



REPUBLIC OF THE PHILIPPINES  
Department of Finance  
**BUREAU OF CUSTOMS**  
Manila 1099



25 January 2016

**CUSTOMS MEMORANDUM ORDER**

No. 4-2016

**Subject: Maximum numbers of transactions to be transmitted to the E2M Systems thru the facility of the Value Added Service Providers (VASP)**

**1. Objectives :**

This Order is issued for the following purposes:

- 1.1 To ensure the efficiency and effective operation of the E2M server by 23 x 7 operations by de-clogging unnecessary transmissions of data thru the facility of the Value Added Service Providers (VASPs);
- 1.2 To ensure that the VASP shall control and allow data transmission from its clients that are not duplicates of previously transmitted data without E2M System response;
- 1.3 To monitor the compliance of the VASP and its clientele; and
- 1.4 To install necessary measures for non-complying VASP.

**2. Scope:**

This will cover all the data transmitted to the Bureau of Customs E2M Systems thru the facility of the three (3) accredited VASPs which should be limited only to fifty (50) records per batch or per sending. The next sending shall be done only upon receipt of the E2M Systems response of the previous sending.

**3. Operational Provisions:**

- 3.1 All data transmissions of different stakeholders of BOC shall be controlled by the VASP in 50 records per sending. After the receipt of response from the BOC E2M System for the first 50 records transmitted, the next sending can be done.

- 3.2 In cases that there is no response from the E2M System within five (5) minutes, the clients shall inform the VASP immediately. If the VASP cannot troubleshoot the problem or beyond their capabilities, the VASP shall elevate the problem immediately to the MISTG Help desk thru email, text messages and/or telephone calls.
- 3.3 The MISTG Helpdesk shall immediately inform the MISTG 3<sup>rd</sup> Level Technical Support (Technical Team or Implementation Team) if the issues and concerns raised by the VASPs are beyond their capabilities. Time of Receipts and Resolution of the issues and concerns shall be recorded subject to the review of the Lead, Helpdesk Support Team.
- 3.4 The MISTG shall endorsed to the Assessment, Operations and Coordination Group (AOCG) the manifest submissions that will encounter late submission due to this controlled transmissions after MISTG evaluation.

**4. Administrative Provisions:**

- 4.1 The VASPs are hereby required to strictly implement and comply with this Order or face the consequences to be meted by the VASP Accreditation Committee. A Resolution shall be issued by the VAC Committee for this purpose.
- 4.2 The MISTG personnel who will provide the 24 x 7 services are allowed to file their claims of overtime services subject to the existing overtime rulings, accounting rules and regulations of the Bureau of Customs.

**5. Repealing Clause**

All rules and regulations inconsistent with this Order are hereby considered repealed, superseded and modified accordingly.

**6. Effectivity**

This Order shall take effect immediately.

  
**ALBERTO D. LINA**  
Commissioner  
  
Bureau of Customs  
ALBERTO D. LINA  
Commissioner  
  
16-00531

JAN 21 2016