



# BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA

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Date AUG 16 2021

## CUSTOMS MEMORANDUM ORDER (CMO)

No. 25-2021

### SUBJECT: IMPLEMENTATION OF THE AUTOMATED ROUTING AND MONITORING SYSTEM (ARMS) FOR GOODS DECLARATIONS

#### Section 1. Objectives.

- 1.1. To integrate the automated assignment of goods declarations into the Electronic-to-Mobile (E2M) system;
- 1.2. To provide clear and defined procedures in the automated random assignment of consumption goods declaration to Customs Operations Officers (COO) III and V; and
- 1.3. To provide a mechanism for brokers and importers to have updates on the status of their respective goods declaration.

**Section 2. Scope.** This Order shall apply to all goods declarations lodged in the Bureau's E2M system and processed by the Formal Entry Division or equivalent units.

#### Section 3. General/Administrative Provisions.

3.1. The ARMS, upon lodgment of goods declaration, shall randomly assign the same to a COO III and COO V at the port of discharge.

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Administrative Rules and Regulations

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In the case of the Port of Manila (POM) and Manila International Container Port (MICP), the ARMS shall randomly route the goods declaration to a COO III and COO V of the assigned Section concerned.

In the case of the Ninoy Aquino International Airport (NAIA), the ARMS shall randomly route the goods declaration to a COO III and COO V of the designated off-terminal customs facility warehouse.

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3.2. Existing regulations on the online filing of goods declaration through the Customer Care Portal System (CCPS) and its supporting documents shall still be in full force and effect.

3.3. Importers may check the status of their goods declaration online using their mobile phones, or personal computers through CCPS with the Help Topic "Goods Declaration Online Filing/Other

Inquiries" or any other goods declaration status inquiry system that will be implemented.

**Section 4. Operational Provisions.**

**4.1. Entry Processing Unit Customs Officer.**

- 4.1.1. The Entry Processing Unit (EPU) Customs Officer or equivalent position shall log in the CCPS and retrieve the ticket filed by the Broker/Importer containing the goods declaration and its supporting documents for the preliminary verification of the attached documents.
- 4.1.2. The EPU Customs Officer shall also log in the E2M system to identify the assigned Examiner and Appraiser for the particular goods declaration. He/she shall then forward the ticket to the COO III or COO V in the CCPS.
- 4.1.3. For goods declarations released under Section 4.4.3 and goods declarations transferred under Section 4.4.4, the EPU Customs Officer, upon receipt of the notice from the FED Chief, shall forward the related tickets to the newly assigned COO III/COO V.

**4.2. Customs Operations Officer III (COO III).**

- 4.2.1. The COO III shall log in the CCPS to check for any ticket/s assigned to him/her and to retrieve the goods declaration and the supporting documents. The COO III shall notify the importer through the CCPS of any issue relating to said goods declaration that requires further action on the part of the importer.
- 4.2.2. The COO III shall also access the E2M to search for the goods declaration randomly assigned to him/her. All goods declarations in the CCPS should match the goods declarations randomly assigned to the COO III in the E2M.
- 4.2.3. If the goods declaration was filed using the Super Green Lane (SGL) facility, the COO III can only view the Single Administrative Document (SAD).
- 4.2.4. If the goods declaration is not an SGL shipment, the COO III must tag the goods declaration as "In Progress" in the ARMS then perform the required review and/or examination of the goods declaration, its supporting documents and its shipment, as the case may be.

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**4.2.5.** The COO III shall then retrieve the SAD for updating, input the corresponding changes in the SAD and click the "Update SAD" to input the findings/remarks in the inspection act.

**4.2.6.** If the goods declaration is returned by the COO V to the COO III for further update, the COO III shall retrieve the SAD for updating, input the findings/remarks in the inspection act and resubmit the goods declaration to the COO V. However, if the COO III has no further input to said goods declaration, the COO III shall tag the goods declaration with the "Stop Progress" status and the goods declaration will automatically be submitted to the COO V.

**4.3. Customs Operations Officer V (COO V).**

**4.3.1.** The COO V shall log in the CCPS to see which ticket is assigned to him/her. He/she shall also access the E2M and view all the goods declarations assigned to him/her. The goods declarations filed in the CCPS should match the goods declarations randomly assigned in the E2M. The COO V shall notify the importer of any issue relating to said goods declaration that requires further action on the part of the importer.

The COO V only has viewing access to goods declarations that are tagged by the COO III as "In-Progress".

**4.3.2.** If the goods declaration is already examined and flagged as "Update SAD", the COO V may now tag the goods declaration as "In-Progress".

If the COO V does not agree with the findings of the COO III, he/she shall return the goods declaration and the ticket to the COO III for further update.

**4.3.3.** A Goods declaration that has been properly appraised shall be tagged as "Assessed".

**4.3.4.** In case of a request to cancel the goods declaration, the COO V shall search for the SAD subject of the request and perform the following:

**a.** If the goods declaration is selected "Yellow", "Orange" or "Red", the COO V shall click "Re-route to

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green" to cancel. He/she shall then click "Cancel" to cancel the goods declaration. This shall terminate the processing of the goods declaration; or

- b. If the goods declaration is already assessed in the E2M, the COO V shall click "Cancel" to cancel the goods declaration. This shall terminate the processing of the goods declaration.

**4.4. Formal Entry Division (FED) Chief or Equivalent Customs Officer.**

**4.4.1.** The COO III and COO V are automatically tagged by default as "Include" in the Assign column and "No" in the Release column of the ARMS Examiners/Appraisers List, unless the FED Chief tags them as inactive.

**4.4.2.** The FED Chief may exclude or tag as inactive the COO III and/or COO V if they are absent, on an official business (training, seminar, etc.), or for any other valid reasons.

Once excluded or tagged as inactive, the ARMS shall then randomly assign the goods declarations to another COO III and COO V.

**4.4.3.** Except for those tagged "In-Progress", the FED Chief may release all goods declarations previously assigned to a COO III or COO V if they are absent, on an official business (training, seminar, etc.), where there are delays in the processing of the assigned goods declaration, or for any other valid reasons.

All of the released goods declarations will automatically be reassigned to other active COOs III or COOs V.

**4.4.4.** The FED Chief also has the authority to retrieve in the E2M system the goods declaration previously assigned to a COO III or COO V and tag that declaration "Transfer Examiner/Transfer Appraiser" for random reassignment to another active COO III or COO V, regardless of whether the goods declaration is tagged "In Progress".

The reassignment of a particular goods declaration to another COO III or COO V may be done when the previously assigned COO III or COO V is inactive for the day, is given urgent or other task/s by their supervisor or higher officials of the Bureau resulting in the delay in the

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processing of the assigned goods declaration, or for any other valid reasons.


**4.4.5.** For goods declarations released under Section 4.4.3 and goods declarations transferred under Section 4.4.4, the FED Chief shall inform the EPU through email or any other faster means of communication of the changes in the assignment of COO III or COO V indicating therein the particular goods declaration reference number/s for corresponding reassignment of the ticket/s in the CCPS.

**Section 5. Transitory Provision.** The ARMS shall initially be implemented in POM and MICP. Once the deployment of the system is already finalized, the Management Information and Systems Technology Group in coordination with Assessment and Operations Coordinating Group, shall announce its rollout to another ports.

**Section 6. Penalty.** Failure on the part of any Customs Officer to perform its responsibilities under this Order shall subject the said Customs Officer to Administrative sanctions in accordance with Civil Service rules and regulations.

**Section 7. Repealing Clause.** All other Orders, Memoranda, Circulars or parts thereof which are inconsistent with this Customs Memorandum Order are hereby deemed repealed and/or modified accordingly.

**Section 8. Effectivity.** This Order shall take effect on AUG 25 2021.

  
**REY LEONARDO B. GUERRERO**  
Commissioner  
AUG 10 2021

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