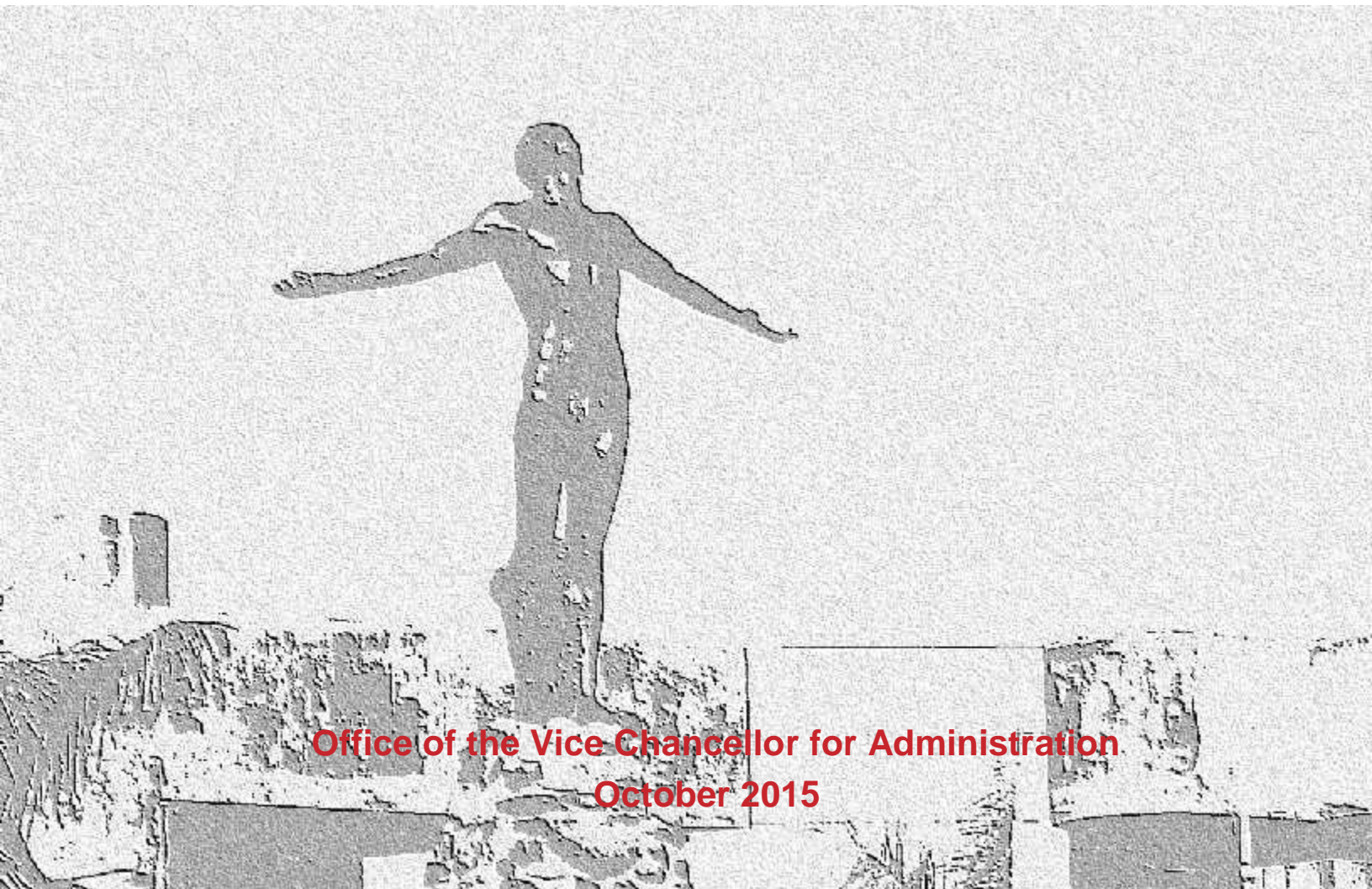




THE UNIVERSITY OF THE PHILIPPINES

MINDANAO

OPERATIONS MANUAL



Office of the Vice Chancellor for Administration
October 2015

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Introduction

This Operations Manual was first conceptualized by the Office of the Vice Chancellor for Administration (OVCA) of the University of the Philippine Mindanao in 2008 to help University constituencies to understand and be familiar with the services it provides to its clientele. Towards this end, this Manual tried to present the procedures in a simplified flowchart fashion so that its end-users may better understand the steps required to facilitate their respective transactions with the various units/colleges.

This Manual is divided into four parts: (1) Accounting, Budget & Cash Offices; (2) Human Resources Development Office; (3) Supply & Property Management Office; and (4) Physical Plant Office. Through the assistance of the ARTA Team, a fifth section on frontline services provided by units/colleges has been added to this new edition.

While transactions inevitably interphase with each other, this Manual has been designed to easily determine such relationships in the context of particular transactions.

This Manual also includes: acronyms used in government transactions; general information about UP Mindanao; organization and responsibilities; operational control and supervision; operating procedures; and, control of records and documents.

Acronyms

ADC	Appraisal & Disposal Committee
APC	Academic Personnel Committee
AdPC	Administrative Personnel Committee
ARE	Acknowledgment Receipt for Equipment
BAC	Bids & Awards Committee
BIR	Bureau of Internal Revenue
BP	Basic Papers
COA	Commission on Audit
CSC	Civil Service Commission
CAPC	College Academic Personnel Committee
DAPC	Department Academic Personnel Committee
DBM	Department of Budget & Management
DR	Disbursement Report
DTR	Daily Time Record
DV	Disbursement Voucher
HRDO	Human Resources Development Office
IAR	Inspection & Acceptance Report
ICS	Inventory Custodian Slip
IIR	Inventory & Inspection Report

Acronyms

JEV	Journal Entry Voucher
NGS	Non-Government Service
OC	Office of the Chancellor
OR	Official Receipt
OS	Obligation Slip
OSU	Office of the Secretary of the University
OVCAA	Office of the Vice Chancellor for Academic Affairs
OVCAAd	Office of the Vice Chancellor for Administration
PO	Purchase Order
PR	Purchase Request
PRS	Personnel Requisition Slip
RER	Reimbursement Expense Receipt
RIS	Requisition & Issuance Slip
ROD	Report of Disbursement
SG	Salary Grade
SPMO	Supplies & Property Management Office
UAPB	University Academic Personnel Board
UAdPB	University Administrative Personnel Board

About UP Mindanao

The University of the Philippines in Mindanao is a constituent university of the UP System created by Republic Act 7889 on February 20, 1995.

UP Mindanao is committed to lead in providing affordable quality education, scholarly research, and responsive and relevant extension services to diverse, marginalized, and deserving sectors in Mindanao and neighboring regions through its programs in the sciences and the arts, inculcating a passion for excellence, creative thinking, and nationalism in the context of cultural diversity in a global community.

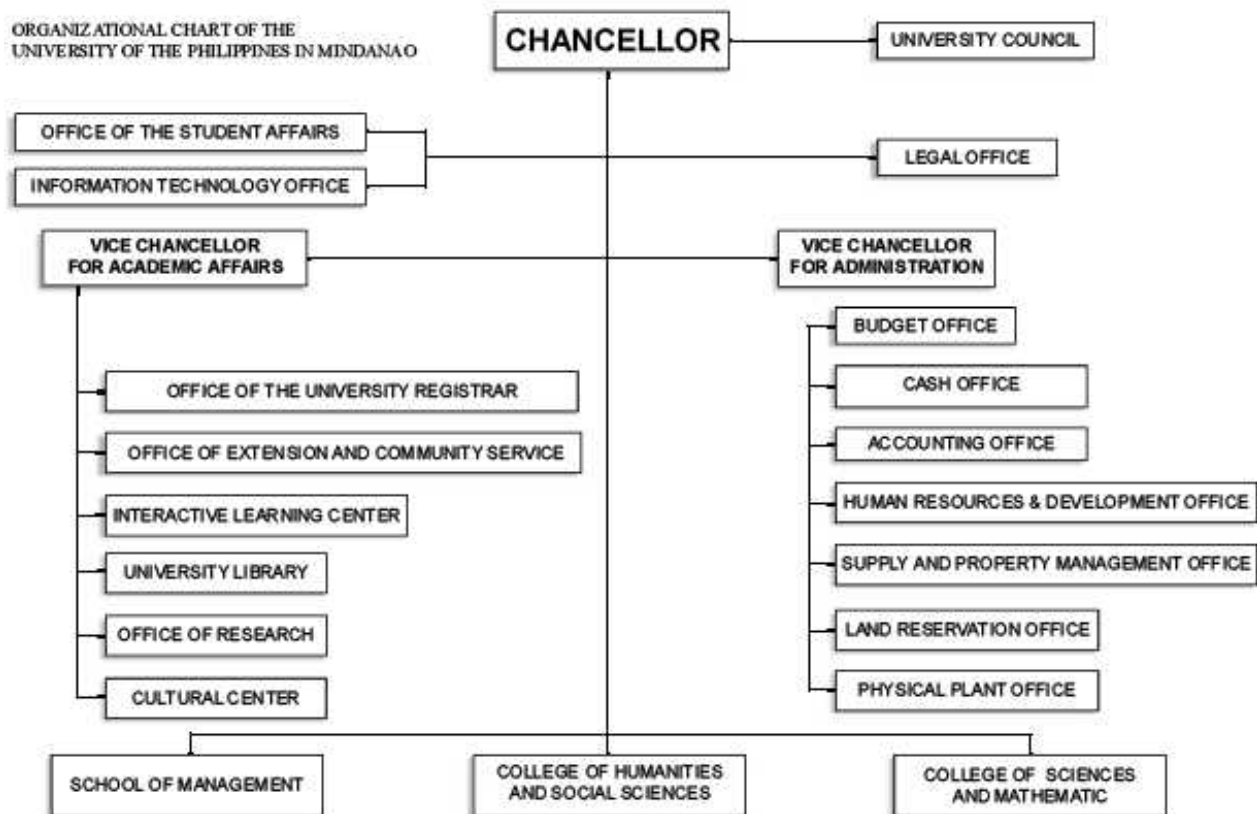
Its three degree-granting units are the College of Science and Mathematics, College of Humanities and Social Sciences, and the School of Management.

Organization and Responsibilities

The Chancellor is the agency head of UP Mindanao who performs policy-, academic-, administrative-, and fiscal-related functions. Supporting the Chancellor in the performance of his duties and responsibilities are the Vice Chancellor for Academic Affairs (VCAA) and the Vice Chancellor for Administration (VCAAd) who also supervise units under them.

The VCAA supports the Chancellor and the colleges in the performance of the University's three-pronged functions of instruction, research, and extension. The VCAAd assists in providing quality and responsive administrative support to the University and its clientele.

The deans serve as chief academic officers of their respective units with responsibility for administrative oversight, resource allocation, and management.



Operational Control and Supervision

Based on the “Handbook on Existing Delineation of Authority in the University,” the Chancellor performs duties and responsibilities pertaining to policy-, academic-, administrative-, and fiscal-related matters.

The Chancellor, with the assistance of the Vice Chancellors, leads the operational control and supervision of units/offices.

At the college level, the deans are authorized to perform operational control and supervision of departments and units under them.

Both government and University policies on operational control and supervision govern performance of the said function.

Accounting, Budget & Cash Offices

Payment of Personnel Services

Applicable to Lecturer, Resource Person, Committee Member, Officer-In-Charge, Building Administrator, Coach, Teaching Overload & Student Asst.

Processing Time: 8 days

Requesting Unit

- Sends OS with DV & supporting documents to Budget Office (days)



Budget Office

- Assigns OS number & account code
- Reviews computations
- Registers in OS registry
- Approves OS
- Sends OS & DV with supporting documents to Accounting Office (2 days)



Accounting Office

- Assigns DV number
- Pre-audits DV & supporting documents
- Computes withholding tax
- Certifies DV in Box "A"
- Indexes & records/journalizes the DV
- Sends DV and supporting documents to OVCAAd (3 days)



Note: For overload, the processing time is 5 days.

OVCAAd

- Signs Box "B" in DV
- Sends DV with supporting documents to Cash Office (1 day)



Processing Time: 8 days



Cash Office



Accounting Office

- **Receives DV with supporting documents**
- **Verifies completeness of signatories on the DV**
- **Issues check, records details of payment/ encoding, signs check**
- **Sends the check with DV & supporting documents to OVCAAd or OVCAA for counter signature**
- **Releases check to Requesting Unit & receives O.R. (2 days)**

- **Forwards DVs and supporting documents to Accounting Office for recording purposes**

Cash Advance Liquidation

Processing Time: 7 days

Requesting Unit



- Sends approved ROD & supporting documents (e.g., official receipt, sales invoice, RER, etc.) to Accounting Office (days)

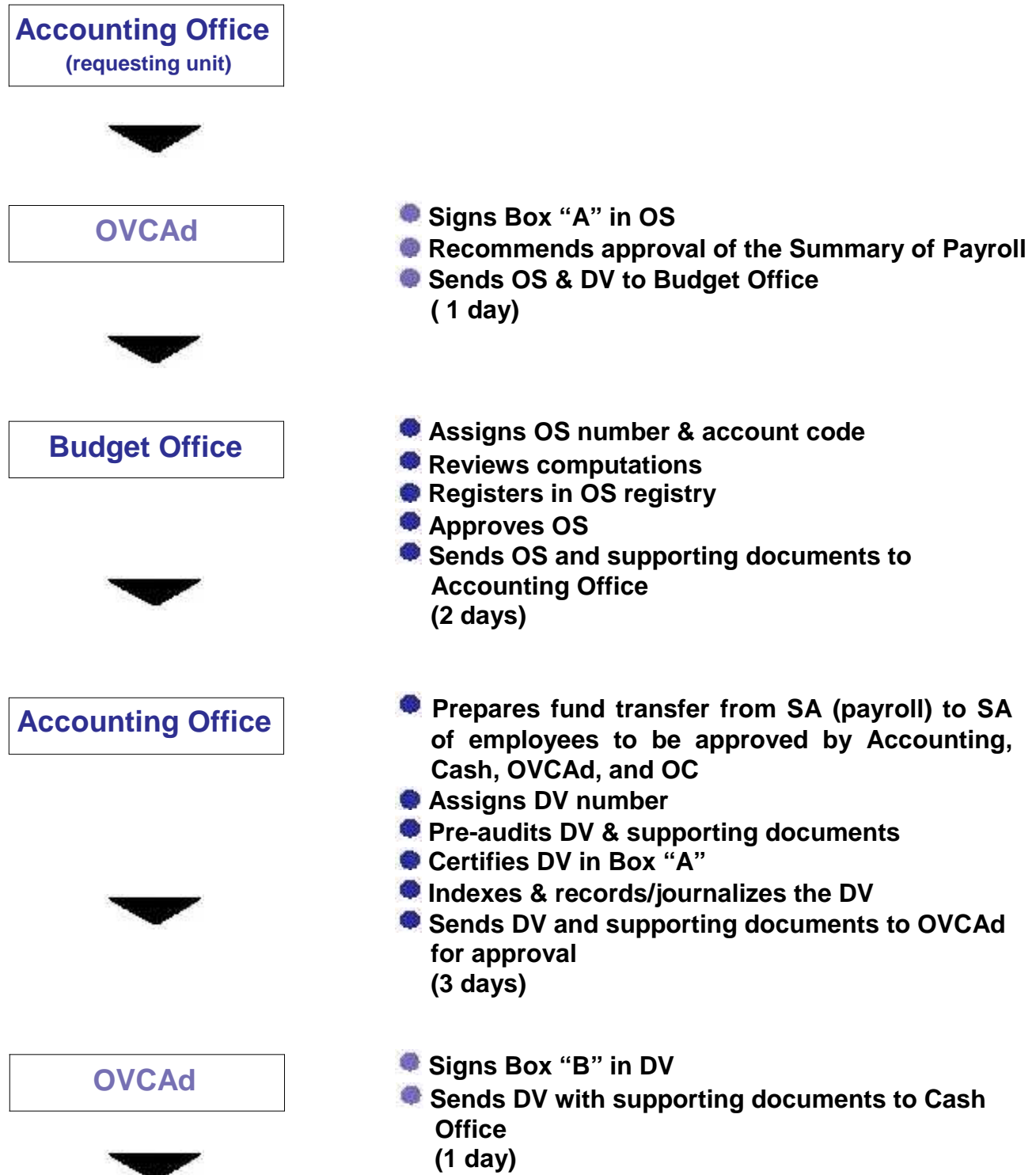
Accounting Office

- Pre-audits ROD & supporting documents Certifies ROD
- Assigns ROD number
- Indexes ROD and records/journalizes the ROD
- Files ROD for submission to COA (5 to 7 days)

Employees Payroll (first week of the month)

For the 2nd to the 4th week payroll, the Accounting Office provides the Bank with certification and approval of fund transfer.

Processing Time: 10 days



Processing Time: 10 days



Cash Office

- **Receives DV with supporting documents**
- **Verifies completeness of signatories on the**
- **DV Issues check, records details of payment/ encoding, signs check**
- **Sends the check with DV & supporting documents to OVCAAd or OVCAA for counter signature (2 days)**



Accounting Office

- **Deposits check at the bank with a fund transfer letter (1 day)**
- **Forwards DVs and supporting documents to Accounting Office for recording purposes**

Remittance of Withheld Salary Deductions

Applicable to BIR withholding tax; employees' contribution to GSIS, Philhealth, PAG-IBIG, UPPFI & UPMMP; loans with GSIS, HDMF, Provident Fund, Computer & UPLBCDC

Processing Time: 10 days

Accounting Office



- Generates list & schedule of withheld deductions
- Prepares DV & supporting documents
- Forwards to Budget Office for employer share obligation (where applicable)
- Pre-audits DV & supporting documents
- Certifies DV in Box "A"
- Indexes & records/journalizes the DV
- Sends DV & supporting documents to OVCAAd (7 days)

OVCAAd



- Approves DV
- Sends DV & supporting documents to Cash Office (1 day)

Cash Office



- Receives DV with supporting documents
- Verifies completeness of signatories on the DV
- Issues check, records details of payment/ encoding, signs check
- Sends the check with DV & supporting documents to OVCAAd or OVCAA for counter signature
- Releases check to Requesting Unit & receives O.R. (2 days)

Accounting Office

Payroll for NGS

Processing Time: 6 days

NGS Personnel

- Sends accomplishment report & DTR duly signed by the unit head, and contract to Accounting Office (days)



Accounting Office

- Prepares actual payroll and DV
- Pre-audits DV and supporting documents
- Chief Accountant certifies & approves the payroll
- Forwards to OVCAAd for signing of Box "B" (3 days)



OVCAAd

- Receives DV and signs Box "B"
- Forwards DV to Cash Office (1 day)



Cash Office

- Receives DV with supporting documents
- Verifies completeness of signatories on the DV
- Issues check, records details of payment/encoding, signs check
- Sends the check with DV & supporting documents to OVCAAd or OVCAA for counter signature
- Deposits check at the Bank (2 days)
- Forwards DVs and supporting documents to Accounting Office for recording purposes

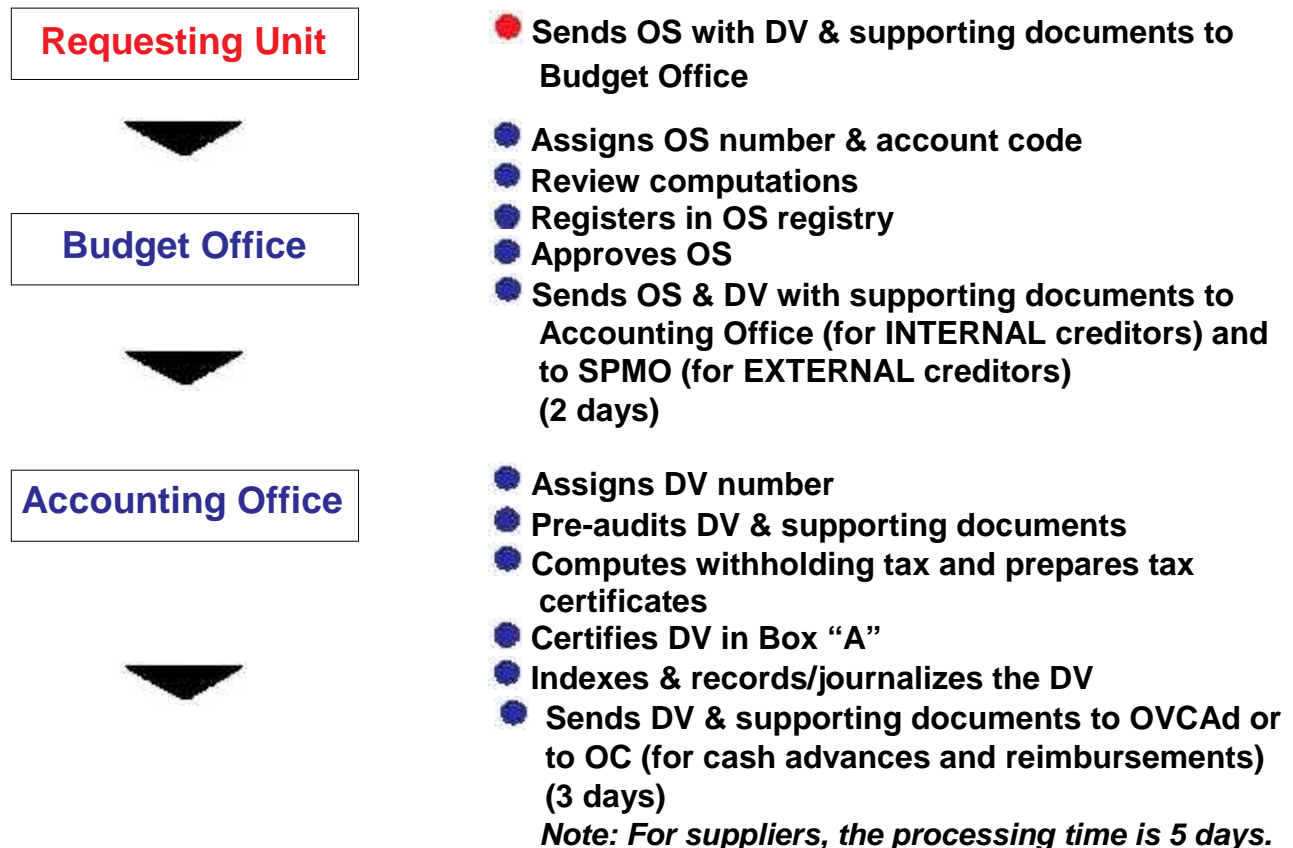


Accounting Office

Other Financial Transactions

- Applicable to
- Cash advance (for travel, activities, materials, supplies, petty cash fund, etc.) - INTERNAL
 - Petty cash replenishment - INTERNAL
 - Catering/meals/representation expenses - EXTERNAL
 - Fidelity bond - EXTERNAL
 - Gasoline expenses - EXTERNAL
 - Janitorial services - EXTERNAL
 - Maternity leave - INTERNAL
 - Reimbursement for travel, materials, supplies, equipment, meals, representation expenses - INTERNAL
 - Registration fee for seminars, training, workshop - EXTERNAL
 - STFAP & scholars of other foundations - INTERNAL
 - Security guard services - EXTERNAL
 - Subscriptions - EXTERNAL
 - Supplies, materials & equipment - EXTERNAL
 - Travel agencies for airplane fare - EXTERNAL
 - Utilities (electricity, water & telecommunications) - EXTERNAL

Processing Time: 8 days



Processing Time: 8 days



OC / OVCAAd

- Signs Box “B” in DV
- Sends DV & supporting documents to Cash Office (1 day)



Cash Office

- Receives DV with supporting documents
- Verifies completeness of signatories on the
- DV Issues check, records details of payment/ encoding, signs check
- Sends the check with DV & supporting documents to OVCAAd or OVCAA for counter signature
- Releases check to Requesting Unit & receives O.R. (2 days)



Accounting Office

- Forwards DVs and supporting documents to Accounting Office for recording purposes

Human Resources Development Office

Request for Authority to Fill up Vacant Plantilla Items for Teaching Personnel

Processing Time: 6 days

Requesting Dept.



- Identifies need to fill up vacant item in coordination with the HRDO (Request is addressed to the Chancellor through channels)
Required documents:
 - *Justification*
 - *Faculty loading*

College



- Endorses request of the Department
- Sends documents to HRDO for evaluation of the validity of the request (days)

HRDO



- Evaluates the validity of the request & checks completeness of the documents (0.5 day)

Budget Office



- Issues budget clearance for the request
- Sends all documents to OVCAA for endorsement to the Chancellor (2 days)

OVCAA



- Endorses the request
- Sends documents & endorsement to OC (2 days)

Processing Time: 6 days



OC

● Approves/disapproves request
(1 day)



HRDO

● Informs the Department of action taken by the
Chancellor
(0.5 day)



Requesting Dept.

Filling-up of Vacant Plantilla Items for Teaching Personnel

Recruitment / Selection and Appointment

Processing Time: 9 days

HRDO



DAPC



CAPC



HRDO



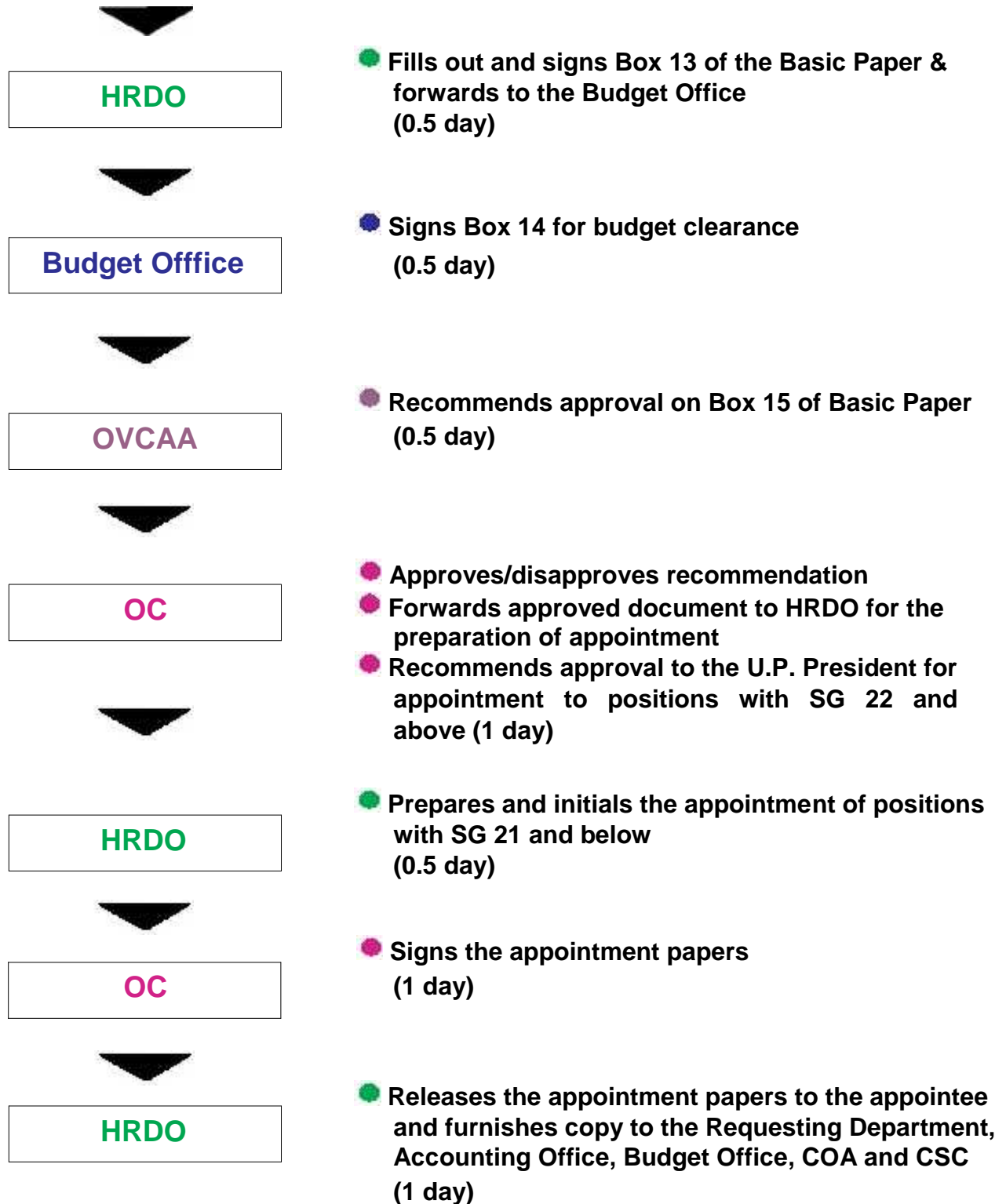
UAPB



- Assists the Department in the publication and posting of vacant plantilla items (1 day)
- Receives application letters/curriculum vitae together with OTR, 2 x 2 ID pictures, copies of creative works and other credentials
- Conducts interview and requires applicant for a teaching demonstration
- Deliberates on the qualifications of the applicant based on the established guidelines and criteria for recruitment
- Prepares recommendation to the CAPC (days)
- Deliberates on the recommendation of the DAPC
- Prepares endorsement, Basic Paper and Agenda Sheet (days)
- Checks completeness of basic requirements & examines the correctness of entry in the Agenda Sheet
- Convenes the members of the UAPB for a meeting (2 days)
- Evaluates and deliberates on the recommendation of the CAPC
- Endorses the recommendation to the Chancellor (1 day)

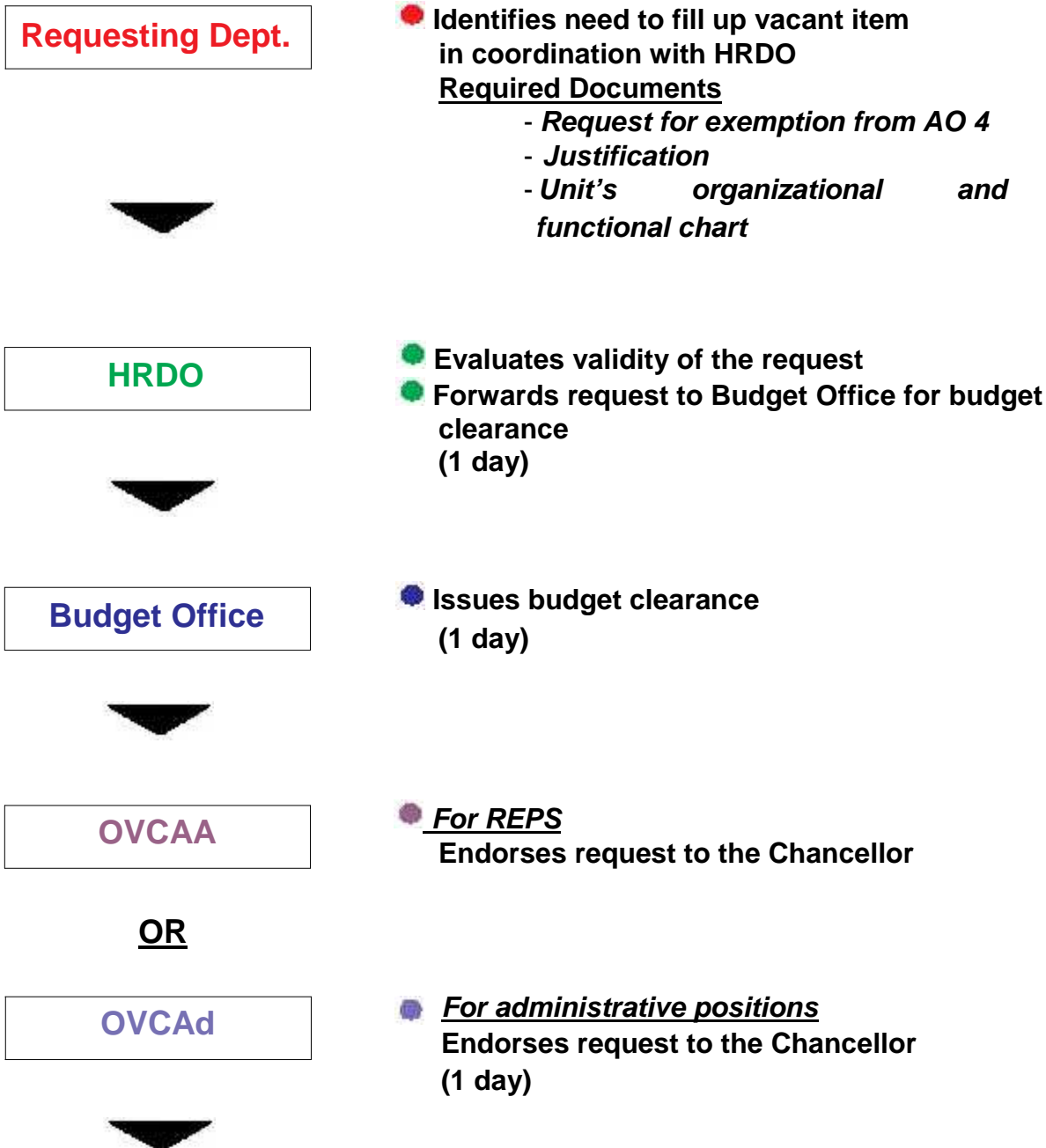
Note: The Basic Paper may be returned to the Requesting Department if there are modifications on the original recommendations.

Processing Time: 9 days



Request for Authority to Fill up / Unfreezing of Vacant Plantilla Items for Non-Teaching Personnel (REPS & Administrative Staff)

Processing Time: 6 days



Processing Time: 6 days



OC

- Prepares covering letter and endorses approval to the OVPAA / OVPA (2 days)

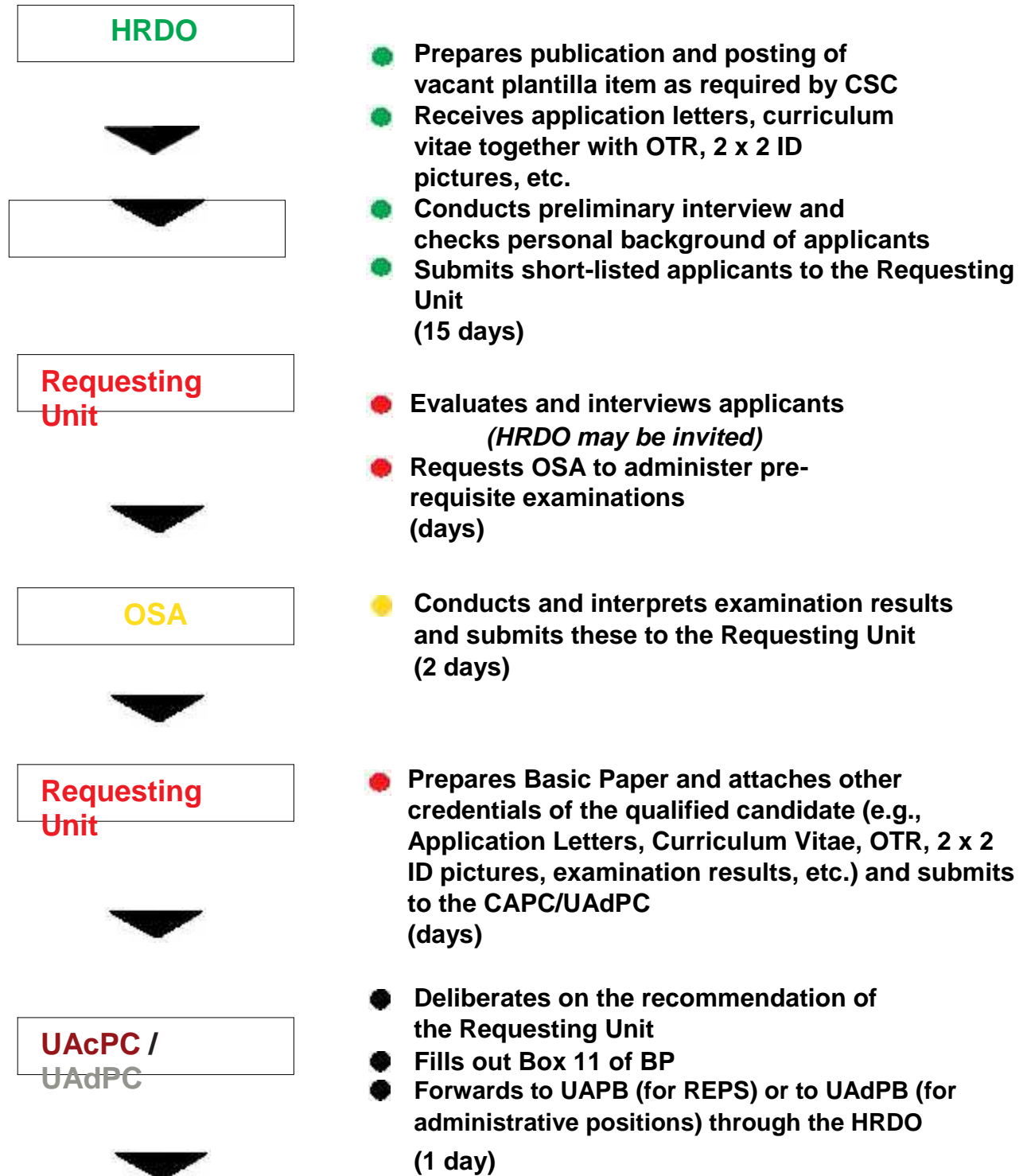


HRDO

- Forwards approved request to HRDO upon its receipt from the U.P. System
- Informs the Requesting Unit of the action taken by the U.P. System (1 day)

Filling-Up of Vacant Plantilla Items for Non-Teaching Personnel (REPS & Admin Staff)

Processing Time: 30 days



Processing Time: 30 days

HRDO



UAPB / UAdPB



HRDO



Budget Office



OVCAA

OR

OVCAd



- Checks completeness of basic requirements
- Prepares Agenda Sheet and convenes the members of the UAPB or UAdPB for a meeting (3 days)

- Evaluates and deliberates on the recommendation of the UAcPC or UAdPC (1 day)

- Fills out and signs Box 13 of BP for REPS
- Fills out and signs Box 14 of BP for administrative position (1 day)

- Signs Box 14 for REPS
- Signs Box 15 for administrative position (1 day)

- Recommends approval for REPS on Box 15

- Recommends approval for administrative positions on Box 14 (1 day)

Processing Time: 30 days



OC

- Approves/disapproves recommendation and forwards to the HRDO for preparation of appointment
- Recommends approval to the President for appointment to positions with Salary Grades 22 and above (2 days)



HRDO

- Prepares and initials the appointment of positions with Salary Grades 21 and below (1 day)



OC

- Signs the appointment (1 day)



HRDO

- Releases the appointment to the appointee and gives a copy to the Requesting Unit, Accounting Office, Budget Office, COA and CSC (1 day)

Requisitioning Employees - Creation of New Position for Casual

Processing Time: 9 days

Requesting Unit



- Identifies need to hire additional employee
- Prepares a PRS and attaches the following documents:
 - *Justification*
 - *Job description/function of the requested position and that of the existing staff*
 - *List of programs/projects to be undertaken*
 - *Organizational and functional charts of the unit*(days)

Dean / Unit Head



- Endorses the request through channels (days)

HRDO



- Evaluates the request based on approved staffing pattern and checks the completeness of the requirements (2 days)

Budget Office



- Issues budget clearance (2 days)

OVCAA

- Recommends approval

OR



Processing Time: 9 days



OVCAd

- **Recommends approval (2 days)**



OC

- **Approves/disapproves the request (2 days)**



HRDO

- **Informs the Requesting Unit of the action taken by the Chancellor (1 day)**

Hiring of Casual Position

Processing Time: 30 days

HRDO



- Prepares publication and posting of new position as required by CSC (RA 7041 requires publication of vacant position)
- Receives application letters, curriculum vitae together with OTR, 2 x 2 ID pictures, etc.
- Conducts preliminary interview and checks personal background of applicants
- Submits short-listed applicants to the Requesting Unit (15 days)

Requesting Unit



- Evaluates and interviews applicants (*HRDO may be invited*)
- Requests OSA to administer pre-requisite examinations (days)

OSA



- Conducts and interprets examination results and submits these to the Requesting Unit (2 days)

Requesting Unit



- Prepares Basic Paper and other credentials of the qualified candidate and submits to the APC (days)

UAcPC / UAdPC



- Deliberates on the recommendation of the Requesting Unit
- Fills out Box 11 of BP
- Forwards to UAPB (for REPS) or to UAdPB (for administrative positions) through the HRDO (1 day)

Processing Time: 30 days



HRDO

- Checks completeness of basic requirements
- Prepares agenda sheet and convenes the members of the UAPB or UAdPB for a meeting (2 days)



UAPB / UAdPB

- Evaluates and deliberates on the recommendation of the APC or AdPC (1 day)



HRDO

- Fills out and signs Box 13 of BP for REPS
- Fills out and signs Box 14 of BP for administrative position (1 day)



Budget Office

- Signs Box 14 if REPS
- Signs Box 15 if administrative position (1 day)



OVCAA

- Recommends approval for REPS on Box 15

OR

OVCAd

- Recommends approval for administrative position on Box 14 (1 day)



Processing Time: 30 days



OC

- Approves/disapproves the recommendation and forwards to the HRDO for preparation of appointment (2 days)



HRDO

- Prepares and initials the appointment of positions with Salary Grades 21 and below (2 days)



OC

- Signs the appointment (1 day)

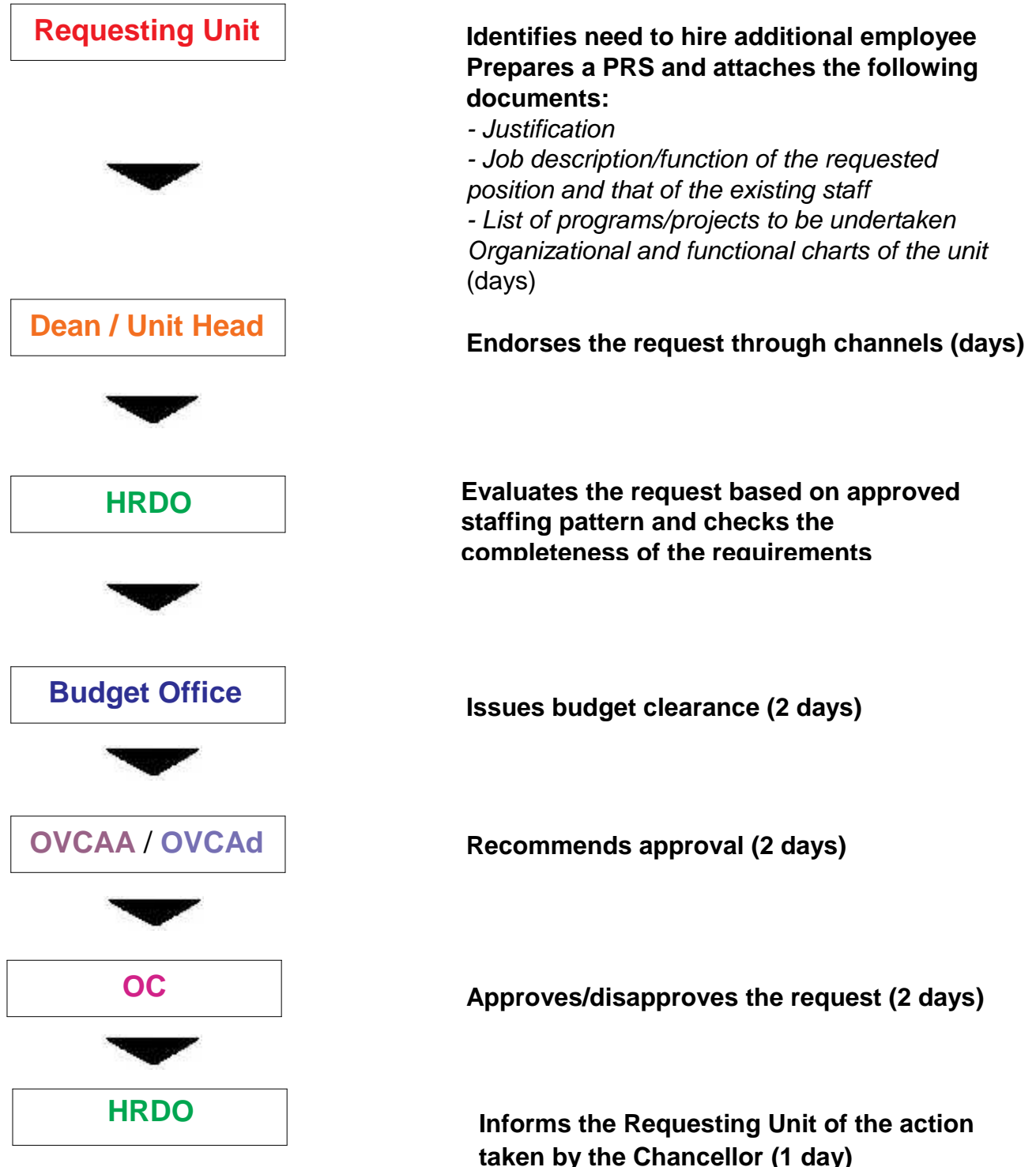


HRDO

- Releases the appointment to the appointee
- Gives a copy of the appointment to the Requesting Unit, Accounting, Budget, COA and CSC (1 day)

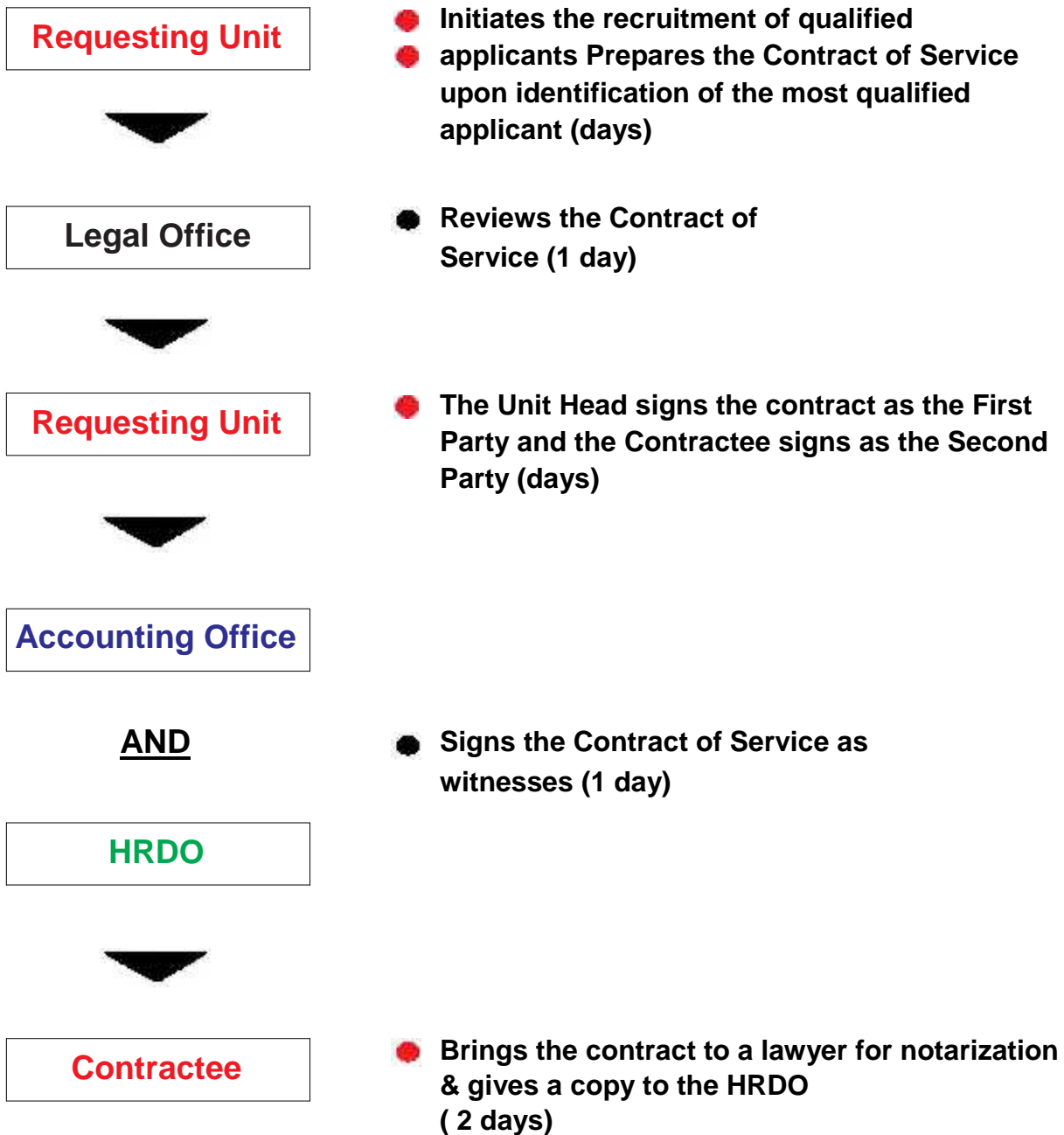
Requisitioning for Non-Government Service (NGS)

Processing Time: 8 days



Recruitment for Non-Government Service (NGS)

Processing Time: 4 days



Supply & Property Management Office

Purchase by Cash Advance

Processing Time: 2 days

Requesting Unit

- Prepares PR
- Dean/Director/Unit Head approves the PR
- PR Sends the PR to SPMO (days)



SPMO

- Verifies PR & supporting documents
- Sends PR & supporting documents to the Requesting Unit (2 days)



Requesting Unit

- Requesting Unit prepares supporting documents for cash advance

Purchase by Direct Contracting

Processing Time: 15 days

Requesting Unit



- Prepares PR
- Dean/Director/Unit Head approves PR
- Sends PR to SPMO
(days)

SPMO



- Verifies PR & supporting documents
- Conducts canvass of price quotations
- Sends the documents to Requesting Unit
- Prepares PO
- Sends PO & supporting documents to Requesting Unit
(5 days)

Requesting Unit



- Prepares OS based on PO
- Dean/Director/Unit Head signs
- OS Sends OS & PO to Budget Office (2 days)

Budget Office



- Assigns OS number & account
- code Registers in OS registry
- Approves OS
- Sends the documents to the Requesting Unit if request is less than Php 20,000.00
- Sends the documents to OVCAAd if request is Php 20,000.00 and above
(2 days)

Processing Time: 15 days



Requesting Unit

OR

OVCAd



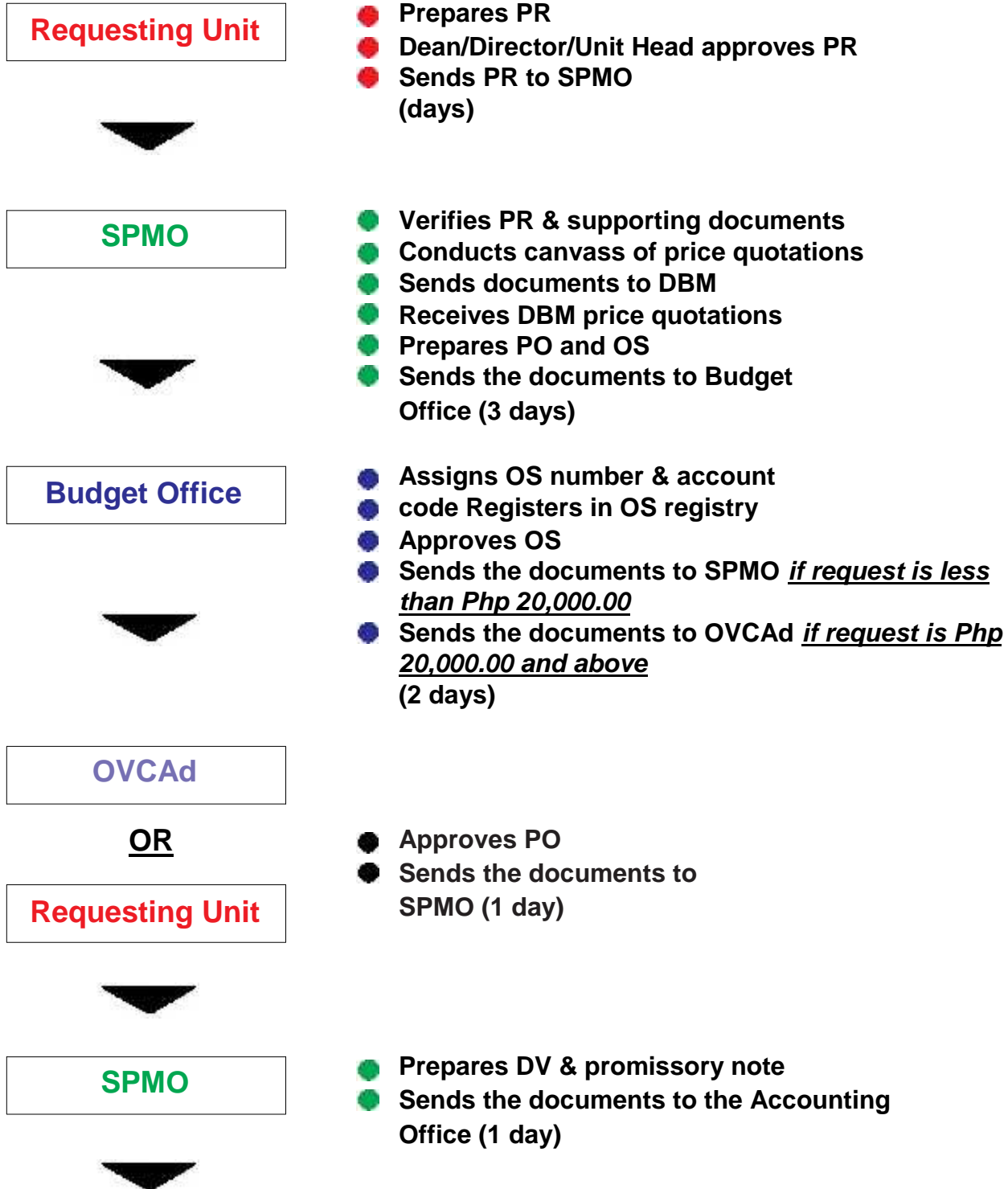
SPMO

- Approves PO
- Sends the documents to SPMO (1 day)

- Serves PO to the supplier
- Receives the items with PO & Cash/Charge Invoice from the supplier
- Receives, records & inspects delivery
- Prepares RIS & issues supplies
- Sends PR, Canvass of Quotation, Abstract, PO, OS, Charge Invoice, IAR, RIS to the Requesting Unit (5 days)

Purchase by DBM Procurement Service

Processing Time: 20 days



Processing Time: 20 days

Accounting Office

- Assigns DV number
- Pre-audits DV & supporting documents
- Certifies DV in Box "A"
- Sends the documents to OVCAAd (5 days)

OVCAAd

- Certifies DV in Box "B"
- Sends the documents to Cash Office (1 day)

Cash Office

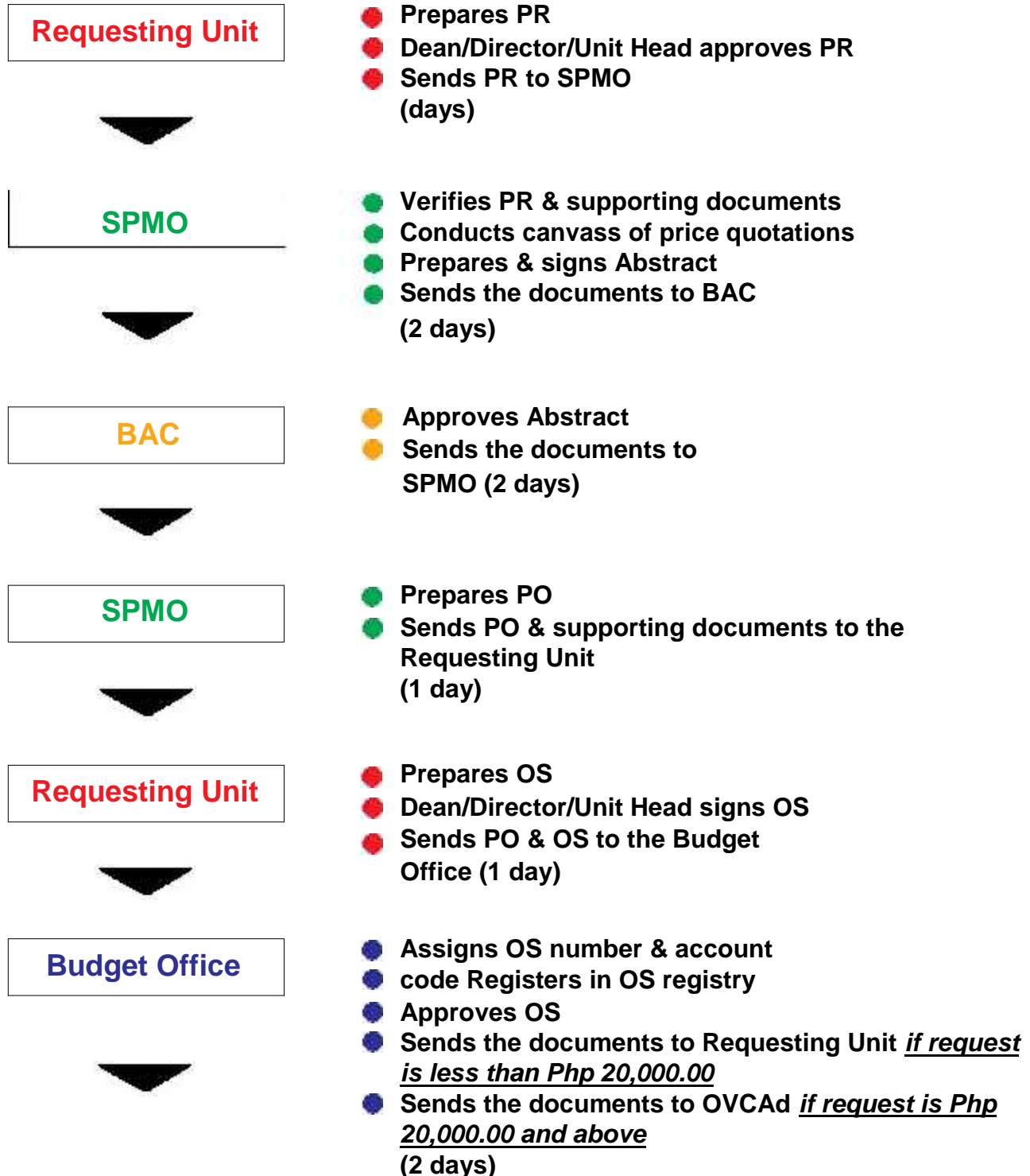
- Prepares & issues check
- Releases check to SPMO (2 days)

SPMO

- Releases check to DBM
- Receives OR from DBM
- Sends OR to Cash Office
- Receives, records & inspects delivery
- Prepares RIS & issues supplies to Requesting Unit (5 days)

Purchase by Shopping

Processing Time: 14 days



Processing Time: 14 days

▼

OVCAd

OR

Requesting Unit

- Approves PO
- Sends the documents to SPMO (1 day)

▼

SPMO

- Serves PO to supplier
- Receives supplies/equipment with PO & Cash/ Charge Invoice from supplier
- Receives, records & inspects delivery
- Issues RIS to Requesting Unit, Canvass of Quotation, Abstract, PO, OS, IAR & Charge Invoice
- Sends PR to Requesting Unit (5 days)

Repeat Order

Processing Time: 7 days

Requesting Unit

- Prepares PR (25% of the original PO) Prepares OS
- Dean/Director/Unit Head approves PR Sends PR & supporting documents to SPMO (days)



SPMO

- Prepares PO
- Sends PO & supporting documents to Requesting Unit (1 day)



Requesting Unit

- Dean/Director/Unit Head approves PO if request is less than PhP 20,000.00

OVCAd

- Approves PO if request is PhP 20,000.00 and above (1 day)



Budget Office

- Assigns OS number & account code Approves OS
- Registers in OS registry
- Sends documents to SPMO (2 days)



Processing Time: 7 days



SPMO

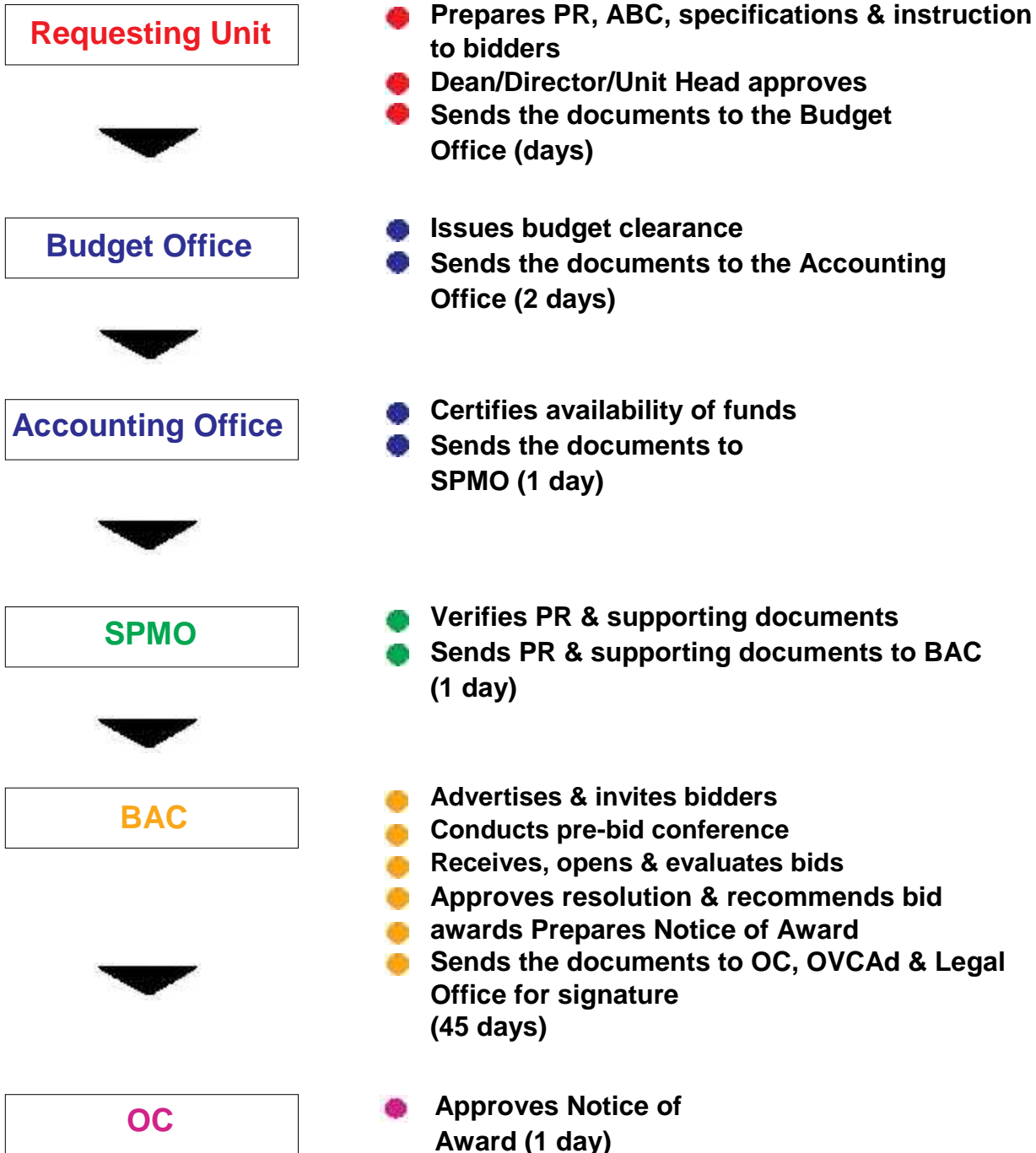
- **Serves PO to supplier**
- **Receives supplies/equipment with PO & Cash/ Charge Invoice from supplier**
- **Receives, records & inspects delivery**
- **Issues RIS to Requesting Unit, Canvass of Quotation, Abstract, PO, OS, IAR & Charge Invoice**
- **Issues supplies to Requesting Unit (3 days)**

Public Bidding (for purchases Php 250,000.00 & above)

For Supplies, Materials and Equipment

For Infrastructure, Janitorial, Security and Internet Services

Processing Time: 65 days



Processing Time: 65 days



SPMO

- Releases Notice of Award
- Receives Performance Bond from winning bidder
- Prepares PO and forwards bidding documents to Legal Office for contract preparation (1 day)



Requesting Unit

- Prepares OS
- Sends the documents to Budget Office (1 day)



OC

- Approves PO (for supplies) or contract (for infrastructure projects and services) (1 day)



Budget Office

- Assigns OS number and account
- code Registers in OS registry
- Approves OS (2 days)



SPMO

- Serves PO or contract to winning bidder
- Prepares Notice to Proceed (1 day)

Processing Time: 65 days



OC

- Approves the Notice to Proceed Sends the documents to SPMO (2 days)



SPMO

- Serves Notice to Proceed and PO to winning bidder
- Receives supplies/equipment and Charge Invoice
- Receives, records and inspects delivery
- Prepares RIS & issues supplies, materials & equipment to the Requesting Unit
- Sends PR, Bid document, Abstract, PO, OS, IAR and Charge Invoice to the Requesting Unit (7 days)

Negotiated Bid

(after second failure of public bidding)

Processing Time: 21 days

BAC



OC



SPMO



BAC



SPMO



Requesting Unit



- Prepares a Letter of Request for Negotiated Bid addressed to the Chancellor

- Sends the documents to OC (1 day)

- Approves the Letter of Request
- Sends the documents to SPMO (2 days)

- Conducts canvass of price quotations
- Opens price quotations
- Prepares & signs the Abstract
- Sends the documents to BAC (5 days)

- Approves the Abstract
- Sends the documents to SPMO (2 days)

- Prepares PO
- Sends the documents to the Requesting Unit (1 day)

- Prepares the OS
- Dean/Director/Unit Head signs OS
- Sends the documents to Budget Office (1 day)

Processing Time: 21 days



Budget Office

- Assigns OS number & account
- code Registers in OS registry
- Approves the OS
- Sends the documents to OVCAd (2 days)



OVCAd

- Approves PO
- Sends the documents to SPMO (1 day)



SPMO

- Serves PO to the winning bidder
- Receives supplies/equipment/services & Charge Invoice
- Receives, records & inspects delivery
- Prepares RIS & issues the supplies, materials & equipment
- Sends PR, Canvass of Quotation, Abstract, PO, OS, IAR & Charge Invoice to the Requesting Unit (6 days)

Repairs and Maintenance (for equipment and vehicles)

Processing Time: 4 days

Requesting Unit



SPMO



Property Inspector



Requesting Unit

- Prepares Pre-Repair Inspection Report
- Sends the documents to SPMO (days)

- Records & certifies Pre-Repair Inspection Report
- Sends the documents to property inspector (1 days)

- Verifies & approves Pre-Inspection Report
- Sends the documents to the Requesting Unit (2 days)

- Prepares PR
- Dean/Director/Unit Head approves the PR (1 day)

Note: For different modes of procurement, please refer to flow charts for (1) Purchase by Cash Advance, (2) Purchase by Direct Contracting, (3) Shopping, and (4) Repeat Order.

Loss of Government Property

Processing Time: 21 days

**Accountable
Officer**

- Prepares Notice of Loss within 30 calendar days
- Sends the Notice to COA, Police authority and SPMO (days)



SPMO

- Records & files the Notice of Loss
- Sends ARE to the Accountable Officer (1 to 3 days)



**Accountable
Officer**

- Prepares request for relief from accountability of lost property
- Attaches ARE to the request
- Executes affidavit of loss
- Secures joint affidavit from two individuals not involved in the loss
- Secures final police report attesting to attempts to recover the loss
- Prepares IIR
- Sends the documents to OC (10 days)



OC

- Recommends approval of application for relief
- Sends the documents to the Accountable Officer (2 days)

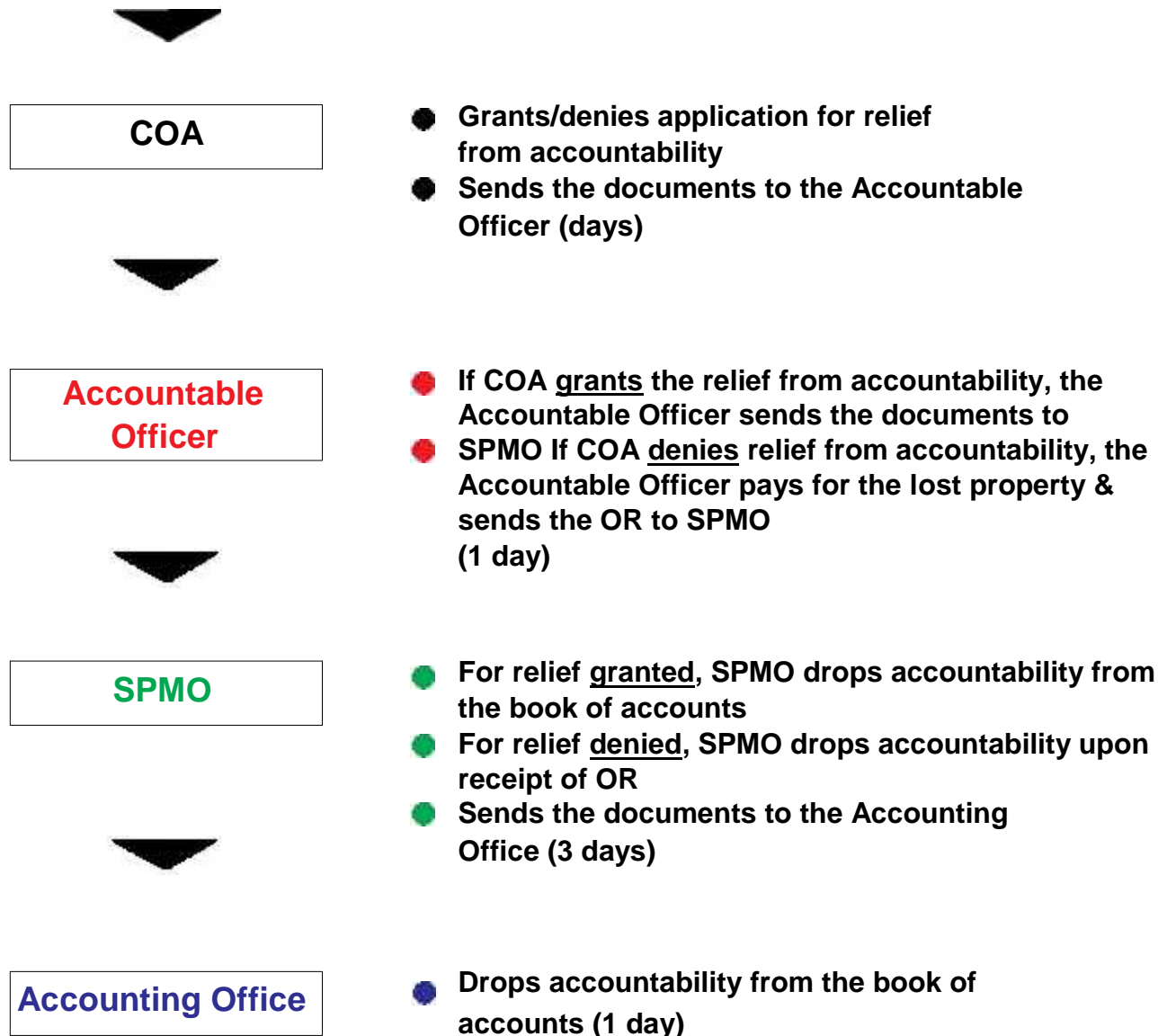


**Accountable
Officer**

- Sends the documents to COA (1 day)

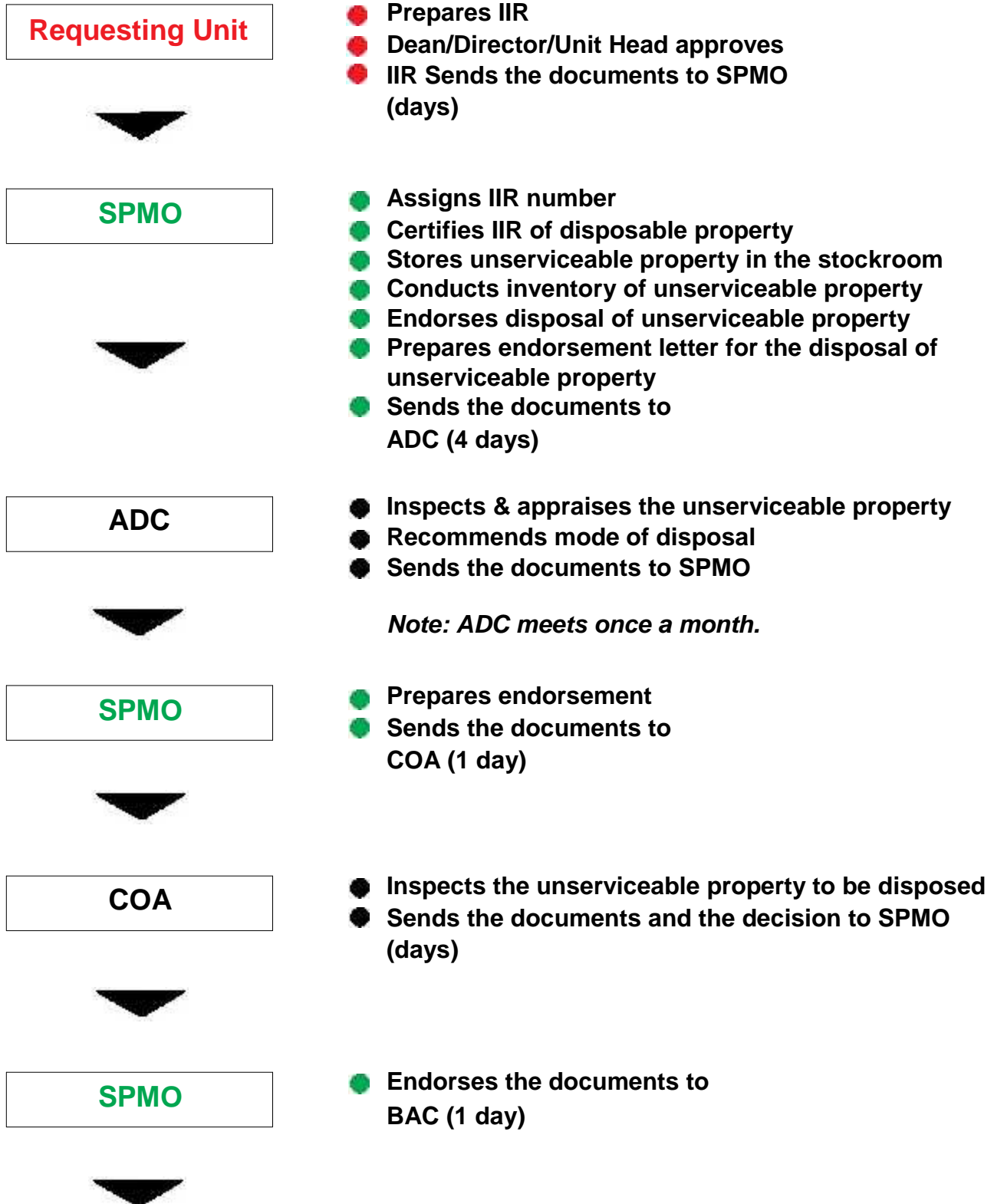


Processing Time: 21 days

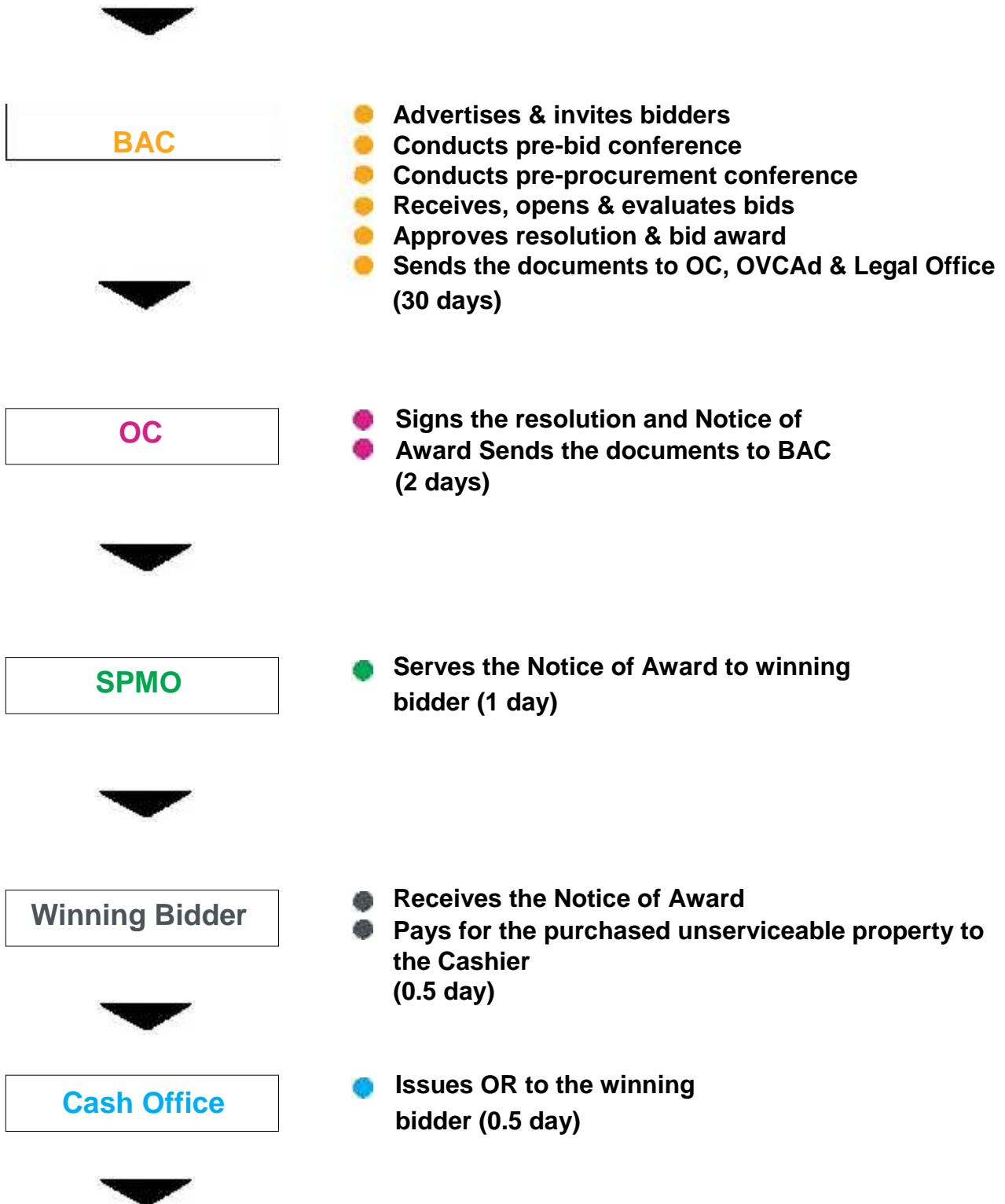


Disposal of Unserviceable Property

Processing Time: 45 days



Processing Time: 45 days



Processing Time: 45 days



SPMO

- Prepares Acknowledgment Receipt
- Sends the documents to OC
(1 day)



OC

- Signs the Acknowledgment Receipt
- Sends the documents to SPMO
(2 days)



SPMO

- Sends the Acknowledgment Receipt and gate pass to the winning bidder
- Releases unserviceable property to winning bidder
- Records & files all the documents
- Sends the documents to Accounting Office for filing (1 day)



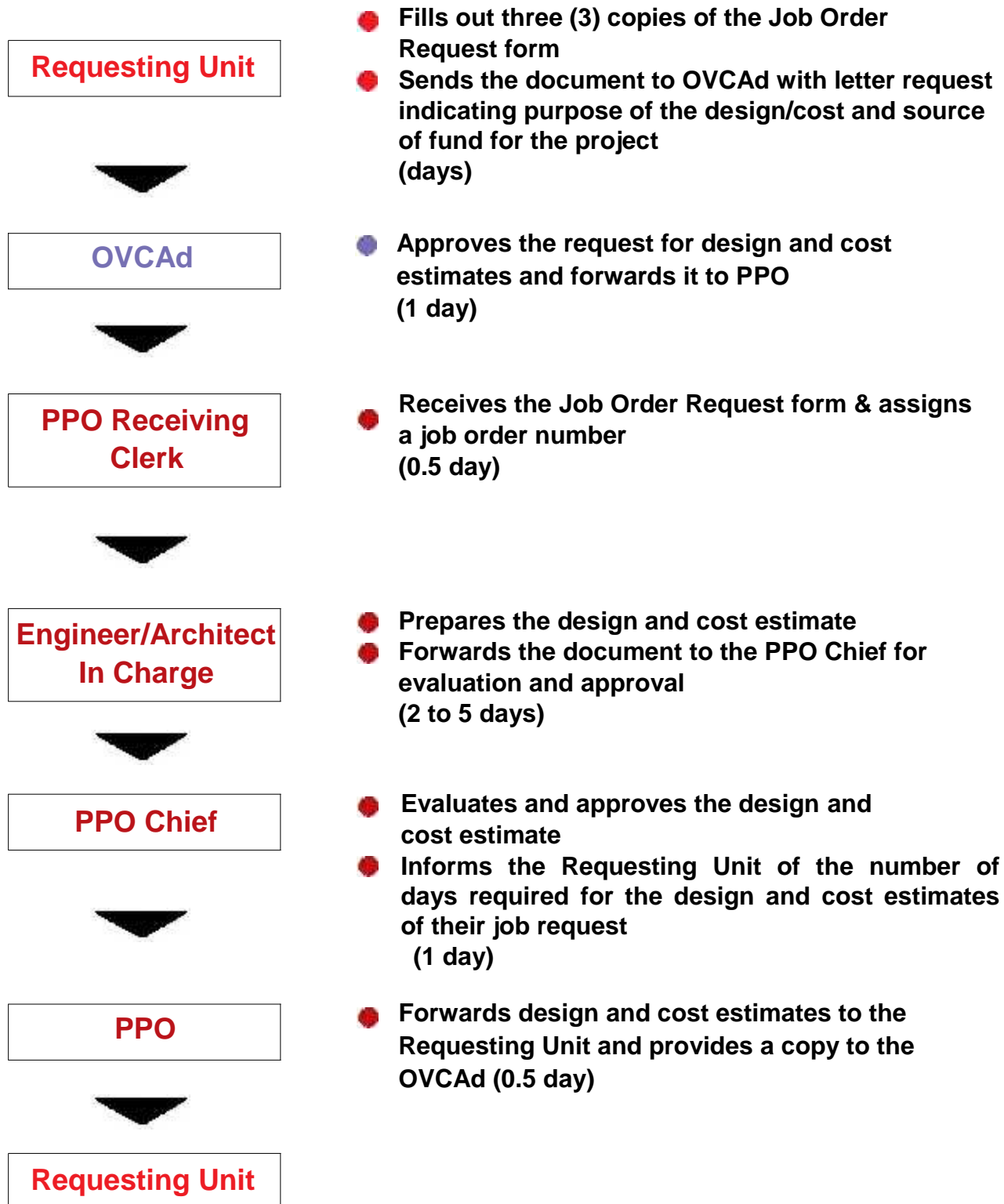
Accounting Office

- Drops accountability from the book of accounts (1 day)

Physical Plant Office

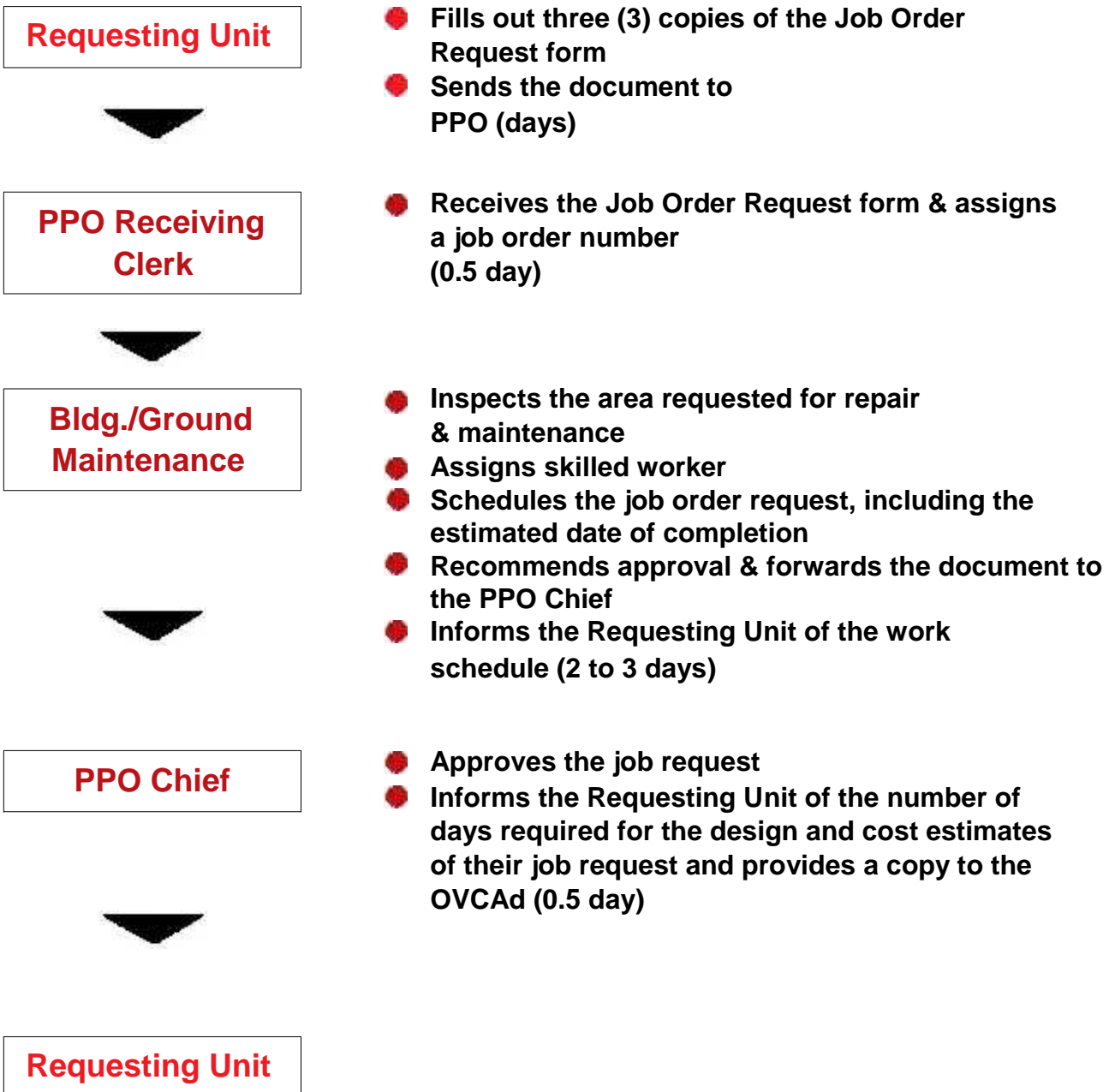
Job Order Request for Design and Cost Estimates

Total Processing Time: 8 days



Job Order Request for Minor Repair and Maintenance

Total Processing Time: 4 days



Units with Frontline Services

1.1. RELEASING OF CHECK PAYMENTS

Cash Office, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service	:	General Public
What are the requirements	:	Official Receipt (O.R.)\Valid Identification Card* Authorization Letter/Special Power of Attorney (whichever is applicable)
Duration of transaction	:	15 minutes (under regular working schedule)

How to avail of the service:

Steps	Applicant/Cli ent	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
1	Presents valid I.D. and O.R.	<u>For Local Suppliers</u> Checks the validity of the supplier's Official Receipt; Obtains the signature of the representative on the DV; Releases the check and the corresponding tax certificate.	5 minutes	Disbursin g Officer		
	Presents Letter of Authorization to claim and deposit to their bank account/Special Power of Attorney	<u>Out-of-town suppliers</u> Secures copy of Letter of Authorization or Special Power of Attorney/Obtains signature of the representative on the DV; Releases check and tax certificate to the duly authorized representative of the supplier to claim and deposit to their bank account; Secures copy of the deposit slip from the representative.	5 minutes	Disbursin g Officer		
		<u>Faculty/Reps/Staff/Students</u> Obtains signature of the payee on the DV.	5 minutes	Disbursin g		
-END OF TRANSACTION-						

*Valid Identification Cards (I.D.) : School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

1.2. ISSUANCE OF OFFICIAL RECEIPTS

Cash Office, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service	:	General Public
What are the requirements	:	*Valid Identification Card/Payment or Charge Slip/Official Receipt (if applicable)
Duration of transaction	:	10 minutes (under regular working schedule)

How to avail of the service:

Steps	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
1	Presents payment slip/Form 5/billing issued by the	Verifies correctness of received charge/payment slip/form 5.	3 minutes	Collecting Officer		
2		Verifies genuineness of the bill or check received.	3 minutes	Collecting Officer		
3		Encodes payment charges; issues Official Receipt.	4 minutes	Collecting Officer		
-END OF TRANSACTION-						

*Valid Identification Cards (I.D): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

2.1. REQUEST & RELEASING OF OFFICIAL TRANSCRIPT OF RECORDS (OTR)

Office of the University Registrar, Ground Floor Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m., (Monday to Friday)
Who may avail of the service	:	UP Mindanao graduates and students applying for transfer to another university or UP unit
What are the requirements	:	*Valid Identification Card; University Clearance; Authorization letter (if applicable)
Duration of transaction	:	10 working days (under regular working schedule)

How to avail of the service:

NOTE: UP Mindanao does not issue partial transcripts.

STEPS	Client	Service Provider	Duration of Activity	Person-in-charge	Fee	Forms
1	If graduated or if last school attended is UP Mindanao, present University Clearance (student's copy) and valid ID card If last school attended is another university	Checks valid ID card and University clearance Instructs client to request OTR and other documents to last school attended	10 minutes	OUR staff		University clearance
2	Asks for payment slip	Checks OTR no. of pages and issues payment slip	10 minutes	OUR staff	P 50.00/page	Payment Slip
3	Go to Cash Office for payment	Issues OR	10 minutes	Cashier		
4	Presents Official Receipt and payment slip to OUR	Instructs client when to claim the document and record Official Receipt number/Date on payment slip	10 minutes	OUR staff		Payment Slip
5		OUR prepares OTR	9 working days	OUR staff		
6	Claims and presents Official Receipt with valid ID card. If authorized representative, must submit authorization letter and presents a valid ID card	Checks Official Receipt and valid ID card. If claimant is an authorized representative, asks for authorization letter and valid ID card	10 minutes	OUR staff		OR, valid ID card
-END OF TRANSACTION-						

OUR – Office of the University Registrar; OR – Official Receipt; OTR – Official Transcript of Records

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

2.2. REGISTRATION PROCESS (continuation...)

Office of the University Registrar, Ground Floor Administration Building, Mintal, Davao City

	<p>For Sangguniang Kabataan, present the following:</p> <ol style="list-style-type: none"> 1. Application Form for SK 2. Certification from DILG indicating incumbency 3. Minutes of the previous meetings 4. True copy of grades <p>For Baranggay Official Dependents, present the following:</p> <ol style="list-style-type: none"> 1. Application Form 2. Certification from DILG indicating incumbency of the parent 3. Copy of the latest income tax return not exceeding P72,000/annum. 4. True copy of grades. <p>For Tuition Fee Exemption:</p> <ol style="list-style-type: none"> 1. TFE Form 					
6	Proceeds to the Office of the College Secretary	Checks the assessment, prints and releases Form 5a.	5 minutes	Student Records Evaluator		Form 5a
7	Fills out Form 5 including fees indicated on the Form 5a		5 minutes			Form 5
8	Proceeds to the College Checker	Checks the entries from the filled-out Form 5 against the Form 5a	5 minutes	Faculty Member		Form 5a and Form 5
	If applying for Student Loan, proceeds to the Office of Student Affairs for submission of fully accomplished forms	Re-assessment of the student fees and approval of the Student Loan.	10 minutes	Scholarship Officer		Student Loan Form
9	Proceeds to the Cash Office	Checks the assessed fee and issues Official Receipt	10 minutes	Cashier		Form 5 and Official Receipt
10	Presents Official Receipt, Form 5a and Form 5	Checks and stamps "REGISTERED" on the Form 5 and releases class cards	5 minutes	Student Records Evaluator		Official Receipt, Form 5a, Form 5 and class cards
-END OF TRANSACTION -						

OUR – Office of the University Registrar; OR – Official Receipt

CSRS – Computerized Student Records System

2.3. ISSUANCE OF UNIVERSITY CLEARANCE FORM FOR GRADUATING STUDENTS

Office of the University Registrar, Ground Floor Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m., Monday to Friday
Who may avail of the service	:	UP Mindanao Students
What are the requirements	:	Valid UP Mindanao School Identification Card
Duration of transaction	:	4hrs & 45 minutes (under regular working schedule)

How to avail of the service:

STEPS	Client	Service Provider	Duration of Activity	Person-in-charge	Fees	Forms
1	Present s valid I.D. Card	Checks student records; Issues university clearance form; Assessment of graduation fee on university clearance form Instructs client to read & follow the steps and requirements printed at the back of the clearance form.	5 minutes	OUR staff	P300.00	University clearance
2	Fills out all the necessary information in the form and attach the required documents in the clearance form. Go to concerned offices and have the clearance form signed by the authorized officer.		Estimated time: 4 hours			
3	Go to UPAA Office for filling out of Alumni form and payment of Alumni membership fee	Issues Alumni form; collects payment; issues receipts and signs clearance	10 minutes	UPAA staff	250.00	Alumni form
4	Go to College Business Manager's Office for issuance of Payment slip for Sablay	Issues payment slip	10 minutes	CBM staff	750.00	Payment slip
5	Go to Cashier & pay for Sablay & Graduation fee	Issues *OR	10 minutes	Cashier		
6	Go to OUR, submit completed university clearance form & ORs	Checks clearance & records ORs; Instructs client when to claim copy of clearance	10 minutes	OUR staff		
-END OF TRANSACTION -						

OR – Official Receipt

2.4. ISSUANCE OF UNIVERSITY CLEARANCE FORM FOR STUDENTS TRANSFERRING TO ANOTHER UP UNIT OR COLLEGE/UNIVERSITY

Office of the University Registrar, Ground Floor Administration Building, Mintal, Davao City

Schedule of availability of service : **8:00 a.m. to 5:00 p.m., Monday to Friday**
 Who may avail of the service : **UP Mindanao Students**
 What are the requirements : **Valid UP Mindanao School Identification Card**
 Duration of transaction : **4hrs & 45 minutes (under regular working schedule)**

STEPS	Client	Service Provider	Duration of Activity	Person-in-charge	Fees	Forms
1	Present s valid I.D. Card	Checks student's record Issues university clearance form	5 minutes			University clearance
2	Fills out all the necessary information in the form and attach the required documents in the clearance form Go to concerned offices and have the clearance form signed by the authorized officer.		Estimated time: 4 hours			
3	Go to OUR and submit completed university clearance form	Checks entries and requirements	5 minutes			
-END OF TRANSACTION-						

2.5. REQUEST AND RELEASING OF DIPLOMA

Office of the University Registrar, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m., Monday to Friday
Who may avail of the service	:	UP Mindanao graduates
What are the requirements	:	Valid Identification Card; University Clearance; Authorization letter (if applicable)
Duration of Transaction	:	9 minutes (under regular working schedule)

HOW TO AVAIL OF THE SERVICE:

STEPS	Client	Service Provider	Duration of Activity	Person-in-charge	Fee	Forms
1	Presents University Clearance (student's copy) and valid ID card. If authorized representative, must submit authorization letter and present a valid ID card.	Checks valid ID card and University clearance Checks entries in the diploma, pastes the notarial seal, places dry seal and photocopy the diploma.	2 minutes 5 minutes	OUR staff		University clearance and valid ID card
2	Signs in the logbook	Releases diploma	2 minutes	OUR staff		valid ID card, diploma
--END OF TRANSACTION -						

*Valid Identification Cards (I.D.) : School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

2.6 REQUEST & RELEASING OF CERTIFICATION

Office of the University Registrar, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service	:	UP Min students, graduates, transferes
What are the requirements	:	Valid Identification Card; Form 5 (current students); University Clearance (for graduates/transferes); Authorization letter (if applicable)
Duration of transaction	:	5 working days (under regular working schedule)

How to avail of the service:

Steps	Client	Service Provider	Duration of Activity	Person-in-charge	Fees	Forms
1	Presents valid I.D. card	Asks client if s/he graduated or transferred to another university.	3 minutes	OUR staff		
2	If graduated or will transfer to another university: Presents University Clearance (student's copy) -or- If current student: Presents Form 5 (student's copy) of current Semester/Term	Checks Clearance Checks Form 5	2 minutes	OUR staff		University clearance, Form 5
3	Requests for payment slip	Issues payment slip	2 minutes	OUR staff	P40.00/copy	Payment slip
4	Proceeds to Cash Office for payment	Receives payment and issues official receipt (OR)	10 minutes	Cashier		
5	Presents official receipts and payment slip to OUR	Instructs the client when to claim the document and record Official Receipt number/Date on payment slip	5 minutes	OUR staff		Payment slip
6		OUR prepares request of certification	4 working days	OUR staff		
7	Claims and presents OR and valid ID card to OUR. If to be claimed by an authorized representative, must submit authorization letter and present a valid ID card	Checks the OR and valid ID card. If claimant is an authorized representative, ask for authorization letter and valid ID card	8 minutes	OUR staff		OR, valid ID card
-END OF TRANSACTION -						

*Valid Identification Cards (I.D.) : School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

2.7 REQUEST AND RELEASING OF NEW IDENTIFICATION CARD

Student Organizations and Activites Section, Office of the Student Affairs, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service : **8:00 a.m. to 5:00 p.m. (Monday to Friday)**
 Who may avail of the service : **Current UP Mindanao students**
 What are the requirements : **Form 5 and Affidavit of Loss (if applicable)/ Old I.D. card (if shiftee)**
 Duration of transaction : **15 working days (under regular working**

schedule) How to avail of the service:

STEPS	Client	Service Provider	Duration of Activity	Person-in-charge	Fee	Forms
1	If lost ID card: Presents Form 5 (current sem/term, student's copy) and Affidavit of Loss	Checks Form 5 and validity of affidavit	5 minutes	OUR staff		Form 5 (student's copy) & Affidavit of loss Form 5 (student's copy)
2	Asks for payment slip	Issues payment slip and attach it to	3 minutes	OUR staff		Payment slip
3	Presents OR from contracted ID provider and payment slip to OUR	Issues ID card and acknowledgment form. Instructs the client to go to the photo studio for ID card picture taking and to submit forms.	7 minutes	OUR staff		ID card form, acknowledgment form, payment slip, temporary ID card
4	After photo has been taken, submits ACKNOWLEDGMENT FORM to OUR	Instructs client when to claim ID card at the OUR.	3 minutes	OUR staff		
5		ID CARD PROCESSING (outside agency)	15 working days after ID picture			
6	Presents Official Receipt and Form 5 (student's copy)	Checks OR and Form 5; Issues ID card and validation sticker	3 minutes	OUR staff		OR, Form 5 (student's copy)
---END OF TRANSACTION ---						

2.8 REQUEST FOR HONORABLE DISMISSAL (HD)

Office of the University Registrar, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service : **8:00 a.m. to 5:00 p.m. (Monday to Friday)**
 Who may avail of the service : **UP Min graduates/applicants for transfer ONLY**
 What are the requirements : **Valid Identification Card; University Clearance; Authorization letter (if applicable)**
 Duration of transaction : **5 working days (under regular working schedule)**

How to avail of the service:

Note: Honorable Dismissal is required if the student transfers to another school or for further studies.

Steps	Applicant/client	Service Provider	Duration of	Person in	Fees	Forms
1	Presents valid I.D. card	Asks client if s/he graduated	5 minutes	OUR staff		University clearance
2	If graduated OR if last school attended is UP Min: Presents University Clearance (student's copy) If last school attended is another university	Checks University clearance Instructs client to request Honorable	10 minutes	OUR staff		
3	Requests for payment slip	Issues payment slip	5 minutes	OUR staff	P40.00/copy	Payment Slip
4	Proceeds to Cash Office for payment	Issues Official Receipt (OR)	10 minutes	Cashier		
5	Presents Official Receipt and payment slip to OUR	Instructs the client when to claim the document and record OR #/Date on payment slip	10 minutes	OUR staff		Payment Slip
6		OUR prepares requested document	4 working days	OUR staff		
7	Claims and presents Official Receipts and valid ID card to OUR. If authorized representative, must submit authorization letter and present a valid ID card	Checks Official Receipts and valid ID card. If claimant is an authorized representative, ask for authorization letter and valid ID Car	10 minutes	OUR staff		OR, valid ID card
-END OF TRANSACTION-						

OUR – Office of the University Registrar

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

2.9 ADMISSION PROCESS FOR TRANSFER STUDENTS

Office of the University Registrar, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service	:	A student with previous college work who earned at least 33 academic units with a general weighted average of 2.0 or better for all the collegiate academic units he has taken outside the University
What are the requirements	:	1. an official copy of grades or transcript of records for each college attended for evaluation 2. an accomplished application form (UPMin Form 3) 3. two (2) passport-size photographs 4. a non-refundable application fee of Php 100.00
Duration of transaction	:	2 weeks and 24 minutes

How to avail of the service:

STEPS	Client	Service Provider	Duration of Activity	Person-in-	Fee	Forms
1	Presents official copy of grades or transcript of records and 2 pieces passport-size photographs to OUR staff	1. Checks the number of academic units earned. 2. Releases UPMin Form 3 2. Issues charge slip for payment of application fee.	5 minutes 2 minutes	OUR staff		Copy of grades UPMin Form 3
2	Fill out the UPMin Form 3		5 minutes			UPMin Form 3
3	Proceeds to Cash Office for payment of application fee	Issues Official Receipt	5 minutes	Cashier	P100.00	Charge slip, OR
	Returns to the Office of the University Registrar and present the following: 1. Accomplished UPMin Form 3 2. Official Receipt of payment of application fee	1. Checks the Official Receipt and completeness of the entries required in the UPMin Form 3. 2. Informs the applicant that the result of the application for transfer will be released 2 weeks after the credentials has been evaluated by the concerned college.	5 minutes 2 weeks and	OUR Staff		Accomplished UPMin Form 3 and Official Receipt
-END OF TRANSACTION -						

3.1. REQUEST FOR ISSUANCE OF BORROWER'S CARD

*UP Mintal Campus : Main Library, CSM Library, CHSS Library (Monday to Friday)
 School of Management Library, Anda Campus (Tuesday to Saturday)*

- Schedule of availability of service : **9:00 a.m. to 5:00 p.m.**
- Who may avail of the service : **Students, REPS, Faculty, Staff, University Officials**
- What are the requirements : **Valid UP Mindanao School/Employee Identification Card; Form 5 (students)**
- Duration of transaction : **10 minutes (under regular working schedule)**

How to avail of the service:

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal)	Person-in-Charge	Fees	Forms
1	Proceeds to respective College	Issues registration form	3 minutes	Library Staff		
2	Fills out the registration form	Verifies the information and encodes to database	4 minutes	Library Staff		
3	Presents a valid I.D.	Issues borrowers card	3 minutes	Library Staff		
-End of						

3.2. BORROWING OF LIBRARY RESOURCES

UP Mintal Campus : Main Library, CSM Library, CHSS Library (Monday to Friday)

Schedule of availability of service : **9:00 a.m. to 5:00 p.m. (Circulation Books); 3:00 p.m. to 6:00p.m. (Reserved Books)**
 Who may avail of the service : **Students, REPS, Faculty, Staff, University Officials**
 Requirements : **Valid School/Employee Identification Card; Borrowers card; Form 5**
 Duration of transaction : **10 minutes (under regular working schedule)**

How to avail of the service:

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal)	Person in Charge	Fees	Forms
1	Takes item to the counter and presents ID card	Verifies ID card if validated	2 minutes	Library Staff		
2	Fills out the borrower's card and the	Verifies information then checks- in/checks out the borrowed library resources	5 minutes	Library Staff		
4	Receives/returns borrowed library resources	Releases borrowed library resources/Records returned library resources	3 minutes	Library Staff		
-End of						

4.1.1. PROCESSING OF REQUEST TO AVAIL OF PREPAID INTERNET SERVICE AND OPEN NEW ACCOUNT AT IT KIOSK

IT Kiosk, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service	:	Bonafide UP Mindanao students from Batch 2007 ONWARDS and returning students after 2 years of Absence without Leave (AWOL)
What are the requirements	:	Form 5, Validated UP Mindanao Identification Card (with sticker)/Temporary I.D. Card
Duration of transaction	:	7 minutes (under regular working schedule)

How to avail of the service:

Steps	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
1	Presents Form 5 & valid I.D card to IT Kiosk in-charge	Verifies the payment for Internet Fee included in the miscellaneous fees paid during enrollment	2 minutes	IT Kiosk Personnel	None	Form 5
2		Creates user account for new Students	2 minutes	IT Kiosk Personnel	None	
3		Credits 1200 minutes (20 hours) to the user account	2 minutes	IT Kiosk Personnel	None	
4		Issues the username and password to the student Informs client that the account has been activated	1 minute	IT Kiosk Personnel	None	
-END OF TRANSACTION-						

4.1.2. PROCESSING OF REQUEST FOR LOADING HOURS INTO IT KIOSK ACCOUNT

IT Kiosk, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m., (Monday to Friday)
Who may avail of the service	:	General Public
What are the requirements	:	*Valid Identification Card
Duration of transaction	:	5 minutes (under regular working schedule)

How to avail of the service :

Steps	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Forms
1	Presents valid identification card	Verifies the authenticity of the given identification card	2 minutes	IT Kiosk Personnel	None	None
2	Fills out the IT KIOSK collection form and pays the exact amount to the IT KIOSK in-charge	Collects/Records payment Credits a minimum of 60 minutes (1 hour) to the user IT KIOSK account Informs client that the account has been loaded Remits to the Cashier at the end	3 minutes	IT Kiosk Personnel	minimum of P15.00	IT KIOSK collection form
-END OF TRANSACTION-						

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

4.1.3. PROCESSING OF REQUEST FOR WI-FI KIOSK ACCOUNT

IT Kiosk, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service : **8:00 a.m. to 5:00 p.m., (Monday to Friday)**
 Who may avail of the service : **General Public**
 What are the requirements : ***Valid Identification Card**
 Duration of transaction : **7 minutes (under regular working schedule)**

How to avail of the service :

Steps	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Forms
1	Presents valid identification card	Verifies the authenticity of the given identification card	2 minutes	IT Kiosk Personnel	None	
2	Fills out the IT KIOSK collection form and pays the exact amount to the KIOSK in-charge	Collects/Records payment Creates WIFI account.	2 minutes		minimum of (P 100.00 for 10 hours)	IT KIOSK collection form
3		Adds 600 minutes (10 hours) to the WIFI account	2 minutes	IT Kiosk Personnel	None	
4		Issues username and password to the student Informs client that the account has been activated Remits collection to the cashier	1 minute	IT Kiosk Personnel	None	
-END OF TRANSACTION-						

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

4.1.4. REQUEST FOR PRINTING AT IT KIOSK

IT Kiosk, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m., (Monday to Friday)
Who may avail of the service	:	General Public
What are the requirements	:	*Valid Identification Card, File(s) to be printed should be saved in the terminals or from a removable storage)
Duration of transaction	:	5 minutes (under regular working schedule)

How to avail of the service:

Steps	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Forms
1	Presents valid identification card and file(s) to be printed	Verifies the authenticity of the given identification	2 minutes	IT Kiosk Personnel		
2	Fills out the IT KIOSK collection form and pay the exact amount to the IT KIOSK in-charge	Collects/Records payment Prints the file Releases printed files Remits to the Cashier at the end of the day;	3 minutes / page	IT Kiosk Personnel	minimum of P5.00/page	IT KIOSK collection form
-END OF TRANSACTION-						

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

4.1.5. PROCESSING OF REQUEST FOR SCANNING AT IT KIOSK

IT Kiosk, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m., Monday to Friday
Who may avail of the service	:	General Public
What are the requirements	:	*Valid Identification Card, Files to be scanned
Duration of Transaction	:	7 minutes (under regular working schedule)

How to avail of the service:

Steps	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Forms
1	Presents identification card and file(s) to be scanned.	Verifies the authenticity of the given identification card Issues IT Kiosk	2 minute	IT Kiosk Personnel	None	None
2	Fills out the IT KIOSK collection form and pays the exact amount to the IT KIOSK in-charge	Records payment Scans the file Releases scanned material Remits to the Cashier at	5 minutes / file scanned	IT Kiosk Personnel	minimum of P5.00	IT KIOSK collection form
-END OF TRANSACTION-						

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

4.1.6. PROCESSING OF REQUEST FOR CD/DVD WRITING AT IT KIOSK

IT Kiosk, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service	:	General Public
What are the requirements	:	*Valid Identification Card; File(s) to be saved from the terminals or from a removable storage, Blank CD/DVD
Duration of transaction	:	22 minutes (under regular working schedule)

How to avail of the service:

Steps	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Forms
1	Presents valid identification card and file(s) to be written in CD/DVD	Verifies the authenticity of the identification card	2 minutes	IT Kiosk Personnel		
2	Fills out the IT KIOSK collection form and pays the exact amount to the IT KIOSK in-charge	Collects and records payment Writes the files to CD/DVD Releases CD/DVD to client Remits to the cashier at the end of the day and secures official receipt	20 minutes/1 mb of file	IT Kiosk Personnel	minimum of Php 5.00	IT KIOSK collection form
-END OF TRANSACTION-						

*Valid Identification Cards (I.D): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

5.0. USE OF IT OFFICE COMPUTER PERIPHERALS/EQUIPMENT/FACILITIES

Information Technology Office , Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service	:	General Public
What are the requirements	:	For administrative offices: Approved borrowing slip For non-UP Mindanao administrative office/personnel: Approved letter from the Chancellor
Duration of Transaction	:	25 minutes (under regular working schedule)

How to avail of the service:

Steps	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
1	Requests an ITO Borrower's Slip from the IT Office	Releases form	2 minute	ITO Personnel		ITO Borrowing Slip
2	Submits filled out form to the IT Office (attach approved letter if non-UP Mindanao constituent)	Verifies the authenticity of the submitted form and checks approved request	2 minutes	ITO Personnel		ITO Borrowing Slip
3		Issues billing for payment (if applicable)	5 minutes	ITO Personnel	P 200 per hour per equipment	ITO Billing (if fees apply)
4	Proceeds to the Cash Office for payment (if any)	Issues Official Receipt	10 minutes	Cashier		Official Receipt
5	Goes back to ITO and presents proof of payment	Validates the payment made Records payment	2 minutes	ITO Personnel		
6		Issues withdrawal slip and waiver	2 minutes	ITO Personnel		withdrawal slip and waiver
7		Releases the item borrowed	2 minutes	ITO Personnel		
-END OF TRANSACTION-						

7.0. REQUEST FOR USE OF EQUIPMENT AT ILC

Interactive Learning Center, ILC/LRC Building (within EBL Residence Hall complex), Mintal, Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service	:	Faculty, Reps, Administrative Staff
What are the requirements	:	Proof that the work is related to an official project/activity or the faculty member's course
Duration of transaction	:	15 minutes (under regular working schedule)

How to avail of the service:

Steps	Applicant/client	Service Provider	Duration of Activity	Person in charge	Fees	Forms
1	Processes the reservations at least a day before its use	Fills out the reservation calendar form	5 minutes	Admin staff	Depends upon the borrowed equipment	Reservation Calendar form
2	Proceeds to ILC Admin room to get the	Instructs client to fill out the check-out slip form	5 minutes	Admin staff	Equipment rate is attached	Check-Out Slip Form
4	Borrower fills out the logbook upon signing out and returning of equipment	Secures signature of the ILC Director Releases equipment borrowed.	5 minutes	Admin staff		Borrower's Logbook
5	Pays the amount at the			Admin staff		
-END OF TRANSACTION-						

8.0. REQUEST FOR BORROWING/RETURNING OF INSTRUCTIONAL MATERIALS AT THE LRC

Learning Resource Center, ILC/LRC Building (witin EBL Residence Hall complex), Mintal, Davao City

Schedule of availability of service : **8:00 a.m. to 5:00 p.m., Monday to Friday**
 Who may avail of the service : **Students, Faculty and Staff**
 What are the requirements : **Valid UP Mindanao School/Employee Identification Card & Form 5 for Students**
 Duration of transaction : **29 minutes (under regular working schedule)**

How to avail of the service:

Steps	Applicant/client	Service Provider	Duration of Activity	Person in charge	Fees	Form s
1	Proceeds to LRC Office and presents Borrower's card	For Borrowing: Checks the availability of the book to be borrowed, notes the date the book due to be returned; releases the borrowed book	Minimum of 10 minutes	Program Coordinator Assistant		Borrower's Logbook and Borrower's Card
2		For Returning: Indicates the date that the borrowed book was returned on the borrower's logbook and borrower's card.	Minimum of 10 minutes	Program Coordinator Assistant		Borrower's Logbook and Borrower's Card
4	If overdue, fills out the logbook for overdue	Notes the overdue amount	Minimum of 3 minutes	Program Coordinator Assistant	Surcharge of P5.00/day excluding Saturdays, Sundays, and Holidays	Overdue Logbook
5	Secures charge slip from Program Coordinator Assistant at the end of the	Receives payment and issues OR	Minimum of 3 minutes	Cashier		OR, charge slip
6	Pays the corresponding amount directly to the Cashier at the end of the	Secures Official Receipt from the client and records the return of the book	Minimum of 3 minutes	Program Coordinator Assistant		

-END OF TRANSACTION-

9.0 REQUEST FOR TRUE COPY OF GRADES (TCG)

Office of the College Secretary, College of Humanities and Social Sciences (CHSS), CHSS Building, Mintal, Davao City

Office of the College Secretary, College of Science and Mathematics (CSM), CSM Building, Mintal, Davao City

Office of the College Secretary, School of Management (SOM), Administration Building, Mintal, Davao City

Schedule of availability of service : **8:00 a.m. to 5:00 p.m. (Monday to Friday)**
 Who may avail of the service : **UP Mindanao Students**
 What are the requirements : **Claim Slip, Valid Identification Card, Authorization letter (for representatives)**
 Duration of Transaction : **5 working days and 15 minutes (under regular working schedule)**

How to avail of the service:

Steps	Applicant/client	Service Provider	Duration of	Person in	Fees	Forms
1	Proceeds to the Office of the College Secretary (OCS) and asks for	Issues payment/charge Slip	5 minutes	OCS Staff		charge slip
2	Proceeds to Cash Office and pays the corresponding fee	Issuance of official receipt	5 minutes	Cashier	P20.00	OR, charge slip
3	Presents charge slip and OR to OCS	Takes the charge slip and instructs the client as to when the requested document will be released	5 working days	OCS Staff		
4		Double-checks the completeness of the TCG		OCS Staff		
5	Receives the TCG (after 5 working days)	Releases the document	5 minutes	OCS Staff		
-END OF TRANSACTION-						

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

10.0. REQUEST AND ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

Office of Student Affairs, Ground Floor Administration Building Mintal Davao City

Schedule of availability of service	:	8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service	:	UP Mindanao Students
What are the requirements	:	Valid Identification Card; Authorization letter (for representatives)
Duration of transaction	:	3 working days (under regular working schedule)

How to avail of the service:

Steps	Applicant/client	Service Provider	Duration of Activity	Person in charge	Fees	Forms
1	Proceeds to the Office of Student Affairs (OSA) and requests for a charge slip for certification of good moral	Verification of identification and admission. Issuance of charge slip	5 minutes	Administrative Assistant		Charge Slip
2	Proceeds to the Cash Office and pays the corresponding fees	Issuance of official receipt	5 minutes	Cashier	P40/copy	OR
4	Proceeds to OSA, returns the charge slip, and presents OR for verification of payment	Takes the charge slip and instructs the client about the schedule of release	2 minutes	Administrative Assistant		
5		OSA prepares the document	3 working days	Administrative Assistant		
6	Claims and presents Official Receipt and valid ID card to OUR. If to be claimed by an authorized representative, must submit authorization letter and present a valid ID card	Checks the Official Receipt and valid ID. If claimant is an authorized representative, ask for authorization letter and valid ID card	5 minutes	Administrative Assistant		
-END OF TRANSACTION-						

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

11.0. REQUEST FOR THE APPROVAL OF CONDUCTING STUDENT ORGANIZATION ACTIVITIES

Student Organizations and Activities Section, Office of the Student Affairs, Ground Floor Administration Building, Mintal, Davao City

Schedule of availability of service : **8:00 a.m. to 5:00 p.m. (Monday to Friday)**
 Who may avail of the service : **Representatives of all Duly Recognized Student Organizations**
 What are the requirements : **Student Organization Activity Request Form (2 copies); Other requirements according to the nature of the activity (as defined in the SOAS Action Slip)**
Prerequisites/Requirements:
 1. Approved Letter (by the OSA Director) to Conduct Student Activity (2 copies)
 2. List of participating members
 3. Certificate of Group insurance (for “Out-of-Campus” activity)
 4. Parents’/Guardian’s consent or signed waiver (for “Out-of-Campus” activity)
 5. Permission for venue, use of facilities, and equipment
 5. Mechanics of game or contest (for competition)

Duration of transaction : **3 working days (under regular working schedule)**

How to avail of the service:

Steps	Applicant/client	Service Provider	Duration of Activity	Person in charge	Fees	Forms
1	Submits all required documents (as indicated in the SOAS Action Slip) for the conduct of student organization activity, including duly approved Letter of Request and appropriately filled-out Student Organization Activity Request Form (2 copies)	Receives and checks for completeness of documents (as required in the Action Slip)	10 minutes	SOAS Coordinator		Student Org. Activity Request Form Action Slip
2	Receives 1 copy of the duly approved Letter of Request and 1 copy of the Action Slip	Signs Student organization Activity Request Form and endorses it to the OSA Director Retains 1 copy of approved Letter of Request and 1 copy of the Action Slip	3 minutes	SOAS Coordinator		
4	Receives the TCG	Advises Student Organization representative when to come back and claim 1 copy of duly signed Student Organization Activity Request Form (by the OSA Director)	2 minutes	SOAS Coordinator		
-END OF TRANSACTION-						

12.0. BORROWING/RETURNING OF LABORATORY MATERIALS AND EQUIPMENT

Science Laboratories , CSM Building, Mintal Davao City

Schedule of availability of service	:	7:00am to 7:00pm (Monday to Friday); 8:00am to 5:00pm (Tuesday to Friday)
Who may avail of the service	:	Students/Researchers/Faculty
What are the requirements	:	Valid School/Employee Identification Card
Duration of transaction	:	22 minutes (under regular working schedule)

How to avail of the service:

Steps	Applicant/client	Service Provider	Duration of Activity	Person - in- Charge	Fees	Forms
1	Proceeds to the Lab Equipment & Materials Dispensing Unit (LEMDU) <i>Note: Reservation should be</i>	Checks availability of materials/equipment before issuance of reservation form	2 minutes	Lab Aide		Reservatio n form
2	Fills out borrower's slip	Releases reserved chemicals & Equipment	10 minutes	Lab Aide		Borrower's Slip
3	Returns to LEMDU the borrowed equipment and unused materials; Logs in unreturned items	Receives clean & dry materials and equipment; checks condition of returned items; checks logbook entry	10 minutes	Lab Aide		Borrower' s Slip/Logboo k
-END OF TRANSACTION-						

Control of Records and Documents

The UP Mindanao File Classification Guide aims to provide easy access to current or inactive records. It has recently formed the Records Management Team to facilitate effective control of University records and documents. The following classification categories have been adopted. University records and documents are alphabetically arranged in functional and subjective manner.

Categories		Description
Heading Prefix	Classification	
ACA	Academic	<p>Records classified under Academic (ACA) function of the organization includes the activities involved in rendering educational services (both graduate and undergraduate levels) such as formulation of academic policies and regulations, admission and registrations, curricular offerings and changes, examinations and gradings and other activities necessary in pursuit of the prime function of the University.</p> <p>Example:</p> <p>File Type: ACADEMIC CALENDAR Folder Label: Academic Calendar (arranged chronologically) Content: Academic Calendars from AY 1996-1997 to Recent</p>
ADM	Administration and Management	Records classified under the Administration and Management (ADM) function of the organization include administrative issuances on organization and management policies, rules and regulations to carry out

Categories		Description
Heading Prefix	Classification	
		<p>the administrative and management objectives of the agency; and those records generated in the performance of the administrative, management services, such as library records, planning, property, physical plant, supply management services and other activities in the general field of administration and management as well as linkages.</p> <p>Example:</p> <p>File Type : ACTIVITIES (filed alphabetically per activity) Folder Label: Alumni Homecoming Contents: <ul style="list-style-type: none"> - Program of Activity - Invitations - Minutes of Meetings - Attendance Sheets - Activity Proposal </p>
FIN	Finance	<p>Records classified under Finance (FIN) function of the organization include the information on the management of funds, collections, financial reports generated by UP Mindanao. It also includes the matrices of university charges.</p> <p>Example:</p> <p>File Type: BANK DOCUMENTATIONS Folder Label: Authorizations Contents: Authorization Letters (arranged by Date)</p>
		Records classified under Legal (LEG) function of the organization include

Categories		Description
Heading Prefix	Classification	
LEG	Legal	<p>information on legal transactions of the University.</p> <p>Example:</p> <p>File Type: AFFIDAVIT Folder Label: Affidavits Contents: Affidavits issued (Arranged by Date)</p>
PER	Personnel	<p>Records classified under Personnel (PER) function of the organization include information on human resource management and personnel welfare services.</p> <p>Example:</p> <p>File Type: DAILY TIME RECORD Folder Label: Daily Time Record (arranged per month, alphabetically) Contents: Daily Time Records</p>
R&E	Research and Extension	<p>Records classified under the Research and Extension (R&E) function of the organization include the information on the administration and conduct of research activities, also including the information on alumni and public services as well as programs and activities spearheaded by UP Mindanao to its stakeholders.</p> <p>Example:</p> <p>File Type: PROGRESS REPORT Folder Label: Progress Report Contents: Progress Report (arranged by project, by date)</p>

Categories		Description
Heading Prefix	Classification	
SAS	Student Affairs and Services	<p>Records classified under the Student Affairs and Services (SAS) function of the organization include the information on student conduct and disciplines, student services.</p> <p>Example:</p> <p>File Type: APTITUDE TEST RESULT Folder Label: Aptitude Test Results (arranged by student) Contents: Aptitude Test Results</p>

