

**MEMORANDUM  
CUSTOMER SERVICE170122****Internal Memo**

**TO :** ALL Dealer Customer Relations / Service Officers  
**FROM :** CUSTOMER SERVICE-SERVICE  
**DATE :** October 13, 2017  
**CC :** Branch Heads, Service Heads, Customer Relations / Service Heads  
**SUBJECT :** Submission of ASFC and PMS Reminder Monitoring

We would like to thank you for assistance and efforts with the submission of your accomplished PMS Reminder and After Service Feedback Call (ASFC) monitoring for the month of July, August and September 2017.

For those dealers who has not submitted their revised reports yet, we will extend the deadline until **October 14, 2017** (Saturday). For your reference, attached is our monitoring list PMS Reminder and ASFC report submission.

Likewise, kindly note the following information and guidelines:

1. At the moment, considering the current status of CRMS – Aftersales Tab, **ALL** dealers are required to submit their accomplished ASFC and PMS Reminder monitoring report for the month of October, November and December. For the PMS reminder, please use the standard form (excel format) provided by IPC-Customer Service. Please see attached.

- a. Submission of ASFC and PMS Reminder will be on:

Month	Date of Submission
October-17	7-Nov-17
November-17	7-Dec-17
December-17	8-Jan-18

- b. ASFC and PMS Reminder Target Calls Per Month

Requirement	Procedure	Target Call outs	Example	
After Service Feedback Call	List of customers will be based on the Service Performance Report (SPR) of the same month (Coverage: Individual Account = 1 to 2 year old LCV units only from delivery date)  To perform ASFC to customers three (3) days after servicing.	95%	Servicing Date (SPR)	Target ASFC (3 days after servicing)
			Oct. 16	Oct. 19
			Oct. 17	Oct. 20
			Oct. 18	Oct. 21
PMS Reminder	1,500 km = remind customer a month before the required servicing date (PMS interval: 3 months)	80%	October 16, 2017 (1500 km)	December 16, 2017
	5,000 - onwards = remind customer a month before the required servicing date. (PMS interval: 6 months)		October 16, 2017 (10,000 km)	March 16, 2018

- i. In case the servicing of the vehicle has already been performed prior to call, the reference for the maintenance reminder will be based on the date the vehicle was serviced / maintained.

- c. **No extension for the submission of the required documents shall be given.** Failure to submit on the required dates will be equivalent to **"zero"** on your DOYA score / rating.
- d. **The ASFC and PMS reminder forms should be submitted in EXCEL format.** Not in PDF, JPEG, PNG or any related image format.
- e. All information in the PMS reminder form should be complete and accurate. We will not allow dealers to **alter, revise or change** the information on the said document. Incomplete information will not be accepted and shall be returned to the concerned dealer for completion.
- i. In the event that the dealer submits their monitoring sheet on time (required date of submission) but was returned by CS due to incomplete information, the said dealer needs to submit the correct and complete report within the same day. If the dealer failed to do so and submitted the report the following day, the DOYA score will automatically be **zero**.
- ii. DOYA score for main dealers shall also include compliance of submission of their respective branches and satellite offices. Failure to comply by your branches and satellite offices within the given deadline and completeness of reports shall translate to zero score for the main dealer. Kindly note that it is the responsibility of the main dealers to ensure compliance for your branch and satellite office on the procedures implemented by IPC.
2. Please be informed that the DOYA scoring for the ASFC and PMS reminder will be provided by IPC Customer Service Section starting July – onwards.
- a. For those dealers with pending ASFC report from July to September, we will give you until **October 20, 2017**. No score or zero for reports received beyond the given date.
- b. To reiterate, for those dealer with pending PMS reminder report (using the form provided by CS) from July to September, we will give you until **October 14, 2017**. No score or zero for reports received beyond the given date.

Finally, we would like to inform everyone that the purpose of your ASFC and PMS reminder does not cover your DOYA achievements / scores only but serves as an important tool in providing excellent services through customer feedbacks and improving your **UR achievement**. Thus, we encourage dealers to really exert effort in carrying out this activity.

Your compliance on this matter is highly expected.

We hope you find the above in order. Should you have any inquiries, you may contact us telephone number (02) 757-2340 or through this email address.

Sincerely, .

*ncas*  
**Nikki Castillo**  
Customer Service

Noted By:

*[Signature]*  
**Joey Bias**  
Department Head  
Service Department

*[Signature]*  
**Jinky Zavala**  
Customer Service

*[Signature]*  
**Edward De Guzman**  
Division Head  
Aftersales Division