



FINANCIAL MANAGEMENT DEPARTMENT (Fund Sourcing Division-FSD)

Internal Services

1. COLLECTION REPORT FOR OUTSOURCED ACCOUNTS

This accounts have been turned over to Accounts Management Division, Financial Services Group (AMD-FSG). The FSD- FMD provides coaching/mentoring in terms of technical assistance to the concerned Staff Department on the process flow, analysis and evaluation of Collection Reports, evaluation of Service Provider's performance and efficiency based on the Terms of Reference (TOR) and communication's to be prepared to check the compliance of the Service Provider.

Office or Division:	Fund Sourcing Division – FSD
Classification:	Direct Services/Technical Assistance (Accounts turned over to Accts. Management Div.)
Type of Transaction:	Government-to-Service Provider
Who may avail:	Accounts Management Division concerned staff handling the collection outsourcing
CHECKLIST OF REQUIREMENTS	
1. Monthly Performance Report	WHERE TO SECURE
2. Semi-Annual Evaluation Report	
3. Form for evaluation of Service Provider's Collection Performance/Activity	All folders records turned over to AMD-FSG
4. Disbursement Voucher	Regional/District Office/s
5. Attendance of Financial Literacy Conducted	
6. Summary of Billing Notices Delivered	
7. Written/Narrative Performance Evaluation of the Service Provider	Service Provider
8. Certificate of Clearance	
9. Official Receipt of Cash Performance Bond	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1 AMD-FSG AMD Manager requested FSD's assistance to concerned staff to handle the accounts thru RDTF</p>	<p>1.1 Prepares reports, records and review the records needed in the meeting.</p>	<p>none</p>	<p>Within the day</p>	<p>AMD Manager, Corporate Financial Services Chief, Sr. Financial Specialist A</p>
<p>2 AMD staff Random Inquiry 2.2 Provides response on random queries of AMD staff.</p>	<p>Actual meeting on coaching on :</p> <ul style="list-style-type: none"> • Collection Report • Service Provider • Regional Office • Narrative Report on Performance • Monitoring Status • AOM response 	<p>none</p>	<p>4 hours Per request</p>	<p>Financial Planning Specialist B , Corporate Financial Services Chief , Sr. Financial Specialist A</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3 AMD Manager / Staff informal/ random inquiries on process flow	Random inquiries on Collection Outsourcing	none	Within the day	Financial Planning Specialist B, Corporate Financial Services Chief, Sr. Financial Specialist A
TOTAL			4 days and 4 hours	