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**MEMORANDUM**

**TO :** ALL DEPUTY COMMISSIONERS  
 ALL DISTRICT COLLECTORS  
 ALL SERVICE DIRECTORS  
 ALL DIVISION CHIEFS

**FROM :** REY LEONARDO B. GUERRERO  
 Commissioner

**SUBJECT :** REQUEST ON ISSUE RESOLUTION TURNAROUND  
 TIME AND FOCAL PERSON

**DATE :** May 21, 2021



BOC-03-10286

MAY 21 2021

In compliance with the No-Contact Policy and the streamlining of customs policies and procedures, the Public Information and Assistance Division through the Customer Care Center has created a matrix containing all help topics, issues, and concerns raised through portal as well as the offices involved in providing resolution.

All offices are hereby directed to submit their respective turnaround time. In addition, all offices are directed to reply and resolve portal issues based on the turnaround time submitted.

All offices are hereby mandated to appoint BOC-CARES Compliance Focal person who will be the main point of contact for BOC Compliance Team.

All information to be submitted shall be sent to BOC-CARES Senior Compliance Officer Patrick Junior Salantes via email [patrickjunior.salantes@customs.gov.ph](mailto:patrickjunior.salantes@customs.gov.ph) using the following format:

HELP TOPIC	OFFICE	TURN AROUND TIME

Attached is the Matrix with the Portal Help Topics and concerned offices for your reference.

For strict compliance.

**BUREAU OF CUSTOMS  
CUSTOMER CARE PORTAL SYSTEM I HELP TOPIC**

\*as of August 2020

HELP TOPIC	CONCERNED OFFICE
AMO Document Submission- Broker – New	AMO
AMO Document Submission- Importer – New	AMO
AMO Document Submission – Importer – Non-Regular Importer (Once a Year)	AMO
AMO Document Submission- Importer – Renewal	AMO
AMO Document Submission- Issuance of COA-COR	AMO
AMO Accreditation	AMO
AMO Accreditation/Issuance of COA/COR	AMO
AMO Document Submission	AMO
AMO Other Inquiries	AMO
Shipment-Alert Concerns	AMT
Advance Ruling System	AOCG
Customs Bonded Warehouse (CBW) – Renewal of Operator	AOCG
Discharge Port Survey	AOCG
Balikbayan Box Inquiries	BOC Cares
BB File for Deconsolidators ONLY	BOC CARES
Feedback	BOC CARES
General Inquiry	BOC CARES
Package Claim	BOC Cares
Report a Problem	BOC CARES
Report a Problem (Access Issue)	BOC CARES
Automated Bonds Management	Bonds Division
Task Force – CAIDTF	CAIDTF
Duty Drawback	CIIS
AMO Document Submission- Broker – Renewal	CIIS – Port Concerned
Order of Payment – Miscellaneous Fees	Collection Division
Deferred Payment	Collection Service
Appointment	Concerned Office
CY/CFS and PEZA	Deputy Collector for Operations
Office of the DepColl Operations	Deputy Collector for Operations
Operations - Amendment of BL	Deputy Collector for Operations
Operations- Copy of Entry Documents	Deputy Collector for Operations
Operations - Direct Validation	Deputy Collector for Operations
Operations - Extension for Period to File Goods Declaration	Deputy Collector for Operations
Operations – Lifting of Abandonment	Deputy Collector for Operations
Operations – Others	Deputy Collector for Operations
Operations – Request for Dummy BL	Deputy Collector for Operations
Operations - Request for Permit to Transfer to CY-CFS	Deputy Collector for Operations
Operations - Request for Stripping	Deputy Collector for Operations
Advance Ruling System/Origin	ECD
TRADENET/E-Certification of Origin	ECD
TRADENET/Product Evaluation List	ECD
Registered Exporter System (REX)	ECD - AOCG
Clearance – Motor Vehicle (EMVMCO)	EMVMCO
Task Force – EPCD	EPCD
Application for Rapid Pass	ESS
Certificate of Origin (CO)	Export Division



Goods Declaration – Export	Export Division
Goods Declaration – Consumption	FED
PRU Verification	FED
Shipment – Examination Schedule	FED
Certificate of Payment	FED – Sec 05
Order of Payment – Additional Duties and Taxes	FED/IED
Procurement and Other General Services Matters	GSD
Employee Retirement	HRMD
Recruitment – Hiring and Promotion	HRMD
Advance Ruling System/Valuation	IAS
Clearance - Value Verification	IAS
Goods Declaration – Informal	IED
Shipment – Spotcheck and Inspection	Inspection Unit
Cancellation Slip	LBD
Order of Payment – Demand Letter	LBD
Clearance – Legal Matters	Legal Service
MISTG Concerns	MISTG
MISTG – Data Request	MISTG
MISTG – e2m issues and other concerns	MISTG
MISTG – Manual Payment	MISTG
MISTG – NSW issues	MISTG
TRADENET/Application for User Account	MISTG
TRADENET/Technical Issues and Concerns	MISTG
Office of the Commissioner	OCOM
Shipment – Manual Release	ODC
Goods Declaration – Transshipment	Operations
Order of Payment – PCAG matters	PCAG
Bunkering Permit – POM	PID
Gate pass (Release/Validation)	PID
Notice of Arrival	PID
Operations – Boarding Pass	PID
Pier and Inspection Division	PID
Bunkering Permit – Other Ports	POCD
AMO Document Submission – Importer – Small Value Importer (SVI)	Port Concerned
AMO Document Submission– Other Government Agencies (OGAS)	Port Concerned
Auction	Port Concerned
LPSR Validation	Port Concerned
Order of Payment – Paymaya (Renewal)	RAD
VAT Refund	RAD
SGL Accreditation Concerns	SGL Committee – AOCG
Tax Exempt	TED
Certificate of Identification (CI) Validation	WAD
Goods Declaration – Warehousing	Warehouse Offices
X-ray Inspection Project	XIP