



CASHIER OFFICE CITIZEN'S CHARTER

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|--|---|
| 1. Title of Frontline Service | :Collection of Fees |
| Schedule of Availability of Service | :Mondays-Fridays 8:00AM-5:00PM |
| Contact Person | :Cashier/Cashier Clerk |
| Who may avail of the service? | :Students/Dorm Residents/Parents/Alumni & Other Stakeholders |
| What are the Requirements: | :ID |
| Duration | :5 minutes |
| Fees/Charges | :As per assessment of fee or agreed charges |
| How to avail of the service? | |

| Step | Applicant/Client | Service Provider | Duration of Activity | Person In charge | Fee | Form/ document |
|------|--|--|-----------------------|-----------------------|----------------|------------------|
| 1. | Present ID and specify fees to be paid | Inspect ID, enter payment data to PWEBBS | 3 minutes, 30 seconds | Cashier/Cashier Clerk | Agreed charges | ID |
| 2. | Give cash for payment | Count the money, then print Official Receipt | 1 minute | Cashier/Cashier Clerk | Agreed charges | Official Receipt |
| 3. | Review the correctness of OR and the count the change, if any. | Issue the Official Receipt, return the ID and give the change if any | 30 seconds | Cashier/Cashier Clerk | Agreed charges | Official Receipt |
| | | END OF TRANSACTION | | | | |

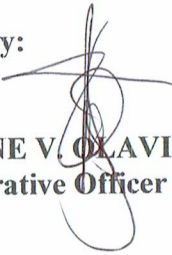
Prepared by:

JOSEPHINE V. OLAVIDES
Administrative Officer III

2. Title of Frontline Service :Issuance of Checks
Schedule of Availability of Service :Mondays-Fridays 8:00AM-5:00PM
Contact Person :Cashier/Cashier Clerk
Who may avail of the service? :Students, Suppliers, & Other Stakeholders
What are the Requirements: :ID, authorization letter and photocopy of ID of payor if by representative and Official Receipt
Duration :3 minutes
Fees/Charges :None
How to avail of the service?

| Step | Applicant/Client | Service Provider | Duration of Activity | Person In charge | Fee | Form/ document |
|------|--|---|-----------------------|-----------------------|------|----------------------------------|
| 1. | Present ID (with authorization letter and photocopy of ID of payor if claimant is not the payor) | Inspect ID and authorization letter and issue the check | 1 minute | Cashier/Cashier Clerk | None | ID/Authorization letter |
| 2. | Issue official receipt and sign voucher | Receive the official receipt and issue VAT certificate if any | 2 minutes, 30 seconds | Cashier/Cashier Clerk | None | Official Receipt/VAT certificate |
| 3. | Sign the logbook of checks issued | Ask for the signature of the claimant in the logbook of checks issued | 30 seconds | Cashier/Cashier Clerk | None | Logbook of checks issued |
| | | END OF TRANSACTION | | | | |

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3. Title of Frontline Service :Release of Cash for Payment of Salaries, Honoraria, Allowances, Etc.
Schedule of Availability of Service :Mondays-Fridays 8:00AM-5:00PM
Contact Person :Cashier/Cashier Clerk
Who may avail of the service? :Students, Faculty and Staff & Other Stakeholders
What are the Requirements: :ID and authorization letter and photocopy of ID of claimant if by a representative
Duration :6 minutes
Fees/Charges :None
How to avail of the service?

| Step | Applicant/Client | Service Provider | Duration of Activity | Person In charge | Fee | Form/ document |
|------|---|--|----------------------|-----------------------|------|--|
| 1. | Present ID (with authorization letter and photocopy of ID of claimant if by representative) and inform the cashier of the nature of claim | Inspect ID and authorization letter | 1 minute | Cashier/Cashier Clerk | None | ID/Authorization letter & Photocopy of ID of claimant if by representative |
| 2. | Sign the payroll and receive cash and ID | Release cash, ask for signature of payee and return ID | 5 minutes | Cashier | None | Payroll |
| | | END OF TRANSACTION | | | | |

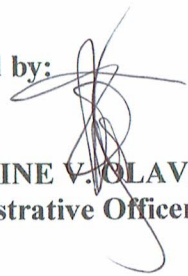
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4. Title of Frontline Service :Issuance of Certificate of Full Payment
Schedule of Availability of Service :Mondays-Fridays 8:00AM-5:00PM
Contact Person :Cashier/Cashier Clerk
Who may avail of the service? :Students
What are the Requirements: :ID
Duration :15 minutes
Fees/Charges :P50.00
How to avail of the service?

| Step | Applicant/Client | Service Provider | Duration of Activity | Person In charge | Fee | Form/ document |
|------|--|--|----------------------|-----------------------|--------|-------------------------|
| 1. | Present ID (with authorization letter if claimant is not the payee) and inform the cashier of the purpose of certification | Inspect ID and authorization letter | 1 minute | Cashier/Cashier Clerk | None | ID/Authorization letter |
| 2. | Payment of certification fee | Issuance of Official Receipt | 3 minutes | Cashier/Cashier Clerk | P50.00 | Official Receipt |
| 3. | Claim the certification | Encode and issue the certification | 10 minutes | Cashier/Cashier Clerk | None | Certification |
| 4. | Sign the logbook of issued certifications | Have the claimant sign the logbook and return the ID | 1 minute | Cashier/Cashier Clerk | None | Logbook |
| | | END OF TRANSACTION | | | | |

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