Procedure: Quoting and Order Acceptance

1. **SUMMARY**
	1. The purpose of this procedure is to define the methods for capturing customer requirements, and then reviewing those requirements to ensure Retirement Capital has the capability to meet those requirements before committing to providing products and/or services.
	2. The Operations Manager is responsible for implementation and management of this procedure.
2. **REVISION AND APPROVAL**

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| **Rev.** | **Date** | **Nature of Changes** | **Approved By** |
| 0 | 14/11/2020 | Original issue. | Director |
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1. **CAPTURE OF REQUIREMENTS**
	1. During the quoting and development process, customer requirements are captured and recorded.
	2. Details here on how such requirements are captured, typically by sales or other business development staff. Include a reference to whatever records are used to record this information.
	3. The Operations Manager will also ensure that Retirement Capital has suitable access to all applicable statutory and regulatory requirements which may apply to the work.
	4. The Operations Manager will also document any requirements not specified by the customer, but for which Retirement Capital knows will apply to the work.
2. **REVIEW OF REQUIREMENTS**
	1. The Operations Manager will oversee the review of incoming requirements, to ensure Retirement Capital has the capability to meet those requirements. This must occur before any commitment to provide the products and/or services to the customer.
	2. Details here on how the review is conducted, and what records are kept of the review and approval.
	3. The review of requirements may require a formal risk assessment, at the discretion of management. If so, this may be processed per the procedure ***Risk and Opportunity Management.***
	4. If a formal quotation is to be prepared for the customer, this shall be developed by the Operations Manager with input from all proper departments and staff and released to the customer.
	5. When a contract or purchase agreement is subsequently received, it shall be reviewed by The Operations Manager to ensure there are no differences between it and any previously submitted quotations. If there are differences, the Operations Manager shall resolve these with the customer before the contract is accepted.
	6. Acceptance of a contract or purchase agreement is to be done by Operations Manager and recorded via electronic record.
3. **CHANGES TO REQUIREMENTS**
	1. Where the customer requests changes to active work, the changes must also be captured, reviewed and approved prior to committing to the change.
	2. The change will consider the impact on work already delivered, work underway, and planned work. Problems or concerns over implementing the change will be communicated by The Operations Manager with the customer. Such changes may require renegotiation of contracts.
	3. If changes are agreed upon, the Operations Manager will work with the affected departments to implement the change. The disposition of existing work shall be determined by management, along with input from the customer.
	4. Where changes are required by Retirement Capital, these will be negotiated with the customer before implementation, and a record of the customer’s acceptance maintained.