



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

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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		