

AFRINIC Billing System



By

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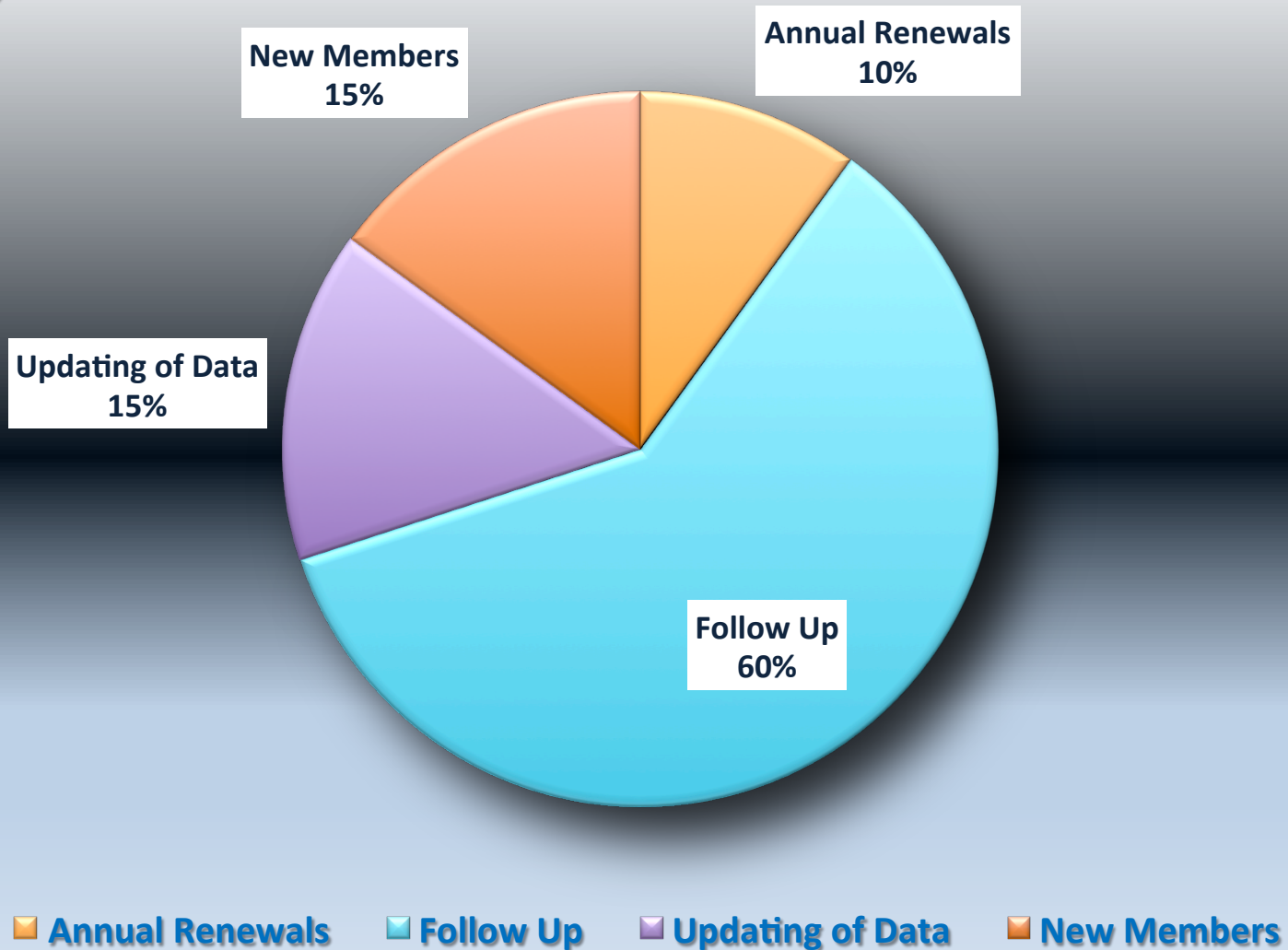
Billing function...

Major components of the Billing Process:

- Annual Invoicing Memberships renewals
- Follow up on payments
- Updating of members records on Accounting system and MyAfrinic portal
- Billing of New members

Billing function...

Billing Function



Billing process evolution...

Up until recently, Annual billing steps:

- Manual verifications of each members category between two data bases (Accounting system & MyAfrinic).
- Members whose categories had changed are notified by emails
- Invoices are then issued in early December
- Invoices are sent by emails to Billing contacts in PDF
- Invoices are printed and couriered to members
- Invoices are manually uploaded onto MyAfrinic.
- All funds receipts are individually uploaded onto MyAfrinic



Billing process evolution...

The problems encountered with that process:

- Extensive manual interventions gave rise to human errors.
- Duplications of efforts and time consuming
- Not costs effective
- Mistakes in billing wrong categories
- Members records were not updated on time

Billing process evolution...

What has been done?

- Upgrade accounting software mid last year.
- Our Dev Team created a platform which can interface the two sets of databases (Pastel and MyAfrinic).
- Reinforce the Billing Team
- Made appropriate changes on MyAfrinic to automate certain actions.
- The creation of a New Member Portal to ease up new applications.

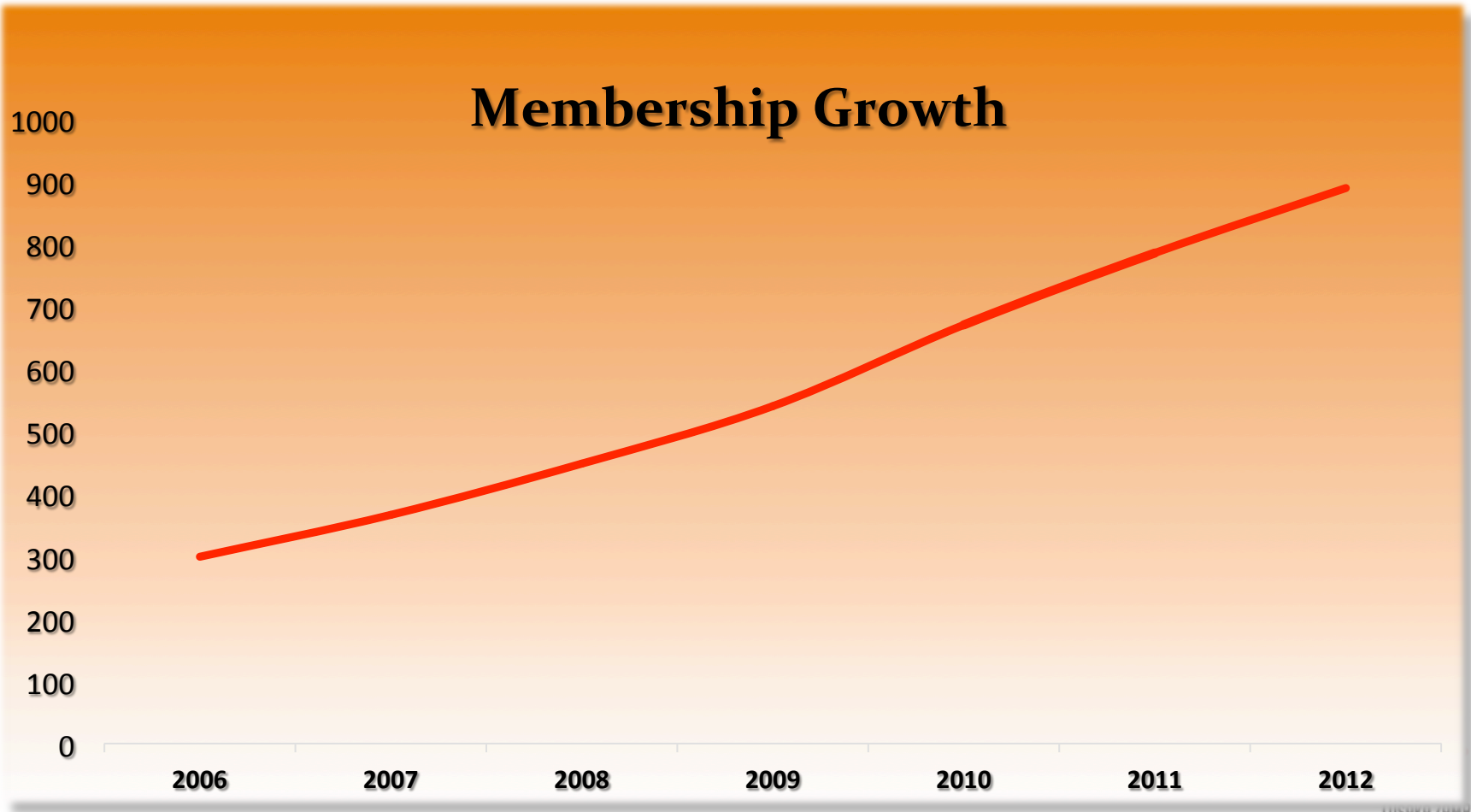


Billing process evolution...

The results.....

- Manual inputs have been reduced to an absolute minimum
- Data are input only once and are automatically synchronized.
- Billing Categories are updated as and when changes occur and notifications are automated
- Members accounts are updated much faster and any duplications are eliminated
- Dedicated staff have been assigned to deal with Billing matters with faster response time; hence reducing the billing queue

Billing process evolution...



Debt Recovery...

Our past experiences, have revealed the following pattern:

- Only 50% of renewal fees are settled within terms.
- By half year, over 30% of the fees remain unsettled.
- A good percentage are collected when members request additional resources.

Some existing concerns ...

- Members not updating contact details, which result into the organization not receiving invoices and other communications.
- Lack of payment details; ie invoice reference or Organization name, making it difficult for AFRINIC to identify incoming funds.
- Invoices remaining unpaid for long period of time

To Conclude ...

- AFRINIC is grateful for the support being provided by many members and endeavours to provide members with an efficient service level
- However, we appeal to members to:
 - Settle fees on time
 - Update contact details regularly
 - Include accurate references on payment document
 - Visit the MyAfrinic portal regularly and bring to our attention any discrepancies that they may find



Thank you for your attention

