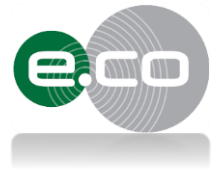


A STUDY ON VENDOR SATISFACTION FACTORS: e.Co Bangladesh Co. Ltd.





Internship Report on-

VENDOR SATISFACTION: E.CO Bangladesh.

Submitted to:

Fairuz Chowdhury

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Inspiring Excellence

BRAC Business School (BBS), BRAC University.

Date of Submission: 20-12-2016



Letter of Transmittal

Fairuz Chowdhury

Lecturer, BRAC Business School

BRAC University

66, Mohakhali, Dhaka

Subject: Submission of Internship Report

Dear Sir,

I am glad to submit this report, which has been set up for the prerequisite of entry level position program. The report entitled "Infra Management Project in Edotco Bangladesh Company Limited (Financial Accounting Team)". I have attempted my best of my capacity to finish the report appropriately and to draw out an important knowledge inside the imperatives. I needed to face a few troubles while picking up data for the venture. Besides, the review has given us the chance to relate loads of hypothetical and money related learning with the practical world.

I appreciate your kind advice, cooperation, patience and suggestions regarding this report which will definitely help me to go ahead as a brilliant guideline. I will be available for any query and clarification regarding this report whenever necessary.

Sincerely yours,

Jobaer Ahmed

ID-12204011

BRAC Business School



Acknowledgement

This report is the completion piece of my BBA program and to improve the capacity to think about. In the field of reasonable authoritative field, a ton of endeavors and study have done to make the report solid. This would have not been conceivable without the real support and help.

First of all I would like to be grateful to almighty Allah for giving me strength to accomplish three month long experience of working with an organization. I have learned a lot while working in their accounts payable team. Secondly I am deeply indebted to my honorable Faculty Adviser, Mr. Fairuz Chowdhury, who has guided and supported me with sincerity and patience throughout the whole work. Without his guidance, preparing this report would not have been possible. Lastly I would like to express special gratitude to my internship supervisors Mrs. Rawshan Ara Akter and Mr. Saifuddin Ahmed, Financial Specialist of Financial Accounting Division, of Edotco Bangladesh Company Limited. It was their encouragement, patience and valuable feedback that enabled me to complete this report.



Executive summery

In this report I have tried to bring a clear picture of my experience of working in Infra Management Project under Edotco Bangladesh Ltd. They have several teams under Finance division and among them I got the opportunity to work with the account payable team. They are assigned for payments of bill maintaining an updated database of their own. Therefore During my internship life I had to do check of the payment request paper and also I received payment request paper from another department. I came to know different activities about how to check payment request paper, how to sorting vendors, how to receive paper, how to attach tag in the paper, what will you write in the tag, how to find target date, and provide necessary answer to my boss queries. Through the internship, I have learnt that working in financial division was appreciable. The natures of the jobs are pretty tedious and tiresome. People need to do same type of jobs over and over again. But even though the job's nature was dull and boring, people here had time to enjoy themselves. Through my experience I have learnt and understood that a good working environment and right people can make the job fun and interesting. I have learnt many things and most importantly, I learned how to work as a team and the experience that I have gathered is invaluable.

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BACKGROUND OF THE STUDY

When a student of BRAC university complete his or her all academic courses he or she has to go through a phase named internship which designed for being experienced for the corporate life. Students have to join different organization to participate into a part of that organization to perform as an employee for three month. It is an enormous experience to work as a part of practical experience where a student gets a chance of working and matching his or her theoretical knowledge with the task they are assigned to perform. I have also get the chance to work in an organization named edotco Bangladesh which is one of the sister concern of robi axata ltd. I work into their accounts payable department. In that department I had to check all the PO NPO bills, electricity bills and fuel bills which have a high significance in the organization in term of making payments. I also had to deal with a lot of vendors who are basically suppliers of the organization.

In this report I will be describing what experience I have gathered and vendor satisfaction factors. Organization details is also going to be described what is the history and what is the motto of the organization I have worked in.



Chapter-01

Introduction



Origin of the study

This report is basically for the completion of my internship program. Here I will be trying to provide a clear picture of what reasons make a vendor happy in edotco Bangladesh. I sincerely hope this report will be a cornerstone in understanding what are the advantages provided by them to their vendors and how important their vendors to them.

Scope

Here I will get to learn how much significance a vendor has when they get into an organization. Basically edotco Bangladesh is doing B2B business as they don't have customers like an ordinary individual. I will also get to know what products they offer to their customers are.

Objectives of the study

- To determine what are the factors vendors are satisfied for
- To identify different vendors and their products and services they provide to edotco Bangladesh ltd.
- What are roles I have played during my internship program
- For what my team was assigned for
- Finance division of edotco Bangladesh and their performance

Methodology

The best approach to manage the wander will be depicted by approach range. Remembering the true objective to engage an essential overview of the legitimacy of the last outcomes, I delineated the methodology of the get-together and gathering information for the wander go about as unmistakably as could be normal the situation being what it is. The method for the analysis, its inspiration and issue explanation pick an authoritative methodological approach of the wander. The essential approach was directed by the guidelines for work. The issue decree and

explanation behind the wander was developed above all else. It has guided the work from social occasion of information to analysis of revelations in association with theory and application.

- Primary data: I have accumulated basic data to answer my own specific point by point inquire about inquiries. I used standard methodology for social event basic information by sending email with open request to careful powers from the association moreover to the Telecom managerial driving gathering of Bangladesh. The major clarification behind picking this strategy is that the information related to merger is arranged. I endeavored to fathom the current condition of the market of two telecom overseers through request. I had to collect information from some of the representatives who came from different organization to know more about their experience with edotco Bangladesh.
- Secondary data: Secondary Data are those data that has been assembled by others for an absolutely exceptional or insignificant like this study issue. Some analysis request can be tended to simply by discretionary data however there are possible risks as those data were accumulated for a substitute reason and can be uneven. For the secondary data I have visited their website and some other reliable sources which have helped me a lot.

Limitations

During doing this analysis I had to face a lot of challenges to collect information as well as assemble them in a certain criteria as different vendors gave me several opinion about their satisfaction level the limitations I have gone through are given bellow-

- I did not get that much time as I had to extend my internship which is more than three months.
- I had no access to their internal server which actually carry all the internal information for example their financial updates and the total vendor list.
- Vendor representatives were not always available to provide information and they are not that much knowledgeable to provide authentic information correctly.

- As edotco Bangladesh ltd. Is not aged enough in Bangladesh therefore it was tough to collect information from the secondary means.

Research Method I have used

The analysis is directed to answer those request said in the objectives fragment. A great deal of issues like threatening takeover, harm pill, brilliant drop, lawful restrictions were considered while doing the exploration procedure. The data I have is basically all the qualitative data therefore I have to go for the qualitative research process. I will be having several graphs and pictures to have the clear picture of it.

Chapter-02

Company profile



Overview

edotco Group is an incorporated tele communications foundation administrations organization giving end-to-end arrangements in the tower administrations segment including co-areas, worked to-suit, vitality, transmission and operations and maintenance (O&M). They try to end up distinctly the main organization in the tower administrations industry and are focused on doing as such in a capable and feasible way for their clients, workers, groups and countries. As the primary local tower administrations supplier in Asia, edotco is undaunted in extending potential outcomes by means of cost-effective media communications framework by empowering focused access for the business and network for groups. With a local portfolio that incorporates more than 14,000 towers over their home markets of Malaysia, Sri Lanka, Bangladesh and Cambodia; and 12,000 km of fiber in Pakistan, edotco endeavors to convey remarkable execution in tele communications foundation administrations and arrangements. Their administrations are capably bolstered by their cutting edge ongoing checking administration, reverberate.

The employees at edotco are very much dedicated to achieve their organizational goal. They set them up for the future by building up the correct aptitudes and ability to guarantee they convey the correct understanding to the clients.



Company Profile

edotco Bangladesh Co. Ltd. concentrates on giving complete uninvolvement Infrastructure answer for the business substances. edotco Group has 12000 towers and counting. edotco Bangladesh possesses and works in more than 6,000 BTS Tower locales all through Bangladesh and growing. The huge domain permits administrators to be found promptly on existing towers while growing scope and limit. With an operation committed to the administration of BTS locales edotco Bangladesh can offer huge enhancements in system accessibility. It is engaging correspondence, in this way empowering network. For more noteworthy extension, they trust Connectivity is the way to each correspondence business. It is giving first-of-its-kind local availability. It has 5 markets with more than 12,000 destinations and developing, which is ready to interface correspondence organizations with best-in-class bolster for most extreme uptime, and financially savvy site and vitality arrangements. It is extending its business to Malaysia, Cambodia, Sri Lanka, Bangladesh, and Pakistan. By extending its business it is taking part in trade. Edotco is adequately fetched effective. It trusts a condition critical for business development is cost-adequacy. It has changed over cost focuses into business-driven benefit focuses through upgraded asset usage. edotco's united framework system is intended to lessen downtime and costs required in foundation possession, with up to 30% foundation, capex and opex reserve funds. Besides, the execution of green half breed destinations and fuel-effective diesel generators streamline expenses of operations. It has upgraded aggressiveness. Edotco trusts in a developing correspondences showcase, Agility helps you remain ahead. Along these lines, empowering speedier speed-to-market organization from covered arrangements, to monopolies and towers, edotco's territorial system of inventive arrangements empowers quicker sending by advancing space and asset, authorizing administrators to concentrate on their center business of offers, promoting, marking and overhauling. edotco likewise embraces industry best practices by benefiting from operational encounters from over the area. Edotco is ecologically cognizant. They make it their business to minimize natural effect, so they can amplify their business' potential. Their point is to lessen 30% of aggregate carbon dioxide discharges over all working organizations by 2015. They are have made the accompanying strides for the reason -



Diminishing carbon impression by:

Consolidating power frameworks and sending creative vitality arrangements

Lessening diesel utilization using fuel-proficient diesel generators

Incorporating new era batteries and new innovation with higher temperature settings for battery cooling, and release of batteries, as prime move down

Using power-proficient aeration and cooling systems and decreasing ventilation system use with free-cooling“ innovation

History

edotco Group was set-up in 2013, to possess and deal with the Axiata gathering of organizations aloof system foundation resources. The organization has gained critical ground in 2014, developing its tower portfolio from 12,113 in 2013 to 13,071 as of end 2014.

At present, edotco works edotco Malaysia as a completely claimed auxiliary and has obtained 49% of edotco Bangladesh. It likewise has an overseen administration assertion set up to run and work Dialog’s Tower SBU in Sri Lanka and is operationalizing edotco Cambodia.

In all nations run and oversaw by edotco, there have been steep changes in operational proficiency and capex funds on both structures and vitality. edotco gives field operations and vitality oversight benefits as a component of its endeavors to enhance operational proficiency for the Axiata amass.

In 2014, edotco presented cutting edge operational frameworks to upgrade its administrations. edotco has propelled its Remote Monitoring System (RMS) marked "resound", a concentrated latent framework observing framework that tracks key components at the locales and transmits the data continuously to its local "reverberate Center" which is situated in Kuala Lumpur.

Edotco’s Asset Lifecycle Management Platform (easi) is an apparatus that computerizes procedures to convey benefit greatness and tracks conveyance to operations for each site under



its administration. Both items are level one stages that will convey promote operational effectiveness to the gathering.

edotco is likewise concentrating on vitality activities which will lessen the cost of operations and in addition guarantee bring down capex and opex. What's more, it will essentially enhance uptime for the Group's clients and proactively lessen carbon impression for a feasible future.

edotco Bangladesh was launched as an independent business on June 1, 2013 and is part of the Malaysia based Axiata Group with Mobile Telephone and Network Infrastructure operations in 8 countries. It is the market leader in Bangladesh and has the following list of customers:

- i. Robi Axiata Limited
- ii. Teletalk Bangladesh Ltd
- iii. Grameenphone Ltd (GP)
- iv. Banglalink Digital Communications Ltd (BL)
- v. Ollo Bangladesh Ltd
- vi. Qubee
- vii. Border Guards Bangladesh (BGB)
- viii. Ranks Telecom (Ranks Tel)
- ix. Tomato Web (pvt) Ltd
- x. Pacific Bangladesh Telecom Ltd (Citycell)

Products and Customers

Products: Edotco stands for enabling connectivity which gives a complete solution for telecommunication infrastructure. In Bangladesh edotco basically provides tower building and maintenance services to the customers. In 2013 they have come to Bangladesh on behalf of axiata ltd. Which is the sister concern of Robi. They started their journey providing services for robu axiata limited. Some of the products sample of edotco Bangladesh is given bellow-

1. Site finder



Offering time-to-market with the assistance of effectively constructed towers and power arrangements in the whole nation.

2. Build to suit:



Constructing new locales according to customer's prerequisite anywhere in the nation. It incorporates site procurement, development, control association and support of locales with generator and sun powered office.

3. Plug & play



They give end to end arrangement beginning from site securing, air conditioning/dc reinforcement with generator office, utilize possess capex for supporting accomplices.

4. IBS In building solution



A broad rundown of destinations offered to client which really work to encourage devoted telco scope inside the building (i.e. extensive business complex, air terminal, govt. kpi structures and markets and so on.)

5. Operation and maintenance services



Offering client to oversee support of inactive foundation in the whole nation. (I.e. overseeing power, tower upkeep, security and investigating, generator guiling, sunlight based support, and so forth.)

6. Capital Release



Offering asset consolidation, merger & acquisition and other way to release capital.

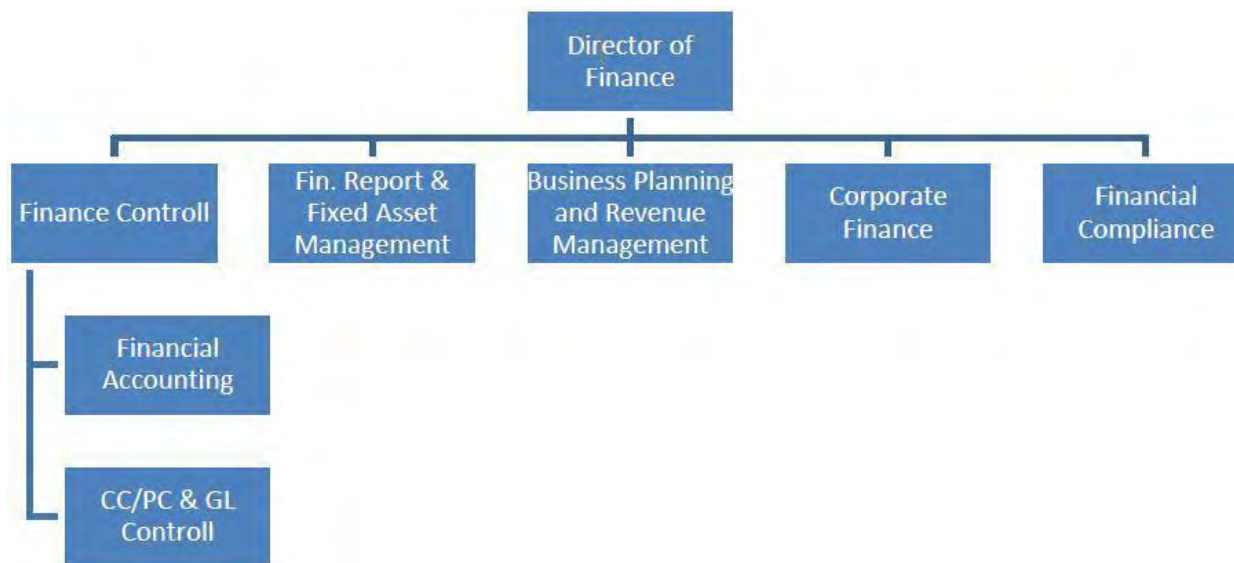
Organizational Chart:

Edotco takes after a major order. In the order, there are 8 unique departments which are going by the CEO. Under every departments there are a few divisions. These office and divisions assumes an extremely essential part for the accomplishment of the organization.

There is another breakdown among the divisions. Different teams work works under different division. Among them I worked into the finance division which have Four Different teams they are-

Finance division

The division and sub division of Finance office is outlined beneath. There are add up to 150 representatives who work in Finance office, which is 8% of the aggregate worker of Edotco. The sub division and division of Edotco are outlined underneath:



Financial Asset Management and Financial Reporting (FAMR)

This division gives bookkeeping and monetary administration bolster administrations to the Edotco. This incorporates help with record structures, cost focuses, finance control, general record and bookkeeping exchange/change examination, cost exchanges and rectifications, cost assignments, entomb organization exchanges, administrative and administration of monetary records and reports and so on.

Business Planning and Revenue Assurance

Business arranging division is in charge of guaranteeing that fitting far reaching resource based and operations-based arranging frameworks and procedures are set up. It includes digestion of all resourcing, booking, specialized, strategic, labor, contracting, adherence to direction, hazard evaluation, and improvement of budgetary data from all divisions and ventures and the cooperation and joining aptitudes with different offices to create and keep up the organization's arrangements and procedures, empowering a best-in-class and institutionalized way to deal with

the business. It likewise directs operation of the organization's PMO (Project Management Office). This incorporates direction/preparing of venture administrators, and ensuring undertaking level data about staff, connections to the organization's ERP framework, and so on.

Corporate Finance

They furnish the administration with money related arranging, administration and control keeping in mind the end goal to guarantee viable and productive monetary administration of the Company to guarantee smooth tax collection administration through productive money related procedure and arrangement. Developing association with different administrative and other budgetary organizations keeping in mind the end goal to accomplish essential achievements. They additionally guarantee Inter-administrator income acknowledgment and installment settlement in time that encourages the income development to ensure the smooth import process that enable the company implementing expansion program in time.

Financial Compliance

This division work is to help with the oversight of all angles including: surveying inborn dangers and irreconcilable circumstances; creating and actualizing value-based, intermittent, and criminological testing projects to evaluate the ampleness of Edotco strategies and techniques; performing consistence testing; helping with the advancement of consistence preparing programs and so forth. In addition, it arrange, direct, and facilitate hazard and protection programs control dangers and misfortunes.



Chapter-03

Job Responsibilities



My Experience in Finance division

Working Environment

A positive, cooperative, inventive workplace is the thing that holds representatives over the long haul, and propels them to work harder. One of the best components of Edotco Bangladesh Company Limited is its workplace. The workplace of Accounting Financial branch of Edotco Bangladesh Company Limited is just fantastic.

Every one of the workers of the office are exceptionally proficient with regards to carry out their occupations. Then again when anybody required help, they were dependably there to assist each other. From the main day, at whatever point I had any inconvenience in comprehension anything, which I should concede that it happened a great deal on my underlying days of temporary job, each of them had helped me all around they could. I worked specifically under the supervision of Mrs. Rawshan Ara Akter (Financial Specialists). A large portion of the things I may have learnt in my entry level position understanding, the credit for that goes specifically to these individuals. They have helped me colossally in my temporary job days. They, as well as alternate associates have likewise been exceptionally useful and never said no when I required their offer assistance.

On top of that, every one of the representatives of Edotco Bangladesh Company Limited are benevolent in nature. At first I was minimal stressed that how I would function with such a large number of individuals who are more established than me and as a result of that reason I was somewhat hardened in my beginning days of temporary position. In any case, inside the primary week my partners facilitated me up. Also, inside no time I felt part of the colossal Edotco family. We frequently used to eat together, furthermore used to acquire sustenance's from outside the night after the available time and have them all together. The treatment I got from them was especially valued.

The general population inside the office used to make the office enthusiastic. Beginning from the General Manager, everybody used to make jokes and share episodes which used to make the place a great deal more alive than alternate offices. With adequate lighting and completely aerating and cooling, the workplace in the workplace was a great deal lovelier. Subsequent to judging every one of the elements I needed to concede, the workplace is truly phenomenal at Edotco Bangladesh Company Limited.

Learnings

During my internship program I was working in their financial accounting which is a sub division under finance division. They also had several teams working under financial accounting. Among them I had the opportunity to work into their accounts payable team who are basically assigned for making the payments and recording the payment history in their system which called **edotcoims**. They also assigned for setting up the payment term. My role in the team was checking, sorting and processing four types of bill they are-

1. PO (Purchase Order) bill
2. NPO(Non Purchase Order) bill
3. Electricity bill and
4. Fuel Bill

PO (Purchase Order):

A Purchase Order is a composed approval from a purchaser to procure merchandise or administrations. The report approves a provider to convey to the purchaser at the value, quality level, conveyance date, and certain different terms indicated in the understanding. A buy request is lawfully authoritative after the provider counter-signs it. A PO is tedious to make. To diminish the work stack, a few associations issue an ace buy request to every provider, approving extensively more than is at first required, and after that issue discharges against the ace buy arrange.

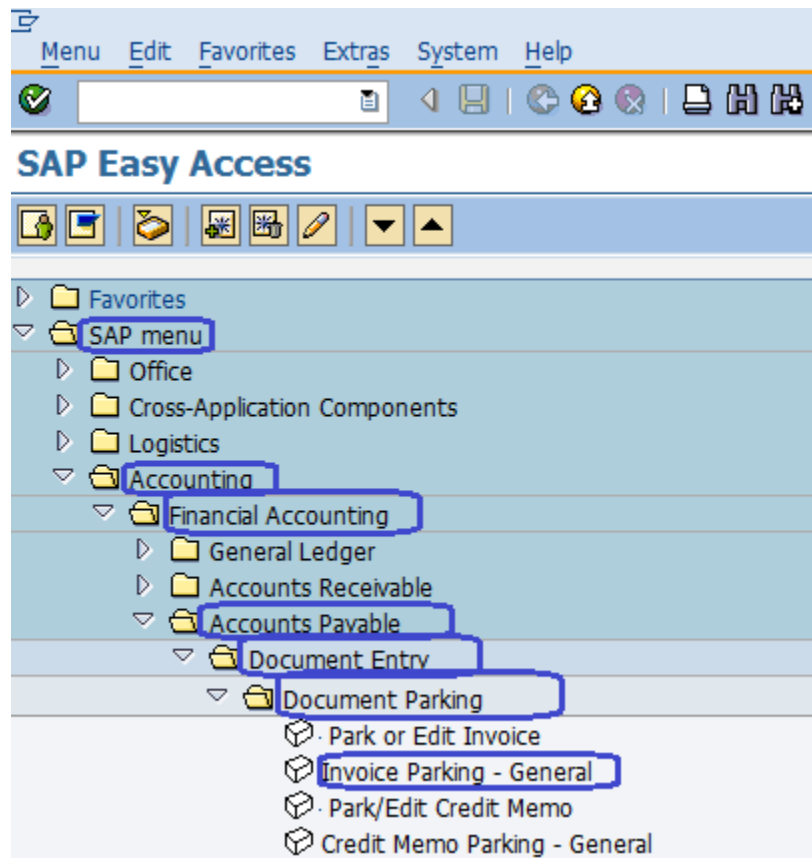
I had to check those PO bills to help it being processed into the next level. There was a Terms and condition page where I used to check that what the bill is required to be completed. Vendors were responsible to attach all the required documents with it. Under different term and condition the way of payments are different. Examples of payment terms are given bellow-

- 80% payment should be done within 65 days after receiving the bill. Rest 20% payment will be paid after the installation and power connection.
- Each PO value should have at least one year of Bank Guarantee.
- The warranty of 2 years according to the agreements should be certified and attached with the bill.
- If the submission of document is delayed or the delivery of good is delayed for 10 days there will be penalty of 5% of payment reduction each day.

There are some general terms and conditions like-

- All the products should be qualified as per the order was made.
- Payment date, PO date, Delivery date
- Payment mode.

Normally in edotco Bangladesh they prefer EFTN mode which is electric fund transfer or the bank transaction. For this reason they use SAP ERP software to make the payment. A snap shot of PO processing is given bellow-



This the first page of processing a PO bill which fall under a t code which is F-63. From here we can park the bill in que which will lead to the final payment. After parking this this process approached to the next level to be processed and recorded for payment-



This page is the final page which is activated with a code which is FBV0 which leads the bill to be listed into the main treasure. These are the task I used to while checking and processing PO Bills.

Electricity bill Payments:

As edotco is building towers and there are about 14000 towers throughout the country therefore one of the biggest cost they have to incur is electricity bills of the towers and offices. Bundles of bills come from different sites of several region. There are three types of bills I have found so far to check they are-

- PBS- These bills are basically made for the current month.
- PDB- These bills are both for current month as well as for accumulated months with the delay fine or extra charge. Extra charge they add is called ARR or LC. There might also be vat adjustments with the bill.
- Sub- meter- These bills are made by the house owner for the Roof top Towers.

I checked the VAT amount, the consumed unit and the amount to be paid whether the calculations are right or wrong. An example of e- bill spread sheet is given bellow-

A	B	C	D	E	F	G	H
SL No.	Site Code	A/C	Site Name		Zone	PA Code	Site Type
1	NOCTK28	230-7800	Lamcor_Coyani togba	Noakhali PBS-Chatkhil	Chatkhil	1270	GF
2	NOCTK27	230-7850	Hatpukuria	Noakhali PBS-Chatkhil	Chatkhil	1270	GF
3	NOCTK01	230-7900	Chatkhil, Noakhali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
4	NOCTK18	230-7920	Halima Dighir Par	Noakhali PBS-Chatkhil	Chatkhil	1270	GFRT
5	NOSNM22	230-7950	Abirpara Bazar-	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
6	NOCTK14	230-8000	Chuani Market_GF	Noakhali PBS-Chatkhil	Chatkhil	1270	GFRT
7	NOCTK17	230-8020	Chatkhil2	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
8	NOSNM23	230-8050	Karihati Bazar,Noakh	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
9	NOCTK16	230-8070	Sreenagar-N.Khali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
10	NOCTK03	230-8100	Khilpara- N, Khali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
11	NOCTK22	230-8120	Uttar Sankarpur	Noakhali PBS-Chatkhil	Chatkhil	1270	GFRT
12	NOCTK12	230-8150	Yeasin Bazar-N.khali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
13	NOCTK05	230-8200	Sadhurkhil- N. Khali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
14	NOCTK06	230-8400	Daliai Bazar- N. Khali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
15	NOCTK13	230-8500	Ramnaranayanpur-	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
16	NOCTK20	230-8550	Mollika Dhighirpar	Noakhali PBS-Chatkhil	Chatkhil	1270	Share
17	NOCTK02	230-8600	Sompara-N.Khali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
18	NOCTK25	230-8650	Ramdebpur_GP	Noakhali PBS-Chatkhil	Chatkhil	1270	Share
19	NOCTK10	230-8700	Sahapur Bazar-N.	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
20	NOCTK04	230-8900	Dasgharia- N. Khali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
21	NOCTK24	230-8950	Khalish Para_GP	Noakhali PBS-Chatkhil	Chatkhil	1270	GF
22	NOCTK11	230-9000	Palla Bazar-N.khali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
23	NOCTK23	230-9050	Shantir Bazar	Noakhali PBS-Chatkhil	Chatkhil	1270	GFRT
24	NOCTK07	230-9100	Badal Kote-Noakhali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
25	NOCTK26	230-9150	Poranpur_Mohammadp	Noakhali PBS-Chatkhil	Chatkhil	1270	GF
26	NOCTK15	230-9200	Islampur	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
27	NOCTK08	230-9300	Bansha- N.khali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
28	NOCTK09	230-9500	Lamchary-N.khali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
29	NOCTK21	230-9600	Poranpur_Mohammadp	Noakhali PBS-Chatkhil	Chatkhil	1270	GFRT
30	NOSNM05	230-9700	Joyag Bazar- N. Khali	Noakhali PBS-Chatkhil	Chatkhil	1270	RTT
31	NOSNB14	399-1303	Dilder Market-N.khali	Noakhali PBS-Senbagh	Senbagh	1271	RTT

Here the side code represents one of the sites of towers. The picture above is a report which is downloaded from their system. Payments will be made on different account numbers. From that picture we can easily get to know about which site belongs to which region.

Fuel Bill:

Edotco also has to incur a vast amount of fuel bill as some of the employees have to pay visits to different sites on a regular basis may be for maintenance purpose or construction purpose. Other than that when site remain under construction there is a huge transportation cost for carrying materials and other things. Therefore every month bundles of fuel payment request come to accounts payable team to make those payments. I have checked those bills whether the amount the supplier asking for payment is correct or not. Then I used their system to record the payment history to their main database. An Example of fuel data base is given bellow-

Vendor	Venc	Agree. Va	Month	Part	Region	VAT	D.L	Rate	OC_L	Rate	Disel	Octane	VAT Disel	VAT Oct	Base Amou
Naf Petrol Service	101775	31/4/2018	Sep'16	1st half	Chittagong	5%	4800.00	66.50	60.00	92.00	319,200.00	5,520.00	15,960.00	276.00	340,956.00
Tiger Pass Agency	500086	31-May-18	Sep'16	2nd half	Chittagong	5%	3600.00	65.00	225.00	89.00	234,000.00	20,025.00	11,700.00	1,001.25	266,726.25
Naf Petrol Service	101775	31/4/2018	Sep'16	2nd half	Chittagong	5%	5300.00	66.50	90.00	92.00	352,450.00	8,280.00	17,622.50	414.00	378,766.50
Fayez and Brothers Filling	500062	31-May-18	Sep'16	1st half	Chittagong	5%	13200.00	66.00	350.00	90.00	871,200.00	31,500.00	43,560.00	1,575.00	947,835.00
Gazi Filling Station	500641	30-May-18	Sep'16	1st half	Chittagong	5%	4000.00	65.00			260,000.00	-	13,000.00	-	273,000.00
Gazi Filling Station	500641	30-May-18	Sep'16	2nd half	Chittagong	5%	600.00	65.00	100.00	89.00	39,000.00	8,900.00	1,950.00	445.00	50,295.00
K.C Filling Station	500705	31-May-18	Sep'16	Full mon	Chittagong	5%	37100.00	65.75	2090.00	89.75	2,439,325.00	187,577.50	121,966.25	9,378.88	2,758,247.63
Muhuri Filling Station	500090	31-Dec-18	Sep'16	2nd half	Noakhali Re	5%	900.00	65.18	581.00	89.35	58,662.00	51,912.35	2,933.10	2,595.62	116,103.07
Muhuri Filling Station	500090	31-Dec-18	Sep'16	1st half	Noakhali Re	5%	6000.00	65.18	613.00	89.35	391,080.00	54,771.55	19,554.00	2,738.58	468,144.13
Muhuri Filling Station	500090	31-Dec-18	Aug'16	1st half	Noakhali Re	5%	6600.00	65.18	1348.00	89.35	430,188.00	120,443.80	21,509.40	6,022.19	578,163.39
Muhuri Filling Station	500090	31-Dec-18	Aug'16	2nd half	Noakhali Re	5%	6600.00	65.18	2567.00	89.35	430,188.00	229,361.45	21,509.40	11,468.07	692,526.92
Lata Filling Station	501015	31-Dec-18	Oct'16	2nd half	Rajshahi Rej	5%			170.00	89.55	-	15,223.50	-	761.18	15,984.68
Dhoritry Filling Station	501772	31-Dec-16	Oct'16	1st half	Noakhali Re	5%	8000.00	65.35	1186.00	89.35	522,800.00	105,969.10	26,140.00	5,298.46	660,207.56
Amir Hossain Khan & Co	102299	20-May-17	Oct'16	1st half	Noakhali Re	5%	3800.00	65.00	360.00	89.00	247,000.00	32,040.00	12,350.00	1,602.00	292,992.00
Naimul Filling Station	500230	31-Dec-18	Oct'16	1st half	Comilla Regi	5%	3600.00	65.12	1785.00	89.25	234,432.00	159,311.25	11,721.60	7,965.56	413,430.41
Muhuri Filling Station	500090	31-Dec-18	Oct'16	1st half	Noakhali Re	5%	5050.00	65.18	2252.00	89.35	329,159.00	201,216.20	16,457.95	10,060.81	556,893.96
Ayesha Filling Station	101856	31-Aug-18	Oct'16	1st half	Noakhali Re	5%	17200.00	65.30	2039.00	89.30	1,123,160.00	182,082.70	56,158.00	9,104.14	1,370,504.84
Jilani Filling Station	501370	31-Dec-18	Oct'16	1st half	Comilla Regi	5%			30.00	89.00	-	2,670.00	-	133.50	2,803.50
Arman Enterprise	501296	31-Dec-16	Oct'16	1st half	Barisal Regi	5%	1350.00	66.15	390.00	91.15	89,302.50	35,548.50	4,465.13	1,777.43	131,093.55
Shurma Filling	500893	8-Jun-18	Sep'16	Full mon	Rangpur Reg	5%	2600.00	65.25	1325.00	89.42	169,650.00	118,481.50	8,482.50	5,924.08	302,538.08
Mozaffar Rahman	500506	31-May-18	Oct'16	Full mon	Kustia regioi	5%	300.00	65.51	350.00	89.51	19,653.00	31,328.50	982.65	1,566.43	53,530.58
Sowdager Filling Station	102143	31-Dec-18	Oct'16	2nd half	Mymensingh	5%	5400.00	65.32	200.00	89.32	352,728.00	17,864.00	17,636.40	893.20	389,121.60
Anamul Haque Filling St	501299	31-Mar-18	Sep'16	Full mon	Rangpur Reg	5%			710.00	89.85	-	63,793.50	-	3,189.68	66,983.18
United Filling Station	501843	31-Dec-16	Oct'16	2nd half	Kustia regioi	5%	879.00	65.56	180.00	89.56	57,627.24	16,120.80	2,881.36	806.04	77,435.44
Amir Hossain Khan & Co	102299	20-May-17	Oct'16	2nd half	Comilla Regi	5%	6800.00	65.00	540.00	89.00	442,000.00	48,060.00	22,100.00	2,403.00	514,563.00
A & A Associates	100558	13-Jul-19	Oct'16	2nd half	Sylhet Regio	5%	5050.00	65.00	700.00	89.00	328,250.00	62,300.00	16,412.50	3,115.00	410,077.50
Naimul Filling Station	500230	31-Dec-18	Oct'16	2nd half	Comilla Regi	5%	11698.00	65.12	1430.00	89.25	761,773.76	127,627.50	38,088.69	6,381.38	933,871.32
Hamid & Company	501291	31-Dec-18	Oct'16	2nd half	Mymensingh	5%	1200.00	65.20	360.00	89.20	78,240.00	68,316.00	3,912.00	3,415.80	153,883.80



Overcoming Challenges

An internship program's best part is that it gives an understudy a great deal of genuine encounters. Entry level position helps the understudy to experience the move time frame from understudy life to proficient life. Frequently this move is not that simple for a considerable measure of understudies. I likewise needed to confront very couple of troubles in my entry level position program. Not every one of them were because of the association rather it for the most part was because of some individual issues.

Firstly I experienced issues tolerating the way that my understudy life will be over soon, and I needed to go to office each ten to six pm. I likewise felt all my social life was over. Be that as it may, in the end with the assistance of my associates and the hierarchical environment I was getting accustomed to it and feel more joyful. I additionally needed to face some physical challenges. Never in my life had I needed to situate around eight hours in a row and work on a PC. Subsequently, in the initial couple of weeks my back and eyes used to torment truly seriously.

On top of that I used to have a consistent migraine. Following a few weeks I adjusted to these torments and got accustomed to it. I likewise used to experience issues multitasking and dealing with all the work inside designated time. Also, on each and every working day the weight of work used to be excessively. Be that as it may, with the assistance of my administrator and my associates, I learnt approaches to adapt to weight circumstance furthermore learnt approaches to perform assignments in a much less demanding way. These were the difficulties I confronted amid my entry level position. I think confronting these difficulties and conquering them will have a beneficial outcome sooner rather than later.

Chapter-04

Project Analysis

Vendor satisfaction factors

A vendor or merchant, otherwise called a provider, is a man or a business substance that offers something. Extensive retail locations, for example, Target, for instance, for the most part have a rundown of merchants from which they buy products at discount that they offer at retail to their clients. Merchants can likewise offer specifically to the client, as observed with road sellers and nourishment trucks. Likewise, a seller can go about as a business-to-business (B2B) deals association that gives parts to another business to make a finished result.

However edotco Bangladesh also deals with a lot of vendors who are basically the suppliers of different products and edotco is also doing B2B business in Bangladesh. In this report I will try to illustrate different vendor satisfaction factors which are very important for building relation with the vendors. They have a significant role to make construction work smooth and easy.

Accumulation of Data

For collecting information I did a survey with the vendors. Usually the representatives who pay a visit on a regular basis. They are not efficient enough to answer all the required question I was asking for. Therefore I have sent prepared a google survey form which a really very useful tool to generate data in to a well-structured format.

I have sent the link location of my google survey form to official contact person of different vendor for getting better response. Among them I have got 21 legit responses. I have analyzed their statistics along with the real picture of different factors which I have experienced while working in edotco Bangladesh. I have come up with twelve different satisfaction factors. I will be trying to clarify the satisfaction level through these twelve factors.

In my questionnaire I asked them rate each factor out of five where every level of marks carry different significant comment like-

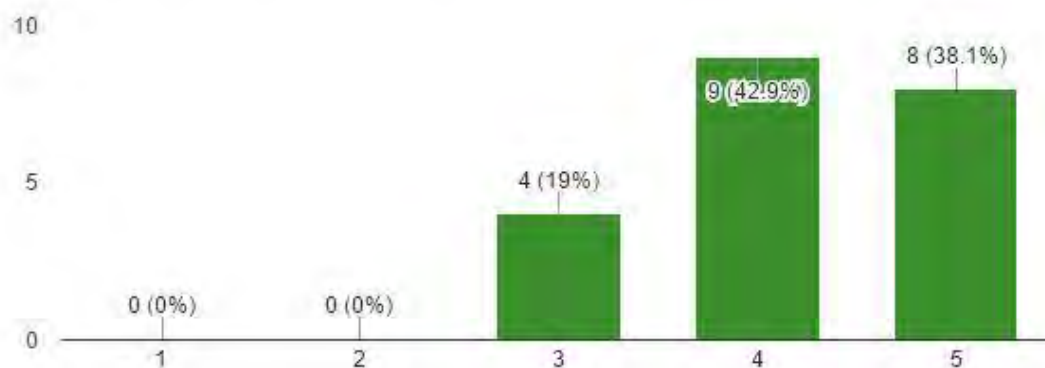
- 1 for Very Poor/Not at all satisfied
- 2 for Poor/Below Average/Not satisfied
- 3 for Average/somewhat satisfied
- 4 for Good/Satisfied
- 5 for Very Good/Highly satisfied

Interaction during visit:

The SCM (Supply Chain Management) team is responsible for interacting with the vendors. If it is about a new vendor or for a new product the SCM team collect sample of the certain product and they keep it for justification or the further decision making process. There is a specialist individual who deals with the vendors and maintain their required services this is how they are interacted when they pay a visit for any necessity.

Satisfaction level with respect to interaction during your visit to edotco.

(21 responses)



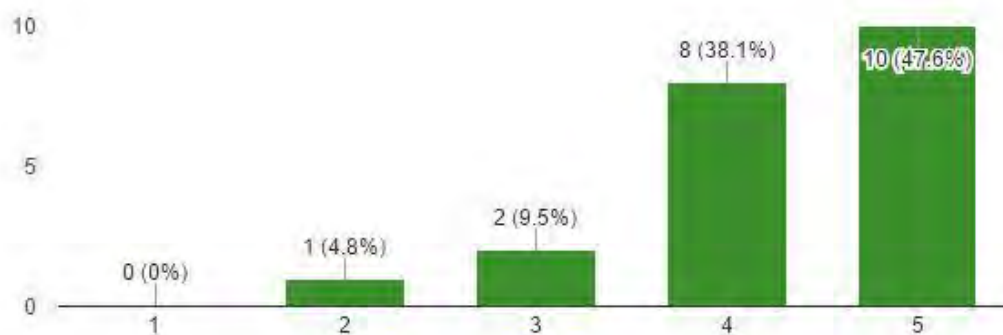
- Vendor's response analysis:** The diagram above is showing the result I have got from the vendors response. Here among 21 vendors 9 vendors or 42.9% have given 4 out of 5 which means they are satisfied, 38.1% of vendors are highly satisfied and 19% of vendors have rated average. This seems that most of the vendors are satisfied with how edotco Bangladesh interacts with their vendors.

Facilities provided by edotco Bangladesh to their vendors:

Facilities here I am talking about is normal hospitalities and services an organization should provide to its vendors. Sometimes vendors need information about location and procedures which is very internal in that case they have to talk to the receptionist who can provide those information or at least lead him to the right person who can provide information. Sometimes vendor representative come to office and have to wait for a long time. If there is no good place or good seating arrangement for them it hampers their gratification level about the organization.

Facilities provided at edotco, like reception, seating arrangements, hospitality etc.

(21 responses)



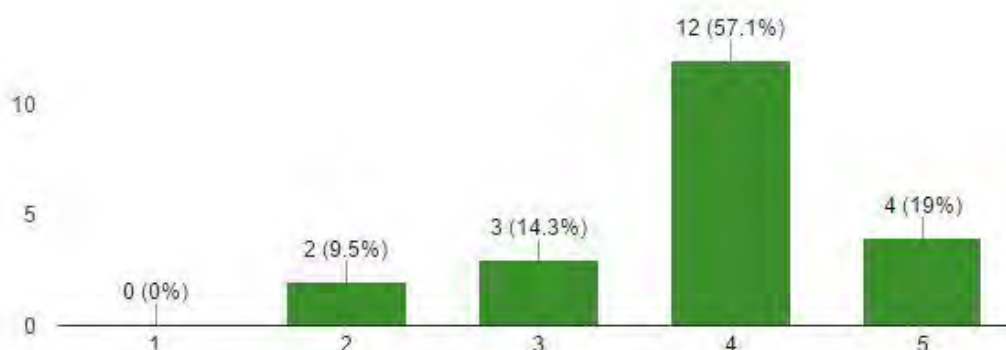
- Vendor's Response analysis:** Here 47.6% of 12 vendors are very satisfied with the 38% of the vendors have rated good 9.5% have rated average and lastly there one vendor who has rated poor. Sometimes some of the employees remains so busy like in the month ending employees have to remain busy in official work and the vendor representatives have to wait to for very long period. That might be a reason for this.

Co-operation by edotco Personnel:

In some cases vendors need help from the personnel who are assigned for dealing with the vendors have to collect information of difference clearance of papers from different departments where vendor might not have access to. In this case timeliness is more than important. If the service is not provided on time it become more challenging to keep a good relationship with the vendor anymore. Edotco Bangladesh is very much efficient to keep the promised word to its vendor. They always meet the deadline effectively. For this reason the employees have to do overtime works in even in weekends.

Co-operation extended by edotco personnel in addressing the issues.

(21 responses)

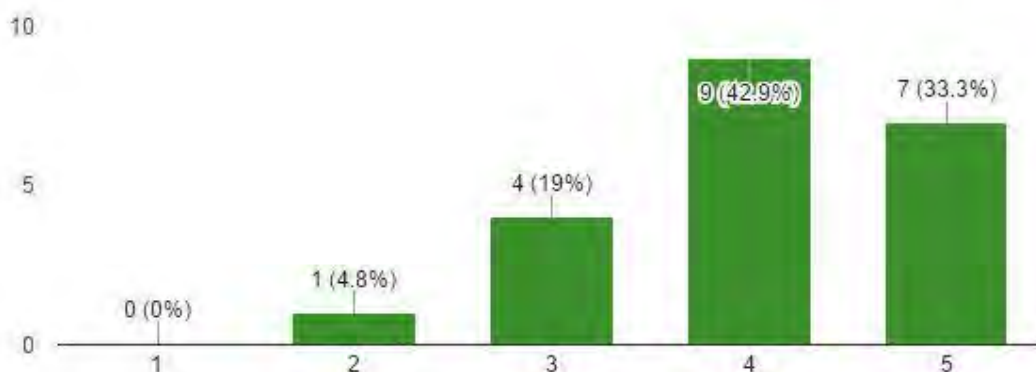


- Vendor's Response analysis:** Here most of the vendors have rated 4 which stands for satisfied and 19% of the vendors have rate highly satisfied 14.3% have rated average and 9.5% rated below average. Therefore we can say that vendors are satisfied with co-operation they get from edotco personnel who have been assigned for dealing with the vendor and their representatives.

Vendor registration process:

Vendor registration process in some companies has many complexity which makes the vendors unhappy. Sometimes it takes a very long period to be registered. In eodtco Bangladesh vendor registration is not complex because all the vendors have to go through almost similar process. The policies are similar for all domestic vendors. Firstly they made an agreement which contains all kinds of terms and conditions and that agreement is made up of acceptance of both the party. If agreement is not liked by the vendor then they call a meeting and try to fix the disagreement between themselves. When the agreement is accepted by both the party then they go for the final contract and go through the registration process. When the registration is done the vendor is also done with being enlisted into their database for all the payment and further notice and updates. Vendor's response regarding this is described below-

Satisfaction level with respect to vendor registration process at edotco, Bangladesh.
(21 responses)



- Vendor's Response analysis:** Among 21 vendors about 42.9% of the vendor has rated 4 which means satisfied, 33.3% vendors have rate as very satisfied, 19% said the process is average and 4.8% vendors have rated as below

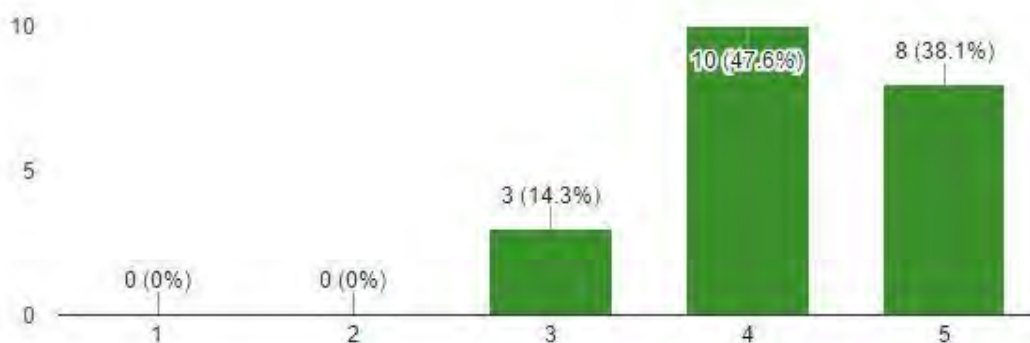
average. Therefore we can say that the vendors are happy with the registration process of edotco Bangladesh.

PO Completeness:

PO is the only thing which works as the mediator between a vendor and an organization. If the PO is not complete then it's really tough to understand the buyers demand properly or the terms and conditions of that organization. When PO is a complete one it becomes a satisfaction factor for the vendor to deal with the organization. I have already written about PO (Purchase Order) previously. PO is the answer to all the question a vendor can have. They can clarify the facts through the PO. As I have talked about the agreements vendors made with edotco Bangladesh is summarized in the PO. All the dates like delivery date, PO making date, issuing date, work completion date etc. are mentioned in the PO clearly. All the terms and conditions are also mentioned clearly where vendors can have the idea what have to do what not to. Edotco also mentions the penalties the vendors might have for doing something wrong. Therefore edotco Bangladesh provide a complete PO to their vendor which also make the vendor's works easier.

How do you rate the completeness of PO with regard to technical and commercial contents

(21 responses)



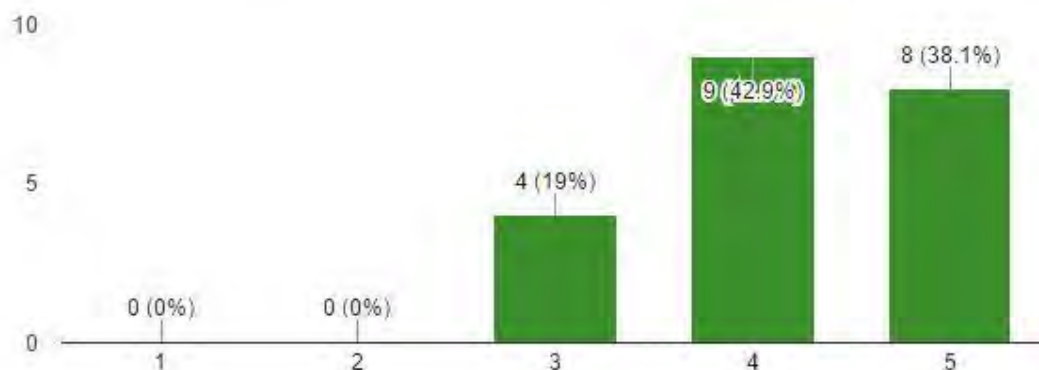
- Vendor's Response analysis:** In this case we can see that no one has rated below average. 38.1% of the vendors have rated they are highly satisfied, 47.6% of the

vendors are satisfied and 14.3% have rated average. Therefore it is clear that edotco Bangladesh is providing a very complete PO to their vendors which have made them satisfied.

Amendment to PO:

In my questionnaire I have asked another question to the vendor regarding PO to have better knowledge about their satisfaction about PO and the question was “Are you satisfied with regard to amendments to PO?”

Are you satisfied with regard to amendment to POs (time, clarity etc.)?
(21 responses)

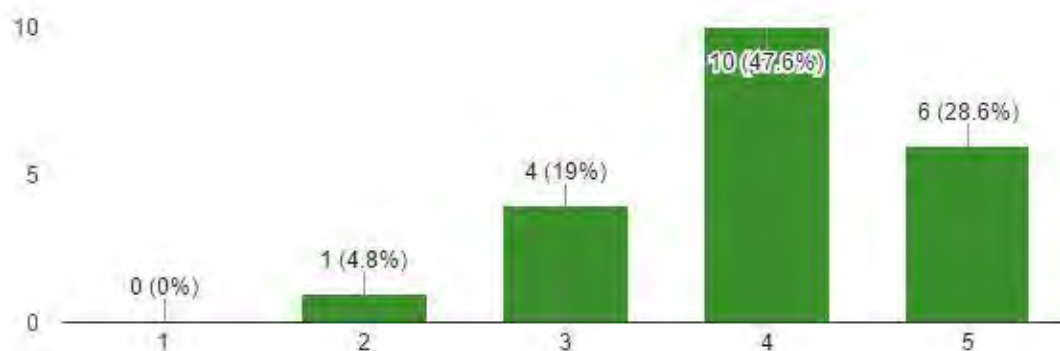


- Vendor’s response:** Here the result of vendors PO completeness and satisfaction regarding amendment is almost same. 38.1% are highly satisfied with the amendment. 42.9% of the vendor are happy with the clarity of the PO and only 19% of the vendor have rated as average. Therefore it is clear that vendors are satisfied with the PO amendment.

Receipt of PO:

When the bills come from different vendors they provide it as a complete bundle and there is a receipt form which is the certificate that the bill has been received by the particular division. It is important to receive it timely because if it delay then the payment will also be delayed by the finance team.

Satisfaction level of timely receipt of Purchase Order (21 responses)



- Vendor's response analysis:** In terms of receipt of PO there is a variation of the result from vendor to vendor. 28% of the response say that vendors are highly satisfied with the receipt stuff, 47.6% rate satisfied and 19% said that it is average. There are also some vendors who have mentioned that service is below average.

Satisfaction regarding payment terms:

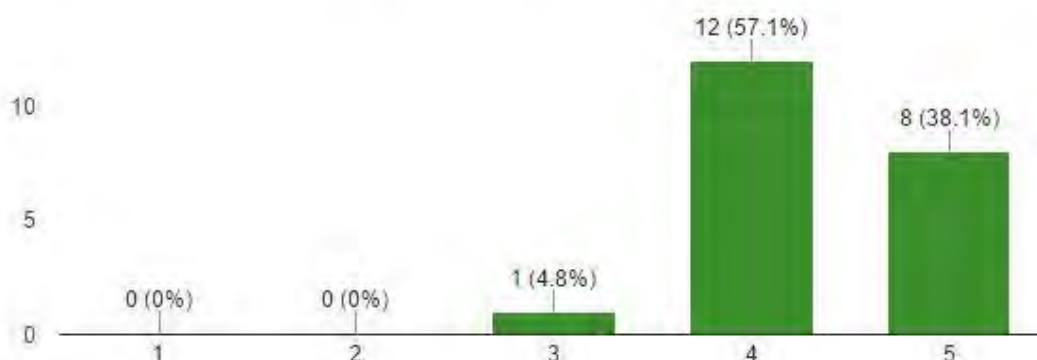
I have already mentioned about different payment terms of edotco Bangladesh before. The terms are predefined when the agreement is made. Therefore both the parties decide which terms they should approach for further payments and the duration they get. I would like to like to give some examples of those agreements. Here I will be attaching a screen shot of the payment term part of that agreement-

6. PAYMENT TERMS

- 6.1 100% Payment will be made by A/C payee cheque(s) in favour of **TMSS CNG Limited** within 30 (thirty) Working Days upon submission of correct invoice twice in a month within 15 (fifteen) days interval along with the copies of supporting papers and fuel credit slips (duly signed by edotco's authorized signatory) to the Finance Division (Accounts Section) of edotco.
- 6.2 If any part of the invoice produced by the Supplier is taxable and the law requires edotco to deduct the Tax/VAT at source, edotco shall deduct the taxes, reduce the payment accordingly and deposit the deducted tax with the relevant authority.

The picture attached above is an original screen hot of an agreement which was made between a filling station of Chittagong and edotco Bangladesh. Those terms shows that all questionable terms are well clarified.

Satisfaction level in regard to payment terms. (21 responses)

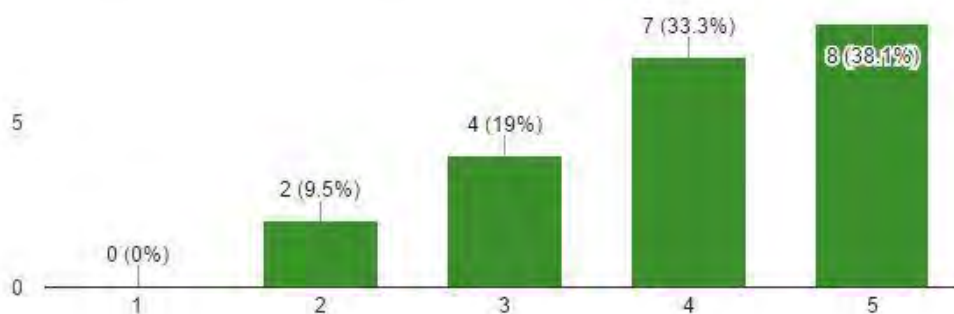


- Vendor’s response analysis:** As the payment term are made according to the agreement therefore the satisfaction level is also high most vendors have rated as they are satisfied with the payment terms. 57.1% vendors out of 21 have marked 4, 38.1% of the vendors are highly satisfied and only 4% vendors have rated average. Therefore there is no doubt that vendors are really satisfied with the payment terms.

EFTN (Electronic Fund Transfer):

Most of the financial transaction done by edotco Bangladesh is through EFTN which stands for electronic fund transfer. It is basically done by the help of SAP ERP software. EFTN is one of most efficient way for doing the payment. When a bill is processed after doing checking and matching then it is ready for being processed through SAP ERP software. There is transaction code which is used for parking a bill to remain I the que for being processed. Then it gives message to the main treasure from where the payment is done. This is actually more suitable for the organizations which are technology friendly and using advanced technologies. This is one of the vendor satisfaction factor the vendor is directly related with the payment fact therefore they are a part of fund transfer. Let’s see vendor’s response in this regard-

Effectiveness of EFT (Electronic Fund Transfer) offered by edotco. (21 responses)



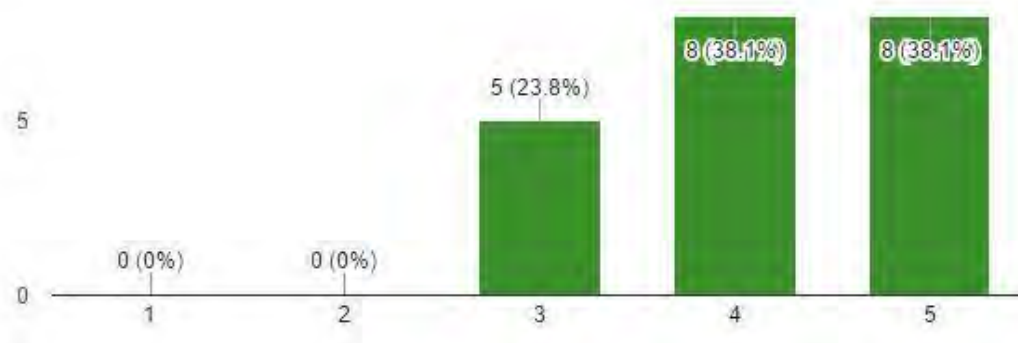
- Vendor’s response analysis:** Most of the vendors are highly satisfied with EFTN system. 38% of the vendor have rated highly satisfied, 33.3% have rated that they are satisfied and 19% rated average. Here some of the organization have rated below average because EFTN have complexity for not having advanced technology.

C forms/ TDS certificate:

TDS certificates are issued by the people in charge of deducting tax at source. At the point when TDS is deducted it's essential to issue TDS certificate so that the payee knows how much assessment he has paid. Numerous organizations and people may not issue TDS certificates, unless you request the same. Accordingly, it's critical that you request the TDS testament, so you know precisely how much assessment has as of now been paid and stored with the administration. Edotco Bangladesh maintains TDS certificate. IT is important to know how much Tax you have paid from what amount of principal amount. This can also be operated through online means. Let’s have a look to the vendor’s perspective regarding the C forms/ TDS certificate-

Satisfaction level with respect to the receipt of C forms/ TDS certificates from edotco.

(21 responses)

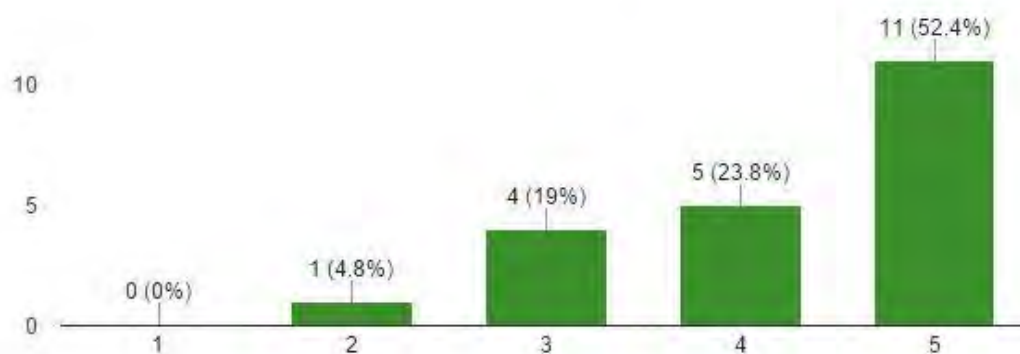


- Vendor's response analysis:** 38% among 21 vendors have rated 5 which means they are highly satisfied, 38.1% have rated 4 which means satisfied and rest have rate as average. Therefore we can say that vendors are satisfied with the TDS certificate.

Fairness regarding penalty:

Punishments ought to be sensible, deliberately connected, and expected by the provider. By and by, punishments ought to be said on buy orders. They ought to likewise be composed in the agreement as well as in the letter of credit (if relevant). At that point the purchaser just needs to issue charge notes for every punishment, and deduct them from installments. Edotco Bangladesh is very much careful regarding penalty for the vendors. All these penalties a vendor might face was clarified by edotco in the agreement. It is a part of registration process they clearly mention about all these why the vendor might have to agree to take some penalties. Most of the penalties can be measured by the currency. It is basically designed such a way that if vendor accidentally occurs a fault like delaying delivery, submission of required papers etc. and the vendor himself responsible for this then have to accept the penalty. On the other hand if the vendor have a valid reason or provide notice before doing the late then he or she might get rid of the penalty.

Fairness in the operation of Penalty clause by edotco? (21 responses)

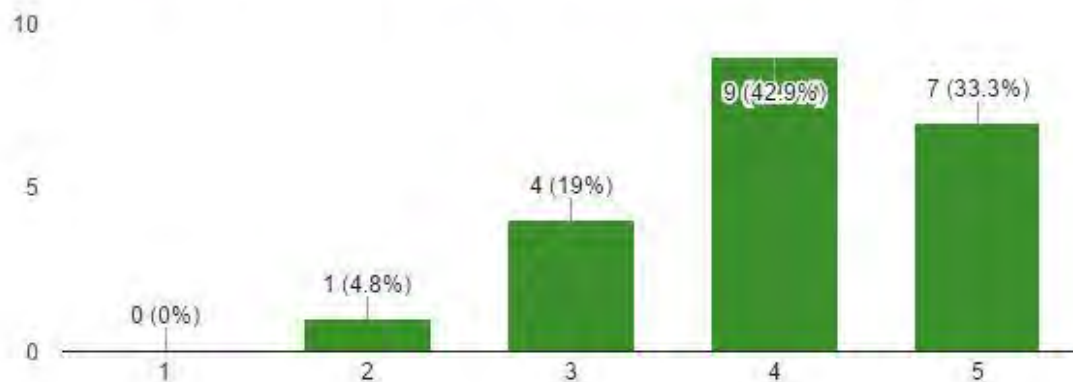


- **Vendor's response analysis:** Here we can see that most of the vendors have rated that they are highly satisfied with the fairness about the penalties designed for wrong doing. 52.4% of the vendor have rated 5, 23.8% have rated 4, 19% have rated 3 and 4.8% rated 2 which means according to them edotco perform below average regarding to fairness of penalties.

Mode of processing bills:

I have already talked about the different modes of processing a bill. All bills must be marked if sent or faxed or you may prepare the bill on the web. Because of the mark prerequisite, no bills can be handled via phone. One should handle his bill regardless of the possibility that no adjust is expected. We emphatically propose that you procedure your bill on the web. Edotco Bangladesh uses SAP ERP software to process a bill. For this reason they very much efficient in terms of processing the bill from different vendors. Process is almost similar for al invoices. Different department use different modules of SAP ERP software to process a bill. Firstly the bills are checked manually and then they for processing. It make the vendor happier because they can have the payment in a very short time period. This is again for the organizations which are technologically friendly. If vendor's organization does not have technological advancement then the complexity gets higher for them. Is this case let's have a look to the vendor's opinion about modes of processing their bills-

Mode of receipt and processing of bills in edotco? (21 responses)



- Vendor's response analysis:** In this case we can see that most of the vendor's among 21 vendors have rated as they are satisfied with the bill processing. 42.9% vendors have rate 4, 33.3% have rated that they are highly satisfied, 19% said that billing process is average and 4.8% vendors have rated that the service is below average.

Lastly, these are the factors I have observed during my internship period. Different departments have significant role in making the vendors satisfied as all are interrelated. I have mostly discussed about the things related with the finance division. To perform and deliver service smoothly vendors play very important role. Therefore they need to be satisfied.

According to the response it is very clear that vendors are very happy for dealing with edotco Bangladesh Co. Ltd. This might be the reason edotco is doing very well in communication infrastructure industry.

Chapter-05

Recommendation & Conclusion

Recommendation

Though experience with edotco say that they are doing very good and has several departments controlled by very skilled people I would like to add some recommendation which I think they need to take care of for betterment.

- Firstly, as I worked in a team which consist of six employees except me. They have to work really very hard during whole month long. In fact they can only enjoy a single day off in a week but normally according to the company policy they have a weekend consist of two days. During the month end they have to work till late night. Therefore they need to distribute work by recruiting more employees in the team.
- Secondly, they have to check sub meter electric bill which is provided by the house owners or the building owner. Some of them are well educated some of them are not. They should provide them a standard format to make the bill before submitting so that it becomes easier and informative as well.
- Thirdly they still have a lot of paper work though they have expensive software. They should minimize the paper work which will improve the efficiency among the employees.
- During audit they have to look for papers or bills which is kept in their warehouse in Gazipur therefore it is tough to bring them back for a well justification by the auditors. My recommendation here is they can collect the soft copies and preserve it with a good back up system

These are the recombination I think I should mention about edotco Bangladesh. The employees are still managing their job done having those trouble. Therefore organization should take step improving those facts.



Conclusion

Finally, this internship was an incredible learning for me. It has given me a genuine thought regarding money related foundations. I have learnt numerous things and above all, I figured out how to fill in as a group and the experience that I have accumulated is priceless. In any case, alongside that, subsequent to working here for three months I comprehend that I have a few ranges where I have to make strides. Like in some cases I discover a few troubles while multitasking. It is troublesome for me to focus on at least two things at once and I at some point do botches. However, what I learned is that in corporate culture a worker may need to manage a few assignments at once and which is typical. Another issue I confronted is that, I feel exceptionally passionate when I don't get thankfulness for my diligent work and in the end it influences my different fills in too. So this is another region that I have to conform myself for perform shockingly better in corporate life since I got notification from my senior associates that in employment life it is not all that simple to satisfy everybody. This report is a internship report prepared as a necessity for the consummation of the BBA program. The essential objective of the temporary position was to give a “on the job” demonstration to the substitute and an open door for interpretation of hypothetical originations, all things considered, circumstance. The understudies are put in endeavors, associations, look into organizations and additionally advancement ventures. I had very good team to work with as well as bunch of some good works to perform. Therefore I am really happy to work here and sharing my experience through this report.



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Appendix

VENDOR SATISFACTION SURVEY

QUESTIONNAIRE

Please indicate how you rate Edotco Bangladesh (between 1 to 5) against each question:

1 - Very Poor/Not at all satisfied 2 - Poor/Below Average/Not satisfied
 3 - Average/Somewhat satisfied 4 - Good/Satisfied 5 - Very Good/Highly satisfied

SL	Details	Rate
1	Satisfaction level with respect to interaction during your visit to edotco.	
2	Facilities provided at edotco, like reception, seating arrangements, hospitality etc.	
3	Co-operation extended by edotco personnel in addressing the issues.	
4	Satisfaction level with respect to vendor registration process at edotco, Bangladesh.	
5	How do you rate the completeness of PO with regard to technical and commercial contents	
6	Are you satisfied with regard to amendment to POs (time, clarity etc.)?	
7	Satisfaction level of timely receipt of Purchase Order	
8	Satisfaction level in regard to payment terms.	
9	Effectiveness of EFT (Electronic Fund Transfer) offered by edotco.	
10	Satisfaction level with respect to the receipt of C forms/ TDS certificates from edotco.	
11	Fairness in the operation of Penalty clause by edotco?	
12	Mode of receipt and processing of bills in edotco?	