



ENCORE LEASING & FINANCE CORP.
Km. 114 Maharlika Highway Dicarma,
Cabanatuan City 3100

Ref. No.: HRDIOM2021:0259

Date: 16 July 2021

TO : ALL PARTNERS

FROM : HR & ADMIN. DEPARTMENT

SUBJECT: GENERAL GUIDELINES ON VIRTUAL OFFICE

The following are the guidelines for virtual offices:

1. Virtual office setting will be implemented this year. There will be no physical office to be opened but a designated sales partner shall be assigned to manage the approved area
2. Attendance Monitoring
 - a. Partners who will be assigned in virtual offices shall be given a Company issued mobile phone and netbook with access to the following:
 - i. Web-based application system
 - ii. Web-based attendance system
 - iii. GPS Map Camera
 - b. Office hours remains at 8:30 AM to 5:30 PM. Sales partners shall observe the following to properly monitor the attendance for the day:
 - i. Partners shall always start taking selfie photos using the GPS Map Camera on or before 8:30 AM on the first assigned area for the day. Selfie photos shall be taken for every change of location.
 - ii. Partners shall still need to log their time-in and out in the web-based attendance system.
 - iii. At the end of the day, sales partners shall send the image report to HR Department via viber or e-mail.
 - iv. HR Department shall use the image captured by the GPS Map Camera to validate the attendance recordings of partners in the web-based attendance system.
3. Activity Report
 - a. Each sales partner shall have a daily planned activity which will form part of their daily sales activity report (SAR).
 - b. All activities of the sales partners shall be encoded in the Activity Notes

- c. The immediate head shall be responsible in monitoring their subordinates. Activities encoded in the activity notes shall be reviewed regularly by the immediate head. The immediate head shall also encode follow-ups, reminders etc using the activity notes.
 - d. End-of-day discussion of SAR shall be made thru phone call. (with the head)
- 4. Loan application approval
 - a. To inform the Assistant GM of loan applications that are for approval regardless of the product and amount via e-mail.
- 5. Loan Documentation
 - a. The Loan Operations staff of Pampanga Hub will pre-book the approved loan and the Sales partners will print the loan documents.
 - b. A printer shall be issued to the assigned sales partner which will be placed in his/her residence. In addition, bond paper and ink supply will also be given.
 - c. The sales partner who printed the documents will automatically act as one (1) of the witness in loan document signing. Company representative shall be the Sales & Marketing Head of Pampanga Hub. The most senior personnel in the Hub (other than the Sales & Marketing Head) shall sign as additional witness.
 - d. Sales partner has two options: 1) to send the physical loan documents to Hub or 2) to send the scanned files thru viber or other online applications available. If option 2 was selected, all physical documents shall be forwarded to Hub once every week thru courier.
 - e. Registration fess shall be paid through our available payment partners (e.g. ECpay, Paymaya, BDO, Metrobank etc.)
- 6. Release of Loan Proceeds and Incentive
 - a. Release of Loan Proceeds
 - i. The following are the options to release the loan proceeds:
 - 1. To release the loan proceeds from the Hub (either Pampanga or Nueva Ecija Hub). Sales partners shall coordinate to Loan Operations partners thru e-mail to where the check will be released ("released to" tagging during booking of account)
 - 2. To deposit the loan proceeds to clients/dealer/private seller account
 - a. For BEL clients and car refinancing accounts:
 - i. To secure authorization letter to deposit using the standard format from our legal counsel



- b. For car financing from dealers and private sellers:
 - i. To secure authorization letter to deposit the loan proceeds using the standard format from our legal counsel
 - ii. Dealers shall forward the transferred certificate of registration (CR) and OR to sales partner assigned. The concerned sales partner shall forward the image of transferred CR to Loan Operations partners via viber.
 - iii. The Loan Operations partners shall verify the validity of CR thru LTO personnel. Once confirmed, check intended for dealer's incentive shall be deposited to dealer's account.
 - iv. The original transferred CR shall be immediately forwarded thru courier.

b. Release of Dealers Incentive (DI)

- i. Dealers has 2 option to release the DI:
 - 1. To receive the check intended for DI from our Hub Office personally or thru an authorized representative
 - 2. To have the DI deposited in their bank account:
 - a. Dealers will be requested to sign an authorization to deposit the dealer's incentive in their bank account.
 - b. All DI checks will be forwarded to the assigned Hub

c. Release of Salesman Incentive (SI)

- i. Existing guideline on the releasing of salesman incentive shall follow.

7. Transportation Reimbursements


- a. Transportation allowance amounting to P 2,500.00 (subject to change) shall be credited to payroll every month. During the first 2 months of implementation, actual recording of mileage shall be made to determine the actual cost of transportation (parallel testing)
- b. The transportation allowance given to each sales partner is proportionate to their booking achievement. If sales partner fails to hit the target, a pro-rata equivalent shall be deducted in their payroll.
 - i. Example:

Booking realization	-	80%
Amount to be returned	-	P 500.00

Note: on the 1st 2 months, sales partner is exempted from this guideline

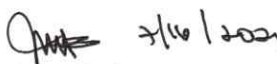
- c. Transportation expenses related to Head Office visit shall be reimbursed separately.
 - d. Transportation expenses of Credit Investigation partners shall be reimbursed using the existing motorcycle kilometrage reimbursement form.
8. Weekly meeting with the General Manager
- a. An online meeting with the General Manager shall be made once a week (every Friday at 5:00 PM)
 - b. The meeting agenda is related to (but not limited to) coaching, review of sales activity report and generation of sales strategies.
9. Accreditation of new Dealers and Sales Agents
- a. All requirements shall be submitted thru viber or other online applications available. Physical files shall be forwarded to CI and Collection Department thru courier simultaneous with the other documents to be forwarded by the sales assistant. The CI and Collection Department shall file the received requirements in their respective folders. Hard copy is for record-keeping only.

For everyone's information and guidance.


SM. ALBERT V. DELA FUENTE
CRCP Head

Signed:


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Acting HR and Admin Head


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SM. MARY ANN D. SONIGA
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