

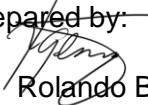

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	DAILY ITINERARY REPORT	Ref. No.
DEPARTMENT :	OPERATIONS SUPPORT DEPARTMENT	OPS 15-12-036
TO :	BRANCH MANAGER, CREDIT SUPERVISOR, ACCOUNT COUNSELOR	December 1, 2015

OBJECTIVE

1. To ensure that all accounts are properly reviewed, monitored and accounted for by the branch.
2. To ensure proper attention and timely reminders are given to every open account on a regular basis.
3. To determine problematic accounts that needs immediate solutions or actions.
4. To guide personnel concerned regarding proper and prompt collection of accounts.
5. To have effective and efficient planning for fieldwork.

POLICIES

1. The Daily Itinerary Report (DIR) will be accomplished and submitted daily to Branch Manager by the field personnel before going to fieldwork in duplicate copy. As a matter of policy, the Branch Manager is also required to prepare this form every time he/she goes to field.
 Original : Attachment to Petty Cash Voucher
 Duplicate : Branch Copy
2. Included in the DIR are the following;
 - 2.1. Field collections;
 - 2.2. Application subject for credit investigation;
 - 2.3. Accounts subject for repossession;
 - 2.4. Missing accounts for skip tracing;
 - 2.5. Unit verification; and
 - 2.6. Other activities to be attended by field personnel.
3. All accounts included in the DIR shall be visited by the assigned AC.
4. Account/s included in the DIR but not visited, should be properly explained with the Branch Manager. The follow-up date (FUD) should be established right away and should be indicated in the Customer's Field Card (CFC); and be given to the Cashier for recording and updating of the master list file or Aging Report.
5. Field Personnel should shun or avoid from going or visiting customer/s not included in the DIR. The list should be thoroughly checked and reviewed before going in the field.
6. The Branch Manager must from time-to-time conduct on the spot checking of submitted field work of the branch personnel for check and balance purposes.
7. The Branch Manager shall review, monitor and act on reported problematic accounts of the field personnel with dispatch.

Prepared by:  Rolando B. Galang	Approved by:  Richmond Ngan Executive Officer	Effective December 01, 2015	Page 1 of 7
--	---	------------------------------------	-------------

8. Concerned branch officers must ensure adherence of the aforementioned policies and procedures. It is the Branch Manager responsibility to review the Daily Itinerary Report before the field personnel goes on field and any violations will be dealt with accordingly.

PROCEDURES

1. Cashier

- 1.1. Update Aging Report on a daily basis by encoding all Official Receipts issued during the day.
- 1.2. At the first hour of the working day, sort Due Date (FDD)/Promise to Pay (PTP) Date/Follow-Up Date (FUD) in the Aging Report by AC on descending sequence.

2. Field Personnel (Account Counselor/Credit Supervisor)

- 2.1. Based on the sorted Age Report per AC or Customer's Field Cards prepare DIR. In case of rescheduling of visit on customer's promised date, notify the customer and inform the customer the date of next visit.
- 2.2. Indicate FUD in the DIR on any deletion of customer/s name or re-scheduling of customer's follow-up date, e.g. due to different geographical location or addresses of some customer's in the list or the number of customers in the list is too large to handle for the given day.
- 2.3. Include non-collection transactions, in the DIR, e.g. credit investigation, follow-up of accounts under legal and the required unit verification for newly delivered motorcycle unit.
- 2.4. Fill-out the kilometer reading in the odometer in the DIR before going on field work and upon return in the branch office to determine the total kilometers traveled in the fieldwork.
- 2.5. Pull-out corresponding CFC of the accounts listed in the DIR due for collection for that particular day.
- 2.6. Forward DIR to Branch Manager for review.

3. Branch Manager

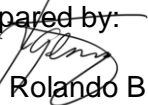
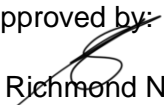
- 3.1. Receive DIR from the field personnel and review list for any changes.
- 3.2. Review and discusses any adjustments, addition or deletion in the DIR and affix signature in the space provided in the DIR to indicate that the same have been reviewed and changes have been approved.
- 3.3. Forward DIR to the Cashier to effect any changes in the FUD in the master list file or Aging Report, else, forward DIR to field personnel.

4. Cashier

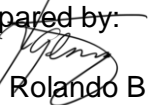
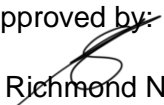
- 4.1. Receive DIR from the Branch Manager and update FUD in the master list file or Aging Report.
- 4.2. After updating, forward DIR to field personnel.

5. Field Personnel

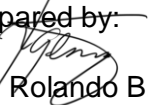
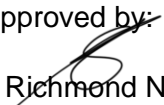
- 5.1. Conduct field collections and follow-up; and other field activities based on the DIR.
- 5.2. For current and updated accounts, the original due date shall be maintained as specific collection date. In case they become delinquent, due date shall be replaced either by a promised date (PTP) or follow-up date (FUD).

Prepared by:  Rolando B. Galang	Approved by:  Richmond Ngan Executive Officer	Effective December 01, 2015	Page 2 of 7
--	---	------------------------------------	-------------

- 5.3. Record result of customer's visit in the DIR;
 - 5.3.1. Issue official receipt and post payment details in the DIR.
 - 5.3.2. Post payment arrangement or any pertinent information gathered during field visit in the "Remark" portion of the DIR.
- 5.4. If customer was not contacted, the result should be shown in the DIR and the planned follow-up date to visit the customer should also be indicated thereof.
 - 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.
- 5.5. If able to talk with the customer, however, the latter has failed to pay and instead promised to pay on a certain date;
 - 5.5.1. The promised date should be specific.
 - 5.5.2. The promised date should be within the seven (7) days but should exceed the nearest payroll date of the customer or not after month end to prevent increase in the delinquent or overdue amount.
 - 5.5.3. If the paying habits of the customer have not yet been established, specific place and time of payment should be established, e.g. office or residence; morning or afternoon.
 - 5.5.3.1. Counsel or advise the customer to pay in the branch office.
 - 5.5.3.2. Educate the customer the advantage of office paying and maintaining updated account.
 - 5.5.3.2.1. Entitle to Prompt Payment Discount (PPD) of P 200.00.
 - 5.5.3.2.2. Maintaining updated or current status can use as reference for future credit transactions with banks and other financial institutions.
 - 5.5.3.2.3. Appeal to "Pride", remind the customer that he/she was approved due to his/her good credit outstanding and don't let it go to waste.
 - 5.5.4. Promised amount is at least 1 ½ monthly installments.
- 5.6. For customer who has paid during the field visit but still in arrear, get commitments from the customer a definite date when he will pay again.
- 5.7. At the end of the day, report to the branch and submit and surrender the following to the Cashier the following;
 - 5.7.1. Amount Collected
 - Bills for endorsement to the Cashier must be arranged properly, same as the arrangement required by our depository banks;
 - 5.7.1.1. By denomination
 - 5.7.1.2. From new to old bills
 - 5.7.1.3. All facing one side
 - 5.7.2. OR Booklet; and
 - 5.7.3. Duly accomplished DIR

Prepared by:  Rolando B. Galang	Approved by:  Richmond Ngan Executive Officer	Effective December 01, 2015	Page 3 of 7
--	---	------------------------------------	-------------

- 5.8. In case of problematic accounts such as missing customers, a customer requiring legal action or unit financed subject to repossession, prepare Account Status Report (ASR), using the standard pro-forma, and submit the same to the Branch Manager for review.
- 5.9. For results of credit investigation, prepare Credit Investigation Report (CIR) and submit to the Branch Manager for review and decision.
6. Branch Manager
 - 6.1. At the end of the day, discuss and review field work result with concerned AC based on the duly filled out DIR.
 - 6.2. Institute remedial measures for the immediate resolution of the following accounts:
 - 6.2.1. Delinquent or problematic accounts
 - 6.2.2. Missing unit and/or missing customer
 - 6.2.3. Account for legal action
 - 6.2.4. Financed unit for repossession
 - 6.3. Forward DIR to Marketing Assistant for filing.
 - 6.4. In case of Credit Investigation Report made by the AC;
 - 6.4.1. Review completeness of CIR and evaluate the recommendation of the field personnel.
 - 6.4.2. Decide on the CIR whether approve or not based on the available facts, documents and information gathered by the field personnel.
 - 6.4.3. Forward CIR to Marketing Assistant for communication of the decision to the prospective customer.
7. Cashier
 - 7.1. Receive amount collected from field personnel including covering Collection/Official Receipts and DIR from the latter.
 - 7.2. Check amount received against the endorsement portion of the DIR and Collection/Official Receipts (ORs) issued by the field personnel.
 - 7.3. Review duplicate copies of ORs issued as to any unusual alterations, if any, and completeness of unused ORs in the OR Booklet submitted by the field personnel.
 - 7.4. If there are any discrepancies, ask field personnel for explanation. If there is a cash shortage, the field personnel should immediately pay the difference; and if there is a cash overage, immediately issue Collection/Official Receipt to be charged to branch other income.
 - 7.5. Acknowledge cash and other cash items received from the field personnel in the space provided in the DIR and indicate amount in words and in figures in the specific space provided in the DIR.
 - 7.6. Encode new promised (PTP) or follow-up date (FUD) in the master list file and Aging Report.
 - 7.7. Forward DIR to Branch Manager for review.
 - 7.8. At the end of the working day, up-date aging master files by recording all Collection/Official Receipts issued during the day and post customers payment in the Customers' Ledger Cards.
 - 7.9. Keep Collection/Official Receipt Booklet in the branch vault or steel filing cabinet for safekeeping.

Prepared by:  Rolando B. Galang	Approved by:  Richmond Ngan Executive Officer	Effective December 01, 2015	Page 4 of 7
--	---	------------------------------------	-------------

8. Branch Manager

8.1. Receive DIR from Cashier and discuss results of fieldwork to concerned field personnel.

8.2. Obtain explanation for failure of the field personnel to attain collection target for the day.

8.3. For Credit Investigation Report result, discuss recommendation on the application of the prospective customer.

8.3.1. Decide on the recommendation of the field personnel on the customer application.

9. Form Explanation- Daily Itinerary Report

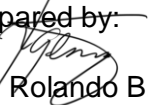
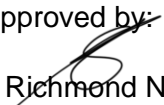
Particulars	Explanations
9.1. Branch	: Name of the concerned branch.
9.2. Date	: Date the Daily Collection List was prepared.
9.3. Name	: Complete name of applicant.
9.4. A/C #	: Account number assigned to the customer.
9.5. Address	: Complete address of the Applicant. This is important in determining the daily gasoline allowance of the field personnel for his field work.
9.6. Time Arrive	: Exact time the field personnel arrives at the customer's house.
9.7. Time Depart	: Exact time the field personnel leaves the customer's house.
9.8. PNB	: Customer's outstanding balance at the time the DIR was prepared.
9.9. Amount Due	: This represent Total Expected amount to be collected from the customer that includes current and amount overdue at the time the DIR was prepared.
9.10. Actual Collections	: Actual amount collected by the field personnel from the customer.
9.11. Signature	: Signature of customer or person contacted during field work.
9.12. Remarks	: Remarks or pertinent information gathered during field visit.

9.12.1. Customer made full payment;

9.12.1.1. For current account, indicate covering OR number and amount collected.

9.12.1.2. For partial settlement of delinquent account, indicate OR number, amount collected and promised date on customer next payment.

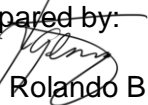
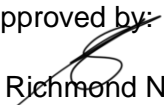
9.12.2. Customer made partial payment;

Prepared by:  Rolando B. Galang	Approved by:  Richmond Ngan Executive Officer	Effective December 01, 2015	Page 5 of 7
--	---	------------------------------------	-------------

Indicate covering OR number and amount collected. The field personnel should also indicate the promised or follow-up date for the full payment or additional payment in order to rehabilitate the delinquent account.

9.12.3. If the customer was not contacted, use the codes previously mentioned in item # 5.4.

- 9.13. TOTAL : Grand total for PNB, Amount Due and Actual Collection portion.
- 9.14. Kilometer Reading
- 9.14.1. End : Odometer reading of the motorcycle upon arrival in the branch.
- 9.14.2. Begin : Odometer reading of the motorcycle before going on field work.
- 9.14.3. Total Kilometer : The difference between kilometer reading end and kilometer reading begin that represent the total distance travel by the motorcycle for the day.
- 9.15. Endorsement : Endorsement of field collection to branch cashier.
- 9.15.1. Check
- 9.15.1.1. Qty : Total number of check/s to be endorsed to the Cashier.
- 9.15.1.2. Amount : Aggregate amount of all checks to be endorsed to the Cashier.
- 9.15.2. Cash
- 9.15.2.1. Qty : Number of bills per denomination to be endorsed to the cashier.
- 9.15.2.2. Amount : Total amount per denomination.
- 9.15.2.3. Coins : Aggregate amount of coins to be endorsed to the Cashier.
- 9.15.3. Total : Aggregate total amount of checks and cash to be endorsed to the Cashier.
- 9.16. Received by : Name and signature of the Cashier receiving the field collection.
- 9.17. Prepared by : Name and signature of the field personnel who prepared the DIR.
- 9.18. Noted by : Name and signature of Branch Manager or authorized officer who reviewed the DIR before and after field work.
- 9.19. Remarks : Additional data or information which would shed enlightenment on all data or information in the DIR.

Prepared by:  Rolando B. Galang	Approved by:  Richmond Ngan Executive Officer	Effective December 01, 2015	Page 6 of 7
--	---	------------------------------------	-------------

Branch
Date

Remarks:			Kilometer Reading :	Endorsement	Qty	Amount
			End	Checks		P
			Begin	P 1,000		P
			Total Kilometers	500		
Prepared by:				200		
	Name		This is to acknowledge receipt of collections	100		
			Amounting to	50		
Noted by:			P	20		
	Before	After	Received by :	10		
				5		
			Cashier	Coins		
	BM/OIC		Date Received	TOTAL		P



Prepared by: Rolando B. Galang	Approved by: Richmond Ngan Executive Officer	Effective December 01, 2015	Page 7 of 7
---------------------------------------	--	------------------------------------	-------------