

BUSINESS PROCESSES

REQUEST FOR UNIVERSITY CERTIFICATE (2 - 3 VISITS)

- Task 1 : Visit the university to gather the following (**FIRST VISIT – FACT FINDING**

MISSION)

\$49.99

- Visit the university for fact findings on the following
 - How much to issue university certificate
 - Did the student complete all necessary clearances after graduation?
 - How long it takes to process the certificate
 - If ex-student has fulfilled all the requirements needed to be able to receive a certificate
 - How much for expedited processing
 - Get a contact person, to make follow up calls easier
 - A signed letter from customer, giving us the authority to represent/collect certificates on their behalf
 - *Get a contact person for follow ups*

- Task 2 : Visit the university to order the certificate (**SECOND VISIT**)
\$49.99

- Visit the university to make payments for certificate
- Pay for expedited processing if the client requests for it
- Find out dates in which the certificate would be available

- Task 3 : Visit the university to pick up the certificates (**THIRD VISIT**)
\$49.99

- We (helpmewaka) would go and pick up the certificate and mail it over to the client.
- We would mail the certificate to the recipients using the media in which client specifies.
 - Regular registered international post would be used if client has not paid for FedEx or DHL

**What we need from
Customers/Clients**

- Matriculation No:
- First Name
- Surname / Last Name
- Year of graduation
- Graduated Degree / Course of Study
- Department in which student graduated
from
- Year of entry
- A signed letter from customer, giving us the authority to represent/collect transcripts on their behalf
- School receipts or Department receipts Any other
information that would make the processing
faster.