



18. PAYMENT PARTNERS CONSOLIDATE REPORT PROCEDURE

Process on payment partners consolidated report.

Office or Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Collection Summary Report (4pcs., Original)		Payment Partners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receive daily email of collection report from BLWD payment partner.	None	10 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. None	2. Generate Daily Collection Summary from MRBCMS and reconcile with the daily collection report transmitted by BLWD payment partner.	None	10 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
3. None	3. Review and consolidate daily collection report and daily collection summary forward to Utilities/Customer Service Officer A for checking and Supervising Customer Service Officer for approval.	None	10 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
5. None	5. Submit the daily collection report and daily collection summary to Finance Department	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E) Rosario Legaspi (Division Manager B Finance Services Dept.)
Total:		None	45 minutes	