

- Customer may log in to OSSY to create an SRF or they may contact their respective agents via call, text, email, etc.

- If customer created an SRF, mark it as ACKNOWLEDGED upon reading and reviewing.

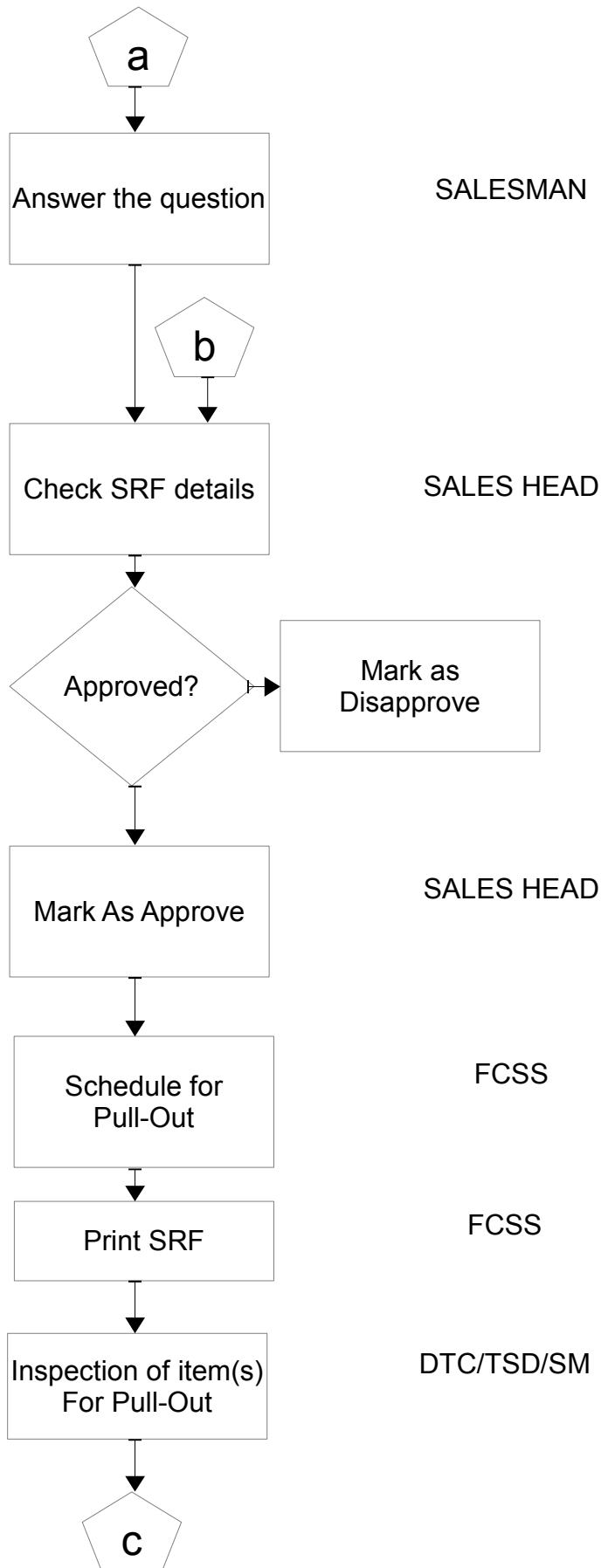
- If the customer cannot create an SRF, the Salesman should be the one to submit based on the details that the customer had provided.

- If the SRF is for Batteries, Shipping will check the details indicated on the request, then provide the following additional info: Delivery Date, Mfg Date, DR Number.

- If the SRF is for MCSP, DC will check the details indicated on the request then provide the following additional info: Original Qty Purchased, Price, Date of Purchase, SI Number.

- If the DC/Shipping has no questions regarding the request, they will mark the SRF as VERIFIED.

- If the DC/Shipping has questions regarding the request, they will post their question on the comment section then mark the SRF as FOR CLARIFICATION.



- The salesman must answer the question then mark the SRF again as FOR VERIFICATION. If DC/Shipping is not satisfied, they may mark the SRF as For Clarification again.

- Upon successful verification of the SRF, the Sales Head will check the details of the request then decide what he will do with it. If the Sales Head has some questions with the request, he will mark the SRF as For Clarification again.

- If the SRF did not passed the evaluation of the Sales Head based on the information provided from the verification, he will mark the request as DISAPPROVED. The Salesman may still try to contest the decision of the SalesHead. The Sales Head may retract his disapproval.

- If the SRF passed the evaluation of the Sales Head based on the information provided from the verification, he will mark the request as APPROVED.

- FCSS will schedule and assign the pull-out to the authorized personnel (DTC, TSD, SM assigned on the customer)

- FCSS will print 3 copies of SRF from OSSY.

- Approved SRF with corresponding PURR are hand-carried by IBMC personnel to the customer during the actual pull-out.
 - Item(s) shall be pulled-out within 15 days.
 - The following shall be checked during actual pull-out:

For Batteries: Barcode, Batch Code, Qty, Type, Brand

For MCSP: Item Code, Qty, Type, Brand.

Notes: In Visayas, areas outside Cebu proper should have their items pulled-out within 30 days upon approval of SRF.

- In Luzon, areas around Mindoro should have their items pulled-out Within 20days.

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Receive and check
Pulled-out Item(s)

FCSS

- FCSS shall receive the item(s) upon its arrival to office. The item(s) shall be checked if complete based on the PURR, and make sure that only the item(s) indicated on the SRF were pulled-out. FCSS shall log the SRF on the monitoring sheet and mark it as PULLED OUT on OSSY.

Pulled-out item(s)
For transfer

FCSS

- Pulled-out batteries should be transferred to Shipping for checking of details, while MCSP to Imartrade.
- Shipping/DC will log on the Monitoring Sheet upon receiving the item(s)

Separation of copies
(SRF/PURR)

- SRF and PURR's copies shall be separated to C&C & TSD/DC

Log to
Monitoring sheet

FCSS

- After checking, SRF and PURR for batteries should be transferred back to FCSS.
- FCSS will log it on PURR and SRF Monitoring Sheet

Forward Batteries
to TSD

FCSS

- FCSS will forward batteries along with the SRF & PURR.
- TSD will log in the Monitoring Sheet.

END