

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	ENCODING CUSTOMER INFORMATION	Ref. No. CSD 16-030
DEPARTMENT :	CORPORATE SERVICE DEPARTMENT	
TO :	BRANCH MANAGER/ CASHIER	

OBJECTIVE:

1. To ensure the correctness of data encoded for the LTO Registration for customer details.
2. To guide the branch in encoding customer information

POLICIES


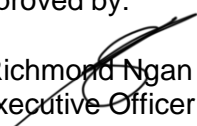
1. Data must be encoded correctly. Incorrect data entry is subject for disciplinary action in accordance with Company Code of Discipline; and shall be charged Four Hundred (P 400.00.) pesos for unregistered Three Thousand Five Hundred (P 3,500.00) for already registered.
2. Branch Manager and Cashier 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.
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. Use the accounting process for customer entry.
2. Fill out completely and correctly.

For the Single Name format SURNAME, FIRST NAME , MIDDLE NAME

All Capital Letters
Example: AQUINO, DELIA FLORES

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SurName

AQUINO

FirstName

DELIA

MiddleName

FLORES

Address**Street Address** –limited until Barangay only**Example:** # Lot 5 Blk 5 Phase II, Camera Subd., Barangay Gali**City Address-** Municipality/City/Province only.

Private OnLine Branch Monitoring System

Customer Inquiry Module

Oct 20, 2015 02:59:53 PM

Add Basic Customer Informations:

SurName: AQUINO FirstName: DELIA MiddleName: FLORES

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

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

(Municipality/City/Province) (Contact Numbers) Gender: Female

Inquiry Details: WALK IN

Employee No.: 1410203 Name: MANUEL, LEONARDO GARCIA

Select Type: MotorCycle Marketing Assistant

Body Type: SOLO Key-IN SKU: 2274

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

Remarks: BN INST

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

Footer: Welcome to MMPI (Violago) MotorCycle And SpareParts Monitoring System... [ExeFile as of 10/07/2015] donald LTO Staff 10/20/2015 03:08:16 PM

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For the Double Name.

SURNAME BOX: 1ST CUSTOMER - FULL NAME AND ADD SLASH (/)

FIRSTNAME BOX: 2nd CUSTOMER – FULL NAME

MIDDLE NAME : Indicate only “---”

All Capital Letter

Example: MAGNO, JOSEPHINE VALENTIN/MAGNO, MICHAEL VALENTIN

SurName

MAGNO, JOSEPHINE VALENTINE/

FirstName

MAGNO, MICHAEL VALENTINE

MiddleName

Private OnLine Branch Monitoring System

Customer Inquiry Module

Oct 20, 2015 03:16:23 PM

Add Basic Customer Informations:

SurName: MAGNO, JOSEPHINE VALENTINE/ FirstNames: MAGNO, MICHAEL VALENTINE MiddleName: ---

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

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

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

Status Bar: Welcome to MMPI (Violago) MotorCycle And SpareParts Monitoring System... [ExeFile as of 10/07/2015] donald LTO Staff 10/20/2015 03:29:15 PM 3:29 PM

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3.1 Customer's Name with Suffix

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

Private OnLine Branch Monitoring System

Customer Inquiry Module

Oct 20, 2015 03:16:23 PM

Add Basic Customer Informations:

SurName: DELA CRUZ First Name: JUAN JR. Middle Name: REYES

Street Address: #118 LOT 5 BLK 5 PHASE II, CAMERA SUBD., BARNGAY GAI

(Lot No. Block No. Phase No. Building. Street. Subdivision. Barangay)

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

(Municipality/City/Province) (Contact Numbers)

Gender: [Dropdown]

Inquiry Details: WALK IN

Employee No.: 1410203 Name: MANUEL LEONARDO GARCIA

Select Type: MotorCycle Marking Assistant

Body Type: SOLO Key-IN SKU: 2274

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

CAF1001510029

Modify Income Details

Remarks: BN CASH

Add Edit Update

Help Refresh Save Print Report

Welcome to MMPi (Violago) MotorCycle And SpareParts Monitoring System... [ExeFile as of 10/07/2015] donald LTO Staff 10/20/2015 03:30:59 PM

Record[s]: 707

3:30 PM

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4.1 For the Company Name

4.1.1 Surname- Complete Company Name

4.1.2First name- (---)

Middle Name-

$$(\text{---})$$

SurName:	FirstName:	MiddleName:
TRONIX MASTER INC	---	---

The screenshot displays the 'Customer Inquiry Module' window within the 'Private OnLine Branch Monitoring System'. The window title bar includes standard OS controls and a dropdown menu. The main content area is titled 'Add Basic Customer Informations:' and features a timestamp 'Oct 20, 2015 03:16:23 PM' in the top right corner.

The form is divided into several sections:



- Basic Information:** Includes fields for SurName (TRONIX MASTER INCORPORATED), First Name (---), Middle Name (---), Street Address (#118 LOT 5 BLK 5 PHASE II, CAMERA SUBD., BARANGAY GALI), City Address (QUEZON CITY), Tel No. (722-333), Cell No. (09087411653), and Gender (---).
- Inquiry Details:** Includes a dropdown for 'WALK IN', Employee No. (1410203), Name (MANUEL LEONARDO GARCIA), Select Type (MotorCycle), Marketing Assistant (---), Body Type (SOLO), and Key-IN SKU (2274).
- Product Information:** A yellow box displays details for the selected item: Brand (SYM), SKU (2274), Model (BONUS 110), and Color (BLK ORNGE).
- Remarks:** A text field containing 'BN CASH'.

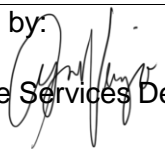
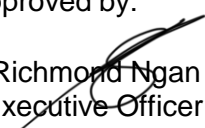
At the bottom of the form, there are buttons for 'Add', 'Edit', 'Update', 'Help', 'Refresh', 'Save', and 'Print Report'. A large yellow rectangular area is present at the bottom right of the form.

On the right side of the screen, there is a vertical list of 'Active' records, each with a 'YES' status. The bottom of the screen shows a taskbar with various icons and a system tray area with a 'Yahoo! Messenger' status bar indicating 'ronbraylle_borromeo is now offline'.

Send the following documents to Liaison Officer

- a. Original Sales Invoice
- b. DTI or Buss. Permit
- c. Stencil

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