

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 FACILITYResponsible 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 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	Manual APR Processing for Walkin Transactions <ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> 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 the VS 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)²	5 to 30 minutes	30% reduction of TAT and complete transaction within seven (7) days	5 – 10 minutes	30% and above reduction of TAT
3. Number of Signatures³	Two (2) Signatures	Reduced to one (1) signature and three (3) on APR	One (1) Signature	Only the Delivery Receipt requires signature

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

Prepared by:



LEAH M. VALDEZ

OIC – Division Chief, Marketing and Sales Division
28 August 2020

Approved by:



ROSA MARIA M. CLEMENTE

Director IV, Authorized Signatory
28 August 2020

¹Department/Agencies may reproduce this sheet for each critical service as needed.

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

³Follow R.A. 11032 – reduce to three (3) signatures; including initials.

⁴Reduction of required documents, OR simplification of forms.

