

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	ENCODING CUSTOMER'S NAME WITH SUFFIX THRU BMS	Ref. No. CSD 16-004
DEPARTMENT :	CORPORATE SERVICE DEPARTMENT	
TO :	BRANCH MANAGER/ CASHIER	

#### OBJECTIVE:

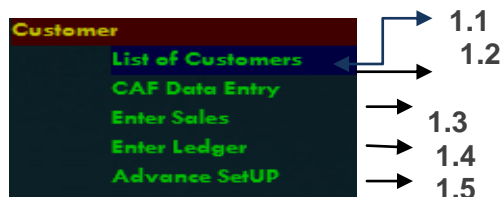
To ensure that complete name, suffix of names is encoded correctly in the Branch Monitoring System (BMS).

#### POLICIES

1. Data must be encoded correctly. Incorrect data entry is subject for disciplinary action in accordance with Company Code of Discipline; and shall be charged Four Hundred (P 400.00.) pesos. for unregistered Three Thousand Five Hundred (P 3,500.00) for already registered.
2. Branch Manager and Cashier are accountable in the correct data entry in the Branch Monitoring System (BMS) including but not limited to Customer Name, Address, Model, Color, Engine, Chassis, Sales Invoice Number, Account Number and SKU number.
3. Branch Manager is responsible in ensuring correct data entry made by the cashier after day-end transactions.
4. First downloaded data by Corporate Service Department (CSD) is deemed final and correct.
5. Data entry must be done after every transaction.

#### PROCEDURE:

1. In the BMS main menu, click the Customer menu and 5 Option Button's appear.



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- 1.1 List of Customer-where one can check overall existing account including other branches' account.
- 1.2 CAF Data Entry – where one can edit the data previously entered on customer inquiry after the C.I. approval.
- 1.3 Enter.
- 1.4 Enter Ledger- where one can proceed the sales entry.
- 1.5 Advance SetUp-

2. Click the **List of Customer** to check if they have an existing account to other branches.

2.1 From Search Key1- Type the Last





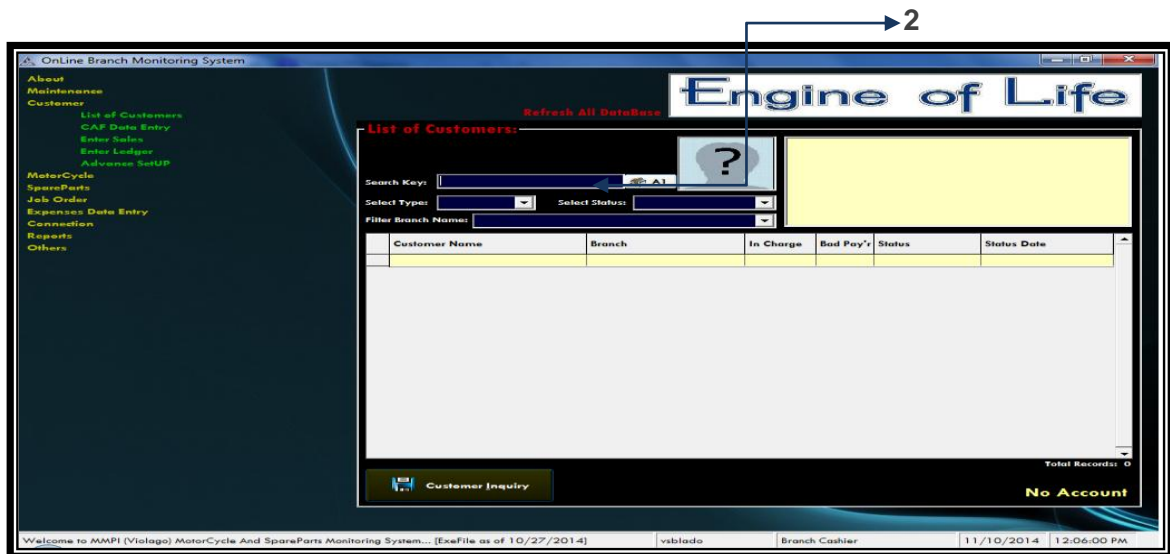
Name/Surname

2.2 From Search Key2- Type the First Name

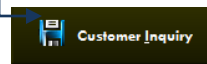


2.3 Search Key3- Middle Name

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3. Click Customer Inquiry Button.



Click Customer Inquiry icon.

3.1 Fill out completely and correctly all in capital letters

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Effective

January 1, 2016

Page 3 of 7

**3.1.1 For the Name with suffix-format LAST NAME, FIRST NAME INCLUDING THE SUFFIX, MIDDLE NAME**

Example: DELA CRUZ, JUAN JR. REYES

**SurName**

DELA CRUZ

**FirstName**

JUAN JR.

**MiddleName**

REYES

**3.1.2 Address**

**3.1.2.1 Street Address** –limited until Barangay only

**Example:** # Lot 5 Blk 5 Phase II, Camera Subd., Barangay Gali

**3.1.2.2 City Address-** Municipality/City/Province only.

Private OnLine Branch Monitoring System

Customer Inquiry Module

Oct 20, 2015 03:16:23 PM

**Add Basic Customer Informations:**

SurName: DELA CRUZ, FirstName: JUAN JR., MiddleName: REYES

Street Address: #118 LOT 5 BLK 5 PHASE II, CAMERA SUBD., BARANGAY GALI

City Address: QUEZON CITY, Tel No.: 722-333, Cell No.: 09087411653

Inquiry Details: WALK IN

Employee No.: 1410203, Name: MANUEL, LEONARDO GARCIA

Select Type: MotorCycle, Body Type: SOLO, Key-IN SKU: 2274

Brand: SYM, SKU: 2274, Model: BONUS 110, Color: BLK ORNGE

Remarks: BN CASH

Buttons: Add, Edit, Update, Help, Refresh, Save, Print Report

Bottom Bar: Welcome to MMPI (Viologo) MotorCycle And SpareParts Monitoring System..., donald, LTO Staff, 10/20/2015 03:30:59 PM, 3:30 PM

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Effective

January 1, 2016

Page 4 of 7

3.2 Click Save.

In case of erroneous entry, open Customer Inquiry Module again click **EDIT** then click **SUBMIT**.

**OnLine Branch Monitoring System**

**Engine of Life**

Fix Records Refresh All DataBase

**List of Customers:**

Search Key: delia  
Search Key: aquino  
Select Type: MotorCycle Select Status: View All  
Filter Branch Name: MMPI (Viologo)

Customer: AQUINO, DELIA FLORES  
CAF No.: CAF1001408010  
Status: Inquiry  
Status Date: 08/11/14 (05:37 PM)  
ID No.: 1405058  
Name: BERTUMEN, KAREN DAUDA  
Position: Marketing Assistant

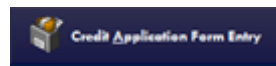
Customer Name	Branch	In Charge	Bad Pay's	Status	Status Date
AQUINO, DELIA FLORES	MMPI (Viologo)	1408108	NO	Active	09/27/14 (11:03 AM)

Total Records: 1

**1 Account[s]**

Welcome to MMPI (Viologo) MotorCycle And SpareParts Monitoring System... [ExeFile as of 10/27/2014] joana LTO Staff 11/11/2014 02:07:06 PM

4. Click the Credit Application Form Entry



**OnLine Branch Monitoring System**

**Branch Name: MMPI (Viologo)**

Fix Records Refresh All DataBase

**Customer for Credit Application Data Entry:**



Search Key: GUINER, JOHN SECON  
Select Status: View All

Customer Name	CAF No.	Agent	Bad Cust.	Status	Remarks
GUINER, JOHN SECON	CAF1001411008	NO	NO	Active	GOOD CONDITION DP 2,000

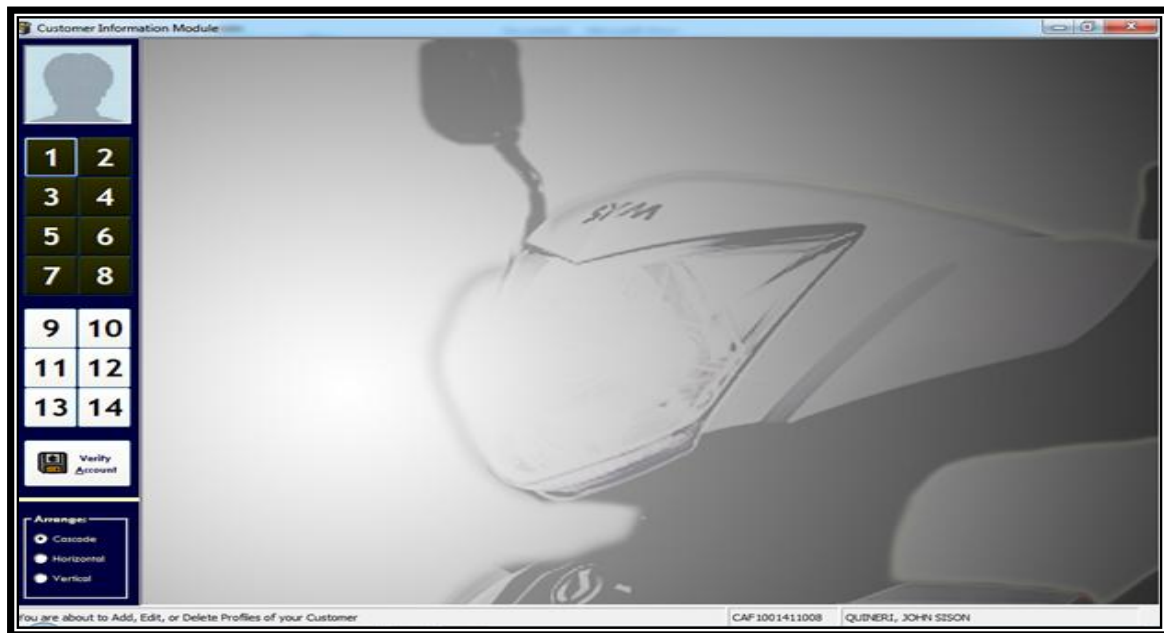
Total Records: 1

Customer Evaluations & Investigation Entry **Credit Application Form Entry** AC Assignment Module

Welcome to MMPI (Viologo) MotorCycle And SpareParts Monitoring System... [ExeFile as of 12/04/2014] feyn LTO Staff 12/13/2014 08:54:04 AM

Prepared by:  Corporate Services Department-LTO	Approved by:  Richmond Ngan Executive Officer	Effective  January 1, 2016	Page 5 of 7
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5. The Customer Information modules appear and then Click **1** to check or add other personal information of customer.



6. Any changes made in CAF has to be saved, thus click NEXT button until you reach the SUBMIT button.

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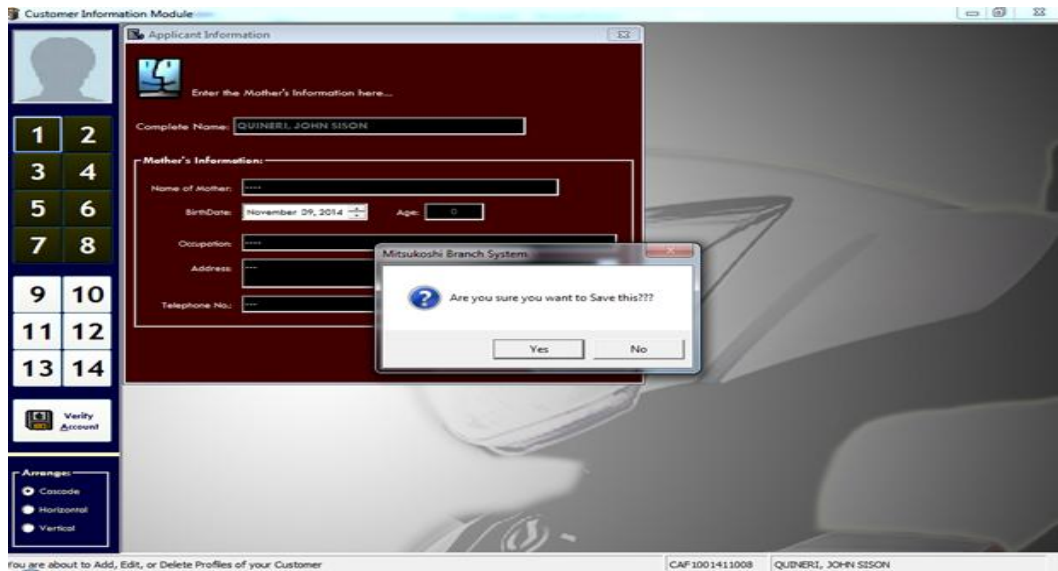
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Effective

January 1, 2016

Page 6 of 7

7. . Click Submit Button. Message “Are you sure you want to Save this??”. Click “Yes” to save data edited.



Prepared by:  Corporate Services Department-LTO	Approved by:  Richmond Ngan Executive Officer	Effective  January 1, 2016	Page 7 of 7
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