



# EBOX MANAGEMENT GUIDELINES

FOR STAFF



The eBox at Antsohiy.

January 2021



**USAID**  
FROM THE AMERICAN PEOPLE



JSI RESEARCH & TRAINING INSTITUTE, INC.

## **MAHEFA MIARAKA**

The USAID Community Capacity for Health program is an integrated community health program funded by USAID for five years (June 2016- June 2021). The program, Mahefa Miaraka, is implemented by JSI Research & Training Institute, Inc., in partnership with FHI 360, Transaid, and Action Socio-Organization Secours (ASOS), and in close collaboration with the Ministry of Public Health. It will be implemented in seven regions of Madagascar (Analanjirifo, Boeny, DIANA, Melaky, Menabe, SAVA, Sofia).

The program supports the Ministry of Public Health to reduce the morbidity and mortality of mothers, newborns and children, through the strengthening of community health services and structures that support them at fokontany, commune, district and regional levels. In particular, it aims to:

1. Strengthen the capacity of the public sector to plan, provide and manage community health services;
2. Strengthen community engagement and ownership for health

In Mahefa Miaraka's intervention areas, community actors active in areas relating to community health, including CHVs, are encouraged and supported to take part in income generating activities (IGAs). The eBox is an IGA activity that acts as a workshop which sells and repairs second-hand bicycles. The eBox initiative was introduced to respond to gaps in the bicycle sales and repairs market, through the provision of new skills and income generating opportunities for community members.

The eBoxes are managed by cooperatives which consist of CHVs, the local Health Committee (COSAN), the management committee of the local health (mutuelle de santé) insurance scheme, and other actors involved in community health. The eBoxes aim to provide a sustainable financial motivation to cooperative members, develop the commitment of community actors through their contribution to the local health insurance scheme, and meet the needs of the local population in terms of transportation.

## **ACKNOWLEDGEMENTS**

This guide has been developed to support the ongoing success of the eBoxes in Madagascar and hopes to inspire existing and future eBoxes in Madagascar and beyond. We would like to thank the hard work and dedication of the staff and members of the existing eBoxes that has gone into making their eBoxes a success, as well as the support given to eBoxes by local stakeholders including the CCDS, COSAN and local government offices.

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## **I. ACRONYMS**

BSC	Cargo Tracking System (Bordereau de Suivi des Cargaisons)
CCDS	Health Development Coordinating Committee (Commission Communale de Développement Sociale)
CD	Customs Duty
CHVs	Community Health Volunteers
CIF	Costs, Insurance and Freight
COSAN	Community Health Committee (Comité de Santé)
FHS	Management Committee of the Community Health Insurance Scheme (Fifampitsimbinana Ho Salama)
IDT	Import Duties and Taxes
IR	Impôts sur le Revenu
KOMPIVA	Kaoperativan'ny MPisehatra ara-pahasalamana Ifotony Vonjy Anivorano
NIF	Tax Identification Number (Numéro d'identification fiscale)
SAD	Single Administrative Document
USAID	United States of America International Development
VAT	Value Added Tax

## **2. INTRODUCTION**

The enterprise box, or eBox, is a locally managed bicycle workshop which sells and repairs second-hand bicycles that are supplied by international donors. It is an income generating initiative which enhances the motivation of community health actors, contributes to micro-finance schemes, and improves the wider community's mobility.

Each eBox is managed and promoted by a registered cooperative that employs a team of staff consisting of community health actors, members of the community health committee (COSAN) and members of the health insurance committee (FHS) to carry out the day to day operations of the eBox. The cooperative is further overseen by the Board of Directors, consisting of community health actors, members of the health development and coordination committee (CCDS), community leaders, COSAN members, and representatives from the management committee for the community health insurance scheme.

This 'Simplified Manual' has been developed to provide guidance for all those associated with managing and operating the eBox. It provides information on the roles and responsibilities of those associated with the eBox and help in fulfilling these responsibilities.

### 3 Organizational Structure

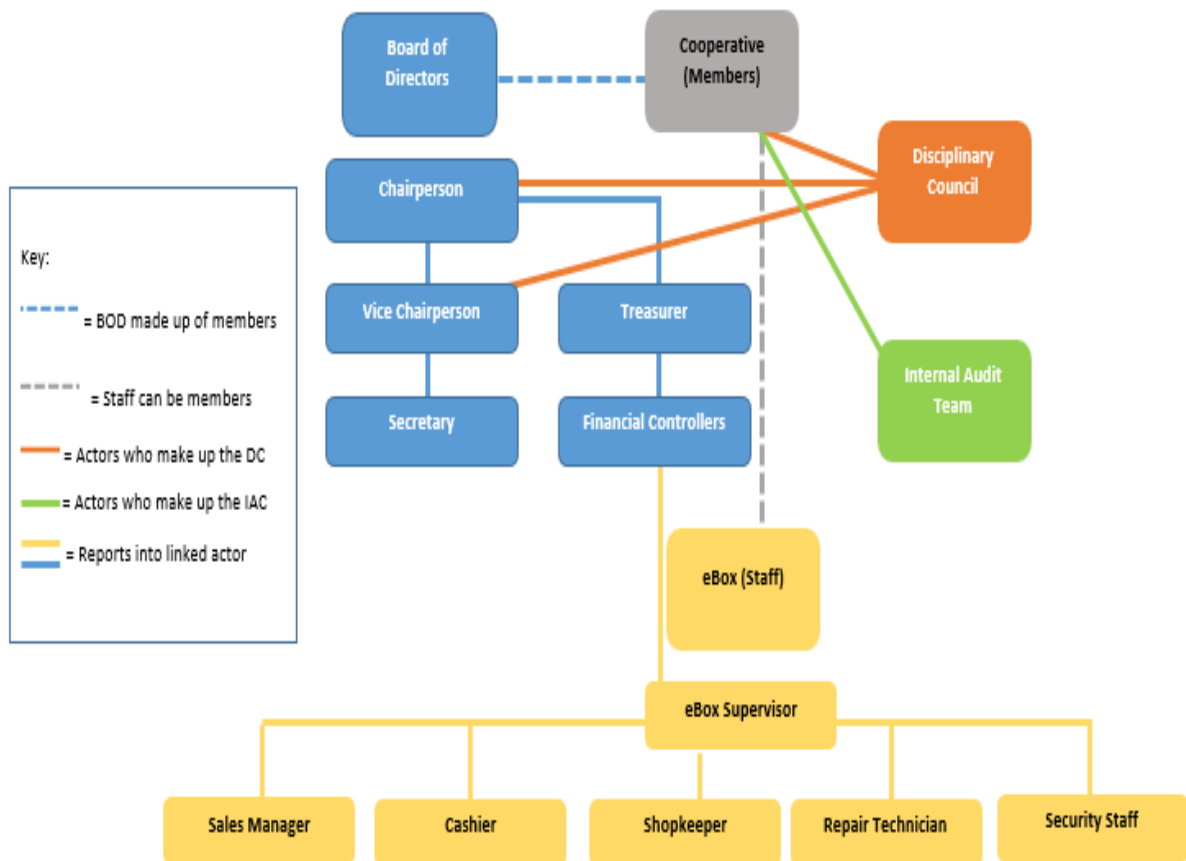


Figure 1: Cooperative and eBox structure

## **4 eBox Staff**

The daily activities are managed by a staff team. Staff members are responsible for the day to day management of the eBox and its promotion. An employment contract should be in place between the eBox cooperative, as the employer, and each staff member, as the employee(s). eBox Staff can also be members of the Cooperative. eBox Staff can also be members of the Cooperative.

Any staff member of the eBox who does not carry out their activities in the proper manner will be held responsible for their activities that could harm the success and sustainability of the eBox. Any repercussions will be determined by the Board of Directors after the eBox supervisor submits a complaint.

One of the key objectives of the eBox, is as an income generating activity for the motivation of community health actors, such as Community Health Volunteers (CHVs). Therefore members of the staff team should include some or all of the following:

- Community Health Volunteers;
- Health Development Coordinating Committee (CCSD) members;
- Fokontany Chiefs;
- Health Committee (COSAN) members;
- Members of the FHS Health Mutuelle.

### **4.1 Training of eBox Staff**

Any outgoing staff have a responsibility to ensure that there is a comprehensive handover whereby all necessary skills to carry out their duties are passed to the incoming replacement personnel. This ensures the continuity of eBox activities and any failure to do so could disrupt or delay the aforementioned activities. Outgoing personnel should consider this an integral part of their role and therefore should not expect payment for carrying out this handover.

Ultimately, the staff must be able to master the administrative and financial management of the cooperative while promoting community health activities.

### **4.2 Roles and Responsibilities**

The day to day activities are carried out by a team of staff members, each of which fulfil one of the following roles:

#### **E-BOX SUPERVISOR**

- Open and close the eBox;
- Overall responsibility for management and monitoring of the administration, finance, goods and staff of the eBox;
- Familiarity with the tax system and the eBox obligations to the tax system
- Motivate the staff;
- Develop and promote customer loyalty;
- Plan the activities of the employees and distributing the roles to each;
- Stock control.

#### **CASHIER(S)**

- Receive and verify the client's payment slip with the amount due to ensure that there are no errors and that this document is authentic;
- Record the customer receipt and mark it as “paid” in the records;
- Advise the shopkeeper to deliver the bicycle after verification and recording of the receipt;
- Manage the payment and inventory records.

#### SHOPKEEPER(S)

- Ensure that the bicycles are offloaded, stored safely, and inventoried;
- Conduct an inventory every month of all eBox assets and equipment;
- Manage and complete the stock cards;
- Complete stock sheets (see Annex A.I, A.II on page 17), bicycle repair records and bicycle return sheets (see Annex B.I, B.II on page 18);
- Ensure that bicycles purchased are delivered once requested by the cashier;
- Mark the customer's receipt as "delivered" once delivered.

#### SALES MANAGER

- Welcome clients;
- Check the price of each bicycle or bicycle part;
- Issue the customer's purchase order;
- Ensure that the customer has the correct account number of the cooperative or the payment slip if the E-box has it ready;
- Refer the client to the bank or microfinance institution to make the payment;
- Transfer the payment slip to the cashier;
- Raise awareness about community health amongst customers.

#### BICYCLE REPAIR TECHNICIAN(S)

- Check whether bicycles need to be serviced or repaired and evaluate the required repair;
- Complete the bicycle ‘repair and return’ sheet (see Annex B.I, B.II on pages 18 and 19) and return to shopkeeper;
- Request the necessary tools for any necessary repairs with the shopkeeper;
- Carry out necessary repairs to bicycles as requested by the cooperative or customers;
- Contribute to the monthly inventory of eBox assets;
- Support storekeepers in performing their tasks.

#### *Security Staff*

The bicycles sold at the eBox are generally of interest to others due to their quality and design. In addition, they have a high value because of their large quantity. A security system must therefore be organized to ensure to prevent theft of the contents of the eBox. It is therefore recommended that the E-box cooperative hire someone with the responsibility of guarding the site on days when there is no activity planned and each night.

## **5. BICYCLE RESUPPLIES**

### **5.1 Arrival and Storage of Goods**

Prior to the arrival of the container, the storage area or warehouse will require some preparation. With the arrival of up to 500 bicycles in the container, it will be necessary to have enough space to

carry out an inventory, to assemble, to classify and to store them. As mentioned, the storage facility must be secure to prevent loss through theft.

Once the container has arrived at the eBox, an inventory of all goods will be carried out and stored in the warehouse or storage facility eBox. The bicycles will need to be assembled by the eBox technicians in order to prepare them for sale.

It is advised that prior to the arrival of the bicycles, it should be clear what the roles and responsibilities are for each member of staff when the cargo arrives. Due to the large quantity of bicycles and spare parts that will arrive it is best for the eBox staff to begin this task early in the morning.

The following tasks should be carried out during the unloading and storage of bicycles and accessories:

- Ensure there is adequate space to store the bicycles, parts and accessories, and to carry out the inventory;
- Remove bicycles, parts and accessories according to their type;
- Carry out the inventory of the goods close to where they will be stored
- Complete one individual inventory form with all bicycles, spare parts and tools;
- Store goods by type or category within the warehouse or storage area;
- Prepare the acceptance report and have it signed by all relevant officials (carrier, eBox supervisor, and shopkeeper);
- File the acceptance report in the company's archive.

## **6. PREPARATION FOR SALE**

Some preliminary steps must be completed before the sale of the bicycles to ensure the proper functioning of the eBox and the sustainability of the eBox activities. Having these steps in place will also serve to promote a professional image of the eBox to its customers, which will help distinguish it from other bicycle sellers. These activities include:

- Maintenance and repair of bicycles should it be required;
- Categorization and pricing of bicycles;
- Preparation of sales documents.

### **6.1 Assembly, Maintenance, and Repair of Bicycles**

The bicycles will generally arrive in a partially dis-assembled state, requiring their on-site assembly, inspection, and potential maintenance and repair prior to their sale. This activity can take several weeks and should be completed before the sale of the bicycles. All technical information related to the assembly and inspection of the bicycles can be found in the Technicians Manual.

All parts and tools belonging to the eBox should be returned to the store or warehouse at the end of the work day. The borrowing of tools for other uses than eBox activities eBox is not advised.

Once a technician begins working on a bicycle, it is preferable that he or she should remain the sole technician responsible for work on that particular bicycle. Production lines and the transfer of bicycles to other technicians make it difficult to maintain oversight and ensure the quality of the repair or maintenance performed, as well as to be able to complete a follow-up of the use of parts and tools

used by that particular technician. If the technician encounters difficulties, he or she can consult other colleagues without transferring the maintenance and repair responsibility to another technician.

The technician and shopkeeper should review the spare parts that are used during the repair and maintenance of a particular bicycle, as well as the condition of the tools, to determine if there are any additional purchase requirements from the supplier or local shops. If there are insufficient spare parts or tools sent from the supplier, or they are of poor quality it should be noted ahead of the next resupply.

### **6.1.1 Bicycle Repair Post Sale**

As the bicycles that have been sold by the eBox experience daily use, technical failures eventually arise that require repair. The eBox technicians are trained on bicycle repair as a supplementary income-generating activity. The technicians work with the eBox shopkeepers to register each bicycle that enters and exits the shop and to register all items that are needed for the maintenance and repair including spare parts, tools and equipment. This is done using repair sheets (see Annex BI and BII on page 18 and 19), registration books or stock cards.

Each bicycle that enters the shop for repair or maintenance should be given an individually numbered repair sheet (see Annex D on page 22) that details the date, type of bike, name and contact details of the owner, the work that was carried out, the spare parts that were used, the date when it came to the eBox and when it left and whether the work was paid for. Any necessary information should be recorded as it becomes available. Each document should reflect the current location and status of the bicycle and should be signed by those who are concerned with this activity.

It is important to estimate the amount of work required to repair a bicycle and to relay this information to the customer as accurately as possible. The customer should be informed if the estimated time of repair and/or maintenance changes.

## **6.2 Categorization and Pricing of Bicycles**

### **6.2.1 Categorization**

Once the bicycles have been assembled, inspected and repaired, all bicycles must be categorized and labelled. The evaluation of the quality of the bicycles before the sale is the key to the accurate pricing of each bicycle. The categorization is done according to the specifications of the bicycle that are listed on the register and agreed upon amongst the personnel of the eBox.

At least three categories should be identified and labelled A, B, and C and given a corresponding color. Additional categories can be created if deemed necessary. Letters and colors should be used in place of the numbers to avoid prejudice by the customer.

The bicycle category and color enables the eBox supervisor and the eBox staff to classify bicycles according to their quality based on their condition and their design. The attributes that matter to customers should also be taken into account and will influence demand.

The categories can be broken down as follows:

- Category A / Blue: Bicycles with the highest level of quality, few signs of wear and that do not have unusual parts or features. High demand;

- Category B / Green: Bicycles of medium quality showing some wear but that are able to be reconstructed having minimal impact on the functionality of the bicycle. Medium demand;
- Category C / Yellow: Bicycles showing signs of wear that are difficult to reconstruct and that may have unusual parts or features that make it less likely to be sold. Low demand.

All bicycle categories should be noted within the stock cards (see section 6.2.3) or registration books. A high or low customer demand for a specific type of bicycles should be noted within these records during the sales period and be used to inform future resupply orders. This information can also be reported to the Board of Directors to improve their oversight of the sales and their ability to advise the eBox staff based on its sales activities.

### 6.2.2 Pricing

There are two stages of pricing a bicycle. The eBox staff first calculates the 'cost price'. The cost price is the sum of all operating costs including that of bicycle replenishment and the functional costs of the eBox.

The replenishment costs include:

- Shipping;
- Ground transportation;
- Import duty and tax;
- Freight forwarder fees.

Functional costs include:

- Emergency fund and salaries;
- Rents;
- Communications;
- Office management costs;
- Equipment.

The sum of all individual bicycle prices should cover the total cost price. The eBox staff should consider the type and quality of each bicycle that was noted during the categorization to determine the price of each bicycle. The bicycles classified in category A, for example, should be sold at a higher price to those in category B and C. Generally, the price difference between category A and B is 90,000 to 130,000 Ariary and the difference between categories B to C is 50,000 to 80,000 Ariary. The price of each bicycle that covers the total cost price is considered the bicycle base price.

Once the basic bicycle price has been determined, the eBox should identify a marginal profit rate that will be applied to each of the base bicycle prices. The ideal marginal profit rate is advised to be between 10% and 25% of the cost price. If the marginal profit is under 10%, the eBox may incur loss and/or bankruptcy. If the rate is above 25%, the sales of the bicycles may be negatively impacted.

The final selling price of each bicycle will therefore will be the base price plus the marginal profit rate.

Concerning the price of spare parts, the price should be similar to or less than the cost of similar products that are available in the local market.

### **6.2.3 Recording Stock**

Stock cards or the registration books are used to record the inventory of the eBox and to record the movement of individual bicycles, parts and tools during the sales period. Incoming bicycles should be logged in the stock cards or registration books as soon as they have been assembled assembly and any necessary repair has been carried out. The sale of any bicycles should be recorded in the registration books and stock cards immediately after the sale. All independent repair or maintenance activities should also be logged on repair sheets.

These records ensure that the eBox is able to monitor its stock of bicycles and spare parts, as well as to trace the movement of all incoming and outgoing bicycles. Management tools that facilitate the monitoring and control of the cooperative's assets should be developed and put in place.

## **6.3 Preparation of Sales Tools**

Once the categorization of all bicycles has been completed, the bicycle will be assigned a voucher and sales label.

### **6.3.1 Bicycle Voucher**

The voucher system was designed in a way to support situations where there are a number of clients. The voucher (see Annex E on page 23) includes the information related to a specific bicycle such as specifications, category and price. This information should match what is written on the stock cards and in the registration books.

Two copies of the voucher are printed. One copy is given to the customer that intends to buy a particular bicycle by the sales manager. They take the voucher to the bank or microfinance institution at which the cooperative has an account to make the payment. A voucher should not be given until the customer is sure that they will purchase the bike.

The sales manager keeps the other copy of the voucher, which serves as an indicator to the sales team that the bicycle has been sold. Once the customer has made the necessary payment at the bank or microfinance center, the customer shows the proof of payment to the eBox staff and is given the bicycle.

Given the large number of customers at the eBox, this approach avoids customers fighting over a specific bicycle, especially since no reservations are allowed. In addition, the voucher eliminates the risk of overcharging of bicycles both internally and externally by making it clear what the correct price is to customers and staff. This transparent approach also builds trust amongst customers.

A voucher is generally valid for one day. Before the sales manager gives the voucher to buyer, they should write the expiration date and time on the voucher and remind the customer to respect this period. If the customer does not return with a payment slip within the period displayed on the voucher, eBox staff should be permitted to return the bicycle to the general sales area and sell the bicycle to another customer.

Neither the bicycle number nor its price must be revealed to any customer before the sale. No vouchers must be issued outside of the sale days.

### **6.3.2 Bicycle Sales Label**

Once the sales labels have been prepared, the eBox can open for business. Each bicycle will have its own label according to its category (A, B, C) (see Annex F on page 24) and is marked with its own unique number which is also shown in the registration books.

The colors that are used align with the classification of bicycles explained in section 6.2. The color codes are displayed on the bicycle and the bicycles are sorted firstly according to the color, then according to the identification number when they are being displayed. This makes it easier to locate the bicycle when needed.

Due to their fragility, these labels are removed at the end of the day when the bikes are returned to the warehouse. Once a bike has been sold, its label should be sorted and stored safely in a file or box.

## **7. THE SALES PERIOD**

The sales period is the busiest period for all eBoxes. As the eBox opens for sale, it is essential that all members of staff understand their role, and that the eBox is well organized in advance.

The Board of Directors identifies and fixes the days that it finds favorable for the sale of bicycles, taking into account the specific environment of each eBox installation site. A maximum of three days of the week will be devoted to the opening of the company's sales store, including the market day during which the number of customers can be expected to be high.

The first half day of each sales days is intended to welcome customers, wait for customers to complete their bank transfer, and the delivery of the bicycles. The other half day is specifically reserved for checking and recording the supporting documents, verifying the exit and the return to the warehouse of the bicycles exposed to customers that are not liquidated. It is imperative that all eBox staff help each other during these latter activities.

As the first days of sales require a high degree of vigilance given the curiosity and the influx of customers, the rotation of employees to ensure the operation of the eBox is not advisable. Each employee must master the tasks assigned to him or her. However, if the Board of Directors agrees that the customer volume is gradually decreasing, the adoption of the appropriate measures to accommodate this decrease is necessary. The Board of Directors must thus establish a timetable, posted in the sales store, which allows each employee to see the days when he or she operates the eBox. These measures favor the reduction of the eBox payroll costs in order to optimize the profits.

The eBox supervisor or the workshop manager must record the hours and day that each staff worked in the employee compensation monitoring and payment form (see Annex H on page 26) in order to facilitate payment of staff compensation at the end of the month.

As community-level actors, the days when employees are not working at the eBox should be spent on meeting their community health goals.

### **7.1 Bicycle Sales**

Each eBox can choose between two sales models, whichever is the most appropriate for a given eBox.

- I. Direct Sales Model: This involves having all of the bicycles that are for sale to the public, on display;
- II. Sample Model: This model involves having representative bicycles for each category, on show.

The eBox staff and Board of Directors must determine the number of bicycles that it exhibits to customers on a daily basis. Bicycles that are sold can be replaced with new bicycles that are stored in its warehouse. After the shop has closed, all bicycles must be returned to a secured location, such as the warehouse.

## **7.2 Sale of Spare Parts**

The sales period coincides with the sale of spare parts. The sale of spare parts should not commence before the launch of the bicycle sales due to the fact that many of the spare parts will be needed during the assembly and repair of the newly arrived bicycles. This must be a priority for eBox staff otherwise it is possible that spare parts that may be needed, are sold.

Before the sales period, all spare parts should be categorized according to type and registered in a logbook and in the stock card. Shopkeepers should regularly check that all spare parts are accounted for.

Cashiers should use a standard receipt format for the sale of spare parts. This is not the same as the receipt used for bicycles. Spare part receipts should be numbered in sequential order regardless of the type of spare part that is sold.

## **7.3 Customer Service**

The arrival of bicycles is an exciting event and generally arouses the curiosity and interest of many in surrounding communities. This can lead to disruption if not properly thought out. If there is disruption, it is important to organize the necessary support for to ensure the safety of staff and customers. This could be by involving the local police, to help handle the situation. This is especially common when the eBox is launched, when the sales period commences.

To avoid or minimize customer disruption, the area where the bicycles are exhibited must be secure. Once a customer has decided to buy a specific bicycle, the eBox technician moves the bicycle that customer has chosen to a holding area. The bicycles in the holding area are all waiting for the customers to make their payment. Once this has been done, the bicycles will be removed from the holding area and delivered to the customer.

### **7.3.1 Customer Preference Management**

Quality bicycles are most likely to arouse the interest of customers who come to the eBox. A single bicycle could be the primary choice of multiple customers. This situation can be difficult to manage during the sale and there should be an appropriate strategy in place to deal with situations such as this.

## **7.4 Payment**

### **7.4.1 Payment Control**

Payment for a bicycle is only possible by bank transfer.

When the customer returns once the payment has been made, they submit the payment slip to the cashier. The cashier is responsible for verifying the authenticity of this document before preparing the customer's receipt.

The number linked to the bank transfer must be recorded in the bicycle registration books as well as in the eBox's accounting journal (section 7.2.2). Neither cash payment nor partial payment should be accepted. Moreover, no advance payments or reservations are allowed.

The cashier must also verify the amount paid by the client to ensure that it is consistent with what is noted on the second copy of the voucher and in the registration book. If there is any discrepancy then the bicycle should not be delivered to the customer. Once the amount has been verified the customer's receipt can be prepared.

Once the customer receives their receipt, they present it to the shopkeeper who verifies the receipt with the bicycle records. If approved, the shopkeeper signs the receipt before returning it to the customer. The customer now has the right to collect his or her bicycle.

#### **7.4.2 Accounting Journal**

Documenting bicycle sales is essential for tracking and stock control purposes. The eBox should therefore maintain an accounting journal that is managed by the cashier and treasurer of the eBox.

The accounting journal should record any movement of funds into and out of the eBox cooperative's bank account, including sales of bicycles and spare parts, repairs, resupplies, salaries, dividend payments, and expenses related to the management and operation of the eBox. The exact number of incoming and outgoing expenses must be recorded in the accounting journal. There should also be an accompanying invoice or receipt for any movement of funds. Each page of the accounting journal must be numbered and accompanied by the signature of the chairperson of the cooperative's Board of Directors.

The practice of keeping an accounting journal is particularly useful if the eBox is audited, so that all financial transactions are traceable and verifiable.

At any given time, but especially at the end of the month, the eBox should be able to present the exact inventory of bicycles and spare parts that it owns, and make the balance of its account(s) available to the members of the cooperative and the Board of Directors. All financial activities are the ultimate responsibility of the treasurer, but it is important that all eBox staff are involved in documentation and appropriately accountable for the eBox finances.

All financial activities must be recorded in the accounting journal by the treasurer. This should account for all incoming and outgoing transactions noted on bank statements, all financial activities recorded in the registration book and elsewhere, the identification of any budget or non-budgetary changes such as in inventory, those bicycles scheduled for collection or receipt, monetary disbursements and any additional relevant information.

The eBox treasurer must be regularly monitored by the financial controllers of the cooperative to ensure that his work is done efficiently.

## **7.5 Inventory Control**

The number on each of the sold bicycles will be marked on a separate 'Sold Bicycle Disposal Sheet' by the shopkeeper after they have signed each customer receipt. This tool will help to identify the numbers of bicycles sold as well as the number of bicycles remaining within each category. The Sold Bicycle Disposal Sheet should therefore distinguish the types of bicycles according to the color classification system that were used during the categorization. This process helps to facilitate inventory control provided it is used for each sale.

The sales manager is responsible for recording the number and date of each customer's receipt in the registration book on the line corresponding to the identification number of the bicycle sold.

There should be a physical inventory of the number of bikes at the end of each month. When carrying out the physical inventory of bicycles, the number of remaining bicycles should be compared to what is recorded in the bicycle registration book, the inventory sheets and the Sold Bicycle Disposal Sheet.

## **7.6 Reporting**

At the end of each month, E-box staff, supported by treasurer, must submit a report to the Board of Directors and any partners they may have. The eBox should complete the monthly report template (see Annex G on page 25) and then complete a narrative report that details the previous month's activities, including finances.

The narrative report should identify whether the monthly target that is outlined in the work plan has been reached, and if not, should offer an explanation as to why targets have not been achieved.

The information collected during the physical inventory should also be included in the narrative report. Both the eBox supervisor and the Chairperson or the treasurer of the Board of Directors should sign the narrative report upon receipt as proof of acceptance.

*MAHEFA Miaraka wishes all eBox cooperatives the best of luck for the future and success and prosperity in their ongoing ventures.*

## Annex A: Stock Card – Bicycle and Spare Parts

### I. FICHE DE STOCK DES BICYCLETTES

Mois et Année:

Catégorie ( A/B/C):

Fournisseur:

DATE	STOCK	SORTIE	RESTE	REPORT

Le Magasinier

Le Superviseur de l'eBox

### II. FICHE DE STOCK DES PIECES

Mois et Année:

Types:

Fournisseur:

DATE	STOCK	SORTIE	RESTE	REPORT

Le Magasinier

Le Superviseur de l'eBox

## Annex B: Bicycle Repair and Bicycle Return Sheets

<b>I. Bicycle repair sheet</b>	
--------------------------------	--

Date		N° of repair sheet		Classification after repair : A/B.C		Name and signature of technician
N° of bike		Finished date of repair				Name and signature of shopkeeper
Size						
Color						Name and signature of eBox supervisor
Id number						

[illegible]

## II. BICYCLE RETURN SHEET

Date	
N° de la bicyclette	
Taille	
Couleur	
N° de série	

Magasinier	Technicien

N° fiche de réparation	
------------------------	--

			Date 1ère réparation		Date 2ème réparation		Date 3ème réparation	
Composante	Pièce	Technicien	Non fait	Remarques	Non fait	Remarques	Non fait	Remarques
DIRECTION	Guidon et potence							
	Cadre et fourche							
	Selle							
TRANSMISSION	Manivelle							
	Pédale							
	Plateau							
	Chaine							
	Dérailleur, pignon							
	manette de vitesse							
	Câble et gaine de vitesse							
ROUE	Jante							
	Pneu							
FREIN	Manette frein G et D							
	Câble et gaine							
	Etrier avant et arrière							
	Patin avant et arrière							
Nom et signature du technicien								
Nom et signature du magasinier								

## Annex C: Request for Resupply

### 1) Adresse:

Mr FREDERIC  
KAMPI BEMANONGA MANDROSO MORONDAVA  
Quartier Bemanonga Sud Ouest  
Fokontany Bemanonga  
Commune Rurale Bemanonga  
District MORONDAVA 619  
Région Menabe  
MADAGASCAR

Contact: +261324817971  
Mail : coopkampibemanonga@gmail.com

### 2) For the procedure concerning GASYNET – you can use the BSC account of Bemanonga Morondava:

- Identifiant: KAMPI BEMANONGA MANDROSO
- Numéro d'identification: « 108375 »



# LISTE DES BESOINS KAMPI BEMANONGA MANDROSO

Nom	Nombre	Détails (si neccessaire)
Velo adulte cadre Alu	410	28": 100 / 26": 280 / 24": 30
Velo enfant cadre alu	90	20": 30 / 18": 20 / 16" : 20 / 14": 10 / 12": 10
Velo piste en carbone avec frein à disque et amortisseur		parmi les 410 velos adulte (28" , 26" et 24")

Pièces détachées		
Nom	Nombre	Détails (si neccessaire)
Manette de frein/	74 / 74	
Axes Moyeux	114	
Billes	50 boîtes	
Cable de frein	4 rouleaux	
Cable de vitesse	4 rouleaux	
Catadioptré	50	
Chaîne	74	
Selles /Tge de selle	74	
Chambres à air	148	28": 30 / 26": 50 / 24": 30 / 20": 20 / 18": 20 / 16": 20 / 14": 20 / 12": 20
Pompe	2	
Dérailleurs AV / AR	74	
Enveloppes	148	28": 30 / 26": 50 / 24": 30 / 20": 20 / 18": 20 / 16": 20 / 14": 20 / 12": 20
Etriers patin	148	
Ferulles	10 boîtes	
Fixation selle	74	
Fourches	74	
Gaines	2 cartons	
Jantes AV avec rayons et moyeux		
Jantes AR avec rayons, moyeux et roue libre		
Pédales	148	
Poutre	74	
Plateau et manivelle	74	
Portes bagages	10	
Roue libres	74	
Paniers	9	



La trésorière  
*[Signature]*  
 Razanamady III

**Annex D: Repair Sheet****BR-FACTURE REPERATION DE BICYCLETTE****N°:.....ATL/TECREP(N°...)/04-15**

KAOPERATIVA KAMPI BEMANONGA MANDROSO

NIF:

STATISTIQUE:

Nom du propriétaire/client :

N° CIN :

Adresse:

Téléphone:

Couleur de la bicyclette :

Marque/N° série :

Responsable :

Date de réception de la bicyclette :

Date de livraison de la bicyclette:

Pièces utilisées	Prix	Genre de maintenance ou réparation à effectuer	Prix	Total
TOTAL				

Avance reçu: .....Ar

Reste à payer: .....Ar

Total: .....Ar

Technicien responsable :

Date :

Signature du client

Signature du technicien

Signature du caissier

**Remarque:** si le client ou le propriétaire ne récupère pas sa bicyclette dans deux jours après la date fixée pour la livraison, l'entreprise box décline toute responsabilité en cas de perte.

**Annex E: Voucher****I. A Category**

Date d'émission: Date et heure limite:	001	SNTDCO4F56810	26	A	270000	
Date d'émission: Date et heure limite:	002	WTU07500695K	26	A	306000	
Date d'émission: Date et heure limite:	003	AH18L051961	26	A	288000	

**II. B Category**

Date d'émission: Date et heure limite:	001	HAWLL02679	26	B	198000	
Date d'émission: Date et heure limite:	002	01PD370207	26	B	180000	
Date d'émission: Date et heure limite:	003	F71110768	26	B	186000	

**III. C Category**

Date d'émission: Date et heure limite:	001	HC1611840	26	C	132000	
Date d'émission: Date et heure limite:	002	GM533990	26	C	138000	
Date d'émission: Date et heure limite:	003	PZ455333	26	C	144000	

## Annex F: Bicycle Sales Label

### FICHE BICYCLETTE

N° : ...../1-2019/KOMPIVA

CATEGORIE : .....

MARQUE : .....

N°SERIE : .....

TYPE : .....

TAILLE : .....

COULEUR : .....

PRIX: .....

Magasinier

Technicien

### TECHNIQUE

#### PROBLEME ET REPARATION OU MAINTENANCE

COMPOSANTE	PROBLEME	REPARATION (Oui-Non)	OBSERVATIONS
Roue			
Cadre et direction			
Transmission			
Frein			
Vitesse			

Signature: Magasinier

Technicien

Client

**Annex G: Monthly Report****RAPPORT KOMPIVA ANIVORANO NORD**

Mois :

Année:

RECETTES ET DEPENSES

	ARIARY	
RECETTES	MOIS ANTERIEUR	MOIS ACTUEL
Vente de bicyclettes		
Réparation des bicyclettes		
Vente des pièces		
Autres (à préciser)		
<b>TOTAL</b>		
DEPENSES	MOIS ANTERIEUR	MOIS ACTUEL
Indemnité et salaire		
Achat matériels et fournitures		
Piesy		
JIRAMA		
Loyer		
Impression et photocopie		
Autres (à préciser)		
<b>TOTAL</b>		

INVENTAIRE PHYSIQUE DES BIENS	DEBUT DU MOIS	FIN DU MOIS
Bicyclettes		
Pièces		

CHIFFRE D'AFFAIRE	DEBUT DU MOIS	FIN DU MOIS
Caisse		
Banque/OTIV		

Ariary		
DIVIDENDE	ANNEE ANTERIEURE	ANNEE ACTUELLE
Membres de la coopérative		
FHS		
Transport d'urgence/AC		

Fait à:

Le Superviseur de l'eBox

Le Trésorier

## Annex H: Timesheets for E-Box Staff

FSY FANARAHAMASO SY FANDAVANA TAMBINKARAMA NY MPIASA KOMPIVA

Volana: AOGOSITRA 19  
Sara isanany: 11000Ar

Anarana ny olona niasa	Andriantitra eo amin'ny KOMPIVA	Toerana niasana	Aza niasa	DATA																														TAMBIN-KARAMA	Sonia ny niasa
				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
JADFLY	TEONISAVINA	MAGADAY	Manambosotra bisikileta								1	1					1	1				1	1			1			1	1	1	1	1	11	121000
FANDVOIE Rijn	Cashier	MAGADAY	Parom anana sy varotra								1						1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	14	154000
FELIX	Chef d'atelier	MAGADAY	Parom anana sy varotra								1	1					1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	17	187000
POSTINY	Magasinière	MAGADAY	Parom anana sy varotra								1	1						1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	14	154000
Anjiraso Laurence	Responsable vente	MAGADAY	Parom anana sy varotra								1	1						1	1	1						1			1	1	1	1	1	13	143000
Mboizara	Responsable vente	MAGADAY	Parom anana sy varotra								1	1	1					1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	14	158000
Olivia	Cashier	MAGADAY	Parom anana sy varotra								1	1	1					1	1	1			1	1	1	1	1	1	1	1	1	1	1	14	158000
RASOANAMBININA Joséphine	Magasinière	MAGADAY	Parom anana sy varotra								1	1	1											1	1			1	1	1	1	1	1	11	121000
Rotand	Teknisianina	MAGADAY	Manambosotra bisikileta								1	1											1	1	1	1		1	1	1	1	1	1	11	122000
Maneravo	Teknisianina	MAGADAY	Manambosotra bisikileta								1	1	1					1	1	1	1	1		1	1	1		1	1	1	1	1	1	14	176000
JADVOA VY	Teknisianina	MAGADAY	Manambosotra bisikileta								1	1						1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	17	187000
SAMUELSON Petera	Magasinière	MAGADAY	Parom anana sy varotra															1	1			1	1					1	1	1	1	1	1	8	99000
TOTALY																																			1370000

Anarana sy sonia (Chef d'atelier)

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