



# **CORPORATE AFFAIRS GROUP**

## **INTERNAL SERVICES**

Volume 15

**OFFICE OF THE VICE-PRESIDENT - CORPORATE AFFAIRS GROUP  
CORPORATE COMMUNICATION DEPARTMENT  
CORPORATE MARKETING DEPARTMENT  
CREATIVE ARTS AND DESIGN TEAM  
INTERNATIONAL AND LOCAL ENGAGEMENT DEPARTMENT**

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## OFFICE OF THE VICE-PRESIDENT – CORPORATE AFFAIRS GROUP

### 1. MANAGEMENT OF INCOMING AND OUTGOING DOCUMENTS

To provide procedure on the management of incoming and outgoing documents and to ensure its timely release, tracking, accessibility and effective monitoring

<b>Office/Division</b>	Office of the Vice-President, CAG			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G			
<b>Who may avail:</b>	PhilHealth Officers and Personnel, internal clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Executive Briefer (for TORs, project proposals)			proponent offices	
2. Official Receipts, Certification (for Disbursement Vouchers)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1.1 Receive the document/s	1.1 Check the nature and completeness of the document	None	5 Minutes	Clerk III
	1.2 Stamp received the transmittal/file copy of the document and affix signature/initials			
	1.3 Encode in the Data tracking System (DTS)			
	1.4 Assign reference number			
2. Endorse documents for review	2. Sort and endorse document after encoding to the DTS for further review		5 minutes	Clerk III
3. Review/Evaluate of all received documents	3. Review/evaluate the documents		2 hours	Executive Assistant III Stenographic Reporter IV (in the absence of EA III) Social Insurance Assistant I
4. Return the reviewed/evaluated documents	4. Return at the reviewed/evaluated documents to the Admin/Clerk		5 minutes	Executive Assistant III

5. Forward document/s to VP CAG	5. Forward document/s to VP CAG for action/further instructions		5 minutes	Clerk III
6. Documents for action by the VP CAG	6. Documents for perusal whether for approval, referral or for further instruction/s		1 day	Vice President
7. Return the documents	7. Return the documents (with actions/instructions from the VP) to the Admin/Clerk			Vice President
8. Segregation of documents	8. Segregate all documents being acted upon by the VP CAG, whether approved/ signed and documents with further instruction		15 minutes	Clerk III
9. Encoding of all acted upon documents	9. All documents acted upon by the VP CAG for encoding to the DTS		15 minutes	Clerk III
10. Endorsement of acted upon documents by VP CAG	10. Endorsed all documents acted upon by VP CAG to the concerned offices/officers/staff		30 minutes	Clerk III
11. Maintain proof/receiving copy	11. Maintains all files of all document/s released to the originating office.		5 Minutes	Clerk III
	<b>TOTAL</b>	<b>None</b>	<b>1 day and 3.5 hours</b>	

## CORPORATE COMMUNICATION DEPARTMENT

### 1. REQUEST FOR COVERAGE OF CORPORATE EVENTS

*This refers to requests of offices for documentation of corporate events through photo and/or video coverage.*

<b>Office/Division</b>	Corporate Communication Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government-to-Government (internal)			
<b>Who may avail:</b>	All offices within the corporation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Memo-request and details of the activity		Requesting office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit memo-request for hard and soft copy of material	1.1 Receive, log, and forward request	None	10 minutes	Administrative Unit/Personnel Documentation/Coverage Team
	1.2 Evaluate request; coordinate for needed details, if warranted.		10 minutes	
	1.3 Calendar the event/activity		5 minutes	
	1.4 Prepare the needed equipment and other documents including OBS, VRS, Gate Pass (if needed)		30 minutes	
2. Accomplish Feedback Form after the event	2.1 Receive accomplished Feedback Form	None	1 minute	
	2.2 Process the coverage/footage		1 hour	
	2.2 File the Feedback Form		5 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>2 hours</b>	
Note: does not include turn-around time of CADT and ITMD; cumulative turn-around time, not to be taken to mean as continuous				

## 2. REQUEST FOR INCLUSION OF ENTRIES TO THE LUNEWS

This covers requests of offices to include entries in the LUNEWS for announcement during flag raising ceremony and dissemination through the corporate outlook.

<b>Office/Division</b>	Corporate Communication Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government-to-Government (internal)			
<b>Who may avail:</b>	All offices within the corporation			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Photos and details of corporate activities			Requesting/Corporate Offices	
LUNEWS template			Corporate Communication Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit entries with details using the prescribed template through dedicated email.	1.1 Acknowledge receipt of activities/entries	None	5 minutes	Content Production Team
	1.2 Screen activities submitted based on existing guidelines		5 minutes	
	1.3 Gather all entries to complete the LUNEWS material for the week		4 hours	
	1.4 Review draft LUNEWS and seek clearance from authorities		2 hours	Division Chief and/or Senior Manager
	1.5 Dispatch the cleared material to the host office for flag ceremony and PAUs of regional offices.		10 minutes	Content Production Team
	1.6 Facilitate dispatch through the Corporate Outlook after flag ceremony announcement; file material in central filing		10 minutes	
<b>TOTAL</b>		<b>None</b>	<b>6.5 hours</b>	

Note: does not include turn-around time of CADT and ITMD; cumulative turn-around time, not to be taken to mean as continuous

### 3. REQUEST FOR NEWSPAPER PUBLICATION

*This covers requests of program offices for publication of corporation issuances, inter-agency issuances, judicial notices, job vacancies, etc. in newspapers of national circulation*

<b>Office/Division</b>	Corporate Communication Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government-to-Government (internal)			
<b>Who may avail:</b>	All offices within the corporation			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly accomplished Request for Publication Form or memo-request from proponent office			Corporate Communication Department; Requesting Office	
Softcopy of materials (if materials); details of information (if information)			Requesting office	
Approved layout				
Tamang Sagot and powerpoint presentation (if PhilHealth Circular)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit properly accomplish Request for Publication form or memo-request together with the softcopy of materials to be published (including Tamang Sagot and powerpoint presentation (if PhilHealth Circular)	1.1 Receive, log, and forward request	None	10 minutes	Administrative Unit/Personnel  Social Media Project Team
	1.2 Evaluate request; coordinate with client for needed details/documents, if warranted.		10 minutes	
	1.3 Refer to CADT for layout		5 minutes	
	1.4 Proofread the layout		30 minutes	
	1.5 Refer the layout to client for Clearance		10 minutes	
2. Review and approve output	2.1 Receive and log approved layout (if with layout)		10 minutes	
	2.2 Coordinate with the newspaper for booking/placement of the material		10 minutes	

	<b>TOTAL</b>	<b>None</b>	<b>1 hour and 25 minutes</b>	
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Note: does not include turn-around time of CADT and ITMD; cumulative turn-around time, not to be taken to mean as continuous

**4. REQUEST FOR POSTING OF INFORMATION/MATERIALS ON THE CORPORATE WEBSITE AND/OR OFFICIAL SOCIAL MEDIA ACCOUNTS**

*This refers to requests of offices for uploading, editing, and/or deletion of information and materials on the corporate website and/or official social media accounts of the Corporation.*

<b>Office/Division</b>	Corporate Communication Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government-to-Government (internal)			
<b>Who may avail:</b>	All offices within the corporation			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly accomplished Request for Publication Form or memo-request from proponent office			Corporate Communication Department; Requesting Office	
Softcopy of materials (if materials); details of information (if information)			Requesting office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit properly accomplish Request for Publication form or memo-request together with the softcopy of materials and/or details	1.1 Receive, log, and forward request	None	10 minutes	Administrative Unit/Personnel  Social Media Project Team
	1.2 Evaluate request; coordinate with client for needed details/documents, if warranted.		30 minutes	
	1.3 Review content; forward to CADT for execution (if needed).		2 hours	
	1.4 Request for clearance of proposed material (if with layout)		30 minutes	
2. Review and approve output	2.1 Receive and log approved layout (if with layout)		5 minutes	
	2.2 Request ITMD for web uploading; post material in social media		10 minutes	
	2.3 Monitor uploading to website; provide feedback to requesting office		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>3.5 hours</b>	

Note: does not include turn-around time of CADT and ITMD; cumulative turn-around time, not to be taken to mean as continuous

### 5. REVIEW OF COMMUNICATION MATERIALS

This covers requests of offices within the Corporation for clearance and comments of various communication materials such as but not limited to Tamang Sagot for PhilHealth Circulars, scripts, stories, corporate issuances, marketing collaterals, etc.

<b>Office/Division</b>	Corporate Communication Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government-to-Government (internal)			
<b>Who may avail:</b>	All offices within the corporation			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Memo-request			Requesting office	
Hard and soft copy of material				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit memo-request for hard and soft copy of material	1.1 Receive, log, and forward request	None	10 minutes	Administrative Unit/Personnel
	1.2 Screen the material; coordinate for additional details, if needed.		10 minutes	Content Production Team
	1.3 Review the material based on existing guidelines/practices		3 hours	
	1.4 Seek clearance from authorities		2 hours	Division Chief and/or Senior Manager
	1.5 Forward commented material to client for clearance (if TS for Circular)		10 minutes	Content Production Team
	1.6 Draft memo-response containing comments or provide commendss on the prescribed form (for other materials other than TS)		30 minutes	
	1.7 Dispatch memo response.		15 minutes	Administrative Unit/Personnel
2. Acknowledge/receive response	2.1 File copy to central filing		15 minutes	

	<b>TOTAL</b>	<b>None</b>	<b>6.5 hours</b>	
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## CORPORATE MARKETING DEPARTMENT

### 1. CLEARANCE REQUEST FOR PROPONENT-INITIATED/DEVELOPED MARKETING COLLATERALS

Request made by any internal office for clearance of proponent-initiated/developed marketing collaterals to be used for a marketing activity/event or information dissemination activities.

<b>Office/Division</b>	CORPORATE MARKETING DEPARTMENT (CorMar)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may avail:</b>	Proponent offices/end-user in PhilHealth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter/memo		Proponent office/End-user		
2. Sample design/concept				
4. Acceptance/Project Completion Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit request letter and sample design/concept to CorMar	1.1 Receive request from requesting office 1.2 Encode in the Document Tracking System (DTS) 1.3. Endorse to Brand Management Team (BMT)	-- None	4 hours	Critical Support Team (CST)
	1.4 Evaluate request based on existing branding standards		1 day	Brand Management Team (BMT)
	1.5 Request for comments on sample design/concept a. Creative Arts and Design Team (CADT) b. Office of the Vice President - CAG (OVP-CAG)		5 days	CADT; OVP-CAG
	1.6 Draft response memo		4 hours	BMT

2. Acknowledge receipt of memo	2.1 Endorse/transmit response memo to end-user			
3. Accomplish Acceptance/ Project Completion Form	3.1 Request for Acceptance/ Project Completion Form			
	3.2 Scan documents and file			
	<b>TOTAL</b>	<b>None</b>	<b>7 days</b>	

**2. DEVELOPMENT OF INFORMATION/PROMOTIONAL MATERIAL FOR MARKETING AND INFORMATION CAMPAIGNS\***

*Development of an information/promotional material, when new Corporate policies on benefits/services/programs are implemented, for use in a marketing activity/event or information dissemination activities.*

<b>Office:</b>	CORPORATE MARKETING DEPARTMENT (CorMar)			
<b>Classification:</b>	Multi-Stage Process			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who May Avail:</b>	Proponent office/end-user in PhilHealth			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved Policy			Proponent Office or as released through Outlook	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Release/Issue approved policy through Corporate Outlook	1.1 Receive approved policy	None	4 hours	Critical Support Team (CST)
2. Coordinate/meet with CorMar to discuss details of the material	2.1 Coordinate with proponent office		3 days	Brand Management Team (BMT)
	2.2 Draft content of material		5 days	
	2.3 Request for comments on draft content		5 days	Proponent office; CorComm
	a. Proponent office b. Corporate Communication Department (CorComm) on messaging			
3. Submit comment/ recommendation to CorMar	3.1 Revise draft content as per received comments		2 days	BMT
	3.2 Approval of draft content		1 day	SM-CorMar
	a. Approved: Proceed to No. 3.3			BMT
	b. For revision: Revise draft then proceed to No. 3.3			
3.3 Develop design studies	5 days		Creative Arts and Design Team (CADT)	

	3.4 Approval of design studies		1 day	SM-CorMar
	3.5 Conduct copy-testing		3 days	BMT
	3.6 Revision of design studies based on copy-testing results		3 days	CADT
	3.7 Provide clearance/approval on final approved material		1 day	VP-CAG
4. Acknowledge receipt of material from CorMar	4.1 Endorse/transmit approved material to all concerned offices		2 hours	BMT
	4.2 Scan documents and file		2 hours	CST
	<b>TOTAL</b>	<b>None</b>	<b>30 days</b>	

### 3. ENDORSEMENT OF CONSOLIDATED SOCIAL MARKETING AND COMMUNICATION PLAN (SMCP) ACCOMPLISHMENT REPORT

Consolidation and endorsement of consolidated accomplishment reports used in monitoring and evaluation of activities under the Social Marketing and Communication Plan (SMCP).

<b>Office/Division</b>	CORPORATE MARKETING DEPARTMENT (CorMar)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may avail:</b>	Proponent offices/end-user in PhilHealth			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Submitted Reports			Proponent office/End-user	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit report to CorMar	1.1 Receive report from all CAG Offices and PROs through official emails If received through CorMar Gmail, acknowledge receipt and endorse to Monitoring and Evaluation Team (MET)	None	1 day	Monitoring and Evaluation Team (MET); --- Critical Support Team (CST)
	1.2 Consolidate reports from all concerned offices		3 days	MET
	1.3 Draft summary report and evaluation		1 day	
	1.4 Draft memo transmittal			
	1.5 Endorse to Team Head for review a. Approved: Proceed to No. 1.6 b. For revision: Revise draft then proceed to No. 1.6		1 day	Team Head
	1.6 Endorse memo to SM-CorMar a. Approved: Proceed to No. 2.1 b. For revision: Revise draft then proceed to No. 2.1			SM-CorMar; MET
2. Acknowledge and receive final report	2.1 Endorse/transmit documents to OVP-CAG and all concerned offices for information and reference		1 day	MET; CST
	<b>TOTAL</b>	<b>None</b>	<b>7 days</b>	

**4. REQUEST FOR CORPORATE MARKETING AND BRAND COMMUNICATION SERVICES (DEVELOPMENT OF INFORMATION/PROMOTIONAL MATERIALS [EXCEPT AVP])**

*Request made by any internal office for the development of an information (e.g. flyer, brochure, slide presentation)/promotional (e.g. banners, tarps, shirts, wrappers) material to be used for a marketing activity/event or information dissemination activities.*

<b>Office/Division</b>	CORPORATE MARKETING DEPARTMENT (CorMar)			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may avail:</b>	Proponent offices/end-user in PhilHealth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter/memo 2. Approved policy relative to information to be disseminated 3. Corporate Affairs Group - Job Request Form (CAG-JRF) 4. Acceptance/Project Completion Form		Proponent office/End-user CorMar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit request letter, properly accomplished CAG-JRF, and copy of approved policy to CorMar	1.1. Receive request from requesting office 1.2. Encode the document Tracking SYstem (DTS) 1.3. Endorsed to Brand Management Team (BMT)	None	6 hours	Critical Support Team (CST)
2. Coordinate/meet with CorMar to discuss details of the request	2.1. Coordinate with proponent office/end-user 2.2. Draft script/content of material		2 days	Brand Management Team (BMT)
3. Review and comment on draft script/content	3.1. Request for comments on draft script/content a. Proponent office/End-user		3 days	
			5 days	Proponent Office/End User/CorComm/CADT

	b. Corporate Communication Department (CorComm) on messaging			
	c. Creative Arts and Design Team (CADT) on design/ layout			
4. Submit comment/ recommendation to CorMar	4.1. Revise material as per received comments		2 days	BMT
	4.2. Request for development of approved material		3 days	CADT
	4.3. Forward to SM-CorMar for approval		1 day	SM-CorMar; BMT
	a. Approved: Proceed to No. 4.4			
	b. For revision: Revise draft then proceed to No. 4.4			
	4.4. Request for clearance/ approval on final material		1 day	VP-CAG
	4.5. Endorse/transmit approved material		1 day	BMT
5. Accomplish Acceptance/ Project Completion Form	5.1. Request for Acceptance/Project Completion Form		1 day	
	5.2. Scan documents and file		2 hours	
	<b>TOTAL</b>	<b>None</b>	<b>20 days</b>	

**5. REQUEST FOR DEVELOPMENT OF AUDIO-VISUAL PRESENTATION (AVP) OR SLIDE SHOW PRESENTATION MATERIAL FOR MARKETING AND INFORMATION CAMPAIGNS**

*Request made by any internal office for the development of an AVP or slide show presentation material to be used for a marketing activity/event or information dissemination activities.*

<b>Office/Division</b>	CORPORATE MARKETING DEPARTMENT (CorMar)			
<b>Classification</b>	Multi-Stage Process			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may avail:</b>	Proponent offices/end-user in PhilHealth .....			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter/memo		Proponent office/End-user		
2. Approved policy relative to information to be disseminated		CorMar		
3. Corporate Affairs Group - Job Request Form (CAG-JRF)				
4. Acceptance/Project Completion Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit request letter, properly accomplished CAG-JRF, and copy of approved policy to CorMar	1.1 Receive request from requesting office 1.2 Encode in the Document Tracking System (DTS) 1.3. Endorse to Brand Management Team (BMT)	None	-- 1 day	Critical Support Team (CST)
2. Coordinate/meet with CorMar to discuss details of the request	2.1 Coordinate with proponent office/end-user		5 days	Brand Management Team (BMT)
	2.2 Draft script of material		3 days	
3. Review and comment on draft script	3.1 Request for comments on draft script a. Proponent office/End-user		5 days	Proponent office/ End-user; CorComm

	b. Corporate Communication Department (CorComm) on messaging			
4. Submit comment/ recommendation to CorMar	4.1 Revise draft script as per received comments		2 days	BMT
	4.2 Forward to SM-CorMar for approval a. Approved: Proceed to No. 4.3 b. For revision: Revise draft script then proceed to No. 4.3		2 days	SM-CorMar; BMT
	4.3 Request for video rendering		15 days	Creative Arts and Design Team (CADT)
	4.4 Receive developed AVP			BMT
	4.5 Request for approval/ clearance on final approved AVP		1 day	VP-CAG
5. Accomplish Acceptance/ Project Completion Form	5.1 Endorse/transmit approved AVP		1 day	BMT
	5.2 Request for Acceptance/ Project Completion Form			
	5.3 Scan documents and file			
<b>TOTAL</b>		<b>None</b>	<b>35 days</b>	

### 6. REQUEST FOR EVENT BRANDING SERVICES

Request made by any internal office for services/support in the preparation/ conduct of an event or activity such as provision of corporate giveaways and/or marketing collaterals, design/layout/content of event materials, and design and lay-out concept of stage and/or venue.

<b>Office/Division</b>	CORPORATE MARKETING DEPARTMENT (CorMar)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may avail:</b>	Proponent offices/end-user in PhilHealth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Corporate Affairs Group - Event Branding Request Form (CAG-EBRF)		Corporate Marketing Department		
2. Approved Corporate Personnel Order (CPO) or approved Event proposal				
3. CorMar Satisfaction Survey				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit request for event assistance, CAG-EBRF, and other event-related documents to CorMar (at least sixty (60) calendar days prior to conduct of event/activity)	1.1 Receive request from requesting office 1.2 Encode in the Document Tracking System (DTS) 1.3. Endorse to Events Mangement Team (EMT)	None	1 day	Critical Support Team (CST)
2. Coordinate/meet with CorMar to discuss details of the request	2.1 Coordinate with proponent office/end-user		1 days	Events Management Team (EMT)
3. Acknowledge receipt of event paraphernalia	3.1 Facilitate event requirements		3 days	
4. Complete the CorMar Satisfaction Survey	4.1 Request end-user to complete the CorMar Satisfaction Survey		1 day	

5. Submit accomplished Satisfaction Survey to CorMar	5.1 Receive accomplished survey form		1 day	
	<b>TOTAL</b>	<b>None</b>	<b>7 days</b>	

### 7. REQUEST FOR MARKETING COLLATERALS

Request made by any internal office for available marketing collaterals to be used in their respective marketing/information dissemination activities.

<b>Office/Division</b>	CORPORATE MARKETING DEPARTMENT (CorMar)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may avail:</b>	Proponent offices/end-user in PhilHealth			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Form for Information Materials/Corporate			Corporate Marketing Department	
2. Approved Corporate Personnel Order (CPO) or approved Event proposal				
3. Accomplished Monitoring Form for Recipient of Informational Materials/Corporate Giveaways/ Promotional Items				
4. CorMar Satisfaction Survey				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit properly accomplished request form and copy of CPO/approved event proposal to CorMar	1.1 Receive request from requesting office	None	1 day	Critical Support Team (CST)
2. Receive memo (if no available inventory)	2.1 Evaluate request and check inventory a. If available, Proceed to No. 3 b. If not available, recommend other available collaterals c. If no available inventory, prepare memo			CST
3. Acceptance/non- acceptance of available collaterals	3.1 Approve request a. If original collaterals requested, Proceed to No. 4.1 b. If not original collaterals requested, inform requesting office			SM-CorMar

4. Receive collaterals and form from CorMar	4.1 Prepare requested collaterals and monitoring form		1 day	CST
	4.2 Release collaterals and form to requesting office		2 hours	
5. Complete the CorMar Satisfaction Survey	5.1 Ask requesting office to complete the survey form and submit the monitoring form after conduct of event		2 hours	
6. Submit accomplished survey form and monitoring form to CorMar	6.1 Receive accomplished survey form and monitoring form		2 hours	
7. Submit Monitoring Form to CorMar	7.1 Receive Monitoring Form		2 hours	
	7.2 File documents		2 hours	
	<b>TOTAL</b>		<b>None</b>	

## CREATIVE ARTS AND DESIGN TEAM

### 1. DEVELOPMENT OF DESIGN/LAY-OUT OF PRINTED INFORMATION MATERIALS

Development of the design/layout of printed information materials which include materials for publication (i.e. Print ads, Circulars, Official Statement, Advertorials, Advisories, Press Releases, etc.) as requested/instructed by any Internal Office

<b>Office/Division</b>	Creative Arts and Design Team (CADT) - Office of the Vice President, Corporate Affairs Group			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G-Government to Government			
<b>Who may avail:</b>	All offices in the head office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Memo-request that may be sent in hard copy or via email		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit/ send request	1. Receive memo-request	None	2 hours	CADT Staff
None	2. Evaluate request.			CADT Head
None	3. Endorse request to designate technical staff/artist			
None	4. Work on request/develop design studies.		2 days	CADT Technical Staff/Artist
None	5. Endorse design studies of the material to requesting office.		1 hour	
2. Provide comments on draft materials	2.1 Await comments from requesting office		2 days	CADT
None	2.2 Receive comments from requesting office			
None	2.3 Revise material based on comments		1 day	CADT Technical Staff/Artist
None	2.4 Endorse materials to CADT Head for comments/review		1 hour	CADT Technical Staff/Artist, CADT Head
3. Receive requested material.	3.1 Once finalized, endorse material to requesting office		1 hour	CADT Technical Staff/Artist
	<b>TOTAL</b>	<b>None</b>	<b>6 days</b>	

**Note: During the duration of the whole process will depend on number of time the requesting office provides their comment on each draft. However, turn-around time for revising the print material based on the comments shall be at least 1 day.**

## 2. REQUEST FOR THE DEVELOPMENT OF AN AUDIO-VISUAL MATERIAL/PRODUCTION (AVP) OR CORPORATE VIDEO

*Development/production of an audio-visual material or corporate video and slide presentations, as requested/instructed by any Internal Office*

<b>Office/Division</b>	Creative Arts and Design Team (CADT) - Office of the Vice President, Corporate Affairs Group			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G-Government to Government			
<b>Who may avail:</b>	All offices in the head office			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Memo-request that may be sent in hard copy or via email			Requesting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit/ send request	1. Receive memo-request	None	2 hours	CADT Staff
None	2. Evaluate request.			CADT Head
None	3. Endorse request to designate technical staff/artist		3 days	CADT Technical
None	4. Develop storyboard			Staff/Artist
None	5. Endorse storyboard to requesting office for comments		1 Hour	CADT
2. Provide comments on draft materials	2.1 Await comments/approval on storyboard from requesting office.		2 days	CADT
None	2.2 Receive comments from requesting office			CADT Technical
None	2.3 Revise material based on comments			Staff/Artist
3. Approve Storyboard.	3. Endorse storyboard to requesting office for approval		1 day	CADT Technical
None	3.2 Once approved, gather materials needed for the development (i.e. existing video materials, photos, VO recording, background music, further consultation with requesting office)		2 days	CADT Technical
None	2.1 Once materials are complete, develop audio-visual material		5 days	CADT
	2.2 Receive comments from requesting office			

	2.3 Revise material based on comments		2 days	CADT Technical Staff/Artists
3. Approve Storyboard.	3.1 Endorse storyboard to requesting office for approval		1 day	
	3.2 Once approved, gather materials needed for the development (i.e. existing video materials, photos, VO recording, background music, further consultation with requesting office)		2 days	
	2.1 Once materials are complete, develop audio-visual material		5 days	
	2.1 Endorse draft material to requesting office		2 hours	
4. Provide comments on draft AVP/material	4.1 Await comoments from requesting office		2 days	
	4.2 Revise material based on comments		2 days	
	4.3 Endorse material to CADT Head for comments/review		2 hours	
5. Receive requested material.	5. endorse material to requesting officer		1 hour	CADT
	<b>TOTAL</b>	<b>None</b>	<b>20 days</b>	

**Note: During the duration of the whole process will depend on number of time the requesting office provides their commend on each draft. However, turn-around time for revising the print material based on the comments shall be at least 2 days.**

### 3. REQUEST DEVELOPMENT OF DESIGN/LAY-OUT FOR MARKETING COLLATERALS

Development of the design/layout of marketing materials (i.e. brochures, flyers, poster, tarp banners, corporate giveaways) as requested/instructed by any Internal Office

<b>Office/Division</b>	Creative Arts and Design Team (CADT) - Office of the Vice President, Corporate Affairs Group				
<b>Classification</b>	Highly Technical				
<b>Type of Transaction</b>	G2G-Government to Government				
<b>Who may avail:</b>	All offices in the head office				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Memo-request that may be sent in hard copy or via email		Requesting Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>	
1. Submit/ send request	1. Receive memo-request	None	2 hours	CADT Staff	
None	2. Evaluate request.			CADT Head	
None	3. Endorse request to designate technical staff/artist				
None	1.4 Research/conceptualize and gather needed materials (photos/images)		2 days	CADT Technical Staff/Artist	
None	1.5 Work on request/develop design studies		5 days		
None	1.6 Endorse design studies of the material to requesting office		1 hour		
2. Provide comments on draft materials	2.1 Await comments from requesting office			CADT	
None	2.2 Receive comments from requesting office		2 days		
None	2.3 Revise material based on comments		2 days		
None	2.4 Endorse materials to CADT Head for comments/review		2 hours		
3. Receive requested material.	3.1 Once finalized, endorse material to requesting office			1 hour	CADT Technical Staff/Artist
	<b>TOTAL</b>		<b>None</b>	<b>12 days</b>	

**Note: During the duration of the whole process will depend on number of time the requesting office provides their comment on each draft. However, turn-around time for revising the print material based on the comments shall be at least 2 days.**

#### 4. REQUEST FOR THE DEVELOPMENT OF DESIGN/LAY-OUT FOR BRAND ELEMENTS AND OTHER CORPORATE MATERIALS

Request made by any internal office for the lay-out/design of brand elements such as logos and templates and corporate materials such as certificates, plaques and business cards. B130

<b>Office/Division</b>	Creative Arts and Design Team (CADT) - Office of the Vice President, Corporate Affairs Group				
<b>Classification</b>	Highly Technical				
<b>Type of Transaction</b>	G2G-Government to Government				
<b>Who may avail:</b>	All offices in the head office				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Memo-request that may be sent in hard copy or via email		Requesting Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>	
1. Submit/ send request	1. Receive memo-request	None	2 hours	CADT Staff	
None	2. Evaluate request.			CADT Head	
None	3. Endorse request to designate technical staff/artist				
None	1.4 Work on request/develop design studies		2 days	CADT Technical Staff/Artist	
None	1.5 Endorse design studies of the material to requesting office		1 hour		
2. Provide comments on draft materials	2.1 Await comments from requesting office			CADT	
None	2.2 Receive comments from requesting office		2 days		
None	2.3 Revise material based on comments		1 day		CADT Technical Staff/Artist
None	2.4 Endorse materials to CADT Head for comments/review			2 hours	CADT Technical Staff/Artist, CADT Head
3. Receive requested material.	3.1 Once finalized, endorse material to requesting office			1 hour	CADT Technical Staff/Artist
	<b>TOTAL</b>	<b>None</b>	<b>6 days</b>		

**Note: During the duration of the whole process will depend on number of time the requesting office provides their comment on each draft. However, turn-around time for revising the print material based on the comments shall be at least 2 days.**

**5. REQUEST FOR THE DEVELOPMENT OF DESIGN/LAY-OUT FOR SOCIAL MEDIA CARDS AND OTHER DIGITAL MATERIALS (I.E. WEB BANNERS)**

Request made by any internal office for the lay-out/design of information/promotional materials for use in our social media sites. Among these are social media cards, web banners and e-invitations.

<b>Office/Division</b>	Creative Arts and Design Team (CADT) - Office of the Vice President, Corporate Affairs Group				
<b>Classification</b>	Highly Technical				
<b>Type of Transaction</b>	G2G-Government to Government				
<b>Who may avail:</b>	All offices in the head office				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Memo-request that may be sent in hard copy or via email		Requesting Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>	
1. Submit/ send request	1. Receive memo-request	None	2 hours	CADT Staff	
None	2. Evaluate request.			CADT Head	
None	3. Endorse request to designate technical staff/artist				
None	1.4 Work on request/develop design studies		2 days	CADT Technical Staff/Artist	
None	1.5 Endorse design studies of the material to requesting office		1 hour		
2. Provide comments on draft materials	2.1 Await comments from requesting office			CADT	
None	2.2 Receive comments from requesting office		2 days		
None	2.3 Revise material based on comments		1 day		CADT Technical Staff/Artist
None	2.4 Endorse materials to CADT Head for comments/review		2 hours		CADT Technical Staff/Artist, CADT Head
3. Receive requested material.	3.1 Once finalized, endorse material to requesting office			1 hour	CADT Technical Staff/Artist
	<b>TOTAL</b>	<b>None</b>	<b>6 days</b>		

**Note: During the duration of the whole process will depend on number of time the requesting office provides their comment on each draft. However, turn-around time for revising the print material based on the comments shall be at least 2 days.**

## INTERNATIONAL AND LOCAL ENGAGEMENT DEPARTMENT

### 1. ASSISTANCE IN APPLICATION/RENEWAL OF OFFICIAL PASSPORT

One of the functions of the International and Local Engagement Department is to coordinate the participation of PhilHealth to International trainings/conferences/workshops/meetings/fellowships/any activity on exchange of knowledge on Social Health Insurance, usually requiring foreign travel; as such part of this function is assisting participants in filing their application for official passport.

<b>Office/Division</b>	ILED			
<b>Classification</b>	SIMPLE			
<b>Type of Transaction</b>	G2G			
<b>Who may avail:</b>	PhilHealth Officers and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
DFA Requirements: 1. DFA Application Form 2. PSA Birth and Marriage certificate or valid 3. Invitation 4. Letter of Endorsement to DFA 5. Approved CPO 6. Service Records 7. No pending administrative case 8. Copy of company ID 9. Passport Fee (Php 1.200)			1. DFA Website 2. PSA 3. Organizers/Inviting Institutions 4. ILED 5. ILED 6. HRD 7. LS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. For application/renewal of official passport, personnel/officer to apply personally, and bring all the requirements to the DFA.	1.1. ILED liaison officer, or alternate, accompanies the personnel/officer in applying for applying official passport to the DFA.	NONE	1 DAY	Requesting Officer or PhilHealth Personnel

	1.2. Upon receipt of advice from ILED's liaison officer or his/her alternate picks up official passport on scheduled release date.	None	1 day	Alberto Ballesteros or Mary Jayselle Carillo of ILED
	<b>TOTAL</b>	<b>None</b>	<b>2 days</b>	

## 2. EVALUATION OF PROJECT PROPOSALS FOR FOREIGN ASSISTED PROJECTS

Since the major function of ILED is to mobilize resources (grants, technical assistance, and other forms of support) to sustain the various programs and projects of PhilHealth on social health insurance this service is a function of ILED provided to external clients to evaluate and thereafter guide the development and approval of such proposals that would need support from the international cooperation.

<b>Office/Division</b>	ILED			
<b>Classification</b>	SIMPLE			
<b>Type of Transaction</b>	G2B			
<b>Who may avail:</b>	Development Partners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Proposal Areas of Support for PhilHealth Thrusts and Priorities			To be prepared by development partners.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Development Partner submits proposal to PhilHealth on possible areas of collaboration	1.1. ILED evaluates the proposal	None	1-3 days	Project Development Officer IV
	1.2 If it matches a project proposal/concept note/ TOR in the TA Agenda, sets a collaborative meeting between development partner and potential implementing office within PhilHealth.	None	1 day	Project Development Officer IV
	1.3. If it does not match a project proposal/concept note/TOR in the TA agenda, inform development partner by way of letter.	None	1 day	Project Development Officer IV
	<b>TOTAL</b>	<b>None</b>	<b>5 days</b>	

### 3. EVALUATION OF PROJECT PROPOSALS FOR LOCAL ENGAGEMENTS

The major function of ILED is to mobilize resources (grants, technical assistance, and other forms of support) to sustain the various programs and projects of PhilHealth on social health insurance this service is a function of ILED provided to internal clients to evaluate their project proposals and thereafter and guide the development, submission and approval of such proposals that would need support from local cooperation.

<b>Office/Division</b>	ILED			
<b>Classification</b>	SIMPLE			
<b>Type of Transaction</b>	G2G			
<b>Who may avail:</b>	Officers and personnel within the PhilHealth Community			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Concept Note/TOR/Project Proposal			Prepared by internal client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position of Supervisor)</b>
1. Submit a concept note/project proposal or Terms of Reference to ILED	1.1 ILED evaluates the concept note/project proposal/TOR	None	1-3 days	Proponent Office PDQ IV or PDO III ILED
	1.2 If it passes the criteria set for local partnerships, inform proponent through a memorandum that it will be included in the TA agenda for presentation to management by way of memorandum			
	1.3 if it fails the criteria set for local partnerships, inform proponent, through a memorandum		1 day	
	<b>TOTAL</b>	<b>None</b>	<b>2-4 days</b>	