

MEMBERSHIP APPLICATION FORM

Notes on BPeSA Western Cape and Completing this form

1. The following organisations are eligible for BPeSA Western Cape membership:
 - Any organisation participating within or servicing the BPO and Call Centre Sector;
 - Captive BPO / Call centre Centres
 - Outsource BPO / Call Centre Centres
 - Third Party Service Suppliers / Vendors supplying the captives / outsourcers
2. BPeSA Western Cape membership operates at a regional level and a separate membership application form is required per region the member would like to be involved in. A scaling discounted rate applies for multiple regions;
 - One region – 100% membership fees
 - Two regions – A 10% discount across the total membership fees
 - Three or more regions – 15% discount across the total membership fees
3. BPeSA Western Cape would like to ensure that all members are treated in a fair and equitable manner.
4. Please provide the most up-to-date information available to you as at the date of application to ensure relevant and meaningful interactions. Should your capabilities change, please ensure you advise the office mentioned below.
5. Where a holding company signs membership the capabilities of the holding company alone and not the multiple subsidiaries will be recognised.
6. BPeSA Western Cape reserves the right to request further information, including references, from applicant organisations, prior to any decision on acceptance of the application.
7. Membership is renewed on an annual basis. BPeSA Western Cape will make contact with stakeholders prior to expiry date to enquire about the continuation of paid membership.
8. If you have any queries relating to this form, please contact us details below.
9. Once completed, please sign this form and return to the below details.

Captive / Outsource BPO & Call Centre Application

I. ORGANISATIONAL DETAILS

Please provide information as requested.

Name of organisation		
Trading name (if different)		
Chief Executive Officer		
Type of organisation (please tick as applicable in the box provided)	Association incorporated under section 21	<input type="checkbox"/>
	Closed Corporation	<input type="checkbox"/>
	Partnership	<input type="checkbox"/>
	(Proprietary) Limited	<input type="checkbox"/>
	Public Entity	<input type="checkbox"/>
	Public Limited Company	<input type="checkbox"/>
	Sole proprietorship	<input type="checkbox"/>
	Other (please provide details below)	<input type="checkbox"/>
Country of company registration		
Company registration number		
VAT registration code		
Physical address		
Postal address		
Switch Board no.		
Fax no.		
Website address		
Parent organisation/group (if applicable)		

II. ACTIVITIES

Primary activity

Please indicate, by ticking as applicable in one or more of the boxes provided, the primary nature of activities undertaken by the applicant's organisation and provide additional information as requested.

Captive BPO Centre	<input type="checkbox"/>
Outsource BPO Centre	<input type="checkbox"/>
Captive Call Centre	<input type="checkbox"/>
Outsource Call Centre	<input type="checkbox"/>

Location

* Offshore (i.e. applicant organisation based outside RSA)	<input type="checkbox"/>
* Domestic (i.e. applicant organisation based in RSA)	<input type="checkbox"/>

Nationally active service provider	<input type="checkbox"/>
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Nature of activities

* Outsource BPO Centre	<input type="checkbox"/>
- Capacity (i.e. number of seats in RSA)	<input type="text"/>
* Captive BPO Centre	<input type="checkbox"/>
- Capacity (i.e. number of seats in RSA)	<input type="text"/>
* Disaster Recovery Centre	<input type="checkbox"/>
- DR capacity (i.e. number of seats in RSA)	<input type="text"/>

Outsource BPO Centre - Client base

* Predominantly offshore client base (i.e. clients based outside RSA)	<input type="checkbox"/>
* Predominantly domestic client base (i.e. clients based in RSA)	<input type="checkbox"/>
* Balanced mix of offshore and domestic clients	<input type="checkbox"/>

Status

* Established service provider (i.e. more than 80 employees <u>or</u> in existence for more than two years)	<input type="checkbox"/>
* Emerging service provider (i.e. less than 80 employees <u>and</u> in existence for less than two years)	<input type="checkbox"/>

Non-profit developmental public private sector partnership/initiative	<input type="checkbox"/>
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Operational information [this section applies to captives and providers of outsourced services only]

Date of commencement of operations in RSA	<input type="text"/>					
Total number of employees in RSA	<input type="text"/>					
Total number of operational sites in RSA	<input type="text"/>					
Physical location of operational sites in RSA (please tick as appropriate)	Eastern Cape	<input type="checkbox"/>	Free State	<input type="checkbox"/>	Gauteng	<input type="checkbox"/>
	KwaZulu-Natal	<input type="checkbox"/>	Limpopo	<input type="checkbox"/>	Mpumalanga	<input type="checkbox"/>
	North West	<input type="checkbox"/>	Northern Cape	<input type="checkbox"/>	Western Cape	<input type="checkbox"/>
Standard days of operation	<input type="text"/>					
Standard hours of operation per day	<input type="text"/>					

Primary service delivery focus [this section applies to captive centres, client users and providers of outsourced services only]

Please indicate, by ticking as applicable in one or more of the boxes provided, the nature of services provided on a captive or outsourced basis by the applicant organisation, or, if the applicant organisation is a client user of outsourced services, the nature of services outsourced.

Account processing and reconciliation	<input type="checkbox"/>
Asset management	<input type="checkbox"/>
Auditing	<input type="checkbox"/>
Billing	<input type="checkbox"/>
Claim processing	<input type="checkbox"/>
Correspondence – white mail / electronic	<input type="checkbox"/>
Credit card processes	<input type="checkbox"/>
Credit management	<input type="checkbox"/>
Customer services and support	<input type="checkbox"/>
Data entry	<input type="checkbox"/>
Data storage	<input type="checkbox"/>
Debt collection	<input type="checkbox"/>
Deposits and lending processes	<input type="checkbox"/>
Document management	<input type="checkbox"/>
Employee information management	<input type="checkbox"/>
Hardware and networking	<input type="checkbox"/>
Healthcare functions	<input type="checkbox"/>
Healthcare service delivery	<input type="checkbox"/>
Help Desk	<input type="checkbox"/>
Insurance policy administration	<input type="checkbox"/>
Legal Process Outsourcing (LPO)	<input type="checkbox"/>
Mortgage processes	<input type="checkbox"/>
Network monitoring, maintenance and/or management	<input type="checkbox"/>
Payroll and benefits administration	<input type="checkbox"/>
Order processing, tracking and/or shipment	<input type="checkbox"/>
Procurement	<input type="checkbox"/>
Product engineering, design and/or development	<input type="checkbox"/>
Rate making (actuarial services; rate plan development; underwriting guidelines)	<input type="checkbox"/>
Recruiting administration	<input type="checkbox"/>
Reinsurance administration	<input type="checkbox"/>
Research services	<input type="checkbox"/>
Salary Processing	<input type="checkbox"/>
Sales and (tele-) marketing: Outbound	<input type="checkbox"/>
Sales: Inbound	<input type="checkbox"/>
Software engineering, design and/or development	<input type="checkbox"/>
Transaction processing	<input type="checkbox"/>
Transcription of reports	<input type="checkbox"/>

Treasury and financial management	<input type="checkbox"/>
Website engineering, design and/or development	<input type="checkbox"/>
Other (please provide details below)	<input type="checkbox"/>

III. CURRENT INDUSTRY ASSOCIATION MEMBERSHIP

Please indicate, by ticking as applicable in one or more of the boxes provided, those industry associations of which the applicant organisation is currently a member.

BPeSA Eastern Cape	<input type="checkbox"/>
BPeSA Free State	<input type="checkbox"/>
BPeSA Gauteng	<input type="checkbox"/>
BPeSA KZN	<input type="checkbox"/>
BPeSA Limpopo	<input type="checkbox"/>
BPeSA North West	<input type="checkbox"/>
BPeSA Northern Cape	<input type="checkbox"/>
BPeSA Western Cape	<input type="checkbox"/>
Other (please provide details below)	<input type="checkbox"/>

IV. ANNUAL SUBSCRIPTION FEE

BPeSA membership subscription fees currently work within an agreed band. Please indicate, by ticking as applicable the box provided, which category your organisation falls into

Category A (Large Membership)	Subscription fee: ZAR R25,000 excl.VAT <i>per annum</i> <ul style="list-style-type: none"> Large Package – R20 Million and above per annum turnover for Outsource BPO Centres and per annum Opex for Captive BPO Centres. 	<input type="checkbox"/>
Category B (Medium Membership)	Subscription fee: ZAR R13,500 excl.VAT <i>per annum</i> <ul style="list-style-type: none"> Medium Package - R5 Million – R20 Million per annum turnover (for outsourcers BPO Centres and per annum Opex for Captive BPO Centres. 	<input type="checkbox"/>
Category C (Small Membership)	Subscription fee: ZAR R2,500 excl.VAT <i>per annum</i> <ul style="list-style-type: none"> Small Membership - For SME and NGO / Organisations with a per annum turnover of less than R5 Million or a Captive BPO Centre with an Opex of less than R5 Million. 	<input type="checkbox"/>

V. CONTACT DETAILS

Please provide contact details for two relevant key individuals within the applicant organisation who are empowered to act for and on its behalf as its authorised representative in any matter relating to BPeSA Western Cape.

	Primary contact	Alternative contact
Surname		
First name		
Designation/title		
Office telephone no.		
Cellphone no.		

Fax no.		
E-mail address		
Postal address		

VI. TERMS AND CONDITIONS OF BPeSA MEMBERSHIP

By signing this application form, the management of the Applicant commits and agrees, to the extent accepted as a member of BPeSA Western Cape, to the following terms and conditions of membership:

1. The Applicant's membership of BPeSA Western Cape will continue from the date of acceptance.
2. No membership subscription fees will be reimbursable in the event that the Applicant's membership is at any time suspended, or terminated for whatever reason.
3. The Applicant shall have the right to:
 - i) Participate in the election of BPeSA Western Cape Board of Directors;
 - ii) Receive copies of the annual financial statements of BPeSA Western Cape;
 - iii) Receive notice of, attend, speak and vote at general meetings of BPeSA Western Cape.
4. The ongoing exercise of the Applicant's rights and privileges of membership, including the right to attend, speak and vote at General Meetings / Discussion forums and other industry networking events of BPeSA Western Cape shall be dependent on the Applicant being in good standing, meaning that its membership subscription fees are at any point in time fully paid-up as requested by BPeSA Western Cape pending which, all such rights and privileges of membership shall be suspended.
5. The Applicant shall endeavour to comply in a complete and timely manner with all requests for information made by BPeSA Western Cape.
6. The Applicant's rights, privileges and obligations pertaining to membership are not transferable.

Accepted and agreed on behalf of:

By:

Designation/title:

Signature:

Date:

Contact: Nicky Floris (Stakeholder Relations Manager)
Tel: 002721 427 2900
E-mail: nicky@bpesawesterncape.co.za