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**ORIGINATOR**

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TITLE
Automation of New Customer Application Form

PURPOSE
To automate new customer application form to enable potential new customers to apply to open new accounts online.

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## 1. Revision History

Date	Version	Description	Author
2023/10/05	0.1	Workflow for the to-be process	Nobuhle Notuku
2023/10/17	0.1.1	Final review and confirmation of requirements	Nobuhle Notuku

## 2. Reviewers

Title	Name	Signature	Date Approved
Project Manager	X Mpande		
Business Application Manager	M Ndyaluvane		
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Chief Information Officer	J Stuurman		
Executive: Sales and Marketing	L Lubobo		

## 3. Distribution (Other Than Above)

Name	Project Role	Division or Business Unit
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Thamsanqa Matiwana	Sales manager regional	
Sibusiso Mbatha	Sales manager regional	

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**4. Reference Documents**

Document Name	Date Created	Location
Customer Information Credit Application for Local Credit Sales form		
Customer Information for sale form		

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## 5. Introduction and Background

PetroSA TS&L department sells various fuel and petrochemical products to customers classified as Commercial, Trading and Oil industry.

It is a requirement that before a potential customer becomes PetroSA customer, they go through a vigorous process of applying for a new account. TS&L has clearly defined process called “Acquisition of New Business or Customer, which process includes the manual completion of the customer application form by the potential customer and submission of various supporting documents via post, hand delivery or email to PetroSA Sales Managers. A desk due diligence is done which is another manual process.

This process directly interfaces with Finance vetting and customer creation account process and potential credit allocation when account is approved.

The whole process is being done manually, which is time consuming, and prone to information or document losses and stale information.

Against this background, a business requirement has been tabled to automate the new customer application form. This document then captures user requirements.

### 5.1 High level Business Requirements

Automate new customer application form to enable new potential customers to apply by completing and submitting the required information online.

The detailed requirement for the online form is captured on the functional and information requirement section of this document.

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## 5.2 Business Goals and Objectives

- To allow potential customers to complete and apply for new accounts online
- To allow potential customers to track the progress of their application.
- To improve potential customer experience associated with the application of applying for new PetroSA account.
- To eliminate paperwork in the process by therefore contribute and support green IT.

## 5.3 Current Business Process/ Practises (As – IS)

The acquisition of new business or customer process is a key business development process within TS&L where sales manager scout for new business or customers or when potential customers make enquiries to PetroSA for product supply. The detail flow diagram can be viewed on QPR business modelling tool, and is summarised as follows:

- Sales Manager sends manual application form to the potential customers with information of supporting documents required.
- Potential Customer manually completes the form and send it back to Sales Manager with supporting documents.
- Upon receipt of information, Sales Manager check for:
  - Credit Form completion.
  - Company registration documents
  - Municipality Bill (or lease agreement incorporating the municipal bill)
  - Telephone Account (or lease agreement incorporating the telephone account)

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- Letter from Bank not older than 3 months
  - Company Letterhead with address details and directors signature
  - Valid Tax Certificate
  - Wholesale / Retail License
  - Annual Renewal Fee Receipt of Wholesale License
  - Valid BBBEE Certificate
  - Clear certified copy of ID's of company directors
  - Latest audited financials
- Where certain information is missing, Sales Manager informs the potential Customers. Where required information is not provided the process ends
- Once Sales Manager is satisfied with the information provided by the potential customer forward all the information to Financial Accounting department for final Vetting and Account creation, the information includes the type of account to be created and customer class .e.g. Commercial, Trading , or Oil industry.
- Financial Accounting Performs credit vetting with the relevant ITC's, when ITC results are not satisfactory informs Sales Manager to inform potential customer of rejection and reasons thereof.
- When results are satisfactory Finance create customer account on SAP based on provided information and send new customer account details to the Sales Manager.
- Financial Accounting Files physical Documents for safe keeping
- Sales Manager Informs customer

### 5.4 To Be Business Process for Credit Application

- Potential customer to access PetroSA online application platform with instructions i.e., on completion of the form, required supporting documents.

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- Complete application online
- Attach supporting documents
- Save and submit application
- Perform system verifications (part of constraints)
  - Perform Home Affairs ID number checks
    - Directors
  - Perform company SARS tax status and compliance check
  - Perform company status check with CIPC
- Sales Manager retrieve submitted application
- Perform checks on:
  - Completion of credit application
  - All supporting documents attached
  - In case of missing information, reject the application and provide reasons.
- Potential customer get notification of missing information and update and provide required information via online platform.
- Once Sales Manager is satisfied with the information provided by the potential customer, sales manager forwards all the information with a motivation to Financial Accounting department for final Vetting and Account creation, the information includes the type of account to be created and customer class .e.g. Commercial, Trading , or Oil industry.
- Financial Accounting Performs credit vetting with the relevant ITC's, when ITC results are not satisfactory informs Sales Manager to inform potential customer of rejection and reasons thereof.
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- Financial Accounting Files physical Documents for safe keeping
- Sales Manager Informs customer

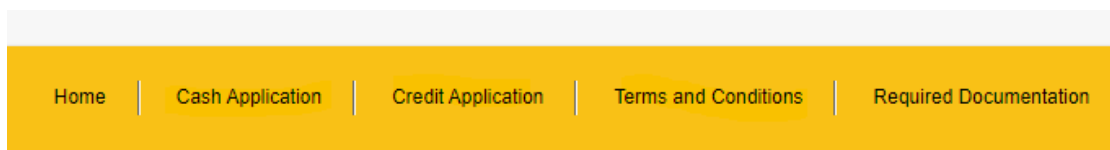
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## 5.5 Functional Requirements

- The solution required shall have an online platform that can be accessed by potential customers anywhere via PetroSA website.
- **Registration to the site.**
  - (valid User name(email) and password)
- **Verification of account for site.**
- **Site menu**



- The required Solution shall have account opening instructions, checklist of required documents and the process. **(Account opening instructions attached as annexure).**
- The required online platform solution shall have facility to have the existing manual credit application form as an online form that can be edited and have check box where customer can select where required. (Application form to be provided)
- The required online platform solution shall have facility for terms and conditions section (terms and conditions to be provided), where a potential customer can select accept or reject conditions. Should potential customer reject, it should not allow customer to go further and complete

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application, should customer click accept it should allow customer to move further and complete application.

- Shall have facility to enable the customer to attach required documentation as per check list,
- Shall have facility to save provided information
- Shall have facility to submit application upon completion and attachment of supporting documents.
- **Raise error message when there's missing information or invalid data during form filling process and indicate successful submission.**
- Shall send notification via email to Sales Manager when there's new submissions
- **Customer select region ( each region got a sales regional Manager. Functionality must be built so that when a region is selected that must be linked to the email of relevant regional manager as to allow notification with a link to be sent when the form is submitted via email e.g.([Lukhanyo.skosana@petrosa.co.za](mailto:Lukhanyo.skosana@petrosa.co.za))).**
  - **Eastern Cape**
  - **Westen Cape**
  - **KZN**
  - **Free state**
  - **Limpopo**
  - **Mpumalanga**
  - **Gauteng**
  - **Northwest**
  - **Northern Cape**

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- Shall have facility to enable Sales Manager to receive and retrieve submitted information in a central storage in access control version.
- Customer to view application status in real time as submitted ( 1 submitted; 2 Validation by regional manager ; 3 Rejection for corrections; 4 Final approval by Finance(vetting), 5 Rejection for corrections, 6 account confirmed )
- Shall have facility to enable sales manager to review submitted information to check for completeness and validation of submitted information.
- Shall have facility for sales manager to reject submitted information and to capture reasons for rejection. Upon rejection a notification shall be triggered to the customer.
- Shall have facility to enable customer to update and resubmit.
- Should all the information be completed upon check and validation, a functionality must exist to release the application for Finance review and credit check status. Once approval or release button is pressed it must allow the sales manager to capture motivation for approval.
- The application must move into the next status final review by Finance ( email address for Finance ), notification to be sent.
- Finance can reject and provide reasons and back to regional sales manager.
- Audit trail of all changes, status changes, time stamps and user activities.
- Reports can be pulled to see the processing time an application took per stage, number of applications, and outcomes.
- The solution shall be mobile responsive.

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## 5.6 Non- Functional Requirements

### 5.6.1 Information and Data Requirements Elicitation

- All the necessary information and data that the system shall manage, process, and utilize to meet the business needs and objectives must be collected.
  - Registration details
  - Application details
  - Supporting documents

### 5.6.2 Performance Requirements

- Required report must allow for multiple user access.
- Available 24/7.

### 5.6.3 Security Requirements

- Only duly authorized users can access the report.

### 5.6.4 User Training Requirements

- Training to be provided on how to run the report
- Training will be provided to business users on how to use the application system.

### 5.6.5 Compliance, Solution Support and Maintenance Requirements

- Development and Configuration to be done in line with IT application standards.

## 5.7 Business Assumptions

- All the development will be done internally
- The required data exist

## 5.8 Business Constraints

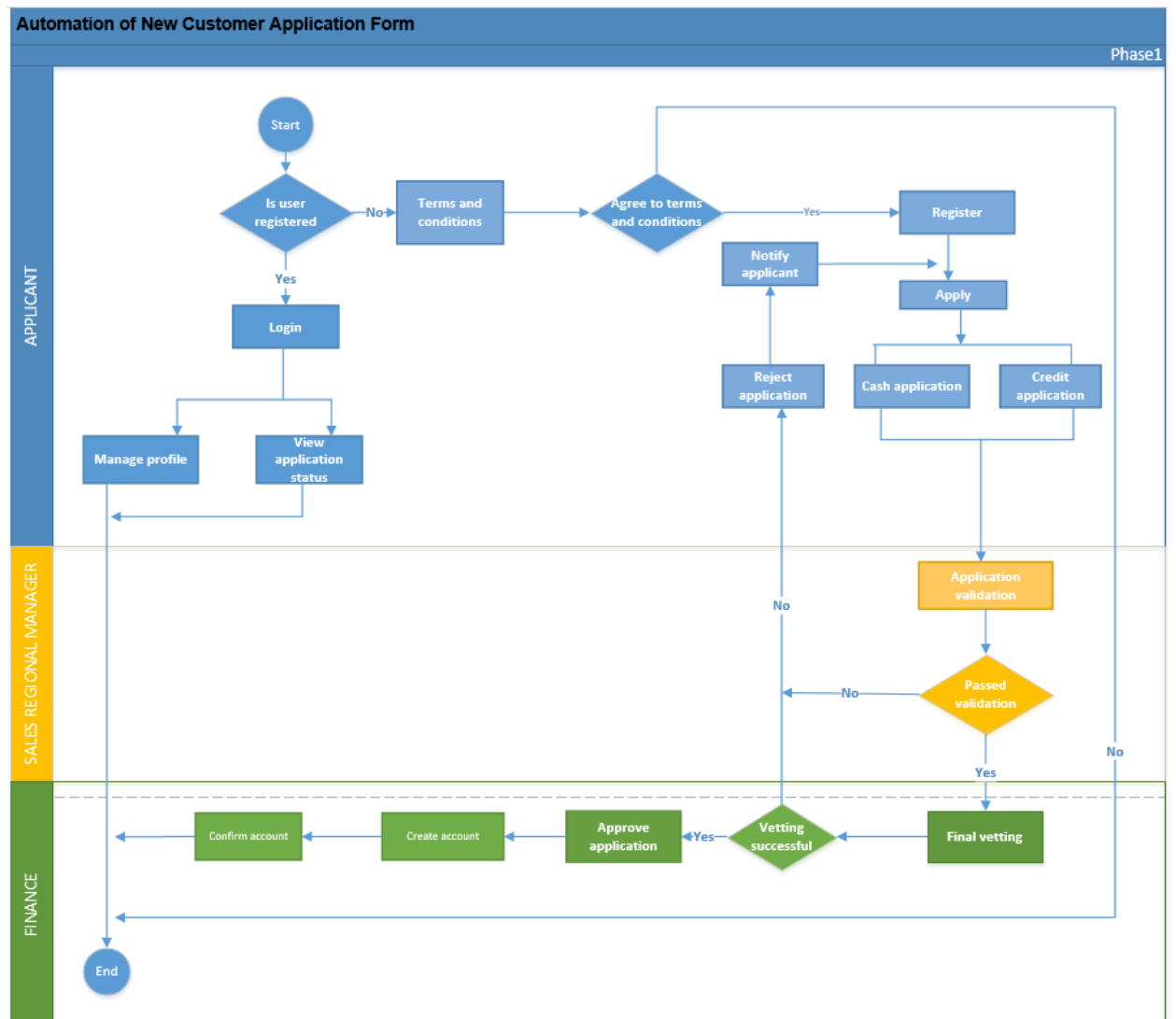
- Service providers might not give connection interfaces on the required time.

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## 5.8 Workflow for the application automation form



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## **6. Annexures**

### **6.1 Annexure 1**



Checklist for CASH UPFRONT 16Jan2023 PROPOSED.pdf

### **6.2 Annexure 2**



Checklist for CREDIT Accounts 16Jan2023 PROPOSED.pdf

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