



REPUBLIC OF THE PHILIPPINES
Department of Finance
BUREAU OF CUSTOMS

12 May 2014

Customs Memorandum Order
No. 10-2014

Subject: Prior Authorization for Manual Release of Import Shipments

I. OBJECTIVES

1. To minimize delays in the release of import shipments.
2. To avoid inconvenience to stakeholders.
3. To clearly delineate responsibilities among BOC officials.

II. SCOPE

This Order covers import shipments *declared/lodged in the Bureau's e2m System* in all ports.

III. ADMINISTRATIVE PROVISIONS

1. Incident Reports on technical problems relayed through phone calls, emails, short messaging system or any other electronic means shall be documented by receiving Management Information System and Technology Group (MISTG) staff.
2. District/Port Collectors and/or the Deputy Commissioner, MISTG shall submit to the Office of the Commissioner a monthly report on authorized manual releases, if any, not later than the 2nd week of the succeeding month.

IV. OPERATIONAL PROVISIONS

1. The MISTG shall immediately report problems encountered as described in Sections 3 and 4 of this Order to concerned units such as the General Services Division or the ports' respective administration units.
2. Said concerned units shall validate the problem/s reported, and provide feedback to MISTG.
3. If the following technical problems are encountered and validated, the Deputy Commissioner, MISTG shall issue the authorization for manual release:
 - 3.1 Computer systems breakdown;
 - 3.2 Power failure (which renders the computer system non-operational); or
 - 3.3 The Payment System of the Philippine Clearing House/Authorized Agent Banks is offline.
4. If the following non-technical problems are encountered and validated, the district/port collectors concerned shall issue the authorization for manual release:

- 4.1 The declared location of goods is *incorrect*, but the arrastre/transit shed facility confirmed ownership even if the goods is not in their facility;
 - 4.2 The declared location of goods is *correct*, but the arrastre/transit shed facility denied ownership and misrouted the goods; or
 - 4.3 Release message not created/transmitted yet even if the importation is already tagged paid, with print-out of SSDT as proof of payment from BOC Assessment.
5. **For instances other than those mentioned above, prior authorization shall be secured from the Office of the Commissioner.**

V. REPEALING CLAUSE

All pertinent rules and regulations on Manual Release including but not limited to CMO 9-2012 are hereby deemed revoked.

VI. PENALTIES

Failure to comply with this Order shall subject erring BOC officials and employees concerned to the imposition of appropriate sanctions, subject to existing laws and regulations.

VII. EFFECTIVITY

This Order shall take effect immediately.



MAY 14 2014