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AIRCRAFT OPERATIONS DIVISION *Ensuring the smooth flow of international trade through an administration that upholds good governance and is among the world's best*

NAME OF DIVISION	PROCESS	REQUIREMENTS	WHERE TO SECURE
Aircraft Operations Division	Pre-Arrival of Aircraft	Notice Of Arrival	Pilot-In Command/ Airline Or Its Representative
	Boarding Formalities	General Declaration	
		Passenger List	
		Cargo Manifest	
		STORE LIST, If Any	
	Discharging / Loading Of Cargoes	Cargo Manifest	AOD Customs Inspector
		Boat Note/ Transfer Note	
		Airway Bill	Pilot-In Command/ Airline Or Its Representative / Shipping Lines
	Transshipment Cargoes	Approved Transshipment Request	Office Of The Deputy Collector For Operations
		Boat Note/ Transfer Note	AOD Customs Inspector
		Special Permit To Load	Export Division
		BCOR / Proof of Payment	Collection Division



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X-RAY-INSPECTION PROJECT

NAME OF DIVISION	PROCESS	REQUIREMENTS	WHERE TO SECURE
X-ray Inspection Project Customs Facilities and Warehouses	Non-Intrusive Inspection upon arrival for Formal/Informal Entry & De Minimis (Consumption, Warehousing, Transshipment) tagged Red/Orange Lane or requested by Examiner.	- AWB Pertinent Documents -XIP Inspection Report	Customer Care Portal System (CCPS) with attach Inspection Report
	For the examiner's clearance, (For orange/red- tagged entries, return the result to the Customer Care Portal System (CCPS)).		
	If there is a suspicious image the x-ray coordinator marked "x" the subject cargoes for verification		
	Request a duty examiner from the Assessment Division for a Physical Examination of the subject cargoes marked "x"		
	Witness the conduct of Physical Examination by the Customs Examiner		
	For orange/red-tagged entries, return the result to the CCPS		
XIP at Clark International Airport (CIA)	Non-intrusive inspection of all baggage arriving at CIA Arrival Area	Baggage Declaration Form/E-Travel	Examination Area
	Check-in baggage with marked x x-ray coordinator will relay information about the suspicious x-ray images of baggage to the Customs Examiner		
	Hand-carried baggage with suspicious image x-ray coordinator will relay information about the suspicious x-ray images of baggage to the Customs Examiner		



	Witness the conduct of Physical Examination of the Customs Examiner		
XIP at Customs Clearance Area	Guide safely the truck bearing containerized shipments to its proper location inside the scanning area.	- SAD, TAN and other Pertinent Documents -XIP Inspection Report	Customer Care Portal System (CCPS) with attach Inspection Report
	Keep the brokers, truck drivers, checkers, and the public away from the x-ray-controlled areas.		
	Inform the X-Ray Inspector that it is ready for scanning and inform the direction of container to be scanned.		
	Reviews SAD and verifies the selectivity in the Assessment.		
	Conducts Non-Intrusive Inspection		
	Stamp the image print-out IMAGE APPEARS TO BE REGULAR OR FOR VERIFICATON		
	Upload the XIP Inspection Report		
	Return the result to the CCPS for the examiner's clearance.		



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CUSTOMS CLEARANCE AREA

NAME OF DIVISION	PROCESS	REQUIREMENTS	WHERE TO SECURE
Customs Clearance Area	Processing of Permit to Bring-In	Permit to bring-in	Clark development corporation
		Sales invoice	Supplier
		Delivery receipt	
	Processing of Permit to Bring-Out	Permit to bring-out	Clark Development Corporation
		Bring-IN / IMPORT PERMIT	
		SALES INVOICE (for local sales)	Supplier
		Boc official receipt	client.customs.gov.ph
		Packing list	Supplier
	Processing of Transit Entry	T-SAD	Assessment division/e2m system
		CDC Declaration and Admission Permit	Clark Development Corporation
		AWB/BL	Airline or its representative / shipping lines
		Commercial invoice	Importer/supplier
		Packing list	Importer/supplier
		SSDT	E2m system
		Other required clearances and/or permits from government agencies for regulated goods	Concerned government agencies
		MSDS for hazardous substances	Concerned government agencies
		Certificate of Origin, if applicable	CASHIER/ CCC
		ETRACC Booking Reference No. If containerized	www.ecms.ph



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OPERATIONS DIVISION

NAME OF DIVISION	PROCESS	REQUIREMENTS	WHERE TO SECURE
Operations Division	Processing of Amendment of Inward Foreign Manifest	Notarize Letter Request Dated	Stakeholders /Client
		Invoice No., Packing List No.	Importer/Supplier
		BOC-AMO COR No.	AMO/CDC
		Duly Notarize Affidavit Of Disclaimer	Stakeholders /Client
		Duly Notarize Affidavit of Change of Information	Stakeholders /Client
		Ownership/Undertaking	Stakeholders /Client
		Copy of Valid Gov't & Company I.D	Stakeholders /Client
		OR# for payment of Doc. Stamp/Penalty	Collection Division
		Other necessary documents as needed	Stakeholders/Clients
	Process of Untagging of Abandonment	Notarize Letter Request Dated	Stakeholders /Client
		Invoice No., Packing List No.	Importer/Supplier
		Bill of Lading No./ Awb	Airline or its Representatives / Shipping Lines
		Duly Notarize Affidavit of Undertaking	Stakeholders /Client
		For Sole Proprietorship: SPA & DTI COR	Stakeholders /Client
		For Corporation: Sec. Certificate & GIS	Stakeholders /Client
		Copy of Valid Gov't & Company I.D	Stakeholders /Client
		OR# for payment of Doc. Stamp/Penalty	Collection Division
		Other necessary documents as needed	Stakeholders /Client



	Processing of Dummy Request/Staging BL	Letter Request	Stakeholders /Client
		Invoice No.	Importer/Supplier
		Packing List No.	Importer/Supplier
		BOC SAD	E2M System via Electronic Lodgement thru Value Added Service Provider (VASP)
		Admission Permit (Permit to Bring -In)	Clark Development Corporation
		AWB/BL No.	Airline or its Representatives / Shipping Lines
		Others	Stakeholders /Client
	Processing of Re-Exportation/Return to Shipper	Letter Request	Stakeholders /Client
		Invoice No.	Importer/Supplier
		Packing List	Importer/Supplier
		Importation/Source Documents	Stakeholders /Client
		BOC Import Entry No.	E2M System via Electronic Lodgement thru Value Added Service Provider (VASP)
		CDC Admission Permit No.	Clark Development Corporation



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LIQUIDATION AND BILLING DIVISION

NAME OF DIVISION	PROCESS	REQUIREMENTS	WHERE TO SECURE
Liquidation and Billing Division	Processing of Request for Port Clearance (No pending financial liability/ Outstanding Obligation/ Pending Case)	Letter Request from the transacting stakeholder (Importer, Exporter, Declarant)	Stakeholder (Importer, Exporter, Declarant)
		Copy of the BOC Official Receipt reflecting the Php 240.00 Certification and CDS/DST/LRF Charge	Cashier, Collection Division - Port of Clark
	Processing of Request for Refund	Single Administrative Documents (SAD) (1 original) or original Import Entry Declaration, as the case may be	E2M System / Value Added Service Provider (VASP)
		Statement of Settlement of Duties and Taxes (SSDT) and/or Original BCOR, as applicable	E2M System / Value Added Service Provider (VASP)
		Airway Bill/Bill of Lading (1 Original)	Airlines/Shipping Lines
		Commercial Invoice (1 Original)	Supplier of the Importer
		Packing List (1 Original)	Supplier of the Importer
		Certificate of Origin, if applicable (1 Original)	Supplier of the Importer
		Official Receipt of payment of Refund Processing Fee (1 Original)	Cashier, Collection Division - Port of Clark
		Certification from the Bureau of Internal Revenue (BIR) that the internal revenue tax has not been claimed as creditable input tax nor Subject to similar claim for refund with the BIR (1 Original), if claim involves internal revenue taxes (VAT/Excise)	Bureau of Internal Revenue
		Other documents to prove basis of claim for refund	Importer or Declarant
		Port Clearance	Liquidation and Billing Division
		1 Set of Certified True Copies of the documents mentioned above, and digital scanned copy in PDF	Importer or Declarant
	Request for Certified True Copy of	Letter Request from the transacting stakeholder (Importer, Exporter, Declarant)	Stakeholder (Importer, Exporter, Declarant)



	Importation Records	Copy of the BOC Official Receipt reflecting the Php 140.00 CDS/DST/LRF Charge	Cashier, Collection Division - Port of Clark
		Copy of the BOC Official Receipt reflecting the Service Charge on the issuance of Certified True Copy of Document P100.00 Document (not exceeding 20 pages), and/or P5.000 per additional page, to be paid prior release of requested document/s	Cashier, Collection Division - Port of Clark
	Request for Certification on the Importation Records	Letter Request from the transacting stakeholder (Importer, Exporter, Declarant)	Stakeholder (Importer, Exporter, Declarant)
		Copy of the BOC Official Receipt reflecting the Php 240.00 Certification and CDS/DST/LRF Charge	Cashier, Collection Division - Port of Clark



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BONDS DIVISION

NAME OF DIVISION	PROCESS	REQUIREMENTS	WHERE TO SECURE
Bonds Division	Posting Of GTSB/E-ZTS, GTSB	Original and Duplicate Copy of the Policy	Bonding Company
		Official Receipt/CTC Receipt	Bonding Company
		Copy of the BOC Official Receipt reflecting the Php 240.00 Certification and CDS/DST/LRF Charge	CCC - Cashier
		Computation of the Bondable Amount / Notarized Statement of No Shipment, with proof of importation records	CDC / PEZA Locator
		Letter of Authority (LOA)	PEZA Zone Manager
		Affidavit of Undertaking	CDC / PEZA Locator
		PEZA / CDC Certificate of Registration	PEZA / CDC
	Posting Of Surety Bond / Re-Export Bond	Original and Duplicate Copy of the Policy	Bonding Company
		Official Receipt/CTC Receipt	Bonding Company
		Copy of the BOC Official Receipt reflecting the Php 240.00 Certification and CDS/DST/LRF Charge	CCC - Cashier
		Computation of the Bondable Amount	CDC / PEZA Locator or Bonds Division
		Letter of Authority (LOA) / Draft Permit to Bring-Out	PEZA Zone Manager / CDC
		Affidavit of Undertaking	CDC / PEZA Locator
		PEZA / CDC Certificate of Registration	PEZA / CDC
		Other Import Documents such as Invoice, Packing List, and Permit to Bring-In (PBI)	CDC / PEZA Locator
	Posting Of Cash Bond	Request Letter to Post Cash Bond	CDC / PEZA Locator
		Computation of the Bondable Amount	CDC / PEZA Locator or Bonds Division
		Letter of Authority (LOA) / Draft Permit to Bring-Out	PEZA Zone Manager / CDC
		PEZA / CDC Certificate of Registration	PEZA / CDC

		Other Import Documents such as Invoice, Packing List, and Permit to Bring-In (PBI)	CDC / PEZA Locator
	Cancellation Of Surety Bond	Request Letter for Cancellation of Bond	CDC / PEZA Locator
		Summary of Withdrawn and Admitted Goods covered by the Surety Policy	CDC / PEZA Locator
		Permit to Bring-Out (PBO)	For CDC Locator
		Permit to Bring-In (PBO)	
		Ledger	For PEZA Locator
		Farm-Out (PEZA Form 8106)	
		Farm-In (PEZA Form 8105)	
	Refund Of Cash Bond	Request Letter for Cash Bond Refund	CDC / PEZA Locator
		Summary of Withdrawn and Admitted Goods covered by the Cash Bond (If applicable for multiple withdrawal)	CDC / PEZA Locator
		Permit to Bring-Out (PBO)	For CDC Locator
		Permit to Bring-In (PBO)	
		Ledger	For PEZA Locator
		Farm-Out (PEZA Form 8106)	
		Farm-In (PEZA Form 8105)	



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AIR EXPRESS CARGO PROCESSING DIVISION

NAME OF DIVISION	PROCESS	REQUIREMENTS	WHERE TO SECURE
Air Express Cargo Processing Division	Low Value Dutiable Shipments	Printed Single Administrative Document (SAD) Using IES as Mode of Declaration (IE-SAD) with Copy of Assessment Notice	Air Express Cargo Operators thru Value Added Service Providers (VASPs)
		Printed On-Line Release System	Air Express Cargo Operators thru Value Added Service Providers (VASPs)
		Consolidated Inward Cargo Foreign Manifest (CICFM)	Air Express Cargo Operators
		Air Waybill (1 Original or Certified True Copy)	Air Express Cargo Operators
		Invoice (1 Original or Certified True Copy)	Shipper / Supplier / Air Express Cargo Operators
		Packing List (1 Original or Certified True Copy)	Shipper / Supplier / Air Express Cargo Operators
		Tax Exemption Indorsement, if applicable (1 Original)	Revenue Operations Group-Department of Finance
		Permits or Clearances for Regulated Commodities (1 Original)	Regulatory Government Agency
	De Minimis Shipments	Duly accomplished Informal Import Entry Declaration (IIDE) (BC Forms No. 177)	Collection Division
		Duly accomplished Gatepass Form (BC Form No. 201)	Collection Division
		Air Waybill	Shipper / Supplier / Air Express Cargo Operators
		Packing List	Shipper / Supplier / Air Express Cargo Operators
		Tax Exemption Indorsement, if applicable	Revenue Operations Group-Department of Finance
		Permits or Clearances for Regulated Commodities	Regulatory Government Agency





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ASSESSMENT DIVISION

NAME OF DIVISION	PROCESS	REQUIREMENTS	WHERE TO SECURE
Assessment Division	Consumption Formal Goods Declaration	Printed CCPS ticket	www.customs.gov.ph
		Single Administrative Documents (SAD) (1 original)	E2M System via Electronic Lodgement thru Value Added Service Provider (VASP)
		Commercial Invoice (1 Original)	Exporter or Supplier
		Packing List (1 Original)	Exporter or Supplier
		Airway Bill/Bill of Lading (1 Original)	Airlines/Shipping Lines
		Revised Supplementary Declaration on Valuation (1 original)	www.customs.gov.ph
		Permits or Clearance (Regulated goods) (1 Original)	Concerned Regulatory Agency
		*Certificate of Origin (Original)	Exporter or Supplier
		Additional documents and/or explanation or evidence of sales if the COO III or COO V has reason to doubt the truth or accuracy of the declared value (section 707, CMTA)	Importer
	Consumption Informal Goods Declaration	Printed CCPS ticket	www.customs.gov.ph
		Single Administrative Documents (SAD) (1 original)	E2M System via Electronic Lodgement thru Value Added Service Provider (VASP)
		Commercial Invoice (1 Original)	Exporter or Supplier
		Packing List (1 Original)	Exporter or Supplier
		Airway Bill/Bill of Lading (1 Original)	Airlines/Shipping Lines
		Revised Supplementary Declaration on Valuation (1 original)	www.customs.gov.ph
		Permits or Clearance (Regulated goods) (1 Original)	Concerned Regulatory Agency
		Additional documents and/or explanation or evidence of	Importer



	sales if the COO III or COO V has reason to doubt the truth or accuracy of the declared value (section 707, CMTA)	
Manual Informal Goods Declaration	Printed CCPS ticket	www.customs.gov.ph
	Informal Entry Declaration and Gate Pass	Customer Care Center (CCC)
	Commercial Invoice (1 Original)	Exporter or Supplier
	Packing List (1 Original)	Exporter or Supplier
	Airway Bill/Bill of Lading (1 Original)	Airlines/Shipping Lines
	Revised Supplementary Declaration on Valuation (1 original)	www.customs.gov.ph
	Permits or Clearance (Regulated goods) (1 Original)	Concerned Regulatory Agency
	Additional documents and/or explanation or evidence of sales if the COO III or COO V has reason to doubt the truth or accuracy of the declared value (section 707, CMTA)	Importer



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PASSENGER SERVICE AND PROCESSING DIVISION

NAME OF DIVISION	PROCESS	REQUIREMENTS	WHERE TO SECURE
Passenger Service and Processing	Clearance of Travelers/Crew and Their Baggage Without Dutiable Goods	e-Travel QR Code/Customs Baggage Declaration Form (manual declaration)	via online - etravel.gov.ph / Bureau of Customs - Arrival Area Counter (manual declaration)
	Processing in the Declaration of Currency	e-Travel QR Code/Customs Baggage Declaration Form	
	Clearance of Travelers/Crew and their Baggage Containing Dutiable Goods	e-Travel QR Code/Customs Baggage Declaration Form (manual declaration)	
		Permit/Clearance/Certificate (if regulated goods)	Concerned regulating agency
		Commercial Invoice/ Receipt	Seller/Store
	Procedure in the Issuance of the Held Baggage Receipt (HBR)	e-Travel QR Code/Customs Baggage Declaration Form (manual declaration)	via online - etravel.gov.ph / Bureau of Customs - Arrival Area Counter (manual declaration)
		Commercial Invoice/ Receipt	Seller/Store
		Permit/Clearance/Certificate (if regulated goods)	Concerned regulating agency
	Issuance and Processing of Owner's Pre-Departure Declaration Form	Owner's Pre-Departure Declaration Form	Bureau of Customs - Departure Area Counter
		Payment of documentary stamp (P130.00)	
		Permit/Clearance/Certificate/License (if regulated goods)	Concerned regulating agency
	Processing of Special Permit to Load	Special Permit to Load Form	Bureau of Customs - Departure Area Counter
		Payment of documentary stamp (P130.00)	
		Permit/Clearance/Certificate/License (if regulated goods)	Concerned regulating agency
	Processing of Clearance of Interline Baggage	e-Travel QR Code/Customs Baggage Declaration Form (manual declaration)	Provided by traveler to the airline representative
		Passport (copy), Authorization	
		Unclaimed Baggage Releasing Report; Baggage Acknowledgment Receipt	Interline Baggage - BOC Arrival Area





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COLLECTION DIVISION

NAME OF DIVISION	PROCESS	REQUIREMENTS	WHERE TO SECURE
Collection Division	Payment of Duties & Taxes	Order of payment and blue copy/ file copy of Informal Entry	Concerned Office/Division
	Pre-payment Funding	General Declaration	Chief, Collection Division
	Payment of Posting of Cash Bond	Passenger List	Client
		Letter Request for Cash Bond Posting	Client
		Signed Computation from Bonds Examiner	Bonds Division
		Cargo Manifest	Bonds Division
		STORE LIST, If Any	CDC/PEZA Zone Manager





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CLIENT PROFILE REGISTRATION SYSTEM (CPRS) ACTIVATION FOR PEZA AND CDC LOCATORS

I. Submission of Requirements to the Philippine Economic Zone Authority (PEZA)¹

Office or Division:	Head Office – Enterprise Services Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	PEZA - Registered Business Enterprises (RBEs)

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Duly lodged/stored application thru Value Added Service Provider (VASP)	Online system thru VASPs
2. Complete and accurate online submission of the application including a copy of BIR Form No. 2303	Online system thru VASPs, BIR

CLIENT STEPS	ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PARTY
1. Lodge online application thru Value Added Service Provider.	1.1 Check/Generation of stored applications	None	2 hours	Division Chief, Enterprise Services Division
	1.2 Evaluate applications based on the data in accordance with its PEZA registration	None	2.5 days	
	1.3 Inform the applicant of the result of the evaluation a. If Compliant – to provide a notice of Registration/ Accreditation and advise applicant to	None	2 hours	

¹ Philippine Economic Zone Authority, *Citizen's Charter* (2024 2nd Edition), 129.



	proceed to BOC for payment/ activation and securing of BOC Certificate of Registration b. If Non-compliant – (due to discrepancy, incomplete requirement or need for additional verification) to advise applicant to provide supporting documents and/or correct discrepancy then require applicant to re-lodge the online application thru Value Added Service Provider.			
TOTAL		None	3 Working Days	

II. Submission of Requirements to the Philippine Economic Zone Authority (PEZA) and the Clark Development Corporation (CDC)²

Office or Division:	Trade Facilitation Division (TFD)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	All CFZ Registered Business Enterprise

CHECKLIST REQUIREMENTS	WHERE TO SECURE
For New Application	
1. Letter of Intent	Applicant
2. Valid Authority to Operate (ATO) – for Regular Operations; or Valid Certificate of Pre-Operational Conditions (CPOC) – Limited to preoperational requirements/transactions	CDC Investment Promotions Division
3. General Information Sheet (GIS)	Applicant (to be secured from Securities and Exchange Commission [SEC])
4. Stored CPRS Profile (e-mail notification)	CDC-Accredited Value-Added Service Provider
For Renewal	
1. Letter of Intent	Applicant
2. Valid Authority to Operate (ATO)	CDC Investment Promotions Division
3. Updated General Information Sheet	Applicant (to be secured from SEC)
4. Stored CPRS Profile (e-mail notification)	CDC Accredited Value-Added Service Provider
5. Previous BOC Certificate of Registration	Bureau of Customs
6. Liquidation Report of Imported Articles and VAT Zero-Rated/Exempt Purchases	Applicant (Template provided by CDC Trade Facilitation Division)
7. Accomplished VASP Survey Form	CDC Trade Facilitation Division
8. Formula of Manufacture or Formula of Conversion duly approved by the Department of Science and Technology – Industrial Technology Development Institute (DOST-ITDI) Standards and Testing Division (for Manufacturing and Assembly Company)	Department of Science and Technology – Industrial Technology Development Institute (DOST-ITDI) Standards and Testing Division DOST-ITDI: std@itdi.dost.gov.ph / physicaltesting.stditdidost@gmail.com

Note: All documentary requirements must be submitted in one (1) Original Scanned Copy

² Clark Development Corporation, *Citizen's Charter* (2024, 1st Edition), 264.

CLIENT STEPS	ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PARTY
1. Submits documentary requirements through email at TFDAssist@clark.com.ph	1.1 Prints and checks the completeness of the documentary requirements	None	2 hours	Trade Analyst II
	1.2 Evaluates the supporting documents and recommends approval of the applicant's CPRS accreditation	None	2 working days	Sr. Trade Specialist
	1.3 Approves the applicant's CPRS accreditation	None	4 hours	TFD Manager
	1.4 Endorses the CPRS Profile online to BOC Port of Clark for account activation	None	2 hours	Trade Analyst II
TOTAL		None	3 Working Days	

III. Endorsement to the Bureau of Customs (BOC) to Issuance of Certificate of Registration (COR)

Office or Division:	Office of the District Collector
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Business entities who want to transact with the BOC

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. E-mail notification of endorsement of the CPRS Profile with attached requirements	Concerned Agency (PEZA, CDC)
2. Order of Payment	Office of the District Collector, Port of Clark
3. Bureau of Customs Official Receipt (BCOR) evidencing payment of processing fee (1 original)	Port Concerned – Cash Division

CLIENT STEPS	ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PARTY
1. Applicant secures Order of Payment (OP).	Per CMO 19-2019, the Office of the District Collector will issue an OP upon receipt of e-mail notification of endorsement of the CPRS Profile with attached requirements from the concerned agency.	None	3 Minutes	Stakeholder
2. Applicant pays the corresponding processing fee.	The Customs Cashier receives payment of the processing fee and issues the Bureau of Customs Official Receipt (BCOR) evidencing payment. a. Accreditation/ Renewal Charge (+1%	P2,020.00	5 Minutes	Cashier, Cash Division

	LRF per CMO 30-2019 b. Legal Research Fee (LRF) c. Customs Documentary Stamp (CDS) d. Internal Revenue Stamp (IRS)	P10.00 P100.00 P30.00		
3. Action by the Office of the District Collector.	3.1 The Office of the District Collector shall immediately activate the CPRS Profile upon receipt of the BCOR evidencing payment. 3.2 Printing of Certificate of Registration.	None	20 Minutes	Office of the District Collector
TOTAL		Php 2,160	28 Minutes	



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TAX REFUND

Under Section 903 of the CMTA, a refund shall be granted where it is established that duties and taxes have been overcharged due to an error in the assessment or goods declaration.

Office or Division	Law Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2B – Government to Business			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Letter Request for Refund (1 Original)	Claimant			
Affidavit of Explanation (1 Original)	Claimant			
Invoice/Packing List (1 Original)	Claimant			
Refund processing (1 Original)	Cash Division			
Certification of actual payment by Revenue Accounting Division (1 Original)	Revenue Accounting Division			
Clearances from the Bonds Division, Law Division and Warehousing Documentation and Records Division (1 original)	Concerned Office			
Certification of no Outstanding Account from the Liquidation and Billing Division (1 original)	Liquidation and Billing Division			
Statement of Refund from the Liquidation and Billing Division (1 original)	Liquidation and Billing Division			
Certificate from the BIR, that no similar request has been filed with the said office (1 original)	Bureau of Internal Revenue			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Required Documents	1.Receive Check and	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 schedule:	5 minutes	Receiving Clerk, Law Division



		Up to PHP50,000.00 - PHP700.00		
		Over PHP50,001 to PHP100,000.0 0 - PHP 900.00		
		Over PHP100,001.0 0 to PHP200,000.0 0 - PHP1,100.00		
		Over PHP200,001.0 0 to PHP300,000.0 0 - PHP1,300.00		
		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 to PHP750,000.0 0 - PHP2,300.00		
		Over PHP750,001.0 0 to PHP1,000,000. 00 - 270 PHP3,000.00		

		Over PHP1,000,000. 00 to PHP5,000,000. 00 - PHP4,000.00		
		Over PHP5,000,001. 00 up - PHP5,000.00		
	2. Evaluate the documents submitted	None	5 minutes	Administrative Officer, Law Division
	3. Indorse the request to RAD for verification of actual payment	None	5 minutes	
	4. Require the importer or consignee to pay documentary stamps and refund processing fee	None	15 minutes	
	5. Inquire from the BIR if importer or consignee has filed a similar request	None	5 minutes	
	6. Indorse the request to the LBD for issuance of Statement of Refund	None	5 minutes	
	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	None	10 minutes	

	8. Prepare the draft Memorandum/Disposition Form approving or denying the request for review o	None	2 hours	
	9. Finalize the Memorandum/Disposition Form for signature of the Chief	None	20 minutes	
TOTAL		As prescribed above	3 hours, 10 minutes	



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DOCUMENT MANAGEMENT PROCESS (RECEIVING & RELEASING)

This document shall cover the guidelines and procedures on the control of documents duly received and released by CCC. Control of document refers to the receiving and releasing of documents.

Control of documents covers all documents, including documents subject for evaluation (e.g. Goods Declaration, Lifting of Abandonment, Return to Source/Export, Request for creation of Dummy Manifest and Request for Direct Validation).

Office or Division		Customer Care Center		
Classification		Simple		
Type of Transaction		G2C – Government to Citizens G2B – Government to Business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents for clients: - Goods Declaration - Lifting of Abandonment - Return to Source/Export - Request for creation of Dummy Manifest - Request for Direct Validation		Client/Company Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Required Documents	Checks the document if official in nature		1 minute	Receiving Officer (RCO)
2. None	Identifies and classifies document if subject for evaluation such as Goods Declaration, Lifting of Abandonment, Return to Source/Export, Request for creation of Dummy Manifest and Request for Direct Validation. If yes, provide return slip to stakeholder. Forwards the document subject for evaluation to evaluator	None	1 minute	RCO
3. None	If document is not subject for evaluation, received the documents and stamped with barcode.	None	1 minute	RCO



	<i>Support System:</i> Harmonized Client Satisfaction Measurement (HCSM) Forwards the document subject for evaluation to evaluator			
4. None	Sorts the documents for distribution based on the recipient (BOC Office). Sorts the documents for evaluation based on the nature of the document.	None	1 minute	RCO
5. None	Check the completeness of the documentary requirement. If found complete, forwards the evaluated documents to RCO for barcode stamping. If found with lacking requirements, specify the lacking requirements, and return the evaluated documents to RLO.	None	1 minute	Evaluator
6. None	Documents with lacking requirements will returned to stakeholders for compliance.	None	1 minute	Releasing Officer (RLO)
7. None	Documents that were properly evaluated and found complete requirements, shall be stamped and barcoded (except goods declaration) as provided by the procedures in handling documents.	None	1 minute	RCO
8. None	Receiving copy shall be forwarded to RLO Documents that are not subject for evaluation and already received shall be	None	1 minute	RCO

	forwarded to RLO for distribution.			
9. Receives the receiving copy indicating "received" from the CCC.	Releasing of stakeholder's receiving copy. All documents (goods declaration) for return with the name of consignee and broker. No returning of documents will be accommodated without proof that the coursed thru the BOC Portal.	None	1 minute	RLO
10. None	Records all documents received by the CCC. Disseminate the documents to the concerned BOC offices.	None	1 minute	RLO
11. Client decides to fill-out the HCSM.	The RLO encourages client to fill-out the HCSM by scanning the QR Code posted at the CCC counter.	None	1 minute	RLO
TOTAL		11 minutes		



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INFORMATION MANAGEMENT

This document shall cover the guidelines and procedures pertaining to the activities related to attending inquiries and concerns, including complaints of the walk-in stakeholders at the Customer Care Center until such concern is resolved.

Office or Division		Customer Care Center (Information)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizens G2B – Government to Business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tracking Number		Client/Company Representative		
2. CCPS Ticket				
3. All related documents about information or inquiries for clinetes.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client informs the details about their inquiry with BOC Portal Ticket	Checks the status of the inquiry at the Customer Care Portal System (CCPS) If without ticket, the CSO assist the client in creating a ticket in the CCPS.	None	1 minute	Customs Service Officer (CSO)
2. None	If inquiry was not resolved, coordinate with the concerned BOC Office and advises the stakeholders of the status of their transactions	None	1 minute	CSO
3. None	If inquiry was resolved, the transaction is deemed finished	None	1 minute	CSO
4. Client decides to fill-out the HCSM.	The CSO encourages client to fill-out the HCSM by scanning the QR Code posted at the CCC counter	None	1 minute	CSO
TOTAL		4 minutes		





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PAYMENT MANAGEMENT

This document shall cover the guidelines and procedures pertaining to a centralized payment of all miscellaneous fees and other charges imposed and collected by the Bureau. Payment starts by checking the completeness of documents, specifically the Order of Payment and other supporting documents, and it ends after issuance of Bureau of Customs Official Receipt (BCOR).

Office or Division		Customer Care Center (Payment)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizens G2B – Government to Business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Office of the District Collector		
2. BCOR		Collection Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Order of Payment at the Cashier	Checks the Order of Payment	None	1 minute	National Collecting Officer (NCO)
2. None	Accepts the Payment	As determined in the Order of Payment	1 minute	NCO
3. None	Issues BCOR	None	1 minute	NCO
4. Client decides to fill-out the HCSM.	The NCO encourages client to fill-out the HCSM by scanning the QR Code posted at the CCC counter	None	1 minute	NCO
TOTAL		4 minutes		





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PASS CONTROL

This document outlines the guidelines and procedures for the appointment, starting from the checking and verification of the portal ticket indicating the purpose of the appointment and ending with the issuance and retrieval of the Access Pass by the Pass Control Officer (PCO).

Office or Division		Customer Care Center (Pass Control)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizens G2B – Government to Business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved appointment in the CCPS		Client/Company Representative		
2. Access Pass		Pass Control Officer		
3. Valid ID		Client/Company Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PASS CONTROL (ACCESS IN)				
1. Presents the approved appointment ticket	Checks and verifies the appointment of the stakeholder through the BOC Portal.	None	1 minute	Customer Service Officer (CSO)
2. None	If verified with approved appointment, encodes the following: - Date - Name of the visitor - Concerned office - Purpose	None	1 minute	CSO
3. None	Issues Access Pass to the stakeholder in return of the valid ID. Provide a Visitor's Slip signed by the person in charge of the office/division where the appointment is scheduled	None	1 minute	Pass Control Officer (PCO)
4. None	The PCO encourages client to fill-out the HCSM by scanning the QR Code posted at the CCC counter	None	1 minute	PCO
TOTAL		4 minutes		
PASS CONTROL (ACCESS OUT)				



1. Client surrenders issued Access Pass & Visitor's Slip	The PCO receives issued Access Pass & signed Visitor's Slip	None	1 minute	PCO
2. None	Returns ID of the stakeholder	None	1 minute	PCO
3. None	The PCO encourages client to fill-out the HCSM by scanning the QR Code posted at the CCC counter	None	1 minute	PCO
TOTAL		4 minutes		



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FEES & OTHER CHARGES

TYPE OF FORMS	FORM NO.	PRICE (Php)	STAMP (Php)
Certificate of Identification	218	15.00	
Certificate of Identification and Loading	219	15.00	
Informal Import Declaration and Entry Gate pass	177	15.00	
Gatepass	201	15.00	
Certificate of Origin (BCF A)	BCF A	15.00	130.00
Transshipment Permit	199	15.00	130.00
Import Entry and Inter Revenue Declaration	242	Php 40.00	280.00
Certificate of Origin	Form D	15.00	130.00
Certificate of Origin	Form AK	15.00	130.00
Certificate of Origin	Form China	15.00	130.00
Certificate of Origin	Mexico	15.00	130.00
Certificate of Origin	Japan	15.00	130.00
Certificate of Origin	AANZ	15.00	130.00
Certificate of Origin	Form E	15.00	130.00
Certificate of Payment	Form 162		280.00
Boatnote	36		130.00
Amendment Fee		500	
Registration Fee		1,010	
CDS Surety Bond		230.00	
Lifting Bond/Docket Fee		10,530.00	



