

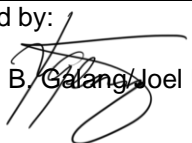
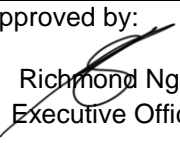
MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	DAILY UPDATE ON STATUS OF ACCOUNTS	Ref. No.
DEPARTMENT :	OPERATIONS SUPPORT DEPARTMENT	OPS-16-01-044
TO :	BRANCH MANAGER, CREDIT SUPERVISOR, CASHIER, ACCOUNT COUSELOR	January 8, 2016

OBJECTIVE

1. To ensure timeliness and accuracy of the branch records on the actual status of account of the customer.
2. To guide the branch on plans and actions to be taken to resolve delinquent accounts.

POLICIES

1. Entries on Branch Monitoring System (BMS) shall be done on a daily basis or at the time the transaction takes occur. This is to prevent entries to be missed and keep the BMS updated.
 - 1.1. Included in the entries to be posted in the BMS are the results of field works such as but not limited to the following;
 - 1.1.1. Payment made; full or partial
 - 1.1.1.1. Collection/Official Receipt number;
 - 1.1.1.2. Date of payment; and
 - 1.1.1.3. Amount of payment.
 - 1.1.1.3.1. In case of partial payment, promised date for full payment is needed.
 - 1.1.2. For assumption of account; in/out transaction and considered as branch repossession.
 - 1.1.3. Promised-to-Pay (PTP); commitment date of the customer to pay his/her liability with the company.
 - 1.1.4. Follow-Up-Date (FUD); commitment date of the field personnel to visit the customer when customer was not contacted during the field follow-up.
 - 1.1.5. For repossession; this must be included in the Repo Action Plan of the branch.
 - 1.1.6. Repossessed unit; the financed motorcycle unit was already repossessed; the Pull-Out Order (POO) number and date of repossession must be indicated.
 - 1.1.6.1. In case of non-inclusion in the Repo Action Plan, it is the responsibility of the branch manager to question the field personnel.
 - 1.1.7. For skip-tracing; upon visit the field customer discovered that the customer has absconded or transferred residence without informing the branch and still has the possibility of being located.
 - 1.1.8. Missing; the customer and/or financed motorcycle unit is already missing.

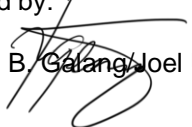
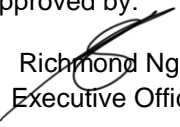
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- 1.1.9. Pawned; the financed motorcycle unit was pawned to third party and the name and address of the creditor, and amount of loan must be indicated if known to the branch.
- 1.1.10. Accident; the customer met an accident and must show the following;
 - 1.1.10.1. Condition of the unit, total wreck or not, for repair and estimated cost to bring the unit in good running condition.
 - 1.1.10.2. Condition of the customer; deceased, disable or not; and whether still capable to continue his/her financing contract.
- 1.1.11. Impounded; specify reason(s) for impounding the unit such as;
 - 1.1.11.1. Due to apprehension or violation, e.g. license, no helmet, no registration; and the amount of penalty must also be shown.
 - 1.1.11.2. Due to accident; and
 - 1.1.11.3. Due to involvement in illegal activities, e.g. drugs, riding in tandem.
- 1.1.12. Car-napped; the financed motorcycle unit was car-napped and the branch must secure copies of Certificate of Police Blotter and Alarm Sheet.
2. Regular reconciliation shall be made by the branch of the BMS against Customer Ledger Cards and Customer's Field Cards to establish their accuracy and reliability.
3. Follow-up must be made immediately a day after lapse of the customer's due date. Time is the essence to determine whether problem(s) exist and corrective measure must immediately be made to resolve this.
4. It is the responsibility of the Branch Manager that all field personnel have visited their overdue and delinquent accounts and necessary actions have been taken to resolve them.

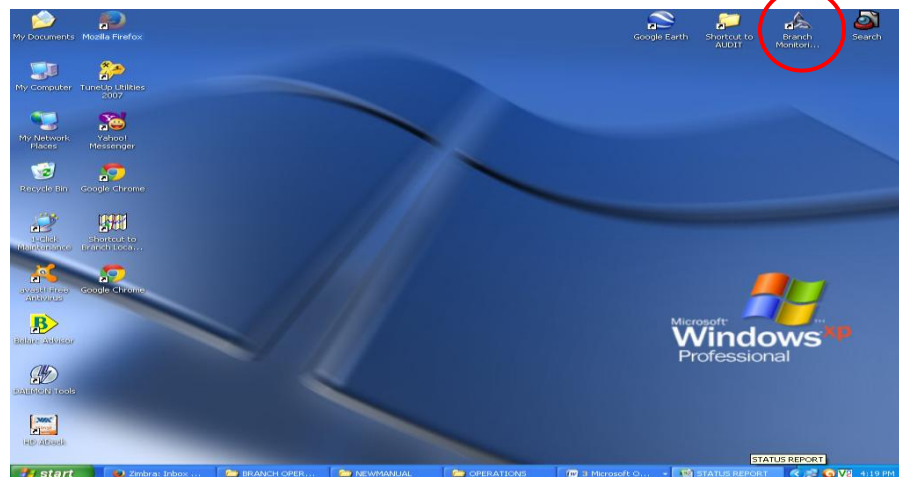
PROCEDURES

1. Field Personnel (Account Counselor/Credit Supervisor)
 - 1.1. Conduct field work on assigned accounts and record results in the "Remarks" portion of the Daily Itinerary Report (DIR) and Customers' Field Cards (CFC).
 - 1.1.1. Customer made full payment, indicate the Official Receipt (OR) number and amount paid.
 - 1.1.2. Customer made partial payment, indicate the OR number, amount paid and promise date of the customer to pay the remaining balance.
 - 1.1.3. Customer has just promised to pay during the field visit, indicate "PTP" and "Date" the customer promised to pay.
 - 1.1.4. Customer was not contacted during field visit; indicate the following and the planned follow-up-date;

CNC	: Customer not Contacted, no one was around.
CNCN	: Talk with neighbor, name of neighbor if possible.
CNCC	: Talk with children of the customer, name of children if possible.
CNCS	: Talk with spouse.
CNCH	: Talk with house helper, name of house helper if possible.
CNCR	: Talk with relative, name of relative if possible.

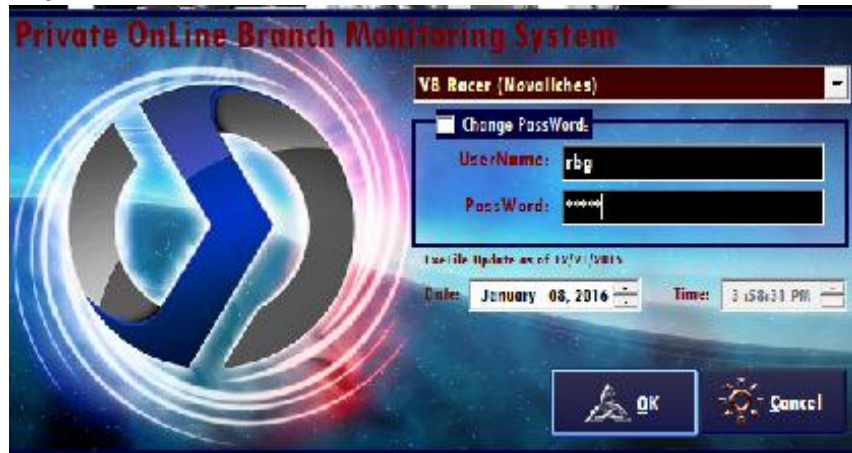
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- 1.1.5. Discovered illegal assumption by third party, indicate “Illegal Assumption”; and name of assumer and location or address of the latter if known.
- 1.1.6. Customer has absconded or has transferred to another location; indicate “For Skip-Tracing”. Conduct initial interview with neighbors regarding whereabouts of the customer.
- 1.1.7. Customer has pawned or used the financed motorcycle unit as collateral; indicate “Pawned” and name and location or address of the creditor.
- 1.1.8. The financed unit was;
 - 1.1.8.1. Car-napped
 - 1.1.8.2. Impounded, includes the following information;
 - 1.1.8.2.1. Violations or infractions
 - 1.1.8.2.2. Cost to redeem the financed unit, apprehension charges, impounding fee and storage fee
 - 1.1.8.3. Met an accident, physical condition (total wreck or not)
 - 1.1.8.4. Missing or sold to third party
- 1.2. Forward DIR and CFC to branch manager for review of results of field work.
2. Branch Manager
 - 2.1. Receive DIR and CFC from field personnel and check results of field work.
 - 2.2. If everything is in order, forward DIR and CFC to branch cashier for posting of the results of field work as indicated in the latter.
3. Cashier
 - 3.1. Receive reviewed DIR and CFC from BM.
 - 3.2. Post and up-date status of account in the Branch Monitoring System (BMS).
 - 3.3. Open BMS in the desktop by double clicking the “Snowflake” icon.

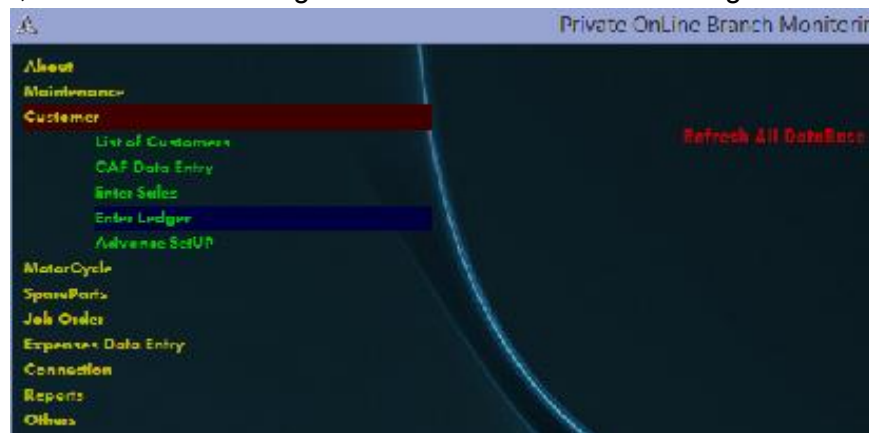


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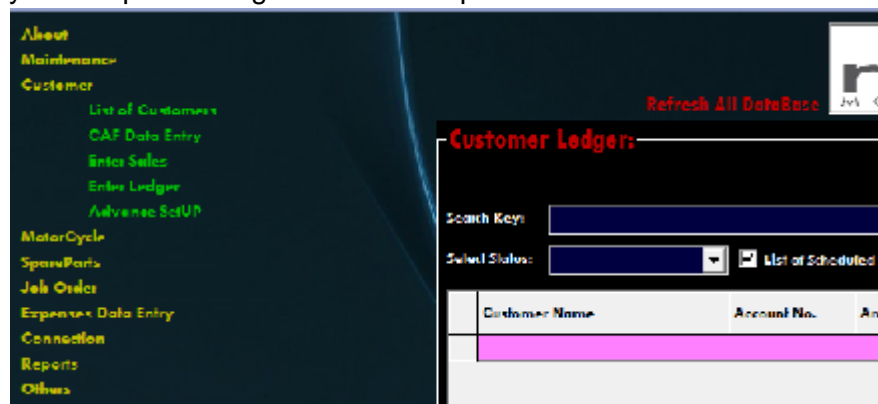
- 3.4. Log-in in the BMS by using owned user's name and password; and press enter or click "OK" dialogue box.



- 3.5. Click "Customer" in the main menu in the left portion of the screen and sub-menu will cascade; and click "Enter Ledger" to enter in the Customer Ledger Module.



- 3.6. When the Customer Ledger module appear, ensure that the "Search Key" field is clear or empty before proceeding to the next step.



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3.7. Click “Select Status” to show sub-menu and click “View All”.

Customer Ledger:

Search Key:

Select Status: **View All** ☒ List of Scheduled for Collection

Customer Name	Account No.	Area Code	Due Date	CD	M. A.	D. E.	Status
BRAN, MARTIN IN AMARON	203101000	AC01-02	01/08/2016	1	2,127.00	62,212.00	Open Account
MONTECLO, JONARD VERTUDAZO	2031007011	AC01-02	01/08/2016	1	2,739.00	84,909.00	Open Account
BALANGA, JORGE VALERO SO	2031012010	AC01	01/08/2016	1	1,899.00	71,964.00	Open Account
POLO, DOMMIT BALTOD	2031000016	AC01	01/08/2016	1	4,019.00	100,607.00	Open Account
OLAYAN, ELMER BALANE	2031011008	AC02	01/08/2016	1	2,438.00	62,974.00	Open Account
TRADOS, DEJMAR SEVILLA	2031010016	AC01-02	01/08/2016	1	2,248.00	76,432.00	Open Account
BEVER, GINA LERIONA	2031004009	AC09	01/08/2016	1	2,851.00	40,894.00	Open Account
HUENTES, ANTHONY MARISIS	20310405488	AC02	01/08/2016	1	2,036.00	24,382.00	Open Account
PARDILO, TRANQUILINO ABABON	2031403008	AC02	01/08/2016	1	2,078.00	31,170.00	Open Account
BANIEFF, MARK JOSEPH RIMATIANC	2031008003	AC03	01/08/2016	1	1,651.00	4,864.00	Open Account
LUKLOLA, RIC LERNAL	20310070440	AC02	01/08/2016	1	2,000.00	16,000.00	Open Account
RIAPILAN, DOMINADOR BRONA	2031411006	AC03	01/08/2016	1	2,357.00	51,911.00	Open Account
GARCIA, JOVEN EIDERIO	2031011006	AC01	01/08/2016	1	1,804.00	53,910.00	Open Account
SATRE, LINA CAMILA	2031011005	AC01	01/08/2016	1	1,006.00	54,014.00	Open Account
CLARIANES, CARLO PORTUGAL	2031005009	AC03	01/08/2016	12	2,522.00	42,874.00	Open Account
GANNABAU, JOVELY DARAWAY	2031007013	AC03	01/08/2016	37	2,947.00	30,629.00	Open Account
ABRHO D SARMENTO CTIN	2030703005	AC09	01/08/2016	70	1,147.00	44,140.00	Open Account
CARLOSOS, ANDREW ABILAR	2031012008	AC01	01/07/2016	1	3,036.00	106,223.00	Open Account

Total Records: 169

Buttons: Enter Ledger, Print Ledger, **Print Due Dates**, Payment Query

3.8. The list of all branch open accounts for collection will appear; then click “Print Due Dates” dialogue box to proceed with the next step.

3.9. “Due Day From Range” box will pop-up; enter desire due date range in the appropriate space provided in the BMS and click “OK”. The first number will be the beginning of the range and the second number is the last number range.

DueDay From Range

Please enter Day From for Range of Day in this Report...

OK Cancel

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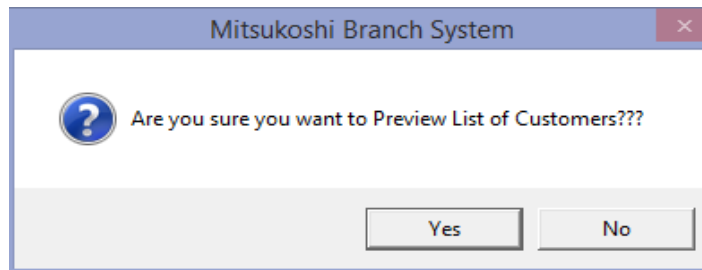
3.9.1. If a specific date will be generated, the first and second number will be the same.

3.9.1.1. If the branch will be generating or updating January 8, 2016, the default number “1” will appear. Change the default number to “8” and click “OK”.

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3.9.1.2. The second box will appear with default number of the current date; change the default number to “8” and click “OK”.

3.10. A pop-up question will appear “Are you sure you want to Preview List of Customer???” and click “Yes” in the dialogue box to proceed with the next step.



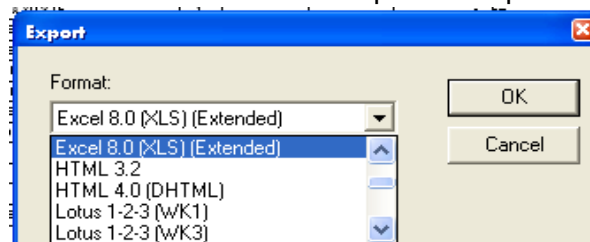
3.11. When the branch List of Customers with Due Date appear, choose and click the icon envelop above the screen to export the report from Crystal Report to Excel file. This is necessary to create file to manipulate data in the List of Customers with Due Date to desire needs.

No.	Account Number	Customer Name	Contact Nos.	DD	Paid Date	PTP Date	PTP Amount	
1	2031501043 R8	CASTRO, KELLY GALICIO	0922 2031527 / -- / --	1			-	--
2	2031501034	JARITO, ESTELITO MORALES	0910 4384994 / -- / --	1			-	--
3	2031501035	ACEBUQUE, MANNY LAGARDE	0916 5510405 / -- / --	1			-	--
4	2031501038	ACEBUQUE, PHILIP OCENAR	0933 5735038 / -- / --	1			-	--
5	2031504040	TATLONGHARI, VIRGILIO PENULAR	0943 5830472 / -- / --	1			-	--

3.12. When the “Export” box pop-up, it will show “Format” and Destination” lists.

2.12.1. Various applications will appear in the format; search from the format list application to be used to open the report.

2.12.2. Choose in the list of format “Excel 8.0 (XLS) (Extended)”. This is the recommended format to be used to open the report.



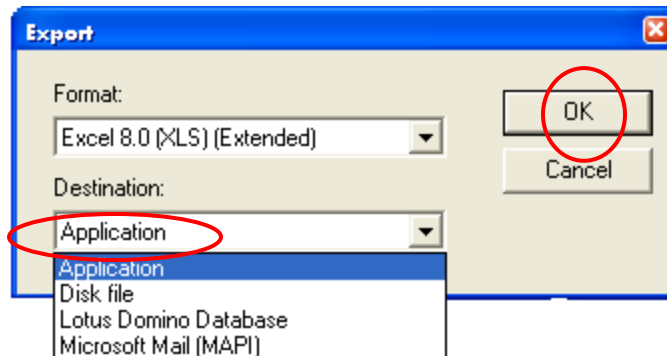
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3.13. Search and choose destination list;

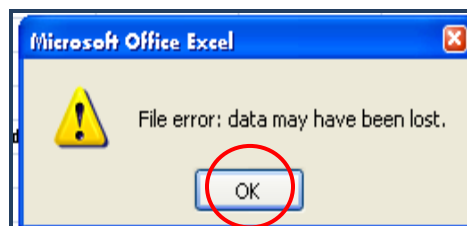
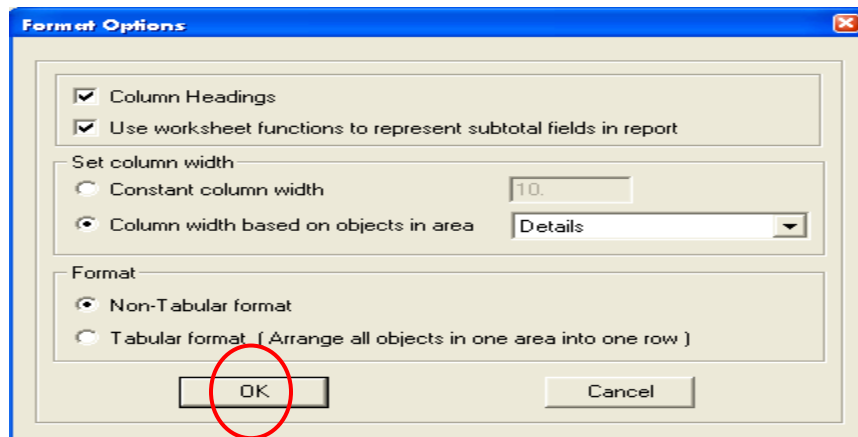
3.13.1. If “Disk file” was chosen, the report will be automatically saved in the computer hard disk. Save the report on the desired file in the hard disk of the computer.

3.13.2. If “Application” was chosen, the report will automatically opened using the desired application.

3.13.3. Click “Yes” dialogue box to proceed with the next step.



3.14. Two (2) dialogue boxes will appear; click “OK” in the boxes to proceed with the next step.



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- 3.15. The List of Customer with Due Date will appear in Excel format where it shows customers who have tendered payment on the inputted date. Adjust columnar heading if necessary, conversion from Crystal Report to Excel file distort some columnar headings.

V8 Racer (Novaliches)									
List of Customers with DueDates									
PRINCE DAYE JAYA (AC01)									
Account Number	Customer Name	Contact Nos.	DD	Paid Date	PTP Date	PTP Amount	Account Remark	DR Date	OD
1. 2031501043RS	CASTRO, KELLY	09222031527 t ... t --		1			- ...		01/30/2015
2. 2031501034	JARITO, ESTELITO	09104384994 t ... t --		1			- ...		01/26/2015
3. 2031501035	ACEBUCHÉ, MAN	9165516465 t ... t --		1			- ...		01/27/2015
4. 2031501038	ACEBUCHÉ, PHIL	9335735036 t ... t --		1			- ...		01/28/2015
5. 2031504040	TATLONGHARI, W	9435830472 t ... t --		1			- ...		04/30/2015
6. 2031504044	DAIZ, SERGIO CA	9331283882 t ... t --		1			- ...		04/30/2015
7. 2031506048	VARGAS, RENAL	39353173018 t ... t --		1			- ...		06/27/2015
8. 2031507043	PATIGA, ALJONE	9055184059 t ... t --		1	01/05/2016		- ...		07/26/2015
9. 2031507044	BAÑAS, DENMAR	9096732894 t ... t --		1			- ...		07/26/2015

- 3.16. Update status of the accounts in the BMS who have not tendered payment on their due date using the DIR as reference;

- 3.16.1. Open the Account Recommendation module in the BMS “Others” portion and sub-menu will cascade.

Private OnLine Branch Monitoring System

Branch No

Fix Records Refresh All DataBase

Customer Ledger:

Search Key: DOLOR, ROMMEL BALUSO

Select Status: View All ☒ List of Scheduled for Collection

Customer Name	Account No.	Area Code
DOLOR, ROMMEL BALUSO	2031508016	AC01

Account Recommendations

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3.16.2. Choose and click Account Recommendations. Copy the name of the customer to be updated

3.16.3. Press “Enter” and click “Status”; list of possible field results will cascade.

3.16.4. Choose applicable result of the fieldwork as indicated in the DIR submitted by the field personnel.

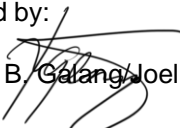
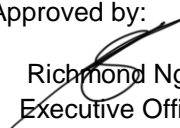
3.16.4. If the customer has promised to pay, select “PTP” and encode promised date and amount in the space provided for “Promised to Pay Date” and “Promised to Pay Amount”; and indicate reason for delinquency or other pertinent information necessary to resolve the unpaid amortization in the “Remarks” portion.

Trans. No.	Account No.	Conversation Made	Status	Trans. Date
006685	2031303057	--- PTPDate[05/13/25] PTPAmount[3,000.00] EventDate[05/13/16]	---	5/16/2013
006687	2031303050	--- PTPDate[05/13/25] PTPAmount[2,164.00] EventDate[05/13/16]	---	5/16/2013
006693	2031303051	--- PTPDate[05/13/20] PTPAmount[2,482.00] EventDate[05/13/16]	---	5/16/2013
006697	2031303052	--- PTPDate[05/13/20] PTPAmount[1,771.00] EventDate[05/13/16]	---	5/16/2013

3.16.4.1. If the customer made partial payment, encode promised date of full payment and amount to be paid in the “PTP”.

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- 3.16.7. Click "Save" to update the field result in the BMS.
- 3.16.8. Proceed to next account to be updated and use item no. 3.16.2.; and if every account with no payment has already been updated, log-out in the BMS.
- 3.16.9. Ensure that all accounts without payment have been updated and corresponding results have been posted in the BMS.
- 3.17. To view updated status of accounts, return to item 3.9.
- 3.18. Return the Customers' Field Cards to concerned field personnel for filing and attach the DIR in the Petty Cash Voucher for transmittal to Petty Cash Section, Treasury for checking.

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