

Head Office

External Services

Credit Support and Asset Recovery Group

1. Issuance of Statement of Account

Processing and Issuance of Statement of Account

Office or Division:	Credit Support and Asset Recovery Group (CSARG)			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business, G2C - Government to Citizen			
Who may avail:	SB Corporation Borrowers			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
Request thru the Financing Sector		Requesting party		
Borrower's Promissory Note (PN) Number		Financing Sector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit request for SOA thru the Financing Sector.	1.1. Ensure correct borrower's information.	None	30 minutes	<i>Account Officer Financing Sector</i>
	1.2. Prepare Statement of Account (SOA).	None	3 days <i>(maximum)</i>	<i>Collection Officer Credit Support and Asset Recovery Group (CSARG)</i>
	1.3. Review and approve SOA for release.	None	30 minutes	<i>Group Head CARSG</i>
TOTAL		None	3 days and 1 hour	

2. Disposal of Real and Other Properties – Public Bidding

Processing of the Disposal of Real and Other Properties (ROPA) through Public Bidding

Office or Division:	Credit Support and Asset Recovery Group (CSARG)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Letter of Intent to Purchase		Interested bidder		
2. Buyer's Information Sheet (one copy)		ROPA Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit bid price during public bidding.	1.1. Conduct public bidding of ROPA available for sale.	None	2 hours	<i>Bids and Awards Committee (BAC)</i>
2. Pay the corresponding Bid deposit.	2.1. Issue Official Receipt (OR).	Depending on the amount for public bidding	30 mins.	<i>Cashier Treasury Group</i>
3. Participate during the opening of Bid Documents.	3.1. Open all submitted Bid Price.	None	2 hours	<i>BAC</i>
4. Wait for result of the winning party during the public bidding.	4.1. Open documents and announce the winning bidders.	None	1 hour	<i>BAC</i>
	4.2. Prepare Notice of Award (NOA).	None	1 day	<i>CSARG and Legal Services Group (LSG)</i>
	4.3. Sign the NOA.			<i>Head of the Agency Office of the President</i>
	4.4 Issue the signed NOA to the winning bidders.			<i>CSARG</i>
TOTAL		Amount for public bidding	1 day, 5 hours and 30 mins	

3. Disposal of Real and Other Properties – Negotiated Sale

Processing of the Disposal of Real and Other Properties through Negotiated Sale

Office or Division:	Credit Support and Asset Recovery Group			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Letter of Intent to Purchase		Interested buyer		
2. Buyer's Information Sheet (1 copy)		ROPA Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit Letter of Intent for the Negotiated Sale.	1.1. Evaluate Buyer's offer, endorse to AARCO and endorse to ManCom (for less than PhP3.0 million in ROPA value) or Board (for above PhP3.0 million in ROPA value) for approval.	None	5 hours (2 hours for evaluation and endorsement and at least 3 hours for Committee meeting)	<i>ROPA Officer CSARG</i>
	1.2. Prepare the Notice of Award (NOA).	None	2 hours	<i>CSARG and LSG</i>
	1.3. Sign the NOA.			<i>Head of the Agency Office of the President</i>
	1.4. Issue the signed NOA to the buyer.			<i>CSARG and LSG</i>
2. Pay the Negotiated Price as approved.	2.1. Issue Official Receipt.	Negotiated Price	30 minutes	<i>Cashier Treasury Group</i>
	2.2. Issue Deed of Absolute Sale in favor of the buyer.	None	2 days	<i>CSARG and LSG</i>
	2.3. Prepare and send out Memo request to AARCO for release of TCTs.	None	2 days	<i>ROPA Officer CSARG</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	TOTAL	Negotiated Price	4 days, 7 hours and 30 minutes	

4. Payment of Success Fees for Collection Agencies

Payment of success fees for accounts collected through Collection Agencies

Office or Division:	Credit Support and Asset Recovery Group			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Accredited Collection Agencies			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
Billing Statement		Accredited collection agency		
Official Receipt		Accredited collection agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the Billing Statement and request mode of release (check, credit advice or any other mode of release).	1.1. Validate the Billing Statement, prepare the Disbursement Voucher (DV) and Fund Allocation Request (FAR) and indicate mode of release.	None	1 hour and 30 minutes	<i>Collection Officer CSARG</i>
	1.2. Complete the required accounting processes – 1) Charge appropriate budget allocated to the transaction of requesting party and certify budget availability of the requested payment; 2) Prepare and review accounting entries and print Journal Entry Voucher; and, 3) Sign and Certify as the Authorized Signatory the Journal Entry Voucher.	None	5 days	<i>Budget Officer, Senior Financial Specialist / Accountant, Department Manager, Group Head Controllership Group</i>
	1.3. Complete all Treasury		30 minutes	<i>Cashier Treasury Group</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	Processes – 1) Encode the details in the appropriate Oracle modules; and, 2) Prepare and review check, debit advice or fund transfer following the process for the mode of release.			<i>Department Manager Treasury Group</i> <i>CASA bank signatory</i>
2. Claim proceeds of Success Fees and issue Official Receipt (OR).	2.1. Release payment for the Success Fees: <ul style="list-style-type: none"> • Credit proceeds to Collection Agency's nominated bank account (if mode of release is thru bank transfer). • Release check. 		10 minutes	<i>Cashier Treasury Group</i>
TOTAL		None	5 days, 2 hours and 10 minutes	