



September 30, 2008

**CUSTOMS MEMORANDUM ORDER**  
**No. 35-2008**

**SUBJECT: Procedure for the Bulk and Break Bulk Cargo Clearance Enhancement Program**

Pursuant to Sections 1402, 1403, and in relation to Section 608 of the Tariff and Customs Code of the Philippines (TCCP), as amended, and CAO 6-2008, the following rules are hereby promulgated.

**Section 1. Definition of Terms.**

**1.1 Accredited Cargo Surveying Company** – A surveying company possessing a duly approved accreditation issued by the Bureau of Customs.

**1.2 IFIA** – Shall refer to the International Federation of Inspection Agencies.

**1.3 Committee for Accreditation of Cargo Surveying Companies (CACSC)** - A Committee of Bureau of Customs (BoC) Officers tasked and authorized to grant and approve accreditation of cargo surveying companies and periodically review the performance thereof. CACSC may also investigate violations of the provisions of this Order and thereafter recommend suspension and/or revocation of accreditations to the Commissioner of Customs, if needed.

**1.4 Bulk Cargo** – Refers to cargoes in a mass of one commodity not packaged, bundled, bottled or otherwise packed.

**1.5 Break-Bulk Cargo** – Refers to non-containerized general cargo stored in boxes, bales, pallet or other individual units to be loaded onto or discharged from vessels, not shipped in containers or in bulk.

**1.6 Load Port Survey Report** - A report issued by an Accredited Surveying Company for Break/Break-Bulk Cargo to be imported into the Philippines. The report shall be submitted to the BoC directly from the Accredited Surveying Company in secure electronic format.

**1.7 Customs Survey Inspectors (CSI)** – Organic employees and officers of the Bureau of Customs with special qualifications and technical training in cargo inspection and surveying and capable of rendering reliable and efficient survey reports relative to the same.

*R*  
/08-04973)



## Section 2. Accreditation of Surveying Companies

All cargo surveying companies engaged in the business of cargo surveying who wish to be accredited must apply for and receive accreditation from the Committee for Accreditation of Cargo Surveying Companies (CACSC).

### 2.1. Procedure for Accreditation of Surveying Companies.

2.1.1. Application. A surveying company wishing to apply for accreditation shall accomplish the Application Form using the attached Form. A Service Level Undertaking/Non-Disclosure Agreement following the attached form hereof shall be submitted by the Surveying Company as part of the requirements for the approval of the application. The complete application together with all the documentary requirements including a non-refundable application fee of PHP50,000 shall be submitted to the CACSC through the Port Operation Service (POS).

2.1.2. Acceptance. The POS shall then make a preliminary determination as to the completeness of the application and the full payment of the application fee.

2.1.3. Physical Evaluation. The POS may conduct a physical inspection of the assets and an actual evaluation of the operations of the applicant if it deems it necessary before submitting its recommendation to CACSC.

2.1.4. Calendar. Upon the direction of the Chairman of the CACSC, the POS Secretariat shall calendar the meeting and issue the necessary notices to all members and interested parties. The CACSC shall evaluate and deliberate on the application and shall issue a Decision in writing approving or denying the application, stating the reason and area of non-compliance in case of denial.

2.1.5. Decision. The Committee shall inform the applicant in writing of the approval of its application and shall require the applicant to pay the necessary one time accreditation fee of PHP200,000.00 within fifteen (15) days from the receipt of such approval together with a Cash Bond in an amount of PHP1,000,000.00 in accordance with the attached form. Applicants may re-submit denied applications which shall be treated as a new application subject to the payment of the processing fee.

2.1.6 Right of Appeal. Any surveyor which having completed an application to be accredited as a bulk or break bulk cargo surveying company under the provisions of CAO 6-2008 and whose application for accreditation is rejected by the CACSC shall have the right of appeal to the Secretary of Finance within fifteen (15) days from receipt of the notice. It shall be fundamental to such appeal and the burden of the surveyor to demonstrate that it has satisfied the criteria for accreditation as specified in Article 6.3 (a) to (h) of CAO 6-2008.



**4.1. Submission of the Load Port Survey Report** – The Load Port Survey Report must be received by the BoC at least twelve (12) hours before the arrival of the cargo in the Philippines and shall be transmitted to the Management Information and System Technology Group (MISTG) of the Bureau of Customs and in accordance with the dissemination list under 4.2 of CAO 6-2008. It must be submitted in a secure electronic format with security features in the form of a hologram, micro-print, encrypted grid or equivalent.

MISTG shall be the official repository of all survey data under this program.

To facilitate the processing of survey data, Accredited Surveying Companies are required to provide hardware/software as part of the Capacity Building Program for the exclusive use of Bulk and Break Bulk Cargo Enhancement Program.

**4.2. Distribution.** - The following offices shall be given electronic copies of the Load Port Surveys by MISTG:

1. Office of the Commissioner
2. Deputy Commissioner for Assessment and Operations Group
3. Deputy Commissioner for Intelligence and Enforcement
4. Post Entry Audit Group
5. Directors, POS, ESS, CIIS
6. Executive Director, CSI
7. Port/District Collector where the shipment Import Entries are to be made.

**4.3. Use of Load Port Survey Report** – The importer may use the Load Port Survey Report to avail of the advance clearance procedure. The Load Port Survey Report and findings of Accredited Surveying Companies shall be used by the BoC Examiners/Appraisers in the determination of dutiable weight, volume, description, value and tariff classification of imported articles, without prejudice to actual verification as the need arises.

**4.4. Advance Clearance Procedure.** – Any importer obtaining the services of an accredited cargo surveying company pursuant to the preceding Section shall be allowed to file entries for the imported articles and pay the proper duties, taxes, and other fees therefor, prior to its arrival in the Philippine port of destination, *Provided that:*

- a. The entry contains a full and true statement of all the articles which are the subject of the importation;
- b. The invoice and entry contain a just and faithful account of the actual cost of said articles, including and specifying the cost of insurance and freight and other necessary charges, and that nothing has been omitted therefrom or concealed to the detriment of the proper collection of revenue by the Government;



c. The invoice and all bills of lading relating to the articles are the only ones in existence relating to the importation in question;

d. The entry, invoice and bill of lading, and the declaration thereon are in all respects genuine and true, and were made by the person by whom the same purportedly has been made.

As soon as the cargo arrives at the Philippine port of destination, the importer may immediately cause the discharge and withdrawal of the same from customs premises and/or custody provided that the declarations in the import entries are confirmed by the Load Port Survey Report and upon presentation of the proof of payment of duties, taxes and other fees as well as compliance with other pre-requisites for a valid importation.

In addition, upon prior consultation with the concerned private sector/s, CACSC may recommend to the Commissioner of Customs other benefits under this program that may be granted to compliant importers within the framework of the Tariff and Customs Code of the Philippines as amended (TCCP).

#### **Section 5. Committee for Accreditation of Cargo Surveying Companies (CACSC)**

**5.1. Approval and/or Denial of Accreditation** - The CACSC may grant or deny any application for accreditation on the basis of the evaluation of the documents and other requirements submitted by the applicant.

**5.2. Performance Review** - There shall be an annual performance review conducted on the Accredited Surveying Companies to determine if they continue to satisfy the criteria as provided for by CAO 6-2008. Should there be findings of poor performance or negligence, it shall recommend the suspension and/or revocation of the accreditation to the Commissioner of Customs, if deemed necessary.


**5.3. Investigation** - The CACSC may at any time, during the subsistence of the accreditation, investigate violations of the provisions of this Order; and for this purpose, shall employ all means necessary to ascertain and establish pertinent facts that will aid it in recommending appropriate sanctions of suspension and/or revocation of accreditation as the case may be.

**5.4. Appeal of Suspension and Revocation** - Any suspension or revocation imposed by the Commissioner of Customs on an Accredited Surveying Company may be appealed to the Secretary of the Department of Finance within fifteen (15) days from official receipt thereof.

**5.5 Internal Rules.** The CACSC is hereby authorized to draft its own internal rules of procedure subject to the approval of the majority of all its members voting for the purpose.

#### **Section 6. Actions Before the Departure from Port of Origin**

**6.1. Responsibilities of the Importer** - The importer must inform his exporter of the requirements of the Customs Administrative Order on Bulk/Break-Bulk

 (08-04973)



Cargo Surveying (CAO) and shall ensure that the cargoes are surveyed by an Accredited Surveying Company. It is the responsibility of the importer of bulk and break bulk cargo to obtain from the Bureau of Customs the names and overseas addresses of Accredited Cargo Surveying Companies and to communicate this information to the seller/exporter of the goods.

**6.2. Responsibilities of the Exporter** – The exporter must contact the nearest office of the Accredited Surveying Company selected by him to register his cargo falling under the coverage of CAO 6-2008 and provide a full description, technical specification and quantity of the cargo.

The exporter must advise the selected Accredited Surveying Company of the whereabouts and availability of the cargo at least three (3) working days prior to the required date of survey. The exporter must present the goods in a manner to allow a full survey to be conducted. They must arrange and allow full access to the representative (surveyor) of the Accredited Surveying Company to allow a full survey to be conducted and submit complete copies of the final invoices to the Accredited Surveying Companies.

**6.3. Responsibilities of the Accredited Surveying Company** – The Accredited Surveying Company must make available to all interested parties the requirements of CAO 6-2008 and addresses of offices/representatives in each country of supply. They must arrange to survey the cargo within three (3) working days of receipt of the request to survey from the exporter. They must complete the survey and seal the holds where necessary prior to the vessel sailing and issue the Load Port Survey Report prior to the arrival of the shipment in the Philippines within the prescribed period.

The Accredited Surveying Company must issue/transmit the Load Port Survey Report in and secure electronic format to the MISTG, the exporter and the importer.

Capacity Building programs for BoC personnel in the form of technical training and continuing education in cargo surveying techniques shall be provided by the Accredited Surveying Company up to twice per year either in a Philippine or International forum. To declare the commitment of accredited surveyors to the Capacity Building Program for cargo surveying, a Capacity Building Undertaking Form is hereby required from all accredited surveyors.

**6.4. Responsibilities of the Port Collector of Customs** – The Port Collector shall cause the utilization of the Load Port Survey Report issued by an Accredited Surveying Company as an integral part of the documentation required for the clearance of Bulk/Break-Bulk Cargo in the determination of dutiable weight, volume, description, value and tariff classification of imported articles, without prejudice to an actual verification as it may be deemed proper.

**Section 7; High Risk Shipments.** – Bulk and break-bulk shipments not covered by a Survey Report from any of the Accredited Surveying Company shall be considered as high risk shipments. As such, they shall be subjected to extensive actual physical examination and surveyed by the Customs Survey Inspectors (CSI).



For customs control purposes, high risk shipments shall not be granted permits to discharge and shall remain under continuous customs underguarding until full payment of the correct duties and taxes have been made.

For all intents and purposes, the survey report issued by CSI shall have the same probative value as that of a Port Load Survey issued by an Accredited Surveying Company.

**Section 8. - Funding and Overtime Services.** All administrative costs and expenses in the accreditation process and field operations of CSI shall be chargeable against savings of the Bureau of Customs. For actual services rendered outside the regular working hours, the POS and CACSC shall be entitled to claim overtime services subject to the availability of funds and the usual rules and regulations on overtime services.

For services actually rendered outside regular working hours, CSI is hereby authorized to claim overtime services against the importer and/or the owner of the cargo under high risk survey subject to the usual rules and regulations on overtime services.

**Section 9. Forms.** - Subject to revisions as recommended by CACSC, the following Forms, samples of which are appended hereto, are mandated to be used under this program:

1. Form A - Application for Accreditation as a Bulk and Break-Bulk Cargo Surveyor.
2. Form B - Certificate of Accreditation
3. Form C - Performance Bond
4. Form D - Undertaking to Provide Annual Capacity Building
5. Form E - Undertaking of Confidentiality
6. Form F - Statement on No Pending Case
7. Form G - Statement on Blacklisting/Termination
8. Form H - Certification of Pending Blacklisting/Termination
9. Form I - List of Surveyors and their Expertise
10. Form J - Certified List of Clients for the past 3 years
11. Form K - Service Level Undertaking

**Section 10. Transitory Provisions.** - All bulk and/or break bulk shipments bound for the Philippines having Bills of Lading (BL) dated December 1, 2008 and onwards shall already be covered by this Order, *except*, when no Surveying Company shall have applied for accreditation by November 15, 2008 *or* should all applications remain pending for evaluation of the CACSC at that time, *in which case*, the coverage shall be imposed on Bills of Lading dated fifteen (15) days after the issuance of the Certificate of Accreditation by CACSC to at least one Surveying Company.

During this transitory period, the CSI Team/s, shall commence conducting cargo survey on bulk and break bulk shipments at random but which shall not be charged upon the importers for the cost thereof; *Provided however*, that beginning January 1, 2009 or upon full implementation of this Order pursuant to the preceding paragraph, all expenses incurred by the CSI Team/s shall be charged to the account of the importers and/or representative acting for and/or on its behalf.

Guided by the principle of economy, efficiency and integrity and subject to the approval of the Commissioner of Customs, CACSC may recommend additional measures to ensure the prompt and efficient and complete implementation of this Order.

**Section 11. Suppletory Clause.** - The e-Commerce law and its implementing regulations, other Customs Laws, Rules and Regulations shall have suppletory effect on this Order.

**Section 12. Separability Clause.** - In the event that any legislation, governmental regulation or court decision causes invalidation of any part, article or section of this issuance, all other parts, articles and sections not so invalidated shall remain in full force and effect.

**Section 13. Effectivity.** - This Order shall take effect immediately.

NAPOLEON MORALES  
Commissioner





[Company Letterhead]

**APPLICATION FOR ACCREDITATION AS A BULK AND BREAK BULK CARGO  
SURVEYOR**

**Pursuant to Customs Administrative Order 6-2008 dated 18<sup>th</sup> September 2008**

[Location, Date] Ref No:

To: The Commissioner  
Bureau of Customs  
Port Area  
Manila

Dear Sir:

We, the undersigned, respectfully apply to be accredited by the Philippine Bureau of Customs as a Bulk and Break Bulk Cargo Surveyor in accordance with Article 6 of Customs Administrative Order 6-2008.

We include with our application the non-refundable processing fee of PHP50,000 together with our undertaking to furnish a Cash Bond in an amount of PHP1,000,000 in the event that our application is approved. We also undertake to pay the one time accreditation fee of PHP200,000 and an annual accreditation fee of PHP50,000 from the second year onwards in the event that our application is approved.

We undertake, if our application is accepted, to comply with the documentary and procedural requirements of Customs Administrative Order 6-2008 and Customs Memorandum Order No: 35-2008 within thirty days from the date of being notified of the grant of accreditation.

We hereby accept that the Bureau of Customs is not bound to approve or disapprove any application received pursuant to CAO 6-2008 and CMO 35-2008.

Yours truly,

*[Authorised Signature in full and initials] [Name and  
Designation of Signatory]*



Application for Accreditation as a Bulk and Break Bulk Cargo Surveyor

Name of Surveying Company	Address of Head Office
Year founded / incorporated	Telephone No. and Email Address (for correspondence related to this application)
Number of years providing bulk/break bulk cargo survey services of Client:	Number of employees worldwide
Goods Imported into the Philippines for which the surveyor is currently providing survey services	
Number of offices worldwide (as substantiated by attached list)	Number of own laboratories worldwide (as substantiated by attached list)
IFIA membership number (Certificate attached)	
<b>Check List of Required Attachments</b>	
<b>Document Required</b>	
1. IFIA Membership Certificate	
2. List of offices worldwide sorted by country showing location	
3. List of own laboratories worldwide sorted by country showing location	
5. Summary (not exceeding 1,000 words) of experience and ability to conduct qualitative analysis of bulk and break bulk goods using own or accredited laboratories	
6. Summary (not exceeding 500 words) of ability to receive electronic instructions and transmit a secure copy of an electronic certificate	



7. Certification under oath that the company has not been blacklisted or its services terminated by any Government or international entity on the grounds of poor performance and/or irregularity in dealings in any country immediately preceding three (3) years. OR in case of a pending blacklisting/termination;
8. Certification under oath issued by the blacklisting and/or terminating government or international entity that the case/s involving poor performance/irregularity in dealings is pending and has not become final and executory and that the applicant for accreditation is allowed to continue doing business in the place of blacklisting and/or termination pending the same.
9. Summary and undertaking (not exceeding 500 words) to implement a capacity building program in bulk and break bulk cargo surveys for the Bureau of Customs personnel.
10. Certified copy of Articles of Incorporation or Certificate of Registration
11. Mayor's Business Permit (or equivalent document if relating to the head office of the surveyor in a country other than the Philippines)
12. Certified list of not less than twenty (20) regular clients-importers and exporters for the last three years immediately preceding the application;
13. Certified Copy of Audited Financial statements submitted to the Securities and Exchange Commission, Bureau of Internal Revenue (or equivalent office if relating to the head office of the surveyor in a country other than the Philippines) for the immediately
14. List of corporate officers (Head Office)
15. Duly issued Bureau of Internal Revenue Certificate of Registration; (or equivalent office if relating to the head office of the surveyor in a country other than the Philippines)
16. Certification under oath by responsible official of the company that it has no pending administrative, civil or criminal cases in any court or venue in the Philippines.
17. Power of Attorney issued in respect of the authorized person completing this application and making the statements at 7 and 15 above
<b>Authorized Signature</b>
<b>Printed Name and Position</b>
<b>Date of Application</b>



Bureau of Customs  
Republic of the Philippines

**CERTIFICATE OF ACCREDITATION**

as

**A BULK AND BREAK BULK CARGO SURVEYOR**

Presented To

**[Name of Surveyor]**

Under the provisions of Customs Administrative Order 6-2008 (Article 6)  
and CMO No. 35-2008


**This Accreditation is valid for a period of THREE (3)  
years from the date given below**

Given this .... day of ..... 2008

at .....

**Manila, Philippines**

**Napoleon L. Morales**  
Commissioner

 (08-04973)



The Commissioner  
Bureau of Customs  
Port Area  
Manila  
Republic of the Philippines.


CASH BOND

Ref. : Managers Check No .....dated .....for  
PHP1,000,000 (One Million Philippine Pesos).

We, [Name and Address of the Surveyor] hereby bind ourselves to the Government of the Republic of the Philippines through the Bureau of Customs for the amount of PHP1,000,000 (One Million Pesos Only) as cash bond to cover any liability arising out of conducting bulk and break bulk cargo surveying under the Bulk and Break Bulk Cargo Clearance Enhancement Program. This Cash Bond shall cover a period of 1 (one) year from the date of accreditation of [Name of the Surveyor].

For ..... [Name and Address of Surveyor]

Date: [Name and Signatures of the Authorized Persons]

 (08-04973)1



The Commissioner  
 Bureau of Customs  
 Port Area  
 Manila  
 Republic of the Philippines


[Location] [Date]

**UNDERTAKING TO PROVIDE ANNUAL CAPACITY BUILDING  
 PURSUANT TO ARTICLE 6.3 (h) OF CUSTOMS ADMINISTRATIVE  
 ORDER 6-2008**

	Name of the course	Place	Maximum number of participants	Duration
1.	Bulk Cargo Survey	Overseas	5	7 days
2.	Break Bulk Cargo Survey	Overseas	5	7 days
3.	Discharge Survey	Local	10	7 days

We, [Name of Surveyor] (hereafter referred to as "the Company"), a Company organized and existing under the laws of [Country], and having its registered office at [Location and Address], do hereby confirm that we shall arrange an annual capacity building program within the period of our accreditation and provide adequate training facilities for such officers to be selected by Bureau of Customs on the above courses and for such period as specified above.

[Name of Surveyor],  
 Authorized Signatories:

 (08-04973) ✓



The Commissioner  
Bureau of Customs  
Port Area  
Manila  
Republic of the Philippines

[Location] [Date]

**UNDERTAKING ON CONFIDENTIALITY**  
**PURSUANT TO ARTICLE 7.1 OF CUSTOMS ADMINISTRATIVE**  
**ORDER No: 6-2008**

We, [Name of Surveyor] a company organized and existing under the laws of [Country] and having its registered office at [Location and address], do hereby undertake to comply with the provisions of the Tariff and Customs Code of the Philippines in the execution of our responsibilities as a bulk and break bulk cargo surveying company accredited by the Philippine Bureau of Customs. We further undertake not to disclose to others or use, except for the purpose of the services in relation to Customs Administrative Order No : 6-2008 (The Order) or as expressly authorized in writing by the Commissioner, any of the Bureau of Customs, confidential, technical or other business information. For the purpose of this undertaking "Confidential, technical or other business information" shall mean any information which is used, learned or contributed to during the course of the provisions of the services under The Order, regardless of whether it is in written or other tangible form that is not generally available to the public or would give one who uses it a competitive advantage over the other party.

Yours truly,

[Name of Surveyor]  
Authorized Signatories

*P.* (08-204972)



*[Letter Head of Surveyor]*

The Commissioner  
Bureau of Customs  
Port Area  
Manila  
Republic of the Philippines

*[Location] [Date]*

**STATEMENT ON CASES BEFORE A COURT IN THE PHILIPPINES**

Dear Sir,

We, *[Name of Surveyor]*, a company organized and existing under the laws of *[Country]* and having its registered office at *[Location and address]*, do hereby declare under oath that we have no pending administrative, civil or criminal cases in any court or venue in the Philippines.

Yours truly,

*[Name of Surveyor]*

Authorized Signatories:

*[Declaration to bear the stamp and authorized signatories of*

*Officer for Oaths  
Notary Public  
Philippine Consular Official*

*R. (88-64972)*

*[Letter Head of Surveyor]*

The Commissioner  
Bureau of Customs  
Port Area  
Manila  
Republic of the Philippines

*[Location] [Date]*

**STATEMENT ON BLACKLISTING/TERMINATION**

Dear Sir,

We, *[Name of Surveyor]*, a company organized and existing under the laws of *[Country]* and having its registered office at *[Location and address]*, do hereby declare under oath that we have not been blacklisted or our services terminated by any Government or international entity on the grounds of poor performance and/or irregularity in dealings in the three years immediately prior to the date of our application for accreditation by the Philippine Bureau of Customs as a Bulk and Break Bulk Cargo Surveyor pursuant to Customs Administrative Order 6-2008.

*Or, please use FORM H for companies with pending cases provided under Sections 6.3 (g) and 6.4 (i) of CAO 6-2008:*

Yours truly,

*[Name of Surveyor]*

Authorized Signatories:

*[Declaration to bear the stamp and authorized signatories of  
Commissioner for Oaths  
Notary Public  
Philippine Consular Official]*



*[Letter Head of Blacklisting/Terminating Government/International Entity]*

The Commissioner  
Bureau of Customs  
Port Area  
Manila  
Republic of the Philippines

*[Location] [Date]*

**CERTIFICATION ON PENDING BLACKLISTING/TERMINATION**

Dear Sir,

It is hereby certified and authenticated that *[surveying company]* a company organized and existing under the laws of *[Country]* and having its registered office at *[Location and address]*, has a pending case for poor performance/irregular dealings *[docket and/or case number and forum]* which has not become final and executory and that said company and is allowed to continue to do business in *[place of Government or International Entity where case is pending]* pending the full resolution of the issues therein.

Yours truly,

*Authorized Officer of Government/International Entity*

Authorized Signatories:

*[Declaration to bear the stamp and authorized signatories of  
Officer for Oaths  
Notary Public  
Philippine Consular Official]*

**NOTE; This Form is to be submitted if the applicant has pending case/s in any other territorial jurisdiction.**

*[Signature]* (08-04973)

**OFFICES OF THE SURVEYOR SORTED BY COUNTRY**

No	Country	Office Location	Name of Office	Type of Office, e.g. Head Office, branch etc	Services Provided	Number of staff
1						

*R* (08-049731)



**CERTIFIED LIST OF 20 CLIENTS IMPORTERS -EXPORTERS FOR THE 3 YEARS PRECEDING THE APPLICATION. PURSUANT TO ARTICLE 6.4(C) OF CUSTOMS ADMINISTRATIVE ORDER 6-2008**

Client	Year	Country	Services Provided

## Service Level Undertaking

Client : PHILIPPINES BUREAU OF CUSTOMS

SURVEYOR : Name of Company

Validity : dd/mm/yy to dd/mm/yy

Review Date : dd/mm/yy

Signed by : \_\_\_\_\_  
Surveyor/Company Representative

Signed by : \_\_\_\_\_  
Commissioner of Customs

Version :  
Date :  
Location :  
Author :



REVISION CONTROL

Title	Publication Date	Authors

Contributors	Approved By	Version Number

Document Review

To ensure that the <Surveyor> achieves its stated objectives, this document will be reviewed according to the terms, conditions, and provisions of CAO 6-2008, its implementing Customs Memorandum order and applicable laws, rules and regulations on the matter. Ownership of the document once submitted and approved belongs to the Philippines Bureau of Customs. Any enhancements will be communicated to all interested parties.

Version Control Notice:

This document is a controlled issue that supersedes all previous issues. Please discard any previous copy of this document dated prior to the version and publication date noted above.

Date	Version	Person Making Changes	Description of Changes

*[Handwritten Signature]*  
 (15-04973)

## Introduction

### Scope

This Service Level Undertaking documents the services and facilities provided by the accredited surveyor relative to the conduct of Port Load Survey of bulk and breakbulk shipments bound for the Philippines.

It details all aspects directly impacting the provision of the required Port Load Surveys for bulk and break bulk cargoes bound for the Philippines. <Surveyor> maintains that all aspects required to provide full compliance with the conditions of CAO 6-2008 and CMO 35-2008 together with a service consistent with the levels agreed in this document.

This agreement is valid for the period specified herein and subject to the conditions specified.

A separate Service Level Undertaking will be provided for specific service requirements beyond the standard detailed within this document.

### Objectives

The objectives of this document are to describe the base level of service and the means of providing a consistent level of service at a defined quality standard.

### Authorization

Authorization of the Service Level Undertaking is the responsibility of:

Name of <Surveyor> :  
<Name>, <Title>

It is the responsibility of the <Surveyor> to issue and amend this document as approved by the Philippines Bureau of Customs.

### Revisions

Revisions of this document will occur if the Philippines Bureau of Customs requires a significant alteration of service levels other than those provided for under existing regulations at the time of receipt of this document.

### Service Description

This section outlines the service areas under the Bulk and Break Bulk Cargo Clearance Enhancement Program.



**User Support**

Service Desk service; functional support service; consumables service; data preparation, which involves processing of transmitted Port Load Survey data from <Surveyor>.

**Technical Support**

Support of the PC Network of CACSC, CSI, and POS for exclusive use of Bulk and Break Bulk Cargo Clearance Enhancement Program including hardware, software and support for packages and applications, including support of telecommunications.

**Telecommunications**

Support of the Voice Network, Data Network, Mobile Communications.

**Support to MISTG Functions**

<Surveyor> shall support MISTG in the management of the databases of Port Load Surveys, maintain reference and feature data, manage data validation, and ensure data security/administer data access controls.

**Service Hours**

The E-mail System, Voice Network and Data Network are available 24 hours a day, 7 days a week.

All other services are available 08:00 - 18:00 Monday to Friday.

**Service Performance**

This Service Level Agreement does not define the response times which will be achieved. However the significance of appropriate response times is recognized. Where there are specific problems in this area these should be discussed with the relevant Support Manager from MISTG, who will take appropriate action.

**Support Hours**

The Service Desk is available 08:00 - 18:00, Monday to Friday with a pager available outside of these hours.

*Q* (08-09973), 1

### System Disaster Strategy

Backups are undertaken outside of the standard working day in order to secure the production data and to provide system recovery if required in the event of a system failure.

### Security

User access to the Bulk and Break Bulk Cargo Clearance Enhancement Program data is subject to the registration and password requirements as mandated by MISTG. It is the responsibility of every member of the CACSC, CSI and POS to ensure that the security processes are followed.

### SERVICE

#### Service Maintenance

Hardware maintenance of donated equipment shall be the responsibility of the vendors where such hardware are sourced.

#### Service Name External maintenance

The <Surveyor> shall loan equipment for exclusive use of Bulk and Break Bulk Cargo Clearance Enhancement Program to CACSC, CSI and POS should on-site fix of critical hardware be impracticable.

### System Disaster Strategy

Backups are undertaken outside of the standard working day in order to secure the Port Load Survey data and to provide system recovery if required in the event of a system failure.

### Security

User access to the production services is subject to the registration and password requirements as detailed in procedure PI F1/IS/003.

It is the responsibility of every member of the customer's staff to ensure that the security processes are followed.

#### Service Level Undertaking Reviews

Service level undertaking review will be held every 12 months by CACSC as a minimum to renewal of accreditation