



AUDIT DEPARTMENT

ex - executive official

BRANCH OPERATIONS GUIDELINES**EFFECTIVITY: JANUARY 1, 2017****POLICY ON UN-CLAIMED FULLY PAID ITEMS UNDER CUSTODY OF THE BRANCH****STATEMENT OF THE POLICY**

This policy establishes guidelines for recording, accountability and safekeeping of un-claimed fully paid items under the custody of Branch.

COVERAGE

This is applicable to all un-claimed fully paid items under the custody of the branch.

GUIDELINES & PROCEDURES

1. All un-claimed fully paid items should be secured inside the stockroom or placed in a secured cabinet under the custody of Branch Manager.
2. Audit department will require branch to record in monitoring logbook all un-claimed fully paid items over 30 days from date of transaction. *Refer to Annex "A" suggested format for monitoring logbook.*
3. It is the responsibility of assisting CCS/BM to exert effort to update thru text or call the concerned customer for their unclaimed items.
4. Audit personnel will check all existing fully paid items at store premises during engagement undertakings.
5. If items are still not claimed within one (1) year and above from actual date of transactions, audit group will pull-out items in the branch duly recorded in branch transmittal checklist.
6. All pull-out items will be placed under Head Office RM's designated area for safekeeping and storage.
 - a. *RM's will be held accountable for any lost/damaged items under their custody. In cases of dispute, Management or third party will decide on it.*
7. Branch monitoring sheet of un-claimed fully paid transaction obtained by Audit group will be endorsed to Marketing dep't.
8. Marketing dep't will initiate further verification of patient's information as to status of his/her fully paid un-claimed items.
9. if px confirm and decided to claim his/her item, Marketing dep't will directly email branch duly cc: Audit/RM/AM/GBM regarding release of their un-claimed items.
 - a. *If no feedback received from px after series of follow ups thru their contact information, items will be summarized & endorsed to Management for proper disposition. See Guidelines for Treatment of Confiscated Items*
10. Audit representative and RM's duly authorized personnel will witness release of actual items
 - a. *In absence of RM or its duly authorized personnel, Marketing & Audit personnel will supervise released of px items.*
11. Audit group will expedite sending of items to branch at the nearest delivery schedule duly recorded in audit transmittal notebook.



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TREATMENT FOR CONFISCATED UN-CLAIMED FULLY PAID ITEMS

Contact lens

- Good stock – remain in safekeeping until expired
- Expired – subject for disposal duly approved by OP to be witnessed by Audit

Lens

- Good stock - remain in safekeeping until yellowish
- Cut lens/Yellow lenses – subject for disposal duly approved by OP to be witnessed by Audit

Eyewear items & Accessories

- Good stock- remain in safekeeping until damaged
- Damage/defective – subject for disposal/pull out upon Management discretion

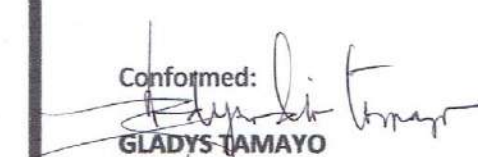
REVISION AND APPROVAL

Any revision, amendment or addition to this Policy shall be made in writing complete with the following details;

- a. The title or the specific provision being changed, modified or amended;
- b. The purpose and details of the matter;
- c. The specific date of implementation;
- d. The approval of the parties to this Policy


Existing policies which may be in direct conflict with specific provisions in this Policy shall be deemed modified accordingly.

Conformed:



GLADYS TAMAYO
Regional Manager


DR. JOSEPHINE YAP
Regional Manager


ARCHIMEDES V. LIPATAN
Audit Manager


LUZ CIELO IBONG
Asst. Marketing Manager

Approved by:


MS. RACHELLE UY-SIM
AVP for Corporate Operations