



12 April 2021

CUSTOMS MEMORANDUM ORDER

No. 15-2021

SUBJECT: INTERIM GUIDELINES ON THE IMPLEMENTATION OF INTERNAL ADMINISTRATION MANAGEMENT SYSTEM (IAMS)

Introduction. This Customs Memorandum Order (CMO) hereby establishes the implementation of Internal Administration Management System (IAMS) in the Bureau of Customs (BOC), consistent with the organization's thrust to modernize systems and processes, and to further professionalize its workforce.

Section 1. Scope and Coverage. This Order shall apply to all permanent employees in all Groups, Offices, and Collection Districts of BOC who are end-users of various administrative management systems in the organization.

Section 2. Objectives. This Order is being issued to:

- 2.1. Implement an Information Technology (IT)-based solution aimed at streamlining workforce management, assisting in administrative decision-making, and increasing efficiency and productivity while saving time;
- 2.2. Provide guidelines on the implementation of IAMS in BOC with due enforcement of relevant Civil Service Commission (CSC) laws, rules, policies and standards on personnel management, among other relevant laws;
- 2.3. Define the procedures and the responsibilities of the different end-users of IAMS modules.

Section 3. General Provisions.

3.1. The implementation of IAMS shall cover the automation of the following administrative processes in the Bureau:

3.1.1. Employees Records Management – this module stores and maintains information and qualifications of employees as reflected in their Personal Data Sheet (PDS), including the softcopies of all prescribed documents of employees in their respective 201 files. Further, this module offers easier access and faster retrieval of accurate employees' information and/or credentials.

3.1.2. Recruitment – this module provides an automated system for processing applications for hiring and promotion, and a facility for internal and external applicants to vacant positions in the BOC (ie Online Recruitment). It enables paperless conduct of hiring and promotions procedures based on the established BOC Merit Selection Plan.



3.1.3. **Time and Attendance** – this module focuses on recording, monitoring and processing of employees' attendance and schedule, including other related transactions such as Alternative Work Arrangement Management, Overtime, Official Business, and Travel Authority.

3.1.4. **Leave Management** – this module primarily defines and manages the different leave entitlements of employees consistent with CSC laws and rules. It lets the end-users process and take actions on applications for leave filed via the *Employee Self Service Module*.

3.1.5. **Payroll Management** – this module covers the automated computation of employees' salaries including authorized deductions, allowances, benefits, bonuses, and other earnings of employees, with reference to information originating from other IAMS modules such as *Time and Attendance and Leave Management Modules*.

3.1.6. **Training and Development** – this module records, maintains, and manages training programs and scholarships offered to BOC employees. It automates the system of availing of and participating in the BOC learning and development activities.

3.1.7. **Performance Management** – this module covers the online implementation of BOC Strategic Performance Management System (SPMS), in conjunction with the BOC electronic Individual Performance Commitment and Review (e-IPCR) and electronic Personal Scorecard (e-PSC) initiative. It also offers a facility for collating and computing individual-level and office-level performance.

3.1.8. **Medical** – this module records and monitors employees' medical records including Past Medical History, Family History, Physical Exams, Laboratory results and Consultations conducted. Information on medicine consumption of employees may also be retrieved through this module.

3.1.9. **Wellness and Relations** – this module records and monitors the conduct of wellness-related activities in the Bureau and the participation of employees to said activities.

3.1.10. **Property and Supplies Monitoring** – this module manages the organization's properties and supplies with a facility to account for the issued assets to employees and monitor those that are due for issuance. It also suggests information to the end-users relative to the need for subsequent replenishment and procurement.

3.2. As the primary means to access the consolidated administrative transactions in BOC, the Employee Self Service Module (ESS) provides a facility for employees to view and update their personal records in their respective "Profile", to file applications for Leave, Overtime, Official Business, Travel Authority, Trainings and/or Scholarships, and to assign and accomplish Work-from-Home schedule. It also allows real-time viewing of the employees' PDS, Service Record, Daily Time Record, and Payslip for a particular pay period.

3.2.1. While connected to the BOC network, the ESS may be accessed thru the BOC official website www.customs.gov.ph > **HR Corner** > **Employee Self Service**. In the ESS log-in page, users will be asked to input their authorized



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credentials to be set by the Management Information System and Technology Group (MISTG) and Human Resource Management Division (HRMD), for subsequent dissemination to all employees through the Administrative Officers of Groups/Ports.

- 3.3. To explain the step-by-step procedures on how to use IAMS and its modules, this CMO contains the User Manuals per Module attached as the following Annexes:
- 3.3.1. Annex A: Employees Records Management Module
 - 3.3.2. Annex B: Online Recruitment Module
 - 3.3.3. Annex C: Time and Attendance Module
 - 3.3.4. Annex D: Leave Management Module
 - 3.3.5. Annex E: Payroll Management Module
 - 3.3.6. Annex F: Training and Development Module
 - 3.3.7. Annex G: Performance Management Module
 - 3.3.8. Annex H: Medical Module
 - 3.3.9. Annex I: Wellness and Relations Module
 - 3.3.10. Annex J: Property and Supplies Monitoring Module
 - 3.3.11. Annex K: Employee Self Service
- 3.4. Additionally, IAMS has a Dashboard Module for BOC Executives which provides information and visual display of administrative data which may be used as reference for future policies. The Security Module, on the other hand, handles the general security policies of IAMS and BOC, defines the level of access of end-users, and monitors system usage through audit trail.
- 3.5. A common feature in all the subject IAMS modules is the generation of comprehensive reports, some of which are to be automatically downloaded in the prescribed printable formats, either for consumption of the respective end-users or for submission to the different Offices with Administrative functions in the Bureau. Employees, Heads of Offices, Administrative Officers, however, shall affix their signatures on the printed versions of relevant reports, as required.
- 3.5. The implementation of IAMS assumes the integration of the BOC Competency-based Human Resource Management (BOC CBHRM) tools in the relevant IAMS modules (ie Recruitment Module, Training and Development Module).
- 3.7. The Deputy Commissioner, Internal Administration Group (IAG) shall oversee the overall implementation of IAMS, while the designated Process Owners/Module Heads (PO/MH) per IAMS Module under the different Offices in the Central Office, to include other authorized officers in the Collection Districts, shall be in-charge of the operational supervision to all BOC employees using the IAMS. The following Section of this CMO shall clarify the level of access of officers and employees in IAMS.
- 3.8. The Internal Administration Group shall also develop and consolidate all process flows covered by IAMS, for reference of all concerned end-users and employees.
- 3.9. The Interim Training and Development Division, in coordination with the IAMS PO/MHs, shall conduct a cascading workshop on each functionality of IAMS to all



BOC employees upon the effectivity of this CMO. A briefing on IAMS shall also form part of the Orientation Course for newly hired employees of BOC.

Section 4. Responsibilities of IAMS End-Users

4.1. All end-users and employees must refer to the User Manuals attached as Annexes to this CMO on the specific actions required per process covered in the IAMS.

4.2. The following matrix defines the level of access of the different end-users of IAMS:

IAMS MODULE	Process Owners/Module Heads	PO/MH	Heads of Offices	Admin. Officers (Groups/ Ports)	BOC Employees
Employee Records Management	Records Section, HRMD	✓	-	✓	-
Recruitment	Recruitment, Selection and Appointment Section, HRMD	✓	-	✓	✓ (online Recruitment)
Time and Attendance	Human Resource Info. System, HRMD	✓	✓	✓	-
Leave Management	Retirement and Benefits Section, HRMD	✓	✓	✓	-
Payroll Management	Cashier's Office, GSD	✓	-	✓	-
Training and Development	Interim Training and Development Division	✓	✓	✓	-
Performance Management	Planning and Policy Development Division and HRMD	✓	✓	✓	-
Medical	Medical and Dental Division	✓	-	-	-
Wellness and Relations	-do-	✓	✓	✓	-
Property and Supplies Management	General Services Division	✓	✓	✓	-
Employee Self Service	Human Resource Info. System, HRMD	✓	✓	✓	✓
Dashboard	Office of the Commissioner	✓	-	-	-
Security	Management Info. Systems and Technology Group	✓	-	-	-

Note: For Heads of Offices and Administrative Officers in Groups and Ports, MISTG and PO/MHs to define their respective level of access per module concerned.



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- 4.3. To assist IAG and the PO/MHs in the implementation of IAMS Bureau-wide, all Deputy Commissioners and District Collectors must designate two (2) IAMS Officers per Group/Collection District, one (1) primary and one (1) alternate. Proposed designees must be submitted to IAG within five (5) working days upon the effectivity of this CMO, for subsequent issuance of a Customs Special Order.
- 4.4. Apart from the cascading activities to be done by the ITDD, the designated IAMS Officers, and the officers and employees with Administrative functions under the different Groups and Collection Districts, as the local counterparts of the PO/MHs, must actively conduct information dissemination to employees and other stakeholders (ie external applicants) on the use of applicable IAMS modules discussed previously in this CMO.
- 4.5. In case of technical issues on the use of the different facilities of IAMS especially during the initial implementation phase, the following reporting scheme must be observed:



*for critical systems issues that need to be elevated to the Service Provider

- 4.6. In response, the MISTG and/or the PO/MH must respond to or must give feedback to the employee or Head of Office concerned through their respective Administrative Officer, with due explanation on the complexity of the issue raised, if necessary.

Section 5. **Repealing Clause.** All Orders, Memoranda, Issuances inconsistent herewith are hereby repealed and/or deemed modified accordingly.

Section 6. **Separability Clause.** If any part or provision of this Order is later declared invalid or illegal, the remaining portion shall remain valid and enforceable.

Section 7. **Effectivity.** This Order shall take effect on 01 MAY 2021.

REY LEONARDO B. GUERRERO
Commissioner

APR 22 2021



BOC-03-09612

From: Office of the National Administrative Register Printing Section UP Diliman College of Law >

Subject: Re:

This is to acknowledge receipt of your BOC Customs Memorandum Order No. 15-2021 Re: Interim Guidelines on the Implementation of Internal Administration Management System (IAMS) on 26 April 2021.

Please submit three certified copies of this issuance ONAR is open from Monday to Thursday, 8AM to 3PM and please attach this acknowledgement upon submission.

Thank you.

Cecille Nagtalon