



## Polomolok Water District

### CITIZEN'S CHARTER

# (Ease of Doing Business and Efficient Government Service Delivery Act of 2018)

## Frontline & Other Services

### 1. NEW SERVICE CONNECTION APPLICATION

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 6 or 8 / Inquire and get requirements	Provide list of requirements	10 min	Priority Number	Customer Service Job Order/ Customer Service Assistant B	None	Checklist of Requirements
3. Attend Orientation at the Orientation Room	Conduct Orientation (TWTW 1:30-3:30 PM)	2 hours	Personal appearance	Customer Service Job Order/ Customer Service Assistant B	None	Attendance Sheet/ Certificate of Attendance (valid for 1 year)
4. Proceed to Customer Service table 6 & 8 and request for site inspection	Prepare request for Site Inspection/ Provide priority number	8 min	Site Inspection Request Form	Customer Service Job Order/ Customer Service Assistant B	None	Site Inspection Form
5. Proceed to Tellers (Priority Lane)	Accept payment / Issue Official Receipt (OR)	3 min	Priority Number	Cashier (priority lane)	P100.00	Official Receipt
6. Present Inspection Request & OR to Customer Service table 7	Schedule for site inspection	5 min	Site Inspection Request Form & OR	Customer Service Assistant C/ Water Maintenance Man A	None	None
7. Wait for Site Inspection	Conduct site inspection	3 working days	Site Inspection Request Form	Customer Service Assistant C/ Water Maintenance Man A	None	Cost Estimates (valid for 1 week)
8. Proceed to Customer Service table 6/7 and Acctg. for review and validation of cost estimates	Review and check availability of materials/ Countersign cost estimates	15 min	Validated Cost estimates form	Customer Service Job Order/ Customer Service Assistant B/ Water Maintenance Man A/ Senior Accounting Processor A/ Accounting Processor A/ Financial Planning Specialist B	None	Approved / Validated Cost Estimates
9. Pay amount in the cost estimates at the tellers	Accept payment / Issue Official Receipt (OR)	10 min	Approved cost estimate & OR	Cashier/s	Variable	Official Receipt
10. Submit all requirements including Official Receipt (OR) at Customer Service table 6 & 8	Check documents submitted	10 min	Approved cost estimate, Valid ID, certificate of attendance and proof of lot ownership & OR	Customer Service Job Order/ Customer Service Assistant B	Variable	Official Receipt
11. Fill-up Customer Information Sheet / Sign Service Connection Contract (SCC) / Affix signature and thumbmark in judicial form at Customer Service table 6 & 8	Prepare SCC / Check documents / submit to CD-DM for signature	15 min	Personal appearance	Customer Service Job Order/ Customer Service Assistant B	None	None
12. Wait while application is in process	Process application	2-3 working days	None	Administration Service Assistant B/ Senior Water Maintenance Man B	None	None

13. Wait for schedule of installation	Installation of new service connection	2-3 working days	Job Order/ Certificate of Completion/ Sketch Plan/ Bill of Materials	Accredited Private Plumber	None	Bill of Materials
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End of transaction

**2. PAYMENT OF WATER BILLS 7:00 AM-4:00 PM (NO NOON BREAK)**

**A. WITHOUT ARREARS**

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Present and pay bill to Teller	Accept payment / Issue Official Receipt (OR)	3 min	Billing Notice	Cashier/s	Variable	Official Receipt

*If NO Billing Notice*

a. Proceed to PACD	Provide queue number	1 min	None	PACD	None	Priority Number
b. Proceed to Customer Service Table 4,5,6 & 7 and ask for billing amount	Provide account name/ number & billing amount/priority number for payment	2 min	None	Customer Service Assistant Job Order/ Customer Service Assistant C/ Customer Service Assistant B	None	Payment Order Form
c. Pay bill to Teller	Accept payment / Issue Official Receipt (OR)	3 min	Payment Order Form	Cashier/s	Variable	Official Receipt

*If payment beyond 4pm (disconnected and payment on due date only)*

a. Proceed to Customer Service (Table 4 & 5) and request for payment & reconnection	Provide payment order form	5 min	Billing Notice	Customer Service Assistant C	None	Payment Order Form
b. Proceed to Teller (Available Teller)	Receive payment, provide temporary receipt and request for reconnection	5 min	Payment Order Form	Cashier/s	Variable	Temporary Receipt

End of transaction

**B. WITH ARREARS**

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDED					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 4 or 5 for account verification	Verify account	5 min	Billing Notice	Customer Service Assistant C	None	Verified billing notice
3. Pay bill to Teller	Accept payment / Issue Official Receipt (OR)	3 min	Verified billing notice	Cashier/s	Variable	Official Receipt

*If NO Billing Notice*

a. Proceed to PACD	Provide queue number	1 min	None	PACD	None	Priority Number
b. Proceed to Customer Service Table 4, 5, 6 and 7 for billing amount	Provide account name/ number & billing amount/priority number for payment	2 min	None	Customer Service Assistant Job Order/ Customer Service Assistant C/ Customer Service Assistant B	None	Payment Order Form
c. Pay bill to Teller	Accept payment / Issue Official Receipt (OR)	3 min	Payment Order Form	Cashier/s	Variable	Official Receipt

End of transaction

**C. SENIOR CITIZENS, DIFFERENTLY-ABLED PERSON, PREGNANT WOMEN (W/ OR W/OUT ARREARS)**

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	PROVIDER					

1. Get priority number for Sr. Citizen, differently-abled person and pregnant women and wait for your number to be flash on screen	Provide queue number	1 min	None	PACD	None	Priority Number
2. Present and pay bill to Priority Lane	Accept payment / issue Official Receipt (OR)	3 min	Billing Notice	Cashier/s	Variable	Official Receipt

**If NO Billing Notice**

a. Proceed to PACD	Provide queue number	1 min	None	PACD	None	Priority Number
b. Proceed to Customer Service Table 4, 5, 6 and 7 for billing amount	Provide account name/ number & billing amount/priority number for payment	2 min	None	Customer Service Assistant Job Order/ Customer Service Assistant C/ Customer Service Assistant B	None	Payment Order Form
c. Pay bill to Teller	Accept payment / Issue Official Receipt (OR)	3 min	Payment Order Form	Cashier/s	Variable	Official Receipt

End of transaction

**3. CUSTOMER SERVICES**

**A. APPLICATION FOR CHANGE OF ACCOUNT NAME**

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 6 and 8/ Inquire and get requirements	Provide list of requirements	3 min	Priority Number	MIFSugabo/ AQCatampo	None	Checklist of requirements
3. Attend Orientation at the Orientation Room	Conduct Orientation (TWTH 1:30-3:30 PM)	2 hours	Personal appearance	AQCatampo/ MIFSugabo	None	Attendance Sheet/ Certificate of Attendance (valid for 1 year)
4. Proceed to teller pay Transfer Fee and Notarial Fee	Accept payment / Issue Official Receipt (OR)	3 min	Payment Order Form	Cashier/s	Transfer Fee P100.00 / Notarial Fee P80.00	Official Receipt
5. Proceed to Customer Service table 6 and 8 and present required documents and OR	Check completeness of requirements and provide Information Sheet	5 min	Valid ID, proof of lot ownership, certificate of attendance and any of the ff. applicable documents: 1. Marriage Contract 2. Death certificate 3. Waiver of Rights 4. Official Receipt	Customer Service Job Order/ Customer Service Assistant B	None	None
6. Fill-up Information Sheet	Prepare SCC / Check documents / Submit to CD-DM for signature	variable	None	Customer Service Job Order/ Customer Service Assistant B	None	None

End of transaction

**B. APPLICATION / RENEWAL OF SR. CITIZEN DISCOUNT PRIVILEGE**

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number

2. Proceed to Customer Service table 6, 7 and 8 and present Sr. Citizen ID	Provide / Fill-up Sr. Citizen Application Form	5 min	Sr. Citizen ID w/ at least 1 yr existing connection registered in his/her name	Customer Service Job Order/ Customer Service Assistant C/ Customer Service Assistant B	None	Sr. Citizen Application Form
3. Sign Application Form	Check, approve and update Application Form	5 min	Signed application form	Customer Service Job Order/ Customer Service Assistant C/ Customer Service Assistant B	None	Approved application form

End of transaction

### C. GRANTING OF PROMISSORY NOTE (ONCE EVERY QUARTER ONLY)

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 4 and 5/ Inquire and request for Promissory Note (PN)	Approval or disapproval of PN request	5-10 min	None	Customer Service Assistant C	None	None

End of transaction

### D. TEMPORARY DISCONNECTION

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 4 & 5 and Request for Disconnection	Fill-up Disconnection Order Form	5 min	Latest Billing Notice	Customer Service Assistant C	None	Disconnection Order Form
3. Sign Disconnection Order Form	Approve Disconnection request	1 min	None	Customer Service Assistant C	None	Disconnection Order Form
4. Wait for Disconnection	Forward request to EOD CMS for disconnection	1-2 days	Approved Disconnection Order	Secretary B/ Senior Water Maintenance Man B	None	Approved Disconnection Order

End of transaction

### E. HANDLING OF COMPLAINTS

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	PROVIDER					
<b>For Water Quality</b>						
1. Proceed to PACD	Refer to Production Section	1 min	None	PACD	None	None
2. Proceed to Production Section	Validate and investigate complaint	variable	Complaint Form	Plant Electrician B/ ADBeltran	None	Field Investigation Report
	Initiate appropriate action	variable	Field Investigation Report Result	Senior Water Utilities Management Officer/ Division Manager B	None	Recommendation Form
<b>For No Water (Low Pressure) and Leakage before meter</b>						
1. Proceed to PACD	Refer to Construction and Maintenance Section	1 min	None	PACD	None	None
2. Proceed to Construction and Maintenance Section	Validate and investigate complaint	variable	Complaint Form	Secretary B/ Senior Water Maintenance Man B	None	Field Investigation Report
	Initiate appropriate action	variable	Field Investigation Report Result	Senior Water Utilities Management Officer/ Division Manager B	None	Recommendation Form

**For No Billing Notice, Erroneous Billing & High Consumption (leakage after meter)**

1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service Table 4 and 5 and express complaint	Validate and investigate complaint	variable	Complaint Form	Customer Service Assistant C/ Field Investigator Job Order/ AMLArnibal	None	Field Investigation Report
	Initiate appropriate action	variable	Field Investigation Report Result	Senior Customer Service Officer/ Division Manager B	None	Recommendation Form

End of transaction

**F. MAINTENANCE & REPAIR WORKS**

**• BEFORE THE WATER METER 24/7**

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	PROVIDER					
1. Report leak (text AGAS @09173190934, telephone call @5009400 or personally visit our office	Receive report / request for maintenance	5 min	None	Guard / Customer Service Job Order/ Customer Service Assistant C/ Administration Service Assistant B/ Senior Water Maintenance Man B/ MIS	None	None
	Prepare Maintenance Order Form	2 min	None	Guard / Customer Service Job Order/ Customer Service Assistant C/ Administration Service Assistant B/ Senior Water Maintenance Man B/ MIS	None	Maintenance Order
2. Wait for the maintenance crew to repair leak/s	Initiate appropriate action and assign maintenance work to field personnel.	variable	Maintenance Order	Administration Service Assistant B/ Senior Water Maintenance Man B	None	Maintenance Order

End of transaction

**• AFTER THE METER / EXTENSION OF IN-HOUSE INSTALLATION / TRANSFER OF METER W/IN THE VICINITY**

<b>After the meter leak</b>						
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Report leak by walk-in @ any of the following Guard house, Customer Service table 4,5 and 6 and EOD-Maintenance Section	Receive report / request for after meter repair	5 min	None	Guard/ Customer Service Assistant Job Order/ Customer Service Assistant C/ Administration Services Assistant B/ Senior Water Maintenance Man B	None	None
	Prepare Job Request	2 min	None	Administration Services Assistant B/ Senior Water Maintenance Man B/ Customer Service Assistant C	None	None
3. Wait for the accredited private plumber to check leak/s and estimate cost	Initiate appropriate action / assign maintenance work to accredited private plumber	variable	None	Administration Services Assistant B/ Senior Water Maintenance Man B/ Customer Service Assistant C	None	Service Request Form
4. Pay appropriate amount (labor cost) to the accredited private plumber	Perform service request	variable	None	Accredited Private Plumber	variable	Service Request Form

**Extension of In-house Installation/ Transfer of meter within the vicinity**

1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
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2. Report leak by walk-in @ any of the following Guard house, Customer Service table 4,5 and 6 and EOD-Maintenance Section	Receive report / request for after meter repair	5 min	None	Guard / Customer Service Job Order/ Customer Service Assistant C/ Administration Services Assistant B/ Senior Water Maintenance Man B	None	None
	Prepare Job Request	2 min	None	Guard / Customer Service Job Order/ Customer Service Assistant C/ Administration Services Assistant B/ Senior Water Maintenance Man B	None	None
3. Wait for the accredited private plumber to check and estimate cost	Initiate appropriate action / assign maintenance work to accredited private plumber	variable	None	Administration Service Assistant B/ Senior Water Maintenance Man B	None	Service Request Form
4. Pay appropriate amount (materials & labor cost) and wait for repair schedule	Perform service request	variable	None	Accredited Private Plumber	variable	Service Request Form

End of transaction

### G. WATER METER EFFICIENCY TEST

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 4, 5 and 7 and request for meter test	Fill-up meter maintenance form and provide priority number	2 min	Priority Number	Customer Service Assistant C	None	Meter Maintenance Form
3. Proceed to tellers and pay amount due	Accept payment / Issue Official Receipt (OR)	3 min	Meter Maintenance Form	Cashier/s (Priority Lane)	P50.00	Official Receipt
4. Wait for the schedule of meter test	Schedule request	5 working days	Approved Meter Maintenance Form	Customer Service Assistant C	None	Approved Meter Maintenance Form

End of transaction

### 4. RECONNECTION OF WATER SERVICE

#### A. NON PAYMENT OF WATER BILL / VOLUNTARY WITH ACCOUNT

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 4 and 5 and request for reconnection	Verify account and compute amount due/ Provide payment order form/ Provide priority number	5 min	None	Customer Service Assistant C	None	Payment Order Form
3. Pay the required amount to Teller	Accept payment / Issue Official Receipt (OR)	3 min	Computed amount due	Cashier/s	Reconnec- tion Fee	Official Receipt

*if disconnected at stand pipe*

		1 day	None	Customer Service Assistant C	Arrears + P160	None
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*if disconnected at service line*

		1-2 days	None	Customer Service Assistant C	Arrears + P280	None
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*if disconnected at main line*

		2-3 days	Computed Cost Estimate	Customer Service Assistant C	Arrears + Materials + variable	None
4. Present Official Receipt to Customer Service table 4 and 5 for reconnection	Issue Reconnection Order Form	3 min	Official Receipt	Customer Service Assistant C	None	Reconnection Order Form
5. Sign Reconnection Order	Forward Recon Order to CD accredited plumbers	1 day	Approved Reconnection Order	Customer Service Assistant C/ CD Accredited plumber	None	Approved Reconnection Order

End of transaction

### B. VOLUNTARY / NO ACCOUNT

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
<b>First request within the year</b>						
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 4 and 5 and request for reconnection	Verify account	3 min	Priority Number	Customer Service Assistant C	None	None
3. Sign Reconnection Order	Forward Recon Order to EOD -CMS for reconnection	1 day	Approved Reconnection Order	Secretary B/ Senior Water Maintenance Man B	None	Approved Reconnection Order
<b>Succeeding request within the year</b>						
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 4 and 5 and request for reconnection	Verify account	3 min	Priority Number	Customer Service Assistant C	None	None
3. Pay reconnection fee at the teller	Accept payment / Issue Official Receipt (OR)	3 min	Priority Number	Cashier/s	Blind Gasket - P50.00, Service Line - P280.00	Official Receipt
4. Sign Reconnection Order	Forward Recon Order to EOD -CMS for reconnection	1 day	Approved Reconnection Order	Senior Water Maintenance Man B	None	Approved Reconnection Order

End of transaction

### 5. LOCATION TRANSFER OF SERVICE CONNECTION

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	1 min	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 6 or 8 / Inquire and get requirements	Provide list of requirements	10 min	Priority Number	Customer Service Job Order/ Customer Service Assistant C	None	Checklist of Requirements
3. Attend Orientation at the Orientation Room	Conduct Orientation (TWTH 1:30-3:30 PM)	2 hours	Personal appearance	Customer Service Job Order/ Customer Service Assistant C	None	Attendance Sheet/ Certificate of Attendance (valid for 1 year)
4. Proceed to Customer Service table 6 & 8 and request for site inspection	Prepare request for Site Inspection/ Provide priority number	8 min	Site Inspection Request Form	Customer Service Job Order/ Customer Service Assistant C	None	Site Inspection Form
5. Proceed to Tellers (Priority Lane)	Accept payment / Issue Official Receipt (OR)	3 min	Priority Number	Cashier/ Cashiering Assistant (priority lane)	P100.00	Official Receipt

6. Present Inspection Request & OR to Customer Service table 7	Schedule for site inspection	5 min	Site Inspection Request Form & OR	Customer Service Assistant C/ Water Maintenance Man A	None	None
7. Wait for Site Inspection	Conduct site inspection	3 working days	Site Inspection Request Form	Customer Service Assistant C/ Water Maintenance Man A	None	Cost Estimates (valid for 1 week)
8. Proceed to Customer Service table 7 and Acctg. for review and validation of cost estimates	Review and check availability of materials/ Countersign cost estimates	13 min	Validated Cost estimates form	Customer Service Assistant C/ Water Maintenance Man A/ Senior Accounting Processor A/ Accounting Processor A/ Financial Planning Specialist B	None	Approved / Validated Cost Estimates
9. Pay amount in the cost estimates at the tellers	Accept payment / Issue Official Receipt (OR)	10 min	Approved cost estimate & OR	Cashier/ Cashiering Assistant	Variable	Official Receipt
10. Submit all requirements including Official Receipt (OR) at Customer Service table 6 & 8	Check documents submitted	10 min	Approved cost estimate, Valid ID, certificate of attendance and proof of lot ownership & OR	Customer Service Job Order/ Customer Service Assistant C	Variable	Official Receipt
11. Fill-up Customer Information Sheet / Sign Service Connection Contract (SCC) / Affix signature and thumbmark in judicial	Prepare SCC / Check documents / submit to CD-DM for signature	15 min	Personal appearance	Customer Service Job Order/ Customer Service Assistant C	None	None
12. Wait while application is in process	Process application	2-3 working days	None	Secretary B/ Senior Water Maintenance Man B	None	None
13. Wait for schedule of installation	Installation of new service connection	2-3 working days	Job Order/ Certificate of Completion/ Sketch Plan/ Bill of Materials	Accredited Private Plumber	None	Bill of Materials

End of transaction

## 6. DISBURSEMENT OF FUNDS

STEP-BY-STEP PROCEDURE						
CUSTOMER	SERVICE PROVIDER	DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
1. Comply all necessary documents	Fill-up all documents required by the purchaser	variable	Summary of Canvass/ Purchase Order/ Job Order (if needed)	Storekeeper C/ Quality Control Inspector/ Administration Services Assistant A	None	Purchase Request/ Purchase Order
2. Wait for preparation of disbursement voucher (DV)	Prepare disbursement voucher	Priority -1 day/ Non-priority - 2 days	Purchase Request/ Summary of Canvass/ Purchase Order/ Job Order (if needed)	Storekeeper C/ Quality Control Inspector/ Administration Services Assistant A/ Accounting Processor B/ Financial Planning Specialist B	None	None
3. Wait for preparation of check	Prepare check	1 day	Disbursement Voucher with attached required documents	Cashier C/ Senior Cashier A	None	None



4. Wait for the schedule release of Checks	Log all checks for disbursement	local supplier w/in socksargen - every Wednesday/ out of town checks (outside socksargen) - everyday/ remittance through bank - every Friday/ internal customer everyday	None	Cashier C/ Senior Cashier A	None	Checks
End of transaction						



















