

JREAU OF CUSTOMS



97-2021 OCOM Memo No.

MEMORANDUM

TO

ALL DEPUTY COMMISSIONERS

ALL DISTRICT COLLECTORS ALL SERVICE DIRECTORS

ALL DIVISION CHIEFS

FROM

SUBJECT

REY LEONARDO B

Commissioner I

IMPLEMENTATION OF TURNAROUND TIME FOR

PORTAL HELP TOPICS

DATE

June 16, 2021

In relation with OCOM Memorandum Order No. 82-2021 dated May 21, 2021, all offices and ports are hereby mandated to resolve the tickets based on the compiled turnaround time per help topic.

The published turnaround time are based on the submitted data from various offices and ports. Non-compliance with the turnaround time provided may be subjected to issuance of show cause order from the Commissioner.

Attached is the compiled Portal Help Topics, concerned offices, and turnaround time for your reference.

For strict compliance.



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	Help Topic	Department	Turnaround Time
1.	AMO Accreditation	AMO	3-5 working days
	AMO Accreditation / Issuance of COA/COR	AMO	3-5 working days
2.			-
3.	AMO Accreditation / Other Inquiries	AMO	3-5 working days
4.	AMO Document Submission	AMO	3-5 working days
	AMO Document Submission / Broker (New)	AMO	5 working days (if the documents
5.			submitted is complete)
6.	AMO Document Submission / Importer (New)	AMO	5 working days (if the documents submitted is complete)
	AMO Document Submission / Importer (Non-Regular)	AMO	5 working days (if the documents submitted is complete)
7.	AMO Document Submission / Importer (Renewal)	AMO	5 working days (if the documents submitted is complete)
8.	Order of Payment / PayMaya (Renewal)	AMO	24 hours
9.	Advance Ruling System	AOCG	2 Working Days (Response and
10.			transfer of tickets upon receipt)
11.	Customs Bonded Warehouse (CBW)	AOCG	20 days
12.	Discharge Port Survey (DPS)	AOCG	1 Working day response time 2-3 Working days resolution
13.	LPSR Validation	AOCG	24 hours
14.	Appointment	BOC-CARES	1 working day
15.	Balikbayan Box Inquiries	BOC-CARES	1 working day
16.	BB File-For Deconsolidators ONLY	BOC-CARES	1 working day
17.	Cancellation Slip	BOC-CARES	1 working day
18.	Clearance	BOC-CARES	1 working day
19.	COMDEMNATION	BOC-CARES	1 working day
20.	COMPLAINTS	BOC-CARES	1 working day
21.	COMPLIANCE	BOC-CARES	1 working day
22.	Feedback	BOC-CARES	1 working day
23.	FORMS	BOC-CARES	1 working day
24.	General Inquiry	BOC-CARES	1 working day
25.	Office of the Commissioner	BOC-CARES	1 working day
26.	Order of Payment	BOC-CARES	1 working day
27.	Package Claim	BOC-CARES	1 working day
28.	PERMIT	BOC-CARES	1 working day
29.	Report a Problem	BOC-CARES	1 working day
30.	Report a Problem / Access Issue	BOC-CARES	1 working day
31.	Task Force / CAIDTF	CAIDTE	24 hours
32.	Task Force	CAIDTF / POM	24 hours
33.	Deferred Payment	Collection Service	24 hours
34.	Order of Payment / Miscellaneous Fees	Collection Service	30 minutes
35.	CY/CFS and PEZA	Deputy Collector for Operations	24 hours



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36.	Office of the DepColl Operations	Deputy Collector for Operations	30 mins
37.	Office of the DepColl Operations / Amendment of BL	Deputy Collector for Operations	2 working days
38.	Office of the DepColl Operations / Boarding Pass	Deputy Collector for Operations	5-10 minutes
39.	Office of the DepColl Operations / Copy of Entry Documents	Deputy Collector for Operations	24 hours
40.	Office of the DepColl Operations / Direct Validation	Deputy Collector for Operations	1 hour
41.	Office of the DepColl Operations / Extension for Period of Filing	Deputy Collector for Operations	24 hours
42.	Office of the DepColl Operations / Lifting of Abandonment	Deputy Collector for Operations	24 hours
43.	Office of the DepColl Operations / Request for Dummy BL	Deputy Collector for Operations	24 hours
44.	Office of the DepColl Operations / Request for Permit to Transfer	Deputy Collector for Operations	48 hours
45.	Office of the DepColl Operations / Request for Stripping	Deputy Collector for Operations	8 hours
46.	Advance Ruling System / Origin	ECD	Request shall be made at leas 90 days prior to importation
47	Certificate of Origin	ECD	Within the day of submission, provided that all requirements a complete
47.	Product Evaluation	ECD	20 Days from the date of submission, provided that all requirements are complete
49.	Registered Exporter System (REX)	<u>ECD</u>	7 Days from the date of submission, provided that all requirements are complete
50.	TRADENET	<u>ECD</u>	Within the day of submission, provided that all requirements a complete
51.	TRADENET / e-Certificate of Origin	ECD	Within the day of submission, provided that all requirements a complete
52.	TRADENET / Product Evaluation List	ECD	8 hours
53.	Application for Rapid Pass	<u>EG</u>	1 working day
54.	Clearance / Motor Vehicle (EMVMCO)	EMVMCO	6 hours
55.	EMVMCO	EMVMCO	6 hours
56.	Task Force / E.P.C.D.	EPCD	5 minutes
57.	PRU Verification	FED	24 hours
58.	Certificate of Payment	FED Port Concerned	24 hours
59.	Shipment / Examination and Spotcheck	FED/Port Concerned	72 hours
60.	Procurement (General Services)	GSD	3 days
61.	Recruitment - Hiring & Promotion	HRMD	2 days
62.	RETIREMENT	HRMD	24 hours



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Box Prior to importation Prior Disclosure Prior D				
A	63	Advance Ruling System / Valuation	IAS	Request shall be made 90 days prior to importation
Alert Order IG 1 working day		Clearance / Value Verification (IAS)	IAS	
Certificate of NO PENDING Case G		Alert Order	<u>IG</u>	1 working day
67. Clearance / Legal Matters Legal Service 24-48 hours 68. MISTG Concerns MISTG 25 Minutes response time 69. MISTG Concerns / Data Request MISTG 1 day & 1 hours & 30 minute response time 69. MISTG Concerns / E2M Issues & Errors MISTG 1 Business Day 71. MISTG Concerns / Manual Payment MISTG 1 Business Day 72. MISTG Concerns / Manual Payment MISTG 1 Business Day 73. MISTG Concerns / NSW Issues MISTG 1 Business Day 74. TRADENET / Application for User Account MISTG - TMS 1 Business Day 74. TRADENET / Technical Issues & Concerns MISTG - TMS 1 Business Day 76. Auction / POM ACDD P02A - ACDD 6 days and 7 hours 76. Auction / POM ACDD P02A - LBD 24 hours 77. Order of Payment / Demand Letter P02A - LBD 5-10 minutes 79. Auction / MICP ACDD P02A - LBD 5-10 minutes 80. Auction / NAIA ACDD P03 - Operations 6 days 7 hours and 25 minutes		Certificate of NO PENDING Case	<u>IG</u>	2-3 Days upon receipt of ticket
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CO.		Certificate of Identification	Port Concerned	examination only) 2 days (including physical examination finished goods at CBW per CM
		Duty Drawback	Port Concerned	Within 24 hours, ticket will be transferred to appropriate office



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		15-30 working days for the processing.
Goods Declaration Online Filing	Port Concerned	Consumption - 2 Days and 16 hours Export - 24 hours Warehousing - 24 hours Informal - 48 mins Transshipment- 1 day and 5 hours.
Goods Declaration Online Filing / Filing of Documents	Port Concerned	Consumption - 2 Days and 16 hours Export - 24 hours Warehousing - 24 hours Informal - 48 mins Transshipment- 1 day and 5 hours.
Goods Declaration Online Filing / Other Inquiries	Port Concerned	Consumption - 2 Days and 16 hours Export - 24 hours Warehousing - 24 hours Informal - 48 mins Transshipment- 1 day and 5 hours.
LAW Division	Port Concerned	48 hours
LAW Division / PROTEST	Port Concerned	30-45 days
LAW Division / Warrant of Seizure and Detention	Port Concerned	48 hours response time 30-45 days WSD resolution
Order of Payment / Additional Duties and Taxes	Port Concerned	48 hours
PERMIT / Permit to Transfer to Outside CY	Port Concerned	48 hours
PERMIT / Special Permit to Load	Port Concerned	48 hours
PERMIT / Special Permit to Withdraw	Port Concerned	48 hours
Piers and Inspection Division / Port Clearance	Port Concerned	48 hours
Prepayment - Collection Division	Port Concerned	48 hours
Shipment	Port Concerned	48 hours
Shipment / Alert Concerns	Port Concerned	48 hours
Shipment / Manual Release	Port Concerned	1 hour
AMO Document Submission / Broker (Renewal)	Port-CIIS	2 days
VAT / TAX Refund	RAD	24 hours
TAX CREDIT	RCMG	1 day (if all the required documents were submitted)
SGL Accreditation Concerns	<u>SGL</u>	20 days
Tax Exempt	Tax Exempt Division	3 days
X-Ray Inspection Project	XIP	1 hour
	Goods Declaration Online Filing / Filing of Documents Goods Declaration Online Filing / Other Inquiries LAW Division LAW Division / PROTEST LAW Division / Warrant of Seizure and Detention Order of Payment / Additional Duties and Taxes PERMIT / Permit to Transfer to Outside CY PERMIT / Special Permit to Withdraw Piers and Inspection Division / Port Clearance Prepayment - Collection Division Shipment Shipment / Alert Concerns Shipment / Manual Release AMO Document Submission / Broker (Renewal) VAT / TAX Refund TAX CREDIT SGL Accreditation Concerns Tax Exempt	Goods Declaration Online Filing / Filing of Documents Goods Declaration Online Filing / Other Inquiries LAW Division Protection Port Concerned LAW Division / PROTEST Port Concerned LAW Division / Warrant of Seizure and Detention Order of Payment / Additional Duties and Taxes PERMIT / Permit to Transfer to Outside CY Port Concerned PERMIT / Special Permit to Load Port Concerned PERMIT / Special Permit to Withdraw Port Concerned Piers and Inspection Division / Port Concerned Prepayment - Collection Division Port Concerned Shipment Port Concerned Shipment / Alert Concerns Port Concerned Shipment / Manual Release Port Concerned AMO Document Submission / Broker (Renewal) VAT / TAX Refund RAD TAX CREDIT RCMG SGL Accreditation Concerns Tax Exempt Division Tax Exempt Division Tax Exempt Division