



A&A Computers Ltd.

Operation guidelines

Document title:	Operation guidelines
File name:	AA organisation.doc
Document type:	Internal, confidential
Author:	Alex F. Righolt
Date created:	17 May 1999
Last revision:	12 June 2009
Printed on:	12 June 2009

Contents:

1.	Organisation Chart.....	Error! Bookmark not defined.
2.	Working hours.....	1
3.	Leave	1
4.	Sickness.....	1
5.	Identification.....	1
6.	Employment rules	1
7.	Salary	2
8.	Communications	2
9.	Fire.....	3
10.	Purchases	3
11.	Answerabilities	3
12.	Bank operations	4
13.	Accounts	4
14.	Stock control and ordering.....	5
15.	Procedures for the Technical Department.....	7
16.	Procedures for the Sales Department	9
17.	Procedures billing for the high speed cable connections	9
18.	Procedures billing for iWay connections.....	9

1. Working hours

- Mondays – Fridays: 07:50 –17:10 hours
- Saturdays: Eng.: 08:50 – 13:00 hrs
 Shop: 08:50 – 13:00 hrs

2. Leave

- Number of leave days per year: 22 days – exclusive of weekends and public holidays.
- Apply for leave: use a leave application form. Management has the right to refuse leave if not applied for 5 working days in advance.
- Employees are off on Tanzanian public holidays.

3. Sickness

- Sick employees are to have a sick sheet completed by a doctor when taking absence of duty.
- Sick employees should inform the administrator or a director within one working day of their absence, by either telephone or written message.
- The company pays for basic drugs and treatment on submission of acceptable receipts.

4. Identification

- Employees receive identification cards that remain property of the company. Employees should have their ID cards with them when on duty.

5. Employment rules

- New employees sign
 - a contract of employment
 - a copy of their job description
 - a computer usage policy
- New employees receive copies of:
 - Their contract of employment, job description, computer usage policy
 - A&A Computers Employee Rights
 - A&A Computers Employee Benefits
- New employees are employed for the first six months on probationary basis.
- In case of misconduct, the administrator or director gives the employee a letter of warning.

6. Salary

- Employer and employee agree on the salary scale. Salary depends very much on perceived productivity and is negotiable.
- Salaries are payable before the 7th day of the next month.
- Employees receive salary slips.
- All dues as stipulated by law are withheld and submitted by the company to the bodies involved.
- Employees may request salary advances once a month by filling out an advance request form, which the administrator forwards to either director for approval. The total of advances for a given month may not exceed the net salary.

7. Communications

A. Telephone

- Except in case of emergencies, incoming and outgoing private telephone calls are not allowed.
- The Director of A&A Computers has the right to monitor all calls.
- Extension numbers - Arusha
 - Reception: 11
 - Accountant: 12
 - Workshop: 13
 - Technical director: 14
 - Service centre: 15
 - Shop: 16
 - Quality Assurance Centre: 17
 - HRM/CRM 18
- Extension numbers - Moshi
 - Reception: 11
 - Consultant: 12
 - Workshop: 13
 - Service centre/Shop: 15

B. Internet

- The Director of A&A Computers has the right to monitor all internet usage.
- Staff is to agree to and sign A&A Computers computer usage policy.

C. Post office

- The post office mailbox is to be checked three times per week.
- The administrator keeps the mailbox key.
- Business mail is opened by the administrator and either directly acted upon, or forwarded to the directors.
- Private mail is forwarded unopened to the recipients.

8. Fire

A first reaction – run out of the building – is correct if it is a very huge, fast spreading fire.

In case of a smaller fire, a “manageable fire”, do this:

- Switch off the electricity using the main breaker at the electrical distribution panel.
- Fires in electrical devices should be extinguished using carbon dioxide, and not water! We have two of these carbon dioxide extinguishers:
 - One in the shop near the counter;
 - One in the technical department..
- To use the extinguisher, direct the funnel at the centre of the fire at 1m distance, and pull the trigger.

Other things to consider:

- Do not open doors or windows, because this increases ventilation that makes the fire grow.
- While using the extinguisher, ask a colleague to fetch the other extinguisher.

9. Purchases

- For all purchases a payment voucher is prepared by the accountant or an administrator, and authorized by the director. These purchases include spare parts, stationeries, generator fuel and groceries. Purchases not exceeding TSh 100,000/= may be authorized by the administrators.
- Workshop spare parts are ordered by technicians, and have to be authorized by the director. Purchases of spare parts whose value do not exceed TSh 50,000/= may be authorized by the administrator.

10. Answerabilities

Answerabilities of employees are indicated in their job descriptions and the organisation chart.

- Workshop employees are to channel any requests through the Operations manager, administration employees through the administrator. Unanswered verbal requests should be repeated by memo, copied to the directors.
- Operations manager and the Administrator are responsible for the actions of their departments' employees, and are to report any deviation from expected conduct and performance to the Director, either verbally or in writing.

11. Bank operations

A. Bank accounts:

Arusha:

- US Dollar and Tanzania Shillings at the FBME Bank, Old Moshi Road, Arusha.

Moshi:

- US Dollar and Tanzania Shillings at the Stanbic Bank, Boma Road, Moshi.

B. Procedures:

- The accountant collects the bank statements monthly.
- Cash is taken to the bank by the director, or in his absence, by the accountant.
- Cheques are to be photocopied and entered in cheque ledger before depositing them.
- Bank reconciliation reports are submitted to the director before the 20th of each month.

12. Accounts

A. Appointed Auditor / Tax consultant for 2009

- Mwijage and Co.

B. Accounting systems used:

General accounts: QuickBooks Accountant UK 2006 multi-user.

- Cash sales: Casio CE 6100 cash registers with data link to QuickBooks; one unit in the shop, one in the technical department.
- PayEasy payroll, processed centrally for all branches .

C. Responsibilities in general accounts computerised system:

Activity	Frequency	By	Responsible
Entering invoices	immediately	Administrator, Managing Director	Administrator
Entering cash sales – Technical Dept	immediately	Administrator	Administrator
Entering cash sales – Shop	immediately	Sales staff	Administrator
Produce Journal and transfer ECR data to QuickBooks - Technical Dept	Daily – in the evening	Administrator	Administrator
Produce Journal and transfer ECR data to QuickBooks - Shop	Daily – in the evening	Sales staff	Administrator
Entering proformas	immediately	Administrator, Managing Director	Administrator
Entering payments	daily	Administrator	Administrator
VAT reports	monthly	Accountant	Accountant
Debtors report	weekly	Accountant	Accountant
All other reports	ad-hoc	Administrator, Managing Director, Accountant	Accountant

D. Other responsibilities in general accounts:

Activity	Frequency	By	Responsible
Salary administration	monthly	Managing Director	Managing Director
Salary payment	monthly	Accountant	Managing Director
Salary taxes (VETA, Payroll, NSSF, PAYE)	monthly	Accountant	Accountant
Provisional tax	quarterly	Accountant	Accountant
Withholding tax	Ad-hoc	Accountant	Accountant
Petty cash	daily	HQ: Managing Director Branches: Administrator	HQ: Managing Director, Branches: Administrator

13. Stock control and ordering**A. Goods for sale, parts for the workshop**

We use QuickBooks software for stock control.

- The administrator oversees use of parts' requests.
- Stocktaking is done on a Saturday afternoon at the end or the beginning of each month by the sales staff, some technical staff. Back-stopping by the operations manager.
- The Managing Director prepares order lists, and places the orders, based on advise of the administrators and sales staff.

B. Stationeries

- The administrators monitor stock levels.
- The administrators do stocktaking monthly.
- The administrator produces a Purchase Order.

C. Groceries

- The office attendant submits a purchase order weekly
- The administrator checks the purchase order and prepares an imprest.