Semestral Allowance Process

1. Metrobank STRONG shall release a finalized list of scholars.

2. Metrobank HR will send the official list of scholars to STI Foundation (Carmela Aquino, Executive? and Irish Daguno her assistant) and Metrobank Foundation (Allan Reyes, Senior Program Manager: Education Unit).

3. Once sent, STIF and MBFI shall acknowledge.

4. STIF will inform the STI Branch Coordinators of the results of the scholarship applications via email.

5. STI Branch Coordinator shall notify the students via school email. (Ideally, the email should be cc to Metrobank STRONG Program Team and MBFI).

6. Metrobank HR shall send the request for semestral allowance processing (Table list of scholars, specific amount of allowance based on Memorandum of Agreement (MOA)) to STIF and MBFI.

7. STIF and MBFI shall acknowledge the table sent.

8. STIF creates a total breakdown of semestral allowance including: Year Level, Amount per year level, Total scholar count per year level, and Total Amount. (Ideally, this should be a part of 6.).

9. STIF will send a process request to STI ESG for payment RFP

10. STI ESG will process and release billing to MBFI.

11. MBFI will acknowledge receipt of billing and process the payment.

12. MBFI will deposit the semestral allowance (Ideally, both enrollment fee and allowance) to the STI ESG account.

13. MBFI will send an email confirmation that the semestral allowance has been credited to STI EST and STIF and must be cc in mail.

14. STIF will acknowledge the email of the semestral allowance and draft a request for payment

15. STIF will endorse the RFP to STI Finance

16. STI Finance will process the RFP.

17. STI Finance will process the release and disbursement of semestral allowances to the scholar.

18. STI Finance will notify STIF of the disbursement of the semestral allowance.

19. STIF will communicate the successful release of semestral allowance to MBFI and MB STRONG Team.

20. MB STRONG Team will send a memo to the student informing them that the allowances has been released and they can withdraw it from their account. (cc STI Branch Coordinators, STIF, MBFI, and Metrobank STRONG Team.)

Challenges

1. Communication with multiple parties leading to confusion.

2. Unorganized papers without a central source of information and truth

3. Lack of clarity of state of papers leading to missed processing

4. Redundant processing of semestral allowance

5. Separate yet simultaneous processing of enrollment and allowance leading to delays.