

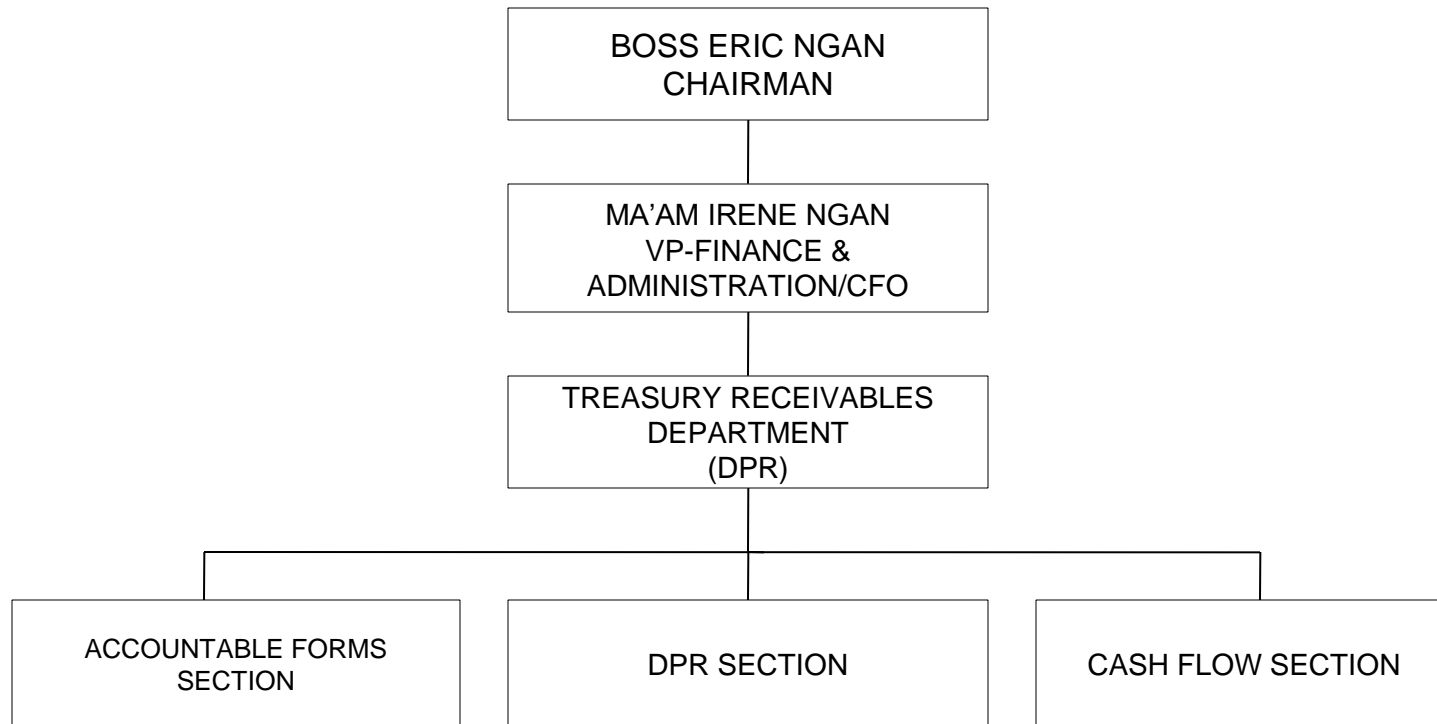
# Branch Operations Training

TREASURY RECEIVABLES DEPARTMENT  
(DPR)

## *Objective:*

- To be familiar on basic policies and procedures pertaining to Treasury Receivables Department.
  - Daily Performance Report
  - Accountable Forms
  - Cash Flow

# Organizational Structure



# **Branch Policies and Procedures**

# Request of Accountable Receipts and Forms

- Branch Manager and Cashier to conduct physical count inventory regularly and compare them to Accountable Forms Control Logbook.
- Branch Manager and Cashier to review the average normal consumption to avoid depletion of stock prior to requisition.
- Transferring/borrowing of accountable receipt and form is prohibited unless approved and authorized by Treasury Receivables Department (TRD).

- Account for any missing booklet.
- Scheduled day for request, Monday to Friday from 8:00am to 12:00 noon by filling up Accountable Form Request (AFR) and send via web mail to Treasury Receivables Staff handling Accountable Receipts and Forms.
- Request for the day will be served to the branch the next working day, except on Saturday, Sunday and Holiday.
- Acknowledgement of the Original and Green Copies of Transmittal Report (TR) will be made once delivery received; Green copies shall be forwarded to the Treasury Receivables Department duly signed.

# Returning of the Used Booklets to the Head Office

- All used Accountable Receipt and Form must be returned to Treasury Receivables Department on the nearest transmittal schedule of the branch.
- Record return used booklet in the Accountable Forms Logbook.
- Booklet copies must be kept intact.

# Transmittal of Supporting Documents to Head Office

- The scheduled transmittal of the branch supporting documents is three (3) times a week (Monday, Wednesday, and Friday) through authorized courier.
- Supporting documents needed to be forwarded at the Treasury Receivables Department :
  1. Cash Flow Form; original copy
  2. Deposit Slip/s; duplicate copy

The Branch Manager must check the validated deposit slips/s before forwarding to the Treasury Receivables Department by affixing signature at the back of the deposit slip/s to evidence review and checking of the date, time and amount deposited.



3. Collection Receipt (CR) / Official Receipt (OR); pink copy
4. Delivery Receipt (DR); pink copy
5. Sales Invoice (SI); pink copy
6. Cash Invoice (CI) / Sales Invoice (SI) Spare Parts; pink copy
7. Job Order (JO); yellow copy
8. Credit Memo (CM); yellow copy
9. Disbursement Voucher; original copy
10. Acknowledgement Receipt of Cheques (ARC); pink copy
11. Pull-Out Order (POO); pink copy
12. Receiving Report (RR); pink copy

# Request for Authority to Use Skipped Series

- Only valid reason/s will be considered in the use of skipped Accountable Receipt and Form series by the branch.
- Skipped Accountable Receipt and Form series after a day can no longer be used and must be cancelled by the branch.
- For printing error of the receipt, cancel immediately such as but not limited to different receipt number, excess copy or misaligned information.

- Upon discovery of skipped series of Accountable Receipt and Form the cashier/assistant cashier shall prepare a written explanation address to Treasury Receivables Department for request of authority number to use the skipped series; signed by the Branch Manager.
- Upon discovery of skipped series of Accountable Receipt and Form the cashier/assistant cashier shall prepare a written explanation address to Treasury Receivables Department for request of authority number to use the skipped series; signed by the Branch Manager.

# Cash Flow Form

- All issued Collection/Official receipt shall be covered by Cash Flow Form with corresponding Deposit Slip(s) and Disbursement Voucher if any.
- It is the responsibility of the cashier and branch manager to ensure accuracy of the Cash Flow Form and compare against actual amount for deposit.
- The cashier/assistant cashier receive collections from field personnel and add to the office collections.
- Prepare Cash Flow Form in two copies and effect deduction in the total branch collection:

Original Copy	:	Accounting Copy
Duplicate Copy	:	Branch Copy

# Collection Receipt (CR) and Official Receipt (OR)

- It is used to evidence receipt of money by the branch for but not limited to branch financed receivables, office or field; cleared checks, down payment on sales of installment unit and labor charges for repair of motorcycle unit.
- The collecting personnel must double check the booklet and series number to ensure that the said receipt is duly assigned to office or field transactions. Observe series continuity.
- Field Official Receipt (OR) or Field Collection Receipt (CR) is not allowed to use for Office Collection unless with approval from Treasury Receivable Staff.
- OR or CR data must be filled up completely and accurately.
- Customer signature on OR or CR must be in an original handwritten.

- Collecting personnel must always use cardboard in between OR or CR series to avoid information written in the previous receipt traced on the next one. Information traces will affect the legibility of entries in the next OR or CR.
- Cease from writing and drawing anything in the OR or CR that is not relevant or pertinent to the issuance of the receipt.
- Refrain from eating and drinking while issuing OR or CR so as not to damage the information written in the OR or CR due to spills from food or drinks. Furthermore, it is an act of discourtesy in the part of the collecting personnel against the customer/payee.
- In correcting information, two (2) lines across the information to be altered or changed.

- The customer must validate/countersign the corrections by signing beside the modified figure or data.
- If the alterations are material or it involves discrepancy in words and figures, the OR or CR should be cancelled and the collecting personnel should issue a new OR or CR.
- Cancel the OR or CR immediately if the error committed is in the customer's name. Alteration on the name of the customer is not acceptable.
- Put two (2) lines and write "CANCELLED" across the receipt.
- Indicate reason/s for cancellation of the OR or CR.
- Cancelled **office receipt**, must be acknowledged by the customer, cashier/assistant cashier and branch manager.
- For **Field Receipt**, must be acknowledged by the customer, account counselor, cashier/assistant cashier and branch manager.

- Original and Accounting copy of the cancelled receipt must be returned to the Head Office-Treasury Receivables Department together with other DPR attachments; except for booklet copy which must be surrendered when fully used.
- Submit a request letter to TRD for approval and authority number to use skipped series of OR or CR.



# Delivery Receipt (DR)

- Form used for delivery of motorcycle unit whether brand new or repossessed units to customer or any outgoing motorcycle or spare parts.
- The Delivery Receipt must be duly signed by the customer or receiver to evidence that the motorcycle unit or item had been received.
- Delivery Receipt (DR) data must be filled up completely and accurately.

# Sales Invoice (SI)

- The sales Invoice records sales of brand new motorcycle unit to end consumer.
- No brand new motorcycle unit sold will be released without proper issuance of Sales Invoice.
- All Sales Invoices must be covered by duly accomplished Delivery Receipt.
- The Sales Invoice must be based on the stencils of chassis and engine numbers of the brand new motorcycle sold by the branch.
- Sales Invoice (SI) data must be filled up completely and accurately.

# SALES INVOICE (SI) SPARE PARTS

- Form to document spare parts sales including motor oil.
- Reservation or partial payment of spare parts made by the customer shall be covered by Collection Receipt/Official Receipt and the Sales Invoice Spare Parts shall only be issued upon full payment of selling price of the customer.
- Sales Invoice (SI) Spare Parts data must be filled up completely and accurately.

# Job Order (JO)

- Form used to document labor cost on the service rendered and spare parts replaced based on the repair made by the branch mechanic.
- It is the responsibility of the branch mechanic to prepare Job Order for any motorcycle unit subject for repair in the branch.
- It is the responsibility of the branch mechanic to diagnose the defect in the motorcycle unit referred by the customer and recommend the necessary repair needed to the unit.
- The customer shall first give his/her conformity by signing in the appropriate space provided in the Job Order before any repair will be made by the mechanic.
- The JO data must be filled up completely and legibly to avoid any doubt in its accuracy and reliability.

# ACKNOWLEDGEMENT RECEIPT OF CHEQUES (ARC)

- All check/s received from the customers whether current or post dated must be covered by Acknowledgement Receipt of Cheques (ARC). Only upon bank clearance of the check that corresponding Collection Receipt/Official Receipt will be issued.
- No second endorsement check should be received by the branch.
- The branch should cease from accepting check payable in “CASH” for security purposes.
- The ARC data must be filled completely and accurately to avoid any cloud of doubt to its reliability.

# PULL-OUT ORDER (POO)

- An accountable form which record or evidence surrender or repossessed of motorcycle unit from the customer.
- The Pull-Out Order must be duly signed by the customer to evidence surrender of financed motorcycle unit to the branch and must be covered by Repossessed Motorcycle Checklist to establish the actual condition of the unit at the time of repossession.
- The Pull-Out Order (POO) data must be filled completely and accurately to avoid any cloud of doubt to its reliability.

# RECEIVING REPORT (RR)

- Accountable form which record or support the receipt of motorcycle units by the branch.
- The Receiving Report must be duly signed by the receiver to evidence receipt of motorcycle unit (s).
- Receiving Report (RR) data must be filled up completely and accurately.

# DISBURSEMENT VOUCHER

- It is used to document all types of disbursements taken out from branch daily collections such as but not limited to replenishment of Petty Cash Fund, approved or authorized expenses/disbursement.
- All disbursement in branch collections **MUST** be covered Disbursement Voucher.



# TRANSMITTAL REPORT (TR)

- Accountable form which record or evidence the delivery or release of item/s other than motorcycle unit.
- Transmittal Report must be filled up completely and legibly.

# ALTERATION AND CANCELLED RECEIPT

- In the alterations of receipt in correcting information, two (2) lines across the information to be altered or changed will suffice.
- The customer must validate/countersign the corrections by signing beside the modified figure or data to authenticate the corrected data or information.
- 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.
- Cancellation of receipt must be duly acknowledgement by the customer, sign by the cashier or issuer and authenticated by the Branch Manager.
- For printing error of the receipt, cancel immediately and must be reported to TRD.

# Turn Over of Field Collections to Cashier

- All collections made by the field personnel shall be turned-over promptly to Cashier on the same day. Delayed and non-remittance of collections, including non-issuance of proper receipts are grave violations of our Company's Code of Discipline and shall be dealt with under pain of termination.
- It is the responsibility of the field personnel to turn-over unused Collection/Official Receipt booklet to the branch cashier at the end of the day for proper cut-off and safekeeping.
- Turnover collections from field personnel must be posted in the Customers' Ledger Cards and Branch Monitoring System (BMS) immediately upon receipt to update customers' accounts.

- It is the responsibility of the cashier to check the Collection/Official Receipt endorsed by the field personnel.
- A control logbook shall be maintained by the cashier to monitor and record receiving and returning of the collection receipt booklet to the field personnel.
- Ensure that the original and all the copies of the cancelled Collection/Official Receipt was retrieved from the customer and surrendered to the cashier.

# Direct Transfer of Branch Collections to Main Office

- It is the responsibility of the Branch Manager and Cashier or Assistant Cashier within the proximity of the main office to ensure the direct transfer of their collections to the latter at any given time to eliminate cash RISK exposure in the branch.  
**This must be strictly observed during weekends and holidays in order to avoid cash accumulation in the branch.**
- The scope of these processes is branches located within the proximity of the main office and on instances or occasion that no banks are available e.g. after banking hour, holidays and Sunday.
- The minimum amount to be remitted or transferred by the branch to the main office will be P 5,000.00.

- Although the cashier is responsible for accounting for the branch collections, she is not allowed to make the physical transfer to the main office.
- Unauthorized and non-employee are not allowed to make direct transfer of branch collections to the main office. **Trainee status and privatized mechanic** are considered non-employee of the company.
- In transferring collections to main office exceeding P 50,000.00, the transfer shall be made by two (2) branch personnel or officers.

# **Transfer of Branch Collections through Money Remittance Service**

- It is the responsibility of the Branch Manager and Cashier or Assistant Cashier without any accredited bank to ensure their branch collections be transferred to the main office thru Express Padala or remittance services such as but not limited to MLhuillier, Palawan Pawnshop or Western Union, within the day, or no later than thirty (30) minutes before closure of the remittance service.
- The minimum amount to be remitted or transferred by the branch thru remittance services will be P 10,000.00 and the maximum amount will be P 50,000.00.
- In case the collections have reached P 50,000.00 at any given time within working hours, it must be immediately transferred to the main office via remittance service.

- For branches with accredited depository banks; collections on Holidays and weekends exceeding P 50,000.00 shall be automatic transferred or remitted to the main office through money remittance service.
- The Treasury Department may require the branch to transfer all branch collections to the main office regardless of the amount for check and balance purposes.
- The transfer charges shall be disbursed from the branch Petty Cash Fund.
- Recipient in the branch collections transfer must be observed.
- Although the cashier is responsible for accounting for the branch collections subjected to be transferred to the main office, she is not allowed to make the physical remittance to the institution.



- Unauthorized and non-employee are not allowed to make the transfer of branch collections to the institution. **Trainee status and privatized mechanic** are considered non-employee of the company.
- In transferring collections to main office exceeding P 50,000.00, the transfer shall be made by two (2) branch personnel or officers.

# Daily Performance Report (DPR)

- All Accountable Receipts and Forms used in daily branch transaction shall be reported in the Daily Performance Report (DPR) in a chronological order.
- Data entry of the Daily Performance Report (DPR) in the Branch Monitoring System (BMS) should always be updated; today transaction must always be balanced the next day before 10:30 am.
- Ensure accuracy and reliability of the data entries in the Branch Monitoring System (BMS).
- Accounting Copy of Accountable Receipts and Forms/DPR ATTACHMENTS must be forwarded on the scheduled transmittal to Treasury Receivables Department.
- Ensure completeness of submitted DPR Attachments.

# Thank You