FAQ

Search
-At least 3 characters in searching by company. Invalid characters are not allowed except and (&), dash (-) and period (.).

Login Attempt
- User can enter his credentials up to 5 attempts. More than that, account will automatically lock. It can be unlocked by System Administrator/Super User or user will need to wait for 6 hours to unlock his account automatically.

Forwarded Balance (Ingested balance)
- This is the term used as the beginning balance in the Billing and Collection System.

Data Entry

Rental – accepts entries for the Land, Standard Factory Building, Office Space and Right of Way Information

Pole Rental - accepts entries on the poles being utilized by some companies in PEZA for their telephone, internet and power needs.

Garbage - measured by weight in kilogram.

Water and Sewerage
- The user is not allowed to modify or delete water meter information if there are existing water reading entries and generated billing (finalized). The user can read-only the water meter information.
- The User can re-assign the water meter after the end date of tenure of the previous company. All previous reading will be retained under the previous company water meter was assigned.
- Only 1 rate of Sewerage fee is computed at ₱ 4.80 /m³ (cubic meter) consumed.

Franchise – On accounts that started on the middle of the year, annual fee amount is computed as pro-rated based on the number of months until December.

Admin Fee
- Can only accept file upload saved in Excel (.xls) file format.
- Each zone group(HO,MEZ, BCEZ,CEZ) will need to upload the same file from EZMPR. To include this Admin fee data in a period coverage of each Zone group.
- It has 3 filtering in Billing Generation namely: IT | SEZ | OTHERS

Passed on Billing – Charges are being billed to PEZA by its service provider.

Billing

Generate Billing

- Allow the user to make changes even if the billing was finalize. Also able to regenerate the billing. This will be the user discretion on changing the finalized billing.

Conditions:
1. Error on entry
2. Changes must be within the billing period.
3. No payments made for that billing.
4. Changes is not on or after the end of the month.

- Interest is applied after VAT.
- Waiving of Interest can be done in Subsidiary Ledger Module.
- Tax Rates per service: 5% Rental and 2% other services
- Vat is included in Interest computation.

- Proposed Reference number will be:
  e.g. **101160001**
  Where:
  1 – 1st character represents transactions
  where:

1 – Billing
9 – Order of Payment
01 – 2nd Character represents Zone Group
where:
01 – Head Office
03 – Cavite Economic Zone
06 – Baguio City Economic Zone
09 – Mactan Economic Zone
16 – 3rd Character represents Year 20<u>16</u>
0001 – Last four characters are auto generated by the system, this will reset every year

Order of Payment

- The Order of Payment usually applies to fees that are not included in the Billing System.
- The user can add multiple transactions of the selected company from the defined table of accounts.
- Order of Payment can be made from any zone and payable at any zone also

HO Batch Update – All transactions added or edited on the day shall be included on the update to the Mark Logic database

EOM Processing –First Generation of END OF MONTH(EOM) will point to the "FROM" Month of the Billing period. Second Generation of END OF MONTH(EOM) will point to the "TO" Month of the Billing period.

Report

JBR – Value Added Tax and Interests should be included and can be generated separately with the reports.

Billing Statement

- shows the summary of activity on an account, including balance of rentals, pole rentals, water, sewerage, garbage, franchise and overdue charges.
- If Billing Generation is Per Company, System is designed to obliged user to be specific in entering the value of Zone and Enterprise Type.

- If Billing Generation is All Company, Zone and Enterprise Type selected value is ALL and upon selecting Enterprise Type to ALL, the per company field will be disabled.

Billing Statement → email – this is triggered once billing is generated. Only companies who agreed to receive an email of Billing Statement (softcopy) from PEZA.

Subsidiary Ledger – shows the transaction movements of a company whether billing generation, payment, Value Added Tax, Interest, Withholding Taxes and Adjustments.

Monthly Aging – a list of unpaid billings in a period of time such as 30 days, 60 days, 90 days, 120 days to a year, over 1 year to 3 years, over 3 years and over 5 years.

Collection – shall include all payments received for every sub-category such as Principal, VAT, Interest and Withholding Tax.

Displaying of Reports
- Company who pays in different zone group will be included in the report of that specific zone group he paid at.
e.g. Company (under HO) – pays to cashier in CEZ – Report of Company (under HO) will be included in CEZ generation of reports.

Maintenance

Company
- Enterprises will be identified by an 8-character code. These codes will be supplied by the MIS department.

  The Enterprise Code Sequence will be as follows:
  ABC00001

Where:

ABC   :   The First Three Initials of the zone code

00001   :   Series No. (Five Digits)
generated by the system

- Companies will be categorized by the following types: Ecozone Enterprise, Service Enterprise, Facilities/Utilities Enterprise, Telecom Enterprise, and Tenant.
- The Finance department shall determine if the company is vat-able or non-VAT-able.
- The Finance department shall determine which services to have withholding tax.
- Tax incentives are given case to case basis depending on the agreement of the company and PEZA's requirements.
- Finance Department will identify the company's ownership whether Individual or Corporation and its corresponding ATC.
- Corresponding ATC codes and rates

  WI100 | WC100 Rentals   5%

  WI140 | WC140 or **WI515 | WC515**   Direct Income **10%**
  Gross Commissions or Service fees of Customs, Insurance, Stocks, Real Estate, Immigration, Commercial Brokers and Fees of agents of professional entertainer.

  Income Payments made by Top 10,000 Private Corporations to their Local/Resident Suppliers of:
  WI160 | WC160 or **WI158 | WC158**   Services   2%

  Payments made by Government Offices on their purchases of goods and services from local/resident suppliers:
  WI157 | WC157 2%

Rates – used to keep the different billing rates that will be used in the computations of the billings.

Subsidiary Ledger
- Used to allow adjustments on the different billing ledgers.

- The User can enter adjustments using the module to correct inaccuracies, errors and waiving of interests on billings.
- Backdated adjustments are allowed provided the it will not affect previous interest computations and monthly aging processing. This shall be determined by the user beforehand and will not be the systems fault if done otherwise.

Period Table
– The user cannot add period that conflicts the dates covered by the previous period.
–In Billing Generation, when a period has a status of "Finalized". User can add another period coverage in Period Table. Otherwise, if the status is "Finalize", user cannot add new period coverage unless it is "Finalized".

Nature of Payment Accounts
– used to keep the Nature of Payment entries up to date for each zone group.
– Some Divisions/Department are sharing the same item in Nature of Payments Accounts. As per PEZA, they will need to replicate the item name and item code but different in Divisions to be visible and available for both Divisions.

Admin

User – List of users who can access the Billing and Collection System
User Role – List of designated position
Zone
– Zones including Head office will be grouped into Clusters.
– Only Super User Account can access the facility to transfer Zone to another Zone Group(Cluster).
Zone Group – this is also called Cluster. These are
Role Access – This module is used to keep the screens modified or restricted to the users.
User Lockout – user can try up to 3 times entering user name and password. If fail, after 6 hours from that time user can reenter again the credentials.
Admin Lockout – this is for Super User Access only.
Audit Logs/System Logs – this is used as a history of what is going on in the system

like who logged/accessed at this time in this module and so on.

Cryptography – this is used for Encryption/Decryption of the Database connection string used in the system for security purposes and can only be accessed by Super User Account only.