

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	REQUEST FOR INK OR TONER	Ref. No.
DEPARTMENT :	IT DEPARTMENT	ITD-16-01-2005
TO :	AREA MANAGER, REGIONAL MANAGER, BRANCH MANAGER, CASHIER AND ASSISTANT CASHIER	

OBJECTIVE



1. To inform branches on how to request for Ink or Toner for their printer.

POLICIES


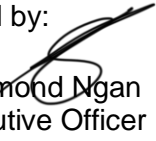
1. It is the branch's responsibility to keep track of the amount of ink or toner they have left in the branch.
2. In case that the branch is user of toner type printer, it is the branch's responsibility to safeguard the toner cartridge.
3. It is the branch's responsibility to first ask assistance from the IT department before engaging in any IT related activity.

PROCEDURE

1. If branch is within Metro Manila
 - 1.1. First seek assistance remotely from IT Department (See Request for IT Support).
 - 1.2. Get approval from IT Department to go ahead with purchase by filling out the "IT Support Request Form". Ensure to fill out the remarks area on why the service or item is needed.
 - 1.3. If Toner Type
 - 1.3.1. Send empty toner to head office in person to request for refill
 - 1.3.2. IT Department will then call or email branch for pick up of re-filled toner
 - 1.3.3. Pick up toner from head office
 - 1.4. If Ink Type
 - 1.4.1. IT Department will call or email branch for pick up of ink bottles when available
 - 1.4.2. Pick up ink from head office
2. If branch is within NCR Area
 - 2.1. First seek assistance remotely from IT Department (See Request for IT Support)
 - 2.2. If Toner Type
 - 2.2.1. Send empty toner through company delivery trucks to head office.
 - 2.2.2. Await IT Department confirmation of receipt and delivery of said toner.

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- 2.3. If Ink Type
 - 2.3.1. Await IT Department confirmation of ink delivery by company truck.
- 3. If branch is outside of NCR Area
 - 3.1. First seek assistance from IT Department (See Request for IT Support).
 - 3.2. If available in the area first canvass for at least three (3) suppliers and proceed to do the following:
 - 3.2.1. Get approval from IT Department to go ahead with purchase by filling out the "IT Support Request Form". Ensure to fill out the remarks area on why the service or item is needed.
 - 3.3. If Toner Type
 - 3.3.1. Send empty toner through LBC or AP Cargo to head office for re-fill.
 - 3.2.2. IT Department will then call or email branch for pick up of re-filled toner.
 - 3.4. If Ink Type
 - 3.4.1. IT Department will call or email branch once ink bottles have been dispatched.

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