

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	ENCODING DOUBLE NAME THRU BMS	Ref. No. CSD 16-003
DEPARTMENT :	CORPORATE SERVICE DEPARTMENT	
TO :	BRANCH MANAGER/ CASHIER	

OBJECTIVE:

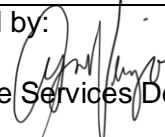

1. To enter correctly the details of the Names of the Customers intended to be registered with double name.
2. To guide the branch in encoding double name in the Branch Monitoring System (BMS).

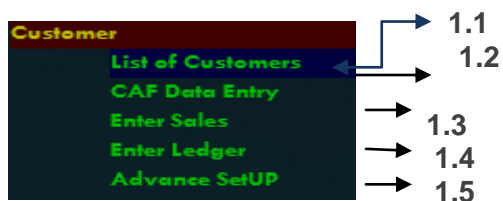
POLICIES

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 after day-end transactions.
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. In the BMS main menu, Click the Customer menu and 5 Option Button's appear.

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- 1.1 List of Customer-where one can check overall existing account from other branches.
- 1.2 CAF Data Entry –where one can edit the data previously entered on customer inquiry after the C.I. approval.
- 1.3 Enter Sales – where one can proceed the sales entry
- 1.4 Enter Ledger- when can preview account status
- 1.5 Advance SetUp – for accounting department purposes.

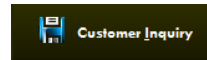
2. Click the **List of Customer** to check if they have an existing account to other branches.
 - 2.1 From Search Key1- Type the Last Name/Surname



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- 2.2 From Search Key2- Type the First Name
- 2.3 Search Key3- Middle Name

3. Click Customer Inquiry Button.
Click Customer Inquiry icon.



- 3.1 Fill out completely and correctly.

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MIDDLE NAME : Indicate only “---”

Example: MAGNO, JOSEPHINE VALENTIN/MAGNO, MICHAEL VALENTIN

SurName

MAGNO. JOSEPHINE VALENTINE/

FirstName

MAGNO, MICHAEL VALENTINE

MiddleName

1999

3.1.2 Address

3.1.2.1 Street Address –limited until Barangay only

Example: # Lot 5 Blk 5 Phase II, Camera Subd., Barangay Gali

3.1.2.2 City Address-Municipality/City/Province only.

Private Online Branch Monitoring System

Customer Inquiry Module

Oct 20, 2015 03:16:23 PM

Add Basic Customer Informations:

Surname: MAGNO, JOSEPHINE VALENTE, First Name: MAGNO, MICHAEL VALENTE, Middle Name: [REDACTED]

Street Address: #118 LOT 5 BLK 5 PHASE B, CAMERA SUBD., BAKANGAY GALI

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

Inquiry Details: WALK IN

Employee No.: 1410203, Name: MANUEL, LEONARDO GARCIA

Select Type: MotorCycle, Working Assistant

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

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

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3.2 Click Save

In case of erroneous entry, open Customer Inquiry Module again click **EDIT** then click **SUBMIT**.

Online Branch Monitoring System

Engine of Life

Fix Records Refresh All DataBase

List of Customers:

Search Key: delia A2 A1

Select Types: MotorCycle Select Status: View All

Filter Branch Names: MMPI (Viologo)

Customer Name: AQUINO, DELIA FLORES Branch: MMPI (Viologo) In Charge: 1408106 Bad Pay: NO Status: Active Status Date: 09/27/14 (11:03 AM)

Customer Details:

- Customer: AQUINO, DELIA FLORES
- CAF No.: CAF1001406010
- Status: Inquiry
- Status Date: 08/11/14 (05:37 PM)
- ID No.: 1405058
- Name: BESTUMEN, KAREN DAUDA
- Position: Marketing Assistant

Total Records: 1

1 Account[s]

Welcome to MMPI (Viologo) MotorCycle And SpareParts Monitoring System... [ExeFile as of 10/27/2014] joane LTO Staff 11/11/2014 02:07:06 PM

4. Click the Credit Application Form Entry



Online Branch Monitoring System

Branch Name: MMPI (Viologo)

Fix Records Refresh All DataBase

Customer for Credit Application Data Entry:

Search Key: GUINER, JOHN SECH

Select Status: View All

Customer Name: GUINER, JOHN SECH CAF No.: CAF1001411008 Agent: NO Bad Cost: NO Status: Active Remarks: GOOD CONDITION OF 3,200

Total Records: 1

Customer Evaluations & Investigation Entry Credit Application Form Entry AC Assignment Module

Welcome to MMPI (Viologo) MotorCycle And SpareParts Monitoring System... [ExeFile as of 12/04/2014] feyt LTO Staff 12/13/2014 08:54:04 AM

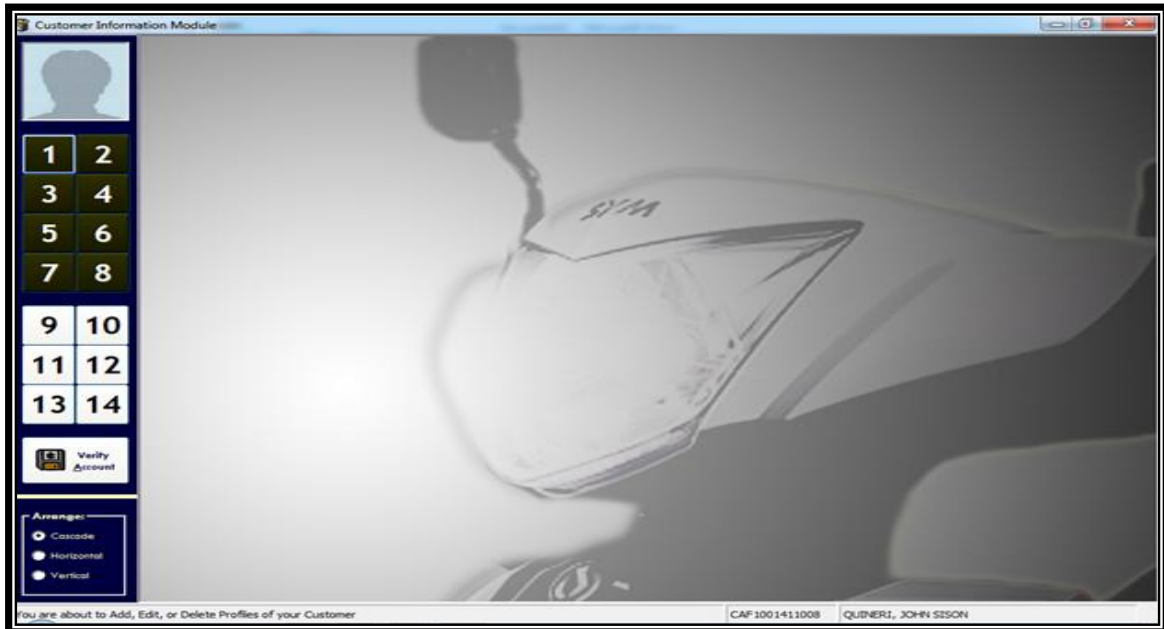
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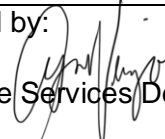

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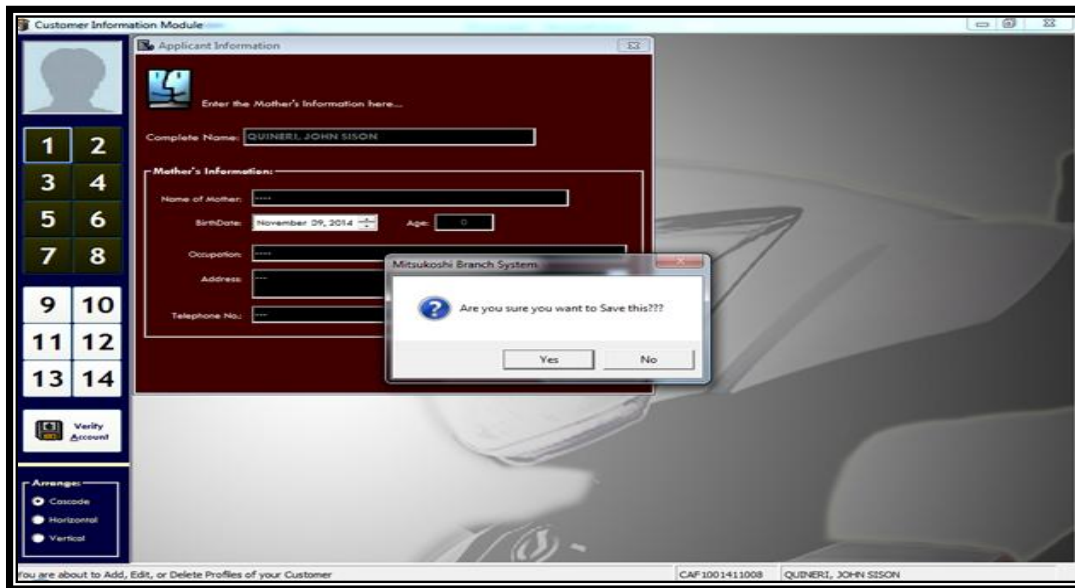
5. The Customer Information modules appear and then Click to check or add other personal information of customer.

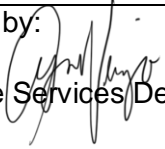
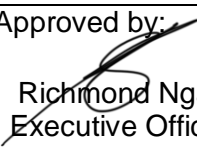


6. Any changes made in CAF has to be saved, thus click NEXT button until you reach the SUBMIT button.

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7. . Click Submit Button. Message “Are you sure you want to Save this??”. Click “Yes” to save data edited.



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