



Republic of the Philippines
Department of Education
REGION X
DIVISION OF CAGAYAN DE ORO CITY



Office of the Schools Division Superintendent

September 7, 2022

DIVISION MEMORANDUM

No. 359 s. 2022

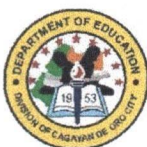
To: Public Schools District Supervisors/District In-Charge
Public Elementary and Secondary School Heads
This Division

**GUIDELINES ON DEPED COMPUTERIZATION PROGRAM (DCP)
WARRANTY ISSUE REPORTING**

1. In consonance with the Regional Memorandum No. 548, s. 2022, the field is hereby informed about the *Guidelines on DepEd Computerization Program (DCP) warranty issue reporting*.
2. For further details and information, please contact Mr. James Roberto Z. Sijo, Division Information Technology Officer I, via email, james.sijo@deped.gov.ph.
3. For information, guidance and compliance.


CHERRY MAE L. LIMBACO-REYES
Schools Division Superintendent

OSDS-ICT/jsijo

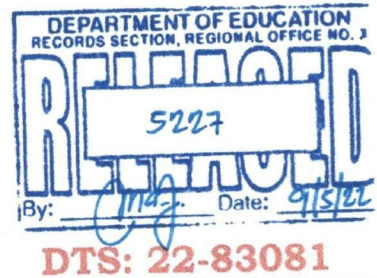


Address: Fr. William F. Masterson Ave., Upper Balulang, Cagayan de Oro City
Telephone No: (08822)855-0048

James



Republic of the Philippines
Department of Education
REGION X - NORTHERN MINDANAO



September 2, 2022

REGIONAL MEMORANDUM
No. 548, s. 2022

GUIDELINES ON DEPED COMPUTERIZATION PROGRAM (DCP)
WARRANTY ISSUE REPORTING

To: Schools Division Superintendents
Assistant Schools Division Superintendents
All Others Concerned

1. The recently conducted DepEd Computerization Program Monitoring has surfaced issues in reporting DCP Batch 2019-01, 2019-02, and 2019-3 under warranty until the end of December 2022. Hence, the division IT officers and school ICT coordinators shall report the non-working DCP Batch 2019-01, 2019-02, and 2019-3.

2. The warranty reporting format shall contain the following email information:

- a. Region:
- b. School ID:
- c. School Name:
- d. Batch:
- e. Qty:
- f. Item/Unit
- g. Serial Number:
- h. Supplier:
- i. Problem:
- j. Contact Number/s:
- k. Contact Person/s:
- l. Attach a picture of DCP and the scan copy of the Delivery Receipt (DR), Inspection and Acceptance Receipt (IAR), and Property Acknowledgement Receipt (PAR)

3. The email subject must have the following format:

DCP Warranty Report - <Activity Code> - **R10** - <Division> - <School ID>
- <DCP Batch> - <Supplier Name>

E.g. DCP Warranty Report-AC02-R10-GINGOOG-128060-2019-01-REDDOT



DepEd Regional Office X, Zone 1, Upper Balulang, Cagayan de Oro City
(088) 856-3932 | (088) 881-3137 | (088) 881-3031
Department of Education Region 10
region10@deped.gov.ph
<http://deped10.com>



ACTIVITY CODE	WARRANTY ISSUES
AC01	Replacement/Damage upon delivery
AC02	Warranty Claims/Defective Units
AC03	Typhoon/Calamities
AC04	Stolen
AC05	Pull-out
AC06	Bayanihan
AC06A	Replacement/Damage Upon Delivery (Bayanihan)
AC06B	Warranty Claims/Defective Units (Bayanihan)

4. The email shall be sent to the following:

customerare.express2017@gmail.com or the Email Address found at the back of the DCP Item

cc: icts.tid@deped.gov.ph
dcp.recipients@deped.gov.ph
renel.quirit@deped.gov.ph
Division ITO Email Address

Division	IT Officer Email Address
Bukidnon	daryl.macario@deped.gov.ph
Cagayan	james.sijo@deped.gov.ph
Camiguin	elson.jamero@deped.gov.ph
El Salvador	sherrie.dungog@deped.gov.ph
Gingoog	julius.baldelovar@deped.gov.ph
Iligan	cesar.bastida@deped.gov.ph
Lanao del Norte	florderick.velarde@deped.gov.ph
Malaybalay	paul.arias@deped.gov.ph
Misamis Occidental	anne.intong@deped.gov.ph
Misamis Oriental	freddiejun.delig@deped.gov.ph
Oroquieta	argie.lumasag@deped.gov.ph
Ozamiz	regie.catedral@deped.gov.ph
Tangub	alden.antonio@deped.gov.ph
Valencia	moises.bacasma@deped.gov.ph

5. This Office directs the immediate and wide dissemination of this Memorandum.

DR. ARTURO B. BAYOCOT, CESO III
Regional Director

DR. VICTOR G. DE GRACIA JR., CESO V
Assistant Regional Director
Officer-in-Charge
Office of the Regional Director

ATCH.: As stated
To be indicated in the Perpetual Index
under the following subject:

DCP WARRANTY REPORTING

ICT/rjq