

AUG 13 2021

MEMORANDUM CIRCULAR NO. 19
Series of 2021

SUBJECT : MIAA COMPUTERIZATION PROJECT

GENERAL:

1. MIAA by virtue of its charter is authorized to levy and collect charges for the use of its facilities and promulgate rules and regulations to ensure efficiency of airport operations.
2. The General Manager has the duty to establish and maintain a system, in coordination with the appropriate government offices and agencies, for the regular and prompt dissemination of financial, statistical and other relevant data within the Authority and to the MIAA Board of Directors, among others.
3. MIAA embarked on a computerization program that integrates the functions of several blocs to address issues, among which are the following:
 - Provide more timely and accurate information for analysis and reporting.
 - Reduce the amount of manual effort required to record, collate, process and analyze information.
 - Comply with Republic Act No. 11032 otherwise known as "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" which requires all agencies to improve their transaction systems and processing time.

SCOPE OF IMPLEMENTATION AND COVERAGE:

4. The Digital Transformation of MIAA will be done in phases based on the Information System Strategic Plan (ISSP) of MIAA. This MC provides the general policies that will be applicable to all computer projects of MIAA. Specific issuances, guidelines, statement of tasks & responsibilities, definition of terms shall be issued in the form of an annex. Additional annexes shall be issued to cover specific implementing rules & regulations of future projects.
5. This MC shall be applicable to MIAA officers and staff and outsourced personnel assigned to operate and/or update the system.

GENERAL USAGE POLICY

6. Accountability and Responsibility – the system has audit trails that records the person/s who uploaded and/or edited any entry. Assigned personnel shall be held liable for the accuracy and timeliness of their entries.

7. Reporting of problems and issues - Authorized users are encouraged to report system errors, glitches, downtime and the like to MISD for appropriate action. These will help improve and/or correct the system. Reports should provide details on issues observed.

POLICIES AND GUIDELINES:

8. The system is a sequential process which means that the performance of one unit depends on whether the output of the previous unit is delivered correctly and on time. Thus, if one unit does not process their tasks it will consequently disrupt the next unit/s. It should be emphasized that the ultimate recipient/beneficiaries of reports generated are clients of the Authority. Any errors or delay in reporting/recording of assigned dataset will result in erroneous and/or delayed reports.
9. The result of the system is furnished to intended users at the end of business hours and/or posted in a portal that is "web-based" therefore accessible in any time and place with internet access and by anyone authorized by MIAA. Thus, concerned offices are enjoined to update the system expeditiously so clients and users are provided updated reports from MIAA.
10. Offices concerned should be attentive to comments and/or issues from clients. It should be treated with the same level of responsiveness accorded to letters and requests as defined in Section 5 (a) of Republic Act (RA) 6713 otherwise known as the Code of Conduct and Ethical Standards for Public Officials and Employees.
11. Officials and employees who will be assigned to update the system shall be accountable for their entries and/or action. For this, they shall be provided usernames and passwords to gain access to the system. Entries made to the system shall be attributed to the assignee of the username.
12. Logging – Authorized users shall be required to log-in with their provided username and password before proceeding. The system records all entries, alterations and/or deletions made by the user. Users are required to log-out to maintain security of the system. Usernames and passwords are to be protected and not divulged or shared to anybody else. Sharing of username and passwords shall be considered a misconduct.
13. Data Encoding and Processing – the modules of the system are included in this MC as an annex. It provides a short description of the module including the office responsible for its upkeep.

Repetitive errors and undue delay in reporting of entries shall be considered as inefficiency. In the event of errors in reporting, the erring personnel shall immediately report to her/his supervisor the specifics of the error for corrective action.

Lapses in the recording of entries shall be considered as a neglect of duty.

14. Heads of offices shall immediately inform MISD if any of their subordinate is no longer assigned to the system so access may be restricted or cancelled.

To ensure the sanctity of passwords, MISD is tasked to provide new passwords every sixty (60) days to authorized users.

15. Officials and/or personnel who work from home or use personal devices to access the system shall take pre-cautionary security measures to ensure their devices are free from viruses; secured from unauthorized use or handling and logged-off when not in use.
16. Heads of offices shall ensure that tasks assigned to their personnel are included in their respective Individual Performance Commitment (IPC) and their ratings shall be based on the quality, volume and timeliness of their entries.
17. To ensure errors are eliminated, if not minimized, only personnel who have been screened and determined to be fit are to be designated or assigned to the system.
18. The system generates summary reports based on data entered in the system. These reports contain financial, operational, references, listings & details of private/public entities with dealings with MIAA, personnel performance and key performance indicators. Heads of offices; supervisors are encouraged to regularly generate reports with the end view of improving their area of responsibility.

STATEMENT OF RESPONSIBILITIES:

19. Specific tasks peculiar to the system is incorporated in the annex.
20. Systems and Procedures Improvement Division, in coordination with offices concerned, shall formulate the quality standards in terms of processing time.
21. MISD shall constantly monitor the Authority's IT infrastructure, implement maintenance procedures; and set-up a redundant system to ensure the service is available 24/7. MISD shall also establish measures to ensure security and integrity of the system.

PENALTY CLAUSE

22. Any violation of the provisions of this MC shall be subject to sanctions and/or penalties as stated in the specific issuances and annexes.

SUPERSEDING CLAUSE

23. All MIAA issuances inconsistent herewith are hereby superseded.

EFFECTIVITY

24. This MC shall take effect immediately.

For strict compliance.


EDDIE V. MONREAL
General Manager



ANNEX TO MC 19,
Series of 2021

Annex Reference Number	2021-001
PROJECT TITLE	Accounts Receivables with front-end solutions.

SPECIFIC SCOPE OF IMPLEMENTATION

1. The system was primarily developed to support revenue enhancement, but it became evident that these can only happen if policies, processes & procedures of downstream offices – units are enhanced as well. Thus, the project encompasses the following:

1.1. System Output

- 1.1.1. Bills generation.
- 1.1.2. Recording and reconciliation of Collection.
- 1.1.3. Planning & recording of aeronautical activities.
- 1.1.4. Recording of consumables – Light & Power and Water;
- 1.1.5. Usage of Authority's facilities and/or properties.
- 1.1.6. Concessionaire's Registry
- 1.1.7. Other bills that are non-recurring or as-needed.

1.2. Included Offices

- 1.2.1. Finance Department
- 1.2.2. Accounting Division
- 1.2.3. Collection Division
- 1.2.4. Business Development & Concessions Management Department
- 1.2.5. Airport Integrated Command and Control Center
- 1.2.6. Airport Grounds Operations & Safety Division
- 1.2.7. General Aviation Operations Division
- 1.2.8. Mechanical Division
- 1.2.9. Buildings Division
- 1.2.10. Electrical Division
- 1.2.11. Electronics & Communications Division
- 1.2.12. Corporate Management Services Department
- 1.2.13. Management Information Systems Division

DEFINITION OF TERMS

2. **Client Portal** – an electronic gateway provided to MIAA's clients that provides a collection of their bills, payment history and other relevant information pertinent to the concessionaire's bills. The client portal is accessible through the MIAA website.
3. **Concession** – is a thing granted to the concessionaire, whether it be an office or business space and/or right to conduct business within the premises of MIAA.
4. **Concessionaire** - is the entity doing business with the Authority. The system shall use the name as it appears in the concessionaire's BIR Certificate of Registration (BIR Form 2303).

5. **Main meter** – a device that measures amount of electricity or water consumed by the Authority. Main meters are connected directly to the facilities of utility companies.
6. **Posted payment** – payments by the concessionaire made from their banks to MIAA's bank and images of their proof of payments were uploaded to the system.
7. **Sub-meter** - a device that measures amount of electricity or water consumed by the concessionaire's office or business space. Sub meters are connected directly to MIAA's facilities.

RESPONSIBILITES

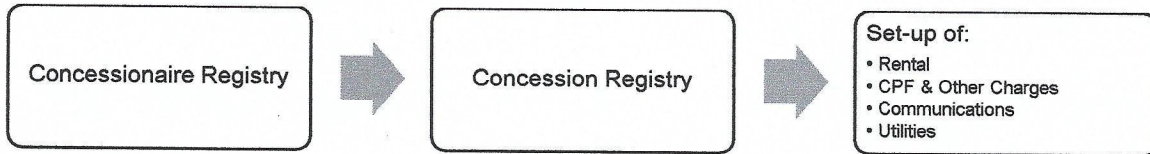
8. BDCMD shall ensure the following:
 - 8.1. Concessionaire registry is created for entities that have business at the complex for the first time.
 - 8.2. Concessionaire registry including list of concessions are updated at all times. Concession registry subsumed the Billing Instructions, thus, generated bills will be based thereto.
 - 8.3. Closely monitor the activities of concessionaires to avoid late reporting of billing instructions.
 - 8.4. Renewal of contracts before expiration provided that terms and conditions contained therein are still acceptable to Authority and said concessionaire.
9. Finance Department shall encourage all clients to post proof of payment made not directly to the authority in the client portal at the same time liaise with the authority's banks to ensure that former is informed within five (5) business day if settlements have been made through the latter.
 - 9.1. In cases where clients pay without specifying which bill was settled, Collection Division shall coordinate with said client to obtain said information.
 - 9.2. In cases where client fails to identify themselves during payments at the authority's banks, Collection Division shall maintain a ledger of said transactions until such time as the client has been identified.
10. Airport Operations Department shall liaise with the Civil Aviation Authority of the Philippines (CAAP) to obtain details of aircrafts needed for billing.
11. Turn-over – Operations personnel are required to complete their reports before end-of shift. Incoming supervisors shall ensure that reports submitted by the outgoing supervisors are complete. Outgoing shift supervisors shall not be relieved unless reports are complete.
12. The splash screen or welcome screen on the client portal provides basic information, general instruction, reminders, current decisions, and the like that may be relevant to clients as regards to their dealings with the authority. Heads of offices are to periodically review the same and submit to ADCA recommended update/s, inclusions and/or revisions.
13. Changes in rates; designation of new areas; additional or removal of users, options in drop-down menus are to be reported by concerned offices to CMSD. CMSD shall be

designated as the system administrator and update the other system libraries not delegated to other offices provided in Section 20 of this annex based on submittals by concerned offices. Libraries include rates, directory of users and level of authority/access and options in drop down menus.

14. MISD shall monitor the operations and maintain the help desk whether directly or indirectly.

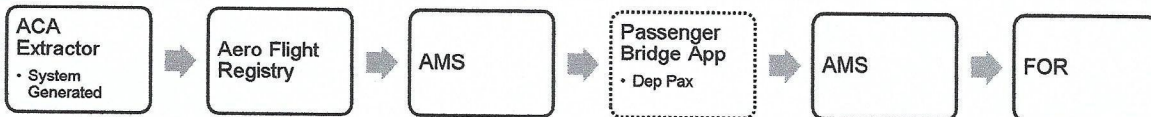
PROJECT PROCESS

15. Concessions Registry:



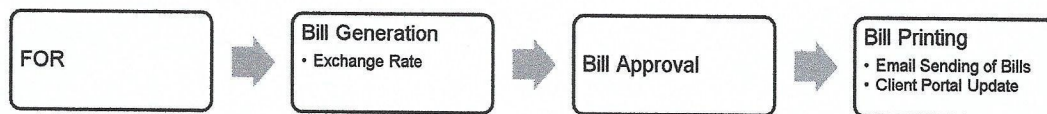
A concessionaire may have several concessions but only one concessionaire registry to avoid issuance of multiple Statement of Accounts to the same entity. Billing for Rentals and other fixed rates shall start and end based on entries in the concession registry. For other bills initiated by offices other than BDCMD shall use the registered name in the Concessionaire Registry.

16. Aeronautical Data Recording:

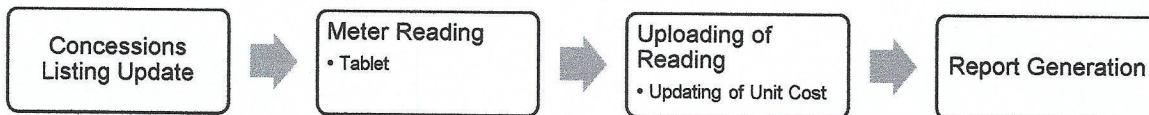


The diagram above represents a regular cycle of a commercial flight. This may vary under extenuating circumstances such as rest overnight; non-use of passenger boarding bridge; repositioning, etc.

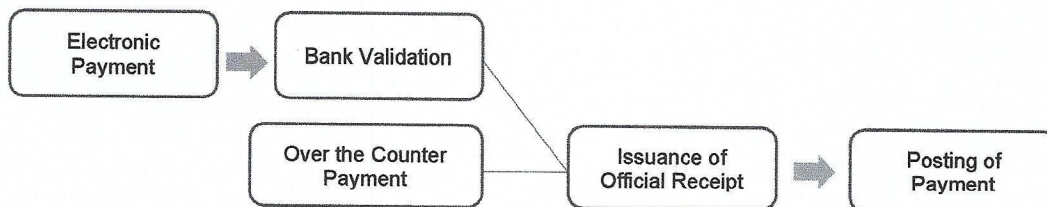
17. Aeronautical Billing:



18. Metered Reading



19. Collection



MODULE DESCRIPTION

20. Presented below are the modules and personnel assigned to update the same.

MODULE	ROUTINE	DESCRIPTION	Expected Output	ASSIGNED TO
Flight Operations	ACA Flight Schedule Extractor	The routine automatically extracts emails from Airport Coordination of Australia and loads the data to the Aero Flight Registry.	Scheduled flights in MIAA Portal for updating of AICCC	System Administrator
	Aero Flight Registry	This routine is the equivalent of Gate Planning wherein aircrafts at the complex are matched with facilities. Aircraft & flight details should be identified at this point and corresponding facilities assigned.	Detailed schedules to be followed by Aero Bridge Operators and Ramp Controllers. Planned versus Actual data.	AICCC Gate Planners
	Arr Pax Registry	This routine allows Terminal Operations to encode the number of arriving passengers per flight.	Statistical Data – number of arriving passengers per flight	Terminal Operations Group
	Dep Pax Registry	Report generator on number of departing pax	Report of Number of Departing Passengers	Passenger Boarding Bridge Operator
	AMS (Application)	The routine records actual information on landing, parking, push-back and take-off of aircraft.	Flight transaction database -	Ramp Control
	Passenger Boarding Bridge Apps (Tablet)	This routine records tack-in and tack-out of bridge. Also, the number of departing passengers per flight.	Flight transaction database and passenger load database	Passenger Boarding Bridge Operator
	Arrival Pax Registry	The routine records the number of arriving passengers per flight	Summary of passengers for statistics purposes	TOG
	Flight Operations Report	The routine signals the system to transmit operational data of Operations Group to Finance.	Summary of Flight Transaction for billing purposes	AICCC Supervisors

Concessions	Company Registry	This routine sets up the company dealing with MIAA	Reference information for other modules	BDCMD Supervisor
	Concession Registry	This routine sets up the locator/s established by the Company	Reference information for other modules	BDCMD Supervisor
	CPF Registry	This routine set up the privilege fee levied to concession	Reference information for other modules	BDCMD Supervisor
	Rental Set-up	This routine set up the rental details of the concession	Reference information for other modules	BDCMD Supervisor
Water Meter Optn	Water Setup	This routine sets up the meter/s installed by the concessionaire.	Reference of submeters installed by concessionaire.	Engg
	Maynilad Bill	This routine enters the details of bills received from Maynilad	Reference for latest unit cost to be passed to client.	Mechanical Division
	Water Meter Report	This routine allows Engineer in charge to review and/or correct consumption report before sending the billing instruction.	Report on monthly consumption of concessionaires	Engineer in Charge
Electric Meter Opns	Water Meter Reading (Tablet)	This is a data collection routine for meter readers to encode meter readings	Billing Instruction for the month for water	Engineer in charge
	Electric Set up	This routine sets up the meter/s installed by the concessionaire.	Reference information for other modules	Electrical Division Supervisor in charge
	MERALCO Bill	This routine enters the details of bills received from MERALCO	Reference for latest unit cost to be passed to client.	Engineer in Charge
	Elec. Meter Report	This routine allows Engineer in charge to review and/or correct consumption report before sending the billing instruction.	Billing instruction for the month for Light & Power	Engineer in Charge
	Electric Meter Reading (Tablet)	This is a data collection routine for meter readers to encode meter readings	Report on monthly consumption of concessionaires	Meter Readers

Communications Set up	Comm Set up	This routine set-up communication facilities/connections installed at clients' locations	Reference information on connected communication utilities.	Engineer in charge
Bill Generation	<i>All types of Bills</i>	Final review of bills; set-up of dollar exchange rate	Draft bills	Accounting Processors
Bill Approval	<i>All types of Bills</i>	Final approval before bill is posted to client's portal & sent thru email	Update	Manager, Accounting
Bill Printing	<i>All types of Bills</i>	This routine shall only be used if there is a need for hard copies	Printed bills	Collection Officer
Collection	Posted Payments	This routine presents the Proof of Payment reported by clients. The proof should be verified before approval.	Updated Client Portal including Statement of Account	Collection Officer
	Receipts	This routine generates Official Receipts for the following: <ul style="list-style-type: none"> • Posted verified proof of payment in the portal; • Walk-in payments; Unbilled collections	Official Receipts	Collection Officer
Engineering Library	Meter Main	This routine sets-up the main meter from utility companies.	Updated information needed for billing	Engineering supervisor
	Sub Meter	This routine identifies which main meter the sub meter is connected	Updated information needed for billing	Engineering supervisor
Operations Library	Aircraft Registry	Reference data of all aircraft that landed in NAIA	Updated information needed for billing (e.g. MTOW; Registered owner and/or billable party)	AGOSD
	Airlines	Reference data of all airlines with operations in NAIA	Updated information needed for billing	AOD
	Bridge List	Reference data of all Passenger Boarding Bridges.	Updated information needed for billing	AOD

	Flight Terminal Allocation	Reference data of Terminal assignment of Airlines	Updated information needed for billing	AOD
	Handlers	Reference data of Ground handlers servicing airlines that are billed aero fees in lieu of latter	Updated information needed for billing	AOD
	Parking Bay List	Reference data of parking bays	Updated information needed for billing	AOD
	Parking Bridge Registry	Reference data of passenger boarding bridges	Updated	AOD

ERROR HANDLING

21. Errors are classified as follows:

- 21.1. Mistake/s in details entered – typographical errors; wrong information entered; and the like shall be reported to the immediate supervisor for action.
- 21.2. Missing records – personnel who can't proceed with recording because prerequisite activities are not available shall record their activities in a log and submit the same to his/her supervisor.

22. Errors Found in Bills – In the event that errors are found in bills that were already issued to clients, adjustments shall be made on the next bill of the same bill type provided that the error has been verified and confirmed.

PENALTIES & ADMINISTRATIVE SANCTIONS

23. Penalties:

23.1. The following shall be considered as violation/s of MIAA rules and regulations and shall have the following penalties:

- 23.1.1. Disclosure of Username & password - Officers/employees found guilty of disclosing their username and password to others shall be considered as a misconduct;
- 23.1.2. Repetitive errors; delay and/or lapses in recording of assigned tasks shall be considered as inefficiency. For the purpose of these rules & regulations, repetitive is defined as committing the same offense more than three (3) times within a billing cycle.

Non-reporting of errors and missing records as described in 21.2 and lapses is also considered as inefficiency.

- 23.1.3. Lapses in reporting assigned tasks is considered as a neglect of duty.
- 23.1.4. Tampering and/or hacking of the system is destruction or alteration of intangible assets and is a considered a criminal offense.
- 23.1.5. Deliberate entry of false information which may cause financial loss to the Authority is considered as misconduct.

23.2. Sanctions:


23.2.1. Sanctions for misconduct, inefficiency and neglect of duty are as follows:

First Offense	Reprimand
Second Offense	1 to 30 days suspension
Third Offense	Dismissal from the service

23.2.2. Criminal offenses shall proceed in accordance with Republic Act No. 10175 otherwise known as Cybercrime Prevention Act of 2012”.

EFFECTIVITY

24. This Annex, which is an integral part of MC No. 19, Series of 2021 shall take effect immediately.


EDDIE V. MONREAL
 General Manager
 AUG 13 2021