



Process Definition PR-PRC-001 Customer billing

1. SUMMARY

- 1.1. This document defines the Customer billing process in detail.
- 1.2. The relationship between this process and the other processes within the Pure Rail management system is illustrated in the process flow map included in the ***Pure Rail Quality Manual***.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
1	01/01/2016	Original issue.	Kyle Devine
2	06/12/2021	Updated document number, formatting and references to relevant controlled document numbers added.	Kyle Devine

3. PROCESS DEFINITION

- 3.1. The purpose of the Customer Billing process is to achieve a clear and transparent process for billing our customers.

4. PROCESS OBJECTIVES AND METRICS

- 4.1. Process objectives for this process are defined in records of management review; see the documented procedure ***PR-PRO-015 Management Review***.
- 4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in records of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 5.1. The owners of this process are Pure Rail Directors
- 5.2. Accounts Manager is responsible for undertaking this activity and reporting back to Directors.

6. TYPICAL PROCESS INPUTS

- 6.1. The typical required inputs for this process are:
 - 6.1.1. Technical information needed:
 - Customer contracts
 - Timesheets collected in Payroll process
 - 6.1.2. Resources needed:



- MYOB

6.1.3. Personnel needed:

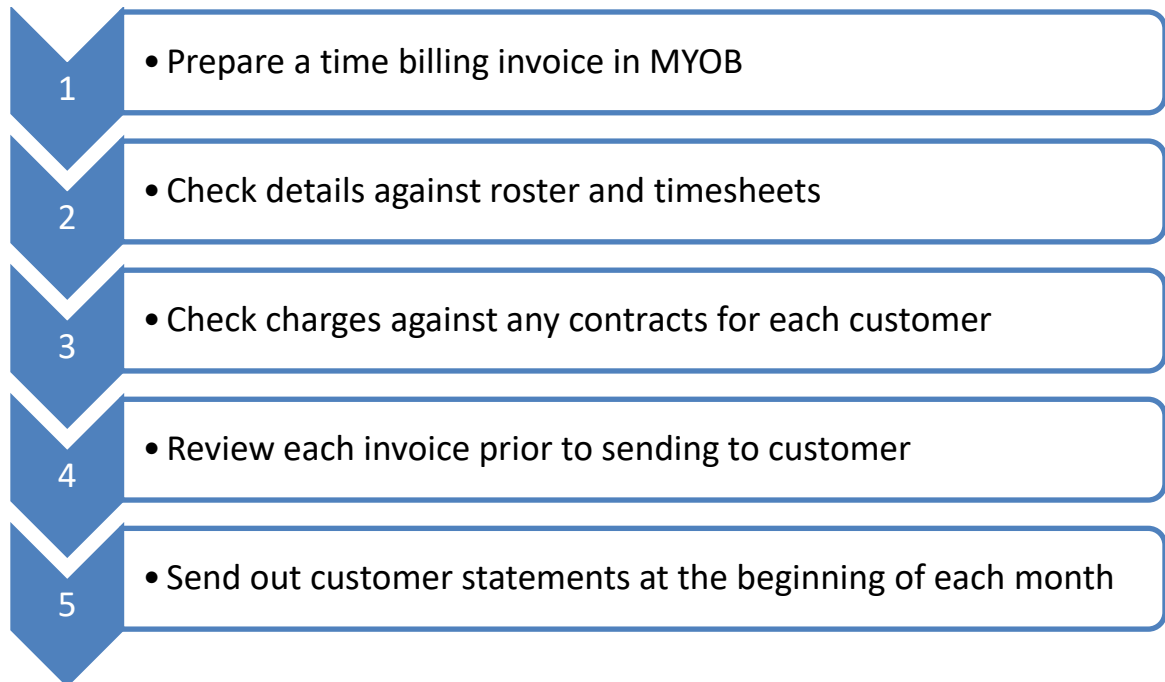
- Accounts Manager

6.1.4. Special training needed:

- MYOB billing process

7. TYPICAL PROCESS STEPS

7.1. Process map



8. TYPICAL PROCESS OUTPUTS

8.1. The typical results (outputs) of the process are as follows:

8.1.1. Documents or technical information produced:

- Customer invoice

8.1.2. Records produced:

- Customer invoice linked to timesheet in MYOB

9. RELATED RISKS

9.1. The following risks are identified related to this process.



9.2. Management may elect to conduct a formal risk assessment for any of these risks; the preferred method of risk assessment is indicated herein.

Risk	Likelihood	Severity	Assessment Method (if applicable)	Mitigation
Over/under billing	2	2		Double check invoice against timesheet