



# BUREAU OF CUSTOMS

CITIZEN'S CHARTER  
2021 Edition

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## FOREWORD

To serve with excellence aligned with the highest professional standards, the Bureau of Customs has crafted the Citizens Charter. Within these pages are defined the standards by which we in the Bureau of Customs are bound to deliver on the various services that fall within the scope of our mandate. Guided by the principles of transparency and accountability, the Citizens Charter is a key element of the overall effort to address the challenges of red tape as well as graft and corruption that hinder the full and efficient performance of our duty.

The contents of the Citizens Charter are meant to inform our stakeholders and customers on the proper procedures and protocols, with the goal of ensuring that all transactions are conducted in a transparent manner that fulfills the requirements of all legal procedures and the expectations of our clients.

Rey Leonardo B. Guerrero  
Commissioner  
Bureau of Customs



## **I. VISION**

A modernized and credible Customs administration which is among the world's best that every Filipino can be proud of.

## **II. MISSION**

The Bureau of Customs is focused on fulfilling the mandate from the President as follows:

- To eradicate graft and corruption
- To collect duties and taxes
- To apprehend illegal drugs and other prohibited goods
- To enhance trade facilitation
- To keep our borders secure

The Bureau's Mission also covers activities in the functional areas of Revenue Collection, Trade Facilitation and Border Protection.

## **III. MANDATE**

Pursuant to Section 101 of RA No. 10863 or the Customs Modernization and Tariff Act (CMTA), the Bureau of Customs, a government agency under the Department of Finance, is mandated to protect and enhance government revenue, institute fair and transparent customs and tariff management that will efficiently facilitate international trade, prevent and curtail any form of customs fraud and illegal acts, and modernize customs and tariff administration.

## **IV. SERVICE PLEDGE**

I am a Customs Officer and a frontliner. I am sworn to serve the public with utmost care, fidelity and promptness.

I will perform my duty with excellence to the best of my ability

As a public servant, I will uphold the time-honored principle that public office is a public trust

I will discharge my duties with the highest degree of Professionalism, Integrity and Competence

I will serve with courtesy, act with fairness and sincerity and provide efficient service to everyone

I will not discriminate against anyone regardless of race, creed or political affiliation

As a frontliner of the Bureau of Customs, I will serve with honor and dignity.  
so help me God

## V. VALUES

### **As a Customs Administration we are committed to:**

- Professionalism and Integrity
- Transparency and Accountability
- Consistency and Simplicity
- Vigilance and Dynamism
- Be responsive to the needs of the community and industry

### **As a Customs personnel we are committed to be:**

- Competent and Efficient
- Accountable and Responsible
- Honest and Dedicated
- Firm and Fair
- Helpful and Courteous
- Simple in lifestyle



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## **Assessment and Operations Coordinating Group**

### **AOCG**

**1. APPLICATION TO ESTABLISH A CUSTOMS BONDED WAREHOUSE (CBW) ACCREDITATION AS MEMBER/CLIENT-EXPORTER OF AN EXISTING CCBW/ICBW AND ACCREDITATION AS SUBCONTRACTOR OF CBW/MEMBER OF CCBW.**

**Customs Bonded Warehouse** is a warehouse facility licensed by the by the BOC or jointly licensed by the BOC and the Garments Textile Industry Development Office (GTIDO), BOI (for garments) to import, receive, and store. (1) raw materials, accessories, and packaging materials for export or (2) articles for production intended for domestic consumptions, withdrawal of which shall be only upon payment of duties and taxes and other charges.

<b>Office or Division:</b>	ASSESSMENT AND OPERATIONS COORDINATING GROUP
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business
<b>Who may avail?</b>	Companies that are importer, manufacturer and exporter at the same time.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
BOC Certificate of Accreditation as importer (1 certified true copy)	Accounts Management Office, BOC
Articles of Incorporation or Articles of Partnership, and by-laws (1 certified true copy)	SEC
Department of Trade and Industry (DTI) Certificate of Business Registration for sole proprietorship (1 certified true copy)	DTI
Mayor's Permit (1 certified true copy)	City Hall where the business is located
Barangay Clearance (1 original)	Barangay Office where the business is located
Bureau of Internal Revenue (BIR) Registration (1 certified true copy)	BIR
Income Tax Return (ITR) and Latest Audited Financial Statements, if applicable (1 certified true copy)	From the applicant firm as duly received by the BIR
Lease contract or certificate of title to the real property where the proposed CBW is located (1 certified true copy)	From applicant firm
Warehouse location or vicinity map showing the area and means of access (1 original)	Applicant Firm

Warehouse layout showing and describing the following: <b>i.</b> Floor plan and building structure; <b>ii.</b> Storage areas for raw materials, finished products and wastages; <b>iii.</b> Production area; <b>iv.</b> Office spaces for both CBW, and customs personnel; and <b>v.</b> Physical security feature		Applicant Firm		
List of machineries and equipment (1 original)		Applicant Firm		
Feasibility study (1 original)		Applicant Firm		
Statement of Materials Importation Requirements (1 original)		Applicant Firm		
Formula of Manufacture or Conversion, if applicable (1 certified true copy)		ITDI, DOST		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Evaluation of the application folder forwarded to the CBWC by the District Collector of the Port concerned bearing his/her comments and recommendations.	None	6 days	<i>Technical Working Group and/or Technical-Support Team</i>
	2. Deliberation of Applications Evaluated by the CBW TWG.	None	4 hours	CBW Committee (CBWC)
	2.1 If approved, prepare resolution for signature of CBWC members	None	1 day	<i>Secretariat</i> CBWC



	3. Route prepared Resolution for signature of the CBWC members.	None	7 days	Secretariat CBWC
	4. Prepare communication and documents for the Commissioner's signature and/or the AOCG Deputy Commissioner for signature and Chairman of the CBWC.	None	3 hours	Secretariat CBWC
	5. Final review of application for approval/denial	None	5 days	Commissioner Office of the Commissioner
	6. Transmit to the District Collector of the Port concerned thru the Central Records Management Division for mailing the entire folder bearing the approval of the Commissioner and/or approval of the CBWC after the same has been scanned and uploaded to the BOC Document Tracking System.	None	1 hour	Secretariat CBWC
<b>TOTAL</b>		<b>None</b>	<b>20 days</b>	



## 2. APPLICATION FOR THE CONDUCT OF DISCHARGE PORT SURVEY (DPS)

Discharge Port Survey is a procedure where the importations of Break-Bulk shipments who fail to secure a Load Port Survey (LPS), from the country of origin is applied prior to the release of the shipment.

<b>Office or Division:</b>	Office of the Deputy Commissioner, Assessment and Operations Coordination Group (AOCG)		
<b>Classification:</b>	SIMPLE		
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business		
<b>Who may avail?</b>	Importers who were not able to secure a Load Port Survey Report (LPSR) at the port of loading Importers whose selected surveyors are not accredited in the Philippines		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Letter request addressed to Deputy Commissioner, AOCG (1 original)		Applicant	
BB Form 1 (1 original)		AOCG - Office of the Deputy Commissioner	
Duly notarized Importers Information Sheet (1 original)		Applicant	
Affidavit of Undertaking (1 original)		Applicant	
Certificate of Accreditation from AMO (1 photocopy)		IG - Accounts Management Office	
Bill of Lading (1 photocopy)		Applicant	
Proforma / Commercial Invoice (1 photocopy)		Applicant	
Packing List (1 photocopy)		Applicant	
<b>Through Broker:</b>			
Latest Accreditation as Broker (1 photocopy)		IG - Accounts Management Office	
Government Issued Identification Card (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, LTO	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Receive the documents submitted by the applicant through the BOC Portal	None	5 minutes	<i>Receiving / Admin Officer</i> Office of the Deputy Commissioner
	1.1 Review sufficiency/completeness of documents submitted. If complete, letter request (with supporting documents) will be received. If incomplete it will be returned unreceived	None	30 minutes	<i>Receiving / Admin Officer</i> Office of the Deputy Commissioner
	1.2 Received documents will be routed and evaluated by the Office to the Bulk & Break-bulk Cargo Enhancement Program (BBBCCEP) One Stop Shop (OSS)	None	15 minutes	<i>Administrative Officer</i> Office of the Deputy Commissioner
	1.3 The (BBBCCEP) (OSS) will prepare an indorsement for the approval of the request	None	15 minutes	<i>Secretariat</i> BBBCCEP -OSS, Office of the Deputy Commissioner
	1.4 A copy of the approved application will be given to the applicant and an electronic copy will be forwarded to the District or Port Collector concerned	None	5 minutes	<i>Secretariat</i> BBBCCEP -OSS, Office of the Deputy Commissioner

<b>TOTAL</b>	<b>None</b>	<b>1 hour, 10 minutes</b>	
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### 3.APPLICATION TO BE A SUPER GREENLANE (SGL) MEMBER

**SUPER GREEN LANE PROGRAM** is a trade facilitation tool that the Bureau of Customs complies pursuant to EO 230.5.2000. It is a special customs clearance facility that allows advance processing and clearance of qualified importers importation.

<b>Office or Division:</b>	Office of the Deputy Commissioner, Assessment and Operations Coordination Group (AOCG)		
<b>Classification:</b>	HIGHLY TECHNICAL		
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business		
<b>Who may avail?</b>	Any importer who: <ul style="list-style-type: none"> <li>• Is within the Top 1000 Importers of BOC in terms of duties and taxes paid;</li> <li>• is accredited by the Bureau of Customs (BOC) as such in accordance with the existing rules and regulations; has been actively engaged in the import business for at least one year prior to the date of application;</li> <li>• is a regular importer of the same type of goods;</li> <li>• is a BOC accredited and a holder of Certificate of Registration for that purpose; and</li> </ul> is willing to undergo voluntary post clearance audit pursuant to CAO No. 1-2019		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Application Form (1 original)		SGL Secretariat / <a href="http://www.customs.gov.ph">www.customs.gov.ph</a>	



Continuing Import Permit/ License (with respect to regulate articles, duly issued by the appropriate regulatory agency of the government; otherwise regulated articles shall not be included in the list of the allowable importations by the concern SGL user) (1 photocopy)	Applicable Regulatory Government Agencies			
Duly sworn affidavit that the applicant's imports are not prohibited (1 original)	Applicant			
Clearance attesting that applicant has no outstanding obligation/ accountability with BOC (1 original from each office)	Collection Service, Collection Division, Bonds Division, Liquidation and Billing Division (Port Concerned)			
AMO Certificate of Accreditation/Registration (1 photocopy)	IG-Account Management Office			
Latest Audited Financial Statement (1 original)	Applicant			
Latest Income Tax Return (1 original)	BIR			
SEC-Articles of Incorporation with latest General Information Sheet (1 original)	SEC			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit documents for SGL Application for Accreditation through the Customer Care Center (CCC)	1.1 CCC receives the application from importer/broker  1.2Check the following: a) Proper accomplishment of the Application Form b) Completeness and validity of supporting documents/requirements c) Record Application form in logbook	None	1 minute	QueueRite System

	<p>d) Stamp receipt in the original, duplicate and triplicate copies of Application Forms</p> <p>e) Forward to AOCG for evaluation</p>			
<p>2.1 Proceed to the Document Area Counters (01-04).</p> <p>2.2 Submits documents to the Customs Service Officer.</p>	<p>2.0 Receives, stamps and barcode the document.</p>	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>
<p>3.0 Secure a receiving copy of the submitted documents with barcode for reference.</p>	<p>3.1 Gives stakeholder receiving copy.</p> <p>3.2 Transmits the submitted documents to Office of AOCG/SGL Secretariat.</p>	None	6 minutes	<i>Customs Service Officer, Customer Care Center</i>
	<p>4.0 Evaluation of duly accomplished application together with its attachments</p> <p>4.1 Check the following:</p> <p>a) Proper accomplishment of the Application Form</p> <p>b) Completeness and validity of supporting documents/requirements</p>	None	1 day	<i>SGL Secretariat Office of the Deputy Commissioner, AOCG</i>

	<p>c) Record Application form in logbook</p> <p>d) Stamp receipt in the original, duplicate and triplicate copies of Application Forms</p> <p>e) Set schedule of SGL Committee deliberation</p>			
<p>5. Attend scheduled SGL Committee deliberation on-line and prepare for the next steps after deliberation</p>	<p>5.1 Make final review of the application for deliberation of the SGL Committee</p>	<p>None</p>	<p>15 days</p>	<p><i>SGL Committee</i> Office of the Deputy Commissioner, AOCG</p>
	<p>5.2 SGL Committee recommends approval or disapproval on the application</p>		<p>50 minutes</p>	<p><i>SGL Committee</i> Office of the Deputy Commissioner, AOCG</p>
	<p>5.3 Drafting and Signing of SGL resolution for Approved Application</p>		<p>2 days</p>	<p><i>SGL Secretariat</i> Office of the Deputy Commissioner, AOCG</p>
	<p>5.4 Prepare documents for the Commissioner's signature</p>		<p>1 day</p>	<p><i>SGL Secretariat</i> Office of the Deputy Commissioner, AOCG</p>
	<p>5.5 Send Memo to RMO for the inclusion of the applicant in the Selectivity System</p>		<p>2 hours</p>	<p><i>SGL Secretariat</i> Office of the Deputy Commissioner, AOCG</p>
	<p>5.6 Activation in the selectivity system and e2m</p>		<p>5 hours</p>	<p><i>SGL Secretariat</i> Office of the Deputy</p>

	5.7 SGL Secretariat notifies the applicant that after 24 hours from activation they can start using the facility and advised to get their Certificate		4 minutes	Commissioner, AOCG  SGL Secretariat Office of the Deputy Commissioner, AOCG
6. Get copy of approved Certificate of Accreditation	6.1. Issues approved Certification as SGL user  6.2 Release Certificate of Accreditation to the Importer/Representative at the CCC	None	5 minutes	SGL Secretariat Office of the Deputy Commissioner
<b>TOTAL</b>		<b>None</b>	<b>19 days, 8 hours and 9 minutes</b>	





**INTERNAL ADMINISTRATION GROUP  
(IAG)**

#### 4. RECEIVING OF OFFICIALS DOCUMENTS FOR TRANSMISSION TO CUSTOMS OFFICES/DIVISIONS/UNITS/PORTS/SUBPORTS/OTHER GOVT AGENCIES (OGAs)/PRIVATE COMPANIES

To ensure the smooth transmittal/delivery of official documents and correspondences to all Bureau of Customs (BOC) Offices and other agencies/entities concerned, thru the Official Liaison Officers, the Philippine Postal Office, or a private courier, if necessary.

<b>Office or Division:</b>	<b>CENTRAL RECORD'S MANAGEMENT DIVISION</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail?</b>	External and Internal Clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
External Clients				
Duly signed endorsement/letter/transmittal from Other Government Agencies or private companies (1 original)			Other government agencies or private companies	
Internal Clients				
Duly signed endorsement/letter/transmittal (1 original)			Concerned BOC Office/Division/Unit/Ports/Subports	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits documents to the Receiving Section of the CCC	1.1 Ensures that the endorsements/letters/transmittals are signed	None	5 minutes	Admin Officer Central Records Management Division
	1.2 Verifies/Checks the attachment/s as stated			

	in the endorsement/letter/transmittal			
	1.3 Stamps RECEIVED on the face of the document			
	1.4 Indicates date, time and initial			
	1.5 Records the information in Logbook/Assigns control number			
	1.6 Encodes the information to the Excel File			
	1.7 Duplicates the documents for the acknowledgement Receipt	None	5 minutes	<i>Admin Officer</i> Central Records Management Division
	1.8 Turns over the document to the official messenger			
	1.9 Messenger Checks the documents received  1.10 Delivers to the addressees' office/division/unit/port/sub-port 1.11 Safely files the acknowledgement receipts	None	15 mins (if w/n OCOMM or POM premises)  or  4 hrs. (if going to MICP or NAIA)  or  (Within the day if bound to provincial. ports or sub-ports thru Post Office or Private Courier)	<i>Admin Aide</i> Central Records Management Division
<b>TOTAL</b>		<b>None</b>	<b>*25 minutes</b>	

\* Processing time for delivery of outgoing documents varies depending on location of addressee.



## 5. Procedure for Complaints through Hotline 8888, Civil Service Commission, Presidential Complaint Center, ARTA

Complaint letter endorsed by other government offices in relation to various BOC services, processes, implementation and rules.

<b>Office or Division:</b>	Public Information and Assistance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C -Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail?</b>	Transacting Public with the Bureau of Customs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Endorsement with the Complaint			Hotline 8888, Civil Service Commission, Presidential Complaint Center, ARTA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Client files complaint through Hotline 888 or CSC or PCC or ARTA	1.1 Receive letter complaint endorsement from Hotline 8888/CSC/PCC/ARTA	None	15 minutes	<i>Client Service Representative</i> BOC-CARES Unit
	1.2 Validate or check completeness and veracity of the complaint			
	1.3 Scan documents			
	1.4 Encode in the Document Tracking System			
	1.5 Prepare an endorsement letter or routing slip for the office of primary responsibility for preparation of action or official response			
	1.6 Affix signature of the prepared endorsement letter or routing slip	None	1 minute	<i>Chief</i> Public Information and Assistance Division
	1.7 Transmit the signed endorsement letter or routing slip, complaint letter, affidavit of non-forum shopping, and supporting documents, if any to the office of primary responsibility	None	4 minutes	<i>Client Service Representative</i> BOC-CARES Unit
	1.8 Receive hard copy of the document and transmittal through DTS 1.9 Acts on the complaint and prepare report/response 1.10 Transmit the prepared report/response to the office of the Deputy Commissioner, IAG	None	1 day	Office-of-Primary-Responsibility



	1.11 Receive hard copy of the prepared report / response from office of primary responsibility 1.12 Checks the correctness of the report / response	None	5 minutes	Clerk Internal Administration Group
	1.13 Affix signature of the prepared official report / response 1.14 Returns the signed document to the clerk	None	5 minutes	Deputy Commissioner Internal Administration Group
	1.15 Transmits the hard copy of the document and through DTS to PIAD	None	5 minutes	Clerk Internal Administration Group
	1.16 Receive hard copy of the signed prepared report / response	None	1 minute	Client Service Representative BOC-CARES Unit
2. Receive the official response of action taken from BOC	Transmit the signed official report / response to the client	None	5 minutes	Client Service Representative BOC-CARES Unit
<b>TOTAL</b>		<b>None</b>	<b>1 day, 41 minutes</b>	

## 6. Procedure for Walk-In Complaints

The transacting public who has legitimate grievance over various BOC services, processes, implementations and rules must be in writing.

<b>Office or Division:</b>	Public Information and Assistance Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C -Government to Citizen G2B-Government to Business	
<b>Who may avail?</b>	Transacting Public with the Bureau of Customs	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Written Complaint (1 original)		Complainant
Affidavit of Non-Forum Shopping		Complainant/Lawyer



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a written complaint through CCC	1.1 Receive the copy of the complaint	None	1 minute	<i>Customs Service Officer</i> Customer Care Center
	1.2 Forward the copy of the complaint and attached documents to PIAD	None	1 minute	<i>Customs Service Officer</i> Customer Care Center
	1.3 Receive hard copy of written complaint, affidavit of non-forum shopping and supporting documents, if any	None	5 minutes	<i>Client Service Representative</i> BOC-CARES Unit
	1.4 Validate or check completeness and authenticity of documents submitted			
	1.5 Scan the complaint letter and supporting documents 1.6 Encode in the Document Tracking System 1.7 Prepare an endorsement letter or routing slip for the office of primary responsibility for preparation of action or official response	None	10 minutes	<i>Client Service Representative</i> BOC-CARES Unit
	1.8 Affix signature of the prepared endorsement letter or routing slip	None	1 minute	<i>Chief</i> Public Information and Assistance Division
	1.9 Transmit the signed endorsement letter or routing slip, complaint letter, affidavit of non-forum shopping, and supporting documents, if any to	None	4 minutes	<i>Client Service Representative</i> BOC-CARES Unit

	the office of primary responsibility			
2. Follows the instructions as advised by PIAD personnel	2. Informs client of the action taken through letter or email	None	1 minute	<i>Client Service Representative</i> BOC-CARES Unit
<b>TOTAL</b>		<b>None</b>	<b>23 minutes</b>	

## 7. Public Bidding for Procurement of Goods

Goods refer to all items, supplies, materials and general support services, except Consulting Services and infrastructure projects, which may be needed in the transaction of public businesses or in the pursuit of any government undertaking, project or activity, whether in the nature of equipment, furniture, stationery, materials for construction, or personal property of any kind, including non-personal or contractual services, such as, the repair and maintenance of equipment and furniture, as well as trucking, hauling, janitorial, security, and related or analogous services, as well as procurement of materials and supplies provided by the Procuring Entity for such services. The term “related” or “analogous services” shall include, but is not limited to, lease of office space, media advertisements, health maintenance services, and other services essential to the operation of the Procuring Entity.

<b>Office or Division:</b>	General Services Division, Internal Administration Group		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business		
<b>Who may avail?</b>	All requested supplier to Philippine Electronic Procurement Service (PhilGEPS)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
PhilGEPS Certificate of Registration and Membership (1 original, 8 photocopies)		Philippine Electronic Procurement Service (PhilGEPS)	



Statement of all Ongoing Government and Private Contracts (1 original, 8 photocopies)		Supplier/Bidder		
Statement of SLCC (1 original, 8 photocopies)		Supplier/Bidder		
NFCC Computation or Committed Line of Credit (1 original, 8 photocopies)		Supplier/Bidder; Banking Firm of Committed Line of Credit		
JVA or the Duly Notarized Statement in accordance with Section 23.1 (b) of the IRR, if applicable (1 original, 8 photocopies)		Supplier/Bidder		
Bid security in the prescribed form, amount, and validity period (1 original, 8 photocopies)		Supplier/Bidder		
Technical Specifications, which may include production/delivery schedule, manpower requirements, and/or after-sales service parts, if applicable (1 original, 8 photocopies)		Supplier/Bidder		
Omnibus Sworn Statement in accordance with Section 25.3 of the IRR (1 original, 8 photocopies)		Supplier/Bidder		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Waits for the Advertisement and get updates	1.1 Advertisement posted in PhilGEPS and in Website of BOC	None	7 days (required days of posting)	<b>Secretariat:</b>  <i>Head</i> CRMD  <i>BAC Secretariat</i> GSD
2. Attends the Pre-Bid Conference	2.Pre-Bid Conference Meeting with the BAC and End-user	None	1 day (meeting)	<b>BAC:</b>  <i>Chairperson</i> Collection Service  <i>Vice-Chairperson</i> Ruling and Research Division  <i>BAC Member</i> Auction and Cargo Disposal Division

				<p><i>BAC Member Legal Service</i></p> <p><b>TWG:</b></p> <p><i>Head Legal Service</i></p> <p><i>TWG Member MISTG</i></p> <p><i>TWG Member AOCG</i></p> <p><b>Secretariat:</b></p> <p><i>Head CRMD</i></p> <p><i>BAC Secretariat GSD</i></p>
3. Raise clarifications in Pre-Bidding Conference and/or send clarifications after the conference through email	3. Clarifications are addressed through Supplemental Bid Bulletin and posted in PhilGEPS and BOC Website	None	7 days (posting period of the Supplemental Bid Bulletin)	<p><b>Secretariat:</b></p> <p><i>Head CRMD</i></p> <p><i>BAC Secretariat GSD</i></p>
4. Purchase the Bidding documents	4. Produce Bid Documents to Prospective Bidders (or Supplier)	<p><i>ABC 500,000 and below: <b>Php500.00</b></i></p> <p><i>ABC more than 500,000 up to 1 Million: <b>Php1,000.00</b></i></p> <p><i>ABC more than 1 Million up to 5 Million: <b>Php5,000.00</b></i></p> <p><i>ABC more than 5 Million up to 10 Million: <b>Php10,000.00</b></i></p>	1 day (From the 1 <sup>st</sup> day of advertisement until Submission of Bids)	<p><b>Secretariat:</b></p> <p><i>Head CRMD</i></p> <p><i>BAC Secretariat GSD</i></p>

		<p><i>ABC more than 10 Million up to 50 Million: <b>Php25,000.00</b></i></p> <p><i>ABC more than 50 Million up to 500 Million: <b>Php50,000.00</b></i></p> <p><i>ABC more than 500 Million: <b>Php75,000.00</b></i></p>		
5. Attend the Opening/ Submission of Bids	5.1 Open submitted Bids by the Prospective bidders, BAC, TWG, and End-user. Observers also encouraged/ invited to attend	None	1 day (meeting)	<p><b>BAC:</b></p> <p><i>Chairperson</i> Collection Service</p> <p><i>Vice-Chairperson</i> Ruling and Research Division</p> <p><i>BAC Member</i> Auction and Cargo Disposal Division</p> <p><i>BAC Member</i> Legal Service</p> <p><b>TWG:</b></p> <p><i>Head</i> Legal Service</p> <p><i>TWG Member</i> MISTG</p> <p><i>TWG Member</i> AOCG</p> <p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariat</i></p>

				GSD
	5.2 Bid evaluation of the declared Lowest Calculated Bid by BAC and TWG	None	1 day	<p><b>BAC:</b></p> <p><i>Chairperson</i> Collection Service</p> <p><i>Vice-Chairperson</i> Ruling and Research Division</p> <p><i>BAC Member</i> Auction and Cargo Disposal Division</p> <p><i>BAC Member</i> Legal Service</p> <p><b>TWG:</b></p> <p><i>Head</i> Legal Service</p> <p><i>TWG Member</i> MISTG</p> <p><i>TWG Member</i> AOCG</p> <p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariats</i> GSD</p>
	5.3 BAC Resolution to be signed by Bids and Awards Committee and the End-user; and recommend to HOPE/ Commissioner of Customs for	None	1 day	<p><b>BAC:</b></p> <p><i>Chairperson</i> Collection Service</p> <p><i>Vice-Chairperson</i> Ruling and Research Division</p> <p><i>BAC Member</i> Auction and Cargo Disposal Division</p> <p><i>BAC Member</i> Legal Service</p>

	his approval/ signature			<b>TWG:</b>  <i>Head</i> Legal Service  <i>TWG Member</i> MISTG  <i>TWG Member</i> AOCG  <b>Secretariat:</b>  <i>Head</i> CRMD  <i>BAC Secretariats</i> GSD
	5.4 Furnish a Post- Qualification Report to be signed by TWG	None	1 day	<b>TWG:</b>  <i>Head</i> Legal Service  <i>TWG Member</i> MISTG  <i>TWG Member</i> AOCG  <b>Secretariat:</b>  <i>Head</i> CRMD  <i>BAC Secretariats</i> GSD
	5.5 Approval/ Signing of BAC Resolution, Notice of Award, Contract and Notice to Proceed by HoPE/ Commissioner of Customs	None	5 days	<i>Commissioner of Customs</i>

6. Fetch the documents at the General Services Division, BOC	6. Issuance of Approved/ Signed Notice of Award and Contract (by the HoPE/ Commissioner of Customs) for Signature and Notary to the winning bidder/supplier	None	10 days (inclusive of Contract Signing of Supplier)	<b>Secretariat:</b>  <i>Head</i> CRMD  <i>BAC Secretariats</i> GSD
7. Submit Performance Security Bond with NOA and signed and notarized Contract	7. Receive the Performance Security Bond, NOA and Contract; Issuance of Approved/ Signed Notice to Proceed (by the HOPE/Commissioner of Customs) to the winning bidder (or supplier) alongside with three (3) copies of Contract, one (1) NOA and NTP	None	1 day	<b>Secretariat:</b>  <i>Head</i> CRMD  <i>BAC Secretariats</i> GSD
<b>TOTAL</b>		<b>Depending on the range as prescribed above</b>	<b>36 days</b>	

## 8. Public Bidding for Procurement of Infrastructures

*Infrastructure Projects include the construction, improvement, rehabilitation, demolition, repair, restoration or maintenance of roads and bridges, railways, airports, seaports, communication facilities, civil works components of information technology projects, irrigation, flood control and drainage, water supply, sanitation, sewerage and solid waste management systems, shore protection, energy/power and electrification facilities, national buildings, school buildings, hospital buildings, and other related construction projects of the government. For purposes of, and throughout this IRR, the term “Infrastructure Projects” shall have the same meaning as, and shall be used interchangeably with, “civil works” or “works.”*

<b>Office or Division:</b>	General Services Division, Internal Administration Group	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business	
<b>Who may avail?</b>	All requested supplier to Philippine Electronic Procurement Service (PhilGEPS)	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
PhilGEPS Certificate of Registration and Membership (1 original, 8 photocopies)	Philippine Electronic Procurement Service (PhilGEPS)	
PCAB License and Registration (1 original, 8 photocopies)	Philippine Contractors Accreditation Board (PCAB)	
Statement of all Ongoing Government and Private Contracts (1 original, 8 photocopies)	Supplier/Bidder	
Statement of SLCC (1 original, 8 photocopies)	Supplier/Bidder	
NFCC Computation or Committed Line of Credit (1 original, 8 photocopies)	Supplier/Bidder; Banking Firm of Committed Line of Credit	
JVA or the Duly Notarized Statement in accordance with Section 23.1 (b) of the IRR, if applicable (1 original, 8 photocopies)	Supplier/Bidder	
Bid security in the prescribed form, amount, and validity period (1 original, 8 photocopies)	Supplier/Bidder	
Project Requirements (1 original, 8 photocopies) which shall include the following:	Supplier/Bidder	

<p>(1) Organizational Chart for the contract to be bid</p> <p>(2) List of contractor's personnel (e.g., Project Manager, Project Engineers, Materials Engineers, and Foremen), to be assigned to the contract to be bid, with their complete qualification and experience data</p> <p>(3) List of contractor's major equipment units, which are owned, leased, and/or under purchase agreements, supported by proof of ownership or certification of availability of equipment from the equipment lessor/vendor for the duration of the project, as the case may be</p>				
<p>Omnibus Sworn Statement in accordance with Section 25.3 of the IRR (1 original, 8 photocopies)</p>		<p>Supplier/Bidder</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Waits for the Advertisement and get updates</p>	<p>1. Advertisement posted in PhilGEPS and in Website of BOC</p>	<p>None</p>	<p>7 days (required days of posting)</p>	<p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariat</i> GSD</p>
<p>2. Attends the Pre-Bid Conference</p>	<p>2. Pre-Bid Conference Meeting with the BAC and End-user</p>	<p>None</p>	<p>1 day (meeting)</p>	<p><b>BAC:</b></p> <p><i>Chairperson</i> Collection Service</p> <p><i>Vice-Chairperson</i> Ruling and Research Division</p> <p><i>BAC Member</i> Auction and Cargo Disposal Division</p> <p><i>BAC Member</i> Legal Service</p> <p><b>TWG:</b></p> <p><i>Head</i> Legal Service</p> <p><i>TWG Member</i> MISTG</p> <p><i>TWG Member</i></p>



				<p>AOCG</p> <p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariat</i> GSD</p>
3. Raise clarifications in Pre-Bidding Conference and/or send clarifications after the conference through email	3. Clarifications are addressed through Supplemental Bid Bulletin and posted in PhilGEPS and BOC Website	None	7 days (posting period of the Supplemental Bid Bulletin)	<p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariat</i> GSD</p>
4. Purchase the Bidding documents	4. Produce Bid Documents to Prospective Bidders (or Supplier)	<p><i>ABC 500,000 and below:</i> <b>Php500.00</b></p> <p><i>ABC more than 500,000 up to 1 Million:</i> <b>Php1,000.00</b></p> <p><i>ABC more than 1 Million up to 5 Million:</i> <b>Php5,000.00</b></p> <p><i>ABC more than 5 Million up to 10 Million:</i> <b>Php10,000.00</b></p> <p><i>ABC more than 10 Million up to 50 Million:</i> <b>Php25,000.00</b></p> <p><i>ABC more than 50 Million up to 500 Million:</i></p>	1 day (From the 1 <sup>st</sup> day of advertisement until Submission of Bids)	<p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariat</i> GSD</p>

		<b>Php50,000.00</b>  <i>ABC more than 500 Million:</i> <b>Php75,000.00</b>		
5. Attend the Opening/ Submission of Bids	5. 1 Open submitted Bids by the Prospective bidders, BAC, TWG, and End-user. Observers also encouraged/ invited to attend	None	1 day (meeting)	<b>BAC:</b>  <i>Chairperson</i> Collection Service  <i>Vice-Chairperson</i> Ruling and Research Division  <i>BAC Member</i> Auction and Cargo Disposal Division  <i>BAC Member</i> Legal Service  <b>TWG:</b>  <i>Head</i> Legal Service  <i>TWG Member</i> MISTG  <i>TWG Member</i> AOCG  <b>Secretariat:</b>  <i>Head</i> CRMD  <i>BAC Secretariat</i> GSD
	5.2 Bid evaluation of the declared Lowest Calculated Bid by BAC and TWG	None	1 day	<b>BAC:</b>  <i>Chairperson</i> Collection Service  <i>Vice-Chairperson</i> Ruling and Research Division  <i>BAC Member</i>

				<p>Auction and Cargo Disposal Division</p> <p><i>BAC Member</i> Legal Service</p> <p><b>TWG:</b></p> <p><i>Head</i> Legal Service</p> <p><i>TWG Member</i> MISTG</p> <p><i>TWG Member</i> AOCG</p> <p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariats</i> GSD</p>
	<p>5.3 BAC Resolution to be signed by Bids and Awards Committee and the End-user; and recommend to HOPE/ Commissioner of Customs for his approval/ signature</p>	None	1 day	<p><b>BAC:</b></p> <p><i>Chairperson</i> Collection Service</p> <p><i>Vice-Chairperson</i> Ruling and Research Division</p> <p><i>BAC Member</i> Auction and Cargo Disposal Division</p> <p><i>BAC Member</i> Legal Service</p> <p><b>TWG:</b></p> <p><i>Head</i> Legal Service</p> <p><i>TWG Member</i> MISTG</p> <p><i>TWG Member</i> AOCG</p>

				<b>Secretariat:</b>  <i>Head</i> CRMD  <i>BAC Secretariats</i> GSD
	5.4 Furnish a Post-Qualification Report to be signed by TWG	None	1 day	<b>TWG:</b>  <i>Head</i> Legal Service  <i>TWG Member</i> MISTG  <i>TWG Member</i> AOCG  <b>Secretariat:</b>  <i>Head</i> CRMD  <i>BAC Secretariats</i> GSD
	5.5 Approval/ Signing of BAC Resolution, Notice of Award, Contract and Notice to Proceed by HoPE/ Commissioner of Customs	None	5 days	<i>Commissioner of Customs</i>
6. Fetch the documents at the General Services Division, BOC	6. Issuance of Approved/ Signed Notice of Award and Contract (by the HoPE/ Commissioner of Customs) for Signature and Notary to	None	10 days (inclusive of Contract Signing of Supplier)	<b>Secretariat:</b>  <i>Head</i> CRMD  <i>BAC Secretariats</i> GSD

	the winning bidder/supplier			
7. Submit Performance Security Bond with NOA and signed and notarized Contract	7. Receive the Performance Security Bond, NOA and Contract; Issuance of Approved/ Signed Notice to Proceed (by the HoPE/Commissioner of Customs) to the winning bidder (or supplier) alongside with three (3) copies of Contract, one (1) NOA and NTP	None	1 day	<b>Secretariat:</b>  Head CRMD  BAC Secretariats GSD
<b>TOTAL</b>		<b>Depending on the range as prescribed above</b>	<b>36 days</b>	

## 9. Public Bidding for Procurement of Consulting Services

*Consulting Services refer to services for infrastructure projects and other types of projects or activities of the GoP requiring adequate external technical and professional expertise that are beyond the capability and/or capacity of the GoP to undertake such as, but not limited to: (i) advisory and review services; (ii) preinvestment or feasibility studies; (iii) design; (iv) construction supervision; (v) management and related services; and (vi) other technical services or special studies. General principles on Consulting Services are provided for in Annex “B” of this IRR.*

<b>Office or Division:</b>	General Services Division, Internal Administration Group			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail?</b>	All requested supplier to Philippine Electronic Procurement Service (PhilGEPS)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
The bid security in the prescribed form, amount and validity period (1 original, 8 photocopies)			Supplier/Bidder	
Organizational chart for the contract to be bid (1 original, 8 photocopies)			Supplier/Bidder	
List of completed and ongoing projects (1 original, 8 photocopies)			Supplier/Bidder	
Approach, work plan, and schedule (1 original, 8 photocopies) For architectural design, architectural plans and design shall not be required during the consultant's selection process			Supplier/Bidder	
List of key personnel to be assigned to the contract to be bid, with their complete qualification and experience data (1 original, 8 photocopies)			Supplier/Bidder	
Omnibus Sworn Statement in accordance with Section 25.3 of the IRR (1 original, 8 photocopies)			Supplier/Bidder	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Waits for the Advertisement and get updates	1. Advertisement posted in PhilGEPS and in Website of BOC	None	7 days (required days of posting)	<b>Secretariat:</b>  <i>Head</i> CRMD  <i>BAC Secretariat</i> GSD
2. Attends the Pre-Bid Conference	2. Pre-Bid Conference Meeting with the BAC and End-user	None	1 day (meeting)	<b>BAC:</b>  <i>Chairperson</i> Collection Service  <i>Vice-Chairperson</i>

				<p>Ruling and Research Division</p> <p><i>BAC Member</i> Auction and Cargo Disposal Division</p> <p><i>BAC Member</i> Legal Service</p> <p><b>TWG:</b></p> <p><i>Head</i> Legal Service</p> <p><i>TWG Member</i> MISTG</p> <p><i>TWG Member</i> AOCG</p> <p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariat</i> GSD</p>
3. Raise clarifications in Pre-Bidding Conference and/or send clarifications after the conference through email	3. Clarifications are addressed through Supplemental Bid Bulletin and posted in PhilGEPS and BOC Website	None	7 days (posting period of the Supplemental Bid Bulletin)	<p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariat</i> GSD</p>
4. Purchase the Bidding documents	4. Produce Bid Documents to Prospective Bidders (or Supplier)	<p><i>ABC 500,000 and below:</i> <b>Php500.00</b></p> <p><i>ABC more than 500,000 up to 1 Million:</i> <b>Php1,000.00</b></p>	1 day (From the 1 <sup>st</sup> day of advertisement until Submission of Bids)	<p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariat</i> GSD</p>

		<p><i>ABC more than 1 Million up to 5 Million: <b>Php5,000.00</b></i></p> <p><i>ABC more than 5 Million up to 10 Million: <b>Php10,000.00</b></i></p> <p><i>ABC more than 10 Million up to 50 Million: <b>Php25,000.00</b></i></p> <p><i>ABC more than 50 Million up to 500 Million: <b>Php50,000.00</b></i></p> <p><i>ABC more than 500 Million: <b>Php75,000.00</b></i></p>		
5. Attend the Opening/ Submission of Bids	5.1 Open submitted Bids by the Prospective bidders, BAC, TWG, and End-user. Observers also encouraged/ invited to attend	None	1 day (meeting)	<p><b>BAC:</b></p> <p><i>Chairperson</i> Collection Service</p> <p><i>Vice-Chairperson</i> Ruling and Research Division</p> <p><i>BAC Member</i> Auction and Cargo Disposal Division</p> <p><i>BAC Member</i> Legal Service</p> <p><b>TWG:</b></p> <p><i>Head</i> Legal Service</p>



				<p><i>TWG Member</i> MISTG</p> <p><i>TWG Member</i> AOCG</p> <p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariat</i> GSD</p>
	5.2 Bid evaluation of the declared Lowest Calculated Bid by BAC and TWG	None	1 day	<p><b>BAC:</b></p> <p><i>Chairperson</i> Collection Service</p> <p><i>Vice-Chairperson</i> Ruling and Research Division</p> <p><i>BAC Member</i> Auction and Cargo Disposal Division</p> <p><i>BAC Member</i> Legal Service</p> <p><b>TWG:</b></p> <p><i>Head</i> Legal Service</p> <p><i>TWG Member</i> MISTG</p> <p><i>TWG Member</i> AOCG</p> <p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariats</i> GSD</p>
	5.3 BAC Resolution to be signed by Bids and	None	1 day	<p><b>BAC:</b></p> <p><i>Chairperson</i> Collection Service</p>

	<p>Awards Committee and the End-user; and recommend to HOPE/ Commissioner of Customs for his approval/ signature</p>			<p><i>Vice-Chairperson</i> Ruling and Research Division</p> <p><i>BAC Member</i> Auction and Cargo Disposal Division</p> <p><i>BAC Member</i> Legal Service</p> <p><b>TWG:</b></p> <p><i>Head</i> Legal Service</p> <p><i>TWG Member</i> MISTG</p> <p><i>TWG Member</i> AOCG</p> <p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariats</i> GSD</p>
	<p>5.4 Furnish a Post-Qualification Report to be signed by TWG</p>	<p>None</p>	<p>1 day</p>	<p><b>TWG:</b></p> <p><i>Head</i> Legal Service</p> <p><i>TWG Member</i> MISTG</p> <p><i>TWG Member</i> AOCG</p> <p><b>Secretariat:</b></p> <p><i>Head</i> CRMD</p> <p><i>BAC Secretariats</i> GSD</p>
	<p>5.5 Approval/ Signing of BAC Resolution,</p>	<p>None</p>	<p>5 days</p>	<p><i>Commissioner of Customs</i></p>

	Notice of Award, Contract and Notice to Proceed by HoPE/ Commissioner of Customs			
6. Fetch the documents at the General Services Division, BOC	6. Issuance of Approved/ Signed Notice of Award and Contract (by the HoPE/ Commissioner of Customs) for Signature and Notary to the winning bidder/supplier	None	10 days (inclusive of Contract Signing of Supplier)	<b>Secretariat:</b>  <i>Head</i> CRMD  <i>BAC Secretariats</i> GSD
7. Submit Performance Security Bond with NOA and signed and notarized Contract	7. Receive the Performance Security Bond, NOA and Contract; Issuance of Approved/ Signed Notice to Proceed (by the HoPE/Commissioner of Customs) to the winning bidder (or supplier) alongside with three (3) copies of Contract, one	None	1 day	<b>Secretariat:</b>  <i>Head</i> CRMD  <i>BAC Secretariats</i> GSD



	(1) NOA and NTP			
<b>TOTAL</b>		<b>Depending on the range as prescribed above</b>	<b>36 days</b>	

**REVENUE COLLECTION AND MONITORING GROUP  
(RCMG)**



## 10. Issuance of Legal Clearance

Legal Clearance refers to a document which certifies whether a certain BOC Personnel, Broker or Importer has pending Administrative, Civil or Criminal case before the Prosecution and Litigation Division (PLD) and Bureau's Action Team against Smugglers (BATAS)

<b>Office or Division:</b>	Prosecution and Litigation Division & Bureau's Action Team Against Smugglers
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government
<b>Who may avail?</b>	BOC Employees, Importers, Brokers & Authorized Representatives
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>GSIS, Provident and Landbank Loans</b>	PLD Office
Letter Request (1-original)	Applicant (BOC Employees)
Company/Gov't Issued ID (1-photocopy)	Applicant (BOC Employees)
Authorization Letter (if not the applicant) (1-original)	Applicant (BOC Employees)
<b>Travel Abroad and Study/Maternity/Sick Leave</b>	PLD Office
Letter Request (1-original)	Applicant (BOC Employees)
Company/Gov't Issued ID (1-photocopy)	Applicant (BOC Employees)
Authorization Letter (if not the applicant) (1-original)	Applicant (BOC Employees)
Approved Application for Leave (1-photocopy)	Applicant (BOC Employees)
<b>Other Legal Purposes</b>	PLD Office
Letter Request (1-original)	Applicant (BOC Employees)
Company/Gov't Issued ID (1-photocopy)	Applicant (BOC Employees)
Authorization Letter (if not the applicant) (1-original)	Applicant (BOC Employees)
<b>Renewal of Accreditation &amp; other Legal Purposes (Corporation)</b>	PLD Office
Letter Request (1-original)	Applicant (Importers & Brokers)

Company/Gov't Issued ID of the Applicant and Authorized Personnel (1-photocopy)	Applicant (Importers & Brokers)
Authorization Letter (1-original)	Applicant (Importers & Brokers)
Secretary's Certificate (notarized) (1-original)	Applicant (Importers & Brokers)
General Information Sheet (GIS) (1-photocopy)	Importers & Brokers
Certificate of Registration (COR) (1-photocopy)	MISTG (3 <sup>rd</sup> floor CRIC Bldg.)
Mayor's Permit (1-photocopy)	City Hall
Barangay Clearance (1-photocopy)	Barangay Hall
<b>Renewal of Accreditation &amp; other Legal Purposes (Corporation)</b>	PLD Office
Letter Request (1-original)	Applicant (Importers & Brokers)
Company/Gov't Issued ID of the Applicant and Authorized Personnel (1-photocopy)	Applicant (Importers & Brokers)
Authorization Letter (1-original)	Applicant (Importers & Brokers)
Secretary's Certificate (notarized) (1-original)	Applicant (Importers & Brokers)
Certificate of Registration (COR) (1-photocopy)	MISTG (3 <sup>rd</sup> floor CRIC Bldg.)
Mayor's Permit (1-photocopy)	City Hall
Barangay Clearance (1-photocopy)	Barangay Hall
General Information Sheet (GIS) (1-photocopy)	Importers & Brokers
DTI Certificate of Registration (COR) (1-photocopy)	Department of Trade & Industry
<b>Once-a-Year Importation</b>	PLD Office



Letter Request (1-original)		Applicant (Importers)		
Company/Gov't Issued ID of the Applicant and Authorized Personnel (1-photocopy)		Applicant (Importers)		
Authorization Letter (1-original)		Applicant (Importers)		
Secretary's Certificate (notarized) (1-original)		Applicant (Importers)		
Certificate of Registration (COR) (1-photocopy)		MISTG (3 <sup>rd</sup> floor CRIC Bldg.)		
Mayor's Permit (1-photocopy)		City Hall		
Barangay Clearance (1-photocopy)		Barangay Hall		
DTI Certificate of Registration (COR) (1-photocopy)		Department of Trade & Industry		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. BOC Employees, Importers, Brokers or their authorized representatives submit their letter request with attached requirements	1.1 Receive the letter with the requirements	None	1 day	<i>Legal/Admin Assistant</i> Prosecution and Litigation Division
	1.2 Check the requirements			
	1.3 Check if requesting personnel/importer/broker have Administrative/Civil/Criminal case (as the case maybe)	None	1 day	<i>Legal/Admin Assistant</i> Prosecution and Litigation Division
	1.4 Prepares the certification			
	1.5 Certification for signature			
				<i>Chief</i>





				PLD & BATAS
<b>TOTAL</b>		<b>None</b>	<b>2 days</b>	

### 11. BUREAU-WIDE CLEARANCE CERTIFICATION OF NO OUTSTANDING ACCOUNT

Clearance issued to tax credit applicants and CBW operators renewing CBW licenses / authority.

<b>Office or Division:</b>	<b>COLLECTION SERVICE</b> LIQUIDATION & ASSESSMENT AUDIT DIVISION (LAAD) and BONDS AUDIT DIVISION (BAD)			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail?</b>	Importers and other BOC Offices / Collection Districts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request addressed to the Director, Collection Service (1-original)		Applicant (Importers / CBW Operators - Tax Credit Applicants)		
Authorization Letter from the Importer (1-original)		Applicant (Importers / CBW Operators - Tax Credit Applicants)		
Certified copy of Application for Refund from the Port of Origin (1-original)		Applicant (Importers / CBW Operators - Tax Credit Applicants, Other offices – BOC, DOF)		
Broker's ID / Representative (1-photocopy)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit above stated requirements by Tax Credit Applicants and CBW Operators	1.1 Check completion of the above requirements	None	3 minutes	<i>Administrative Aide II</i> Receiving/ Releasing Section
	1.2 Verify accounts of Tax Credit applicants and CBW Operators		15 minutes	<i>Management Audit Analyst II</i> or <i>Administrative Aide VI</i> LAAD <i>Management Audit Analyst IV</i> or <i>Management Audit Analyst I</i> BAD



	1.3 Approve the Certification and Account Clearance issued		2 minutes	Director Collection Service
<b>TOTAL</b>		<b>None</b>	<b>20 minutes</b>	

## 12. ACCREDITATION TO TRANSACT BUSINESS AS SURETY AND OTHER BANKING FINANCIAL INSTITUTIONS

Recommend and review quarterly application folders of surety companies Authority to Transact Business as Surety (ATBAS) and other banking financial institutions (yearly)

<b>Office or Division:</b>	<b>COLLECTION SERVICE</b> BONDS AUDIT DIVISION (BAD)			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2B – Government to Business G2G – Government to Government			
<b>Who may avail?</b>	Surety Companies / Banking Financial Institutions and BOC Collection Districts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Outstanding Account Worksheet signed by the Chief, Bonds Division (1-original)		Applicant (BOC Bonds Division – Collection Districts)		
Administrative Order No. ___ issued by the Office of the President (1-authenticated copy)		Applicant (Surety Companies)		
Certificate of Authority issued by the Insurance Commission (CA No:2019/___) (1-authenticated copy)		Applicant (Surety Companies)		
Latest Audited Annual Financial Statement of the Surety Company (1-authenticated copy)		Applicant (Surety Companies and Banking Institution)		
Certification of Corporate Secretary of the Surety firm exhibiting the authorized three (3) Specimen Signatures, Initials and Impressions on the right and left hands thumbprints (1-original)		Applicant (Surety Companies)		
Statement under Oath by the Corporate Secretary of No Outstanding Account (1-original)		Applicant (Surety Companies)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit the application folders for quarterly ATBAS by the BOC Collection Districts to the Collection Service for review and recommendation	1.1 Check completion of the above requirements (application folder)	None	3 minutes	<i>Administrative Aide II</i> Receiving Section
	1.2 Review / evaluate surety companies' performance on a Bureau-wide basis in compliance with CMO 22-2003		1 day	<i>Management Audit Analyst IV</i> Bonds Audit Division
	1.3 Prepare recommendation to District Collector (Attn. Bonds Division) for approval of ATBAS applications of Surety and other financial institution		30 minutes	<i>Management Audit Analyst I</i> Bonds Audit Division
	1.4 For signature of the recommended application folders by the Director, Collection Service		5 minutes	<i>Director</i> Collection Service
	1.5 Release to Surety Companies application folders and/or Bonds Division of Collection Districts concerned		15 minutes	<i>Administrative Aide II</i> Releasing Section
<b>TOTAL</b>		<b>None</b>	<b>1 day, 53 minutes</b>	

### 13. RELEASE OF GOVERNMENT IMPORTATIONS UNDER DPS-TEF & RADIO BROADCASTING AND CABLE/TV STATIONS AVAILING THE AIRTIME CREDITS

Processing relative to the release of government importations covered by DOF-DBM joint circular no. 1-2014 under “deferred payment scheme” and/or tax expenditure fund (TEF) and release of shipment under PD 1362 of radio broadcasting and cable/tv stations availing the airtime credits / certificate of earned tax credit (CETC).

<b>Office or Division:</b>	<b>COLLECTION SERVICE</b> COLLECTION PERFORMANCE & EVALUATION DIVISION (CPED)			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business			
<b>Who may avail?</b>	Government Agencies (NGAs & GOCCs), Radio Broadcasting And Cable / TV Stations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Authority to Import by DOF (1-original) DOF Indorsement		Applicant (Importing Government Agencies and TV/Cable Stations)		
Letter Request addressed to the Director, Collection Service (1-original)		Applicant (Importing Government Agencies and TV/Cable Stations)		
Memorandum of Undertaking (1-original)		Applicant (Importing Government Agencies)		
Certificate of Official Importation (1-original)		Applicant (Importing Government Agencies)		
Deed of Donation / Foreign Service of the Philippines, Certification of Philippine Embassy authenticated copy / PMS Clearance / MOA / Exchange Notes (1-original)		Applicant (Importing Government Agencies)		
Bill of Lading / Airway Bill / Commercial Invoice / Packing List / Tentative Statement of Account (1-original)		Applicant (Importing Government Agencies and TV/Cable Stations)		
Department of Trade and Industry (DTI) / National Economic and Development Authority (NEDA) / Permit to Import (1-original)		Applicant (TV / Cable Stations)		
Broker's ID / Representative (1-photocopy)		Applicant (Importing Government Agencies and TV/Cable Stations)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit above stated requirements by Government Agencies (NGAs)	1.1 Check completion of the above requirements	None	3 minutes	<i>Administrative Aide II</i> Receiving/ Releasing Section



& GOCCs) and TV Cable Stations	1.2 Receive/record request with documents attached			
	1.3 Encode and prepare memorandum indorsement to ports of discharge by government importing agencies and TV Cable Stations		15 minutes	Statistician I/ Customs Operations Officer IV(COOIV) CPED
	1.4 Signed prepared memorandum		2 minutes	Director Collection Service
<b>TOTAL</b>		<b>None</b>	<b>20 minutes</b>	

#### 14. Issuance of Tax Debit Memo

Tax Debit Memo refers to a document which is used to reduce payment of duties and taxes for the incoming importation. It is the approved amount of Tax Credit Certificate by the Commissioner.

<b>Office or Division:</b>	REVENUE COLLECTION and MONITORING GROUP- Tax Credit Committee Secretariat	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C-Government to Citizens G2B-Government to Business	
<b>Who may avail?</b>	Importers, Brokers & Authorized Representatives	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Letter Request of Application (1-original) with the following details:		

<ul style="list-style-type: none"> <li>• Tax Credit Certificate No/s. to be use for utilization.</li> <li>• Total Amount of DUTY and VAT</li> <li>• Amount requested to be applied for utilization (DUTY &amp; VAT Only).</li> <li>• Amount of cash payment, if there is any (Total Amount of Duty &amp; VAT – Applied TCC Utilization)</li> </ul>	ALL HOLDERS OF TAX CREDIT CERTIFICATE (ORIGINATING FROM VAT & TAX REFUND)			
Bill of Lading (1-certified true copy)	Applicant			
Invoice (1-certified true copy)	Applicant			
Packing List (1-certified true copy)	Applicant			
PRE – SAD (1-certified true copy)	Applicant			
TCC (back to back) (1 original, 1 photocopy)	BOC, DOF			
Board Resolution or Secretary Certificate (1-certified true copy) and/or with Authorization Letter/SPA relative to the authorization of representative to file, follow-up and sign required documents	Applicant			
Notarized Affidavit of Authenticity (1 original)	Applicant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Importers, Brokers or their authorized representatives submit their letter request with attached requirements through the CCC	1.1 Checking of documents and preparation of Indorsement Letter upon receipt from CCC	None	15 minutes	<i>TCC Secretariat</i>
2. Pay the necessary Certification fee and documentary stamp.	2.1 Preparation and issuance of Certificate of no outstanding obligations	PHP 230.00	1 day	Collection Service
	2.2 Preparation and issuance of	None	1 day	Accounting Division

	Certificate of TCC Authenticity			
	2.3 Prepare a Disposition Form (DF) to be signed by Head, Tax Credit Secretariat	None	15 minutes	<i>TCC Secretariat</i>
	2.4 Signing of DF of Chairman Tax Credit Committee	None	1 day	<i>Deputy Commissioner RCMG</i>
	2.5 Review of the Chief of Staff	None	2 days	<i>Chief-of-Staff Office of the Commissioner</i>
	2.6 Approval/ Disapproval of the Commissioner	None	1 day	<i>Commissioner Office of the Commissioner</i>
	2.7 Photocopy and Indorse for evaluation	None	15 minutes	<i>TCC Secretariat</i>
	2.8 Evaluation of TCC Utilization & Indorsement to TCS	None	3 Hours	Accounting Division
3. Get the TDM & use for lodgment	Issuance of Tax Debit Memo (TDM)	None	5 minutes	Revenue Accounting Division
<b>TOTAL</b>		<b>PHP 230.00</b>	<b>6 Days, 3 Hours and 45 minutes</b>	



**POST CLEARANCE AUDIT GROUP  
(PCAG)**





## 15. Conduct of Compliance Audit

Audit examination, inspection, verification, and investigation of records pertaining to any goods declaration, which shall include statements, declarations, documents, and electronically generated or machine readable data, for the purpose of ascertaining the correctness of the goods declaration and determining the liability of the importer for duties, taxes and other charges, including any fine or penalty, to ensure compliance with the CMTA.

<b>Office or Division:</b>	<b>POST CLEARANCE AUDIT GROUP</b>
<b>Classification:</b>	HIGHLY TECHNICAL
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen
<b>Who may Audited:</b>	1. IMPORTERS 2. BROKERS 3. LOCATORS; and 4. Other parties engaged in customs clearance

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>The list of documents required to be submitted is attached as Annex A in the Audit Notification Letter (ANL) to be issued by the Commissioner of Customs, <i>to wit</i>:</p>	
<p><b>I. Initial Documents that should be submitted to PCAG ten (10) days from receipt of the ANL:</b></p> <p><b>A.</b> Company or Entity Structure (Articles of Incorporation &amp; By-laws, Articles of Partnership, List of Incorporators, stockholders, etc.) (1 original)</p>	<p>Applicant/Stakeholder</p>
<p><b>B.</b> Flowcharts of the company's (Procurement system, Goods and inventory system, etc.) (1 original)</p>	<p>Applicant/Stakeholder</p>
<p><b>C.</b> To the extent required by Internal Revenue law and Bureau of Internal Revenue regulations to be produced/generated and kept (Charts and Codes of Accounts, Financial Statement for the period covered of audit, etc.) (1 original)</p>	<p>Applicant/Stakeholder</p>
<p><b>D.</b> Ordering and Purchase documentation (Sales and other related agreements, in whatever form, including, if applicable, those covering distribution, contracts, agency, warranty, terms of payment, and the like) (1 original)</p>	<p>Applicant Stakeholder</p>
<p><b>II. Sets of Documents that should be made available to the Auditors during field audit:</b></p> <p><b>A.</b> Copies of importation records (SAD, Invoice/consignment notes, Import and export</p>	<p>Applicant/Stakeholder MISTG Formal Entry Division</p>

licenses/permits, etc.) (1 original)				
<p><b>B.</b> Banking and Accounting information including the following to the extent that they are required by internal revenue laws and Bureau of Internal Revenue regulations to be generated/produced and kept. (Letters of credit, applications for letter of credit, bank details, remittance advice, bank advice, etc.) (1 original)</p>		Applicant/Stakeholder		
<p><b>C.</b> Whenever applicable, papers, books, registers, discs, films, tapes, sound tracks, and other devices or things in or on which information contained in the records described in Section 4.5 of CAO 01-2019, are recorded or stored. (1 original)</p>		Applicant/Stakeholder		
<p><b>D.</b> Other documents/records/papers which may be required or become necessary during the conduct of compliance audit. (1 original)</p>		Applicant/Stakeholder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents	1.1 Receive signed ANL issued by the Commissioner of Customs	None	15 minutes	<i>Administrative Aide</i> Post Clearance Audit Group
	1.2 Indorse the ANL to the Director, CAO	None	15 minutes	<i>Assistant Commissioner</i> PCAG

	1.3 Indorse the ANL to the Audit Divisions	None	15 minutes	<i>Director Compliance Assessment Office</i>
	1.4 Indorse the ANL to the Customs Operations Officer IV	None	15 minutes	<i>Chief Customs Operations Officer Compliance Assessment Office</i>
	1.5 Serve the ANL to the importer	None	29 days <sup>1</sup>	<i>Customs Operations Officer IV Compliance Assessment Office</i>
	1.6 Conduct Compliance Audit	None	115 days <sup>2</sup>	<i>COO IV and COO V Compliance Assessment Office</i>
	1.7 Prepare Final Audit Report (FAR) with Demand Letter, or Post Clearance Audit Group – Clean Report Findings (PCAG-CRF), and Disposition Form for signature of the Division Chief, PCAG	None	1 day	<i>COO IV and COO V Compliance Assessment Office</i>
	1.8 Review and affix his signature to the FAR with Demand Letter, or PCAG-CRF, and Disposition Form to the Director, CAO	None	1 day	<i>Division Chief PCAG</i>

<sup>1</sup> Pursuant to Section 5 of CAO No. 01-2019, the audit team is mandated to serve the ANL on the Importer within 30 days from issuance thereof.

<sup>2</sup> Under Section 5.5.1.d of CAO No. 01-2019, the audit shall be completed within 120 calendar days per year of audit from the date the Importer receives the ANL. The audit is considered completed when the FAR with Demand Letter, or PCAG-CRF, has been submitted by the audit team, endorsed by the Assistant Commissioner and subsequently approved by the Commissioner. For this purpose, to afford the Office of the Commissioner ample time to review the FAR, the audit team is directed to submit the FAR before the expiry of the 120-day period.



	1.9 Review and affix his signature to the FAR with Demand Letter, or PCAG-CRF, and Disposition Form to the Assistant Commissioner, PCAG	None	1 day	<i>Director Compliance Assessment Office</i>
	1.10 Approve and Indorse FAR, with initial on the Demand Letter, or PCAG-CRF, through a Disposition Form to the Commissioner of Customs.	None	1 day	<i>Assistant Commissioner PCAG</i>
	1.11 Approve the FAR with Demand Letter, or PCAG-CRF	None	1 day	<i>Commissioner of Customs</i>
	1.12 Serve Demand Letter or PCAG-CRF on Importer	None	5 days <sup>3</sup>	<i>Customs Operations Officer IV Compliance Assessment Office</i>
	<b>TOTAL</b>	<b>None</b>	<b>154 days, 1 hour</b>	

## 16. AVAILMENT OF PRIOR DISCLOSURE PROGRAM (PDP)

A program based on international best customs practice, authorizing the Commissioner of Customs to accept, as a potential mitigating factor, prior disclosure by importers of errors and omissions in goods declaration resulting in deficiency in duties and taxes on past importation.

<b>Office or Division:</b>	<b>POST CLEARANCE AUDIT GROUP</b>
<b>Classification:</b>	HIGHLY TECHNICAL

<sup>3</sup> Under CAO 01-2019, the Demand Letter must be served on the Importer within 5 days from issuance thereof.



<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who may Avail?</b>	IMPORTERS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prior Disclosure Program Application Letter (1 original)		PCAG		
Secretary's Certificate (1 original)		Applicant		
Affidavit of Voluntary Undertaking (1 original)		Applicant		
Customs Compliance Improvement Plan (CCIP) (1 original)		Applicant		
Comparative Computation on Values or Classification (1 original)		Applicant		
Prior Disclosure Form B together with the attachments stated therein (1 original)		Applicant		
Tender of Payment (1 original)		Applicant		
BOC Official Receipt (1 original)		BOC Cash Division		
<b>VERIFICATION AND ANALYSIS OF PDP APPLICATION:</b>				
Financial Statements (1 original)		Applicant		
VAT Returns (1 original)		Applicant		
Royalty Agreement (If any) (1 original)		Applicant		
Income Tax Return (1 original)		Applicant		
Summary of Importation (1 original)		Applicant		
Other importation records as may be deemed necessary by the assigned audit team. (1 original)		Applicant, MISTG, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit PDP Application together with the tender of payment as well as supporting documents	1.1 Receive the PDP Application	None	15 minutes	<i>Customs Operations Officer (COO) III/ Officer of the Day PCAG</i>
	1.2 Verify the completeness of PDP Application, supporting documents and payment made	None	15 minutes	<i>Customs Operations Officer (COO) III/ Officer of the Day PCAG</i>
	1.3 Indorse the Tender of Payment for acceptance of the Account Officer	None	10 minutes	<i>Assistant Commissioner PCAG</i>
	1.4 Issuance of Bureau of Customs Official Receipt	None	20 minutes	<i>Account Officer PCAG</i>
	1.5 Indorse PDP Application to Director of Compliance Assessment Office (CAO)	None	15 minutes	<i>Assistant Commissioner PCAG</i>
	1.6 Assign PDP Application to Division Chief	None	15 minutes	<i>Director Customs Assessment Office</i>
	1.7 Assign to Customs Operations Officer (COO) V and COO IV	None	15 minutes	<i>Division Chief Customs Assessment Office</i>

	1.8 After receipt of complete documentary requirements, conduct analysis and evaluation of PDP Application	None	85 days <sup>4</sup>	COO V and COO IV Customs Assessment Office
	1.9 Prepare Evaluation Report with Letter of Approval / Denial, and Disposition Form for signature of the Division Chief	None	1 day	
	1.10 If the recommendation is for the denial of the PDP Application, the applicant will be recommended for issuance of an ANL, or the conduct of full audit, as the case may be	None		
	1.11 Review and sign Evaluation Report with Letter of Approval / Denial, and Disposition Form (with recommendation for issuance of ANL or the conduct of full audit, as the case may be, if denied), and	None	1 day	<i>Division Chief</i> Customs Assessment Office

<sup>4</sup> Pursuant Section 6.4.2 of CAO 01-2019 the audit team has 90 days from the submission of the complete PDP documents. For this purpose, to afford the appropriate offices ample time to review the recommendation, the audit team is directed to submit the Evaluation Report before the expiry of the 90-day period.



	forward to the Director			
	1.12 Review and sign Evaluation Report with Letter of Approval / Denial, and Disposition Form (with recommendation for issuance of ANL or the conduct of full audit, as the case may be, if denied) and forward to the Asst Commissioner	None	1 day	<i>Director Customs Assessment Office</i>
	1.13 Review and sign Evaluation Report with Letter of Approval / Denial, and Disposition Form (with recommendation for issuance of ANL or the conduct of full audit, as the case may be, if denied) and forward to the Commissioner	None	1 day	<i>Assistant Commissioner PCAG</i>
	1.14 Approve Evaluation Report with Letter of Approval/Denial. If recommendation is for the issuance of ANL, sign and issue ANL	None	1 day	<i>Commissioner of Customs</i>

<b>TOTAL</b>	<b>None</b>	<b>90 days, 1 hour and 45 minutes</b>	
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**INTELLIGENCE GROUP**

**(IG)**



## 17. Certificate of No Pending Case

This Certificate is issued for Bureau of Customs employees certifying that employees has no pending case.

<b>Office or Division:</b>	<b>CUSTOMS INTELLIGENCE AND INVESTIGATION SERVICE/INTELLIGENCE GROUP</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may Avail?</b>	BUREAU OF CUSTOMS EMPLOYEES IN ACTIVE SERVICE			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original)		Applicant		
BOC ID, front and back (1 photocopy)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Make request for the preparation of a Certificate of No Pending Case to the Office of the CIIS Administrative and Support Unit. Indicate full name, position title and purpose of request.</p>	<p>1.1 Draft Certificate of No Pending Case</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Admin Clerk</i> CIIS Administrative and Support Unit</p>
	<p>1.2 Review of Certificate for errors</p> <p>1.3 If no errors found, signs initial on receiving copy</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Officer in Charge</i> CIIS Administrative and Support Unit</p>
	<p>1.4 Record Certificate for tracking purpose</p> <p>1.5 Forward Certificate of No Pending Case to the Office of the Chief, Investigation and Prosecution Division (IPD)</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Admin Clerk</i> CIIS Administrative and Support Unit</p>
	<p>1.6 Receive Certificate of No Pending Case</p> <p>1.7 Verify against records available in the IPD</p>	<p>None</p>	<p>1 hour</p>	<p><i>Clerk</i> Investigation and Prosecution Division</p>
	<p>1.8 Sign Certificate of No Pending Case</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Chief</i> Investigation and Prosecution Division</p>

	1.9 Record Certificate for tracking purpose	None	5 minutes	<i>Clerk</i> Investigation and Prosecution Division
	1.10 Forward Certificate of No Pending Case to the Office of the Acting Chief, Internal Inquiry and Prosecution Division (IIPD)	None	5 minutes	<i>Admin Clerk</i> CIIS Administrative and Support Unit
	1.11 Receive Certificate of No Pending Case 1.12 Verify against records available in the IIPD	None	1 hour	<i>Clerk</i> Internal Inquiry and Prosecution Division
	1.13 Sign Certificate of No Pending Case	None	5 minutes	<i>Chief</i> Internal Inquiry and Prosecution Division
	1.14 Forward Certificate of No Pending Case to the Office of the Administrative and Support Unit	None	10 minutes	<i>Clerk</i> Internal Inquiry and Prosecution Division
	1.15 Receive Certificate of No Pending Case 1.16 Forward to the Office of the Director, CIIS for his signature	None	5 minutes	<i>Admin Clerk</i> CIIS Administrative and Support Unit
	1.17 Sign Certificate of No Pending Case	None	5 minutes	<i>Director</i> CIIS
	1.18 Forward signed Certificate to the Admin and Support Unit for release to concerned BOC employee	None	5 minutes	<i>Clerk</i> CISS Director's Office



	1.19 Release signed Certificate to concerned BOC employee	None	5 minutes	<i>Admin Clerk</i> CIIS Administrative and Support Unit
<b>TOTAL</b>		<b>None</b>	<b>3 hours, 20 minutes</b>	

## 18. Application for Certificate of Accreditation (COA)

Certificate of Accreditation is issued to a business entity duly accredited by the Bureau and be allowed to transact with the Bureau of Customs (BOC).

<b>Office or Division:</b>	Account Management Office, Intelligence Group		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C -Government to Citizens, G2B-Government to Business		
<b>Who may avail?</b>	Business entities who want to transact with Bureau of Customs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Importers</b>			
Duly accomplished and notarized Application Form signed by owner (Sole Proprietorship), responsible Officer (Corporation), Chairman (Cooperative) and authorized partner (Partnership) (1 original)		Applicant may download the form at <a href="http://client.customs.gov.ph">client.customs.gov.ph</a>	
Bureau of Customs Official Receipt (BCOR) evidencing payment of processing fee (1 original)		Port Concerned-Cash Division	
Corporate Secretary Certificate (Corporation); Affidavit (Sole Proprietorship); Partnership Resolution (Partnership); BOD Resolution (Cooperative) designating its authorized signatories in the import entries (1 photocopy)		SEC,CDA, Applicant	



Two (2) Valid Government Issued IDs of Applicant, President and Responsible Officers (1 photocopy of each)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
NBI Clearance, issued within three (3) months prior to the application (1 original)	NBI
DTI Registration (Sole Proprietorship); SEC Registration and latest General Information Sheet (Corporation); Articles of Partnership and latest General Information Sheet (Partnership); CDA Registration and latest Cooperative Annual Progress Report (Cooperative) (1 photocopy)	SEC, DTI, CDA
Personal Profile of Applicant, President and Responsible Officers (1 original)	Applicant
Company Profile with pictures of office and warehouse/storage area (1 original)	Applicant
Proof of Lawful Occupancy of Office Address and Warehouse (e.g. Updated Lease Contract, Affidavit of Consent from the owner) (1 photocopy if contract, 1 original if affidavit/certification)	Applicant
Printed CPRS of the Company and updated notification of "STORED" status (1 original)	BOC E2M System
BIR Registration (1 photocopy)	BIR
Income Tax Return (ITR) for the past three (3) years duly received by the BIR, if applicable (1 photocopy)	BIR
Valid Mayor's Permit as certified by the Bureau of Permits and Licensing Office (1 original)	Mayor's Office
Proof of Financial capacity to import goods, Top 1000 Taxpayers and under SGL Companies are exempted	Banks, other financial institution
Endorsement from the District Collector, if applicable	Concerned Port
<b>Customs Broker</b>	
Duly accomplished and notarized Application Form (1 original)	Applicant may download the form at <a href="http://client.customs.gov.ph">client.customs.gov.ph</a>
Bureau of Customs Official Receipt (BCOR) evidencing payment of processing fee (1 original)	Port Concerned-Cash Division
PRC Identification Card, for female brokers whose name reflects that of her maiden name, Marriage Contract is required (1 photocopy)	PRC, PSA
List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients (1 original)	Applicant

List of representative/s with personal details, photos and specimen signatures; if no reps, submit affidavit of no representative/s (1 original)		Applicant		
Printed CPRS profile of applicant and updated notification of "STORED" status (1 original)		BOC E2M System		
BIR Registration (1 photocopy)		BIR		
Latest Income Tax Return (ITR) duly received by the BIR (1 photocopy)		BIR		
NBI Clearance (1 photocopy)		NBI		
Certificate of Good Standing (1 original)		PRC-accredited National Organization of Customs Brokers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Search for the BOC website: <a href="http://www.customs.gov.ph">www.customs.gov.ph</a>  Clicks "BOC Portal"	None	None	1 Minute	Stakeholder
2.1 Create an account (if not yet registered).  2.2 Click "Sign In" and then clicks "Create an account" (if not yet registered).  2.3 Fills out all the information's needed for account registration.  2.3 Click "register" and waits for the account registration notification thru the email provided.  2.4 Checks the email registered for account	Sends auto generated confirmation / activation link to the registered account of the stakeholder.	None	1 Minute	BOC-CARES



confirmation or activation link from BOC-CARES.  2.5 Click the confirmation link to Confirmed / Activate your account.				
3.1 Click "Sign In" if already registered.  3.2 Enter your email and password to login at BOC-Portal.	None	None	1 Minute	Stakeholder
4.1 Click "Home" and click "Open a New Ticket".	None	None	5 Minutes	Stakeholder
4.2 Selects "Application for Certificate of Accreditation"  4.3 Fills out "Issue Summary" and concerns details.  4.4 Click "Chose them" to upload your scan copy pdf files, if any.  4.5 Click "Create Ticket" to submit your inquiry or concern.  4.6 Click "Create Ticket" to view the created ticket				
5. Applicant pays corresponding application fee	5. Receives payment of application fee and issues an Official Receipt evidencing payment	PHP 1,000	5 minutes	Cashier Cash Division
	6.1 Receive from CCC and record the importer's application folder and process it	None	7 hours, 54 minutes	Staff Account Manageme nt Office (AMO)

	6.2 Assign the application folder and Ticket Number to evaluator	None		<i>Staff AMO</i>
	6.3 AMO evaluator evaluates the application to ensure completeness of documents and compliance to accreditation rules and regulations.	None	1 day	<i>Evaluator AMO</i>
	6.3 AMO Chief approves/disapproves the application based on the recommendation of AMO evaluator concerned	None		<i>Chief AMO</i>
	6.4 Forwarded to Intelligence Group (IG), as per CMO 28-2018 and Memorandum dated June 06, 2019 for Concurrence	None	1 day	<i>Deputy Commissioner Intelligence Group</i>
	6.5 Forwarded to Office of the Commissioner (OCOM) by IG for Commissioner's approval/disapproval	None	1 day	<i>Commissioner Bureau of Customs</i>
	6.6 Return to Intelligence Group (IG).	None	1 day	<i>Staff Intelligence Group</i>
	6.7 Return to AMO for activation of importer's CPRS status.	None		<i>E2M Encoder AMO</i>



	6.8 Printing of Certificate of Accreditation	None	1 day	Staff AMO
	6.9 AMO Chief's Initial Signature of	None		Chief AMO
	6.10 Forwarded to Intelligence Group (IG) for Initial Signature of the Deputy Commissioner	None	1 day	Deputy Commissioner Intelligence Group
	6.11 Return to AMO for release of Certificate of Accreditation	None		Staff AMO
<b>TOTAL</b>		<b>PHP 1,000</b>	<b>6 days, 8 hours, 7 minutes</b>	

## 19. Renewal for AMO Accreditation

Renewal of AMO Accreditation is applied by accredited importers that are allowed to transact business with the Bureau which already has an existing accreditation.

<b>Office or Division:</b>	Account Management Office		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C -Government to Citizens, G2B-Government to Business		
<b>Who may avail?</b>	Business entities who want to transact with Bureau of Customs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Importers</b>			
Duly accomplished and notarized Application Form for Renewal signed by owner (Sole Proprietorship), responsible Officer (Corporation), Chairman		Applicant may download the form at <a href="http://client.customs.gov.ph">client.customs.gov.ph</a>	



(Cooperative) and authorized partner (Partnership) (1 original)	
Bureau of Customs Official Receipt (BCOR) evidencing payment of processing fee (1 original)	Port Concerned-Cash Division
Updated General Information Sheet (Corporation); DTI Registration (Sole Proprietorship); Articles of Partnership (Partnership); Certificate of Compliance (Cooperative) (1 photocopy)	SEC, DTI, CDA
Updated Printed CPRS of the Company and updated notification of "STORED" status (1 original)	BOC E2M System
Latest Income Tax Return (ITR) (1 photocopy)	BIR
Valid Mayor's Permit as certified by the Bureau of Permits and Licensing Office (1 certified true copy)	Mayor's Office
Necessary Supporting Documents- if there are updates/changes in Company Information (1 photocopy)	Applicant
Duly accomplished and notarized Affidavit of No Change in Company Information – if there is no change in material information previously declared and submitted (1 original)	Applicant
<b>Customs Broker</b>	
Duly accomplished and notarized Application Form for Renewal (1 original)	Applicant may download the form at <a href="http://client.customs.gov.ph">client.customs.gov.ph</a>
Bureau of Customs Official Receipt (BCOR) evidencing payment of processing fee (1 original)	Port Concerned-Cash Division
PRC Identification Card, for female brokers whose name reflects that of her maiden name, Marriage Contract is required (1 photocopy)	PRC, PSA
Duly accomplished and notarized Affidavit of No Change in Information – if there is no change in material information previously declared and submitted (1 original)	Applicant
Duly accomplished and notarized Affidavit of Change in Information using the prescribed form with supporting documents (1 original)	Applicant
Updated printed CPRS profile of applicant and updated notification of "STORED" status (1 original)	BOC E2M System
Latest Income Tax Return (ITR) duly received by the BIR (1 photocopy)	BIR



Certificate of Good Standing (1 original)		PRC-accredited National Organization of Customs Brokers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Search for the BOC website: www.customs.gov.ph  Clicks "BOC Portal"	None	None	1 Minute	<i>Stakeholder</i>
2.1 Create an account (if not yet registered).  2.2 Click "Sign In" and then clicks "Create an account" (if not yet registered).  2.3 Fills out all the information's needed for account registration.  2.3 Click "register" and waits for the account registration notification thru the email provided.  2.4 Checks the email registered for account confirmation or activation link from BOC-CARES.  2.5 Click the confirmation link to Confirmed / Activate your account.	Sends auto generated confirmation / activation link to the registered account of the stakeholder.	None	1 Minute	BOC-CARES
3.1 Click "Sign In" if already registered.  3.2 Enter your email and password to login at BOC-Portal.	None	None	1 Minute	<i>Stakeholder</i>

4.1 Click “Home” and click “Open a New Ticket”.	None	None	5 Minutes	<i>Stakeholder</i>
<p>4.2 Selects “Renewal of AMO Accreditation”</p> <p>4.3 Fills out “Issue Summary” and concerns details.</p> <p>4.4 Click “Chose them” to upload your scan copy pdf files, if any.</p> <p>4.5 Click “Create Ticket” to submit your inquiry or concern.</p> <p>4.6 Click “Create Ticket” to view the created ticket</p>				
	5.1 Receive and record the importer’s online application which was received through the CCC	None	1 day	<i>Staff Account Management Office (AMO)</i>
	5.2 Assign the application Ticket Number to evaluator.	None		<i>Staff AMO</i>
	5.3 AMO evaluator evaluates the application to ensure completeness of documents and compliance to accreditation rules and regulations.	None	1 day	<i>Evaluator AMO</i>
	5.4 AMO Chief approves/disapproves the application based on the recommendation of AMO evaluator concerned	None		<i>Chief AMO</i>

	5.5 Forwarded to Intelligence Group (IG), as per CMO 28-2018 and Memorandum dated June 06, 2019 for Concurrence	None	1 day	<i>Deputy Commissioner Intelligence Group</i>
	5.6 Return to AMO for activation of importer's CPRS status.	None	1 day	<i>E2M Encoder AMO</i>
	5.7 Printing of Certificate of Accreditation	None	1 day	<i>Staff AMO</i>
	5.8 AMO Chief's Initial Signature of	None		<i>Chief AMO</i>
	5.9 Forwarded to Intelligence Group (IG) for Initial Signature of the Deputy Commissioner	None	1 day	<i>Deputy Commissioner Intelligence Group</i>
	5.10 Return to AMO for release of Certificate of Accreditation	None		<i>Staff AMO</i>
<b>TOTAL</b>		<b>None</b>	<b>6 days and 8 minutes</b>	



## **ENFORCEMENT GROUP**

**(EG)**



## 20. APPLICATION FOR VERIFICATION OF PERMITS OR CLEARANCES FROM DENR

### THE FOLLOWING PERMITS OR CLEARANCE ISSUED BY DENR AND SUBJECT FOR VERIFICATION AND RECORDATION PURPOSES BY EPU-ESS:

1. Chemicals subject to Pre-Shipment Importation Clearance (PSIC) from Phil. Ozone Desk (POD)/Environmental Management Bureau (EMB)
2. Chemicals covered by Chemical Control Order (CCO), Phil. Inventory of Chemicals and Chemical Substances (PICCS), Small Quantity Importation (SQI), Pre-Manufacture Pre-Importation Notification (PMPIN)
3. Importation Clearance from EMB for Recyclable materials and Hazardouse Waste
4. Permits covered by CITES from Biodiversity Management Bureau (BMB) in case of Wildlife and its derivatives
5. Clearance from Forestry Management Bureau in case of Wood and Wood Products and Chainsaw
6. Permits from Mines and Geosciences Bureau
7. Certificate of Authority to Import Permit (CAIP) from Fertilizer and Pesticide Authority

<b>Office or Division:</b>	ENFORCEMENT AND SECURITY SERVICE/ENFORCEMENT GROUP	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business	
<b>Who may avail:</b>	External and Internal Clients	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Goods Declaration (1 original)	District Port concerned	
Bill of Lading/Airway Bill (1 original)	Applicant	
Permit Clearance (1 original)	DENR	



Commercial Invoice (1 original)		Applicant		
Packing List (1 original)		Applicant		
Safety Date Sheet (1 original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Importers, Customs Brokers or Representatives submits the requirements	1.1 For shipments processed at the Formal Entry Division (FED) AND Informal Entry Division (IED), which requires the presentation of the appropriate permits or clearances from the DENR, the assigned Customs Operations Officer (COO) III shall forward the importation documents and permits or clearances to the Office of the EPU, ESS for verification and recordation purposes.	None	5 minutes	<i>Receiving Officer</i> Enforcement and Security Service
	1.2 For all other shipments processed thru different customs channels and falling under the permitting requirements of the DENR, the concerned COO III or any other customs officer responsible for the examination of goods shall forward the importation documents and permits or clearances to the office of the EPU, ESS for			

	verification and recordation purposes. For shipments without the required DENR permit or clearance, it shall not be issued a Final Notice of Assessment by the concerned COO V and referred to the EPU-ESS for the issuance of Alert Order.			
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

**MANAGEMENT INFORMATION SYSTEM AND TECHNOLOGY GROUP  
(MISTG)**

**21. Formulation and Approval of Information System Strategic Plan**

The ISSP is developed to align the agency's strategy with effective Information systems to achieve the agency's objectives. The strategic plan typically covers a 3-year period.

<b>Office or Division:</b>	<b>PLANNING AND MANAGEMENT INFORMATION DIVISION (PMID)</b>		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail?</b>	Internal Stakeholders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Proposal coming from the following (1 original):			
a. Indorsement letter of ICT requirements		Office of the Deputy Commissioner, MISTG	

b. Project proposals from Strategic Management Planning		Office of the Deputy Commissioner, MISTG			
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Stakeholder submits proposal regarding ICT requirement/project	1.1 Receive the letter request	None	45 minutes	<i>Information Technology Officer (ITO) III</i> Planning and Management Information Division (PMID)	
	1.2 Review minutes from the strategic planning				
	1.3 Check other directives from the upper management				
		1.4 Issue directive for the preparation of the proposal	None	1 hour	<i>Deputy Commissioner</i> MISTG
		1.5 Creation of the Information System Strategic Plan (DICT)	None	30 days	<i>ITO I or ITO III</i> PMID
		1.6 Submit ISSP to Commissioner for approval	None	5 hours	<i>ITO III</i> PMID
		1.7 Approval of ISSP by OCOM	None	5 days	<i>Commissioner</i> OCOM

	1.8 Submit the ISSP to DICT	None	5 hours	ITO / PMID
	1.9 Receive approval letter of the proposed ICT projects	None	45 days	Undersecretary DICT
	1.10 Give copy of the approval to OCOM and Budget Division	None	2 hours	ITO / PMID
<b>TOTAL</b>		<b>None</b>	<b>80 days, 13 hours, 37 minutes*</b>	

\*The processing time is the usual timeline set by DICT as this process requires careful review of the document before it gets the approval. DICT reviews all ISSP submissions of all national and local agencies thus the extended timeframe

## 22. Submission of Draft Budget Proposal and Approval

The budget proposal offers a detailed breakdown on the proposed procurements and usage of funds to meet operational and capital asset requirements of MISTG for the following year.

<b>Office or Division:</b>	<b>PLANNING AND MANAGEMENT INFORMATION DIVISION (PMID)</b>	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail?</b>	Internal Stakeholders	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Project proposals from Strategic Management Planning (1 original)		Office of the Deputy Commissioner, MISTG
Indorsed projects from the upper management (1 original)		Office of the Deputy Commissioner, MISTG

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stakeholder submits proposal regarding ICT requirement/project	1.1 Receive the letter request  1.2 Review minutes from the strategic planning  1.3 Check other directives from the upper management	None	45 minutes	<i>Information Technology Officer (ITO) I</i> Planning and Management Information Division (PMID)
	1.4 Draft of the budget proposal of MISTG for next year  1.5 Strategic Plan and indorsed ISSP (for ICT-related goods/services) for next year	None	5 days	<i>Information Technology Officer (ITO) I</i> Planning and Management Information Division (PMID)
	1.6 Submission of MISTG budget proposal to the Budget Division  - Draft MISTG Budget Proposal - BP 202 - Justifications - Quotations/ Estimates ISSP, if necessary	None	5 days	<i>Information Technology Officer (ITO) III</i> Planning and Management Information Division (PMID)
	1.7 Participation during budget hearings/ deliberations by	None	5 days	<i>Information Technology Officer (ITO) III</i> Planning and Management



	DOF, DBM, Congress			Information Division (PMID)
	1.8 Receive approved budget proposal	None	70 days	<i>Information Technology Officer (ITO) III</i> Planning and Management Information Division (PMID)
<b>TOTAL</b>		<b>None</b>	<b>85 days, 45 minutes*</b>	

\*The budget proposal can be created in few days until the submission to the Budget Division. However, the approval requires so much time because it will go under the scrutiny of DOF, congress, and senates through their special hearings.

### 23. Request for Simple System Development (Stand-Alone System)

The SDD will design, develop, test and deploy a simple software application system customized for the use of a group within the Bureau and/or the public.

<b>Office or Division:</b>	<b>SYSTEMS DEVELOPMENT DIVISION (SDD)</b>	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail?</b>	BOC Concerned Office	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Letter Request (1 original)	Applicant	
Memorandum Order (1 original)	Applicant	
Customs Memorandum Circular (1 original)	Applicant	
Update Notice Form (1 original)	Applicant	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make request for system development	1.1 receive the letter request  1.2 Log the transaction to the DTS  1.3 Review/check the completeness of the request	None	15 minutes	<i>Staff/Receiving Clerk</i> MISTG
	1.4 Issue directive for the development plan	None	20 minutes	<i>Deputy Commissioner</i> MISTG
	1.5 Check the complexity of the project; define the scope of the concept	None	1 day	<i>Staff</i> Systems Development Division
	1.6 Develop a project management plan	None	2 days	<i>Staff</i> Systems Development Division
	1.7 Analyse user's need and develop user's requirement. Create a detailed functional requirement	None	3 days	<i>Staff</i> Systems Development Division



	1.8 Transform detailed requirement into complete detailed System Design	None	3 days	Staff Systems Development Division
	1.9 Convert design into complete information system  - Installing system environment - Creating and testing database  1.10 Coding, compiling, refining program	None	7 days	Staff Systems Development Division
<b>TOTAL</b>		<b>None</b>	<b>16 days, 35 minutes</b>	

## 24. Request for Software Quality Testing

The Software Quality Assurance (SQA) Team under the SDD will conduct tests to ensure that developed software meets and complies with defined technical specifications.

<b>Office or Division:</b>	<b>SYSTEMS DEVELOPMENT DIVISION (SDD)</b>	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail?</b>	Management Information System and Technology Group (MISTG)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Update Notice Form (UNF) (1 original)		Applicant

Business Rules (1 original)		Applicant		
Systems Design/Flowchart (1 original)		Applicant		
Systems Specification (1 original)		Applicant		
System Walkthrough				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SDD submits the documentary requirements to the SQA team.	1.1 Receives and assigns the documentary requirements to software testers for evaluation	None	10 minutes	<i>Information Technology Officer (ITO) III</i> Systems Development Division (SDD)
	1.2 Verifies all the documentary requirements	None	5 minutes	<i>SQA Team</i> SDD
2. SDD conducts system's walkthrough	2.1 Attends the system's walkthrough	None	1 hour	<i>SQA Team</i> SDD
	2.2 Tests the quality of the system	None	10 days	<i>SQA Team</i> SDD
	2.3 Prepares Test Incident Report (TIR) for every bug that will be encountered	None	10 minutes	<i>SQA Team</i> SDD
3. SDD fixes the reported bug(s) and notifies the SQA Team if it's already resolved	3.1 Tests each resolved TIR	None	20 minutes	<i>SQA Team</i> SDD
	3.2 Conducts regression testing if	None	2 days	<i>SQA Team</i> SDD

	all of the TIRs were already resolved			
	3.3 Concludes completion of testing if there's no error encountered after the regression testing	None	1 hour	SQA Team SDD
	3.4 Signs and compiles the Update Notice Form (UNF)	None	10 minutes	Chief SDD  Director PSDS
	3.5 Notifies SDD Chief via email that the system is ready for implementation  3.6 Provides UNF copy to SDD and TSD	None	10 minutes	ITO II SDD
<b>TOTAL</b>		<b>None</b>	<b>12 days, 3 hours, 5 minutes</b>	

## 25. Request for Statistical Data

The SDD extracts, compiles and furnishes the requested import data upon written request of the proper party.

<b>Office or Division:</b>	<b>SYSTEMS DEVELOPMENT DIVISION (SDD)</b>	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business	
<b>Who may avail?</b>	Stakeholders with BOC transactions, Other Government Agencies	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

Letter Request (1 original) indicating the following:		Applicant		
a. Details of requested data (i.e., period, commodity code)				
b. Reason why the data is being requested				
Data Privacy Officer approval, whenever applicable (1 original)		Data Protection Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stakeholder submits the documentary requirement/s	1.1 Receive the letter request 1.2 Log the transaction in the DTS 1.3 Review/check the completeness of the request	None	15 minutes	Staff/Receiving Clerk MISTG
	1.4 Issue directive for the preparation of the data	None	10 minutes	Deputy Commissioner MISTG
	1.5 Check the validity and complexity of the request.	None	15 minutes	Staff Systems Development Division
	1.6 Prepare the query/script statement for extraction of data	None	2 hours	Staff Systems Development Division



	1.7 Extract the data	None	1 day	Staff Systems Development Division
	1.8 Finalize the extracted data and draft letter response	None	15 minutes	Staff Systems Development Division
	1.9 Sign draft letter response	None	5 minutes	Deputy Commissioner MISTG
	1.10 Log the transaction to the DTS and release the data	None	15 minutes	Staff MISTG
<b>TOTAL</b>		<b>None</b>	<b>1 day, 2 hours, 55 minutes</b>	

## 26. Request for printout of Single Administrative Document (SAD)

The Technical Support Division provides the printout of the Single Administrative Document (SAD) as requested by the duly recognized Stakeholders.

<b>Office or Division:</b>	<b>TECHNICAL SUPPORT DIVISION (TSD)</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail?</b>	Importers, Brokers, Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter request pertaining to the SAD (1 original)			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit the Letter request to MISTG	1.1 Receive the indorsement  1.2 Check the completeness of the documents	None	5 minutes	<i>Receiving Clerk</i> MISTG
	Review and Approve the request	None	5 minutes	<i>Deputy Commissioner</i> MISTG
	Indorse to TSD for printing of SAD	None	5 minutes	<i>Chief Technical Support Division (TSD)</i>
	Print SAD and certify	None	5 minutes	<i>Computer Maintenance Technologist</i> Technical Support Division (TSD)
<b>TOTAL</b>		<b>None</b>	<b>20 minutes</b>	

## 27. Request for printing of Certificate of Registration (CoR)

The certificate of Registration is requested to comply with requirements of certain transactions within the Bureau.

<b>Office or Division:</b>	<b>TECHNICAL SUPPORT DIVISION (TSD)</b>
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business



<b>Who may avail?</b>		Importers, Brokers, Authorized Agents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None, if Importer/Exporter or Business Owner themselves				
Authorization Letter from the Importer/Exporter/Broker (1 original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Search for the BOC website: www.customs.gov.ph  Clicks "BOC Portal"	None	None	1 Minute	Stakeholder
2.1 Create an account (if not yet registered).  2.2 Click "Sign In" and then clicks "Create an account" (if not yet registered).  2.3 Fills out all the information's needed for account registration.  2.3 Click "register" and waits for the account registration notification thru the email provided.  2.4 Checks the email registered for account confirmation or activation link from BOC-CARES.  2.5 Click the confirmation link to Confirmed / Activate your account.	Sends auto generated confirmation / activation link to the registered account of the stakeholder.	None	1 Minute	BOC-CARES

<p>3.1 Click "Sign In" if already registered.</p> <p>3.2 Enter your email and password to login at BOC-Portal.</p>	None	None	1 Minute	Stakeholder
<p>4.1 Click "Home" and click "Open a New Ticket".</p>	None	None	5 Minutes	Stakeholder
<p>4.2 Selects "Request for Printing of Certificate of Registration"</p> <p>4.3 Fills out "Issue Summary" and concerns details.</p> <p>4.4 Click "Chose them" to upload your scan copy pdf files, if any.</p> <p>4.5 Click "Create Ticket" to submit your inquiry or concern.</p> <p>4.6 Click "Create Ticket" to view the created ticket</p>				
	<p>5.0 Receive the documents indorsed by CCC</p> <p>5.1 Check the status of the client registration</p>	None	5 minutes	<p><i>Computer Operator</i>  <i>Technical Support Division (TSD)</i></p> <p>-or-</p> <p><i>IT Officer</i>  <i>Technical Support Division (TSD)</i></p>
	<p>5.2 Print the COR</p>	None	4 minutes	<p><i>Computer Operator</i>  <i>Technical Support Division (TSD)</i></p>



				-or- <i>IT Officer</i> Technical Support Division (TSD)
	5.3 Sign the logbook upon release of the COR	None	1 minute	<i>Computer Operator</i> Technical Support Division (TSD)  -or- <i>IT Officer</i> Technical Support Division (TSD)
<b>TOTAL</b>		<b>None</b>	<b>18 minutes</b>	

### 28. Request for E2M/NSW/GDVS/CCPS/Email Account/e-CP/CTS/Virtual Private Network (VPN) Access

This service is requested by applicants within the Bureau. This has something to do with the daily functions of the ports.

<b>Office or Division:</b>	<b>TECHNICAL SUPPORT DIVISION (TSD)</b>		
<b>Classification:</b>	SIMPLE		
<b>Type of Transaction:</b>	G2G - Government to government		
<b>Who may avail?</b>	BOC Personnel & Other Government Agencies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b><u>For VPN</u></b>		APPLICANT	

1 Indorsement letter from the head of the office of the requesting party (1 original) 2 Accomplished VPN ID Request Form (copy available in MISTG office)				
<b><u>For E2M</u></b>  3 Indorsement letter from the head of the office of the requesting party (1 original) 4 Accomplished User Access Request Form (UARF) (copy available in MISTG office) 5 Signed Terms of Use (TOU) for E2M access (1 original)		APPLICANT		
<b><u>For NSW</u></b>  6 Indorsement letter from the head of the office of the requesting party (1 original) 7 Accomplished Philippine National Single Window Login Request Form (copy available in MISTG office) Reason why the data is being requested		APPLICANT		
<b><u>For Other Systems</u></b>  8 Indorsement letter from the head of the office of the requesting party (1 original)		APPLICANT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished form and indorsement letter to MISTG	1.1 Review and check completeness of documents	None	2 hours	Computer Operator Technical Support Division (TSD)
	1.2 Scan and upload the documents to DTS			
	5.3 Receive and print the documents via DTS	None	2 hours	Administrative Assistant TSD
	1.4 Evaluate if documents are			

	complete and form properly filled out			
	1.5 Sign and recommend UARP for approval to the office of the Deputy Commissioner – MISTG  1.6 Forward the documents to ODC-MISTG and releasing of documents via DTS	None	10 minutes	<i>Chief</i> Technical Support Division (TSD)
	1.7 Approves the request 1.8 Endorse the approved UARP to TSD	None	30 minutes	<i>Chief</i> Technical Support Division (TSD)
	1.9 Creation of UARF Access  1.10 Creation of CCPS ticket and assign MISTG Site Manager to assist newly granted UARP access user  1.11 Closing of ticket	None	10 minutes  5 minutes	<i>IT Officer I</i> Technical Support Division (TSD)
<b>TOTAL</b>		<b>None</b>	<b>4 hours, 55 minutes</b>	

## 29. Report on system issues and concerns

The report on system issues and concern is a tool to facilitate any issues and concerns that may arise relating to MISTG functions.

<b>Office or Division:</b>	TECHNICAL SUPPORT DIVISION (TSD)
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<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail?</b>	BOC Personnel, Importers, Brokers, Authorized Agents with concerns on E2M, PNSW, & e-Certificate of Payment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SAD or Bill of Lading or Online Ticket Number (1 photocopy)		Applicant, MISTG		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 – A 1. Walk-in clients	1.1 Check the status of the requested concerns	None	5 minutes	<i>Computer Operator</i> Technical Support Division (TSD)  -or- <i>IT Officer</i> Technical Support Division (TSD)
1 – B 2. Clients with Online Ticket Number through the Customer Care Portal System	2.1 Open Ticket Number and check status.	None	5 minutes	<i>Computer Operator</i> Technical Support Division (TSD)
	6.2 Response to the client	None	15 minutes	<i>IT Officer</i> Technical Support Division (TSD)
<b>TOTAL</b>		<b>None</b>	<b>25 minutes</b>	



## **SEAPORT AND AIRPORT SERVICES**

### 30. Processing of Retirement and Benefits

Application for retirement / death claims refers to a process wherein a Customs Personnel is entitled to receive remuneration, which include pensions, gratuities, terminal leave benefits, and other such benefits as he may have earned under existing laws and other agreements by reason of his retirement from government service.

<b>Office or Division:</b>	Administrative Division - Retirement and Benefits Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail?</b>	Any Customs Personnel separated from the service thru retirement (compulsory or optional), resignation or death shall be entitled to whatever benefits he has qualified to under existing laws and other agreements.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>I. Requirements for Resignation and Retirement (Compulsory or Optional)</b>	
Letter of Resignation or Intent to Retire (1 original)	Applicant
Exit Sworn Statement of Assets, Liability and Networth (SALN) (1 original)	Applicant
Affidavit of Undertaking (1 original)	Applicant
Notarized Declaration of Pendency / Non Pendency (1 original)	Applicant
Letter of Acceptance (1 original)	Office of the Commissioner (OCOM)
Bureau Clearance (1 original)	Office of the Commissioner (OCOM)
Service Record (1 original)	Human Resource Management Division (HRMD), IAG
Latest Notice of Salary adjustment / Increment (NOSA/NOSI) (1 photocopy)	Human Resource Management Division (HRMD), IAG
Latest Appointment (1 photocopy)	Human Resource Management Division (HRMD), IAG
Certificate of Last Payment (1 original)	Human Resource Management Division (HRMD), IAG

Certificate of Employment, indicating the last day of service (1 original)	Human Resource Management Division (HRMD), IAG
Certificate of Monetization (1 original)	Human Resource Management Division (HRMD), IAG
Application for Retirement / Separation / Life Insurance Benefits (1 original)	Government Service Insurance System (GSIS)
GSIS Voucher (1 original)	Government Service Insurance System (GSIS)
Application for Terminal Leave (CSC Form No. 06 Revised 1984) (1 original)	Administrative Division (Port)
Port Clearance (1 original)	Port, to be signed by the following: a. Head of Office; b. Disbursing Officer; c. Supply Officer; d. Others as maybe required by the Port; and e. Approved by the District Collector.
Ombudsman Clearance (1 original)	Office of the Ombudsman
Legal Clearance (1 original)	Legal Service, RCMG
Clearance of No Outstanding Obligation (1 original)	Provident Fund Philippine National Bank (PNB) Land Bank of the Philippines (LBP) Cooperative
Clearance of No Outstanding Property Accountability (1 original)	General Services Division (GSD), IAG Management Information System and Technology Group (MISTG)
Clearance of No Outstanding Accountabilities (1 original)	Financial Management Office, IAG Revenue Accounting Division (RAD), Financial Service, RCMG
Clearance of No Unliquidated Cash Advance (1 original)	
<b>II. Requirements for Survivorship</b>	
Affidavit of Undertaking (1 original)	Applicant
Affidavit of Surviving Spouse (1 original)	Applicant
Proof of Surviving Legal Heirs and Guardianship (1 original)	Applicant
Affidavit of Guardianship, if minor (1 original)	Applicant
Waiver of Rights of Children 18 years old and above (1 original)	Applicant
Designation of Next-of-Kin, if applicable (1 original)	Applicant
Affidavit of Two Disinterested Parties (1 original)	Applicant
Affidavit of All Compulsory Heirs, attesting to be the only compulsory heirs (1 original)	Applicant
Personal Data Sheet of deceased BOC employee (1 photocopy)	Applicant
Valid Identification Card of all claimants (1 photocopy)	Applicant, DFA, SSS, PRC, LTO, other Govt Agencies
Bureau Clearance (1 original)	Office of the Commissioner (OCOM)



Application for Retirement/Separation/Life Insurance Benefits (1 original)		Government Service Insurance System (GSIS)		
GSIS Voucher (1 original)		Government Service Insurance System (GSIS)		
Application for Terminal Leave (CSC Form No. 06 Revised 1984) (1 original)		Administrative Division (Port)		
Death Certificate of the BOC Employee (1 original)		Philippine Statistics Authority (PSA)		
Birth Certificate of Children, if married employee; Birth Certificate of the BOC employee, if non-married employee (1 original)				
Marriage Certificate, if married employee; Marriage Certificate of Parents, if non-married employee (1 original)				
CSC Clearance (1 original)		Civil Service Commission		
Port Clearance (1 original)		Port, to be signed by the following: a. Head of Office; b. Disbursing Officer; c. Supply Officer; d. Others as maybe required by the Port; and e. Approved by the District Collector.		
Ombudsman Clearance (1 original)		Office of the Ombudsman		
Legal Clearance (1 original)		Legal Service, RCMG		
Clearance of No Outstanding Obligation (1 original)		Provident Fund Philippine National Bank (PNB) Land Bank of the Philippines (LBP) Cooperative		
Clearance of No Outstanding Property Accountability (1 original)		General Services Division (GSD), IAG Management Information System and Technology Group (MISTG)		
Clearance of No Outstanding Accountabilities (1 original)		Financial Management Office, IAG		
Clearance of No Unliquidated Cash Advance (1 original)		Revenue Accounting Division (RAD), Financial Service, RCMG		
<b>Authorized Representative (relative by consanguinity or affinity)</b>				
Special Power of Attorney (SPA) (1 original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished forms and all necessary clearances	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be	None	5 minutes	<i>Receiving Clerk</i> Administrative Division





	stamp marked on the application form in clear bold marks countersigned by the receiving clerk.			
	1.2 Process the application for retirement, compute the authorized benefits and verify the authenticity, accuracy and consistency of the data contained in the documents and submits the same to the proper authority for approval	None	1 hour	Chief Retirement and Benefit Unit
	1.3 Transmits all required documents to HRMD	None	2 minutes	Liaison Officer Administrative Division
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 7 minutes</b>	

\* Filing of application may be done at least one hundred (100) days prior to retirement or at least (30) days prior to the effectivity of resignation

### 31. Submission of Daily Time Record for Salary

Daily Time Record shall refer to the method of logging and organizing time information

<b>Office or Division:</b>	Administrative Division - Cash and Disbursement Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail?</b>	All Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Monthly Daily Time Record (DTR) (1 photocopy)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the copy of signed DTR with transmittal	1.1 Receive, check, record, scan DTR to DTR Monitoring excel file	None	5 minutes per Daily Time Record	Disbursing Officer Administrative Division

	1.2 Checks the submitted DTR			
	1.3 Records the DTR in the DTR Monitoring excel file			
	1.4 Scans the submitted DTR			
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

### 32. Processing of Request for Deduction or Stop Deduction of Salary

This refers to the processing of personnel requests for deduction or stop deduction of salary

<b>Office or Division:</b>	Administrative Division - Cash and Disbursement Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail?</b>	All Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Form (1 original)		Cash and Disbursement Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out Cash/ Disbursement Unit Requisition form with signature over printed name	1.1. Record employee's request for deduction or stop deduction on remittance (Landbank / Provident/ Pag-IBIG/ GSIS/ BOCEA) on payroll	None	5 minutes per Requisition Form	<i>Disbursing Officer</i> Administrative Division
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

### 33. Processing of Request for Landbank Salary Loan

Requests for Salary Loans is a service availed by an employee who wishes to loan from the Land Bank of the Philippines.



<b>Office or Division:</b>	Administrative Division - Cash and Disbursement Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail?</b>	Port of Manila personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Notarized Landbank Salary Loan Application Form (1 original)			Cash and Disbursement Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out and submits Landbank Salary Loan Application Form	1.1 Encodes received Application Form and generate Electronic Salary Loan list with transmittal sheet	None	15 minutes per Application Form	<i>Disbursing Officer</i> Administrative Division
	1.2 Sends loan excel file to Landbank e-mail and		5 minutes per excel file	
2. Transmits signed copy of generated loan to Landbank	2.1 Records and files receiving copy of generated loan		30 minutes per receiving copy	
<b>TOTAL</b>		<b>None</b>	<b>50 minutes</b>	

### 34. Processing of Request for Various Certifications

This refers to the processing of request for Compensation, Last Payment, Monetization, and Payslip.

<b>Office or Division:</b>	Administrative Division - Cash and Disbursement Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail?</b>	All Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Requisition Form (1 original)			Cash and Disbursement Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out Cash/ Disbursement Unit Requisition form with	1.1. Generate employee's request to generate various certifications	None	10 minutes per Requisition Form	<i>Disbursing Officer</i> Administrative Division



signature over printed name	(Compensation, Last Payment, Monetization, Payslip)			
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	

### 35. Claiming of Disbursement Checks

Disbursement Check refers to a method of payment for a wide range of transactions.

<b>Office or Division:</b>	Administrative Division - Cash and Disbursement Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail?</b>	Port of Manila personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Authorization Letter / Special Power of Attorney (3 original)		Payee		
Valid I.D of claimant & payee (3 certified true copy by Personnel Services Unit)		Payee, Personnel Services Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out receipt of payment on bottom part of Disbursement voucher with printed name, signature and date of claim	1.1. Release the disbursement check to the claimant	None	15 minutes	<i>Disbursing Officer</i> Administrative Division
2. Fill out Disbursement receiving logbook with printed name, signature and date of claim. If the claimant is not the payee, present original copy of authorization letter or SPA from the payee with certified true copy of I.D	2.1. Records and files receiving copy of generated loan	None	10 minutes	

of claimant and payee from Personnel Services Unit				
<b>TOTAL</b>		<b>None</b>	<b>25 minutes</b>	

### 36. Request for Funding

This refers to the processing of prepares Disbursement Vouchers representing claims for payment for requesting for fund.

<b>Office or Division:</b>	Administrative Division - Accounting Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail?</b>	All Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter of Claimant (1 original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request for funding with complete supporting documents	1.1 Receives and examines documents	None	3 minutes	<i>Administrative Officer</i> Administrative Division
	1.2 Prepares Disbursement Voucher representing claims for payment		15 minutes	
	1.3 Prepares transmittal of request for funding and forward the same to the Chief, Administrative Division for approval		30 minutes	



	1.4 Forwards the Request for Funding to the Chief, Budget Division, Financial Management Office		10 minutes	
<b>TOTAL</b>		<b>None</b>	<b>58 minutes</b>	

### 37. Release of Funds

This refers to the processing of prepares Disbursement Vouchers representing claims for payment for the release of funds.

<b>Office or Division:</b>	Administrative Division - Accounting Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail?</b>	All Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter of Claimant (1 original)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmits a copy of LDDAP-ADA duly received by Land Bank	1.1 Upon receipt of LDDAP-ADA, prepares Disbursement Vouchers representing claims for payment	None	5 minutes per claim	<i>Administrative Officer</i> Administrative Division
	1.2 Forwards DVs to the Port's Accountant for review and approval. Forwards the same to the Chief of the concerned Division and to the District Collector for approval of payment		1 hour	



	1.3 Assigns serial number to each DV for monitoring and reporting		5 minutes	
	1.4 Forwards the duly approved DVs to Disbursing Unit, Administrative Division for preparation of Check and Advice of Checks Issued		1 minute	
<b>TOTAL</b>		<b>None</b>	<b>1 hour,11 minutes</b>	

### 38. Preparation and Payment of Employee's Remittances

This refers to the process of preparing of the documentary and other requirements for the payment of employee's remittances.

<b>Office or Division:</b>		Administrative Division - Accounting Unit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G-Government to Government		
<b>Who may avail?</b>		All Port Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Payroll (1 electronic copy)		Disbursing Unit, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a copy of payroll for the specific month	1.1 Receives the electronic copy of employees' Payroll	None	1 minute	<i>Administrative Officer</i> Administrative Division
	1.2 Prepares the following remittance lists:  a. Land Bank Loans b. BOC Provident Contributions/ Loans c. BOCEA	None	3 days	

	<p>Contributions</p> <p>d. PhilamLife Insurance Premium</p> <p>e. Value Care Premium</p> <p>f. Insular Life Assurance Co. Premium</p> <p>g. Pag-IBIG Contributions/ Loans</p> <p>h. PhilHealth Contributions</p> <p>i. GSIS Contributions/ Loans</p>			
	<p>1.3 Prepares Disbursement Vouchers for the above remittances. Affix signature and forward the same to the Port's Accountant for review and approval</p>	None	30 minutes	
	<p>1.4 Forwards the Disbursement Vouchers (DV) to the Chief, Administrative Division and District Collector for approval</p>	None	5 minutes	
	<p>1.5 Assigns serial number to each DV for monitoring and reporting</p>	None	3 minutes	
	<p>1.6 Forwards the duly approved DVs to Disbursing Unit, Administrative Division for preparation of Check and Advice of Checks Issued</p>	None	30 seconds	
	<p>1.7 Disbursing Unit prepares Checks of remittances and Advice of Checks Issued. Submit the same to Land Bank servicing branch</p>	None	1 day	



	1.8 Payment of check of remittances to concerned government and private agencies	None	2 days	
<b>TOTAL</b>		<b>None</b>	<b>6 days, 39 minutes and 30 seconds</b>	

### 39. Processing of Request for Office Supplies or Equipment

This refers to the processing of request for Office Supplies or Equipment from the receipt of the request to the granting of the available supplies or equipment or acquired through procurement or purchase.

<b>Office or Division:</b>	Administrative Division - Supply Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail?</b>	All Port personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip (1 original)		Supply Unit, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills up and submits fully accomplished Requisition and Issue Slip (RIS)	1.1 Receives and records the RIS	None	2 minutes per RIS	<i>Receiving Clerk</i> Administrative Division
	1.2 Checks the availability of the requested supplies or equipment	None	2 minutes per RIS	<i>Supply Officer</i> Administrative Division
	1.3 Issues the requested supplies	None	5 minutes per RIS	
2. Receives the requested supply by signing the RIS	2.1 Ensures the delivery of the requested supply	None	30 minutes ( <i>excluding travel time</i> )	



<b>TOTAL</b>	<b>None</b>	<b>38 minutes</b>	
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#### 40. Processing of Request for House Keeping Repair and Maintenance

This refers to the processing of the request of an office to restore an asset to a previous operating condition or to keep an asset in its current operating condition.

<b>Office or Division:</b>	Administrative Division - Supply Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail?</b>	All Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Auxiliary Services Request Form (1 original)		Supply Unit, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills up and submits fully accomplished Auxiliary Services Request Form (ASRF)	1.1 Receives and records the ASRF	None	2 minutes	<i>Receiving Clerk</i> Administrative Division
	1.2 Inspects the office of the personnel requesting maintenance or housekeeping	None	10 minutes	<i>Supply Officer</i> Administrative Division
	1.3 Issues or purchases the requested supplies for the conduct of maintenance or housekeeping	None	15 minutes	<i>Supply Officer</i> Administrative Division



2. Signs the ASRF after the request has been accomplished satisfactorily	2.1 Ensures the repair on the office concerned	None	3 days	Supply Officer Administrative Division
<b>TOTAL</b>		<b>None</b>	<b>3 days, 27 minutes</b>	

#### 41. Request of documents in 201 files (SALN, Orders, PDS)

This refers to the processing of request, by the personnel or his or her representative, for documents included in the 201 file of the personnel.

<b>Office or Division:</b>	Administrative Division - Personnel Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	All Port personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Requisition form (1 original)			Client	
<b>Representative</b>				
Authorization Letter (1 original)			Client	
Valid ID of the personnel and his/her representative (1 photocopy)			BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Requisition form, and authorization letter with ID (if applicable)	1.1 Checks and receives the requisition form.	None	1 minute	Receiving Clerk Administrative Division
	1.2 Verifies in the computer if the document requested is available (scanned)	None	10 minutes	Administrative Officer Administrative Division

	1.3 (a) If available, prints copy of the document	None	5 minutes	
	1.4 (b) If not, checks the 201 file folder of the personnel	None	20 minutes	
	1.5 Provides a copy of the requested document found in the 201 file folder to the client	None	5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>41 minutes</b>	

## 42. Processing of Personnel Movement

Personnel Movement refers to the transfer of personnel from one office to another.

<b>Office or Division:</b>	Administrative Division - Personnel Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail?</b>	All Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Customs Personnel Order (1 certified true copy)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. HRMD to provide Personnel Order for personnel movement for its implementation	1.1 Receives the Customs Personnel Order	None	1 minute	<i>Receiving Clerk</i> Administrative Division
	1.2 Drafts the Implementation	None	15 minutes	<i>Admin Officer</i> Administrative Division
	1.3 Upon receipt of their assumption, drafts transmittal to HRMD		15 minutes	



	1.4 Copy furnish 201 file, Disbursing and Accounting unit		10 minutes	
<b>TOTAL</b>		<b>None</b>	<b>41 minutes</b>	

### 43. Processing of Request for Leave Application

Leave is a period of time that one must be away from one's primary job, while maintaining the status of employee. The term may be used more restrictively to exclude other periods away from the workplace (e.g., vacations, paid time off, holidays). Such arrangement has a predefined termination at a particular date or after a certain event has occurred.

<b>Office or Division:</b>	Administrative Division - Personnel Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail?</b>	All Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Application for Leave (1 original)			Client	
Medical Certificate (if more than 5 days sick leave) (1 original)			Client	
Port Clearance (if more than 30 days on leave) (1 original)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application for leave	1.1 Receives the leave application form	None	1 minute	<i>Receiving Clerk</i> Administrative Division



	1.2 Checks for the accuracy of the leave application form presented and other supporting documents	None	1 minute	<i>Administrative Officer</i> Administrative Division
	1.3 (a) If the document is incomplete or there is inaccuracy, reverse the letter request to the personnel	None	10 minutes	
	1.4 Computes and certifies Leave Credit Balance	None	15 minutes	
	1.5 Recommends for the Approval or Disapproval from the Supervisor or from the Next higher official/Deputy Collector / District Collector	None	1 hour	
	1.6 Files and scans the approved Leave Application form	None	15 minutes	
	1.7 Transmits the Leave Application form to HRMD	None	10 minutes	
<b>TOTAL</b>		<b>None</b>	<b>1 hour ,52 minutes</b>	

#### 44. Processing of Request for Certificate of Employment

This refers to the processing of Certificate of Employment which is used to verify employment history of a former or current employee.

<b>Office or Division:</b>	Administrative Division - Personnel Services Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G - Government to Government		
<b>Who may avail?</b>	All Port Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Requisition Slip (1 original)		Personnel Services Unit	



Updated Payslip (1 original)		Cash and Disbursement Unit, Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requisition form to the Receiving Clerk, Administrative Division	1.1 Receives the requisition slip	None	1 minute	<i>Receiving Clerk</i> Administrative Division
	1.2 Verification of salary indicated in the requisition slip to the updated payslip	None	1 minute	<i>Admin Officer</i> Administrative Division
	1.3 Drafts the Certificate of Employment		10 minutes	
	1.4 Approves the Certificate of Employment	None	10 minutes	<i>Chief</i> Administrative Division
	1.5 Release the Certificate of Employment to the Claimant	None	5 minutes	<i>Admin Officer</i> Administrative Division
<b>TOTAL</b>		<b>None</b>	<b>27 minutes</b>	

#### 45.Processing of Serving Administrative Case and Suspension

This refers to the serving of administrative case and suspension by the concerned personnel.

<b>Office or Division:</b>	Administrative Division - Personnel Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail?</b>	All Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Administrative Charge (1 photocopy)		HRMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits proof of receipt immediately	1.1 Drafts transmittal of Proof of receipt by the subject personnel to HRMD	None	15 minutes	Admin Officer Administrative Division
2. After serving the suspension the subject personnel will submit to Administrative Division the Assumption signed by the Division Chief	2.1 Transmits Assumption to HRMD	None	15 minutes	Admin Officer Administrative Division
	6.2 Copy furnish 201 file, disbursing and accounting unit	None	2 minutes	Admin Officer Administrative Division
<b>TOTAL</b>		<b>None</b>	<b>32 minutes</b>	

#### 46. Processing of Serving Administrative Case and Suspension

This refers to the processing of complaints on personnel received by the Public Information and Assistance Division.

<b>Office or Division:</b>	Administrative Division - Personnel Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail?</b>	Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Complaint (1 copy)		PIAD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PIAD to provide the letter complaint to Administrative Division	1.1 Receives the Letter complaint	None	1 minute	Receiving Clerk Administrative Division
	1.2 Drafts transmittal to Division Chief/Concerned Personnel		20 minutes	Admin Officer Administrative Division
	1.3 Upon receipt of the explanation, Approves the transmittal and route to the Office of the District Collector		15 minutes	Chief Administrative Division Deputy Collector for Administration





	1.4 Evaluates and approves the transmittal and route to Human Resource and Management Division		30 minutes	<i>District Collector</i> Collection District
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 6 minute</b>	

#### 47. Processing of Personnel Order for Seminar/Training

This refers to the processing of Customs Personnel Order for attending to seminar or training from the receipt of the Order by the Administrative Division to receipt of the Order by the concerned personnel.

<b>Office or Division:</b>	Administrative Division - Personnel Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail?</b>	Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Customs Personnel Order (1 certified true copy)			HRMD or ITDD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. HRMD or ITDD to provide the Personnel Order for seminar or training to Administrative Division	1.1 Receives the Customs Personnel Order	None	1 minute	<i>Receiving Clerk</i> Administrative Division
	1.2 Drafts Transmittal	None	15 minutes	<i>Admin Officer</i> Administrative Division
	1.3 Upon receipt of the transmittal, Approves and route to the Office of the concerned offices	None	15 minutes	<i>Chief Administrative Division and Deputy Collector for Administration</i>
2. Receives the Personnel Order for seminar or training	2.1. Secure a copy for the 201 file.	None	10 minutes	<i>Admin Officer</i> Administrative Division
<b>TOTAL</b>		<b>None</b>	<b>41 minutes</b>	



## 48. Processing of Contract of Service Daily Time Record (Biometrics)

This refers to the processing of the Biometrics record for the month of each Contract of Service (CoS) personnel as required in the accomplishment of their respective Daily Time Records.

<b>Office or Division:</b>		Administrative Division - Personnel Services Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail?</b>		Port Contract of Service (COS) Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Biometrics (1 original)		COS Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. COS Personnel submits DTR and other requirements	1.1 Receives the DTR and other attached requirements for their monthly salary.		1 minute	
	1.2 Checks and verifies the accuracy of the time and date and completeness of the requirements		30 minutes	
	1.3 Secures a copy for the 201 file.		15 minutes	
<b>TOTAL</b>		<b>None</b>	<b>46 minutes</b>	

## 49. Processing of Application and Renewal of Contracts

This refers to the processing of personnel application for Contract of Service (CoS) to render specific services for the Bureau.

<b>Office or Division:</b>		Administrative Division - Personnel Services Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail?</b>		Port Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		

Documentary Requirements (might vary per instructions of HRMD)		COS Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit their application and requirements for the renewal of their contract for a certain period	1.1 Receives the application and requirements	None	1 minute	<i>Admin Officer</i> Administrative Division
	1.2 Checks for the accuracy and completeness of the requirements presented and other supporting documents		30 minutes	
	1.3 If the requirements are incomplete or inaccurate, reverts the application to the concerned COS Personnel		10 minutes	
	1.4 Drafts the Contracts and summary of COS Personnel for renewal		1 hour	
	1.5 Upon receipt of the summary and contracts, Approves the transmittal and route to the Office of the District Collector	None	30 minutes	<i>Chief</i> Administrative Division and <i>Deputy Collector</i> for Administration
	1.6 Recommends for the Approval or Disapproval of the contracts and routes to Human Resource and Management Division for signature of concerned offices and the Commissioner	None	30 minutes	<i>District Collector</i>
<b>UPON APPROVAL OF THE COMMISSIONER</b>				
	1.7 Upon completeness of the signatory, receives the contracts to be photocopied and secure 3 copies to the	None	3 hours	<i>Admin Officer</i> Administrative Division



	accounting and a copy for the disbursing			
	1.8 Disseminates the approved contracts to the COS Personnel and secures a copy to the 201 file		10 minutes	
<b>TOTAL</b>		<b>None</b>	<b>5 hours, 51 minutes</b>	

## 50. Processing of Individual Performance Commitment and Review

The process refers to the semestral submission of Individual Performance Commitment Review (IPCR). IPCR is a Strategic Performance Management System (SPMS) form that is required to be duly accomplished, signed and submitted by an individual employee every and rating period. The individual employee indicated in this from the MFOs, PAPs and success indicators (Sis) that he or she is responsible to perform within a given period. This form is also duly signed and approved by the individual employee's immediate supervisor and head of office (*definition as per CMO 26-2016*).

<b>Office or Division:</b>	Administrative Division - Personnel Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail?</b>	Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
IPCR Semestral Period (3 original)			Personnel	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits the IPCR to Administrative Division	1.1Receives the IPCR	None	1 minute	<i>Receiving Clerk</i> Administrative Division



	1.2 Monitors and checks the Periodical Date, Rating, Signatory and draft transmittal and summary of all the complaints	None	5 minutes	Admin Officer Administrative Division
	1.3 Upon receipt of the summary, Approves the transmittal and route to the Office of the District Collector	None	15 minutes	Chief Administrative Division and Deputy Collector for Administration
	1.4 Evaluates and approves the transmittal and route to Human Resource and Management Division	None	30 minutes	District Collector
	1.5 Secure a copy for the 201 file.	None	5 minutes	Admin Officer Administrative Division
<b>TOTAL</b>		<b>None</b>	<b>56 minutes</b>	

## 51. Processing of Request for Re-assignment and Designation

Re-assignment refers to the process of giving an employee a different job, or arranging for an employee to work in a different place.

<b>Office or Division:</b>	Administrative Division - Personnel Services Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for re-assignment or designation (1 original)		Client		
Certification from the Chiefs of the Releasing or Accepting Office (1 original)		Chiefs of Releasing and Accepting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits letter of request to the Receiving Clerk, Administrative Division	1.1 Receives the letter request	None	1 minute	<i>Receiving Clerk</i> Administrative Division
	1.2 Evaluates the letter request considering different factors such as: existing manpower, competencies, eligibility, etc.		1 day	<i>Admin Officer</i> Administrative Division
	1.3 If there is no certification presented, seeks the Certification from the Releasing and Accepting Office for the approval of the re-assignment or designation		2 days	
	1.4 Drafts the Disposition Form	None	15 minutes	
	1.5 Approves the Disposition Form and route to the Office of the District Collector	None	15 minutes	<i>Chief</i> Administrative Division and <i>Deputy Collector</i> for Administration
	1.6 Evaluates and approves the Disposition Form and route to Human Resource and Management Division	None	30 minutes	<i>District Collector</i> Collection District
<b>TOTAL</b>		<b>None</b>	<b>3 days, 1 hour, 1 minute</b>	

## 52. Processing of Request for E2M User Access

The process refers to the request of a Customs Officer for E2M access to accomplish the assigned duties and functions.

<b>Office or Division:</b>	Administrative Division - Personnel Services Unit
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail?</b>	Port Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for E2M User Access (1 original)		Client		
Terms of Use (TOU) for user access on Customs Information System (1 original)		MISTG		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personnel submits letter of request to the Receiving Clerk, Administrative Division	1.1 Receives the letter request	None	1 minute	<i>Receiving Clerk Administrative Division</i>
	1.2 Checks for completeness and accuracy of documents presented	None	10 minutes	<i>Admin Officer Administrative Division</i>
	1.3 If the document is incomplete or inaccurate, revert the letter request to the personnel	None	10 minutes	
	1.4 Drafts the Disposition Form	None	10 minutes	
	1.5 Approves the Disposition Form and route to the Office of the District Collector	None	10 minutes	<i>Chief Administrative Division and Deputy Collector for Administration</i>
	1.6 Approves the Disposition Form and route to MISTG	None	10 minutes	<i>District Collector</i>
<b>TOTAL</b>		<b>None</b>	<b>51 minutes</b>	

### 53. Processing of Consumption Entry – Green Lane Channel

All goods declaration for consumption shall be cleared through a formal entry process except for goods cleared through an informal entry process pursuant



to Section 402 of RA 10863 otherwise known as the Customs Modernization and Tariff Act (CMTA)

<b>Office or Division:</b>	Formal Entry Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C -Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail?</b>	Importers and Customs Brokers or their Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Import Entry and Internal Revenue Declaration (BC Form 326)/ Goods Declaration (GD)/ Single Administrative Document (SAD) (1 original)		E2M System via Electronic Lodgment through Value Added Service Provider		
Commercial Invoice (1 original)		Exporter or Supplier		
Packing List (1 original)		Exporter or Supplier		
Bill of Lading (1 original)		Shipping Lines		
Permits or Clearances for regulated commodities (1 original)		Regulatory Government Agency		
Revised Supplementary Declaration or Valuation (1 original)		BOC official website – <a href="http://www.customs.gov.ph">www.customs.gov.ph</a>		
Additional documents and/or explanation or evidence of sales if the COO III or COO V has reason to doubt the truth or accuracy of the declared value (Section 707 of the CMTA)		Importer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.2 Wait for the QueueRite Ticket Number to be	None	None	1 minute	QueueRite System



displayed at the monitor.				
2.1 Proceed to the Document Area Counters (01-04).  2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy).	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>
3.0 Secure a receiving copy of the submitted documents with barcode for reference.	3.1 Gives stakeholder receiving copy.  3.2 Transmits the submitted documents to the concerned BOC Office.	None	6 minutes	<i>Customs Service Officer, Customer Care Center</i>
	4.0 Receive the hard copy from the CCC of IEIRD which had already been filed through VASP	None	1 minute	<i>EPU Staff Collection Division</i>
	4.1 Segregate copies of IEIRD for distribution to other government agencies and others concerned  4.2 Validate or check completeness and authenticity of documents  4.3 Stamp Section Number  4.4 Forward documents to COOV	None	5 minutes	<i>EPU Staff Collection Division</i>



	4.5 Assign IEIRD to COO III	None	2 minutes	COO V Section Concerned
	4.6 Conducts document examination submitted by stakeholders  4.7 Forwards the Goods Declaration to the Appraiser (COV)	None	7 minutes	<i>Customs Operations Officer III</i> Formal Entry Division
	4.8 Reviews the findings of Examiner (COO III) in the Goods Declaration (GD)  4.9 Affixes signature over printed name in Box # 64 of SAD	None	10 minutes	<i>Customs Operations Officer V</i> Formal Entry Division
	4.10 Records details of Goods Declaration (GD)/ Single Administrative Document (SAD)  4.11 Transmits to Liquidation and Billing Division (LBD)	None	3 minutes	<i>Releasing Clerk</i> Formal Entry Division
<b>TOTAL</b>		<b>None</b>	<b>38 minutes</b>	

\*In case of discrepancy or questions on classification and valuation and other issues, COO III and V recommend to the District Collector through the VCRC for resolution.

## 54. Processing of Consumption Entry – Yellow Lane Channel

All goods declaration for consumption shall be cleared through a formal entry process except for goods cleared through an informal entry process pursuant to Section 402 of RA 10863 otherwise known as the Customs Modernization and Tariff Act (CMTA).



<b>Office or Division:</b>	Formal Entry Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C -Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail?</b>	Accredited Importers and Licensed Customs Brokers or their Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished electronically printed Single Administrative Document (SAD) (1 original)		E2M System via Electronic Lodgment through Value Added Service Provider (VASP)		
Commercial Invoice (1 original)		Exporter or Supplier		
Packing List (1 original)		Exporter or Supplier		
Bill of Lading (1 original)		Shipping Lines		
Permits or Clearances for regulated commodities (1 original)		Regulatory Government Agency		
Revised Supplementary Declaration or Valuation (1 original)		BOC official website – <a href="http://www.customs.gov.ph">www.customs.gov.ph</a>		
Additional documents and/or explanation or evidence of sales if the COO III or COO V has reason to doubt the truth or accuracy of the declared value (Section 707 of the CMTA)		Importer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.2 Wait for the QueueRite Ticket Number to be	None	None	1 minute	QueueRite System

displayed at the monitor.				
2.1 Proceed to the Document Area Counters (01-04).  2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy).	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>
3.0 Secure a receiving copy of the submitted documents with barcode for reference.	3.1 Gives stakeholder receiving copy.  3.2 Transmits the submitted documents to the concerned BOC Office.	None	6 minutes	<i>Customs Service Officer, Customer Care Center</i>
	4.0 Receive hard copy of IEIRD/GD/SD which had already been lodged through VASP 4.1 Validate or check completeness and authenticity of IEIRD/SAD/GD and its supporting documents	None	8 minutes	<i>EPU Staff Collection Division</i>
	4.2 Encode goods declaration in the GDVS for proper Sectioning	None	1 minute	<i>Chief Entry Processing Unit</i>
	4.3 Forwards Goods Declaration (GD) / Single Administrative Document (SAD)/ IEIRD to Section concerned under Formal Entry Division (FED)	None	1 minute	<i>EPU Staff Formal Entry Division</i>
	4.4 Assigns Examiner thru the GDVS	None	1 minute	System generated thru GDVS
	4.5 Activates his/her profile by logging-in in the Goods Declaration	None	2 minutes	<i>Customs Operations Officer III</i>



	Verification System (GDVS)			Formal Entry Division
	<p>4.6 Conducts document examination submitted by stakeholders</p> <p>4.7 Register Goods Declaration via E2M</p> <p>4.8 Complete the examination return in Box #58 of SAD after the conduct on the document examination of the IEIRD/SAD/GD Forwards the Goods Declaration to the Appraiser (COV)</p>	None	30 minutes	<p>Customs Operations Officer III</p> <p>Formal Entry Division</p>
	<p>4.9 Review findings of Examiner (COO III) in the Goods Declaration (GD) against the electronic copy of the same via e2m</p> <p>4.10 Re-route Goods Declaration/ Single Administrative Documents (SAD) to Green Lane as a system requirement for Final Assessment Notice <i>Note: Once Final Assessment Notice (FAN) is generated e2m via OLRS, the system automatically sends an electronic instruction to Arrastre Operator after payment of duties and taxes thru the Authorized Agent Bank (AAB)</i></p> <p>4.11 Affix signature over printed name in Box # 64 of SAD</p> <p>4.12 Print Final Assessment Notice, if</p>	None	10 minutes	<p>Customs Operations Officer V</p> <p>Formal Entry Division</p>



	approved or no discrepancy found			
	4.13 Record details of Goods Declaration (GD)/ Single Administrative Document (SAD) 4.14 Transmit to Liquidation and Billing Division (LBD)	None	3 minutes	<i>Releasing Clerk</i> Formal Entry Division
<b>TOTAL</b>		<b>None</b>	<b>66 minutes</b>	

\*In case of discrepancy or questions on classification and valuation and other issues, COO III and V recommend to the District Collector through the VCRC for resolution

## 55. Processing of Consumption Entry – Red Lane Channel

All goods declaration for consumption shall be cleared through a formal entry process except for goods cleared through an informal entry process pursuant to Section 402 of RA 10863 otherwise known as the Customs Modernization and Tariff Act (CMTA).

<b>Office or Division:</b>	Formal Entry Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
<b>Who may avail?</b>	Accredited Importers and Licensed Customs Brokers or their Authorized Representatives	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

Duly accomplished electronically printed Single Administrative Document (SAD) (1 original)		E2M System via Electronic Lodgment through Value Added Service Provider (VASP)		
Commercial Invoice (1 original)		Exporter or Supplier		
Packing List (1 original)		Exporter or Supplier		
Bill of Lading (1 original)		Shipping Lines		
Permits or Clearances for regulated commodities (1 original)		Regulatory Government Agency		
Revised Supplementary Declaration or Valuation (1 original)		BOC official website – <a href="http://www.customs.gov.ph">www.customs.gov.ph</a>		
Additional documents and/or explanation or evidence of sales if the COO III or COO V has reason to doubt the truth or accuracy of the declared value (Section 707 of the CMTA)		Importer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.	None	None	1 minute	QueueRite System
2.1 Proceed to the Document Area Counters (01-04).  2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy).	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>
3.0 Secure a receiving copy of the submitted documents with barcode for reference.	3.1 Gives stakeholder receiving copy.  3.2 Transmits the submitted documents to the concerned BOC Office.	None	6 minutes	<i>Customs Service Officer, Customer Care Center</i>

	<p>4.0 Receive hard copy of IEIRD/GD/SD which had already been lodged through VASP from CCC</p> <p>4.1 Validate or check completeness and authenticity of IEIRD/SAD/GD and its supporting documents</p> <p>4.2 Encode goods declaration in the GDVS for proper Sectioning</p> <p>4.3 Forwards Goods Declaration (GD) / Single Administrative Document (SAD)/ IEIRD to Section concerned under Formal Entry Division (FED)</p>	None	8 minutes	<i>EPU Staff</i> Formal Entry Division
	4.4 Assigns Examiner thru the GDVS	None	2 minutes	System generated thru GDVS
	<p>4.5 Examiner activates his/her profile by logging-in in the Goods Declaration Verification System (GDVS)</p> <p>4.6 Conducts document examination submitted by stakeholders</p> <p>4.7 Register Goods Declaration via e2m</p> <p>4.8 Complete the examination return in Box #58 of SAD after the conduct</p>	None	2 hours	<i>Customs Operations Officer III</i> Formal Entry Division





	<p>on non-intrusive examination and physical examination of the commodity if "FOR VERIFICATION"</p> <p>4.9 Forwards the Goods Declaration to the Appraiser (COV)</p>			
	<p>4.10 Review findings of Examiner (COO III) in the Goods Declaration (GD) against the electronic copy of the same via e2m Register Goods Declaration via E2M</p> <p>4.11 Re-route Goods Declaration/ Single Administrative Documents (SAD) to Green Lane as a system requirement for Final Assessment Notice</p> <p><i>Note: Once Final Assessment Notice (FAN) is generated E2M via OLRs, the system automatically sends an electronic instruction to Arrastre Operator after payment of duties and taxes thru the Authorized Agent Bank (AAB)</i></p> <p>4.12 Affix signature over</p>	None	10 minutes	<p>Customs Operations Officer V Formal Entry Division</p>

	printed name in Box # 64 of SAD 4.13 Print Final Assessment Notice, if approved or no discrepancy found			
	4.14 Record details of Goods Declaration (GD)/ Single Administrative Document (SAD) 4.15 Transmit to Liquidation and Billing Division (LBD)	None	3 minutes	<i>Releasing Clerk</i> Formal Entry Division
<b>TOTAL</b>		<b>None</b>	<b>2 hours, 33 minutes</b>	

\*In case of discrepancy or questions on classification and valuation and other issues, COO III and V recommend to the District Collector through the VCRC for resolution.

## 56. Processing of Informal Import Declaration and Entry

(Less Container Load (LCL) and Containerized Single Consignee Shipments)

The following goods for consumption shall be cleared through an informal entry process pursuant to Section 402 of Republic Act 10863 otherwise known as the Customs Modernization Act (CMTA):

- (a) Goods of a commercial nature with Free on Board (FOB) or Free Carrier At (FCA) value of less than fifty thousand pesos (₱50,000.00); and
- (b) Personal and household effects or goods, not in commercial quantity, imported in a passenger's baggage or mail.

<b>Office or Division:</b>	Informal Entry Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government

<b>Who may avail?</b>	Accredited Importers and Licensed Customs Brokers or their Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Informal Import Entry Declaration (IIDE) (BC Form No. 177) (1 set original)		Collection Division		
Permit to Deliver Imported Goods (PDIG) (BC Form No. 194) (1 set original)		Collection Division		
Packing List (1 original)		Country of Origin/Shipper/Sender		
Bill of Lading (1 original)		Properly endorsed by the Shipping Lines		
Invoice (1 original)		Country of Origin/Shipper/Sender		
Tax Exemption Indorsement, if applicable (1 original)		Revenue Operations Group-Department of Finance		
Permits or Clearances for regulated commodities (1 original)		Regulatory Government Agency		
Passport, if applicable (1 photocopy)		Department of Foreign Affairs		
Affidavit of ownership, if applicable		Importer (as natural person)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.	None	None	1 minute	QueueRite System
2.1 Proceed to the Document	2.0 Receives, stamps and	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>

Area Counters (01-04).  2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy)..	barcode the document.			
3.0 Secure a receiving copy of the submitted documents with barcode for reference.	3.1 Gives stakeholder receiving copy.  3.2 Transmits the submitted documents to the concerned BOC Office.	None	6 minutes	<i>Customs Service Officer, Customer Care Center</i>
	4.0 Receives routed documents from CCC 4.1 Assigns to the designated Customs Operations Officer III (COO III) and Customs Operations Officer V (COO V)	PHP 15.00 – Cost of IIDE Form  PHP 15.00 – Cost of PDIG Form  PHP 30.00 – Documentary Stamp	2 minutes	<i>Chief Informal Entry Division</i>
	4.2 Matches IIDE against the Electronic Manifest	None	5 minutes	<i>Staff Entry Processing Unit/Equivalent Unit</i>
	4.3 Checks completeness of the attached supporting documents and review of IIDE was processed in compliance with existing rules and regulations	None	3 minutes	<i>Chief Entry Processing Unit/Equivalent Unit</i>

	<p>4.4. Indicates and assigns Entry Number</p> <p>4.5 Segregates copies of the IIDE and PDIG for distribution to different corresponding offices</p> <p>4.6 Encodes necessary data</p>	None	13 minutes	<p><i>Staff</i></p> <p>Entry Processing Unit/Equivalent Unit</p>
	<p>4.7 Conducts physical examination</p> <p>4.8 Reflects findings at the back of the IIDE</p> <p>4.9 Assesses duties and taxes</p> <p>4.10 Prepares Order of Payment</p> <p>4.11 Affixes signature over printed name</p>	None	2 hours and 10 minutes	<p><i>Customs Operations Officer III</i></p> <p>Informal Entry Division</p>
	<p>4.12 Appraises, reviews findings of the COO III and affixes signature over printed name</p>	None	10 minutes	<p><i>Customs Operations Officer V</i></p> <p>Informal Entry Division</p>
	<p>4.13 Receives IIDE from IED and record details of the IIDE in the logbook</p>	None	2 minutes	<p><i>Receiving/ Releasing Clerk</i></p> <p>Liquidation and Billing Unit</p>
	<p>4.14 Reviews computation of duties and taxes (Pre-liquidation of duties and taxes of the shipment)</p>	None	8 minutes	<p><i>Liquidation and Billing Unit Officer</i></p> <p>Liquidation and Billing Unit</p>

	4.15 Conducts review on the IIDE and affix signature over printed name	None	2 minutes	<i>Chief or Asst Chief</i> Liquidation and Billing Unit
5.Pays duties and taxes and other charges to in-house bank - Philippine National Bank (PNB) or Land Bank of the Philippines (LBP)	5.1 Performs manual discharge, logs-in and verifies the payment of duties, taxes and other charges through Payment System and Bureau of Customs Official Receipt (BCOR No. 38-A) issued by In-house Bank - PNB and LBP	None	5 minutes	<i>Chief</i> Informal Entry Division
	5.2 Forwards consummated entries to LBU for post-audit and safekeeping  <i>Note: PDIG pink and green copies to be given to Licensed Customs Broker or Authorized Representative and to be submitted to Asian Terminal Inc. (ATI)/Outside CY-CFS and Piers and Inspection Division</i>	None	2 minutes	<i>Releasing Clerk</i> Informal Entry Division
<b>TOTAL</b>		<b>PHP 60.00</b>	<b>3 hours, 12 minutes</b>	

## 57. Processing of Informal Import Declaration and Entry



(Consolidated Balikbayan Shipments)

The following goods for consumption shall be cleared through an informal entry process pursuant to Section 402 of Republic Act 10863 otherwise known as the Customs Modernization Act (CMTA):

- (c) Goods of a commercial nature with Free on Board (FOB) or Free Carrier At (FCA) value of less than fifty thousand pesos (₱50,000.00); and
- (d) Personal and household effects or goods, not in commercial quantity, imported in a passenger's baggage or mail.

<b>Office or Division:</b>	Informal Entry Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail?</b>	Accredited Importers and Licensed Customs Brokers or their Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Informal Import Entry Declaration (IIDE) (BC Form No. 177) (1 set original)		Collection Division		
Permit to Deliver Imported Goods (PDIG) (BC Form No. 194) (1 set original)		Collection Division		
Packing List (1 original)		Country of Origin/Shipper/Sender		
Bill of Lading (1 original)		Properly endorsed by the Shipping Lines		
Invoice (1 original)		Country of Origin/Shipper/Sender		
Tax Exemption Indorsement, if applicable (1 original)		Revenue Operations Group-Department of Finance		
Permits or Clearances for regulated commodities (1 original)		Regulatory Government Agency		
Passport, if applicable (1 photocopy)		Department of Foreign Affairs		
Affidavit of ownership, if applicable		Importer (as natural person)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.</p> <p>1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.</p>	None	None	1 minute	QueueRite System
<p>2.0 Proceed to the Document Area Counters (01-04).</p> <p>2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy).</p>	<p>2.1 Receives, stamps and barcode the document.</p>	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>
<p>3.0 Secure a receiving copy of the submitted documents with barcode for reference.</p>	<p>3.1 Gives stakeholder receiving copy.</p> <p>3.2 Transmits the submitted documents to the concerned BOC Office.</p>	None	6 minutes	<i>Customs Service Officer, Customer Care Center</i>
<p>4. Select the Services offered: "Receiving or Releasing"</p>	Ensures that the Queuerite System can provide the queueing ticket number per transactions	None	None	Customs Service Officer
Get the printed Ticket and wait for the Ticket		None		Stakeholder



Number to be displayed at the Monitors				
Proceed to the Information Area Counter for Accountable Forms		None	5 minutes	Collecting Officer
Proceed to the Cashier Counter	Provide Accountable Forms	Please see Summary of Allowed fees and charges imposed and collected by the Bureau (CMO -30-2019)		
Pay necessary allowable fees and charges imposed and collected by the Bureau of Customs (BOC)	Checking of Order of Payment, Receive Payment and Issue BCOR	Please see Summary of Allowed fees and charges imposed and collected by the Bureau (CMO -30-2019)	5 minutes	Collecting Officer
	5.1 Assigns to the designated Customs Operations Officer III (COO III) and Customs Operations Officer V (COO V) the received documents from CCC	<p>PHP 15.00 – Cost of IIDE Form</p> <p>PHP 15.00 – Cost of PDIG Form</p> <p>PHP 30.00 – Documentary Stamp</p>	2 minutes	<i>Chief</i> Informal Entry Division
	5.2 Matches IIDE against the Electronic Manifest	None	5 minutes	<i>Staff</i> Entry Processing Unit/Equivalent Unit

	<p>5.3 Checks completeness of the attached supporting documents and review of IIDE was processed in compliance with existing rules and regulations</p>	None	3 minutes	<p><i>Chief</i> Entry Processing Unit/Equivalent Unit</p>
	<p>5.4 Indicates and assigns Entry Number</p> <p>5.5 Segregates copies of the IIDE and PDIG for distribution to different corresponding offices</p> <p>5.6 Encodes necessary data</p>	None	13 minutes	<p><i>Staff</i> Entry Processing Unit/Equivalent Unit</p>
	<p>5.7 Conducts X-ray Inspection</p> <p>a) If found that it has clear image or with no discrepancy, then the shipment will continue to be processed</p> <p>b) If found positive with suspected image, subjects the shipment to spotcheck examination,</p> <p>b.1 additional assessment of duties and taxes, if any</p> <p>b.2 recommends</p>	None	1 hour and 10 minutes	<p><i>X-ray Inspection Officer</i> X-ray Inspection Project</p>

	Alert/Hold Order, if any  5.8 Assesses duties and taxes 2.9 Prepares Order of Payment  5.9 Affixes signature over printed name			<i>Customs Operations Officer III</i> Informal Entry Division
	5.10 Appraises, reviews findings of the COO III and affixes signature over printed name	None	10 minutes	<i>Customs Operations Officer V</i> Informal Entry Division
	5.11 Receives IIDE from IED and record details of the IIDE in the logbook	None	2 minutes	<i>Receiving/ Releasing Clerk</i> Liquidation and Billing Unit
	5.12 Reviews computation of duties and taxes (Pre-liquidation of duties and taxes of the shipment)	None	8 minutes	<i>Liquidation and Billing Unit Officer</i> Liquidation and Billing Unit
	5.13 Conducts review on the IIDE and affix signature over printed name	None	2 minutes	<i>Chief or Asst Chief</i> Liquidation and Billing Unit
6. Pays duties and taxes and other charges to in-house bank - Philippine National Bank (PNB) or Land Bank of the Philippines (LBP)	6.1 Performs manual discharge, logs-in and verifies the payment of duties, taxes and other charges through Payment System and Bureau of Customs Official Receipt (BCOR No. 38-A) issued by In-house Bank - PNB and LBP	None	5 minutes	<i>Chief</i> Informal Entry Division
	6.2 Forwards consummated entries to LBU for post-audit and safekeeping	None	2 minutes	<i>Releasing Clerk</i> Informal Entry Division



	<i>Note: PDIG pink and green copies to be given to Licensed Customs Broker or Authorized Representative and to be submitted to Asian Terminal Inc. (ATI)/Outside CY-CFS and Piers and Inspection Division</i>			
	<b>TOTAL</b>	<b>PHP 60.00</b>	<b>2 hours, 22 minutes</b>	

### 58. Certificate of Payment for Personally Owned Motor Vehicles and Consigned to AVID/CAMPI Members

Certificate of Payments for personally owned vehicles and those consigned to AVID / CAMPI Members are transmitted to the ODCAS for signature and posting in accordance to Customs Memorandum Order No. 11-2011.

<b>Office or Division:</b>	Office of the Deputy Collector for Assessment		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business		
<b>Who may avail?</b>	Accredited Importer or their Authorized Representatives, Customs Brokers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Duly accomplished Electronically Printed Single Administrative Document (SAD) (1 original)		E2M System and Electronic Lodgment through Value Added Service Provider (VASP)	
Commercial Invoice (1 original)		Exporter or Supplier	
Packing List (1 original)		Exporter or Supplier	



Bill of Lading (1 original)		Shipping Lines		
Import Permit / Clearance (1 original)		Regulatory Government Agency		
Stencils (1 original)		Importer		
Accomplished Certificate of Payment Form		Section 5 - Formal Entry Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the duly accomplished Certificate of Payments together with the supporting documents.	1.1 Receives and records the Accomplished Certificate of Payment Form and other original documents attached from the Office of the Chief, Collection Division.	None	2 minutes	<i>Receiving Staff</i> Office of the Deputy Collector for Assessment
	1.2 Checks the Certificate of Payment and other attached documents.	None	2 minutes	<i>Staff</i> Office of the Deputy Collector for Assessment
	1.3 Signs the Certificate of Payment.	None	2 minutes	<i>Deputy Collector for Assessment</i>
	1.4 Checks the Certificate of Payment in the ECP and will approve and post it in the System.	None	2 minutes	<i>Staff</i> Office of the Deputy Collector for Assessment
	1.5 Gives the Green Copy of the Certificate of Payment to the Importer/ Broker/ Authorized Representative.	None	2 minutes	<i>Staff</i> Office of the Deputy Collector for Assessment



<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	
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### 59. LBD Clearance as Final Process of Port Clearance with Findings of Discrepancy –G2B

Port Clearance is a document that certifies that a importer/consignee is free any liability in duties and taxes with a Collection District and will be attested by several offices with that particular port which will include the LBD..

<b>Office or Division:</b>	Liquidation and Billing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail?</b>	Importers and/or their representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1 original)		Importers		
Port Clearance Form (1 original)		LBD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Importer and/or their representatives submits a letter of request to LBD for Port Clearance	1.1 Verify if the client has current unpaid assessment with the office	None	5 minutes	<i>Customs Assessor</i> Liquidation and Billing Division
2. Importer and/or their representative is informed of the unpaid assessment.	2.1 Inform the Chief LBD and importer and/or authorized representative of the unpaid assessment	None	2 minutes	
	2.2 Discuss the issues concerning the unpaid assessment	None	5 minutes	<i>Chief/Customs Assessor</i> Liquidation and Billing Division
	2.3 Request for the settlement of the unpaid assessment	None	2 minutes	
	2.4 Prepare Order of Payment	None	2 minutes	<i>Administrative Aide</i> Liquidation and Billing Division
3. Importer and/or their representatives settles assessment with the Collection Service Division and submits BCOR green copy to LBD	3.1 Provide Port Clearance form to be accomplished by the importer or representative	None	2 minutes	<i>Administrative Aide</i> Liquidation and Billing Division
4. Upon completion of the clearance form and payment of Clearance Fee, Importer and /or their representative submits completed form to LBD who then issues a Port Clearance Certificate	4.1 Issue Clearance Certificate to the importer/ authorized representative	PHP100.00 – Clearance Fee	5 minutes	
5. Importer and/or their representatives shall return	5.1 Receive and verify payment of necessary fees.	PHP130.00 – Documentary Stamp	2 minutes	



completed Clearance Form to LBD for signing	5.2 Receive dry seal of document and present to the Chief for signature	None	2 minutes	
6. Importer and/or their representatives receives Port Clearance	6.1 Release Clearance to Importer and/or their representatives	None	3 minutes	
<b>TOTAL</b>		<b>Php 230.00</b>	<b>30 minutes</b>	

### 60. LBD Clearance as Final Process of Port Clearance with Findings of Discrepancy – G2C and G2B

Port Clearance is a document that certifies that a importer/consignee is free any liability in duties and taxes with a Collection District and will be attested by several offices with that particular port which will include the LBD.

<b>Office or Division:</b>	Liquidation and Billing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B-Government to Business			
<b>Who may avail?</b>	Importers and/or their representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1 original)		Importers		
Port Clearance Form (1 original)		LBD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Importer and/or their representatives submits a letter of request to LBD for Port Clearance	1.1. Verify if the client has current unpaid assessment with the office.	None	5 minutes	<i>Customs Assessor</i> Liquidation and Billing Division
2. Importer and/or their representative is informed of the unpaid assessment.	2.1 Upon discovery of liability, inform the Chief LBD and importer and/or authorized representative of the un-paid assessment.	None	1 minute	
	2.2 Discuss the issues concerning the unpaid assessment with Chief, LBD.	None	2 minutes	
	2.3 Request for the settlement of the unpaid assessment .	None	5 minutes	<i>Chief</i> Liquidation and Billing Division
	2.4 Prepare Order of Payment.	None	5 minutes	<i>Administrative Aide</i> Liquidation and Billing Division
3. Importer and /or their representatives submits BCOR green copy to LBD	3.1 Provide Port Clearance form to be accomplished by the importer.	None	2 minutes	
4. Upon completion of the clearance form and payment of Clearance Fee, Importer and /or	4.1 Issue a Clearance Certificate to the importer/ authorized representative	Clearance Fee – Php100.00	5 minutes	

their representative submits completed form to LBD who then issues a Port Clearance Certificate.				
5. Importer and/or their representatives shall return completed Clearance Form to LBD for signing.	5.1 LBD receives and verifies payment of necessary fees.	Documentary Stamp – Php130.00	2 minutes	
	5.2 Receive documents that are dry seal and present to the Chief for signature	None	2 minutes	
6. Importer and/or their representatives receives Port Clearance	6.1. Release of Clearance to Importer and/or their representatives	None	2 minutes	
<b>TOTAL</b>		<b>Php 230.00</b>	<b>31 minutes</b>	

### 61. LBD Clearance as Final Process of Port Clearance (without Findings of discrepancy)

Port Clearance is a document that certifies that a importer/consignee is free any liability with a Collection District and will be attested by several offices with that particular port which will include the LBD.

<b>Office or Division:</b>	Liquidation and Billing Division
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail?</b>	Importers and/or their representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1 original)		Importers		
Port Clearance Form (1 copy, 1 original)		LBD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Importer and/or their representatives submits a letter of request to LBD for Port Clearance	1.1 Verify if the client has current unpaid assessment with the office.	None	5 minutes	<i>Customs Assessor</i> Liquidation and Billing Division
	1.2 Issue Port Clearance form to be accomplished by the importer.	None	2 minutes	<i>Administrative Aide</i> Liquidation and Billing Division
2. Upon completion of the clearance form and payment of Clearance Fee, Importer and /or their representative submits completed form to LBD who then issues a Port Clearance Certificate.	2.1 Issue a Clearance Certificate to the importer/ authorized representative	Clearance Fee – Php100.00	5 minutes	
3. Importer and/or authorized representative shall return completed Clearance Form	3.1 Receive and verify payment of necessary fees.	Documentary Stamps – Php130.00	2 minutes	
	3.2 Receive documents that are dry sealed	None	2 minutes	

to LBD for signing.	and signed by the Chief, LBD.			
4. Importer and/or their representatives receives Port Clearance	4.1 Release Port Clearance	None	3 minutes	
<b>TOTAL</b>		<b>Php 230.00</b>	<b>19 minutes</b>	

## 62. Liquidation of Goods Declaration with Findings of Discrepancy – Importer and/or their representatives

The Liquidation and Billing Division (LBD) serves as a powerful tool of the District Collector in ensuring that assessed payment of duties and taxes are properly collected based on existing customs regulations. The review of duties and taxes to determine the correct application of tariff and customs laws, rules and regulations. Prepares Letters of Notice/Demand and coordinate the collection of additional duties and taxes.

<b>Office or Division:</b>	Liquidation and Billing Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail?</b>	Importers and/or their representatives		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
Goods Declaration supporting documents (1 original)	Formal Entry Division / Whsg Assessment Div		
Goods Declaration supporting documents (1 original)	Formal Entry Division / Whsg Assessment Div		



Transmittal of Goods Declaration to the LBD (1 original)		Formal Entry Division / Whsg Assessment Div		
Soft copy of transmittal		Formal Entry Division / Whsg Assessment Div		
Notice of Liquidation letter (1 original)		LBD thru registered mail		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmittal of Goods Declaration to the LBD	1.1 Verifying the completeness of Goods Declaration	None	5 minutes	<i>Administrative Aide</i> Liquidation and Billing Division
2. Receive and Check the Completeness of Goods Declaration	2.1 If found incomplete, Goods Declaration is returned to the FED/WAD	None	5 minutes	
	2.2 Receiving and recording of Goods Declaration (Import Entry) from FED/WAD	None	2 minutes	
	2.3 Distribute Goods Declaration (Import Entry) to assigned Customs Assessor	None	2 minutes	<i>Chief</i> Liquidation and Billing Division
3. Upon the concurrence of the importer and/or their representative	3.1 If found with discrepancy, compute for the additional assessment of Goods declaration	None	15 minutes	<i>Customs Assessor</i> Liquidation and Billing Division
4. Importer and/or their representative settles assessment	4.1 Affix signature to the computation of	None	1 minute	



cancellation of assessment.	the importer as paid.  A Clearance Slip may be issued upon the request from the importer/representative			
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 57 minutes</b>	

### 63. Liquidation of Goods Declaration with Findings of Discrepancy- Importers, Customs Brokers, CBW Operators

The Liquidation and Billing Division (LBD) serves as a powerful tool of the District Collector in ensuring that assessed payment of duties and taxes are properly collected based on existing customs regulations. The review of duties and taxes to determine the correct application of tariff and customs laws, rules and regulations. Prepares Letters of Notice/Demand and coordinate the collection of additional duties and taxes.

<b>Office or Division:</b>	Liquidation and Billing Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail?</b>	Importers, Customs Brokers, CBW Operators
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Goods Declaration supporting documents (1 original)	Formal Entry Division / WAD
Goods Declaration supporting documents (1 original)	Formal Entry Division / WAD

Transmittal of Goods Declaration to the LBD (1 original and 1 soft copy)		Formal Entry Division / WAD		
Notice of Liquidation letter (1 original)		LBD thru registered mail		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmittal of Goods Declaration to the LBD	1.1. Verify the completeness of Goods Declaration	None	5 minutes	<i>Administrative Aide</i> Liquidation and Billing Division
2. Receive and Check the Completeness of Goods Declaration	2.1 If found incomplete, Goods Declaration is returned to the FED/WAD	None	5 minutes	
	2.2 Receive and record Goods Declaration (Import Entry) from FED/WAD	None	2 minutes	
	2.3 Distribute Goods Declaration (Import Entry) to assigned Customs Assessor	None	2 minutes	<i>Chief</i> Liquidation and Billing Division
	2.4 If found with discrepancy, compute for the additional assessment of Goods declaration	None	15 minutes	<i>Customs Assessor</i> Liquidation and Billing Division
	2.5 Affix signature to the computation of discrepancy sheet	None	1 minute	



	2.6 Discuss findings with the Chief LBD	None	5 minutes	
	2.7 Instruct Customs Assessor to prepare Notice of Liquidation letter	None	5 minutes	<i>Chief</i> Liquidation and Billing Division
	2.8 Affix signature to the Notice of Liquidation	None	2 minutes	
	2.9 Secure Goods Declaration in LBD storage	None	10 minutes	<i>Administrative Aide</i> Liquidation and Billing Division
	2.10 Send Notice of Liquidation thru Phil Post registered mail	None	1 hour	
3. Importer and/ or authorized representative contact LBD for Order of Payment and concurs with the assessment.	3.1 With the concurrence of the importer and/or authorized representative with the findings, LBD issues an order of payment and have importer/representative receive it and awaits the presentation of the green copy BCOR after payment has been rendered	None	5 minutes	



4. Importer/ representative presents BCOR copy to LBD for cancellation of assessment.	4.1. Receive BCOR copy and update the status of the assessment of the importer as paid.  A Clearance Slip may be issued upon the request from the importer/represe ntative	None	2 minutes	
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 59 minutes</b>	

#### 64. Liquidation of Goods Declaration without Findings of Discrepancy (per declaration)

The Liquidation and Billing Division (LBD) serves as a powerful tool of the District Collector in ensuring that assessed payment of duties and taxes are properly collected based on existing customs regulations. The review of duties and taxes t determine the correct application of tariff and customs laws, rules and regulations.

<b>Office or Division:</b>	Liquidation and Billing Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail?</b>	Importers, Customs Brokers, CBW Operators	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Goods Declaration supporting documents (1 original)	Formal Entry Division / WAD	
Goods Declaration supporting documents (1 original)	Formal Entry Division / WAD	
Transmittal of Goods Declaration to the LBD (1 original)	Formal Entry Division / WAD	

Port Clearance Form (1 copy, 1 original)		LBD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmittal of Goods Declaration to the LBD	1.1. Verify the completeness of Goods Declaration	None	5 minutes	<i>Administrative Aide</i> Liquidation and Billing Division
2. Receive and check the Completeness of Goods Declaration	2.1 If found incomplete, Goods Declaration is returned to the FED/WAD	None	5 minutes	
	2.2 Receive of Goods Declaration (Import Entry) from FED/WAD	None	2 minutes	
	2.3 Distribute Goods Declaration (Import Entry) to assigned Customs Assessor	None	2 minutes	<i>Chief</i> Liquidation and Billing Division
	2.4 Evaluate goods Declaration	None	15 minutes	<i>Customs Assessor</i> Liquidation and Billing Division
	2.5 If found to be in order, affixed his/her signature to signify liquidation of Goods Declaration	None	1 minute	
	2.6 Report findings to the Chief LBD	None	2 minutes	



	2.7 Secure Goods Declaration in LBD storage	None	15 minutes	Administrative Aide Liquidation and Billing Division
<b>TOTAL</b>		<b>None</b>	<b>47 minutes</b>	

## 65.Processing of Bonds Application

Bonds Division shall refer to the processes and approves bonds application. Issues authority to charge bonds against the general warehousing bonds.

<b>Office or Division:</b>	Bonds Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business; G2G - Government to Government			
<b>Who may avail?</b>	Accredited Importers and Licensed Customs Brokers or their Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Recall Form (1 original)		FED Section/other government entities		
Typewritten and Completely filled-up Chargeable Bonds with Customs Documentary Stamp (1 original)		Applicant		
Charge Bonds Slip filled up with authorized signatory (1 original)		Applicant		
Customs Documentary Stamp		Collection Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Select the services offered (Receiving Icon) then	None	None	1 minute	QueueRite System

<p>get the printed QueueRite Ticket.</p> <p>1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.</p>				
<p>2.1 Proceed to the Document Area Counters (01-04).</p> <p>2.2 Submits documents to the Customs Service Officer.</p>	<p>2.0 Receives, stamps and barcode the document.</p>	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>
<p>3.0 Secure a receiving copy of the submitted documents with barcode for reference.</p>	<p>3.1 Gives stakeholder receiving copy.</p> <p>3.2 Transmits the submitted documents to the concerned BOC Office.</p>	None	6 minutes	<i>Customs Service Officer, Customer Care Center</i>
<p>4. Importer/ Broker lodges import entry to Value Added Service Provider (VASP). After lodgment and receiving feedback from the system, submits SAD with supporting documents to the Entry Processing Unit, Warehousing Assessment Division</p>	<p>4.1 Receives entry with supporting documents from Warehouse Assessment Division. Transmit Entry to Bonds Examiner.</p>	None	2 minutes	<i>Receiving Clerk Warehousing Assessment Division</i>
	<p>4.2 Verifies sufficiency of Bonds.</p>	None	1 minute per entry	<i>Bonds Examiner Bonds Division</i>

	4.3 Processes Entry and charges Bonds. Requires submission of photocopy of entry, original charge slip and charge bonds from Importer/Representative.	Documentary Stamp for Charge Slip- Php 130.00  Documentary Stamp for Charge Bond- Php130.00	1 minute per entry	
	4.4 Posts in Logbook. Entry Number, Amount of Bond, Surety Company, Expiry Date and balance of mother bond.	None	2 minutes per entry	
	4.5 Transmits entry together with original charge slip & charge bond and supporting documents to Supervising Bonds Examiner	None	2 minutes per entry	<i>Releasing Clerk</i> Bonds Division
<b>TOTAL</b>		<b>Php260.00</b>	<b>18 minutes</b>	

### 66. Assessment of Import Entries (Green)

Shall refer to examination, classification and appraisal of imported raw materials/goods destined to bonded warehouses

<b>Office or Division:</b>	WAREHOUSING ASSESSMENT DIVISION
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business; G2G - Government to Government			
<b>Who may avail?</b>	Accredited Importers and Licensed Customs Brokers or their Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Single Administrative Document (SAD) (1 original and 1 photocopy)		Print-out from VASP		
2. Bill of Lading/Air Waybill (1 original)		Shipping Lines		
3. Commercial Invoice (1 original)		Client		
4. Packing List (1 original)		Client		
5. Supplemental Declaration Valuation (1 original)		Client		
6. Processing Report Form (1 original)		Client		
7. Boatnote, TSAD, Transshipment Permit, if Re-entry (1 original)		Warehousing Operating Division		
8. Warehousing Bond or Re-export Bond (1 original)		Surety Company/Bonds Division		
9. Necessary permits and licenses, if applicable (1 original)		Regulatory Government Agency		
10. Single Administrative Document (SAD) (1 original and 1 photocopy)		Print-out from VASP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.	None	None	1 minute	QueueRite System

<p>2.1 Proceed to the Document Area Counters (01-04).</p> <p>2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy).</p>	<p>2.0 Receives, stamps and barcode the document.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Customs Service Officer, Customer Care Center</i></p>
<p>3.0 Secure a receiving copy of the submitted documents with barcode for reference.</p>	<p>3.1 Gives stakeholder receiving copy.</p> <p>3.2 Transmits the submitted documents to the concerned BOC Office.</p>	<p>None</p>	<p>6 minutes</p>	<p><i>Customs Service Officer, Customer Care Center</i></p>
<p>4.0 Importer/ Broker lodges import entry to Value Added Service Provider (VASP). After lodgment and receiving feedback from the system, submits SAD with supporting documents to the Entry Processing Unit, Warehousing Assessment Division</p>	<p>4.1 Receives the Single Administrative Document with supporting documents and records the vital data of the same</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Clerk Entry Processing Unit</i></p>
	<p>4.2 Checks/ reviews the completeness of documents required</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Document Processor Entry Processing Unit</i></p>
	<p>4.3 Records details of processed SAD for assignment to COO III</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Clerk Warehousing Assessment Division</i></p>
	<p>4.4 Assignment of COO III by the Chief, EPU</p>	<p>None</p>	<p>1 minute</p>	<p><i>Chief Entry Processing Unit</i></p>





	4.5 Transmits the SAD/Import Entry to be received by the assigned COO III	None	1 minute	Clerk Warehousing Assessment Division
	4.6 Affixes signature over printed name at the examination return of the SAD	None	3 minutes	Customs Operations Officer III Warehousing Assessment Division
	4.7 Records/ transmits documents to be received by Bonds Division	None	4 minutes	Clerk Warehousing Assessment Division
<b>TOTAL</b>		<b>None</b>	<b>27 minutes</b>	

## 67. Assessment of Import Entries (Yellow)

Shall refer to examination, classification and appraisal of imported raw materials/goods destined to bonded warehouses

<b>Office or Division:</b>	WAREHOUSING ASSESSMENT DIVISION
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business; G2G - Government to Government
<b>Who may avail?</b>	Accredited Importers and Licensed Customs Brokers or their Authorized Representatives



<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Single Administrative Document (SAD) (1 original and 1 photocopy)		Print-out from VASP		
2. Bill of Lading/Air Waybill (1 original)		Shipping Lines		
3. Commercial Invoice (1 original)		Client		
4. Packing List (1 original)		Client		
5. Supplemental Declaration Valuation (1 original)		Client		
6. Processing Report Form (1 original)		Client		
7. Boatnote, TSAD, Transshipment Permit, if Re-entry (1 original)		Warehousing Operating Division		
8. Warehousing Bond or Re-export Bond (1 original)		Surety Company/Bonds Division		
9. Necessary permits and licenses, if applicable (1 original)		Regulatory Government Agency		
1. Single Administrative Document (SAD) (1 original and 1 photocopy)		Print-out from VASP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.1 Wait for the QueueRite Ticket Number to be displayed at the monitor.	None	None	1 minute	QueueRite System
2.1 Proceed to the Document Area Counters (01-04).  2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy).	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>

<p>3.0 Secure a receiving copy of the submitted documents with barcode for reference.</p>	<p>3.1 Gives stakeholder receiving copy. 3.2 Transmits the submitted documents to the concerned BOC Office.</p>	<p>None</p>	<p>6 minutes</p>	<p><i>Customs Service Officer, Customer Care Center</i></p>
<p>4.0 Importer/ Broker lodges import entry to Value Added Service Provider (VASP). After lodgment and receiving feedback from the system, submits SAD with supporting documents to the Entry Processing Unit, Warehousing Assessment Division</p>	<p>4.1 Receives the Single Administrative Document with supporting documents and records the vital data of the same</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Clerk Entry Processing Unit</i></p>
	<p>4.2 Checks/ reviews the completeness of documents required</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Document Processor Entry Processing Unit</i></p>
	<p>4.3 Records details of processed SAD for assignment to COO III</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Clerk Warehousing Assessment Division</i></p>
	<p>4.4 Assignment of COO III by the Chief, EPU</p>	<p>None</p>	<p>1 minute</p>	<p><i>Chief Entry Processing Unit</i></p>
	<p>4.5 Transmits the SAD/Import Entry to be received by the assigned COO III</p>	<p>None</p>	<p>1 minute</p>	<p><i>Clerk Warehousing Assessment Division</i></p>
	<p>4.6. (a) Performs mandatory document check</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Customs Operations Officer III Warehousing</i></p>

	4.7. (b) Validates/ applies the proper tariff classification and correct valuation of the imported goods	None	5 minutes	Assessment Division
	4.8 (c) Writes the findings and indicates discrepancy, if any, at the examination return of the SAD	None	5 minutes	
	4.9. (d) Registers the findings/ assessment into the E2M System	None	2 minutes	
	4.10 (e) Affixes signature over printed name at the examination return of the SAD	None	2 minutes	
	4.11 (f) Final review of findings/assessment of the COO III, and may either approve or disapprove	None	8 minutes	<i>Customs Operations Officer V Warehousing Assessment Division</i>
	4.12 (g) Re-routes the SAD to green lane prior to final assessment of	None	2 minutes	

	the imported goods			
	4.13 (h) Affixes signature over printed name at the examination return of the SAD		2 minutes	
	4.14 (i) Records/transmits its documents to be received by Bonds Division	None	4 minutes	Clerk Warehousing Assessment Division
<b>TOTAL</b>		<b>None</b>	<b>60 minutes</b>	

### 68. Assessment of Import Entries (Red)

Shall refer to examination, classification and appraisal of imported raw materials/goods destined to bonded warehouses

<b>Office or Division:</b>	WAREHOUSING ASSESSMENT DIVISION	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business; G2G - Government to Government	
<b>Who may avail?</b>	Accredited Importers and Licensed Customs Brokers or their Authorized Representatives	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



1. Single Administrative Document (SAD) (1 original and 1 photocopy)		Print-out from VASP		
2. Bill of Lading/Air Waybill (1 original)		Shipping Lines		
3. Commercial Invoice (1 original)		Client		
4. Packing List (1 original)		Client		
5. Supplemental Declaration Valuation (1 original)		Client		
6. Processing Report Form (1 original)		Client		
7. Boatnote, TSAD, Transshipment Permit, if Re-entry (1 original)		Warehousing Operating Division		
8. Warehousing Bond or Re-export Bond (1 original)		Surety Company/Bonds Division		
9. Necessary permits and licenses, if applicable (1 original)		Regulatory Government Agency		
1. Single Administrative Document (SAD) (1 original and 1 photocopy)		Print-out from VASP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.1 Wait for the QueueRite Ticket Number to be displayed at the monitor.	None	None	1 minute	QueueRite System
2.1 Proceed to the Document Area Counters (01-04).  2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy).	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>

<p>3.0 Secure a receiving copy of the submitted documents with barcode for reference.</p>	<p>3.1 Gives stakeholder receiving copy. 3.2 Transmits the submitted documents to the concerned BOC Office.</p>	<p>None</p>	<p>6 minutes</p>	<p><i>Customs Service Officer, Customer Care Center</i></p>
<p>4.0 Importer/ Broker lodges import entry to Value Added Service Provider (VASP). After lodgment and receiving feedback from the system, submits SAD with supporting documents to the Entry Processing Unit, Warehousing Assessment Division</p>	<p>4.1 Receives the Single Administrative Document with supporting documents and records the vital data of the same</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Clerk Entry Processing Unit</i></p>
	<p>4.2 Checks/ reviews the completeness of documents required</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Document Processor Entry Processing Unit</i></p>
	<p>4.3 Records details of processed SAD for assignment to COO III</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Clerk Warehousing Assessment Division</i></p>
	<p>4.4 Assignment of COO III by the Chief, EPU</p>	<p>None</p>	<p>1 minute</p>	<p><i>Chief Entry Processing Unit</i></p>
	<p>4.5 Transmits the SAD/Import Entry to be received by the assigned COO III</p>	<p>None</p>	<p>1 minute</p>	<p><i>Clerk Warehousing Assessment Division</i></p>
<p>5.0 Importer/Authorized Broker requests that the shipment be transferred/readied</p>	<p>5.1 (a) Verify with Asian Terminals, Inc. (ATI) whether</p>	<p>NONE</p>	<p>1 minute</p>	<p><i>Customs Operations Officer V Warehousing</i></p>

either for physical examination or x-ray	the shipment is tagged for x-ray or not			Assessment Division
	5.2 (b) Perform mandatory document check	None	1 hour and 15 minutes	<i>Customs Operations Officer III</i> Warehousing Assessment Division
	5.3. (c) Conduct physical examination			
	5.4. (d) Validate/apply the proper tariff classification and correct valuation of the imported goods			
	5.5.(e) Write the findings and indicates discrepancy, if any, at the examination return of the SAD, based on the examination made			
	5.6. (f) Registers the findings/assessment into the E2M System			
	5.7 (g) Affixes signature over printed name on the examination return of the SAD			





	5.8. (h) Final review of findings/assessment of the COO III, and may either approve or disapprove	None	8 minutes	<i>Customs Operations Officer V</i> Warehousing Assessment Division
	5.9. (i) Re-routes the SAD to green lane prior to final assessment of the imported goods			
	5.10. (j) Affixes signature over printed name at the examination return of the SAD			
	5.11 Records/transmits documents to be received by Bonds Division	None	4 minutes	<i>Clerk</i> Warehousing Assessment Division
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 47 minutes</b>	

## 69. Processing of Permit to Transfer to Outside CY-CFS

All transfers of consolidated containerized cargoes from the ports to Off-Dock CY-CFS will utilize the E2M Transit Permit Single Administrative Document (P-SAD) which shall be lodged through the Value Added Service Provider (VASP) / Accredited Information Processor (AIP) front-end system.

<b>Office or Division:</b>	Office of the Deputy Collector for Operations
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business



<b>Who may avail?</b>	CY-CFS Operators, Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out BC Form 204 with Documentary Stamps (1 original)		BOC Forms Section		
Print-out of the Electronic Transit Permit Single Administrative Document (P-SAD) (1 original)		E2m system thru VASPs		
One (1) valid ID of CY-CFS Authorized Representative		CY-CFS Operator		
Master Bill of Lading indorsed by the Shipping Lines (1 original)		Shipping Lines		
Certificate of No Discrepancy & No Further Amendment to B/L (1 original)		Consolidator/Freight Forwarder		
Letter Authorizing CY-CFS Operator to Strip/Devan Consolidated Cargo (1 original)		Consolidator/Freight Forwarder		
Inward Foreign Manifest duly certified by the Shipping Lines & Consolidator/Freight Forwarder (1 original)		E2m system thru VASPs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.	None	None	1 minute	QueueRite System
2.1 Proceed to the Document Area Counters (01-04).  2.2 Submit documents to the Customs Service	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>

Officer (In Hardcopy and Softcopy).				
3.0 Secure a receiving copy of the submitted documents with barcode for reference.	3.1 Gives stakeholder receiving copy. 3.2 Transmits the submitted documents to the concerned BOC Office.	None	6 minutes	<i>Customs Service Officer, Customer Care Center</i>
4. Submit the BC Form 204 (Permit to Transfer to Outside CY-CFS) together with the attachments	4.1 Receive and check the completeness of the documents submitted and stamp the Permit with the corresponding Control Number	PHP130.00 Documentary Stamp	3 minutes	<i>Receiving Clerk Office of the Deputy Collector for Operations</i>
	4.2 Check the validity of the Freight Forwarder's accreditation with DTI Fair Trade and Enforcement Bureau (online)	None	1 minute	<i>Document Processor Office of the Deputy Collector for Operations</i>
	4.3 Check the Master Bill of Lading and match the same with the Inward Foreign Manifests and the Electronic Manifest lodged in the E2M System	None	5 minutes	<i>Manifest Clerk Office of the Deputy Collector for Operations</i>

	4.4 Approval/ Disapproval of the Permit to Transfer	None	2 minutes	<i>Deputy Collector for Operations</i>
	4.5 Approve/ Disapprove the Electronic Transit Permit Single Administrative Document (P-SAD) in the E2M	None	1 minute	<i>Customs Operations Officer V Office of the Deputy Collector for Operations</i>
	4.6 Execute the ATI Online Release System (OLRS)	None	1 minute	<i>OLRS Clerk Office of the Deputy Collector for Operations</i>
	4.7 Record documents in the outgoing logbook and forward the same to the Office of the Chief, Piers and Inspection Division	None	2 minutes	<i>Receiving/ Outgoing Clerk Office of the Deputy Collector for Operations</i>
<b>TOTAL</b>		<b>PHP130.00</b>	<b>25 minutes</b>	

## 70. Processing of Transit Cargoes Arrived at the Port bound to Economic Zones and Local Port

A Transit Goods Declaration (TSAD) is required for goods transported under customs transit procedure i.e. From port of entry to another port of entry as exit point for outright exportation; from port of entry to another port of entry or inland customs office; from inland customs office to a port of entry as exit point for outright exportation; and from one port of entry or inland customs office to another port of entry or inland customs office. (CMTA Title VI Chapter 1 Customs Transit)



<b>Office or Division:</b>	Office of the Deputy Collector for Operations			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	PEZA Locators, Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Temporary Assessment Notice (1 original)		Print-out of stored Goods Declaration lodged thru Value Added Service Providers (VASP)		
TSAD Print out (1 original)		Print-out of stored Goods Declaration lodged thru Value Added Service Providers (VASP)		
General Transport Surety Bond (1 photocopy)		Surety Bonds filed at Bonds Division		
Bill of Lading (1 original)		Shipping Lines		
Commercial Invoice (1 original)		Consignee/PEZA or Freezone Locator		
Packing List (1 original)		Consignee/PEZA or Freezone Locator		
Import/Admission Permit (1 original)		PEZA or Freeport Zone Authority		
Permits & Clearances, if applicable (1 original)		Regulating Office Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.	None	None	1 minute	QueueRite System

<p>2.1 Proceed to the Document Area Counters (01-04).</p> <p>2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy).</p>	<p>2.0 Receives, stamps and barcode the document.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Customs Service Officer, Customer Care Center</i></p>
<p>3.0 Secure a receiving copy of the submitted documents with barcode for reference.</p>	<p>3.1 Gives stakeholder receiving copy.</p> <p>3.2 Transmits the submitted documents to the concerned BOC Office.</p>	<p>None</p>	<p>1 Minute</p>	<p>Stakeholder</p>
<p>4.0 Lodge the Transit Goods Declaration (TSAD) in the E2M System and submit the hard copy and other supporting documents to the Office of the Deputy Collector for Operations for processing.</p>	<p>4.1 Receive and check the completeness of documents and stamp document number</p>	<p>D&amp;F - Php40.00 CTF - Php710.00 IPF - Php250.00 IRS - Php30.00</p>	<p>3 minutes</p>	<p><i>Receiving Clerk</i> Office of the Deputy Collector for Operations</p>
	<p>4.2 Match the details of the shipment in the Bill of Lading versus the Electronic Manifest submitted in e2M</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Manifest Clerk</i> Office of the Deputy Collector for Operations</p>
	<p>4.3 Check the availability of General Transport</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Bonds Clerk</i> Office of the Deputy Collector for Operations</p>

	Surety Bond (GTSB) to cover the duties and taxes to be released			
	4.4 Check the authenticity of the Goods Declaration and attached documents	None	8 minutes	<i>Customs Operations Officer III</i> Office of the Deputy Collector for Operations
	4.5 Verify the Import/ Admission Permit and mark the same as "USED"			
	4.6 Update the Goods Declaration (TSAD) in the E2M System			
	4.7 Approval/ Disapproval of Goods Declaration	None	1 minute	<i>Deputy Collector for Operations</i> Office of the Deputy Collector for Operations
	4.8 Check and execute Final Assessment of Goods Declaration in e2M	None	5 minutes	<i>Customs Operations Officer V</i> Office of the Deputy Collector for Operations
	4.9 Record and Stamp "Documentation Completed" and transmits Goods Declaration to Piers	None	3 minutes	<i>Receiving/ Outgoing Clerk</i> Office of the Deputy Collector for Operations



	Inspection Division (PID)			
<b>TOTAL</b>		<b>PHP1,030.00</b>	<b>31 minutes</b>	

## 71. Direct Validation of Late Submission of Electronic Sea Manifest in the E2M System

E-Manifest submission shall be done through any of the accredited Value Added Service Providers (VASPs) and shall be validated by the VASPs in accordance with BOC rules. Failure to submit the required information shall be subject to the payment of fines and thereafter, manual registration by the Office of the Deputy Collector for Operations (CMO 19-2015)

<b>Office or Division:</b>	Office of the Deputy Collector for Operations		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business		
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Letter request addressed to the Deputy Collector for Operations (1 original)		Freight Forwarder or Shipping Lines, whichever is applicable	
One (1) valid identification of authorized representative (1 photocopy)		Freight Forwarder or Shipping Lines, whichever is applicable	
House and Master Bill of Lading (1 photocopy)		Freight Forwarder or Shipping Lines, whichever is applicable	
BOC Official Receipt (1 original)		BOC Cash Division	
<b><i>If the Requesting Party is a Forwarder, in addition to Requirements #1 to #4 above:</i></b>			
<i>*Co-Loading Certification (1 original)</i>		Piers and Inspection Division Office of the Deputy Collector for Operations	



<i>*Philippine Shipper's Certificate of Accreditation (1 photocopy)</i>		FTEB-DTI		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter request addressed to the Deputy Collector for Operations	1.1 Receive and check the completeness of documents	PHP130.00 Documentary Stamp	2 minutes	<i>Receiving Clerk</i> Office of the Deputy Collector for Operations
	1.2 Evaluate the documents submitted	PHP1,000 to 10,000 Penalty to Section 3.13 of CMO 19-2015	5 minutes	<i>Manifest Clerk</i> Office of the Deputy Collector for Operations
	1.3 Verify and check status of Bill of Lading in the E2M System			
	1.4 Check the time and date of electronic lodgment and manifest			
	1.5 Prepare the Order of Payment of penalty pursuant to CMO 19-2015			
	1.6 Forward to the Deputy Collector for Operations with the attached Order of Payment for approval			
2. Payment of penalty pursuant to	Approve the payment of penalty and affix	None	2 minutes	<i>Deputy Collector for Operations</i>

CMO No. 19-2015	signature in the Order of Payment E2M System			Office of the Deputy Collector for Operations
3 Present the BOC Official Receipt representing payment of penalty	Execute the validation of Bill of Lading in the E2M System upon presentation of Official Receipt	None	2 minutes	<i>Customs Operations Officer III</i> Office of the Deputy Collector for Operations
4 Submit a copy to Manifest Clerk for filing after execution in the E2M System	Get a copy for filing	None	1 minute	<i>Manifest Clerk</i> Office of the Deputy Collector for Operations
<b>TOTAL</b>		<b>PHP130.00</b>	<b>12 minutes</b>	

## 72. PROCESSING OF WAREHOUSING ENTRY

Under the functions of Public/Private Bonded Warehouse Division by the virtue of Executive Order 127, this Office supervises the operations of Public/Private Bonded Warehouses: To store and release cargoes by the authority of the Deputy Collector for Operations authorized to be warehoused in the Public/Private warehouses, issue warehousing permits, maintain systematic records of all customs transactions of individual Public/Private bonded warehouses, submit periodic reports and data that may be required, and perform other functions consistent with the assigned tasks.

<b>Office or Division:</b>	Public/Private Bonded Warehouse Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business
<b>Who may avail?</b>	Authorized Bonded Warehouse Operator

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Warehousing Single Administrative Document (WSAD) (1 original)		E2M Customs System thru accredited VASP		
Temporary Assessment Notice (1 original)		Freight Forwarder or Shipping Lines, whichever is applicable		
Bill of Lading (1 original)		Shipping Lines		
Commercial Invoice (1 original)		Shipper/Supplier Abroad		
Packing List (1 original)		Shipper/Supplier Abroad		
Surety Bond (1 photocopy)		Bonds Division		
Mission Order (1 original)		Public/Private Bonded Warehouse Division		
Other permits and licenses if applicable (1 original)		Regulatory Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.</p> <p>1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.</p>	None	None	1 minute	QueueRite System
<p>2.1 Proceed to the Document Area Counters (01-04).</p> <p>2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy).</p>	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>

<p>3.0 Secure a receiving copy of the submitted documents with barcode for reference.</p>	<p>3.1 Gives stakeholder receiving copy.</p> <p>3.2 Transmits the submitted documents to the concerned BOC Office.</p>	<p>None</p>	<p>1 Minute</p>	<p>Stakeholder</p>	
<p>4.0 Lodge Single Administrative Document (SAD) thru BOC accredited Value Added Service Provider (VASP), print SAD and submit it together with supporting documents</p>	<p>4.1 Receive SAD and supporting documents and assign COO III and COO V to process the entry from CCC</p>	<p>None</p>	<p>5 minutes</p>	<p><i>EPU Clerk, COO III and COO V Warehousing Assessment Division</i></p>	
	<p>4.2 Register and assess duties and taxes on the shipment, conduct physical examination if applicable</p>	<p>None</p>	<p>30 minutes (selected Yellow)</p> <p>1 hour (selected RED)</p>		
	<p>4.3 Upon Final Assessment, transmit documents to Bonds Division</p>				
	<p>4.4 Receive documents and post Surety Bond equivalent to 100% of assessed duties and taxes</p>	<p>None</p>	<p>10 minutes</p>		<p><i>Bonds Examiner Bonds Division</i></p>
	<p>4.5 Transmit documents to Operating Division concerned</p>				

	4.6 Receive/Check completeness of documents and record details in the Logbook of Accounts	None	10 minutes	<i>Account Officer Public/Private Bonded Warehouse Division (PPBWD)</i>
	4.7 Prepare Mission Order and assign Customs Guard to underguard the shipment			
	4.8 Transmit documents to Warehousing Documentation and Records Division (WDRD) for safekeeping			
	4.9 Receive and record documents for safekeeping	None	5 minutes	<i>Records Custodian WDRD</i>
<b>TOTAL</b>		<b>None</b>	<b>2 hours and 5 minutes</b>	

### 73. Processing of Withdrawal Entry for Payment of Duties and Taxes

Imported goods intended for domestic consumption shall be withdrawn from the CBWs when the necessary withdrawal permit has been filed, together with any related documents as maybe required by the Bureau, and upon payment of the corresponding duties, taxes and other charges. (CMO 13-2019)

<b>Office or Division:</b>	Public/Private Bonded Warehouse Division
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Authorized Bonded Warehouse Operator			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Staging B/L (1 original)		Office of the District Collector		
Withdrawal Permit (1 original)		Collection Division		
Newly Lodged SAD (1 original)		E2M Customs System thru accredited VASP		
Previously Processed SAD and other Import Documents (1 original)		WDRD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.	None	None	1 minute	QueueRite System
2.1 Proceed to the Document Area Counters (01-04).  2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy).	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>

3.0 Secure a receiving copy of the submitted documents with barcode for reference.	3.1 Gives stakeholder receiving copy. 3.2 Transmits the submitted documents to the concerned BOC Office.	None	1 Minute	Stakeholder
	3.3 Endorse written request received from CCC to the District Collector thru the Office of the Deputy Collector for Operations	None	30 minutes	<i>Account Clerk, PPBWD</i>
4.0 Lodge SAD via VASP once staging B/L is created	4.1 Upon approval of request, the District Collector shall authorize the creation of staging B/L in the E2M Customs System	None	1 minute	<i>Account Clerk, PPBWD</i>
5.0 Submit the newly lodged SAD together with the previously processed entry and other import documents to Warehousing Assessment Division	5.1 Receive complete documents and compute total duties, taxes and other charges to be paid	Amount Payable =Customs Duty+VAT+Excise Tax, if any+Surcharge, if any+IPF+Container Security Fee+Customs Documentary Stamp	15 minutes	<i>COO III Warehousing Assessment Division</i>
	5.2 Sign order of payment form			
6.0 Pay duties and taxes thru accredited	6.1 Receive complete documents and	None	10 minutes	<i>Account Officer PPBWD</i>



authorized agent bank (PASS 5) and print SSDT	record details in the Logbook of Accounts			
7.0 Submit SSDT, withdrawal entry and other supporting documents to the Operating Division	7.1 Transmit documents to Warehousing Documentation and Records Division	None	5 minutes	<i>Clerk, PPBWD</i>
	7.2 Report payment as collection of the Operating Division to the Office of the District Collector	None	1 minute	<i>Clerk, PPBWD</i>
	7.3 Receive and record documents for safekeeping	None	5 minutes	<i>Records Custodian WDRD</i>
<b>TOTAL</b>		<b>Depending upon the total duties and taxes payable as shown above</b>	<b>1 hour,12 minutes</b>	

## 74. Customs Bonded Warehouse Inspection

Customs Bonded Warehouse Inspection shall refer to an organized examination or formal evaluation exercise of customs bonded warehouses

<b>Office or Division:</b>	Warehousing Inspection Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their authorized representative



<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request of applicant or indorsement from operating Division (1 original)		Client or Operating Division		
Plant lay-out with measurements (1 original)		Client		
Contract of Lease or Title to the Land (1 original)		Client		
Vicinity Map (1 original)		Client		
List of Machineries (1 original)		Client		
Business/Mayor's Permit (1 original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request or indorsement from Operating Division	1.1 Receives the request for CBW inspection and refers the same to Chief/Assistant Chief	None	5 minutes	<i>Clerk</i> Warehousing Inspection Division
	1.2 Assigns a WID Inspector on the request for CBW inspection for appropriate action	None	5 minutes	<i>Chief</i> Warehousing Inspection Division
	1.3 Conducts ocular inspection of the CBW premises	None	3 days	<i>Inspector</i> Warehousing Inspection Division
	1.4 Prepares and submits an Inspection Report with equivalent recommendation and observation to the Chief			
	1.5 Reviews and evaluates the report	None	20 minutes	<i>Chief</i> Warehousing



				Inspection Division
	1.6 If in accord, endorses the Report back to the requesting office	None	1 minute	<i>Clerk</i> Warehousing Inspection Division
<b>TOTAL</b>		<b>None</b>	<b>3 days, 31 minutes</b>	

## 75. Processing of Export Declaration

Export Declaration refers 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 customs administration shall require

<b>Office or Division:</b>	Customs Container Control Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business
<b>Who may avail?</b>	Authorized Agents or their Authorized Representatives Exporters

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verifies Export Declaration issued and signed by Export Division stamped with authority to load. (1 original,1 photocopy)		Export Division		
Supporting Documents/Certifications for prohibited/Regulated commodities (1 photocopy)		Export Division, Warehousing Assessment Division		
CI,CIL and Boat Note for CBW/Clark (1 original and 1 photocopy of export declaration)		Export Division, Warehousing Assessment Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.</p> <p>1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.</p>	None	None	1 minute	QueueRite System
<p>2.1 Proceed to the Document Area Counters (01-04).</p> <p>2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy).</p>	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>
3.0 Secure a receiving copy of the submitted documents with barcode for reference.	<p>3.1 Gives stakeholder receiving copy.</p> <p>3.2 Transmits the submitted documents to the concerned BOC Office.</p>	None	1 Minute	Stakeholder



	4.1 Receives request from CCC	None	1 minute	<i>Receiving Clerk</i> Customs Container Control Division
	4.2 Check completeness of documents	None	3 minutes	
	4.3 Forward to Record Officer/ Custodian	None	1 minute	
	4.4 Record/post CCCDs control number on the entry and office logbook	None	5 minutes	<i>Inspector</i> Customs Container Control Division
	4.5 Forward to the Chief for final approval.	None	1 minute	<i>Assistant Chief/ Senior Loading Inspector</i> Customs Container Control Division
	4.6 Sign and approved the permit/s	None	1 minute	<i>Chief</i> Customs Container Control Division
<b>TOTAL</b>		<b>None</b>	<b>17 minutes</b>	

## 76. Permit for Withdrawal of Empty Containers/Shut-out/Pull-out

The Withdrawal of Empty Containers/Shut-out/Pull-out shall refer to the act of taking away empty containers

<b>Office or Division:</b>	Customs Container Control Division
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Authorized Agents or their Authorized Representatives Exporters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Withdrawal form of Empty Container/s, shut-out, and pull out (1 original)		Customs Container Control Division		
Request of Withdrawal/Stripping of Containers (1 original)		Office of the District Collector		
Delivery Order (1 photocopy)		Shipping Lines		
Stripping form (1 original)		Warehouse		
Duly Accomplished shut-out Cargoes Permit/Form with Documentary Stamps (1 original)		Customs Container Control Division		
Attached Bill of lading, import entry, packing list and invoice (1 photocopy)		Authorized Agents or their Authorized Representatives/ Exporters		
Processed Export Declaration Permit (ED) (1 photocopy)		Export Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request attaching all necessary documents	1.1 Receiver request	None	1 minute	Clerk Customs Container Control Division
	1.2 Check completeness of documents	None	3 minutes	
	1.3 Numbering of permit/s	None	5 minutes	Inspector Customs Container Control Division
	1.4 Forward to the Chief for final Approval	None	1 minute	Assistant Chief Customs Container Control Division



	1.5 Sign and Approve the Permit/s	None	1 minute	Chief Customs Container Control Division
<b>TOTAL</b>		<b>None</b>	<b>11 minutes</b>	

## 77. Public Auction

The disposition of abandoned and forfeited goods by way of sealed bids which shall be opened in public by the Auction Committee in a date and place specified in the Notice of Public Auction.

<b>Office or Division:</b>	Auction and Cargo Disposal Division		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business		
<b>Who may avail?</b>	Interested Bidders or their Authorized Representatives		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Notarized Bidders Information Sheet (1 original copy)		Auction and Cargo Disposal Division	
Two (2) government-issued IDs or Company's ID (1 photocopy each)		Discretion of the applicant	
Income and Business Tax Return (duly stamped and received by the BIR with a validated tax payment made thereon) (1 Certified True Copy by BIR)		Bureau of Internal Revenue	
Business Permit issued by the City/Municipal Hall (1 notarized copy from the issuing agency)		Mayor's Office	
Certificate of Registration of Business issued by DTI or SEC (1 notarized copy from the issuing agency)		Department of Trade and Industry / Securities and Exchange Commission	
Community Tax Certificate (1 photocopy)		City/ Municipal Hall	
National Food Authority License (for rice) (1 notarized copy from the issuing agency)		National Food Authority	

Sugar Regulatory Administration License (for sugar) (1 notarized copy from the issuing agency)		Sugar Regulatory Administration		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Requirements Before the Public Auction	1.1 Interested bidder will secure the Bidder's Information Sheet at the Office of the Auction and Cargo Disposal Division - Port of Manila.	None	1 minute	<i>Staff Office of the Chief, ACDD-POM</i>
	1.2 The interested bidder will be informed on all the requirements/attachments needed when the Notarized Bidder's Information Sheet is submitted back to ACDD.	None	2 minutes	<i>Staff Office of the Chief, ACDD-POM</i>
	1.3 Interested bidder will submit the Notarized Bidders' Information Sheet in a folder with complete requirements.	None	2 minutes	<i>Receiving Staff, Office of the Chief, ACDD-POM</i>

	1.4 The submitted folder will be checked for completeness and verified for authenticity by an assigned ACDD staff.	None	15 minutes	Assigned Staff Office of the Chief, ACDD-POM
	1.5 Special Power of Attorney will be submitted to ACDD in behalf of the registered bidder if the same cannot attend the scheduled public auction.	None	1 minute	Assigned Staff Office of the Chief, ACDD-POM
2. Payment of Registration Fee every Scheduled Public Auction	2.1 Interested bidder will secure the Order of Payment Form at the ACDD and proceed to Collection Division to pay the registration fee.	Php2,020.00	1 minute	Assigned Staff Office of the Chief, ACDD-POM
	2.2 Interested bidder will return the original Payment Receipt at the ACDD and will register and sign in the Registration Logbook.	None	2 minutes	Assigned Staff Office of the Chief, ACDD-POM



3.Processes in the Release of the Auctioned GOODS	3.1 Winning bidder will submit the Original Receipt of Payment to ACDD.	Winning bid price	1 minute	Assigned Staff Office of the Chief, ACDD-POM
	3.2 ACDD will make the Notice of Award and Gatepass to be signed by the Chief, ACDD.	None	1 hour	Assigned Staff Office of the Chief, ACDD-POM
	3.3 The Gatepass will be forwarded to Collection Division and Commission on Audit-POM for their signature.	None	3 hours	Messenger, Office of the Chief, ACDD-POM
	3.4.a Request approval of Waiver of Storage Charges, etc (From ACDD to ODC to ATI).	None	3 days	Assigned Staff and Messenger, Office of the Chief, ACDD-POM
	3.5 Request Untagging of Hold/Duty Stop/Xray Tag (From ACDD to OCD to Concerned Offices).	None	1 day	Assigned Staff and Messenger, Office of the Chief, ACDD-POM
	3.6 Dissemination of Notice for the Release of auctioned goods to all concerned BOC offices	None	1day	Assigned Staff and Messenger, Office of the Chief, ACDD-POM

	(From ACDD to ODC to all concerned offices).			
	3.7 Witness the actual release of auctioned goods	None	1 day	Assigned Staff, Office of the Chief, ACDD-POM
<b>TOTAL</b>		Php2,020.00	<b>6 days, 4 hours, 25 minutes</b>	

## 78. Condemnation

The disposition of abandoned and forfeited goods through destruction by an accredited Waste Disposal Contractor of the Port.

<b>Office or Division:</b>	Auction and Cargo Disposal Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business		
<b>Who may avail?</b>	Interested Contractors / Disposal Facility		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Letter of Intent (duly signed by the registered owner of authorized representative) (1 original copy)		To be submitted by the applicant.	
Company Profile (1 original copy)		To be submitted by the applicant.	
List of Services Offered (1 original copy)		To be submitted by the applicant.	
Diagram of Operation for all services being offered (1 original copy)		To be submitted by the applicant.	
Plant / Facility Layout (1 original copy)		To be submitted by the applicant.	
Machineries, equipment and other facilities owned and located at the facility/ plant (with photos) (1 original copy)		To be submitted by the applicant.	
Articles of Incorporation, By Laws and latest General Information Sheet duly received and stamped by the Sec (for		Securities and Exchange Commission	

corporate entities) (1 notarized copy by the issuing agency)				
DTI Certificate of Registration and List of Officers (for non corporate entities) (1 notarized copy from the issuing agency)		Department of Trade and Industry		
Current Mayor's Permit (1 notarized copy from the issuing agency)		Office of the Mayor		
Current Environmental Compliance Certificate and allied permits (1 notarized copy from the issuing agency)		Environment Management Bureau, Department of Environment and Natural Resources		
Current Transporter Registration Certificate (if applicable) (1 notarized copy from the issuing agency)		Regional Office of the Environment Management Bureau, Department of Environment and Natural Resources		
Updated Sanitary Permit to Operate (if applicable) (1 notarized copy from the issuing agency)		Office of the City / Municipal Mayor		
Updated City/Municipal Environmental Certificate (1 notarized copy from the issuing agency)		Office of the City / Municipal Mayor		
Duly stamped and received Income Tax Return for the two (2) previous years before application (1 notarized copy from the issuing agency)		Bureau of Internal Revenue		
Audited Financial Statement for the two (2) previous years before application (1 photocopy)		To be submitted by the applicant.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Requirements including complete attachment at the Office of the ACDD	1.1 Submitted documents are reviewed by Assigned Staff at the ACDD.	None	15 minutes	Clerk, Office of the Chief, ACDD-POM
	1.2 If documents are complete, Disposition Form for the Schedule of Ocular Inspection is made and	None	1 day	Clerk, Office of the Chief, ACDD-POM

	disseminated (From ACDD to ODC to concerned offices).			
	1.3 Actual Occular Inspection is made by BOC representatives	None	1 day	Clerk, Office of the Chief, ACDD-POM
	1.4a The Condemnation Committee will meet and make an indorsement for the approval of the application of the Waste Disposal Contractor	None	3 days	<i>Committee members from: ACDD, Law Division, ACDMD, ESS &amp; CIIS</i>
	1.4b Accreditation of the Waste Disposal Contractor (to be signed by the Condemnation Committee and the District Collector)	None	3 days	<i>District Collector, ACDD, Law Division, ACDMD, ESS &amp; CIIS</i>
2. Awarding of Order of Condemnation Plan to a Registered Waste Disposal Contractor	2.1 Preparation of the Order of Condmnation Plan	None	1day	Clerk, Office of the Chief, ACDD-POM
	2.2 For Approval and Signature by the Condemnation Committee and	None	1day	Members of the Condemnation Committee and

	the District Collector of the Order of Condemnation Plan			the District Collector
	2.3 Gate pass is made and issued (pink copy) to the Waste Disposal Contractor	None	1 day	Clerk, Office of the Chief, ACDD-POM
	2.4 Waiver of Storage Charges is made and forwarded to ATI (From ACDD to ODC to ATI)	None	1 month	Clerk, Office of the Chief, ACDD-POM
	2.5 Request Un tagging of Hold/Duty Stop/Xray Tag (From ACDD to ODC to concerned offices)	None	1 day	Clerk, Office of the Chief, ACDD-POM
	2.6 Dissemination of Notice for the Release of Condemned Goods to all concerned BOC offices (From ACDD to ODC to all concerned offices)	None	1 day	Clerk, Office of the Chief, ACDD-POM
	2.7 Witness the Actual Condemnation	None	3 days	Clerk, Office of the Chief, ACDD-POM

<b>TOTAL</b>	<b>None</b>	<b>1 month, 16 days and 15 minutes</b>	
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## 79. Request for Segregation of Seized Goods

The procedure requested to separate any seized goods from the shipments/containers in order to continue the processing/ releasing of the said shipments/containers. The segregated seized goods are left in the custody of the Port pending the finality of the seizure case.

<b>Office or Division:</b>	Auction and Cargo Disposal Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Brokers or Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Indorsement from the Law Division (1 original copy) with complete attachments		Office of the Law Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Indorsement from the Law Division	1.1 Indorsement from the Law Division is received by the ACDD.	None	2 minutes	<i>Clerk</i> , Office of the Chief, ACDD-POM
	1.2a Disposition Form addressed to the District Collector informing that seized goods are to be segregated for the continuous processing of properly declared goods in the same container.	None	5 minutes	<i>Encoder</i> Office of the Chief, ACDD-POM

	1.2b Letter to ATI requesting for the services to be done in the segregation of seized goods	None	5 minutes	<i>Encoder</i> Office of the Chief, ACDD-POM
	1.2c Disposition Form to all concerned offices to witness the segregation	None	5 minutes	<i>Encoder</i> Office of the Chief, ACDD-POM
	1.3 All correspondence is forwarded to the Chief, ACDD for signature.	None	5 minutes	<i>Chief</i> <i>ACDD</i>
	1.4 Disposition Form is encoded as outgoing communication and released by ACDD and forwarded to the Office of the District Collector.	None	5 minutes	<i>Clerk,</i> Office of the Chief, ACDD-POM
	1.5 Disposition Form for the signature of the District Collector	None	1 hour	<i>District Collector</i> Office of the District Collector
2. Actual Segregation , Drafting of report and 2nd Indorsement to the Law Division	2.1 Signed letter to ATI will be released to the broker or representative and to be hand carried to ATI for payment of services.	None	1 day	<i>Clerk, Office of the Chief, ACDD-POM</i>
	2.2 As coordinated with ATI, the broker or representative will inform ACDD the	None	5 minutes	<i>Clerk, Office of the Chief, ACDD-POM</i>

	schedule of segregation.			
	2.3 ACDD will disseminate the schedule of the segregation to all concerned offices.	None	15 minutes	<i>Messenger, Office of the Chief, ACDD-POM</i>
	2.4 Witness the actual segregation of seized goods	None	1 hour	<i>Clerk, Office of the Chief, ACDD-POM</i>
	2.5 Reports are made and 2nd Indorsement is returned to the Law Division informing the segregation of the seized goods.	None	1 hour	<i>Clerk, Office of the Chief, ACDD-POM</i>
<b>TOTAL</b>			<b>1 day, 3 hours and 47 minutes</b>	

## 80. Clearance for Lifting of Abandoned Cargoes

The documentary requirement prior to the approval of the lifting of abandoned cargoes issued by ACDD-POM to inform that the said cargoes are not yet subject for public auction.

<b>Office or Division:</b>	Auction and Cargo Disposal Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business	
<b>Who may avail?</b>	Brokers or Authorized Representatives	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



Indorsement from the Law Division (1 original copy) with complete attachments		Office of the Law Division		
Attached Bill of Lading (1 photocopy)		Brokers or Authorized Representatives		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Indorsement from the Law Division	1.1 Indorsement from the Law Division is received by the ACDD.	None	2 minutes	<i>Receiving Staff</i> Office of the Chief, ACDD-POM
	1.2 Memorandum addressed to the Deputy Collector for Operations informing that the good is not subject of public auction is printed and verified by ACDD staff.	None	5 minutes	<i>Encoder</i> Office of the Chief, ACDD-POM
	1.3 The memorandum is forwarded to the Chief, ACDD for signature.	None	5 minutes	<i>Chief</i> Auction and Cargo Disposal Division
	1.4 Memorandum is encoded as outgoing communication and released by ACDD.	None	5 minutes	<i>Encoder</i> Office of the Chief, ACDD-POM
<b>TOTAL</b>		<b>None</b>	<b>17 minutes</b>	



## 81. Processing of Warehousing Entry to Import Raw Materials for Manufacturing

Under the functions of Miscellaneous Manufacturing Bonded Warehouse Division by the virtue of CMO 39-91 as implemented by CAO 2-91 and CAO 1-2019 this office supervises the operation of bonded warehouse, authorize the transfer of cargoes to be stored in bonded warehouses under its supervision; supervise transfer of finished products for exportation from the CBW to loading points; determine imported material usage against accepted formula of manufacture and review export documents to establish facts of exportation of finished goods for the purpose of recommending cancellation of bonds and liquidation of entries; maintain systematic records of all customs transactions of individual bonded manufacturing warehouses and other entities under its supervision; submit periodic reports and data that may be required; and perform other functions consistent with the assigned tasks.

<b>Office or Division:</b>	Miscellaneous Manufacturing Bonded Warehouse Division-Port Concern			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Authorized Bonded Warehouse Operator			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
BOC Single Administrative Document (1 original)	Bureau of Customs thru accredited VASP			
Temporary Assessment Notice (TAN) (1 original)	Bureau of Customs thru accredited VASP			
Bill of Lading (1 original)	Shipping Lines			
Commercial Invoice (1 original)	Shipper/Supplier Abroad			
Packing List (1 original)	Shipper/Supplier Abroad			
Surety Bond (1 original)	Bonds Divisions			
Boatnote (1 original)	Miscellaneous Manufacturing Bonded Warehouse Division- Port of Manila			
Mission Order (1 original)				
Other permits and license if applicable	Importer			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.</p> <p>1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.</p>	None	None	1 minute	QueueRite System
<p>2.1 Proceed to the Document Area Counters (01-04).</p> <p>2.2 Submits documents to the Customs Service Officer.</p>	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>
<p>3.0 Secure a receiving copy of the submitted documents with barcode for reference.</p>	<p>3.1 Gives stakeholder receiving copy.</p> <p>3.2 Transmits the submitted documents to the concerned BOC Office.</p>	None	1 Minute	Stakeholder
<p>4. Lodges Warehousing Entry at VASP, prints Temporary Assessment Notice and submits it together with the hard copy of Single Administrative Documents (SAD) and other supporting documents</p>	<p>4.1 Receives documents by WAD</p> <p>4.2 Registers and assesses duties and taxes on the warehousing entry</p> <p>4.3 Transmits to Bonds Division</p>	None	10 minutes	<i>Receiving Clerk Warehousing Assessment Division</i>

	<p>4.4 Receives documents and posts bonds equivalent to 100% of assessed duties and taxes</p> <p>4.5 Transmits warehousing entry to MMBWD</p>	None	5 minutes	<i>Bonds Examiner</i> Bonds Division
	<p>4.6 Receives documents and records details in logbook of Accounts</p> <p>4.7 Prepares Mission Order and Boatnote and assigns Customs Guard to underguard the shipment</p> <p>4.8 Transmits documents to Warehousing Documentation and Records Division for safekeeping</p>	PHP130.00 Docs. stamps for Boatnote	5 minutes	<i>Account Officer</i> MMBWD
	<p>4.9 Receives documents</p> <p>4.10 Records and stores documents for safekeeping</p>	None	5 minutes	<i>Records Clerk</i> Warehousing Documentation and Records Division
<b>TOTAL</b>		<b>PHP 130.00</b>	<b>35 minutes</b>	

## 82. Processing of Requisition Slip

The release of imported raw materials made for production shall require a Requisition Slip. It also accounts if the 100% imported raw materials are withdrawn for a given time (1 year and can be extended upon approval). If it exceeds the given period, non-withdrawal of raw materials are subject to duties and taxes.

<b>Office or Division:</b>	GARMENTS TEXTILE MANUFACTURING BONDED WAREHOUSE DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Single Administrative Document (SAD) (1 original)		Client		
2. Bill of Lading (1 original)		Shipping Lines		
3. Packing List (1 original)		Client		
4. Commercial Invoice (1 original)		Client		
5. Warehousing Bond or Re-export Bond (1 original)		Surety Company/Bonds Division		
6. Permit, if applicable (1 original)		Regulatory Government Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. CBW Operator/ Authorized Representative prepares Requisition Slip Form and submits to the assigned Warehouseman at CBW	1.1 Receives RS and if in order, release the raw materials to the CBW Operator	None	30 minutes	Warehouseman Operating Division
	1.2 Have copy of the Requisition Slip to the Account Officer at the CBW Operating			

	Division for recording			
<b>TOTAL</b>		<b>None</b>	<b>30 minutes</b>	

### 83. Processing of Annual Warehouse Supervision

All Customs Bonded Warehouses are required to pay to the Bureau of Customs an annual Warehouse Supervision Fee (CAO 13-2019)

<b>Office or Division:</b>	Miscellaneous Manufacturing Bonded Warehouse Division- Port of Manila			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Authorized Bonded Warehouse Operator			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request to WDRD (1 original)		Customs Bonded Warehouse Operator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. CBW Operator/Authorized Representative submit letter request for payment of annual warehouse supervision fee	1.1 Receive the letter request, and prepares Order of Payment	Small - P50,000.00 Medium - P100,00.00 Large - P250,000.00 Extension - 50,000.00	20 minutes	Clerk WDRD
2. Operator forwards approval Order of Payment to Cash Division.	2.1. Accept Order of Payment and actual payment thru bank checks, issues BCOR for confirmation.	Small - P50,000.00 Medium - P100,00.00 Large - P250,000.00 Extension - 50,000.00	10 minutes	Clerk Collection Division
3. Operators submits copy of BCOR to WDRD and Operating Division (MMBWD)	3.1 Receive copy of BCOR	None	2 minutes	Clerk WDRD and MMBWD



<b>TOTAL</b>	<b>Payment per classification as prescribed above</b>	<b>32 minutes</b>	
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\*In case of discrepancy or questions on classification and valuation and other issues, COO III and V recommend to the District Collector through the VCRC for resolution

### 84. Processing of Application for Extension of Period of Storage

Under Section 811 of the CMTA, goods entered for warehousing may remain in a CBW for a maximum period of one (1) year from the time of its arrival thereat. For perishable goods, the storage period shall be three (3) months from the date of arrival, extendible for valid reasons, and upon written request, to another three (3) months. Goods not withdrawn after the expiration of the prescribed period shall be deemed as abandoned, as provided under Section 1129 of this Act.

<b>Office or Division:</b>	GARMENTS TEXTILE MANUFACTURING BONDED WAREHOUSE DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	CBW Operator, Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original)		Client		
Copy of the Original Import Entry and Import Documents (1 original)		Client		
Certification of the Warehouseman that the materials subject of request are still intact in the Warehouse (1 original)		Warehouseman		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. CBW Operator submits documentary requirements to the Operating Division	1.1 Receives the letter request, check all documentary requirements and if in order, affix initials on the indorsement prepared	Php115.00	10 minutes	Account Officer Operating Division

	1.2 Affix his initial on the Indorsement to signify concurrence and have it transmitted to the Office of the District Collector	None	10 minutes	<i>Deputy Collector for Operations</i>
	1.3 Affix signature on Indorsement to signify approval and have it transmitted back to the Operation Division	None	10 minutes	<i>District Collector</i>
	1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehouseman at the CBW through fax/email.	None	10 minutes	<i>Account Officer Operating Division</i>
	1.5 After receipt of copy of approval through fax/email, record in the warehouse logbook the new extended date	None	5 minutes	<i>Warehouseman CBW</i>
<b>TOTAL</b>		<b>Php115.00</b>	<b>45 minutes</b>	



## 85. Processing of Disposition of Wastages by Payment

Under Section 5.13.9 of CAO No. 13, 2019, wastages, rejects and by-products in the manufacture of export products shall be properly accounted for and disposed of in accordance with existing rules and regulations

<b>Office or Division:</b>	GARMENTS TEXTILE MANUFACTURING BONDED WAREHOUSE DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	CBW Operator, Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original)		Client		
Statement of Raw Material Usage (1 original)		Client		
Certification of the Warehouseman that the said wastages/reject materials are still intact in the CBW (1 original)		Warehouseman		
Certification of the CBW Operator as to the Occurrence of said Wastages or the reason(s) for the Rejects (1 original)		CBW Operator		
Certificate of Identification (1 original)		Warehousing Assessment Division		
Prescribed Indorsement Form (1 original)		Warehousing Assessment Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. CBW Operator submits the complete documentary requirements to the Operating Division	1.1 Receives the letter of request, evaluate and check all documents required	Php115.00 Documentary Stamp/ Certification (Fixed as assessed by the NIRC)	10 minutes	Account Officer Operating Division
	1.2 Accomplishes the Retrieval Request Form of Warehousing Entries for Signature of the Chief, Operating Division and transit form to Warehousing Documentation and Records Division	None	10 minutes	District Collector

	1.3 Receives Retrieval Form, check the control/central record, then retrieve warehousing entries from the file	None	10 minutes	<i>Records Clerk Warehousing Documentation and Records Division</i>
	1.4 Accomplish the Retrieval Request Form of Warehousing Entries for Signature of the Chief, Operating Division and transit form to Warehousing Documentation and Records Division	None	10 minutes	
	1.5 Schedule and conduct physical examination of subject goods at the Customs Bonded Warehouse	None	1 hour, 15 minutes	<i>Customs Examiner Warehousing Assessment Division</i>
	1.6 Checks all required documents attached and re-assess duties and taxes. Transmit findings/assessment for payment of duties and taxes to Collection Division  <i>Note: The CBW may either be located within Metro Manila or out of the town (i.e. Bulacan, Batangas, Cavite)</i>	None	30 minutes	
	1.7 Collects payment of duties and taxes, issue Official Receipt and forwards to Warehousing Documentation and Records Division	Amount Payable =Customs Duty+VAT+Excise Tax, if any+Surcharge, if any+IPF+Container Security Fee+Customs	10 minutes	<i>Cashier Collection Division</i>



		Documentary Stamp		
	1.8 Records all important details and transmit back to Operating Division	None	10 minutes	<i>Records Clerk</i> Warehousing Documentation and Records Division
	1.9 Affixes signature BC Form No. 197 and have an advance copy of the approved form faxed to the warehouseman at CBW	None	10 minutes	<i>Chief</i> Operating Division
	1.10 Facilitates the withdrawal of wastages at CBW	None	5 minutes	<i>Warehouseman</i> Warehousing Division
<b>TOTAL</b>		<b>Php115.00</b>	<b>3 hours</b>	

## 86. Processing of Request for Disposition of Wastages through Condemnation

Condemnation refers to the act of crushing, burning, breaking, shredding, or any other appropriate method by which the articles cannot be used for the purpose for which they were originally intended, and in the form that would not be injurious to public health and safety

<b>Office or Division:</b>	GARMENTS TEXTILE MANUFACTURING BONDED WAREHOUSE DIVISION	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business	
<b>Who may avail?</b>	CBW Operator, Authorized Representative	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Letter Request (1 original)	Client	

Statement of Raw Material Usage (1 original)		Client		
Certification of the Warehouseman that the said wastages/reject materials are still intact in the CBW (1 original)		Warehouseman		
Certification of the CBW Operator as to the Occurrence of said Wastages or the reason(s) for the Rejects (1 original)		CBW Operator		
DENR/Other government agency clearance (1 original)		Concerned Regulatory Government Agency		
Prescribed Indorsement Form (1 original)		Concerned Warehousing Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. CBW Operator submits the complete documentary requirements to the Operating Division	1.1 Receives, evaluate requests and documents and prepares/initials or indorsement for re-assessment to Warehousing Assessment Division	None	15 minutes	<i>Account Officer</i> Operating Division
	1.2 Sign the indorsement and have it transmitted to Warehousing Assessment Division	None	10 minutes	<i>Chief</i> Operating Division
	1.3 Schedule and conduct physical examination of subject goods at the CBW	None	45 minutes	<i>Customs Examiner</i> Warehousing Assessment Division
	1.4 Check all required documents attached and re-assesses duties and taxes and transmit findings/assessment to the Operating Division	None	30 minutes	
	1.5 Affix signature on indorsement as recommended and on Certificate of Condemnation and have it transmitted to Office of the	None	10 minutes	<i>Chief</i> Operating Division



	Deputy Collector for Operations			
	1.6 Affix signature or indorsement to signify concurrence and have it transmitted to the Office of the District Collector	None	10 minutes	<i>Deputy Collector for Operations</i>
	1.7 Affix signature on indorsement to signify approval and have it transmitted back to the Operating Division	None	10 minutes	<i>District Collector</i>
	1.8 Record all important details and transmit back to Operating Division	None	10 minutes	<i>Account Officer Operating Division</i>
	1.9 Notify COA and other concerned agencies	None	15 minutes	<i>Account Officer Operating Division</i>
	1.10 Check pertinent documents and affix signature on Certificate of Condemnation	None	10 minutes	<i>Warehouseman Warehousing Assessment Division</i>
	1.11 After witnessing condemnation; affixes signature on Certificate of Commendation	None	2 minutes	<i>CBW Operator CBW/COA</i>
<b>TOTAL</b>		<b>None</b>	<b>2 hours, 47 minutes</b>	

### 87. Processing of Application for Establishment and/or Renewal of License to operate a Customs Bonded Warehouse - GTMBWD

The application for the establishment or renewal of license of CBW shall be filed with the District Collector where the CBW is located subject to the approval of the Commissioner of Customs (Section 804 of the CMTA and CAO 13-2019)

<b>Office or Division:</b>	GARMENTS TEXTILE MANUFACTURING BONDED WAREHOUSE DIVISION
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	CBW Operator, Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original)		Client		
Statement of Raw Material Usage (1 original)		Client		
Certification of the Warehouseman that the said wastages/reject materials are still intact in the CBW (1 original)		Warehouseman		
Certification of the CBW Operator as to the Occurrence of said Wastages or the reason(s) for the Rejects (1 original)		CBW Operator		
DENR/Other government agency clearance (1 original)		Concerned Regulatory Government Agency		
6. Prescribed Indorsement Form (1 original)		Concerned Warehousing Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. CBW Operator submits the complete documentary requirements to the Operating Division	1.1 Receives, evaluate requests and documents and prepares/initials or indorsement for re-assessment to Warehousing Assessment Division	None	15 minutes	<i>Account Officer</i> Operating Division
	1.2 Sign the indorsement and have it transmitted to Warehousing Assessment Division	None	10 minutes	<i>Chief</i> Operating Division
	1.3 Schedule and conduct physical examination of subject goods at the CBW	None	45 minutes	<i>Customs Examiner</i> Warehousing Assessment Division
	1.4 Check all required documents attached and re-assesses duties and taxes and transmit findings/assessment to the Operating Division	None	30 minutes	
	1.5 Affix signature on indorsement as	None	10 minutes	<i>Chief</i>



	recommended and on Certificate of Condemnation and have it transmitted to Office of the Deputy Collector for Operations			Operating Division
	1.6 Affix signature or indorsement to signify concurrence and have it transmitted to the Office of the District Collector	None	10 minutes	<i>Deputy Collector for Operations</i>
	1.7 Affix signature on indorsement to signify approval and have it transmitted back to the Operating Division	None	10 minutes	District Collector
	1.8 Record all important details and transmit back to Operating Division	None	10 minutes	<i>Account Officer</i> Operating Division
	1.9 Notify COA and other concerned agencies	None	15 minutes	<i>Account Officer</i> Operating Division
	1.10 Check pertinent documents and affix signature on Certificate of Condemnation	None	10 minutes	<i>Warehouseman</i> Warehousing Assessment Division
	1.11 After witnessing condemnation; affixes signature on Certificate of Commendation	None	2 minutes	<i>CBW Operator</i> CBW/COA
<b>TOTAL</b>		<b>None</b>	<b>2 hours, 47 minutes</b>	

**88. Processing of Application for Establishment and/or Renewal of License to operate a Customs Bonded Warehouse - WDRD**



The application for the establishment or renewal of license of CBW shall be filed with the District Collector where the CBW is located subject to the approval of the Commissioner of Customs (Section 804 of the CMTA and CAO 13-2019)

<b>Office or Division:</b>	Warehousing Documentation and Records Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1 original)		CBW Operator		
SEC Certificate (3 Certified True Copies)		Securities and Exchange Commission		
AMO (3 Certified True Copy)		BOC-AMO		
USB (1 blank)		Client		
Application Form (1 original, 2 photocopies)		CBW Committee Secretariat		
List of Machineries (3 Certified True Copies)		CBW Operator		
General Information Sheet (3 Certified True Copies)		Client		
Warehouse Supervision Fee (3 photocopies)		Payment to BOC		
General Warehousing Bond (3 photocopies)		Surety Company/Bonds Division		
Latest CBW Approval (3 photocopies)		Commissioner c/o Deputy Commissioner, AOCG		
Audited Financial Statements (3 photocopies)		Client		
Income Tax Return (3 photocopies)		BIR		
Import/Export Performance (1 original, 2 photocopies)		Client		
Import/Export Performance (1 original, 2 photocopies)		Client		
Annual Stock Inventory (1 original, 2 photocopies)		Client		
Statement of Monthly Raw Material Importation Requirement (3 Certified True Copies)		Client		
Industrial Technology and Development Institute Formula of Conversion (3 Certified True Copies)		DOST		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. CBW Operator submits the complete documentary requirements to the Operating Division	1.1 Receive applications for renewal/ establishments of Customs Bonded Warehouse	None	2 hours	<i>Assistant Customs Operations Officer</i> Warehousing Documentation and Records Division



	1.2 Indorse the applications to WID for inspection and clearances to 9 divisions	None	1 hour	Chief Warehousing Documentation and Records Division
	1.3 Refer the application to various offices for clearance	None	1 hour	
	1.4 Upon receipt of the inspection report and complete clearances of no outstanding accountability of the said CBW, indorse the application to the District Collector, through Deputy Collector for Operations for transmittal to the CBW Committee for evaluation and deliberation	None	8 hours	
<b>TOTAL</b>		<b>None</b>	<b>12 hours</b>	

### 89. Safekeeping of Warehousing Entries

The original working copy of warehousing entries and its attachment are deposited to WDRD-POM from the operating divisions pending retrieval for payment of duties & taxes and wastages and liquidation. (CMO 39-91)

<b>Office or Division:</b>	Warehousing Documentation and Records Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Warehousing entry (1 original)	Client
Packing List (1 original)	Client
Invoice (1 original)	Client
Bill of Lading (1 original)	Client



Boatnote (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CBW Operator submits the complete documentary requirements to the Operating Division	1.1 Receive original warehousing entries from the operating divisions concerned	None	30 minutes	Records Custodian Warehousing Documentation and Records Division
	1.2 Records and file the original warehousing entries	None	30 minutes	
<b>TOTAL</b>		<b>None</b>	<b>1 hour</b>	

## 90. Payment of Warehouse Supervision Fee

All Customs Bonded Warehouses are required to pay to the Bureau of Customs an annual Warehouse Supervision Fee. (CAO 13-2019)

<b>Office or Division:</b>	Warehousing Documentation and Records Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Manager's Check (1 original)		Bank		
Payment Form (1 original)		Collection Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CBW Operator requests for form for payment of supervision fee	1.1 Fill up form for payment of supervision fee from the CBW Operator	None	30 minutes	Records Custodian Warehousing Documentation and Records Division
	1.2 Sign order of payment	None	5 minutes	Chief Warehousing Documentation and Records Division
<b>TOTAL</b>		<b>None</b>	<b>35 minutes</b>	

## 91. Issuance of Certificate of Shipment

The Certificate of Shipment will be issued by the Export Division if the nature of shipment of the exported goods once the findings has been reviewed by the Trade Control Examiner and has been approved by the Chief.

<b>Office or Division:</b>	Export Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens, G2B - Government to Business			
<b>Who may avail?</b>	1. Exporters Or Their Duly Authorized Representative 2. Customs Broker			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Processed Export Declaration (1 photocopy)	Client			
Commercial Invoice (1 photocopy)	Client			
Inspector's Certificate of Lading (1 photocopy)	CCCD (Containerized Cargo) or PID (Conventional Cargo)			
1. Exporter/Broker submit written request together with required documents	1.1 Receive request 1.2 Check completeness of documents	₱130.00 Customs Documentary Stamps	3 minutes	<i>Clerk</i> Export Division
	1.3 Forward to Record Officer/Custodian 1.4 Retrieve records on file 1.5 Verify records to determine whether the data submitted tallies with records on file 1.6 Prepare and Initial Certificate of Shipment	None	1 day	<i>Record Officer/ Custodian</i> Export Division



	1.7 Transmit to the Assistant Chief for review			
	1.8 Review the findings, then forward to the Chief for final approval	None	5 minutes	Assistant Chief Export Division
	1.9 Sign Certificate of Shipment, Certified Copy of Inspector's Certificate of Lading and Export Declaration	None	3 minutes	Chief Export Division
	1.10 Issue Reference Number 1.11 Stamp BOC Seal 1.12 Release Document to the Applicant	None	3 minutes	Clerk Export Division
<b>TOTAL</b>		<b>PHP 130.00</b>	<b>1 day, 14 minutes</b>	

## 92. Issuance of Certificate of Origin

Goods that have been evaluated will submit a Certificate of Origin to the Export Division for signatory and a copy of this document will be transmitted by the exporter to the Importing country to obtain a preferential treatment.

<b>Office or Division:</b>	Export Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens, G2B - Government to Business
<b>Who may avail?</b>	1. Exporters Or Their Duly Authorized Representative 2. Customs Broker
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Approved Export Declaration (1 photocopy)	Applicant
Bill of Lading/AWB (1 photocopy)	Applicant
Commercial Invoice (1 photocopy)	Applicant

Export Permit for regulated products (1 photocopy)		Concerned Regulating Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Exporter/Broker submit accomplished Certificate of Origin together with the supporting documents.	1.1 Receive CO declaration	₱130.00 Customs Documentary Stamp	3 minutes	<i>Clerk</i> Export Division
	1.2 Check the completeness of the supporting documents			
	1.3 Assign the application to a COO 1			
	1.4 Check Completeness, accuracy and consistency of the data	None	5 minutes	<i>Customs Operations Officer I</i> Export Division
	1.5 Evaluate the application to determine if the product is in the inclusion list covered by Preferential Tariff			
	1.6 Origin Criteria of a particular FTA is complied with			
	1.7 Initial the CO			
1.8 Forward to Assistant Chief				
1.9 Review actions of COO 1	None	3 minutes	<i>Assistant Chief</i> Export Division	
1.10 Approve and Sign CO	None	3 minutes	<i>Chief</i> Export Division	



	1.11 Issue Reference Number	None	3 minutes	Clerk Export Division
	1.12 Stamp Bureau of Customs Seal to the CO			
	1.13 Segregate copies			
	1.14 Release original and duplicate copies to the applicant			
<b>TOTAL</b>		<b>PHP 130.00</b>	<b>17 minutes</b>	

### 93. Pre-Exportation Evaluation of Products

Goods for exportation shall be evaluated through several export processes to determine their eligibility as basis in granting a preferential tariff treatment by the Importing country as mandated in their Rules of Origin.

<b>Office or Division:</b>	Export Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizens, G2B - Government to Business			
<b>Who may avail?</b>	1. Exporters Or Their Duly Authorized Representative 2. Customs Broker			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written request for evaluation to be submitted at least 5 days prior to exportation (1 original)		Applicant		
Complete List of all materials used in the production both local and imported (1 original)		Applicant		
Break down of cost element (1 original)		Applicant		
Import and Export declarations (1 photocopy)		Applicant		
Production Flowcharts (1 original)		Applicant		
Company Profile (1 original)		Applicant		
Other documents to support originating status of the product (1 photocopy)		Applicant		
Photo of production process (1 original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Exporter/Broker submit accomplished Certificate of Origin together with the supporting documents.	1.1 Receive and Assign the request for evaluation to a Customs Operations Officer	None	3 minutes	Chief Export Division
	1.2 Verify all the supporting documents	None	5 days	Customs Operation Officer I Export Division
	1.3 Conduct evaluation of data to determine origin status of the product	None		
	1.4 Conduct factory visit and examine of book of records of the company	None		
	1.5 Prepare evaluation report including proposed Origin Ruling	None		
	1.6 Review evaluation of the COO1	None	1 hour	Assistant Chief Export Division
	1.7 Approve and issue ROO Ruling	None	1 hour	Chief Export Division
	1.8 Record and release ruling to the exporter	None	5 minutes	Releasing Clerk Export Division
<b>TOTAL</b>		<b>None</b>	<b>5 days, 2 hours, 8 minutes</b>	

#### 94. Processing of Export Declaration and Certificate of Identification

The Export Declaration will be submitted to the Export Division to certify the full particulars of a shipment. The Certificate of Identification will be processed by the Export Division after the shipment has been examined due to certain issues that emerged and will be subject for approval by the Chief.

<b>Office or Division:</b>	Export Division
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C - Government to Citizens, G2B - Government to Business
<b>Who may avail?</b>	1. Exporters or their Duly Authorized Representative 2. Customs Broker
<b>CHECKLIST OF REQUIREMENTS</b> (should indicate type of copy: original, certified true copy or photocopy)	<b>WHERE TO SECURE</b>
<b>Regular Export</b>	
— Export Single Administrative Document (3 original)	Applicant
— Proforma Invoice (3 original)	Applicant
— Packing List (3 original)	Applicant
<b>2. Export under Sec. 801-813 (warehousing)</b>	
— Export Single Administrative Document (3 original)	Applicant
— Proforma Invoice (3 original)	Applicant
— Packing List (3 original)	Applicant
— Certificate of Identification (signed by WAD) (1 original)	Export Division
— Certificate of Inspection and Loading (1 original)	Export Division
— Boatnote (1 original)	Export Division
<b>3. Export under Drawback</b>	
— Export Single Administrative Document (3 original)	Applicant
— Proforma Invoice (3 original)	Applicant
— Packing List (3 original)	Applicant
— Shipment Information Slip (3 original)	CIIS
<b>4. Export under Bond / for repair</b>	
— Export Single Administrative Document (3 original)	Applicant
— Proforma Invoice (3 original)	Applicant
— Packing List (3 original)	Applicant
— Certificate of Identification (signed by COO1) (3 original)	Trade Control Examiner - Export Division
<b>5. Export of Regulated Product</b>	
— Export Single Administrative Document (3 original)	Applicant
— Proforma Invoice (3 original)	Applicant
— Packing List (3 original)	Applicant
— Commodity Clearance / Export Permit (3 original)	Regulatory government agency
<b>6. Transshipment</b>	
— Special Permit to Load (3 original)	Customs Container Control Division



— Copy of processed Export Declaration from the Outports		Applicant		
— Copy of processed Export Declaration from the Outports (3 original)		Applicant		
— Copy of Cargo Manifest (3 original)		Applicant		
— Copy of Domestic Bill of Lading (3 original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Exporter / Broker (Client submits duly accomplished Single Administrative Document (SAD) together with appropriate documentary requirement)	1.1 Receive Single Administrative Document. Check completeness of documentary requirements including CDS requirement; Assign the application to a Customs Operations officer for proper evaluation	P130.00 Customs Documentary Stamp	3 minutes per ED-SAD	<i>Clerk</i> Export Division
	1.2 Check completeness, accuracy and consistency of the data in the document	None	2 minutes	<i>Customs Operations Officer I</i> Export Division
	1.3 Using computer workstation, review Export Declarations filed through the e2m Automated Export Declaration System (AEDS) procedure; verify the authenticity of the ED SAD by scanning the barcode generated by the system and tag ED SAD as "Used" for PEZA export.	None	2 minutes	<i>Customs Operations Officer I</i> Export Division
	1.4 Processing of Documents under yellow or Red	None	2 minutes	<i>Customs Operations Officer I</i> Export Division

	Shipment: Retrieve the ED-SAD review and very the data and fill up Inspection Act			
	1.5 Conduct examination of shipment if:	None		<i>Customs Operations Officer I</i> Export Division
	a. covered by alert order		2 hours	
	b. it is covered by re-export bond			
	c. it is subject for repair			
	- issue Certificate of Identification in case of b. & c.		15 minutes	
	- Initial the ED-SAD and forward to the Assistant Chief for review		2 minutes	
	1.6 Review evaluation by COO1	None	3 minutes	<i>Assistant Chief</i> Export Division
	1.7 Approve and sign ED-SAD	None	2 minutes	<i>Chief</i> Export Division
	1.8 Stamp Authority to Load	None	3 minutes	<i>Clerk</i> Export Division
	1.9 Issue Reference Number			
	1.10 Segregate copies of documents			
	1.11 Release original & duplicate copies of ED-SAD to the exporter for transmittal to CCCD or PID			
<b>TOTAL</b>		<b>PHP130.00</b>	<b>2 hours, 34 minutes</b>	

## 95. Examination/Assessment of Parcels

All parcels that arrive through sea (Surface and Surface Airlifted) are subject for examination and assessment. Parcels under De Minimis value are forward to postal stations in Metro Manila and immediate dispatch to provincial posts for release. Taxable items/parcels are release upon payment of duties and taxes.

<b>Office or Division:</b>	Customs Postal Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Claimant/Owners/Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Quarantine Plant/Animal Clearance (1 photocopy)		Bureau of Plant Industry/Bureau of Animal Industry		
Optical Media Board Clearance (1 photocopy)		Optical Media Board		
FDA Clearance/License to Operate/Certificate of Product Registration (1 photocopy)		Food and Drugs Administration		
Firearm and Explosive Office (FEO) PNP Permit to Import (1 photocopy)		Philippine National Police		
National Telecommunications Commission Permit (1 photocopy)		National Telecommunications Commission		
National Tobacco Administration Import/Export/Transshipment Commodity Clearance (1 photocopy)		National Tobacco Administration		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RES</b>
1. Submits parcels for examination and assessment including necessary permit/clearance, if necessary	1.1 Conducts examination, appraisal of goods at the PHILPost - Surface Mail Exchange Department and performs the following whichever is applicable: a) Compute duties and taxes, if taxable b) Request for presentation of permit/clearance if regulated	Amount Payable =Customs Duty+VAT+Excise Tax, if any+Surcharge, if any+IPF+Container Security Fee+Customs Documentary Stamp	3 days	C Cus

2. Pay duties and taxes, if applicable	2.1 If a and b are not applicable, parcel will be mark "PASSED" and will be forwarded by Philippine Postal Corporation to the postal offices. Otherwise, collect lawful duties and taxes and issue Official Receipt.	Amount Payable =Customs Duty+VAT+Excise Tax, if any+Surcharge, if any+IPF+Container Security Fee+Customs Documentary Stamp	20 minutes	C Cus  Coll Cus
<b>TOTAL</b>		Depends upon the commodity as shown above	<b>3 days, 20 minutes</b>	

## 96. Processing of Transit Permits

Transit refers to the customs procedure under which goods, in its original form, are transported under customs control from one customs office to another, or to a free zone.

<b>Office or Division:</b>	Office of the Chief - Piers and Inspection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business			
<b>Who may avail?</b>	Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transshipment Single Administrative Document (TSAD) (1 photocopy)		Deputy Collector for Operations		
Bill of Lading (1 photocopy)		Importer		
Commercial Invoice (1 photocopy)		Shipper		
Packing List (1 photocopy)		Shipper		
Import Permit (1 photocopy)		Consignee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Checklist of Requirements	1.1 Receive and record the approved transshipment permit and other documents from the Office of the Deputy Collector for Operations.	None	2 minutes	<i>Administrative Assistant II</i> Office of the Chief

	1.2 Verify payment of Customs Security Fee (CSF).	None	2 minutes	<i>Administrative Assistant II</i> Office of the Chief
	1.3.a. For Transshipment to Customs Bonded Warehouses (CBWs) or Off Dock - Container Yard/ Container Freight Stations (OD-CY/ CFS), review documents and issue directive for the preparation of Boatnote and Mission Order for the delivery of goods.  b. For Transshipment to PEZA locators, review documents and verify the General Transportation Surety Bond posted by the PEZA locator.	None	5 minutes	<i>Chief</i> Piers and Inspection Division
	1.4 Record released documents/ transshipment permit reviewed by the Chief - PID and transmit to the Port Utilization Section for appropriate action.	None	2 minutes	<i>Administrative Assistant II</i> Office of the Chief
	1.5 Verify documents (Official Receipt/Statement of Settlement of Duties and Taxes (SSDT), BOC Entry, BL, Packing List, and Invoice) in the OLRs.	None	3 minutes	<i>Assistant Customs Operations Officer</i> Wharfinger Off Dock - Container Yard/ Container Freight Station (OD-CY/CFS)



	1.6 Supervise the stripping of containers.	None	30 minutes - 1 hour	<i>Assistant Customs Operations Officer</i> Wharfinger OD-CY/CFS Station
	1.7 Receive the stripping tally sheet from the CY-CFS Warehouseman.	None	1 minute	<i>Assistant Customs Operations Officer</i> Wharfinger OD-CY/CFS Station
	1.8 Process delivery permits and other types of customs permits vis a vis the Official Receipt/Statement of Settlement of Duties and Taxes (SSDT) prior to the release of cargo.	None	5 minutes	<i>Assistant Customs Operations Officer</i> Wharfinger OD-CY/CFS Station
	1.9 Receive and record gate pass from the warehouseman.	None	1 minute	<i>Assistant Customs Operations Officer</i> Wharfinger OD-CY/CFS Station
	1.10 Check, release /deliver cargo only to the proper parties in accordance with the marks, countermarks, and registry number of the carrying vessel.	None	2 minutes	<i>Assistant Customs Operations Officer</i> (Customs Guard)
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 57 minutes</b>	

**97. Processing of Transit Permits with Underguarding to Off Dock- Container Yard/ Container Freight Station (OD-CY/CFS)**



Transit refers to the customs procedure under which goods, in its original form, are transported under customs control from one customs office to another, or to a free zone.

<b>Office or Division:</b>	Port Utilization Section - Piers and Inspection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Routed Documents/ Permit to Transfer to Outside CY-CFS (1 photocopy)		Office of the Deputy Collector for Operations		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Checklist of Requirements	1.1 Receive routed documents/transshipment permit reviewed/approved by the Chief – PID.	None	1 minute	<i>Administrative Assistant II</i> Office of the Section Chief
	1.2 Prepare Transfer Note (Boatnote), delivery permit and Mission Order duly signed by the Section Chief and assign an Assistant Customs Operations Officer (Customs Guard) to underguard for the delivery of goods to Off Dock - Container Yard/ Container Freight Station (OD-CY/CFS).	None	5 minutes	<i>Assistant Customs Operations Officer</i> Wharfinger Off Dock - Container Yard/ Container Freight Station (OD-CY/CFS)
	1.3 Sign Mission Order for the delivery of goods to Off Dock - Container Yard/ Container Freight Station (OD-CY/CFS).	None	1 minute	<i>Chief</i> Port Utilization Section
	1.4 Underguard goods to Container Yard-Container Freight Station (CY-CFS).	None	1 hour	<i>Assistant Customs Operations Officer (Customs Guard)</i>
	1.5 Receive the Transfer Note, Inbound Container, Inward Foreign Manifest and other documents from the Assistant	None	1 minute	<i>Assistant Customs Operations Officer</i> Wharfinger Off Dock - Container



	Customs Operations Officer.			Yard/ Container Freight Station (OD-CY/CFS)
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 8 minutes</b>	

## 98. Application for Stripping

Stripping refers to unloading of all goods or cargoes from a container.

<b>Office or Division:</b>	Office of the Chief - Piers and Inspection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business			
<b>Who may avail?</b>	Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Stripping (1 original copy)		Importer		
Single Administrative Document (SAD) (1 photocopy)		Deputy Collector for Operations		
Bill of Lading (1 photocopy)		Importer		
Commercial Invoice (1 photocopy)		Shipper		
Packing List (1 photocopy)		Shipper		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all needed requirements	1.1 Receive and record request for stripping.	None	2 minutes	<i>Receiving Clerk</i> Piers and Inspection Division
	1.2 Prepares Disposition Form to Deputy Collector for Operations recommending approval of request for stripping.	None	10 minutes	<i>Chief</i> Piers and Inspection Division
	1.3 Records Disposition Form and transmit to Deputy Collector for Operations.	None	2 minutes	<i>Releasing Staff</i> Piers and Inspection Division
	1.4 Receives and record approved Disposition Form from the Deputy Collector for Operations	None	2 minutes	<i>Receiving Clerk</i> Piers and Inspection Division
	1.5 Transmits approved Disposition Form to Wharfinger-in-Charge	None	2 minutes	<i>Releasing Staff</i> Piers and Inspection Division



	1.6 Supervises Stripping of container at the designated area.	None	1 hour	Wharfinger-In-Charge Piers and Inspection Division
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 18 minutes</b>	

## 99. Processing of Transshipment Permits

**Transshipment** refers to the customs procedure under which goods are transferred under customs control from the importing means of transport to the exporting means of transport within the area of one customs office, which is the office of both importation and exportation.

<b>Office or Division:</b>	Port Utilization Section - Piers and Inspection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Approved Transshipment Permit (1 original)	Office of the Deputy Collector for Operations			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Select the Services offered: - Receiving or Releasing - Information - Payment - Access Pass	Ensures that the Queuerite System can provide the queueing ticket number per transactions	None	None	Customs Service Officer
Get the printed Ticket and wait for the Ticket Number to be displayed at the Monitors		None		
Proceed to the Information Area Counter	A Customs Service Specialist will attend to the stakeholder's inquiry, concern and including complaints	None	5 minutes	
	If the client's inquiry or concern is not resolved,	None	5 minutes	Client Service Specialist

	help the client to direct and coordinate the concern through Portal			
	Received routed documents/ Transshipment Permit reviewed/ approved by Chief, PID	None	1 minute	<i>Receiving Clerk</i> Piers and Inspection Division
	Issue Mission Order to assigned Customs Guard for underguarding of goods	None	5 minutes	<i>Chief</i> Piers and Inspection Division
	Issue Boatnote	None	5 minutes	<i>Wharfinger-In-Charge</i> Piers and Inspection Division
	Conducts continues underguarding until receipt of goods by the master of receiving vessel of the Port of destination duly noted by the assigned Customs Inspector thereat.	None	3 hours	<i>Customs Guard</i> Piers and Inspection Division
<b>TOTAL</b>	<b>None</b>		<b>3 hours and 21 minutes</b>	

## 100. Pre-Arrival of Vessel

Pre-Arrival of Vessel is the submission of Notice of Arrival (NOA) as their manifestation of their intention to visit a certain Port for their respective purpose.

<b>Office or Division:</b>	Bay Service Section - Piers and Inspection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business			
<b>Who may avail?</b>	Authorized Agents or their Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notice of Arrival (1 original copy)		Shipping Line		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits Notice of Arrival	1.1 Receive the Notice of Arrival from the authorized agents or representatives of any vessel engaged in foreign trade.	None	1 minute	<i>Officer in Charge</i> Piers and Inspection Division
	1.2 Electronically verify the vessel registry number/principal and other vessel information thru Client Profile Registration System (CPRS).	None	1 minute	
	1.3 Input the Estimated Time of Arrival (ETA) in the E2M Customs System and affix his signature on the hardcopy of the Notice of Arrival (NOA) and furnish the Customs Boarding Team a copy of the processed Notice of Arrival.	None	30 minutes	
	1.4 Assign authorized customs officers (Boarding Team) through the issuance of an Assignment Order.	None	5 minutes	<i>Chief-BSS/Chief</i> Piers and Inspection Division
<b>TOTAL</b>		<b>None</b>	<b>37 minutes</b>	

### 101. Arrival of Vessel

Arrival of Vessel is the act of any vessel, seacraft arriving within the territorial jurisdiction of a Customs District from Foreign Port to the designated Port of Entry.

<b>Office or Division:</b>	Bay Service Section - Piers and Inspection Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business	
<b>Who may avail?</b>	Authorized Agents or their Authorized Representatives	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Oath of Entering Vessel from a Foreign Port with Customs Documentary Stamp (CDS) (2 original)	Piers and Inspection Division	

1. Submits all needed requirements	1.1 Receive from the shipping line representative the “Oath of Entering Vessel from a Foreign Port” with Customs Documentary Stamp (CDS) duly accomplished by the Master in two (2) copies upon arrival of a vessel from a foreign port within twenty-four (24) hours.	None	5 minutes	Customs Operations Officer III Customs Entrance & Clearance Officer – Bay Service Section
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

## 102. Boarding Formalities

**Boarding Formalities** shall refer to the formalities conducted on board the foreign vessel or aircraft by government officials composed of Customs, Immigration & Quarantine (CIQ)

<b>Office or Division:</b>	Bay Service Section - Piers and Inspection Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business		
<b>Who may avail?</b>	Authorized Agents or their Authorized Representatives		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Quarantine Certificate (Pratique) (1 original)		Bureau of Quarantine	
Clearance of vessel from last port of call (1 original)		Master of the Vessel	
Vessel's general declaration (2 original)		Master of the Vessel	
Manifest of all cargoes destined for the port, to be returned with the endorsement of the boarding officers (1 original)		Master of the Vessel	
Manifest, one of which upon certification by the boarding officer as to the correctness of the copy, shall be returned to the master (3 original)		Master of the Vessel	
Cargo Stowage Plan or Hatch List (3 original)		Master of the Vessel	
Store List (2 original)		Master of the Vessel	
Passengers List (2 original)		Master of the Vessel	
Crew List (2 original)		Master of the Vessel	
Cargo manifest for deposit with the customs officer who has jurisdiction over the vessel while in port (1 original)		Master of the Vessel	
Passengers and baggage manifest containing the names of all foreigners in conformity with the		Master of the Vessel	

requirements of the immigration laws in force in the Philippines (2 original)				
Fully accomplished bills of lading (2 original)		Master of the Vessel		
Shipping goods and register of the vessel of Philippine registry (2 original)		Master of the Vessel		
Narcotics & dangerous drugs list (2 original)		Master of the Vessel		
Bonded store list (2 photocopy)		Master of the Vessel		
Mail or parcel list (2 photocopy)		Master of the Vessel		
Firearms & ammunition list (2 original)		Master of the Vessel		
Crew's declaration list (2 original)		Master of the Vessel		
Such other related documents as may be required		Master of the Vessel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the required documents	1.1 Issue a General Permit for the discharge of the cargoes upon completion of the boarding formalities, and immediately place the vessel under customs surveillance and control by posting a Customs Inspector and Customs Guards	None	1 minute	<i>Customs Senior Boarding Officer</i> Piers and Inspection Division
	1.2 Forward all reports, entries and other documents delivered by the Master, Agent or the Customs Inspector assigned on board vessels, for transmittal to offices concerned	None	30 minutes	<i>Customs Senior Boarding Officer</i> Piers and Inspection Division
	1.3 Prepare and submit trip report on Records of Vessel Boarded to the Chief, Bay Service Section (or its equivalent office) and make reports of any deviation	None	5 minutes	<i>Customs Senior Boarding Officer</i> Piers and Inspection Division
	1.4 Input the Actual Time of Arrival (ATA) from the boarding information sheet submitted by the Customs Boarding Officer	None	1 minute	<i>Customs Operations Officer I/E2M-OIC</i> Bay Service Section



<b>TOTAL</b>	<b>None</b>	<b>37 minutes</b>	
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### 103. Discharging/ Loading of Cargoes

**Discharging** refers to the process of transferring cargo from the ship to the quay or barge; **Loading** refers to the process of transferring cargo from the quay on to the ship

<b>Office or Division:</b>	Bay Service Section - Piers and Inspection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business			
<b>Who may avail?</b>	Authorized Agents or their Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Oath of Entering Vessel from a Foreign Port with Customs Documentary Stamp (CDS) (2 original)		Master of the vessel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Requirements	1.1 Verify the container number/s against the discharging/loading sequence during unloading/loading.	None	5 minutes	<i>Customs Operations Officer I (Customs Inspector)/ACOO (Customs Guard) on board foreign vessel</i>
	1.2 Check/inspect if container seals are intact.	None	5 minutes	<i>Customs Operations Officer I (Customs Inspector)/ACOO (Customs Guard) on board foreign vessel</i>

	1.3 Accomplish a Certificate of Date of Last Discharge bearing the seal of the master of the vessel to be submitted at the office for recording in the Advanced Electronic Manifest System, upon completion of discharge.	None	1 minute	Customs Operations Officer I (Customs Inspector)/ACOO (Customs Guard) on board foreign vessel
<b>TOTAL</b>		<b>None</b>	<b>11 minutes</b>	

### 104. Departure of Vessel

Departure of Vessel refers to the act of the vessel leaving the port

<b>Office or Division:</b>	Bay Service Section - Piers and Inspection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business			
<b>Who may avail?</b>	Authorized Agents or their Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Bill of health from the quarantine officer or officer of the public health service in the port (1 original)		Bureau of Quarantine		
Manifest of export cargo, one of which, upon certification by the authorized customs officer as to the correctness of the copy, shall be returned to the master of the vessel (3 photocopies)		Export Division		
Passengers list, showing foreigner and other passengers (2 original)		Master of the Vessel		
Register and shipping goods, if the vessel is of Philippine registry (1 photocopy)		MARINA		
Clearance issued by the last port of entry (1 original)		Master of the Vessel		
Certificate from the Philippine Postal Corporation to the effect that it received timely notice of the sailing of the vessel (1 photocopy)		Philippine Postal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requirements	Verify the container number/s against the	None	5 minutes	Customs Operations



	discharging/loading sequence during unloading/loading			<i>Officer III/Customs Entrance &amp; Clearance Officer Bay Service Section</i>
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

## 105. Boarding Pass

**Boarding Pass** refers to the permit gives to visitors of crew members, shipping personnel, surveyors, technicians, manning agents etc., to board a foreign vessel, in a specific Port.

<b>Office or Division:</b>	Bay Service Section - Piers and Inspection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail:</b>	Relatives of crew members, Persons with official business on the vessel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Visitors List (1 original)		From Master of the Vessel thru email or Ship's Agent		
Boarding Pass Form (1 original)		Bay Service Section - Piers and Inspection Division		
For Repairs or Inspection of Vessel, Letter request to the Deputy Collector for Operations and its approval (1 original)		Deputy Collector for Operations		
Documentary Stamp Php 130.00		Collection Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Checklist of Requirements	1.1 Receive visitors list and validate with Shipping Agent for issuance of Boarding Pass.	None	5 minutes	<i>Chief Bay Service Section</i>
2. Pays and secure Documentary	2.1 Receives payment for documentary stamp	Php130.00	10 minutes	Collection Division





Stamp for Boarding Pass at the Collection Division	2.2 Receive Boarding Pass with Documentary Stamp.	None	2 minutes	Receiving Clerk Bay Service Section
	2.3 For signature and release of Boarding Pass after verification and validation.	None	5 minutes	Chief Bay Service Section
<b>TOTAL</b>		<b>Php130.00</b>	<b>22 minutes</b>	

## 106. Issuance of Warrant of Seizure and Detention

A warrant of seizure and detention is issued by the District Collector for a shipment when probable cause is established that the shipment was imported in violation of the CMTA and other related laws.

<b>Office or Division:</b>	Administrative Division - Personnel Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government G2B - Government to Business			
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Alert Order Number issued by the Alerting Office (1 original)		Alerting Team - Office of the District Collector		
Examination Report (1 original)		Examiner		
Alert Order Report Form (1 original)		Alerting Team - Office of the District Collector		
Recommendation for Issuance of WSD (1 original)		Examiner		
Letter of Authority issued by the Commissioner (1 original)		Office of the Commissioner		
Mission Order issued by the raiding team (1 original)		Office of the Commissioner		
Mission Order issued to the Customs Examiner to conduct inventory of the items (1 original)		Office of the District Collector		
Inventory Report (1 original)		Examiner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents required	1.1 Receive and check the completeness of documents	None	5 minutes	Receiving Clerk Alerting Team - Office of the District Collector



	1.2 Evaluate the submitted documents	None	20 minutes	
	1.3 Prepare draft WSD for review of the Chief	None	20 minutes	Clerk Alerting Team - Office of the District Collector
	1.4 Finalize the WSD after review of the Chief	None	5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>50 minutes</b>	

### 107. Offer of Settlement/Redemption Value

Pursuant to Section 1124 of the CMTA, the claimant may offer to settle the case through payment of fine or payment of the redemption value subject to the approval of the District Collector

<b>Office or Division:</b>	Law Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government G2B - Government to Business			
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Warrant of Seizure and Detention (1 original)		Law Division		
Alert Order Report Form/Letter of Authority (1 original)		Alerting Team - Office of the District Collector		
Inventory Report (1 original)		Examiner		
Notice of Hearing (1 original)		Law Division		
Position Paper of Claimant (1 original)		Claimant		
Comment of the Government Prosecutor (1 original)		Law Division		
Computation of Settlement Value and Redemption Value (1 original)		Port/Confirmation of Imports and Assessment Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit the documents required	1.1 Receive the documents	None	2 minutes	<i>Hearing/ Legal Officer Law Division</i>
	1.2 Review the documents	None	15 minutes	
	1.3 Issue Notice of Hearing	None	5 days	
	1.4 Conduct Hearing and requires claimant to submit its position paper	None	5 days	
	1.5 Require Government Prosecutor to comment on claimant's position paper	None	5 days	
	1.6 Request the Formal Entry Division to compute the settlement/redemption value	None	5 days	
	1.7 Prepare the draft of Order of Settlement/Redemption for review of the Chief	None	3 hours	
	1.8 Finalize the Order of Settlement/Redemption for initial of the Chief and approval of the District Collector	None	20 minutes	
<b>TOTAL</b>		<b>None</b>	<b>20 days, 3 hours, 37 minutes</b>	

## 108. Forfeiture Proceedings



Shipments subject of WSD are heard in a seizure proceeding at the Law Division in order to determine whether the shipments will be forfeited in favor of the government or released to the claimant

<b>Office or Division:</b>	Law Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Warrant of Seizure and Detention (1 original)			Law Division	
Alert Order Report Form/Letter of Authority (1 original)			Alerting Team - Office of the District Collector	
Inventory Report (1 original)			Examiner	
Notice of Hearing (1 original)			Law Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents required	1.1 Receive the documents	None	2 minutes	<i>Hearing/Legal Officer</i> Law Division
	1.2 Review the documents	None	15 minutes	
	1.3 Issue Notice of Hearing	None	5 days	
	1.4 Conduct a preliminary hearing	None	3 hours	
	1.5 If claimant fails to attend the hearing, prepare the draft of the Decision for review of the Chief	None	5 days	
	1.6 Review the documents	None	15 minutes	
<b>TOTAL</b>		<b>None</b>	<b>10 days, 3 hours, 32 minutes</b>	



## 109. Issuance of Decree of Abandonment

Shipments declared abandoned under Section 1129 of the CMTA undergo abandonment proceedings.

<b>Office or Division:</b>	Law Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter from the importer, consignee and owner expressly abandoning the shipment (1 original)		Client		
Notice to file entry/claim importation electronically or personally (1 original)		Administrative Division		
Packing List (1 original)		Client		
Commercial Invoice (1 original)		Client		
Bill of Lading (1 original)		Shipping Lines		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents required	1.1 Receive and check the completeness of documents	None	2 minutes	<i>Receiving Clerk</i> Law Division
	1.2 Evaluate the documents submitted	None	5 minutes	
	1.3 Prepare draft of Decree of Abandonment for review of the Chief	None	5 minutes	<i>Administrative Officer</i> Law Division
	1.4 Finalize the Decree of Abandonment after review of the Chief	None	5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>17 minutes</b>	

## 110. Request for Re-Construction



Documents loss/destroyed may be reconstructed upon showing proof of loss/destruction

<b>Office or Division:</b>	Law Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter request for re-construction (1 original)			Client	
Affidavit of loss executed by the person responsible for the loss (1 original)			BOC/Client	
Documentary stamps (1 original)			Cash Division	
Certified True Copy of the documents to be re-constructed			Concerned Office	
Print-out of SAD from Formal Entry Division or Warehousing Assessment Division (1 original)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents required	1.1 Receive and check the completeness of documents	None	2 minutes	<i>Receiving Clerk</i> Law Division
	1.2 Evaluate the documents submitted	None	5 minutes	
	1.3 Prepare draft Memorandum or Disposition Form approving or denying the request for review of the Chief	None	2 hours	<i>Administrative Officer</i> Law Division
	1.4 Finalize the Memorandum or Disposition Form after review by the Chief for his signature	None	20 minutes	

<b>TOTAL</b>	<b>None</b>	<b>2 hours,27 minutes</b>	
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### 111. Request for Re-exportation

Where the bill of lading show that the shipment is not intended for the Philippines the owner may file a request for re-exportation to the District Collector upon showing of satisfactory evidence.

<b>Office or Division:</b>	Law Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for re-exportation (1 original)		Client		
Packing List (1 original)		Client		
Commercial Invoice (1 original)		Client		
Bill of Lading (1 original)		Client		
Any other documents showing intent to re-export (1 certified true copy each)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents required	1.1 Receive and check the completeness of documents	None	5 minutes	<i>Receiving Clerk</i> Law Division
	1.2 Evaluate the documents submitted	None	5 minutes	
	1.3 Prepare draft Memorandum or Disposition Form approving or denying the request for review of the Chief	None	2 hours	<i>Administrative Officer</i> Law Division

	1.4 Finalize the Memorandum or Disposition Form after review by the Chief for his signature	None	20 minutes	
<b>TOTAL</b>		<b>None</b>	<b>2 hours, 30 minutes</b>	

## 112. Closure of Bonded Warehouse

Closure of Bonded Warehouse is applied when an existing Customs Bonded Warehouse is decided to be closed by its owner

<b>Office or Division:</b>	Law Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail/</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification of Last Importation and Exportation of CBW issued by the Warehouse (1 original)		Operating Division		
Inventory of the Area Supervisor of all equipment and machineries, raw materials, stock, lots, finished goods, stored at the warehouse, as well as import/export documents and unliquidated entries (1 original)		Client		
Recommendation for issuance of a closure order (1 original)		Client		
Inspection Report of the Warehousing Inspection Division (1 original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents required	1.1 Receive and check the completeness of documents	None	5 minutes	<i>Receiving Clerk</i> Law Division
	1.2 Evaluate the documents submitted	None	15 minutes	
	1.3 Prepare draft of Closure Order for review of the Chief	None	2 hours	<i>Administrative Officer</i> Law Division





	1.4 Finalize the closure order after review of the Chief	None	10 minutes	
<b>TOTAL</b>		<b>None</b>	<b>32 minutes</b>	

### 113. Protest

Under Section 1106 of the CMTA, when a ruling or decision of the District Collector or customs officer involving goods with valuation, rules of origin, and other customs issues is made, except the fixing of fines in seizure cases, the party adversely affected may appeals by way of protest against such ruling or decision to the Commissioner.

<b>Office or Division:</b>	Law Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Protest Letter (1 original)		Client		
Protest Fee (1 original)		Client		
Packing List (1 original)		Client		
Commercial Invoice (1 original)		Client		
Bill of Lading (1 original)		Shipping Lines		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Select the Services offered: - Receiving or Releasing - Information - Payment - Access Pass	Ensures that the Queuerite System can provide the queueing ticket number per transactions	None	None	Customs Service Officer
2. Get the printed Ticket and wait for the Ticket Number to be displayed at the Monitors		None		Stakeholder
3. Proceed to the Information Area		None	5 minutes	Collecting Officer

Counter for Accountable Forms				
4. Proceed to the Cashier Counter	Provide Accountable Forms	Please see Summary of Allowed fees and charges imposed and collected by the Bureau (CMO - 30-2019)		
5. Submit the documents required	5.1. Receive and check the completeness of documents	<p>Pursuant to Section 9 of CAO No. 04-2019, a Processing Fee shall be imposed upon every application for tax credit and refund based on the following schedule:</p> <p>Up to  PHP50,000.00 - <u>PHP700.00</u>  Over PHP50,001 to  PHP100,000.00 - <u>PHP 900.00</u>  Over  PHP100,001.00 to  PHP200,000.00 - <u>PHP1,100.00</u>  Over  PHP200,001.00 to  PHP300,000.00 - <u>PHP1,300.00</u>  Over  PHP300,001.00 to  PHP400,000.00 - <u>PHP1,500.00</u>  Over  PHP400,001.00 to  PHP500,000.00 - <u>PHP1,700.00</u>  Over  PHP500,001.00</p>	2 minutes	<i>Receiving Clerk Law Division</i>

		<p>to          PHP750,000.00 -  <u>PHP2,300.00</u>          Over          PHP750,001.00          to          PHP1,000,000.00          - <u>PHP3,000.00</u>          Over          PHP1,000,000.00          to          PHP5,000,000.00          - <u>PHP4,000.00</u>          Over          PHP5,000,001.00          up -  <u>PHP5,000.00</u></p>		
	5.2 Evaluate the documents submitted	None	5 minutes	
	5.3 Issue Notice of Hearing	None	15 minutes	<i>Administrative Officer Law Division</i>
	5.4 Conduct hearing	None	1 hour	<i>Hearing/Legal Officer Law Division</i>
	5.5 Prepare the draft decision of the protest case for the review of the Chief	None	2 hours	<i>Administrative Officer Law Division</i>
	5.6 Finalize the decision of the protest case for the initial of the Chief	None	20 minutes	
<b>TOTAL</b>		<b>See ranges above</b>	<b>3 hours, 47 minutes</b>	

**114. Refund**



Under Section 903 of the CMTA, refund shall be granted where it is established that duties and taxes have been overcharged as a result of an error in the assessment or goods declaration

<b>Office or Division:</b>	Law Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for refund (1 original)		Claimant		
Affidavit of explanation (1 original)		Claimant		
Invoice/Packing List (1 original)		Claimant		
Refund processing (1 original)		Cash Division		
Certification of actual payment by Revenue Accounting Division (1 original)		Revenue Accounting Division		
Clearances from the Bonds Division, Law Division and Warehousing Documentation and Records Division (1 original)		Concerned Office		
Certification of no Outstanding Account from the Liquidation and Billing Division (1 original)		Liquidation and Billing Division		
Statement of Refund from the Liquidation and Billing Division (1 original)		Liquidation and Billing Division		
Certificate from the BIR, that no similar request has been filed with the said office (1 original)		Bureau of Internal Revenue		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents required	1. 1 Receive and check the completeness of documents	Pursuant to Section 9 of CAO No. 04-2019, a Processing Fee shall be imposed upon every application for tax credit and refund based on the following schedule:	5 minutes	<i>Receiving Clerk</i> Law Division

		<p>Up to          PHP50,000.00          - <u>PHP700.00</u></p> <p>Over          PHP50,001 to          PHP100,000.0          0 - <u>PHP 900.00</u></p> <p>Over          PHP100,001.0          0 to          PHP200,000.0          0 -  <u>PHP1,100.00</u></p> <p>Over          PHP200,001.0          0 to          PHP300,000.0          0 -  <u>PHP1,300.00</u></p> <p>Over          PHP300,001.0          0 to          PHP400,000.0          0 -  <u>PHP1,500.00</u></p> <p>Over          PHP400,001.0          0 to          PHP500,000.0          0 -  <u>PHP1,700.00</u></p> <p>Over          PHP500,001.0          0 to          PHP750,000.0          0 -  <u>PHP2,300.00</u></p> <p>Over          PHP750,001.0          0 to          PHP1,000,000.          00 -</p>		
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		<u>PHP3,000.00</u>  Over PHP1,000,000. 00 to PHP5,000,000. 00 - <u>PHP4,000.00</u>  Over PHP5,000,001. 00 up - <u>PHP5,000.00</u>		
	1.2 Evaluate the documents submitted	None	5 minutes	
	1.3 Indorse the request to RAD for verification of actually payment	None	5 minutes	<i>Administrative  Officer  Law Division</i>
	1.4 Require the importer or consignee to pay documentary stamps and refund processing fee	None	15 minutes	
	1.5 Inquire from the BIR if importer or consignee has filed a similar request	None	5 minutes	
	1.6 Indorse the request to the LBD for issuance of Statement of Refund	None	5 minutes	
	1.7 Require the importer or consignee to secure clearance from Bonds Division, Law Division and Warehousing Documentation and Records	None	10 minutes	

	Division as well as a Certification from the LBD that it has no Outstanding account			
	1.8 Prepare the draft Memorandum/Disposition Form approving or denying the request for review of the Chief	None	2 hours	
	1.9 Finalize the Memorandum/Disposition Form for signature of the Chief	None	20 minutes	
<b>TOTAL</b>		<b>As prescribed above</b>	<b>3 hours,10 minutes</b>	

## 115. Manual Payment

Manual Payment shall refer to the collection of the following:

1. Fees (CSF, Warehousing Supervision Fee, Registration Fee, CP Fee, Accreditation Fee, others);
2. Documentary Stamps;
3. Auction Proceeds;
4. Unexpended Cash Advance;
5. Purchase of Certificate of Origin Forms (CO) and Informal Entry Forms;
6. Additional Duties and Taxes;
7. Fines and Penalties;
8. Settlement and Redemption;
9. Voluntary Disclosure Payment (VDP)
10. Local Purchase (LP) of motor vehicles

<b>Office or Division:</b>	Collection Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business



	G2G - Government to Government			
<b>Who may avail?</b>	Importers, Brokers, Authorized Representatives, Registered Bidders, BOC Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Payment of Fees, Fines and Penalties</b>				
Fully accomplished prescribed Order of Payment (1 original)		Concerned BOC Office		
<b>Payment of Duties and Taxes (VDP, LP, Auction Proceeds, Settlement and Redemption, Non-E2M)</b>				
Fully accomplished Prescribed Order of Payment (1 original)		Concerned BOC Office		
Company ID for cheque payments (1 photocopy)		Concerned BOC Office		
Single Administrative Document (SAD) or Informal Entry (1 original)		E2M System and Electronic Lodgment through Value Added Service Provider (VASP)		
Approved Disposition Forms or Memorandum/Letter (1 original)		Concerned BOC Office		
<b>Unexpended Cash Advance</b>				
Liquidation Report (1 photocopy)		Concerned BOC Office		
<b>Purchase of Certificate of Origin Forms (CO) and Informal Entry Forms</b>				
Request Letter (1 original)		Importers, Brokers		
Authorization to purchase (1 original)		Importers, Brokers		
Company ID (1 photocopy)		Importers, Brokers		
<b>Documentary Stamps</b>				
Documents that needs to be stamped		Importers, Brokers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide necessary documents for checking	1.1 Collecting Officer checks submitted documents	None	2 minutes	<i>Collecting Officer</i> Collection Division



	1.2 Inform Client of the appropriate amount to pay			
2. Gives the appropriate amount for payment	2.1 Accepts payment and issues official receipt (for documentary stamp payment, documents submitted are stamped)	Documentary Stamp Taxes are fixed as provided by NIRC	2 minutes	Collecting Officer Collection Division
3. Accepts the Official Receipt (for documentary stamp payment, also accepts the documents with stamp)			1 minute	
<b>TOTAL</b>			<b>5 minutes</b>	

### 116. Retrieval of Requested Documents (not in found in LBD custody)

Accommodating request for retrieval of Original documents in the custody of the LBD and to authenticate its originality if need be for whatever legal purpose.

<b>Office or Division:</b>	Liquidation and Billing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail?</b>	BOC and other government offices / Importers and/or their representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Recall Form (1 original)		FED Section/other government entities		
Transmittal (1 copy)		FED?WAD and Other BOC offices/Other Govt Agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Importer and/or authorized representative informs LBD of their request to recall documents in the custody of the office.	1.1 Verify the receipt of the documents being requested.	None	5 minutes	<i>Administrative Aide</i> Liquidation and Billing Division
	1.2 Upon verification that the documents being requested is in the custody of this Office, provides client with a Recall Form to be accomplished.	None	2 minutes	
	1.3 Receive accomplished recall form and inform the Chief of the recall request and retrieval begins	NONE	2 minutes	
2. Importer and/or their representative provides details of their request to Chief LBD (Transmittal)	2.1 Instruct staff to verify location of the declaration in the records to narrow down search area	None	10 minutes	<i>Chief</i> Liquidation and Billing Division
	2.2 Retrieve declaration from one of several storage facilities	None	45 minutes	<i>Administrative Aide</i> Liquidation and Billing Division
3. Importer and/or their representative receives request	Release requested declaration while retaining copies of released documents	None	15 minutes	
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 19 minutes</b>	



## 117. Retrieval of Requested Documents (in LBD custody)

Accommodating request for retrieval of Original documents in the custody of the LBD and to authenticate its originality if need be for what ever legal purpose.

<b>Office or Division:</b>	Liquidation and Billing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail?</b>	BOC and other government offices / Importers and/or their representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Recall Form (1 original)		FED Section/other government entities		
Transmittal (1 copy)		FED section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Importer and/or authorized representative informs LBD of their request to recall documents in the custody of the office.	1.1 Verify the receipt of the documents being requested.	None	5 minutes	<i>Administrative Aide</i> Liquidation and Billing Division
	1.2 Upon verification that the documents being requested is in the custody of this Office, provides client with a Recall Form to be accomplished.	None	1 minute	
2. Importer and/or their representative accomplish recall form	2.1 Receive the accomplished recall form and inform the Chief of the recall request and retrieval begins	None	2 minutes	
3. Importer and/or their representative provides details of	3.1 Instruct staff to verify location of the declaration in the	None	10 minutes	<i>Chief</i> Liquidation and Billing Division



their request to Chief LBD (Transmittal)	records to narrow down search area			<i>Administrative Aide</i> Liquidation and Billing Division
	3.2 Retrieve declaration from one of several storage facilities	None	45 minutes	
4. Importer and/or their representative receives request	4.1 Release requested declaration while retaining copies of released documents	None	15 minutes	
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 18 minutes</b>	

### 118. Retrieval of Original Warehousing Entries

The Original Warehousing Entries are retrieved by the operating divisions at the WDRD for payment of duties and taxes and wastages and for final liquidation (CMO 39-91)

<b>Office or Division:</b>	Warehousing Documentation and Records Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Importer, CBW Operator, Customs Broker or their Authorized Representative/s, operating division concerned			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Retrieval Form (1 original)		WDRD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. CBW Operator submits the complete documentary requirements to the Operating Division	1.1 Submits duly accomplished retrieval request form	None	30 minutes	<i>Records Custodian</i> Warehousing Documentation and Records Division
	1.2 Retrieves original warehousing entries from the file	None	1 day	
	1.3 Sign Transmittal of entries	None	15 minutes	<i>Chief</i> Warehousing Documentation and Records Division

	1.4 Transmits original entries and its attachments to the operating division concerned	None	10 minutes	<i>Records Custodian Warehousing Documentation and Records Division</i>
<b>TOTAL</b>		<b>None</b>	<b>1 day, 55 minutes</b>	

## 119. Processing of Administrative concerns of Personnel

The process refers to the submission of written concerns by Port Personnel and other BOC personnel, stakeholders, private company or individual and other government agency which are administrative in nature to the Office of the Deputy Collector for Administration

<b>Office or Division:</b>	Office of the Deputy Collector for Administration			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business; G2G - Government to Government			
<b>Who may avail?</b>	Port of Manila and other BOC personnel, Stakeholders, Private Company or individual, other government agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter addressed to the Deputy Collector for Administration (1 original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter to the Deputy Collector for Administration	1.1 Receives letter and records	None	3 minutes	<i>Receiving Clerk Administrative Division</i>
	1.2 Reviews, routes and gives instruction to the proper unit in the Administrative Division or other office or port concerned		2 hours	<i>Deputy Collector for Administration</i>
	1.3 Releases the letter through the proper unit in Administrative Division or other office or port concerned		10 minutes	<i>Releasing Clerk Administrative Division</i>



<b>TOTAL</b>	<b>None</b>	<b>2 hours, 13 minutes</b>	
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## 120. Processing of Consumption Entry – Green Lane Channel

All goods declaration for consumption shall be cleared through a formal entry process except for goods cleared through an informal entry process pursuant to Section 402 of RA 10863 otherwise known as the Customs Modernization and Tariff Act (CMTA)

<b>Office or Division:</b>	Formal Entry Units (Green Lane Channel)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail?</b>	Accredited Importers Authorized - Accredited Customs Brokers and Representatives			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Printed Single Administrative Document (SAD) (1 original)		Value Added Service Provided (VASP)		
Commercial Invoice (1 original)		Shipper / Supplier		
Packing List (1 original)		Shipper / Supplier		
Air Waybill (1 original)		Carrier		
Permits / Clearances (For regulated and restricted importations) (1 original)		Regulating Agencies		
Authorization for Customs Brokers and Representatives (1 original)		Consignee		
Other supporting documents once requested (1 original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.	None	None	1 minute	QueueRite System
2.1 Proceed to the Document	2.0 Receives, stamps and barcode the document.	None	3 minutes	Customs Service Officer, Customer Care Center



Area Counters (01-04).  2.2 Submit documents to the Customs Service Officer (In Hardcopy and Softcopy).				
3.0 Secure a receiving copy of the submitted documents with barcode for reference.	3.1 Gives stakeholder receiving copy.  3.2 Transmits the submitted documents to the concerned BOC Office.	None	6 minutes	<i>Customs Service Officer, Customer Care Center</i>
4. Accomplish and lodge SAD to the chosen VASP/E2M. Print and submit printed SAD and Assessment Notice to the Entry Processing Unit (EPU)	4.1 Check completeness and sufficiency of the accomplished SAD and all attached documents	None	2 minutes	<i>Document Processor Entry Processing Unit</i>
	4.2 Match data against Electronic Manifest	None	2 minutes	<i>Clerk Entry Processing Unit</i>
	4.3 Review and approve the filing of SAD in accordance with existing laws, rules, and regulations	None	3 minutes	<i>Chief Entry Processing Unit</i>
	4.4 Encode data in the Goods Declaration Verification System (GDVS)	None	3 minutes	<i>Encoder Entry Processing Unit</i>
	4.5 Forward SAD and attachments to the Formal Entry Unit (FEU) for segregation; examiner/appraiser	None	1 minute	FEU Helpdesk

	assignments via GDVS			
	4.6 Check declaration of goods as to Classification, Valuation, Assessment of Duties, Taxes and Other Charges (DTOCs); Rules of Origin (RO); and other concern per existing laws, rules, and regulations in the SAD/E2M. Reflects findings at the SAD/E2M. Affix name and signature	None	5 minutes	<i>Examiner</i> Formal Entry Unit
	4.7 Review findings of examiner. Check National Value Verification System (NVVS) for valuation concern. Reflects findings at the SAD/E2M. Affix name and signature	None	2 minutes	<i>Appraiser</i> Formal Entry Unit
	4.8 Review and approve / disapprove findings by affixing name and signature at the SAD	None	2 minutes	<i>Chief</i> Formal Entry Unit
	4.9 Receive SAD and all attachments from FEU. Review assessment of DTOCs including valuation and classification	None	2 minutes	<i>Assessor</i> Liquidation and Billing Division
	4.10 Approve / Disapprove assessment by	None	3 minutes	<i>Chief</i> Liquidation and Billing Division



	affixing name and signature			
5. Pay DTOCs due to the government if any via Authorized Agent Bank (AAB).	5.1 Receive SAD; and all attachments. Match payment of DTOCs from SAD and E2M. Trigger On Line Release System (OLRS) to authorized release	Amount Payable =Customs Duty+VAT+Excise Tax, if any+Surcharge, if any+IPF+Container Security Fee+Customs Documentary Stamp	3 minutes	<i>Collecting Officer</i>
6. Submit SAD and all attachments to the Bonded Warehouse Division (BWD)	6.1 Receive SAD and all attachments. Check all data and authorized release of cargo via OLRs	None	3 minutes	<i>Wharfinger</i>
<b>TOTAL</b>		Will depend upon the commodity assessed as shown above	<b>41 minutes</b>	

## 121. Processing of Consumption Entry – Red Lane Channel

All goods declaration for consumption shall be cleared through a formal entry process except for goods cleared through an informal entry process pursuant to Section 402 of RA 10863 otherwise known as the Customs Modernization and Tariff Act (CMTA)

<b>Office or Division:</b>	Formal Entry Units (RED Lane Channel)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business	
<b>Who may avail?</b>	Accredited Importers Authorized - Accredited Customs Brokers and Representatives	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Printed Single Administrative Document (SAD) (1 original)		Value Added Service Provided (VASP)
Commercial Invoice (1 original)		Shipper / Supplier
Packing List (1 original)		Shipper / Supplier
Air Waybill (1 original)		Carrier



Permits / Clearances (For regulated and restricted importations) (1 original)		Regulating Agencies		
Authorization for Customs Brokers; and Representatives (1 original)		Consignee		
Other supporting documents once requested				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.	None	None	1 minute	QueueRite System
2.1 Proceed to the Document Area Counters (01-04).  2.2 Submits documents to the Customs Service Officer.	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>
3.0 Secure a receiving copy of the submitted documents with barcode for reference.	3.1 Gives stakeholder receiving copy.  3.2 Transmits the submitted documents to the concerned BOC Office.	None	6 minutes	<i>Customs Service Officer, Customer Care Center</i>
3. Accomplish and lodge SAD to the chosen VASP/E2M. Print and submit printed SAD and Assessment Notice to the Entry Processing Unit (EPU).	3.1 Check completeness and sufficiency of the accomplished SAD and all attached documents.	None	2 minutes	<i>Document Processor Entry Processing Unit</i>
	3.2 Match data against Electronic Manifest	None	2 minutes	<i>Manifest Clerk Entry Processing Unit</i>

	3.3 Review and approve the filing of SAD in accordance with existing laws; rules; and regulations.	None	3 minutes	<i>Chief</i> Entry Processing Unit
	3.4 Encode data in the Goods Declaration Verification System (GDVS).	None	3 minutes	<i>Encoder</i> Entry Processing Unit
	3.5 Forward SAD and attachments to the Formal Entry Unit (FEU) for segregation; examiner/appraiser assignments via GDVS.	None	1 minute	<i>Helpdesk</i> Formal Entry Unit
	3.6 Check declaration of goods as to Classification; Valuation; Assessment of Duties, Taxes. And Other Charges (DTCs); Rules of Origin (RO); and other concern per existing laws, rules, and regulations in the SAD/E2M. Reflects findings at the SAD/E2M. Affix name and signature.	None	5 minutes	<i>Customs Examiner</i> Formal Entry Unit
	3.7 Review findings of examiner. Check National Value Verification System (NVVS) for valuation concern. Reflects findings at the SAD/E2M. Affix name and signature.	None	2 minutes	<i>Customs Appraiser</i> Formal Entry Unit
	3.8 Review and approve / disapprove findings by affixing name and signature at the SAD.	None	2 minutes	<i>Chief</i> Entry Processing Unit
	3.9 Received SAD and all attachments from FEU. Review assessment of DTCs	NONE	2 minutes	<i>Assessor</i> Liquidation and Billing Division



	including valuation and classification.			
	3.10 Approve / Disapprove assessment by affixing name and signature.	NONE	3 minutes	Chief Liquidation and Billing Division
4. Pay DTOCs due to the government if any via Authorized Agent Bank (AAB).	Receive SAD; and all attachments. Match payment of DTOCs from SAD and E2M. Trigger On Line Release System (OLRS) to authorized release.	Amount Payable =Customs Duty+VAT+Excise Tax, if any+Surcharge, if any+IPF+Container Security Fee+Customs Documentary Stamp	3 minutes	Collecting Officer Collection Division
5. Submit SAD and all attachments to the Bonded Warehouse Division (BWD).	Receive SAD and all attachments. Check all data and authorized release of cargo via OLRs	None	8 minutes	Wharfinger Piers and Inspection Division
<b>TOTAL</b>		Will depend upon the commodity assessed as shown above	<b>46 minutes</b>	

## 122. Processing of Consumption Entry – Yellow Lane Channel

All goods declaration for consumption shall be cleared through a formal entry process except for goods cleared through an informal entry process pursuant to Section 402 of RA 10863 otherwise known as the Customs Modernization and Tariff Act (CMTA)

<b>Office or Division:</b>	Formal Entry Units (YELLOW Lane Channel)	
<b>Classification:</b>	Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business	
<b>Who may avail?</b>	Accredited Importers Authorized - Accredited Customs Brokers and Representatives (Atty.-In-Fact)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Printed Single Administrative Document (SAD) (1 original)		Value Added Service Provided (VASP)
Commercial Invoice (1 original)		Shipper / Supplier



Packing List (1 original)		Shipper / Supplier		
Air Waybill (1 original)		Carrier		
Permits / Clearances (For regulated and restricted importations) (1 original)		Regulating Agencies		
Authorization for Customs Brokers; and Representatives (1 original)		Consignee		
Other supporting documents once requested (1 original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.</p> <p>1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.</p>	None	None	1 minute	QueueRite System
<p>2.1 Proceed to the Document Area Counters (01-04).</p> <p>2.2 Submits documents to the Customs Service Officer.</p>	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>
3.0 Secure a receiving copy of the submitted documents with barcode for reference.	<p>3.1 Gives stakeholder receiving copy.</p> <p>3.2 Transmits the submitted documents to the concerned BOC Office.</p>	None	6 minutes	<i>Customs Service Officer, Customer Care Center</i>
4. Accomplish and lodge SAD to the chosen VASP/E2M. Print and submit printed SAD and Assessment Notice to the	4.1 Check completeness and sufficiency of the accomplished SAD and all attached documents.	None	2 minutes	<i>Document Processor Entry Processing Unit</i>

Entry Processing Unit (EPU).				
	4.2 Match data against Electronic Manifest.	None	2 minutes	<i>Manifest Clerk</i> Entry Processing Unit
	4.3 Review and approve the filing of SAD in accordance with existing laws; rules; and regulations.	None	3 minutes	<i>Chief</i> Entry Processing Unit
	4.4 Encode data in the Goods Declaration Verification System (GDVS).	None	3 minutes	<i>Encoder</i> Entry Processing Unit
	4.5 Forward SAD and attachments to the Formal Entry Unit (FEU) for segregation; examiner/appraiser assignments via GDVS.	None	1 minute	<i>Helpdesk</i> Formal Entry Unit
	4.6 Check declaration of goods as to Classification; Valuation; Assessment of Duties, Taxes and Other Charges (DTOCs); Rules of Origin (RO); and other concern per existing laws, rules, and regulations in the SAD/E2M. Require additional documents and X-Ray Screening as necessary. Reflects findings at the SAD/E2M. Affix name and signature.	None	7 minutes	<i>Customs Examiner</i> Formal Entry Unit
	4.7 Review findings of examiner. Check National Value Verification System (NVVS) for valuation	None	2 minutes	<i>Customs Appraiser</i> Formal Entry Unit



	concern. Reflects findings at the SAD/E2M. Affix name and signature.			
	4.8 Review and approve / disapprove findings by affixing name and signature at the SAD.	None	2 minutes	<i>Chief</i> Entry Processing Unit
	4.9 Received SAD and all attachments from FEU. Review assessment of DTOCs including valuation and classification.	None	2 minutes	<i>Assessor</i> Liquidation and Billing Division
	4.10 Approve / Disapprove assessment by affixing name and signature.	None	3 minutes	<i>Chief</i> Liquidation and Billing Division
5. Pay DTOCs due to the government if any via Authorized Agent Bank (AAB).	Receive SAD; and all attachments. Match payment of DTOCs from SAD and E2M. Trigger On Line Release System (OLRS) to authorized release.	Amount Payable =Customs Duty+VAT+Excise Tax, if any+Surcharge, if any+IPF+Container Security Fee+Customs Documentary Stamp	3 minutes	<i>Collecting Officer</i> Collection Division
6. Submit SAD and all attachments to the Bonded Warehouse Division (BWD).	Receive SAD and all attachments. Check all data and authorized release of cargo via OLRs	None	8 minutes	<i>Wharfinger</i> Piers and Inspection Division
<b>TOTAL</b>		Will depend upon the commodity assessed as shown above	<b>48 minutes</b>	

### 123. Clearance of Passengers/Crew and their Baggage

Clearance of Passengers/Crew and their Baggage pursuant to CMTA Section 437 Traveler Passenger Baggage. "Bureau shall provide simplified customs procedure for traveler and baggage processing based on international agreements and customs best practices."



<b>Office or Division:</b>	Arrival Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail?</b>	Arriving Traveler			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Customs Baggage Declaration Form (1 original)		Customs Arrival Center Lane		
Passport, if necessary (1 original)		DFA/Traveler		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Arriving Traveler whose presents a filled-out Customs Baggage Declaration Form and submits his baggage both hand-carry and checked-in to non-intrusive inspection	1.1 Baggage both hand-carry and check-in shall be subject to non-intrusive inspection (X-ray)	None	2 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division  <i>X-ray Inspector</i> XIP Team
	1.2 If the baggage is not tagged/ marked, the traveler is immediately cleared from Customs	None	1 minute	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
<b>TOTAL</b>		<b>None</b>	<b>3 minutes</b>	

## 124. Processing of Customs Baggage Declaration with Payment of Duties and Taxes

Processing of Customs Baggage Declaration with Payment of Duties and Taxes in relation to CAO 1-2017 "Customs Clearance of accompanied and unaccompanied Baggage of Travelers and Crew"

<b>Office or Division:</b>	Arrival Operations Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizens		
<b>Who may avail?</b>	Arriving Traveler		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Customs Baggage Declaration Form (1 original)		Customs Arrival Center Lane	





Passport, if necessary (1 original)		DFA/Traveler		
Invoice, as needed (1 original)		Traveler		
Packing List, as needed (1 original)		Traveler		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Arriving Traveler presents a filled-out Customs Baggage Declaration Form and submits his baggage both hand-carry and checked-in to non-intrusive inspection	1.1 Baggage both hand-carry and check-in shall be subject to non - intrusive inspection (X-ray)	None	2 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division  <i>X-ray Inspector</i> XIP Team
	1.2 If baggage is tagged/marked, requires the traveler to fill-out a Customs Baggage Declaration Form (CBDF).	None	2 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.3 Checks the information given by the traveler in the CBDF and requests for the presentation of the passport.	None	1 minute	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.4 Conducts physical examination of the baggage and makes a report of findings in the CBDF.	None	3 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.5 If no payment of duties and taxes is required signs the CBDF and clears the traveler.	None	1 minute	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.6 If payment of duties and taxes is required, assess the duties and taxes payable on the	Cost (transaction value or invoice value), rate of duty, VAT, CDS	2 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division

	goods and signs the CBDF.			
	1.7 Reviews the assessment made by the Customs Examiner	None	1 minute	<i>Customs Operations Officer V (COO V)</i> Arrival Operations Division
2. Pays the assessed the duties and taxes to the Customs Collecting Officer	Accepts payment, issues the Bureau of Customs Official Receipt (BCOR)	Cost (transaction value or invoice value), rate of duty, VAT, CDS	1 minute	<i>Collecting Officer</i>
3. Presents the BCOR to the Customs Examiner	Verifies and signs the receipt presented and clears the traveler.	None	1 minute	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
<b>TOTAL</b>		Cost (transaction value or invoice value), rate of duty, VAT, CDS	<b>14 minutes</b>	

## 125. Processing of Customs Baggage Declaration Form with Issuance of Held Baggage Receipt

Issuance of Held Baggage Receipt to Passengers with Taxable Goods but with Insufficient Funds, with Regulated/Restricted Goods without the required Permits/Clearances from Regulatory Agencies and with Prohibited Goods

<b>Office or Division:</b>	Arrival Operations Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail?</b>	Arriving Traveler
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



Customs Baggage Declaration Form (1 original)		Customs Arrival Center Lane		
Held Baggage Receipt Form (1 original)		Customs Arrival Center Lane		
Passport, if necessary (1 original)		DFA/Traveler		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Arriving Traveler bringing in baggage said to contain regulated/restricted goods or taxable goods, presents a filled-out Customs Baggage Declaration Form and submit to Customs Examiner for non-intrusive examination	1.1 Baggage both hand-carry and check-in shall be subject to non-intrusive inspection (X-ray)	None	2 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division  <i>X-ray Inspector</i> XIP Team
	1.2 If baggage is tagged/marked, requires the traveler to fill-out a Customs Baggage Declaration Form (CBDF).	None	2 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.3 Checks the information given by the traveler in the CBDF and requests for the presentation of the passport.	None	1 minute	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.4 Conducts physical examination of the baggage and makes a report of findings in the CBDF.	None	3 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.5 If the goods are subject to payment of duties and taxes but the traveler has no sufficient cash to pay duties and taxes or the goods are regulated/restricted but the traveler has no permit from the concerned regulatory government agency	None	2 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division



	issues Held Baggage Receipt (HBR) and requires the traveler to fill-out and sign the same			
	1.6 Checks and verifies the information in the HBR, signs the same	None	30 seconds	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.7 Reviews the HBR filled-out by the traveler and signed by the Customs Examiner. Thereafter, affixes his/her signature	None	1 minute	<i>Customs Operations Officer V (COO V)</i> Arrival Operations Division
	1.8 Turn over the goods to the personnel of the Baggage Assistance Division (BAD)	None	1 minute	<i>Warehouseman</i> Baggage Assistance Division
	1.9 Gives the original white copy of the HBR to the traveler and clears the traveler from Customs	None	30 seconds	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
<b>TOTAL</b>		<b>None</b>	<b>13 minutes</b>	

## 126. Processing of Customs Baggage Declaration Form with Voluntarily Declaration of Foreign Currency / Baggage Containing Foreign Currency

Issuance of Foreign Currency Declaration for Passengers Declaring Foreign Currency in Excess of the Allowable amount of \$10,000.00

<b>Office or Division:</b>	Arrival Operations Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail?</b>	Arriving Traveler
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Customs Baggage Declaration Form (1 original)	Customs Arrival Center Lane



Foreign Currency Declaration Form (1 original)		Customs Arrival Center Lane		
Passport, if necessary (1 original)		DFA/ Traveler		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arriving Traveler presents a filled-out Customs Baggage Declaration Form and declares foreign currency in excess of the allowable amount of \$10,000.00	1.1 Baggage both hand-carry and check-in shall be subject to non - intrusive inspection (X-ray)	None	2 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division  <i>X-ray Inspector</i> XIP Team
	1.2 If baggage is tagged/ marked, requires the traveler to fill-out a Customs Baggage Declaration Form (CBDF).	None	2 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.3 Checks the information given by the traveler in the CBDF and requests for the presentation of the passport.	None	1 minute	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.4 Conducts physical examination of the baggage and makes a report of findings in the CBDF.	None	3 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.5 If the baggage is found to contain foreign currency issues Foreign Currency Declaration Form (FCDF) to the traveler and requires him/her to fill-out and sign the form.	None	1 minute, 30 seconds	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.6 Checks and verifies the information in the FCD, signs the	None	30 seconds	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division



	same and clears the Traveler			
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	

## 127. Processing of Customs Baggage Declaration Form with Issuance of Re-exportation Commitment Form

Issuance of Re-exportation Commitment Form to Passengers bringing in goods subject to Re-exportation

<b>Office or Division:</b>	Arrival Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail?</b>	Arriving Traveler			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Customs Baggage Declaration Form (1 original)		Customs Arrival Center Lane		
Re-Exportation Commitment Form (1 original)		Customs Arrival Center Lane		
Passport, if necessary (1 original)		DFA/ Traveler		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Arriving Traveler bringing in goods subject to re-exportation presents a filled-out Customs Baggage Declaration Form and submits baggage to Customs Examiner for examination and computation of the amount of Cash Bond to be posted	1.1 Baggage both hand-carry and check-in shall be subject to non - intrusive inspection (X-ray)	None	2 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division  <i>X-ray Inspector</i> XIP Team
	1.2 If baggage is tagged/marked, requires the traveler to fill-out a Customs Baggage Declaration Form (CBDF).	None	2 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division

	1.3 Checks the information given by the traveler in the CBDF and requests for the presentation of the passport.	None	1 minute	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.4 Conducts physical examination of the baggage and if the goods are subject to re-exportation, issues Re-Exportation Commitment Form and requires the traveler to fill-out and signs the form	None	1 minute	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.5 Enters his/her findings in the RECF and assesses the duties and taxes payable on the goods and signs the same.	Cost (transaction value or invoice value), rate of duty, VAT, CDS	2 minutes	<i>Customs Operations Officer III (COO III)</i> Arrival Operations Division
	1.6 Reviews the finding and assessment made by the Customs Examiner and signs the RECF	None	30 seconds	<i>Customs Operations Officer V (COO V)</i> Arrival Operations Division
2. Posts a cash bond equivalent to the amount of duties and taxes due on the goods	Accepts the cash bond, issues Bureau of Customs Official Receipt (BCOR), signs the same and gives the original white copy to the traveler.	Cost (transaction value or invoice value), rate of duty, VAT, CDS	30 seconds	<i>Collecting Officer</i>

3. Presents the BCOR to the Customs Examiner	Checks receipt and clears the traveler.	None	30 seconds	Customs Operations Officer III (COO III) Arrival Operations Division
<b>TOTAL</b>		<b>Cost (transaction value or invoice value), rate of duty, VAT, CDS</b>	<b>9 minutes, 30seconds</b>	

### 128. Issuance of Certificate of Identification and Loading (CIL) and Export Declaration (ED)

1. Issuance of Certificate of Identification and Loading (CIL) – is a procedure wherein the goods to be exported shall be identified by the Trade Control Examiner prior to loading, and such goods shall be subsequently brought back into the Philippines.
2. Issuance of Export Declaration (ED) – is a procedure required to Exporter for their export commodities, indicating therein the full particular of their export shipments.

<b>Office or Division:</b>	Export Division,
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B- Government to Business
<b>Who may avail?</b>	Exporter or their duly authorized representative/forwarders, Custom Brokers
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Filled up Certificate of Identification and Loading (CIL) with Customs Documentary Stamps (CDS) (1 original, 2 photocopies)	Export Division, BOC Collection Division, BOC (for payment of CDS)
Filled up Export Declarations (ED) with Customs Documentary Stamps (CDS) (1 original, 2 photocopies)	Export Division, BOC- Collection Division, BOC- (for payment of CDS)
Commercial Invoice (1 original, 2 photocopies)	Applicant / Company Resources
Packing List (1 original, 2 photocopies)	Applicant / Company Resources
Export Clearance/Permit issued by other government agencies concerned (if applicable) (1 original, 2 photocopies)	FDA, DA-BFAR, OMB, PNP-FED, CAAP, BAI and other applicable regulatory government agencies.
Photographs of the items (if the items are with serial number/s, photographs of the same shall also be submitted) (1 original, 2 photocopies)	Applicant / Company Resources





Duly notarized Affidavit ( <i>attesting that the products are subject for return/repair or under bond</i> ) with photo copy of a valid I.D. of the Affiant (1 original, 2 photocopies)		Applicant / Company Resources		
<b>Note:</b> Three (3) sets of requirements				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Exporter or duly authorized representative/ Forwarder/Customs Broker submits duly accomplished Certificate of Identification and Loading (CIL), Export Declarations (ED) together with other pertinent documentary requirements	1.1 Receive the Certificate of Identification and Loading (CIL) and Export Declaration (ED) together with all the requirements.	PHP 130.00 customs documentary stamp (cda) None	45 minutes	<i>Customs Operations Officer I (COO I) Or Customs Operations Officer II (COO II) Export Division, Operations Unit at Loading Area</i>
	1.2 Conduct actual examination of items against the description contained in the documents submitted. If the items are with serial numbers, make sure the serial numbers indicated in the documents submitted are identical with those in the items.			<i>Customs Operations Officer I (COO I) Or Customs Operations Officer II (COO II) Export Division, Operations Unit at Loading Area</i>
	1.3 If found in order, stamps his/her name and position on all the documents submitted except the Affidavit.			<i>Customs Operations Officer I (COO I) Or Customs Operations Officer II (COO II)</i>

	1.4 Affix his/her signature on all documents submitted except the Affidavit.			Export Division, Operations Unit at Loading Area
	1.5 Release the documents to the Exporter or duly authorized representative/ Forwarder/Customs Broker.			
	1.6 Receive the Export Declaration (ED) <i>with Customs Documentary Stamps (CDS)</i> and other necessary documents.	None	2 minutes	<i>Administrative Aide IV (AAIV)</i>
	1.7 Make sure that the documents are in quadruple copies. If not, return the documents to the Exporter/ Forwarder/ Customs Broker.			Documentation Unit, Export Division
	1.8 Sign the documents as received and stamp the date of receipt.			
	1.9 Forward the documents received to Assistant Chief.			
	1.10 Review and verify the completeness and correctness of the documents submitted	None	5 minutes	<i>Supervising Customs Operations Officer (SVCOO)/ Assistant Chief Export Division</i>
	1.11 If found in order, affix his/her initial on the ED and CIL			

	1.12 Forward the documents to the Chief			
	1.13 Receive the CIL and ED other necessary documents from the Assistant Chief	None	5 minutes	<i>Chief Customs Operations Officer (CCOO)</i> <hr/> Export Division
	1.14 Review the documents submitted.			
	1.15 If found in order affix his/her signature on the CIL.			
	1.16 Forward the documents to the Releasing Clerk/ Administrative Aide.			
	1.17 Receive the documents from the Chief.			
	1.18 Stamp Reference Number on the documents (CIL and ED).	None	3 minutes	<i>Administrative Aide IV</i> <hr/> Export Division
	1.19 Log the documents in the CIL and ED log book.			
	1.20 Release the documents to the Exporter or duly authorized representative /Forwarder/ Customs Broker.			
<b>TOTAL</b>		PHP 130.00	<b>1 hour, 1 minute</b> per CIL with ED	<hr/>

## 129. Issuance of Certificate of Origin (CO)

A procedure wherein Supervising Trade Control Examiner certified their export goods to be compliant with the origin requirements specified under bilateral, regional or multilateral trading agreement to which the Philippines is a signatory.

<b>Office or Division:</b>	Export Division (Airports)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B- Government to Business
<b>Who may avail?</b>	Exporter or their duly authorized representative/forwarders, Custom Brokers
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Certificate of Origin (CO) with Free Trade Agreement (FTA)</b>	
Filled up Certificate of Origin (CO) Form with Customs Documentary Stamps (CDS) (1 set original)	Collection Division, BOC
Approved Export Declaration (ED) (1 original, 2 photocopies)	Export Division, BOC-
Commercial Invoice (1 original, 2 photocopies)	Applicant/ Company Resources
Packing List (1 original, 2 photocopies)	Applicant/ Company Resources
Airwaybill (3 photocopies)	Applicant/ Airline Company/ies
Product Evaluation Report (for products sufficiently worked or processed) from ECD (1 photocopy)	Export Coordination Division (ECD), OCOM or equivalent unit
Commodity Clearance/Export Permit (for wholly obtained products) (2 photocopies)	Applicable Regulatory Government Agency
Documentary evidence that the product is originating in the Philippines (2 photocopies)	Applicant/ Company Resources
<b>Certificate of Origin (CO) without Fee Trade Agreement (FTA)/ White CO</b>	
Filled up Certificate of Origin (CO) Form with Customs Documentary Stamps (CDS) (1 set original)	Export Division, BOC Collection Division, BOC ( <i>for payment of CDS</i> )
Approved Export Declaration (ED) (1 original, 2 photocopies)	Export Division, BOC
Commercial Invoice (1 original, 2 photocopies)	Applicant/ Company Resources
Packing List (1 original, 2 photocopies)	Applicant/ Company Resources
Airwaybill (3 photocopies)	Applicant/ Airline Company/ies
Company Profile (1 photocopy)	Applicant/ Company Resources
Business Permit (1 photocopy)	Applicant/ LGU
Product Profile - manufacturing process/ flowchart/ product costing (1 photocopy)	Applicant/ Company Resources
DTI Registration (Sole proprietorship) or SEC Registration (Partnership or Corporation) (1 photocopy)	DTI, SEC

Commodity Clearance/Export Permit (1 original, 2 photocopies)		Applicable Regulatory government agencies		
Documentary evidence that the product is originating in the Philippines (3 photocopies)		Applicant/ Company Resources		
<b>Note:</b> Three (3) sets of requirements				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Exporter or duly authorized representative/ Forwarder/Customs Broker submits duly accomplished Certificate of Origin (CO) together with other pertinent documentary requirements.	1.1 Receive Letter Request from the Exporter or duly authorized representative/ Forwarder/ Customs Broker together with all the requirements.	PHP15.00 CO Form with FTA  PHP130.00 Customs Documenta ary Stamps (CDS)	15 minutes	<i>Chief Customs Operations Officer (CCOO) Export Division</i>  <i>or</i> <i>Supervising Customs Operations Officer (SVCOO) Export Division</i>  <i>or</i> <i>Customs Operations Officer III (COO III) Export Division</i>
	1.2 Make sure that the documents are in quadruple copies (for CO with FTA) and duplicate copies (for white CO.	None		
	1.3 Check the corresponding boxes on the CO if properly filled up.	None		
	1.4 Verify the cargo against the description of the goods and other data indicated in the CO.	None		
	1.5 Verify the description of the goods indicated in the CO against the Product Evaluation Report (for products sufficiently worked or processed).	None		

	1.6 Stamp his/her name and position on the CO.			
	1.7 Sign the CO if found in order.			
	1.8 Stamp the date beside his/her signature. Date of departure and the date beside the signature. should always be the same, except in cases of CO issued retroactively/retrospectively.			
	1.9 Forward the processed CO the Clerk/ Administrative Aide.			
	1.10 Receive the processed CO with other documents.	None	5 minutes	<i>Administrative Aide IV</i> Export Division
	1.11 Stamp Reference Number on the CO.			
	1.12 Log the documents in the logbook.			
	1.13 Retain one set of copy of the documents for Export Division. Another set shall be set aside for the Philippine Statistic Authority (PSA).			



	1.14 Release the documents to the Exporter or duly authorized representative /Forwarder/ Customs Broker			
<b>TOTAL</b>		<b>PHP145.00</b>	<b>20 minutes</b> per Certificate of Origin (CO)	

### 130. Issuance of Certificate of Shipment (CS)

Issued upon request of the exporter certifying to the nature of shipment of export goods which could either be full shipment, shut off or non-shipment.

<b>Office or Division:</b>	Export Division (Airports)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B- Government to Business
<b>Who may avail?</b>	Exporter or their duly authorized representative/forwarders
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter Request (1 original, 1 photocopy)	Applicant / Company Resources
Filled up Certificate of Shipment Form <i>with Customs Documentary Stamps (CDS)</i> (1 original, 1 photocopy)	Export Division, BOC Collection Division, BOC- (for payment of CDS)
Approved Certificate of Identification and Loading (CIL) (1 original, 1 photocopy)	Export Division, BOC
Approved Export Declaration (ED) / Authority to Load (ATL) (1 original, 1 photocopy)	Export Division, BOC
Export Commercial Invoice (1 original, 1 photocopy)	Applicant / Company Resources
Export Packing List (1 original, 1 photocopy)	Applicant / Company Resources
Export Clearance/Permit issued by other government agencies concerned (if applicable) (2 photocopies)	Applicable Regulatory Government Agency
Photograph/s of actual cargo/es (1 original, 1 photocopy)	Applicant / Company Resources



Notarized Affidavit (1 original, 1 photocopy)		Applicant / Company Resources		
Airwaybill (2 photocopies)		Applicant / Airline Company		
Cargo Manifest or Certification from Airlines that the cargo has been loaded in the aircraft (2 photocopies)		Applicant / Company Resources		
Certificate of Landing (1 original, 1 photocopy)		Applicant / Company Resources		
Insurance Bond / Cash Bond (2 photocopies)		Applicant / Company Resources Bonds Division or Collection Division, BOC		
Import Entry and Revenue Declaration (IEIRD) (2 photocopies)		Applicant / Company Resources Assessment Division, BOC		
Import Commercial Invoice (2 photocopies)		Assessment Division, BOC		
Statement of Settlement of Duties and Taxes (SSDT) or Official Receipt (OR) (2 photocopies)		Applicant / Company Resources MISTG, Collection Division, BOC		
Import Airwaybill (2 photocopies)		Applicant / Company Resources		
Import Clearance/Permit issued by other government agencies concerned (if applicable) (2 photocopies)		Applicable Regulatory Government Agency		
<b>Note:</b> Two (2) sets of requirements				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0. Exporter or duly authorized representative/ Forwarder/Customs Broker submits duly accomplished Certificate of Shipment (CS) together with other pertinent documentary requirements	1.1 Receive Letter Request from the Exporter or duly authorized representative/ Forwarder/ Customs Broker together with all the requirements	PHP130.00 Customs Documentary Stamps(CDS)	3 minutes	<i>Administrative Aide IV</i> Export Division



	1.2 Make sure that all documentary requirements are complete			
	1.3 Forward the documents received to the Records Officer/ Administrative Officer			
	1.4 Receive the documents from the Receiving Clerk/ Administrative Officer.	None	1 day	<i>Records Officer/ Administrative Officer Export Division</i>
	1.5 Retrieve the records on file requested			
	1.6 Verify whether the documents submitted tallies with the documents on file.			
	1.7 If found in order, affix his/her initial on the Certificate of Shipment			
	1.8 Forward the documents to the Assistant Chief			
	1.9 Receive the Certificate of Shipment with the initial of the	None	15 minutes	<i>Supervising Customs Operations</i>

	Records Officer/Administrative Officer and the documents submitted.			Officer (SVC00) Export Division
	1.10 Review the findings of the Records Officer/Administrative Officer.			
	1.11 If in order, affix his/her initial on the Certificate of Shipment (CS).			
	1.12 Forward the Certificate of Shipment (CS) and the documents submitted to the Chief.			
	1.13 Receive the Certificate of the Shipment with the initials of the Records Officer/Administrative Officer and Assistant Chief together with the documents submitted.	None	15 minutes	Chief Customs Operations Officer (CCOO) Export Division
	1.14 Review the documents.			
	1.15 If in order, sign the Certificate of Shipment (CS).			

	1.16 Forward the documents to the Releasing Clerk/Administrative Aide.			
	1.17 Receive the Certificate of Shipment (CS) and the documents submitted from the Chief.	None	7 minutes	<i>Administrative Aide IV</i> Export Division
	1.18 Issue a Reference number.			
	1.19 Log the documents in the log book.			
	1.20 Retain copy of the whole set of documents for the Export Division.			
	1.21 Release the Certificate of Shipment and the other documents to the Exporter/ duly authorized representative/ Forwarder/ Customs Broker.			
<b>TOTAL</b>		<b>PHP130.00</b>	<b>1 day, 40 minutes</b>	



## 131. Issuance of Export Declaration (ED)

A procedure required to Exporter for their export commodities indicating therein the full particular of their export shipments.

<b>Office or Division:</b>	Export Division (airports)			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B- Government to Business			
<b>Who may avail?</b>	Exporter or their duly authorized representative/forwarders, Custom Brokers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Regular Export</b>				
Export Declaration <i>with Customs Documentary Stamps (CDS) (1 original, 3 photocopies)</i>		Export Division, BOC Collection Division, BOC <i>(for payment of CDS)</i>		
Proforma Invoice / Commercial Invoice (1 original, 3 photocopies)		Applicant/ Company Resources		
Packing List (1 original, 3 photocopies)		Applicant/ Company Resources		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Exporter or duly authorized representative/ Forwarder/ Customs Broker submits duly accomplished Export Declaration (ED) together with other pertinent documentary requirements	1.1 Receive the Export Declaration (ED) <i>with Customs Documentary Stamps (CDS)</i> and other necessary documents	PHP130.00 Customs Documentary Stamps (CDS)	2 minutes	<i>Administrative Aide IV</i> Export Division
	1.2 Make sure that the documents are in quadruple copies. If not, return the documents to the Exporter or duly authorized representative/			

	Forwarder/ Customs Broker			
	1.3 Sign the documents as received and stamp the date of receipt			
	1.4 Forward the documents received to Customs Operations Officer I/ Document Processor			
	1.5 Receive the documents from the Receiving Clerk/ Administrative Aide	None	1 minute	<i>Customs Operations Officer I (COO I)</i> Export Division or <i>Assistant Customs Operations Officer (ACOO)</i> Export Division
	1.6 Examines the completeness of the documents			
	1.7 View and Tagged the PEZA AEDS in the PEZA Online System (if PEZA Shipment)			
	1.8 Stamps his/her name and designation			

	1.9 Affix his/her initials if everything is found in order			
	1.10 Forwards the document to the Chief/ Supervisor			
	1.11 Receives the ED and the necessary documents from the Customs Operations Officer I/ Document Processor.	None	1 minute	<i>Chief Customs Operations Officer (CCOO) Export Division or Supervising Customs Operations Officer (SVCOO) Export Division or Customs Operations Officer III (COO III) Export Division</i>
	1.12 Reviews the documents			
	1.13 Affix his/her signature (in behalf of the Chief in case of Supervisor) if everything is found in order.			
	1.14 Forward the documents to the Releasing Clerk / Administrative Aide.			
	1.15 Receive the documents from the Chief/ Supervisor	None	2 minutes	<i>Administrative Aide IV Export Division</i>

	1.16 Stamp Reference Number on the documents			
	1.17 Log the documents in the logbook			
	1.18 Sign the documents as released to the Exporter or duly authorized representative/ Forwarder/ Customs Broker			
	1.19 Retain one set of copy of the documents for Export Division. Another set shall be set aside for the Department of Trade and Industry (DTI) and another to Philippine Statistic Authority (PSA)			
	1.20 Release the documents to the Exporter or duly authorized representative/ Forwarder/ Customs Brokers			
<b>TOTAL</b>		<b>PHP130.00</b>	<b>6 minutes per ED</b>	



### 132. Issuance of Export Declaration (ED)/ Automated Export Documentation System (AEDS) - Export under PEZA (Freeport Zones)

A procedure required to Exporter for their export commodities indicating therein the full particular of their export shipments.

<b>Office or Division:</b>	Export Division, BOC			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B- Government to Business			
<b>Who may avail?</b>	Exporter or their duly authorized representative/forwarders Customs Brokers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Export under PEZA (Freeport Zones) Automated Export Documentation System (AEDS)</b>				
Automated Export Declaration System (AEDS) with PEZA Exit 1 original, (1 photocopy)		Phil. Economic Zone Authority (PEZA)		
Proforma Invoice / Commercial Invoice (not mandatory) (2 photocopies)		Company Resources		
Packing List (not mandatory) (2 photocopies)		Company Resources		
Commodity Clearance/ Export Permit (if needed) (2 photocopies)		Different regulatory government agencies concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Exporter or duly authorized representative/ Forwarder/ Customs Broker submits duly accomplished Automated Export Declaration System	1.1 Receive the PEZA Automated Export Declaration System (AEDS) other necessary documents	None	2 minutes	Customs Operations Officer I (COO I) Export Division or Assistant Customs Operations



<p>(AEDS) together with other pertinent documentary requirements</p>	<p>1.2 Make sure that the documents are in duplicate copies. If not, return the documents to the Exporter/Forwarder.</p>			<p>Officer (ACOO) Export Division</p>
	<p>1.3 Examines the completeness of the documents</p>			
	<p>1.4 Scan the PEZA AEDS barcode for verification thru Value Added Service Providers (VASP).</p>			
	<p>1.5 Match the PEZA AEDS (hard copy) against the online data found in the PEZA system</p>			
	<p>1.6 Stamps his/her name and designation.</p>			
	<p>1.7 Affix his/her initials if everything is found in order.</p>			
	<p>1.8 Forward the documents to the Releasing Clerk /</p>			

	Administrative Aide.			
	1.9 Receive the documents from the Customs Operations Officer I (COO I) or Assistant Customs Operations Officer (ACOO)	None	1 minute	<i>Chief Customs Operations Officer (CCOO) Export Division or</i>  <i>Supervising Customs Operations Officer (SVCOO) Export Division or</i>  <i>Customs Operations Officer III (COO III) Export Division</i>
	1.10 Review the documents			
	1.11 Affix his/her initials if everything is found in order			
	1.12 Stamps his/her name and designation			
	1.13 Affix his/her initials if everything is found in order			
	1.14 Forwards the document to Releasing Clerk/ Administrative Aide IV			
	1.15 Receives the PEZA AEDS documents from CCOO, SVCOO, COO III/Supervisors	None	2 minutes	<i>Administrative Aide IV Export Division</i>

	1.16 Stamp Reference Number on the PEZA AEDS			
	1.17 Log the documents in the logbook			
	1.18 Sign the documents as released to the Exporter or duly authorized representative/ Forwarder/ Customs Broker			
	1.19 Receives the processed documents from the Exporter/ Forwarder  1.20 Conduct the actual examination of goods against the description contained in the processed documents	None	10 minutes	<i>Customs Operations Officer I (COO I)</i> Export Division
	1.21 Scans the PEZA AEDS barcode (hard copy) for verification thru VASP			



	1.22 Match the PEZA AEDS (hard copy) against the online data found in the PEZA system.			
	1.23 Click the button "TAG AS TRANSFERRED", when everything is found to be in order			
	1.24 Retain one set of copy of the documents for Export Division.			
<b>TOTAL</b>		<b>NONE</b>	<b>15 minutes</b> per AEDS	

### 133. Processing on the Inbounding Cargoes at Bonded Non-Manufacturing Warehouse (BNMW): Public Bonded Warehouses

Public Bonded Warehouse is a warehouse facility duly authorized to receive and store general cargoes for exportation, transfer to another CBW, free zones, or for local consumption, in the same state when the cargoes were imported.

<b>Office or Division:</b>	Customs Bonded Warehouse Division,			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business			
<b>Who may avail?</b>	CBW Operator / Airline Client / Consignee / Consignee's Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Boatnote (1 set original)		Aircraft Operations Division		
Inward Foreign Manifest (1 original)		Carrier/Client		
Inbound Cargo Handling Report (Original)		CBW Operator / Airline Client / Consignee / Consignee's Authorized Representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Present the goods with required documents to the assigned CBW Personnel on duty at the CBW Warehouse	1.1 Receiving of Inbouded Cargoes with complete required documents	None	2 hours	CBW Warehouseman CBW Storekeeper
	1.2 Storing and sorting	None	20 minutes	CBW Warehouseman CBW Storekeeper
<b>TOTAL</b>		<b>None</b>	<b>2 hours, 20 minutes</b>	

### 134. Processing in Releasing Cargoes at Public Bonded Warehouse

Goods shall be released only when the goods declaration is electronically lodged, together with any related document required by any provision of CMTA and other customs laws rules and regulations.

<b>Office or Division:</b>	Customs Bonded Warehouse Division,
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	<b>G2C</b> - Government to Citizen, <b>G2B</b> - Government to Business
<b>Who may avail?</b>	CBW Operator / Airline Client / Consignee / Consignee's Authorized Representative
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
BOC Single Administrative Document (SAD) (1 original)	E2M System
Final Assessment Notice (1 original)	Composite Assessment Division of concerned Warehouse
Gatepass (1 original)	CBW Operator / Airline Client / Consignee / Consignee's Authorized Representative
BCOR for payment of Duties and Taxes (1 original)	Collection Division,
Airwaybill (1 original)	CBW Operator / Airline Client / Consignee / Consignee's Authorized Representative
Import Permit (1 original)	
Invoice (1 original)	
Packing List (1 original)	
<i>If required</i> , Clearance or Certification from appropriate regulatory agencies (1 original)	Appropriate Regulatory Agency
Valid ID of any of the ff: -Importer, Consignee and authorized licensed customs broker or his/her duly authorized representative (1 photocopy)	CBW Operator / Airline Client / Consignee / Consignee's Authorized Representative



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the assigned CBW Warehouseman at concerned Public Bonded Warehouse	1.1 Receive and check documents presented by the CBW Operator / Airline Client / Consignee / Consignee's Authorized Representative	None	10 minutes	Warehouseman CBW
	1.2 Sign the OLRs and forward the same to the assigned storekeeper	None	5 minutes	Warehouseman CBW
	1.3 Check the cargo and tally with the OLRs and release the cargo to the CBW Operator / Airline Client / Consignee / Consignee's Authorized Representative	None	5 minutes	Storekeeper CBW
<b>TOTAL</b>		<b>None</b>	<b>20 minutes</b>	

### 135. Processing of Consumption Goods Declaration

All goods declaration for consumption shall be cleared through a formal entry process except for goods cleared through an informal entry process pursuant to Section 402 of RA 10863, otherwise known as Customs Modernization and Tariff Act (CMTA).

<b>Office or Division:</b>	FORMAL ENTRY DIVISION (RED LANE)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C- Government to Citizens, G2B- Government to Business, G2G- Government to Government		
<b>Who may avail?</b>	Accredited Importers of their Licensed Customs Broker or Authorized Representative		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Duly Notarized and Accomplished Electronically Printed Single		E2M System via Electronic Lodgement thru Value Added Service Provider (VASP)	

Administrative Documents (SAD) (1 original)				
Commercial Invoice (1 original)		Exporter or Supplier		
Packing List (1 original)		Exporter or Supplier		
Bill of Lading (1 original)		Shipping Lines		
Revised Supplementary Declaration on Valuation (1 original)		<a href="http://www.customs.gov.ph">www.customs.gov.ph</a>		
Permits or Clearance (for regulated goods) (1 original)		Concerned Regulatory Agency		
Additional documents and/or explanation or evidence of sales if the COO III or COO V has reason to doubt the truth or accuracy of the declared value (section 707, CMTA)		Importer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE Pls indicate office</b>
1.1 Select the services offered (Receiving Icon) then get the printed QueueRite Ticket.  1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.	None	None	1 minute	QueueRite System
2.1 Proceed to the Document Area Counters (01-04).  2.2 Submits documents to the Customs Service Officer.	2.0 Receives, stamps and barcode the document.	None	3 minutes	<i>Customs Service Officer, Customer Care Center</i>
3.0 Secure a receiving copy of the submitted documents with	3.1 Gives stakeholder receiving copy.	None	6 minutes	<i>Customs Service Officer, Customer Care Center</i>

barcode for reference.	3.2 Transmits the submitted documents to the concerned BOC Office.			
4. Submit hard copy of Single Administrative Document (SAD) together with the supporting documents to the entry Processing Unit (EPU) or its equivalent unit.	4.1 Receive hard copy of Goods Declaration (GD) – SAD and its supporting documents from the importer/ Customs Broker or his authorized representative, which has already been lodged thru the VASP Facility.	None	1 minute	Clerk, Entry Processing Unit
	4.2 Check completeness and authenticity of GD-SAD and its supporting documents.	None	2 minutes	Encoder/ Document Processor
	4.3 Encode GD in the Goods Declaration Verification System (GDVS) for proper sectioning and electronic assignment of COO III.	None	1 minute	System generated thru GDVS
	4.4 Forward GD-SAD to Chief-EPU for review.	None	3 minutes	Encoder/Document Processor & Chief-EPU
	4.5 Transmit GD to assigned Section under FED.	None	1 minute	EPU Releasing Clerk



	4.6 Receive hard copy of GD-SAD and its supporting documents from the EPU or equivalent unit.	None	1 minute	Receiving Clerk of Section Concerned
	4.7 Record the Goods Declaration details in the receiving logbook and forward to the Customs Operations Officer V (COO V).	None	1 minute	Receiving Clerk of Section Concerned
	4.8 Check the assigned COO III which has been electronically selected thru the GDVS Platform.	None	1 minute	Customs Operations Officer V (COO V)
	4.9 Forward the GD-SAD and its supporting documents to the assigned COO III.	None	1 minute	Customs Operations Officer V (COO V)
	4.10 Log-in to the GDVS and select "COO III in-process" status of GD to inform stakeholders of the status of their shipment.	None	1 minute	Customs Operations Officer III (COO III)

	4.11 Retrieve the GD in the E2M and conduct documentary examination and check declaration with regard to specific commodity description, proper valuation, classification, rules of origin, among others, if in accordance with the provisions of R.A. 10863 otherwise known as the Customs Modernization and Tariff Act (CMTA).	None	5 minutes	Customs Operations Officer III (COO III)
	4.12 If found in order, register the GD in the E2M System.	None	2 minutes	Customs Operations Officer III (COO III)
	4.13 Update status of GD in the GDVS and forward the hard copy together with its supporting documents to the COO V for review.	None	2 minutes	Customs Operations Officer III (COO III)
	4.14 Review the initial findings of the COO III both in the hard copy and	None	1 minute	Customs Operations Officer V (COO V)

	<p>electronic copy of GD as regards specific commodity description, proper valuation, classification, among others, if in accordance with the provisions of the CMTA.</p>			
	<p>4.15 If found in order, reroute the GD to Green Lane, assess the payable duties and taxes and issue Assessment Notice in the E2M System to serve as payment instruction for the Authorized Agent Bank (AAB) to debit the total duties and taxes from the account of the importer.</p>	None	5 minutes	Customs Operations Officer V (COO V)
<p>4. After booking a time slot in the Terminal Appointment Booking System (TABS), the</p>	<p>4.1 Update status of GD in the GDVS by selecting <b>“ASSESSED”</b> status and</p>	None	1 minute	Customs Operations Officer V (COO V)

<p>importer, customs broker or his representative will have the container ready for Non-intrusive inspection and/or physical examination at the Designated Examination Area (DEA)</p>	<p>return the GD together with its supporting documents to the COO III while awaiting the result of the Non-intrusive inspection to be conducted on subject container/s. (Note: Once the payment information at AAB has been transmitted through Project Abstract Secure System 5 (PASS5), the system would automatically send an electronic instruction to the Arrastre Operator who would place the container/s ready for the conduct of Non-intrusive inspection.</p>			
	<p>4.2 Conduct physical examination of subject container/s to check its actual content if the result of the Non-intrusive</p>	<p>None</p>	<p>2 minutes</p>	<p>Customs Operations Officer V (COO V)</p>

	inspection requires verification.			
	<p>4.3 Accomplish the Examination Return (Box No. 58) of the SAD of in the result of the Non-intrusive inspection the findings reflected was <b>“image appears to be regular”</b> or if upon examination, the contents of the container tallies with the declaration. (Note: If the shipment was found to be imported contrary to law, recommend for the issuance of Alert Order and/or Warrant of Seizure and Detention against the shipment.</p>	None	20 minutes	Customs Operations Officer III (COO III)
	<p>4.4 Forward the GD together with its supporting documents to COO V for signature.</p>	None	2 minutes	Customs Operations Officer III (COO III)

	4.5 Affix signature over printed name under Box 63 of SAD and forward the GD together with its supporting documents to the Releasing Clerk for transmittal to the LBD.	None	1 minute	Customs Operations Officer V (COO V)
<b>TOTAL</b>		<b>None</b>	<b>1 hour,4 minutes</b>	

### 136. Issuance of Owner's Pre-Departure Declaration (OPDD)

Facilitation of the Departure Operations Division to any individual, group, or business with regards to Customs Departure matter.

<b>Office or Division:</b>	Departure Operations Division (DOD)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
<b>Who may avail?</b>	Outgoing traveler with Taxable Baggage due for return to the Philippines		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Owner's Pre-departure Declaration Form (1 original)		Customs Departure Initial Desk Counter Terminals 1 - 3	
Passport (1 original)		Departing Passenger	
Flight Details of the Passenger (1 original)		Departing Passenger	

Articles/Items to be declared by the passenger (to be presented)		Departing Passenger		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon arrival at the Departure Initial Check Counter, declare to the customs examiner on duty the intention for the OPDD	Examiner prepares the OPDD Form for filling up and gives it to the passenger	None	5 seconds	<i>Customs Operations Officer III</i> Departure Operations Division
2. Passenger fills out in detail the description and serial no. (if applicable) of the articles/items intended to be the subject of the OPDD	Examiner thoroughly checks the articles/items declared by the passenger if the description and serial no. (if applicable) on the OPDD matches the articles/items	None	5 minutes	<i>Customs Operations Officer III</i> Departure Operations Division
3. Passenger pays the Customs Documentary Stamp (CDS) and acquires the original copy of the OPDD	3.1 Administers Oath	None	1 minute	<i>District Collector or Authorized Customs Official on Duty</i>
	3.2 Certifies that he personally examined the declared articles/items by affixing his signature and collecting the CDS	PHP 130.00	1 minute	<i>Customs Operations Officer III</i> Departure Operations Division
	3.3 Flight supervisor shall conform with the certification of the examiner by affixing his signature	None	1 minute	<i>Customs Operations Officer V</i> Departure Operations Division
	3.4 Turnovers the hand carried baggage	None	1 minute	<i>Customs Operations Officer III</i>



	to the customs aircraft inspector			Departure Operations Division
	3.5 Certify that the baggage that were verified by the customs examiner and the goods tally then affixes signature	None	1 minute	<i>Customs Aircraft Inspector</i>
<b>TOTAL</b>		<b>PHP 130.00</b>	<b>10 minutes, 5 seconds</b>	

### 137. Certification of Re-Exportation Commitment (REEC)

Facilitation of the Departure Operations Division to any individual, group, or business with regards to Customs Departure matter.

<b>Office or Division:</b>	Departure Operations Division (DOD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail?</b>	Outgoing traveler with Baggage covered by Re-Exportation Commitment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Re-exportation Commitment Form (1 original, 1 photocopy)		Customs Departure Initial Desk Counter Terminals 1 - 3		
Passport (1 original)		Departing Passenger		
Flight Details (1 original)		Departing Passenger		
Receipt for the re-exportation commitment (1 original)		Departing Passenger		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Upon arrival at the Departure Initial Check Counter, declare to the customs examiner on duty the intention for the liquidation of the cash bond instituted by the Re-exportation commitment form by showing the copy and original receipt to the examiner</p>	<p>Examiner validates and checks the items listed on the Re-exportation commitment form</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Customs Operations Officer III</i> Departure Operations Division</p>
<p>2. Passenger is escorted by the customs examiner to the customs cashier for the liquidation of the cash bond</p>	<p>When the articles/items match the details of the Re-exportation commitment, the examiner affixes his signature to certify the authenticity and clears it for loading. He then escorts the passenger to the customs cashier for the actual liquidation</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Customs Operations Officer III</i> Departure Operations Division</p>
<p>3. Passenger signs the logbook of the customs cashier and affixes her signature upon receiving his cash bond</p>	<p>3.1 Certifies that the passenger received the cash bond by affixing his signature on the customs cashier logbook, the cashier keeps a copy of the Re-exportation commitment for records purposes</p>	<p>None</p>	<p>1 minute</p>	<p><i>Customs Operations Officer III</i> Departure Operations Division</p>
	<p>3.2 Affixes his signature certifying that the Re-exportation commitment is cleared and were actually boarded on the aircraft</p>	<p>None</p>	<p>1 minute</p>	<p><i>Customs Aircraft Inspector</i></p>
<p><b>TOTAL</b></p>		<p><b>None</b></p>	<p><b>10 minutes</b></p>	



### 138. Application/Clearance for Departure of Special Flight

Facilitation of the Departure Operations Division to any individual, group, or business with regards to Customs Departure matter.

<b>Office or Division:</b>	Departure Operations Division (DOD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail?</b>	Special Flights Operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Letter of Request from the District Collector (1 original)		District Collector's Office –Customhouse		
Flight Advisory at least a day prior to departure (1 original)		Airline Availing the Special Flight Request		
Passport (1 original)		Airline Availing the Special Flight Request		
Flight Details of the Passenger (1 original)		Airline Availing the Special Flight Request		
General Declaration of the Passengers on Board (1 original)		Airline Availing the Special Flight Request		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Days or a day prior to the departure of the special flight, give a receiving copy to the main departure office, terminal one final check all requirements	Receives the documents from the airline representative	None	1 minute	<i>Administrative Aide</i> Departure Operations Division
2. On the day of the special flight, fetch departure customs examiner, flight supervisor and aircraft inspector and brought them to the tarmac where the aircraft is parked	2.1 Examiner reads the necessary customs documents relevant to the special flight  2.2 All customs, immigration and quarantine personnel certify the exit	None or PHP 130.00 (depending on the applicable document used)	1 hour  1 minute	<i>Customs Operations Officer III,</i> <i>Customs Operations Officer V,</i> <i>Customs Aircraft Inspector</i>



	clearance of the aircraft by affixing their signature in the CIQ Clearance Form if documents are in order. Shall also clears the baggage of the departing declarant (crew and passenger) on board Special Flight			
<b>TOTAL</b>		<b>PHP 130.00</b>	<b>1 hour, 2 minutes</b>	

### 139. Issuance of Special Permit to Load (SPL)

Facilitation of the Departure Operations Division to any individual, group, or business with regards to Customs Departure matter.

<b>Office or Division:</b>	Departure Operations Division (DOD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail?</b>	Outgoing traveler with Baggage in Commercial Quantity/Regulated Goods without authority to load from the Export Division			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Special Permit to Load Form (1 original)		Customs Departure Initial Desk Counter Terminals 1 - 3		
Passport (1 original)		Departing Passenger		
Flight Details of the Passenger (1 original)		Departing Passenger		
Articles/Items to be declared by the passenger (to be presented)		Departing Passenger		
Permits, if any		Concerned Government Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Upon arrival at the Departure Initial Check Counter, declare to the customs examiner on duty the intention for the SPL for items of commercial quantity and/or regulated by other government agencies</p>	<p>Examiner prepares the SPL Form for filling up and gives it to the passenger</p>	<p>None</p>	<p>5 seconds</p>	<p><i>Customs Operations Officer III</i> Departure Operations Division</p>
<p>2. Passenger fills out in detail the description, quantity and value of the articles/items intended to be the subject of the SPL as well as relevant permits acquired from other government agencies</p>	<p>Examiner thoroughly checks the permits shown by the passenger as well as the articles/items declared by the passenger if the description, quantity and value on the SPL matches the articles/items</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Customs Operations Officer III</i> Departure Operations Division</p>
<p>3. Passenger pays the Customs Documentary Stamp (CDS) and acquires the original copy of the SPL Form</p>	<p>Certifies that he personally examined the declared articles/items by affixing his signature and collecting the CDS</p>	<p>PHP 130.00</p>	<p>2 minutes</p>	<p><i>Customs Operations Officer III</i> Departure Operations Division</p>
	<p>Affixes signature</p>	<p>None</p>	<p>1 minute</p>	<p><i>Chief or Authorized Customs Official</i> Departure Operations Division</p>
<p><b>TOTAL</b></p>		<p><b>PHP 130.00</b></p>	<p><b>8 minutes, 5 seconds</b></p>	

## 140. Approval of Special Permit to Load (SPL)

Special Permit to Load shall refer to a document that grants the authority to load goods for export in a situation where no Export Declaration is required.

<b>Office or Division:</b>	Customs Container Control Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail?</b>	Authorized Agents or their Authorized Representatives, Exporters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SPL with documentary stamps for Port of Manila loading and noted on Manila International Port (2 original, 1 photocopy)		Customs Container Control Division		
Supporting documents/proof of container discharged (1 photocopy)		Shipping lines/ATI		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit SPL with its supporting documents	1.1 Receives SPL	None	30 minutes	<i>Clerk</i> Customs Container Control Division
	1.2 Check duly processed SPL from MICP for POM loading with documentary stamp			
	1.3 Check and confirms all the container/s on the permits			
	1.4 Assigns SPL control number	None	3 minutes	<i>Inspector</i> Customs Container Control Division



	1.5 Review the permits then forward to the Chief for final approval	None	1 minute	Assistant Chief Customs Container Control Division
	1.6 Sign and approve the Permit/s	None	1 minute	Chief Customs Container Control Division
<b>TOTAL</b>		<b>None</b>	<b>35 minutes</b>	

### 141. Certification/Authentication of Conventional Exportation Declaration (CONVEX)

Facilitation of the Departure Operations Division to any individual, group, or business with regards to Customs Departure matter.

<b>Office or Division:</b>	Departure Operations Division (DOD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail?</b>	Outgoing traveler with Baggage covered by Export Declaration/Conventional Exportation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Re-exportation Commitment Form (1 original)		Customs Departure Initial Desk Counter Terminals 1 - 3		
Passport (1 original)		Departing Passenger		
Flight Details of the Passenger (1 original)		Departing Passenger		
Export Declaration (1 original)		Departing Passenger		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Upon arrival at the Departure Initial Check Counter, present the export declaration to the examiner on duty for validation	Examines, certifies and authenticates the declaration by affixing his signature on the export declaration	None	1 minute	Customs Operations Officer III Departure Operations Division
<b>TOTAL</b>		<b>None</b>	<b>1 minute</b>	

## 142. Issuance of Foreign Currency Declaration (FCD)

Facilitation of the Departure Operations Division to any individual, group, or business with regards to Customs Departure matter.

<b>Office or Division:</b>	Departure Operations Division (DOD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail?</b>	Outgoing traveler with Currency and other Foreign Exchange-Denominated Bearer Monetary Instruments in excess of P50,000.00 or US\$10,000.00 or its equivalent			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Foreign Currency Declaration Form (1 original)		Customs Departure Initial Desk Counter Terminals 1 - 3		
Passport (1 original)		Departing Passenger		
Flight Details of the Passenger (1 original)		Departing Passenger		
Currency or monetary instrument (to be presented)		Departing Passenger		
Permit, if applicable		Banko Sentral ng Pilipinas		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Upon arrival at the Departure Initial Check Counter, declare to the customs examiner on duty the intention to declare bringing out of currency or monetary instruments under the Foreign Currency Declaration Form</p>	<p>Examiner prepares the FCD Form for filling up and gives it to the passenger</p>	<p>None</p>	<p>5 seconds</p>	<p><i>Customs Operations Officer III</i> Departure Operations Division</p>
<p>2. Passenger fills out in detail the FCD form most importantly declaring the exact number of the currency intended to be brought out, its source and purpose</p>	<p>Examiner thoroughly checks the FCD form if the currency matches the declared value listed</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Customs Operations Officer III</i> Departure Operations Division</p>
<p>3. Passenger receives the authenticated copy of the FCD form</p>	<p>3.1 If the currency is in Philippines Pesos, the examiner will ask for the Banko Sentral Permit from the passenger; if none is produced, the examiner will ask the passenger to convert the currency otherwise, the examiner will only allow the passenger to bring out P50,000.00 and issue a Held Baggage Receipt (HBR) for the remainder of the amount excess the threshold until a permit is produced</p>	<p>None</p>	<p>1 minute</p>	<p><i>Customs Operations Officer III</i> Departure Operations Division</p>





	3.2 Authorizes and affixes signature on the form and gives it to the passenger	None	1 minute	<i>Customs Operations Officer III</i> Departure Operations Division
<b>TOTAL</b>		<b>None</b>	<b>7 minutes, 5 seconds</b>	

### FEEDBACK MECHANISM

### 143. FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Client answers the feedback form and drop it at the designated drop box in the Public &amp; Assistance Division</p> <p>Contact information: 8705-6000</p> <p><a href="mailto:Boc.cares@customs.gov.ph">Boc.cares@customs.gov.ph</a></p> <p><a href="https://www.facebook.com/BureauOfCustomsPH/">https://www.facebook.com/BureauOfCustomsPH/</a></p> <p><a href="https://twitter.com/CustomsPH">https://twitter.com/CustomsPH</a></p>
<p>How feedback is processed</p>	<p>The Officer of the day records and compiles all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days less or more if necessary.</p> <p>For inquiries and follow-ups, clients may contact the hotline: 8705-6000</p>
<p>How to file a complaint</p>	<p>The client writes a signed formal letter of complaint. The client must provide sufficient information such as but not limited to the following:</p> <ul style="list-style-type: none"> <li>- Name or office being complained</li> <li>- Full details of the incident</li> <li>- Evidence, if available</li> </ul> <p>For inquiries and follow-ups, clients may contact the hotline: 8705-6000</p>
<p>How complaints are processed</p>	<p>The Complaints Officer records and compiles all complaints received.</p> <p>The Complaints Officer shall evaluate the complaint is sufficient in nature to be provided with appropriate action/s.</p>

	<p>The complaint Officer forwards the complaint to the proper office for investigation or preparation of official response.</p> <p>The complaints officer will give the feedback/official response to the client.</p> <p>For inquiries and follow-ups, clients may contact the hotline:8705-6000</p>
Contact information of PIAD	<p>BOC-CARES: 8705-6000</p> <p><a href="mailto:Boc.cares@customs.gov.ph">Boc.cares@customs.gov.ph</a></p> <p><a href="https://www.facebook.com/BureauOfCustomsPH/">https://www.facebook.com/BureauOfCustomsPH/</a></p> <p><a href="https://twitter.com/CustomsPH">https://twitter.com/CustomsPH</a></p>
COMPLAINTS ACTION CENTER ANTI-RED TAPE AUTHORITY	8478-5099
CSC - Para sa Taumbayan Hotline :	8951-2575 / 8951-2576 / 8932-0111
Presidential Complaint Center: Hotline 8888	8888



## **144. DIRECTORY AND CONTACT NUMBERS**

Office	Address	Contact Information
Office of the Commissioner	OCOM Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4537
Internal Administration Group	OCOM Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4507
Administration Office	OCOM Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4518
Financial Management Office	OCOM Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4525
Assessment and Operations Coordinating Group	IAS Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4506/ 705-6044
Import Assessment Service	IAS Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 526-6372
Port Operations Service	IAS Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4476
Revenue Collection Monitoring Group	CRIC Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 523-2390
Legal Service	CRIC Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 527- 2390
BATAS	CRIC Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 527- 0216
Financial Service	CRIC Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 527-4575
Collection Service	CRIC Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 527-3727
Intelligence Group	OCOM Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 526-8759



Intelligence and Investigation Service	OCOM Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4516
Enforcement Group	ESS Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 527-4578
Enforcement and Security Service	ESS Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 527-4710
Management Information System and Technology Group	ICT Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 705-6081
Planning and System Development Service	ICT Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 705-6037
Technology Management Service	ICT Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 705-6058
Post Clearance Audit Group	CRIC Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 705-6091
CD1, Port of San Fernando		(072) 888-5581
Sub-Port of PEZA Baguio		(074) 447-4104
Sub-Port of Sual		N/A
Sub-Port of Salomague		(072)888-5581
CD2A, Port of Manila		(02) 526-6652
Sub-Port of Harbor Center		(02) 480-1729
Sub-Port of Masinloc		N/A
Customs Postal Office		
Sub-Port of PEZA- Cavite		(046) 971-2453
Sub-Port of EPZA - Laguna		N/A
CD2B, Manila International Container Port		245- 4101
Sub-Port of North Harbor		245- 3021
CD3, NINOY AQUINO International Airport		(02)879-6003
Manila Domestic Airport		877-1109 loc. 3759
Airmail Distribution Center (CMEC)		854-4613 854-029
CD4, Port of BATANGAS		(043) 722-0705 to 07
Sub-Port of Siain		(042) 302-9704
Sub-Port of Puerto Princesa		(048) 434-3124
CD5, Port of LEGAZPI		(054) 881-0518
Sub-Port of Tabac		N/A
Sub-Port of Jose		N/A

Panganiban		
CD6, Port of ILOILO		337-0427
Sub-Port of Pulupandan		N/A
Kalibo International Airport		N/A
CD7, Port of CEBU		(032) 353-0766 ; (032) 350-3219
Sub-Port of Mactan		(032) 344-2209
Sub-Port of Dumaguete		(072) 511-5775
CD8, Port of TACLOBAN		N/A
Sub-Port of Isabel		327-4888
Sub-Port of Catbalogan		N/A
Sub-Port of San Jose		N/A
CD9, Port of SURIGAO		(02) 962-078
Sub-Port of Bislig		N/A
Sub-Port Of Nasipit		(085) 300-029
CD10, Port of CAGAYAN DE ORO		563-641
Sub-Port of Iligan		(063) 221-6066
Sub-Port of Ozamis		N/A
Mindanao Container Terminal		(088)742642
CD11, Port of ZAMBOANGA		(062) 992-6844
Zamboanga International Airport		(062) 992-1833
Sub-Port of Jolo		N/A
Sub-Port of Tawi – Tawi		N/A
Sub-Port of Basilan		N/A
CD12, Port of DAVAO		(082) 235-1315
Sub-Port of Dadiangas		(083) 552-8890
Sub-port of Mati		(087) 388-3294
Sub-Port of Parang		(064) 421-2336
CD13, Port of SUBIC		(047) 252-3534
CD14, Port of CLARK		(045) 599-7189
CD15, Port of APARRI		(078) 822-8873
Sub-Port of Irene		
Sub-Port of Curimao		(077) 670-8406
Laoag International Airport		(077) 670-8406
Sub-Port of Claveria		(077) 670-8406
CD16, Port of LIMAY		(047) 244-6034



Sub-Port of Mariveles		(047) 935-4746
COMPLAINTS ACTION CENTER ANTI-RED TAPE AUTHORITY		8478-5099
CSC - Para sa Taumbayan hotline :		8951-2575 / 8951- 2576 / 8932-0111
Presidential Complaint Center: Hotline 8888		8888

### **CUSTOMER CARE CENTER**



## Customer Care Center

*CCC Citizen's Charter* - a document which represents a systematic effort to focus on the commitment of the Bureau of Customs towards its stakeholders in respects of standard of services, information, choice and consultation, non-discrimination and accessibility, grievance redress, courtesy, and value for money.

The CCC Citizen's Charter for the services offered are also created to determine the client steps, agency actions, fees to be paid, processing time and person responsible to properly implement the quality service of the CCC.

### 145. DOCUMENT MANAGEMENT

Document Management is a business processes of the CCC manned by the following Customs Service Officers:

- Receiving Officer (RCO)
- Document Sorting Officer (DSO)
- Goods Declaration Evaluator (GDE)
- Gate pass Evaluator (WRF)
- Accreditation Evaluator (AAE)
- Document Distribution Officer (DDO)
- Releasing Officer (RLO)

All Customs Service Officers ensure the organized and orderly handling of official documents from the stakeholders.

The document management is divided into five (5) main sections: receiving, sorting, pre-evaluation (if applicable), releasing and distribution section.

The CCC services for receiving and releasing of documents cover all Offices under the Office of the Commissioner, Assessment and Operations Coordinating Group, Management Information Systems and Technology Group, Revenue Collection Monitoring Group, Intelligence Group, Enforcement Group, Internal Administration Group, Post Clearance Audit Group and the Port of Manila.

Furthermore, it also covers documents subject to evaluation (e.g. Goods Declaration, Accreditation and Gate pass).

Office:	Customer Care Center (Receiving and Releasing)			
Classification:	Simple			
Type of Transaction:	C2G - Citizen to Government G2G - Government to Government			
Who may avail?	BOC Stakeholders			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Select the Services offered (Receiving Icon) then get the printed QueueRite Ticket.	None	None	1 minute	QueueRite System
1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.				
2.1 Proceed to the Document Area Counters (01-04). 2.2 Submits documents to the Customs Service Officer.	2.0 Receives, stamps and barcode the document.	None	3 minutes	Customs Service Officer, Customer Care Center
3.0 Secure a receiving copy of the submitted documents with barcode for reference.	3.1 Gives stakeholder receiving copy. 3.2 Transmits the submitted documents to the concerned BOC Office.	None	6 minutes	Customs Service Officer, Customer Care Center
TOTAL		None	10 minutes	

## 146. INFORMATION MANAGEMENT

The Information Management is a business of the CCC manned by the professional Client Service Specialist (CSS) that responsively attended and done with appropriate information to all queries in a short period of time.

Below are the seven (7) sub-categories under Information Management process:

- Goods Declaration
- Accreditation
- Operations
- Assessment
- General Inquiry
- Complaint
- Others

Office:		Customer Care Center (Information)		
Classification:		Simple		
Type of Transaction:		C2G - Citizen to Government G2G - Government to Government		
Who may avail?		BOC Stakeholders		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Select the Services offered (Information Icon) then get the printed QueueRite Ticket.	None	None	1 minute	QueueRite System
1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.				
2.0 Proceed to the Information Area Counters (05-11).	2.1 Attends to stakeholder's inquiry.	None	5 minutes	Customs Service Officer, Customer Care Center
	2.2 If the stakeholder's inquiry is not resolved: a. With BOC Portal Ticket – coordinates with the concerned BOC office on the	None	4 Minutes	



Office:	Customer Care Center (Information)			
Classification:	Simple			
Type of Transaction:	C2G - Citizen to Government G2G - Government to Government			
Who may avail?	BOC Stakeholders			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	processing of stakeholder's concern. b. Without BOC Portal Ticket – advices stakeholder to create Portal Ticket detailing concerns.			
TOTAL		None	10 minutes	



## 147. PAYMENT MANAGEMENT

Payment Management is the centralized payment transaction for all miscellaneous fees and other charges imposed and collected by the Bureau of Customs under Customs Memorandum Order (CMO) No. 39-2019.

The Payment Management is a business process of the CCC manned by Special Collecting Officers (SCO).

Office or Division:	Customer Care Center (Payment)			
Classification:	Simple			
Type of Transaction:	C2G - Citizen to Government G2G - Government to Government			
Who may avail?	BOC Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment and other supporting documents (if applicable)			Concerned Office / Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Select the Services offered (Cashier Icon) then get the printed QueueRite Ticket.	None	None	1 minute	QueueRite System
1.2 Wait for the QueueRite Ticket Number to be displayed at the monitor.				
2.0 Proceed to the Information Area Counter 12 for Accountable Forms.	2.0 Provide Accountable Forms	Please see Summary of Allowed Fees and Charges imposed and collected by the Bureau (CMO 30-2019).	4 Minutes	Customs Service Officer, Customer Care Center
3.1 Proceed to the Cashier (Counter 13).	3.1 Checks Order of Payment.		5 minutes	Customs Service Officer, Customer Care Center
3.2 Pay necessary allowable fees and charges imposed and collected by the	3.2 Receives payment. 3.3 Issues Bureau of Customs			



Office or Division:	Customer Care Center (Payment)			
Classification:	Simple			
Type of Transaction:	C2G - Citizen to Government G2G - Government to Government			
Who may avail?	BOC Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment and other supporting documents (if applicable)		Concerned Office / Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bureau of Customs (BOC).	Official Receipt (BCOR).			
TOTAL		None	10 minutes	

## 148. CREATION OF ACCOUNT AND TICKET IN THE CUSTOMER CARE PORTAL SYSTEM (CCPS)

Customer Care Portal System (CCPS or BOC Portal) is an online tracking of document feedback,

submission, and compliance. It also a platform for inquiries, issues, and including complaints of our valued stakeholders.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Search for the BOC website: <a href="http://www.customs.gov.ph">www.customs.gov.ph</a>  1.2 Clicks "BOC Portal"	None	None	1 Minute	Stakeholder
2.1 Create an account (if not yet registered).  2.2 Click "Sign In" and then clicks "Create an account" (if not yet registered).  2.3 Fills out all the information's needed for account registration.  2.3 Click "register" and waits for the account registration notification thru the email provided.  2.4 Checks the email registered for account confirmation or activation link from BOC-CARES.	Sends auto generated confirmation / activation link to the registered account of the stakeholder.	None	1 Minute	BOC-CARES

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2.5 Click the confirmation link to Confirmed / Activate your account.				
3.1 Click "Sign In" if already registered.  3.2 Enter your email and password to login at BOC-Portal.	None	None	1 Minute	Stakeholder
4.1 Click "Home" and click "Open a New Ticket".	None	None	5 Minutes	Stakeholder
4.2 Selects "Help Topic" relative to the stakeholder inquiry and concern.  4.3 Fills out "Issue Summary" and concerns details.  4.4 Click "Chose them" to upload your scan copy pdf files, if any.  4.5 Click "Create Ticket" to submit your inquiry or concern.  4.6 Click "Create Ticket" to view the created ticket	None	None		Stakeholder
<b>TOTAL</b>		None	8 minutes	