



Republic of the Philippines
Department of Finance
BUREAU OF CUSTOMS

BoC
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MEMORANDUM

TO : ALL DEPUTY COMMISSIONERS
ALL SERVICE DIRECTORS
ALL DISTRICT COLLECTORS
ALL DIVISION CHIEFS
ALL OTHERS CONCERNED

FROM : REY LEONARDO B. GUERRERO
COMMISSIONER



BOC-07-00068

MAY 10 2019

SUBJECT : E2M SEARCH ACCESS

DATE : 9 May 2019

In order to stabilize E2M performance, especially during critical and peak hours of operation, search access to the E2M shall be regulated. The following shall be observed:

1. E2M search access shall be limited to a select number of users per office. The number of E2M users given search access shall be determined on a case-to case basis for each office, based on operational and functional requirements.
2. Searching in the E2M shall be limited to entries for the current date and immediately preceding date only. For entries covering previous periods, searching shall be done using the SMS database.
3. In the event of an E2M slowdown, searching in the E2M may be disabled until such time that regular and stable E2M performance is restored. This shall not affect E2M users whose search access is integral to their functions.

The MISTG shall supervise the implementation of the above policies.

For information and strict compliance.