

Customer Accounts Reconciliation

Of

Holcim Cement Bangladesh Ltd:

A Concentrated work on credit reconciliation



**An Internship report presented in partial
fulfillment of the requirement for the degree
of Bachelor of Business Administration**



Submitted To

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Date of Submission

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Letter of Transmittal

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Subject: Submission of Internship Report

Dear Sir,

It is my pleasure to submit my Internship report on “**Customer Accounts Reconciliation Of Holcim Cement Bangladesh Ltd: A Concentrated work on credit reconciliation**” as required for my graduation. This report has been submitted as an important requirement of BBA Curriculum. This internship program has provided me with an opportunity of having an exposure to the working environment and on the job experience in the Finance Sector of Holcim Cement Bangladesh Limited.

I have found the study to be interesting, beneficial & insightful. I have tried my level best to prepare an effective & creditable report. I hope you will find this report significant of all the labor I have put in it. I welcome your query and & take pride to answer them.

Sincerely yours,

Md. Shoeb Khan

Acknowledgement

Internship is the implementation part of knowledge earned while studying different courses of Bachelor of Business Degree. Since this is the first on the job experience of an undergraduate student. I had a valuable and pleasant experience while completion of my internship at **Holcim Cement Bangladesh Ltd** as a student of **BRAC University**.

First of all, I would like to thank the Almighty who blessed me and made it possible for me to complete this internship report.

I mostly appreciate and gratefully thank to my honorable faculty, Mohammad Rezaur Razzak sir for his kind patience, guidance and support for the preparation of this report. I will always be indebted to him for the valuable suggestion and time that he had spent for guiding me through report.

I would also like to acknowledge my great appreciation towards my Organization supervisor, Md. Rasel Al Habib, (Senior Manager – Corporate Sales) for being patient and supporting me throughout my 4 – month’s long internship program. I have learned many aspects of work and life from him, which will help me to become an enriched person in future Moreover; I would also like to give my special appreciation to the two other interns of Holcim Cement Bangladesh Ltd- Ahsanul Haque Chowdhury and Tasnim Nazir Trina from United International University. Without both of their help it would have been very difficult for me to perform my task. I also thank the entire Finance, Sales, Human Resource and Administration Team of Holcim Cement Bangladesh Ltd for their valuable support for fulfilling my internship report.

Thanking You

Md. Shoeb Khan

Executive Summary

Holcim is one of the world's leading building material companies which has its root from Switzerland and has a presence on all continents. With its solutions based on innovative products and services and a commitment to sustainable construction, Holcim is contributing to the success of its customers around the world – as a trusted partner for more than 100 years. Holcim Bangladesh is an operating company of Holcim Group and it has its operation in this country dating back from 2000. This report has been written as a completion for an internship of the Undergraduate program. The topic of this report is **Customer Accounts Reconciliation Of Holcim Cement Bangladesh Ltd: A Concentrated work on credit reconciliation**. Where it is mentioned about the guidance of performing the reconciliation. The report also broadly narrated about the challenges faced and the Learning from the Critical customers. The challenges faced and the Learning during the reconciliation process is different for every critical customer and thus it will add a great value to the employees of Holcim Cement Bangladesh Ltd for their ease of work. Basically, the goal of this project is to match the balance of outstanding with the customers of Holcim Cement Bangladesh Ltd. Worked as an intern, I have gathered many experiences in Holcim Cement Bangladesh Ltd which will help me in my career field in the future ahead. After that the report also has the SWOT analysis of my internship and also the Recommendation where I have given some of the points which are necessary for the employees of this company to focus for the betterment of the Reconciliation work. Finally, this Reconciliation project has been quite successful and will also be more ahead due to its dedication, commitment, and dynamic leadership of the all those employees who worked every day for it.

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Chapter: 1
Introduction



1.1 Corporate Profile:

Holcim Bangladesh is an operating company of Holcim Group - one of the world 's largest construction material manufacturers – supplying cement, aggregates, ready-mix concrete and additional support, including leading-edge technical solutions, in more than 70 countries around the world.

Holcim established its presence in Bangladesh in 2000, through the acquisition of Hyundai Cement Bangladesh. Later Holcim acquired two more grinding plants, United Cement Industries and Saiham Cement Industries, as part of its expansion strategy. Currently, Holcim Bangladesh has 7 operating mills, producing nearly 2 million ton cement per year.

(Holcim Cement Bangladesh Limited) HBL is the first cement company in Bangladesh to have application-based multi-products. Since beginning, it has shifted focus from a mere production orientation to a marketing and services orientation that includes Customer Care Center – a 24-hour virtual service, Mobile Concrete Laboratory facility, delivery in bulk, home building facilitation program, and club for architects and engineers, among other initiatives.

The name “Holcim” has become synonymous with “quality cement for large construction projects”. Various infrastructure icons of the country, including City Center, the tallest building in Dhaka, Bangabandhu Multipurpose Bridge, the longest bridge in Bangladesh and other notable construction projects have been built with Holcim cement. As a customer-focused, socially responsible and best-managed company, Holcim Bangladesh has been honored with various prestigious awards, recognitions and accolades over time.

Almost every year Holcim Bangladesh undertakes various CSR (Corporate Social Responsibilities) initiatives including plantation projects, education assistance for the children of masons, training and insurance facilities for masons, medical treatment for local communities and sponsoring of sports programs.

Holcim believes in doing business in the right way – by being compliant with local laws, global best-practices and group directives. One of Holcim’s core objectives is the creation of value for



all and the company strives to ensure their actions are sustainable at all levels – economic, ecological and social.

1.2 Vision and Mission:

Holcim Cement Bangladesh Ltd has a vision “To be the most admired company committed to providing foundations for society’s future.”

Holcim Cement Bangladesh Ltd has a mission “To grow by creating value for all stakeholders; ensuring delighted customers, engaged employees, enlightened partners and sustainable development.”

1.3 Objectives:

- Continually set the highest standards of customer satisfaction in our industry - through innovative products and services.
- Secure the strongest competitive position in our relevant marketplaces through creative product design and operational excellence.
- Partner with the best suppliers, delivering increased value for both the Group and our customers.
- Be recognized as an employer of first choice.
- Empower our employees at every level, and integrate them fully into our global network.
- Selectively grow our presence in Bangladesh.
- Continually demonstrate our commitment to sustainable environmental performance, and visibly play a leading role in social responsibility within our sphere of influence.
- Maintain an active dialog with governments, international organizations and NGOs, and be acknowledged as a valued and trusted partner.

1.4 Values:

Strength

- A solid partner.
- Integrity and strength of character of our people.
- A strong organization behind them with global leadership and competence.

Performance

- Delivering on our promises to each other and to our stakeholders.
- Best solutions for our customers.
- Demanding excellence.
- Open and always searching for new and better ways.
- Best results from working together.

Passion

- Dedication and commitment - we care about everything we do.
- We care about our people, their safety and their development.
- We care about our customers and their success.
- We care about our world, in particular the communities we live and work in.
- We take pride in performing well and we recognize and celebrate success.

1.5 Facts & Figures:

- Holcim has three plants in Bangladesh – 2 plants situated in Meghnaghat, Narayanganj and 1 plant in Mongla.
- Holcim's distribution network covers all 7 divisions of Bangladesh.
- Holcim Bangladesh is the first company to introduce Mobile Concrete Lab in the country to provide on-site solutions and services to the customers.
- The company now has 7 mills operating in the country.

1.6 Milestones:

- 2000 – Started operation in Bangladesh.
- 2001 – Introduced composite cement for the first time to Bangladeshi Cement Industry.
- 2002 – Holcim became the first multinational cement manufacturing company in Bangladesh to be awarded with ISO-9001 certificate for consistently maintaining the quality of their products.
- 2003 – Initiated Accidental Insurance policy for masons.
- 2003 – Introduced Mobile Concrete Lab for the first time, to provide on-site lab services and solutions to customers.
- 2004 – Holcim Bangladesh became the first cement manufacturing company to be acknowledged with ISO 14001 for its effective environmental management system.
- 2004 – Holcim became the first cement company from Bangladesh to achieve BIS (Bureau of Indian Standard) to export cement to India from Bangladesh.
- 2005 - OHSAS 18001 was awarded to Holcim Bangladesh for its efficient occupational health and safety management system.
- 2005 – Holcim introduced scholarships for the children of masons.
- 2009 – Launched the Holcim Green Built Bangladesh contest to promote sustainable construction in Bangladesh.
- 2011 – Inaugurated Concrete Innovation and Application Center (CIAC), an R&D wing of Holcim Bangladesh, providing technical solutions and services, such as concrete mix design, aggregate evaluation and so on.
- 2013 – Accreditation of CIAC by Bangladesh Accreditation Board (BAB) as a testing lab. This is the only accredited concrete laboratory in Bangladesh.
- 2014 – Capacity expansion project completed.
- 2014 – Two projects located in Bangladesh win the Holcim Awards for Sustainable Construction from the Asia Pacific region.



1.7 Production and Storage Capacity:

Daily Production Capacity	6500 MT (2.2 mill. MT / Year)
Cement Storage Capacity	23000 MT
Clinker Storage Capacity	82000 MT
Fly Ash Storage Capacity	17000 MT
Gypsum & Slag Storage Capacity	17000 MT

1.8 Achievements:

Portland Composite Cement:

Holcim Cement Bangladesh Ltd is the first company in Bangladesh to introduce Portland composite cement. At the start, Bangladeshi market was based on Portland cement (OPC) which was an expensive product. The scenario changed in the year 2002 when HBL introduced Portland composite cement in Bangladesh. It was a cement type quite unknown to this part of the world. Holcim did not only introduce this type of cement in Bangladeshi market, it also took the pioneering steps of creating the PCC market by vigorous trainings, sessions, workshops. Within 2-3 years the customers started to realize the benefits of PCC and the market expanded rapidly. Today 90-95% of current cement market is dominated by PCC. Concrete made with this cement gains higher long term strength. It is more efficient in saline weather. Big structures like PETRONAS towers (Malaysia), Hoover Dam and many other structures of the world are constructed using this cement. Composite Cement is the future for the construction industry of Bangladesh.

Certificates:

Holcim Cement Bangladesh Ltd is the only cement company in this country which holds ISO-9001, ISO-14001, OHSAS-18001 certificates concurrently. So, why are we proud of these certificates?

ISO 9001:2008 is the International Standard for Quality Management Systems (QMS). It provides a company with a set of principles that ensures a common sense approach to the management of business activities to consistently achieve customer satisfaction. In 2002 HBL earned ISO-9001 certificate and it is the first cement company in Bangladesh to achieve it.

ISO 14001 specifies the requirements of an environmental management system (EMS) for small to large organizations. An EMS is a systemic approach to handling environmental issues within an organization. The ISO 14001 standard is based on the Plan-Check-Do-Review-Improve cycle. In 2004 HBL earned ISO-14001 certificate and it is the first cement company in Bangladesh to earn it.

OHSAS 18001 is an occupational health and safety management standard. It defines a set of occupational health and safety (OH&S) management requirements for occupational health and safety management systems (OHSMS). In 2005 HBL earned OHSAS-18001 certificate and it is the first cement company in Bangladesh to achieve it.

Mason Training and Insurance:

Masons are a vital part of any construction business but yet this segment of the workforce is being overlooked for years. Often working in a range of perilous conditions, these people are one of the subjugated sectors of our country. Holcim Cement Bangladesh Ltd has extended its hands to help and support our masons. From 2004, HBL has introduced Accidental Insurance for the masons and also various training programs to educate those issues like safety, construction and cement.



Mobile Concrete Laboratory:

Holcim does not only sell products, it also provides services and solutions to its honored customers. In its continuation, Holcim Cement Bangladesh Ltd has introduced Mobile Concrete Laboratory. So, what is a Mobile Concrete Laboratory and what it does? Mobile Concrete Laboratory is a moving prototype of formal laboratory- designed to perform major concrete test right at the construction sites. It reliefs the customers from the hustle of carrying sample in different laboratories for even the simplest test reaching on the construction sites to test the concrete and aggregate as per recommendation. What does the lab ensures?

- Most major test of concrete and aggregates will be done right at the site and gives prompt spot solution.
- Expert support will be available to produce quality concrete with guidelines of proper mix design.
- Saving of time, cost and effort from Holcim global knowledge base.

Holcim Green Build Bangladesh:

Bangladesh is the one of those countries that will be adversely affected by massively changing climate. Our country is also going through rapid growth where huge constructions are necessary. But we can no more afford to ignore the consequences of these rapid constructions on the environment. Holcim Green Built Bangladesh (HGBB) is a contest to encourage our engineers, architects, planners, students and all concerned to focus on sustainability and strive to develop the approaches of green built concept in Bangladesh. The contest includes innovative, future-oriented and tangible sustainable green construction projects. Project “Symbolic Living” by Suvro Sovon Chowdhury and his team owned the first prize in the Idea category and project “Weekend House” by Sheikh Ahsan Ullah Mozumder owned the first prize in the Built category at the first cycle of Holcim Green Built Bangladesh which was arranged at 2009. Renowned Professor Jamilur Reza Chowdhury was the Chairman of the Advisory Board. Chief Guest of the first cycle of the prize giving ceremony was Honorable Finance Minister A M A Muhith.

1.9 Rules and Regulations of Holcim:

Code of Conduct:

This Code of Conduct establishes a common and consistent framework across global organization for how they will achieve their mission and goals. It provides direction and clarification in how they conduct their daily business. High business ethics and personal integrity ensure their credibility and reputation as a Group.

Corporate Governance:

Corporate Governance aims at protecting the legitimate interests of stakeholders in an appropriate and effective way. Corporate Governance considerations are consistently reflected in evolving organizational structure and procedures.

Corporate Social Responsibility:

Holcim recognize their social responsibility and aim to improve the quality of life of their workforce, their families and the communities around operations. They pursue a clear policy dealing with employment practices, occupational health and safety, community involvement as well as customer and supplier relations.

Sustainable Environmental Performance:

Holcim strive to preserve the environment for future generations by striking a balance between economic growth and continuously improving environmental performance and social responsibility.

Compliance:

Appropriate measures are put in place to assist in complying with applicable laws and regulations in the businesses and countries where we operate.

**Fair Competition:**

Holcim respect the principles and rules of fair competition prohibiting anticompetitive behaviors and the abuse of a dominant market position.

Bribery and Corruption:

Holcim will not utilize bribery and corruption in conducting our business. Holcim will not offer or provide, either directly or indirectly, any undue pecuniary or other advantage for the purpose of obtaining, retaining, directing or securing any improper business advantage.

Use and Protection of Assets and Information:

Holcim is responsible for the careful use, protection, expenditure and administration of such assets. Holcim use and protect confidential proprietary information, except to the extent we are required to disclose such information in the proper cause of duties. Holcim pay particular attention to IT aspects such as data protection and data security.

Conflict of Interest:

In situations in which our personal or financial interests may conflict materially with those of Holcim, we are expected to fully disclose them. Holcim shall not take part in any business activities of Holcim where we may be influenced by their personal relations that are, or may be, construed as a hindrance to objective decision taking.

Gifts and Donations:

Holcim are prohibited from offering, soliciting or accepting gifts and donations related to their business. Donations for political or social purposes are permitted only within the limits of local laws and incomplete transparency.

Records and accounting:

All business transactions are recorded in a true, fair and timely fashion. In accordance with established procedures, appropriate accounting systems, controls and audits, they ensure the reliability and accuracy of their accounts, records and reports.

Chapter: 2

Job Description and Responsibility

2.1 Job Description and Responsibility

My internship program was from 1st March 2015 – 30th June 2015 in Holcim Cement Bangladesh Ltd in the Finance department. The name of my project was “Customer Accounts Reconciliation”. From the very first day of my internship program I have been engaged in reconciling the accounts of the Customers of Holcim Cement Bangladesh Ltd under the Supervision of Md. Rasel Al Habib, (Senior Manager – Corporate Sales) and Mostak Ahmed (Deputy Manager – Finance) as a Reconciliation supporter with two other intern in Holcim Cement Bangladesh Ltd. Initially it was very difficult for me to perform my task but as time passed by I got to figure out the right way to do my work. My everyday job was to call the total customers of Holcim cement Bangladesh Ltd and visit them during their available time in their head offices.

2.2 Project Guidelines

The project guidelines of my job are mentioned below:

- All customer accounts shall be reconciled, including new accounts on a quarterly basis. Reconciliation should be planned in such a way so that all customer accounts are covered in each quarter. One third of all customer accounts shall be reconciled in each month.
- Ensuring that the correct and most updated customer account balances are being reconciled in time.
- Summarizing all the reconciliation for the month with the help of AR manager and report to CFO with the approval of AR In-charge.
- All customer account reconciliations should be supported by appropriate Documentation. Focus need to be given on accounts that have unusual balances (such as a receivable account with a credit balance).
- Making the high-risk account reconciliations due early on the close cycle to identify any potential problems.

- The customer account reconciliation statement shall be prepared by AR Officer which shall be reviewed and approved by AR Manager and handed over to me for further work.
- AR Officer shall review the unidentified differences figured out by me and post the necessary adjustments with the approval of AR In-charge, while the accounting period is still open.

2.3 Customer Reconciliation procedures:

The procedure for reconciliation is mentioned below:

Obtaining customer statement and comparing with ledger

- Sending balance confirmation letter and collect confirmation along with account statement from customers to reconcile against general ledger.
- Starting with the general ledger accounts receivable balance and ensure that – All invoices which have been generated have been posted.
- All credit notes have been properly recorded.
- All incentives have been adjusted on a timely manner.
- All payments have been recorded and customer account has been updated accordingly.
- Comparing the GL (General Ledger) with the customer statement and find out the noted differences.
- Identifying the reason for variances.

Identifying the Differences of Customer accounts

- Any difference between the two balances must be investigated.
- Common reasons for discrepancies are differing cutoff dates of the reports used and journal or adjusting entries made directly in the general ledger and not reflected in the customer statement for the following – Credit note issued;
- Adjustment of incentives.
- Offsetting credit against debit balance.

- Possible reasons for variances may also include
 1. Goods delivered not invoiced or invoice raised but goods are not delivered.
 2. Sales return remained unrecorded.
 3. Incentive not adjusted while customers considered the incentives or vice versa.
 4. Payment made by customers but not recorded in customer ledger.
 5. Error in the customer statement.
 6. Bounce cheque penalty not considered by customers.
 7. Entry for weight differences yet to be passed.

Corrections:

- After identifying all the errors, AR officer shall post the adjusting entries needed for the accounts to reconcile with the correct balances with the approval of AR In-charge and CFO.
- A clear description of the reason should be included for each transaction for auditing purposes.
- Where possible, the incorrect entry should be reversed and reposted correctly, rather than posting the difference only, to make the transaction easier to follow.
- AR manager shall ensure that all adjusting item have been adjusted and customer ledger have been updated accordingly.
- When all entries have been made, AR officer should reconcile the balances again as a final check

2.4 Role of my Supervisor:

- Ensuring that the correct and most updated customer account balances are being reconciled.
- Weekly meeting to know the progress of the work.
- Ensuring that all adjusting item have been adjusted and customer ledger have been updated accordingly.

Chapter: 3

Challenges faced and my learning aspect from the critical customers of “Customer Accounts Reconciliation” project

3.1 The total list of customers for reconciliation:

I have faced many challenges and problem during doing the work of reconciliation. But I have learned a lot from this situation and handled many critical customers to solve my problem. The list includes the outstanding amounts of “customer account reconciliation” project. The total number of customers has been divided into two parts. The first part includes the name of customers whose outstanding balance shows till 28th February 2015 and the second part includes the name of customers whose outstanding balance shows till 30th April 2015.

Customer’s outstanding amount as of 28th Feb 2015:

SL No.	Customers Name	Outstanding Amount (Tk) as of 28th Feb 2015
1	Liz Fashion Industry Limited	247,540.00
2	Kaus Commercial Tower	2,600.00
3	Snowtex Properties Ltd	504,450.00
4	NafisaInt L Trading (BD) Ltd	89,900.00
5	Magnum Engineering & Construction	822,500.00
6	Grand ZamZam Tower Ltd	(145,076.00)
7	Work Field Kintwears	185,680.00
8	Buro Bangladesh	8,464.00
9	Unity Infraprojects Limited	104,380.00
10	R P Construction Pvt Ltd	81,400.00
11	National Traders (Airport)	3,874,464.10
12	Cambrian School & College	221,386.00

13	Transcom Ltd(LatifurRahman)	160,779.50
14	Utah Spinning Mills Ltd	89,535.00
15	Charuta Private Ltd.	199,024.00
16	Suvastu Development Ltd	(104,301.20)
17	IBN Sina Trust	(262,025.00)
18	Project Builders Ltd.	5,079,134.70
19	BTI	367,636.00
20	Rupshi Concrete Products Ltd	7,970.20
21	Radiant Pharmaceuticals Ltd.	32,186.00
22	BEXIMCO PHARMACEUTICALS LTD	(1,535,108.00)
23	DOM INNO BUILDERS LTD.	22,447,907.80
24	Al Haz Md. Mahbubur Rahman	(700.00)
25	Utah Fashions Ltd	(68,000.00)
26	Ventura Properties Ltd	487,217.00
27	APEX HOLDINGS LTD.	24,832.00
28	Mir Concrete Products Ltd	6,569,516.20
29	Concord Real Estate &Dev Ltd	5,199,172.20
30	Navana Real Estate Ltd.(NBPL)	4,333,427.60
31	ADVANCE DEVELOPMENT	595,034.95

32	Concord RMC Products Ltd.	15,216,546.90
33	ABC Building Products Ltd.	666,278.40
34	T - Design Ltd	55,400.00
35	NEPC-The First Northeast	6,948,021.00
36	Medinova Medical Services Ltd.	93,700.00
37	Sinamm Engineering Ltd	50,000.00
38	S M Spinning Mills Ltd	919,530.00
39	Concord Real Estate & Building	287,334.00
40	SHELTECH PVT LTD	2,523,292.00
41	Epsilon Engineers Limited	735,000.00
42	Globe Construction Ltd.	811,390.00
43	East West Medical College	35,900.00
44	Mission Developers	176,785.10
45	Navana Construction Ltd	12,871,180.00
46	Transcom Consumer Products Ltd	145,500.00
47	SQ Celsius Ltd	134,800.00
48	Taufika Energy Co. Ltd.	473,750.00
49	EOS Textile Mills Ltd.	(13,775.34)
50	Mir Akther Hossain Ltd	(33,163.80)

51	American Int. University (BD.)	188,902.00
52	Institute Of Architects BD. (IAB)	397,600.00
53	Kalam Brothers Tannery Ltd.	18,850.00
54	Ultimate Development Eng. Ltd.	(250.00)
55	Tanjim City Design & Develop. Ltd.	56,650.00
56	Marsons Tannery Ltd.	43,000.00
57	Larsen & Toubro Limited	15,810,482.32
58	Ge (Army) Gazipur	2,492,400.00
59	SMART Properties Limited	103,625.00
60	TNZ Apparels Ltd.	600.00
61	Transcom Limited	168,207.00
62	HRB Apparels Ltd.	(1,250.00)
63	Elaine Apparels Ltd.	270,000.00
64	Divine Fabrics Ltd.	392,000.00
65	Incepta Pharmaceuticals Ltd.	6,300.00
66	Steelmark Building Ltd.	192,400.00
67	Dhakeshawari National Temple	(1,000.00)
68	Al Amin Construction Co.Ltd	5,789,370.00

Customer's outstanding amount as of 30th April 2015:

Sl No.	Customer Names	Outstanding amount (Tk) as of 30th April 2015
1	Bridge Holdings Limited	(1,050.00)
2	Habitus Fashion Ltd	671,123.40
3	Golden Refit Garments Ltd	(48,322.00)
4	Masjid Baitush Sharf	(252.00)
5	TejgaonJameMosjid	1,400.00
6	ETBL Holdings Ltd	(24,800.00)
7	GE (Army) Saidpur	865,340.00
8	GE (Army) Project Dhaka	11,174,768.00
9	AGE (Army) Parbatipur	91,300.00
10	Ge(Army) Chittagong	73,555.00
11	Ge (Army) Bogra	180,777.00
12	AGE (Army) Rajshahi	18,420.00
13	GE (Army) Jalalabad (Sylhet)	337,877.00
14	AGE (Army) Rangamati	36,665.00
15	GE (Army) Cty (Chittagong)	218,686.00
16	Integrated Dev.HatirjheelProject	-
17	Descon Developers Ltd	69,425.00

18	Utah Knitting & Dying Ltd	130,325.00
19	Uniglory Steel Products Ltd	(2,088.00)
20	Ha-Meem Group	1,824,715.00
21	Diganta Sweaters	212,564.40
22	Matco Enterprise	(6,850.00)
23	ASSET DEVELOPMENTS & HOLDINGS	5,880,749.00
24	Sweatertech Ltd	22,900.00
25	Sublime Properties Ltd	(200.00)
26	Tropical Homes Ltd	6,960.00
27	AGE (Army) Haliashahar	38,723.00
28	GE(Army)Maint North Dhaka-12	17,425.00
29	AGE (Army) Bhatiary-12	3,653.00
30	AGE (Army) BJMB	265,420.00
31	Ge (Army)Comilla-12	27,977.00
32	AGE (Army) Khagrachari	65,583.00
33	GE (Army) Rangpur-12	404,200.00
34	SOUTH BREEZE HOUSING	159,205.00
35	Surma Tower Ltd	(18,477.20)
36	Shamlon Industries Ltd	7,200.00

37	Baraka Engineers Ltd (Ahmed Amin G	107,500.00
38	Fariha Knit Tex Ltd	77,600.00
39	NDE Ready Mix Concrete	9,824,405.80
40	Bestec Construction Ltd	732,323.00
41	Bengal Development Corp Ltd	1,578,251.50
42	NDE LTD	(115,559.00)
43	Fariha Knit Tex Ltd	77,600.00
44	Suprov Composite Knit Limited	8,300.00
45	Tara Spinning Mills Ltd.	-
46	KhurshedAlamChowdhury	(3,400.00)
47	Times Media Limited	718,900.00
48	R S Knit Wears Pvt. Ltd.	26,900.00
49	Krishibid Properties Ltd	349,624.00
50	KrishiBanijyaProtisthan	(7,900.00)
51	RajdhaniHomoeo Laboratory	5,200.00
52	S Q Birichina Limited	(1,235.00)
53	BelhasaaAccom JV Limited	1,686,760.00
54	JMC LTD	210,300.00
55	Dr.Mamotaz Begum	113,820.00

56	6 Cavalry , Comilla Cantonment	176,800.00
57	KHAN SONS INTERNATIONAL (PVT)	268,350.00
58	Setu Corporation	(132.00)
59	Towa Personal Protective Device Ba	65.00
60	Nashashi Engineering &Constructio	708,400.00
61	"REB Mosque, Savar"	121,250.00
62	Nina Holdings Ltd.	372,710.00
63	GE (Army) Maint South	1,425,000.00
64	Eskayef Bangladesh Limited	2,287,374.00
65	ShamsulAlamin Real Estate Ltd	163,800.00
66	Index Development Ltd	7,560.00
67	Utopia Realty Ltd	(200.00)
68	General Properties Ltd.	(14,066.00)
69	Rani Food Industries Ltd	122,500.00
70	Auto Crop Care Ltd	(42,750.00)
71	Alis Properties Ltd	-
72	Dawn Corporation	160,450.00
73	ITCL - EPSILON JV.	-
74	SQ ColBlanc Ltd.	(25,000.00)

75	Tung Hing (BD) Manufactory Ltd.	64,680.00
76	Vulua Tannery Ltd.	173,800.00
77	GE (Army) Mirpur	3,850,000.00
78	B.S. Leather Complex	(58,925.00)
79	Expose Trading Co.	(19,325.00)
80	AST Beverage Ltd.	(400.00)
81	Rafique Traders	24,000.00
82	Unitech Products (BD) Ltd.	170,400.00
83	Index Development Limited-14	252,200.00
84	Sarker Construction Limited	285,500.00
85	Prime University	129,000.00
86	New Dhaka Alliance	992,500.00
87	Fakir Fashion Ltd.	288,400.00
88	MBM Garments Ltd.	(1,300.00)
89	Sarker Steel Ltd.	666,525.00
90	BashantaBilash	336,750.00
91	Roshnabad Textile Ltd.	133,500.00
92	Brandix Apparel Bangladesh Ltd.	(30,100.00)
93	Simba Fashions Ltd.	171,625.00

94	REB Mosque, Narayanganj	40,686.89
95	SharnaliBohumukhiSamobay	-

Out of this total list of customers (68+95) =163, I have been able to make contact with 128 customers during my internship period. After contacting with these 128 customers I have been told by my supervisor to focus more on the critical customers than the other customers of Holcim Cement of Bangladesh Ltd. It is because most other customers don't have much problem with the subject of reconciliation matter with Holcim Cement Bangladesh Ltd.

3.2 Challenges faced and Learning from Critical customers of Holcim Cement Bangladesh Ltd:

The challenges faced and my learning on the 10 critical customers of the Holcim Cement Bangladesh Ltd during my internship program is as follows:

1. NAVANA Group: NAVANA Group comprising of a number of companies, has diversified its activities in various areas like product and project marketing, construction and real estate business, international trading, distributorship and product of various items and already attained significance in the business arena of Bangladesh. They have always remained VIP customers to Holcim Cement Bangladesh Ltd from 2003 for taking huge bulk of cement for their various construction purposes. The challenges and learning are as follows:

Challenges:

- Visiting Gabtoli Navana plant for collecting their Ledger account.
- Matching every details of ledger of Holcim Cement Bangladesh Ltd with The ledger of Navana Real Estate Ltd (NBPL) - 4,333,427.60 taka and Navana Construction Ltd - 12,871,180.00 taka outstanding amount.
- Checking the cheques to verify whether amounts are correct or not.
- Finding errors in the Holcim delivery history.

- Collecting challan papers from the factory of Holcim Cement Bangladesh Ltd.

Learning:

- Procedure of Reconciliation is extensively learned here.
- It is important to maintain separate accounts for separate companies despite of being of same group.
- Necessary to update the information in the software as soon as any changes occur in the delivery process.
- Realizing that error may also occur in own system and not in that of customer's account.

2. DOM INNO BUILDERS LTD: DOM-INNO Builders Ltd. is one of the leading real estate companies in Bangladesh. It specializes in developing exclusive apartment complexes in prime locations of the Dhaka city. DOM-INNO is also an active member of Real Estate & Housing Association of Bangladesh (REHAB) and ISO 9001:2008 Certified. Being another important customer to Holcim Cement Bangladesh Ltd the challenges and learning are as follows:

Challenges:

- DOM INNO BUILDERS LTD disagreed with the outstanding amount of 22,447,907.80 taka that Holcim will get.
- Holcim Cement Bangladesh Ltd didn't had some of their bill numbers
- DOM INNO BUILDERS Ltd didn't have most of their details.
- Checking the number of every order quantity.

Learning:

- Checking and double checking the entire ledger account of own before claiming any amount from the customer.
- Keeping all the bills and documents in both hard and soft copy in organized form and for long period of time.

- Lack of evidence to claim money from customers may result write off which may be a negative aspect for a company.

3. Project Builders Ltd: Project Builders Ltd was established as a firm in the year 1976 and with a view to make significant contribution in the field of civil and mechanical engineering construction. Being a very old customer to Holcim Cement Bangladesh Ltd the challenges and learning faced are mentioned below:

Challenges:

- Mistakes in the account of Holcim Cement Bangladesh Ltd of outstanding amount of 5,079,134.70 taka with Project Builders Ltd.
- Project Builders Ltd maintains the ledger manually.
- Long and tedious work for checking the accounts.
- Not ordered by Project Builders Ltd is mentioned in the system of Holcim Cement Bangladesh Ltd as delivered.

Learning:

- It is important for keeping the account of customers in a well-organized manner to keep free from all kinds of errors.
- Maintaining both hand written and typed documents for easy transferrable process.

4. Asset Developments & Holdings Ltd: Asset Developments & Holdings Ltd, a steadily growing Company developing high quality home has been another critical customer of Holcim Cement Bangladesh Ltd. The challenges faced and learning from this is mentioned below:

Challenges:

- Providing challan and other documents like delivery and payment history twice as an evidence for the outstanding claiming by the Holcim Cement Bangladesh Ltd.
- Still not agreeing with the outstanding amount of 5,880,749.00 taka.

- They have said that they have paid all prices of the order of cement of in advance.

Learning:

- Necessary to take signature of the receiver in the photocopy of the documents as evidence.
- Need to sit with the ledger of both the parties and perform the work of matching the delivery of cement received and delivered.
- Handed over to higher official of Holcim Cement Bangladesh Ltd to communicate with their higher official to deal with this matter as lower officials were not bringing much better results out of it.

5. **BTI:** Building technology and ideas ltd. (**BTI**) is a pioneer Real Estate Developer in Bangladesh. One of the founder member of REHAB- Real Estate Housing Association of Bangladesh and the first real estate company in Bangladesh to be awarded with the internationally recognized ISO 9001-2008 certification for quality in ‘Design and Construction of Buildings’. The challenges and learning from this customer of Holcim Cement Bangladesh Ltd is as follows.

Challenges:

- Unable to figure out the actual problem with BTI for the reconciliation.
- Denying the outstanding amount of 367,636.00 taka as proper evidence not provided.
- Lack of supporting evidence.
- Unable to communicate with them in time.
- Lack of proper support from their management resulted to write off.

Learning:

- Need to figure out the actual root of problem for reconciling.
- Proper supporting evidence like challan papers, invoice and other documents are important for reconciliation.

- Proper support and communication is necessary from the customers to perform the reconciliation.

6. Globe Construction Ltd: A leading construction company of Bangladesh under name of Globe Janakantha Shilpa Paribar has been taking cement from Holcim Cement Bangladesh Ltd for the last 8 years. The challenges and Learning From the Globe Construction Ltd are as follows:

Challenges:

- The customer is not informed about the reconciliation process for the last 8 years.
- Globe Construction Ltd doesn't have any documents of delivery and payment of the past years to match with that of Holcim Cement Bangladesh Ltd.
- The customer has showed less hope to Holcim Cement of providing the outstanding amount of 811,390.00 taka claimed by Holcim.

Learning:

- It is necessary to inform the customer about the reconciliation process during the period of delivery and payment process.
- Lack of necessary documents from the both parties may result difficult situation in case of reconciling.

7. Concord RMC Products Ltd: Concord RMC products Ltd a leading construction firm of Concord Group has been a very old customer of Holcim Cement Bangladesh Ltd. The challenges faced and my learning out of this customer is as follows:

Challenges:

- Matching the outstanding balance of 15,216,546.90 taka of Concord RMC Products Ltd.
- Two parties use different software. Concord uses ERP and Holcim uses SAP.
- No Bill number available to Holcim Cement Bangladesh Ltd of the previous years.
- Problem of not matching due to missing of previous data of both parties.

Learning:

- Learned to communicate extensively with the Finance manager of Concord RMC Products Ltd.
- Filtering information of the three projects of Concord RMC products Ltd – CPCL, RMC-1, RMC-2, from each other and separating them based on date and location.
- Need to use similar software in every company to avoid any sort of hassle.
- Documents needed to be placed in an organized manner.

8. Bengal Development Corp Ltd: Established in 1951, Bengal Development Corporation is the. Oldest and one of the major construction companies of Bangladesh. The challenges and my learning out of this customer are as follows:

Challenges:

- Needed to provide cement consumption vs. concrete production report of that particular delivery dates.
- Needed to match with every deliver order quantity with that of BDC to find errors of mismatch.
- BDC deducted 66,000.00 taka out of the total outstanding of 1,578,251.50 taka as they said they received less cement as 9 MT cement less received in 2011 by 3 bulk carrier as complained by BDC.
- Finding the exact valuation of the quantity of cement along with the delivery fare.

Learning:

- Updating information in time is necessary so that there may not have to face any problem in future.
- Every detail is important for the customer to understand the problem of the mismatch.
- Learned that Date wise Holcim delivered quantity vs. actual receiving quantity along with copy of Holcim Gate pass/ Challan is necessary to provide for the ease of customer.

9. Ha-Meem Group: This is one of the largest Bangladeshi conglomerates in textile and garments sector. The challenges faced and the learning out of this customer is mentioned below:

Challenges:

- Ha-meem Group has various wings where cement is delivered but Holcim uses one account for all of these.
- Bill no. has been mismatched with Ha-meem group.
- They keep the bill manually.
- Mismatch of bags of cement showing 400 bags instead of 200 bags.
- Mismatch with Invoice and challan number.

Learning:

- It is necessary to have separate accounts for separate wings.
- Bill number needs to be kept in typed form.
- Invoice number, challan number and number of goods delivered have to be kept properly for avoiding problems of reconciliation

10. South Breeze Housing: South Breeze Housing one of the pioneering real estate development companies in Bangladesh has been a regular customer and still is now for the last 5 years. The challenges faced and lesson learned out of this customer is mentioned below:

Challenges:

- Needed to provide the entire delivery and payment history from old software (OPS) of Holcim cement Bangladesh Ltd.
- Informing the Factory to provide the challan papers of some specific delivery of cement.
- Long and tedious work of matching the outstanding amount. Of 159,205.00 taka.

Learning:

- Old Software which was used previously but not now can also be helpful to customers for reconciliation.
- Challan papers play an important role of evidence in case of delivery of goods.

The rest other customers communicated by me don't have much problem with reconciliation. Most of them have agreed to pay the outstanding amount to Holcim Cement Bangladesh Ltd as there is not much mismatch in the balance of accounts.

Chapter: 4

Findings and Observation

4.1 Findings:

After working on this huge list of customers' accounts of Holcim Cement Bangladesh Ltd for the last couple of month, I found that there are some customers whose address and contact numbers have been changed, as a result it became very difficult for me to detect them and work for the reconciliation project. I also came to figure out that most of the customers were willing to cooperate with Holcim Cement Bangladesh Ltd about the Reconciliation project. Although there were some of the customers who showed disinterest when it came to the matter of outstanding amount but the entire project for reconciliation was beneficial for both the parties.

The diagram below shows the current situation of the customer accounts reconciliation project throughout my internship period:

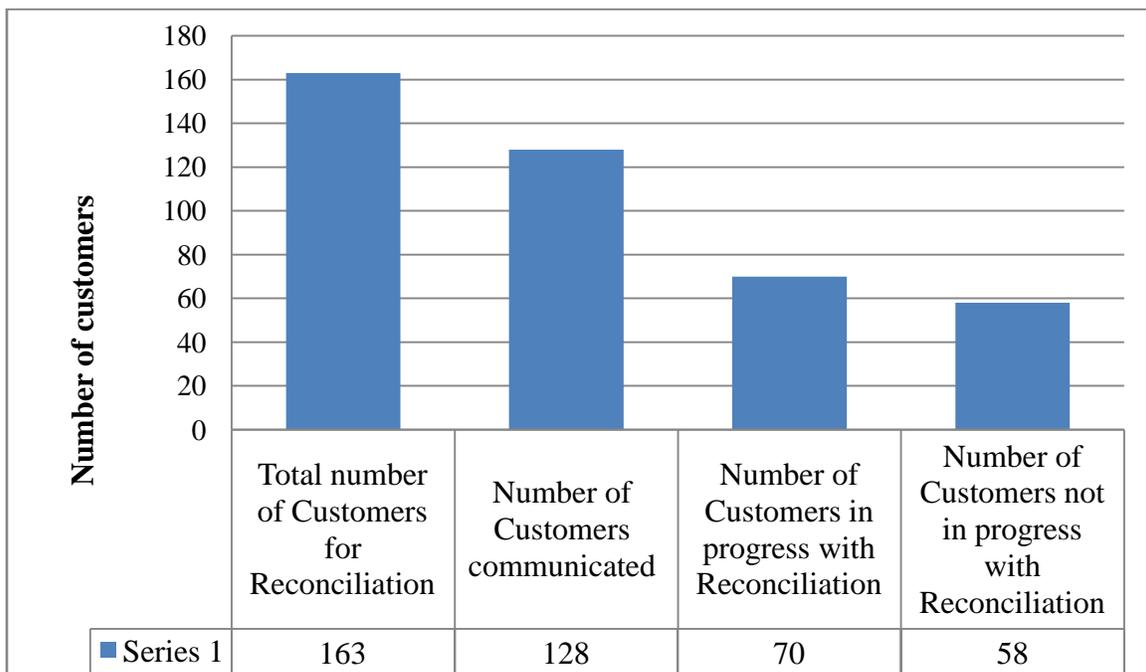


Fig: Current situation of the Customer Accounts Reconciliation project

4.2 Observation

Some of my personal Observation on this Reconciliation project is as follows:

- Holcim Cement Bangladesh Ltd has its delivery status and payment status of Cement in a very organized manner in its both old software OPS and its new software SAP.
- Holcim Cement Bangladesh Ltd makes sure that their employees are getting good environment, containing healthy foods, prayer room, health facilities and many more.
- The environment of Holcim Cement Bangladesh Ltd is very friendly. They call each other as “Bhai” and “Apu”.
- All the employees here make sure that papers don’t get wasted; used papers that have other side blank are utilized. This refers that they are taking green corporate initiatives.
- All the Customers for the reconciliation want the Ledger to match their outstanding balance.
- All the customers want the delivery challan papers as evidence.
- Most corporate offices of the customers of Holcim Cement Bangladesh Ltd are in the Dhaka city.

4.3 SWOT Analysis of the Internship:

Strength:

- 4 months practical real work experience. Moreover it adds value to the CV.
- Applying knowledge and skills in work related situations; helps to find out what one can do and what one needs to work on which helps to clarify career goals.
- Established a network of contacts, mentors and references that will be valuable for future letters and support.
- Exposure to real world helps to create confidence and improve communication skills.

Weakness:

- Not involved with direct operation with the Finance activity.



Opportunities:

- Worked as a representative with a well-known multinational company like Holcim cement.
- Gained knowledge and experiences about Reconciliation directly.

Threats:

- Risk of negative response about Holcim cement Bangladesh Ltd from some customers.
- Risk of unintentional information sharing as everything is supposed to be confidential.
- Risk of getting late at office which can create bad impression.

Chapter: 5
Recommendation and Conclusion

5.1 Recommendation:

However, I was working on the Customer Accounts Reconciliation project. I have come up with some important points which I believe will improve the quality of work as well as its efficiency. They are as follows:

Customer Accounts Reconciliation is necessary in every month:

Although Holcim Cement Bangladesh Ltd is doing Reconciliation with its all customers. But, it is necessary to perform this work in every month. As more and more customers are taking cement from Holcim in huge bulks of millions of tons, the amount they are paying is huge. So, it is necessary to match the balance of both the parties – Holcim and its customers for the benefit of both and avoid the mismatch.

Updating the latest address and contact numbers of Customers:

Holcim Cement Bangladesh Ltd is one of the largest cement in this world. Along with other countries. Bangladesh also has a huge demand in the sector of construction, real estate and other infrastructure and it is also one of those countries where there is a huge competition in cement business. So, for this it is necessary for Holcim to always keep update of the address of its old and new customers for marketing cement as well as Reconciliation purpose.

Keeping all the previous documents in an organized manner for future purposes:

During my internship process one of the main challenge I faced was lack of previous documents which could have been helpful enough for the Reconciliation project. It is necessary for Holcim to keep it's all the documents either in manual form or in software or both so that the company may not face any trouble if they need in future for any important purpose.

Providing monthly training to all the employees of Holcim:

Training helps an individual to improve him/her for giving better output. I believe, it is necessary for Holcim Cement Bangladesh Ltd to provide training every month for the betterment of the



company. Monthly training for all the employees along with some form of motivational lessons would definitely enhance the quality of services.

5.2 Conclusion:

In conclusion it can be said that it was a lifetime experience for me to work in the Customer Accounts Reconciliation Project and gather knowledge from it. Holcim Cement Bangladesh Ltd is such an organization which tries its level best to keep good relation with its customer by providing them world class cement and good services. In this project although there may have a lot of limitation but then again this project will benefit the organization as well as my career. Reconciliation is very important for not only Holcim Cement Bangladesh Ltd but also for every organization for confirming the balance with that of its customers. It also helps to know which customer has been the maximum buyer of cement and thus considering this it also help to generate new ideas which helps to take the business ahead. Finally, it can be said that the ultimate success comes by dedication, commitment and dynamic leadership management committee and in this Customer Accounts Reconciliation of Holcim Cement Bangladesh Ltd: A Concentrated work on credit reconciliation report everything is present and for that reason this project gets the ultimate success.

References

Journals:

- Valuable discussion with the Supervisor during my internship period
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- Financial documents collected from the customers of Holcim Cement Bangladesh Ltd.

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