## MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) Name of Department/Agency: PROCUREMENT SERVICE – DBM\_

(2) Name of Service: PROCESSING OF ONLINE ORDERING THRU VIRTUAL STORE FACILITY

Responsible Delivery Units / Processing Units: MARKETING AND SALES DIVISION

| (3) Identified Client/Customer(s) | (4) Number of clients served in 2019 | (5) Volume of Transactions in 2019 |
|-----------------------------------|--------------------------------------|------------------------------------|
| Government Agencies               | 1,807                                | 15,176                             |
|                                   |                                      |                                    |

(Note: can be provided in separate sheet)

| CRITERIA                              | STATUS OF 2018<br>(7)   | TARGET IN FY 2019<br>(8)   | FY 2019 STATUS OF STREAMLINING<br>EFFORTS<br>(9)   | REMARKS (10)  |
|---------------------------------------|---|--|--|---|
| 1. Number of Steps                    | Manual APR Processing for Walkin Transactions  1. Submit Agency Procurement Request (APR) 2. Preparation of Sales Order (SO) 3. Issuance of Delivery Receipt (DR) 4. Payment either cash, check or thru LDDAP-ADA and issuance of Official Receipt 5. Endorsement to Warehouse and Logistics Division (WALD) for the release of the items | At least 80% reduction of manual process                                     | Processing of Online Ordering thru Virtual Store Facility  1. Log-in to VS Facility 2. Select items from the catalogue 3. Submit the Order and wait for the order confirmation 4. Present the Printed Order Confirmation (OD) 5. Endorse the printed order confirmation receipt to WALD for the release of the items | In order to use theVS facility, agency must be a registered VS user, with a funded eWallet account  80% of the manual process has been eliminated with the deployment of VS |
| 2. Turnaround Time (TAT) <sup>2</sup> | 5 to 30 minutes   | 30% reduction of<br>TAT and complete<br>transaction within<br>seven (7) days | 5 – 10 minutes   | 30% and above reduction of TAT  |
| 3. Number of Signatures <sup>3</sup>  | Two (2) Signatures  | Reduced to one (1) signature and three (3) on APR                            | One (1) Signature  | Only the Delivery<br>Receipt requires<br>signature  |

| 4. | Number of required                  | Sales Order (SO) has been automated | Online submission   | Ordering done online thus APR, SO |  |
|----|-------------------------------------|-------------------------------------|---------------------|-----------------------------------|--|
|    | documents                           |                                     | of forms            | documents removed                 |  |
| 5. | Transaction Costs                   | N.A.                                |                     |                                   |  |
|    | 5.1 Primary transaction             | N.A.                                |                     |                                   |  |
|    | cost/fees                           |                                     |                     |                                   |  |
|    | 5.2 Other transaction costs         | N.A.                                |                     |                                   |  |
| 6. | <b>Substantive Compliance Costs</b> | N.A.                                |                     |                                   |  |
| 7. | Client/Citizen Satisfaction         | Satisfactory Rating – 70%           | Client Satisfaction | Excellent Rating – 92%            |  |
|    | Results                             |                                     | Rating              |                                   |  |

Prepared by:

Signature Redacted Signature Red

LEAH M. VALDEZ

OIC – Division Chief, Marketing and Sales Division 28 August 2020 Approved by:

Signature Redacted Signature Red

**ROSA MARIA M. CLEMENTE** 

Director IV, Authorized Signatory 28 August 2020

<sup>&</sup>lt;sup>1</sup>Department/Agencies may reproduce this sheet for each critical service as needed.

 $<sup>^2</sup>$ Follow R.A. 11032 – 3 days (simple), 7 (complex), and 20 (highly technical) and/or lower than the FY 2018 status.

 $<sup>^3</sup>$ Folllow R.A. 11032 – reduce to three (3) signatures; including initials.

 $<sup>^4</sup>$ Reduction of required documents, OR simplification of forms.