MARKETING AND SALES UNIT OPERATIONS MANUAL

DEFINITION

The policies contained herewith includes the Commodity Marketing & Sales Policy and, specifically, the Pricing Policy of the Business Department.

OBJECTIVE

- 1. The Commodity Marketing and Sales Policy shall serve as reference and guide in all daily, marketing and sales activities starting from market development until the collection and processing of payments subject to the related policies of the Business Department and Corporate Services Department.
- 2. Specifically, the Price Setting Policy shall serve as standard price setting guide responsive to the demands and preferences of clients, without sacrificing our corporate interest, goals and objectives.

MARKETING AND SALES POLICY GUIDELINES

I. Market Development

- 1. Target Clients
 - 1.1 Government Institutions
 - 1.2 Private Institutions
 - 1.3 Cooperatives
 - 1.4 Unions/Associations
- 2. General Procedures and Guidelines

A client research shall be undertaken by the Sales Executive through telephone, office-to-office and door-to-door client solicitation activity, corporate visits and coordination with other government agencies.

Research and identification of potential clients will be conducted on a monthly basis to build a client network.

The process involves conducting impromptu discussion to whoever is in charge of the rice procurement activity.

Pre-negotiation until the closing of the initial transaction between the potential client and MSI will be the responsibility of the Sales Executive.

For surveys with positive result, action shall follow this process:

- a. Submission of Introductory Letter/MSI Primer to Clients
- b. Presentation of Proposal
- c. Submission of Quotation

Surveys conducted and yield negative result will be classified under "Filed Documents" and shall be used as references in the future dealings.

3. Environmental Scanning

The research, identification and formulation of other trading activities which are identified to be possible sources of additional income will be undertaken by the unit. This is to provide additional alternative commodity for rice in the sales activity, as well as to fully utilize the efficiency of the unit.

II. Sales and Delivery

- 1. Sourcing
 - 1.1 For Rice –

To follow the approved Rice Sourcing Policy.

- 1.2 For commodities other than rice
 - 1.2.1 To undertake the supply sourcing aspect, the Institutional Sales Specialist shall undertake consultation and the gathering of information updates from various farmer/miller tie-ups to monitor the price and supply trend of the commodity.
 - 1.2.2 Once a source of supply and corresponding costs of the commodity are established, it is mandatory that the Sales Executive will be furnished the samples and costing computation of the commodity in order to aide in marketing of the product.

- 2. Price Setting
 - 2.1 Samples ready for submission to clients must be available from the Institutional Sales Specialist with the computed cost of goods of each sample provided.
 - 2.2 The Cost of Goods* shall be based on the following:
 - 2.2.1 MSI Agri. Development Center (MSI-ADC) Costing Computation
 - 2.2.2 Quoted Price of Suppliers
 - 2.3 The Applicable Gross Profit Rate** in the preparation of price quotation to clients shall be the rate as approved by the Board of Directors.
 - 2.4 The quoted selling price to clients shall be based on the combinations of any two or more of following below cited considerations:
 - 2.4.1 <u>Cost of Goods*</u>
 - 2.4.2 Applicable Gross Profit Rate**
 - 2.4.3 Per Account Competitor's Price
 - 2.4.4 Client's Budget/Price Ceiling
 - 2.4.5 Market Prevailing Price (Based on Bureau of Agricultural Statistics or Interview/ Informal Surveys)
- 3. Quotations

Preparation of quotation shall be done by the Sales Executive. (Annex A)

The concerned Sales Executive shall submit the approved quotation and sample to his/her client.

The Sales Executive shall make sure that all documents necessary to effect the delivery of a Purchase Order are prepared prior to the delivery date.

In the absence of Client's Purchase Order, the MSI Order Confirmation (Annex B) Form must be confirmed by the client in order to ensure order and commitment.

The preparation of the Sales Approval Form **(Annex C)** is based on an approved Client's Purchase Order or a confirmed Order Confirmation Form.

4. Ordering

Upon the advice by the Sales Executive about a potential order from a client, the Institutional Sales Specialist shall proceed to identify suppliers and samples according to the Rice Sourcing Policy.

The Sales Executive shall secure the client's Purchase Order or Order Confirmation and prepare the corresponding Sales Approval Form (SAF) which will be turned over to the Business Department and the Finance and the Corporate Services Department..

Upon the receipt of the approved SAF and client's PO the Institutional Sales Specialist I shall prepare an Order Advice approved by the Business Manager to be sent to the supplier for milling and delivery.

5. Delivery

The approved SAF shall initiate the preparation of documents that will finalize the Delivery Documentation.

The Sales Executive must assist all deliveries in order that documents covering it will be signed and submitted to the client right after the delivery is completed. This is to facilitate the prompt collection of payment.

For deliveries undertaken without the presence of an MSI Representative, the Sales Invoice **(Annex D)** and Delivery Receipt **(Annex E)** shall be prepared as soon as the delivery advice is received at Head Office. The documents must be submitted to the client on the next day after delivery to avoid delay in collection.

In case there are alterations in the items stated on the official documents, a memorandum must be issued advising about the change addressed to the Business Manager or seek the countersignature of all the signatories in the official documents.

The status of each delivery will be closely monitored by the Sales Executive and Institutional Sales Specialist/Assistant.

The Institutional Sales Specialist/Assistant monitors deliveries from MSI office while the Sales Executive must be available at the delivery destination to witness and facilitate delivery process, from loading to its proper documentation. The delivery receipt must be signed by the Sales Executive present and received by the client during the time of unloading. Otherwise, the Institutional Sales Specialist/Assistant monitoring of the transaction confirms the completion of the delivery.

III. Documentation

- 1. All status of deliveries for the day must be indicated in the SAF monitor for quick reference.
- 2. The Sales Invoice and Delivery Receipt will be issued either immediately after completion of delivery at the destination site in case the Sales Executive is present at delivery point or issuance will be done immediately upon receipt of documents covering the delivery.
- **3.** All Sales transactions for Non-LBP Accounts completed on a monthly basis must be computerized and printed out for easy reference by the assigned Account Personnel. Please see attached **Annex F.**
- 4. Quotations, contracts and other important files are kept under the custody of assigned personnel on each operating unit.
- 5. Systems Flow of Accountable Forms
 - 5.1 Sales Approval Form (SAF)

The Sales Executive shall prepare the SAF and submit the same to the Institutional Sales Specialist complete with an Order Confirmation Form and/or Client's Purchase Order or Order Confirmation as attachments.

The box intended for Supply Information will be filled-in by the Institutional Sales Specialist and approved by the Business Manager.

The SAF must also bear the recommendation of the Corporate Services Manager and approved by the Business Manager.

5.2 LandBank Accounts

The Institutional Sales Specialist compiling Order Advice (Annex **G**) or Procurement Request Form from Landbank Branch/s will provide the Summary Listings as reference for the preparation of SAF.

The box intended for Supply Information will be filled-in by the Institutional Sales Specialist and approved by the Business Manager.

The SAF must also bear the recommendation of Corporate Services Manager and approved by the Business Manager.

The prepared and signed SAF shall then be submitted by the Sales Executive to the Institutional Sales Specialist as reference for Purchase order preparation.

A. Non-LandBank

Distribution of Copies:

	Copy For	Filed By
Original (White)	Sales Executive Sales Executive	
Copy (Yellow)	Sales Executive	Sales Executive
Copy (Pink)	Corporate Services	Corporate Services
	Department	Department
	(attached to RFP &	
	voucher)	

B. LandBank

Distribution of Copies:

	Copy For		Filed I	Ву
Original	Institutional	Sales	Institutional	Sales
(White)	Specialist		Specialist	
Copy (Yellow)	Institutional	Sales	Institutional	Sales
	Specialist		Specialist	
Copy (Pink)	Corporate S	Services	Corporate	Services
	Department		Department	
	(attached to	RFP &		
	voucher)			

5.2 MSI Purchase Order (MSI PO)

Upon approval of the SAF and the receipt of Copy of SAF by the Sales Executive, a Purchase Order will be prepared by the Institutional Sales Specialist in favor of the designated supplier. MSI PO must bear the SAF reference number and the transactions terms and conditions. It will be noted by Corporate Services Manager and approved by the Business Manager. Distribution of Copies:

	Copy For	Filed By
Original (White)	Supplier	
Copy (Blue)	Institutional Sales Specialist/Sales	Institutional Sales Specialist/Sales
	Executive	Executive
Copy (Yellow	Corporate Services	Corporate Services
and Pink)	Department (attached	Department
	to RFP)	

5.3 MSI Sales Invoice and Delivery Receipt

With the approved PO, the Sales Executive for Non-LandBank and the Institutional Sales Specialist for LandBank Accounts shall prepare MSI SI for approval by the Business Manager and DR bearing the quality, volume, selling price and total value of the delivery.

Distribution of Copies:

A. Non-LandBank

Sales Invoice

	Copy For	Filed By
Original (White)	Client	
Copy (Yellow)	Sales Executive	Sales Executive
Copy (Green)	Corporate Servic Dept.	es Sales Executive

Delivery Receipt

	Copy For		Filed By
Original	Client		
(White)			
Copy (Green)	Sales Executive		Sales Executive
Copy (Pink)	Corporate	Services	FAU Attached in
	Dept.		Voucher

B. LandBank

Sales Invoice

	Copy For		Filed By
Original (White)	Client		
Copy (Yellow)	Institutional	Sales	Institution Sales
	Specialist		Assistant
Copy (Green)	Corporate	Services	Corporate Services
	Dept.		Dept. (attached in
			voucher)

Delivery Receipt

	Copy For	Filed By
Original	Client	
(White)		
Copy (Green)	Institutional Sales	Institution Sales
	Specialist	Assistant
Copy (Pink)	Corporate Services	Corporate Services
	Dept. (attached in	Dept. (attached in
	voucher)	voucher)

During delivery of every order, the presence of the Sales Executive shall be required to facilitate and witness the unloading of stocks. This is imperative in case a client requires on the spot check on quality, weight, and/or packaging. The present MSI staff validates the actual delivery quantity in the Call Report.

In case of inability of MSI to send a representative, delivery will be closely monitored by the Institutional Sales Specialist. As soon as the delivery is effected at the client's end, then Sales Invoice and Delivery Receipt will be issued preferably immediately at the delivery site or within 24 hours after the delivery.

To cover and document a delivery, the following shall be observed:

- A. LandBank Accounts: The SI and DR stating the exact volume delivered stating its price and total value of delivery shall be prepared by the Institutional Sales Assistant for transmittal to LBP Branches via courier.
- B. Non-LandBank Accounts: The SI and DR stating the exact volume delivered stating its price and total value of delivery and signed for confirmation by the client's authorized signatory/consignee.

6.3 Request for Payment

Upon the delivery confirmation of a client's order as supported by the signed SI and DR, the Sales Executive shall submit the signed documents to the Institutional Sales Specialist to initiate the preparation for Request For Payment (RFP), **Annex H.**

Required Documents:

- 1. Purchase Order, pink copy, approved and confirmed by all signatories;
- 2. Sales Invoice, green copy, confirmed by signatories;
- 3. Delivery Receipt, pink copy, confirmed by signatory/ies; and
- 4. Sales Approval Form, pink copy, approved by signatories.

IV. Collection

- 1. The documents (SI/DR) must be transmitted immediately to the client in order that collection of payment will be effected upon immediately.
- 2. In order to determine the exact date that payment matures, counting must start from the date reflected on the SI, assuming that the dates stated was the exact date of submission of documents or at most one day later, counting shall be continuous, including Sundays and Holidays.
- 3. For LBP Head Office account collection date is thirty (30) days from date of SI while for LBP Metro Manila, Provincial Branches and Field Units is fifteen (15) days.

V. Penalty

- 1. Failure to pay an account that has already past its due date will be subjected to the terms and conditioned specified in the SI.
- 2. Waiver of Penalties.

I. Criteria for Waving of Penalties

- a) MSI client for at least one (1) year
- b) Waiving of unbooked penalties shall only be made upon full settlement of principal obligations.
- c) Accounts overdue for thirty (30) days shall be approved for waiving of penalties by the Executive Committee.
- d) Accounts overdue for more than thirty (30) days shall be approved for waiving of penalties by Board of Directors.

II. Procedural Flow For Waiver Report

	ACTIVITY	RESPONSIBLE PERSON
1.	Monitor collection date of client.	Assigned Sales Personnel
2.	Furnish Cashier Schedule of Collection.	Assigned Sales Personnel
3.	Collect payment from the client.	MSI Cashier/Assigned Sales Personnel
4.	Inform Assigned Sales Personnel date of actual payment by the client.	MSI Cashier
5.	Request computation of penalties on overdue account. (Annex I)	Assigned Sales Personnel
6.	Computes penalties on overdue account.	Corporate Services Department
7.	Prepare, recommend and endorse request for the waiver of penalties to the Business Manager. (Annex J).	Assigned Sales Personnel
8.	Recommend and endorse to the President & CEO the waiver of penalties.	Business Manager
9.	Recommend to the Executive Committee or Board of Directors the waiver of penalties.	President & CEO
10.	Furnish Corporate Services Dept. copy of approval of waiver.	President & CEO

VI. Others

1. Monitoring of MSI service to clients will be undertaken by the Sales Executive in order that feedback from clients can be noted and acted upon.

DETAILED PROCEDURAL FLOW

A. MARKET DEVELOPMENT

	ΑCTIVITY	RESPONSIBLE PERSON
1.	Conduct client (government and private) research via telephone, internet, office to office solicitation, personal visitation to client.	Sales Executive
For Cli	ents that Yield Positive Results	
2.	Submission of Introductory Letter/Presentation of MSI Proposal	Sales Executive
3.	Request for costing computation and sample from the Institutional Sales Specialist	Sales Executive
4.	Prepare MSI Rice Sample and provide Costing Computation	Institutional Sales Specialist
5.	Prepare MSI Price Quotation and Account Analysis per Client.	Sales Executive
6.	Prepare MSI Price Quotation and Account Analysis	Sales Executive
7.	Submission of Price Quotation and Sample to client	Sales Executive
8.	Secure client's Purchase Order/ Order Confirmation Form	Sales Executive
For Cli	ents that Yield Negative Results	
	List of Corporations will be documented d Filed for reference purposes	Sales Executive

B. SALES AND DELIVERY FOR NON-LBP ACCOUNTS

	ΑCTIVITY	RESPONSIBLE PERSON
1.	Secure Client's Purchase order (PO)	Sales Executive
2.	Preparation of Sales Approval Form (SAF)	Sales Executive
3.	Notation to SAF to recommend for approval of transaction	Corporate Services Manager
4.	Signing and Approval of SAF	Business Manager
5.	Submission of SAF to the Institutional Sales Specialist	Sales Executive
6.	Preparation of PO/Order Advice to Supplier	Institutional Sales Specialist
7.	Delivery to clients	MADF/Supplier
8.	Assist and monitor the delivery of MADF/Supplier to clients	Sales Executive
9.	Submit and secure signed Sales Invoice/Delivery Receipts of clients	Sales Executive

C. SALES AND DELIVERY FOR LANDBANK ACCOUNTS

	Activity	Personnel Responsible
1.	Order taking from telephone from LBP Metro Manila & Provincial Branches Field Units.	Institutional Sales Specialist
2.	Consolidation of rice order.	Institutional Sales Specialist
3.	Prepare Sales Approval Form	Institutional Sales Specialist
4.	Notation of the Sales Approval Form (SAF) to recommend approval of the transaction.	Institutional Sales Specialist
5.	For Non- MSI-ADC served clients, filling-up the lower box portion of the SAF.	Corporate Services Manager
6.	Approval of the Sales Approval Form.	Business Manager
7.	Upon approval and receipt of the SAF from the Sales Executive, Purchase Order is prepared.	Institutional Sales Specialist

8.	Approval of Purchase Order.	Business Manager
9.	Upon approval of the Purchase Order, confirmation of rice order /submission of Order Advice is prepared and sent to the supplier together with the schedule of delivery (HO, Metro Manila Branches, & Regions I, II, III, IV, & XI).	Institutional Sales Specialist
10.	Delivery of rice order to client.	MADF/LBP endorsed supplier (co-op/SME)
11.	Preparation of Delivery Receipt & Sales Invoice.	Institutional Sales Assistant
12.	Submission of documents to MSI HO for payment processing.	LBP endorsed rice supplier (co- op/SME)
13.	Upon receipt of the complete documents from the supplier, prepare and transmit Request For Payment with the following attachments: SAF, PO, MSI Sales Invoice (SI), Delivery Receipt, & Suppliers Sales Invoice/Certificate of Acceptance for Corporate Services Booking	Institutional Sales Specialist
14	Preparation of payment of supplier.	Corporate Services Department
		Corporate Services Department
15.	Collection/remittance of payment to suppliers.	
16.	Receipt of Official Receipt from supplier and issuance of Official Receipt.	Corporate Services Department

MARKETING AND SALES UNIT SYSTEMS AND PROCEDURE

	ΑCTIVITY	RESPONSIBLE PARTY
1.	Request of Price of Rice based on Client's Requirement	=== Sales Executive
2.	Conduct of Price Canvass / Sealed Price Quotation	Institutional Sales Executive
3.	Preparation of MSI Quotation and submission of rice sample to Client	Sales Executive
4.	Submission of Client's Purchase Order (PO) or Order Confirmation Form	Sales Executive
5.	Acceptance of the PO and Order Confirmation Form and preparation of Sales Approval Form (SAF)	Sales Executive
6.	Notation of SAF to confirm clients' term of payment and credit clearance	Corporate Services Department
7.	Approval of the SAF	Business Manager
8.	Notation on Fund Availability	Corporate Services Department
9.	Approval of MSI PO	Business Manager
10.	Preparation and Approval of Sales Invoice (SI) and Delivery Receipt (DR)	Business Manager
11.	Delivery of Order to Client	Supplier/MADF
12.	Signing of SI and DR	Client
13.	Preparation of Collection Notice to Supplier	Sales Executive
14.	Collection of Payment to Client	Sales Exe. /Corporate Sevcs. Dept.
15.	Follow-up Payment to Client	Sales Exe. /Corporate Sevcs. Dept.
16.	Receipt of OR from Supplier and Issuance of OR	Sales Exe. /Corporate Sevcs. Dept.

ANNEXES



December 12, 2016

Dear Mr/Mrs. _____

We are pleased to submit our quotation for the supply your rice requirements as follows:

Specifications :	
Variety/Code :	
Age :	
Color :	
Moisture Content :	
Weight :	
Price :	
Quantity :	
Place of Delivery :	

The above stated price is good until (date) with delivery date not later than (Date). Our payment term is COD Cash on delivery.

Should this be acceptable to you, kindly confirm by issuing us your purchase order for the corresponding volume of rice you may require.

Thank you.

Very truly yours,

Business Manager

Date: _____

ORDER CONFIRMATION

Gentlemen:

This id to confirm our order/my order/s of rice per your quotation sample as follows:

Description

Quantity Unit Price Amount

TERMS OF PAYMENT:

CASH ______ PDC TERMS: ______ COD CHECK ______ after Delivery

MODE OF DELIVERY:

PICK UP _____ DELIVER _____ ADDRESS: ______ ADDRESS: ______

Very truly yours,

Name:

Print Name & Signature

Position: Name of Company: Address:

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INDIVIDUAL MARKETING & SALES REPORT

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JBTOTAL								
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							DIONISID M. HUERT	
Executive Submitted:						3	Business Manager	

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REQUEST FOR COMPU	ITATION OF PENALTIES AND SURCHARGES
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Principal Amount	Px,xxx.xx
Penalty & Surcharge	Px,xxx.xx
250	
Total Amount Due	Px,xxx.xx
	20
Requested by:	Noted by:
4.7	ing coordings (Sturk) #5.
NAME OF SALES PERSONNEL	
Position	DIONISIO M. HUERTO JR. Business Manager
Prepared by:	
	Approved by:
	BLESILDA R. MACALALALE Corporate Services Manager

PROF	FORMA REQUEST FOR CONDONATION OF PENALTIES AND SURCHARGES
MEMORANDUN	4
FOR	: THE PRESIDENT & CEO
THRU	: THE BUSINESS MANAGER
FROM	: THE SALES PERSONNEL
SUBJECT	: HEQUEST FOR CONDONATION OF PENALTY
DATE	: 00/00/0000
	uesting for the condonation of penalties for (LBP Branch or Filed Unit in the amount of (Px,xxx.xx). Please see attached computation.
Respectfully req PESOS: Please see attack	(PX,XXX,XX). Please see attached computation.
Please see attaci	hed computation.
Please see attaci	(PX,XXX,XX). Please see attached computation.
Please see attaci	hed computation.