

Quarterly Management Report (QMR) is an exclusive benefit available for Gold SBS and Green SBS.

#### Enrollment

The reports will be sent to Card Member's current **billing address** only and must be enrolled before the report cut-off dates which are:

- Q1 report - 31 March
- Q2 report - 30 June
- Q3 report - 30 September
- Q4 report - 31 December

For new Card Members, they will automatically receive in the first year. To continue received QMR, they need to return the **Quarterly Expense Management Report - Opt in form** or contact our service hotline at 2277 1188 for enrollment.

#### Benefits

The consolidated account summary gives a breakdown of Card Members spend in every quarter.

A detailed charge report sorts by Card Member, month and by category:

- Airlines
- Travel - Includes car rental, lodging and travel related charges.
- Restaurant - Includes restaurants, nightclubs and lounges.
- Merchandise - Charges made at retail stores, supermarket, drug stores, including mail order / telephone purchases, auto service, Gas, etc.
- Financial Services: Includes annual fee, adjustments, fee services, cash advance, insurances and other financial services.
- Other - Miscellaneous charges including entertainment, health care, charities, education, communications professional services and other charges.

#### Quarterly Management Report (QMR) Maintenance

Enroll and de-enroll of Quarterly Management Report (QMR) in Desktop +.

1. In Desktop+, click on **statement** then **YES/QMR** page.
2. Update the QMR indicator.

Blank = Default as not enroll(For new Card Members), Q = QMR enrolled, N = Not enrolled

3. Then, click **Submit**.

Available Stmts | Order Stmt | Remittance Tracking | Paperless | Basic/Supp  
Hold/Unhold | YES/QMR

Enroll/De-enroll  
Reprint

YES/QMR ( )

Submit Cancel

N  
Q  
N

In case of any difficulty in updating the QMR via Desktop+, CCP may update the QMR status via GlobeStar Mainframe ARMB 08 - AMR REQ field.

#### Quarterly Management Report (QMR) Reprint

Quarterly Management Report (QMR) is sent out automatically. Card Member should expect to receive the report no earlier than one month after the QMR report cutoff.

Dispatched timeline:

- Q1 report - mid of May
- Q2 report - mid of August
- Q3 report - mid of November
- Q4 report - mid of February (next year)

Only the past **4 QMR** statement will be available for reprint and provided the account is active. No reprint if the account is in collections. The request will go direct to the print shop and require 7-10 working days for dispatched. No exception handling for mailing to other address or delivery via courier.

Step to reprint QMR via **Desktop+**:

1. In Desktop+, click on statement then reprint page.
2. Select **QMR - QRTERLY REP REPRINT** in Statement type.
3. Use the calendar icon to pick the days and months (within the quarter period).
4. Add note into Additional Narrative field which will be captured in the GlobeStar ASHI (under action code: **QMRP**).
5. Click **Submit**.


Enroll/De-enroll

Reprint Y/E **Reprint** (only available for reports after Oct2013)

Statement type? (Mandatory)

QMR - QRTERLY REP REPRINT

YES - YEAREND REP REPRINT

Statement Date(DDMMYYYY)  

Additional Narrative

Submit

Cancel

Steps to reprint QMR via mainframe:

1. Type in Action Code **QMRP** in ASMW.
2. Type in the date of the quarter that you want to reprint, **for example**, 01072010 if you want to reprint Q3 QMR

Points to note for QMR reprint due to migration of ARIMSP to GlobeStar in October 2013:

1. You can only reprint QMR for those Card Members who enrolled before April 2013.
2. Pre-migration reprint request - QMR only available to those Card Members enrolled before October 2013 or new customer in April 2013 to September 2013.