



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

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		