



Accounting and Finance Operating Model + Key Controls v1.8

July-23

Revision History

Date	Version	Description	Author	Comments
22 Dec 2022	0.1	First Draft	Andrew Clayton	
27 Dec 2022	0.2	Second Draft	Sue Buchanan-Clarke	
7 Feb 2023	1.0	Final	Andrew Clayton	
16 July 2023	1.08	Review of Op Model	Andrew Clayton	
26 July 2023	1.09	Review of Op Model	Melba Nzimande	Wayne Evans inputted

Change Management

The documentation of the Accounting and Finance Operating Model + Key Controls will be reviewed annually or if there is significant change undertaken by the Business. This review will be performed by the Honorary Treasurer & or President. Outcomes to be presented to the Executive annually.

Storage

The documentation of the Accounting and Finance Operating Model + Key Controls will be stored on the MCOBA website (on an unpublished page as well as the M College Shared drive and Trello

Document Approval

Date	Designation / Position	Name	Evidence of Sign off	Comments
28 Feb 2023	Head of College Business	Kevin Smith	Via 123Formbuilder approval form.	
28 Feb 2023	President	Andrew Clayton		Melba to action
28 Feb 2023	Vice President	Jon Hoatson		
28 Feb 2023	Honorary Treasurer	TBC		
28 Feb 2023	Commercial Director of College	Wayne Evans		
28 Feb 2023	Operations Manager (MCOBA)	Melba Nzimande		



Maritzburg College Old Boys Association (MCOBA) Finance Operations – Overview

[MCOBA's Executive Committee](#), provides oversight and governance in adherence with the MCOBA Constitution. The President of MCOBA provides core management and oversight on a day to day basis supported by the Honorary Treasurer. The President and the Executive members are voted in and hold office per the Constitution of MCOBA. It is accepted practice for the standing President to utilise permanent resources from within College Business, as available and in support of the MCOBA Operations Manager, to deliver operations and as such, when a change in Executive occurs, including the President, there is usually insignificant changes in operations, the way they are delivered and who delivers them. Day to day operating dependencies on non paid resources are actively reduced.

Through 2016, MCOBA embarked on fundamental change to the Association and resolved to partake in a shared services team, known as “College Business”. Through 2022, MCOBA embarked on fundamental changes to operations and undertook to digitise systems. As part of this change in 2022, enhanced operational capability, drawing on paid resources at the now established centralised service level, College Business, has been further leveraged as it became clear that unpaid Executive members , delivering services in on a ‘best endeavours basis, was not delivering the required services / operations on a timely basis.

Fundamental to this change in operations and efficiencies was the requirement for:

- An enhanced consistent finance and accounting function, not dependant on the Honorary Treasurer and unpaid resources, that ensured:
 - Delivery of monthly management accounts
 - Bi-monthly management presentations to the Executive
- Enhanced Audit and reporting to management
- Enhanced reporting of Annual Financial Statements

The consequence of this has been the implementation and role out of support from Accounting and Tax firm, OMNE (Pty) Ltd, on a monthly retainer of R 1 860 pcm. ([approved](#) by Exec 24th May 2022) that has now been increased to R3 335 (VAT Inclusive) from 1 August 2023 to deliver:

- Dext, a workflow and approval process tool that supports invoice storage and direct invoice receipt via email from approved vendors.
- the Accounting and General Ledger (G.L.) system Xero,
- Spotlight, the tool supporting monthly management accounts reporting and budgeting processes.
- Audit assistance by providing access for Auditors via (Dext) to all digital stored invoices.
- Preparation of Annual Financial Services (from 31 Dec 2023)
- All Tax matters for returns etc (they become our Public officer (SARS representative) from 1 August 2023



Key Roles and Responsibilities

Role / Activity	Responsibility	Description
Governance	Executive	<ul style="list-style-type: none"> • Setting of Key Controls • Approval of AFS • Approval of Chart of Accounts • Budget approval (budget setting) • Engagement of Auditors
Operations of the monthly Accounting function	Ops Manager	<ul style="list-style-type: none"> • Annual invoicing – to Members (Xero) • Maintenance of Direct Debit Order Mandates (adding these onto Standard Bank Online) and the running of the main Direct Debit Order batch in Q1, and then subsequent runs for new sign ups • Access to Bank Accounts (changes to Payee details but no access to authorise payments. • Monthly / weekly invoicing – from Vendors (Dext) • Setting up of weekly batch payments in Standard Bank Online • Issue investigation and resolution – liaising in with President • Capture into GL : Income / Expenses / Fixed Assets • Reconciliations (Bank / Debtors / Creditors) • Monthly Management Account / Enhanced reporting (Spotlight)
Approval of Payments	President	<ul style="list-style-type: none"> • Payment Approval in Xero. • Access to approve invoice in DEXT is only in emergency situations such as illness of Ops Manager. (Dext tracks all user activity) • Note the President has no access to the bank accounts (key control)
Execution of Payment	College Finance Commercial Director of College (Back up M. Rodney Klute past Honorary Treasurer And CA (SA)	<ul style="list-style-type: none"> • ALL Payments : Vendors / Contractors and Staff.

Key Roles and Responsibilities (continued)

Function	Responsible	Description
Production of monthly management Accounts	OMNE	<ul style="list-style-type: none"> • Production of Monthly management accounts undertaken by OMNE using Spotlight. • OMNE to email out to President for approval ahead of circulation to the Executive (the Ops Manager will circulate to the Exec.) • President / Honorary Treasurer to address any ad hoc issues.
Vendor Management	Ops Manager	<ul style="list-style-type: none"> • Maintaining the approved Vendor list including changes to ensure up to date details <ul style="list-style-type: none"> • Corp info / VAT / bank account and contacts.
Payroll	College Finance / HR & Honorary Treasurer	<ul style="list-style-type: none"> • Payroll: PAYE/SITE PAYE/UIF/SDL (submission of EMP201s and EMP501s)
Preparation of AFS & Audit Assistance	OMNE (Exec to approve increase in spend 18 July 2023)	<ul style="list-style-type: none"> • Maintaining the Chart of Accounts • Annual Financial Preparation • Including non cash flow entries: Depreciation, Accruals , Provisions
TAX reporting	OMNE (Exec to approve increase in spend 18 July 2023)	<ul style="list-style-type: none"> • Corporate Tax <ul style="list-style-type: none"> • Provisional of Nil Tax submission and Top Up. (Provisional tax returns (IRP6s) and final income tax return) • VAT – Not applicable
Statutory and Company Secretarial Services	Ops Manager & Honorary Treasurer	<ul style="list-style-type: none"> • CIPC updates • Statutory filings



MCOBA Finance Operations - Key Operations and Controls

Constitution

The MCOBA Constitution lays out the: roles, responsibilities , authority and mandate that each office bearer holds. This is what governs the operating model which cannot contradict the Constitution. That said, the Executive have the power to implement operational decisions.

Segregation of Duties

MCOBA operates a very strict segregation of duties between the: Operations Manager, President, Commercial Director of College and the Operating Systems (Dext and Xero /GL) to enhance controls in order to reduce the risk of fraud and human error.

1. Document gathering and review of Invoices and Cost Claims
 - a) The Operations Manager has access to DEXT where all these documents reside.
 - i. Whilst the President will also have access, this would be unusual and only accessed under urgent situations like illness of the Ops Manager.
 - ii. A full history of actions taken in Dext is recorded by Dext noting the: user, date and action taken.
 - b) A key control is that only the Operations Manager approves and promotes invoices from Dext to Xero.
 - c) On an annual basis, to ensure this, a report will be taken from DEXT noting all other users other than the Ops Manager who processes an invoice payment and this will be tabled to the Exec for review and approval.
2. Approval
 - a) The President and Ops Manager have access to Xero.
 - b) A key control is that only the President has authority to approve payments in Xero off the “Awaiting Approval” page of Xero and promote these to the “Awaiting Payment” list in Xero.
 - c) No other office bearer has this authority and access except the access rights of the Ops Manager do allow them to approve in an emergency circumstances i.e. President is ill. Note, Xero tracks all user activity and so this can be tracked if need be.
 - d) On an annual basis, to ensure this, a report will be taken from Xero noting all other users other than the President who approves an invoice for payment and this will be tabled to the Exec for review and approval.
3. Payments
 - a) The Operations Manager sets up all payments in weekly batches using Standard Bank Online. The payments must be verified by the Operations Manager. The release of Payments must be completed by the Commercial Director.
 - b) The Commercial Director (Com Dir) has the authority to approve (release) payments on Standard Bank Online.
 - i. The Honorary Treasury (Mr Rodney Klute) has access to the online bank account and can make payments, this would be unusual and only accessed under urgent situations like illness pf the Com Dir.
 - c) A key control is that only the Commercial Director releases payments in the bank account. (Constitution 16.1(c)
4. Reporting
 - a) Management Accounts are prepared and shared monthly with the entire Executive who are tasked to raise any questions or request any clarity they might require.



MCOBA Finance Operations

Key Operations and Controls (continued)

Payments

1. Use of Dext (Workflow) and Xero (GL)
 - Workflow : Digital submissions through life cycle of “validating” and “approving”
 - Full history stored
 - Invoices stored digitally & centrally (once published from Dext into Xero, all invoices are stored as attachments to transactions in Xero)
 - Built in “robotic controls” : checks for duplication and ability to “read” documents. (by Dext)
 - Auto bank feeds with “robotic matching” of invoices to cash (receipts and payments) Xero “pre-allocates” payments and receipts against invoices based on the amounts, supplier/customer name and/or invoice number or reference. Note : A final reconciliation still takes place by the MCOBA Ops Manager who checks that the “pre-allocation” done by Xero is in fact correct and a final reconciliation of the bank account is completed at this stage.
 - Dext also facilitates access for the Ops Managers to “view” the bank account and understand what transactions are going through it.
2. Approved Vendor lists and their details (including banking) are approved by the Executive and maintained by the Ops Manager. Only vendors on this list can be paid and only these exist on the internet banking portal.
 - Changes (additions or removal of vendors) are approved by the Executive.
 - An annual review of this is performed by the Honorary Treasurer and or President.

Receipts

1. Payments are made into the MCOBA bank account via a host of options being noted [here](#) and from 1 Jan 2023 will be recorded in Xero. Each paying old boy will have a unique account within Xero.
2. The payment of Subs via cash, is still an option and requires a manual allocation from the bank feed into Xero/GL and the OC account within that.
3. A list of paid up old boys is maintained and is available to all Old Boys to review and ensure payments they have made are recorded accordingly.
4. Given the nature of the ‘income’ for MCOBA being made on a “gratuitous basis” , a qualification by the Auditors, for the completeness of income cannot be avoided each year.



MCOBA Finance Operations

Key Operations and Controls (continued)

General

1. Monthly Management Accounts are prepared by Working Day (WD) 15 after month end and submitted to Executive.
2. Monthly bank reconciliation are performed and approved at the bi-monthly management meeting.
3. Bi-Monthly management meetings, to review accounts, are held each in successive months.
 - Banks statements are included in the management accounts.
 - Aged debtors and creditor ledger review (with annotation addressing issues)
4. A budget shall be prepared and approved by the Executive each year by the end of February for both:
 - Income
 - The target for paid up members forms part of the Ops Managers KPI's that they will be annually assessed against and an annual bonus dependant on.
 - Expenditure
 - This is on a month by month basis
5. The approved Budget is loaded into Xero and is used as a key control when:
 - Approving payments to vendors
 - Reviewing completeness and accuracy of fees and income
 - Unapproved expenditure will not be made without due approval of the President and clear documentation which will be reported at the next Executive Committee meeting.
6. The monthly review of 'Actual' to 'Budget' and variances, is a key control and is performed in the bi-monthly management meetings.



MCOBA Finance Operations – High level Timelines (For Payments)

Timeline

Week 1

In Dext (invoice work flow tool)

- On a daily / weekly basis, all expense invoices or cost recovery claims, requiring payment are captured into Dext.
- (Note Approved vendors can email invoices directly into Dext where they will be stored, if the vendors do not send these into Dext for storage, the Ops Manager will. It is a key control that all invoices are stored in Dext and promoted to Xero ahead of payment).
- Further to this, the Dext digital App allows for pictures of invoices to be taken and uploaded into Dext.
- In all instances the Ops Manager (OM) will:
 - Review all documents for obvious errors / omissions / overcharges / under delivery.
 - All issues are noted and addressed at this point with appropriate people. (Vendors / President /Exec etc.)
 - If corrected invoices / credit notes are required, this will take place at this point.
 - Incorrect invoices and claims will be “Archived” into Dext, no documents will ever be deleted.
 - All expenses / expense claims are compared to the approved budget.
 - Any expense or claims not approved by the budget is escalated for approval / greater understanding to the President.
 - The President can approve small out of budget expenses. (less than R5000k in aggregate per vendor)
 - Significant out of budget expenses are not progressed or undertaken but delayed for:
 - Presentation and approval at the next Executive Committee meeting, or are
 - Escalated urgently to the Executive’s What App Group / or circulated by email.
 - In both cases a voting form (ABC forms) for the Exec to consider and approve out of budget expenses will be completed and the results of the vote shared and minuted at the next Executive meeting.
 - For significant out of budget expenses, the voting form may contain detailed explanations and links to a Business Case to support the requested out of budget spend.
 - Out of budget expenses, approved by this vote will be progressed for approval in Dext with the appropriate documentation attached.
 - Out of budget expenses not approved will not be progressed and will not be paid
 - Note : Urgent payment requests will also be addressed in the above processes but can be escalated for urgent payment to the President and Commercial Director as required.
 - All approved invoices / expenses claims are then “Published” to Xero (General Ledger GL)
 - Only the Ops Manager is authorised to publish from Dext to Xero. (The President has access and can publish but only in emergency situations and this is tracked via Dext.
 - Note : It is possible for the Ops Manager to set up a payment for same day (By adding a "Y" into the RTG column on banking online. There is a cost for making a same day payment so these should be avoided.

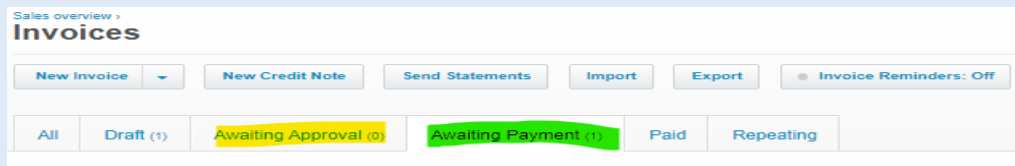
Expense



MCOPA Finance Operations – High level Timelines (For Payments)

Timeline

Week 1



In Xero (GL)

Once published from Dext into Xero, the invoices appear in Xero on the:

- “awaiting approval” tab

Each Friday morning

- Unless urgent payment is required each Friday morning, the President will access Xero, to review and approve payments.
- The President will undertake what ever he deems necessary to comply with the MCOPA Constitution that requires all payments to be approved by the President.
- This task is performed in the knowledge of all the processes of approval are already completed, that if it is not for an expense agreeing to the approved budget, has very likely involved the President with the Ops Manager as the Ops Manager progressed the approval for the cost and promoted these from Dext to Xero.
- Only the President is authorised to approve invoices / costs for payment in Xero that are on the “Awaiting Approval”. Note only the Ops Manager has access to Xero and can approve an invoice to payment in emergency situations and this is tracked by Xero.
- Once approved, the invoice moves to the “Awaiting Payment” list.

Each Friday afternoon

- The Ops Manager reviews the ‘Awaiting Payment’ List and confirms with the President if this is now complete. Items still on the ‘Awaiting Approval’ List may be queried with the President at this point by the Ops Manager.
- For easy communication and record keeping, the Banking and Finance Whatsapp group contains all key members of this process: <https://chat.whatsapp.com/DCSWxBmou0Q8rfFOVPglmV>
- The OM logs into Standard bank On Line banking and prepares the batch payments based on the list of payments approved by the President that has been posted to the “Awaiting Payment” List.
- Once completed, the Ops Manager requests the Com Dir to log into both the Online Banking ‘batch payment and Xero “Awaiting Payment” List to ensure these are 100% agreeable.
- The Com Dir can makes one final review of payments and, if there are no further queries, makes the online payment.
- Each Friday, all payments are made by close of business.
- Xero will move the invoices noted on the “Awaiting Payments” list once these have been paid out of the bank account and have been allocated / matched to the invoice and bank statement by the Ops Manager.

Expense



MCOBA Finance Operations – High level Timelines (For Payments)

Timeline

Week 1

Bank reconciliation (In Xero)

The screenshot displays the Xero Bank Reconciliation interface. On the left, the account details for 'Standard Bank Current Account' (052070085) are shown, with a 'Reconcile 4 items' button and a summary of balances: Balance in Xero (411,731.66) and Statement balance (Dec 22) (374,205.66). The main area shows a table of transactions to be reconciled. A transaction from 19 Dec 2022 (Spent: 1,800.00) is being matched with a transaction from 23 May 2022 (Received: 1,800.00). The interface includes buttons for 'Match', 'Create', 'Transfer', 'Discuss', and 'Find & Match', along with an 'OK' button to confirm the match.

Bank statements	Account transactions
19 Dec 2022 electronic banking payment 2... Credit Card Payments More details	23 May 2022 Aintree Lodge Ref: RB9856483976

Each week

- Each week or more frequently as required, the OM accesses Xero on the “Reconcile” view by bank account (Standard Bank) and reviews the items requiring “reconciliation”.
- Within “reconcile”, Xero attempts to share a “pre-allocated / matching of invoice to expense see “OK” and will apply ‘machine learning to this process.
- The OM allocates/ reconciles manually in this screen or approves via clicking “OK” to what Xero matching has proposed. (it uses : amt , date, vendor to logic)
- This matching removes invoices from the “Awaiting Payment” list to “Paid”.

Aging of Creditors

- Aging of Creditors is performed on those invoices not matched and presented in the monthly management accounts to the Exec.
- The those in 30 days are addressed Ops Manager and President ahead of the next Executive bi-monthly meeting.
- The management accounts with Creditors ageing is reported on at the bi-monthly executive meetings

Ad hoc payment via Credit Card

In exceptionally limited cases, the MCOBA credit card is required for when

1. payments that can only be made online via a credit card
2. where purchases need to be made in a shop,
3. Cash is required (Note: MCOBA does not operate a cash float anymore)

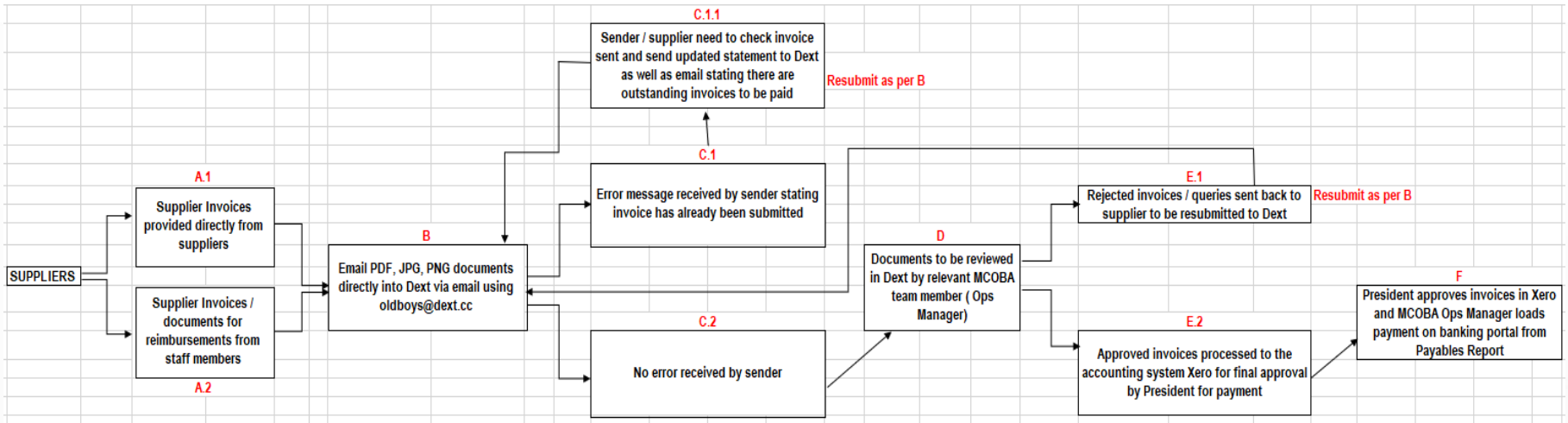
In all these instances, the College Business Director, who has control of this Credit Card, is requested to assist and vet any requests for the Use of the credit card.

Statements for this credit card are loaded automatically into Xero and are this reported on in the management accounts.

Expense



MCOPA: Payments and Approval process



Responsible Party	Action	Frequency	Comments
Vendors Invoices submitted to MCOPA	<p>A1 All invoices are submitted into a centralised email address, provided to approved vendors only. These are automatically loaded into DEXT via email account.</p> <p>A2 Invoices to : oldboys@dext.cc or oldboys@multiple.dext.cc or melba.oldboys@multiple.dext.cc</p> <p>B The ‘multiple’ address allows more than one invoice to be attached. Dext cleverly separates them and allows you to capture further details and allocate. A huge help when you’re collating and allocating around a particular event. But it also works well if you do invoicing in chunks of time rather than as they come through. If you’re just sending in one invoice, you can still use ‘multiple’ – so it’s the better one to use for consistency.</p> <p>Invoices can also be submitted via these two emails as required:</p> <p>Andrew andrew.oldboys@dext.cc Melba melba.oldboys@dext.cc Jon jon.oldboys@dext.cc</p>	This occurs daily / intra month	<p>DEXT is accessible by: Ops Manager and President</p> <p>Vendor approved list + Bank Details maintained by Ops Manager must be maintained to align with vendors.</p>
DEXT (Automated control)	<p>C1 DEXT auto checks for duplication of Invoices automatically and will reject .</p> <p>& Ops Manager will contact supplier asking for the correct invoice or to note its already in process.</p> <p>C1.1</p> <p>C2 DEXT notes no “logic” errors and progresses the invoice in Dext to be validated</p>	As invoices are submitted	



MCOBA : Payments and Approval process

Responsible Party		Action	Frequency	Comments
Ops Manager Engagement from MCOBA or Vendor where required	D	<p>DEXT reviewed for newly loaded invoices.</p> <ul style="list-style-type: none"> Invoice received is agreed to the approved budget. <ul style="list-style-type: none"> Exact match = this gets approved and progressed to Xero Not matched = further investigation by Ops Manager <ul style="list-style-type: none"> Invoice : Inaccuracies, errors, good / services not supplied. Vendor for aesthetics i.e. VAT number left off) Invoice is then either Approved or Rejected. 	As invoices are submitted	Cut off is weekly by Friday morning for the Ops Manager to approve invoices in DEXT
Ops Manager	E1	<p>Invoices that are rejected are raised as an Issue with the Vendor directly for issue resolution. Amended or corrected invoices are reloaded into Dext for processes once issue resolution is completed.</p> <p>Ops Manager will use her allocated email acc (oldboys@collegeoldboys.com) and will copy in oldboys@multiple.dext.cc so that a record of correspondence is maintained and can be accessed if Ops Manager is unavailable.</p>	Weekly	Ops Manager owns the vendor relationship.
Ops Manager	E2	<p>Approved invoices are progressed to Xero from Dext</p> <p>This is a KEY Control. No invoice must be promoted to Xero that should not be paid.</p>	Weekly Complete by each Friday	<p>Cut off is Early Friday morning before 9am.</p> <p>Only Ops Manager authorised to publish out of DEXT</p>
President	F	<p>The payments "Awaiting Approval" report within Xero is reviewed by the President</p> <ul style="list-style-type: none"> Any final issues are raised and addressed immediately so payment can be approved. (not yet processed into GL in Xero) The "Awaiting Approval" is approved for payment and "moves" to "Awaiting Payment" in Xero (transactions have then been processed into the GL in Xero and reflect on the Aged Payables Summary / Detail reports) 	Weekly on a Friday	<p>President to complete by 12pm each Friday.</p> <p>Only the President is authorised to approve in Xero.</p>
Ops Manager And Commercial Director	F	<p>The approved "Awaiting Payments" list is printed / saved as a PDF by Ops Manager and submitted for review and approval by the Commercial Director who signs this in wet ink once the following is completed and approved.</p> <ul style="list-style-type: none"> Ops Manager sets up payments from "Awaiting Payment in Xero" to Standard Bank Online batch Payment, and notifies Comm Dir. The Comm Dir checks each payment in the batch with the invoice and info in Xero ("Awaiting Payment in Xero" online and printed) and either releases the payment OR queries it OR declines and removes it. Any final issues are raised and addressed immediately so payment can be approved. <p>A copy of the Commercial Directors approval is saved down to the MCOBA preferred storage solution (shared drive / Teams) and "filed".</p>	Weekly on a Friday	
Commercial Director	F	<p>Payments are made in accordance with the approved and signed schedule of "Awaiting Payment" in Xero by the Commercial Director.</p> <p>If at this stage a vendor's bank details require updating, the Ops Manager is to amend vendor details on the Bank Account (Standard Bank) in order to make such payment.</p> <p>No further action is then required once payment has been made.</p>	Weekly on a Friday	Changes to vendor details to be updated by Ops Manager on the Vendor list.

Delivery – Engagement - Communication



MCOBA: Vendor Management and Approval process

Responsible Party	Action	Frequency	Comments
Vendors	All vendor details are maintained on an “approved” vendor list at MCOBA.	This occurs daily / intra month	Ops Manager to “own” this and maintain a list of all approved vendors.
Details submitted to MCOBA	This is to be added to the Executive Management PACK for each meeting and changes are to be highlighted on this for easy identification.	Ops Manager	This includes the vendors banking details and these are to be maintained on the Internet Banking systems as well as captured in Xero as a vendor (once approved)
MCOBA	Vendors are vetted and added to the “Approved Vendor” list in a formal process as required. Key information is secured and includes: <ul style="list-style-type: none"> Entity Name / Address / VAT number Entity Bank details Main/Generic contact email addresses and contact person/s 	This occurs daily / intra month Ops Manager	New vendors are to be vetted and approved by the President and the Budget is to be updated to account for budgeted spend with such vendors if it is significant with Exec Approval. Refer to payments processes for unbudgeted , significant spend.
MCOBA	The list of Approved Vendors is updated and shared with the Executive at each executive meeting. Ops Manager to ensures correct capture of: <ul style="list-style-type: none"> Newly approved vendors Changes to vendor bank details 	This occurs daily / intra month Ops Manager	It is critical that where a vendor changes bank details, that these are validated via a phone call and in writing from management from that vendor firm. (Ops Manager to address as required). KEY Control. No invoice must be promoted to Xero that does not agree to the details on the “Approved Vendor” list and this importantly includes the vendors bank details. The MCOBA Budget must also be updated with budget spend to such vendor.

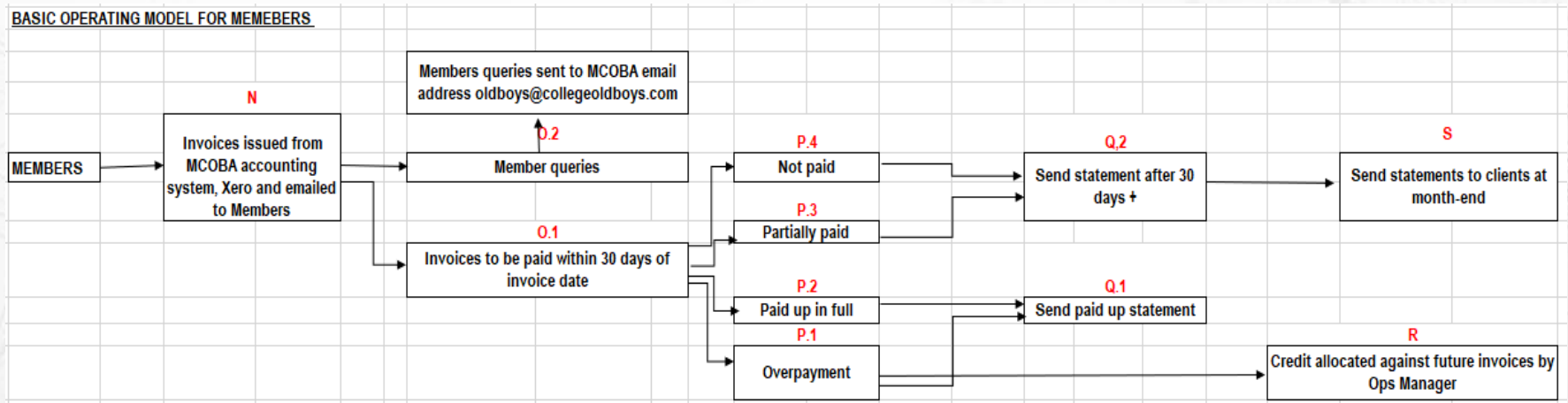


Receipts and Approval process

Member invoicing take place as such

1. Direct debits in Jan of each year
2. Invoicing of all OC in February each year who have paid in prior years and who occur on the Xero system as a 'customer'.
3. March each year a full list of paid up OC is presented on the website
4. April each year, a general request for Subs with a 'generic' invoice is shared with ALL OC via: WhatsApp, Facebook, email and any other means
5. May, OC booking for Reunion are promoted / requested to make payment for subs when they are checking out of 'PayGate' and paying for their events (Golf / Bowls / Reunion Dinner)
6. June each year, post Reunion, a full list of paid up OC is presented on the website.
7. July each year, further chasing of subs via Year Group Champions is progressed for those who have just attended their signature year reunion.
8. August – one final last push for sub and a final recon of subs is performed and any unpaid invoices are credit noted.

BASIC OPERATING MODEL FOR MEMBERS



MCOBA: Receipts and Approval process

Responsible Party		Action	Frequency	Comments
Member billing		A list of all Old Collegians (OC) is maintained in : CollegeConnect and Sales Force. Paid up members will be maintained on Xero A list of Paid up members is also maintained on the Old Boys Web site so its visible to OC		
Members Invoices submitted to Members paying via debit order	N	All invoices for members who are paying via debit orders are submitted via a centralised process within Xero via a preprepared email and invoice template. All Members who paid via any other method in the prior years are submitted via a centralised process within Xero via a preprepared email and invoice template. Invoices sent from : oldboys@multiple.dext.cc / oldboys@collegeoldboys.com	By 31 January / Annually By 28 th February / Annually	Ops Manager to run Direct Debits Ops Manager to run billing
MCOBA Ops Manager	O.1 O.2	O.1 Auto recon of payments in full – no further action O.2 Queries are mailed be addressed on an individual basis to oldboys@multiple.dext.cc / oldboys@collegeoldboys.com and addressed and resolved.	Monthly	Ops Manager to run billing
Engagement from Ops Manager or Vendor where required)	P.1 P.2 P.3 P.4	P.1 This triggers an investigation to ensure changes to billing advised to Members. Otherwise an overpayments leads to a credit or donation. P.2 Auto recon completed in Xero – no further action – not automatically reconciled, but the reconciliation process is performed by Ops Manager P.3 This triggers an investigation to ensure correct billing is being made otherwise an update to the billing template may be required). P.4 This is escalated to Exec once it reaches over 30 days on the Debtors age analysis and is likely to be written off.	Monthly	Ops Manager to run billing
Ops Manager	Q.1 Q.2	Q.1 Statements are sent mid month. Q.2 Statements are sent mid month in order to get resolution.	Monthly	Ops Manager to run billing
Ops Manager	R	Overpaid invoices are recorded in Xero as a credit.	Monthly	Ops Manager to run billing
Ops Manager	S	Unpaid or invoices not paid in full are noted on month end statements sent to clients. A KEY Control is that the debtors age analysis will be reviewed monthly in the management accounts pack and where required. The Exec /Ops Manager will address issues with Members as required.	Monthly	Ops Manager to run billing



