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TELEMONEY ORDER SERVICE, RCBC AND PHILPOST TIE-UP ON

PPC CIRCULAR NO. 93-14, April 14, 1993

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The Philippine Postal Corporation (PHILPOST), in cooperation with the Rizal Commercial Banking Corporation (RCBC), introduces the TELEMONEY ORDER SERVICE (TOS) in facilitating the remittances of Overseas Contract Workers (OCW) to their families in the Philippines.

RCBC will be the principal solicitor of remittances from abroad while the PHILPOST will be the final arm in transmitting the remittances to the respective payees through the Telemoney Order Service.

PHILPOST will use a special series of Money Order Card with Letter “I” starting with serial number “I 000001” which can be issued for any amount not exceeding Five Thousand Pesos (P5,000.00).

The Telemoney Order Service will be pilot tested in the areas as per attached list.

The issuance of the Telemoney Order is the sole responsibility of the Money Order Section, Central Office and said orders can be paid at designated paying or issuing offices or deposited by the payee at any commercial bank.

To effectively and efficiently run the service, the following procedures shall be followed strictly:

A. Money Order Section, Central Office, (Issuing Office)

A.1 Verify/Check the schedule of payees and amounts, including the service fee, with the corresponding cashier’s checks issued by RCBC;

A.2 Deposit cashier’s check with the bank to the account of PHILPOST;

A.3 Fill up schedule of payees with the serial number of the money orders issued;

A.4 Issue “Telemoney Order Cards” (TOC):

A.4.1

Indicate the amount in words in the corresponding space and figure in the lower right hand corner of the card as well as the remitter’s receipt and issue stub and issue Official Receipt (O.R.) for the check received from RCBC which shall be immediately deposited to the account of PHILPOST;

A.4.2

Write the Office payment, the name of payee and RCBC as remitter;

A.5

Accomplish the transmittal letter to the payee and Registry Return Receipt;

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A.6

Mail the TOC by “DEMS” (by Registered if DEMS not available) as the case may be with registry return receipt, and indicate the restriction “DELIVER TO ADDRESSEE ONLY” with the use of the special envelope.

A.7

Send copy of Schedule of payee duly accomplished to RCBC and Accounting Section, C.O.

A.8

Submit original copy of acknowledgment receipt or registry return receipt to RCBC within 48 hours upon receipt from delivery office, and indicate in the file copy of the Schedule of Payees the date of delivery shown on the registry return receipt.

A.9

Maintan a cashbook to record the cashier’s check received from RCBC and to record its deposit to the account of PHILPOST.

A.10

Submit to the Resident Auditor, this Corporation, a monthly Record of Collection (PPC Form 6804) and Record of Payments and Deposits (PPC Form 6805) in accounting for the collections received from RCBC and depositing the same to the account of PhilPost, together with a list of telemoney orders issued and a copy of the deposit slip. The said monthly reports shall be distributed as follows:

Original

-

to Resident Auditor

Duplicate

-

to Chief Accountant

Triplicate

-

to Postal Inspector’s Office, C.O.

Quadriplicate

-

File

The said reports shall be maintained immediately after the end of every month.

B. Paying Office/Post Office of Destination

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B.1 Postmaster checks with the registry bill or “DEMS” waybill containing the mails with Telemoney Orders.

B.2 Deliver immediately the “Telemoney Order” mails to payees by special messenger.

B.3 If addressee is identified at the stated address, request addressee to sign the acknowledgment receipt (original and three copies shall be signed) with message, if any. Letter Carrier gives the quadruplicate copy of the receipt to the payee, and returns to his Postmaster the original and two copies of the acknowledgment receipt.

B.3.1 Postmaster returns the original and duplicate copies of acknowledgment receipt to the Money Order Section with the use of the special envelope by Express Mail (by registered if express mail not available) and retain a copy for office file. The original of the receipt shall be returned to RCBC and the duplicate shall be retained for file by said Section.

B.4 If addressee is not around at the time of delivery, the Letter Carrier must leave a Registry Notice card to the authorized representative with advice to claim the mail at the Post Office within ten (10) days upon issuance of the notice. The representative shall be requested to sign in the Letter Carrier’s delivery book in acknowledging receipt of the notice card.

B.4.1

The Letter Carrier must surrender the mail to the Postmaster for safekeeping with notation, like “addressee was out, left notice” and signed by LC and date of issue of notice.

B.4.2

When the addressee claims the letter, addressee must sign the acknowledgment receipt with message, if any.

B.4.3

The Postmaster returns the original and duplicate of the acknowledgment receipt to the Money Order Section Central Office, retains a copy for his file, and gives a copy of the receipt to the payee.

B.4.4

Immediately after the delivery attempt if the telemoney order mail is not delivered, the Postmaster shall send by express mail (registered if express not available) to the Chief, Money Order Section, Central Office, the registry return receipt with notation “Undelivered” followed with the reason for non-delivery, the Letter Carrier’s initial and date of attempted delivery. The receipt shall be postmarked and initialed by the Postmaster and enclosed in an official envelope to be marked “TELE” in printed letters or handwriting of the Postmaster for easy identification. The Money Order Section shall turn over the receipt to RCBC.

B.4.5

If the mail is not delivered within ten (10) days (inclusive of Saturdays, Sundays and holidays), the Postmaster must return the same to the Chief, Money Order Section, Central Office by express mail (registered if express not available). The TOC, together with the envelope bearing the postman’s notation as to reason for non-delivery, shall be delivered under receipt to RCBC. RCBC may encash the TOC or deposit it to its account.

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B.4.6

The bag label of a dispatch bearing telemoney order mail addressed to the Money Order Section Central Office shall be marked “TELE” in capital letters for easy identification. Upon receipt at the Distribution Center concerned, the said bag shall be opened at once and the mails marked “TELE” shall be recorded in a special dispatch to be sent to the Express Mail Center, Manila. The bag label shall be marked “EMC, MLA”. Example: Post offices in Bohol without express mail service, in sending dispatches to the Tagbilaran DC containing telemoney order mails or registry return receipts to be sent to the Money Order Section, Central Office, shall mark or write “TELE” on the bag labels of said dispatches. The Tagbilaran DC shall give pirority to the opening of said dispatches and dispatch at once the “TELE” mails to the Express Mail Center, Manila.

B.4.7

Distribution centers and post offices in the pilot areas shall adopt “flexi-time schedule” so that “TELE” mails arriving before or after regular office hours can be received and processed at once. For example: Some employees may be assigned to start working at 6:00 a.m. or at any other time or off-duty on Monday and on-duty on Saturday. The flexi-time schedule shall be reported to the Regional Office and District Office.

B.5

If the payee presents the Telemoney Order Card for encashment:

B.5.1

It shall be paid either out of the Money Order fund collection or out of the general fund collection or from cash advance.

B.5.2

If paid out of Money Order collection, the TOC must form part of the deposit of the MO fund. Said money order must be marked “For Deposit” followed by the postmaster’s signature.

B.5.3

If paid out of General Fund, the TOC must be deposited as part of the General Fund. Said TOC must be marked “For Deposit” and followed by the postmaster’s signature.

B.5.4

If TOC is paid out of the Cash Advance, said TOC must be stamped “Paid”. The cards must be submitted by registered mail to the Chief Accountant, Regional Office together with the list (original and duplicate copies) of paid cards as supporting document for the liquidation of the cash advance. The chief Accountant, Regional Office must verify the list to check whether the listed TOCs tally with those actually received. The Chief Accountant shall sign below the words “Verified Correct” on both the original and duplicate copies of said list and send the duplicate, together with the TOCs, by registered mail to the Chief, Money Order Section, Central Office.

The original copy of the list shall serve as supporting document for the liquidation of the cash advance. The postmaster prepares the said list every 15th and end of the month or as soon as the cash advance is to be liquidated.

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B.5.5

After the end of the month, the Post-master shall submit a monthly list of all TOCs paid during the month to the Chief, Money Order Section, Central Office at the end of the month and indicate in said list the following (TOCs shall be listed into two groups - those paid out of collections and those paid out of cash advance):

a. Serial number c. Date paid

b. Name of payee d. Amount

The list shall be distributed as follows:

Original

—

to Chief, Money Order Section, Central Office

Duplicate

—

to Chief Postal Service Officer concerned

Triplicate

—

to be attached to the Postmaster's monthly financial reports to be submitted to the City/ Provincial Auditor concerned

Quadriplicate

—

Postmaster's file copy

The list shall be "Certified Correct" by the Postmaster and shall be titled:

List of Telemoney Orders Paid
During the month of _____
At_____(Post Office)_____
Town/City Province)_____
C. Accounting Section, Central Office

C.1 Records the total amount of "TOC" issued during the month, and corresponding fees received from RCBC and record the amounts deposited to the account of PHILPOST.

C.2 Prepares monthly reconciliation statement for the amounts deposited and takes proper action on items not reconciled.

Reports — Postmasters in pilot areas shall submit every Monday weekly monitoring reports (see attached form which shall be reproduced by Regional Offices) to:

Original

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-

Chief, Money Order Section, Central Office

Duplicate

-

Regional Director

Triplicate

-

Postal District Officer

Quadriplicate

-

Postmaster's File

The Chief, Money Order Section, Central Office, shall summarize the Postmaster's reports and submit every Friday to the Postmaster General weekly summary reports stating:

a. Amount received from RCBC and quantity of telemoney orders issued during past week

b. Total service fees collected

c. Total number of Telemoney Order mails delivered within the committed delivery period in each town/city

d. Total number of Telemoney Order mails undelivered in each town/city

Copies of said report shall be furnished the Executive Director and the Regional Director concerned.

Daily Report — In addition to the said weekly report, the chief, Money Order Section shall submit a daily report, during the pilot period, to the Postmaster General stating the following data:

1. Date and number of official receipt issued to acknowledge remittance from RCBC.

2. RCBC check number, date and amount - amount to be broken down into a) amount to be issued telemoney orders; and b) service fee.

3. Total number of payees to be issued telemoney orders.

4. Serial numbers of telemoney orders issued and total quantity mailed during the day.

A copy of said report shall be furnished the Chief, Finance and Management Division.

After the two-month pilot period, the weekly reports to the Chief, Money Order Section shall be submitted by all postmasters, including those outside of the pilot areas who may be covered by another Circular for the expansion of the Telemoney Order Service.

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Inspection — Postal District Officers shall, during the pilot period, conduct weekly inspections of post offices in the pilot areas to monitor the implementation of the Telemoney Order Service (TOS) and submit monitoring reports to their Regional Directors. The latter shall also submit weekly monitoring reports to the Postmaster General.

Postmasters in pilot areas shall see to it that telemoney order mails are promptly delivered and shall assign at once a relief for an absent Letter Carrier to avoid delay. They shall see to it that mailbags are promptly opened and that TOS mails are given priority in delivery. At the end of the day, Letter Carriers assigned to deliver said mails shall report to the Postmaster the particulars of delivery or non-delivery and return to the Postmaster any undelivered TOS mail. The Postmasters shall conduct frequent inspections of satchels, sorting tables, and drawers of Letter Carriers to see to it that TOS mails and other mails are promptly delivered.

Awards — The top ten post offices in the pilot areas with the best performance in the delivery of Telemoney Order mails will be given awards at an appropriate time. This Office will request the Rizal Commercial Banking Corporation to share in the giving of awards. The top ten post offices will be selected every month during the first six months of implementation of this project. At the end of every month, the Chief, Money Order Section, Central Office shall rate the performance of all pilot post offices on the basis of criteria to be recommended by the Regional Directors in the five (5) pilot regions which shall be approved by this Office. The Postmaster in the pilot areas shall submit to their Regional Directors their proposed criteria in rating the performance of post offices.

Effectivity — This Order shall be effective on May 3, 1993. Any violation of these rules will be ground for administrative and/or criminal action against the official/employee concerned, if warranted under the circumstances.

Regional Directors and other supervisory officials are hereby directed to monitor this project and see to it that the herein procedures are strictly followed.

Regional Directors shall furnish copies hereof to their Resident Auditors and City/Provincial Auditors having jurisdiction over the pilot areas listed in Annex “A”.

Adopted: 14 Apr. 1993

(Sgd.) JORGE V. SARMIENTO

Postmaster General

ANNEX "A"POSTAL REGION_____
POST OFFICE OF _____
CITY/PROVINCE OF_____

TELEMONEY ORDER SERVICE
MONITORING REPORT
For the Period _____ to_____ 1993

Registry
DEM No.

Addressee’s
Name

Date
Posted

Date
Delivered

Reason for
Non-Delivery

_____

_____

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TELEMONEY ORDERS PAID

Date Paid

Payee's Name

Serial Number

Amount

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Total

P_____

Certified Correct:

Date Submitted:_____

Signature:_____

Signature:_____

Postmaster's Name_____

Distribution:

Original — to Chief, Money Order Section, Central Office
Duplicate — to Regional Director
Triplicate — to Postal District Officer
Quadruplicate — Postmaster's file

Instruction: To be submitted weekly every Monday by Express Mail (registered if express not available

POST OFFICES COMMITTED FOR

TELE-MONEY ORDER SERVICE

REGION

PILOT

AREAS

COMMITTED FOR

DELIVERY

WITHIN 48 HOURS

II Tuguegarao, Cagayan

V Camarines Sur Province

Baao Minalabao

Bato Nabua

Bonbon Naga City

Buhi Ocampo

Pili

Camaligan San Fernando

Canauan San Jose

Goa Sipocot

Iriga City Tigaon

Lagunoy Milaor

Magarao Sagnay

VII Bohol Province

Tagbilaran City Maribojoc

Baclayon Calape

Albur Tubigon

Loon

Dimiao

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Valencia

Garcia-Hernandez

Jagna

Cortes

VIII Leyte Province

Ormoc City Tolosa

Tacloban City Dagami

Govt. Center, Candahug

Palo

Burauen

Sta. Fe Dulag

San Miguel Baybay

Alangalang Mayorga

Jaro VISCA

Tunga Barugo

Carigara Merida

Capoocan Isabel

Mac Arthur Javier

Abuyog La Paz

Kananga Mahaplag

Albuera

Tanauan

IX Zamboanga Del Sur Province

Zamboanga City Manicahan

SouthCom San Ramon

WMSU Sangali

ZIAPO Taluksangay

Ayala Vitali

Culianan

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Curuan

Labuan

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