



## MEMORANDUM

TO : ALL DEPUTY COMMISSIONERS  
ALL DISTRICT AND SUB-PORT COLLECTORS  
ALL EXPORT DIVISIONS OR EQUIVALENT UNIT  
PERSONNEL  
ALL OTHERS CONCERNED

FROM : REY LEONARDO B. GUERRERO  
Commissioner

SUBJECT : ONLINE SUBMISSION OF DOCUMENTS FOR EXPORT  
PROCESSING

DATE : 07 April 2020

APR 13 2021

BOC-09-12533

Pursuant to the President's declaration of "Enhanced Community Quarantine" and in line with our mandate to facilitate trade in goods, in the interim, an "ONLINE SUBMISSION OF DOCUMENTS FOR EXPORT PROCESSING" is hereby implemented.

**Section 1. Scope.** This Order shall cover the interim implementation of the online submission of documents in Export Divisions, Customs Container Control Division or its equivalent units in all Collection Districts and the Export Coordination Division, as applicable, for the processing of Export Declaration, Product Evaluation Report, Certificate of Shipment, Certificate of Identification, Special Permit to Load, Certificate of Origin (CO) Form AANZ, Application as Registered Exporter under EU-GSP and Application as Approved Exporter under PH-EFTA FTA.

**Section 2. Objectives.**

- 2.1. To ensure the unhampered and complete service of the Bureau of Customs (BOC) during the enhanced community quarantine and the implementation of alternative working arrangements.
- 2.2. To provide an option for BOC Stakeholders to avail of the online submission of documents considering the restriction of movement brought about by the Declaration of Enhanced Community Quarantine.

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**Section 3. Definition of Terms.** For purposes of this Order, the following terms are defined accordingly:

- 3.1. **Assignment of Ticket** — shall refer to the transfer or routing of an existing Ticket to and from an assigned Customs Officer or office.
- 3.2. **Approved Exporter** — a producer, manufacturer, or trader authorized by the respective customs authority of the Parties, which is the BOC to complete Origin Declarations without signature after complying with the requirements set out in Customs Memorandum Order 14-2018 on the Guidelines on the Implementation of the Free Trade Agreement Between the Philippines and European Free Trade Association (PH-EFTA).<sup>1</sup>
- 3.3. **Certificate of Origin (CO)** — shall refer to the declaration of the exporter, certified by the Bureau of Customs that his or her export complies with the origin requirements specified under bilateral, regional or multilateral trading arrangements to which the Philippines is a party.<sup>2</sup> For the purposes of this Order, only CO Form AANZ bound for Australia and New Zealand shall be submitted and processed online.
- 3.4. **Certificate of Identification (CI)** — shall refer to a document secured prior to exportation and issued by the District Collector or authorized customs officer identifying goods to be exported.<sup>3</sup>
- 3.5. **Customer Care Portal System (CCPS)** — shall refer to the BOC Online facility with support ticketing system utilized by BOC Stakeholders to avail of the Online Submission of Documents for Export Processing.
- 3.6. **Customs Officer** — shall refer to BOC personnel authorized to perform a specific function as provided in this Order, including but not limited to Duty and Off-Duty Officers, Supervising Customs Officers, E2M Trigger Officers, Validating Officers, among others.
- 3.7. **Duty Officer** — shall refer to a Customs Officer performing its function as part of the skeletal workforce and designated to physically inspect shipments, if the circumstances warrant. A Duty Officer is also tasked to evaluate export documents filed manually by BOC Stakeholders.
- 3.8. **E2M Trigger Officers** – shall refer to a group of Duty Officers specifically designated to update the E2M System with the findings

<sup>1</sup> Customs Memorandum Order (CMO) 14-2019, Section 3.1

<sup>2</sup> cf. PD 930 Section 1.C; CMTA, Title V, Chapter 1, Section 503

<sup>3</sup> cf. CAO 6-2016, Section 3.3

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or assessment of the Off-Duty Officers and Supervising Customs Officers.

- 3.9. **Export Declaration** — shall refer to a statement made in the manner prescribed by the Bureau and other appropriate agencies, by which the persons concerned indicate the procedure to be observed for taking out or causing to be taken out any exported goods and the particulars of which the Bureau shall require.<sup>4</sup>
- 3.10. **Off-Duty Officer** — shall refer to a Customs Officer performing its function through a “Work from Home” arrangement and who shall conduct review of documents electronically submitted.
- 3.11. **Product Evaluation Report** – shall refer to the document which contains the result/s of the pre-evaluation of export products applying for CO, after complying with the requirement of the Bureau. This may be issued by the Export Coordination Division or Export Division in all Collection Districts.<sup>5</sup>
- 3.12. **Registered Exporter** – shall refer to a producer, manufacturer, or trader who complied with the requirements set forth in the Delegated Regulation EU No. 2015/2446 and Commission Implementing Regulation EU 2015/2447 of the Union Customs Code (Regulation EU No. 952/2013), and authorized by the Bureau of Customs (BOC) pursuant to Customs Memorandum Order (CMO) No. 50-2019 to complete a Statement Origin through invoice or any other commercial document.
- 3.13. **Special Permit to Load (SPL)** — shall refer to a document that grants the authority to load goods for export in a situation where no Export Declaration is required.
- 3.14. **Supervising Customs Officer** — shall refer to a Customs Officer performing its function as either part of the skeletal workforce or through a “Work from Home” arrangement and designated to review and/or approve the document evaluated by the Duty or Off-Duty Officer(s), as applicable.
- 3.15. **Ticket** — shall refer to the electronic means utilized to identify issues, concerns and requests of the BOC Stakeholders. A ticket shall cover a message thread which may include the status and/or resolution of issues, concerns and requests, and may also allow BOC Stakeholders to upload relevant documents.

<sup>4</sup> Customs Modernization and Tariff Act, Title I, Chapter 2, Section 102 (t)

<sup>5</sup> Customs Memorandum Order (CMO) 50-2019, Section 3.3

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- 3.16. **Ticket Number** — shall refer to a system-generated unique reference number assigned to a Ticket.
- 3.17. **Updating of E2M** — is the procedure done by E2M Trigger Officer of registering in the E2M System which is solely a system requirement.
- 3.18. **User** — shall refer to BOC Stakeholders who will avail of the Online Submission of Documents for Export Processing. The user's account shall have the same email address registered in the **BOC Client Profile Registration System (CPRS)**.
- 3.19. **Validating Officers** — shall refer to a group of Customs Officers specifically designated to validate the submitted online and hard copies of export documents.

#### **Section 4. General Provisions.**

- 4.1. The online submission of documents for export processing can only be availed by BOC accredited Exporters, Licensed Customs Brokers and Declarants.
- 4.2. The online submission of documents for processing of Export Declaration under this Order shall be made within forty-eight (48) hours from lodgment of the Export Single Administrative Document (SAD) at the E2M Customs System or the Automated Export Declaration System (AEDS), as applicable.
- 4.3. The online submission of documents for processing of Manual Export Declarations, Pre-export Evaluation, Certificate of Shipment, Certificate of Identification, Special Permit to Load, Application as Registered Exporter and Application as Approved Exporter shall be uploaded to the CCPS as needed by the stakeholders.
- 4.4. Hard copies of the documents shall be submitted **upon lifting of the Declaration of the Enhanced Community Quarantine or within three (3) days thereafter.**
- 4.5. The District Collectors, in coordination with the Public Information and Assistance Division (PIAD) shall ensure the proper information dissemination to BOC Stakeholders and encourage them to avail of the online submission mechanism.
- 4.6. The District Collectors and Customs Officers concerned are hereby directed to observe extreme care and caution in securing the credibility of this online service facility.
- 4.7. The District Collectors and Deputy Commissioner, Assessment Operations Coordinating Group (AOCG) are likewise enjoined to

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supervise and monitor the Customs Officers in their respective ports/offices and ensure that the timeliness in performing their assigned tasks is at all times observed.

- 4.8. Failure to comply with any provisions of this Order shall be dealt with administratively and/or criminally, as the circumstances warrant.

#### **Section 5. Operational Provisions.**

- 5.1. The following operational procedure shall be performed by the **User or BOC Stakeholder**:

5.1.1. User will register and log-in with the CCPS at [client.customs.gov.ph](http://client.customs.gov.ph) with its username and password and select "**Open A Ticket**".

5.1.2. The User shall select the applicable process (e.g. **FILING OF EXPORT DECLARATION, PRODUCT EVALUATION REPORT, CERTIFICATE OF SHIPMENT, CERTIFICATE OF IDENTIFICATION, SPECIAL PERMIT TO LOAD, CERTIFICATE OF ORIGIN FORM AANZ, APPLICATION AS REGISTERED EXPORTER, APPLICATION AS APPROVED EXPORTER**) from the drop-down menu of the "**Help**" topic.

5.1.3. For the submission of documents for the processing of Export Declaration, perform the following:

- a. Select the Port, Declaration Type "Export" in the form page.
- b. Enter the Export Declaration Reference number as used in the lodgment, exporter's complete name as shown in the Single Administrative Document (SAD) and DECLARANT's name in the field box.

5.1.4. A faithful reproduction of the following documents shall be uploaded, as applicable:

a. **Export Declaration:**

i. **Regular Export**

1. Export Single Administrative Document (SAD)
2. Proforma Invoice;
3. Packing List

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- ii. **Export under Sec. 801-813 (Warehousing)**
  - 1. Export Single Administrative Document (SAD)
  - 2. Proforma Invoice;
  - 3. Packing List;
  - 4. Certificate of Identification (signed by WAD)
  - 5. Certificate of Inspection and Loading
  - 6. Boatnote
  
- iii. **Export under Drawback**
  - 1. Export Single Administrative Document (SAD);
  - 2. Proforma Invoice;
  - 3. Packing List;
  - 4. Shipment Information Slip (secured from CIIS)
  
- iv. **Export under Bond/ For Repair**
  - 1. Export Single Administrative Document (SAD);
  - 2. Proforma Invoice;
  - 3. Packing List;
  - 4. Certificate of Identification (signed by COO I)
  
- v. **Export of Regulated Product**
  - 1. Export Single Administrative Document (SAD);
  - 2. Proforma Invoice;
  - 3. Packing List;
  - 4. Export Commodity Clearance/ Permit
  
- vi. **Transit**
  - 1. Export Single Administrative Document (SAD);
  - 2. Special Permit to Load;
  - 3. Copy of processed Export Declaration from the Outports, if applicable;
  - 4. Copy of Cargo Manifest;
  - 5. Copy of Domestic Bill of Lading
  
- b. **Pre-Exportation Evaluation**
  - i. Written request for evaluation to be submitted at least five (5) days prior to exportation;
  - ii. Complete list of all materials used in the production both local and imported;
  - iii. Break down of cost element
  - iv. Import and Export Declarations

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- v. Production Flowcharts
  - vi. Company Profile
  - vii. Other documents to support originating status of the product
  - viii. Photo of production process
- c. Issuance of Certificate of Shipment**
- i. Processed Export Declaration
  - ii. Commercial Invoice
  - iii. Inspector's Certificate of Loading from Customs Container Control Division
- d. Issuance of Special Permit to Load**
- i. Special Permit to Load (SPL) with documentary stamps for Port of Manila loading and noted on Manila International Port or vice-versa
  - ii. Supporting documents/ proof of container discharge
- e. Issuance of Certificate of Origin (CO) Form AANZ bound to Australia and New Zealand only**
- i. Completely filled-out CO Form AANZ
  - ii. Approved Export Declaration
  - iii. Bill of Lading or Airway Bill
  - iv. Commercial Invoice
  - v. Export Permit for regulated products
- f. Application as Registered Exporter**
- i. Print-out of signed application submitted to <https://customs.ec.europa.eu/rex-pa-ui/#create-preapplication/>
  - ii. Unique Reference Number (URN) as PEZA locators, Client Profile Registration System (CPRS) for non-PEZA locators or other equivalent document;
  - iii. Product Evaluation Report, if applicable
  - iv. Supplier's declaration (for trader applicants)
- g. Application as Approved Exporter**
- i. Letter of intent or email to the Deputy Commissioner, AOCG
  - ii. Latest Income Tax Return
  - iii. Unique Reference Number (URN) as PEZA locators and Client Profile Registration System (CPRS) for non-PEZA locators
  - iv. Business Permits
  - v. SEC/DTI Registration, whichever is applicable;
  - vi. Product Evaluation Report, if applicable

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- 5.1.5. Uploaded files must be in Portable Document Format (PDF) and the file size shall not exceed 16 MB.
  - 5.1.6. Upload the files by clicking “**choose them**” in the grayed box to the right of the document description.
  - 5.1.7. Fields with red asterisks are mandatory fields. The creation of new ticket will not proceed without attaching the required document.
  - 5.1.8. Click the green button at the bottom of the form to create the Ticket and upload the export documents.
  - 5.1.9. The User is likewise required to accomplish a written commitment and undertaking to submit the original copy of the supporting documents uploaded in the CCPS. The said forms can be downloaded in the links located below the “Related Resources” of the Upload Section in the ticket page.
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- 5.1.10. Pursuant to Sec. 412 of the CMTA and in relation to Republic Act (RA) No. 8792, otherwise known as the “Electronic Commerce Act of 2020”, all uploaded files, under penalties of falsification or perjury, must be faithful reproduction of the original documents and shall be considered as actionable documents for purposes of prosecuting a declarant/ exporter if the uploaded files are found to be fraudulent.
  - 5.1.11. The User shall undertake to submit the hardcopy of the original documents on or before the period stated under Section 4.4. of this Order.
  - 5.1.12. Once documents are ready for transmittal to the Bureau, the User may now send the original hardcopy to BOC through a courier for delivery or through the Customs Customer Care (CCC) or designated receiving station or drop box. The hard copies of the Export Declaration and the supporting documents must be placed in a long brown envelope properly labeled using size 16 Arial font with the following details, all in capital letters:
    - a. Date (ex. OCTOBER 2, 2019);
    - b. Port of Dispatch
    - c. ED-SAD Reference Number (ED-SAD Reference No.)
    - d. Exporter (ex. INTERNATIONAL LOCAL TRADING INC);
    - e. Exporter’s Email address (ex. ilti@gmail.com);

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- f. Declarant (ex. JOSE DE LA CRUZ);
- g. Declarant's email address (ex. jdlc@gmail.com);
- h. List of Documents submitted separated by Comma (ex. SAD, INVOICE, PACKING LIST); and
- i. Ticket Number

5.1.13. Non-compliance of the undertaking to submit the hardcopy of the original documents may cause suspension of the BOC Accreditation or for the exporter, broker or declarant to be barred from transacting with the Bureau.

5.2. The following operational procedure shall be performed by the **Customs Officers**:

5.2.1. The Ticket will automatically be assigned or routed as follows:

- a. To the Export Divisions or equivalent units for the processing of the following:
  - i. Export Declaration (ED-SAD and Manual ED);
  - ii. Product Evaluation Report
  - iii. Issuance of Certificate of Shipment;
  - iv. Issuance of Certificate of Identification; and
  - v. Application for Registered Exporter under EU-GSP

- b. To the Export Coordination Division for the processing of the following:
  - i. Product Evaluation Report; and
  - ii. Application for Approved Exporter under PH-EFTA FTA

- c. To the Customs Container Control Division (CCCD) for the processing of Special Permit to Load (SPL)

5.2.2. The Off-Duty Officer shall review the completeness of the uploaded export documents and promptly inform the User of any lacking documentary requirements which shall be indicated in the message thread of the Ticket.

5.2.3. Once documentary requirements are complete, the following procedures shall be observed, as applicable:

**a. Export Declaration**

- 1. The Off-Duty Officer shall assign the Ticket to E2M Trigger Officer.

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2. For ED-SAD lodged at the E2M System, the E2M Trigger Officer shall conduct the following, as applicable:
  - i. Check the selectivity of the ED-SAD at the E2M System and indicate the same in the message thread of the Ticket.
  - ii. If selected "GREEN" or "YELLOW", the Ticket shall be assigned to the Off-Duty Officer for review.
  - iii. If selected "RED" or is subject to examination, the Ticket is transferred to X-ray Inspection Project (XIP) of the concerned Port for the conduct of non-intrusive inspection.
3. For shipments selected "RED" or is subject to examination, the following shall be conducted:

- i. XIP Office of the Port conducts non-intrusive inspection for shipments selected "RED" and transfers the Ticket back to the Off-Duty Officer from Export Division together with the scanned image result and analysis uploaded in the message thread.
- ii. Off-Duty Officer reviews the documents submitted, indicates findings in the message thread and assigns the Ticket to the Supervising Customs Officer for review and issuance of Authority to Load with details on ED-SAD Reference Number and container number.
- iii. If found in order, Supervising Customs Officer shall indicate approval for issuance of Authority to Load and route as follows:
  - a. Assign the Ticket to the E2M Trigger Officer for updating in the E2M System. The E2M Trigger Officer shall input the findings of the Off-Duty Officer and the Ticket Number in the Inspection Act of the E2M System. The rerouting of entries selected "RED" to "GREEN" and other necessary updates in the E2M system

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shall also be performed by the E2M Trigger Officer.

- b. Transfer the Ticket to the Customs Container Control Division (CCCD) and Piers and Inspection Division (PID), as applicable.
4. For ED-SAD lodged through the PEZA AEDS, the following procedures shall be followed, as applicable:
    - i. Duty Officer shall scan the barcode generated by the system and tag the ED-SAD as "Transferred"; or
    - ii. Off-Duty officer shall access the web-based facility of the PEZA AEDS and tag the ED-SAD as "Transferred".
    - iii. Duty or Off-Duty Officer assigns the ticket to the Supervising Customs Officer for review and issuance of Authority to Load with details on ED-SAD Reference Number and container number.
    - iv. If found in order, Supervising Customs Officer shall indicate approval for issuance of Authority to Load and transfer the Ticket to the Customs Container Control Division (CCCD) or equivalent unit, as applicable.
  5. The CCCD or equivalent unit shall transmit to the terminal operator the copies of the Export Declarations with issued Authority to Load as reference for the processing and payment of arrastre and wharfage dues, as applicable. The CCCD shall likewise post a message in the thread of the Ticket informing the User to proceed for payment with the terminal operator.
  6. On reasonable instances where the E2M System or E2M Trigger Officer of a port is not available, the updating in the E2M may be conducted by E2M Trigger Officers of other available ports, subject to the approval of the District Collector and arrangement of the offices concerned.

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**b. Product Evaluation Report**

- i. The Off-Duty Officer shall review the documents submitted by the User and indicate the findings or clarification in the message thread of the Ticket as necessary.
- ii. The conduct of factory visit and examination of records and processes of the company shall only be conducted if necessary and shall only be **after the lifting of the Declaration of the Enhanced Community Quarantine.**
- iii. The Off-Duty Officer shall prepare the evaluation report including the proposed origin ruling, affixing his/her electronic signature thereto. The word file of the document shall be routed to the Supervising Customs Officer for review.
- iv. If found in order, the Supervising Customs Officer shall affix his/her electronic signature in the word file then save the document as PDF. The PDF copy shall then be uploaded to the Ticket for information of the User.

**c. Issuance of Certificate of Shipment**

- i. The Off-Duty Officer shall retrieve records on file and verify against the documents submitted. For this purpose, the Export Divisions or equivalent units shall maintain an electronic database of related documents that is readily accessible for verification. Any findings or clarification shall be indicated in the message thread of the Ticket as may be necessary.
- ii. The Off-Duty Officer shall prepare the Certificate of Shipment and forward the same to the Supervising Customs Officer for approval.
- iii. If found in order, the Supervising Customs Officer shall affix his/her electronic signature in the word file then save the document as PDF. The PDF copy shall then be uploaded to the Ticket for information of the User.

**d. Issuance of Certificate of Identification**

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- i. The Off-Duty Officer shall review the documents submitted.
- ii. The Duty Officer shall conduct examination or inspection of the shipment, as necessary.
- iii. The Off-Duty Officer shall prepare the Certificate of Identification and forward the same to the Supervising Customs Officer for approval.
- iv. If found in order, the Supervising Customs Officer shall affix his/her electronic signature in the word file then save the document as PDF. The PDF copy shall then be uploaded to the Ticket for information of the User.

**e. Issuance of Special Permit to Load:**

- i. The Off-Duty Officer shall review the documents submitted.
- ii. If found in order, Off-Duty Officer, assigns control number in the SPL and forwards to Supervising Customs for review.
- iii. If found in order, the Supervising Customs Officer shall affix his/her electronic signature in the word file then save the document as PDF. The PDF copy shall then be uploaded to the Ticket for information of the User.

**f. Issuance of Certificate of Origin (CO) Form AANZ bound to Australia and New Zealand only**

- i. The Duty Officer shall review the documents submitted.
- ii. If found in order, the Clerk or Administrative Officer of Export Division or Export Coordination Division shall print the CO Form AANZ for signature of the Duty Officer or the Supervising Duty Officer duly authorized to sign Certificates of Origin.
- i. The Clerk or Administrative Officer shall place the appropriate seals and reference number in the CO Form AANZ.

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- ii. The CO Form AANZ shall then be scanned and uploaded by the Clerk or Administrative Officer to the message thread of the ticket.
- iii. All scanned copies of the CO Form AANZ issued by the Export Division or equivalent unit of the Port shall be transferred to the Export Coordination Division who shall email the same to the focal person in Australia and New Zealand.

**g. Application as Registered Exporter under EU-GSP:**

- i. The Off-Duty Officer reviews the documents submitted.
- ii. If submitted at the Export Division or equivalent unit of the Port, the Off-Duty Officer thereto routes the Ticket to the Export Coordination Division for registration at the REX System.
- iii. Once registered, the Export Coordination Division shall indicate in the message thread the assigned REX number of the exporter. Denial of application and grounds thereof shall be communicated in a similar manner.

**h. Application as Approved Exporter under the PH-EFTA FTA:**

- i. The Off-Duty Officer reviews the documents submitted.
- ii. Once approved, the Export Coordination Division shall indicate in the message thread the assigned Customs Authorization Number of the exporter within seven (7) working days from receipt of complete set of documents by ECD. Denial of application and grounds thereto shall
- iii. be communicated in a similar manner.

- 5.2.4.** For documents which requires clearance from other BOC offices, the responsible Customs Officer shall route the Ticket to the concerned BOC office or unit for their appropriate action.

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- 5.2.5. Any irregularity or concern on the export document or transaction shall be indicated in the message thread of the Ticket.
- 5.2.6. The responsible Customs Officers shall ensure that the User is informed of the status of the ticket by updating and posting messages in the message thread.
- 5.2.7. Once hard copies are received by the BOC as indicated in Sec. 4.4 of this Order, the Validating Officer shall retrieve the Ticket to check if the uploaded files are similar to the submitted hard copies of documents.
- 5.2.8. The Validating Officer shall immediately inform the User of any lacking documents. If the Validating Officer finds that the documents submitted were spurious or falsified, it shall immediately report the same to the District Collector or the Deputy Commissioner, AOCG, as the case may be.

**Section 6. Transitory Provision.** All Online Submission of Documents for Export Processing submitted prior to the effectivity of this Order but not earlier than 25 March 2020 shall be accepted and processed in accordance with the provisions of this Order.

**Section 7. Repealing Clause.** All orders, memoranda, circulars and issuance inconsistent herewith are hereby repealed and/or deemed modified accordingly.

**Section 8. Separability Clause.** If any part or provision of this Order is later declared invalid or illegal, the remaining portion shall remain valid and enforceable.

**Section 9. Effectivity.** This Order shall take effect immediately and shall last until repealed or revoked.