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**RE: Request for Replacement of Sed's Laptop**

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**From:** Vee Jay Myron P. Mestidio <mpmestidio@carmensbest.com.ph>  
**Date:** Mon 10/13/2025 2:00 PM  
**To:** MC Austine Philip M. Redondo <mmredondo@carmensbest.com.ph>  
**Cc:** Sednly Andrie B. Eugenio <sbeugenio@carmensbest.com.ph>; Jimmy F. Felix <jffelix@carmensbest.com.ph>

This was previously been advise and heeded. But to no avail still it lacks the efficiency that is being required by the process of Sed.

If you can further check the laptop again and troubleshoot. If the problem still subsist maybe replacing it would be the best option.

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**From:** MC Austine Philip M. Redondo <mmredondo@carmensbest.com.ph>  
**Sent:** Thursday, October 9, 2025 8:11 PM  
**To:** Vee Jay Myron P. Mestidio <mpmestidio@carmensbest.com.ph>  
**Cc:** Sednly Andrie B. Eugenio <sbeugenio@carmensbest.com.ph>; Jimmy F. Felix <jffelix@carmensbest.com.ph>  
**Subject:** Re: Request for Replacement of Sed's Laptop

Hi Sir Veejay,  
Good day!

Thank you for raising this concern.  
We will further check the system unit.

While waiting for the checking, kindly make sure the necessary actions below are being done by the user.

1. No multiple web browser open at the same time.
2. No multiple windows/tab is open at the same time.
3. The employee is turning off the laptop (not folding and being idle overnight).
4. If possible, kindly recheck the excel file and optimize formulas (your team may share the actual excel file for us to evaluate).

In addition, kindly make sure to make a service request for this concern via the ticketing tool. If the service request has been made already, kindly share .

<https://force.carmensbest.com.ph>

Thank you!

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**From:** Vee Jay Myron P. Mestidio <mpmestidio@carmensbest.com.ph>  
**Sent:** Thursday, October 9, 2025 5:14:55 PM  
**To:** MC Austine Philip M. Redondo <mmredondo@carmensbest.com.ph>  
**Cc:** Sednly Andrie B. Eugenio <sbeugenio@carmensbest.com.ph>  
**Subject:** Request for Replacement of Sed's Laptop

Hi Sir Austine,

I'd like to request a replacement for Sed's laptop. During periods of heavy workload, it tends to lag significantly, causing unsaved progress and delays in task completion. Her work involves highly Excel- and formula-intensive files stored on the shared drive, which further affects performance and efficiency.

We've already tried managing the issue by reducing file sizes and clearing old data over the past month, but the same problem persists. At this point, the most practical solution appears to be a laptop replacement.

Please let me know if this request is possible, or if there are alternative solutions we can explore as a turnaround.

Thank you,



**Vee Jay Myron Mestidio**  
**THE LAGUNA CREAMERY INC. (Carmen's Best)**

*Accounting Manager*

**Address:** The Laguna Creamery Inc.  
Lot 11 Block 1, Westside Villagefront, Brentville, Brgy. Mamplasan  
Binan, Laguna, Philippines

**Email:** [mpmestidio@carmensbest.com.ph](mailto:mpmestidio@carmensbest.com.ph)  
**Viber:** 09190948693

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