



Date: February 22, 2023

To: Concerned Sales Team Members

From:  Rey Ryan M. Cabato
Sales Operations Manager

Noted:  Angela Monette T. Natividad
VP for Operations

Cc: Marketing Department, Finance Department, Audit Department, Supply Chain Department, Human Resource Department, All Sales leaders

Subject: Repayment of Short Discounts to the clients of 2022

Integrity is one of our treasured core values here at Sophia Jewellery, and we practice integrity inside the office, with our co-team members, our clients, and in our daily lives. From April to September of 2023, a total of 38,090.50 worth of discounts were not given to the intended clients due to erroneous computation of discounts when the transactions were done. With these mistakes, the principle of Win-Win-Win, and the value of integrity were not satisfied. To correct these mistakes, we will compensate our clients thru a cash voucher or jewelry items; please see below for the list of clients and their corresponding compensation:

EC Full Name	Client Name	Contact Number	Voucher Amount for Release	Jewelry worth for release
Napolereyes, Mayrose	CANETE, NYGIE A	09559256408	1,000.00	-
Hibaya, Esterlita	MELENDEZ, JERMARIALYN O	09165537229	500.00	-
Navarro, Mary Fe	MALDAN, WILMA T	09173052437	500.00	-
Lanayan, Jessa Jeil	JUROLAN, MARIA LOREZAR	09950373737	500.00	-
Lanayan, Jessa Jeil	JUROLAN, MARIA LOREZAR	09950373737	500.00	-
Lanayan, Jessa Jeil	VILLAHERMOSA, VINCE	09614582266	500.00	-
Lanayan, Jessa Jeil	SARAUSAS, PHOEBE T.	09758386986	500.00	-
Sanguenza, Glezandra	PANGAN, MARY ANN C.	09174624167	300.00	-
Sanguenza, Glezandra	DAL, JACKELYN	0	1,000.00	-
Sanguenza, Glezandra	DAL, JACKELYN	0	300.00	-
Sanguenza, Glezandra	DAL, JACKELYN	0	500.00	-

Sanguenza, Glezandra	ALBANCES, GLENDA M.	09367726527	500.00	-
Sanguenza, Glezandra	ALBANCES, GLENDA M.	09367726527	500.00	-
Sanguenza, Glezandra	ADUBAL, CARAH M.	09518391744	500.00	-
Coraza, Mariel	DELA CRUZ, BABETH V	09519460587	1,000.00	-
Coraza, Mariel	MATIAS, JUNNEL B	09065367173	-	3,699.00
Coraza, Mariel	MATIAS, JUNNEL B	09065367173	500.00	-
Hibaya, Esterlita	CAGBABANUA, FLORDELIZA B.	09159734412	2,000.00	-
Tendero, Kate	DACANAY, ROSE MARIE H.	09159610699	2,000.00	-
Mendoza, Jellivie	ETIONG, HAZEL ANN P.	09772567606	1,000.00	-
Mendoza, Jellivie	ETIONG, HAZEL ANN P.	09772567606	1,000.00	-
Mendoza, Jellivie	NACION, JONALYN S	09055502507	300.00	-
Francisco, Genevie	AMAJAD, KHYLE A.	09778228090	500.00	-
Francisco, Genevie	BANDING, AL-JASSIM A.	09976635674	1,000.00	-
Francisco, Genevie	BUCTOLAN, GEMAR G.	09052400535	500.00	-
Miano, Jenifer	RABONG, JELLANE S.	09263138672	500.00	-
Francisco, Genevie	SALI, AZIZ KENETH	09972858502	500.00	-
Miano, Jenifer	GONZALES, FREDERICK		1,500.00	-
Mendoza, Jellivie	AMBAKED, GILBERT JR. T.	09727544617	500.00	-
Alvaran, Kristal Beb	HALUN, AZIZ	09151118083	1,000.00	-
Balasabas, Merrycris	ABDULWAHID, NUR-ANIZA	09058668227	1,000.00	-
Antinero, Mae	PAGLOS, AGNES	09650957227	3,000.00	-
Junlay, Maria Lynlou	EBDALINA, SARAH T.	09177956791	1,500.00	-
Rivera, Angelica	LOZANO, JUVILYN B.	0955-016-7002	200.00	-
Luz, Candy	MEDADO, ARA B.	0	500.00	-
Luz, Candy	MEDADO, ARA B.	0	500.00	-
Tupas, Claire	DALES, JOVELYN V	09169421071	1,500.00	-
Gallemit, Danika Joy	SALAPUDDIN, ROBAINA D.	09972890696	500.00	-
Gallemit, Danika Joy	SALAPUDDIN, ROBAINA D.	09972890696	1,000.00	-
Gallemit, Danika Joy	SALAPUDDIN, ROBAINA D.	09972890696	1,500.00	-
Gallemit, Danika Joy	SALAPUDDIN, ROBAINA D.	09972890696	1,000.00	-
Gallemit, Danika Joy	SALAPUDDIN, ROBAINA D.	09972890696	1,000.00	-
Francisco, Genevie	GANAN, FE A	09061693609	1,000.00	-
Bagnol, Abegail	MARGATE, MADELINE P.	09076190622	2,500.00	-
Rabe, Cherry Rose	VICOY, GELOU R	09677759036	-	4,215.00
Tupas, Claire	NATIVIDAD, EUNICE M	09358933559	500.00	-
Tupas, Claire	LEGO, MAEHOPE D.	09168497646	500.00	-
Tupas, Claire	LEGO, MAEHOPE D.	09168497646	500.00	-

		Total	39,600.00	7,914.00
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Additional Steps:

1. The Marketing team will prepare and send cash vouchers to the stores.
2. Jewelry items will be prepared by the Supply Chain team and will be sent to the concerned stores (follow Stock transfer procedure)
3. The client will be contacted by Empowerment Consultant who catered to the client during the transaction. (Please refer to the list above).
4. All SOPs will be implemented during the process.

Guidelines on releasing the vouchers:

1. Team Leaders will give the list of clients to the concerned ECs.
2. The EC who catered to the client will contact the client to apologize and offer the voucher. Spiel: Hi, Ma'am **Rose (Name of Client)**. This is **Weng (name of EC)** of Sophia Jewellery. We thank you for patronizing us. There was a mistake with the discount from your purchase from us last **October 12, 2022 (Date of the transaction)**. We know that action speaks louder than words. Please accept this **500 pesos (amount if the voucher)** voucher that you can use on your next purchase to say we're sorry. Please visit us at our store located at the **2nd Floor of KCC Mall De Zamboanga, Camins Avenue, Zamboanga City (Store location)** store from **9 am to 9 pm (Store hours)** to claim your voucher. Thank you.
3. Upon release of the voucher, EC will ask the client to sign in the list to indicate that the client already claimed the voucher.
4. Once all vouchers in the store are released, the list will be emailed to SOM, ASH, Mktg team, Finance team, and Audit for safekeeping and records purposes.

Guidelines on releasing the jewelry items:

1. Team Leaders will give the list of clients to the concerned ECs.
2. The EC who catered to the client will contact the client to apologize and offer the jewelry item. Spiel: Hi, Ma'am **Rose (Name of Client)**. This is **Weng (name of EC)** of Sophia Jewellery. We thank you for patronizing us. There was a mistake with the discount from your purchase from us last **October 12, 2022 (Date of the transaction)**. We know that action speaks louder than words. Please accept this **Twisted Hoop Earrings (Jewelry item description)** to say we're sorry. Please visit us at our store located at the **2nd Floor of KCC Mall De Zamboanga, Camins Avenue, Zamboanga City (Store location)** store from **9 am to 9 pm (Store hours)** to claim your jewelry. Thank you.
3. Upon release of the Jewelry Item, EC will ask the client to sign in the list to indicate that the client already claimed the jewelry item.
4. Once all Jewelry items in the store are released, the list will be emailed to SOM, ASH, Mktg team, Finance team, and Audit for safekeeping and records purposes.
5. All necessary SOP will be practiced.

Should there be any concerns or clarifications, please get in touch with me through my mobile phone number, 0917-184-3359.