DEXTRANS WORLDWIDE GROUP

SALES CYCLE FLOWCHART

Legend:

- ⬜ (blue) Operations/Sales
- ⬜ (grey) Accounts

Operations post revenue in EDI and print out invoice to email to agent/customer. CC. Accounts in email for them to f/up SOA and payment status.

*Billing must be done latest by 2 days after vessel sails.

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After job completed, Operations to give Accounts shipment docs (ie. BL, AWB) for filing.

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Accounts send SOA and request for payment schedule. F/up every 2 days until received. If difficulty chasing payment, highlight to Operations/Sales and request for their help.

For WCA members, always request them to pay by Partner Pay. If they do not have, encourage them to open.