

Branch Operations Training

Corporate Services Department/LTO

Objective:

It is used to provide a full and firm foundation for the systematic and accurate registration of all sold motorcycle and is created to guide the employees in the process as well as in the objective of their position.

Background:

Functions:

DOCUMENTATION SECTION

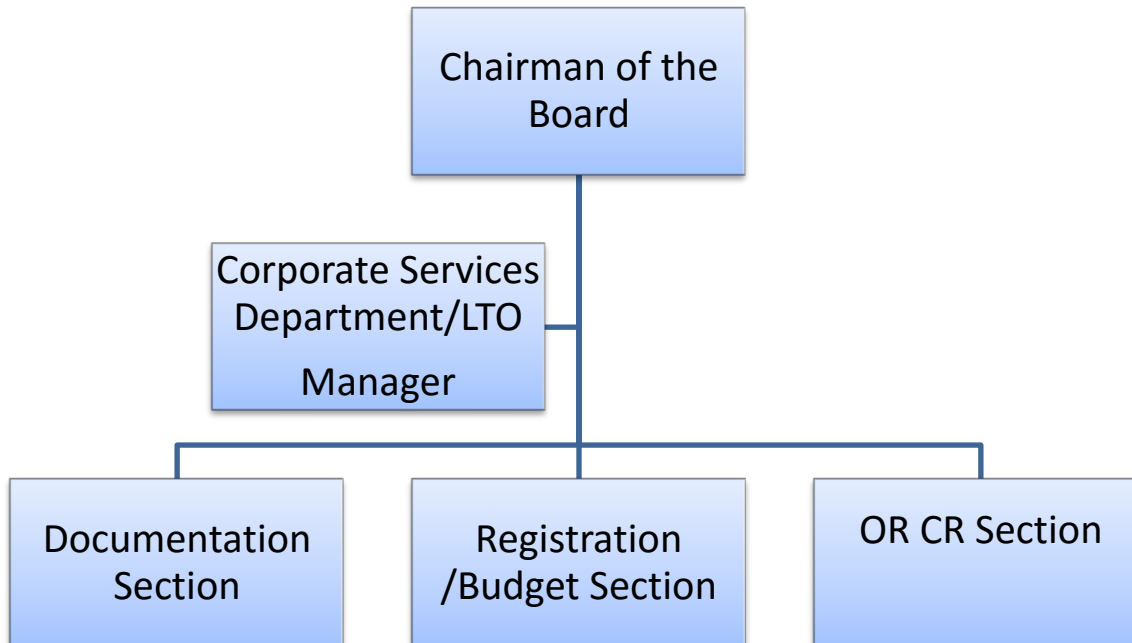
- Ensures the availability of registration documents

BUDGET SECTION

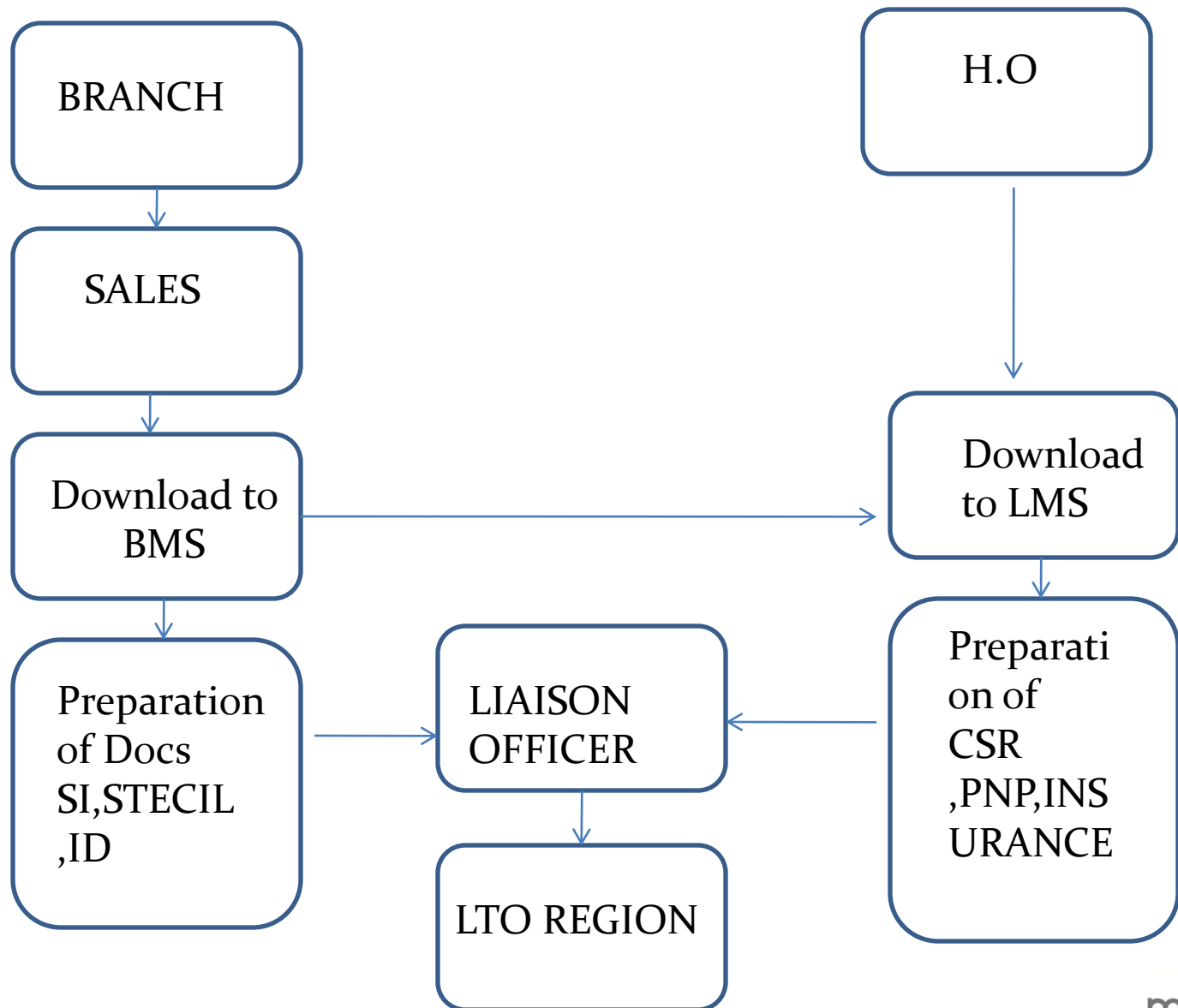
- Registration
- Liquidation

ORCR SECTION

- CR Safekeeping
- CR releasing



Process flow of Registration



Branch Policies and Procedures:

Applying for LTO ACCREDITATION

Policy

1. Upon completion of the Government Requirements, branch must be able to apply for Lto accreditation.

Procedure

1. Application for Renewal Accrediation.
2. Application of New branch Accreditation.
3. LTO ACCREDITATION CERTIFICATE (Photocopy) has to be displayed in the most conspicuous area for random inspection by LTO Employees.
4. Original LTO Accreditation Certificate shall be forwarded to CS Department for safe keeping

Encoding Customer Information

Policies

1. Data must be encoded correctly.
2. Branch Manager and Cashier are accountable in the correct data in the BMS .
3. First downloaded date by CSD is deemed final and correct.

Procedure

1. Use the accounting process for customer entry.
2. Fill out completely at correctly. All capital letters.

SAMPLE: UY, BENJAMIN ENDRIGA

UY, BENJAMIN JR. ENDRIGA – with suffix

Encoding Customer Information

UY, BENJAMIN ENDRIGA/ UY, LANIE ENDRIGA --- - double name
TRONIX MASTER INC. - Company name

Effect of Wrong input:

- Incorrect details on insurance
- Payment for new insurance
- Delay of Registration
- Possible apprehension

Encoding for Raffle Unit

Policies

1. Sales made intended for Raffle, must be issued with Delivery Receipt and Official Receipt only name to buyer.
2. Issuance of Sales Invoice is upon notification by the original buyer to the Branch thru submission of Certification on the details of winner and of the motorcycle being won.
3. It is the responsibility of the Branch Manager and Marketing Assistant to inform the CSD-PNP in-charge and submit scan copy of Certification, Sales Invoice and Valid ID to PNP in-charge immediately to initiate registration process

Procedure

1. Use the accounting process for customer entry.

Note :Indicate to SI info is 000

Indicate to Remarks is RAFFLE

To determind the account is RAFFLE

Releasing Motorcycle for RED PLATE

Policies

1. All motorcycle units bought by Government Agency must be processed for issuance red plate
2. Government Service Insurance System (GSIS) will cover the Third Party Liability (TPL) Insurance or government purchased motorcycle unit which must be handled and processed by Government Agency.

Procedure

1. Government Unit who bought the motorcycle unit has to fill up BIR FORM 2306 and 2307 for 5% and 1% withholding tax which will be attached in the document to be forwarded to Accounting for recording.
2. To be filled up by the Government Unit and submit the same to GSIS for issuance of Certificate of Cover (COC) also known as Comprehensive Insurance which will be shouldered by Government Agency.

Encoding Brand New MC Plan

Policies

1. Brand New released for Approved MC Loan/MCPlan shall be encoded in LTO Template Add Record Module.
2. Data must be encoded correctly. Branch Manager and Cashier is accountable in the correct data entry in the BMS.

Procedure

1. Use the LTO Template to entry the data.
- 2 Scan the following and send to jonalyn.cepillo@mitsukoshimotors.com
 - 2.1 MCPlan/Loan Contract or Approval from HR –MC plan in-charge
 - 2.2 Company ID, SI,STENCIL

Sending Branch Registration Documents to Liaison Officers

Policies

1. All Branch Registration Documents must be submitted to Liaison Officers within two-(2) days from the date of release.
2. The branch must exercise prudence as to the completeness of registration requirements upon delivery of the purchased motorcycle unit.

Procedure

1. Marketing asst. should be check the valid ID of the customer including the veracity of its photo and date of birth.
2. Fill up the S.I accurately.
3. Branch cashier should be check the authenticity of the requirements and encode the sales data to BMS.
4. Branch manager should be double check all customer requirements and final validation to the customer data entry.
5. Send registration documents to Liaison Officer thru Transmittal Report (TR) with Sales Invoice number/ Name of customer

Sending Branch Registration Documents to Liaison Officers

WHAT ARE THE DOCUMENTS TO BE SUBMITTED TO L.O (Liaison officer) FOR REGISTRATION?

- **BLANK ORIGINAL S.I**
- **CLEAR STENCIL**
- **VALID ID**

Checking Monthly Registration Status

Policies

1. Registration status must be checked weekly to ensure that documentary requirement is processed by Corporate Service Department (CSD).
2. Any discrepancy from the Branch Monitoring System (BMS) and Actual data must be reported immediately to CSD-Documentation Supervisor.

Releasing Registration copy and Plate

Policies

1. All registration copy (ORCR) should be duly filed and monitored by the branch.
2. Photocopy of ORCR, Original OR and Plate is accountable to Marketing Assistant and Branch Manager

Procedure

1. Prepare folder **A** for **PLATE ENDING MONITORING** and folder **B** for **PLATE MONITORING BY MONTH** for releasing plate.
2. Branch Manager and Marketing Assistant are accountable in the safekeeping and monitoring of plate numbers.
3. In case of separation from the company, Branch Manager and Marketing Assistant shall turn over to the incoming in-charge.

Releasing Plate

MONTH	One Year(240)	1 ¼ (300)	1 ½ (360)	1 ¾ (420)
January	0,1	2,3	4,5,6	7,8,9
February	1,2	3,4	5,6,7	8,9,0
March	1,2,3	4,5	6,7,8	9,0
April	1,2,3,4	5,6	7,8,9	0
May	2,3,4,5	6,7	8,9,0	1
June	3,4,5,6	7,8	9,0	1,2
July	4,5,6,7	8,9	0	1,2,3
August	5,6,7,8	9,0	1	2,3,4
September	6,7,8,9	0	1,2	3,4,5
October	7,8,9,0	-	1,2,3	4,5,6
November	8,9,0	1	2,3,4	5,6,7
December	9,0	1,2	3,4,5	6,7,8

2 nd PLATE ENDING	Due/ per week
1,2,3	1 ST WEEK
4,5,6	2 ND WEEK
7,8	3 RD WEEK
9,0	4 TH WEEK

SAMPLE OF NEW PLATE



Filing Photocopy of ORCR

Policies

1. The filing system of the photo copy of the OR/CR shall be based on date of release and alphabetical order of the surname of the customers.
2. It is the responsibility of the Branch Manager and Cashier to ensure the maintenance of the proper filing of the photocopy of the ORCR and failure to do so will be subject to discipline action in accordance with the Company Code of Discipline.

Requesting and Liquidating MC PLAN Renewal

Policies

1. Branch Manager/AC/Cashier must monitor the schedule of renewal of MC Plan base on the Plate number ending.
2. Request must be done one month prior to month of expiration of motorcycle registration

Procedure

1. Scan and submit the request form and copy of ORCR to erna.paras@mitsukoshimotors.com.
- __2. Budget shall be transfer to branch account ,and 1 week after transfer,liquidate the fund.

Applying Borrow Original Certificate of Registration (CR)

Policies

1. All borrowed Original Certificate of Registration (CR) must be returned within thirty-(30) days.
2. The Branch Manager and Cashier are accountable to ensure the proper monitoring and safekeeping of Original LTO Official Receipt (OR)/CR. In the failure to return the said CR, NTE shall be issued and Outstanding Balance (OB) of the account shall be charged thru Salary Deduction

Procedure

1. Request must be submitted to rosellann.liwanag@mitsukoshimotors.com
2. All borrowed CR has to be returned in not more than a month. Thus, the branch has to monitor the return of the borrowed registration from the customer. Branch Manager has the full responsibility in the borrowed CR

Special cases of policy and procedure for CSD

1. Request budget for additional Plate
2. Request Budget for Apprehension
3. Request for Plate Uploading
4. Request for Confirmation
5. Verifying of closed cash account thru BMS
6. Viewing and Printing Monthly Report of Brand new cash closed account
7. Requesting copy or photocopy ORCR
8. Requesting Original CR for KALIWAAN
9. Releasing ORCR closed cash sale
10. Filing and safekeeping Original CR
11. Checking the registered owner of closed account
12. Requesting Deed of Sale
13. Requesting for Release of Chattel Mortgage (ROM)
14. Viewing status of Branch Sales Documents
15. Requesting additional sticker

THANK YOU !