



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
**BUREAU OF CUSTOMS**

A modernized and credible customs administration that upholds good governance and is among the world's best

U.P. LAW CENTER  
OFFICE of the NATIONAL ADMINISTRATIVE REGISTER  
Administrative Rules and Regulations

**R** REGISTERED **D**  
APR 16 2024  
No. 24-0427  
GNAR Registration \_\_\_\_\_ BY: Wh

Date APR 15 2024

**CUSTOMS MEMORANDUM ORDER (CMO)**  
NO. 06-2024

**SUBJECT: IMPLEMENTATION OF THE ELECTRONIC PAYMENT PORTAL SYSTEM (ePay) OF THE BUREAU OF CUSTOMS**

**Section 1. Scope.** This Order shall cover the collection of duties and taxes due on goods covered by goods declaration manually processed under the informal entry procedure and the miscellaneous fees payable to the Bureau using the Electronic Payment Portal System (ePay), which shall be monitored by the Collection Division of the Ports, the Revenue Accounting Division (RAD), the Statistical Analysis Division (STAD) and other concerned offices in the Bureau.

**Section 2. Objectives.**

- 2.1. To implement Executive Order No. 170 s. 2022 on the adoption of digital payments for government disbursements and collections;
- 2.2. To provide a user interface as an alternative mode of payment for the settlement of duties and taxes and miscellaneous fees integrated into different online payment channels that will be available on a 24/7 basis;
- 2.3. To provide a centralized system for the online generation of the Order of Payment and provide real-time confirmation of payment;
- 2.4. To provide the procedures for the use of the ePay by concerned offices/units of the Bureau; and
- 2.5. To monitor daily collection and remittances of duties and taxes and miscellaneous fees transaction using digital payment.

**Section 3. Definition of Terms.** For purposes of this Order, the following terms are defined accordingly:

- 3.1. **Electronic Payment Portal System (ePay)** – shall refer to the online application by the BOC for online payments using



**CERTIFIED XEROX COPY**  
*Gladys C. Cabugawan*  
GLADYS C. CABUGAWAN  
CHIEF ADMINISTRATIVE OFFICER  
CRMD-BOC

authorized digital payment platforms with payment instruments like credit card, debit card, and digital wallet.

- 3.2. Order of Payment (OP)** – shall refer to the instructions given through the ePay for the external stakeholder to pay any duties, taxes and/or miscellaneous fees due to the Bureau.
- 3.3. Digital Payment Platform** – shall refer to information and communication technology-enabled mechanisms that connect and integrate the BOC's ePay and financial institutions to reflect real-time confirmation of online payment.
- 3.4. Digital Payment Provider** – shall refer to accredited juridical entities that provide the digital payment platforms for the use of the external stakeholders for online payment.
- 3.5. Fixed Values** – shall refer to the fixed amount of administrative fees or miscellaneous fees provided under existing rules and regulations such as Customs Documentary Stamp, Document Stamp Tax, Registration Charge for Auction, Registration Charge for Account Management Office, Accreditation Charge, etc.

#### **Section 4. Administrative Provisions.**

- 4.1.** The ePay shall be maintained by the Management Information System and Technology Group (MISTG).
- 4.2.** Requests for creation of accounts for BOC personnel responsible for the issuance of OPs and access for monitoring purposes in the ePay must be submitted to the Technical Support Division (TSD) of the MISTG by completing the Account Creation Form (Annex "A") together with indorsement letter from the chief concerned and submitted electronically via email to [tsd@customs.gov.ph](mailto:tsd@customs.gov.ph).
- 4.3.** The MISTG shall provide comprehensive training to all concerned personnel before access is given to ensure competence and familiarization in the use of the ePay for their respective roles and responsibilities.
- 4.4.** Upon grant of access to the ePay, the users shall receive their assigned username and default password together with the link to the ePay homepage.
- 4.5.** In order to ensure the security of accounts and accountability of ePay Portal System users, a login authentication code shall be sent to the email of the user using the BOC official domain





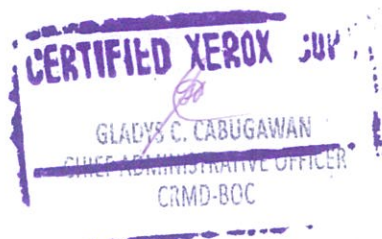
(<name>@customs.gov.ph). Only authorized personnel using the BOC official domain shall be granted access to the system.

- 4.6. Concerned offices shall validate the confirmation of payment through ePay by checking the status of the OP as tagged.
- 4.7. The Collection Division of the Port, RAD, STAD and other concerned offices shall be responsible for generating reports from the data gathered from the ePay.
- 4.8. The Collection Division of the Ports shall submit daily/monthly collection report to the STAD and RAD. The RAD shall reconcile the daily ePay collection report against the submitted collection report of Digital Payment Provider.

**Section 5. Operational Provisions.** Generation of Order of Payment in the ePay by users thereof shall follow the prescribed procedures:

**5.1. By Stakeholders for Fixed Values.**

- 5.1.1. Click the "Generate Order of Payment" (OP) button. A pop-up screen will appear;
- 5.1.2. Enter the Consignee/Company, Email Address, then Select Port. Click Request;
- 5.1.3. Stakeholders will receive a link through the entered Email address. Click the link. The stakeholder will be re-directed to the BOC ePay;
- 5.1.4. Click Add Miscellaneous Items. From the pop-up menu, click the "Action" Button/s from the type of Miscellaneous Fees to be paid;
- 5.1.5. Enter in the Remarks Box (optional) additional information that may be relevant to the type of fees to be paid such as mode of payment which may be annually, monthly or other details. Click Save button;
- 5.1.6. A breakdown of the payment/s to be made will appear on the screen. The fees to be paid may be edited by adding or deleting the fees. Click Save. Warning message will pop-up, Click Yes button;
- 5.1.7. The External Stakeholders will receive an Email containing the system-generated OP Reference Number



to use in transacting in the ePay and the validity period of the OP. OPs that remain unpaid after its validity shall be tagged as "Expired" in the ePay. The External Stakeholders can no longer use the expired OP for payment purposes and must instead apply for a new OP;

- 5.1.8.** The Stakeholder shall click the "Go to ePay Portal" button. Clicking the button will direct stakeholder to the Stakeholder Front Page with auto-filled system-generated OP Reference Number. Click "GO" button to proceed.
- 5.1.9.** The Order of Payment page will appear. The Stakeholder can still Add or Delete Misc. Items;
- 5.1.10.** Click the Proceed to Payment button by choosing mode of payment whether "Pay Via Cashier" or "Pay Via ePay";
- 5.1.11.** Once the Proceed to Payment button is clicked, the External Stakeholder can no longer edit or delete an item;
- 5.1.12.** The External stakeholder may choose "Pay Via ePay", and the Digital Payment Provider;
- 5.1.13.** Then it will redirect to Digital Payment Provider page, to choose payment channel, i.e. Debit/Credit Card, Bank transfer, e-Wallet, Travel Pay, Convenient Store's Kiosk, Bayad Center, etc.;
- 5.1.14.** The stakeholder shall provide information as required by the chosen payment channel and confirm payment;
- 5.1.15.** If the stakeholder chooses "Pay Via Cashier" print the OP and proceed to the cashier for payment.

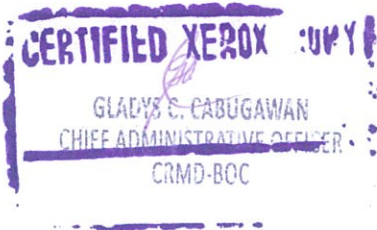
## **5.2. Generation of Order of Payment by Concerned BOC Office.**

- 5.2.1.** Log in to BOC ePay Portal. Enter the Username and Password, then click Log in button;
- 5.2.2.** Once successfully logged-in, it will redirect to BOC ePay Portal Homepage, choose "Generate New OP" under the Transactions menu;
- 5.2.3.** Then it will be redirected to Generate OP page;





- 5.2.4. Enter Consignee/Company, Email Address and Select Port, then click Add Miscellaneous Items;
- 5.2.5. From the pop-up menu, tick the "Checkbox" from the type of Miscellaneous Fees to be paid;
- 5.2.6. If the Miscellaneous Item is Not Fixed (NF), Enter the Amount, click Add. If the Miscellaneous Item is Fixed (F) just tick the check box, then click Add;
- 5.2.7. Enter in the Remarks Box (optional) additional information that may be relevant to the type of fees to be paid such as mode of payment which may be annually, monthly, or other details;
- 5.2.8. If done, Click Generate OP. A confirmation message will appear. Then click save;
- 5.2.9. The External Stakeholders will receive an Email containing the system-generated OP Reference Number to use in transacting in the ePay and its validity period. OPs that remain unpaid after its validity shall be tagged as "Expired" in the ePay. The External Stakeholders can no longer use the expired OP for payment purposes and must instead apply for a new OP;
- 5.2.10. Click the Go to ePay Portal button. It will redirect to Stakeholder's Front Page with auto-filled system-generated OP Reference Number;
- 5.2.11. Click the Go button to proceed;
- 5.2.12. The Order of Payment page will appear. The stakeholder can no longer add or delete the miscellaneous items for payment;
- 5.2.13. Proceed to Payment by choosing mode of payment whether "Pay Via Cashier" or "Pay Via ePay";
- 5.2.14. If the stakeholders choose "Pay Via ePay", choose Digital Payment Provider;
- 5.2.15. Then it will redirect to Digital Payment Provider page, to choose payment channel, i.e. Debit/Credit Card, Bank



transfer, e-Wallet, Travel Pay, Convenient Store's Kiosk, Bayad Center, etc.;

**5.2.16.** The stakeholders shall provide information as required by the chosen payment channel and confirm payment.

**5.2.17.** If the stakeholders choose "Pay Via Cashier" print the OP and proceed to the cashier for payment.

**Section 6. Exclusions.** All consumption entries filed using the Bureau's E2M System, including additional assessments brought by Post Entry Modification are excluded from this Order.

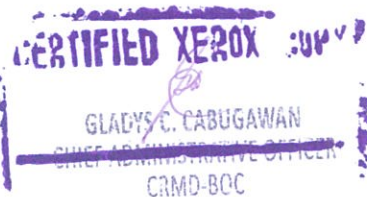
**Section 7. Responsibility to Confirm Payment.** It shall be the responsibility of the concerned BOC office/unit who issued the OP to validate payment by checking the payment status of the generated OP in the ePay. OPs with payments made are reflected as tagged in the ePay.

**Section 8. Administrative Liability.** Any unauthorized sharing of access and information, unauthorized access, failure to confirm payment or comply with the submission of reports required under this Order shall be a ground for administrative sanctions under existing Civil Service law, rules and regulations without prejudice to other criminal or civil liability that may arise pursuant to the provisions of the applicable law violated.

**Section 9. Implementation Schedule.** The MISTG is hereby authorized to issue a Memorandum on the schedule of the nationwide implementation of the ePay.

**Section 10. 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 11. Repealing Clause.** Provisions of other CMOs, orders and issuances in conflict with this CMO are hereby repealed or amended accordingly.



**BIENVENIDO Y. RUBIO**  
Commissioner



APR 15 2024





**BUREAU OF CUSTOMS  
USER ACCESS REQUEST FORM (UARF)**



UARF No: \_\_\_\_\_

Received by: \_\_\_\_\_

Date and Time: \_\_\_\_\_

**LOGIN REQUEST FOR: (Name of system user to be given access)**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Position/Designation: \_\_\_\_\_ Office/ Agency: \_\_\_\_\_  
 Email Address: \_\_\_\_\_ Contact No. \_\_\_\_\_

**BUREAU OF CUSTOMS INFORMATION SYSTEMS:**

E2M  CCPS  AOMS  LBS  PNSW  Tradenet  DTS  EPAY  Others \_\_\_\_\_

Port Name and Code/Sub-Port Name and Code: \_\_\_\_\_

REQUESTED ACCESS: \_\_\_\_\_

**ATTACHED DOCUMENTS: (Certified true copy of documents)**

**For BOC Personnel:**

- CPO/Memo/ Office Order designating the BOC Personnel to the position requiring system access
- Certificate of Assumption of Duty
- Certificate of Training / Attendance sheet of Training
- Indorsement or Clearance from the District Collector / DepComm where the personnel is assigned
- For OCOM Personnel, clearance from the Commissioner or Chief of Staff
- Others, specify \_\_\_\_\_

**FOR OGA:**

- Memo/ Office Order
- Valid Agency Issued ID
- Letter Duly Approved by the Agency Head/ Chief endorsing Access Request Form

**APPROVED BY: (Should be filled-out by the Head/ Chief/ Immediate supervisor of the personnel to be given access)**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Position: \_\_\_\_\_ Office/ Agency: \_\_\_\_\_

**FOR MISTG USE ONLY**

**Compliance Check Done:**

SITE UARF NO: \_\_\_\_\_

	MISTG Site Manager/ Personnel	Date/ Time
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	SHEILA MICHELLE M. LAGAT Chief, TSD - MISTG	Date/ Time
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**Recommend Approval/ Disapproval:**

	MANOLO M. SAMARITA Director III TMS - MISTG	Date/ Time
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**Approved/ Disapproved:**

	ATTY. KRIDEN F. BALGOMERA OIC-Deputy Commissioner, MISTG	Date/ Time
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**ACTION TAKEN:**  Creation  Modification  Reactivation  Deactivation  Others

by: \_\_\_\_\_ Date/ Time \_\_\_\_\_

Account Administrator  
Technical Support Division

LOGIN NAME: \_\_\_\_\_

**TERMS OF USE (TOU) FOR USER'S ACCESS ON BUREAU OF CUSTOMS INFORMATION SYSTEMS**

**IMPORTANT: READ CAREFULLY** - The provision of user's access credential to the Information Systems of the Bureau of Customs (herein referred to as the BOC) to its clients such as but not limited to BOC personnel, Other Government Agencies, Value Added Service Providers, and others, is subject to the terms and conditions of this agreement. **BY BEING GRANTED USER'S ACCESS, YOU AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS TOU. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE REFRAIN FROM USING YOUR USER'S ACCESS, THEN ENCIRCLE "DISAGREE" BELOW AND RETURN THIS FORM TO THE ISSUING ISTG OFFICE OF THE BUREAU OF CUSTOMS.**

**General.**

The user's access credential is provided to you by BOC for use in processing electronic transactions with BOC subject to compliance with the terms and conditions of this TOU. The access credentials provided to user are strictly confidential and may not be disclosed to any other parties.

**Additional Rights and Limitations.**

1. The user's access credential must not be written or printed in any form. Showing, displaying, or transmitting said user's access credentials to other individuals is strictly prohibited;
2. The user's access credential must be changed periodically or as per directive of the Customs Commissioner or MISTG Deputy Commissioner;
3. The user's access credential should only be used for the sole purpose of performing his/her assigned duties and responsibilities;
4. The storage device containing the digital keystore associated to a given user's access credential must not be re-copied or duplicated or reproduced in any form. This prohibition also covers copying of the digital keystore to the user's workstation. Said storage device containing the digital keystore must be used exclusively for storing said digital keystore only. It is strictly prohibited to lend the storage device containing the digital keystore to other people;
5. Access credentials and the digital keystore may only be used on devices and/or workstations that are duly or recognized by the BOC.
6. Personnel of the BOC who observes any violation of this TOU, or any other related unauthorized use, are obligated to report violations to the MISTG. Personnel who fail to report violations of this TOU shall be subject to disciplinary action.
7. Users of BOC information systems shall be held responsible and accountable for any data privacy breach, damage, injury, or liability (administrative, civil or criminal) arising from the improper or unauthorized use of said user's access; and
8. Any violation of this TOU shall subject the user to disciplinary action, account revocation, and/or criminal charges under applicable administrative laws, 'without prejudice to the application of Customs rules and regulations or other relevant policies covering account usage in general.

**DISCLAIMER OF WARRANTIES.**

THE ENTIRE RISK ARISING OUT OF USE OF THE CUSTOMS USER'S ACCESS REMAINS WITH YOU, THE REGISTERED OWNER OF THE ACCESS.

I hereby AGREE/ DISAGREE to the above provision.

Signature over Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Position/ Designation: \_\_\_\_\_ Email: \_\_\_\_\_

Port Office: \_\_\_\_\_ Contact No. \_\_\_\_\_