



| Software Technology Department

UNBOUND MANILA REPORTS MANAGEMENT SYSTEM

Software Requirements Specification

Team Number 1

Section S13

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1 Executive Summary

Unbound Manila Project Foundation Inc. is a Philippine branch of the international non-profit organization, Unbound, which was formerly known as the St. Vincent Foundation for Children and Aging, Inc. (SVFCAI). It partners with families and communities to provide support for children, youth, and the elderly to help them overcome poverty through a variety of programs. The Foundation is inspired by the missionary work of the late Mr. Robert K. Hentzen, catholic lay missionary and founding-president of the Christian Foundation for Children and Aging and now Unbound, an International Non-government Organization with its mission sites in 19 countries all over the world. The Foundation was organized in March 2000 and was legally registered to the Securities and Exchange Commission on July 12 of the same year. This was motivated by the desire for the foundation to gain its own legal entity and stand independently with the belief that doing so would create more responsive programs and services out of the funds and resources provided by the sponsors and its partner agency. This is in collaboration and with the help of the group of lay people, volunteers' individuals, social workers and young professionals. The commitment to the children, youth and older persons through the enhancement to extend care and support to the families living in the most poverty stricken and remote areas.

Unbound Manila Project Foundation Inc. services are mainly focused on:

1. **Poverty Alleviation** - *Unbound works with families to develop sustainable livelihoods.*
2. **Education** - *The organization runs scholarship programs where students receive financial assistance to cover their educational needs.*
3. **Community Support** - *Staff members provide support by visiting sponsored individuals, holding community events and facilitating local projects.*
4. **Livelihood Projects** - *The organization supports projects that help generate income.*

The Foundation was named after the Christian Foundation for Children and Aging (Unbound) as a partner and affiliated organization, inspired by St. Vincent de Paul's loving mission and work with the poor. The seal represents the God loving people of the world reaching and touching the heart of everyone as an expression of Christ's love to all of His creation. The faith that binds the countless sponsors through the years of St. Vincent's existence to share in the creative power of God, to be a co-creator of a world where the indigent children, youth and elders can count themselves as transformed members of the society.

The Foundation had established partnerships and collaborative liaisons with several parishes and non-governmental organizations in Metro Manila and Luzon provinces of Laguna, Quezon, Pampanga, Bataan, Zambales, Pangasinan and Batangas. The program that develops and promotes the welfare of the children, youth and elders adhere to the values of freedom, compassionate service and commitment, integrity and transparency through personal outreach that value the dignity and development of a person.

2 Overview of the Business Process

2.1 Existing Business Process

The existing business process for report management at Unbound Manila relies entirely on a shared Google Drive as the central repository for all reports. The process is unstructured and prone to inefficiencies, as explained below:

Business Process Flow:

Process Flow:

1. All User Roles Access the Same System:

- Social Development Workers (SDWs), Supervisors, and Administrators (Admins) all log into the same shared Google Drive using their organizational credentials.
- There is **no role-based access control**. Visibility and permissions are managed manually via Google Drive sharing settings, which are often inconsistent.

2. Report Storage Structure:

- Reports are stored across **multiple folders and subfolders** within the Google Drive, organized in an ad-hoc manner.

The folder hierarchy is not standardized, **leading to:**

- Reports being saved in **incorrect** locations.
- **Difficulty** in locating specific reports.

3. Report Submission (SDW):

- SDWs manually upload their completed reports (e.g., DSWD Annual Report, Caseload Masterlist) into Google Drive.
- They must navigate through disorganized folder paths to find the correct location for each report type.

4. Report Access and Review (Supervisor):

- Supervisors must manually search through Google Drive to locate reports from SDWs under their assigned SPU.
- They do not have a dedicated dashboard or consolidated view of submissions.

To review reports, they must:

- Browse multiple folders.
- Request reports directly from SDWs if not found.

2.2 Data Requirements

The data captured, stored, and managed within this system includes:

- User Account Data: For SDW accounts, this includes username, encrypted password, and their assigned SPU (AMP, FDQ, MPH, MS). Supervisor and Admin accounts are pre-configured.
- Report Metadata: For every uploaded report, the system captures:
 - **A unique report ID.**
 - **The report file itself (e.g., Excel files).**
 - **The report folder name (e.g., "DSWD Annual Report", "Caseload Masterlist").**
 - **The timestamp of upload.**
 - **The SDW who uploaded it.**
 - **The SPU of the uploading SDW.**

The primary reports generated by the SDW account are accessible via dashboards for each user role:

- **SDW Dashboard:** Shows reports generated by the SDW.
- **Supervisor Dashboard:** Shows a consolidated view of all reports from all SDWs under their SPU.
- **Admin Dashboard:** Shows a system-wide view of all reports for all SPUs (AMP, FDQ, MPH, MS), and respective SDWs under them.

2.3 Roles in the Business Process

The business process is defined by three key roles with specific permissions. The roles of these employees and their tasks are summarized in Table 2-1.

Role	Description of Tasks
Master Administrator	<ul style="list-style-type: none">● Create, delete, edit and manage ALL user accounts. (SDW, Supervisor, Normal Admin)● Assigns new SDW accounts to one of the four SPUs (AMP, FDQ, MPH, MS) upon creation.● Assigns new Supervisor accounts to one of the four SPUs (AMP, FDQ, MPH, MS) upon creation.● Has a system-wide view of all reports uploaded by all SDWs across all SPUs. With options to download and delete reports of an SDW.
Normal Administrator	<ul style="list-style-type: none">● Has a system-wide view of all reports uploaded by all SDWs across all SPUs. With options to download and delete reports of an SDW.● Create, delete, edit and manage ALL user accounts. (SDW, Supervisor, Normal Admin)● Assigns new SDW accounts to one of the four SPUs (AMP, FDQ, MPH, MS) upon creation.

	<ul style="list-style-type: none"> Assigns new Supervisor accounts to one of the four SPUs (AMP, FDQ, MPH, MS) upon creation. Cannot delete Master Admin account
Supervisor	<ul style="list-style-type: none"> Oversees all SDW accounts and reports activity within one specific SPU. Views all reports uploaded by SDWs assigned to their SPU. Downloads reports for further analysis and reporting.
Social Development Worker (SDW)	<ul style="list-style-type: none"> Logs into the system using credentials provided by the Admin. Uploads and submits reports into one of the 12 designated report folders. Can also delete reports if need be. Can view their own personal history of uploaded reports. Cannot view, modify, or delete reports from other SDWs.

Table 2-1. Employee Roles and Tasks in Unbound Manila Reports Management System

3 Problem Analysis

This chapter presents the findings of the investigation on the organization's needs and problems to be addressed by the software. (Only problems to be ADDRESSED) This section will also provide the reader with a background of the organization which is the primary stakeholder of the system to be developed. The various users and stakeholders of the software are also presented here.

#ID	Description	Cause	Symptoms	Impact
	What's the problem?	What causes the problem?	How do we know the problem exists?	Why is this important? What are the consequences?
	Inefficient and Disorganized Report Storage	Reports are stored in a local, shared Google Drive with lots of different subfolders.	Time is wasted searching for specific reports across different locations. Duplicate copies of reports exist, leading to version control issues. Difficulty in ensuring everyone is using the most recent version of a report.	Reduced productivity for all staff. Potential for decision-making based on outdated or incorrect information. Risk of critical reports being lost or misplaced.
	Lack of Clear Access Control and Security	The current method (Google Drive) does not enforce role-based permissions. Anyone with a link or network access can potentially view, modify, or delete any report.	Sensitive beneficiary data is not securely contained, posing a privacy risk. Supervisors cannot easily restrict access to their SPU's data. There is no audit trail of who accessed or changed a file.	Violation of data privacy principles and potential legal issues. Compromised data integrity and confidentiality. Lack of accountability for data changes.

Non-Standardized Management Dashboard

Supervisors and Admins lack a centralized dashboard to monitor report submissions. They must manually request reports from SDWs or search through disorganized folders, leading to inconsistent oversight.

Supervisors struggle to get a quick overview of their SPU's reports

The Admin cannot easily generate an organization wide view of all reports in each SPU.

Difficulty in tracking which SDWs are compliant with reporting deadlines.

Inefficient monitoring and evaluation of programs.

Delayed identification of issues within SPUs.

4 Software Solution

4.1 Objectives

The Unbound Manila Reports Management System aims to streamline the organization's internal reporting workflow by providing a centralized, secure, and role-based digital platform. This system will replace the current decentralized and manual processes, ensuring efficient report management, enhanced oversight, and robust data security.

"The specific objectives of the software are as follows:

- **To provide** a centralized digital repository for the 12 specified report types, eliminating decentralized storage and ensuring all reports are stored in a single, organized, and accessible location.
- **To implement** a comprehensive user management system where a master Admin can create and assign accounts for all roles (SDW, Supervisor, and other Admins), with Supervisors being assigned to a specific SPU during account creation.
- **To provide** specialized dashboards for oversight, enabling Supervisors to view all reports from their assigned SPU and Admins to view all reports across all SPUs, thereby facilitating efficient monitoring and evaluation.
- **To simplify** user and report management by providing the Admin with tools to create and assign SDW accounts, and granting Supervisors the direct authority to download reports within their SPU.
- **To establish** a structured and secure report submission process where SDWs are the sole contributors who can upload reports into the standardized folder structure, ensuring data consistency and integrity.

4.2 Characteristics

This section outlines the non-functional requirements that define the quality, performance, and constraints of the Unbound Manila Reports Management System. These characteristics are crucial for ensuring the system is reliable, usable, and secure in its operational environment.

1. Usability

- The system shall feature an **intuitive, user-friendly interface** that requires minimal training for SDWs, Supervisors, and Admins to perform their core tasks (uploading, viewing, managing reports).
- Navigation and terminology shall be consistent and clear, reflecting the organizational structure (e.g., SPU names, report folder names).

2. Reliability & Availability

- Data corruption shall be prevented through **robust error-handling** during file uploads and deletions.

3. Security

- The system shall implement **secure login with password-based authentication**.
- A robust, **role-based access control (RBAC) system** shall be strictly enforced:
 - SDWs can only view and upload their **own** reports.
 - Supervisors can only view, download, and delete reports from SDWs **within** their assigned SPU.
 - Master Admin have read-only access to **all** reports and full control over SDW, Supervisor and Normal Admin account creation.

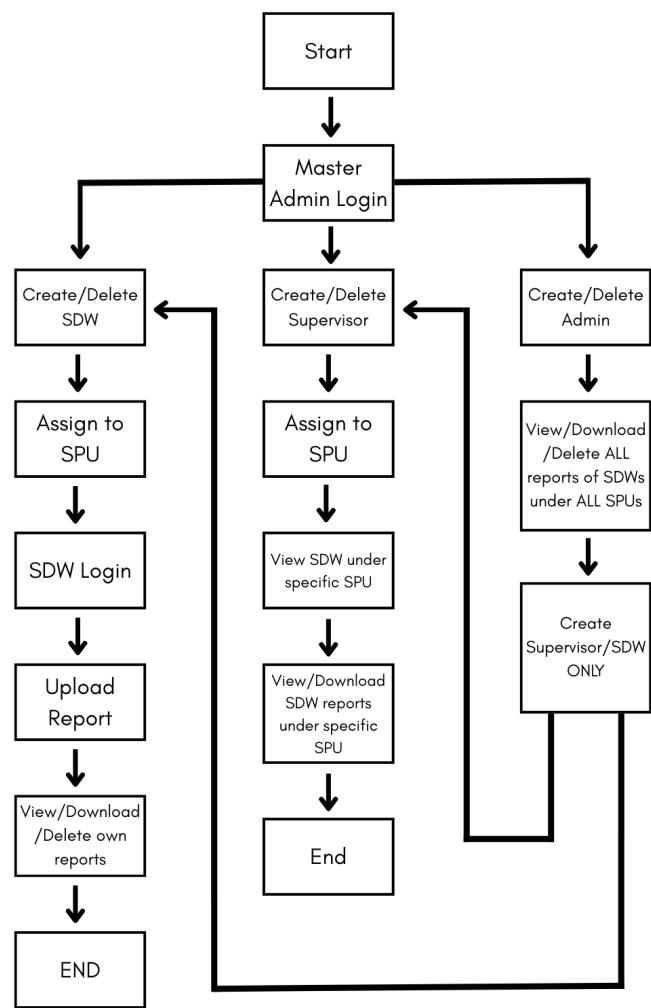
4. Supportability & Maintainability

- The system shall be designed to allow for easy updates, such as adding new user roles, with minimal downtime.
- The codebase shall be well-documented to facilitate future maintenance and feature additions by other developers.

Appendix A – Improved Business Process

This chapter presents the improved business process when the proposed software solution is implemented. This visualizes how the software solution benefits or affects the current business process.

Figure A-1: Improved Business Process with the Reports Management System



The improved business process is the **Report Management and Oversight Workflow**. This process ensures that reports from the field are properly submitted, reviewed, and downloaded according to the organizational structure of Unbound Manila.

The process is segmented by **three distinct user roles** with hierarchical permissions:

Report Creation and Upload (SDW):

The process is initiated by a Social Development Worker (SDW). SDWs are field workers who gather data and generate reports. They are the only users with the permission to upload reports into the system. They log into their accounts and upload reports into one of the 12 predefined report folders (e.g., **Community Profile, Education Profile, Poverty Stoplight**). Each SDW account is **pre-assigned** to one of four Social Program Units (SPUs): **AMP, FDQ, MPH, or MS**.

Report Review and Management (Supervisor):

Each of the four SPUs has a dedicated Supervisor. Supervisors have oversight over **all SDW accounts within their specific SPU**. When an SDW uploads a report, it automatically becomes visible in the dashboard of their respective Supervisor. The Supervisor's role is to monitor, review, and manage these reports. They have the authority to download reports for offline analysis and delete reports that are incorrect, outdated, or improperly submitted.

System-Wide Oversight and Administration (Admin):

The Administrator (Admin) sits at the top of the hierarchy. The Admin is the only user with the authority to create new SDW accounts, assigning them to their respective SPUs during creation. The four Supervisor accounts (one for each SPU) are hardcoded and pre-established. The Admin has a global view of the system and can access, view, and monitor **all reports** uploaded by **all SDWs** across **all four SPUs**. The Admin ensures the system functions correctly and that data flows properly through the organizational hierarchy.

Below are the enhancements gained with the application:

Enhanced Administrative Control:

- **Process:** The primary Admin can create additional Admin accounts for distributed system management, as well as create and assign Supervisor and SDW accounts to specific SPUs.
- **Benefit:** Allows for better scalability and distributed administrative responsibility while maintaining centralized control over user provisioning.

Centralized Digital Hub:

- **Process:** All report submission, storage, and access now happens within one secure web application.
- **Benefit:** Solves the problem of disorganized storage (PA-01). Reports cannot be lost on individual computers, and version control is automatic.

Structured, Role-Based Workflow:

- **Process:**

- ❖ **Admin:** Creates and assigns all Supervisor and SDW accounts to their respective SPUs. Can navigate through all 4 SPUs and view respective Supervisor, SDW, and SDW reports in each SPU.
- ❖ **SDW:** Logs in and is presented only with the 12 standardized report folders. They upload their completed reports directly into the correct folder. Their access is restricted to their own reports.
- ❖ **Supervisor:** Logs into a dashboard that displays all reports uploaded by every SDW in their specific SPU (e.g., the AMP Supervisor sees only reports done by SDW under AMP). They can immediately download reports as needed.

Automated Oversight and Management:

- **Process:** The system automatically enforces permissions and organizes data by SPU. Supervisors no longer need to manually request reports; they are available instantly upon upload by an SDW.
- **Benefit:** Solves the problems of manual user/report management and non-standardized oversight. This dramatically reduces administrative overhead and delays.

Appendix B – Sample Forms and Reports

This chapter contains the different forms and reports used by the company as part of its business process.

C-1. DSWD Annual Report

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Program Profile (Please indicate all the programs and services for implementation/operation and/or being implemented/operated by the applying organization)															
2																
3	Type of Programs and Services per Service Delivery Mode	Area of Coverage/Location (Pls. Specify)				Target Beneficiaries (please indicate number of beneficiaries being served per specific category e.g. under children Sector - 5 neglected, 3abused etc.)										
4	Region	City/Province	City/Municipality	Barangay	Children (12 yrs. old and below)	Youth ('13 Years old and above)	Women	Older Adult	PWD	Family	Community	Disasters Victims	Others (Specify)			
5	1. Direct Program/s (pls. specify all the programs and services that is directly provided to the clientele per area of operations)															
6	a. Community - Based															
7				IVC												
8				Barangka												
9				Tañong												
10				Jose Dela Peñ												
11				Sto. Niño												
12				Malanday												
13				Calumpang												
14				San Roque												
15				Concepcion Dos												
16				Marikina Hieghts												
17				Fortune												
18				Tumana												
19				Nangka												
20																
21																
22																
23																

C-2. Community Profile

I21	A	B	C	D	E	F	G	H	I
1									
2	Subproject Name	Subproject Code	Address		Children (0-12)	Youth (13 - 25)	Older Adults	With Special Needs	Out of School Youth
3									
4									
5									
6	Subproject Staff Names:	Designation	Contact Number/s		NAME OF ORGANIZATION/S	AREA	SECTOR	Number of Members	
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21								TOTAL	0
22	Barangay	Urban/Sub-urban/Rural	DISASTER PRONE?	Total Families	Nuclear Families	Blended Families	Extended Families	Single Parent (Male)	Single Parent (Female)
23									
24									
25									
26									
27									
28									
29									
30									
31									
32									
33									
34									

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The Weekly Sales Report

C-3 Deliverables - Targets VS ACC

A1	B	C	D	E	F	G	H	I	J	K	
1	A	B	C	ACTUAL ACCOMPLISHMENTS PER MONTH ON DELIVERABLES							
2	DELIVERABLES/PLANNED ACTIVITIES	SET TARGETS	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	
3	ADMINISTRATION SPC /OIC /SDW's										
4	Attends Monthly and Special staff meeting										
5	Submission of minutes of the meeting										
6	Submission of quarterly accomplishment										
7	Council of leaders meeting										
8	Supervision / Coaching /mentoring of staff										
9	Supervision / Coaching /mentoring of leaders										
10	Webinar										
11	Community prayer										
12	staff wellness										
13	Seminars and trainings										
14	Processing of business permits and other licenses										
15	SHG /area visits 20 shg per year										
16	Scholars meeting and monitoring										
17	COA meeting										
18	other activities										
19											
20											

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C-4 Caseload Masterlist

A1	B	C	D	E	F	G	H	I	J	K	L	M
1				CASELOAD - MASTER LIST (SHOULD BE UPDATED MONTHLY TO ADD THE NEW WELCOME AND BRING DOWN THE RETIRED)								
2	Column 1	CATEGORY	Family Name	FIRST NAME	MIDDLE NAME	CASE FOLDER NO. (CH NUMBER)	GENDER	AGE	BIRTHDAY	SHG	SPU	GRADE LEVEL(SC/SY)
3	1	+										
4	2	+										
5	3	+										
6	4	+										
7	5	+										
8	6	+										
9	7	+										
10	8	+										
11	9	+										
12	10	+										
13	11	+										
14	12	+										
15	13	+										
16	14	+										
17	15	+										
18	16	+										
19	17	+										
20	18	+										
21	19	+										
22	20	+										
23	21	+										
24	22	+										
25	23	+										
26	24	+										
27	25	-										
28	26	-										
29	27	-										
30	28	-										
31	29	-										
32	30	-										
33	31	-										

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C-5 Education Profile

M33	A	B	C	D	E	F	G	H	I	J	K	L
1	Grade Level	MALE	FEMALE		Course/Strand/Track	Male	Female		Grade Level	MALE	FEMALE	
2	Nursery								Nursery			
3	Kinder 1								Kinder 1			
4	Kinder 2								Kinder 2			
5	Total	0	0						Total	0	0	
6	Grade 1								Grade 1			
7	Grade 2								Grade 2			
8	Grade 3								Grade 3			
9	Grade 4								Grade 4			
10	Grade 5								Grade 5			
11	Grade 6								Grade 6			
12	Total	0	0						Total	0	0	
13	Grade 7								Grade 7			
14	Grade 8								Grade 8			
15	Grade 9								Grade 9			
16	Grade 10								Grade 10			
17	Grade 11								Grade 11			
18	Grade 12								Grade 12			
19	Total	0	0						Total	0	0	
20	1st Year College								1st Year College			
21	2nd Year College								2nd Year College			
22	3rd Year College								3rd Year College			
23	4th Year College								4th Year College			
24	5th Year College								5th Year College			
25	Total	0	0						Total	0	0	
26	TESDA								TESDA			
27	ALS								ALS			
28	Total	0	0						Total	0	0	
29	OSC								OSC			
30	OSY								OSY			
31	Special Cases/Sped								Special Cases/Sped			
32	Total	0	0						Total	0	0	
33	TOTAL CRM	0	0						TOTAL CRM	0	0	

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C-6 Assistance to Families

A1	A	B	C	D	E	F	G	H	I
1						DO NOT USE COMMA OR SPACES FOR THIS COLUMN			
2	CHID	TYPE	SPONSORED FAMILY OF	GENDER OF THE RECIPIENT/BENEFICIARY	IN RESPONSE TO:	AMOUNT GRANTED/ASSISTANCE	SOURCE OF FUND	MONTH	Staff-in-Charge/Assessed by/Facilitated by
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
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31									
32									
--									

C-7 Poverty Stoplight

O31	A	B	C	D	E	F	G	H	I	J	K	L	M	N	
1	MONTH SURVEYED	SURVEY NUMBER	USERNAME	PRIMARY RESPONDENT	SPONSORED FAMILY OF: (Sponsored Member)	CHID	SHG	SURVEY FACILITATOR	LIFE MAP	J	K	L	M	N	SUMMARY THIS IS AUTOMATED
2	JANUARY	3	leony												
3															
4															
5															
6															
7															
8															
9															
10															
11															
12															
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29															
30															
31															
32															
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C-8 CNF Candidates

M32	A	B	C	D	E	F	G	H	I
1	CANDIDATES FOR CRITICAL NEEDS FUND ASSISTANCE								
3	NAME OF SPONSORED MEMBER	CHID	AREA	CATEGORY	EXPRESSED NEEDS AND ASSESSMENT	\$F Ending Balance YTD(Passbook/ATM)	Kindly indicate the balance of their passbook.	Planned Utilization of Fund	[Post Implementation] Actual purpose here
4	1			▼					
5	2			▼					
6	3			▼					
7	4			▼					
8	5			▼					
9	6			▼					
10	7			▼					
11	8			▼					
12	9			▼					
13	10			▼					
14	11			▼					
15	12			▼					
16	13			▼					
17	14			▼					
18	15			▼					
19	16			▼					
20	17			▼					
21	18			▼					
22	19			▼					
23	20			▼					
24	21			▼					
25	22			▼					
26	23			▼					
27	24			▼					
28	25			▼					
29	26			▼					
30	27			▼					
31	28			▼					
32	29			▼					
33	30			▼					

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C-9 Candidates for Retirement

A1	A	B	C	D	E	F	G	H	I
1	For all Staff who have an access to this monitoring sheet, please be advised not to leave this open on your personal computers, and OBSERVE CONFIDENTIALITY .								
3	CHID	Sponsored Family of:	Possible Reason/s for Retirement	INTERVENTION/S REQUIRED?	If yes, state your simple SMART goal/s:	State your SIMPLE AND CONCRETE action plans:	How did the family respond to your action plans?		
4			▼	▼					
5			▼	▼					
6			▼	▼					
7			▼	▼					
8			▼	▼					
9			▼	▼					
10			▼	▼					
11			▼	▼					
12			▼	▼					
13			▼	▼					
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32			▼	▼					
33			▼	▼					

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C-10 VM Accomplishments

A1	B	C	D	E	F	G	H	I	J	K	L	M	N
1	CHID	SPONSORED:	DATE VM SUBMITTED TO THE CS:	VM STATUS	SDW								
2				▼									
3				▼									
4				▼									
5				▼									
6				▼									
7				▼									
8				▼									
9				▼									
10				▼									
11				▼									
12				▼									
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33				▼									
34				▼									

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C-11 Correspondence Accomplishments

A1	B	C	D	E	F	G	H	I	J	K	
1	DELIVERABLES-MONTHLY PENDINGS	TARGET	SUBMITTED to CARD STAFF and APPROVED/Uploaded to Portal	Declined by CaRD Staff/KS/ SLUR 2nd Request	OUTSTANDING	REMARKS	Note	DELIVERABLES-MONTHLY PENDINGS	TARGET	SUBMITTED and APPROVED	
2					0						
3	Welcome Letter	20	14	0	6						
4	Regular Letter				0						
5	Reply Letter				0						
6	1st Season of Letter				0						
7	Photo Reminders				0						
8	Annual Photo				0						
9	Speed Letter				0						
10	Update Request				0						
11	Farewell Letter				0						
12	Digitalized Letter				0						
13	Digitalized Photo				0						
14	Family Record/Recruitment				0						
15	Correspondence Orientation				0						
16											
17											
18	DELIVERABLES-MONTHLY PENDINGS	TARGET	SUBMITTED to CARD STAFF and APPROVED/Uploaded to Portal	Declined by CaRD Staff/KS/ SLUR 2nd Request	OUTSTANDING	REMARKS	Note	DELIVERABLES-MONTHLY PENDINGS	TARGET	SUBMITTED and APPROVED	
19											
20	Welcome Letter										
21	Regular Letter										
22	Reply Letter										
23	1st Season of Letter										
24	Photo Reminders										
25	Annual Photo										
26	Speed Letter										
27	Update Request										
28	Farewell Letter										
29	Digitalized Letter										
30	Digitalized Photo										
31	Family Record/Recruitment										
32											
33											
34											

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C-12 Leaders Directory

A1	A	B	C	D	E	F	G	H
1	Position	Joining Date	Name	Gender	Address	Cellphone No.	Date of Birth	Place of Birth
2				v				
3				v				
4				v				
5				v				
6				v				
7				v				
8				v				
9				v				
10				v				
11				v				
12				v				
13				v				
14				v				
15				v				
16				v				
17				v				
18				v				
19				v				
20				v				
21				v				
22				v				
23				v				
24				v				
25				v				
26				v				
27				v				
28				v				
29				v				
30				v				
31				v				
32				v				
33				v				
34				v				

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Appendix C – References and Acknowledgement

Acknowledgements:

Mr. Avelino B. Baro, Jr.

References: <https://www.facebook.com/share/p/17X6NQJajW/> (Executive Summary)