



General Services Office

External Services



1. Acceptance of Delivery

Acceptance of delivery is carried out by the General Services Office by way of physically accepting the goods and services delivered by the supplier or contractor in accordance with the approved purchase order or contract, and documenting the outcome of the said function using an official form, the Acceptance and Inspection Report.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Supplier, Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Order or Contract (1 Certified True Copy and Digital Copy)		c/o Office of the Mayor		
2. Requisition and Issue Slip (3 Original Copies)		To be provided by the City Procurement Office to the General Services Office		
3. Goods specified in the Purchase Order or Services stipulated in the Contract (Quantity as per approved Purchase Order or Scope of Services as per approved Contract)		To be provided by the City Procurement Office to the General Services Office		
4. Sales or Service Invoice for complete delivery (1 Original Copy and 1 Duplicate Copy) or Delivery Receipt for partial delivery (1 Original and 1 Duplicate Copy)		Supplier or Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Provide a certified true copy and a soft copy of the approved Purchase Order or Contract together with 3 original copies of Requisition and Issue Slip to the General Services Office.	None	5 minutes	<i>Staff</i> Procurement Office
2. None	2. Draft the Acceptance and Inspection Report based on the soft copy provided by	None	30 minutes for small number of items;	<i>Staff</i> General Services Office



	the City Procurement Office.		1 hour for voluminous number of items	
3. Deliver the item/s in the approved place of delivery specified in the Purchase Order or Contract and informs the City Procurement Office of the schedule of delivery.	3. City Procurement Office shall issue a Notice of Delivery to the General Services Office to inform the latter of the delivery schedule. 3.1 Submit to the Human Resources Management Office an application for Official Business Form for deliveries within the City, or Travel Order Form for deliveries outside the City.	None	5 minutes	<i>Staff</i> Procurement Office
		None	5 minutes	<i>Staff</i> General Services Office
4. Provide the Delivery Receipt (DR) for partial delivery, or Sales/Service Invoice (SI) for complete delivery to the assigned General Services Office worker.	4. Make the acceptance using the details specified in the Purchase Order or Contract as reference in carrying out the function	None	30 minutes for small number of items; 1 hour for voluminous number of items	<i>Staff</i> General Services Office
5. Receive the duplicate copy of signed DR or SI from the GSO	5. Sign of the original copy of Delivery Receipt for partial delivery, or original copy of Sales/Service Invoice for complete delivery, as proof of acceptance of goods/services.	None	2 minutes	<i>Staff</i> General Services Office
	TOTAL:	None	1 Hour and 17	



			Minutes and small number of items; 2 Hours and 17 Minutes for voluminous number of items	
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2. Issuance of Goods and Services to End-User

Goods and services are issued by the General Services Office (GSO) to qualified recipients upon presentation and/or completion of the required documents and verification of data. This is carried out using the standard form, the Requisition and Issue Slip (RIS). The end user will be asked to sign the RIS as proof of receipt of the item/s being issued. Depending on the RIS provided to the General Services Office by the City Procurement Office, an end user may be a government employee or private individual.

Office or Division:	General Services Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	Authorized end user identified in the Requisition and Issue Slip who may be from a government office or private sector.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip (3 Original Copies)		c/o Office of the Mayor		
If end-user is a private individual:				
2. Valid government-issued ID in case the End User is a private individual		Private end-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If the End-User is a city government employee, submit a properly filled out Requisition and Issue Slip (RIS) form duly approved by the approving authority.	1. Verify the information indicated in the RIS, check the stock cards based on the approved Project Procurement Management Plan (PPMP) and prepare the item/s to be issued.	None	30 minutes	<i>Office Staff</i> General Services Office
2. If the End User is not a government employee, present a valid government-issued I.D. to the storekeeper. If the claimant is not the End User identified in the RIS, an	2. Verify the identity of the End User using the presented ID and the name appearing on the RIS. Scrutinize the authorization letter vis- à-vis the name and signature of the End User that	None	1 minute	<i>Office Staff</i> General Services Office



authorization letter stating the name of the claimant, duly-signed by the End User must be presented together with a valid government-issued ID of the claimant	appear on the Requisition Part of the RIS as well as the ID presented by the claimant vis-à-vis the name of the claimant stated in the authorization letter			
3. Receive and check the item/s specified in the RIS	3. Issue the item/s, and document such issuance	None	30 minutes	<i>Office Staff General Services Office</i>
4. Accept the item/s and sign the Issuance Part of the RIS	4. Update Stock Cards	None	30 minutes for small number of items; 1 hour for voluminous number of items	<i>Office Staff General Services Office</i>
	TOTAL:	None	1 Hour and 31 Minutes for small number of items; 2 Hours and 1 Minute for voluminous number of items	