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| <b>JG Rasher</b><br>Group of Companies | <b>CUSTOMER PAYMENT<br/>PROCESS</b> | Policy Number<br>OPN-20121209-1       |
| Effectivity Date                       | Superceded by:                      | Prepared by:<br>Jose Emmanuel Montoya |

**I. Objective:**

- a. To provide customer understanding of the collection and payment process
- b. Describe payment options available to JG RaShier Transport Customers.
- c. Set billing cycle for the timely collection of service fees.
- d. Set penalties and additional fees for non-compliance.

**II. Scope**

All Operating Companies and Business Units

**III. Definition of terms**

**Billing**, refers to the any of the following documents: a) collection envelope, b) Statement of Account c) Billing Letter . These documents can be sent electronically via email or VIBER

**Fetcher, Attendant**, refers to the Employee that oversees the safety and welfare of your children while inside the service vehicle.

**Billing Cycle**, refers to the day or week when the collection envelope is released to the parents.

**IV. General Guidelines**

- a. Operator will inform all Customer/Parents via SMS or VIBER release of BILLING through their respective registered emails or viber accounts.
- b. JG RaShier Companies and Business Units should provide efficient, reliable and convenient means for the Customer to settle their dues. As of the implementation of this policy the Company has identified three (3) modes of payments. Described as follows:

i. Direct Payment

1. An email is sent to all Customers regarding the release of the billing.
2. **We prefer all payments to be in cheques, but should you choose to pay in CASH please inform the Treasurer or Operator.** So we can inform the Attendant to secure the payment.

ii. Over the counter

1. Bank details for **OVER THE COUNTER** payments are indicated below
2. Fill-up appropriate bank deposit slip using the information provided in "b"
3. Please request validation of Account Name before payment posting.
4. Insert a scanned copy of the deposit slip and insert inside the collection envelope. We prefer that the original copy of the deposit slip be kept by the parent;
5. Or a scanned copy of the deposit slip emailed to [jgrasher.company@gmail.com](mailto:jgrasher.company@gmail.com) .
6. JG RaShier will validate the payment through internet and reply accordingly

iii. Payment Transfer

Most of the banks selected as depository banks have facilities to transfer funds from one account to another or from one bank to another. Kindly check with your bank how this can be done. The instruction below is for BPI and BPI Family Account holders

1. Login into your mobile device or if you have not installed your Apps, kindly download from Apple or Goggle Apps store. This application is free
2. Select the appropriate transaction and enter the BPI Bank Account indicated below.

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3. The transaction will generate and email trail. This email can be forwarded to [jgrasher.company@gmail.com](mailto:jgrasher.company@gmail.com).
4. Once verified we will reply via email as well.

c. Bank Details

Below are the banks of accounts where payment can be made to JG RaSher Transport

| Bank ID            | Account Type | Account Number | Account Name                      |
|--------------------|--------------|----------------|-----------------------------------|
| BPI Family         | S/A          | 6806 2587 66   | SHERMAN MONTOYA                   |
| CHINA BANK         | C/A          | 1315-0000-1035 | JG RASHER TRANSPORT               |
| CHINA BANK SAVINGS | S/A          | 4480 0205 38   | SHERMAN AND JOSE EMMANUEL MONTOYA |

d. Due Dates Schedule

Below are the billing cycle and respective due dates for collection.

| Billing Cycle                               | Due Date   |
|---|--|
| Day 01 or 1 <sup>st</sup> week of the month | 15 <sup>th</sup> of the same month   |
| Day 15 or 2 <sup>nd</sup> week of the month | End of month (ie 28 <sup>th</sup> , 29 <sup>th</sup> , 30 <sup>th</sup> 31 <sup>st</sup> ) |

- e. All payments received will be posted on the Customer's Statement of Account in preparation for next billing cycle. It is important that the INDEX Card be returned for transparency and proper accounting.
- f. Any Customer who losses his or her Index card will be charged Php 100.00 for its replacement. In addition, Php 150.00 will be charged for the RECONSTRUCTION, thus at total of Php 250.00 will be included in the billing;
- g. A 5% penalty charge will be imposed on all late payments based on the current months due. Unpaid penalties will be charged against the ADVANCE PAYMENT. Should the ADVANCE PAYMENT be exhausted transport services will be suspended.

**V. Effectivity**

July 01, 2012

**VI. Approvals**

JOSE EMMANUEL D. MONTOYA  
OPERTOR

SHERMAN MONTOYA  
TREASURER