



# BUREAU OF CUSTOMS

Professionalism Integrity Accountability



## MEMORANDUM

TO : ALL DEPUTY COMMISSIONERS  
ALL DISTRICT AND SUB-PORT COLLECTORS  
ALL FORMAL ENTRY DIVISION PERSONNEL  
ALL OTHERS CONCERNED



BOC-09-12374

FROM : REY LEONARDO B. GUERRERO  
Commissioner APR 08 2020

SUBJECT : MANUAL RELEASE OF IMPORT SHIPMENTS

DATE : 8 April 2020

Pursuant to incident reports on E2M Customs System technical problems, the Collection Districts and offices concerned are hereby directed to implement the following guidelines on "**MANUAL RELEASE OF IMPORT SHIPMENTS**" to supplement CMO No. 10-2014:

### 1. SCOPE.

This Memorandum shall cover all importations in all ports.

2. OBJECTIVE. To ensure the unhampered and complete service of the Bureau during the unavailability of the E2M System due to technical problems.

3. DEFINITION OF TERMS. For purposes of this Memorandum, the following terms are defined accordingly:

3.1 **Assigned Appraiser** – shall refer to a Customs Appraiser performing its function through a "Work from Home" arrangement and who shall review the assessment of an Assigned Examiner.

3.2 **Assigned Examiner** – shall refer to a Customs Examiner performing its function through a "Work from Home" arrangement and with the primary responsibility and accountability in evaluating and assessing

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the goods declaration and import documents submitted through the Online Filing of Goods Declaration.

- 3.3 **Assignment of Ticket** – shall refer to the transfer or routing of an existing Ticket to and from an assigned Customs Officer or office.
- 3.4 **Customer Care Portal System (CCPS)** – shall refer to the BOC Online facility with support ticketing system and utilized to allow BOC Stakeholders to avail of the Online Filing of Goods Declaration.
- 3.5 **Customs Officer** – shall refer to BOC personnel authorized to perform a specific function as provided in this Memorandum, including but not limited to Customs Examiners, Appraisers, and Trigger Officers.
- 3.6 **Trigger Officers** – shall refer to a group of Customs Examiners and Appraisers specifically designated to update the facilitate the use of the CCPS by creating tasks to be routed to Customs Officers and offices concerned.
- 3.7 **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.
- 3.8 **User** – shall refer to BOC Stakeholders who will avail of the "ONLINE FILING OF GOODS DECLARATION". The user's account shall have the same email address registered in the **BOC CPRS**.

#### 4. GENERAL PROVISIONS.

- 4.1 All incident reports on technical problems encountered with the E2M System shall be reported immediately with the Management Information System and Technology Group (MISTG).
- 4.2 To effectively implement this Memorandum, the Bureau shall require the Land Bank of the Philippines (LBP) and the Port Operators to register and enroll with the Bureau's CCPS.
- 4.3 The District Collectors, in coordination with the Public Information and Assistance Division shall ensure the proper information dissemination to BOC Stakeholders.

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- 4.4 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.
- 4.5 The District Collectors and Customs Officers concerned are hereby directed to observe extreme care and caution in securing the credibility of the manual release facility.
- 4.6 The District Collectors are likewise enjoined to supervise and monitor the Customs Officers in their respective ports and ensure that the timeliness in performing their assigned tasks is at all times observed.
- 4.7 Failure to comply with any provisions of this Memorandum shall be dealt with administratively and/or criminally, as the circumstances may so warrant.

## **5. OPERATIONAL PROVISIONS.**

- 5.1 **For Goods Declaration already lodged in the Value-Added Service Provider (VASP) prior to the validated E2M System technical problem** the following procedures shall be implemented:
  - 5.1.1 Upon online filing of goods declaration through the CCPS and evaluation and review of the Assigned Examiner and Appraiser, the Assigned Appraiser shall accomplish the Order of Payment Form (OP) and upload the same in the Ticket.
  - 5.1.2 The User shall signify whether the payment of appropriate duties, taxes and other charges shall be made through the LBP or the Cash Division of the concerned Collection District.
  - 5.1.3 The Trigger Officers or Assigned Appraisers shall then create a task in the CCPS for the LBP or the Cash Division of the concerned Collection District. Then the Ticket shall also be forwarded to the Office of the District Collector concerned for monitoring of payment of duties and taxes.
  - 5.1.4 The User shall download the OP and shall proceed to the LBP or the Cash Division of the concerned Collection District for the

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payment of the appropriate duties, taxes and other charges as reflected in the OP.

- 5.1.5 Once payment is accepted, the LBP or the Cash Division of the concerned Collection District, as the case may be, shall close the task in the Ticket.
  - 5.1.6 The Office of The District Collector, upon confirmation of payment, shall then create a task in the CCPS for the Port Operator for Manual Release.
  - 5.1.7 Upon Manual Release, the Port Operator shall close the task in the Ticket.
  - 5.1.8 Upon closure of the task by the Port Operator, the Office of The District Collector shall close the Ticket.
- 5.2 **For Goods Declaration already paid in the bank but with rejected status sent to the Bureau prior to the validated E2M System technical problem** the following procedures shall be implemented:
- 5.2.1 The Bureau shall require the Philippine Clearing House Corporation (PCHC) to submit a list of all paid entries as confirmed by the Authorized Agent Bank (AAB).
  - 5.2.2 The MISTG shall distribute the list to the Collection District concerned.
  - 5.2.3 The Collection District concerned shall authorize the Manual Release through coordination with the Port Operator.
- 5.3 **For Goods Declaration NOT YET lodged in the VASP prior to the validated E2M System technical problem** the following procedures shall be implemented:
- 5.3.1 The User shall lodge the goods declaration in the VASP and avail of the online filing through the CCPS.
  - 5.3.2 The VASP shall send the through electronic means the details of the goods declaration lodged by the Client in PDF format to the

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MISTG. The MISTG shall then cascade to the Collection Districts the forwarded files by the VASP.

5.3.3 Following the existing procedures in the evaluation of online submission of goods declaration, the Examiners/Appraisers shall also validate the documents submitted online by the User and the details of goods declaration as forwarded by the VASP, as additional function and responsibilities.

5.3.4 Thereafter, the procedures set forth under Sections 5.1.1 to 5.1.7 of this Memorandum shall be applicable.

For strict compliance.

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