

PHILIPPINE POSTAL CORPORATION
Interim Performance Scorecard

Indicator	Weight	Target	Accomplishment		CGO-A Validation		Supporting Data	Remarks
	2013	2013	Actual	Rating	Score	Rating		
MFO 1 : Delivery Services								
Timeliness 1-A: Express post delivery performance (International)	10.00%	90.00%	98.51%	10.00%	83.12%	9.24%	<ul style="list-style-type: none"> System generated report showing monthly TAT summary of international express post delivery. List of committed areas for International Express Post. 	<ul style="list-style-type: none"> Average TAT is 2 days. Counting starts from the time the International Express post item is received at the Office of Exchange - Express Mail Exchange Department (OE-EMED) to the time it is received by the addressee or his/her representative. TAT measurement excludes the time the item is received by the OE-EMED, presented for customs examination, Saturdays, Sundays and holidays. Baseline data (based on the EMS Cooperative, Universal Postal Union measurement for 2010, 2011 and 2012): 2010 – 95% (2-day TAT) 2011 – 95% (2-day TAT)

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								<p>2013 – 95% (2-day TAT)</p> <ul style="list-style-type: none"> Validation of the submissions revealed that PPC was able to deliver 83.10% of the mails within 2 days instead of 90%, hence the adjustment in rating. PPC may want to set a pre-determined target TAT against which it will measure performance rather than using the actual average TAT for the same year. This is true for all Timeliness measures (1A-2B). <p>ACCEPTABLE but with proposed modification in rating.</p>
<p>Timeliness 1-B: Express post delivery performance (Domestic)</p>	10.00%	80.00%	80.00%	10.00%	86.67%	10.00%	<ul style="list-style-type: none"> System generated report showing per area summary of domestic express post delivery using random sampling method. List of committed areas for Domestic Express Post. 	<ul style="list-style-type: none"> Average TAT is 3 days. Counting starts from the time the Domestic Express post item is accepted for posting to the time it is received by the addressee or his/her representative. TAT measurement excludes the time the

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								<p>item is received for posting, Saturdays, Sundays and holidays.</p> <ul style="list-style-type: none"> Baseline data: 2010 – 80% (3-day TAT) 2011 – 80% (4-day TAT) 2013 – 80% (4-day TAT) Validation of the submissions revealed that PPC was able to deliver 86.7% of the mails within 3 days instead of 80%, hence proposed adjustment in score. Rating remains to be 10% because such should not exceed the weight allocated to the indicator. <p>ACCEPTABLE but with proposed modification in score.</p>
<p>Timeliness 2-A: Non-express post delivery performance (International)</p>	10.00%	70.00%	85.00%	10.00%	86.10%	10.00%	<ul style="list-style-type: none"> System generated report showing per area summary of international non-express post delivery using random sampling method. 	<ul style="list-style-type: none"> Average TAT is 6 days. Counting starts from the time the international Non-Express post item is received at the Offices of Exchange, Airmail Exchange Department and Surface mail Exchange Department

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								<p>to the time it is received by the addressee or his/her representative.</p> <ul style="list-style-type: none"> • TAT measurement excludes the time the item is received by the OE-AMED/SMED, presented for customs examination, Saturdays, Sundays and holidays. • Baseline data (based on continuous testing conducted by Universal Postal Union): 2010 – 80% (9-day TAT) 2011 – 80% (9-day TAT) 2013 – 85% (10-day TAT) • Validation of the submissions revealed that PPC was able to deliver 86.1% of the mails within 6 days instead of 85%, hence proposed adjustment in score. Rating remains to be 10% because such should not exceed the weight allocated to the indicator. <p>ACCEPTABLE with proposed modification in</p>

Indicator	Weight	Target	Accomplishment		CGO-A Validation		Supporting Data	Remarks
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								score.
Timeliness 2-B: Non-express post delivery performance (Domestic)	10.00%	70.00%	80.00%	10.00%	84.45%	10.00%	<ul style="list-style-type: none"> System generated report showing per area summary of domestic non-express post delivery using random sampling method. 	<ul style="list-style-type: none"> Average TAT is 5 days. Counting starts from the time the non-express post items is accepted for posting by post offices to the time it is received by the addressee or his/her representative. TAT measurement excludes the time the item is accepted for posting, Saturdays, Sundays and holidays. Baseline data (domestic letter post): 2010 – 70% (4-day TAT) 2011 – 70% (4-day TAT) 2013 – 70% (5-day TAT) Baseline data (domestic parcel post): 2010 – 70% (5-day TAT) 2011 – 70% (4-day TAT) 2013 – 70% (5-day TAT)

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	2013	2013	Actual	Rating	Score	Rating												
								<ul style="list-style-type: none"> Validation of the submissions revealed that PPC was able to deliver 84.4% of the mails within 6 days instead of 80%, hence proposed adjustment in score. Rating remains to be 10% because such should not exceed the weight allocated to the indicator. <p>ACCEPTABLE with proposed modification in score.</p>										
Financial 1: Net Income before tax + Franking Credits	20.00%	P576 Million	P589 Million	20.00%	P589 Million	20.00%	<ul style="list-style-type: none"> Certified copies of PPC's 2013 unaudited financial statements 	<ul style="list-style-type: none"> Computation: <table border="1" data-bbox="1825 869 2165 1141"> <thead> <tr> <th></th> <th>P million</th> </tr> </thead> <tbody> <tr> <td>NI before Subsidy</td> <td>281</td> </tr> <tr> <td>Add: Reimbursement for Franked Mails</td> <td>301</td> </tr> <tr> <td>Add: Net Subsidy Income (Tax Subsidy)</td> <td>7</td> </tr> <tr> <td>NI before tax + Franking Credits</td> <td><u>589</u></td> </tr> </tbody> </table> <p>ACCEPTABLE</p>		P million	NI before Subsidy	281	Add: Reimbursement for Franked Mails	301	Add: Net Subsidy Income (Tax Subsidy)	7	NI before tax + Franking Credits	<u>589</u>
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Quantity 3: No. of franchised postal outlets	10.00%	6	13	10.00%	9	10.00%	<ul style="list-style-type: none"> List of the 13 new postal outlets. 	<ul style="list-style-type: none"> The count of the number of the franchised postal outlets for CY 2013 refers to the number of outlets "accredited" within the year. Four (4) outlets were accredited only in 2014 hence, the proposed modification in score. <p>ACCEPTABLE but with proposed modification in score.</p>
Subtotal of Weights:	70.00%			70.00%		69.24%		

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MFO 2 : Postal Payment Services								
Financial 1: Revenue Generated from Postal Payment Services (Money Order and e-Postal Money Order, CCT Payout, Philhealth, PDIC, SPISC, Biometrics Data Capture, Other Payout Services)	20.00%	₱300 Million	₱210 Million	14.00%	₱221.43 Million	14.73%	<ul style="list-style-type: none"> Audited financial statements 	<ul style="list-style-type: none"> Audited financial statements showed a ₱205.54 million revenue from PPS. Coordination with PPC resulted in an amount of revenue generated from PPS of ₱221.43 due to the reclassification of a ₱15.89 million revenue from Joint Venture which was originally classified as "Other Services". Such reclassification was not reflected in PPC's CY 2013 FS but should appear in the restated financial statements of PPC on the next year's audit. <p>ACCEPTABLE but with proposed modification in score and rating.</p>
Subtotal of Weights:	20.00%			14.00%		14.73%		

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GAS - General Administrative Services								
Manualization of Core Processes	10.00%	1 (Domestic Network)	1 (Domestic Network)	10.00%	1 (Domestic Network)	10.00%	<ul style="list-style-type: none"> Copy of the Manual which was approved by the PPC Board of Directors through B.R. No. 2013 – 116 dated 12 December 2013. B.R. No. 2013-116. 	ACCEPTABLE
Collection Efficiency	0.00%	PPC to provide quarterly progress reports on addressing COA findings	n/a	0.00%	n/a	n/a	<ul style="list-style-type: none"> PPC reported a 49.77% collection efficiency for 2013 by using the following formula: Collection / AR Balance End. It is recommended that PPC report the components of the aggregate line items used in the computation because amounts are not directly traceable in the line items of the financial statements. 	
Subtotal of Weights:	10.00%			10.00%		10.00%		
TOTAL OF WEIGHTS:	100.00%			94.00%		93.97%		