



DILG REGION V
**QUALITY
PROCEDURE (QP)**

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QP-R05-FAD-30		
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PROCEDURE TITLE	PROVISION OF CASHIERING SERVICES		
SCOPE	This process starts from the receipt of collections from the payor to preparation of Report of collection and deposits for inclusion in Financial Statement.		
PURPOSE	To define the standard cashiering procedure services.		
PROCESS DESCRIPTION			
INPUT		PROCESS	OUTPUT
Accounting Section	Preparation of Order of Payment →	Receive collections and Issue Official Receipt to the payor	Deposit collections through AGDB under the account of the BTR → Report of Collection and Deposits
DESCRIPTIVE STATEMENT:			
Order of Payment together with supporting documents is provided by the Accounting Section and made as the basis of the Cashier to receive the collections from the payor. The Cashier issue Official Receipt to the payor to acknowledge receipt of cash/check. Thereafter, the Cashier/Disbursing Officer deposits the collections to the Authorized Government Depository Bank (AGDB) under the account of the Bureau of Treasury. Report of Collection and Deposit is then forwarded to the Accounting Office for inclusion in the Financial Statement.			

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Accounting Staff	Provide the Order of Payment and supporting documents to the Cashier	The Order of Payment with supporting documents is prepared by the Accounting Section and provided to the Cashier as basis of the latter to receive the collections from the payor.	Order of Payment with supporting documents
2	Cashier	Receive cash/check from the payor representing collection based on the Order of Payment	Receive cash/check from the payor.	Cash/check
3	Cashier	Issue Official Receipt	Issue Official Receipt to the payor to acknowledge receipt of cash/check	Official Receipt

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
4	Cashier/ Disbursing Officer	Deposit the cash/check to Authorized Government Depository Bank (AGDB)	Prepare Deposit Slip in five (5) copies and deposit the cash/check to the Authorized Government Depository Bank (AGDB) under the account of the Bureau of Treasury.	Distribution of 5 copies of Deposit Slip: 2-for attachment to Report of Collection 1-for Cashier's file 2-for Authorized Government Depository Bank (AGDB)
5	Cashier	Record deposit	Record deposit in Cash Book of Collection.	Cash Book of Collection
6	Cashier	Prepare Reports	Prepare Report of Collection and Deposit at the end of the month.	Report of Collection and Deposit
7	Cashier	Submit Report of Collection and Deposit	Submit Report of Collection and Deposit to Accounting Section for inclusion in Financial Statement.	

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DILG REGION V
**QUALITY
OBJECTIVE (QO)**

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OFFICE	Finance and Administrative Division					
QUALITY PROCEDURE TITLE	PROVISION OF CASHIERING SERVICES					
Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
To deposit all collections received by the office.	Timely deposit of collections within 24 hours upon receipt.	85% of received collections are deposited within 24 hours upon receipt.	$\frac{\text{Total number of deposited collections within 24 hours upon receipt}}{\text{Total number of collections received for deposit}} \times 100$	Monthly	Cashier	Process Summary Logsheets, List of Collections, Deposit Slips, Official Receipt

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DILG REGION V
**PROCESS QUALITY MONITORING AND
EVALUATION (QME)**

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OFFICE	Finance and Administrative Division														
PROCEDURE TITLE	PROVISION OF CASHIERING SERVICES														
OBJECTIVE STATEMENT	Timely deposit of collections within 24 hours upon receipt.														
CURRENT PERIOD															
	INDICATORS	July	Aug	Sept	Oct	Nov	Dec	Total							
A	Total number of deposited collections within 24 hours upon receipt														
B	Total number of collections received for deposit														
C	Formula: $A / B \times 100$	Target Result: 85%													
Gap Analysis: (In case the objective is not met, put your analysis why it is not met)															
Note: For unmet targets, QMS Secretariat will initiate correction and corrective action using the Corrective Action Report (CAR) duly signed by the Regional Quality Management Representative.															

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Process of Cashiering Services Summary Logsheets (PSL)Document Code
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QUALITY OBJECTIVE: Timely deposit of collections within 24 hours upon receipt**FREQUENCY OF MONITORING:** MONTHLY**COVERED PERIOD:****Due Date of Submission:****Legend:** +

No.	List of Collection Transaction Number	Action Implementation				Objective Results			Remarks
		Payor	Official Receipt		Date Deposited to servicing bank	Met	Unmet	No Performance yet (NPY)	
			OR Number	Date					
1									
2									
3									
4									
5									
TOTAL									
RESULT									

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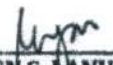
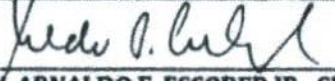
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Name of Bureau/Service/Division: FAD/Cash Section
Procedure Title: Provision of Cashiering Services

MASTERLIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
QP-R05-FAD-30	Quality Procedure (QP)						
QO-QP-R05-FAD-30	Quality Objective (QP)						
QME-QP-R05-FAD-30	Quality Monitoring Evaluation (QME)						
FM-QP-R05-FAD-30-01	Process Summary Logsheet (PSL)						
FM-SP-R05-01A-01	Masterlist of Maintained Internal Documented Information						
FM-SP-R05-01B-01	Masterlist of Maintained External Documented Information						
FM-SP-R05-02	Masterlist of Retained Documented Information						
RRO-QP-R05-FAD-30	Risk Register-Objective						
RRP-QP-R05-FAD-30	Risk Register-Process						

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
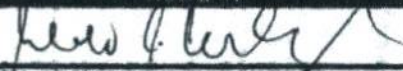
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Name of Bureau/Service/Division: FAD-Cash Section
Procedure Title: Provision of Cashiering Services

MASTER LIST OF MAINTAINED EXTERNAL DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					

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Name of Bureau/Service/Division: FAD/Cash Section
Procedure Title: Provision of Cashiering Services

MASTER LIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
QME-QP-R05-FAD-30	Provision of Cashiering Services Quality Monitoring Evaluation (QME)	PROCESS							N/A
FM-QP-R05-FAD-30-01	Provision of Cashiering Services Process Summary Logsheets								

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DILG REGIONAL OFFICE V
RISK REGISTER (OBJECTIVE RISK ASSESSMENT)

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DIVISION FINANCE AND ADMINISTRATIVE DIVISION
PROCEDURE TITLE PROVISION OF CASHIERING SERVICES

OBJECTIVE	RELEVANT ISSUE(S)	RELEVANT INTERESTED PARTIES (refer to IP Matrix for Requirements)	POTENTIAL RISK or OPPORTUNITY	RISK TRIGGER (N/A FOR OPPORTUNITY)	CONSEQUENCE (RISK) / BENEFIT (OPPORTUNITY)	EXISTING RISK CONTROL MEASURE (N/A FOR OPPORTUNITY)	RISK ASSESSMENT					
							IMPACT	LIKELIHOOD	RATING	RISK / OPPORTUNITY LEVEL (S, NS)	TYPE OF ACTION	RISK CONTROL PLAN/ OPPORTUNITY MANAGEMENT PLAN NO. (For Significant Risk/Opportunity)
Timely deposit of collections within 24 hours upon receipt.	Bank holiday	Cashier	Delay in depositing the collection to the Authorized Government Depository Bank	No transaction	Untimely deposit of collection	Coordinate with the AGDB regarding bank holidays	2	2	4	NS	Maintain and sustain existing control	

RISK ASSESSMENT:	RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme	1 - 7	LOW	Not Significant (NS)	No further action required (Maintain and sustain the existing control)
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain	8 - 9	MODERATE	Not Significant (NS)	Alert level (Maintain and sustain the existing control)
Risk/Opportunity Rating = Impact X Likelihood	10 - 25	HIGH	Significant (S)	Control (e.g. Avoid or Treat/ Mitigate, Transfer, Terminate)

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DILG REGION V
RISK REGISTER (PROCESS RISK ASSESSMENT)

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DIVISION FINANCE AND ADMINISTRATIVE DIVISION
PROCEDURE TITLE PROVISION OF CASHIERING SERVICES

PROCESS STEP (Based on the procedure's key process steps)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT					
					IMPACT	LIKELIHOOD	RATING	RISK / OPPORTUNITY LEVEL (S, NS)	TYPE OF ACTION	RISK CONTROL PLAN / OPPORTUNITY MANAGEMENT PLAN NO. (For Significant Risk/Opportunity)
Issuance of Official Receipt	Erroneous Official Receipt	More transactions are attended to by the cashier	Cancellation of Official Receipt	Review and ensure that all information to be written on Official receipt are correct	1	1	1	NS	Maintain and sustain the existing control	

RISK ASSESSMENT:	RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme	1 - 7	LOW	Not Significant	No further action required (Maintain and sustain the existing control)
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain	8 - 9	MODERATE	Not Significant	Alert level (Maintain and sustain the existing control)
Risk Rating = Impact X Likelihood X Detection	10 - 25	HIGH	Significant	Control (e.g. Avoid or Treat/Mitigate, Transfer,

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