



**SMALL BUSINESS
CORPORATION**

Transforming the MSME landscape

CITIZEN'S CHARTER

Updated AUGUST 2019

CITIZEN'S CHARTER

Contents

Vision and Mission

Performance Pledge

Feedback and Redress Mechanisms

Frontline Services

-Lending Programs

(Retail,Wholesale)

- MSME Notes

- Capacity Building Programs

- Feedback Form



CITIZEN'S CHARTER

Vision and Mission

VISION

By 2025, we will be the leader in building financing alternatives for Philippine MSMEs, putting them at the forefront of inclusive economic growth.

MISSION

Our Mission is to relentlessly champion the neglected business segments of the country to get them to access the capital needed to grow successfully.

Performance Pledge

We the officials and employees of the Small Business Corporation pledge and commit to deliver quality public service and shall:

- Serve with utmost integrity, efficiency and courtesy. Demonstrate sensitivity and professionalism when dealing with clients.
- Provide adequate and accurate information. Comply with best banking and industry practices. Respond to complaints and feedbacks promptly.
- Observe strict government office hours, Mondays to Fridays without noon breaks.
- Treat everyone equally and value every citizen's needs.
- All these we pledge, Because YOU deserve no less

Feedback and Redress Mechanism

Please let us know how to serve you better through the following :

- ☒ Accomplish our Feedback Form and drop them at the designated drop boxes in any of our offices
 - ☒ Email us at sbcorporation@sbqfc.org.ph
Talk to our Officer of the Day
- If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day .
THANK YOU for helping us continuously improve our services.

CITIZEN'S CHARTER

MSME Loans

Clients: MSMEs

Frontline Service: Retail Lending Program

Maximum Turn-around Time: 22 working days

Schedule of Availability of Service: Mon-Fri, 8:00 am to 6:00 pm

Fees : Commitment Fee – P4,000.00

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration (working days)
	Client	Service Unit		
1	Submits loan application	Ensures completeness of submitted requirements	Account Officer of the Day	30 minutes
2		Records loan application in SB Corp loan database Prequalifies loan application (Assesses vis-à vis eligibility criteria and identifies financing program suited to the borrower's loan application)	Account Officer of the Day	1 day
3		Conducts CI/background checking	CI	4 days
4		Conducts appraisal of collateral property (if applicable)	Appraiser	3 days
5		Conducts initial financial assessment	Account Officer	2 hours
6		Conducts project visit	Account Officer	1 day
7		Prepares final proposal	Account Officer	1 day
8		Conducts credit risk review based on validated information of the account. Prepares/finalizes Loan Approval Memo and BRR Scorecard	Lending Group Head	5 days
9		Checks completeness of documents Issues certificate of compliance	Document Examiner	1 day
10		Facilitates Loan Documentation and signing	Loan Releasing Officer	1 day
11	Signs Loan Documents		Loan Releasing Officer	1 day
12		Prepares Accounting Entries and check /fund transfer instrument	CG/TG	1 day
13		Turns over PDCs, guarantee checks, collateral documents and credit folder for safekeeping	Collateral doc custodian; Treasury (for PDCs); ASG (for guarantee checks; collateral docs and credit folder)	3 days

PREQUALIFICATION CRITERIA

QUALIFIED BORROWERS . Micro enterprises and lower-level small enterprises that have survived the enterprise-gestation stage
*strictly within half hour public commute radius from main office or provincial desk offices

OWNERSHIP. Must be at least 60% Filipino-owned

ASSET SIZE. Business asset size should not exceed P10.0 million (medium enterprises excluded)

BUSINESS TRACK RECORD. 1)At least 36 months; 2) No negative credit track record; 3) with at least two full time workers with statutory benefits^{1/}; 4) Existing loans outside of SB Corp should not exceed one transaction; and 5) With BIR accreditation and ability to issue official receipt.

DOCUMENTATION (primary documents required from borrower)

1) DTI or SEC business registration ;2) Sales record for at least 36 months
3) Mayor's Permit; 4) Statutory documents for at least two workers ^{1/}; 5)BIR accreditation and sample Official Receipt; 6. Mayor's Permit for business site (or equivalent document) (BIR-filed FS shall not be required)

COLLATERAL REQUIREMENT. No REM or CHM shall be required PDCs (or substitute fintech mechanism as may be defined by SBCorp)

LOAN LIMIT. Based on repayment capacity. Minimum - P200 thousand/ Maximum - 40% of latest validated annual sales or P1.0Million for old borrowers and P500.0 thousand for 1st time borrowers; whichever is lower

LOAN EQUITY RATIO. Up to 80%

MAXIMUM TERM. Up to 3 years

REPAYMENT MODE. Monthly

LOAN PRICING STRUCTURE. Shall start at 24% per annum, for gradual reduction over time for good borrowers

^{1/} At least SSS contribution must be complied. Full time worker being referred to here excludes spouse of the registered owner

CITIZEN'S CHARTER

P3 Retail Loan

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration (working days)
	Client	Service Unit		
1	Submits loan application	Ensures completeness of submitted requirements	Account Officer	30 minutes
2		Records loan application in SB Corp loan database Prequalifies loan application Assessment vis-à vis eligibility criteria	Account Officer	1 day
3		Conducts CI/background checking	P3 Credit Investigator	2 days
4		Conducts loan evaluation	Account Officer	2 days
5		Approves loan application	Lending group Head	1 day
6	Signs Loan Documents	Facilitates loan documentation and signing	P3 Loan Officer	2 days
7		Prepares release documents	Loan Releasing Officer	2 days
8		Prepares Accounting Entries and check /fund transfer instrument	Controllership Group/ Treasury Group	1 day
9		Facilitates loan release	Loan Releasing Officer	1 day

Clients: Microenterprises
Frontline Service: Retail Lending Program for P3
Maximum Turn-around Time: 12 working days (to be reduced to 6 days once Fintech enabled loan origination system is in place)
Schedule of Availability of Service: Mon-Fri, 8:00 am to 6:00 pm
Fees : .224% of loan amount per year

Minimum Requirements for applying MSMEs:

1. Micro entrepreneur must be engaged in legitimate livelihood or business activity for at least one year can borrow from P3
2. The micro entrepreneur should have a government-issued ID
3. The micro entrepreneur should have been issued a Barangay Clearance in the past 3 months
4. Evidence of micro enterprise activity for at least one year (certification by LGU and/or other government offices is acceptable, among others)
5. No negative credit track record
6. Proof of one (1) year residence

Documentary Requirements:

1. Duly accomplished P3 Application Form
2. Barangay/Municipal Business Permit
3. Photocopy of Government-issued ID
4. ID picture
5. DTI Business Name Registration (for loans PhP50,000 up to P100,000)

CITIZEN'S CHARTER

MSME Wholesale

(inclusive of P3 Wholesale Lending)

Clients: PFIs

Frontline Service: Wholesale Lending Programs

Maximum Turn-around Time: 22 Working Days

Schedule of Availability of Service: Mon-Fri, 8:00 am to 6:00 pm

Fees: 0.2% to 0.5% of amount of loan

Documentary Requirements:

1. Letter of Intent to participate in SBC's Wholesale Lending Program (or Board Resolution to Borrow from SBC and on authorized signatory/ies);
2. Business registration papers;
3. For banks/NGOs/Other Lending Institutions – SEC Registration, Articles of Incorporation and By-Laws, BSP Authorization to Operate (for banks); Authority to operate from SEC (other lending institutions)
4. For Cooperatives – CDA Registration, Articles of Cooperation and By-Laws, Certificate of Compliance
5. Notarized Personal Information Sheet of BOD and Key Officers w/ recent 2x2 photo (for banks – as submitted to BSP; for non-banks – completely filled out SB Corp Personal Info Sheet)
6. Profile of MSME and/or MF lending unit
7. Schedule of borrowings including details on terms of payment, collateral cover and credit status
8. List of Creditors w/ contact persons & their respective position and telephone/fax numbers
9. Certificate of good standing from creditors & BSP (if availing of BSP's rediscounting line)
10. Authorization to conduct credit inquiry with other creditors/funders
11. Audited Financial Statements w/ Notes (last 3 years)
12. Latest Interim Financial Statements w/ attachments (not more than 3 months old)
13. Latest Risk-based CAR as submitted to BSP (for banks)
14. Latest BSP CAMELS Rating (for banks)
15. Latest status report on DOSRI loans (if applicable)
16. Operational Highlights (same cut-off date as interim FS):
 - Areas of operation (province/municipality)
 - Breakdown of Total Loans (Current/Past Due/ITL)
 - Aging of Past Due Loans
 - Breakdown of MF Loan Portfolio (current/PAR)
 - Aging of MF PAR
16. Loan Loss Provisioning Schedule (latest year-end and interim FS)
17. Business Plan indicating the following:
 - Areas of expansion
 - Estimated number of borrowers per area

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration (working days)
	Client	Service Unit		
1	Submits Letter of Intent to participate in SB Corp's Wholesale Lending Programs and required accreditation documents	Checks completeness of submitted documents.	Account Officer/Desk Officer/ Account Assistant	1 hour
		Process Pre-qualification check if passed or failed		1 hour
2	Issues authorization to conduct credit checking	Conducts credit investigation/ background checking	CI	4 days
3	Prepares/submits additional accreditation requirements to assigned AO and ensures availability of key officers of the organizations.	Conducts bank/institution visit to validate documents and interviews key officers	Account Officer	3 days
4		Conducts operations and financial evaluation on the bank/ institution. Prepares the following: BRR Scorecard , Loan Approval Memorandum, Write-up	Account Officer	4 days
5		Reviews the LAM submitted by Account Officer	Area Office Head	1 day
6		Conducts credit risk review based on validated information of the account. Prepares/finalizes Loan Approval	ERMG	5 days
7		Submits/Presents the loan recommendation to SB Corp approving authority	Account Officer to Credit Committee	3 days
8		Informs the bank/institution of action taken on application and prepares Approval Letter and Omnibus Credit Line (OCL) Agreement Sends signed Approval Letter and OCL Agreement for signature by the bank/Fl	Account Officer	1 day
9	Signs/Submits signed Approval Letter and OCL Agreement	Transmits Approval Letter OCL Agreement and loan documents to Loan Releasing Unit	Account Officer	30 minutes



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Liability Instruments for Mandatory Allocation of
Credit

MSME Note

Basic Documentary Requirements

1. Letter of Intent addressed to:
President and CEO
SMALL BUSINESS CORPORATION
17th and 18th Floors 139 Corporate Center
139 Valero Street, Salcedo Village
Makati City 1227
2. Accomplished Application Form (see attachment) duly signed by authorized signatory/ies.
3. Board Resolution authorizing the bank to avail of the MSME Compliance facilities offered by SB Corp and the authorized signatories/contact person for the said transaction
4. Latest Report on Mandatory Allocation under RA No. 6977 as submitted to BSP

Mode of Settlement/Payment:

1. Manager's Check / Cashier's Check payable to SMALL BUSINESS CORPORATION
2. Direct deposit via Fund Transfer/Real Time Gross Settlement to SB Corp MSME Notes Current Account 1792-1033-55 maintained with Landbank Makati Business Center Branch

Payment Cut-off/Value Date:

1. All payments/deposit slips should be received or stamp-received by SB Corp or bank on or before 10:00am of the intended value date. Payments or deposits after 10:00am will be value dated on the next banking day
2. Check payments which are subject to clearing shall be value dated on clearing date itself.

FEATURES, TERMS AND CONDITIONS OF THE MSME NOTE

Pursuant to Sections 15b and 15f of the Republic Act No. 6977 as amended by RA No. 8289 and No. 9501 otherwise known as the Magna Carta for Micro, Small and Medium Enterprises (MSMEs) and likewise supported by Subsection X342.3 of BSP Circular No. 625, Series of 2008, the SB Corp is mandated to provide instruments to accommodate the needs of lending institutions for alternative MSME lending compliance.

The MSME Notes is a non-negotiable certificate of indebtedness issued by SB Corporation qualified and authorized as compliance with the Mandatory Allocation of Credit Resources (MACR) for MSMEs. Since 1993, SB Corp has been issuing promissory notes as alternative compliance with the MACR. For the past 22 years, the corporation holds a track incidence record of zero default on all its borrowings, foreign and domestic.

MSME Note	Short Term MSME Note		Medium Term MSME Note		
Eligible Subscriber	All non-complied/under-complied BSP supervised lending institutions needing immediate MSME compliance				
TERM, Compliance Validity	6-months	1-year	2-year	3-year	5-year
Rate*	4/5 (PHP BVAL Rate less 20% tax) Floor rate: 0.54% Ceiling Rate: 1.50% (max, whichever is lower)		2/3 (PHP BVAL Rate less 20% tax) Floor rate: 1.00% Ceiling Rate: 2.00% (max, whichever is lower)		
Taxes	DST and 5% Withholding tax to be deducted at maturity		DST paid upfront; 5% Withholding tax to be deducted on interest earned		
Interest Redemption	Paid at maturity		Paid annually, rate is subject to annual re-pricing		
Pre-termination	Allowed after the 90-day holding period		Pre-termination not allowed		
Risk Mitigation	21% Liquidity Risk Fund				
Document Collateral	Duly notarized MSME Notes for the availing banks; Monthly report on banks with outstanding MSME Notes submitted to BSP Supervision and Examination Sector and the MSME Council				

MSME Note

Frontline Service: Liability Instruments for the Mandatory Allocation of Credit Resources to MSMEs (i.e. MSME Notes)

Maximum Duration of Process

Schedule of Availability of Service: Monday to Friday, 8:00 am to 6:00 pm

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration
	Client	Service Unit		
1	The Financial Institution (FI) shall prepare submission of the basic documentary requirements		Financial Institution (FI)	
2	The FI shall download the MSME Note Application Form via SB Corp official website and accomplish said form		FI	

MSME Note

Frontline Service: Liability Instruments for the Mandatory Allocation of Credit Resources to MSMEs (i.e. MSME Notes)

Maximum Duration of Process

Schedule of Availability of Service: Monday to Friday, 8:00 am to 6:00 pm

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration
	Client	Service Unit		
3	<p>The FI shall submit all documentary requirements at least <u>1 day</u> before the intended placement /value date.</p> <p>Transmittal of documents should be addressed to the: President & CEO Attention to: Fund Sourcing and Management Group</p>	<p>a. Receive documentary requirements b. Process for validation and approval of FI's application c. Confirm application status with the FI on the same day</p>	FSMG	1 day

MSME Note

Frontline Service: Liability Instruments for the Mandatory Allocation of Credit Resources to MSMEs (i.e. MSME Notes)

Maximum Duration of Process

Schedule of Availability of Service: Monday to Friday, 8:00 am to 6:00 pm

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration
	Client	Service Unit		
4	<p>The FI settles MSME Note placement not later than 10:00am of the intended value date of the instrument.</p> <p>n.b. Payment may be via Check Issuance, Fund Transfer, Inter-branch Deposit or Real Time Gross Settlement (RTGS)</p> <p>For mode of payments other than checks submitted to SB Corp Cashiers, submit to SB Corp thru fax, mail or email, a confirmation (e.g. deposit slip or account summary) evidencing the date and time of actual deposit /transfer to SB Corp's account.</p>	<p>a. SB Corp Cashier receives payment from FI's authorized representative</p> <p>b. SB Corp Cashier Issues Official Receipt for the amount received.</p> <p>c. SB Corp shall issue duly notarized MSME Note upon confirmation of placement.</p> <p>d. Transmit duly notarized MSME Note and other related documents</p>	FSMG	1 day (within the intended value date)

MSME Note

Frontline Service: Liability Instruments for the Mandatory Allocation of Credit Resources to MSMEs (i.e. MSME Notes)
Maximum Duration of Process
Schedule of Availability of Service: Monday to Friday, 8:00 am to 6:00 pm

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration
	Client	Service Unit		
5	<p>The FI, through its authorized representative, receives from SBCorp the issued MSME Note</p> <p>The FI provides SBCorp a notification or confirmation upon receipt of the transmitted documents.</p>	<p>a. Transmittal of duly Notarized MSME Note via official courier, delivery, or to be picked up by FI's authorized rep. at SBC offices.</p> <p>b. Secure receiving copy of the transmitted documents</p>	FSMG	1-2 days depending on transmittal lead time



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Capacity Building Programs



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Capacity Building-FIs

Clients: Participating FIs
Frontline Service: Capacity Building for FIs
Maximum Duration of Process:
Schedule of Availability of Service: Mon to Fri, 8:00 to 6:00 pm

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration
	Client	Service Unit		
1		Identification and Selection of FIs	Unit Head/Capacity Building Officer	
2		Prequalification of FIs	Unit Head/CBO	
3		Capacity Building Committee (CBCom) Approval of capacity building account	CBCom/Unit Head	5 working days
4	Consultancy work schedule and contract signing		FI/Consultant/CBO	7 working days
5	Implementation of consultancy		RBL Consultant/FI/Core Team Leader (CTL)	Based on 37-calendar day work schedule
5.1		Diagnostic Phase	Consultant	Within 10 banking days
5.2		Technology transfer	Consultant	
5.3	Credit manualization and institutionalization of RBL		Consultant	
5.4	Training of loan officers		Consultant	
6	Exit Conference		Consultant	1 day



CITIZEN'S CHARTER

Capacity Building-MSMEs

Clients: MSMEs

Frontline Service: Capacity Building for Enterprises

Maximum Duration of Process:

Schedule of Availability of Service: Mon-Fri, 8:00 to 6:00 pm

Fees: P15,000.00

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration
	Client	Service Unit		
1		Approval of conduct of capacity building per batch	Unit Head/ (CBOCom)	10 working days
2	Submits accomplished Registration Form	Identification and enrolment of MSMEs	Unit Head/CBO/AO	7 days (staggered)
3		Selection and endorsement of trainer and consultant per batch	President/Unit Head/CBO/CB Com	30 calendar days
4	Signs of Memorandum of Commitment (MoC) Submits accomplished registration form Payment of EEPro registration fee	Inception Meeting	Unit Head/CBO/ AO/ Consultant	Half-day
5	Submits comparative FS	Phase 1: SME Diagnostic	Consultant	7 days
6		Conduct of training for SMEs	Unit Head/CBO/ Consultant	4-5 training days
7		Phase 2: Coaching and Consultancy – Enterprise Enhancement Plan Completion	Consultant /CBO	2 sessions
8		Phase 3: Coaching and Consultancy – Monitoring and Assessment of SMEs Business Performance	Consultant /CBO	2-3 sessions
9		Culminating activity	Unit Head/CBO/ Consultant	1 day



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Check Releasing / Over the Counter Payment

Check Releasing



FOR PFI / MSME BORROWERS

An Authorization Letter is required stamped “Signature Verified” by the designated account officer for collecting officer who will claim the check for loan proceeds other than the borrower/s and/or authorized signatories on the loan documents attached in the Disbursement Voucher.

Upon presentation of the duly verified authorization, the claimant will issue Official Receipt upfront upon receipt of check. Any erasures and/or corrections made on the Official Receipt must be properly endorsed by the borrower/s and/or authorized signatories. The corporation thru the Cashier is strictly implementing a “No Official Receipt, No Check Releasing” policy in compliance with COA Circular 2004-006.

The claimant must also affix his/her signature over his/her printed name in Box D of the Disbursement Voucher.

Check Releasing



FOR SUPPLIERS / SERVICE PROVIDERS

An authorization letter from the supplier/service provider is required if the person claiming the check is other than whose identity is/are verifiable in the documents attached in the Disbursement Voucher.

Upon presentation of the duly verified authorization, the claimant will issue Official Receipt upfront upon receipt of check. Any erasures and/or corrections made on the Official Receipt must be properly endorsed by the borrower/s and/or authorized signatories. The corporation thru the Cashier is strictly implementing a “No Official Receipt, No Check Releasing” policy in compliance with COA Circular 2004-006.

The claimant must also affix his/her signature over his/her printed name in Box D of the Disbursement Voucher.

Check Releasing

Clients: MSME Clients and suppliers

Frontline Service: Check Releasing (Loan release and other expenses)

Maximum Duration of Process: 10 minutes

Schedule of Availability of Service: Monday to Friday, 8:00 am to 5:00 pm
(no lunchbreak)

FOR MSME/PFI BORROWERS

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration
	Client	Service Unit		
1	Client approaches reception for account officer's assistance	Account officer stamps "Signature Verified" on authorization letter	Assigned Account Officer	5 minutes
2	Claimant/Borrower presents stamped "Signature Verified" authorization letter	Cashier verifies validity of documents such as identification of the check claimant; calls the designated account officer for identity verification queries/purposes via phone	Cashier	2 minutes maximum
3	Borrower signs Box D in the Disbursement Voucher (DV) in triplicate	Cashier verifies signature vis-à-vis loan documents and/or authorization letter	Cashier	maximum 10 seconds

Check Releasing

Clients: MSME Clients and suppliers

Frontline Service: Check Releasing (Loan release and other expenses)

Maximum Duration of Process: 10 minutes

Schedule of Availability of Service: Monday to Friday, 8:00 am to 5:00 pm
(no lunchbreak)

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration
	Client	Service Unit		
4	Borrower issues Official Receipt and waiver (for late releases) corresponding to the net proceeds of the loan as indicated in the check	Cashier strictly enforces "No Official Receipt, no Check Release" policy per compliance with COA rules and regulations	Cashier	maximum 10 seconds

Check Releasing

Clients: MSME Clients and suppliers

Frontline Service: Check Releasing (Loan release and other expenses)

Maximum Duration of Process: 10 minutes

Schedule of Availability of Service: Monday to Friday, 8:00 am to 5:00 pm
(no lunchbreak)

FOR SUPPLIERS

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration
	Client	Service Unit		
1	Supplier's collecting officer approaches Cashier counter	Cashier requests authorization letter and/or identification from check claimant; calls on contact person for verification	Cashier	5 minutes
2		After identification verification, Cashier secures check and have the check claimant sign on Box D of the DV in triplicate	Cashier	One minute
3	Supplier's collecting officer presents Official Receipt for payment received	Cashier verifies official receipt issued by the supplier vis-à-vis check entries and amount	Cashier	maximum 10 seconds
4	Supplier's collecting officer verifies check received	Cashier stamps DV and attachments as "PAID"	Cashier	maximum 10 seconds

Over the Counter Payment

General Procedures, Policies and Guidelines

FOR PFI/MSME BORROWERS

1. Client coordinates with designated account officer for assistance
2. Account officer prepares statement of account and payment application
3. Account officer assists client and provides the approved payment application to Cashier
4. Cashier verifies payment application information vis-à-vis check/cash payment
5. Finding payment application and check/cash count in order, Cashier encodes payment application code via Official Receipt Issuance Module
6. Cashier verifies payment vis-à-vis printed official receipt
7. Cashier calls on client and gives the original (white) official receipt

Over the Counter Payment

FOR SUPPLIERS/SERVICE PROVIDERS

1. Supplier/service provider approaches Cashier and must supply the following information:
 - A . Name of Supplier/Service Provider's Office
 - B. Particulars of Payment
 - C. Amount
 - D. Contact Person
2. Time Stamp of Bidding Documents (for bidders)
3. If necessary, the Cashier will inform the contact person via phone call for any follow-up regarding the delivery of goods and services paid for
4. Upon disclosure and verification of payment details, Cashier issues corresponding official receipt and gives the original (white) copy to the payor.

Over the Counter Payment

Clients: MSME Clients and suppliers
Frontline Service: Over the Counter Payment
Maximum Duration of Process: 10 minutes
Schedule of Availability of Service: Monday to Friday, 8:00 am to 5:00 pm
(no lunchbreak)

FOR MSME/PFI BORROWERS

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration
	Client	Service Unit		
1	Client approaches reception for account officer's assistance	Account officer prepares application of payment via payment application module	Assigned Account Officer	5 minutes
2	Account officer approaches cashier for official receipt issuance	Cashier ensures completeness and verifies payment application details vis- à-vis cash count and/ or check entries	Cashier	maximum of 5 minutes (for cash counting)
3		Cashier performs query, tagging and posting of payment via Official Receipt Issuance Module	Cashier	maximum 10 seconds
4	Client approaches Cashier counter to claim and verify official receipt printout	Cashier gives the borrower the original (white) copy of the official receipt	Cashier	maximum 10 seconds

Over the Counter Payment

Clients: MSME Clients and suppliers

Frontline Service: Over the Counter Payment

Maximum Duration of Process: 10 minutes

Schedule of Availability of Service: Monday to Friday, 8:00 am to 5:00 pm
(no lunchbreak)

FOR SUPPLIERS

STEP	ACTION TO BE TAKEN		Office/Person Responsible	Duration
	Client	Service Unit		
1	Payor approaches Cashier and specifies payment details	Cashier verifies payment to be received via contact person/s concerned	Cashier	5 minutes
2		Cashier issues official receipt and verifies official printout vis-à-vis check and/ or cash payment received	Cashier	maximum of 5 minutes (for cash counting)
3	Payor receives original (white) copy of official receipt issued and duly signed by the Cashier	Cashier secures attachments and immediately prepares deposit slip for banking transaction	Cashier	maximum 10 seconds