



BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM INTEGRITY ACCOUNTABILITY

MEMORANDUM

TO : ALL DISTRICT COLLECTORS

FROM : REY LEONARDO B. GUERRERO
Commissioner



BOC-07-00644

FEB 15 2021

SUBJECT : MANDATING THE EXCLUSIVE USE OF THE CUSTOMER CARE PORTAL SYSTEM (CCPS) FOR ALL GOODS DECLARATIONS

DATE : 09 February 2021

This memorandum is being issued to clarify the mode of submission of goods declaration documents to the Bureau as outlined in the Zero Contact Policy for Assessment Offices in the Bureau of Customs per CMO 08-2020.

The only mode for submission of softcopies of goods declaration documents shall be through the Customer Care Portal System (CCPS). ALL goods declaration must have a corresponding ticket in the CCPS before they can be processed by the Bureau's Assessment Offices. Any importer or broker who fails to comply shall be penalized accordingly.

Any BOC personnel who processes a goods declaration in the absence of a corresponding ticket for such, shall be subject to administrative liability.

For your information and guidance.

