - **CTRT**: the asset is currently linked to a contract.
    - **SINV**: the asset is currently linked to a Sales Invoice, it has been sold to a customer.
- **Warehouses**: BPO uses the warehousing system to 'contain' and keep track of stock items. Each site needs at least one warehouse. Refer to [Adding a Warehouse](#) for more information.
- **Customer Asset Warehouse**: this is set up to keep record/track of customer owned items that have been sold by the company to the customer or are being serviced by the company.
- **Bin**: These will 'contain' stock items, it is the second tier of ordering stock in BPO. Each warehouse must have at least one default bin. Refer to [Adding a Warehouse](#) for more information.
- **Default Bin**:



## **UNDER CONSTRUCTION**

We are currently updating our site; thank you  
for your patience, please check back soon.



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