



**I. GENERAL INFORMATION ABOUT THE ESTABLISHMENT****A. Economic Activity or Business in 2013.**

⇒ Describe in detail the main activity and other activities of this establishment.

- 1. Main Activity** (Refers to the activity that contributes the biggest or major portion of the gross income or revenue of this establishment.)

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- 2. Major products/goods produced or sold and/or type of services rendered (Specify)**

**B. Secondary/Other Activities****II. INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) RESOURCES OF THE ESTABLISHMENT**

*ICT Resources are equipment, knowledge and human resources used to support electronic business/manufacturing processes and the conduct of electronic commerce transactions. It includes computer and peripheral equipment, systems and application software, network channels, telecommunication equipment, routers, satellite and other ICT hardware used in electronic business and commerce transactions, ICT support services and ICT workers.*

**A. ICT Equipment**

⇒ Indicate below the number of units by type/s of ICT equipment owned by this establishment for use in business operations as of **31 December 2013**.

	Number of Units	LN NO
<b>1. Computers and other hardware</b> (A computer does not include computer controlled machinery or electronic tills.)		
a. Desktop computers		01
b. Laptop/notebook computers		02
c. Mini computers (Micro and Medium servers)		03
d. Mainframe		04
e. Tablet PCs (A portable personal computer equipped with a touchscreen as a primary input device. Tablet may use virtual keyboards and handwriting recognition for text input through the touchscreen. Example: Apple Ipad)		05
f. Others, <b>Specify:</b> _____		06
<b>2. Communication equipment</b>		
a. Telephone lines (Wired and wireless landlines)		07
b. Cellular mobile phones (owned by the establishment for use in business transactions; e.g Apple Iphone)		08
c. Satellite phone (A type of mobile phone that connects to orbiting satellites instead of terrestrial cell sites.)		09
d. Two-way radio (e.g. walkie-talkie)		10
e. Others (e.g. Video/Tele-video conference equipment), <b>Specify:</b> _____		11
<b>3. Other ICT equipment</b>		
a. Global Positioning System (GPS) devices (Uses satellites to pinpoint locations)		12
b. Closed-Circuit Television (CCTV)		13
c. Printing Machine (deskjet, inkjet, laser jet, dot matrix, medium and large format, etc.)		14
d. Camera (still photo both film and digital, video)		15
e. Others (video projector, satellite equipment and satellite disk), <b>Specify:</b> _____		16

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**II. ICT RESOURCES OF THE ESTABLISHMENT (Cont.)**

**B. Knowledge**

<p><b>1. System and application software</b> (Software is a general term used to describe a collection of computer programs, procedures and documentation that perform some task on a computer system.)</p>			LN NO
<p><b>Did this establishment use system and application software?</b></p> <p>⇒ Specify all major system and application software used in business operation as of <b>31 December 2013</b>. Use additional sheets, if necessary.</p>	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No		17
a.			18
b.			19
c.			20
d.			21
<p><b>2. Did this establishment use Security software?</b> (A Security software is a term referring to any computer program with a purpose of securing a computer system or computer network)</p>			<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No    22
<p><b>3. Did this establishment experience an attack by a virus (e.g. a Trojan horse or worm), which has resulted in loss of data or time, or damage to software/hardware in 2013?</b> (A virus is a self-replicating, malicious program, which attaches itself to a host program. A trojan horse is a program that performs like a real program a user may wish to run, but also performs unauthorized actions. A worm is a malicious program that self-replicates across networks. <b>EXCLUDE:</b> Attacks which were successfully prevented by security measures in place.)</p>			<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No    23
<p><b>4. ICT Support Services</b> (<b>INCLUDE:</b> Management of systems development projects; Information systems planning; Systems analysis work; Programming, website development and hosting; Consulting; ICT training; Electronic payment; ICT research; etc.)</p> <p>⇒ Mark (✓) applicable box/es.</p>			
	<b>In-house</b> (1)	<b>Outsourced</b> (2)	LN NO
a. System/Application Development and Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	24
b. Call Centers / Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	25
c. Finance Accounting and Auditing	<input type="checkbox"/>	<input type="checkbox"/>	26
d. Human Resources	<input type="checkbox"/>	<input type="checkbox"/>	27
e. Quality Assurance / Testing	<input type="checkbox"/>	<input type="checkbox"/>	28
f. Research and Development	<input type="checkbox"/>	<input type="checkbox"/>	29
g. Supply Chain / Logistics	<input type="checkbox"/>	<input type="checkbox"/>	30
h. Information Security	<input type="checkbox"/>	<input type="checkbox"/>	31
i. Others, <i>Specify:</i> _____	<input type="checkbox"/>	<input type="checkbox"/>	32
<p><b>C. <input type="checkbox"/> Other ICT Resources, <i>Specify:</i> _____</b></p>			33
<p><b>D. <input type="checkbox"/> None</b></p>			34

**III. NETWORK CHANNELS** (Collection of computers connected to each other that allows them to communicate with each other, and share resources and information.)

⇒ Mark (✓) applicable box/es of network channels used by this establishment in 2013.		LN NO
<input type="checkbox"/> Wired Local Area Network (Wired LAN uses Ethernet cable and network adapters that generally require central devices like hubs, switches or routers to connect the devices.)		01
<input type="checkbox"/> Wireless LAN (WLANs send and receive data through the use of radio and infrared waves. A single access point can support a small group of users and can function within a range of less than one hundred to several hundred feet.)		02
<input type="checkbox"/> Intranet (Set of networks, using the Internet Protocol (IP) and IP-based tools such as web browsers and file transfer application that is under the control of a single administrative entity.)		03
<input type="checkbox"/> Internet (Specific internetwork consisting of a worldwide interconnection of governmental, academic, public and private networks based upon the networking technologies of the Internet Protocol Suite. A communication backbone underlying the World Wide Web.)		04
<input type="checkbox"/> Extranet (Network that is limited in scope to a single organization as entity but which also has limited connections to the networks of one or more other organizations or entities.)		05
<input type="checkbox"/> WAN (Network that is limited in scope to a single organization as entity but which also has limited connections to the networks of one or more other organizations or entities.)		06
<input type="checkbox"/> Others (example: Virtual Private Network) <b>Specify:</b> _____		07

**IV. INTERNET CONNECTION OF THIS ESTABLISHMENT**

⇒ Mark (✓) appropriate box/es.		LN NO
<b>A. Did this establishment have the following types of external connection to the Internet in 2013?</b>		
1. Narrowband (A term used to describe an Internet connection speed that is most commonly associated with a dial-up connection where the highest effective speed is approximately 56kbps)		01
a. ISDN [Integrated Services Digital Network is a telecommunication service that turns a traditional (copper) telephone line into a higher speed digital link. It is regarded as narrowband.]	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	02
b. Analog modem [Dial-up via standard phone line, converts a digital signal into analog from transmission by traditional (copper) telephone lines. It also converts analog transmission back to digital.]	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	03
c. Other narrowband (Other forms of access with a download speed of less than 256 kbps.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	04
2. Broadband (High-speed Internet connections that allow for transfers of information at rates far faster than those of dial-up modems)		05
a. Cable modem (Modem which uses cable TV lines for connection to the internet.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	06
b. DSL connection [Digital Subscriber Line is a high-bandwidth, local loop technology carrying data at high speeds over traditional (copper) telephone lines. INCLUDE: xDSL, ADSL, SDSL.]	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	07
c. Wireless connection (Newest Internet connection that uses radio frequency instead of telephone or cable networks, and can be accessed from anywhere – as long as geographically within a network coverage area.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	08
d. Cellular Mobile broadband (This can give broadband access to the Internet, with a cellphone, Cardbus, ExpressCard, USB cellular modems or with cellular broadband routers, which allow more than one computer to be connected to the internet using cellular connection.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	09
e. Satellite (This can give broadband internet access especially to rural areas)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	10
f. Other fixed internet connection Example: leased line (e.g. E1 or E3 at level 1 and ATM at level 2), Frame Relay, Metro-Ethernet, PLC - Powerline communication, etc.]	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	11
3. Others, <b>Specify:</b> _____		12

**V. USES OF ICT RESOURCES IN THE OPERATIONS OF THIS ESTABLISHMENT****A. Uses of ICT Resources in 2013**

⇒ Mark (✓) applicable box/es where ICT Resources were used. Indicate whether for internal business operation and/or as provider of goods and services.

Activity	For internal business operation	As provider of goods and services	LN NO
	(1)	(2)	
1. E-commerce purchasing	<input type="checkbox"/>	<input type="checkbox"/>	01
2. E-commerce selling	<input type="checkbox"/>	<input type="checkbox"/>	02
3. Finance accounting and auditing	<input type="checkbox"/>	<input type="checkbox"/>	03
4. Human resources (INCLUDE :Payroll maintenance, recruitment and staffing)	<input type="checkbox"/>	<input type="checkbox"/>	04
5. Legal services	<input type="checkbox"/>	<input type="checkbox"/>	05
6. Processing of customer's order and payment	<input type="checkbox"/>	<input type="checkbox"/>	06
7. Automated employee services	<input type="checkbox"/>	<input type="checkbox"/>	07
8. Supply chain and Logistics (Procurement, Logistics management)	<input type="checkbox"/>	<input type="checkbox"/>	08
9. Production process and control	<input type="checkbox"/>	<input type="checkbox"/>	09
10. Manufacture/distributon of ICT goods	<input type="checkbox"/>	<input type="checkbox"/>	10
11. Architectural and engineering services (Consulting; Building design and drafting and supervision of construction, town and city planning and landscape architecture; Engineering and technical activities.)	<input type="checkbox"/>	<input type="checkbox"/>	11
12. Research and development (INCLUDE: Patent research, business and financial research)	<input type="checkbox"/>	<input type="checkbox"/>	12
13. Advertising and market research (Promotion of products, marketing consulting, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	13
14. Business and management consultancy (Overseeing and management of other units, strategic and organizational planning, provision of advice and assistance, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	14
15. Financial and insurance services (Holding companies, monetary intermediation, financial leasing, credit granting, lending, insurance, pension funding, pawnshop operation, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	15
16. Travel and tour services (Reservation, booking, accommodation, tourist assistance, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	16
17. Education and training (INCLUDE: ICT training )	<input type="checkbox"/>	<input type="checkbox"/>	17
18. Data processing (Processing of data employing either the customer's or a propriety program; data entry services; Time share computer services; Web hosting; Database activities.)	<input type="checkbox"/>	<input type="checkbox"/>	18
19. Medical and Legal Transcription	<input type="checkbox"/>	<input type="checkbox"/>	19
20. Data Analytics	<input type="checkbox"/>	<input type="checkbox"/>	20
21. Health Services	<input type="checkbox"/>	<input type="checkbox"/>	21
22. Customer relationship management (INCLUDE: Inbound and outbound call centers, automatic call distribution, computer telephone integration, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	22
23. Software development (INCLUDE: Software consultancy and supply))	<input type="checkbox"/>	<input type="checkbox"/>	23
24. Publishing (INCLUDE: Books, newspapers, magazines and other periodicals; Directories and mailing lists; Photos; Posters; Ready-made non-customized software; Music.)	<input type="checkbox"/>	<input type="checkbox"/>	24
25. Internet service provider (A company which provides end-users access to the internet and the associated services such as email, chat rooms, instant messages, internet telephone, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	25
26. Creative development	<input type="checkbox"/>	<input type="checkbox"/>	26
27. Animation, game development (Process of giving the illusion of movement to cinematographic drawings, models or inanimate objects thru 2D, 3D, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	27
28. Other computer related activities (Computer disaster recovery; Software installation services)	<input type="checkbox"/>	<input type="checkbox"/>	28
29. Others, Specify: _____	<input type="checkbox"/>	<input type="checkbox"/>	29

CONTINUED ON PAGE 6

**VI. USE OF INTERNET FOR OTHER PROCESSES WITHIN THE ESTABLISHMENT**

⇒ Mark (✓) appropriate box/es.

LN  
NO

**A. Did this establishment use the Internet for any of the following transactions made and/or accessing information from Philippine government agencies in 2013?**

1. Obtaining information from government organizations (i.e., from websites)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	01
2. Downloading or requesting government forms (INCLUDE: downloading from websites for forms such as taxation forms, claims, application for permits etc.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	02
3. Completing forms on-line or sending completed forms (INCLUDE: On-line completion and submission of forms, for instance, applications for permits and documents.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	03
4. Making on-line payments to government organizations (INCLUDE: Payment of fees, payments for purchases, taxation, remittances, etc. On-line payments to government organizations may be made via intermediary, for instance, a bank's website.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	04
5. Other dealings with government, <b>Specify:</b> _____		05

**B. Did this establishment use the Internet for any of the following business operations in 2013?**

1. Finance accounting and auditing (INCLUDE: Invoicing and making payments via the Internet, on-line banking.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	06
2. Internal or external recruitment (INCLUDE: details of vacant positions )	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	07
3. Staff training (INCLUDE: e-learning applications available on an intranet or from the WWW.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	08
4. Sharing or distribution of information within your establishment (INCLUDE: Via an intranet or knowledge management software.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	09
5. Sharing or distribution of information with other organizations (INCLUDE: Collaboration with business partners.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	10
6. Obtaining information from other organizations	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	11
7. Others, <b>Specify:</b> _____		12

**VII. WEBSITE OF THE ESTABLISHMENT**

**A. Did this establishment have a website in 2013?**

1-Yes  2-No 01

**B. What is the website of this establishment in 2013? \_\_\_\_\_**

02

**C. Did the website of this establishment have any of the following features in 2013?**

1. Company profile	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	03
2. Product catalogues or price lists	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	04
3. Customized web page or information provided for repeat clients	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	05
4. Facility for collecting customer information on-line	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	06
5. On-line ordering facility for products	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	07
6. Facility for on-line payments	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	08
7. Provision of on-line after sales support	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	09
8. Order tracking available on-line	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	10
9. Security policy statement and/or security seal or certification	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	11
10. Privacy policy statement and/or privacy seal or certification	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	12
11. Existence of back-end information system	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	13
12. Others, <b>Specify:</b> _____		14

**VIII. E-COMMERCE VIA INTERNET**

An **e-commerce transaction** is the sale or purchase of goods or services, conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The goods or services are ordered by those methods, but the payment and the ultimate delivery of the goods or services do not have to be conducted online. (**Include:** orders made in web pages, extranet or EDI. **Exclude:** orders made by telephone calls, facsimile, or manually typed e-mail.)

⇒ Mark (✓) appropriate box/es.

		LN NO
<b>A. Did this establishment make purchases for goods and/or services via Internet in 2013?</b>	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	01
<b>B. Did this establishment receive orders for goods and/or services via Internet in 2013?</b>	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	02
<b>C. What percent of total revenue was generated from e-commerce via Internet by this establishment in 2013?</b>	_____ %	03
<b>D. Did this establishment have any of the following suppliers and customers that made transactions via the Internet in 2013?</b>		
1. Other business establishments	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	04
2. Other units belonging to the same enterprise as this establishment	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	05
3. Individuals/households	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	06
4. Government	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	07
5. Non-profit institutions, NGOs	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	08
6. From the rest of the world	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	09
<b>E. What percent of total revenue from e-commerce via Internet in 2013 was generated by this establishment from:</b>		
⇒ Indicate percent share.	PERCENT SHARE	LN NO
1. Customer within the Philippines	_____ %	10
2. Customer outside the Philippines	_____ %	11
<b>F. Did this establishment benefit from e-commerce transactions in any of the following in 2013?</b>		
1. Reduced transaction time	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	12
2. Reduced marketing time	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	13
3. Increased sales volume and/or number of customers	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	14
4. Increased quality of customer service	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	15
5. Able to better target customers individually	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	16
6. Lower business costs	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	17
7. Keeping pace with competitors	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	18
8. Others, <i>Specify</i> : _____		19

CONTINUED ON PAGE 8

**VIII. E-COMMERCE VIA INTERNET (Cont.)**

**G. Did any of the following factors limit or prevent e-commerce transactions by this establishment in 2013?**

1. Security and privacy concerns	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	20
2. Prefer to maintain current business model, e.g. face to face interaction	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	21
3. Incompatible computer systems between customer and supplier	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	22
4. Insufficient level of customer demand for purchasing via the Internet	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	23
5. Uncertainty concerning legal/regulatory framework for selling via the Internet	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	24
6. Too high cost of development and/or maintenance	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	25
7. Lack of skilled employees to develop, maintain or use the required technology	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	26
8. Unreliable Internet connections	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	27
9. Selling over the Internet currently under development or planned in the near future	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	28
10. Computer hardware limitation	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	29
11. Others, <i>Specify</i> : _____		30

**IX. E-COMMERCE VIA COMPUTER NETWORKS OTHER THAN THE INTERNET**

⇒ Mark (✓) appropriate box.

		LN NO
<b>A. Did this establishment purchase goods and/or services via computer networks other than the Internet in 2013?</b>	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	01
<b>B. Did this establishment receive orders for goods and/or services via computer networks other than the Internet in 2013?</b>	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	02
<b>C. What percent of total revenue was generated from e-commerce via computer networks other than the Internet of this establishment in 2013?</b>	_____ %	03

**X. USE OF MOBILE PHONES IN SELLING AND OTHER BUSINESS OPERATION**

⇒ Mark (✓) appropriate box/es.

		LN NO
<b>A. Did this establishment purchase goods and/or services via cellular mobile phone in 2013?</b>	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	01
<b>B. Did this establishment receive order for goods and/or services via cellular mobile phone in 2013?</b>	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	02
<b>C. What percent of total revenue was generated by this establishment via cellular mobile phone in 2013?</b>	_____ %	03
<b>D. Did this establishment use cellular mobile phone for the following activities in 2013?</b>		
1. Accessing the Internet	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	04
2. Sending or receiving e-mail	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	05
3. Obtaining information about goods and services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	06
4. Researching other information	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	07
5. Accessing banking or other financial services (e.g. remittance, payment)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	08
6. Providing customer services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	09
7. Interacting with government organizations/public authorities	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	10
8. Others, <i>Specify</i> : _____		11



**REMARKS**



**CERTIFICATION**

I hereby certify that this report for the period \_\_\_\_\_ to \_\_\_\_\_ has been completed as accurately as the records of this establishment allow and with the best estimates in some instances.

Name \_\_\_\_\_ Signature \_\_\_\_\_

Position Title/Designation \_\_\_\_\_ Date \_\_\_\_\_

**CONTACT PERSON**

Person to be contacted for queries regarding this form:

Name \_\_\_\_\_ Address \_\_\_\_\_

Position Title/Designation \_\_\_\_\_

Tel. No. \_\_\_\_\_ Fax No. \_\_\_\_\_ E-mail Address \_\_\_\_\_

**DO NOT FILL (FOR PSA USE ONLY)**

Activity	Name	Signature	Number of items with Errors	Date
<b>Field Office:</b>				
Distributed by				/ /
Collected by				/ /
Field Edited by				/ /
Manually Processed by				/ /
Machine Processed by				/ /
<b>Central Office:</b>				
Validated by				/ /
				/ /

**THANK YOU FOR ACCOMPLISHING THIS FORM!**