

### **BUREAU OF CUSTOMS**

## CITIZEN'S CHARTER 2019 (1<sup>st</sup> Edition)



#### **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.

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Rey Leonard B. Guerrero Commissioner Bureau of Customs

### I. 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.

### 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. VISION

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

### 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



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# Assessment and Operations Coordinating Group

### **AOCG**



# 1. APPLICATION AS CUSTOMS BONDED WAREHOUSE (CBW) OPERATOR, ACCREDITATION AS MEMBER/CLIENT/USER OF AN EXISTING CCBW/ICBW

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.

Office or Division:	ASSESSMENT AN	ID OPERATIONS COORDINATING GROUP		
Classification:	Highly Technical			
Type of	G2C - Government	to Citizen		
Transaction:	G2B - Government	to Business		
Who may avail:	Companies that ar	re importer, manufacturer and exporter at the same		
	time	A.		
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
BOC Certificate of Ac	creditation as	Accounts Management Office, BOC		
importer (1 certified tr	rue copy)	The second second		
/ 0	V			
Articles of Incorpora				
Partnership, and by-l	aws (1 certified true	SEC		
copy)				
Department of Trade		1 clk		
Certificate of Busines		DTI		
sole proprietorship (1	certified true copy)			
24 1 7 11 11				
Mayor's Permit (1 cer	tified true copy)	City Hall where the business is located		
Damana Classia	(4 - vi viu - 1)	Danaga va Offica who we the housing as is leasted		
Barangay Clearance	(1 original)	Barangay Office where the business is located		
Purcou of Internal De	vonue (PID)	167		
Bureau of Internal Re Registration (1 certific		BIR		
Registration (1 certific	ed tide copy)	BIK		
Income Tax Return (I	TR) and Latest	From the applicant firm as duly received by the		
Audited Financial Sta		BIR		
applicable (1 certified	•			
Lease contract or cer	,	From applicant firm		
real property where the		Trom applicant iiiii		
located (1 certified tru				
( ) 20111100	<del>-  -   /  </del>			
Warehouse location or vicinity map		Applicant Firm		
showing the area and		· ·		
(1 original)				
Warehouse layo	out showing and			
describing the f	ollowing:	Applicant Firm		
_	i. Floor plan and building structure;			

ii. Storage areas finished productive iii. Productive iv. Office spaces customs persor v. Physical security					
List of machineries original)	and equipment (1		Applicant Firm		
Feasibility study (1 or	riginal)		Applicar	nt Firm	
Statement of Ma Requirements (1 orig	terials Importation inal)	ГО	Applicar	nt Firm	
Formula of Manufactory applicable (1 certified	AN / A		ITDI, D	OOST	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit all the requirements	1.1 Evaluation of the submitted requirements	None	10 days	Technical Working Group CBW	
100	1.2 Deliberation of Applications Evaluated by the CBW TWG	None	2 days	CBW Committee (CBWC)	
	1.3 If approved, preparation of resolution for signature of CBWC members	None	5 days	Secretariat CBWC	
	1.4 Preparation of documents for the Commissioner's signature	None	1 day	Secretariat CBWC	

1.5 Prepare memoran port concesignature Deputy Commiss AOCG or approval Commiss	idum to erned for of ioner, in the of the	1 day	Secretariat CBWC
the CRM approve	d CBW on to the	1 day	Secretariat CBWC
TOTAL	None	20 days	

### 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.

Office or Division:	Office of the Deputy Commissioner, Assessment and Operations Coordination Group (AOCG)			
Classificat ion:	SIMPLE			
Type of Transactio n:	G2C - Government to Citizens G2B - Government to Business			
Who may avail:	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			
	CHECKLIST OF WHERE TO SECURE REQUIREMENTS			
·	Deputy Commissioner, AOCG (1 Applicant			
BB Form 1 (1	BB Form 1 (1 original)  AOCG - Office of the Deputy Commissioner			
Duly notarized Importers Information Sheet (1 original)		Applicant		
Affidavit o	f Undertaking (1	Applicant		

original)				
Certificate of Accreditation from AMO (1 photocopy)		IG - Accounts Management Office		
Bill of Lading	g (1 photocopy)		Applicant	
Proforma / Commercial Invoice (1 photocopy)		Applicant		
Packing List	(1 photocopy)		Applicant	
Through Br	oker:			
Latest Accre photocopy)	editation as Broker (1	ENT O	Accounts Manageme	ent Office
Government Card (1 phot		BIR, Post Office	e, DFA, PSA, SSS, C	GSIS, Pag-Ibig, LTO
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all the needed documents to the Office of the Deputy Commissio ner, AOCG	1.1 Review sufficiency/complete ness of documents submitted. If complete, letter request (with supporting documents) will be received. If incomplete it will be returned unreceived	None	30 minutes	Receiving / Admin Officer 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	Administrative Officer Office of the Deputy Commissioner

1.3 The (BBBBCCEP) (OSS) will prepare an indorsement for the approval of the request	None	15 minutes	Secretariat 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	Secretariat BBBCCEP -OSS, Office of the Deputy Commissioner
TOTAL	None	1 hour, 5minutes	

### 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.

Office or Division:	Office of the Deputy Commissioner, Assessment and Operations
	Coordination Group (AOCG)
Classification:	HIGHLY TECHNICAL
Type of Transaction:	G2C - Government to Citizen,
	G2B - Government to Business
Who may avail:	Any importer who:
	• Is within the Top 1000 Importers of BOC in terms of duties and taxes paid;
	• 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;     is a regular importer of the same type of goods;     is a BOC accredited and a holder of Certificate of Registration for that purpose; and is willing to undergo voluntary post clearance audit pursuant to CAO No. 1-2019				
CHECKLIST OF RI	EQUIREMENTS		WHERE TO SE	CURE	
Application Form (1 origi	nal)	SGL S	Secretariat / www.c	ustoms.gov.ph	
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 imports are not prohibite			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 Accre (1 photocopy)	editation/Registration	IG-Account Management Office			
Latest Audited Financia original)	Statement (1	Applicant			
Latest Income Tax Retui	rn (1 original)	BIR			
SEC-Articles of Incorporation with latest General Information Sheet (1 original)		SEC			
CLIENT STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Get SGL Accreditation Application Form (Annex A1-5 of CMO 28-03) or Download the Form at	SGL Secretariat     furnish applicant     of the SGL     Application Form	None 1 minute SGL Secretariat Office of the Deputy Commissioner			

www.customs.gov.ph

2. Submit duly	2. Check the	None	1 day	SGL Secretariat
accomplished	following:	140110	1 day	Office of the
application form Annex				Deputy
"A" (1-5) together with	accomplishment of			Commissioner
its attachments and its	I			
soft copy in MS Excel	Form			
Format	b) Completene			
Tomat	ss and validity of			
	supporting			
	documents/require			
	ments			
	c) Record			
	Application form in			
	logbook d) Stamp			
	receipt in the	Or		
	original, duplicate	O'H'	1	
	and triplicate		19'2	
	copies of			
/	Application Forms	10	1	
	e) Set schedule	2	A TO THE REAL PROPERTY OF THE PARTY OF THE P	
(0)	of SGL Committee	III.		
	deliberation	- 6		
3. Attend	3.1 Make final	None	15 days	SGL Committee
scheduled SGL	review of the	140110	Todays	Office of the
Committee deliberation	application for			Deputy
and prepare for the next	deliberation of the	Ok.		Commissioner
steps after deliberation	SGL Committee	6		
	3.2 SGL		50 minutes	
10	Committee			SGL Committee
1	recommends		- 57/	Office of the
	approval or		10/	Deputy
				Commissioner
	disapproval on the	CU	5/	
	application	CO		
	3.3 Drafting and			SGL Secretariat
	Signing of SGL		2 days	Office of the
	resolution for			Deputy
	Approved			Commissioner
	Application			
	3.1 Prepare		1 day	SGL Secretariat
	documents for the			Office of the
	Commissioner's			Deputy Commissioner
	signature			Commissioner

	3.2 Send Memo to RMO for the inclusion of the applicant in the Selectivity System		2 hours	SGL Secretariat Office of the Deputy Commissioner
	3.3 Activation in the selectivity system and e2m		5 hours	SGL Secretariat Office of the Deputy Commissioner
A. A.	3.4 SGL Secretariat notifies the applicant that after 24 hours from activation they can start using the facility and advised to get their Certificate	OF	4 minutes	SGL Secretariat Office of the Deputy Commissioner
4. Get copy of approved Certificate of Accreditation	4. Issues approved Certification as SGL user	None	5 minutes	SGL Secretariat Office of the Deputy Commissioner
155	TOTAL	None	20 days	
		CIT	10	

## 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.

Office or Division:	CENTRAL RECORD'S MANAGEMENT DIVISION					
Classification:	SIMPLE					
Type of Transaction: Who may avail:	G2C - Government to Citize G2B - Government to Busine ALL		G - Government to	Government		
CHECKLIST OF R	EQUIREMENTS	WHER	E TO SECURE			
External Clients	1					
, ,	ndorsement/letter/transmittal nment Agencies or private nal)	Other g	government agenc nies	ies or private		
15			W 01			
Duly signed endors (1 original)	sement/letter/transmittal		ned BOC Division/Unit/Ports	/Subports		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submits documents to the Receiving Section	1.1 Ensures that the endorsements/letters/ transmittals are signed  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	None	5 minutes	Admin Officer Central Records Management Division		

information to the Excel File  1.7 Duplicates the documents for the acknowledgement Receipt  1.8 Turns over the document to the official messenger	None	5 minutes	Admin Officer Central Records Management Division
1.9 Messenger Checks the documents received  1.10 Delivers to the addressees' office/division/ unit/port/sub-port 1.11Safely 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 prov'l. ports or sub-ports thru Post Office or Private Courier)  *20 minutes	Admin Aide Central Records Management Division
IOTAL	None	"20 minutes	

<sup>\*</sup> 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.

Office or Division:	Public Information and Assistance Division			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
	G2B-Government to Business			
	G2G-Government to Government			
Who may avail:	Transacting Public with the Bureau of Customs			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				

Letter Endorsement with the Complaint			8888, Civil Serviial Complaint Cer	ice Commission, nter, ARTA
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client files     complaint through     Hotline 888 or CSC     or PCC or ARTA	1.1 Receive letter complaint endorsement from Hotline 8888/CSC/PCC/ART A	None	15 minutes	Client Service Representative BOC-CARES Unit
	1.2 Validate or check completeness and veracity of the complaint	OF		
Q G	<ul><li>1.3 Scan documents</li><li>1.4 Encode in the Document Tracking System</li></ul>		THE REPORT OF THE PARTY OF THE	
d Di	1.5 Prepare an endorsement letter or routing slip for the office of primary responsibility for preparation of action or official response		S	
	1.6 Affix signature of the prepared endorsement letter or routing slip	None	1 minute	Chief Public Information and Assistance Division
	1.7 Transmit the signed endorsement letter or routing slip, complaint letter, affidavit of nonforum shopping, and supporting documents, if any to the office of primary responsibility	None	4 minutes	Client Service Representative 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	None	1 day	Office-of- Primary- Responsibility
	Commissioner, IAG  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
DEP	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
18	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	2.1 Transmit the signed official report / response to the client	None	5 minutes	Client Service Representative BOC-CARES Unit
тс	DTAL	None	1 day, 41 minutes	

### 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.

Office or Division:	Public Information and	Assistanc	e Division			
Classification:	Simple					
Type of Transaction:	G2C -Government to C	itizen				
	G2B-Government to Bu					
Who may avail:	Transacting Public with					
CHECKLIST OF REQUIR	REMENTS	WHERE	TO SECURE			
Written Complaint (1 origi	nal)	Complair	nant			
Affidavit of Non-Forum Sh	opping (1 original)		nant/Lawyer			
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON		
		TO BE PAID	TIME	RESPONSIBLE		
Proceeds to PIAD and file a written complaint	1.1 Receive hard copy of written complaint, affidavit of nonforum shopping and supporting documents, if any 1.2 Validate or check completeness and authenticity of documents submitted	None	5 minutes	Client Service Representative BOC-CARES Unit		
	1.3 Scan the complaint letter and supporting 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	None	10 minutes	Client Service Representative BOC-CARES Unit		

	1.0	6 Affix signature of the prepared endorsement letter or routing slip	None	1 minute	Chief 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	Client Service Representative BOC-CARES Unit
2. Follows instruct advised personi	ons as by PIAD	Informs client of the action taken through letter or email	None	1 minute	Client Service Representative BOC-CARES Unit
	TOTAL	JUL III	None	21 minutes	

### 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.

Office or Division:	General Services Division, Internal Administration Group
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
	G2B – Government to Business
Who may avail:	All requested supplier to Philippine Electronic Procurement

Service (PhilGEPS)				
CHECKLIST OF REQUIREMENTS			WHERE TO SEC	URE
PhilGEPS Certificate of Registration and Membership (1 original, 8 photocopies)			Philippine Electro Service (PhilGEP	
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 ( Credit	Committed Line of
_	arized Statement in a he IRR, if applicable		Supplier/Bidder	
Bid security in the properties of the properties	rescribed form, amou photocopies)	unt, and validity	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	
	tement in accordanc riginal, 8 photocopies		Supplier/Bidder	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Pre-procurement meeting with BAC and End-User regarding proposed project to be procured through Public Bidding	None	2 hours	BAC:  Chairperson Collection Service  Vice-Chairperson Ruling and Research Division  BAC Member Auction and Cargo Disposal Division  BAC Member

				Legal Service
				TWG:
				Head Legal Service  TWG Member MISTG  TWG Member AOCG  Secretariat:
	MEN	TOF	_	Head CRMD
	1	4	67	BAC Secretariat GSD
1. Waits for the	1. Advertisement	None	7 days (required	Secretariat:
Advertisement and get updates	posted in PhilGEPS and in Website of		days of posting)	Head CRMD
T C	BOC			BAC Secretariat GSD
2. Attends the	2. Pre-Bid	None	1 day (meeting)	BAC:
Pre-Bid Conference	Conference Meeting with the BAC and			Chairperson Collection Service
	End-user		10	Vice-Chairperson Ruling and Research Division
	100	F CU		BAC Member Auction and Cargo Disposal Division
				BAC Member Legal Service
				TWG:
				Head Legal Service
				TWG Member MISTG

				TWG Member AOCG Secretariat: Head CRMD BAC Secretariat GSD
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)	Secretariat:  Head CRMD  BAC Secretariat GSD
4. Purchase the Bidding documents	4. Produce Bid Documents to Prospective Bidders (or Supplier)	ABC 500,000 and below: Php500.00  ABC more than 500,000 up to 1 Million: Php1,000.00  ABC more than 1 Million up to 5 Million: Php5,000.00  ABC more than 5 Million up to 10 Million: Php10,000.00  ABC more than 10 Million up to 50 Million: Php25,000.00 ABC more than 50 Million	1 day (From the 1st day of advertisement until Submission of Bids)	Head CRMD  BAC Secretariat GSD

		up to 500 Million: Php50,000.00  ABC more than 500 Million:		
		Php75,000.00		
5. Attend the Opening/ Submission of Bids	5.1 Open submitted Bids by the Prospective bidders, BAC, TWG, and Enduser. Observers also encouraged/ invited to attend	T O P	1 day (meeting)	Chairperson Collection Service Vice-Chairperson Ruling and Research Division  BAC Member Auction and Cargo Disposal Division  BAC Member Legal Service  TWG:  Head Legal Service  TWG Member MISTG  TWG Member AOCG  Secretariat:
				Head CRMD
				BAC Secretariat GSD
	5.2 Bid evaluation of the declared Lowest Calculated Bid by BAC and TWG	None	1 day	BAC:  Chairperson Collection Service  Vice-Chairperson Ruling and Research Division

	T
	BAC Member Auction and Cargo Disposal Division
	BAC Member Legal Service
	TWG:
	Head Legal Service
TO	TWG Member MISTG
TIMELL	TWG Member AOCG
	Secretariat:
AV AV	Head CRMD
	DAO Os sus to visto
2	BAC Secretariats GSD
5.3 BAC None 1 day	
Resolution to be signed by	GSD
Resolution to be signed by Bids and Awards Committee and the End-user;	GSD BAC: Chairperson
Resolution to be signed by Bids and Awards Committee and the End-user; and recommend to HOPE/ Commissioner	GSD  BAC:  Chairperson Collection Service  Vice-Chairperson Ruling and Research
Resolution to be signed by Bids and Awards Committee and the End-user; and recommend to HOPE/	GSD  BAC:  Chairperson Collection Service  Vice-Chairperson Ruling and Research Division  BAC Member Auction and Cargo Disposal
Resolution to be signed by Bids and Awards Committee and the End-user; and recommend to HOPE/ Commissioner of Customs for his approval/	GSD  BAC:  Chairperson Collection Service  Vice-Chairperson Ruling and Research Division  BAC Member Auction and Cargo Disposal Division  BAC Member
Resolution to be signed by Bids and Awards Committee and the End-user; and recommend to HOPE/ Commissioner of Customs for his approval/	GSD  BAC:  Chairperson Collection Service  Vice-Chairperson Ruling and Research Division  BAC Member Auction and Cargo Disposal Division  BAC Member Legal Service
Resolution to be signed by Bids and Awards Committee and the End-user; and recommend to HOPE/ Commissioner of Customs for his approval/	GSD  BAC:  Chairperson Collection Service  Vice-Chairperson Ruling and Research Division  BAC Member Auction and Cargo Disposal Division  BAC Member Legal Service  TWG:  Head

				AOCG
				Secretariat:
				Head CRMD
				BAC Secretariats GSD
	5.4 Furnish a	None	1 day	TWG:
	Post- Qualification Report to be			Head Legal Service
	signed by TWG	T		TWG Member MISTG
	MEL	TOF	Ex	TWG Member AOCG
/	2		1	Secretariat:
/5	V		3/2	<i>Head</i> CRMD
A			C	BAC Secretariats GSD
	5.5 Approval/ Signing of BAC Resolution, Notice of Award, Contract and Notice to Proceed by HoPE/ Commissioner of Customs	None F CV	5 days	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	None	10 days (inclusive of Contract Signing of Supplier)	Secretariat:  Head CRMD  BAC Secretariats GSD

	and Notary to 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/Commis sioner of Customs) to the winning bidder (or supplier) alongside with three (3) copies of Contract, one (1) NOA and NTP	T O	1 day	Head CRMD  BAC Secretariats GSD
ТОТ	AL	<b>Php500.00</b> up to <b>Php75,000.00</b>	36 days, 2 hours	

### 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."

Office or Division:	General Services Division, Internal Administration Group		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business		
Who may avail:	All requested supplier to Philippine Electronic Procurement Service (PhilGEPS)		
CHECKLIST OF REQUIRE	MENTS	WHERE TO SECURE	
PhilGEPS Certificate of Regoriginal, 8 photocopies)	gistration and Membership (1	Philippine Electronic Procurement Service (PhilGEPS)	
PCAB License and Registra photocopies)	ation (1 original, 8	Philippine Contractors Accreditation Board (PCAB)	
Statement of all Ongoing Go Contracts (1 original, 8 phot		Supplier/Bidder	
Statement of SLCC (1 origin	nal, 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	
<ul> <li>(1) Organizational Chart for the contract to be bid</li> <li>(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</li> <li>(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</li> </ul>			

project, as the	e case may be			
	tement in accordanc	e with Section	Supplier/Bidder	
25.3 of the IRR (1 o	riginal, 8 photocopies	s)		
CLUENT CTERC	ACENOV	FFFC TO BE	DDOCECCING	DEDCON
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
	Pre-procurement	None	2 hours	BAC:
	meeting with BAC			
	and End-User			Chairperson Collection Service
	regarding			Collection Service
	proposed project			Vice-Chairperson
	to be procured			Ruling and
	through Public	TT		Research Division
	Bidding	I UF		DIVISION
	ANI		PA	BAC Member
				Auction and
/	~~			Cargo Disposal Division
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	EAU			
	10	ITO TO	7	Secretariat:
		JF C		Head
				CRMD
				BAC Secretariat GSD
1. Waits for the	1. Advertisement	None	7 days (required	Secretariat:
Advertisement and	posted in	13.13	days of posting)	
get updates	PhilGEPS and		,	Head
J = 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	in Website of			CRMD
	BOC			BAC Secretariat
				GSD
2. Attends the	2. Pre-Bid	None	1 day (mosting)	BAC:
2. Attends the Pre-Bid	Conference	None	1 day (meeting)	DAC.
FIE-DIU	Contretence			Chairperson

	Conference	Meeting with the BAC and End-user			Vice-Chairperson Ruling and Research Division  BAC Member
					Auction and Cargo Disposal Division  BAC Member Legal Service  TWG:
		TON	IT OD		
		MARI	TOF	PI	Head Legal Service
	/	3-		1	TWG Member MISTG
	A B	7		W G	TWG Member AOCG
	F			- CO - CO	Secretariat:
					Head CRMD
	//			= 50/	BAC Secretariat GSD
3.	Raise	3. Clarifications	None	7 days (posting	Secretariat:
	clarifications in Pre-Bidding Conference	are addressed through Supplemental		period of the Supplemental Bid Bulletin)	Head CRMD
	and/or send clarifications after the conference through email	Bid Bulletin and posted in PhilGEPS and BOC Website	OF CU		BAC Secretariat GSD
4.	Purchase the Bidding documents	4. Produce Bid Documents to Prospective Bidders (or Supplier)	ABC 500,000 and below: Php500.00 ABC more than 500,000 up to 1 Million:	1 day (From the 1 <sup>st</sup> day of advertisement until Submission of Bids)	Secretariat:  Head CRMD  BAC Secretariat GSD
			Php1,000.00		

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

			Legal Service
			Legal Service
			TWG Member MISTG
			TWG Member AOCG
			Secretariat:
			Head CRMD
			BAC Secretariat GSD
5.2 Bid evaluation	None	1 day	BAC:
of the declared Lowest Calculated Bid	I OF	R.	Chairperson Collection Service
by BAC and TWG		TO THE PARTY OF TH	Vice-Chairperson Ruling and Research Division
		C C	BAC Member Auction and Cargo Disposal Division
\ <u>\</u>		= %/	BAC Member Legal Service
		3	TWG:
THE WOOD		510	Head Legal Service
	OF CO		TWG Member MISTG
			TWG Member AOCG
			Secretariat:
			Head CRMD
			BAC Secretariats GSD
5.3 BAC	None	1 day	BAC:
Resolution to			Chairperson

	1	T		T =
	be signed by			Collection Service
	Bids and			Vice-Chairperson
	Awards			Ruling and
	Committee and			Research
	the End-user;			Division
	and			BAC Member
	recommend to			Auction and
	HOPE/			Cargo Disposal
	Commissioner			Division
	of Customs for			BAC Member
	his approval/			Legal Service
	signature			
	-	TTO		TWG:
	K.F.	TO F		Head
	ANI		P	Legal Service
		-	Pal	
/			1.1.	TWG Member
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5	7		NA A	AOCG
			-	Sa a wata wint:
F				Secretariat:
		. =0.		Head
	,			CRMD
1				BAC Secretariats
/			_ 2/	GSD
1	5.4 Furnish a	None	1 day	TWG:
	Post-		.07	
	Qualification			Head Legal Service
	Report to be	100	5	Legal Service
	signed by TWG	DF CO		TWG Member
		_		MISTG
				TWG Member
				AOCG
				Secretariat:
				Head
				CRMD
				BAC Secretariats
				GSD
	5.5 Approval/	None	5 days	Commissioner of
	Signing of BAC			Customs
		i.	1	1

		Resolution, 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 None	10 days (inclusive of Contract Signing of Supplier)	Secretariat:  Head CRMD  BAC Secretariats 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/Commis sioner of Customs) to the winning bidder (or supplier) alongside with three (3) copies of Contract, one (1) NOA and	None DF CV	1 day	Head CRMD  BAC Secretariats GSD

	NTP			
тот	AL	Php500.00 up to Php75,000.00	36 days, 2 hours	

#### 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.

Office or Division:	General Services Division, Internal Administration Group			
Classification:	Highly Technical	5		
Type of Transaction:	G2C - Government to Citize	n E		
	G2B – Government to Busine			
Who may avail:	All requested supplier to Phil	lippine Electronic Procurement		
1	Service (PhilGEPS)			
100,		2		
CHECKLIST OF REQUIRE	MENTS	WHERE TO SECURE		
The bid security in the pres	cribed form, amount and	Supplier/Bidder		
validity period (1 original, 8	photocopies)			
Organizational chart for the	contract to be bid (1 original,	Supplier/Bidder		
8 photocopies)	OF C			
List of completed and ongo	ing projects (1 original, 8	Supplier/Bidder		
photocopies)				
Approach, work plan, and s	chedule (1 original, 8	Supplier/Bidder		
photocopies) For architectu	ral design, architectural			
plans and design shall not be	pe required during the			
consultant's selection proce	ess			
·				
List of key personnel to be assigned to the contract to		Supplier/Bidder		
be bid, with their complete of	qualification and experience			
data (1 original, 8 photocop	ies)			

	tement in accordanc riginal, 8 photocopies		Supplier/Bidder	
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
	Pre-procurement	None	2 hours	BAC:
	meeting with BAC and End-User regarding			Chairperson Collection Service
	proposed project to be procured through Public Bidding			Vice-Chairperson Ruling and Research Division
	Didding R.A.	TOF	PIN	BAC Member Auction and Cargo Disposal Division
/4	V		3	BAC Member Legal Service
E			W 0	TWG:
(=				<i>Head</i> Legal Service
/=		+30		TWG Member MISTG
			3	TWG Member AOCG
	AU	75		Secretariat:
	100	F CU		Head CRMD
				BAC Secretariat GSD
1. Waits for the	1. Advertisement	None	7 days (required	Secretariat:
Advertisement and get updates	posted in PhilGEPS and		days of posting)	<i>Head</i> CRMD
	in Website of BOC			BAC Secretariat GSD
2. Attends the	2. Pre-Bid	None	1 day (meeting)	BAC:
Pre-Bid	Conference Meeting with			Chairperson Collection Service

Conforces	the BAC and			
Conference	the BAC and End-user			Vice-Chairperson Ruling and Research Division
				BAC Member Auction and Cargo Disposal Division
				BAC Member Legal Service
				TWG:
	ME	TO F	PIN	<i>Head</i> Legal Service
	S. L.		12	TWG Member MISTG
/:	V		3/2	TWG Member AOCG
		II I BELLERIUM		Secretariat:
		12		Head CRMD
		-70	= [	BAC Secretariat GSD
3. Raise	3. Clarifications	None	7 days (posting	Secretariat:
clarifications in Pre-Bidding Conference	are addressed through Supplemental		period of the Supplemental Bid Bulletin)	Head CRMD
and/or send clarifications after the	Bid Bulletin and posted in PhilGEPS and	OF CU	S,a Salleani,	BAC Secretariat GSD
conference through email	BOC Website			
4. Purchase the Bidding documents	4. Produce Bid Documents to Prospective	ABC 500,000 and below: <b>Php500.00</b>	1 day (From the 1 <sup>st</sup> day of advertisement	Secretariat:
	Bidders (or	ABC more	until Submission of Bids)	CRMD
	Supplier)	than 500,000 up to 1 Million: <b>Php1,000.00</b>	,	BAC Secretariat GSD

	-			
		ABC more than 1 Million up to 5 Million: Php5,000.00  ABC more than 5 Million up to 10 Million: Php10,000.00		
	PATIME!	ABC more than 10 Million up to 50 Million: Php25,000.00 ABC more than 50 Million up to 500 Million: Php50,000.00  ABC more than 500 Million: Php75,000.00	SA CE S	
5. Attend the Opening/ Submission of Bids	5.1 Open submitted Bids by the Prospective bidders, BAC, TWG, and Enduser. Observers also encouraged/ invited to attend	OF CV	1 day (meeting)	Chairperson Collection Service  Vice-Chairperson Ruling and Research Division  BAC Member Auction and Cargo Disposal Division  BAC Member Legal Service  TWG:
				Head

			Legal Service
			Legal Service
			TWG Member MISTG
			TWG Member AOCG
			Secretariat:
			Head CRMD
			BAC Secretariat GSD
5.2 Bid evaluation	None	1 day	BAC:
of the declared Lowest Calculated Bid	I OF	R.	Chairperson Collection Service
by BAC and TWG		THE REPORT OF THE PERSON OF TH	Vice-Chairperson Ruling and Research Division
		C	BAC Member Auction and Cargo Disposal Division
\ <u>B</u>		= 8/	BAC Member Legal Service
		3	TWG:
TO STATE OF THE PARTY OF THE PA		510	Head Legal Service
	OF CO		TWG Member MISTG
			TWG Member AOCG
			Secretariat:
			Head CRMD
			BAC Secretariats GSD
5.3 BAC	None	1 day	BAC:
Resolution to			Chairperson

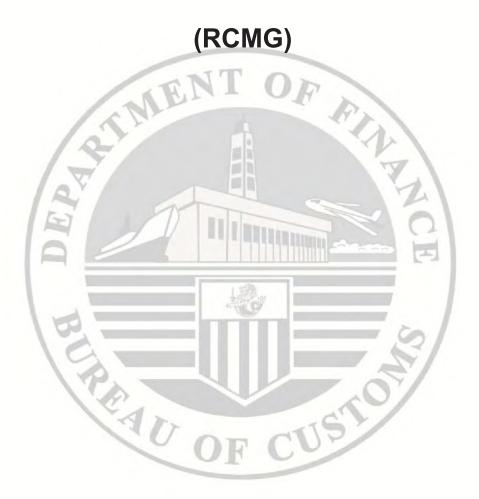
		1	1	1
	signed by			Collection Service
	ds and			Vice-Chairperson
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	mmittee and			Research
the	e End-user;			Division
an	d			BAC Member
	commend to			Auction and
HC HC	DPE/			Cargo Disposal
Co	mmissioner			Division
of	Customs for			BAC Member
his	approval/			Legal Service
sig	ınature			
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140.7			to /	BAC Secretariats
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V VA	urnish a	None	1 day	TWG:
Po	7//		~07	Head
	ıalification			Legal Service
	port to be	F CU		
sig	ned by TWG	THE CO		TWG Member
				MISTG
				TWG Member
				AOCG
				Secretariat:
				Secretariat.
				Head
				CRMD
				BAC Secretariats
				GSD
	pproval/	None	5 days	Commissioner of Customs
Sig	gning of BAC			Gustoms

	Resolution, 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)	Secretariat:  Head CRMD  BAC Secretariats 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/Commis sioner of Customs) to the winning bidder (or supplier) alongside with three (3) copies of Contract, one (1) NOA and	OF CV	1 day	Head CRMD  BAC Secretariats GSD

	NTP			
ТОТ	AL	Depending on the range as prescribed above	36 days, 2 hours	



## REVENUE COLLECTION AD MONITORING GROUP



#### 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)

Office or Division:	Prosecution and Litigation Division & Bureau's Action Team					
	Against Smugglers					
Classification:	Simple					
Type of Transaction:	G2C-Government to	Citizen				
	G2B-Government to					
/	G2G-Government to	Government				
Who may avail:	BOC Employees, Im Representatives	porters, Brokers & Authorized				
CHECKLIST OF REQUIRE	MENTS	WHERE TO SECURE				
[F]						
GSIS, Provident and Land	bank Loans	PLD Office				
Letter Request (1-original)		Applicant (BOC Employees)				
Company/Gov't Issued ID (1	-photocopy)	Applicant (BOC Employees)				
Authorization Letter (if not the original)	ne applicant) (1-	Applicant (BOC Employees)				
Travel Abroad and Study/I	Maternity/Sick	PLD Office				
Leave	OF	COS				
Letter Request (1-original)		Applicant (BOC Employees)				
Company/Gov't Issued ID (1-photocopy)		Applicant (BOC Employees)				
Authorization Letter (if not the original)	ne applicant) (1-	Applicant (BOC Employees)				
Approved Application for Le	ave (1-photocopy)	Applicant (BOC Employees)				

Other Legal Purposes	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)
Renewal of Accreditation & other Legal Purposes (Corporation)	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
Renewal of Accreditation & other Legal Purposes (Corporation)	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)			(3 <sup>rd</sup> floor CRIC Bld	lg.)	
Mayor's Permit (1-photocopy)			City Hall		
Barangay Clearance (1-phot	сосору)	Baranga	y Hall		
General Information Sheet (	GIS) (1-photocopy)	Importer	s & Brokers		
DTI Certificate of Registration photocopy)	n (COR) (1-	Departm	ent of Trade & Ind	dustry	
Once-a-Year Importation	ENT	PLD Off	ice		
Letter Request (1-original)	Miller	Applicar	nt (Importers)		
Company/Gov't Issued ID of Authorized Personnel (1-pho		Applicant (Importers)			
Authorization Letter (1-origin	nal)	Applicant (Importers)			
Secretary's Certificate (notai	rized) (1-original)	Applicant (Importers)			
Certificate of Registration (C	OR) (1-photocopy)	MISTG (3 <sup>rd</sup> floor CRIC Bldg.)			
Mayor's Permit (1-photocopy	<i>y</i> )	City Hall			
Barangay Clearance (1-phot	ocopy)	Barangay Hall			
DTI Certificate of Registration photocopy)	n (COR) (1-	Department of Trade & Industry		dustry	
CLIENT STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
BOC Employees,     Importers, Brokers or     their authorized     representatives submit     their letter request with     attached requirements	1.1 Receive the letter with the requirements 1.2 Check the requirements	None	1 day	Legal/Admin Assistant Prosecution and Litigation Division	

	1.3 Check if requesting personnel/impo rter/broker have Administrative/ Civil/Criminal case (as the case maybe)  1.4 Prepares the certification	None	1 day	Legal/Admin Assistant Prosecution and Litigation Division  Legal/Admin Assistant Prosecution and Litigation Division
	1.5 Certification for signature	OF	67	Chief PLD & BATAS
TOTAL	H	None	2 days	

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

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

Office or	COLLECTION SERVICE				
Division:	LIQUIDATION & ASSESSMENT AUDIT DIVISION (LAAD) and				
	BONDS AUDIT DIVISIO	ON (BAD)	.0'/		
Classification:	SIMPLE				
Type of	G2B – Government to E	Pusinoss	57		
Transaction:	G2B = Government to E	business	-		
Who may avail:	Importers and other BO	C Offices / Coll	ection Districts		
CHECKLIST OF F	REQUIREMENTS WHERE TO SECURE				
Letter Request add	dressed to the Director,	Applicant (Imp	orters / CBW Ope	rators - Tax	
Collection Service	(1-original)	Credit Applica	nts)		
Authorization Lette	er from the Importer	Applicant (Imp	orters / CBW Ope	rators - Tax	
(1-original)		Credit Applica	nts)		
Certified copy of A	pplication for Refund	Applicant (Imp	orters / CBW Ope	rators - Tax	
from the Port of Origin (1-original)		Credit Applicants, Other offices – BOC, DOF)			
Broker's ID /	Representative (1-	- Applicant			
photocopy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	

1. Submit above stated requirements by Tax Credit Applicants	1.1 Check completion of the above requirements	None	3 minutes	Administrative Aide II Receiving/ Releasing Section
and CBW Operators	1.2 Verify accounts of Tax Credit applicants and CBW Operators	TOR	15 minutes	Management Audit Analyst II or Administrative Aide VI LAAD Management Audit Analyst IV or Management Audit Analyst I BAD
	1.3 Approve the Certification and Account Clearance issued	None	2 minutes  20 minutes	Director Collection Service

### 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)

Office or Division:	COLLECTION SERVICE				
	BONDS AUDIT DIVISION (BAD)				
Classification:	SIMPLE				
Type of	G2B - Government t	o Business			
Transaction:	G2G – Government t	o Government			
Who may avail:	Surety Companies / I	Banking Financial Institutions and BOC			
	Collection Districts				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
<b>Outstanding Account</b>	Worksheet signed	Applicant (BOC Bonds Division – Collection			
by the Chief, Bonds I	Division (1-original)	Districts)			
Administrative Order	No issued by the	Applicant (Surety Companies)			
Office of the Presider	nt (1-authenticated				
copy)					
Certificate of Authority issued by the		Applicant (Surety Companies)			
Insurance Commission	on (CA No:2019/)				
(1-authenticated copy	y)				

Latest Audited Annual Financial Statement of the Surety Company (1-		Applicant (Surety Companies and Banking Institution)		
authenticated copy)		,		
Certification of Corporate Secretary of the		Applicant	(Surety Companies	s)
	g the authorized three			
	natures, Initials and			
	right and left hands			
thumbprints (1-origin	,	A 11 4	<u> </u>	`
	ath by the Corporate	Applicant	: (Surety Companies	3)
Secretary of No Out	standing Account			
(1-original)  CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON
CLILINI SILI S	ACTIONS	TO BE	TIME	RESPONSIBLE
	7.0110110	PAID	· ····-	
1. Submit the	1.1 Check completion	None	3 minutes	Administrative
application	of the above	UF		Aide II
folders for	requirements			Receiving Section
quarterly	(application			
ATBAS by the	folder)		1	
BOC Collection			TA	
Districts to the	1.2 Review /		1 day	Management Audit
Collection	evaluate surety			Analyst IV
Service for review and	companies'	III III	6 0	Bonds Audit
recommendatio	performance on	17-14-14	Acces .	Division
n	a Bureau-wide			
"	basis in			
	compliance with			
100	CMO 22-2003		- 20	
10	1.3 Prepare		30 minutes	Management Audit
	recommendation			Analyst I
/ //	to District		0	Bonds Audit
1,	Collector (Attn.			Division
	Bonds Division)	-111	3 /	
	for approval of	COL		
	ATBAS applications of			
	Surety and other			
	financial			
	institution			
	1.4 For signature of		5 minutes	Director
	the			Collection Service
	recommended			
	application			
	folders by the			
	Director,			
	Collection			
	Service			

	1.5 Release to Surety Companies application folders and/or Bonds Division of Collection Districts concerned		15 minutes	Administrative Aide II Releasing Section
TOT	AL	None	1 day, 53 mins	

## 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).

Office or	COLLECTION SERVICE				
Division:	COLLECTION PERF	FORMANCE & EVALUATION DIVISION			
	(CPED)				
Classification:	SIMPLE				
Type of	G2G – Government	to Government			
Transaction:	G2B – Government t	o Business			
Who may avail:	Government Agencie	es (NGAs & GOCCs), Radio Broadcasting And			
	Cable /	9/			
19	TV Stations				
CHECKLIST OF F		WHERE TO SECURE			
	by DOF (1-original)	Applicant (Importing Government Agencies			
DOF Indorsement	YAN	and TV/Cable Stations)			
Letter Request add		Applicant (Importing Government Agencies			
	n Service (1-original)	and TV/Cable Stations)			
Memorandum of U	Indertaking (1-	Applicant (Importing Government Agencies)			
original)					
Certificate of Offici	al Importation (1-	Applicant (Importing Government Agencies)			
original)					
	/ Foreign Service of	Applicant (Importing Government Agencies)			
the Philippines, Ce					
	y authenticated copy				
/ PMS Clearance /	MOA / Exchange				
Notes (1-original)					
Bill of Lading / Airway Bill / Commercial		Applicant (Importing Government Agencies			
_	nvoice / Packing List / Tentative and TV/Cable Stations)				
	Statement of Account (1-original)				
1 .	Frade and Industry	Applicant (TV / Cable Stations)			
(DTI) / Nation	al Economic and				

Permit to Import (1-original) Broker's ID / photocopy)	Representative (1-	and TV/Ca	(Importing Goverr	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above stated requirements by Government Agencies (NGAs & GOCCs) and TV Cable Stations	1.1 Check completion of the above requirements  1.2 Receive/record request with documents attached	None	3 minutes	Administrative Aide II Receiving/ Releasing Section
DEPAS	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
	1.5 Signed prepared memorandum	CUS	2 minutes	Director Collection Service
L TO	OTAL	None	20 minutess	

#### 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.

Office or	REVENUE COLLECTION and MONITORING GROUP-

Division:	Tax Credit Committee Secretariat				
Classification:	Complex				
Type of	G2C-Government to C	itizens			
Transaction:	G2B-Government to Bu	usiness			
Who may avail:	Importers, Brokers & A	uthorized F	Representatives		
CHECKLIST OF R	REQUIREMENTS	WHERE 1	O SECURE		
Letter Request of with the following of	Application (1-original) details:				
<ul> <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-ce		Applicant	W 0		
Invoice (1-certified	true copy)	Applicant			
Packing List (1-cer	tified true copy)	Applicant			
PRE – SAD (1-cer	tified true copy)	Applicant			
TCC (back to photocopy)	back) (1 original, 1	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	57		
Notarized Affidav original)	it of Authenticity (1	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Importers,     Brokers or     their     authorized	Checking of     documents and     preparation of	None	15 minutes	TCC Secretariat	

representative s submit their letter request with attached requirements	Indorsement Letter			
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 Certificate of TCC Authenticity	None	1 day	Accounting Division
6	2.3 Prepare a Disposition Form (DF) to be signed by Head, Tax Credit Secretariat	None	15 minutes	TCC Secretariat
DE	2.4 Signing of DF of Chairman Tax Credit Committee	None	1 day	Deputy Commissioner RCMG
	2.5 Review of the Chief of Staff	None	2 days	Chief-of-Staff Office of the Commissioner
	2.6 Approval/ Disapproval of the Commissioner	None	1 day	Commissioner Office of the Commissioner
	2.7 Photocopy and Indorse for evaluation	None	15 minutes	TCC Secretariat
	2.8 Evaluation of TCC Utilization & Indorsement to TCS	None	3 Hours	Accounting Division
3. Get the TDM & use for lodgment	3. Issuance of Tax Debit Memo (TDM)	None	5 minutes	Revenue Accounting Division
	OTAL	PHP 230.00	6 Days, 3 Hours and 50 minutes	

# 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.

Office or Division:	POST CLEARANCE AUDIT GROUP					
Classification:	HIGHLY TECHNICAL	HIGHLY TECHNICAL				
Type of Transaction:		G2B – Government to Business G2C – Government to Citizen				
Who may Audited:	<ol> <li>IMPORTERS</li> <li>BROKERS</li> <li>LOCATORS; and</li> <li>Other parties engaged</li> </ol>	d in customs clearance				
CHECKLIST	OF REQUIREMENTS	WHERE TO SECURE				
Audit Notification L by the Commission  I. Initial D be subr days fro A. Compar (Articles laws, Ar of Incorp etc.) (1 c	ned as Annex A in the Letter (ANL) to be issued oner of Customs, to wit:  cocuments that should mitted to PCAG ten (10) om receipt of the ANL: by or Entity Structure of Incorporation & Byticles of Partnership, List corators, stockholders, original)	Applicant/Stakeholder				
(Procure	arts of the company's ement system, Goods entory system, etc.) (1	Applicant/Stakeholder				

	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)	Applicant/Stakeholder
	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)	Applicant Stakeholder
Α.	Sets of Documents that should be made available to the Auditors during field audit: Copies of importation records (SAD, Invoice/consignment notes, Import and export licenses/permits, etc.) (1 original)	Applicant/Stakeholder MISTG Formal Entry Division
	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)	Applicant/Stakeholder

books, r tapes, so devices informat records of CAO or stored <b>D.</b> Other docume	ver applicable, papers, egisters, discs, films, ound tracks, and other or things in or on which ion contained in the described in Section 4.5 01-2019, are recorded d. (1 original)		nolder	
	necessary during the of compliance audit. (1	TO	Applicant/Stakeh	nolder
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	Administrative Aide Post Clearance Audit Group
	1.2 Indorse the ANL to the Director, CAO	None	15 minutes	Assistant Commissioner PCAG
	1.3 Indorse the ANL to the Audit Divisions	None	15 minutes	Director Compliance Assessment Office
	1.4 Indorse the ANL to the Customs Operations Officer IV	None	15 minutes	Chief Customs Operations Officer Compliance Assessment Office
	1.5 Serve the ANL to the importer	None	29 days <sup>1</sup>	Customs Operations Officer IV Compliance Assessment

<sup>&</sup>lt;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.

			Office
1.6 Conduct	None	115 days <sup>2</sup>	COO IV and COO
Compliance Audit		adje	V Compliance Assessment Office
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		1 day	COO IV and COO V Compliance Assessment Office
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	Division Chief PCAG
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 F C	1 day	Director Compliance Assessment Office
1.10 Approve and Indorse FAR, with initial on the Demand Letter, or PCAG-	None	1 day	Assistant Commissioner PCAG

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<sup>&</sup>lt;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.

CRF, through a Disposition Form to the Commissioner of Customs.			
1.11 Approve the FAR with Demand Letter, or PCAG-CRF	None	1 day	Commissioner of Customs
1.12 Serve Demand Letter or PCAG-CRF on Importer	None	5 days <sup>3</sup>	Customs Operations Officer IV Compliance Assessment Office
TOTAL	None	154 days, 1 hour	

#### 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.

Office or Division:	POST CLEARAN	CE AUDIT GROUP		
Classification:	HIGHLY TECHNIC	CAL		
Type of	G2C - Government to Citizen			
Transaction:	G2B - Government to Business			
Who may Avail:	IMPORTERS	OF CO.		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Prior Disclosure Program Application PCAG Letter (1 original)				
Secretary's Certificate (1 original)  Applicant				
Affidavit of Voluntary Undertaking (1 original)		Applicant		

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

Customs Compliance	e Improvement				
Plan (CCIP) (1 origin	al)		Applicant		
Comparative Compu	tation on Values	Applicant			
or Classification (1 or	,				
Prior Disclosure Form the attachments state original)			Applicant		
Tender of Payment (	1 original)		Applicant	:	
BOC Official Receipt	(1 original)		BOC Cash Div	vision	
VERIFICATION AN	D ANALYSIS OF				
PDP APPLI	CATION:	PET -			
Financial Statements	(4 original)	TO	Amplicant		
Financial Statements	s ( i original)		Applicant	•	
VAT Returns (1 origin	nal)		Applicant	:	
Royalty Agreement (	If any) (1 original)		Applicant	\	
Income Tax Return (	1 original)		Applicant		
Summary of Importat	ion (1 original)		Applicant		
deemed necessary b	Other importation records as may be deemed necessary by the assigned audit team. (1 original)		Applicant, MIST	G, etc.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit PDP Application together with the tender of payment as well as supporting documents	1.1 Receive the PDP Application	None	15 minutes	Customs Operations Officer (COO) III/ Officer of the Day PCAG	
	1.2 Verify the completeness of PDP Application, supporting documents and	None	15 minutes	Customs Operations Officer (COO) III/ Officer of the Day PCAG	

	payment made			
	1.3 Indorse the Tender of Payment for acceptance of the Account Officer	None	10 minutes	Assistant Commissioner PCAG
	1.4 Issuance of Bureau of Customs Official Receipt	None	20 minutes	Account Officer PCAG
DEPA	1.4 Indorse PDP Application to Director of Compliance Assessment Office (CAO)	None	15 minutes	Assistant Commissioner PCAG
Be	1.5 Assign PDP Application to Division Chief	None	15 minutes	Director Customs Assessment Office
	1.6 Assign to Customs Operations Officer (COO) V and COO IV	None	15 minutes	Division Chief Customs Assessment Office
	1.7 After receipt of complete documentary requirements, conduct analysis and evaluation of PDP Application	None	85 days⁴	COO V and COO IV Customs Assessment Office

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<sup>&</sup>lt;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.

	1.8 Prepare Evaluation Report with Letter of Approval / Denial, and Disposition Form for signature of the Division Chief	None	1 day	
A S	1.9 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			
ad Bo.	1.10 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 b, if denied), and forward to the Director	None F CV	1 day	Division Chief Customs Assessment Office
	1.11 Review and sign Evaluation Report with Letter of Approval / Denial, and Disposition Form (with recommendation for issuance of ANL or the	None	1 day	Director Customs Assessment Office

	Т	<u> </u>	
conduct of full			
audit, as the			
case may b, if			
denied) and			
forward to the			
Asst			
Commissioner			
1.12 Review and	None	1 day	Assistant
sign Evaluation			Commissioner
Report with			PCAG
Letter of			
Approval /			
Denial, and			
Disposition Form			
(with	TITS .		
recommendation	Or		
for issuance of	- 04	1	
ANL or the	4	44.7	
conduct of full		1/2	
audit, as the			
case may b, if		- Y - X - X	
denied) and			
forward to the			
Commissioner	I Bullian	3 (3)	
1.13 Approve	None	1 day	Commissioner of
Evaluation Report	INOTIC	i day	Customs
with Letter of	1 50k		0
Approval/Denial.	100		
Approvai/Derilai.			
recommendation		5	
is for the issuance			
of ANL, sign and		107	
issue ANL			
131	-17.	00 days 4	
TOTAL	F.CV	90 days, 1	
TOTAL	None	hour, 45	
		minutes	

# 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.

Office or Division:	CUSTOMS INTELLIGENCE AND INVESTIGATION SERVICE/INTELLIGENCE GROUP						
Classification:	SIMPLE	SIMPLE					
Type of Transaction:	G2C – Governmer G2B – Governmer		SS				
Who may Avail:	BUREAU OF CUS	TOMS EMF	PLOYEES IN ACTIV	VE SERVICE			
CHECKLIST OF I	REQUIREMENTS		WHERE TO	SECURE			
Letter Request (1 c	riginal)		Appli	cant			
BOC ID, front and b	pack (1 photocopy)		Appli	cant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
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.	1.1 Draft Certificate of No Pending Case	None	5 minutes	Admin Clerk CIIS Administrative and Support Unit			
•	1.2 Review of Certificate for errors  1.3 If no errors found, signs initial on	None	10 minutes	Officer in Charge CIIS Administrative and Support Unit			

receiving copy			
1.4 Record Certificate for tracking purpose	None	15 minutes	Admin Clerk CIIS Administrative and Support Unit
1.5 Forward Certificate of No Pending Case to the Office of the Chief,	NT (	OF N	
Investigation and Prosecution Division (IPD)		FRIA	
<ul><li>1.6 Receive Certificate of No Pending Case</li><li>1.7 Verify against records available in the IPD</li></ul>	None	1 hour	Clerk Investigation and Prosecution Division
1.8 Sign Certificate of No Pending Case	None	5 minutes	Chief Investigation and Prosecution Division
1.9 Record Certificate for tracking purpose	None	5 minutes	Clerk 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	Admin Clerk CIIS Administrative and Support Unit
1.11 Receive Certificate of No Pending Case 1.12 Verify against	None	1 hour	Clerk Internal Inquiry and Prosecution Division

records			
available the IIPD			
lile IIFD			
1.13 Sign	None	5 minutes	Chief
Certificate of Pending Ca			Internal Inquiry and Prosecution Division
1.14 Forwa	rd None	10 minutes	Clerk
Certificate of			Internal Inquiry and Prosecution Division
Pending Ca the Office o			Trococation Division
Administrati			
and Suppor		5 minutes	Admin Clerk
Certificate	2 70 1 70 10 10	3 minutes	CIIS Administrative and
No Pendi	ing	197	Support Unit
Case	ard to	1	
the Office	e of	7	
the Direc			Z
signature	to		0
1.17 Sign	None	5 minutes	Director CIIS
Certificate of Pending Ca			CIIS
	Day W	Facilities	Clerk
1.18 Forward signed Cert		5 minutes	CISS Director's Office
to the Admi	n and		3/
Support Un release to	it for	5	
concerned l	вос		
employee	17	115	
1.19 Releas signed Cert		5 minutes	Admin Clerk CIIS Administrative and
to concerne	ed		Support Unit
BOC emplo	yee		
TOTAL	None	3 hours, 20	
TOTAL		minutes	

#### 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).

Office or Division:	Account Management Office, Intelligence Group				
Classification:	Complex				
Type of Transaction:	G2C -Government to Citizens, G2B-Government to Business				
Who may avail:	Business entities who want	to transact with Bureau of Customs			
CHECKLIST OF REQUIRE	MENTS	WHERE TO SECURE			
Importers					
Duly accomplished and not signed by owner (Sole Prop Officer (Corporation), Chair authorized partner (Partners	orietorship), responsible man (Cooperative) and ship) (1 original)	Applicant may download the form at client.customs.gov.ph			
Bureau of Customs Official evidencing payment of proc		Port Concerned-Cash Division			
	cate (Corporation); Affidavit ership Resolution ion (Cooperative)	SEC,CDA, Applicant			
Two (2) Valid Government		BIR, Post Office, DFA, PSA, SSS, GSIS,			
President and Responsible each)	Officers (1 photocopy of	Pag-IBIG, LTO			
NBI Clearance, issued with 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 Applicar 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 Companion notification of "STORED" st		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)				
Valid Mayor's Permit as cer	tified by the Bureau of	Mayor'	s Office		
Permits and Licensing Office	e (1 original)				
Proof of Financial capacity	to import goods, Top 1000	Banks,	other financial in	stitution	
Taxpayers and under SGL	Companies are exempted				
Endorsement from the Distr	rict Collector, if applicable	Conce	rned Port		
Customs Broker					
Duly accomplished and not	arized Application Form (1	Applica	ant may download	d the form at	
original)			customs.gov.ph		
Bureau of Customs Official	Receipt (BCOR)	Port Co	oncerned-Cash D	Division	
evidencing payment of proc					
PRC Identification Card, for		PRC, F	PSA		
name reflects that of her ma			12		
Contract is required (1 phot					
List of clients with complete		Applica	ant		
details; if no clients, submit		110.			
original)	1				
List of representative/s with	personal details, photos	Applica	ant		
and specimen signatures; if	no reps, submit affidavit of		- 50/		
no representative/s (1 origin		3	21		
Printed CPRS profile of app		BOC E2M System			
notification of "STORED" st					
BIR Registration (1 photoco	opy)	BIR			
Latest Income Tax Return (	ITR) duly received by the	BIR			
BIR (1 photocopy)					
NBI Clearance (1 photocop	y)	NBI			
Certificate of Good Standing (1 original)		PRC-accredited National Organization of			
Comments of Cook Charleing (1 original)		Customs Brokers			
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON	
		TO	TIME	RESPONSIBLE	
		BE			
		PAID			

Applicant downloads     application form and     payment form at     client.customs.gov.ph			1 minute	BOC Customer Care Portal
Applicant pays     corresponding     application fee	Receives payment of application fee and issues an Official Receipt evidencing payment	PHP 1,000	5 minutes	Cashier Cash Division
3. Business entities submit the documentary requirements through AMO's portal (client.customs.gov.ph)	3. Receive and record the importer's application folder	None	7 hours, 54 minutes	Staff Account Management Office (AMO)
with attached scanned copies (pdf file) of the documents.	3.1 Assign the application folder and Ticket Number to evaluator	None	Z	Staff AMO
If new, submit hard copy to the main office of AMO.	3.2 AMO evaluator evaluates the application to ensure completeness of documents and compliance to accreditation rules and regulations.	None	CES	Evaluator AMO
	3.3 AMO Chief approves/disapproves the application based on the recommendation of AMO evaluator concerned	None	1 day	Chief AMO
	3.4 Forwarded to Intelligence Group (IG), as per CMO 28- 2018 and Memorandum dated June 06, 2019 for Concurrence	None	1 day	Deputy Commissioner Intelligence Group

	3.5 Forwarded to Office of the Commissioner (OCOM) by IG for Commissioner's approval/disapproval	None	1 day	Commissioner Bureau of Customs
	3.6 Return to Intelligence Group (IG).	None	4.4	Staff Intelligence Group
	3.7 Return to AMO for activation of importer's CPRS status.	None	1 day	E2M Encoder AMO
St. St.	3.8 Printing of Certificate of Accreditation	None	1 day	Staff AMO
DE	3.9 AMO Chief's Initial Signature of	None		Chief AMO
BUR	3.10 Forwarded to Intelligence Group (IG) for Initial Signature of the Deputy Commissioner	None	1 day	Deputy Commissioner Intelligence Group
	3.12 Return to AMO for release of Certificate of Accreditation	None		Staff AMO
тот	ΓAL	PHP 1,000	7 days	

#### 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.

Office or Division:	Account Management Office				
Classification:	Complex				
Type of Transaction:	G2C -Government to Citizens, G2B-Government to Business				
Who may avail:	Business entities who war	nt to transact with Bureau of Customs			
CHECKLIST OF REQUIRE	MENTS	WHERE TO SECURE			
Importers					
Duly accomplished and notation for Renewal signed by owner responsible Officer (Corpora (Cooperative) and authorized (1 original)	er (Sole Proprietorship), ation), Chairman	Applicant may download the form at client.customs.gov.ph			
Bureau of Customs Official evidencing payment of proc		Port Concerned-Cash Division			
Updated General Information DTI Registration (Sole Prop Partnership (Partnership); Compliance (Cooperative) (	on Sheet (Corporation); orietorship); Articles of Certificate of	SEC, DTI, CDA			
Updated Printed CPRS of the notification of "STORED" st		BOC E2M System			
Latest Income Tax Return (	1000 17 11	BIR			
Valid Mayor's Permit as cer Permits and Licensing Office		Mayor's Office			
Necessary Supporting Docu updates/changes in Compa 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			
Customs Broker					
Duly accomplished and notarized Application Form for Renewal (1 original)		Applicant may download the form at client.customs.gov.ph			
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)			nt	
Duly accomplished and not	arized Affidavit of Change	Applica	nt	
in Information using the pre	•	, ipplica		
supporting documents (1 or				
Updated printed CPRS prof	<u> </u>	BOC E	2M System	
updated notification of "STO	• •		eyete	
Latest Income Tax Return (		BIR		
BIR (1 photocopy)	in ty daily received by the			
Certificate of Good Standin	g (1 original)	PRC-ac	credited National	Organization of
	FNTO		s Brokers	o gam <u>a</u> aaan o
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON
13		TO BE PAID	TIME	RESPONSIBLE
Business entities     submit the     documentary     requirements through     AMO's portal     (client.customs.gov.ph)	1.1 Receive and record the importer's online application	None	1 day	Staff Account Management Office (AMO)
with attached scanned copies (pdf file) of the documents.	1.2 Assign the application Ticket Number to evaluator.	None	SI	Staff AMO
	1.3 AMO evaluator evaluates the application to ensure completeness of documents and compliance to	None	0	Evaluator AMO
	accreditation rules and regulations.  1.4 AMO Chief		- 1 day	
	approves/disapprove s the application based on the recommendation of AMO evaluator concerned	None		Chief AMO

1.10 Return to AMO for release of Certificate of Accreditation	None		Staff AMO
1.9 Forwarded to Intelligence Group (IG) for Initial Signature of the Deputy Commissioner	None	1 day	Deputy Commissioner Intelligence Group
1.8 AMO Chief's Initial Signature of	None	C	Chief AMO
1.7 Printing of Certificate of Accreditation	None	1 day	Staff AMO
1.6 Return to AMO for activation of importer's CPRS status.	None	1 day	E2M Encoder AMO
1.5 Forwarded to Intelligence Group (IG), as per CMO 28- 2018 and Memorandum dated June 06, 2019 for Concurrence	None	1 day	Deputy Commissioner Intelligence Group

## 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:

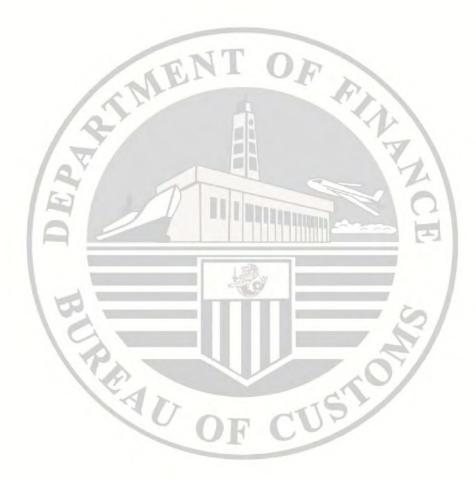
- 1. Chemicals subject to Pre-Shipment Importation Clearance (PSIC) from Phil. Ozone Desk (POD)/Environmental Management Bureau (EMB)
- 2. Chemicals covered by Chemical Control Order (CCO), Phil. Inventory of Chemicals and Chemical Substances (PICCS), Small Quantity Importation (SQI), Pre-Manufacture 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
- Certificate of Authority to Import Permit (CAIP) from Fertilizer and Pesticide Authority

Office or Division:	ENFORCEMENT AND SECURITY SERVICE/ENFORCEMENT GROUP				
Classification:	SIMPLE				
Type of Transaction:	G2C - Government to C G2B - Government to Bu		- 23/		
Who may avail:	External and Internal Cli	ents	0/		
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE			
Goods Declaration (1 original	ginal)	District Port concerned			
Bill of Lading/Airway Bill	(1 original)	Applicant			
Permit Clearance (1 origi	nal)	DENR			
Commercial Invoice (1 original)		Applicant			
Packing List (1 original)		Applicant			
Safety Date Sheet (1 original		Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE	

	concerned COO V and referred to the EPU-ESS for the issuance of Alert Order.			
тот	AL	None	5 minutes	



# 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.

Office or Division:	PLANNING AND MANAGEMENT INFORMATION DIVISION (PMID)				
Classification:	Highly Technical				
Type of Transaction:	G2G – Government	to Govern	ment		
Who may avail:	Internal Stakeholder	S			
CHECKLIST OF REQUIRE	MENTS	WHERE	TO SECURE		
Proposal coming from the original):	he following (1		T		
a. Indorsement lette requirements	r of ICT	Office	e of the Deputy C MISTG	ommissioner,	
b. Project proposals Management Plar	203	Office	e of the Deputy C MISTG	ommissioner,	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
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	None	45 minutes	Information Technology Officer (ITO) III Planning and Management Information Division (PMID)	

	management			
	1.4 Issue directive for the preparation of the proposal	None	1 hour	Deputy Commissioner MISTG
	1.5 Creation of the Information System Strategic Plan (DICT)	None	30 days	ITO I or ITO III PMID
EPA	1.6 Submit ISSP to Commissioner for approval	None	5 hours	ITO III PMID
	1.7 Approval of ISSP by OCOM	None	5 days	Commissioner OCOM
	1.8 Submit the ISSP to DICT	None	5 hours	ITO I 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 I PMID
TOTAL		None	80 days,13 hours, 45 minutes*	

\*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.

Office or Division:	PLANNING AND MANAGEMENT INFORMATION DIVISION (PMID)			
Classification:	Highly Technical	75		
Type of Transaction:	G2G - Government to G	overnm	ent	
Who may avail:	Internal Stakeholders		1	
CHECKLIST OF REQUIR	EMENTS	WHER	E TO SECURE	
Project proposals from Stra Planning (1 original)	ategic Management	Office	of the Deputy Co	mmissioner, MISTG
Indorsed projects from the original)	upper management (1	Office	of the Deputy Co	mmissioner, MISTG
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stakeholder submits     proposal regarding     ICT     requirement/project	<ul><li>1.1 Receive the letter request</li><li>1.2 Review minutes from the strategic planning</li></ul>	None	45 minutes	Information Technology Officer (ITO) I Planning and Management Information Division (PMID)
	1.3 Check other directives from the upper management			

T			
1.4 Draft of the proposal of for next year	f MISTG ar Plan and SSP (for	5 days	Information Technology Officer (ITO) I Planning and Management Information Division (PMID)
1.6 Submission MISTG but proposal to Budget Div  - Draft MI Budget Proposa - BP 202 - Justifica - Quotatio Estimate ISSP, if neces	dget o the rision ISTG al ations ons/	5 days	Information Technology Officer (ITO) III Planning and Management Information Division (PMID)
1.7 Participatio budget hea deliberation DOF, DBM Congress	arings/ ns by	5 days	Information Technology Officer (ITO) III Planning and Management Information Division (PMID)
1.8 Receive ap budget pro	7	70 days	Information Technology Officer (ITO) III Planning and Management Information Division (PMID)
TOTAL	None	85 days, 45	
*The hudget proposal can be	are at a dia favo da	minutes*	

<sup>\*</sup>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.

Office or Division:	SYSTEMS DEVELOPMENT DIVISION (SDD)					
Classification:	Highly Technical	Highly Technical				
Type of	G2G - Government	to Governme	ent			
Transaction:						
Who may avail:	BOC Concerned Of	fice				
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE				
Letter Request (1 orio	ginal)	Applicant	1.65			
Memorandum Order	(1 original)	Applicant	N. S.			
Customs Memorandu original)	um Circular (1	Applicant				
Update Notice Form	(1 original)	Applicant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Make request for system development	<ul> <li>1.1 Receive the letter request</li> <li>1.2 Log the transaction to the DTS</li> <li>1.3 Review/check the completeness of the request</li> </ul>	None DR C	15 minutes	Staff/Receiving Clerk MISTG		
	1.4 Issue directive for the development plan	None	20 minutes	Deputy Commissioner MISTG		

1.5 Check the complexity of the project; define the scope of the concept	None	1 day	Staff Systems Development Division
1.6 Develop a project management plan	None	2 days	Staff Systems Development Division
1.7 Analyse user's need and develop user's requirement. Create a detailed functional requirement	None	3 days	Staff 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	None	7 days	Staff Systems Development Division

program			
TOTAL	None	16 days, 35 minutes	

#### 24. Request for Software Quality Testing

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

Office or Division:	SYSTEMS DEVELO	SYSTEMS DEVELOPMENT DIVISION (SDD)			
Classification:	Highly Technical	Highly Technical			
Type of Transaction:	G2G - Government to Government				
Who may avail:	Management Information System and Technology Group (MISTG)			y Group (MISTG)	
CHECKLIST OF REQUIREM	MENTS	WHERE 1	O SECURE		
Update Notice Form (UNF) (	1 original)	Applicant			
Business Rules (1 original)		Applicant			
Systems Design/Flowchart (*	original)	Applicant			
Systems Specification (1 orig	inal)	Applicant			
System Walkthrough	OF	CUE			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
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	Information Technology Officer (ITO) III Systems Development Division (SDD)	

	1.2 Verifies all the documentary requirements	None	5 minutes	SQA Team SDD
2. SDD conducts system's walkthrough	2.1 Attends the system's walkthrough	None	1 hour	SQA Team SDD
	2.2 Tests the quality of the system	None	10 days	SQA Team SDD
4	2.3 Prepares Test Incident Report (TIR) for every bug that will be encountered	None	10 minutes	SQA Team 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	SQA Team SDD
BU	3.2 Conducts regression testing if all of the TIRs were already resolved	None	2 days	SQA Team SDD
	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	None	10 minutes	ITO II SDD

	3.6 Provides UNF copy to SDD and TSD			
TOTAL		None	12 days, 3 hours, 5 minutes	

#### 25. Request for Statistical Data

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

Office or Division:	SYSTEMS DEVELO	SYSTEMS DEVELOPMENT DIVISION (SDD)				
Classification:	SIMPLE		1			
Type of	G2C - Government to	o Citizen	157.4	\		
Transaction:	G2B - Government to Business					
Who may avail:						
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE					
Letter Request (1 ori following:	original) indicating the Applicant					
a. Details of requ period, commo		E CI	STO			
b. Reason why the requested	ne data is being					
Data Privacy Officer applicable (1 original		r Data Protection Officer				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		

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

TOTAL	None	1 day, 3	
		hours, 15	
		minutes	

#### 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.

Office or Division:	TECHNICAL SUPPORT DIVISION (TSD)				
Classification:	SIMPLE				
Type of Transaction:	G2C - Government G2B - Government G2G - Governmen	to Business	je		
Who may avail:	Importers, Brokers				
CHECKLIST OF REQUIREM	ENTS	WHERE TO	SECURE		
Letter request pertaining to th	e SAD (1 original)	Applicant	20 [2]		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the Letter request to MISTG	1.1 Receive the indorsement  1.2 Check the completeness of the documents	None	5 mins	Receiving Clerk MISTG	
	2 Review and Approve the request	None	5 mins	Deputy Commissioner MISTG	
	3 Indorse to TSD for printing of SAD	None	5 mins	Chief Technical Support Division (TSD)	
	4 Print SAD and certify	None	5 mins	Computer Maintenance Technologist	

			Technical Support Division (TSD)
TOTAL	None	20 minutes	

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

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

Office or Division:	TECHNICAL SUPPORT DIVISION (TSD)				
Classification:	SIMPLE	OH ,			
Type of Transaction:	G2C - Governmen	nt to Busines			
Who may avail:	Importers, Broker		37.5		
CHECKLIST OF REQUIREMI	ENTS	WHERE TO	O SECURE		
None, if Importer/Exporter or E themselves	Business Owner				
Authorization Letter from the Importer/Exporter/Broker (1 or	iginal)	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Authorization letter	1.1 Receive the indorsement  1.2 Check the status of the client registration	None	5 minutes	Computer Operator Technical Support Division (TSD)  -or- IT Officer Technical Support Division (TSD)	

	1.3 Print the COR	None	4 minutes	Computer Operator Technical Support Division (TSD) -or- IT Officer Technical Support Division (TSD)
TOTAL	1.4 Sign the logbook upon release of the COR	None	1 minutes	Computer Operator Technical Support Division (TSD)  -or- IT Officer Technical Support Division (TSD)

## 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.

Office	e or Division:	TECHNICAL SUPPORT DIVISION (TSD)			
Class	ification:	SIMPLE			
Туре	of Transaction:	G2G - Government to government			
Who	may avail:	BOC Personnel & Other Government Agencies			
CHEC	KLIST OF REQUIREM	ENTS	WHERE TO SECURE		
Fo	or VPN		APPLICANT		
1	Indorsement letter fron	n the head of the			
	office of the requesting	ı party (1 original)			
2	Accomplished VPN ID	Request Form (copy			
	available in MISTG offi	ice)			

	Fo	or E2M			APPLICAI	NT
	<ul> <li>3 Indorsement letter from the head of the office of the requesting party (1 original)</li> <li>4 Accomplished User Access Request Form (UARF) (copy available in MISTG office)</li> <li>5 Signed Terms of Use (TOU) for E2M access (1 original)</li> </ul>					
	Fo	or NSW			APPLICA	VT
	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			OF		
	Fo	or Other Systems			APPLICA	TV
	8	Indorsement letter from office of the requesting			X CE	
		CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.	ac ind	ibmits the complished form and dorsement letter to STG	1.1 Review and check completeness of documents  1.2 Scan and upload the documents to DTS	None	2 hours	Computer Operator Technical Support Division (TSD)
			1.3 Receive and print the documents via DTS  1.4 Evaluate if documents are complete and form properly filled out	None	2 hours	Administrative Assistant TSD

	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	Chief Technical Support Division (TSD)
3	<ul><li>1.7 Approves the request</li><li>1.8 Endorse the approved UARP to TSD</li></ul>	None	30 minutes	Chief Technical Support Division (TSD)
DEP	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	IT Officer I Technical Support Division (TSD)
TOTAL	01	None	4 hours, 55 minutes	

#### 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.

Office or Division:	TECHNICAL SUPPORT DIVISION (TSD)

Classification:	SIMPLE				
Type of Transaction:	G2C - Governmei	nt to Citizen			
	G2B - Governmer	nt to Business			
	G2G - Governme	nt to Governm	ent		
	323 3373711113		10110		
Who may avail:	BOC Personnel, I	mporters, Bro	kers, Authorized	Agents with	
	concerns on E2M	. PNSW. & e-0	Certificate of Pav	ment	
		, ,			
CHECKLIST OF REQUIRE	MENTS	WHERE TO	SECURE		
SAD or Bill of Lading or Onli	ne Ticket Number	Applicant, M	ISTG		
(1 photocopy)					
	TIT				
	ERI	UR			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
/ 2-			4/		
1 – A	1. Check the	None	5 minutes	Computer Operator	
2 Walk in clients	status of the			Technical Support Division (TSD)	
2. Walk-in clients	requested			DIVISION (13D)	
P	concerns	III III III III III III III III III II	3 (3)	-or-	
10		شه از روزواوا	in the same		
				IT Officer	
	132			Technical Support	
	#T	9"		Division (TSD)	
100 =			- 20		
1 – B		None	5 minutes	Computer Operator	
1-5		TAOTIC	o minutes	Technical Support	
1. Clients with Online	1. Open Ticket		01	Division (TSD)	
Ticket Number through	Number and				
the Customer Care	check status.		7/		
Portal System	OF	CUE			
1 ortal Gyotolli	OI				
	1.1 Response	None	15 minutes	IT Officer	
	to the client			Technical Support	
				Division (TSD)	
TOTAL		None	25 minutes		

#### **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 renumeration, 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.

Office or Division:	Administrative Division - Retirement and Benefits Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:		nel separated from the service thru retirement		
		al), resignation or death shall be entitled to		
		has qualified to under existing laws and other		
	agreements.	J.H.		
CHECKLIST OF REQUIRE	MENTS	WHERE TO SECURE		
I. Do suring magnets for Deale	testine and Datiness and	4 (Companies and Optional)		
		t (Compulsary or Optional)		
Letter of Resignation or Integrity original)		Applicant		
Exit Sworn Statement of As		Applicant		
Networth (SALN) (1 origina		[2]		
Affidavit of Undertaking (1		Applicant		
Notarized Declaration of Pe	endency / Non	Applicant		
Pendency (1 original)	1.50			
Letter of Acceptance (1 original lands)		Office of the Commissioner (OCOM)		
Bureau Clearance (1 origin	al)	Office of the Commissioner (OCOM)		
Service Record (1 original)		Human Resource Management Division (HRMD), IAG		
Latest Notice of Salary adju (NOSA/NOSI) (1 photocopy		Human Resource Management Division (HRMD), IAG		
Latest Appointment (1 phot		Human Resource Management Division		
	VODE	(HRMD), IAG		
Certificate of Last Payment	(1 original)	Human Resource Management Division (HRMD), IAG		
Certificate of Employment,	indicating the last day	Human Resource Management Division		
of service (1 original)	(4 1)	(HRMD), IAG		
Certificate of Monetization		Human Resource Management Division (HRMD), IAG		
Application for Retirement / Separation / Life		Government Service Insurance System		
Insurance Benefits (1 original)		(GSIS)		
GSIS Voucher (1 original)		Government Service Insurance System (GSIS)		
Application for Terminal Le	•	Administrative Division (Port)		
06 Revised 1984) (1 original	al)			
Port Clearance (1 original)		Port, to be signed by the following: a. Head of Office;		
		a. ricad or omoo,		

	I
	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	Provident Fund
original)	Philippine National Bank (PNB)
	Land Bank of the Philippines (LBP)
	Cooperative
Clearance of No Outstanding Property	General Services Division (GSD), IAG
Accountability (1 original)	Management Information System and
	Technology Group (MISTG)
Clearance of No Outstanding Accountabilities (1	Financial Management Office, IAG
original)	Revenue Accounting Division (RAD),
Clearance of No Unliquidated Cash Advance (1 original)	Financial Service, RCMG
II. Requirements for Survivorship	
Affidavit of Undertaking (1 original)	Applicant
Affidavit of Surviving Spouse (1 original)	Applicant
Proof of Surviving Legal Heirs and Guardianship	Applicant
(1 original)	6
Affidavit of Guardianship, if minor (1 original)	Applicant
Waiver of Rights of Children 18 years old and	Applicant
above (1 original)	
Designation of Next-of-Kin, if applicable (1	Applicant
original)	
Affidavit of Two Disinterested Parties (1 original)	Applicant
Affidavit of All Compulsory Heirs, attesting to be	Applicant
the only compulsory heirs (1 original)	5/
Personal Data Sheet of deceased BOC	Applicant
employee (1 photocopy)	-0'
Valid Identification Card of all claimants (1	Applicant, DFA, SSS, PRC, LTO, other Govt
photocopy)	Agencies
Bureau Clearance (1 original)	Office of the Commissioner (OCOM)
Application for Retirement/Separation/Life	Government Service Insurance System
Insurance Benefits (1 original)	(GSIS)
GSIS Voucher (1 original)	Government Service Insurance System
	(GSIS)
Application for Terminal Leave (CSC Form No.	Administrative Division (Port)
06 Revised 1984) (1 original)	
Death Certificate of the BOC Employee (1	Philippine Statistics Authority (PSA)
original)	
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)					
Tort Olcarance (Toriginal)		Port, to be signed by the following:  a. Head of Office;			
			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 Outstandi		<u> </u>			
original)	ng Obligation (1	Provident Fund			
originar)	7.70	Philippine National Bank (PNB)			
	TINI	Land Bank of the Philippines (LBP) Cooperative			
Clearance of No Outstandi	na Property			GSD) IAG	
Accountability (1 original)	ng i Toperty	General Services Division (GSD), IAG			
Accountability (1 original)		Management Information System and Technology Group (MISTG)			
Clearance of No Outstandi	ng Δccountabilities (1		Management Office		
original)	ng Accountabilities (1		Management Ont	Je, IAO	
	ad Cash Advance (1	Revenue	Accounting Division	on (RAD)	
original)	Clearance of No Unliquidated Cash Advance (1		Revenue Accounting Division (RAD), Financial Service, RCMG		
Authorized Representative	ve (relative by	Tinanciai	ocivico, ixolvio		
consanguinity or affinity					
Special Power of Attorney (SPA) (1 original)		Applicant			
		, , , , , , , , , , , , , , , , , , , ,			
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON	
CLIENT STEPS			PROCESSING TIME	PERSON RESPONSIBLE	
CLIENT STEPS		FEES			
1. Submit accomplished		FEES TO BE		RESPONSIBLE  Receiving Clerk	
\B.	1.1 Receive and ensure the	FEES TO BE PAID	TIME	RESPONSIBLE  Receiving Clerk Administrative	
Submit accomplished	AGENCY ACTIONS  1.1 Receive and	FEES TO BE PAID	TIME	RESPONSIBLE  Receiving Clerk	
Submit accomplished forms and all necessary	1.1 Receive and ensure the	FEES TO BE PAID	TIME	RESPONSIBLE  Receiving Clerk Administrative	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary	FEES TO BE PAID	TIME	RESPONSIBLE  Receiving Clerk Administrative	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The	FEES TO BE PAID	TIME	RESPONSIBLE  Receiving Clerk Administrative	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such	FEES TO BE PAID	TIME	RESPONSIBLE  Receiving Clerk Administrative	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be	FEES TO BE PAID	TIME	RESPONSIBLE  Receiving Clerk Administrative	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be stamp marked on	FEES TO BE PAID	TIME	RESPONSIBLE  Receiving Clerk Administrative	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be stamp marked on the application form	FEES TO BE PAID	TIME	RESPONSIBLE  Receiving Clerk Administrative	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be stamp marked on the application form in clear bold marks	FEES TO BE PAID	TIME	RESPONSIBLE  Receiving Clerk Administrative	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be stamp marked on the application form in clear bold marks countersigned by the	FEES TO BE PAID	TIME	RESPONSIBLE  Receiving Clerk Administrative	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be stamp marked on the application form in clear bold marks countersigned by the receiving clerk.	FEES TO BE PAID None	5 minutes	Receiving Clerk Administrative Division	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be stamp marked on the application form in clear bold marks countersigned by the receiving clerk.  1.2 Process the	FEES TO BE PAID	TIME	Receiving Clerk Administrative Division  Chief	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be stamp marked on the application form in clear bold marks countersigned by the receiving clerk.  1.2 Process the application for	FEES TO BE PAID None	5 minutes	Receiving Clerk Administrative Division  Chief Retirement and	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be stamp marked on the application form in clear bold marks countersigned by the receiving clerk.  1.2 Process the application for retirement, compute	FEES TO BE PAID None	5 minutes	Receiving Clerk Administrative Division  Chief	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be 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	FEES TO BE PAID None	5 minutes	Receiving Clerk Administrative Division  Chief Retirement and	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be 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	FEES TO BE PAID None	5 minutes	Receiving Clerk Administrative Division  Chief Retirement and	
Submit accomplished forms and all necessary	1.1 Receive and ensure the completeness of all necessary documentary requirements. The date of such submission shall be 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	FEES TO BE PAID None	5 minutes	Receiving Clerk Administrative Division  Chief Retirement and	

	consistency of the data contained in the documents and submits the same to the proper authority for approval			
	1.3 Transmits all required documents to HRMD	None	2 minutes	Liaison Officer Administrative Division
ТОТА	L	None	1 hour, 7 minutes	

<sup>\*</sup> 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

Office or Division:	Administrative Division - Cash and Disbursement Unit				
Classification:	Simple				
Type of Transaction:	G2G-Government to Government				
Who may avail:	All Port Personnel				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Monthly Daily Time Record	Monthly Daily Time Record (DTR) (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits the copy of signed DTR with transmittal	1.1 Receive, check, record, scan DTR to DTR Monitoring excel file  1.2 Checks the submitted DTR  1.3 Records the DTR in the DTR Monitoring excel file  1.4 Scans the submitted DTR	None	5 minutes per Daily Time Record	Disbursing Officer Administrative Division	

TOTAL	None	5 minutes	

# 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

Office or Division:	Administrative Division	- Cash and	Disbursement Un	nit	
Classification:	Simple	Simple			
Type of Transaction:	G2G-Government to Go	overnment			
Who may avail:	All Port Personnel				
CHECKLIST OF REQUIR					
Requisition Form (1 original	al)	Cash and	Disbursement Ur	nit	
CLIENT STEPS	AGENCY ACTIONS FEES PROCESSING PERS			PERSON RESPONSIBLE	
1. Fills out Cash/ Disbursement Unit Requisition form with signature over printed name	1. Record employee's request for deduction or stop deduction on remittance (Landbank / Provident/ Pag-IBIG/ GSIS/ BOCEA) on payroll  5 minutes per Requisition Form Form  5 minutes per Requisition Form Disbursing Officer Administrative Division				
TOTAL None 5 minutes					

## 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.

Office or Division:	Administrative Division - Cash and Disbursement Unit				
Classification:	Simple	Simple			
Type of Transaction:	G2G-Government to Go	vernment			
Who may avail:	Port of Manila personne	e <b>l</b>			
CHECKLIST OF REQUIRE	MENTS	WHERE T	O SECURE		
Notarized Landbank Salary (1 original)	Loan Application Form	Cash and	Disbursement Un	iit	
CLIENT STEPS	AGENCY ACTIONS	FEES PROCESSING PERSON			
		TO BE TIME RESPONSIBLE			
		PAID			

Fills out and submits     Landbank Salary Loan     Application Form	1.1 Encodes received Application Form and generate Electronic Salary Loan list with	None	15 minutes per Application Form	Disbursing Officer Administrative Division
	transmittal sheet 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	
ТОТА	ENT O	None	50 minutes	

## 34. Processing of Request for Various Certifications

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

Office or Division:	Administrative Division	- Cash and	Disbursement Un	it
Classification:	Simple			
Type of Transaction:	G2G-Government to Go	vernment		
Who may avail:	All Port Personnel			
CHECKLIST OF REQUIRE	MENTS	WHERE T	O SECURE	
Requisition Form (1 origina	1)	Cash and	Disbursement Un	it
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON
1.7		TO BE	TIME	RESPONSIBLE
	A .	PAID		
1. Fills out Cash/	1. Generate	None	10 minutes per	Disbursing
Disbursement Unit	employee's request to	,	Requisition	Officer
Requisition form with	generate various		Form	Administrative
signature over printed	certifications			Division
name	(Compensation, Last			
	Payment,			
	Monetization, Payslip)			
TOTAL		None	10 minutes	

### 35. Claiming of Disbursement Checks

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

Office or Division:	Administrative Division	- Cash and	Disbursement Ur	nit	
Classification:	Simple	Simple			
Type of Transaction:	G2G-Government to Go	G2G-Government to Government			
Who may avail:	Port of Manila personne	el			
CHECKLIST OF REQUIRE	EMENTS	WHERE T	O SECURE		
Authorization Letter / Speci (3 original)	al Power of Attorney	Payee			
Valid I.D of claimant & payers by Personnel Services Unit		Payee, Pe	rsonnel Services	Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out receipt of payment on bottom part of Disbursement voucher with printed name, signature and date of claim	1. Release the disbursement check to the claimant	None	15 minutes	Disbursing Officer 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 of claimant and payee from Personnel Services Unit	2. Records and files receiving copy of generated loan	None	10 minutes		
ТОТА	ÄL	None	25 minutes		

### 36. Request for Funding

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

Office or Division:	Administrative Division - Accounting Unit
Classification:	Simple

Type of Transaction:	G2G-Government to Go	vernment		
Who may avail:	All Port Personnel			
CHECKLIST OF REQUIREMENTS		WHERE T	O SECURE	
Request Letter of Claimant	(1 original)	Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter request for funding with complete supporting documents	1.1 Receives and examines documents	None	3 minutes	Administrative Officer Administrative Division
	1.2 Prepares Disbursement Voucher representing claims for payment	FR	15 minutes	
EPAD	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	
ТОТА	AL.	None	58 minutes	

## 37. Release of Funds

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

Office or Division:	Administrative Division - Accounting Unit				
Classification:	Simple	Simple			
Type of Transaction:	G2G-Government to Go	vernment			
Who may avail:	All Port Personnel				
CHECKLIST OF REQUIRE	KLIST OF REQUIREMENTS WHERE TO SECURE				
Request Letter of Claimant	(1 original)	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON	
	TO BE TIME RESPONSIBLE				
		PAID			

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	Administrative Officer 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	
É	1.3 Assigns serial number to each DV for monitoring and reporting		5 minutes	
DEPA	1.4 Forwards the duly approved DVs to Disbursing Unit, Administrative Division for preparation of Check and Advice of Checks Issued		1 minute	
ТОТА	AL SO	None	1 hour,11 minutes	

## 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.

Office or Division:	Administrative Division - Accounting Unit			
Classification:	Complex			
Type of Transaction:	G2G-Government to Go	vernment		
Who may avail:	All Port Personnel			
CHECKLIST OF REQUIRE	QUIREMENTS WHERE TO SECURE			
Payroll (1 electronic copy)		Disbursing	Unit, Administrat	tive Division
CLIENT STEPS	AGENCY ACTIONS	FEES PROCESSING PERSON		
	TO BE TIME RESPONSIBLE			
		PAID		

1. Submits a copy of payroll for the specific month	1.1 Receives the electronic copy of employees' Payroll	None	1 minute	Administrative Officer Administrative Division
	1.2 Prepares the following remittance lists:	None	3 days	
	a. Land Bank Loans b. BOC Provident Contributions/			
	Loans c. BOCEA Contributions d. PhilamLife			
6	Insurance Premium e. Value Care	F F		
EP	Premium f. Insular Life Assurance Co. Premium g. Pag-IBIG		E C	
A	Contributions/ Loans h. PhilHealth Contributions i. GSIS Contributions/			
	Loans 1.3 Prepares Disbursement Vouchers for the	None	30 minutes	
	above remittances. Affix signature and forward the same to the Port's Accountant for review and	USI		
	approval  1.4 Forwards the Disbursement Vouchers (DV) to the Chief, Administrative	None	5 minutes	
	Division and District Collector for approval 1.5 Assigns serial	None	3 minutes	
	number to each DV for monitoring and reporting			

1.6 Forwards the duly approved DVs to Disbursing Unit, Administrative Division for preparation of Check and Advice of Checks Issued	None	30 seconds	
1.7 Disbursing Unit prepares Checks of remittances and Advice of Checks Issued. Submit the same to Land Bank servicing branch	None	1 day	
1.8 Payment of check of remittances to concerned government and private agencies	None	2 days	
TOTAL	None	6 days, 38 minutes and 30 seconds	

## 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.

Office or Division:	Administrative Division - Supply Unit			
Classification:	Simple	7		
Type of Transaction:	G2G-Government to Go	vernment		
Who may avail:	All Port personnel			
CHECKLIST OF REQUIRE	MENTS	WHERE T	O SECURE	
Requisition and Issue Slip (	1 original)	Supply Unit, Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON
		TO BE	TIME	RESPONSIBLE
		PAID		
1. Fills up and submits	1.1 Receives and	None	2 minutes per	Receiving Clerk
fully accomplished	records the RIS RIS A			Administrative
Requisition and Issue Slip	Division			
(RIS)				

	1.2 Checks the availability of the requested supplies or equipment	None	2 minutes per RIS	Supply Officer 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 (excluding travel time)	
ТОТА	ENT	None	39 minutes	

# 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.

Office or Division:	Administrative Division - Supply Unit			
Classification:	Complex			
Type of Transaction:	G2G-Government to Go	vernment		
Who may avail:	All Port Personnel			
CHECKLIST OF REQUIRE	MENTS	WHERE T	O SECURE	
10				
Auxiliary Services Request	, , ,		it, Administrative	Division
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON
/	44	TO BE	TIME	RESPONSIBLE
	17	PAID		
1. Fills up and submits	1.1 Receives and	None	2 minutes	Receiving Clerk
fully accomplished	records the ASRF			Administrative
Auxiliary Services				Division
Request Form (ASRF)				
	1.2 Inspects the office	None	10 minutes	Supply Officer
	of the personnel			Administrative
	requesting			Division
	maintenance or			
	housekeeping			
	1.3 Issues or	None	15 minutes	Supply Officer
	purchases the			Administrative
	requested supplies for			Division
	the conduct of			
	maintenance or			
	housekeeping			

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
TOTA	ĀL	None	3 days, 27 minutes	

### 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.

Office or Division:	Administrative Division -	Administrative Division - Personnel Services Unit			
Classification:	Simple	JA .			
Type of Transaction:	G2C - Government to C				
	G2B - Government to B	usiness	1.		
Who may avail:	All Port personnel		Y		
CHECKLIST OF REQUIRE	MENTS	WHERE T	O SECURE		
/ BY					
Requisition form (1 original)		Client	7 6		
Representative	// // // // // // // // // // // // //				
Authorization Letter (1 origi	nal)	Client	660 J.		
17 5					
Valid ID of the personnel ar	nd his/her	BIR, Post	Office, DFA, PSA	. SSS, GSIS,	
representative (1 photocopy		Pag-IBIG,		, , ,	
CLIENT STEPS	AGENCY ACTIONS		/	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON RESPONSIBLE	
15		TO BE PAID	TIME	RESPONSIBLE	
1. Submits Requisition	1.1 Checks and	None	1 minute	Receiving Clerk	
form, and authorization	receives the	None	Timide	Administrative	
letter with ID (if	requisition form.	15		Division	
applicable)	OF (	CO			
	1.2 Verifies in the	None	10 minutes	Administrative	
		None	i io minutes	Officer	
	computer if the document requested is			Administrative	
	available (scanned)			Division	
	` ′				
	1.3 (a) If available,	None	5 minutes		
	prints copy of the				
	document				
	1.3 (b) If not, checks	None	20 minutes		
	the 201 file folder of				
	the personnel				

th do 20 cl	.4 Provides a copy of ne requested ocument found in the 01 file folder to the ient	None	5 minutes	
TOTAL		None	41 minutes	

## **42. Processing of Personnel Movement**

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

Office or Division:	Administrative Division - Personnel Services Unit				
Classification:	Simple				
Type of Transaction:	G2G - Government to 0	G2G - Government to Government			
Who may avail:	All Port Personnel				
CHECKLIST OF REQUIRE	EMENTS	WHERE T	O SECURE		
Customs Personnel Order	(1 certified true copy)	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. HRMD to provide Personnel Order for personnel movement for its implementation	1.1 Receives the Customs Personnel Order	None	1 minute	Receiving Clerk Administrative Division	
ns implementation	1.2 Drafts the Implementation	None	15 minutes	Admin Officer Administrative Division	
	1.3 Upon receipt of their assumption, drafts transmittal to HRMD	USI	15 minutes		
	1.4 Copy furnish 201 file, Disbursing and Accounting unit		10 minutes		
тот	ÅL	None	41 minutes		

#### 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.

Office or Division:	Administrative Division - Personnel Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to G	overnment		
Who may avail:	All Port Personnel			
CHECKLIST OF REQUIRE	MENTS	WHERE T	O SECURE	
Application for Leave (1 original original)	ginal)	Client		
Medical Certificate (if more (1 original)	than 5 days sick leave)	Client		
Port Clearance (if more that original)	n 30 days on leave) (1	Client	3	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits application for leave	1.1 Receives the leave application form	None	1 minute	Receiving Clerk Administrative Division
BUR	1.2 Checks for the accuracy of the leave application form presented and other supporting documents	None	1 minute	Administrative Officer Administrative Division
	1.2 (a) If the document is incomplete or there is inaccuracy, reverst the letter request to the personnel	None	10 minutes	
	1.3 Computes and certifies Leave Credit Balance	None	15 minutes	
	1.4 Recommends for the Approval or Disapproval from the Supervisor or from the Next higher official/Deputy Collector / District Collector	None	1 hour	

	1.5 Files and scans the approved Leave Application form	None	15 minutes	
	1.6 Transmits the Leave Application form to HRMD	None	10 minutes	
ТОТА	ÅL	None	1 hour, 52 minutes	

## 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.

Office or Division:	Administrative Division - Personnel Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to C	Sovernment	124	
Who may avail:	All Port Personnel			
CHECKLIST OF REQUIRE		WHERE T	O SECURE	
Requisition Slip (1 original)			Services Unit	
Updated Payslip (1 original		Cash and Division	Disbursement Ur	it, Administrative
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requisition form to the Receiving Clerk, Administrative Division	1.1 Receives the requisition slip	None	1 minute	Receiving Clerk Administrative Division
	1.2 Verification of salary indicated in the requisition slip to the updated payslip	None	1 minute	Admin Officer Administrative Division
	1.3 Drafts the Certificate of Employment		10 minutes	
	1.4 Approves the Certificate of Employment	None	10 minutes	Chief Administrative Division

	1.5 Release the Certificate of Employment to the Claimant	None	5 minutes	Admin Officer Administrative Division
ТОТ	AL .	None	27 minutes	

# 45.Processing of Serving Administrative Case and Suspension

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

INT OF

Office or Division:	Administrative Division - Personnel Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Port Personnel			
CHECKLIST OF REQUIRE	MENTS	WHERE T	O SECURE	
Administrative Charge (1 pł	notocopy)	HRMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B	Receives the Administrative Case from the HRMD	None	1 minute	Receiving Clerk Administrative Division
18	Drafts transmittal to the Division Chief of the subject personnel	None	15 minutes	Admin Officer Administrative Division
Submits proof of receipt immediately	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
	2.2 Copy furnish 201 file, disbursing and accounting unit	None	2 minutes	Admin Officer Administrative Division

TOTAL	None	48 minutes	

# 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.

Office or Division:	Administrative Division - Personnel Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Port Personnel			
CHECKLIST OF REQUIRE	MENTS	WHERE T	O SECURE	
	A DI	- P.		
Letter Complaint (1 copy)		PIAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
18	1.3 Upon receipt of the explanation, Approves the transmittal and route to the Office of the District Collector	1151	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	District Collector Collection District
ТОТА	AL	None	1 hour, 6 minutes	

#### 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.

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

# 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.

Office or Division:	Administrative Division - Personnel Services Unit
Classification:	Simple

Type of Transaction:	G2G - Government to Government			
Who may avail:	Port Contract of Service (COS) Personnel			
CHECKLIST OF REQUIRE	EMENTS	WHERE T	O SECURE	
		000 0		
Biometrics (1 original)	A OFNOV A OTIONO	COS Pers		DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives the DTR (Biometrics)	None	1 minute	Admin Officer Administrative Division
	Secures original copy for verification purposes		5 minutes	
6	Disseminates the DTR (Biometrics) to the concerned COS Personnel	FRI	30 minutes	
COS Personnel     submits DTR and other     requirements	1.1 Receives the DTR and other attached requirements for their monthly salary.		1 minute	
Q B	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	
ТОТ	OF C	None	1 hour, 22 minutes	

## 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.

Office or Division:	Administrative Division - Personnel Services Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Port Personnel

CHECKLIST OF REQUIREMENTS		WHERE T	O SECURE	
Documentary Requirement instructions of HRMD)	s (might vary per	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	Admin Officer Administrative Division
	1.2 Checks for the accuracy and completeness of the requirements presented and other supporting documents	FA	30 minutes	
EPA	1.3 If the requirements are incomplete or inaccurate, reverts the application to the concerned COS Personnel  1.4 Drafts the		10 minutes	
	Contracts and summary of COS Personnel for renewal		1 hour	
SER.	1.5 Upon receipt of the summary and contracts, Approves the transmittal and route to the Office of the District Collector	None	30 minutes	Chief Administrative Division and Deputy Collector 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	District Collector
U	PON APPROVAL OF TH	E COMMIS	SIONER	
	1.7 Upon completeness of the signatory, receives the contracts to be photocopied and	None	3 hours	Admin Officer Administrative Division

	-	113113	minutes	
TOTA	ÅL.	None	4 hours, 51	
	the 201 file			
	and secures a copy to			
	the COS Personnel			
	approved contracts to			
	1.8 Disseminates the		10 minutes	
	accounting and a copy for the disbursing			
	secure 3 copies to the			

#### 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).

Office or Division:	Administrative Division - Personnel Services Unit			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Port Personnel			
CHECKLIST OF REQUIRE	MENTS	WHERE T	O SECURE	
1.6			97	
IPCR Semestral Period (3 c		Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the IPCR to     Administrative Division	1.1 Receives the IPCR	None	1 minute	Receiving Clerk 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

sur Ap trai rou of t	on receipt of the mmary, proves the nsmittal and te to the Office he District	None	15 minutes	Chief Administrative Division and Deputy Collector for Administration
app trai rou Re Ma	aluates and proves the asmittal and te to Human source and nagement rision	None	30 minutes	District Collector
	cure a copy for 201 file.	None	5 minutes	Admin Officer Administrative Division
TOTAL		None	56 minutes	

# 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.

			7 /	
Office or Division:	Administrative Division - Personnel Services Unit			
Classification:	Complex			
Type of Transaction:	G2G-Government to Go	overnment	0/	
Who may avail:	Port Personnel	77		
CHECKLIST OF REQUIRE	MENTS	WHERE T	O SECURE	
	OF	U		
Letter request for re-assign original)	ignment or designation (1 Client			
Certification from the Chiefs Accepting Office (1 original	•	Chiefs of Releasing and Accepting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES PROCESSING PERSON TO BE TIME RESPONSIB PAID		
Submits letter of request to the Receiving Clerk, Administrative Division	1.1 Receives the letter request	None	1 minute	Receiving Clerk Administrative Division

lef co dif su ma	valuates the ster request sonsidering ferent factors ach as: existing anpower, sompetencies, gibility, etc.		1 day	Admin Officer Administrative Division
ce pr the fro ar Of ap as de	there is no ertification esented, seeks e Certification om the Releasing of Accepting effice for the approval of the resignment or esignation	FR	2 days	
/ /	rafts the sposition Form	None	15 minutes	
Di ar Ot	oproves the sposition Form and route to the strict Collector	None	15 minutes	Chief Administrative Division and Deputy Collector for Administration
ap Di ar Hu ar	valuates and oproves the sposition Form and route to uman Resource and Management vision	None	30 minutes	District Collector Collection District
TOTAL	OF C	None	3 days, 2 hours, 1 minute	

### 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.

Office or Division:	Administrative Division - Personnel Services Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may avail:	Port Personnel

CHECKLIST OF REQUIREMENTS		WHERE T	O SECURE	
Letter request for E2M User Access (1 original)		Client		
Terms of Use (TOU) for use Information System (1 original properties)	Terms of Use (TOU) for user access on Customs Information System (1 original)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Personnel submits     letter of request to the     Receiving Clerk,     Administrative Division	1.1 Receives the letter request	None	1 minute	Receiving Clerk Administrative Division
	1.2 Checks for completeness and accuracy of documents presented	None	10 minutes	Admin Officer Administrative Division
EPA	1.3 If the document is incomplete or inaccurate, revert the letter request to the personnel	None	10 minutes	
A	1.4 Drafts the Disposition Form	None	10 minutes	
BUB	1.5 Approves the Disposition Form and route to the Office of the District Collector	None	10 minutes	Chief Administrative Division and Deputy Collector for Administration
	1.6 Approves the Disposition Form and route to MISTG	None	10 minutes	District Collector
ТОТА	AL	None	51 minutes	

### 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)

Office or Division:	Formal Entry Division					
Classification:	Simple					
Type of	G2C -Government to Cit	tizen				
Transaction:	G2B-Government to Business					
	G2G-Government to Go	vernmei	nt			
Who may avail:	Importers and Customs	Brokers	or their Authorize	ed Representatives		
CHECKLIST OF REQ	UIREMENTS	WHER	E TO SECURE			
Duly accomplished Imp	oort Entry and Internal					
Revenue Declaration (	BC Form 326)/ Goods		•	onic Lodgment through		
Declaration (GD)/ Sing	le Administrative	Value /	Added Service Pr	ovider		
Document (SAD) (1 or	iginal)	O.H	A			
Commercial Invoice (1	original)	Export	er or Supplier			
Packing List (1 original		Export	er or Supplier			
Bill of Lading (1 origina		Shipping Lines				
Permits or Clearances	for regulated	Regula	tory Government	Agency		
commodities (1 origina	I)	*****	ے معملات			
Revised Supplementar	y Declaration or	BOC official website – www.customs.gov.ph				
Valuation (1 original) Additional documents	and/or explanation or	2 Importor				
	e COO III or COO V has	Importer				
reason to doubt the tru						
declared value (Section						
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON		
	OF	TO TIME RESPONSIBLE PAID				
Submit Import     Entry and Internal     Revenue     Declaration     (IIERD)	1.1 Receive hard copy of IEIRD which had already been filed through VASP	None 1 minute EPU Staff Collection Division				
	1.2 Segregate copies of IEIRD for distribution to other government agencies and others concerned  1.3 Validate or check	None 5 minutes EPU Staff Collection Division				
	1.5 validate of check					

completeness and			
authenticity of			
documents			
1.4 Stamp Section			
Number			
1.5 Forward			
documents to COOV			
1.6 Assign IEIRD to	None	2 minutes	COO V
COO III			Section Concerned
1.7 Conducts document	None	7 minutes	Customs Operations
examination submitted by	OF		Officer III Formal Entry Division
stakeholders		PA	Tomal Entry Division
1.8 Forwards the		1	
Goods Declaration		7	
to the Appraiser (COV)		2	\
1.9 Reviews the	None	10 minutes	Customs Operations
findings of Examiner (COO III)	<u> The market</u>		Officer V Formal Entry Division
in the Goods			1 Officer Entry Division
Declaration (GD)	ti e		
1.10 Affixes signature		0	/
over printed name in Box # 64 of			
SAD		_0'/	
1.11 Records details of	None	3 minutes	Releasing Clerk
Goods Declaration (GD)/ Single	CI	10	Formal Entry Division
Administrative			
Document (SAD)			
1.12 Transmits to			
Liquidation and Billing Division			
(LBD)			
TOTAL	None	28 minutes	

<sup>\*</sup>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).

Office or Division:	Formal Entry Division	Formal Entry Division				
Classification:	Simple					
Type of	G2C -Government to 0	Citizen				
Transaction:	G2B-Government to Business					
	G2G-Government to C	Sovernmer	nt			
Who may avail:	Accredited Importers a Representatives	and Licens	ed Customs Brok	ers or their Authorized		
CHECKLIST OF REQ	UIREMENTS	WHERE	TO SECURE			
Duly accomplished ele Single Administrative I original)			stem via Electro Ided Service Prov	nic Lodgment through vider (VASP)		
Commercial Invoice (1	original)	Exporter	or Supplier	2		
Packing List (1 origina	1)	Exporter	or Supplier	1		
Bill of Lading (1 original	al)	Shipping	Lines	/		
Permits or Clearances commodities (1 original	VACA TO THE REST	Regulato	ry Government A	gency		
Revised Supplementa Valuation (1 original)	ry Declaration or	BOC offi	cial website – ww	w.customs.gov.ph		
	dditional documents and/or explanation or		)			
evidence of sales if the		Importer				
has reason to doubt th						
the declared value (Se	•					
CMTA)						
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON		
		TO BE	TIME	RESPONSIBLE		
		PAID				
1. Submit Import	1.1 Receive hard	None	8 minutes	EPU Staff		
Entry and Internal	copy of	Collection Division				
Revenue	IEIRD/GD/SD					
Declaration	which had					
(IIERD) with	already been					
supporting	lodged through					

de evine ente	\/A CD			
documents	VASP			
	1.2 Validate or check			
	completeness			
	and authenticity			
	of IEIRD/SAD/GD			
	and its supporting			
	documents			
	1.3 Encode goods	None	1 minute	Chief
	declaration in the	110110	1 111111410	Entry Processing Unit
	GDVS for proper			Entry 1 100033mg Offic
	Sectioning			
	1.4 Forwards Goods	None	1 minute	EPU Staff
	Declaration (GD)			Formal Entry Division
	/ Single			
	Administrative	0.		
	Document (SAD)/	UR		
	IEIRD to Section	-	A.	
	concerned under		FIL	
	Formal Entry	0	A A	
	Division (FED)		100	
/ -	1.4 Assigns	None	1 minute	System generated thru
12	Examiner thru the	140110	Timilato	GDVS
[5-7]	GDVS		- A	ODVO
		Illium		
	1.5 Activates his/her	None	2 minutes	Customs Operations
	profile by logging-			Officer III
	in in the Goods	28		Formal Entry Division
\ ,	Declaration	0 _		/
15	Verification			/
	System (GDVS)		20	/
16	1.6 Conducts	None	30 minutes	Customs Operations
	document		- 5/	Officer III
	examination		~0/	Formal Entry Division
	submitted by		27	
	stakeholders	-15	5	
	1.7 Register Goods		) -	
	Declaration via			
	E2M			
	1.8 Complete the			
	examination			
	return in Box			
	#58 of SAD after			
	the conduct on			
	the document			
	examination of			
	the			
	IEIRD/SAD/GD			
	1.9 Forwards the			
	Goods			
	Declaration to			

	the Appraiser			
	(COV)			
	4.40 D : 6: ::		10	0 / 0 "
	1.10 Review findings	None	10 minutes	Customs Operations
	of Examiner			Officer V
	(COO III) in the Goods			Formal Entry Division
	Declaration (GD)			
	against the			
	electronic copy			
	of the same via			
	e2m			
	1.11 Re-route Goods			
	Declaration/			
	Single	Or		
	Administrative Documents	- OH	1	
	(SAD) to Green		47	
	Lane as a	0	1	
/-	system		100	
	requirement for		RILLA	\
	Final	1		\
	Assessment	BRIDGE		\
	Notice		States I.	
	Note: Once Final			
	Assessment	\$ T		
	Notice (FAN) is	CO -		
15	generated e2m		25	
16	via OLRS, the			
	system			
	automatically		~07	
	sends an		0	
	electronic	CIT	13/	
	instruction to	0		
	Arrastre			
	Operator after			
	payment of			
	duties and taxes			
	thru the			
	Authorized			
	Agent Bank			
	(AAB)			
	1.12 Affix signature			
	over printed			
	name in Box #			
	64 of SAD			
	1.13 Print Final			

	Assessment Notice, if approved or no discrepancy found			
	1.14 Record details of Goods Declaration (GD)/ Single Administrative Document (SAD) 1.15 Transmit to Liquidation and Billing Division (LBD)	None	3 minutes	Releasing Clerk Formal Entry Division
TO	TAL	None	56 minutes	

<sup>\*</sup>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).

Office or Division:	Formal Entry Division	-01			
Classification:	Simple	US			
Type of Transaction:	G2C - Government to C	itizen			
	G2B - Government to B	usiness			
	G2G - Government to Government				
Who may avail:	Accredited Importers and Licensed Customs Brokers or their				
	Authorized Representatives				
CHECKLIST OF REQUIRE	WHERE TO SECURE				
Duly accomplished electron	tronically printed Single E2M System via Electronic Lodgment				
Administrative Document (					

Commercial Invoice (1 orig	inal)	Exporter o	Exporter or Supplier			
Packing List (1 original)	acking List (1 original)		Exporter or Supplier			
Bill of Lading (1 original)	Bill of Lading (1 original)		ines			
Permits or Clearances for (1 original)	regulated commodities	Regulatory	/ Government Ag	ency		
Revised Supplementary De (1 original)	eclaration or Valuation	BOC offici	al website – www	customs.gov.ph		
Additional documents and/ evidence of sales if the CC reason to doubt the truth of declared value (Section 70)	O III or COO V has raccuracy of the 7 of the CMTA)	Importer				
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON		
	C. D.	TO BE PAID	TIME	RESPONSIBLE		
Submit Import Entry and Internal Revenue Declaration (IIERD) with supporting documents	1.1 Receive hard copy of IEIRD/GD/SD which had already been lodged through VASP 1.2 Validate or check completeness and authenticity of IEIRD/SAD/GD and its supporting documents 1.3 Encode goods declaration in the GDVS for proper Sectioning 1.4 Forwards Goods Declaration (GD) / Single Administrative Document (SAD)/ IEIRD to Section concerned under Formal Entry Division (FED)	None	8 minutes	EPU Staff Formal Entry Division		
	1.5 Assigns Examiner thru the GDVS	None	2 minutes	System generated thru GDVS		
	1.6 Examiner activates his/her profile by logging-in in the	None	2 hours	Customs Operations Officer III		

DEPAR	Goods Declaration Verification System (GDVS)  1.7 Conducts document examination submitted by stakeholders  1.8 Register Goods Declaration via e2m  1.9 Complete the examination return in Box #58 of SAD after the conduct on non-intrusive examination and physical examination of the commodity if "FOR VERIFICATION"  1.10 Forwards the Goods Declaration to the Appraiser (COV)		A VACE	Formal Entry Division
BURY	1.11 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 1.12 Re-route Goods Declaration/ Single Administrative Documents (SAD) to Green Lane as a system requirement for Final Assessment Notice  Note: Once Final Assessment Notice (FAN) is generated	None	10 minutes	Customs Operations Officer V Formal Entry Division

E2M via OLRS	, the		
system automa	tically		
sends an electr	onic		
instruction to A	rrastre		
Operator after			
payment of dut	ies and		
taxes thru the			
Authorized Age	ent		
Bank (AAB)			
1.13 Affix signat	ure		
over printe			
in Box # 64	of		
SAD 1.14 Print Final			
Assessme	nt OR		
Notice, if	A		
approved o	or no		
discrepand			
1.15 Record del	ails of None	3 minutes	Releasing Clerk
Goods	(CD)/	12	Formal Entry
Declaration Single	1 (GD)/	201	Division
Administra	tive	3 3	
Document			
1.16 Transmit to			
Liquidation			
Billing Divis	sion	/	
(LBD)	Ness	212.10	
TOTAL	None	2 hours, 23 minutes	
de la companya de la		7/	

<sup>\*</sup>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.

Office or Division:	Informal Entry Division				
Classification:	Simple				
Type of Transaction:	G2C - Government G2B - Government G2G - Government	to Business			
Who may avail:	Accredited Importer Representatives	s and Licensed	Customs Brokers	or their Authorized	
CHECKLIST OF	REQUIREMENTS	WHERE TO SI	ECURE		
		Collection Division  Collection Division			
(PDIG) (BC Form original)		Collection Division			
Packing List (1 o	riginal)	Country of Origin/Shipper/Sender			
Bill of Lading (1 of	original)	Properly endorsed by the Shipping Lines			
Invoice (1 origina	al)	Country of Origin/Shipper/Sender			
Tax Exemption In applicable (1 original)	1 100		venue Operations Group-Department of Finance		
	ances for regulated	Regulatory Government Agency		/	
Passport, if appli	cable (1 photocopy)	Department of	Foreign Affairs		
Affidavit of owner	rship, if applicable	Importer (as na	porter (as natural person)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Informal Import Declaration Entry (IIDE) with supporting documents	1.1 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 –	2 minutes	Chief Informal Entry Division	

		Documentary		
		Stamp		
1.2	2 Matches IIDE	None	5 minutes	Staff
	against the			Entry Processing
	Electronic			Unit/Equivalent Unit
	Manifest			
1.3	3 Checks	None	3 minutes	Chief
	completeness			Entry Processing
	of the attached			Unit/Equivalent Unit
	supporting documents			
	and review of			
	IIDE was	O TITE		
	processed in	MI O	FRIL	
	compliance		P	
	with existing			
	rules and		* * * * * * * * * * * * * * * * * * * *	
/	regulations		A	
1.4		None	13 minutes	Staff
/ F	assigns Entry			Entry Processing
	Number	III Billion		Unit/Equivalent Unit
1.5			متعشق ا	<b>T</b>
	copies of the	1 1 1 1 1 1 1 1 1 1 1 1	1111110	
\ \	IIDE and	1.5%		
\	PDIG for distribution to			/
1 /	different		- 0	. /
\	corresponding			2 /
	offices			
1.6	1 1 1 -		.07	Z
	necessary			
	data		15	
1.7		None	2 hours and	Customs Operations
	physical		10 minutes	Officer III
	examination			Informal Entry Division
1.8				
	findings at the			
	back of the IIDE			
1.9				
1.0	duties and			
	taxes			
1.1	0 Prepares			
	Order of			
	Payment			
1.1	1 Affixes			
	signature over			

	printed name			
	printed name			
	1.12 Appraises, reviews findings of the COO III and affixes signature over printed name	None	10 minutes	Customs Operations Officer V Informal Entry Division
	1.13 Receives IIDE from IED and record details of the IIDE in the logbook	None	2 minutes	Receiving/ Releasing Clerk Liquidation and Billing Unit
	1.14 Reviews computation of duties and taxes (Pre- liquidation of duties and taxes of the shipment)	None	8 minutes	Liquidation and Billing Unit Officer Liquidation and Billing Unit
	1.15 Conducts review on the IIDE and affix signature over printed name	None	2 minutes	Chief or Asst Chief Liquidation and Billing Unit
2. Pays duties and taxes and other charges to in-house bank - Philippine National Bank (PNB) or Land Bank of the Philippines (LBP)	2.1 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	Chief Informal Entry Division

2.2 Forwards consummated entries to LBU for post-audit and safekeeping	None	2 minutes	Releasing Clerk Informal Entry Division
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	NT O	E E I	
TOTAL	PHP 60.00	3 hours, 2 minutes	

#### 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.

Office or	Informal Entry Division
Division:	
Classification:	Simple
Type of	G2C - Government to Citizen
Transaction:	G2B - Government to Business
	G2G - Government to Government
Who may	Accredited Importers and Licensed Customs Brokers or their Authorized
avail:	Representatives

CHECKLIST OF	REQUIREMENTS	WHERE TO S	ECURE	
1 -	ed Informal Import n (IIDE) (BC Form original)	Collection Division		
Permit to Deliver	· Imported Goods n No. 194) (1 set	Collection Divi	sion	
Packing List (1 o	original)	Country of Orio	gin/Shipper/Send	er
Bill of Lading (1	original)	Properly endor	sed by the Shipp	ing Lines
Invoice (1 origina	al)	Country of Orig	gin/Shipper/Send	er
Tax Exemption In applicable (1 original)	- IN N. 1	Revenue Oper	ations Group-De	partment of Finance
Permits or Clears commodities (1 c	ances for regulated original)		vernment Agency	У
Passport, if appli	icable (1 photocopy)	Department of	Foreign Affairs	
Affidavit of owne	rship, if applicable	Importer (as na	atural person)	31
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
\		40		
1. Submit Informal Import Declaration Entry (IIDE) with supporting documents	1.1 Assigns to the designated Customs Operations Officer III (COO III) and Customs Operations Officer V	PHP 15.00 – Cost of IIDE Form  PHP 15.00 – Cost of PDIG Form	2 minutes	Chief Informal Entry Division
	(COO V)	PHP 30.00 – Documentary Stamp		
	1.2 Matches IIDE against the Electronic Manifest	None	5 minutes	Staff Entry Processing Unit/Equivalent Unit
	1.3 Checks completeness of the attached supporting documents	None	3 minutes	Chief Entry Processing Unit/Equivalent Unit

		T		
	and review of			
	IIDE was			
	processed in			
	compliance			
	with existing			
	rules and			
	regulations			
	1.4 Indicates and	None	13 minutes	Staff
	assigns Entry			Entry Processing
	Number			Unit/Equivalent Unit
	1.5 Segregates			
	copies of the			
	IIDE and			
	PDIG for			
	distribution to			
	different	NIO	77	
	corresponding	11- 0	FRIA	
	offices		A.Y.	
	1.6 Encodes		1	
	necessary			
	data		A. A.	
	1.7 Conducts X-	None	1 hours and	X-ray Inspection Officer
		INONE	1 hours and	
/	ray Inspection	III I III III	10 minutes	X-ray Inspection Project
	a) If found that it		Sie Co	erel 1
	has clear			
	image or with	0		
1	no	1000		/
	discrepancy,			/
	then the		0	5
	shipment will			
	continue to be		47	
	processed			
	b) If found			
	positive with		367/	
	suspected	OFC	UP	
	image,	OL C		
	subjects the			
	shipment to			
	spotcheck			
	examination,			
	b.1 additional			
	assessment of			
	duties and			
	taxes, if any			
	b.2			
	recommends			
	Alert/Hold			
				Customs Operations
	Order, if any			Customs Operations
				Officer III

	1.9. 1.0000000			Informal Entry Division
	1.8 Assesses duties and			Informal Entry Division
	taxes			
	1.9 Prepares			
	Order of			
	Payment 1.10 Affixes			
	signature over printed name			
	1.11 Appraises,	None	10 minutes	Customs Operations
	reviews	None	10 minutes	Officer V
	findings of the			Informal Entry Division
	COO III and			Informal Entry Division
	affixes			
	signature over			
	printed name	NTO	F	
	1.12 Receives IIDE	None	2 minutes	Receiving/ Releasing Clerk
	from IED and			Liquidation and Billing Unit
	record details		*V	
	of the IIDE in		7	
	the logbook 1.13 Reviews	None	O mains stage	Liquidation and Billing Unit
		None	8 minutes	Officer
	computation of duties and	III III III		
	taxes (Pre-		- Altaba	Liquidation and Billing Unit
	liquidation of			
	duties and	15%		
\ \	taxes of the	200		/
	shipment)			/
	1.14 Conducts	None	2 minutes	Chief or Asst Chief
	review on the	110110	2 111110100	Liquidation and Billing Unit
	IIDE and affix			g
	signature over		10/	
	printed name		-01	
2. Pays duties	2.1 Performs	None	5 minutes	Chief
and taxes	manual	OF C		Informal Entry Division
and other	discharge,			
charges to	logs-in and			
in-house	verifies the			
bank -	payment of			
Philippine	duties, taxes			
National	and other			
Bank (PNB)	charges			
or Land	through			
Bank of the	Payment			
Philippines	System and			
(LBP)	Bureau of			
	Customs			
	Official			

	Receipt (BCOR No. 38-A) issued by In-house Bank - PNB and LBP			
	2.2 Forwards consummated entries to LBU for post-audit and safekeeping	None	2 minutes	Releasing Clerk Informal Entry Division
	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			
ТО	TAL	PHP 60.00	2 hours, 2 minutes	

# 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.

Office or Division:	Office of the Deputy Collector for Assessment
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens; G2B - Government to Business
Who may avail:	Accredited Importer or their Authorized Representatives, Customs Brokers

CHECKLIST OF REQUIF	WHERE T	O SECURE		
Duly accomplished Electr Administrative Document		stem and Elect Value Added S	•	
Commercial Invoice (1 or	ginal)	Exporter of	r Supplier	
Packing List (1 original)		Exporter of	r Supplier	
Bill of Lading (1 original)		Shipping L	ines	
Import Permit / Clearance	e (1 original)	Regulator	y Government Ag	ency
Stencils (1 original)	ENTO	Importer		
Accomplished Certificate	of Payment Form	Section 5	- Formal Entry Di	vision
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Receiving Staff Office of the Deputy Collector for Assessment
	1.2 Checks the Certificate of Payment and other attached documents.	None	2 minutes	Staff Office of the Deputy Collector for Assessment
	1.3 Signs the  Certificate of  Payment.	None	2 minutes	Deputy Collector for Assessment
	1.16 Checks the Certificate of Payment in the ECP and will approve and post it in the System.	None	2 minutes	Staff 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	Staff Office of the Deputy Collector for Assessment
TOTAL		None	10 minutes	

# 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..

Office or Division:	Liquidation and Billing Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to	o Business	- 6	
Who may avail:	Importers and/or the	ir representatives	27	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request (1 original)		Importers		
Port Clearance Form (1	original)	LBD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Importer and/or their representatives submits a letter of request to LBD for Port Clearance	Verify if the client has current unpaid assessment with the office	None	5 minutes	Customs Assessor Liquidation and Billing Division

Importer ar their representar		2.1 Inform the Chief LBD and importer and/or	None	2 minutes	
informed of unpaid assessmer	f the	authorized representative of the unpaid			
	2	assessment 2.2 Discuss the issues	None	5 minutes	Chief/Customs Assessor Liquidation and
		concerning the unpaid assessment			Billing Division
	2	2.3 Request for the settlement of the unpaid assessment	None	2 minutes	
	13	2.4 Prepare Order of Payment	None	2 minutes	Administrative Aide Liquidation and Billing Division
3. Importer ar their represental settles assessmer the Collecti Service Divand submit BCOR greeto LBD	tives  nt with ion vision is en copy	3. Provide Port Clearance form to be accomplished by the importer or representative	None	2 minutes	Administrative Aide Liquidation and Billing Division
4. Upon compof the clear form and pof Clearand Importer are their represental submits conform to LBI then issues Clearance Certificate	rance ayment ce Fee, nd /or tive mpleted D who	4. Issue Clearance Certificate to the importer/ authorized representative	PHP100.00 – Clearance Fee	5 minutes	
5. Importer a their representa shall retur	atives	5.1 Receive and verify payment of necessary fees.	PHP130.00 – Documentary Stamp	2 minutes	

completed	5.2 Receive dry	None	2 minutes	
Clearance Form	seal of			
to LBD for signing	document and			
	present to the			
	Chief for			
	signature			
0.1	0. D. I	N		-
6. Importer and/or	6. Release	None	3 minutes	
their	Clearance to			
representatives	Importer and/or			
receives Port	their			
Clearance	representatives			
тот	AL KENT	Php 230.00	30 minutes	

# 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.

Office or Division:	Liquidation and Billing Division				
Classification:	Simple		- 60/		
Type of Transaction:	G2C – Government	to Citizen	- 5		
1	G2B-Government to	Business	2/		
Who may avail:	Importers and/or the	ir representatives	0/		
CHECKLIST OF REQU	JIREMENTS	WHERE TO SEC	URE		
	01				
Letter request (1 original	al)	Importers			
Port Clearance Form (1	original)	LBD			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
	ACTIONS	PAID	TIME	RESPONSIBLE	
1. Importer and/or	1. Verify if the	None	5 minutes	Customs	
their	client has			Assessor	
representatives	current unpaid	l l		Liquidation and	
submits a letter of	assessment	Billing Division			
request to LBD for	with the office.				
Port Clearance					

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	None	1 minute	
	assessment.  2.2 Discuss the issues concerning the unpaid assessment with Chief, LBD.	None	2 minutes	
EP	2.3 Request for the settlement of the unpaid assessment.	None	5 minutes	Chief Liquidation and Billing Division
	2.4 Prepare Order of Payment.	None	5 minutes	Administrative Aide Liquidation and
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	Billing Division
4. Upon completion of the clearance form and payment of Clearance Fee, Importer and /or their representative submits	4.1 Issue a Clearance Certificate to the importer/ authorized representative	Clearance Fee – Php100.00	5 minutes	

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. Release of Clearance to Importer and/or their representatives	None	2 minutes	
тотл	AL	Php 230.00	14 minutes	

# 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.

Office or Division:	Liquidation and Billing Division	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Importers and/or their representatives	
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE
Letter request (1 origina	al)	Importers

Port Clearance Form (	l copy, 1 original)	LBD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Importer and/or their representatives submits a letter of request to LBD for	1.1 Verify if the client has current unpaid assessment with the office.	None	5 minutes	Customs Assessor Liquidation and Billing Division
Port Clearance	1.2 Issue Port Clearance form to be accomplished by the importer.	None	2 minutes	Administrative Aide 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	3.1 Receive and verify payment of necessary fees.	Documentary Stamps – Php130.00	2 minutes	
Clearance Form to LBD for signing.	3.2 Receive documents that are dry sealed and signed by the Chief, LBD.	None	2 minutes	
4. Importer and/or their representatives receives Port	4.1 Release Port Clearance	None	3 minutes	

Clearance			
TOTAL	Php 230.00	20 minutes	

### 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.

Office or Division:	Liquidation and Billir	ng Division		
Classification:	Classification: Simple			
	Type of Transaction: G2C - Government to Citizen			
	Who may avail: Importers and/or their representatives			
CHECKLIST OF REQU	JIREMENTS	WHERE TO SEC	URE	
IR				
Goods Declaration sup	porting documents	Formal Entry Divi	sion / Whsg Asse	essment Div
(1 original)		50		
Goods Declaration sup	porting documents	Formal Entry Divi	sion / Whsg Asse	essment Div
(1 original)			2	
Transmittal of Goods D	eclaration to the	Formal Entry Divi	sion / Whsg Asse	essment Div
LBD			01/	
(1 original)			_/	
Soft copy of transmittal		Formal Entry Divi		essment Div
Notice of Liquidation le		LBD thru registered mail		
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
1. Transmittal of	1.1 Verifying the	None	5 minutes	Administrative
Goods Declaration	completeness			Aide
to the LBD	of Goods Declaration			Liquidation and
		<u> </u>		Billing Division
2. Receive and Check the	2.1 If found	None 5 minutes		
Completeness of	incomplete, Goods			
Goods Declaration	Declaration is			
30000 20000 0000	returned to the			
	FED/WAD			

	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	Chief Liquidation and Billing Division
3. Upon the concurrence of the importer and/or their representative	3. If found with discrepancy, compute for the additional assessment of Goods declaration	None	15 minutes	Customs Assessor Liquidation and Billing Division
4. Importer and/or their representative settles assessment with the Collection Service Division.	4. Affix signature to the computation of discrepancy sheet	None	1 minute	
5. Importer and /or their representatives submits BCOR green copy to LBD	5.1 Discuss findings with the Chief LBD	None	5 minutes	
	5.2 Chief LBD instructs Customs Assessor to prepare Notice of Liquidation letter	None	5 minutes	Chief Liquidation and Billing Division
	5.3 Affix signature to the Notice of Liquidation	None	1 minute	

	5.4 Secure Goods Declaration in LBD storage  5.5 Send Notice of	None None	10 minutes  1 hour	Administrative Aide Liquidation and Billing Division
	Liquidation thru Phil Post registered mail	None	riidai	
6. Importer and/ or authorized representative contact LBD for Order of Payment and concurs with the assessment.	6. Issue an order of payment and have importer/represe ntative receive it and awaits the presentation of the green copy BCOR after payment has been rendered	None	5 minutes	
7. Importer/ representative presents BCOR copy to LBD for cancellation of assessment.	7. 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	
тот	AL	None	2 hours, 13 minutes	

### 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.

Office or Division:	Liquidation and Billir	ng Division		
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Importers, Customs	Brokers, CBW Ope	erators	
CHECKLIST OF REQU	JIREMENTS	WHERE TO SEC	URE	
Goods Declaration sup	porting documents	Formal Entry Divi	sion / WAD	
(1 original)				
Goods Declaration sup	porting documents	Formal Entry Divi	sion / WAD	
(1 original)	EN	OD		
Transmittal of Goods D		Formal Entry Divi	sion / WAD	
LBD (1 original and 1 s				
Notice of Liquidation le		LBD thru register		
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
12	ACTIONS	PAID	TIME	RESPONSIBLE
4 = 111 1 6	4 1/2 1/2		201	A / ( / .
1. Transmittal of	1. Verify the	None	5 minutes	Administrative Aide
Goods Declaration	completeness			Liquidation and
to the LBD	of Goods	sk		Billing Division
O. David and	Declaration		- F	
2. Receive and	2.1 If found	None	5 minutes	
Check the	incomplete,		2/	
Completeness of	Goods		7	
Goods Declaration	Declaration is		01/	
	returned to the FED/WAD	41		
	2.2 Receive and	Nana	O mains uto a	
	record Goods	None	2 minutes	
	Declaration			
	(Import Entry) from FED/WAD			
	IIOIII FED/WAD			
	2.3 Distribute	None	2 minutes	Chief
	Goods			Liquidation and
	Declaration			Billing Division
	(Import Entry)			
	to assigned			
	Customs			
	Assessor			

	2.4 If found with discrepancy, compute for the additional assessment of Goods declaration	None	15 minutes	Customs Assessor 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	
DEP	2.7 Instruct Customs Assessor to prepare Notice of Liquidation letter	None	5 minutes	Chief Liquidation and Billing Division
18	2.8 Affix signature to the Notice of Liquidation	None	2 minutes	
	2.9 Secure Goods Declaration in LBD storage	None	10 minutes	Administrative Aide 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.  4. Importer/ representative presents BCOR copy to LBD for cancellation of 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/represe ntative receive it and awaits the presentation of the green copy BCOR after payment has been rendered  4.1. Receive BCOR copy and update the status of the assessment of the importer as paid.  A Clearance Slip may be issued	None	5 minutes  2 minutes	
TOTA	paid.  A Clearance Slip may be issued upon the request from the importer/represe ntative	None	2 hours	

## 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.

Office or Division:	Liquidation and Billing Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Importers, Customs	Brokers, CBW Ope	erators	
CHECKLIST OF REQU	JIREMENTS	WHERE TO SEC	URE	
	TIN	UF		
Goods Declaration sup	porting documents	Formal Entry Divi	sion / WAD	
(1 original)		Tomai Zinay 311.		
Goods Declaration sup	porting documents	Formal Entry Divi	sion / WAD	
(1 original)		1		
Transmittal of Goods D	eclaration to the	Formal Entry Divi	sion / WAD	
LBD (1 original)		The state of the s	34 01	
Port Clearance Form (1		LBD	BBOOFCOUL	DEDCC
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
A = 10 1 5	4 ) ( '6 1)	4.9		A 1 ' ' ( ('
1. Transmittal of	1. Verify the	None	5 minutes	Administrative Aide
Goods Declaration	completeness		2	Liquidation and
to the LBD	of Goods		2/	Billing Division
2. Deseive and	Declaration 2.1 If found	Nana	Fusionitae	9
2. Receive and	1 11 11 11	None	5 minutes	
check the	incomplete,	CU		
Completeness of	Goods			
Goods Declaration	Declaration is			
	returned to the			
	FED/WAD  2.2 Receive of	None	O mains uto a	
		None	2 minutes	
	Goods			
	Declaration (Import Entry)			
	from FED/WAD			
	HOIH FED/WAD			
	2.3 Distribute	None	2 minutes	Chief
	Goods			Liquidation and
	Declaration			Billing Division

(Import Entry) to assigned Customs Assessor			
2.4 Evaluate goods  Declaration	None	15 minutes	Customs Assessor Liquidation and
2.5 If found to be in order, affixe his/her signature to signify liquidation of Goods Declaration	None	1 minute	Billing Division
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
TOTAL	None	37 minutes	

### 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.

Office or Division:	Bonds Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens; G2B - Government to Business; G2G - Government to Government
Who may avail:	Accredited Importers and Licensed Customs Brokers or their Authorized Representatives

CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE			
Recall Form (1 original)	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 filler signatory (1 original)	d up with authorized	Applicant			
Customs Documentary	Stamp	Collection Divisio	n		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. 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	1.1 Receives entry with supporting documents from Warehouse Assessment Division. Transmit Entry to Bonds Examiner.	None '	2 minutes	Receiving Clerk Warehousing Assessment Division	
	1.2 Verifies sufficiency of Bonds.	None	1 minute per entry	Bonds Examiner Bonds Division	
	1.3 Processes Entry and charges Bonds. Requires submission of photocopy of entry, original charge slip and charge bonds from Importer/Repre	Documentary Stamp for Charge Slip- Php 130.00  Documentary Stamp for Charge Bond- Php130.00	1 minute per entry		

	sentative.			
	1.4 Posts in Logbook. Entry Number, Amount of Bond, Surety Company, Expiry Date and balance of mother bond.	None	2 minutes per entry	
DED	1.5 Transmits entry together with original charge slip & charge bond and supporting documents to Supervising Bonds Examiner	None	2 minutes per entry	Releasing Clerk Bonds Division
тот	AL	Php260.00	8 minutes	

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

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

Office or Division:	WAREHOUSING ASS	SESSMENT DIVISION		
Classification:	Simple			
Type of Transaction:	G2C - Government to	Citizens;		
	G2B - Government to	Business;		
	G2G - Government to	Government		
Who may avail:	Accredited Importers and Licensed Customs Brokers or their Authorized			
	Representatives			
CHECKLIST OF REQU	QUIREMENTS WHERE TO SECURE			

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	3. Commercial Invoice (1 original)			
4. Packing List (1 origi	nal)	Client		
5. Supplemental Declaration Valuation (1 original)		Client		
6. Processing Report F	orm (1 original)	Client		
7. Boatnote, TSAD, Tra	ansshipment Permit,	Warehousing Op	erating Division	
8. Warehousing Bond (1 original)	or Re-export Bond	Surety Company	/Bonds Division	
9. Necessary permits a applicable (1 original)	nd licenses, if	Regulatory Gove	rnment Agency	
10. Single Administrative (1 original and 1 photocolors)	V/7 /	Print-out from VA	SP	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			~ ~ ~ ~	
1 Importer/ Broker	1.1 Receives the	None	2 minutes	Clerk
Importer/ Broker     lodges import	1.1 Receives the Single	None	2 minutes	Clerk Entry Processing
lodges import	1.1 Receives the Single Administrative	None	2 minutes	
·	Single	None	2 minutes	Entry Processing
lodges import entry to Value Added Service	Single Administrative Document with	None	2 minutes	Entry Processing
lodges import entry to Value Added Service Provider (VASP).	Single Administrative	None	2 minutes	Entry Processing
lodges import entry to Value Added Service Provider (VASP). After lodgment	Single Administrative Document with supporting	None	2 minutes	Entry Processing
lodges import entry to Value Added Service Provider (VASP).	Single Administrative Document with supporting documents and	None	2 minutes	Entry Processing
lodges import entry to Value Added Service Provider (VASP). After lodgment and receiving	Single Administrative Document with supporting documents and records the	None	2 minutes	Entry Processing
lodges import entry to Value Added Service Provider (VASP). After lodgment and receiving feedback from the	Single Administrative Document with supporting documents and records the vital data of the	None	2 minutes  3 minutes	Entry Processing
lodges import entry to Value Added Service Provider (VASP). After lodgment and receiving feedback from the system, submits	Single Administrative Document with supporting documents and records the vital data of the same	E CUS	SINO	Entry Processing Unit
lodges import entry to Value Added Service Provider (VASP). After lodgment and receiving feedback from the system, submits SAD with	Single Administrative Document with supporting documents and records the vital data of the same  1.2 Checks/	E CUS	SINO	Entry Processing Unit  Document Processor Entry Processing
lodges import entry to Value Added Service Provider (VASP). After lodgment and receiving feedback from the system, submits SAD with supporting	Single Administrative Document with supporting documents and records the vital data of the same  1.2 Checks/ reviews the	E CUS	SINO	Entry Processing Unit  Document Processor
lodges import entry to Value Added Service Provider (VASP). After lodgment and receiving feedback from the system, submits SAD with supporting documents to the	Single Administrative Document with supporting documents and records the vital data of the same  1.2 Checks/ reviews the completeness	E CUS	SINO	Entry Processing Unit  Document Processor Entry Processing
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	Single Administrative Document with supporting documents and records the vital data of the same  1.2 Checks/ reviews the completeness of documents	E CUS	SINO	Entry Processing Unit  Document Processor Entry Processing
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	Single Administrative Document with supporting documents and records the vital data of the same  1.2 Checks/ reviews the completeness of documents required	P CUS None	3 minutes	Document Processing Unit  Document Processor Entry Processing Unit  Clerk Warehousing
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	Single Administrative Document with supporting documents and records the vital data of the same  1.2 Checks/ reviews the completeness of documents required  1.3 Records details	P CUS None	3 minutes	Document Processing Unit  Document Processor Entry Processing Unit  Clerk Warehousing Assessment
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	Single Administrative Document with supporting documents and records the vital data of the same 1.2 Checks/ reviews the completeness of documents required 1.3 Records details of processed	P CUS None	3 minutes	Document Processing Unit  Document Processor Entry Processing Unit  Clerk Warehousing
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	Single Administrative Document with supporting documents and records the vital data of the same  1.2 Checks/ reviews the completeness of documents required  1.3 Records details of processed SAD for	P CUS None	3 minutes	Document Processing Unit  Document Processor Entry Processing Unit  Clerk Warehousing Assessment

1.4 Assignment of COO III by the Chief, EPU	None	1 minute	Chief Entry Processing Unit
1.5 Transmits the SAD/Import Entry to be received by the assigned COO	None	1 minute	Clerk Warehousing Assessment Division
1.6 Affixes signature over printed name at the examination return of the SAD	None	3 minutes	Customs Operations Officer III Warehousing Assessment Division
1.7.Records/ transmits documents to be received by Bonds Division	None	4 minutes	Clerk Warehousing Assessment Division
TOTAL	None	17 minutes	

#### 67. Assessment of Import Entries (Yellow)

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

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

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 origi	nal)	Client		
5. Supplemental Declaration Valuation (1 original)		Client		
6. Processing Report F	orm (1 original)	Client		
7. Boatnote, TSAD, Tra	ansshipment Permit,	Warehousing Ope	erating Division	
8. Warehousing Bond of (1 original)	or Re-export Bond	Surety Company/	Bonds Division	
9. Necessary permits a applicable (1 original)	nd licenses, if	Regulatory Gover	rnment Agency	
1. Single Administrative (1 original and 1 photos	V7 /	Print-out from VA	SP	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			وع مشتم	
1. Importer/ Broker lodges import entry to Value Added Service Provider (VASP). After lodgment and receiving feedback from the system, submits	1.1 Receives the Single Administrative Document with supporting documents and records the vital data of the same	None None	2 minutes	Clerk Entry Processing Unit
lodges import entry to Value Added Service Provider (VASP). After lodgment and receiving feedback from the	Single Administrative Document with supporting documents and records the vital data of the	None	2 minutes  3 minutes	Entry Processing

		None	1 minute	Chief
	1.4 Assignment of COO III by the Chief, EPU	None		Entry Processing Unit
	1.5 Transmits the SAD/Import Entry to be received by the assigned COO	None	1 minute	Clerk Warehousing Assessment Division
	1.6. (a) Performs mandatory document check	None	10 minutes	Customs Operations Officer III Warehousing Assessment
DED	1.6. (b) Validates/ applies the proper tariff classification and correct valuation of the imported goods	None	5 minutes	Division
	1.6. (c) Writes the findings and indicates discrepancy, if any, at the examination return of the SAD	None None	5 minutes	
	1.6.1 (d) Registers the findings/ assessment into the E2M System	None	2 minutes	
	1.6.1 (e) Affixes signature over printed name at the examination return of the SAD	None	2 minutes	

1.6.1 (f) Final review of findings/assess ment of the COO III, and may either approve or disapprove	None	8 minutes	Customs Operations Officer V Warehousing Assessment Division
1.6.1 (g) Re-routes the SAD to green lane prior to final assessment of the imported goods	None	2 minutes	
1.6.1 (h) Affixes signature over printed name at the examination return of the SAD		2 minutes	
1.6.1 (i) Records/transmits documents to be received by Bonds Division	None	4 minutes	Clerk Warehousing Assessment Division
TOTAL	None	50 minutes	

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

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

Office or Division:	WAREHOUSING ASSESSMENT DIVISION
Classification:	Simple

Tyme of Typescotions	626 6242727272	- Citi			
Type of Transaction:	G2C - Government t	•			
	G2B - Government t	•			
	G2G - Government to Government				
Who may avail:	Accredited Importers and Licensed Customs Brokers or their Authorized				
	Representatives				
CHECKLIST OF REQU	JIREMENTS	WHERE TO SEC	URE		
1. Single Administrative (1 original and 1 photoc	, ,	Print-out from VA	SP		
, , ,		Shipping Lines			
2. Bill of Lading/Air Wa	ybill (1 original)	Shipping Lines			
3. Commercial Invoice	(1 original)	Client			
4. Packing List (1 origi	nal)	Client			
5. Supplemental Decla original)	ration Valuation (1	Client	1		
6. Processing Report F	orm (1 original)	Client			
7. Boatnote, TSAD, Tra	ansshipment Permit,	Warehousing Operating Division			
8. Warehousing Bond of (1 original)	or Re-export Bond	Surety Company/Bonds Division			
9. Necessary permits a	nd licenses, if	Pogulatory Gover	romant Aganay		
applicable (1 original)		Regulatory Gover	Timent Agency		
Single Administrative	e Document (SAD)	Print-out from VA	SP SP		
(1 original and 1 photod	A V	Fillt-out from VASP			
	AGENCY	FEES TO BE	PROCESSING	PERSON	
	ACTIONS	PAID	TIME	RESPONSIBLE	
	13/1	- 4115			
1. Importer/ Broker	1.1 Receives the	None	2 minutes	Clerk	
lodges import	Single			Entry	
entry to Value	Administrative			Processing Unit	
Added Service	Document with				
Provider (VASP).	supporting				
After lodgment	documents and				
and receiving	records the				
feedback from the	vital data of the				
system, submits	same				

SAD with supporting documents to the Entry Processing Unit, Warehousing Assessment Division	1.2 Checks/ reviews the completeness of documents required 1.3 Records details of processed SAD for assignment to	None None	3 minutes 3 minutes	Document Processor Entry Processing Unit  Clerk Warehousing Assessment Division
	1.4 Assignment of COO III by the Chief, EPU	None	1 minute	Chief Entry Processing Unit
EP	1.5 Transmits the SAD/Import Entry to be received by the assigned COO III	None	1 minute	Clerk Warehousing Assessment Division
Importer/Authorized Broker requests that the shipment be transferred/readied either for physical examination or x-ray	1.6. (a) Verify with Asian Terminals, Inc. (ATI) whether the shipment is tagged for x-ray or not	NONE	1 minute	Customs Operations Officer V Warehousing Assessment Division
	1.6. (b) Perform mandatory document check  1.6. (c) Conduct physical examination	None	1 hour and 15 minutes	Customs Operations Officer III Warehousing Assessment Division
	1.6. (d) Validate/apply the proper tariff classification and correct valuation of the			

	inon out and are and a		
	imported goods		
	1.6.(e) Write the		
	findings and		
	indicates		
	discrepancy, if		
	any, at the		
	examination		
	return of the		
	SAD, based on		
	the examination		
	made	T	
	1.6. (f) Registers	I OF	
	the	A.	
	findings/assess ment into the		
/	Check At the control of the control		
/ 8	E2M System	T OF	
[E	1.6. (g) Affixes		
	signature over		\
A	printed name		
	on the		
	examination	170	
18	return of the		
	SAD	2/	
	1000		
	1.6. (h) Final review	None 8 minutes	
	of		Operations
	findings/assess	715	Officer V
	ment of the	F CUST	Warehousing
	COO III, and		Assessment
	may either		Division
	approve or		
	disapprove		
	1.6. (i) Re-routes		
	the SAD to		
	green lane prior		
	to final		
	assessment of		
	the imported		
	goods		
	3		

1.6. (j) Affixes signature over printed name at the examination return of the SAD			
1.7 Records/ transmits documents to be received by Bonds Division	None	4 minutes	Clerk Warehousing Assessment Division
TOTAL	None	1 hour, 38 minutes	

#### 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 Addes Service Provider (VASP) / Accredited Information Processor (AIP) front-end system.

Office or Division:	Office of the Deputy Collector for Operations			
Classification:	Simple			
Type of Transaction:	G2C - Government t	o Citizens		
	G2B - Government t	o Business		
Who may avail:	CY-CFS Operators, Importer, CBW Operator, Customs Broker or their Authorized Representative/s			
CHECKLIST OF REQU	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
Filled-out BC Form 204	with Documentary	BOC Forms Section		
Stamps (1 original)				
Print-out of the Electron	nic Transit Permit	E2m system thru VASPs		
Single Administrative D	ocument (P-SAD) (1			
original)				
One (1) valid ID of CY-CFS Authorized		CY-CFS Operator		
Representative				
Master Bill of Lading in	dorsed by the	Shipping Lines		
Shipping Lines (1 origin	Shipping Lines (1 original)			

Certificate of No Discrepancy & No Further		Further Co	Consolidator/Freight Forwarder		
Amendment	to B/L (1 original)				
Letter Authorizing CY-CFS Operator to		or to Co	Consolidator/Freight Forwarder		
Strip/Devan Cons	olidated Cargo (1	original)			
Inward Foreign Ma	anifest duly certifi	ed by E2	2m system thru	VASPs	
the Shipping Lines	-	•	·		
Forwarder (1 origi					
CLIENT STEPS	AGENCY	F	EES TO BE	PROCESSING	PERSON
	ACTIONS		PAID	TIME	RESPONSIBLE
1. Submit the	BC 1.1 Receiv	e and	PHP130.00	3 minutes	Receiving Clerk
Form 204	check t	he [	Documentary		Office of the
(Permit to	comple	teness	Stamp		Deputy Collector
Transfer to		E.N.	OF		for Operations
Outside C'	. 19	ents	1		
CFS) toge	W A. V.				
with the	stamp t	the		1	
attachmen	/ 7 /	with the		T.	
	corresp	onding			
/	Control	1		20	
	Numbe	//	IIIIIIIIIIIII	2 (3)	
	1.2 Check	the	None	1 minute	Document
	validity	of the			Processor
\	Freight	540	Sale Control		Office of the
\	Forwar	100		/	Deputy Collector
9.1		tion with		- 2	for Operations
	DTI Fa	ir Trade			
	and			0	
	Enforce	ement		0/	
	Bureau	(online)	-115	/	
	1.3 Check		None	5 minutes	Manifest Clerk
	Master	Bill of			Office of the
	Lading	and			Deputy Collector
	match t				for Operations
	same w	vith the			
	Inward	Foreign			
	Manifes	-			
	the Ele	ctronic			
	Manifes	st lodged			
	in the E	_			
	System				
	,				

1.4 Approval/ Disapproval of the Permit to Transfer	None	2 minutes	Deputy Collector for Operations
1.5 Approve/ Disapprove the Electronic Transit Permit Single Administrative Document (P- SAD) in the E2M	None	1 minute	Customs Operations Officer V Office of the Deputy Collector for Operations
1.6 Execute the ATI Online Release System (OLRS)	None	1 minute	OLRS Clerk Office of the Deputy Collector for Operations
1.7 Record documents in the outgoing logbook and forward the same to the Office of the Chief, Piers and Inspection Division	None	2 minutes	Receiving/ Outgoing Clerk Office of the Deputy Collector for Operations
TOTAL	PHP130.00	15 minutes	

### 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)

Office or Division:	Office of the Deputy Collector for Operations				
Classification:	Simple				
Type of Transaction:  Who may avail:	G2C - Government to Citizens G2B - Government to Business  PEZA Locators, Importer, CBW Operator, Customs Broker or their				
	Authorized Represei	ntative/s			
CHECKLIST OF REQU	JIREMENTS	WHERE TO SEC	URE		
Temporary Assessmen	t Notice (1 original)	Print-out of stored Value Added Serv		ŭ	
TSAD Print out (1 origin	nal)	Print-out of stored Value Added Serv		•	
General Transport Sure photocopy)	ety Bond (1	Surety Bonds file	d at Bonds Divisio	on	
Bill of Lading (1 origina	1) >	Shipping Lines			
Commercial Invoice (1	original)	Consignee/PEZA	or Freezone Loc	ator	
Packing List (1 original		Consignee/PEZA	ignee/PEZA or Freezone Locator		
Import/Admission Perm	nit (1 original)	PEZA or Freeport	t Zone Authority	Authority	
Permits & Clearances, original)	if applicable (1	Regulating Office Concerned			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
	ACTIONS	PAID	TIME	RESPONSIBLE	
1. 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	1.1 Receive and check the completeness of documents and stamp document number	D&F - Php40.00 CTF - Php710.00 IPF - Php250.00 IRS - Php30.00	3 minutes	Receiving Clerk Office of the Deputy Collector for Operations	

processing.				
	1.2 Match the	None	2 minutes	Manifest Clerk
	details of the			Office of the
	shipment in the			Deputy Collector
	Bill of Lading			for Operations
	versus the			
	Electronic			
	Manifest			
	submitted in			
	e2M			
	1.3 Check the	None	3 minutes	Bonds Clerk
	availability of	D		Office of the
	General	A CONTRACTOR		Deputy Collector
	Transport		1	for Operations
/ -	Surety Bond		T.	
/2	(GTSB) to			
15-3	cover the duties		20	
	and taxes to be	I II II II III III III III III III III		
	released			
	1.4 Check the	None	8 minutes	Customs
	authenticity of	None	o minutes	Operations
15	the Goods		/	Officer III
	Declaration and		22/	Office of the
1	attached		2	Deputy Collector
	documents		01	for Operations
	1.5 Verify the	F CUS		
	Import/	7115		
	Admission	F CU		
	Permit and			
	mark the same			
	as "USED"			
	1.6 Update the			
	Goods			
	Declaration			
	(TSAD) in the			
	E2M System			
	-			
	1.7 Approval/	None	1 minute	Deputy Collector
	Disapproval of			for Operations
	Goods			Office of the

	Declaration			Deputy Collector for Operations
	1.8 Check and execute Final Assessment of Goods Declaration in e2M	None	5 minutes	Customs Operations Officer V Office of the Deputy Collector for Operations
A B	1.9 Record and Stamp "Documentatio n Completed" and transmits Goods Declaration to Piers Inspection Division (PID)	None	3 minutes	Receiving/ Outgoing Clerk Office of the Deputy Collector for Operations
тоти	AL	PHP1,030.00	25 minutes	

### 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)

Office or Division:	Office of the Deputy Collector for Operations
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business
Who may avail:	Importer, CBW Operator, Customs Broker or their Authorized Representative/s

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the Deputy Collector for Operations (1 original)		Freight Forwarder or Shipping Lines, whichever is applicable		
One (1) valid identificative (1 photo		Freight Forwarde applicable	r or Shipping Line	es, whichever is
House and Master Bill photocopy)	of Lading (1	Freight Forwarde applicable	r or Shipping Line	es, whichever is
BOC Official Receipt (	1 original)	BOC Cash Division	on	
If the Requesting Par	ty is a Forwarder, in	addition to Requi	rements #1 to #4	4 above:
*Co-Loading Certificati	on (1 original)	Piers and Inspect Office of the Dep		Operations
*Philippine Shipper's C Accreditation (1 photos		FTEB-DTI	7	
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
5	ACTIONS	PAID	TIME	RESPONSIBLE
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	Receiving Clerk Office of the Deputy Collector for Operations
Operations	1.2 Evaluate the documents submitted  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	PHP1,000 to 10,000 Penalty to Section 3.13 of CMO 19-2015	5 minutes	Manifest Clerk Office of the Deputy Collector for Operations

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

#### 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.

Office or Division:	Public/Private Bonded Warehouse Division				
Classification:	Simple				
Type of Transaction:	G2C - Government t	o Citizens			
	G2B - Government t	o Business	PA		
Who may avail:	Authorized Bonded	Warehouse	Operator		
CHECKLIST OF REQU	JIREMENTS	WHERE T	O SECURE	\	
Warehousing Single Ad	Iministrative	E2M Cust	oms System thru	accredited VASP	
Document (WSAD) (1 d	original)		Si Cartino		
Temporary Assessmen	t Notice (1 original)	Freight Fo		ng Lines, whichever is	
Bill of Lading (1 original		Shipping Lines			
Commercial Invoice (1	original)	Shipper/Supplier Abroad			
Packing List (1 original)	P	Shipper/Supplier Abroad			
Surety Bond (1 photoco	рру)	Bonds Div	rision		
Mission Order (1 origina	al)	Public/Priv	Public/Private Bonded Warehouse Division		
Other permits and licen	ses if applicable (1	Regulatory Government Agency			
original)					
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON	
	ACTIONS	TO BE PAID	TIME	RESPONSIBLE	
1. Lodge Single	1.1 Receive SAD	None	5 minutes	EPU Clerk, COO III and	
Administrative	and supporting	COO V Warehous			
Document (SAD) thru	documents and			Assessment Division	
BOC accredited Value	assign COO III				
Added Service	and COO V to				
Provider (VASP), print	process the				

SAD and submit it	o rotus /			
	entry			
together with				
supporting documents				
	1.2 Register and	None	30 minutes	
	assess duties	110110	(selected	
	and taxes on		Yellow)	
	the shipment,		i chow)	
	conduct		1 hour	
	physical		(selected RED)	
	examination if		(Scicotca INEB)	
	applicable			
	1.3 Upon Final			
	Assessment,	Ox		
	transmit	OF	1	
	documents to	A. Company	47	
	Bonds Division		FIL	
/_	Dorida Division		100	
	1.4 Receive	None	10 minutes	Bonds Examiner Bonds
	documents and			Division
	post Surety	Million		\
	Bond equivalent to		Sieres	
	100% of			
	assessed	. A		
	duties and			
100	taxes		2	/
\ (	1.5 Transmit			
	documents to			
	Operating		~0/	
	Division		2	
	concerned		P	
	1.6 Receive/Check	None	10 minutes	Account Officer
	completeness	140110	10 111111111111111111111111111111111111	Public/Private Bonded
	of documents			Warehouse Division
	and record			(PPBWD)
	details in the			
	Logbook of			
	Accounts			
	1.7 Prepare Mission			
	Order and			
	Customs Guard			
	1.7 Prepare Mission Order and assign			
	Customs Guard			

to underguard the shipment			
1.8 Transmit documents to Warehousing Documentation and Records Division (WDRD) for safekeeping			
1.9 Receive and record documents for safekeeping	None	5 minutes	Records Custodian WDRD
TOTAL	None	1 hour, 30 minutes	

# 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)

Office or Division:	Public/Private Bonded Warehouse Division			
Classification:	Simple	F COD		
Type of Transaction:	G2C - Government t	o Citizens		
	G2B - Government to	o Business		
Who may avail:	Authorized Bonded Warehouse Operator			
CHECKLIST OF REQU	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make written request for creation of Staging B/L (dummy B/L) for payment of duties and taxes addressed to the District Collector of the Port thru the Operating Division	1. Endorse written request to the District Collector thru the Office of the Deputy Collector for Operations	None	30 minutes	Account Clerk, PPBWD
2. Lodge SAD via VASP once staging B/L is created	2. Upon approval of request, the District Collector shall authorize the creation of staging B/L in the E2M Customs System	None	1 minute	Account Clerk, PPBWD
3. Submit the newly lodged SAD together with the previously processed entry and other import documents to Warehousing Assessment Division	3.1 Receive complete documents and compute total duties, taxes and other charges to be paid  3.2 Sign order of payment form	Amount Payable =Customs Duty+VAT+Excise Tax, if any+Surcharge, if any+IPF+Contain er Security Fee+Customs Documentary Stamp	15 minutes	COO III Warehousing Assessment Division
4. Pay duties and taxes thru accredited authorized agent bank (PASS 5) and print SSDT	4. Receive complete documents and record details in the Logbook of Accounts	None	10 minutes	Account Officer PPBWD

5. Submit SSDT, withdrawal entry and other supporting documents to the Operating Division	5.1 Transmit documents to Warehousing Documentation and Records Division	None	5 minutes	Clerk, PPBWD
	5.2 Report payment as collection of the Operating Division to the Office of the District Collector	None	1 minute	Clerk, PPBWD
	5.3 Receive and record documents for safekeeping	None	5 minutes	Records Custodian WDRD
тот	AL II	Depending upon the total duties and taxes payable as shown above	1 hour and 7 minutes	

### 74. Customs Bonded Warehouse Inspection

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

Office or Division:	Warehousing Inspecti	ion Division			
Classification:	Simple				
Type of	G2C - Government to	G2C - Government to Citizens			
Transaction:	G2B - Government to Business				
Who may avail:	Importer, CBW Operator, Customs Broker or their authorized representative				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter request of applicant or indorsement from operating Division (1 original)		Client or Operating Division			

Plant lay-out with mea	asurements (1	Client			
Contract of Lease or Title to the Land (1 original)		Client			
Vicinity Map (1 origina	al)	Client			
List of Machineries (1	original)	Client			
Business/Mayor's Per	mit (1 original)	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
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	Clerk Warehousing Inspection Division	
THE PARTY OF THE P	1.2 Assigns a WID Inspector on the request for CBW inspection for appropriate action	None	5 minutes	Chief Warehousing Inspection Division	
	1.3 Conducts ocular inspection of the CBW premises  1.4 Prepares and submits an Inspection Report with equivalent recommendation and observation	None R CUS	3 days	Inspector Warehousing Inspection Division	
	to the Chief 1.5 Reviews and evaluates the report	None	20 minutes	Chief Warehousing Inspection Division	
	1.6 If in accord, endorses the Report back to	None	1 minute	Clerk Warehousing Inspection	

the requesting office			Division
TOTAL	None	3 days, 31 minutes	

#### 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

Office or Division:	Customs Container Control Division				
Classification:	Simple		7		
Type of Transaction:	G2C - Government t	o Citizens			
国	G2B - Government t	o Business	101		
Who may avail:	Authorized Agents o	r their Authorized F	Representatives		
	Exporters	~			
CHECKLIST OF REQU	JIREMENTS	WHERE TO SEC	URE		
Verifies Export Declara signed by Export Division authority to load. (1 original contents)	on stamped with	ped with Export Division			
Supporting Documents prohibited/Regulated cophotocopy)	/Certifications for	ertifications for			
CI,CIL and Boat Note for original and 1 photocop declaration)	•	Export Division, Warehousing Assessment Division			
CLIENT STEPS	AGENCY	FEES TO BE PROCESSING PERSON			
	ACTIONS	PAID	TIME	RESPONSIBLE	
Submits the Export     Declaration	1.1 Receives request	None	1 minute	Receiving Clerk Customs Container Control Division	

1.2 Check completeness of documents  1.3 Forward to Record Officer/ Custodian	None None	3 minutes  1 minute	
1.4 Record/post CCCDs control number on the entry and office logbook	None	5 minutes	Inspector Customs Container Control Division
1.5 Forward to the Chief for final approval.	None	1 minute	Assistant Chief/ Senior Loading Inspector Customs Container Control Division
1.6 Sign and approved the permit/s	None	1 minute	Chief Customs Container Control Division
TOTAL	None	12 Minutes	

## 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

Office or Division:	Customs Container Control Division			
Classification:	Cimple			
Ciassification.	Simple			
Type of Transaction:	G2C - Government t	o Citizens		
	G2B - Government to Business			
Who may avail:	Authorized Agents or their Authorized Representatives			
	Exporters			
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE		

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 photo	осору)	Shipping Lines		
Stripping form (1 origin	al)	Warehouse		
Duly Accomplished shu Permit/Form with Docu original)	=	Customs Container Control Division		
Attached Bill of lading, packing list and invoice		Authorized Agent Representatives/ Exporters	s or their Authoriz	zed
Processed Export Dec (1 photocopy)	laration Permit (ED)	Export Division	1	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request attaching all necessary documents	1.1 Receive request	None	1 minute	Clerk Customs Container Control Division
/5	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
ТОТ	AL	None	11 Minutes	

#### 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.

Office or Division:	Auction and Cargo D	Disposal Division			
Classification:	Complex				
Type of Transaction:	G2C - Government t	o Citizens			
	G2B - Government t	o Business			
Who may avail:	Interested Bidders o	r their Authorized F	Representatives		
CHECKLIST OF REQU	JIREMENTS	WHERE TO SEC	URE		
Notarized Bidders Infor original copy)	mation Sheet (1	Auction and Carg	o Disposal Divisio	on	
Two (2) government-iss Company's ID (1 photo	V A	Discretion of the	applicant		
Income and Business 1 stamped and received	Income and Business Tax Return (duly stamped and received by the BIR with a validated tax payment made thereon) (1		Bureau of Internal Revenue		
Business Permit issued	Business Permit issued by the City/Municipal Hall (1 notarized copy from		Mayor's Office		
Certificate of Registrati	on of Business	Department of Tra	ade and Industry	1	
issued by DTI or SEC (	1 notarized copy	Securities and Exchange Commission			
from the issuing agency	y)				
Community Tax Certific		City/ Municipal Ha			
National Food Authority		National Food Au	thority		
notarized copy from the					
Sugar Regulatory Administration License (for sugar) (1 notarized copy from the issuing agency)		Sugar Regulatory Administration			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
	ACTIONS	PAID	TIME	RESPONSIBLE	
Submission of Requirements Before the Public Auction	1.1 Interested bidder will secure the Bidder's	None 1 minute Staff Office of the Chief, ACDL POM			

	Information			
	Sheet at the			
	Office of the			
	Auction and			
	Cargo Disposal			
	Division - Port			
	of Manila.			
	1.2 The interested	None	2 minutes	Staff
	bidder will be			Office of the
	informed on all			Chief, ACDD-
	the			POM
	requirements/at			
	tachments			
	needed when	000		
	the Notarized	THE Y		
	Bidder's	17		
	Information		1	
/ -	Sheet is		T	
/0	submitted back			
	to ACDD.			
	1.3 Interested	None	2 minutes	Receiving Staff,
	bidder will	None	Z minutes	Office of the
	submit the		= '1	Chief, ACDD-
	Notarized	LEB	= /	POM
	Bidders'	<b>10</b>	= /	FOW
10	Information		= 0	
\ (	Sheet in a			
			2	
	folder with		0/	
	complete	-01	-	
	requirements.	0117	AE andres Con	Applement Of the
	1.4 The submitted	None	15 minutes	Assigned Staff
	folder will be			Office of the
	checked for			Chief, ACDD-
	completeness			POM
	and verified for			
	authenticity by			
	an assigned			
	ACDD staff.			
	1.5 Special Power	None	1 minute	Assigned Staff
	of Attorney will			Office of the
	be submitted to			Chief, ACDD-
	ACDD in behalf			POM
	of the			

	registered			
	bidder if the			
	same cannot			
	attend the			
	scheduled			
	public auction.			
Payment of	2.1 Interested	Php2,020.00	1 minute	Assigned Staff
Registration	bidder will			Office of the
Fee every	secure the			Chief, ACDD-
Scheduled	Order of			POM
Public Auction	Payment Form			
	at the ACDD			
	and proceed to			
	Collection	OD		
	Division to pay	- T		
	the registration			
/	fee.			
/ \	2.1 Interested	None	2 minutes	Assigned Staff
/0	V. A	None	2 minutes	Office of the
	bidder will			Chief, ACDD-
	return the	I Billion		POM
	original	سند ( روزوران	- Cale	POIVI
	Payment		= 52	
	Receipt at the	1.5k.	= /	
	ACDD and will	**CO	= /	
15	register and		- ča /	
\ (	sign in the		- 31	
1	Registration		2	
	Logbook.		01	
	1.1 Winning bidder	Winning bid	1 minute	Assigned Staff
Processes in	will submit the	price		Office of the
the Release of	Original	F CU		Chief, ACDD-
the Auctioned	Receipt of			POM
GOODS	Payment to			
	ACDD.			
	1.2 ACDD will	None	1 hour	Assigned Staff
	make the	110110	. 11001	Office of the
	Notice of			Chief, ACDD-
	Award and			POM
				1 Olvi
	Gatepass to be			
	signed by the			
	Chief, ACDD.			

1.3 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
1.4.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
1.4.b 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
1.5 Dissemination of Notice for the Release of auctioned goods to all concerned BOC offices (From ACDD to ODC to all concerned offices).	None	1day	Assigned Staff and Messenger, Office of the Chief, ACDD- POM
1.6 Witness the actual release of auctioned goods	None	1day	Assigned Staff, Office of the Chief, ACDD- POM
TOTAL	Php2,020.00	6 days, 7hours, 25 minutes	

#### 78. Condemnation

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

Office or Division:	Auction and Cargo Disposal Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business			
Who may avail:	Interested Contracto	rs / Disposal Facility		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent (duly signed registered owner of aut representative) (1 original properties)	horized	To be submitted by the applicant.		
Company Profile (1 orig	ginal copy)	To be submitted by the applicant.		
List of Services Offered	I (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 owned and located at the photos) (1 original copy	he facility/ plant (with	To be submitted by the applicant.		
Articles of Incorporation, By Laws and latest General Information Sheet duly received and stamped by the Sec (for corporate entities) (1 notarized copy by the issuing agency)		Securities and Exchange Commission		
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 from the issuing agence	`	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 Resouces		
Current Transporter Re (if applicable) (1 notariz 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			
Се	dated City/Municipartificate (1 notarized uing agency)		Office of the City	/ Municipal Mayo	r
Re app	olication (1 notarized uing agency)	orevious years before d copy from the	Bureau of Internal Revenue		
pre	dited Financial State evious years before otocopy)	ement for the two (2) application (1	To be submitted I	by the applicant.	
CL	IENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
		ACTIONS	PAID	TIME	RESPONSIBLE
1.	Submission of Requirements including complete attachement 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 disseminated (From ACDD to ODC to concerned offices).	None R CUS	1 day	Clerk, Office of the Chief, ACDD-POM
		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	Committee members from: ACDD, Law Division, ACDMD, ESS & CIIS
ED	1.4b Accreditation of the Waste Disposal Contractor (to be signed by the Condemnation Committee and the District Collector)	None	3 days	District Collector, ACDD, Law Division, ACDMD, ESS & CIIS
1. Awarding of Order of Condemnation Plan to a Registered Waste Disposal Contractor	1.1 Preparation of the Order of Condemnation Plan	None	1day	Clerk, Office of the Chief, ACDD-POM
	1.2 For Approval and Signature by the Condemantion Committee and the District Collector of the Order of Condemnation Plan	None	1day	Members of the Condemnation Committee and the District Collector
	1.3 Gatepass is made and issued (pink copy) to the	None	1 day	Clerk, Office of the Chief, ACDD-POM

	T	T		
	Waste Disposal			
	Contractor			
	1.4 Waiver of			
	Storage			
	Charges is			Clerk, Office of
	made and			
	forwarded to	None	1 month	the Chief,
				ACDD-POM
	ATI (From			
	ACDD to ODC			
	to ATI)			
	1.5 Request	T 0		
	Untagging of	LUP		
	Hold/Duty			Clerk, Office of
	Stop/Xray Tag	None	1 day	the Chief,
	(From ACDD to	None	Tuay	ACDD-POM
/ -	ODC to		A	
/0	concerned			
	offices)			
	1.6 Dissemination	I IIIIIIII		
	of Notice for the	عنقه المراواة الأ	- Cast	
	Release of			
	Condemned	1.5%		
	Goods to all	70	= /	Clerk, Office of
15			- ča /	
\ \	concerned	None	1 day	the Chief,
1,	BOC offices		2	ACDD-POM
	(From ACDD to		01	
	ODC to all	- 1		
	concerned	-115		
	offices)	F CUS		
				01.1
	4 7 14 11			Clerk,
	1.7 Witness the	None	2 days	Office of the
	Actual	None	3 days	Chief, ACDD-
	Condemnation			POM
			1 month 16	
TOTA	<b>AL</b>	None	days and 15	
			minutes	

#### 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.

Office or Division:	Auction and Cargo Disposal Division				
Classification:	Simple				
Type of	G2C - Government to	G2C - Government to Citizens			
Transaction:	G2B - Government to I	Business			
Who may avail:	Brokers or Authorized	Representatives			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SEC	URE		
Indorsement from the	e Law Division (1	Office of the Law	Division		
original copy) with co	mplete attachments		T		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE	
5		PAID	TIME	RESPONSIBLE	
Submission of Indorsement	1.1 Indorsement from the Law Division	None	2 minutes	Clerk, Office of the Chief, ACDD-	
from the Law	is received by the	4		POM	
Division	ACDD.	6	= /		
	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	Encoder 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	Encoder Office of the Chief, ACDD- POM	

	1.2c Disposition  Form to all  concerned offices  to witness the  segregation	None	5 minutes	Encoder Office of the Chief, ACDD- POM
	1.3 All correspondence is forwarded to the Chief, ACDD for signature.	None	5 minutes	Chief ACDD
	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	Clerk, Office of the Chief, ACDD- POM
	1.5 Disposition Form for the signature of the District Collector	None	1 hour	District Collector Office of the District Collector
2. Actual Segregation , Drafting of report and 2nd Indorsemen t to the Law Division	2.1 Signed letter to ATI will be released to the broker or representative and to be handcarried to ATI for payment of services.	None	1 day	Clerk, Office of the Chief, ACDD- POM
	2.2 As coordinated with ATI, the broker or representative will inform ACDD the schedule of segregation.	None	5 minutes	Clerk, Office of the Chief, ACDD- POM
	2.3 ACDD will disseminate the schedule of the segregation to all	None	15 minutes	Messenger, Office of the Chief, ACDD- POM

concerned offices.			
2.4 Witness the actual segregation of seized goods	None	1 hour	Clerk, Office of the Chief, ACDD- POM
2.5 Reports are made and 2nd Indorsement is returned to the Law Division informing the segregation of the seized goods.	None	1 hour	Clerk, Office of the Chief, ACDD- POM
TOTAL		1 day, 3 hours and 52 minutes	

#### 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.

Office or Division:	Auction and Cargo Disposal Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
	G2B - Government to Business			
Who may avail:	Brokers or Authorized Representatives			
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE		
Indorsement from the L original copy) with com	`	Office of the Law	Division	
Attached Bill of Lading	(1 photocopy)	Brokers or Authorized Representatives		tives
CLIENT STEPS	AGENCY	FEES TO BE PROCESSING PERSON		
	ACTIONS	PAID	TIME	RESPONSIBLE

Submission of Indorsement from the Law Division	1.1 Indorsement from the Law Division is received by the ACDD.	None	2 minutes	Receiving Staff 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	Encoder Office of the Chief, ACDD- POM
DEPA	1.3 The memorandum is forwarded to the Chief, ACDD for signature.	None	5 minutes	Chief Auction and Cargo Disposal Division
BO	1.4 Memorandum is encoded as outgoing communication and released by ACDD.	None	5 minutes	Encoder Office of the Chief, ACDD- POM
TOTA	T GO	None	17 minutes	

# 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.

Office or Division:	Miscellaneous Manu	ufacturing Bonded \	Warehouse Divisi	on-Port Concern
Classification:	Simple			
Type of Transaction:	G2C - Government t G2B - Government t			
Who may avail:	Authorized Bonded	Warehouse Operat	or	
CHECKLIST OF REQU	JIREMENTS	WHERE TO SEC	URE	
BOC Single Administra original)	tive Document (1	Bureau of Custon	ns thru accredited	I VASP
Temporary Assessment original)	t Notice (TAN) (1	Bureau of Customs thru accredited VASP		
Bill of Lading (1 origina	1)	Shipping Lines	80	
Commercial Invoice (1	original)	Shipper/Supplier	Abroad	
Packing List (1 original)		Shipper/Supplier	Abroad	
Surety Bond (1 original)		Bonds Divisions		
Boatnote (1 original)		Miscellaneous Ma Division- Port of N		ded Warehouse
Mission Order (1 origin	al)	167	./	
Other permits and licer	se if applicable	Importer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodges Warehousing Entry at VASP, prints Temporary Assessment	1.1 Receives documents by WAD  1.2 Registers and	None	10 minutes	Receiving Clerk Warehousing Assessment Division
Notice and submits it together with the hard copy of Single	assesses duties and taxes on the warehousing entry			

(SAD) and other supporting documents	Receives documents and posts bonds equivalent to 100% of assessed duties and taxes Transmits warehousing entry to	None	5 minutes	Bonds Examiner Bonds Division
(SAD) and other supporting documents	Receives documents and posts bonds equivalent to 100% of assessed duties and taxes Transmits warehousing	None	5 minutes	
(SAD) and other supporting documents	Receives documents and posts bonds equivalent to 100% of assessed duties and taxes Transmits warehousing	None	5 minutes	
supporting documents	Receives documents and posts bonds equivalent to 100% of assessed duties and taxes Transmits warehousing	None	5 minutes	
documents	documents and posts bonds equivalent to 100% of assessed duties and taxes Transmits warehousing	None	5 minutes	
	documents and posts bonds equivalent to 100% of assessed duties and taxes Transmits warehousing	None	5 minutes	
1.4	documents and posts bonds equivalent to 100% of assessed duties and taxes Transmits warehousing	None	5 minutes	
	and posts bonds equivalent to 100% of assessed duties and taxes Transmits warehousing	OF		Bonds Division
	and posts bonds equivalent to 100% of assessed duties and taxes Transmits warehousing	OF		Bondo Biviolon
	bonds equivalent to 100% of assessed duties and taxes  Transmits warehousing	OF		
	equivalent to 100% of assessed duties and taxes  Transmits warehousing	OF		
	100% of assessed duties and taxes  Transmits warehousing	OF		
	assessed duties and taxes Transmits warehousing	OF		
	duties and taxes  Transmits warehousing	OF		
	duties and taxes  Transmits warehousing	OF		
	taxes  Transmits  warehousing	OF		
	Transmits warehousing	OF		
	warehousing	OF		1
	warehousing	OH D		1
1.5		(D)		1
	entry to	Later V		
	Citti y to			
/0-	MMBWD			
1.6	Receives	PHP130.00	5 minutes	Account Officer
	documents and		N Y A N	MMBWD
/2/	records details	Docs. stamps	1	IVIIVIDAAD
1 5		for Boatnote	7 3	
	in logbook of	Billion .		
	Accounts	1-11-11		
1.7	Prepares			
	Mission Order	<b>3</b>		
	and Boatnote	3.0		
1 59	and assigns		/	
	Customs Guard		- 20/	
104				
1 10	to underguard		2/	
	the shipment		01/	
1				
1.8	Transmits	CUST		1
	documents to	T MIP		
				1
	Warehousing			
	Documentation			1
	and Records			1
	Division for			
	safekeeping			
1.9	Receives	None	5 minutes	Records Clerk
	documents			Warehousing
	accamonto			Documentation
	O Desards			
1.1				and Records
				Division
	documents for			
	safekeeping			
	and stores documents for safekeeping			Division

TOTAL	PHP 130.00	25 minutes	
			1

#### 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.

Office or Division:	GARMENTS TEXTII DIVISION	TILE MANUFACTURING BONDED WAREHOUSE		
Classification:	Simple	1		
Type of Transaction:	G2C - Government t			
6	G2B - Government t	o Business	15.	
Who may avail:	Importer, CBW Operator, Customs Broker or their Authorized Representative/s			rized
CHECKLIST OF REQU	JIREMENTS	WHERE TO SEC	URE	
Single Administrative     (1 original)	Document (SAD)	Client		
2. Bill of Lading (1 origi	nal)	Shipping Lines	2	
3. Packing List (1 origin	nal)	Client	0/	
4. Commercial Invoice	(1 original)	Client		
5. Warehousing Bond original)	or Re-export Bond (1	Surety Company/	Bonds Division	
6. Permit, if applicable (1 original)		Regulatory Gover	rnment Agency	
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
1. CBW Operator/	1.1 Receives RS	None	30 minutes	Warehouseman
Authorized	and if in order,			Operating
Representative	release the raw			Division
prepares	materials to the			
Requisition Slip	CBW Operator			

Form and submits	1.2 Have copy of			
to the assigned	the Requisition			
Warehouseman at	Slip to the			
CBW	Account Officer			
	at the CBW			
	Operating			
	Division for			
	recording			
тоти	AL .	None	30 minutes	

## 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)

Office or Division:	Miscellaneous Man Manila	ufacturing Bonde	ed Warehouse Di	vision- Port of
Classification:	Simple			
Type of Transaction:	G2C - Government	to Citizens		
	G2B - Government	to Business	20 CT	
Who may avail:	<b>Authorized Bonded</b>	Warehouse Ope	erator	
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE		
Letter Request to WDRD (	1 original)	Customs Bonde	ed Warehouse O	perator
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CBW     Operator/Authorized     Representative submit     letter request for     payment of annual     warehouse supervision     fee	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
Operator forwards     approval Order of     Payment to Cash     Division.	2. 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	3. Receive copy of BCOR	None	2 minutes	Clerk WDRD and MMBWD
Division (MMBWD)				
TOTAL		Payment per classification	32 minutes	
		as		
		prescribed		
		above		

<sup>\*</sup>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.

Office or Division:	GARMENTS TEXTI DIVISION	LE MANUFAC	TURING BONDE	D WAREHOUSE
Classification:	Simple		- 6	
Type of Transaction:	G2C - Government	to Citizens		
	G2B - Government	to Business		
Who may avail:	CBW Operator, Auth	norized Repres	sentative	
CHECKLIST OF REQUIR	EMENTS	WHERE TO	SECURE	
	17/1	-115	·/	
Letter Request (1 original)	OF	Client		
Copy of the Original Impor	rt Entry and Import	Client		
Documents (1 original)		Client		
Certification of the Wareho	ouseman that the			
materials subject of reque		Warehousem	nan	
the Warehouse (1 original	<b>'</b>			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
CBW Operator submits documentary requirements to the Operating Division	1.1 Receives the letter request, check all documentary requirements and if in order,	Php115.00	10 minutes	Account Officer Operating Division

60	T		T
affix initials on			
the			
indorsement			
prepared			
1.2 Affix his initial	None	10 minutes	Deputy Collector
on the			for Operations
Indorsement to			
signify			
concurrence			
and have it			
transmitted to			
the Office of			
the District			
Collector	0		
1.3 Affix signature	None	10 minutes	District Collector
on	A		
Indorsement to	1		
signify		1	
approval and		TA	
have it			
transmitted			
back to the	Elma-		
Operation			
		000	
Division			4 055
1.4 Record in the	None	10 minutes	Account Officer
1.4 Record in the logbook as	None	10 minutes	Operating
1.4 Record in the logbook as approved by	None	10 minutes	
1.4 Record in the logbook as approved by the District	None	10 minutes	Operating
1.4 Record in the logbook as approved by the District Collector and	None	10 minutes	Operating
1.4 Record in the logbook as approved by the District Collector and forwards an	None	10 minutes	Operating
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy	None	10 minutes	Operating
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the	None	10 minutes	Operating
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema	None	10 minutes	Operating
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW	None	10 minutes	Operating
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through	None	10 minutes	Operating
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through fax/email.	CUS	SINO	Operating Division
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through fax/email.  1.5 After receipt of	None	10 minutes  5 minutes	Operating Division  Warehouseman
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through fax/email.  1.5 After receipt of copy of	CUS	SINO	Operating Division
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through fax/email.  1.5 After receipt of copy of approval	CUS	SINO	Operating Division  Warehouseman
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through fax/email.  1.5 After receipt of copy of approval through	CUS	SINO	Operating Division  Warehouseman
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through fax/email.  1.5 After receipt of copy of approval through fax/email,	CUS	SINO	Operating Division  Warehouseman
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through fax/email.  1.5 After receipt of copy of approval through fax/email, record in the	CUS	SINO	Operating Division  Warehouseman
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through fax/email.  1.5 After receipt of copy of approval through fax/email, record in the warehouse	CUS	SINO	Operating Division  Warehouseman
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through fax/email.  1.5 After receipt of copy of approval through fax/email, record in the warehouse logbook the	CUS	SINO	Operating Division  Warehouseman
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through fax/email.  1.5 After receipt of copy of approval through fax/email, record in the warehouse logbook the new extended	CUS	SINO	Operating Division  Warehouseman
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through fax/email.  1.5 After receipt of copy of approval through fax/email, record in the warehouse logbook the new extended date	None	5 minutes	Operating Division  Warehouseman
1.4 Record in the logbook as approved by the District Collector and forwards an advance copy to the Warehousema n at the CBW through fax/email.  1.5 After receipt of copy of approval through fax/email, record in the warehouse logbook the new extended	CUS	SINO	Operating Division  Warehouseman

#### 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

Office or	GARMENTS TEXTILE	MANUFACTURING	BONDED WAR	EHOUSE
Division:	DIVISION			
Classification:	Simple			
Type of	G2C - Government to 0			
Transaction:	G2B - Government to E			
Who may avail:	CBW Operator, Author			
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECU	JRE	
	1,0,0			
Letter Request (1		Client	AN I	
Statement of Raw	Material Usage (1	Client	T	
original)	O.V.	Gliotik		
	Warehouseman that			
	reject materials are	Warehouseman	8401	
still intact in the CE		14-11-11		
	CBW Operator as to		1,51	
	said Wastages or the	CBW Operator		
reason(s) for the F		122w		
	ification (1 original)	Warehousing Asse		
	ement Form (1 original)	Warehousing Asse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON
0212111 0121 0			V / 100 / //	
32.2.W 372.		PAID	TIME	RESPONSIBLE
		PAID	TIME	RESPONSIBLE
1. CBW Operator	1.1 Receives the	PAID Php115.00	V / 100 / //	RESPONSIBLE  Account Officer
1. CBW Operator submits the	1.1 Receives the letter of request,	PAID Php115.00 Documentary	TIME	Account Officer Operating
1. CBW Operator submits the complete	1.1 Receives the letter of request, evaluate and	PAID Php115.00 Documentary Stamp/	TIME	RESPONSIBLE  Account Officer
1. CBW Operator submits the complete documentary	1.1 Receives the letter of request, evaluate and check all	PAID  Php115.00  Documentary  Stamp/  Certification	TIME	Account Officer Operating
1. CBW Operator submits the complete documentary requirements to	1.1 Receives the letter of request, evaluate and check all documents	PAID  Php115.00  Documentary  Stamp/  Certification  (Fixed as	TIME	Account Officer Operating
1. CBW Operator submits the complete documentary requirements to the Operating	1.1 Receives the letter of request, evaluate and check all	PAID  Php115.00  Documentary  Stamp/  Certification  (Fixed as assessed by the	TIME	Account Officer Operating
1. CBW Operator submits the complete documentary requirements to	1.1 Receives the letter of request, evaluate and check all documents required	PAID  Php115.00  Documentary  Stamp/  Certification  (Fixed as assessed by the NIRC)	10 minutes	Account Officer Operating Division
1. CBW Operator submits the complete documentary requirements to the Operating	1.1 Receives the letter of request, evaluate and check all documents required  1.2 Accomplishes the	PAID  Php115.00  Documentary  Stamp/  Certification  (Fixed as assessed by the	TIME	Account Officer Operating
1. CBW Operator submits the complete documentary requirements to the Operating	1.1 Receives the letter of request, evaluate and check all documents required  1.2 Accomplishes the Retrieval Request	PAID  Php115.00  Documentary  Stamp/  Certification  (Fixed as assessed by the NIRC)	10 minutes	Account Officer Operating Division
1. CBW Operator submits the complete documentary requirements to the Operating	1.1 Receives the letter of request, evaluate and check all documents required  1.2 Accomplishes the Retrieval Request Form of	PAID  Php115.00  Documentary  Stamp/  Certification  (Fixed as assessed by the NIRC)	10 minutes	Account Officer Operating Division
1. CBW Operator submits the complete documentary requirements to the Operating	1.1 Receives the letter of request, evaluate and check all documents required  1.2 Accomplishes the Retrieval Request Form of Warehousing	PAID  Php115.00  Documentary  Stamp/  Certification  (Fixed as assessed by the NIRC)	10 minutes	Account Officer Operating Division
1. CBW Operator submits the complete documentary requirements to the Operating	1.1 Receives the letter of request, evaluate and check all documents required  1.2 Accomplishes the Retrieval Request Form of Warehousing Entries for	PAID  Php115.00  Documentary  Stamp/  Certification  (Fixed as assessed by the NIRC)	10 minutes	Account Officer Operating Division
1. CBW Operator submits the complete documentary requirements to the Operating	1.1 Receives the letter of request, evaluate and check all documents required  1.2 Accomplishes the Retrieval Request Form of Warehousing Entries for Signature of the	PAID  Php115.00  Documentary  Stamp/  Certification  (Fixed as assessed by the NIRC)	10 minutes	Account Officer Operating Division
1. CBW Operator submits the complete documentary requirements to the Operating	1.1 Receives the letter of request, evaluate and check all documents required  1.2 Accomplishes the Retrieval Request Form of Warehousing Entries for Signature of the Chief, Operating	PAID  Php115.00  Documentary  Stamp/  Certification  (Fixed as assessed by the NIRC)	10 minutes	Account Officer Operating Division
1. CBW Operator submits the complete documentary requirements to the Operating	1.1 Receives the letter of request, evaluate and check all documents required  1.2 Accomplishes the Retrieval Request Form of Warehousing Entries for Signature of the Chief, Operating Division and	PAID  Php115.00  Documentary  Stamp/  Certification  (Fixed as assessed by the NIRC)	10 minutes	Account Officer Operating Division
1. CBW Operator submits the complete documentary requirements to the Operating	1.1 Receives the letter of request, evaluate and check all documents required  1.2 Accomplishes the Retrieval Request Form of Warehousing Entries for Signature of the Chief, Operating	PAID  Php115.00  Documentary  Stamp/  Certification  (Fixed as assessed by the NIRC)	10 minutes	Account Officer Operating Division

			T	I
	Documentation			
	and Records			
	Division			
	1.3 Receives	None	10 minutes	Records Clerk
	Retrieval Form,	140110	TO THIITIALOS	Warehousing
	1			Documentation
	check the			and Records
	control/central			Division
	record, then			Bivioloti
	retrieve			
	warehousing			
	entries from the			
	file			
	1.4 Accomplish the	None	10 minutes	
	Retrieval Request			
	Form of			
	Warehousing	On		
	Entries for	- OH >		
	Signature of the	14	1	
	Chief, Operating		1	
	Division and		7	
	transit form to			
/	Warehousing			
	Documentation		5401	
	and Records			
	Division			
	1.5 Schedule and	None	1 hour, 15	Customs
	conduct physical	LEP	minutes	Examiner
\	examination of	-70	_ /	Warehousing
\	subject goods at		- to /	Assessment
	the Customs			Division
	Bonded			
	Warehouse		2/	
	1.6 Checks all	None	30 minutes	
i		140110	30 minutes	
	required	- 2115	30 minutes	
	required documents	E CUS	30 minutes	
	required documents attached and re-	F CUS	30 minutes	
	required documents attached and re- assess duties and	F CUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit	F CUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit findings/assessme	F CUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit findings/assessme nt for payment of	F CUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit findings/assessme	F CUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit findings/assessme nt for payment of	F CUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit findings/assessme nt for payment of duties and taxes to	F CUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit findings/assessme nt for payment of duties and taxes to	F CUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit findings/assessme nt for payment of duties and taxes to Collection Division  Note: The CBW	F CUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit findings/assessme nt for payment of duties and taxes to Collection Division  Note: The CBW may either be	F CUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit findings/assessme nt for payment of duties and taxes to Collection Division  Note: The CBW may either be located within	F CUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit findings/assessme nt for payment of duties and taxes to Collection Division  Note: The CBW may either be located within Metro Manila or	FCUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit findings/assessme nt for payment of duties and taxes to Collection Division  Note: The CBW may either be located within Metro Manila or out of the town	F CUS	30 minutes	
	required documents attached and re- assess duties and taxes. Transmit findings/assessme nt for payment of duties and taxes to Collection Division  Note: The CBW may either be located within Metro Manila or	FCUS	30 millutes	

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 Documentary Stamp	10 minutes	Cashier Collection Division
1.8 Records all important details and transmit back to Operating Division	None	10 minutes	Records Clerk 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	Chief Operating Division
1.10 Facilitates the withdrawal of wastages at CBW	None	5 minutes	Warehouseman Warehousing Division
TOTAL	Php115.00	3 hours	

# **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

Office or Division:	GARMENTS TEXTILE M	IANUFACTURING BONDED WAREHOUSE
	DIVISION	
Classification:	Simple	
Type of	G2C - Government to Cit	iizens
Transaction:	G2B - Government to Bu	siness
Who may avail:	CBW Operator, Authorize	ed Representative
<b>CHECKLIST OF REQ</b>	UIREMENTS	WHERE TO SECURE

Letter Pegueet (1 origin	nal	Client		1
Letter Request (1 origin				
	erial Usage (1 original)	Client		
Certification of the War		\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		
	naterials are still intact in	Warehousem	an	
the CBW (1 original)				
Certification of the CB\				
	astages or the reason(s)	CBW Operato	or	
for the Rejects (1 origin				
DENR/Other governme	ent agency clearance (1	Concorned Pa	egulatory Govern	mont Agoney
original)		Concerned N	egulatory Govern	intent Agency
Prescribed Indorsemen		Concerned Warehousing Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. CBW Operator	1.1 Receives, evaluate	None	15 minutes	Account Officer
submits the complete	requests and	UP		Operating
documentary	documents and			Division
requirements to the	prepares/initials or	41		
Operating Division	indorsement for re-			
Sperating Bitiolen	assessment to		177	
	Warehousing			
12	Assessment		74	
153	Division		2 2	
1 14		None	10 minutes	Chief
	1.2 Sign the indorsement and	None	10 minutes	Operating
			=	Division
	have if transmitted			Biviolon
\	to Warehousing	7		
1 =	Assessment			
1 5	Division		- 19	0
10	1.3 Schedule and	None	45 minutes	Customs Examiner
	conduct physical		2/	
	examination of		$\bigcirc$	Warehousing Assessment
	subject goods at	45		Division
	the CBW	713	/	Biviolon
	1.4 Check all required	None	30 minutes	
	documents			
	attached and re-			
	assesses duties			
	and taxes and			
	transmit			
	findings/assessmen			
	t to the Operating			
	Division			
	1.5 Affix signature on	None	10 minutes	Chief
	indorsement as			Operating
	recommended and			Division
	on Certificate of			
	Condemnation and			
	have it transmitted			

D O	Office of the eputy Collector for perations			
ind siç ar tra	ffix signature or dorsement to gnify concurrence and have it ansmitted to the fice of the District of the concurrence and the	None	10 minutes	Deputy Collector for Operations
ir si a tr	offix signature on addressment to agnify approval and have it ansmitted back to be Operating ivision	None	10 minutes	District Collector
in a to	decord all  nportant details  nd transmit back  Operating  ivision	None	10 minutes	Account Officer Operating Division
0	lotify COA and ther concerned gencies	None	15 minutes	Account Officer Operating Division
1.10	Check pertinent documents and affix signature on Certificate of Condemnation	None	10 minutes	Warehouseman Warehousing Assessment Division
	After witnessing condemnation; affixes signature on Certificate of Commendation	None	2 minutes	CBW Operator CBW/COA
TOTAL	Or	None	2 hours, 47 minutes	

# 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)

Office or Division:	GARMENTS TEXTILE MANUFACTURING BONDED WAREHOUSE
	DIVISION

Classification:	Simple			
Type of	G2C - Government to C	itizens		
Transaction:	G2B - Government to Bu			
Who may avail:	CBW Operator, Authoriz		ativo	
CHECKLIST OF REQ		WHERE TO		
CHECKLIST OF REQU	UIREWIEN 13	WHERE TO	SECORE	
Letter Request (1 origin		Client		
Statement of Raw Mate	<u> </u>	Client		
Certification of the War				
said wastages/reject m the CBW (1 original)	naterials are still intact in	Warehousem	nan	
Certification of the CBV	N Operator as to the			
Occurrence of said Wa	astages or the reason(s)	CBW Operate	or	
for the Rejects (1 origin	nal)			
	ent agency clearance (1	Concerned B	Pogulatory Covern	mont Agonov
original)	ERI	ON.	Regulatory Govern	
6. Prescribed Indorsen	nent Form (1 original)	Concerned W	Varehousing Divis	ion
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
	Q-1	BE PAID	TIME	RESPONSIBLE
/-			VA	
1. CBW Operator	1.1 Receives, evaluate	None	15 minutes	Account Officer
submits the complete	requests and			Operating
documentary	documents and			Division
requirements to the	prepares/initials or			
Operating Division	indorsement for re-		(-)	
p p a resum g = x respect	assessment to			
	Warehousing	107		
	Assessment		= /	
10	Division		- Ca /	
	1.2 Sign the	None	10 minutes	Chief
	indorsement and	110110		Operating
	have if transmitted		07/	Division
	to Warehousing	6		
	Assessment	-76	- /	
	Division	CUP		
	1.3 Schedule and	None	45 minutes	Customs
	conduct physical			Examiner
	examination of			Warehousing
	subject goods at			Assessment
	the CBW			Division
	1.4 Check all required	None	30 minutes	
	documents			
	attached and re-			
	assesses duties			
	and taxes and			
	transmit			
	findings/assessmen			
	t to the Operating			
	Division			
	וטופועום			

T .				01.5
	5 Affix signature on indorsement as recommended and on Certificate of Condemnation and have it transmitted to Office of the Deputy Collector for Operations 6 Affix signature or indorsement to	None	10 minutes  10 minutes	Chief Operating Division  Deputy Collector for Operations
	signify concurrence and have it transmitted to the Office of the District Collector	OF.		
	7 Affix signature on indorsement to signify approval and have it transmitted back to the Operating Division	None	10 minutes	District Collector
	8 Record all important details and transmit back to Operating Division	None	10 minutes	Account Officer Operating Division
1.	9 Notify COA and other concerned agencies	None	15 minutes	Account Officer Operating Division
1.	10 Check pertinent documents and affix signature on Certificate of Condemnation	None	10 minutes	Warehouseman Warehousing Assessment Division
	11 After witnessing condemnation; affixes signature on Certificate of Commendation	None	2 minutes	CBW Operator CBW/COA
TOTA	<b>L</b>	None	2 hours, 47 minutes	

# 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)

Office or Division:	Warehousing Docum	nentation and	Records Division	
Classification:	Simple			
Type of Transaction:	G2C - Government t	o Citizens		
	G2B - Government t	o Business		
Who may avail:	Importer, CBW Operator, Customs Broker or their Authorized			uthorized
	Representative/s			
CHECKLIST OF REQUIREMENTS		WHERE TO	SECURE	
	TITI	UF.		
Letter request (1 original)		CBW Operate	ALCOHOL STATE OF THE STATE OF T	
SEC Certificate (3 Certified True Copies)			d Exchange Com	mission
AMO (3 Certified True Cop	y)	BOC-AMO	Y	
USB (1 blank)	A	Client	7.	
Application Form (1 origina		CBW Commi	ttee Secretariat	
List of Machineries (3 Certi		CBW Operate	or	
General Information Sheet	(3 Certified True	Client	3 (2)	
Copies)		فاقه بينيانا	atta I I	
Warehouse Supervision Fe		Payment to E		
General Warehousing Bon	d (3 photocopies)		any/Bonds Divisi	
Latest CBW Approval (3 ph	notoconies)	Commissioner c/o Deputy Commissioner,		
		AOCG		
Audited Financial Statemer		Client	- 22/	
Income Tax Return (3 phot		BIR		
Import/Export Performance	(1 original, 2	Client		
photocopies)		O III O III O	0/	
Import/Export Performance	(1 original, 2	Client		
photocopies)	NO DE	ALL P		
Annual Stock Inventory (1	original, 2	Client		
photocopies)	B. 6 . 1 . 1			
Statement of Monthly Raw		Client		
Requirement (3 Certified T				
Industrial Technology and I		DOCT		
Institute Formula of Conver	rsion (3 Certified	DOST		
True Copies) CLIENT STEPS	ACENCY	FEEC TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	RESPONSIBLE
	ACTIONS	DE PAID	IIIVIE	RESPONSIBLE
1. CBW Operator submits	1.1 Receive	None	2 hours	Assistant
the complete	applications for	1,40110	2 110010	Customs
documentary	renewal/			Operations
requirements to the	establishments of			Officer
Operating Division	Customs Bonded			Warehousing

	Warehouse			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	None	8 hours	
EPAD	clearances of no outstanding accountability of the said CBW, indorse the application to the District Collector,		CANA C	
Q B	through Deputy Collector for Operations for transmittal to the CBW Committee for evaluation and deliberation			
TOTAL	deliberation	None	12 hours	

## 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)

Office or Division:	Warehousing Docur	Warehousing Documentation and Records Division		
Classification:	Simple			
Type of Transaction:	G2C - Government	to Citizens		
	G2B - Government to Business			
Who may avail:	Importer, CBW Operator, Customs Broker or their Authorized			
	Representative/s			
CHECKLIST OF REQUIRE	MENTS WHERE TO SECURE			
Warehousing entry (1 origin	nal)	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
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	
TOTAL		None	1 hour	

## 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)

Office or Division:	Warehousing Documentation and Records Division			
Classification:	Simple		- 70	
Type of Transaction:	G2C - Government to Citizens			
19	G2B - Government to Business			
Who may avail:	Importer, CBW Operator, Customs Broker or their Authorized			ıthorized
1,	Representative/s			
CHECKLIST OF REQUIRE	MENTS	WHERE TO S	SECURE	
	CODE	CIP		_
Manager's Check (1 original	Uľ	Bank		
Payment Form (1 original)		Collection Div	rision	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
CBW Operator requests	1.1 Fill up form for	None	30 minutes	Records
CBW Operator requests for form for payment of	1.1 Fill up form for payment of	None	30 minutes	Custodian
	payment of	None	30 minutes	<i>Custodian</i> Warehousing
for form for payment of	payment of supervision fee	None	30 minutes	<i>Custodian</i> Warehousing Documentation
for form for payment of	payment of supervision fee from the CBW	None	30 minutes	Custodian Warehousing Documentation and Records
for form for payment of	payment of supervision fee			Custodian Warehousing Documentation and Records Division
for form for payment of	payment of supervision fee from the CBW Operator	None	30 minutes 5 minutes	Custodian Warehousing Documentation and Records Division Chief
for form for payment of	payment of supervision fee from the CBW Operator  1.2 Sign order of			Custodian Warehousing Documentation and Records Division Chief Warehousing
for form for payment of	payment of supervision fee from the CBW Operator			Custodian Warehousing Documentation and Records Division Chief

			Division
TOTAL	None	35 minutes	

#### 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.

Office or	Export Division	IO TH		
Division:		- 1		
Classification:	Simple		47	
Type of	G2C - Government to		1	
Transaction:	G2B - Government to	Business	-	
Who may avail:	1. Exporters Or Their	<b>Duly Authorized</b>	d Representative	
	2. Customs Broker			
CHECKLIST OF R	EQUIREMENTS	WHERE TO S		2
Processed Export I photocopy)	Declaration (1	Client	- Cassage   C	
Commercial Invoice	e (1 photocopy)	Client		1
Inspector's Certifica		CCCD (Conta	ainerized Cargo)	or PID (Conventional
photocopy)	100	Cargo)	- 2	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
	177			
1. Exporter/Broker	1.1 Receive request	₱130.00	3 minutes	Clerk
submit written	13	Customs	C'>	Export Division
request	1.2 Check	Documentary	P	
together with	completeness of	Stamps		
required	documents			
documents				
	1.3 Forward to			
	Record			
	Officer/Custodian			
	omoon odotodian			
	1.4 Retrieve records	None	1 day	Record Officer/
	on file	140110	, ady	Custodian
	311 1110			Export Division
	1.5 Verify records to			· I
	determine			
	whether the			
	data submitted			
	uata subifiitteu			

tallies with records on file  1.6 Prepare and Initial Certificate of Shipment  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	<i>Clerk</i> Export Division
TOTAL	PHP 130.00	1 day, 14 minutes	

### 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.

Office or Division:	Export Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens,
	G2B - Government to Business
Who may avail:	Exporters Or Their Duly Authorized Representative

	2. Customs Broker			
CHECKLIST OF REQUIF		WHERE TO S	ECURE	
Approved Export Declara	Approved Export Declaration (1 photocopy)			
Bill of Lading/AWB (1 pho	Bill of Lading/AWB (1 photocopy)			
Commercial Invoice (1 ph	otocopy)	Applicant		
Export Permit for regulate	d products (1	Concerned Re	gulating Agency	
photocopy)				
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
1. Exporter/Broker	1.1 Receive CO	₱130.00	3 minutes	Clerk
submit accomplished	declaration	Customs		Export Division
Certificate of Origin	4.0.01-11	Documentary		
together with the	1.2 Check the	Stamp		
supporting documents.	completeness	OH.		
	of the	-	1	
	supporting documents	10	1	
/	documents			
/ - \	1.3 Assign the		1	
12	application to			
5-7	a COO 1			
	1.4 Check	None	5 minutes	Customs
IA	Completeness,		(2)	Operations
	accuracy and			Officer I
	consistency of	\$ w		Export Division
	the data	9		
100			0	
10	1.5 Evaluate the			
1,	application to			
	determine if		.07	
,	the product is	CITS		
	in the inclusion list covered by	4119		
	Preferential			
	Tariff			
	Tariii			
	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	Assistant Chief Export Division
	1.10 Approve and Sign CO	None	3 minutes	Chief 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	OF F		
EPAA	1.14 Release original and duplicate copies to the applicant		AN AC	
TOTAL		PHP 130.00	17 minutes	

## 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.

Office or Division:	Export Division	CU
Classification:	Complex	
Type of Transaction:	G2C - Government	to Citizens,
	G2B - Government	to Business
Who may avail:	1. Exporters Or The	eir Duly Authorized Representative
	2. Customs Broker	
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE
Written request for evaluat	ion to be submitted	Applicant
at least 5 days prior to exp	ortation (1 original)	
Complete List of all materials used in the		Applicant
production both local and imported (1 original)		
Break down of cost element (1 original)		Applicant
Import and Export declarat	tions (1 photocopy)	Applicant
Production Flowcharts (1 c	original)	Applicant

Company Profile (1 origina	1)	Applicant		
Other documents to suppo		Applicant		
of the product (1 photocop	0	, ipplicant		
Photo of production proces		Applicant		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Exporter/Broker	1.1 Receive and	None	3 minutes	Chief
submit accomplished	Assign the			Export Division
Certificate of Origin	request for			
together with the	evaluation to a			
supporting documents.	Customs			
	Operations Officer			
	1.3 Verify all the	None	5 days	Customs
	supporting	0		Operation
	documents	UR.		Officer I
/	1.4 Conduct	None		Export Division
/	evaluation of data	1		
/ 2	to determine		1	
/-	origin status of the		T	
O.Y.	product			
	1.5 Conduct	None		
	factory visit and	Barn.	S4 01	
	examine of book			
	of records of the			
	company			
1 7	1.6 Prepare	None		
	evaluation report	9		
100	including		0	
10	proposed Origin			
	Ruling		2	
/ /	1.7 Review	None	1 hour	Assistant Chief
	evaluation of the	45		Export Division
	COO1	-15	7/	
	1.8 Approve and	None	1 hour	Chief
	issue ROO Ruling			Export Division
	1.9 Record and	None	5 minutes	Releasing Clerk
	release ruling to			Export Division
	the exporter			
TOTAL	•	None	5 days, 2	
			hours, 8	
			minutes	

#### 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.

Office or Division:	Export Division			
Classification:	Simple	Simple		
Type of Transaction:	G2C - Government to			
	G2B - Government to			
Who may avail:	Exporters or their Duly Authorized Representative			
	2. Customs Broker			
CHECKLIST OF REQUI		WHERE TO SECURE		
(should indicate type of c		OF		
certified true copy or pho	оюсору)	P		
Regular Export	iniatrativa Dagumant	Applicant		
— Export Single Admi (3original)	mistrative Document	Applicant		
— Proforma Invoice (3	3 original)	Applicant		
— Packing List (3 orig	inal)	Applicant		
2. Export under Sec. 80	)1-813			
(warehousing)				
— Export Single Admi (3 original)	inistrative Document	Applicant		
— Proforma Invoice (	3 original)	Applicant		
— Packing List (3 oriç	ginal)	Applicant		
Certificate of Identii     (signed by WAD) (	1 original)	Export Division		
<ul><li>— Certificate of Inspe (1 original)</li></ul>	ction and Loading	Export Division		
— Boatnote (1 origina	DOT	Export Division		
3. Export under Drawb				
— Export Single Admi (3 original)		Applicant		
— Proforma Invoice (	3 original)	Applicant		
— Packing List (3 orig	ginal)	Applicant		
<ul> <li>Shipment Informati</li> </ul>	on Slip (3 original)	CIIS		
4. Export under Bond /				
— Export Single Admi (3 original)	inistrative Document	Applicant		
— Proforma Invoice (3	<u> </u>	Applicant		
— Packing List (3 orig	inal)	Applicant		

— Certificate of Identi		Trade Control	Examiner - Expo	rt Division	
	(signed by COO1) (3 original)  5. Export of Regulated Product				
	Export Single Administrative Document		Applicant		
— Proforma Invoice (3	3 original)	Applicant			
— Packing List (3 orig		Applicant			
— Commodity Clearar		- ' '	vernment agency		
(3 original)			· cc agecy		
6. Transshipment					
— Special Permit to L	oad (3 original)	Customs Cont	ainer Control Divi	ision	
— Copy of processed		Applicant			
from the Outports					
— Copy of processed	Export Declaration	Applicant			
from the Outports	NIT	0			
(3 original)	FIL	UR.			
— Copy of Cargo Mar	nifest (3 original)	Applicant	2		
— Copy of Domestic B		Applicant	(A.)		
original)	Q-		1		
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
6	ACTIONS	PAID	TIME	RESPONSIBLE	
			375		
1. Exporter / Broker	1.1 Receive Single	P130.00	3 mins. per	Clerk	
(Client submits duly	Administrative	Customs	ED-SAD	Export Division	
accomplished Single	Document. Check	Documentary			
Administrative	completeness of	Stamp			
Document (SAD)	documentary	(C)			
together with	requirements		/		
appropriate	including CDS		- 2/		
documentary	requirement; Assign				
requirement)	the application to a		2		
	Customs Operations officer		0/		
	Operations officer	-0"	\/		
	for proper evaluation	CIP			
	1.2 Check	None	2 mins.	Customs	
	completeness,	140110	2 1111113.	Operations	
	accuracy and			Officer I	
	consistency of the			Export Division	
	data in the				
	document				
	1.3 Using computer	None	2 mins.	Customs	
	workstation, review			Operations	
	Export Declarations			Officer I	
	filed through the			Export Division	
	e2m Automated				
	Export Declaration				
	System (AEDS)				
	procedure; verify				

	the outbonticity of			
	the authenticity of			
	the ED SAD by			
	scanning the			
	barcode generated			
	by the system and			
	tag ED SAD as			
	"Used" for PEZA			
	export.			
	1.4 Processing of	None	2 mins.	Customs
	Documents under			Operations
	yellow or Red			Officer I
	Shipment: Retrieve			Export Division
	the ED-SAD review			
	and very the data			
	and fill up	0		
	Inspection Act	OF		
	1.5 Conduct	None		Customs
/	examination of			Operations
	shipment if:		1	Officer I
/_	Y /		TOP	Export Division
/_~				
12	a. covered by alert		2 hours	
[57]	order		30	
	b. it is covered by	Hillimales		
	re-export bond		ري مفت	
1 1	c. it is subject for			
	repair	B.,		
1.1	- issue Certificate of	9	15 mins.	
150	Identification in		70	
	case of b. & c.			
10	2			
1			2 mins.	
		1		
	- Initial the ED-SAD	CIIS	-	
	and forward to the	MIP		
	Assistant Chief for			
	review			
	1.6 Review	None	3 mins.	Assistant Chief
	evaluation by COO1			Export Division
	1.7 Approve and	None	2 mins.	Chief
	sign ED-SAD			Export Division
	1.8 Stamp Authority	None	3 mins.	Clerk
	to Load			Export Division
			1	
	1.9 Issue Reference			
	Number			
	1.10 Segregate			
	copies of			
			L	1

documents  1.11 Release original & duplicate copies of ED-SAD to the exporter for transmittal to CCCD or PID			
TOTAL	PHP130.00	2 hours, 34 minutes	

#### 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.

	/ V / /	and the last			
Office or	Customs Postal Office	Customs Postal Office			
Division:	3				
Classification:	Complex		(3)		
Type of	G2C - Government to		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
Transaction:	G2B - Government to	Business			
Who may avail:	Claimant/Owners/Auth	norized Representat	tive		
CHECKLIST OF RE	EQUIREMENTS	WHERE TO SECU	JRE		
Quarantine Plant/Ar	nimal Clearance (1	Bureau of Plant In	dustry/Rureau of	Animal Industry	
photocopy)		Dureau or Frank in	dustry/bureau or /	Ammarmaustry	
Optical Media Board	d Clearance (1	Optical Media Boa	rd		
photocopy)	1.69	Optical Media Boa			
FDA Clearance/License to		16'1			
Operate/Certificate		Food and Drugs Administration			
Registration (1 phot					
	ive Office (FEO) PNP	Philippine Nationa	l Police		
Permit to Import (1)		T Timppino Tradional T Shoo			
National Telecomm		National Telecommunications Commission			
Commission Permit					
National Tobacco A					
	shipment Commodity	National Tobacco Administration			
Clearance (1 photod					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON	
		PAID	TIME	RESPONSIBLE	
4 0 1 "	4.4.0		0.1	0 (	
1. Submits	1.1 Conducts	Amount Payable	3 days	Customs	
parcels for	examination,	=Customs		Operations Officer III	
examination	appraisal of	Duty+VAT+Excise		Customs Postal	
and	goods at the			Sastoms i ostai	

assessment including necessary permit/clearanc e, if necessary	PHLPost - Surface Mail Exchange Department and performs the following whichever is applicable: a) Compute duties and taxes, if taxable b) Request for presentation of permit/clearan ce if regulated	Tax, if any+Surcharge, if any+IPF+Container Security Fee+Customs Documentary Stamp		Office
2. Pay duties and taxes, if applicable	2. 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	Customs Operations Officer III Customs Postal Office  Collecting Officer Customs Postal Office
	TAL	Depends upon the commodity as shown above	3 days, 20 minutes	

#### 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.

Office or Division:	Office of the Chief - Piers and Inspection Division		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizens;		
	G2B - Government to Business		
Who may avail:	Customs Broker or their Authorized Representative/s		
CHECKLIST OF REQUIR	REMENTS	WHERE TO SECURE	

Transshipment Single Ad (TSAD) (1 photocopy)	ministrative Document	Deputy Colle	ector for Operation	าร
Bill of Lading (1 photocop	v)	Importer		
Commercial Invoice (1 ph		Shipper		
Packing List (1 photocopy		Shipper		
Import Permit (1 photoco		Consignee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Administrative Assistant II Office of the Chief
A ST	1.2 Verify payment of Customs Security Fee (CSF).	None	2 minutes	Administrative Assistant II Office of the Chief
TO BUY	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.  1.3.b. For Transshipment to PEZA locators, review documnets and verify the General Transportation Surety Bond posted by the	None	5 minutes	Chief Piers and Inspection Division

	1.4 Record released	None	2 minutes	Administrative
	documents/ transshipment permit reviewed by			Assistant II Office of the Chief
	the Chief - PID			
	and transmit to the Port Utilization			
	Section for			
	appropriate action.		0 : 1	
	1.5 Verify documents (Official	None	3 minutes	Assistant Customs
	Receipt/Statement			Operations
	of Settlement of			<i>Officer</i> Wharfinger Off
	Duties and Taxes (SSDT), BOC			Dock - Container
	Entry, BL, Packing	OF		Yard/ Container Freight Station
	List, and Invoice)	A		(OD-CY/CFS)
	in the OLRS.  1.6 Supervise the	None	30 minutes - 1	Assistant
/_	stripping of	140110	hour	Customs
O.A.	containers.			Operations Officer
15			3 3	Wharfinger OD-
	4.7 Despise the	Numb	1 minute	CY/CFS Station
A	1.7 Receive the stripping tally	None	1 minute	Assistant Customs
	sheet from the			Operations
	CY-CFS	y _		<i>Officer</i> Wharfinger OD-
100	Warehouseman.		20	CY/CFS Station
10	1.8 Process delivery permits and other	None	5 minutes	Assistant Customs
1	types of customs		5/	Operations
	permits vis a vis			<i>Officer</i> Wharfinger OD-
	the Official Receipt/Statemen	CUST		CY/CFS Station
	t of Settlement of	CO		
	Duties and Taxes			
	(SSDT) prior to the release of			
	cargo.			
	1.9 Receive and	None	1 minute	Assistant Customs
	record gate pass from the			Operations
	warehouseman.			Officer
				Wharfinger OD- CY/CFS Station
	1.10 Check, release	None	2 minutes	Assistant
	/deliver cargo only to the proper			Customs Operations
	parties in			Officer

accordance with the marks, countermarks, and registry number of the carrying vessel.			(Customs Guard)
TOTAL	None	1 hour, 23 minutes	

# 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.

Office or Division:	Port Utilization Section - Piers and Inspection Division				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizens				
	G2B - Government to Business				
Who may avail:	Customs Broker or their Authorized Representative/s				
CHECKLIST OF REQU		WHERE TO	O SECURE		
Routed Documents/ Pe CY-CFS (1 photocopy)	ermit to Transfer to Outside	Office of the	e Deputy Collecto	or for Operations	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits Checklist of Requirements	1.1 Receive routed documents/transshipment permit reviewed/approved by the Chief – PID.	None	1 minute	Administrative Assistant II 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	Assistant Customs Operations Officer Wharfinger Off Dock - Container Yard/ Container Freight Station (OD-CY/CFS)	
	1.3 Sign Mission Order	None	1 minute	Chief Port Utilization	

for the delivery of goods to Off Dock - Container Yard/ Container Freight Station (OD-CY/CFS).			Section
1.4 Underguard goods to Container Yard-Container Freight Station (CY-CFS).	None	1 hour	Assistant Customs Operations Officer (Customs Guard)
1.5 Receive the Transfer Note, Inbound Container, Inward Foreign Manifest and other documents from the Assistant Customs Operations Officer.	None	1 minute	Assistant Customs Operations Officer Wharfinger Off Dock - Container Yard/ Container Freight Station (OD-CY/CFS
TOTAL	None	1 hour, 8 minutes	

# 98. Application for Stripping

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

Office or Division:	Office of the Chief - Piers and Inspection Division				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizens;				
10	G2B - Government to Business				
Who may avail:	Customs Broker or their A	uthorized Re	presentative/s		
CHECKLIST OF REQU	JIREMENTS	WHERE TO	SECURE		
			.07		
Request for Stripping (	1original copy)	Importer			
Single Administrative D	ocument (SAD) (1	Deputy Coll	ector for Operation	ons	
photocopy)	OF	CUE			
Bill of Lading (1 photoc	opy)	Importer			
Commercial Invoice (1	photocopy)	Shipper			
Packing List (1photocop	oy)	Shipper			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Submits all needed	1.1 Receive and record	None	2 minutes	Receiving Clerk	
requirements	request for stripping.			Piers and	
				Inspection	
				Division	
	1.2 Prepares Disposition				
	Form to Deputy Collector			Piers and	
	for Operations			Inspection	
	recommending approval			Division	

of re	quest for stripping.			
Form Depu	Records Disposition and transmit to uty Collector for rations.	None	2 minutes	Releasing Staff Piers and Inspection Division
appr Form	Receives and record oved Disposition from the Deputy ector for Operations	None	2 minutes	Receiving Clerk Piers and Inspection Division
Disp	ransmits approved osition Form to rfinger-in-Charge	None	2 minutes	Releasing Staff Piers and Inspection Division
of co	Supervises Stripping ontainer at the gnated area.	None	1 hour	Wharfinger-In- Charge Piers and Inspection Division
TÓTAL	H	None	1 hour, 18 minutes	

## 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.

Office or Division:	Port Utilization Section - Piers and Inspection Division					
Classification:	Simple	Simple				
Type of	G2C - Government to Cit	izens	10/			
Transaction:	G2B - Government to Bus	siness	0			
Who may avail:	Customs Broker or their A	Authorized	Representative/s			
CHECKLIST OF	WHERE TO SECURE					
REQUIREMENTS						
Approved						
Transshipment	Office of the Deputy Colle	ector for O	perations			
Permit (1 original)						
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON		
		TO BE	TIME	RESPONSIBLE		
		PAID				
	1.1 Received routed None 1 minute Receiving Clerk					
	documents/ Piers and Inspection					
	Transshipment Permit			Division		
	reviewed/ approved by					
	Chief, PID					

	1.2 Issue Mission Order to assigned Customs Guard for underguarding of goods	None	5 minutes	Chief Piers and Inspection Division
	1.3 Issue Boatnote	None	5 minutes	Wharfinger-In- Charge Piers and Inspection Division
	1.4 Conducts continues underguarding until receipt of goods by the master of receiving vessel of the Port of destination duly noted by the assigned	None	3 hours	Customs Guard Piers and Inspection Division
	Customs Inspector thereat.	OF	PIL	
TOTAL	None		3 hours and 11 minutes	

#### 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.

Office or Division:	Bay Service Section - Pie	rs and Inspe	ction Division	
Classification:	Simple			
Type of	G2C - Government to Citi	zens;	27	
Transaction:	G2B - Government to Bus	siness	0/	
Who may avail:	Authorized Agents or their	r Authorized	Representatives	
CHECKLIST OF REC	QUIREMENTS	WHERE TO	SECURE	
	OF CO			
Notice of Arrival (1 or		Shipping Li	ne	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID TIME RESPONSIBLE		
				IXEOI GIVOIDEE
				TEST STOIDEE
1. Submits Notice of	1.1 Receive the Notice	None	1 minute	Officer in Charge
Submits Notice of Arrival	of Arrival from the		1 minute	Officer in Charge Piers and
	of Arrival from the authorized agents or		1 minute	Officer in Charge Piers and Inspection
	of Arrival from the authorized agents or representatives of any		1 minute	Officer in Charge Piers and
	of Arrival from the authorized agents or		1 minute	Officer in Charge Piers and Inspection

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	Chief-BSS/Chief Piers and Inspection Division
TOTAL	None	37 minutes	

## 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.

Office or Division:	Bay Service Section - Piers and Inspection Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens;			
	G2B - Government to Bus	iness		
Who may avail:	Authorized Agents or their	Authorized F	Representatives	
CHECKLIST OF REQU	JIREMENTS	WHERE TO	SECURE	
Oath of Entering Vessel from a Foreign Port with  Outlook Program (CDS) (2 prints al)  Piers and Inspection Division				
Customs Documentary	Stamp (CDS) (2 original)	Fleis allu II	ispection Division	
OLIENT OTERO	4.0=1101/.4.0=10110	FEES TO PROCESSING PERSON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	PROCESSING	PERSON RESPONSIBLE
CLIENT STEPS	AGENCY ACTIONS			
Submits all needed requirements	1.1 Receive from the shipping line representative the "Oath			

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.			– Bay Service Section
TOTAL	None	5 minutes	

#### 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)

Office or Division:	Bay Service Section - Pier	s and Inspection Division	
Classification:	Simple		
Type of Transaction:			
	G2B - Government to Business		
Who may avail:	Authorized Agents or their Authorized Representatives		
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE	
Quarantine Certificate (	Pratique) (1 original)	Bureau of Quarantine	
Clearance of vessel fro original)	m last port of call (1	Master of the Vessel	
Vessel's general declar	ation (2 original)	Master of the Vessel	
returned with the endor officers (1 original)		Master of the Vessel	
	upon certification by the ne correctness of the copy, 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 pa	inal)	Master of the Vessel	
Crew List (2 original)		Master of the Vessel	
Cargo manifest for depo officer who has jurisdict in port (1 original)	osit with the customs ion over the vessel while	Master of the Vessel	
names of all foreigners	nigration laws in force in	Master of the Vessel	
Fully accomplished bills		Master of the Vessel	
Shipping goods and reg Philippine registry (2 or	gister of the vessel of	Master of the Vessel	

Narcotics & dangerous	drugs list (2 original)	Master of th	ne Vessel	
Bonded store list (2 pho		Master of the Vessel		
Mail or parcel list (2 pho	otocopy)	Master of th	ne Vessel	
Firearms & ammunition	list (2 original)	Master of th	ne Vessel	
Crew's declaration list (2	2 original)	Master of the Vessel		
Such other related documents as may be required		Master of the Vessel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Customs Senior Boarding Officer Piers and Inspection Division
A DEL	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	Customs Senior Boarding Officer 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	Customs Senior Boarding Officer 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	Customs Operations Officer I/E2M- OIC Bay Service Section
тс	DTAL	None	37 minutes	

### 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

Office or Division:	Bay Service Section - Piers and Inspection Division			
Classification:	Simple			
Type of	G2C - Government to Citiz	zens;		
Transaction:	G2B - Government to Bus	iness		
Who may avail:	Authorized Agents or their	Authorized	Representatives	
CHECKLIST OF REQU	JIREMENTS	WHERE TO	SECURE	
Ooth of Entering Vocas	ol from a Foreign Port with			
	el from a Foreign Port with 7 Stamp (CDS) (2 original)	Master of th	ne vessel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
/		BE PAID	TIME	RESPONSIBLE
1. Submits Requirements	1.1 Verify the container number/s against the discharging/loading sequence during unloading/loading.	None	5 minutes	Customs Operations Officer I (Customs Inspector)/ACOO (Customs Guard) on board foreign vessel
Be	1.2 Check/inspect if container seals are intact.	None	5 minutes	Customs Operations Officer I (Customs Inspector)/ACOO (Customs Guard) on board foreign vessel
	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
TO	OTAL	None	11 minutes	

#### 104. Departure of Vessel

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

Office or Division:	Bay Service Section - Pier	s and Inspec	tion Division	
Classification:	Simple			
Type of Transaction:	G2C - Government to Citiz	zens;		
	G2B - Government to Busi			
Who may avail:	Authorized Agents or their			
CHECKLIST OF REQU	JIREMENTS	WHERE TO	SECURE	
Bill of health from the quarantine officer or officer of the public health service in the port (1 original)  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)  Passengers list, showing foreigner and other passengers (2 original)		Bureau of Quarantine  Export Division  Master of the Vessel		
Philippine registry (1 ph	loods, if the vessel is of otocopy)	MARINA		
Clearance issued by the original)	e last port of entry (1	Master of th	ne Vessel	
Certificate from the Phil to the effect that it receisailing of the vessel (1)		Philippine F	Postal	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	Verify the container number/s against the discharging/loading sequence during unloading/loading	None	5 minutes	Customs Operations Officer III/Customs Entrance & Clearance Officer Bay Service Section
TO	DTAL	None	5 minutes	

#### **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.

Office or	Bay Service Section - Piers and	d Inspection D	ivision	
Division:	Bay corvios econom more and	a mopodion b	11101011	
Classification:	Simple			
Type of	G2C - Government to Citizens			
Transaction:	G2B - Government to Business	6		
Who may avail:	Relatives of crew members, Pe		icial business on	the vessel
CHECKLIST OF I		WHERE TO		
Visitors List (1 orig	ginal)	From Master Agent	of the Vessel th	ru email or Ship's
Boarding Pass Fo	rm (1 original)	Bay Service Division	Section - Piers	s and Inspection
	pection of Vessel, Letter			
	outy Collector for Operations	Deputy Colle	ector for Operatio	ns
and its approval (		0		
Documentary Star		Collection D		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submits Checklist of Requirements	Receive visitors list and validate with Shipping Agent for issuance of Boarding Pass.	None	5 minutes	Chief Bay Service Section
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
	TOTAL	Php130.00	22 minutes	

#### 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.

Office or Division:	Administrative Division - Personnel Services Unit				
Classification:	Simple				
Type of Transaction:	G2G-Government to Go	vernment			
	G2B - Government to B				
Who may avail:	Importer, CBW Operato		Broker or their Au	uthorized	
,	Representative/s	,			
CHECKLIST OF REQUIRE		WHERE T	O SECURE		
Alert Order Number issued	by the Alerting Office (1	Alerting	Team - Office	of the District	
original)	, (	Collector			
Examination Report (1 orig	inal)	Examiner			
			eam - Office of the	e District	
Alert Order Report Form (1	original)	Collector			
Recommendation for Issua	nce of WSD (1 original)	Examiner			
Letter of Authority issued b			0 : :		
original)	RNIC	Office of the	ne Commissioner		
Mission Order issued by the	e raiding team (1	Ott.			
original)		Office of the	ne Commissioner		
Mission Order issued to the	Customs Examiner to	0.00	5: (: ( 0 !! (		
conduct inventory of the ite	ms (1 original)	Office of the	ne District Collect	or	
Inventory Report (1 original		Examiner			
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON	
国	111111111	TO BE	TIME	RESPONSIBLE	
16		PAID	600		
1. Submit the documents	1.1 Receive and check	None	5 minutes	Receiving Clerk	
required	the completeness	7		Alerting Team -	
	of documents				
	of documents			Office of the	
	or documents		= /		
		None	20 minutes	Office of the	
18	1.2 Evaluate	None	20 minutes	Office of the	
18	1.2 Evaluate the submitted	None	20 minutes	Office of the	
18	1.2 Evaluate	None	20 minutes	Office of the	
	1.2 Evaluate the submitted	None	20 minutes	Office of the	
BER	1.2 Evaluate the submitted	None	20 minutes	Office of the	
	1.2 Evaluate the submitted	None	20 minutes  20 minutes	Office of the District Collector  Clerk	
	1.2 Evaluate the submitted documents	115	5	Office of the District Collector  Clerk Alerting Team -	
	1.2 Evaluate the submitted documents  1.3 Prepare	115	5	Office of the District Collector  Clerk Alerting Team - Office of the	
	1.2 Evaluate the submitted documents  1.3 Prepare draft WSD for	115	5	Office of the District Collector  Clerk Alerting Team -	
	1.2 Evaluate the submitted documents  1.3 Prepare draft WSD for review of the Chief	None	20 minutes	Office of the District Collector  Clerk Alerting Team - Office of the	
	1.2 Evaluate the submitted documents  1.3 Prepare draft WSD for review of the Chief 1.4 Finalize the	None	20 minutes	Office of the District Collector  Clerk Alerting Team - Office of the	
	1.2 Evaluate the submitted documents  1.3 Prepare draft WSD for review of the Chief  1.4 Finalize the WSD after review	None	20 minutes	Office of the District Collector  Clerk Alerting Team - Office of the	
TOTA	1.2 Evaluate the submitted documents  1.3 Prepare draft WSD for review of the Chief  1.4 Finalize the WSD after review of the Chief	None	20 minutes	Office of the District Collector  Clerk Alerting Team - Office of the	

#### 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

Office or Division:	Law Division			
Classification:	Highly Technical			
Type of	G2G-Government to Gover	nment		
Transaction:	G2B - Government to Busir			
Who may avail:	Importer, CBW Operator, C	ustoms Br	oker or their Autho	orized
_	Representative/s			
CHECKLIST OF RE	QUIREMENTS	WHERE	TO SECURE	
	nd Detention (1 original)	Law Divis	sion	
<u> </u>	orm/Letter of Authority (1	_	Γeam - Office of th	ne District
original)		Collector		
Inventory Report (1 c		Examine		
Notice of Hearing (1		Law Divis		
Position Paper of Cla		Claimant	2-1	
original)	ernment Prosecutor (1	Law Divis		
Computation of Settle			firmation of Impor	ts and
Redemption Value (1			ent Service	DEDOCT
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1.1 Receive the	None	2 minutes	Hearing/ Legal
documents	documents	IlBum	8 01	Officer
required			Marketon La	Law Division
	1.2 Review the	None	15 minutes	
	documents			
1	1.3 Issue Notice of	None	5 days	
\	Hearing		_ 3/	
1	1.4 Conduct Hearing and	None	5 days	
	requires claimant to		.01	
	submit its position	-		
	paper		7	
	1.5 Require Government	None	5 days	
	Prosecutor to			
	comment on			
	claimant's position			
	paper	None	5 days	-
	1.6 Request the Formal Entry Division to	INOTIE	5 days	
	compute the			
	settlement/redemption			
	value			
	1.7 Prepare the draft of	None	3 hours	
	Order of			
	Settlement/Redemptio			
	n for review of the			
	Chief			

1.8 Finalize the Order of Settlement/Redemptio n for initial of the Chief and approval of the District Collector	None	20 minutes	
TOTAL	None	20 days, 3 hours, 37 minutes	

### 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

Office or Division:	Law Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to C	itizens		
	G2B - Government to B			
Who may avail:	Importer, CBW Operator, Customs Broker or their Authorized			
	Representative/s			
CHECKLIST OF REQUIRE			O SECURE	
Warrant of Seizure and Det		Law Divisi		
Alert Order Report Form/Le	tter of Authority (1		eam - Office of the	e District
original)		Collector		
Inventory Report (1 original		Examiner		
Notice of Hearing (1 origina		Law Divisi	20 10	
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON
19		TO BE	TIME	RESPONSIBLE
1 0 1 1111 1		PAID		
Submit the documents	1.1 Receive the	None	2 minutes	Hearing/Legal Officer
required	documents	-16	/	Law Division
	OF	TO P		Law Division
	OF			
	1.2 Review the	None	15 minutes	
	documents			
	1.3 Issue Notice of	None	5 days	
	Hearing	INOTIE	5 days	
	i icailiy			
	1.4 Conduct c	Mona	2 harre	
	1.4 Conduct a	None	3 hours	
	preliminary hearing			

TOTA	<b>L</b>	None	10 days, 3 hours, 37 minutes	
	1.5 If claimant fails to attend the hearing, prepare the draft of the Decision for review of the Chief  1.6 Review the documents	None	5 days 15 minutes	
	1.5 If claimant fails to	None	5 days	

#### 109. Issuance of Decree of Abandonment

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

Office or Division:	Law Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to C			
	G2B - Government to B			
Who may avail:	Importer, CBW Operato	r, Customs	Broker or their Au	uthorized
	Representative/s		200	
CHECKLIST OF REQUIRE	MENTS	WHERE T	O SECURE	
	15%			
Letter from the importer, co		Client	_ /	
expressly abandoning the s				
Notice to file entry/claim im	portation electronically	Administra	tive Division	
or personally (1 original)				
Packing List (1 original)		Client		
Commercial Invoice (1 original)	inai)	Client		
Bill of Lading (1 original)	ACENOV ACTIONS	Shipping Lines		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
	OI	PAID	IIIVIE	RESPONSIBLE
Submit the documents	1.1 Receive and	None	2 minutes	Receiving Clerk
required	check the	None	2 minutes	Law Division
required	completeness of			
	documents			
		NI	F	
1.2 Evaluate the		None	5 minutes	
	documents submitted			
	Submitted			

Dec Aba	pare draft of ree of ndonment for ew of the Chief	None	5 minutes	Administrative Officer Law Division
Dec Aba	alize the ree of ndonment after ew of the Chief	None	5 minutes	
TOTAL		None	17 minutes	

## 110. Request for Re-Construction

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

Office or Division:	Law Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to C		<b>S</b> 101	
	G2B - Government to B			
Who may avail:	Importer, CBW Operato	r, Customs	Broker or their Au	uthorized
	Representative/s			
CHECKLIST OF REQUIRE	EMENTS	WHERE T	O SECURE	
Letter request for re-constru	uction (1 original)	Client	= 0/	
Affidavit of loss executed by	y the person	BOC/Clier	nt S	
responsible for the loss (1 o			2	
Documentary stamps (1 ori		Cash Divis	sion	
Certified True Copy of the o	documents to be re-	Concerned Office		
constructed		415		
Print-out of SAD from Form		Client		
Warehousing Assessment				
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON
		TO BE	TIME	RESPONSIBLE
		PAID		
1. Submit the documents	1.1 Receive and	None	2 minutes	Receiving Clerk
required	check the			Law Division
	completeness of			
	documents			
	1.2 Evaluate the	None	5 minutes	
	documents submitted			
	Submitted			

	1.3 Prepare draft  Memorandum or  Disposition Form  approving or  denying the  request for review  of the Chief	None	2 hours	Administrative Officer Law Division
	1.4 Finalize the  Memorandum or  Disposition Form  after review by the  Chief for his  signature	None	20 minutes	
ТС	OTAL ENT	None	2 hours, 27 minutes	

#### 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.

Office or Division:	Law Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to C	itizens		
	G2B - Government to B	usiness	- 2	
Who may avail:	Importer, CBW Operator, Customs Broker or their Authorized			
	Representative/s			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Letter request for re-export	ation (1 original)	Client		
Packing List (1 original)	OF	Client		
Commercial Invoice (1 original	nal)	Client		
Bill of Lading (1 original)		Client		
Any other documents show	ing intent to re-export (1	Client		
certified true copy each)		Cilent		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON
		TO BE	TIME	RESPONSIBLE
		PAID		
1. Submit the documents	1.1 Receive and	None	5 minutes	Receiving Clerk
required	check the			Law Division
	completeness of			
	documents			

	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	Administrative Officer Law Division
	1.4 Finalize the  Memorandum or  Disposition Form  after review by the  Chief for his  signature	None	20 minutes	
TO	OTAL	None	2 hours, 27 minutes	

#### 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

Office or Division:	Law Division			
Classification:	Simple		27	
Type of Transaction:	G2C - Government to Citizens			
1	G2B - Government to B	usiness		
Who may avail:	Importer, CBW Operato	r, Customs	Broker or their Aut	horized
	Representative/s	105		
CHECKLIST OF REQUIRE	MENTS	WHERE T	O SECURE	
Certification of Last Importa	ation and Exportation of	Operating Division		
CBW issued by the Wareho	ouse (1 original)			
Inventory of the Area Supe		Client		
and machineries, raw mate	rials, stock, lots,			
finished goods, stored at th	e warehouse, as well as			
import/export documents a	nd unliquidated entries			
(1 original)				
Recommendation for issuance of a closure order		Client		
(1 original)				
Inspection Report of the Warehousing Inspection		Client		
Division (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON

			TO BE PAID	TIME	RESPONSIBLE
1.	Submit the documents required	1.1 Receive and check the completeness of documents	None	5 minutes	Receiving Clerk 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	Administrative Officer Law Division
		1.4 Finalize the closure order after review of the Chief	None	10 minutes	
	7	OTAL	None	32 minutes	

# 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.

Office or	Law Division				
Division:					
Classification:	Simple	Simple			
Type of	G2C - Government to	Citizens	50/		
Transaction:	G2B - Government to	Business	Y/		
Who may avail:	Importer, CBW Operat	tor, Customs Broker	or their Authorize	ed	
	Representative/s				
CHECKLIST OF F	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Protest Letter (1 or	riginal)	Client			
Protest Fee (1 orig	inal)	Client			
Packing List (1 orig	ginal)	Client			
Commercial Invoice	e (1 original)	Client			
Bill of Lading (1 original)		Shipping Lines			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

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	2 minutes	Receiving Clerk Law Division
	BERLEY OF	Up to PHP50,000.00 - PHP700.00 Over PHP100,001.00 To PHP200,001.00 To PHP200,001.00 To PHP200,001.00 To PHP300,001.00 To PHP300,001.00 To PHP400,001.00 To PHP400,001.00 To PHP400,001.00 To PHP400,001.00 To PHP500,001.00 To PHP500,001.00 To PHP500,001.00 To PHP500,001.00 To PHP500,001.00 To PHP750,001.00 To PHP750,001.00 To PHP750,001.00 To PHP750,001.00 To PHP750,001.00 To PHP1,000,000.00 - PHP1,000,000.00 To PHP1,000,000.00 To PHP1,000,000.00 To PHP1,000,000.00 To PHP1,000,000.00 To PHP3,000.00	ATTACE STATE	
		Over	I	

	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 Issue Notice of Hearing	None	15 minutes	Administrative Officer Law Division
1.4 Conduct hearing	None	1 hour	Hearing/Legal Officer Law Division
1.5 Prepare the draft decision of the protest case for the review of the Chief	None	2 hours	Administrative Officer Law Division
1.6 Finalize the decision of the protest case for the initial of the Chief	None	20 minutes	
TOTAL	Php500.00 up to Php75,000.00	3 hours, 42 minutes	

#### 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

Office or	Law Division		
Division:			
Classification:	Simple		
Type of	G2C - Government to Citizens		
Transaction:	G2B - Government to Business		
Who may avail:	Importer, CBW Operator, Customs Broker or their Authorized		
	Representative/s		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter request for refund (1 original)		Claimant	

Affidavit of explan	nation (1 original)	Claimant		
Affidavit of explanation (1 original) Invoice/Packing List (1 original)		Claimant		
Refund processing (1 original)		Cash Division		
Certification of actual payment by				
Revenue Accounting Division (1		Revenue Accounting Division		
original)	,	_ · · · · · · · · · · · · · · · · · · ·		
Clearances from	the Bonds Division,			
Law Division and	Warehousing	Concorned Office	2	
Documentation a	nd Records Division	Concerned Office		
(1 original)				
Certification of no				
Account from the	· · · · · · · · · · · · · · · · · · ·	Liquidation and Billing Division		
Billing Division (1	<u> </u>			
Statement of Ref				
Liquidation and E	Billing Division (1	Liquidation and E	Billing Division	
original)	DID ( N. H.)	VI UF	1	
Certificate from the		D (1)	A.	
	as been filed with the	Bureau of Interna	al Revenue	
said office (1 orig	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE
	ACTIONS	FAID	IIIVIL	KESFONSIBLE
1. Submit the	1.1 Receive and	Pursuant to	5 minutes	Receiving Clerk
documents	check the	Section 9 of	o minutoo	Law Division
required	completeness of	CAO No. 04-	-24:450	
	documents	2019, a		
		Processing Fee		
\		shall be		
1	00	imposed upon	- 6	
	0	every	_ 3/	
	1 00	application for		
		tax credit and	.07/	
	EATT	refund based		
	13/1	on the following	5 1/	
		schedule:		
		Up to		
		PHP50,000.00		
		- <u>PHP700.00</u>		
		Over		
		PHP50,001 to		
		PHP100,000.0		
		0 - PHP 900.00		
		0-1111 300.00		
		Over		
		PHP100,001.0		
		0 to		
		PHP200,000.0		
			l .	i l

	0 - <u>PHP1,100.00</u>	
	Over PHP200,001.0 0 to PHP300,000.0	
	0 - PHP1,300.00	
BELLINE	Over PHP300,001.0 0 to PHP400,000.0 0 - PHP1,500.00  Over PHP400,001.0 0 to PHP500,000.0 0 - PHP1,700.00  Over PHP500,001.0 0 - PHP500,001.0 0 to PHP500,000.0 0 - PHP500,000.0 0 - PHP750,000.0	
P. A. U.	Over PHP750,001.0 0 to PHP1,000,000. 00 - PHP3,000.00	
	Over PHP1,000,000. 00 to PHP5,000,000. 00 - PHP4,000.00	
	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	Administrative Officer Law Division
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 Division as well as a Certification from the LBD that it has no Outstanding account	OF CV	10 minutes	
1.8 Prepare the draft Memorandum/Disposition Form	None	2 hours	

approving or denying the request for review of the Chief			
1.9 Finalize the Memorandum/Di sposition Form for signature of the Chief	None	20 minutes	
TOTAL	As prescribed above	3 hours,10 minutes	

# 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

Office or Division:	Collection Division		
Classification:	Simple	CUS	
Type of	G2C - Government to C	Citizen	
Transaction:	G2B - Government to Business		
	G2G - Government to Government		
Who may avail:	Importers, Brokers, Authorized Representatives, Registered Bidders, BOC Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Payment of Fees, Fines and Penalties			
Fully accomplished prescribed Order of		Concerned BOC Office	
Payment (1 original)			

Payment of Duties ar Auction Proceeds, Se	•			
Redemption, Non-E2				
Fully accomplished Pre		Concerned BOC Office		
Payment (1 original)				
Company ID for chequ	e payments (1	Concerned BC	OC Office	
photocopy)				
Single Administrative [	Document (SAD) or	E2M System a	ınd Electronic Loc	dgment through
Informal Entry (1 origin	nal)	Value Added S	Service Provider (	(VASP)
Approved Disposition F	Forms or	Concerned BC	OC Office	
Memorandum/Letter (1				
Unexpended Cash Ad	dvance			
Liquidation Depart (1 n	hotocony	Concerned BC	Office	
Liquidation Report (1 p	логосору)	Concerned BC	oc Office	
Purchase of Certifica	te of Origin Forms		(1)	
(CO) and Informal En	try Forms			
Request Letter (1 origi	nal)	Importers, Bro	kers	
Authorization to purcha	ase (1 original)	Importers, Brokers		
Company ID (1 photoc	copy)	Importers, Bro	kers	
Documentary Stamps	5	A. 1		
Documents that needs	to be stamped	Importers, Bro	kers	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Provides necessary documents for	1.1 Collecting Officer checks submitted documents	None	2 minutes	Collecting Officer Collection
checking	1.2 Inform Client of the appropriate amount to pay			Division
2. Gives the appropriate amount for payment	3. 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
Accepts the     Official Receipt     (for documentary			1 minute	

5 minutes
-

# 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.

Office or Division:	Liquidation and Billir	ng Division			
Classification:	Simple				
Type of Transaction:	G2C – Government	to Citizen			
/ \	G2B - Government	to Business	1.5		
12	G2G – Government	to Government			
Who may avail:	BOC and other gove	ernment offices / Im	porters and/or th	eir	
	representatives				
CHECKLIST OF REQU	JIREMENTS	WHERE TO SEC	URE		
		1 5/k			
Recall Form (1 original)		FED Section/othe	er government en	tities	
Transmittal (1 cany)		FED?WAD and	Other BOC of	fices/Other Govt	
Transmittal (1 copy)		Agencies	- 3/		
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
	ACTIONS	PAID	TIME	RESPONSIBLE	
		01			
1. Importer and/or	1.1 Verify the	None	5 minutes	Administrative	
authorized	receipt of the	F C		Aide	
representative	documents			Liquidation and	
informs LBD of their request to	being			Billing Division	
recall documents	requested.				
in the custody of	1.2 Upon	None	2 minutes		
the office.	verification that				
	the documents				
	being				
	requested is in				
	the custody of				
	this Office,				
	provides client				
	with a Recall				

	Form to be accomplished.			
	1.3 Receive 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 their request to Chief LBD (Transmittal)	3.1 Instruct staff to verify location of the declaration in the records to narrow down search area	None	10 minutes	Chief Liquidation and Billing Division
	4.2 Retrieve declaration from one of several storage facilities	None	45 minutes	Administrative Aide Liquidation and Billing Division
4. Importer and/or their representative receives request	5. Release requested declaration while retaining copies of released documents	None	15 minutes	
тот	AL	None	1 hour, 19 minutes	

#### 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.

Office or Division:	Liquidation and Billing Divi	sion				
Classification:	Simple	31011				
	•	G2C – Government to Citizen				
Type of Transaction:						
	G2B – Government to Business					
14/1	G2G – Government to Government					
Who may avail:	BOC and other governmen	nt offices / Im	porters and/or the	eir		
	representatives					
CHECKLIST OF REQU	JIREMENTS	WHERE TO	) SECURE			
Recall Form (1 original)	)	FED Sectio	n/other governme	ent entities		
Transmittal (1 copy)		FED section	า			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
	ENT	BE PAID	TIME	RESPONSIBLE		
1. Importer and/or	1.1 Verify the receipt of	None	5 min	Administrative		
authorized	the documents being		4/2	Aide		
representative informs LBD of	requested.		TT	Liquidation and		
their request to	V			Billing Division		
recall documents	Y A					
in the custody of			<b>MO</b> 1			
the office.						
	1.2 Upon verification that	None	1 minute			
	the documents being					
	requested is in the					
16	custody of this Office,		20			
	provides client with a		- 3/			
\	Recall Form to be					
	accomplished.		.07			
2. Importer	2.1 Receive the	None	2 minutes			
and/or their	accomplished recall	MITTE				
representative	form and inform the					
accomplish recall form	Chief of the recall					
recall form	request and retrieval					
	begins					
2 Importor	2.1 Instruct staff to varify	None	10 min	Chief		
3. Importer and/or their	3.1 Instruct staff to verify location of the	inone	10 (1)(1)	Criter Liquidation and		
representative				Billing Division		
provides	declaration in the			Dilling Division		
details of their	records to narrow					
request to	down search area					
Chief LBD	3.2 Retrieve declaration	None	45 minutes	Administrative		
(Transmittal)	from one of several	INOILE	TO Milliates	Aide		
	HOITI OHE OF SEVERAL			Liquidation and		
		<u> </u>				

	storage facilities			Billing Division
4. Importer and/or their representative receives request	4.1 Release requested declaration while retaining copies of released documents	None	15 minutes	
ТС	DTAL	None	1 hour, 18 minutes	

#### 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)

Office or Division:	Warehousing Docun	nentation and	Records Division		
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizens				
	G2B - Government to Business				
Who may avail:	Importer, CBW Oper	rator, Custom	s Broker or their A	Authorized	
	Representative/s, op				
CHECKLIST OF REQUIR	EMENTS	WHERE TO	SECURE		
\	100	g I			
Retrieval Form (1 original)		WDRD			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
19	ACTIONS	BE PAID	TIME	RESPONSIBLE	
150			5/	1	
1. CBW Operator submits	1.1 Submits duly	None	30 minutes	Records	
the complete	accomplished	- C'	-	Custodian	
documentary	retrieval request	MIP		Warehousing Documentation	
requirements to the	form			and Records	
Operating Division	1.2 Retrieves	None	1 day	Division	
	original			211101011	
	warehousing				
	entries from the				
	file			01: 6	
	1.3 Sign	None	15 minutes	Chief	
	Transmittal of			Warehousing Documentation	
	entries			and Records	
				Division	
	1.4 Transmits	None	10 minutes	Records	
	original entries			Custodian	
	and its			Warehousing	
	attachments to the			Documentation	
				and Records	

operating division concerned			Division
TOTAL	None	1 day, 55 minutes	

### 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

	NT	0				
Office or Division:	Office of the Deputy Collector for Administration					
Classification:	Simple	- A				
Type of Transaction:			().)			
	G2B - Government to Bus	•	1			
/ -	G2G - Government to Gov		7			
Who may avail:	Port of Manila and other B			Private		
	Company or individual, oth					
CHECKLIST OF REQU	JIREMENTS /	WHERE TO	O SECURE			
Letter addressed to the Administration (1 origin		Client	[4]			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
1		BE PAID	TIME	RESPONSIBLE		
10			- 6			
1. Submits letter to	1.1 Receives letter and	None	3 minutes	Receiving Clerk		
the Deputy Collector	records		3/	Administrative		
for Administration	125		.0./	Division		
	1.2 Reviews, routes and	de	2 hours	Deputy Collector for Administration		
	gives instruction to the	CITY		101 Autilii118tiation		
	proper unit in the Administrative Division					
	or other office or port					
	concerned					
	1.3 Releases the letter		10 minutes	Releasing Clerk		
	through the proper unit		10 111111111111111111111111111111111111	Administrative		
	in Administrative Divisio					
	Division or other office					
	or port concerned					
т,	OTAL	None	2 hours, 13			
	JIAL	None	minutes			

#### 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)

Office or Division:	Formal Entry Units (Gre	Formal Entry Units (Green Lane Channel)			
Classification:	Simple				
Type of	G2C - Government to C	itizens			
Transaction:	G2B - Government to B				
Who may avail:	Accredited Importers	45111000			
Time may avam	Authorized - Accredited	Customs Brokers ar	nd Representative	25	
CHECKLIST OF F		WHERE TO SECU			
	ministrative Document	Value Added Serv		SP)	
(SAD) (1 original)	A NA		97	,	
Commercial Invoi	ce (1 original)	Shipper / Supplier			
Packing List (1 or		Shipper / Supplier			
Air Waybill (1 orig		Carrier	AI		
	ces (For regulated and	Regulating Agenc	ies		
restricted importat	ions) (1 original)				
	Customs Brokers and	Consignee	6 (3)		
Representatives (			Marking J.		
Other supporting of		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			
requested (1 origin		15%		T	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish and lodge SAD to the chosen VASP/E2M. Print and submit printed SAD and Assessment Notice to the Entry Processing Unit (EPU)	1.1 Check completeness and sufficiency of the accomplished SAD and all attached documents	None DF CUS	2 minutes	Document Processor Entry Processing Unit	
	1.2 Match data against Electronic Manifest	None	2 minutes	Clerk Entry Processing Unit	
	1.3 Review and approve the filing of SAD in	None	3 minutes	Chief Entry Processing Unit	

1		T	
accordance with			
existing laws,			
rules, and			
regulations			
1.4 Encode data in the			Encoder
Goods Declaration	None	3 minutes	Entry Processing
Verification System	110110	o minatos	Unit
(GDVS)			
1.5 Forward SAD and			
attachments to the			
Formal Entry Unit			
(FEU) for	None	1 minute	FEU Helpdesk
segregation;	None	i illillidi <del>e</del>	i Lo Helpuesk
examiner/appraiser			
assignments via	TO		
GDVS	I UP		
1.6 Check declaration	41		
of goods as to	0		
Classification,		XV.	
Valuation,		TO	
Assessment of			
Duties, Taxes and			
Other Charges			
(DTOCs); Rules of			
Origin (RO); and		وي مفعد	Examiner
other concern per	None	5 minutes	Formal Entry Unit
existing laws,	1.3%…		
rules, and	-70		
regulations in the		- 70	
SAD/E2M. Reflects			
findings at the			
SAD/E2M. Affix		07/	
name and		0/	
signature	-01	\/	
1.7 Review findings of	IT MIP		
examiner. Check	THE CO		
National Value			
Verification			
System (NVVS)			
for valuation	None	2 minutes	Appraiser
concern. Reflects	1,05		Formal Entry Unit
findings at the			
SAD/E2M. Affix			
name and			
signature			
1.8 Review and			
approve /			Chief
disapprove	None	2 minutes	Formal Entry Unit
			Tomai Liniy Offic
findings by			

	affixing name and signature at the SAD			
	1.9 Receive SAD and all attachments from FEU. Review assessment of DTOCs including valuation and classification	None	2 minutes	Assessor Liquidation and Billing Division
	1.10 Approve / Disapprove assessment by affixing name and signature	None	3 minutes	Chief Liquidation and Billing Division
2. Pay DTOCs due to the government if any via Authorized Agent Bank (AAB).	2.1 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	Collecting Officer
4. Submit SAD and all attachments to the Bonded Warehouse Division (BWD)	4.1 Receive SAD and all attachments. Check all data and authorized release of cargo via OLRS	None	3 minutes	Wharfinger
	TOTAL	Will depend upon the commodity assessed as shown above	31 minutes	

### 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)

Office or	Formal Entry Units (RED Lane Channel)
Division:	
Classification:	Simple

Type of	G2C - Government to Citizens			
Transaction:	G2B - Government to Business			
Who may avail:	Accredited Importers			
	Authorized - Accredited (			es
CHECKLIST OF RE		WHERE TO SECU		
Printed Single Admir	nistrative Document	Value Added Serv	ice Provided (VA	SP)
(SAD) (1 original)	(4	01: /0 !:		
Commercial Invoice		Shipper / Supplier		
Packing List (1 origin		Shipper / Supplier Carrier		
Air Waybill (1 origin	s (For regulated and	Regulating Agenci	os	
restricted importation	` •		62	
Authorization for Cus		Consignee		
Representatives (1 o		Control		
	cuments once requested	TO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON
	ANI	PAID	TIME	RESPONSIBLE
1. Accomplish and	1.1 Check	None	2 minutes	Document
lodge SAD to the	completeness and		Y.Y.	Processor Entry Processing
chosen	sufficiency of the			Unit
VASP/E2M. Print and submit printed	accomplished SAD and all attached		V 0	J
SAD and	documents.	I II I		
Assessment Notice	documents.		<del>****</del>	
to the Entry				
Processing Unit		Life.		
(EPU).		70		
	1.2 Match data against	None	2 minutes	Manifest Clerk
	Electronic Manifest			Entry Processing Unit
	1.3 Review and		3/	Offic
	approve the filing of		0/	Chief
	SAD in accordance	None	3 minutes	Entry Processing
	with existing laws;	TO CIVE		Unit
	rules; and regulations.	F		
	1.4 Encode data in the			- Franks
	Goods Declaration	None	3 minutes	Encoder Entry Processing
	Verification System	None	3 minutes	Unit
	(GDVS).			<b>O</b>
	1.5 Forward SAD and			
	attachments to the			
	Formal Entry Unit	None	1 minuto	Helpdesk
	(FEU) for segregation;	None	1 minute	Formal Entry Unit
	examiner/appraiser assignments via			
	GDVS.			

	T	T.	T	
	1.6 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	Customs Examiner Formal Entry Unit
	1.7 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	Customs Appraiser Formal Entry Unit
	1.8 Review and approve / disapprove findings by affixing name and signature at the SAD.	None	2 minutes	Chief Entry Processing Unit
	1.9 Received SAD and all attachments from FEU. Review assessment of DTOCs including valuation and classification.	NONE	2 minutes	Assessor Liquidation and Billing Division
	1.10 Approve / Disapprove assessment by affixing name and signature.	NONE	3 minutes	Chief Liquidation and Billing Division
2. Pay DTOCs due to the government if any via Authorized Agent Bank (AAB).	2. 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

3. Submit SAD and all attachments to the Bonded Warehouse Division (BWD).	3. Receive SAD and all attachments. Check all data and authorized release of cargo via OLRS	None	8 minutes	Wharfinger Piers and Inspection Division
Т	OTAL	Will depend upon the commodity assessed as shown above	36 minutes	

### 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)

Office or	Formal Entry Units (YELLOW Lane Channel)				
Division:	A STATE OF THE PARTY OF THE PAR				
Classification:	Technical		F-3		
Type of	G2C - Government to Ci	tizens			
Transaction:	G2B - Government to Bu	ısiness			
Who may avail:	Accredited Importers				
	Authorized - Accredited	Customs Brokers ar	nd Representative	es	
	(AttyIn-Fact)				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECU	JRE		
Printed Single Adm	inistrative Document	Value Added Serv	ice Provided (VA	SP)	
(SAD) (1 original)		C. C.			
Commercial Invoic	mercial Invoice (1 original)		Shipper / Supplier		
Packing List (1 original	ginal)	Shipper / Supplier			
Air Waybill (1 origin	nal)	Carrier			
Permits / Clearanc	es (For regulated and	Regulating Agenci	es		
restricted importation	ons) (1 original)				
Authorization for Cu	ustoms Brokers; and	Consignee			
Representatives (1	original)				
Other supporting documents once					
requested (1 original)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON	
		PAID	TIME	RESPONSIBLE	

1. Accomplish and lodge SAD to the chosen VASP/E2M. Print and submit printed SAD and Assessment Notice to the Entry Processing Unit (EPU).	1.1 Check completeness and sufficiency of the accomplished SAD and all attached documents.	None	2 minutes	Document Processor Entry Processing Unit
	1.2 Match data against Electronic Manifest.	None	2 minutes	Manifest Clerk Entry Processing Unit
	1.3 Review and approve the filing of SAD in accordance with existing laws; rules; and regulations.	None	3 minutes	Chief Entry Processing Unit
	1.4 Encode data in the Goods Declaration Verification System (GDVS).	None	3 minutes	Encoder Entry Processing Unit
	1.5 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
	1.6 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	Customs Examiner Formal Entry Unit

	1.7 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	Customs Appraiser Formal Entry Unit
	1.8 Review and approve / disapprove findings by affixing name and signature at the SAD.	None	2 minutes	Chief Entry Processing Unit
	1.9 Received SAD and all attachments from FEU. Review assessment of DTOCs including valuation and classification.	None	2 minutes	Assessor Liquidation and Billing Division
	1.10 Approve / Disapprove assessment by affixing name and signature.	None	3 minutes	Chief Liquidation and Billing Division
2. Pay DTOCs due to the government if any via Authorized Agent Bank (AAB).	2. 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
3. Submit SAD and all attachments to the Bonded Warehouse Division (BWD).	3. Receive SAD and all attachments. Check all data and authorized release of cargo via OLRS	None	8 minutes	Wharfinger Piers and Inspection Division
Т	OTAL	Will depend upon the commodity assessed as shown above	38 minutes	

### 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."

Office or Division:	Arrival Operations Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Arriving Traveler			
CHECKLIST OF REQU	JIREMENTS	WHERE TO	SECURE	
Customs Baggage Dec original)	laration Form (1	Customs A	rival Center Lane	
Passport, if necessary (	1 original)	DFA/Travel	er	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Customs Operations Officer III (COO III) Arrival Operations Division  X-ray Inspector XIP Team
BU	1.2 If the baggage is not tagged/marked, the traveler is immediately cleared from Customs	None	1 minute	Customs Operations Officer III (COO III) Arrival Operations Division
тотл	AL 01	None	3 minutes	

### 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"

Office or Division:	Arrival Operations Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens

Who may avail:	Arriving Traveler			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customs Baggage Decla	aration Form (1	Customs Arri	val Center Lane	
original)	,			
Passport, if necessary (1	original)	DFA/Traveler	ſ	
Invoice, as needed (1 or		Traveler		
Packing List, as needed		Traveler		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	<b>RESPONSIBLE</b>
1. Arriving Traveler	1.1 Baggage both	None	2 minutes	Customs Operations
presents a filled-out	hand-carry and			Officer III (COO III)
Customs Baggage	check-in shall be			Arrival Operations
Declaration Form and	subject to non -	r 0		Division
submits his baggage	intrusive	UR		V roy Inoncotor
both hand-carry and	inspection (X-ray)		P.	<i>X-ray Inspector</i> XIP Team
checked-in to non-	1	4		AIF Tealli
intrusive inspection	Q-'		AN I	
	1.2 If baggage is	None	2 minutes	Customs Operations
//	tagged/marked,			Officer III (COO III)
/ ^	requires the			Arrival Operations
5	traveler to fill-out	II III III II II II II II II II II II I		Division
	a Customs		and it	
	Baggage			
	Declaration Form			
	(CBDF).	No. of the last of		
	1.3 Checks the	None	1 minute	Customs Operations
1	information given		0	Officer III (COO III)
	by the traveler in			Arrival Operations
	the CBDF and			Division
	requests for the		.01	
	presentation of			
	the passport.	-516	5 2/	
	1.4 Conducts	None	3 minutes	Customs Operations
	physical			Officer III (COO III)
	examination of			Arrival Operations
	the baggage and			Division
	makes a report of			
	findings in the			
	CBDF.			
	1.5 If no payment of	None	1 minute	Customs Operations
	duties and taxes			Officer III (COO III)
	is required signs			Arrival Operations
	the CBDF and			Division
	clears the			
	traveler.			

	1.6 If payment of duties and taxes is required, assess the duties and taxes payable on the goods and signs the CBDF.	Cost (transaction value or invoice value), rate of duty, VAT, CDS	2 minutes	Customs Operations Officer III (COO III) Arrival Operations Division
	1.7 Reviews the assessment made by the Customs Examiner	None	1 minute	Customs Operations Officer V (COO V) Arrival Operations Division
2. Pays the assessed the duties and taxes to the Customs Collecting Officer	2. Accepts payment, issues the Bureau of Customs Official Receipt (BCOR)	Cost (transaction value or invoice value), rate of duty, VAT, CDS	1 minute	Collecting Officer
3. Presents the BCOR to the Customs Examiner	3. Verifies and signs the receipt presented and clears the traveler.	None	1 minute	Customs Operations Officer III (COO III) Arrival Operations Division
тот	AL	Cost (transaction value or invoice value), rate of duty, VAT, CDS	14 minutes	

### 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

Office or Division:	Arrival Operations Division		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizens		
Who may avail:	Arriving Traveler		

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customs Baggage Declaration Form (1 original)		Customs Arrival Center Lane		
Held Baggage Receipt Form (1 original)		Customs A	rrival Center Lane	
Passport, if necessary (1 o	riginal)	DFA/Trave	ler	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 nonintrusive inspection (X-ray)	None	2 minutes	Customs Operations Officer III (COO III) Arrival Operations Division  X-ray Inspector XIP Team
DEP	1.2 If baggage is tagged/marked, requires the traveler to fill-out a Customs Baggage Declaration Form (CBDF).	None	2 minutes	Customs Operations Officer III (COO III) Arrival Operations Division
BU	1.3 Checks the information given by the traveler in the CBDF and requests for the presentation of the passport.	None	1 minute	Customs Operations Officer III (COO III) Arrival Operations Division
	1.4 Conducts physical examination of the baggage and makes a report of findings in the CBDF.	None	3 minutes	Customs Operations Officer III (COO III) 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	None	2 minutes	Customs Operations Officer III (COO III) Arrival Operations Division

A Be	goods to the personnel of the Baggage Assistance Division (BAD)  1.9 Gives the original white copy of the HBR to the traveler and clears the	None	30 seconds	Baggage Assistance Division  Customs Operations Officer III (COO III) Arrival Operations Division
EP	1.7 Reviews the HBR filled-out by the traveler and signed by the Customs Examiner. Thereafter, affixes his/her signature  1.8 Turn over the	None	1 minute	Customs Operations Officer V (COO V) Arrival Operations Division  Warehouseman
	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	Customs Operations Officer III (COO III) Arrival Operations Division
	traveler has no permit from the concerned regulatory government agency issues Held			

# 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

Office or Division:	Arrival Operations Division
Classification:	Simple

Type of Transaction:	G2C - Government to	Citizens		
Who may avail:	Arriving Traveler			
CHECKLIST OF REQUIRE	EMENTS	WHERE TO SECURE		
Customs Baggage Declaration Form (1 original)		Customs Ar	rival Center Lane	
Foreign Currency Declarati		Customs Ar	rival Center Lane	
Passport, if necessary (1 o		DFA/ Trave		
CLIENT STEPS	AGENCY ACTIONS	FEES 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	Customs Operations Officer III (COO III) Arrival Operations Division  X-ray Inspector XIP Team
DEPA	1.2 If baggage is tagged/ marked, requires the traveler to fill-out a Customs Baggage Declaration Form (CBDF).	None	2 minutes	Customs Operations Officer III (COO III) Arrival Operations Division
BU	1.3 Checks the information given by the traveler in the CBDF and requests for the presentation of the passport.	None	1 minute	Customs Operations Officer III (COO III) Arrival Operations Division
	1.4 Conducts physical examination of the baggage and makes a report of findings in the CBDF.	None	3 minutes	Customs Operations Officer III (COO III) 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	None	1 minute, 30 seconds	Customs Operations Officer III (COO III) Arrival Operations Division

	form.			
	1.6 Checks and verifies the information in the FCD, signs the same and clears the Traveler	None	30 seconds	Customs Operations Officer III (COO III) Arrival Operations Division
TOTA	L	None	10 minutes	

# 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

		I SEE SEE SEE SEE SEE SEE SEE SEE SEE SE			
Office or Division:	Arrival Operations Division				
Classification:	Simple				
Type of Transaction:	G2C - Government t	o Citizens			
Who may avail:	Arriving Traveler	20"			
CHECKLIST OF REQUIR	EMENTS	WHERE TO S	ECURE		
	1				
Customs Baggage Declara	ition Form (1 original)	Customs Arriv	al Center Lane		
Re-Exportation Commitme	nt Form (1 original)	Customs Arriv	al Center Lane		
Passport, if necessary (1 o		DFA/ Traveler	~ V		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
	U				
1. Arriving Traveler bringing in goods subject to reexportation presents a filled-out Customs Baggage Declaration Form and submits baggage to Customs Examiner for examination and	1.1 Baggage both hand-carry and check-in shall be subject to non - intrusive inspection (X-ray)	None	2 minutes	Customs Operations Officer III (COO III) Arrival Operations Division  X-ray Inspector XIP Team	

	1.2 If baggage is tagged/marked, requires the traveler to fill-out a Customs Baggage Declaration Form (CBDF).  1.3 Checks the information given by the traveler in the CBDF and	None None	2 minutes  1 minute	Customs Operations Officer III (COO III) Arrival Operations Division  Customs Operations Officer III (COO III) Arrival Operations
	requests for the presentation of the passport.			Division
BEPA.	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	Customs Operations Officer III (COO III) 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	Customs Operations Officer III (COO III) Arrival Operations Division
	1.6 Reviews the finding and assessment made by the Customs Examiner and signs the RECF	None	30 seconds	Customs Operations Officer V (COO V) Arrival Operations Division

2. Posts a cash bond equivalent to the amount of duties and taxes due on the goods	2. 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	Collecting Officer
3. Presents the BCOR to the Customs Examiner	4. Checks receipt and clears the traveler.	None	30 seconds	Customs Operations Officer III (COO III) Arrival Operations Division
	N. D.	Cost	9 minutes, 30	
/		(transaction	seconds	
TOTAL	Q-1	value or	X/ \	
ТОТА	7 /	invoice value), rate	Y	
/8		of duty,		
		VAT, CDS		

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

- 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.

Office or Division:	Export Division,		
Classification:	Complex		
Type of	G2C – Government to 0	Citizens	
Transaction:	G2B- Government to Bu	usiness	
Who may avail:	Exporter or their duly authorized representative/forwarders, Custom Brokers		
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE	
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 Declar	ations (ED) with	Export Division, BOC-	

Customs Documentary original, 2 photocopies		Collection Division	on, BOC- (for payr	ment of CDS)
Commercial Invoice (1 original, 2 photocopies)		Applicant / Company Resources		
Packing List (1 origina	I, 2 photocopies)	Applicant / Com	pany Resources	
Export Clearance/Perr government agencies applicable) (1 original,	mit issued by other concerned (if	FDA, DA-BFAR		D, CAAP, BAI and ment agencies.
Photographs of the ite serial number/s, photo shall also be submitted photocopies)	• .	Applicant / Com	pany Resources	
Duly notarized Affidav products are subject for bond) with photo copy Affiant (1original, 2 photos	or return/repair or under of a valid I.D. of the otocopies)	Applicant / Com	pany Resources	
Note: Three (3) s	ets of requirements	- 17		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Exporter or duly authorized representative/ Forwarder/Custo ms Broker submits duly accomplished Certificate of Identification and Loading (CIL), Export Declarations (ED) together with other pertinent documentary requirements	1.Receive the Certificate of Identification and Loading (CIL) and Export Declaration (ED) together with all the requirements.	PHP 130.00 customs documentary stamp (cds) None	45 minutes	Customs Operations Officer I (COO I) Or Customs Operations Officer II (COO II) Export Division, Operations Unit at Loading Area
	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			Customs Operations Officer I (COO I) Or Customs Operations Officer II (COO II) Export Division, Operations Unit at Loading Area

submitted are			
identical with those in the items.			
1.3 If found in order, stamps his/her name and position on all the documents submitted except the Affidavit.			Customs Operations Officer I (COO I) Or Customs Operations Officer II (COO II) Export Division,
1.4 Affix his/her signature on all documents submitted except the Affidavit.	OFA		Operations Unit at Loading Area
1.5 Release the documents to the Exporter or duly authorized representative/ Forwarder/Customs Broker.		MICE	
1.6 Receive the Export Declaration (ED) with Customs Documentary Stamps (CDS) and other necessary documents.	None	2 minutes	Administrative Aide IV (AAIV)  Documentation Unit, Export Division
1.7 Make sure that the documents are in quadruple copies. If not, return the documents to the Exporter/ Forwarder/ Customs Broker.	F CUS		
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	Supervising Customs Operations Officer (SVCOO)/ Assistant Chief Export Division
1.11 If found in order, affix his/her initial on the ED and CIL 1.12 Forward the	T OF		
documents to the Chief	di A	27	
1.13 Receive the CIL and ED other necessary documents from the Assistant Chief  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.	None	5 minutes	Chief Customs Operations Officer (CCOO) Export Division
<ul><li>1.17 Receive the documents from the Chief.</li><li>1.18 Stamp Reference Number on the documents (CIL and ED).</li></ul>	None	3 minutes	Administrative Aide IV Export Division
1.19 Log the documents in the CIL and ED log book.			

Broker.  TOTAL	PHP 130.00	1 hour per CIL with ED	
Exporter or duly authorized representative /Forwarder/ Customs			
1.20 Release the documents to the			

### 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.

Office or Division:	Export Division (Airpo	orts)			
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizens				
/ 6	G2B- Government to Business				
Who may avail:	Exporter or their duly authorized representative/forwarders, Custom Brokers				
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE			
Certificate of Origin (C	O) with Free Trade Ag	greement (FTA)			
Filled up Certificate of C Customs Documentary S original)		Collection Division, BOC			
Approved Export Declar 2 photocopies)		Export Division, BOC-			
Commercial Invoice (1 original, 2 Applicant/ Company Resources photocopies)		Applicant/ Company Resources			
Packing List (1 original,	2 photocopies)	Applicant/ Company Resources			
Airwaybill (3 photocopie	s)	Applicant/ Airline Company/ies			
Product Evaluation Rep		Export Coordination Division (ECD), OCOM or			
sufficiently worked or prophotocopy)	ocessed) from ECD (1	equivalent unit			
Commodity Clearance/E wholly obtained products		Applicable Regulatory Government Agency			
Documentary evidence originating in the Philipp	that the product is	Applicant/ Company Resources			
		Agreement (FTA)/ White CO			
Filled up Certificate of O		Export Division, BOC			
Customs Documentary		Collection Division, BOC (for payment of CDS)			
original)	. , , ,	, , , , , , , , , , , , , , , , , , , ,			
Approved Export Declar 2 photocopies)	ation (ED) (1 original,	Export Division, BOC			
Commercial Invoice (1 c	original, 2	Applicant/ Company Resources			

photocopies)				
Packing List (1 original, 2 photocopies)		Applicant/ Company Resources		
Airwaybill (3 photocopies)		Applicant/ Airline Company/ies		
Company Profile (1 pho	1 2 /		mpany Resources	<b>)</b>
Business Permit (1 phot		Applicant/ LG		
Product Profile - manufa	<b>.</b>	Applicant/ Co	mpany Resources	3
flowchart/ product costin		DTI OFO		
DTI Registration (Sole p	,	DTI, SEC		
Registration (Partnershi photocopy)	p or Corporation) (1			
Commodity Clearance/E	Export Permit (1	Applicable Re	egulatory governm	ent agencies
original, 2 photocopies)	-xport r crimit ( r	/ Applicable 1 (c	galatory governin	ont agonolos
Documentary evidence	that the product is	Applicant/ Co	mpany Resources	<b>)</b>
originating in the Philipp		T-P	,,	
Note: Three (3) set		10-		
	T. H. I.	UA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
4. Farrantan an dalah	4.4 December Letter	DUD45.00	AE antovitas	Chief Cueteme
Exporter or duly     authorized	1.1 Receive Letter	PHP15.00 CO Form	15 minutes	Chief Customs Operations Officer
representative/	Request from the Exporter or duly	with FTA		(CCOO) Export
Forwarder/Customs	authorized	WIGHT		Division
Broker submits duly	representative/	PHP130.00	-	
accomplished	Forwarder/	Customs		or
Certificate of Origin	Customs Broker	Documenta		Supervising Customs Operations Officer
(CO) together with	together with all	ary Stamps		(SVCOO)
other pertinent	the requirements.	(CDS)		Export Division
documentary	1.2 Make sure that	None	5	ı
requirements.	the documents			or
	are in quadruple			Customs Operations
	copies (for CO		~0/	Officer III (COO III) Export Division
	with FTA) and			Export Division
	duplicate copies	- CI		
	(for white CO.  1.3 Check the	None		
	corresponding	None		
	boxes on the CO			
	if properly filled			
	up.			
	1.4 Verify the cargo	None		
	against the			
	description of the			
	goods and other			
	data indicated in			
	the CO.			

1.5 Verify the	None	
description of the		
goods indicated		
in the CO against		
the Product		
Evaluation		
Report (for		
products		
·		
sufficiently		
worked or		
processed).	_	
1.6 Stamp his/her		
name and		
position on the		
CO.		
1.7 Sign the CO if	LOP	
found in order.		
	C OF	
1.8 Stamp the date		
beside his/her		
signature. Date of		
departure and the		\
date beside the		. \
signature. should		2
always be the		( )
same, except in		7
cases of CO	~ 1	
issued	1. The state of th	/
retroactively/retro	39	/
spectively.	25	/
1.9 Forward the		7
processed CO the		
Clerk/		
Administrative		
Aide.	T CITY	
1.10 Receive the	None 5 minutes	Administrative Aide IV
	1 Timules	Export Division
processed CO		Export Division
with other		
documents.		
1.11 Stamp		
Reference		
Number on the		
CO.		

1.12 Log th documer logbook.			
1.13 Retain of copy of documer Export D Another so the Philip Statistic (PSA).  1.14 Release documer	of the lats for livision. Its for livision. Its for livision late the late of		
Exporter authorize represen /Forward Customs	ed tative er/	AT I	
TOTAL	PHP145.00	20 minutes 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.

Office or Division:	Export Division (Airp	orts)		
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens, G2B- Government to Business			
Who may avail:	Exporter or their duly authorized representative/forwarders			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Letter Request (1 original, 1 photocopy)  Applicant / Company Resources				
Filled up Certificate of Shi Customs Documentary St 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 to Load (ATL) (1 original, 1	Export Division, BOC					
Export Commercial Invoice photocopy)	e (1 original, 1	Applicant / Company Resources				
Export Packing List (1 original	inal, 1 photocopy)	Applicant / Comp	any Resources			
Export Clearance/Permit is government agencies cond (2 photocopies)	•	Applicable Regul	atory Governmer	nt Agency		
Photograph/s of actual care photocopy)	go/es (1 original, 1	Applicant / Comp	any Resources			
Notarized Affidavit (1 origin	nal, 1 photocopy)	Applicant / Comp	any Resources			
Airwaybill (2 photocopies)		Applicant / Airline	e Company			
Cargo Manifest or Certificathat the cargo has been load 2 photocopies)	7 / / / / / / / / / / / / / / / / / / /	Applicant / Company Resources				
Certificate of Landing (1 or	iginal, 1 photocopy)	Applicant / Company Resources				
Insurance Bond / Cash Bo	nd (2 photocopies)	Applicant / Company Resources Bonds Division or Collection Division, BOC				
Import Entry and Revenue (2 photocopies)	Declaration (IEIRD)	Applicant / Company Resources Assessment Division, BOC				
Import Commercial Invoice	(2 photocopies)	Assessment Division, BOC				
Statement of Settlement of (SSDT) or Official Receipt photocopies)		Applicant / Company Resources MISTG, Collection Division, BOC				
Import Airwaybill (2 photoc	opies)	Applicant / Company Resources				
Import Clearance/Permit issued by other government agencies concerned (if applicable) (2 photocopies)		Applicable Regul	atory Governmer	nt Agency		
Note: Two (2) sets of requ	irements					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		

1. 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	Administrative Aide IV Export Division
	1.2 Make sure that all documentary requirements are complete	OFF		
DEP	1.3 Forward the documents received to the Records Officer/ Administrative Officer		ACE	
Be	1.4 Receive the documents from the Receiving Clerk/ Administrative Officer.	None	1 day	Records Officer/ Administrative Officer Export Division
	1.5 Retrieve the records on file requested			
	1.6 Verify whether the documents submitted tallies with the documents on file.			

<ul> <li>1.7 If found in order, affix his/her initial on the Certificate of Shipment</li> <li>1.8 Forward the documents to the Assistant Chief</li> </ul>			
1.9 Receive the Certificate of Shipment with the initial of the Records Officer/Administr ative Officer and the documents submitted.  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.	None	15 minutes	Supervising Customs Operations Officer (SVCOO) Export Division
1.13 Receive the Certificate of the Shipment with the initials of the	None	15 minutes	Chief Customs Operations Officer (CCOO)

T	D			Francis Division
	Records Officer/			Export Division
	Administrative			
	Officer and			
	Assistant Chief			
	together with the			
	documents			
	submitted.			
1	.14 Review the			
	documents.			
	45 lf :			
1	.15 If in order,			
	sign the			
	Certificate of	0		
	Shipment (CS).	OH X		
1	.16 Forward the	OFF		
			1	
/ 1	documents to		-	
	the Releasing		1.Y	
12	Clerk/Administra		174	
[5]	tive Aide.			
1	17 Possive the	None	7 minutes	Administrative
A 1	.17 Receive the	None	7 minutes	Administrative
A 1	Certificate of	None	7 minutes	Aide IV
	Certificate of Shipment (CS)	None	7 minutes	
	Certificate of Shipment (CS) and the	None	7 minutes	Aide IV
Q I	Certificate of Shipment (CS) and the documents	None	7 minutes	Aide IV
Q Be	Certificate of Shipment (CS) and the documents submitted from	None	7 minutes	Aide IV
Q Box	Certificate of Shipment (CS) and the documents	None	7 minutes	Aide IV
Bell	Certificate of Shipment (CS) and the documents submitted from the Chief.		SIN	Aide IV
Bell	Certificate of Shipment (CS) and the documents submitted from the Chief.		SIN	Aide IV
Bell	Certificate of Shipment (CS) and the documents submitted from the Chief.  .18 Issue a Reference		SIN	Aide IV
Bell	Certificate of Shipment (CS) and the documents submitted from the Chief.	None CUS'S	SIN	Aide IV
	Certificate of Shipment (CS) and the documents submitted from the Chief.  .18 Issue a Reference number.		SIN	Aide IV
	Certificate of Shipment (CS) and the documents submitted from the Chief.  .18 Issue a Reference number.  .19 Log the		SIN	Aide IV
	Certificate of Shipment (CS) and the documents submitted from the Chief.  .18 Issue a Reference number.  .19 Log the documents in		SIN	Aide IV
	Certificate of Shipment (CS) and the documents submitted from the Chief.  .18 Issue a Reference number.  .19 Log the		SIN	Aide IV
1	Certificate of Shipment (CS) and the documents submitted from the Chief.  .18 Issue a Reference number.  .19 Log the documents in the log book.		SIN	Aide IV
1	Certificate of Shipment (CS) and the documents submitted from the Chief.  .18 Issue a Reference number.  .19 Log the documents in the log book.  .20 Retain copy		SIN	Aide IV
1	Certificate of Shipment (CS) and the documents submitted from the Chief.  .18 Issue a Reference number.  .19 Log the documents in the log book.  .20 Retain copy of the whole set		SIN	Aide IV
1	Certificate of Shipment (CS) and the documents submitted from the Chief.  .18 Issue a Reference number.  .19 Log the documents in the log book.  .20 Retain copy of the whole set of documents		SIN	Aide IV
1	Certificate of Shipment (CS) and the documents submitted from the Chief.  .18 Issue a Reference number.  .19 Log the documents in the log book.  .20 Retain copy of the whole set of documents for the Export		SIN	Aide IV
1	Certificate of Shipment (CS) and the documents submitted from the Chief.  .18 Issue a Reference number.  .19 Log the documents in the log book.  .20 Retain copy of the whole set of documents		SIN	Aide IV

	1.21 Release the Certificate of Shipment and the other documents to the Exporter/			
	duly authorized representative/ Forwarder/			
	Customs Broker.			
TOTAL	MENT	PHP130.00	1 day, 40 minutes	

### 131. Issuance of Export Declaration (ED)

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

Office or Division:	Export Division (airports)				
Classification:	SIMPLE				
Type of Transaction:	G2C – Government	to Citizens, G2B- C	Sovernment to Bu	siness	
Who may avail:	Exporter or their duly Brokers	y authorized repres	entative/forwarde	ers, Custom	
CHECKLIST OF REQUIF	REMENTS	W	HERE TO SECU	RE	
	Regu	ılar Export			
Export Declaration with C Documentary Stamps (Cl photocopies)	Export Division, BOC Collection Division, BOC (for payment of CDS)				
Proforma Invoice / Commoriginal, 3 photocopies)	Proforma Invoice / Commercial Invoice (1 Applicant/ Company Resources original, 3 photocopies)				
Packing List (1 original, 3 photocopies)  Applicant/ Company Resources					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

1. 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) with Customs Documentary Stamps (CDS) and other necessary documents  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	PHP130.00 Customs Documentary Stamps (CDS)	2 minutes	Administrative Aide IV Export Division
	1.5 Receive the documents from the Receiving Clerk/ Administrative Aide	None	1 minute	Customs Operations Officer I (COO I) Export Division or Assistant Customs

	1.6 Evaminas tha			Operations
	1.6 Examines the			Officer (ACOO)
	completeness of			Export Division
	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	OD		
10	designation	The Post		
	1.9 Affix his/her	OFF		
/ /	initials if			
/=	everything is		J.	
/2	found in order			
53	lourid in order			
	1.10 Forwards the			
	document to the		~~ (2)	
	Chief/	-0.		
	Supervisor			
15	1.11 Receives the	None	1 minute	Chief Customs
\ \	ED and the	None	Timilate	Operations
	necessary		27	Officer (CCOO)
	documents from		01/	Export Division
	the Customs	45		or
	Operations	- CTIS'		
	Officer I/			Supervising
	Document			Customs
	Processor.			Operations
	. 10000011			Officer (SVCOO) Export Division
	1.12 Reviews the			or
	documents			
	GOOGIIIGIIG			Customs
	4 40 055 1 1 "			Operations
	1.13 Affix his/her			Officer III (COO
	signature (in			
	behalf of the			Export Division
	Chief in case of			
	Supervisor) if			

	everything is found in order.  1.14 Forward the documents to the Releasing Clerk / Administrative			
DEP	Aide.  1.15 Receive the documents from the Chief/ Supervisor  1.16 Stamp Reference Number on the documents  1.17 Log the documents in	None	2 minutes	Administrative Aide IV Export Division
BU	the logbook  1.18 Sign the documents as released to the Exporter or duly authorized representative/ Forwarder/ Customs Broker	CUS'	SIN	
	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		
TOTAL	PHP130.00 6 minutes per ED	

# 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.

Office or Division:	Export Division, BOC				
Classification:	Simple				
Type of Transaction:	G2C – Government	to Citizens, G2B- Government to Business			
Who may avail:	Exporter or their du	lly authorized representative/forwarders			
	Customs Brokers	- CITY			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
Export under PEZA (Freeport Zones) Automated Export Documentation System (AEDS)					
Automated Export Declaration System		Phil. Economic Zone Authority (PEZA)			
(AEDS) with PEZA Exit 1	original, (1				
photocopy)					
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			

	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE
1 Exporton on duly	1.1 Receive the	None	O mains stop	Customs
1. Exporter or duly		None	2 minutes	Operations
authorized	PEZA			Officer I (COO I)
representative/	Automated			Export Division
Forwarder/ Customs	Export			or
Broker submits duly	Declaration			
accomplished	System (AEDS)			Assistant
Automated Export	other necessary			Customs
Declaration System	documents			Operations
(AEDS) together with	1.2 Make sure that			Officer (ACOO)
other pertinent	the documents			Export Division
documentary	are in duplicate	UF.		
requirements	copies. If not,	P		
/	return the		7.	
/ /	documents			
/ =	to the		1.3	
12	Exporter/Forwar		7	
[E]	der.			
		- IIIIIII		
	1.3 Examines the			
	completeness of	c/k		
	the documents		= /	
100	1.4 Scan the PEZA		- 0	
\ (	AEDS barcode			
1	for verification		2/	
	thru Value		0/	
	Added Service	- CITS		
	Providers	CUP		
	(VASP).			
	1.5 Match the			
	PEZA AEDS			
	(hard copy)			
	against the			
	online data			
	found in the			
	PEZA system			

	1.6 Stamps his/her			
	name and			
	designation.			
	designation.			
	1.7 Affix his/her			
	initials if			
	everything is			
	found in order.			
	1.8 Forward the			
	documents to			
	the Releasing			
	Clerk /			
	Administrative			
	Aide.	OF		
		P		
	1.9 Receive the	None	1 minute	Chief Customs
	documents from		-	Operations
	the Customs			Officer (CCOO)
12	Operations		124	Export Division or
	Officer I (COO I)	Bane.		OI
	or Assistant	200	20 1	Supervising
	Customs			Customs
	Operations	5/k		Operations
	Officer (ACOO)	6	= /	Officer (SVCOO)
1 60			- 0	Export Division
\ (	1.10 Review the			or
1	documents		3/	Customs
			0/	Operations
	1.11 Affix his/her	CUST		Officer III (COO
	initials if	CUP		III)
	everything is			Export Division
	found in order			
	1.12 Stamps			
	his/her name			
	and designation			
	and debignation			
	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	Administrative Aide IV Export Division
	1.16 Stamp Reference Number on the PEZA AEDS  1.17 Log the	OFF		
EP	documents in the logbook  1.18 Sign the		Z C	
T BU	documents as released to the Exporter or duly authorized representative/ Forwarder/ Customs Broker		SANO	
	1.19 Receives the processed documents from the Exporter/ Forwarder	None	10 minutes	Customs Operations Officer I (COO I) Export Division
	1.20 Conduct the actual examination of goods against the description contained in the processed			
	documents			

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.	On		
1.23 Click the button "TAG AS TRANSFERRED", when everything is found to be in order	OFF	NEW YEAR	
1.24 Retain one set of copy of the documents for Export Division.			
TOTAL	NONE	<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.

Office or Division:	Customs Bonded Warehouse Division,
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen,
	G2B - Government to Business
Who may avail:	CBW Operator / Airline Client / Consignee /
	Consignee's Authorized Representative

CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		SECURE
Boatnote (1 set original)		Aircraft Operations Division		
Inward Foreign Manifest	(1 original)	Carrier/Cli	ent	
Inbound Cargo Handling	Report (Original)		rator / Airline Clie	
			e's Authorized Rep	oresentative
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present the goods with required documents to the assigned CBW Personnel on duty at the CBW	1.1 Receiving of Inbounded Cargoes with complete required documents	None	2 hours	CBW Warehouseman CBW Storekeeper
Warehouse	1.2 Storing and sorting	None	20 minutes	CBW Warehouseman CBW Storekeeper
\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	TOTAL	None	2 hours, 20 minutes	

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

Office or Division:

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.

Customs Bonded Warehouse Division,

Cilios di Biviololli	Cadterne Beriada Warenbaco Bivicion,			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business			
Who may avail:	CBW Operator / Airline Client / Consignee / Consignee's Authorized Representative			
CHECKLIST OF REQUIRE	IREMENTS WHERE TO SECURE			
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 /		

Learner Demoit /A existing	- 1\	0 :	a la Arathania a l Da	
Import Permit (1 original)		Consignee's Authorized Representative		
Invoice (1 original)	1			
Packing List (1 original)				
If required, Clearance		Appropria	ate Regulatory Age	encv
appropriate regulatory		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
Valid ID of any of the f		CDW On	orotor / Airlina Clia	ent / Canaignas /
-Importer, Consignee an		CBW Operator / Airline Client / Consignee / Consignee's Authorized Representative		
customs broker or his/he representative (1 photoc	•	Consigne	ee's Authonzed Re	epresentative
representative (1 photoc	ору) 	FEES		
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the	1.1 Receive and check	None	10 minutes	Warehouseman
assigned CBW	documents			CBW
Warehouseman at	presented by the			
concerned Public	CBW Operator /	UF		
Bonded	Airline Client /	-41		
Warehouse	Consignee /			
	Consignee's		X V	
/-	Authorized		TA	
	Representative			
	1.2 Sign the OLRS and	None	5 minutes	Warehouseman
	forward the same	111		CBW
	to the assigned	I I I I I I I I I I I I I I I I I I I	Steen Park	
	storekeeper			011
	1.3 Check the cargo	None	5 minutes	Storekeeper CBW
	and tally with the	gt.		CBVV
1	OLRS and release			
10	the cargo to the		- 6	
\ (	CBW Operator / Airline Client /			
	Consignee /			
	Consignee's		~0/	
	Authorized			
	Representative	OTT!	5/	
	TOTAL	None	20 minutes	

#### 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).

Office or Division:	FORMAL ENTRY DIVISION (RED LANE)
Classification:	Simple

Type of Transaction:	G2C- Government to Citizens, G2B- Government to Business, G2G- Government to Government			
Who may avail:	Accredited Importers of their Licensed Customs Broker or Authorized Representatives.			rized Representatives.
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Notarized and Accomplished Electronically Printed Single Administrative Documents (SAD) (1 original)		E2M System via Electronic Lodgement thru Value Added Service Provider (VASP)		
Commercial Invoice	(1 original)	Exporter or Suppl	lier	
Packing List (1 origin	al)	Exporter or Suppl	lier	
Bill of Lading (1 origin	nal)	Shipping Lines	9	
Revised Supplement Valuation (1 original)		www.customs.gov	v.ph	
Permits or Clearance goods) (1 original) Additional documents	7	Concerned Regul	latory Agency	
or evidence of sales COO V has reason to	if the COO III or o doubt the truth or	Importer		
accuracy of the declar 707, CMTA)	ared value (section			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE Pls indicate office
1. Submit hard copy of Single Administrative Document (SAD) together with the supporting documents to the entry Processing Unit (EPU) or its equivalent unit.	1.1 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

100			
1.2 Check completeness and authenticity of GD-SAD and its supporting documents.	None	2 minutes	Encoder/ Document Processor
1.3 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
1.4 Forward GD- SAD to Chief- EPU for review.	None	3 minutes	Encoder/Documen t Processor & Chief-EPU
1.5 Transmit GD to assigned Section under FED.	None	1 minute	EPU Releasing Clerk
1.6 Receive hard copy of GD-SAD and its supporting documents from the EPU or equivalent unit.	None	1 minute	Receiving Clerk of Section Concerned
1.7 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 0 01 1 11	N.I.	4 1 1	
	1.8 Check the	None	1 minute	Customs
	assigned COO			Operations Officer
	III which has			V (COO V)
	been			
	electronically			
	selected thru the			
	GDVS Platform.			
	1.9 Forward the	None	1 minute	Customs
	GD-SAD and its			Operations Officer
	supporting			V (COO V)
	documents to			
	the assigned			
	COO III.			
	1.10 Log-in to the	None	1 minute	Customs
	GDVS and		. Amilato	Operations Officer
	select "COO III			III (COO III)
V)	in-process"		1	III (000 III)
/	y American	44	10	
//	status of GD to			
/ /	inform			
15	stakeholders of			
	the status of			
	their shipment.			
	1.11 Retrieve the	None	5 minutes	Customs
		None	5 minutes	Customs Operations Officer
	1.11 Retrieve the	None	5 minutes	
	1.11 Retrieve the GD in the E2M	None	5 minutes	Operations Officer
	1.11 Retrieve the GD in the E2M and conduct	None	5 minutes	Operations Officer
	1.11 Retrieve the GD in the E2M and conduct documentary	None	5 minutes	Operations Officer
	1.11 Retrieve the GD in the E2M and conduct documentary examination and	None	5 minutes	Operations Officer
	1.11 Retrieve the GD in the E2M and conduct documentary examination and check declaration with	None	5 minutes	Operations Officer
	1.11 Retrieve the GD in the E2M and conduct documentary examination and check declaration with regard to	None	5 minutes	Operations Officer
	1.11 Retrieve the GD in the E2M and conduct documentary examination and check declaration with regard to specific	None F CV <sup>S</sup>	5 minutes	Operations Officer
	1.11 Retrieve the GD in the E2M and conduct documentary examination and check declaration with regard to specific commodity	None F CVS	5 minutes	Operations Officer
	1.11 Retrieve the GD in the E2M and conduct documentary examination and check declaration with regard to specific commodity description,	None P CVS	5 minutes	Operations Officer
	1.11 Retrieve the GD in the E2M and conduct documentary examination and check declaration with regard to specific commodity description, proper valuation,	None F CVS	5 minutes	Operations Officer
	1.11 Retrieve the GD in the E2M and conduct documentary examination and check declaration with regard to specific commodity description, proper valuation, classification,	None P CVS	5 minutes	Operations Officer
	1.11 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,	None F CV <sup>S</sup>	5 minutes	Operations Officer
	1.11 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	None P CVS	5 minutes	Operations Officer
	1.11 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	None F CVS	5 minutes	Operations Officer
	1.11 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	None F CVS	5 minutes	Operations Officer
	1.11 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	None F CVS	5 minutes	Operations Officer
	1.11 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	None F CVS	5 minutes	Operations Officer
	1.11 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	None F CVS	5 minutes	Operations Officer

Modernization and Tariff Act (CMTA).			
1.12 If found in order, register the GD in the E2M System.	None	2 minutes	Customs Operations Officer III (COO III)
1.13 Update status of GD in the GDVS and forward the hard copy together with its supporting documents to	None	2 minutes	Customs Operations Officer III (COO III)
the COO V for review.  1.14 Review the initial findings of the COO III both in the hard copy and electronic copy of GD as regards specific commodity description, proper valuation, classification, among others, if in	None Some Some Some Some Some Some Some Som	1 minute	Customs Operations Officer V (COO V)
if in accordance with the provisions of the CMTA.			
1.15 If found in order, reroute the GD to Green Lane, assess the	None	5 minutes	Customs Operations Officer V (COO V)

2. After booking a	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. 2.1 Update status	T O None	1 minute	Customs
time slot in the Terminal Appointment Booking System (TABS), the 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)	of GD in the GDVS by selecting "ASSESSED" status and return the GD together with its supporting documents to the COO III while awaiting the result of the Nom-intrusive inspection to be conducted on subject container/s. (Note: Once the	F CVS	ACE SINO	Operations Officer V (COO V)
	payment information at AAB has been transmitted through Project Abstract Secure System 5			

/DACOE) (!			
(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	- 755		
inspection.	NI OD		
2.2 Conduct	None	2 minutes	Customs
physical			Operations Officer
examination of		1	V (COO V)
subject		7	,
container/s to			
check its actual			
content if the		3 (7)	
result of the		ال المتعنفة	
Non-intrusive			
inspection	L. Start		
requires	709		
verification.		- 0	
2.3 Accomplish the	None	20 minutes	Customs
Examination		20 milliatos	Operations Officer
Return (Box No		VO/	III (COO III)
58) of the SAD	-10		(555 111)
of in the result	DE CU		
of the Non-	OF C		
intrusive			
inspection the			
findings			
reflected was			
"image			
appears to be			
regular" 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.	TOR		
2.4 Forward the GD together with its supporting documents to COO V for signature.	None	2 minutes	Customs Operations Officer III (COO III)
2.5 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 DF CVS	1 minute	Customs Operations Officer V (COO V)
TOTAL	None	55 minutes	

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

Office or Division:	Departure Operations Division (DOD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	Outgoing traveler with Taxable Baggage due for return to the Philippines			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Owner's Pre-departure original)	Declaration Form (1	Customs Department Terminals 1 -	arture Initial Desk 3	Counter
Passport (1 original)		Departing Pas	senger	
Flight Details of the Pa	ssenger (1 original)	Departing Pas	senger	
Articles/Items to be depassenger (to be presented)	1.2	Departing Pas	senger	
	The second secon	( C) ( )		
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	To be did not be did n			

3. Passenger pays the Customs Documentary Stamp (CDS) and acquires the	3.1 Administers Oath	None	1 minute	District Collector or Authorized Customs Official on Duty
original copy of the OPDD	3.2 Certifies that he personally examined the declared articles/items by affixing his signature and collecting the CDS	PHP 130.00	1 minute	Customs Operations Officer III Departure Operations Division
	3.3 Flight supervisor shall conform with the certification of the examiner by affixing his signature	None	1 minute	Customs Operations Officer V Departure Operations Division
A C	3.4 Turnovers the hand carried baggage to the customs aircraft inspector	None	1 minute	Customs Operations Officer III 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	Customs Aircraft Inspector
ТО	TAL	PHP 130.00	10 minutes, 5 seconds	

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

Office or Division:	Departure Operations Division (DOD)			
Classification:	Simple			
Type of	G2C - Government to Ci	tizen		
Transaction:	G2B - Government to Bu	ısiness		
	G2G - Government to G	overnment		
Who may avail:	Outgoing traveler with Ba	aggage covere	d by Re-Exportat	ion Commitment
CHECKLIST OF REQ	UIREMENTS	WHERE TO S	SECURE	
Re-exportation Commi	tment Form (1 original,	Customs Dep	arture Initial Desk	Counter
1 photocopy)	tmont rom (rongman,	Terminals 1 -		· Counton
Passport (1 original)	ENT	Departing Pas	ssenger	
Flight Details (1 origina	al)	Departing Pas	ssenger	
Receipt for the re-expo	ortation commitment (1	Departing Pas	ssenger	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
		هـ الله المرابع	latina	
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	Examiner validates and checks the items listed on the Re-exportation commitment form	None	5 minutes	Customs Operations Officer III Departure Operations Division
2. Passenger is	2. When the	None	3 minutes	Customs

	He then escorts the passenger to the customs cashier for the actual liquidation			
3. Passenger signs the logbook of the customs cashier and affixes her signature upon receiving his cash bond	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	None	1 minute	Customs Operations Officer III Departure Operations Division
OED	3.2 Affixes his signature certifying that the Re-exportation commitment is cleared and were actually boarded on the aircraft	None	1 minute	Customs Aircraft Inspector
TC	TAL	None	10 minutes	

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

Office or Division:	Departure Operations Division (DOD)			
Classification:	Simple			
Type of	G2C - Government to C	Citizen		
Transaction:	G2B - Government to E	G2B - Government to Business		
	G2G - Government to 0	Government		
Who may avail:	Special Flights Operato	Special Flights Operators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 Pa	assenger (1 original)	Airline Availing	the Special Fligh	nt Request
General Declaration of Board (1 original)	the Passengers on	Airline Availing	the Special Fligh	nt Request
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
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	Administrative Aide 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 readies the necessary customs documents relevant to the special flight  2.2 All customs, immigration and quarantine personnel certify the exit 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	None or PHP 130.00 (depending on the applicable document used)	1 minute	Customs Operations Officer III, Customs Operations Officer V, Customs Aircraft Inspector

TOTAL	PHP 130.00	1 hour, 2	1
		minutes	ı

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

Office or Division:	Departure Operations Division (DOD)			
Classification:	Simple			
Type of	G2C - Government to Citizen			
Transaction:	G2B - Government to B	usiness		
/	G2G - Government to G	Sovernment	4	
Who may avail:	Outgoing traveler with E	Baggage in Com	nmercial Quantity/	/Regulated
/2	Goods without authority	to load from th	e Export Division	
CHECKLIST OF REQ	UIREMENTS	WHERE TO S	ECURE	
		-	200	
Special Permit to Load	Form (1 original)	•	arture Initial Desk	Counter
	15	Terminals 1 - 3	3	
Passport (1 original)		Departing Pas	senger	
	(4 : : 1)			
Flight Details of the Pa	issenger (1 original)	Departing Passenger		
Articles/Items to be de	clared by the	Departing Pas	senger	
passenger (to be prese	passenger (to be presented)			
Permits, if any	OF	Concerned Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
1. Upon arrival at the	1. Examiner prepares	None	5 seconds	Customs
Departure Initial	the SPL Form for			Operations
Check Counter, declare to the	filling up and gives			Officer III
customs examiner	it to the passenger			Departure
on duty the				Operations Division
intention for the				DIVISION
SPL for items of				
commercial				
quantity and/or				
regulated by other				

government agencies				
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	2. 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	None	5 minutes	Customs Operations Officer III Departure Operations Division
3. Passenger pays the Customs Documentary Stamp (CDS) and acquires the original copy of the SPL Form	3.1 Certifies that he personally examined the declared articles/items by affixing his signature and collecting the CDS	PHP 130.00	2 minutes	Customs Operations Officer III Departure Operations Division
/	3.2 Affixes signature	None	1 minute	Chief or Authorized Customs Official Departure Operations Division
ТО	TAL	PHP 130.00	8 minutes, 5 seconds	

#### 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.

Office or Division:	Customs Container Control Division			
Classification:	Simple	Simple		
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	Authorized Agents or the	neir Authorized	Representatives,	Exporters
CHECKLIST OF REQUI	REMENTS	WHERE TO S	ECURE	
SPL with documentary s Manila loading and noted International Port (2 orig	d on Manila	Customs Cont	ainer Control Divi	sion
Supporting documents/p discharged (1 photocopy		Shipping lines/	ATI	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit SPL with its supporting documents	1.1 Receives SPL  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	None	30 minutes	Clerk Customs Container Control Division
	1.17 Assigns SPL control number	None	3 minutes	Inspector Customs Container Control Division
	1.18 Review the permits then forward to the Chief for final approval	None	1 minute	Assistant Chief Customs Container Control Division
	1.19 Sign and approve the Permit/s	None	1 minute	Chief Customs Container Control Division

TOTAL	None	35 minutes	

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

Office or Division:	Departure Operations Division (DOD)				
Classification:	Simple				
Type of Transaction:  Who may avail:  CHECKLIST OF REQ	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government  Outgoing traveler with Baggage covered by Export Declaration/Conventional Exportation  WHERE TO SECURE				
13		I I I I I I I I I I I I I I I I I I I			
Re-exportation Commi	Re-exportation Commitment Form (1 original)		Customs Departure Initial Desk Counter  Terminals 1 - 3		
Passport (1 original)		Departing Passenger			
Flight Details of the Pa	Flight Details of the Passenger (1 original)		Departing Passenger		
Export Declaration (1 o	original)	Departing Passenger			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
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	
ТС	TAL	None	1 minute		

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

Office or Division:	Departure Operations Di	vision (DOD)		
Classification:	Simple			
Type of	G2C - Government to Ci	tizen		
Transaction:	G2B - Government to Bu			
	G2G - Government to G	overnment		
Who may avail:	Outgoing traveler with C	urrency and ot	her Foreign Exch	ange-
	Denominated Bearer Mo	W 10 10 17 17	ents in excess of	P50,000.00 or
1	US\$10,000.00 or its equ	ivalent		
CHECKLIST OF REQ	UIREMENTS	WHERE TO	SECURE	
Familian Cumanau Dad	anation Forms (4 animinal)	Customa Dan	antina Initial Deal	· Carratan
Foreign Currency Deci	aration Form (1 original)	Terminals 1 -	earture Initial Desl	Counter
153		Terrilliais 1 -	\$ 6	
Passport (1 original)		Departing Pa	ssenger	
Flight Details of the Pa	ssenger (1 original)	Departing Passenger		
Currency or monetary	instrument (to be	Departing Passenger		
presented)			- 50	
Permit, if applicable		Banko Sentral ng Pilipinas		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
`		BE PAID	TIME	RESPONSIBLE
	131	-15°		
1. Upon arrival at the		None	5 seconds	Customs
Departure Initial Check Counter,	the FCD Form for filling up and gives			Operations Officer III
declare to the	it to the passenger			Departure
customs examiner	l and the passenger			Operations
on duty the				Division
intention to				
declare bringing out of currency or				
monetary				
instruments under				
the Foreign				
Currency				
Declaration Form				

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	2. Examiner thoroughly checks the FCD form if the currency matches the declared value listed	None	5 minutes	Customs Operations Officer III Departure Operations Division
3. Passenger receives the authenticated copy of the FCD form	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	None	1 minute	Customs Operations Officer III Departure Operations Division
	3.2 Authorizes and affixes signature on the form and gives it to the passenger	None	1 minute	Customs Operations Officer III Departure Operations Division
ТО	TAL	None	7 minutes, 5 seconds	

### FEEDBACK MECHANISM

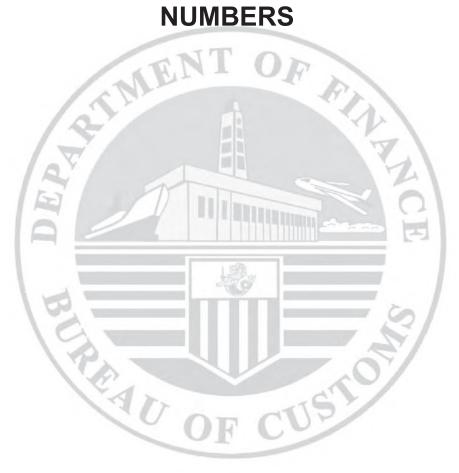


FEEDBACK AND COMPLAINTS MECHANISM			
How to send feedback	Client answers the feedback form and drop it at the designated drop box in the Public & Assistance Division  Contact information: 8705-6000  Boc.cares@customs.gov.ph  https://www.facebook.com/BureauOfCustomsPH/ https://twitter.com/CustomsPH		
How feedback is processed	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.  For inquiries and follow-ups, clients may contact the hotline: 8705-6000		
How to file a complaint	The client writes a signed formal letter of complaint. The client must provide sufficient information such as but not limited to the following:  - Name or office being complained - Full details of the incident - Evidence, if available For inquiries and follow-ups, clients may contact the hotline: 8705-6000		
How complaints are	The Complaints Officer records and compiles all complaints received.  The Complaints Officer shall evaluate the complaint is sufficient in		

processed	nature to be provided with appropriate action/s.
	The complaint Officer forwards the complaint to the proper office for investigation or preparation of official response.
	The complaints officer will give the feedback/official response to the client.
	For inquiries and follow-ups, clients may contact the hotline:8705-6000
Contact information of CCB, CSC, PCC, ARTA	BOC-CARES: 8705-6000 CSC - Para sa taumBAYAN hotline: 8951-2575 / 8951-2576 / 8932-0111 ARTA: 8478-5091 / 8478-5093 / 8478-5099 Presidential Complaint Center Hotline: 8888 <a href="https://www.faceboook.com/BureauOfCustomsPH/">https://www.faceboook.com/BureauOfCustomsPH/</a> https://twitter.com/CustomsPH  Boc.cares@customs.gov.ph

OF OF

## DIRECTORY AND CONTACT



Address	Contact Information
OCOM Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4537
IVIAITIIA	
OCOM Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4507
OCOM Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4518
OCOM Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4525
IAS Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4506/ 705-6044
IAS Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 526-6372
IAS Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4476
CRIC Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 523-2390
CRIC Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 527- 2390
CRIC Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 527- 0216
CRIC Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 527-4575
CRIC Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 527-3727
OCOM Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 526-8759
OCOM Bldg, Gate 3 South Harbor, Port Area, Manila	(+632) 527-4516
ESS Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 527-4578
ESS Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 527-4710
	OCOM Bldg, Gate 3 South Harbor, Port Area, Manila  OCOM Bldg, Gate 3 South Harbor, Port Area, Manila  OCOM Bldg, Gate 3 South Harbor, Port Area, Manila  OCOM Bldg, Gate 3 South Harbor, Port Area, Manila  IAS Bldg, Gate 3 South Harbor, Port Area, Manila  IAS Bldg, Gate 3 South Harbor, Port Area, Manila  IAS Bldg, Gate 3 South Harbor, Port Area, Manila  IAS Bldg, Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila  CRIC Bldg. Gate 3 South Harbor, Port Area, Manila

Management Information System	ICT Bldg. Gate 3 South	(+632) 705-6081
and Technology Group	Harbor, Port Area, Manila	(1622) 705 6027
Planning and System Development Service	ICT Bldg. Gate 3 South	(+632) 705-6037
	Harbor, Port Area, Manila	(+622) 705 6059
Technology Management Service	ICT Bldg. Gate 3 South Harbor, Port Area, Manila	(+632) 705-6058
	Harbor, Fort Area, Marilla	
Post Clearance Audit Group	CRIC Bldg. Gate 3 South	(+632) 705-6091
1 03t Olearance Addit Group	Harbor, Port Area, Manila	(1002) 100-0031
	Harbor, Fort Area, Marilla	
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
Odb i ort or Galernague	TITE O	(012)000 0001
CD2A, Port of Manila	NI OF	(02) 526-6652
Sub-Port of Harbor Center	- UT.	(02) 480-1729
Sub-Port of Masinloc		N/A
Customs Postal Office		IN/A
Sub-Port of PEZA- Cavite		(046) 971-2453
Sub-Port of EPZA - Laguna		N/A
Sub-i oit oi Li ZA - Laguria		IN/A
CD2B, Manila International		245- 4101
Container Port	The state of the s	243-4101
Sub-Port of North Harbor		245- 3021
Odb i or or ivorui i larboi		240 0021
CD3, NINOY AQUINO International		(02)879-6003
Airport	- 10	(02)010 0000
Manila Domestic Airport		877-1109 loc. 3759
Airmail Distribution Center (CMEC)		854-4613 854-029
/ III III Biotilia dia ii Ceritei (Citi26)		3011010 001 020
CD4, Port of BATANGAS		(043) 722-0705 to
	77	07
Sub-Port of Siain	0- 0119	(042) 302-9704
Sub-Port of Puerto Princesa	OR CO	(048) 434-3124
Cub i cit ci i ucito i imicoca		(010) 1010121
CD5, Port of LEGAZPI		(054) 881-0518
Sub-Port of Tabac		N/A
Sub-Port of Jose		N/A
		137.
Panganiban		
3 2 3 2 2		
CD6, Port of ILOILO		337-0427
Sub-Port of Pulupandan		N/A
Kalibo International Airport		N/A
		1 37 3
CD7, Port of CEBU		(032) 353-0766 ;
		(032) 350-3219
L	I .	(===/ === == :=

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
Sub-Fort Of Nasipit		(003) 300-029
CD10, Port of CAGAYAN DE ORO		563-641
Sub-Port of Iligan		(063) 221-6066
Sub-Port of Ozamis	NIT O	N/A
Mindanao Container Terminal	NI OF	(088)742642
	H'>	
CD11, Port of ZAMBOANGA		(062) 992-6844
Zamboanga International Airport	3 3	(062) 992-1833
Sub-Port of Jolo		N/A
Sub-Port of Tawi – Tawi		N/A
Sub-Port of Basilan		N/A
		(1)
CD12, Port of DAVAO		(082) 235-1315
Sub-Port of Dadiangas		(083) 552-8890
Sub-port of Mati	15%	(087) 388-3294
Sub-Port of Parang	70	(064) 421-2336
1 50		Ča /
CD13, Port of SUBIC		(047) 252-3534
22/1/2 1/2/12/1		(0.45) 500 5400
CD14, Port of CLARK		(045) 599-7189
CD15 Dort of ADADDI		(070) 000 0070
CD15, Port of APARRI Sub-Port of Irene	0- 0110	(078) 822-8873
Sub-Port of Currimao	OF CO	(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
Can Fort of Mariyono		(5) 555 17 15
COMPLAINTS ACTION CENTER		0.470, 5000
ANTI-RED TAPE AUTHORITY		8478-5099
CSC - Para sa taumBAYAN hotline :		8951-2575 / 8951-
		2576 / 8932-0111
Presidential Complaint Center:		8888
Hotline 8888		