[LTO MEMORANDUM, November 08, 2007]

ROUTING SLIP FOR LICENSE PROCESS

To ensure proper accomplishment of the Routing Slip for License Process (QR- LIC-ROUT) R3, copy of which is available in the ISO Guidelines, Work Instructions and Support Documentation Manual, the following guidelines should be observed.

1.0   OBJECTIVE:

A routing slip for license process was designed to ensure that the following standard processing time are being implemented in the Licensing Centers and District Offices:

Student permit	- 30 minutes
New and other transactions with examinations	- 240 minutes
Renewal/Duplicate License	- 30 minutes

Should there be deviations of the actual from the standard processing time, the reason for the delay in the processing should be explained and documented.

2.0   DEFINITIONS OF TERMS

NOTE: Those words with existing standard definitions such as student permit, new license, etc. will no longer be defined in this memorandum circular.

1. Routing slip – form being used to capture the actual processing time of a certain transaction. The actual processing time is being compared with the standard processing time through the use of the routing slip.

NOTE: It is important that the one filling up the routing slip will reflect in the form the real time consumed in processing a workstep. The routing slip should not be used to mislead nor to distort nor provide incorrect impression on what is actually happening in a certain office processing license transaction.

2. Workstep – enumeration of all the processing that should be done to complete a license transaction.

4. IN – the time when an application is placed in a workplace (usually a table of the processor) for a workstep.

5. OUT – the time when an application has gone through a certain workstep and is passed on to the next workplace for the next workstep.

NOTE: The waiting time is included in the IN-OUT process. Should the waiting time exceed the allotted standard processing time for a certain workstep, the reason for