



Republic of the Philippines
Department of Finance
BUREAU OF CUSTOMS
1099 Manila

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OCOM Memo No. 62-2020

MEMORANDUM

TO : ALL DEPUTY COMMISSIONERS
ALL DISTRICT COLLECTORS
ALL BOC STAKEHOLDERS
ALL OTHERS CONCERNED

FROM : REY LEONARDO B. GUERRERO
Commissioner

SUBJECT : GUIDELINES FOR THE ISSUANCE OF ACCREDITATION
PASS TO BOC STAKEHOLDERS

MAR 25 2020

BOC-09-11978


Pursuant to the President's declaration of the "Enhanced Community Quarantine" (ECQ), the authority granted by the Inter-Agency Task Force (IATF) for the Management of Emerging Infectious Disease to all government agencies in the executive branch to issue Accreditation Orders for critical services operating during the duration of the ECQ, and in line with mandate of the Bureau of Customs (BOC) to facilitate trade in goods and optimize revenue generation, the "**Guidelines For The Application and Issuance of Accreditation Pass to BOC Stakeholders**" is hereby implemented.

Section 1. Scope.

This Order shall cover the implementation of the *Guidelines For The Application and Issuance of Accreditation Pass to BOC Stakeholders* for BOC Accredited Importers, Licensed Customs Brokers, Declarants, or any of their authorized representatives, to facilitate the processing of any new and pending official BOC transactions requiring physical submission of documents or physical presence of the client in the authorized BOC premises.

Section 2. Objectives.

- 2.1 To grant an exemption from the implementation of the ECQ to authorized BOC Stakeholders, subject to the guidelines as herein provided, in order to ensure the unhampered and complete service of the BOC during the entire duration of the ECQ.
- 2.2 To grant BOC Stakeholders physical access to authorized BOC premises to facilitate the processing of any official transaction, such as but not limited to the immediate release of shipments.



Section 3. Definition of Terms.

For purposes of this Order, the following terms are defined accordingly:

- 3.1 Accreditation Pass** – shall refer to the Order issued to a qualified BOC Stakeholder allowing physical access to BOC authorized premises which may be presented at any established checkpoints during the implementation of the ECQ. An Accreditation Pass shall be valid only for a one-time use depending on the time and date indicated therein.
- 3.2 Assignment of Ticket** – shall refer to the transfer or routing of an existing Ticket to and from an assigned validating officer or office.
- 3.3 Customer Care Portal System (CCPS)** – shall refer to the BOC Online facility with support ticketing system and utilized to allow BOC Stakeholders to avail of the Online Application for Accreditation Pass and other online transactions.
- 3.4 Ticket** – shall refer to the electronic means utilized to identify issues, concerns and requests of the BOC Stakeholders. A ticket shall cover a message thread which may include the status and/or resolution of issues, concerns and requests, and may also allow BOC Stakeholders to upload relevant documents.
- 3.5 Ticket Number** – shall refer to a system-generated unique reference number assigned to a Ticket.
- 3.6 User/Client/Applicant** – shall refer to BOC Stakeholders who shall apply for the issuance of an Accreditation Pass. The user's account shall have the same email address registered in the **BOC Client Profile Registration System (CPRS)**.
- 3.7 Validating Officers** – shall refer to a group of Customs Officers specifically designated to validate the submitted application for the issuance of Accreditation Pass.

Section 4. General Provisions.

- 4.1** These guidelines shall only be availed by BOC Accredited Importers, Licensed Customs Brokers, Declarants, or any of their duly authorized representative/s.
- 4.2** These guidelines shall cover all BOC official transactions requiring physical submission of documents for any pending application, or any transaction requiring physical presence or appearance of the Client within the authorized BOC premises.



- 4.3 All applications by BOC Stakeholders for the issuance of the Accreditation Pass shall be made at least 72 hours or 3 days prior the intended visit to the BOC.
- 4.4 All BOC Stakeholders are encouraged to use the CCPS for applications or transactions which do not require the physical presence of the client in the BOC premises, such as communication for following-up of documents, renewal of accreditation, electronic submission of letter requests such as lifting of abandonment, among others.
- 4.5 The District Collectors, in coordination with the Public Information and Assistance Division (PIAD), shall ensure the proper information dissemination of this Order to all BOC Stakeholders.
- 4.6 The District Collectors and Customs Officers concerned are hereby directed to observe extreme care and caution in securing the credibility of this online service facility.
- 4.7 Failure to comply with any provisions of this Order may cause the suspension or revocation of your accreditation and shall be dealt with administratively and/or criminally, as the circumstances may so warrant.

Section 5. Operational Provisions.

- 5.1 The following operational procedure shall be performed by the **User or BOC Stakeholder**:
 - 5.1.1 User will register and log-in with the CCPS at client.customs.gov.ph with its username and password and select **"Open A Ticket"**.
 - 5.1.2 The User shall select **"APPLICATION FOR ACCREDITATION PASS"** from the drop-down menu of the **"Help Topic"**.
 - 5.1.3 In the **Application Details**, the User shall fill-up the following:
 - a. Name;
 - b. E-mail address;
 - c. Business Address;
 - d. Port intended to be visited;
 - e. Issue Summary.
 - 5.1.4 The User shall select the Port of intended appointment. The Online System shall automatically route the Client's concerns to the concerned Port, and to the corresponding Validating Officer.
 - 5.1.5 Under the **Issue Summary**, the User shall indicate the purpose of his intended visit to the BOC.



Examples:

- a. *Payment of duties for Goods Declaration Reference No. 12345; or*
- b. *Submission of hardcopy of documents for Goods Declaration Reference No. 12345*

5.1.6 Fields with red asterisks are mandatory fields.

5.1.7 Click the green button at the bottom of the form to create the Ticket.

5.1.8 Only one (1) Accreditation Pass per transaction shall be issued to an Accredited Importer, Declarant, Licensed Customs Broker, or any of their duly authorized representative.

5.1.9 Upon validation and approval of the application, the Accreditation Pass will be sent via electronic mail to the e-mail address duly registered by the Client in its application.

5.1.10 The Client shall be responsible for printing a hardcopy of the Accreditation Pass which may be presented at any ECQ established checkpoint on route to the authorized BOC premises.

5.1.11 The issued Accreditation Pass shall be valid only for the time and date indicated therein. The authorized bearer of the Accreditation Pass shall no longer be allowed access to the BOC premises for failure to appear on the assigned time and date. Further, all future applications for the same transaction shall not be entertained.

5.2 The following operational procedure shall be performed by the **Customs Officers:**

5.2.1 The Ticket will automatically be assigned or routed to the concerned Office or Port based on the input from the Client.

5.2.2 The assigned Validating Officer shall evaluate and verify whether the application covers a transaction requiring personal appearance or presence of the Client in the authorized BOC premises.

5.2.3 The Validating Officer shall ensure that the Client is informed of the status of the ticket by updating and posting messages in the message thread.

5.2.4 An Accreditation Pass shall be processed within twenty-four (24) hours from the time of submission of an online application. If the Validating Officer finds the application in order, the Ticket shall

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then be routed to the Office of the Deputy Commissioner - AOCG for approval.

5.2.5 Upon review and approval of the Deputy Commissioner - AOCG, a **One-time Accreditation Pass** shall be issued to the Client, indicating therein the following:

- a. Name of applicant;
- b. Date and time of travel (Validity Period); and
- c. Unique Identification Number QR Code.

5.2.6 All Accreditation Pass shall be subject to a color-coding scheme which will vary on a daily basis, as may be determined by the Deputy Commissioner, AOCG.

5.2.7 Upon approval of the Deputy Commissioner, AOCG, the one-time Accreditation Pass shall be sent via electronic mail in the indicated e-mail address of the Client under the Application Details.

Section 6. Repealing Clause. All orders, memoranda, circulars and issuance inconsistent herewith are hereby repealed and/or deemed modified accordingly.

Section 7. Separability Clause. If any part or provision of this Order is later declared invalid or illegal, the remaining portion shall remain valid and enforceable.

Section 8. Effectivity. This Order shall take effect immediately and shall last until repealed or revoked.