

OBSERVATIONS ON THE IMPLEMENTATION OF REQUEST FOR SYSTEM UPDATE (RSU) FOR MV DATA TAKE-ON (DTO)

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It has come to my attention that supporting documents for MV Data Take-on are either not legible or with incomplete information. This resulted to delay in the implementation of RSUs.

To resolve this problem, all concerned are hereby directed to observe the following guidelines:

- No RSU shall be implemented if the data indicated in the supporting documents are incomplete or not legible and if it has no signature of the Operations Chief, Regional Office.
- If the information in the CR/CRE is incomplete or not legible, other document with complete entries should be attached to the RSU and shall form part of its supporting documents.
- RSUs must be sent to Customer Care thru File Transfer; in no case shall these be handcarried to Central Office by the transacting public.
- Strict observance of Memorandum dated 04 September 2006 re: Request for System Update (RSU) Procedure and MC No. ACL-2009-1239 dated 27 October 2009 re: Disabling of the MV Maintenance and Data Take-on Facilities.

Be guided accordingly.

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