



OCOM Memo No. 97-2021

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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 : IMPLEMENTATION OF TURNAROUND TIME FOR
PORTAL HELP TOPICS

DATE : June 16, 2021

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JUN 22 2021



BOC-03-10335

In relation with OCOM Memorandum Order No. 82-2021 dated May 21, 2021, all offices and ports are hereby mandated to resolve the tickets based on the compiled turnaround time per help topic.

The published turnaround time are based on the submitted data from various offices and ports. Non-compliance with the turnaround time provided may be subjected to issuance of show cause order from the Commissioner.

Attached is the compiled Portal Help Topics, concerned offices, and turnaround time for your reference.

For strict compliance.

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	Help Topic	Department	Turnaround Time
1.	AMO Accreditation	<u>AMO</u>	3-5 working days
2.	AMO Accreditation / Issuance of COA/COR	<u>AMO</u>	3-5 working days
3.	AMO Accreditation / Other Inquiries	<u>AMO</u>	3-5 working days
4.	AMO Document Submission	<u>AMO</u>	3-5 working days
5.	AMO Document Submission / Broker (New)	<u>AMO</u>	5 working days (if the documents submitted is complete)
6.	AMO Document Submission / Importer (New)	<u>AMO</u>	5 working days (if the documents submitted is complete)
7.	AMO Document Submission / Importer (Non-Regular)	<u>AMO</u>	5 working days (if the documents submitted is complete)
8.	AMO Document Submission / Importer (Renewal)	<u>AMO</u>	5 working days (if the documents submitted is complete)
9.	Order of Payment / PayMaya (Renewal)	<u>AMO</u>	24 hours
10.	Advance Ruling System	<u>AOCCG</u>	2 Working Days (Response and transfer of tickets upon receipt)
11.	Customs Bonded Warehouse (CBW)	<u>AOCCG</u>	20 days
12.	Discharge Port Survey (DPS)	<u>AOCCG</u>	1 Working day response time 2-3 Working days resolution
13.	LPSR Validation	<u>AOCCG</u>	24 hours
14.	Appointment	<u>BOC-CARES</u>	1 working day
15.	Balikbayan Box Inquiries	<u>BOC-CARES</u>	1 working day
16.	BB File-For Deconsolidators ONLY	<u>BOC-CARES</u>	1 working day
17.	Cancellation Slip	<u>BOC-CARES</u>	1 working day
18.	Clearance	<u>BOC-CARES</u>	1 working day
19.	COMDEMNATION	<u>BOC-CARES</u>	1 working day
20.	COMPLAINTS	<u>BOC-CARES</u>	1 working day
21.	COMPLIANCE	<u>BOC-CARES</u>	1 working day
22.	Feedback	<u>BOC-CARES</u>	1 working day
23.	FORMS	<u>BOC-CARES</u>	1 working day
24.	General Inquiry	<u>BOC-CARES</u>	1 working day
25.	Office of the Commissioner	<u>BOC-CARES</u>	1 working day
26.	Order of Payment	<u>BOC-CARES</u>	1 working day
27.	Package Claim	<u>BOC-CARES</u>	1 working day
28.	PERMIT	<u>BOC-CARES</u>	1 working day
29.	Report a Problem	<u>BOC-CARES</u>	1 working day
30.	Report a Problem / Access Issue	<u>BOC-CARES</u>	1 working day
31.	Task Force / CAIDTF	<u>CAIDTF</u>	24 hours
32.	Task Force	<u>CAIDTF / POM</u>	24 hours
33.	Deferred Payment	<u>Collection Service</u>	24 hours
34.	Order of Payment / Miscellaneous Fees	<u>Collection Service</u>	30 minutes
35.	CY/CFS and PEZA	<u>Deputy Collector for Operations</u>	24 hours

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36.	Office of the DepColl Operations	<u>Deputy Collector for Operations</u>	30 mins
37.	Office of the DepColl Operations / Amendment of BL	<u>Deputy Collector for Operations</u>	2 working days
38.	Office of the DepColl Operations / Boarding Pass	<u>Deputy Collector for Operations</u>	5-10 minutes
39.	Office of the DepColl Operations / Copy of Entry Documents	<u>Deputy Collector for Operations</u>	24 hours
40.	Office of the DepColl Operations / Direct Validation	<u>Deputy Collector for Operations</u>	1 hour
41.	Office of the DepColl Operations / Extension for Period of Filing	<u>Deputy Collector for Operations</u>	24 hours
42.	Office of the DepColl Operations / Lifting of Abandonment	<u>Deputy Collector for Operations</u>	24 hours
43.	Office of the DepColl Operations / Request for Dummy BL	<u>Deputy Collector for Operations</u>	24 hours
44.	Office of the DepColl Operations / Request for Permit to Transfer	<u>Deputy Collector for Operations</u>	48 hours
45.	Office of the DepColl Operations / Request for Stripping	<u>Deputy Collector for Operations</u>	8 hours
46.	Advance Ruling System / Origin	<u>ECD</u>	Request shall be made at least 90 days prior to importation
47.	Certificate of Origin	<u>ECD</u>	Within the day of submission, provided that all requirements are complete
48.	Product Evaluation	<u>ECD</u>	20 Days from the date of submission, provided that all requirements are complete
49.	Registered Exporter System (REX)	<u>ECD</u>	7 Days from the date of submission, provided that all requirements are complete
50.	TRADENET	<u>ECD</u>	Within the day of submission, provided that all requirements are complete
51.	TRADENET / e-Certificate of Origin	<u>ECD</u>	Within the day of submission, provided that all requirements are complete
52.	TRADENET / Product Evaluation List	<u>ECD</u>	8 hours
53.	Application for Rapid Pass	<u>EG</u>	1 working day
54.	Clearance / Motor Vehicle (EMVMCO)	<u>EMVMCO</u>	6 hours
55.	EMVMCO	<u>EMVMCO</u>	6 hours
56.	Task Force / E.P.C.D.	<u>EPCD</u>	5 minutes
57.	PRU Verification	<u>FED</u>	24 hours
58.	Certificate of Payment	<u>FED Port Concerned</u>	24 hours
59.	Shipment / Examination and Spotcheck	<u>FED/Port Concerned</u>	72 hours
60.	Procurement (General Services)	<u>GSD</u>	3 days
61.	Recruitment - Hiring & Promotion	<u>HRMD</u>	2 days
62.	RETIREMENT	<u>HRMD</u>	24 hours

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63.	Advance Ruling System / Valuation	<u>IAS</u>	Request shall be made 90 days prior to importation
64.	Clearance / Value Verification (IAS)	<u>IAS</u>	24 hours
65.	Alert Order	<u>IG</u>	1 working day
66.	Certificate of NO PENDING Case	<u>IG</u>	2-3 Days upon receipt of ticket CIIS from IG (For Employee)
67.	Clearance / Legal Matters	<u>Legal Service</u>	24-48 hours
68.	MISTG Concerns	<u>MISTG</u>	25 Minutes response time 7 Business days resolution
69.	MISTG Concerns / Data Request	<u>MISTG</u>	1 day & 1 hours & 30 minutes response time 3 Business Day
70.	MISTG Concerns / E2M Issues & Errors	<u>MISTG</u>	1 Business Day
71.	MISTG Concerns / E2M Slowdown	<u>MISTG</u>	1 Business Day
72.	MISTG Concerns / Manual Payment	<u>MISTG</u>	3 Business Days
73.	MISTG Concerns / NSW Issues	<u>MISTG</u>	1 Business Day
74.	TRADENET / Application for User Account	<u>MISTG - TMS</u>	1 Business Day
75.	TRADENET / Technical Issues & Concerns	<u>MISTG - TMS</u>	1 Business Day
76.	Auction / POM ACDD	<u>P02A - ACDD</u>	6 days and 7 hours
77.	Order of Payment / Demand Letter	<u>P02A - LBD</u>	24 hours
78.	BOARDING PASS	<u>P02A - PID</u>	5-10 minutes
79.	Auction / MICP ACDD	<u>P02B - Auction and Cargo Disposal Division</u>	1 Working Day
80.	Auction / NAIA ACDD	<u>P03 - Operations</u>	6 days 7 hours and 25 minutes
81.	Compliance Audit	<u>PCAG</u>	48 hours from receipt of message.
82.	Order of Payment / PCAG Matters	<u>PCAG</u>	48 hours from receipt of message.
83.	Prior Disclosure Program	<u>PCAG</u>	48 hours from receipt of message.
84.	Gate Pass (Release) Validation	<u>PID</u>	15 minutes
85.	Notice of Arrival	<u>PID</u>	5 minutes
86.	Piers and Inspection Division	<u>PID</u>	5-10 minutes
87.	Bunkering Permit	<u>POCD</u>	8 minutes
88.	VCRC (Central Office)	<u>Port Concerned</u>	20 days
89.	AMO Document Submission / Accreditation OGA	<u>Port Concerned</u>	24 hours
90.	AMO Document Submission / Importer (Small Value Importer)	<u>Port Concerned</u>	5 working days
91.	Auction	<u>Port Concerned</u>	6 days, 7 hours, and 25 minutes
92.	Automated Bonds Management	<u>Port Concerned</u>	1 day
93.	Certificate of Identification	<u>Port Concerned</u>	30 minutes (document examination only) 2 days (including physical examination of finished goods at CBW per CMO 39-91)
94.	Duty Drawback	<u>Port Concerned</u>	Within 24 hours, ticket will be transferred to appropriate office.

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			15-30 working days for the processing.
95.	Goods Declaration Online Filing	<u>Port Concerned</u>	Consumption - 2 Days and 16 hours Export - 24 hours Warehousing - 24 hours Informal - 48 mins Transshipment- 1 day and 5 hours.
96.	Goods Declaration Online Filing / Filing of Documents	<u>Port Concerned</u>	Consumption - 2 Days and 16 hours Export - 24 hours Warehousing - 24 hours Informal - 48 mins Transshipment- 1 day and 5 hours.
97.	Goods Declaration Online Filing / Other Inquiries	<u>Port Concerned</u>	Consumption - 2 Days and 16 hours Export - 24 hours Warehousing - 24 hours Informal - 48 mins Transshipment- 1 day and 5 hours.
98.	LAW Division	<u>Port Concerned</u>	48 hours
99.	LAW Division / PROTEST	<u>Port Concerned</u>	30-45 days
100.	LAW Division / Warrant of Seizure and Detention	<u>Port Concerned</u>	48 hours response time 30-45 days WSD resolution
101.	Order of Payment / Additional Duties and Taxes	<u>Port Concerned</u>	48 hours
102.	PERMIT / Permit to Transfer to Outside CY	<u>Port Concerned</u>	48 hours
103.	PERMIT / Special Permit to Load	<u>Port Concerned</u>	48 hours
104.	PERMIT / Special Permit to Withdraw	<u>Port Concerned</u>	48 hours
105.	Piers and Inspection Division / Port Clearance	<u>Port Concerned</u>	48 hours
106.	Prepayment - Collection Division	<u>Port Concerned</u>	48 hours
107.	Shipment	<u>Port Concerned</u>	48 hours
108.	Shipment / Alert Concerns	<u>Port Concerned</u>	48 hours
109.	Shipment / Manual Release	<u>Port Concerned</u>	1 hour
110.	AMO Document Submission / Broker (Renewal)	<u>Port-CIIS</u>	2 days
111.	VAT / TAX Refund	<u>RAD</u>	24 hours
112.	TAX CREDIT	<u>RCMG</u>	1 day (if all the required documents were submitted)
113.	SGL Accreditation Concerns	<u>SGL</u>	20 days
114.	Tax Exempt	<u>Tax Exempt Division</u>	3 days
115.	X-Ray Inspection Project	<u>XIP</u>	1 hour