



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 2<sup>nd</sup> 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:

