

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	ENCODING SINGLE NAME TO BMS	Ref. No. CSD 16-002
DEPARTMENT :	CORPORATE SERVICE DEPARTMENT	
TO :	BRANCH MANAGER/ CASHIER	

OBJECTIVE:

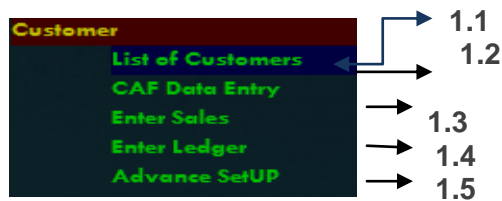
1. To ensure the correctness of data encoded for the LTO Registration for individual customer.
2. To guide the branch in encoding single name in the Branch Monitoring System (BMS).


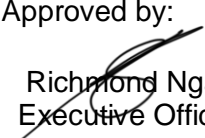
POLICIES

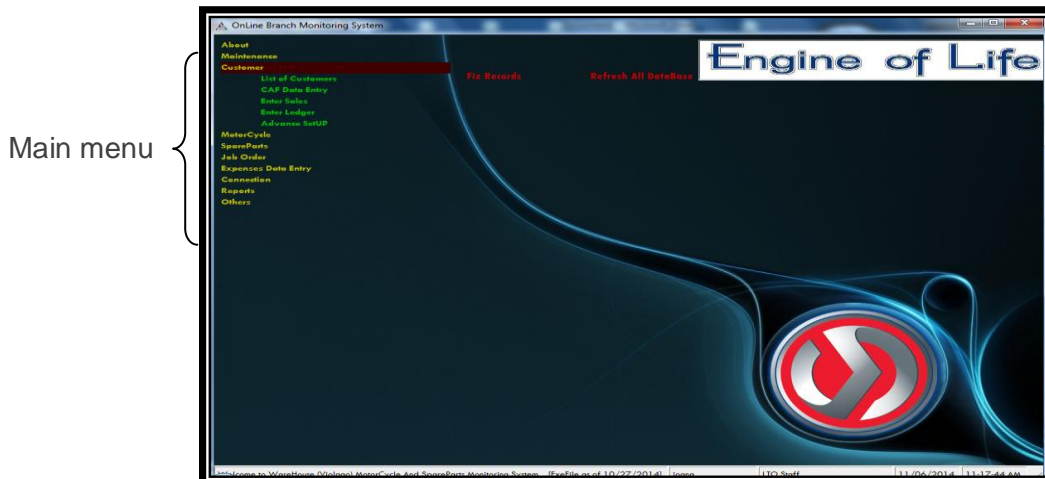
1. Data must be encoded correctly. Incorrect data entry is subject for disciplinary action in accordance with Company Code of Discipline; and shall be charged Four Hundred (P 400.00.) pesos for unregistered Three Thousand Five Hundred (P 3,500.00) for already registered.
2. Branch Manager and Cashier 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.
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 –where can preview status of the account.

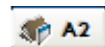
1.5 Advance Set up – for accounting department purposes.

2. Click the **List of Customer** to check if they have an existing account to other branches.

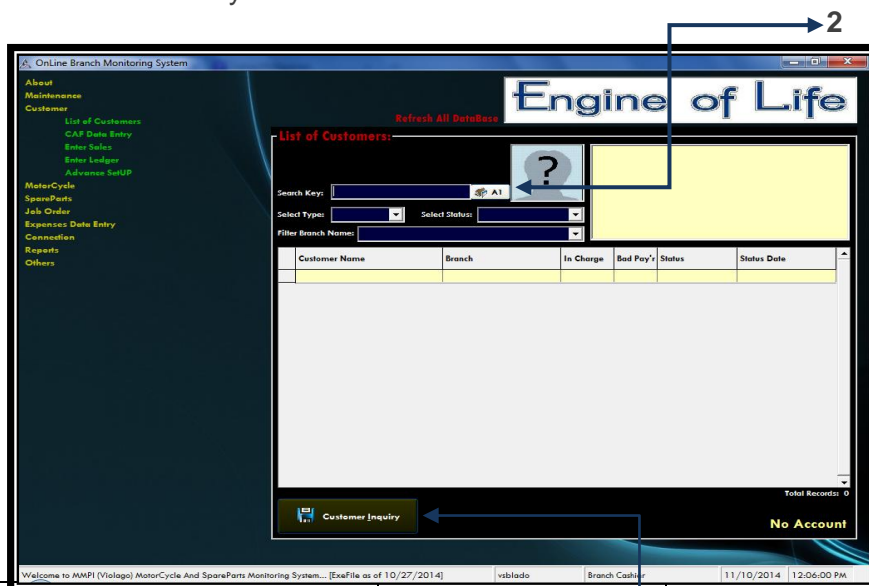
2.1 From Search Key1- Type the LastName/Surname



2.2 From Search Key2- Type the First Name



2.3 Search Key3- Middle Name



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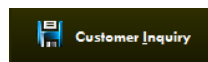
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3. Click Customer Inquiry Button.



3.1 Fill out completely and correctly.

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

All Capital Letters

Example: AQUINO, DELIA FLORES

SurName

AQUINO

FirstName

DELIA

MiddleName

FLORES

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.

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Private Online Branch Monitoring System

Customer Inquiry Module

Oct 20, 2015 02:59:53 PM

Add Basic Customer Informations:

SurName: AQUINO First Name: DELIA Middle Name: FLORES

Street Address: #118 LOT 5 BLK 5 PHASE II, CAMERA SUBD., BARGAY GAU

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

Inquiry Details: WALK IN

Employee No.: 1410283 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 INST

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

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

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 Search Key: aquino

Select Type: MotorCycle Select Status: View All

Filter Branch Name: MMPI (Viologo)

Customer Name: AQUINO, DELIA FLORES Branch: MMPI (Viologo) In Charge: 1408108 Bad Pay: NO Status: Active Status Date: 09/27/14 (11:03 AM)

Customer CAF No.: CAF1001408010

Status: Inquiry Status Date: 08/11/14 (05:37 PM) ID No.: 1405058 Name: BERTUMEN, KAREN DALIDA Position: Marketing Assistant

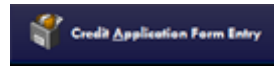
Buttons: Customer Inquiry

Total Records: 1 1 Account[s]

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

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4. Click the Credit Application Form Entry



Online Branch Monitoring System

Branch Name: **MMP1 (Vialago)**

File Records Refresh All DataBase

Customer for Credit Application Data Entry:

Search Key: **QUINER, JOHN SISON**

Select Status: **View All**

Customer Name	CAP No.	Agent	Bad Cust.	Status	Remarks
QUINER, JOHN SISON	CAP1001411008	NO	NO	Active	GOOD CONDITION DP 2,000

Total Records: 1

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

Welcome to MMP1 (Vialago) MotorCycle And SpareParts Monitoring System... [ExFile as of 12/04/2014] feyt LTO Staff 12/13/2014 08:54:04 AM

5. The Customer Information modules appear and then Click **1** to check or add other personal information of customer.

Customer Information Module

1 2
3 4
5 6
7 8
9 10
11 12
13 14

Verity Account

Arrange:
☒ Cascade
☐ Horizontal
☐ Vertical

You are about to Add, Edit, or Delete Profiles of your Customer

CAP1001411008 QUINER, JOHN SISON

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

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

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