

IMB HEAD OFFICE CARD MANAGEMENT PROCESS

Incoming card orders (FNDS3000)

1. Send out mail to FNDS3000 at the end of every month to request a new card order of 3000 flexpay cards.
2. Capture date of request for new card order and number of cards ordered on the “Card Management” Access file.
3. Organise QDS (Courier company) to collect and deliver cards once they are ready to collect from FNDS3000.
4. Check cards once delivered:
 - Put in sequence order. Ensure the “BIN REPORTS” received with cards match the sequence number of cards.
 - Capture card sequences and date of delivery on access.
 - Store in first floor storeroom.

Incoming card orders (Tutuka)

1. Send out order for Tutuka cards depending on stock on hand.
2. Capture date of request for new card order and number of cards ordered on the “Card Management” Access file.
3. Check cards once delivered:
 - Put in sequence order. Ensure the “BIN REPORTS” received with cards match the sequence number of cards.
 - Capture card sequences and date of delivery on access.
 - Store in first floor storeroom.

Outgoing card orders (Merchants)

1. Receive mail from merchants requesting card order at cards@imb.co
 - Card type and number of cards to be indicated.
2. Complete “Cards order authorisation” form:
 - Merchant name
 - Type of card (Flexpay or Champagne)
 - Capture on “Card Order Stock Tracker” Spreadsheet to get available stock balance.
 - Check “Invoice and Payment (cards)” spreadsheet for merchants outstanding invoice. If there is an outstanding invoice then send mail to merchant requesting authorisation to deduct the outstanding fees from their merchant account.
 - Candice to deduct fees once permission given from merchant.
 - Indicate card sequence numbers of cards ordered by merchant.
 - Indicate courier cost if cards need to be couriered to merchant

- Cindy then signs form to authorise card order.
 - Form goes to Candice for invoicing.
3. Get cards from storeroom and put aside for merchant to collect or book cards for delivery with QDS couriers if merchant unable to collect.
 4. Send mail to merchant that cards are ready for collection or are on delivery.
 5. Fill in card collection file with merchant name and card sequence numbers. Merchant to sign when they collect the cards.
 6. Receive "Cards order authorisation" with attached invoice form Candice and capture on the "Card Management" Access file. Forms are then filed away.

Outgoing card orders (Internal)

1. Receive mail from internal staff for card order at cards@imb.co
 - Type of card
 - Customer details
 - Is the customer collecting or must it be couriered?
2. If customer requires card to be couriered:
 - Get quote for QDS courier
 - If quote is below R150.00 customer charged R150.00 for courier fee
 - If quote above R150.00 customer charged the quote amount.
 - Call centre agent to confirm if customer agrees on courier fee. If yes then agent adds courier fee to deductions spreadsheet
 - Call centre agent signs out card in the card collection file
 - Card sequence number captured on the "Card Management" Access file and "Card Order Stock Tracker" spreadsheet
3. If customer is collecting:
 - Call centre agent to sign out card in the card collection file
 - Card sequence number captured on the "Card Management" Access file and "Card Order Stock Tracker" spreadsheet

Card stock taking

1. At the end of every month a physical card stock take is done to compare to the card orders captured.

