

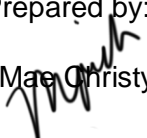
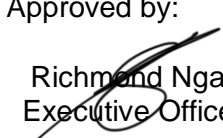
MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	JOB ORDER (JO)	Ref. No.
DEPARTMENT :	TREASURY RECEIVABLES DEPARTMENT	TRD-15-12-011
TO :	BRANCH MECHANIC, CASHIER AND ASSISTANT CASHIER	

OBJECTIVE

1. To document labor cost on the service rendered and spare parts replaced based on the repair made by the branch mechanic.
2. To guide the branch in issuance of Job Order for the action taken in bringing the motorcycle unit in good running condition.

POLICIES

1. It is the responsibility of the branch mechanic to prepare Job Order for any motorcycle unit subject for repair in the branch.
2. 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.
3. 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.
4. Filling up Job Order
 - 4.1. Branch Mechanic must observe series continuity in the issuance of the Job Order (JO) and only one (1) booklet at a time.
 - 4.2. The JO data must be filled up completely and legibly to avoid any doubt in its accuracy and reliability.
 - 4.3. Branch Mechanic must always use carbon paper since JO is not carbonize then cardboard in between JO to avoid unnecessary marking in the next series.
 - 4.4. Cease from writing and drawing anything in the JO that is not relevant or pertinent to the issuance of the receipt.
 - 4.5. Refrain from eating and drinking while issuing JO so as not to damage the information written in the JO due to spills from food or drinks. Furthermore, it is an act of discourtesy in the part of the branch personnel against the customer.
5. Alterations of Job Order
 - 5.1. In correcting information, two (2) lines across the information to be altered or changed.
 - 5.2. The customer must validate/countersign the corrections by signing beside the modified figure or data.
 - 5.3. If the alterations are material, the JO should be canceled and the branch mechanic should issue a new JO.
 - 5.4. Cancel the JO immediately if the error committed is in the customer's name. Alteration on the name of the customer is not acceptable.

Prepared by:  Mae Christy Pido / Mary Ann Gabuat	Approved by:  Richmond Ngan Executive Officer	Effective December 2015	Page 1 of 5
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6. Cancellation of Job Order

- 6.1. Write "CANCELLED" across the JO and put line above and below the word.
- 6.2. Indicate reason/s for cancellation of the JO.
- 6.3. For printing error in the JO such as different receipt number or with excess copy, it must be immediately cancelled and must be reported to Treasury Receivables Department.
- 6.4. Acknowledgment of the cancelled JO.
 - 6.4.1. Cancellation of JO must be acknowledged by the customer, cashier/assistant cashier and branch manager.
 - 6.4.2. Original and Accounting copy 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.

7. Authority to use skipped series

- 7.1. Request letter should be prepared by the cashier and/or other personnel concerned and forward to branch manager for evaluation and signed in the noted portion.
- 7.2. Scan the request letter and send to Treasury Receivables Department for an authority number to use skipped series via web mail.
- 7.3. Record approval and authority number received in the authority control logbook to ensure that the skipped series will be used in the next transaction.

8. Distribution of copies of Job Order

- 8.1. Original : Customer Copy
- 8.2. Yellow : Accounting Copy
- 8.3. Blue : Branch Copy
- 8.4. Pink : File which remains to the booklet

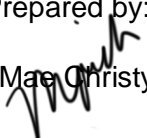
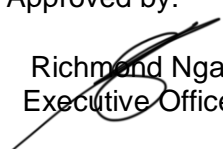
PROCEDURES

1. Branch Mechanic

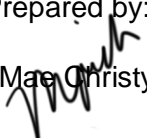
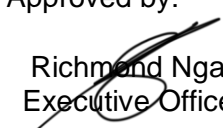
- 1.1. Diagnose the motorcycle unit brought by the customer to the branch for repair and determine necessary job to be done and parts needed to bring back the unit in good running condition.
- 1.2. Prepare Job Order (JO) to document labor/service to be rendered and spare parts needed.
- 1.3. Fill-up pertinent information in the JO that must be written legibly and in printed form.
- 1.4. Sign duly accomplished JO and obtain signature of the customer.
- 1.5. Forward JO to branch Cashier for approval before any repair is made to the motorcycle unit.

2. Cashier

- 2.1. Receive JO from the mechanic and check status of account of the customer in the Branch Monitoring System (BMS).

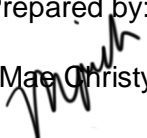
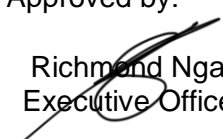
Prepared by:  Mae Christy Pido / Mary Ann Gabuat	Approved by:  Richmond Ngan Executive Officer	Effective December 2015	Page 2 of 5
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- 2.1.1. If the customer is updated, give original copy to the customer and instruct the mechanic to proceed with the repair or job to be done with the motorcycle unit.
 - 2.1.1.1. If the repair needs spare parts, the customer must first pay the item before any repair to the unit.
 - 2.1.1.2. Indicate the spare parts paid by the customer and the Sales Invoice number in the JO.
- 2.1.2. Refer delinquent account to Account Counselor or Credit Supervisor handling the account or to Branch Manager so that necessary pressure can be made to update the account.
- 2.1.3. If the account is overly delinquent, compel the customer to deposit the motorcycle unit and enforce the pre-signed Voluntary Surrender or Deposit of Unit agreement.
- 2.2. Give original copy to the customer after obtaining the latter's signature in the JO, if the customer agree with the repair to be done with the motorcycle unit; instruct the mechanic to proceed with the repair of the motorcycle unit.
- 3. Branch Mechanic
 - 3.1. Receive instructions from the cashier and proceed with the repair of the motorcycle.
 - 3.1.1. If the motorcycle unit is under warranty and the repair to be done is still cover by the latter. Prepare Warranty Claim Report and forward to Spare Parts Department for approval.
 - 3.2. Request the customer to pay the labor charge to the cashier after the job was done on the motorcycle unit.
- 4. Cashier
 - 4.1. Receive payment from the customer and issue Official Receipt or Collection Receipt for the labor charges.
 - 4.2. Detach the Accounting (yellow) Copy of the JO from the booklet.
 - 4.3. Post JO and Official Receipt or Collection Receipt in the Branch Monitoring System (BMS). It must be posted as the transaction occurs.
 - 4.4. Place the posted JO in a temporary file.
 - 4.5. At the end of the day and after printing the Branch Daily Performance Report (DPR), pull-out all JO issued during the day from the temporary file.
 - 4.5.1. Include the JO to the transmittal to be forwarded to Treasury Receivables Department based on the required scheduled days together with other supporting documents.
 - 4.6. File the Branch (blue) Copy of the JO in a permanent file arrange progressively or in series, that is from lower to higher one.
 - 4.7. Retain the pink copy in the booklet and when all the JO has been used up, return the booklet to Treasury Receivables Department.

Prepared by:  Mae Christy Pido / Mary Ann Gabuat	Approved by:  Richmond Ngan Executive Officer	Effective December 2015	Page 3 of 5
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5. FORM EXPLANATION:

Particular	Description
1. Company	: Name of dealer issuing the Job Order.
2. Dealer	: Name of the branch issuing the Job Order.
3. Name	: Complete name of the customer requesting for the repair of motorcycle unit.
4. Address	: Complete address of the customer.
5. Date	: Date the Job Order was issued.
6. Mileage	: Kilometer reading of the motorcycle unit at the time the motorcycle unit was brought to the branch for repair.
7. Plate No.	: Complete motorcycle plate number of the motorcycle unit for repair.
8. Model	: Specific model of the motorcycle unit subject for repair.
9. Engine No.	: Complete engine number of the motorcycle unit subject for repair.
10. Chassis No.	: Complete chassis number of the motorcycle unit subject for repair.
11. No.	: The assigned number for the job if various procedures will be done. The assignment of number will be ascending starting from "1".
12. Job Request	: Specific job, labor or service to be rendered to the motorcycle unit.
14. Labor Charge	: Amount to be charged to the customer for labor cost based on the pre-established repair price by the company.
15. O.R. NO./CR NO.	: Official Receipt (OR) or Collection Receipt number covering payment of labor charges. The cost of spare parts shall be covered by Cash Invoice.
16. BM/CASHIER NAME & SIGNATURE	: Signature over printed name of the Branch Manager or Branch Cashier and date signed.
19. MECHANIC NAME & SIGNATURE	: Signature over printed name of the branch Mechanic and date the job was completed.
20. Conforme	: Customer's signature over printed name and date signed to evidence conformity to the job to be done and spare parts needed in the repair.
23. Received by and date	: Customer's signature over printed name and date the motorcycle unit was released by the branch.

Prepared by:  Mae Christy Pido / Mary Ann Gabuat	Approved by:  Richmond Ngan Executive Officer	Effective December 2015	Page 4 of 5
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JOB ORDER

JOB ORDER		NO. 618451															
<div style="border-bottom: 1px solid black; margin-bottom: 5px;">COMPANY</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">DEALER</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">NAME:</div> <div style="border-bottom: 1px solid black;">ADDRESS:</div>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">DATE:</td><td style="width: 100px;"></td></tr> <tr><td style="padding: 2px;">MILAGE:</td><td></td></tr> <tr><td style="padding: 2px;">PLATE #:</td><td></td></tr> <tr><td style="padding: 2px;">MODEL:</td><td></td></tr> <tr><td style="padding: 2px;">ENGINE #:</td><td></td></tr> <tr><td style="padding: 2px;">CHASIS #:</td><td></td></tr> </table>	DATE:		MILAGE:		PLATE #:		MODEL:		ENGINE #:		CHASIS #:					
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BM / CASHIER NAME & SIGNATURE	MECHANIC NAME & SIGNATURE																
<div style="border: 1px solid black; padding: 5px;"> <p style="font-size: small;">I HEREBY AUTHORIZE MMPI ACCREDITED MECHANIC(S) TO RENDER ABOVE REQUESTED JOB AND TO SUPPLY THE NECESSARY PARTS FOR THE REPAIR.</p> <p>CONFORME:</p> <div style="border-top: 1px solid black; text-align: center; font-size: x-small;">CUSTOMER SIGNATURE/DATE</div> </div>	<div style="border: 1px solid black; padding: 5px;"> <p style="font-size: small;">RECEIVED MY MOTORCYCLE IN GOOD RUNNING CONDITION</p> <div style="border-top: 1px solid black; text-align: center; font-size: x-small;">CUSTOMER SIGNATURE/DATE</div> </div>																

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