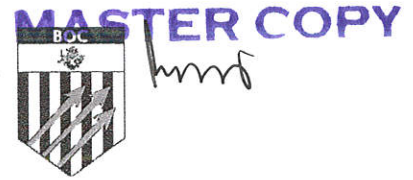



**BUREAU OF CUSTOMS***Professionalism Integrity Accountability***MEMORANDUM**

TO : ALL DEPUTY COMMISSIONERS
ALL DISTRICT AND SUB-PORT COLLECTORS
ALL CONCERNED

FROM : 
ATTY. KRIDEN F. BALGOMERA
OIC Deputy Commissioner, MISTG

SUBJECT : Interim procedure in handling e2m entries due to PLDT
Internet downtime

DATE : 14 August 2020



BOC-07-00534

In view of the incident report on PLDT Internet Connection Downtime in certain areas in Manila which affected some processes in the E2M System, the Collection Districts and offices concerned are hereby directed to implement the following interim procedure to process the goods declaration that are already lodged in the E2M System:

1. Clients shall open a ticket with help topic "Goods Declaration Online Filing" at the following portals
 - a. **POM – pomportal.customs.gov.ph**
 - b. **MICP – micportal.customs.gov.ph**
 - c. **OTHER PORTS - client.customs.gov.ph**
2. Assessment Officers shall evaluate the submitted Single Administrative Document and other attachments in the portal.
3. For outports, assessment Officers shall forward the ticket to "TRIGGER TEAM OUTPORTS" for updating (Register & Final Assessment) in the E2M.
4. POM, MICP and NAIA shall ensure that appropriate number of personnel are stationed in the main office to update the Goods Declaration lodged at their respective districts.
5. The MISTG shall distribute the list of paid entries to the Collection District concerned through email. The Collection District concerned shall authorize the Manual Release through coordination with the Port Operator.

South Harbor, Gate 3, Port Area, Manila 1099

Tel. Nos 527-4537, 527-1935

Website: www.customs.gov.ph Email: Boc.cares@customs.gov.ph*A Modernized and Credible Customs Administration That is Among the World's Best*