

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	ALTERATION AND CANCELLED RECEIPT	Ref. No.
DEPARTMENT :	TREASURY RECEIVABLES DEPARTMENT	TRD-15-12-019
TO :	BRANCH MANAGER, CASHIER, ASSISTANT CASHIER, MARKETING ASSISTANT AND ACCOUNT COUNSELOR	

#### OBJECTIVE:

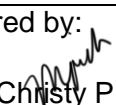
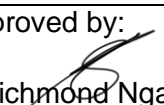
1. To establish reliability of branch records and authenticity of any correction and cancellation of entries in the Collection Receipt/Official Receipt.
2. To guide the branch in the alteration and cancellation of receipt.

#### POLICIES

1. In the alterations of receipt in correcting information, two (2) lines across the information to be altered or changed will suffice.
2. The customer must validate/countersign the corrections by signing beside the modified figure or data to authenticate the corrected data or information.
3. If the alterations are material or it involves discrepancy in words and figures, receipt should be cancelled and the collecting personnel should issue a new receipt.
4. Cancellation of receipt must be duly acknowledgement by the customer, sign by the cashier or issuer and authenticated by the Branch Manager.
5. Indicate reason/s for cancellation of receipt.
  - 5.2. For printing error of the receipt, cancel immediately such as but not limited to different receipt number, excess copy or misaligned information. Any printing error must be reported to Treasury Receivables Department.

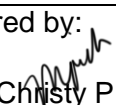
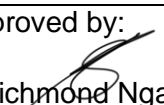
#### PROCEDURES

1. Account Counselor
  - 1.1. Upon commitment of errors in the entries of data in the Collection Receipt/Official Receipt; do the following procedures depending on errors committed;
    - 1.1.1. Write "CANCELLED" across the receipt and put line above and below the word.
      - 1.1.1.1. Superimposition or placement of a new figures or data on top of an already existing figure or data sometimes makes it illegible.
    - 1.1.2. Obtain signature of the customer right beside the corrected entry or figure.
      - 1.1.2.1. Signature of the customer/payee on the correction made by the branch personnel serves to attest that such correction was made with the knowledge and conformity of the customer/payee.
      - 1.1.2.2. It attests to the fact that the correction was made in good faith and not otherwise.

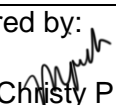
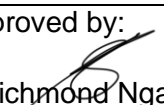
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- 1.1.3. Cancel Collection Receipt/Official Receipt if the errors are material or involves discrepancy in amount in words and figures; and name of the customer.
  - 1.1.3.1. Write "CANCELLED" across the face of all the copies of the invalidated Collection/Official Receipt.
  - 1.1.3.2. Indicate reason/s for cancellation of the Collection Receipt/Official Receipt in a conspicuous place in the face of the receipt
  - 1.1.3.3. Affix signature beside the "CANCELLED" remark.
  - 1.1.3.4. Obtain signature of the customer beside the "CANCELLED" remark to attest that the cancellation of the receipt was made in good faith.
  - 1.1.3.5. Ensure that all copies of the Collection Receipt/Official Receipt are intact; Original, pink, yellow and green.
  - 1.1.3.6. Issue new Collection Receipt/Official Receipt to replace the cancelled receipt.
- 1.2. Surrender Collection Receipt/Official Receipt booklet to the cashier/assistant cashier after field work.
  - 1.2.1. In case of cancelled Collection Receipt/Official Receipt, obtain signature of the branch manager to authenticate the cancellation.
  - 1.2.2. Sign in the Field Collection Receipt/Official Receipt Control Logbook to evidence return of booklet to the cashier.
2. Cashier/Assistant Cashier
  - 2.1. Receive Collection Receipt/Official Receipt booklet and scan to check for any missing series.
  - 2.2. Check for the following;
    - 2.2.1. Correction in the Collection/Official Receipt properly made.
    - 2.2.2. All Collection Receipt/Official Receipt copies intact in case of cancellation of receipt.
    - 2.2.3. Correction and cancellation signed by the customer.
    - 2.2.4. In case the cashier made the error, aforementioned procedures must also be followed.
  - 2.3. Record cancelled Collection Receipt/Official Receipt in Cancelled Receipt Control Logbook which has the following columnar headings;
 

Ref.	No.	Date	Reason	TR No.	Date
  - 2.3.1. Forward Original and Accounting (Pink) copies to Treasury Receivables Department together with other DPR attachments.
    - 2.3.1.1. Retain yellow and green copies of the Collection/Official Receipt.

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- 2.3.1.1.1. File yellow copy of the Collection Receipt/Official Receipt in a permanent file progressively, that is from lower number to higher one.
    - 2.3.1.1.2. Retain the green copy in the Collection Receipt/Official Receipt booklet and forward to Treasury Receivables Department when fully used.
  - 2.4. Remind branch personnel in the field with assigned Collection Receipt/Official Receipt to:
    - 2.4.1. Cease from writing and drawing anything in the Collection Receipt/Official Receipt that is not relevant to the issuance of the receipt.
    - 2.4.2. Use cardboard in between Collection Receipt/Official Receipt series to avoid information written in the previous series traced on the next one. Information traces will affect the legibility of entries in the next series.
    - 2.4.3. Refrain from eating and drinking while issuing Collection Receipt/Official Receipt so as not to damage the information written in the Collection/Official Receipt due to spills from food or drinks.
  - 2.5. Report any printing error in a particular Collection Receipt/Official Receipt number, e.g. different receipt number or with excess copy.
    - 2.5.1. Cancel immediately the particular Collection Receipt/Official Receipt with aforesaid errors.
    - 2.5.2. In case cover used by authorized printer is discarded company receipt, immediately write "CANCELLED" right across the face of the cover.
  - 2.6. In case of cancellation of other accountable forms, such as Sales and Cash Invoice, Delivery Receipt, Acknowledgement Receipt of Cheques, Pull-Out Order, Receiving Report and Job Order; original and accounting copy must be returned to Treasury Receivables Department together with other DPR attachments; branch copy must be file in the branch and retain booklet copy which must be surrendered to the Head Office-Treasury Receivables Department when fully used.
- 3. Branch Manager
  - 3.1. Receive cancelled Collection Receipt/Official Receipt from issuing branch personnel and check for the following;
    - 3.1.1. Reason indicated in the face of the cancelled receipt.
    - 3.1.2. Signature of customer, if applicable.
    - 3.1.3. Signature of branch personnel who cancelled the receipt.
  - 3.2. If everything is in order, affix signature right beside the "CANCELLED" remark to authenticate the cancellation and forward cancelled receipt to the cashier.

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## SAMPLE CANCELLED OFFICIAL RECEIPT

Account Counselor's  
Signature (field  
cancelled receipt)

BM'S signature

Customer's Signature

Cashier's Signature

IN THE SETTLEMENT OF THE FOLLOWING	
Invoice No.	Amount
POK APRIL M.I.	
M.I.	1,700
PPD	200
	1,500
Account No.	226000791
Due Date	4/20/2012
Previous Balance	4,500
Less: This Payment	1,700
Discount	200
Remaining Balance	P 2,600

**DAAN MOTORS CORPORATION**  
Sta. Maria Branch - Gov. F. Hall Ave., Bagbaguin, Sta. Maria, Bulacan  
VAT Reg. TIN 007-773-369-018

**OFFICIAL RECEIPT**  
(Not a valid receipt of funds in Secondary Account)

**No 12201**

Date: 4/20/2012

Received from: JONINE F. M. PAS TIN

Address: San Jose Rodriguez, Rizal Business Style

The sum of PESO one thousand five hundred pesos only (P 1,500.00)

*Reason: customer decided to close her acct.*

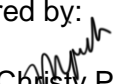
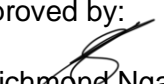
*Can be cancelled*

Payment in form of	Amount
CASH	P 1,500.00
CHECK	
TOTAL PAYMENT	P 1,500.00

W. NORTON PINGLO  
Collector

Customer's Signature

PENTAX Printing Press  
1417 Nerra St., Tondo, Manila.  
100 (MAY 2004) 18001-19000  
Permit No. 44/000086288(3212)

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