

TO : DEPARTMENT HEADS
FROM : FINANCE DEPARTMENT
SUBJECT : REVISED WORKLOAD AND SCHEDULING GUIDELINES
DATE : July 7, 2025
REF : FIN-000-25-07-204
CC : FILE / HRD / FIN / OOP / ADM / SAL

Effective immediately, the following changes shall apply to the Collector / Messenger Team. These revisions are intended to improve flexibility, task coverage, and operational efficiency across departments.

The updated work schedule for each team member is as follows:

Name	Day	Time
Rolando Javinal	Monday, Tuesday, Thursday	7:30 AM – 5:30 PM
	Wednesday, Friday	8:30 AM – 5:30 PM
	Saturday	Flexible (Min. 5 hours)
Ernest Ivan Serenilla	Monday – Friday	7:30 AM – 5:30 PM
Alfredo Elorta Jr.	Monday – Friday	7:30 AM – 5:30 PM

All team members are required to punch in and out at the Head Office daily. Filing of Daily Time Form (DTF) or Daily Time-off (DTH) shall be on a case-to-case basis and is subject to prior approval.

Mr. Rolando Javinal shall report physically at the Head Office every Monday, Tuesday, and Thursday. During these days, he is expected to perform paperwork related to the Credit and Collection Section, or any other internal tasks that require workforce support. Fieldwork assignments for Mr. Javinal on these specific days are subject to the approval of his immediate superior and will only be allowed upon checking the availability of other collector/messenger personnel.

Previously, each team member was assigned specific individual tasks. Under the new arrangement, task performance will be shared. Any member of the Collector / Messenger Team may carry out assignments requested by internal customers, regardless of their previous roles. For example, although Mr. Serenilla is usually assigned to bank-related activities, Mr. Javinal or Mr. Elorta may also perform such tasks as needed.

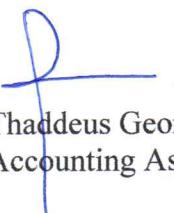
To centralize and streamline operations, all internal customers must submit their workload requirements to Ms. Richell Hicban no later than 3:00 PM each day. This deadline will allow her to prepare and finalize the assignment list for the following day, taking into consideration the location of clients and time-sensitive requirements. Ms. Hicban will be responsible for preparing the workload schedule based on the destination and the time commitments associated with each task. Furthermore, all documents, forms, or records necessary in performing the assigned task shall be made available prior to workload dispatch to ensure readiness of the Collector / Messenger Team.

All messengers and collectors are required to submit a Daily Accomplishment Report at the end of each workday. This report should follow the itinerary format and must clearly indicate the time of arrival and departure at each client location, along with a summary of the tasks completed during the visit.

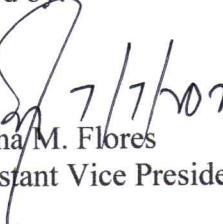
Everyone is expected to comply fully with this new arrangement. Workload requests submitted after the 3:00 PM cutoff will not be treated as a priority and will be scheduled for completion on the next business day.

Your cooperation and adherence to the above guidelines are expected and appreciated. Should you have any questions or require clarification, please coordinate directly with Ms. Richell Hicban.

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