I. COLLECTING FEES/ RECEIPT OF PAYMENTS

The **Collection and Disbursement Unit (CDU)** is responsible for receiving entrance examination, tuition and miscellaneous fee payments from Graduate Students, Certificate of Teaching Program (CTP) students, and those enrolled in the Faculty of General Education and Experiential Learning Office (FGEEL). Students are required to pay the full amount stated in their order of payment during enrollment. However, CTP and Graduate Students may opt to pay a down payment of **Five Thousand Pesos (Php5,000.00)**, as stipulated in **Board Resolution No. U-1253, s. 2007**.

Additionally, CDU facilitates requests for various school credentials, including **Transcripts of Records, Diplomas, Authentication, Evaluation, Certifications, Honorable Dismissals, Entrance Data,** and other related documents.

Beyond student transactions, CDU also handles payments from contractors for **bid documents and performance bonds**. Furthermore, it collects payments from clients of the **Hostel, Normal Hall Dormitory, outside researchers** and **rental spaces**.

Office or Division:	Collection and Disbursement Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who May Avail:	Students, External Creditors, Stakeholders
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Order of Payment	University offices such as Admission Office, University Registrar's Office, FGEEL Office, Accounting Unit, Auxiliary Services and Business Development Office , Procurement Management Office, University Library

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order/s of Payment	Scan the barcode or Reference code	As reflected on the Order of payment	1 Minute	Ms. Lolita D. Capa (Window 2)

2. Pay the amount indicated in the Order of Payment	Count the received money	As reflected on the Order of payment	1 Minute	Ms. Lolita D. Capa (Window 2)
3. Get/Accept your invoice and change if there is any	Print and sign the invoice and give the change if there is any.	As reflected in the Invoice/Official Receipt	2 minutes	Ms. Lolita D. Capa (Window 2)
4. Evaluate services	4. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		**Total Amount to be Paid** **As reflected in the Invoice/Official Receipt**	**Total Transaction Time** **7 minutes**	

Note: In the absence of **Ms. Lolita D. Capa (**Administrative Assistant II) the designated **Collecting Officer** at **Window 2**, her duties will be assumed by **Ms. Lory Ann A. Aggasid** (Administrative Officer I)**, Ms. Jamaica A. Games** (Administrative Aide VI)**, or Ms. Aquila P. Vendiola** (Administrative Officer V)

II. **ISSUING OF LETTER OF INTRODUCTION (LOI)**

The **Collection and Disbursement Unit (CDU)** is responsible for issuing a **Letter of Introduction** to newly hired faculty, staff, contract-of-service personnel, part-time faculty, and coaches. This letter serves as a requirement to open payroll account for their salary and other emoluments, which must be presented to the **Authorized Government Depository Bank**.

Office or Division:	Collection and Disbursement Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who May Avail:	Faculty, Administrative Staff, Contract of Service, Part-Time Faculty, Coaches

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Photocopy of Government Issued Identification Card (ID)	Human Resource Management and Development Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Click the link https://www.landbank.com/e-banking/open-update-an-account/online-application and upon receiving the confirmation, proceed to the CDU and present photocopy of Government issued ID	Receive the document presented and prepare Letter of Introduction/ Endorsement Letter. The Head of the unit will review and sign the Endorsement Letter	None	5 minutes	Ms. Lory A. Aggasid (Window 1)

2. Receive the Endorsement Letter/LOI and proceed to the Land Bank of the Philippines - YMCA Branch to open an account	Release the **signed Letter of Introduction** or **Endorsement Letter**	None	2 minutes	Ms. Lory A. Aggasid (Window 1)
3. Evaluate services	3. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		**Total Amount to be Paid None**	**Total Transaction Time 9 minutes**	

Note: If **Ms. Lory Ann A. Aggasid** is unavailable, her duties and responsibilities will be assumed by **Ms. Lolita D. Capa** (Administrative Assistant II) **, Ms. Jamaica A. Games (**Administrative Aide VI)**, or Ms. Aquila P. Vendiola** (Administrative Officer V)

III. RELEASING OF CHECK(s)

The **Collection and Disbursement Unit (CDU)** is responsible for issuing checks for **expense reimbursements, cash advances, end-of-contract payments for contract-of-service personnel, and payments to contractors and suppliers**.

Office or Division:	Collection and Disbursement Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who May Avail:	Faculty, Administrative Staff, Contract of Service, Suppliers, Contractors, Stakeholders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Photocopy of Government Issued Identification Card (ID), Authorization Letter or Special Power of Attorney, Invoice or Official Receipt	Company, Government

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approach and present Government issued ID, and appropriate documents to the CDU Window 1, Special Power of Attorney/ Authorization Letter for authorized representative	Verify the documents submitted by the client(s)	None	2 minutes	Ms. Lory A. Aggasid (Window 1)
2. Sign the **Disbursement Voucher** and **Master List of Checks**	Hand over the **Disbursement Voucher** and **Master List of Checks** for	None	5 minutes	Ms. Lory A. Aggasid

Release	signing and issuance of the **Invoice or Official Receipt**, if applicable			(Window 1)
3. Before leaving, verify that the information on the **check** and **Certificate of Withholding Tax (BIR Form 2307)** is accurate.	Ensure that all copies of the **Disbursement Voucher** are duly signed before releasing the check.	None	3 minutes	Ms. Lory A. Aggasid (Window 1)
4. Evaluate services	4. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey  Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		**Total Amount to be Paid None**	**Total Transaction Time 12 minutes**	

Note: If **Ms. Lory Ann A. Aggasid** is unavailable, her duties and responsibilities will be assumed by **Ms. Jamaica A. Games (**Administrative Aide VI)**, Ms. Lolita D. Capa** (Administrative Assistant II), **or Ms. Aquila P. Vendiola** (Administrative Officer V)