



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*

## 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<br>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 clients.     |                                                                                                                                                                  |                                                              |                 |                               |
| 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)<br><br>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                                                    |                 |                               |

