



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
BUREAU OF CUSTOMS

OFFICE OF THE NATIONAL ADMINISTRATOR GENERAL  
Administrative Rules and Regulations  
MANILA 1099

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Date SEP 11 2019

**CUSTOMS MEMORANDUM ORDER (CMO)**  
NO. 47 - 2019

**SUBJECT: IMPLEMENTATION OF THE ALERT ORDER MONITORING SYSTEM**

**Introduction.** This Order is issued to implement Customs Administrative Order No. 07-2019, CMO No. 7-2018<sup>1</sup>, CMO No. 19-2018<sup>2</sup> and CMO No. 6-2019<sup>3</sup>, and other related orders and regulations of the Bureau of Customs (BOC).

**Section 1. Scope and Coverage.** This Order shall apply to all ports nationwide and all concerned offices of the Bureau of Customs.

**Section 2. Objectives.**

- 2.1. To record and keep track of all Alert Orders (AOs) issued (electronic or manual) by the District Collectors, Office of the Commissioner and other authorized customs officers, from the time the said orders are issued up to the time the same are lifted or a Warrant for Seizure and Detention (WSD) is issued.
- 2.2. To maintain a centralized database of alerted shipments for reporting and analysis.
- 2.3. To address the delay in processing of alerted shipments through the active monitoring of alert orders.

**Section 3. Definition of Terms.**

- 3.1. **Alert Order Number** - shall refer to a unique reference number generated by the AOMS to identify and track an AO on a per port basis.
- 3.2. **Alert Order (AO)** - shall refer to a written Order issued by the Commissioner, District Collector, or other customs officers authorized in writing by the Commissioner, after the Lodgment of Goods Declaration and before their actual release from customs custody, on the basis of Derogatory Information regarding possible non-compliance

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with the CMTA and other laws, rules and regulations enforced by Customs.<sup>1</sup>


- 3.3. Alert Order Clearing House Desk (AOCHD)** – shall refer to the Central Clearing House created under CAO 07-2019, which shall be under the Intelligence Group<sup>2</sup> tasked in the monitoring of all AOs issued, as well as the succeeding actions taken.
- 3.4. Alert Order Monitoring System (AOMS)** – shall refer to a web application for the recording and monitoring of AOs issued, as well as the succeeding actions taken.
- 3.5. Control Number** – shall refer to a unique reference number generated by the AOMS to identify and track an AO on a nationwide basis.
- 3.6. Derogatory Information** – shall refer to any information indicating that a certain shipment is in high risk of probable violation of the provisions of the CMTA and related laws. Said information shall indicate the violation and other specifics thereof.<sup>3</sup>
- 3.7. Encoder** – shall refer to a competent customs personnel assigned in writing by the District Collector authorized to encode the initial information of the alerted shipment in the AOMS.
- 3.8. Endorser** – shall refer to the District Collector.
- 3.9. Goods Declaration** – shall refer to a statement made in the manner prescribed by customs laws, rules, and regulations for the entry or admission of imported goods. It shall also refer to the Single Administrative Document (SAD) lodged and filed with the Bureau to effect the release or delivery of the shipment.
- 3.10. Lifting of the AO** - shall also refer to the Order of Release which is the process of allowing the continuous processing of the shipment or entry back to the regular cargo procedure after a finding of no discrepancy, after the physical or non-intrusive inspection or compliance with the recommendation for additional payment or imposition of surcharge or other conditions, as the case may be.
- 3.11. Lodgment** – shall refer to the electronic registration of a Goods Declaration with the Bureau in a manner prescribed under customs laws, rules, and regulations.
- 3.12. Pre-Lodgment Control Order (PLCO)** - shall refer to a written Order issued by the Commissioner, District Collector, or other customs

<sup>1</sup> cf. CMTA, Title XI, Chapter 3, Section 1111.

<sup>2</sup> Created by Customs Special Order (CSO) No. 11-2019

<sup>3</sup> Section 3.4, CAO 07-2019

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officers authorized in writing by the Commissioner, before the Lodgment of Goods Declaration or when no Goods Declaration is lodged, on the basis of grounds provided under CAO 07-2019, to prevent the entry of illegal goods or their release.<sup>4</sup>

**3.13. Warrant of Seizure and Detention (WSD)** - shall refer to an order in writing, issued in the name of the Republic of the Philippines, signed by the District Collector of Customs commanding the seizure of any vessel, aircraft, cargo, goods, animal or any other movable property when the same is subject to forfeiture pursuant to Section 1113, Chapter 4, Title XI of the CMTA.<sup>5</sup>

#### **Section 4. Alert Order Monitoring System.**

**4.1.** The Alert Order Clearing House Desk (AOCHD) shall use the AOMS to monitor AOs issued by the various authorized officers of the Bureau.

**4.2.** All Encoders, COO III and COO V, even those in an acting capacity assigned at the Assessment Division or equivalent unit, District Collectors, personnel of the AOCHD, Law Division or equivalent unit, and other customs officers authorized by the Commissioner, must be registered in the AOMS. Initial creation of users shall be done by the Management Information System and Technology Group (MISTG) main office upon submission by the District Collectors of the names under the corresponding roles for the AOMS.

Succeeding updates of the account users shall be done by the MISTG Site Manager for those areas with assigned MISTG personnel, otherwise, the MISTG main office shall still be responsible.

**4.3.** The users of the AOMS shall be given individual access codes which shall be kept confidential. The user shall be responsible and accountable in case of unauthorized use of the given access code.

**4.4.** The development of the user manual and training for the AOMS shall be the responsibility of the MISTG.

**4.5.** The step-by-step workflow for the AOMS (Annex "A") shall be followed by all the authorized users.


#### **Section 5. Dissemination of Alert Order Form**

**5.1.** Once the written Alert Order Form is issued by the Alerting Authority, the same shall be forwarded to the relevant port's Formal Entry Division, Office of the Deputy Collector for Operations, District

<sup>4</sup> CAO 7-2019, Section 3.11.

<sup>5</sup> cf. CMTA, Title XI, Chapter 4, Section No. 1117.

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Enforcement and Security Service (ESS), District Customs Intelligence and Investigation Service (CIIS), District Customs Anti-Illegal Drugs Task Force (CAIDTF), and X-ray Inspection Project (XIP) Field Office. This shall serve as the Notice of Alert to the recipient offices for the latter to take prompt and appropriate action.

**5.2.** The written Alert Order Form shall be served to the recipient offices within an hour of its issuance.

**Section 6. Provisional Lifting of an Alert Order.** Alert Orders may be provisionally lifted if the District Collector orders the examination of goods at the consignee's premises or examination areas approved by the Bureau. The District Collector may allow the transfer of the goods for examination under the following cases:

- a. The goods subject of the AO are perishable in nature;<sup>6</sup>
- b. A 100% physical examination cannot be done without damage to the goods;
- c. The arrastre operator does not have the physical equipment or facility to perform the 100% physical examination;
- d. The examination at the consignee's premises or warehouse is a privilege granted pursuant to law or existing rules and regulations;
- e. When the AO was issued, the containers have been subjected to initial 10% physical examination and there are no adverse findings; and
- f. Other instances as may be approved by the District Collector or Port Collector.

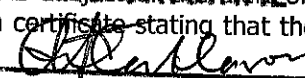
**Section 7. Manual Procedure.** In the event that the AOMS cannot be accessed, the concerned offices shall implement interim manual procedures in such manner as to minimize the disruption to the processing of AOs. Upon restoration of AOMS access, documents and transactions processed under manual procedure shall be added to the AOMS.

**Section 8. Monitoring of Compliance with the Relevant Periods concerning AO.** The conduct of physical examination or non-intrusive inspection should be made within forty-eight (48) hours from the receipt by the Office of the District Collector of the AO or PLCO, as may be appropriate, except in cases beyond their control, such as but not limited to, the unavailability of the equipment to be used for examination, force majeure, or fortuitous event.

<sup>6</sup> Sec. 1112, CMTA *Alert Orders on Perishable Goods.* – When the goods subject of the Alert Order are perishable goods, the Bureau shall attach to the recommendation a certificate stating that the goods are perishable.

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**Section 9. Reports.** Reports may be generated from the AOMS and the frequency and contents of the report submission shall be determined in accordance with internal policies and as may be required by the Commissioner.

**Section 10. Liability of BOC Personnel.** Those found to be in violation of the provisions indicated in this Order shall be subject to the appropriate civil and/or criminal liability, in addition to the administrative sanctions that may be imposed by the BOC.

**Section 11. Additional Rules and Regulations.** The Commissioner of Customs may issue additional rules and regulations for the effective implementation of this Order.

**Section 12. Separability Clause.** If any part of this Order is declared unconstitutional or contrary to existing laws, the other parts not so declared shall remain in full force and effect.

**Section 13. Effectivity Clause.** This Order shall take effect on 30 SEP 2019.



**REY LEONARDO B. GUERRERO**

Commissioner  
SEP 11 2019




BOC-02-00286

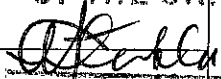
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**ALERT ORDER MONITORING SYSTEM PROCESS FLOW**

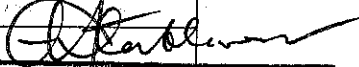
Step	Action	Note
<b>ALERTING TEAM</b>		
1	An Alert Order (AO) will be issued by the Alerting Authority (Commissioner or District Collector) in the E2M. <i>[using the Hold and Alert System in the E2M]</i>	
2	The Alert Order Form shall be filled out by the Alerting Authority or an authorized BOC personnel.	
<b>ENCODER</b>		
3	<p>Upon receipt of the Alert Order Form, the Encoder of the Alerting Team shall log-in to the AOMS, encode all the needed information in the Alert Order Details page, then click the <b>Submit button</b>.</p> <p>The submitted AO (status <b>ALERTED</b>), will now be available to the assigned COO III, but may still be edited or modified by the Encoder.</p>	
<b>COO III (CUSTOMS EXAMINER)</b>		
4	The assigned COO III of the Alerting Team shall log-in to the Goods Declaration Verification System (GDVS) or AOMS, go to the Alert Order tab and update the available AO by clicking the <b>Pencil icon</b> .	
5	<p>For the submitted AO (status <b>ALERTED</b>), the COO III shall fill in all the mandatory fields namely the STATUS, FINDINGS, DISCREPANCY, RECOMMENDATION, and NOTE/REMARKS.</p> <p>Supporting documents can be uploaded into the system by clicking the <b>Choose Files button</b>. Acceptable file types for uploading are GIF, JPEG, JPG, PDF and PNG with file size limit of 5 Megabytes per attachment/file.</p> <p>Once submitted, the AO (status <b>RECEIVED</b>) may be further updated by the COO III by clicking the <b>Pencil icon</b>.</p>	<p style="text-align: center;"><b>CERTIFIED TRUE COPY OF THE ORIGINAL</b></p> <p style="text-align: center;"> MICHELLEN TABLAZON Admin Officer I CRMD-Printing Unit</p>
6-A	If the COIII finds any discrepancy in the AO, he/she shall choose <b>Return to Alerting Team</b> in the status	Proceed to Step 3

	<p>dropdown menu, fill in the rest of the required fields, then click the <b>Submit button</b>.</p> <p>The AO (status <b>ALERTED</b>) will then revert to the Encoder of the Alerting Team for appropriate action but may still be edited/modified by the COO III.</p>	
<b>6-B</b>	<p>For goods qualified to be recommended for provisional lifting, the COO III shall select <b>Examined for Provisional Lifting</b> in the status dropdown menu, fill in the rest of the required fields, then click the <b>Submit button</b>.</p> <p>The AO (status <b>EXAMINED FOR PROVISIONAL LIFTING</b>) will then be submitted to the assigned COO V.</p>	Proceed to Step 8, 9-B
<b>6-C</b>	<p>The COO III, upon thorough examination, finds no basis to the AO as the goods declaration are complete and consistent with the supporting documents, shall select <b>Examined</b> in the status dropdown menu, fill in the rest of the required fields, then click the <b>Submit button</b>.</p> <p>The AO (status <b>EXAMINED</b>) will then be submitted to the assigned COO V.</p>	Proceed to Step 8, 9-C
<b>6-D</b>	<p>The COO III, upon thorough examination, finds that a portion of the goods covered by the AO is subject of a violation, shall select <b>Examined for Segregation and WSD</b> in the status dropdown menu, fill in the details of his findings in the REMARKS field, then click the <b>Submit button</b>.</p> <p>The AO (status <b>EXAMINED FOR SEGREGATION AND WSD</b>) will then be submitted to the assigned COO V.</p>	Proceed to Step 8, 9-D
<b>COO V (CUSTOMS APPRAISER)</b>		
<b>7</b>	The assigned COO V of the Alerting Team shall log-in to the GDVS or AOMS, go to the Alert Order tab and update the available AO by clicking the <b>Pencil Icon</b> .	<p>CERTIFIED TRUE COPY OF THE ORIGINAL</p>  <p>MICHELLE N. TABLAZON Admin Officer I CRMD-Printing Unit</p>
<b>8</b>	For the submitted AO (status <b>EXAMINED, EXAMINED FOR PROVISIONAL LIFTING, EXAMINED FOR SEGREGATION AND WSD</b> ), the COO V shall fill in all the mandatory fields namely the STATUS,	

	<p>RECOMMENDATION, and NOTE/ REMARKS.</p> <p>Supporting documents can be uploaded into the system by clicking the <b>Choose Files button</b>. Acceptable file types for uploading are GIF, JPEG, JPG, PDF and PNG with file size limit of 5 Megabytes per attachment/file.</p>	
9-A	<p>If the COO V finds any discrepancy in the AO, he/she shall choose <b>Return to Examiner</b> in the status dropdown menu, fill in the rest of the required fields, then click the <b>Submit button</b>.</p> <p>The AO will then revert to the assigned COO III for appropriate action.</p>	Proceed to Step 5
9-B	<p>For goods qualified to be recommended for provisional lifting, the COO V shall select <b>Appraised for Provisional Lifting</b> in the status dropdown menu, fill in the required fields, then click the <b>Submit button</b>.</p> <p>The AO (status <b>APPRAISED FOR PROVISIONAL LIFTING</b>) will then be submitted to the District Collector.</p>	Proceed to Step 11, 12-B
9-C	<p>The COO V upon thorough assessment, finds no basis to the AO as the good declaration are complete and consistent with the supporting documents, he/she shall select <b>Appraised</b> in the status dropdown menu, fill in the rest of the required fields, then click the <b>Submit button</b>.</p> <p>The AO (status <b>APPRAISED</b>) will then be submitted to the District Collector.</p>	Proceed to Step 11, 12-C
9-D	<p>The COO V, upon thorough assessment, finds that a portion of the goods covered by the AO is subject of a violation, shall select <b>Appraised for Segregation and WSD</b> in the status dropdown menu, fill in the details of his findings in the REMARKS field, then click the <b>Submit button</b>.</p> <p>The AO (status <b>APPRAISED FOR SEGREGATION AND WSD</b>) will then be submitted to the District Collector.</p>	Proceed to Step 11, 12-D

**ENDORSER (DISTRICT COLLECTOR)**

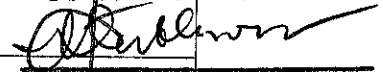
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<p><b>10</b></p>	<p>The District Collector shall log-in to the AOMS and update the available AO by clicking the <b>Pencil icon</b>.</p>	
<p><b>11</b></p>	<p>For the submitted AO (status <b>APPRAISED, APPRAISED FOR SEGREGATION AND WSD</b>), the District Collector shall fill in all the mandatory fields namely the STATUS, RECOMMENDATION, and NOTE/REMARKS.</p> <p>Supporting documents can be uploaded into the system by clicking the <b>Choose Files button</b>. Acceptable file types for uploading are GIF, JPEG, JPG, PDF and PNG with file size limit of 5 Megabytes per attachment/file.</p>	
<p><b>12-A</b></p>	<p>If the District Collector requires further evaluation or additional information from the COO V, he/she shall choose <b>Return to Assessment</b> in the status dropdown menu, fill in the rest of the required fields, then click the <b>Submit button</b>.</p> <p>The AO will then revert to the assigned COO V for appropriate action.</p>	<p>Proceed to Step 8</p>
<p><b>12-B</b></p>	<p>For the submitted AO (status <b>APPRAISED FOR PROVISIONAL LIFTING</b>), the District Collector, based upon evaluation of the information available, shall select <b>Affirmed for Provisional Lifting</b> in the status dropdown menu, fill in the RECOMMENDATION, and NOTE/REMARKS.</p> <p>The AO (status <b>AFFIRMED FOR PROVISIONAL LIFTING</b>) will be submitted to the assigned COO III for appropriate action.</p>	<p>Proceed to 6-C or 6-D</p>
<p><b>12-C</b></p>	<p>The District Collector, upon evaluation, finds no basis for the AO, shall select <b>Indorsed for Lifting</b> in the status dropdown menu, fill in the rest of the required fields, then click the <b>Submit button</b>.</p> <p>The AO (status <b>INDORSED FOR LIFTING</b>) will then be submitted to the AOCHD.</p>	<p>Proceed to Step 14, 15-C</p>
<p><b>12-D</b></p>	<p>The District Collector, upon evaluation, finds that a portion of the goods covered by the AO is subject of a violation, shall select <b>Indorsed for Segregation and WSD</b> in the status dropdown menu, fill in the details of his findings in the REMARKS field, then click the <b>Submit</b></p>	<p>Proceed to Step 14, 15-D</p>

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	<p><b>button.</b></p> <p>The AO (status <b>INDORSED FOR SEGREGATION AND WSD</b>) will then be submitted to the AOCHD.</p>	
<b>12-E</b>	<p>The District Collector, upon evaluation and recommendation of the COO III and/or COO V, finds that there is reasonable cause for violation of the CMTA, shall select <b>Issued WSD</b> from the status dropdown menu.</p> <p>The AO (status <b>ISSUED WSD</b>) may be further updated by clicking the <b>Pencil Icon</b>.</p> <p>The District Collector shall then submit the AO to the Law Division by selecting <b>Forwarded to Law Division</b> in the status dropdown menu.</p> <p>The AO (status <b>FORWARDED TO LAW DIVISION</b>) will then be submitted to the Law Division.</p>	<p>Proceed to Step 23, 24</p>
<b>22-A</b>	<p>For the submitted AO (status <b>AFFIRMED FOR LIFTING</b>), the District Collector shall select <b>Lifted</b> in the status dropdown menu, fill in the RECOMMENDATION, and NOTE/REMARKS.</p> <p>The AO (status <b>LIFTED</b>) is the final state of the AOMS process.</p>	<p>-End -</p>
<b>22-B</b>	<p>For the submitted AO (status <b>AFFIRMED FOR SEGREGATION AND WSD</b>), the District Collector shall select <b>Lifted with WSD</b> in the status dropdown menu, fill in the RECOMMENDATION, and NOTE/REMARKS.</p> <p>The AO (status <b>LIFTED WITH WSD</b>) will then be submitted to the Law Division.</p>	<p>Proceed to Step 23, 24</p>
<b>AOCHD</b>		
<b>13</b>	<p>The Reviewer of the AOCHD shall log-in to the Alert Order Monitoring System (AOMS) and update the available AO by clicking the <b>Pencil icon</b>.</p>	<p><b>CERTIFIED TRUE COP OF THE ORIGINAL</b></p> <p></p> <p><b>MICHELLE N. TABLAZON</b> Admin Officer I CRMD-Printing Unit</p>
<b>14</b>	<p>For the submitted AO (status <b>INDORSED FOR LIFTING, or INDORSED FOR SEGREGATION AND WSD</b>), the Reviewer shall fill in all the mandatory fields namely the STATUS, RECOMMENDATION, and</p>	

	NOTE/REMARKS.  Supporting documents can be uploaded into the system by clicking the <b>Choose Files button</b> .  Acceptable file types for uploading are GIF, JPEG, JPG, PDF and PNG with file size limit of 5 Megabytes per attachment/file.	
<b>15-A</b>	If the Reviewer requires further evaluation or additional information from the District Collector, he/she shall choose <b>Return to Port</b> in the status dropdown menu, fill in the rest of the required fields, then click the <b>Submit button</b> .  The AO will then revert to the District Collector for appropriate action.	Proceed to Step 11
<b>15-B</b>	The Reviewer shall select <b>Reviewed for Lifting</b> in the status dropdown menu to seek recommendation from the Deputy Commissioner, IG.  The AO (status <b>REVIEWED FOR LIFTING</b> ) will be forwarded to the Deputy Commissioner, IG.	Proceed to Step 17, 18-B
<b>15-C</b>	The Reviewer shall select <b>Reviewed for Segregation and WSD</b> in the status dropdown menu to seek recommendation from the Deputy Commissioner, IG.  The AO (status <b>REVIEWED FOR SEGREGATION AND WSD</b> ) will be forwarded to the Deputy Commissioner, IG.	Proceed to Step 17, 18-C
<b>DEPUTY COMMISSIONER, IG</b>		
<b>16</b>	The Deputy Commissioner, IG shall log-in to the AOMS and update the available AO by clicking the <b>Pencil icon</b> .	
<b>17</b>	For the submitted AO (status <b>REVIEWED FOR LIFTING, or REVIEWED FOR SEGREGATION AND WSD</b> ), the Deputy Commissioner, IG shall fill in all the mandatory fields namely the STATUS and NOTE/REMARKS.  Supporting documents can be uploaded into the system by clicking the <b>Choose Files button</b> . Acceptable file types for uploading are GIF, JPEG, JPG, PDF and PNG	

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	with file size limit of 5 Megabytes per attachment/file.	
<b>18-A</b>	<p>If the Deputy Commissioner, IG requires additional information from the Reviewer, AOCHD, he/she shall choose <b>Return to AOCHD</b> in the status dropdown menu, fill in the rest of the required fields, then click the <b>Submit button</b>.</p> <p>The AO will then revert to the AOCHD for appropriate action.</p>	Proceed to Step 14
<b>18-B</b>	<p>The Deputy Commissioner, IG shall select <b>Recommended for Lifting</b> in the status dropdown menu to seek approval from the Commissioner.</p> <p>The AO (status <b>RECOMMENDED FOR LIFTING</b>) will be forwarded to the Commissioner of the Bureau of Customs.</p>	Proceed to Step 20, 21-B
<b>18-C</b>	<p>The Deputy Commissioner, IG shall select <b>Recommended for Segregation and WSD</b> in the status dropdown menu to seek approval from the Commissioner.</p> <p>The AO (status <b>RECOMMENDED FOR SEGREGATION AND WSD</b>) will be forwarded to the Commissioner.</p>	Proceed to Step 20, 21-C
<b>COMMISSIONER</b>		
<b>19</b>	The Commissioner shall log-in to the AOMS and update the available AO by clicking the <b>Pencil icon</b> .	
<b>20</b>	<p>For the submitted AO (status <b>RECOMMENDED FOR LIFTING, or RECOMMENDED FOR SEGREGATION AND WSD</b>), the Commissioner shall fill in all the mandatory fields namely the STATUS and NOTE/REMARKS.</p> <p>Supporting documents can be uploaded into the system by clicking the <b>Choose Files button</b>. Acceptable file types for uploading are GIF, JPEG, JPG, PDF and PNG with file size limit of 5 Megabytes per attachment/file.</p>	<p><b>CERTIFIED TRUE COPY OF THE ORIGINAL</b></p>  <b>MICHELLE N. TABLAZON</b> Admin Officer I CRMD-Printing Unit
<b>21-A</b>	If the Commissioner requires further evaluation or additional information from the Deputy Commissioner, IG, he/she shall choose <b>Return to IG</b> in the status dropdown menu, fill in the Note/Remarks field, then click	Proceed to Step 17

	the <b>Submit button</b> .  The AO will then revert to the Deputy Commissioner, IG for appropriate action.	
<b>21-B</b>	The Commissioner shall select <b>Affirmed for Lifting</b> in the status dropdown menu.  The AO (status <b>AFFIRMED LIFTING</b> ) will be submitted to the assigned District Collector.	Proceed to Step 22-A
<b>21-C</b>	The Commissioner shall select <b>Affirmed for Segregation and WSD</b> in the status dropdown menu.  The AO (status <b>AFFIRMED FOR SEGREGATION AND WSD</b> ) will be submitted to the assigned District Collector.	Proceed to Step 22-B
<b>LAW DIVISION</b>		
<b>23</b>	The Lawyer of the Law Division shall log-in to the AOMS and update the available AO by clicking the <b>Pencil icon</b> .	
<b>24</b>	For the submitted AO (status <b>FORWARDED TO LAW DIVISION</b> ), the Law Division shall select <b>Received WSD</b> in the status dropdown menu and fill in the NOTE/REMARKS field.  The AO (status <b>RECEIVED WSD</b> ) is the final state of the AOMS process.	-End-

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