

CITIZENS

CHARTER



PHILIPPINE INTERNATIONAL TRADING CORPORATION



The **Philippine International Trading Corporation (PITC)** is a State Trading Company established in July 21, 1973 through Presidential Decree (PD) 252 to pioneer in establishing Philippine trade with the Socialist and Other Centrally Planned Economy Countries (SOCPEC). PITC opened the gates of the global market and engaged the country in international commercial activities that seek to ultimately benefit our domestic industries and local consumers. In January 25, 1977, P.D. 252 was repealed through P.D. 1071 and PITC was given a broader mandate to be the prime mover in the expansion of Philippine trade worldwide. It has since embarked on various innovative trading activities by implementing facilitative trade-related services and responsive business solutions.

For over forty (40) years, the PITC has proven its competency, and thus, gained a vast portfolio of expertise in export consolidation, special trading arrangements, importation and marketing of a wide range of products and services, outsourcing, supply chain management, logistics solutions, and procurement services.

OUR VISION

By 2022, PITC shall be a global state trading and marketing enterprise in support of the development of domestic industries.

OUR MISSION

As the state trading enterprise, **PITC**:

- Engages in exports, trade services and special trading arrangements.
- Ensures most efficient and cost-effective procurement services.
- Contributes to price / supply stabilization of goods & services.
- Creates strategic alliances that promote the growth and sustainability of businesses and enterprises.

CORE VALUES

Professionalism

Integrity

Team Work

Creativity

Service **O**rientation

PITC CITIZEN'S CHARTER

As per Sec. 6 of RA 9485 "All government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or local government or district units shall set up their respective service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written in English, Filipino, or in the local dialect, that detail:

- a. The procedure to obtain a particular service;
- b. The person/s responsible for each step;
- c. The maximum time to conclude the process;
- d. The document/s to be presented by the customer, if necessary;
- e. The amount of fees, if necessary; and
- f. The procedure for filing complaints."

PURPOSE

The formulation of Citizen's Charter particularly payment to supplier is in compliance with Republic Act 9485 of the Anti-Red Tape Act of 2007 in order to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption and providing penalties therefor.

ACRONYMS USED

AO	Account Officer	JEV	Journal Entry Voucher
AOR	Agency Outsourcing Request	LOI	Letter of Intent
AWB	Airway Bill	LO	Liquidation Officer
BG	Bank Guarantee	MOA	Memorandum of Agreement
BAC	Bids and Awards Committee	MPG	Military Procurement Group
B/L	Bill of Lading	OIC	Officer-In-Charge
BUR	Budget Utilization Request	OCOM	Office of the Commissioner
BOC	Bureau of Customs	P/L	Packing List
COA	Commission on Audit	PCV	Petty Cash Voucher
CBW	Customs Bonded Warehouse	PITC	Philippine International Trading
CMO	Customs Memorandum Order	POF	Proof of Funds
DM	Department Manager	POP	Proof of Product
DOST-ITDI	Department of Science and Technology-Industrial Technology Development	QAIT	Quality Assurance Inspection Team
DV	Disbursement Voucher	SAD	Single Administrative
DLC	Documentary Letter of Credit	SEC	Security and Exchange
FDA	Food and Drug Administration	SME	Small and Medium Enterprise
FCO	Full Corporate Offer	SVP	Small Value Procurement
GPG	Government Procurement	TWG	Technical Working Group
GOCC	Government-Owned and	TOR	Terms of Reference
HACC P	Hazard Analysis and Critical Control Points	TOP	The Office of the President
HOPE	Head of Procuring Entity	USFDA	U.S. Food and Drug
ICPO	Irrevocable Confirmed Purchase Order	VP	Vice President

EXPORTS TRADING SERVICES

EXPORTS TRADING SERVICES

SERVICE DESCRIPTION

I. FOR INTERNATIONAL BUYERS

The Exports Trading Group provides a complete service package designed to make purchasing from the Philippines a worry-free experience. This includes Buyer-Supplier Matching, Product Sourcing, Coordination of Orders, Production Monitoring and Random Quality Inspection, among others. PITC provides assistance to its registered suppliers by marketing their products to existing Buyers or Prospective Buyers during Outbound Business Missions, Buyer's visit or through participation in key international trade fairs and other trade promotion activities.

EXPORT SERVICE PACKAGE

Buyer Supplier Matching

PITC has a global network, both in emerging and developed countries that enable to connect the products and service needs of its clients with the available supply at competitive rates.

Product Sourcing

Clients are assured of meeting a suitable manufacturer from among the pool of suppliers capable of delivering products of the volume and quality they require. The Corporation safeguards the interest of its buyers by ensuring they receive only the most reasonable and competitive prices from selected suppliers.

Coordinator of Orders

PITC sustains regular liaison between supplier and buyer during all phases of the transaction to ensure smooth implementation of the order schedule.

Production Monitoring & Random Quality Inspection

PITC closely monitors the production of goods according to the buyer's specifications and updates clients of the production progress.

Order Consolidation

PITC supervises the consolidation of all orders placed with selected manufacturer to ensure well-coordinated shipment. Necessary arrangements for packaging and labeling, delivery and shipment from local origin, and complete documentation are undertaken.

Export Documentation

The Corporation ensures strict compliance with the standards and guidelines outlined in the buyer's documentation manuals to ensure prompt release of cargo at the port of delivery.

Shipping & Delivery Monitoring

With regard to delivery, shipping and logistical arrangements, PITC aims to satisfy the requirement and budget of its clients. The whole process is documented for easy reference and tracking.

Coordination of Buyer's Visit

PITC organizes an appropriate itinerary for the buyer travelling to the Philippines for business and ensures that objectives are met and appointments with suppliers and other entities are properly coordinated to maximize the benefits derived by the buyer from the trip.

Collaboration with Government Agencies

Coordination with government entities involved in Customs clearances, licenses documentation and the like are part of PITC's Services to safeguard its clients against unnecessary delays in shipment or delivery.

II. FOR PHILIPPINE MANUFACTURERS/SUPPLIERS

PITC maintains a network of Suppliers who have passed listing requirements and continuously sources export ready products to be marketed to its network of Buyers.

PITC provides assistance to its registered suppliers by marketing their products to existing Buyers or Prospective Buyers during Outbound Business Missions, Buyer's visit or through participation in key international trade fairs and other trade promotion activities.

HOW TO AVAIL OF THE SERVICES

I. For International Buyers

Buyer's Step	PITC's Action	Person Responsible	Minimum Processing Time
Sends Inquiry	<p>Receives/ acknowledges inquiry of Buyer</p> <p>Introduces PITC and the Export Value Added Services offered</p>	Vice President/ Department Manager/ Division Chief	Within 3 Working Days
Provides Product Requirement	<p>Checks the Registry of Suppliers and identifies suitable suppliers.</p> <p>Coordinates with Suppliers and secures product specifications, production capacity, product photos, price quotes, payment terms and other terms and conditions.</p>	Account Officer	Within 7 working days upon receipt of Supplier's response including price quote.
	<p>Prepares Product and/ or Price Offer Sheet to Buyer</p> <p>Sends Product Offer sheet to Buyer including price offer whenever possible</p>	Department Manager / Division Chief	
Upon acceptance	Prepares Proforma Invoice indicating therein all terms and conditions. Reviews / sends Proforma Invoice to Buyer for conforme / signature	Account Officer	Within 5 Working Days

HOW TO AVAIL OF THE SERVICES

I. For International Buyers

Buyer's Step	PITC's Action	Person Responsible	Minimum Processing Time
Signs Proforma Invoice	<p>Upon receipt of signed Proforma Invoice, works on the requirements of the Buyer in accordance with the agreed terms and conditions.</p> <p>Undertakes the following:</p> <ul style="list-style-type: none"> • Production Monitoring • Random Inspection • Order Coordination and Consolidation • Shipping arrangements • Export documentation <p>Prepares the necessary documentations to facilitate release of goods at port of destination</p> <p>Upon Shipment, sends a shipment advisory to Buyer with the pertinent documents</p>	Account Officer / Division Chief	<p>As per agreement</p> <p>Within 5 working days from acceptance of supplier(s) sales invoices and packing list.</p> <p>Within 5 working days upon receipt of Bill of Lading / Airway Bill</p>
Sends remittance based on agreed payment terms	<p>Checks remittance of Buyer</p> <p>Process transfer of fund / payment to Suppliers whenever applicable</p>	<p>Account Officer</p> <p>Financial Analyst</p>	<p>As per agreed payment terms and condition</p> <p>Within 7 working days upon receipt of complete documents</p>

II. For Philippine Export Producers/ Suppliers

Registry of Suppliers

Supplier's Step	PITC's Action	Person Responsible	Minimum Processing Time
Submits documentary requirements a. DTI or SEC Registration	Receives/reviews documents submitted by the Supplier	Account Officer	Within 7 working days upon acceptance of documents
b. Articles of Incorporation/By Laws (for Corp)	Informs Supplier of lacking documents	Division Chief	Within 7 working days upon completion of validation
c. Company/Business Profile	Submits recommendation to Department Manager / Vice President		
d. Latest Business Permit			
e. BIR Certificate of Registration	Issues PITC Letter of confirmation as Registered Supplier	Administrative Assistant	Within 3 working days upon approval of the President
f. License to Operate (LTO) issued by the Philippine FDA for processed food and beverage, personal care products & pharmaceutical support			
g. Other Permits, Licenses as may be required by the importing country / Buyer e.g. US FDA, HACCP, Kosher Organic and other suppliers or MPSA issued by DENR for Commodities			
Submits Product Offers with the following information: a. Product Description & Specification b. Product Photos Hi-Resolution (hard & soft copy)	Acknowledges receipt of the product offer with the required information	Account Officer	Within three (3) working days

Supplier's Step	PITC's Action	Person Responsible	Minimum Processing Time
c. Production Capacity d. Minimum Order Quantity e. Shelf Life f. Price and Pricing Terms g. Payment Terms h. Other Terms and Conditions			

SCHEDULE OF FEES:

TRADING ACTIVITY	TRADING / SERVICE FEE
Processed Food & Beverage	2% - 5% of Export Value (Cost of Out-of-Town inspections not included)
Furniture / Furnishing Décor / Wearables	Minimum of 5% of Export Value (Cost of Out-of-Town inspections not included)
Agricultural Products	
Fresh Fruits	US\$0.20 - US\$1.00 / Box
Others	1% - 5% of Export Value (depending on the product, market and volume)
Commodity	
Minerals / Construction Sand	US\$0.20—US\$1.00 / MT (depending on the volume)
Others	1% - 10% of Export Value (depending on the product, market and volume)

SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday - 8:00am to 5:00pm

CONTACT PERSON AND CONTACT INFORMATION

<p>JOEL S. RODRIGUEZ Caretaker - Exports Trading Group Email: jsrodriguez@pitc.gov.ph</p>	<p>Philippine International Trading Corporation- Exports Trading Group 4th Floor, NDC Building 116 Tordesillas Street Salcedo Village, Makati City 1227 Philippines</p> <p>Direct Lines: (632) 892.1251 / 892.3335 Fax: (632) 892.3359 / 892.2054</p>
<p>MARIEVIC C. BALAYAN OIC Department Manager- Non Food & Agri- Commodities Email: marievicbalayan@pitc.gov.ph</p>	

CUSTOMS BONDED WAREHOUSE SERVICES

CUSTOMS BONDED WAREHOUSE (CBW) SERVICES

SERVICE DESCRIPTION

The PITC Customs Bonded Warehouse (CBW) Service is a Government Program under the supervision and control of the Bureau of Customs, that aims to enhance the competitiveness of Small and Medium Sized Export Producers by allowing them “Duty and Tax Free” importation of raw materials, packaging materials and accessories needed for the manufacture of their products intended for export within nine (9) months.

CLIENTS

Export Producers accredited with the PITC CBW by the Bureau of Customs (BOC).

BENEFITS OF CBW SERVICE FACILITY

- Enhances the competitiveness of the finished product because Exporter can import raw materials and packaging materials “duty and tax free” especially if there is no local raw material substitute.
- Eliminates the burden on Exporters of maintaining and operating its own Customs Bonded Warehouse.
- Exporter does not need to import raw materials under the duty draw-back system since importation under the CBW is automatically duty and tax free.
- Alternate to PEZA or the Industrial Zones.

The CBW facility includes the following services:

Services	Responsible Person/s	Timelines
1. Accreditation with the PITC CBW thru the Bureau of Customs	Account Officer / Division Chief / Department Manager	Within 3-6 months at the Bureau of Customs
2. Import and Export Documentation	Account Officer / Division Chief / Department Manager	Within 1 to 3 working days
3. Warehousing Documentation	Account Officer	Within 1 working day
4. Liquidation of Warehousing Import Entries and Cancellation and Warehousing Bonds with the Bureau of Customs	Account Officer / Division Chief / Department Manager	Within 1 to 2 months

HOW TO AVAIL OF THE SERVICE

Accreditation Requirement per Bureau of Customs (BO)

1. Letter of Application
2. Registration Certification with SEC or DTI
3. Articles of Incorporation / By-Laws
4. BIR Certificate of Registration
5. Company Profile / Business Profile
6. Business / Mayor's Permit
7. Evidence of Absolute Ownership or Lease Contract covering the factory and warehouse
8. Plant Location and Plant Layout
9. List of machineries and equipment
10. Manufacturing flow chart and estimated production time
11. Number of workers employed
12. Pictures / Catalogue of the products to be manufactured and exported
13. Audited Financial Statement and Income Tax Return for the last 2 years filed thru BIR's EFPS
14. Import / Export Performance for the last 2 years
15. Project Feasibility Study
16. Foreign Supplier's Invoice for the proof of import performance
17. Export Purchase Orders and/or Sales Projection for the proof of export performance
18. Inward Remittance / Bank Certification for the proof of export payment
19. Formula of Conversion as validated by DOST-ITDI
20. List of Importable Materials
21. Statement of Monthly Raw Material Importation Requirements
22. Clearances from offices from the Port having jurisdiction over the PITC CBW and favorable endorsement from the District Collector concerned
23. Signed General Service Agreement with PITC

ACCREDITATION

Step No.	Client's Step	PITC's Action	Person Responsible	Minimum Processing Time
1	Submits to PITC the BOC required documents for accreditation	Receives and Reviews the BOC-required documents for accreditation to the PITC CBW for submission to the BOC	Account Officer / Division Chief / Department Manager	Within 1 - 2 working days
2		Executes the General Service Agreement (GSA) between the Client and PITC	Account Officer	Within one (1) week
3		Submits the documents for accreditation and the copy of signed GSA to the BOC	Account Officer	Within one (1) working day

Step No.	Client's Step	PITC's Action	Person Responsible	Minimum Processing Time
4		Coordinates / makes follow up with the BOC CBW Division on the status of the submitted accreditation documents.	Account Officer / Division Chief / Department Manager	Within one (1) working day
5	Assists BOC and PITC during the conduct of inspection	Accompanies BOC Inspector from the Office of the District Collector or equivalent office to the client's factory to conduct inspection to ensure compliance to BOC structural requirements.	Account Officer / Division Chief / Department Manager	Within one (1) working day
6		Coordinates / makes follow-up the Inspection Report of the BOC Inspector for submission to the District Collector and BOC Bonded Warehouse Committee	Account Officer / Division Chief / Department Manager	Within one (1) working day
7		Coordinates / makes follow-up with the BOC Bonded Warehouse Committee the schedule of the deliberation and evaluation of the application for accreditation	Account Officer / Division Chief / Department Manager	Within one (1) working day
8	Attends the meeting called by the BOC Bonded Warehouse Committee together with PITC	Together with the client, attends the hearing, deliberation and evaluation of the application for accreditation called by the BOC Bonded Warehouse Committee	Account Officer / Division Chief / Department Manager	Within one (1) working day
9		If application is approved, coordinates with the Secretariat of the BOC Bonded Warehouse Committee to secure written approval / resolution of the application and clearance from the Office of the Commissioner (OCOM)	Account Officer / Division Chief / Department Manager	Within one (1) working day

ACCREDITATION

Step No.	Client's Step	PITC's Action	Person Responsible	Minimum Processing Time
10		Receives the approved application for accreditation and the OCOM clearance of the client from the BOC CBW Division	Account Officer / Division Chief or Department Manager	Within one (1) working day
11	Receives the letter, document attachment and copy of the BOC approval of accreditation as member of the PITC CBW	Provides the client of the following: <ul style="list-style-type: none"> • Copy of the approval of accreditation as member 	Account Officer / Division Chief / Department Manager	Within 1 - 3 working days
E N D				

IMPORTATION OF RAW MATERIALS

Step No.	Client's Step	PITC's Action	Person Responsible	Minimum Processing Time
1	Client / client's Broker submits / fax to PITC the Import Documents such as BL/ AWB, Invoice, P/L, etc. of incoming shipment	Reviews / checks if items in the import documents are included in the List of BOC-approved importable	Account Officer / Division Chief / Department Manager	Within 1 - 2 working days
2		Coordinates with the shipping line the arrival of shipment & to verify shipping documents	Account Officer	Within 1 - 2 working days

IMPORTATION OF RAW MATERIALS

Step No.	Client's Step	PITC's Action	Person Responsible	Minimum Processing Time
3	Client / client's Broker submits to the PITC Account Officer the clear copies of BL/AWB, Invoice, P/L and other import documents and the accomplished SAD and Charge Bond Slip	<ul style="list-style-type: none"> Forwards the SAD, Charge Bond Slip with the import documents to the CBW Officer-in-Charge (OIC) or Manager for signature Prepares & secures approval of Debit Note and gives copy to client for payment Follows-up payment to be paid within 15 calendar days from date of withdrawal from the PITC CBW 	Account Officer	Within 1 - 2 working days
4		<ul style="list-style-type: none"> Prepares & secures approval of Boat Note from PITC & BOC authorized warehouseman for the release of importation shipment Requires client submission of Post Dated Checks equivalent to 100% of the duties and taxes of the importation, before withdrawal of the importation from PITC CBW 	Account Officer	Within 1 - 2 working days
5	Client / Client's Broker withdraws the import shipment from the PITC CBW	Releases the import shipment to the client	Account Officer or Warehouse Records Officer	Within one (1) working day
6	Pays the PITC Service Fee within fifteen (15) calendar days	Issues PITC Official Receipt for the payment of the service fee	Account Officer / PITC Cashier	Within one (1) working day
E N D				

EXPORT DOCUMENTATION OF FINISHED GOODS / PRODUCTS

Step No.	Client's Step	PITC's Action	Person Responsible	Minimum Processing Time
PHASE 1: Preparation and Processing of Certificate of Identification (CI), Certificate of Inspection and Loading (CIL) and Boat Note				
1	<p>Client submits to PITC three (3) days prior to export shipment the following:</p> <ul style="list-style-type: none"> • Consumption Report • Export Invoice • Export Declaration (ED) - must already be lodged with the e2m system 	<ul style="list-style-type: none"> • Compares the consumption report against BOC-approved list of importable materials indicated in the statement of monthly raw materials importation requirements • Prepares and secures approval of CI, CIL and Boat Note from BOC Warehouseman • Secures approval of duly accomplished CI, CIL and Boat Note from BOC Examiner of the Special Warehousing Assessment Unit (SWAU) or equivalent unit of the Port for examination and signature / approval of the export documents 	Account Officer or Liquidation Officer	Within 2 - 3 working days
2		<ul style="list-style-type: none"> • Secures / receives the signed / approved CI, CIL and Boat Note from the BOC Examiner 		
3	Client / client's Broker receives the signed / approved documents, CI, CIL and Boat Note	Returns to client / client's broker the signed / approved CI, CIL and Boat Note for actual loading and processing of export shipment	Account Officer or Liquidation Officer	Within 2- 3 working days
E N D				

LIQUIDATION OF WAREHOUSING AND IMPORT ENTRIES

Step No.	Client's Step	PITC's Action	Person Responsible	Minimum Processing Time
PHASE 2: Liquidation of Import Entries and Cancellation of Bonds				
1	<p>After export of finished products, Client submits to PITC the following processed and signed documents:</p> <ul style="list-style-type: none"> • CI, CIL and Boat Note • Export Declaration • Export Invoice • Packing List • BL / AWB 	<ul style="list-style-type: none"> • Prepares the Statement of Liquidation and attachment documents and submits to the BOC CBW Division and Bonds Division • Secures the Notice of Cancellation from the BOC Bonds Division as proof that the Import Entries were already liquidated and the bonds cancelled 	Account Officer or Liquidation Officer	<p>Within 1- 2 months from submission of Statement of Liquidation / Documents to the BOC CBW Division to securing of the Notice of Cancellation from the BOC Bonds Division</p>
2	Client receives from BOC the copy of Notice of Cancellation	Secures copy of Notice of Cancellation from the client		
E N D				

CUSTOMS BONDED WAREHOUSE (CBW) SERVICES

TABLE OF SERVICE FEE RATES

Invoice Value / FOB Value per importation (in US\$)	Service Fee Rate plus 12% VAT of the Invoice Value / FOB Value)
1,400 and below	Minimum of PhP2,000.00
1,401 to 10,000	3.5%
10,001 to 25,000	3.0%
25,001 to 50,000	2.5%
50,001 to 75,000	2.0%
75,001 to 100,000	1.5%
100,001 and up	1.0%
For Bonded to Bonded Transfer (Indirect Importation)	1.0%
For importation over US\$1,000,000 in the preceding calendar year	Flat rate of 1.0%
For Clients endorsed by Industry Association with Memorandum of Agreement e.g. Philippine Exports Confederation Inc. (PHILEXPORT), Chamber of Furniture Industry of the Philippines (CFIP)	Flat rate of 1.0%

SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday - 8:00am to 5:00pm

CONTACT PERSON AND CONTACT INFORMATION

MARIO M. LEYGO

Vice President- International Trading
Services Group
Email: mmleygo@pitc.gov.ph

EDGARDO C. BERNARDO

OIC - Department Manager - Customs
Bonded Warehouse
Email: edber@pitc.gov.ph

ROSALIA B. TUMANG

OIC Division Chief - Manila
Operations / Pasay CBW No. 925
Email: sally.tumang@pitc.gov.ph

DANTE T. BANGAYAN

OIC Division Chief - VISMIN
Operations / Cebu CBW No. 30 &
CDO CBW No. 9

Philippine International Trading Corporation

International Trading Services Group
4th Floor, NDC Building
116 Tordesillas Street
Salcedo Village, Makati City
1227 Philippines

Direct Line: (632) 892.1560
Trunk Line: (632) 818.9801 local 331 & 411
Fax: (632) 892.1627 / 892.1261

LOCATION OF PITC CBWs:

CCBW No. 925	CCBW No. 30	CCBW No. 9
2345 Aurora Boulevard (Tramo Road), Pasay City	Algico Complex 16 Diamond Street Gemsville Subdivision Lahug, Cebu City	PHIVIDEC Industrial Estate Tagoloan City Misamis Oriental

COUNTERTRADE SERVICES

COUNTERTRADE SERVICES

SERVICE DESCRIPTION

By leveraging on government procurement of imported equipment and supplies with reciprocal benefits to be provided by government suppliers, PITC generates additional exports to other countries and creates opportunities to fast-track the inflow of investments, technology, industrial cooperation, specialized training and skills development.

LEGAL BASIS

Executive Order 120 and its Implementing Rules and Regulations

Directs the national government, its departments, bureaus, agencies and offices including government-owned or controlled corporations, to adopt countertrade as a supplemental trade tool with respect to the importation or procurement of foreign capital equipment, machinery, products, goods and services.

Government Procurement Policy Board (GPPB) Resolution No. 14-2005 regarding the adoption of Countertrade as supplemental trade tool in connection with government procurement.

THRESHOLD VALUE

Countertrade is required in government procurements of imported equipment and supplies amounting to at least One Million US\$ (US\$1,000,000) or its Peso equivalent.

COUNTERTRADE / OFFSET AGREEMENT (HOW COUNTERTRADE / OFFSET AGREEMENTS ARE CONCLUDED)

Bidders/Suppliers are required to sign an Undertaking to pursue Countertrade which commits them to perform Countertrade/offset once they are awarded the supply contract. Within ninety (90) days of the award, they are required to sign a supplemental contract i.e. Countertrade Agreement with the Philippine International Trading Corporation. The Countertrade performance period is two (2) or more years. The minimum amount of Countertrade is at least fifty percent (50%) of the Supply Contract.

TRANSACTIONS QUALIFYING AS COUNTERTRADE AND OFFSET ACTIVITIES

Exports of Philippine merchandise and/or services as Countertrade are acceptable as performance of Countertrade Obligations.

Acceptable offset/s are industrial cooperation / participation, investments, technology transfer, grants, research, training and other related activities such as donation for the benefit of procuring government agency or other Philippine entity.

GUARANTEES / PENALTIES

Five percent (5%) of the Countertrade obligation in the form of Performance Bond or Letter of Credit.

MULTIPLIERS

Multipliers are incentives applicable only to Offset activities. When approved, the value of the offset activity is multiplied by the multiplier:

Ten (10) if beneficial directly to the procuring government agency, or Seven (7) all other offset activities.

MONITORING

The **Philippine International Trading Corporation (PITC)**, an agency under the Department of Trade and Industry, is directed to coordinate with all government agencies and government-owned or controlled corporations in formulating and implementing particular strategies on countertrade or similar arrangements for any planned importation or procurement of capital goods, equipment, machinery, products, goods and services.

REQUIREMENTS FOR MONITORING AND CREDITING PROCEDURES

- a. For Counterpurchase / Exports of Philippine Products:
 - Copy of Commercial Invoice;
 - Copy of Bill of Lading or transport document evidencing actual contents and destination of shipment;
 - Copy of Letter of Credit and/or certified true copy of other evidence of payment/inward remittance for the Goods acceptable to PITC.
- b. For Utilization of Philippine Services:
 - Copy of Invoice or Contract pertaining to the Philippine Services utilized;
 - Copy of Letter of Credit or certified true copy of other evidence of payment/inward remittance for the Services acceptable to PITC;
 - Copy of Official Receipt issued by the relevant Philippine entity rendering the Philippine Service utilized hereunder evidencing full payment for said service by supplier.
- c. For Direct or Indirect Offsets:
 - Copy of pertinent contract or agreement relative to offset arrangement to be performed;
 - Certification/Endorsement from the Philippine beneficiary of the offset arrangement that supplier has performed a particular offset for their benefit and to their satisfaction;
 - Such other documentary requirements prescribed under MC CT-2012-001 as amended.

SCHEDULE OF FEES

Government suppliers are required to pay monitoring fees upon credit of their countertrade performance to the PITC. The fees are based on the value of countertrade performance.

Capital Equipment, Machineries and Spare Parts:

Value of Countertrade Obligation	Countertrade Fee Rate
100 million or less	1.50%
Over 100 - 150 Million	1.25%
Over 150 – 200 Million	1.00%
Over 200 – 250 Million	0.75%
Over 250 – 300 Million	0.50%
Over 300 Million	0.25%

Essential / Basic Commodities or Raw Materials – Countertrade Fee Rate is 0.25%

SERVICE AVAILABILITY

Monday to Friday – 8:00am to 5:00pm

CONTACT PERSONS AND CONTACT INFORMATION

MARIO M. LEYGO Vice President – International Trading Services Group Email: mmleygo@pitc.gov.ph	Philippine International Trading Corporation International Trading and Services Group 4th Floor, NDC Building 116 Tordesillas Street Salcedo Village, Makati City 1227 Philippines Direct Line: (632) 892.1560 Trunk Line: (632) 818.9801 local 326 Fax: (632) 892.1627 / 892.1261
DAVID A. INOCENCIO Department Manager Email: d.inocencio@pitc.gov.ph	

IMPORTS SERVICES

IMPORTS SERVICES

SERVICE DESCRIPTION

The Imports Department is an international trading service of PITC that undertakes various trading services for local and third country enterprises through trade methods, systems and facilities. It undertakes the business of sales and marketing of wide range of commodity products, goods, wares, merchandise, machineries and equipment, new technology / innovative products through importation, dealership and distribution to private and government entities under the following methods:

- a. Direct Trading (Back to Back Arrangement / 3rd Country Trading)
- b. Indirect Trading / Indent Sales
- c. Exclusive Dealership / Distributorship / Local Sales

CLIENTS

Government Entities with Importations
 Private Entities / Philippine Manufacturers / Domestic Industries
 Various Industry Groups / Federation of Cooperatives

HOW TO AVAIL OF THE SERVICES

Step No.	Client's Step	PITC's Action	Person Responsible	Minimum Processing Time
1	Sends Letter of Intent (LOI) to PITC. LOI comprises the commodity and its technical specifications, quantity, packing, terms of payments, shipment schedule, delivery point and other terms and conditions of the purchase; also submits procedure documents.	Logs and Reviews LOI and procedure documents Submits its Full Corporate Offer (FCO) to the Buyer with details for the commodity vis-à-vis Supply Allocation	Account Officer	Within 7 Working Days Upon Receipt of complete documents
2	Confirms FCO and issues a Purchase Order (PO)	Signs its confirmation in the PO	Vice President/ Department Manager	Within the day upon receipt of the PO, and if PO details conform with FCO

IMPORTS SERVICES

Step No.	Client's Step	PITC's Action	Person Responsible	Minimum Processing Time
3	Submits its Proof of Funds (POF) or Bank Guaranty equivalent to the amount specified in the PO	Issues contract to Buyer and other pertinent documents (i.e. Non Circumvention, Non-Disclosure (NCND), as applicable)	Vice President/ Department Manager	Within 7 Working days
4	Signs the Sales/ Purchase Agreement	Signs the Sales/ Purchase Agreement	Vice President/ Department Manager	Within 5 Working days
5	Buyer's Bank opens an Irrevocable Documentary Letter of Credit (DL/C) by Swift to PITC's / Supplier's Bank or Irrevocable Confirmed Bank Payment Order (ICBPO) or other acceptable payment instrument.			
6	Supplier ships the goods as per Sales/ Purchase Contract	Receives shipped goods from the Supplier Delivers goods to PITC Buyers as per Sales/ Purchase Contract		As stipulated/ required in the Contract
E N D				

PROCEDURE DOCUMENTS FOR LOCAL BUYER/IMPORTER

1. Submission of documentary requirements
 - a. Valid and current Mayor’s Business Permit issued by the city or municipality where the principal place of business of the Buyer / Manufacturer is located
 - b. Securities and Exchange Commission Registration Certificate for corporations/ partnership or relevant Department of Trade and Industry registration certificate if sole proprietorship
 - c. By-Laws / Articles of Incorporation or Partnership
 - d. Bureau of Internal Revenue (BIR) Registration Certificate
 - e. Company Profile/Business Profile
 - f. Financial Profile
 - g. Pertinent Permits & Licenses, as required
 - h. Letter of Intent (LOI)
 - i. Purchase Order (PO)
 - j. Bank Guaranty / Proof of Funds
 - k. List of previous importations / procurement to establish Track Record

2. Validation
 - a. Verification of Procedure Documents
 - b. Meeting and negotiation with buyers
 - c. Conduct of Due Diligence

SCHEDULE OF FEES

IMPORT VALUE / INVOICE VALUE	TRADING MARGIN / SERVICE FEE
Direct Trading / Dealership / Distributorship / Local Sales	
<ul style="list-style-type: none"> • Depends on the commodity, market and volume 	1 - 10% on Import / Invoice Value
Indirect Trading / Indent Sales / Importation Services	
<ul style="list-style-type: none"> • US\$500,000 or less 	4%
<ul style="list-style-type: none"> • Over US\$500,000 to US\$750,000 	3%
<ul style="list-style-type: none"> • Over US\$750,000 to US\$1,000,000 	2%
<ul style="list-style-type: none"> • Over US\$1,000,000 and above 	1%

SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday – 8:00am to 5:00pm

CONTACT PERSONS AND CONTACT INFORMATION

MARIO M. LEYGO Vice President – International Trading Services Group Email: mmleygo@pitc.gov.ph	Philippine International Trading Corporation International Trading and Services Group 4th Floor, NDC Building 116 Tordesillas Street Salcedo Village, Makati City 1227 Philippines
VIVIAN E. MONSANTO OIC - Department Manager Email: vmonsanto@pitc.gov.ph	Direct Line: (632) 892.1560 Trunk Line: (632) 818.9801 local 421 Fax: (632) 892.1627 / 892.1261

PROCUREMENT SERVICES

PROCUREMENT SERVICES

SERVICE DESCRIPTION

PITC as an alternative Outsourcing Arm for Government Procurement Projects, ensuring greater transparency, cost-efficiency, and speed of implementation within the framework of the revised Implementing Rules & Regulations of Republic Act 9184 (Government Procurement Reform Act of 2003).

- PITC as provider of Procurement Outsourcing Services
- PITC as a Supplier of End-User's goods and services requirements

CLIENTS

Government Agencies

BENEFITS

As a chartered Government Owned and Controlled Corporation (GOCC), and as expressly allowed by its own charter, PITC is authorized to undertake procurement for other government agencies, either as procurement agent or supplier on an agency to agency arrangement (pursuant to Sec. 53.6 of the Revised IRR of RA 9184). Outsourcing procurement to PITC relieves the Government Agencies from the tedium of the procurement process so it can focus on the Agency's core mandate.

HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	PITC's Action	Person Responsible	Minimum Processing Time
1	Client seeks information	Attends to inquiries/ Provides Client with information on how to avail services	Vice President / Department Manager / Division Chief	Within one (1) working day
2	Reviews PITC Template Memorandum of Agreement Signs MOA with PITC	Signs a Memorandum of Agreement with Client	Vice President / Department Manager / Division Chief	Within 5 working Days

Step No.	Client's Step	PITC's Action	Person Responsible	Minimum Processing Time
3	Submits to PITC various required documents: <ul style="list-style-type: none"> • Agency Outsourcing Request (AOR) • Terms of Reference (TOR) • Technical Specifications • Fund Transfer • Designation of Provisional BAC Member and representative to the Technical Working Group 	Upon Receipt of the AOR simultaneously: <ul style="list-style-type: none"> • Conducts Market Research and; • Requests approval from TOP to undertake project • Requests concerned Bids and Awards Committee (BAC) on mode of procurements of client's requirements based on ABC. 	MPG / GPG Account Officer	Within 5-10 working days
4		Reviews and determines feasibility of project then makes appropriate recommendation and approval to concerned procurement group	President & CEO	Within two (2) working days
5		Issues Resolution on Mode of Procurement (per existing provision under R.A. 9184 and its revised IRR:	Concerned Bids and Awards Committee (BAC)	Within two (2) working days
6		Conducts Bidding or Alternative Mode of Procurement such as: <ul style="list-style-type: none"> • Small Value Procurement (SVP) and • Shopping (as applicable) in accordance to R.A. 9184 and revised IRR 	Bids and Awards Committee (BAC) Department / Group concerned	As required under the revised Implementing Rules and Regulations on RA 9184

Step No.	Client's Step	PITC's Action	Person Responsible	Minimum Processing Time
7	<ul style="list-style-type: none"> • Receives Delivery and Issues Certificate of Acceptance • Returns to PITC one copy of original Liquidation Report stamped "received" by client together with the JEV <p>Conforms to the release of Retention money</p>	<ul style="list-style-type: none"> • Contract Implementation • Issues Contract to Supplier / Contractor • Conducts In-Process Production Inspection at Supplier's Facility as applicable • Witnesses delivery of Items to End-User • Attends Inspection and Acceptance Test • Processes payment to Supplier / Contractor • Submits to client-agency the liquidation Report signed by the PITC HOPE • Submits to COA copy of Liquidation Report stamped "received by client, together with the JEV". This will be the basis of COA's preparation of Credit Notice. • Releases performance security after receipt of Certificate of Acceptance and process of payments to supplier; • Releases retention money to supplier after the expiration of warranty period 	<p>Military / Government Procurement Group</p> <p>PITC QAIT / End-User</p> <p>Financial Analyst / Account Officer</p>	<p>As required in the MOA / Contract / Order Confirmation</p>
END				

DURATION OF PROCESS

As required under Republic Act No. 9184, as amended, excluding delivery lead time of the items / services needed.

SCHEDULE OF FEES

Approved Budget for the Contract	Service Fees
P-700.00M and over	1.00%
P 600.00M and over but less than P 700.00M	2.00%
P 500.00M and over but less than P 600.00M	2.25%
P 400.00M and over but less than P 500.00M	2.50%
P 300.00M and over but less than P400.00M	2.75%
P 200.00M and over but less than P 300.00M	3.00%
P 100.00M and over but less than P 200.00M	3.25%
P 50.00M and over but less than P 100.00M	3.50%
P 25.00M and over but less than P 50.00M	3.75%
Less than P 25.00M	4.00%

SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday – 8:00am to 5:00pm

CONTACT PERSONS AND CONTACT INFORMATION

Government Procurement Group (GPG)	Military Procurement Group (MPG)
Fax Numbers: (632) 892.3742 818.9801 local 499	Fax Numbers: (632) 812.0012 892.2054
CHRISTABELLE P. EBRIEGA Vice President Email : cpebriega@pitc.gov.ph	MYRA CHITELLA T. ALVAREZ OIC - Vice President Email : myra-chitella@pitc.gov.ph
RHONEIL O. BAUTISTA OIC – Division Chief Email : rhoneil@pitc.gov.ph	MANUEL O. ELIMA III OIC - Division Chief moe3@pitc.gov.ph
ELENA E. ROMERO OIC - Division Chief Email : eleaelima@pitc.gov.ph	PIO B. BELLOSILLO OIC - Division Chief Email : pio.bellosillo@pitc.gov.ph
4F & 5F NDC Building Philippine International Trading Corporation 116 Tordesillas Street, Salcedo Village, Makati City 1227 Philippines	

PROCESSING OF PAYMENT FOR PURCHASE OF GOODS AND SERVICES

PROCESSING OF PAYMENT FOR PURCHASE OF GOODS AND SERVICES

DOCUMENTARY REQUIREMENTS:

A. PROCESSING OF PAYMENT TO SUPPLIER / CONTRACTOR

RESPONSIBLE PERSON: ACCOUNT OFFICER / FINANCIAL ANALYST

PITC as Procurement Agent

1. PITC Order Confirmation / Contract (with complete annexes) (original)
2. PITC Amendment to Order Confirmation / Contract, if any (original)
3. Supplier's Invoice (original & duplicate)
4. Supplier's Delivery Receipt (original & duplicate)
5. Agency Outsourcing Request (AOR) / Buyer's confirmation / Purchase Order (PO) of PITC's Client (certified true copy)
6. PITC Acknowledgement Receipt or Bank Advice for Fund transferred by client agency (certified true copy)
7. PITC Notice to Proceed (certified true copy)
8. Certificate of Acceptance duly signed by authorized PITC representative and End-User / client
9. Beneficiary's Certificate as applicable (certified true copy)
10. Supplier's Certificate of Warranty (certified true copy)
11. List of Service Center, as applicable
12. Supplier's / Manufacturer's Certificate, as applicable (original)
13. Supplier's / Manufacturer's Certificate of Production, as applicable (original)
14. PITC Canvass & Quotation (for Shopping & Small Value procurement) (original)
15. Certificate of Exclusive Distributorship, as applicable (certified true copy)
16. PITC Debit Note (certified true copy)
17. PITC Delivery Receipt (certified true copy)
18. Proof of Payment of Pertinent Tax, as applicable (certified true copy)
19. Performance Security, as applicable / as required in the Contract (certified true copy)
20. Bank Guaranty in lieu of 10% Retention, as applicable (original)
21. PITC Transmittal to COA, as applicable (certified true copy)
22. PITC Memo to BAC for request for mode of procurement and BAC Resolution as applicable (certified true copy)
23. Other necessary documents required under the Contract

PITC as Supplier on Record

1. PITC Purchase Order (original)
2. PITC Amendment to Purchase Order (original)
3. Supplier's Invoice (original)
4. Supplier's Delivery Receipt (original)
5. Certificate of Acceptance duly signed by authorized PITC representative
6. Supplier's Certificate of Warranty, as applicable (original)
7. List of Services Center, as applicable
8. Proof of Payment of Pertinent Tax, as applicable (certified true copy)
9. PITC Sales Invoice and Delivery Receipt (certified true copy)

10. Performance Security, as applicable / as required in the Contract (certified true copy)
11. Bank Guaranty in lieu of 10% Retention, as applicable (original)
12. PITC Memo to BAC for request for mode of procurement and BAC Resolution, as applicable (certified true copy)
13. Other necessary documents required under the Purchase Order

Supplier / Contractor of PITC

1. PITC Purchase Order / Job Order / Contract with complete Annexes (original)
2. PITC Amendment to Purchase Order / Job Order / Contract, if any (original)
3. Supplier's Invoice (original)
4. Supplier's Delivery Receipt (original)
5. PITC Receiving Report / Withdrawal Report, as applicable (original)
6. Certificate of Acceptance duly signed by authorized PITC representative
7. Purchase Request (PR) (original)
8. Repair Requisition & Pre-repair Inspection Report (RRPIR), as applicable (original)
9. Supplier's Certificate of Warranty, as applicable (original)
10. List of Service Center, as applicable
11. PITC Canvass & Quotation (for Shopping & Small Value procurement) (original)
12. Certificate of Exclusive Distributorship, as applicable (certified true copy)
13. Performance Security, as applicable / as required in the Contract (certified true copy)
14. Bank Guaranty in lieu of 10% Retention, as applicable (original)
15. PITC Memo to BAC for request for mode of procurement and BAC Resolution, as applicable (certified true copy)
16. Certificate of Waste Material, as applicable (original)
17. Report of Waste Material, as applicable (original)
18. Other necessary documents required under the Purchase Order / Job Order / Contract

B. PAYMENT / RELEASE OF RETENTION FEE

1. Duly approved Clearance Form with required attachments
2. Photocopy of Bank Guaranty duly validated by Treasury Department (in case retention is not yet finished)
3. PITC Order Confirmation / Contract (certified true copy)
4. Certificate of Acceptance (certified true copy)
5. Warranty Certificate (certified true copy)
6. PITC's Disbursement Voucher (certified true copy)
7. PITC Aging of Contractor's Security Deposit (certified true copy)

C. REFUND / RELEASE OF PERFORMANCE SECURITY

1. Duly Approved Clearance Form with required attachments
2. Photocopy of PITC Acknowledgement Receipt
3. PITC Order Confirmation / Contract (certified true copy)
4. Certificate of Acceptance (certified true copy)
5. PITC Aging of Contractor's Security Deposit (certified true copy)

PROCESSING OF PAYMENT

Step No.	PITC's Action	Person Responsible	Minimum Processing Time
1	Prepares Budget Utilization Request (BUR) with complete minimum documentary requirements as stated above, Disbursement Voucher (DV) and Withholding Tax Certificate	Financial Analyst of Proponent Department	Within one (1) working day
2	· Approves BUR	Authorized Approving Officer based on Manual of Approvals: Head of Agency / Vice President / Manager	Within one (1) working day
3	· Certifies and signs the BUR for Budget availability and earmarked / utilized for such purposes	CORPLAN - Manager	Within one (1) working day
4	· Checks completeness of documents, journal entries, withholding taxes and initials the DV · If in order, forwards the DV to Accounting Manager for Approval	Accounting Department – Division Chief	Within one (1) working day
5	· Reviews, certifies as to completeness of supporting documents and signs the DVs, then forwards DV to authorized approving officer for approval (Note: Maximum four (4) days for review / checking of required documents for payment)	Accounting Department - Manager	Within one (1) working day
6	· Approves the DV, then forwards to Treasury Department for Check Preparation	Authorized Approving Officer based on Manual of Approval: Head of Agency / Vice President / Manager	Within one (1) working day

Step No.	PITC's Action	Person Responsible	Minimum Processing Time
7	Prepares Check Payment	Treasury Department - Disbursing Cashier	Within one (1) working day upon receipt of approved DV
	<ul style="list-style-type: none"> Signs the check/s and returns to Treasury Department 	Authorized Approving Officers based on Manual of Approvals: Head of Agency / Vice President / Treasury Manager	Within one (1) working day
	<ul style="list-style-type: none"> Issues Official Receipt / Acknowledgement Receipt / Collection Receipt (as applicable) 	Supplier / Contractor	Upon receipt of payment
	<ul style="list-style-type: none"> Checks the correctness of entry on the OR / AR / CR 	Treasury Department Disbursing Officer	Upon receipt of OR / AR / CR
8	Releases checks to payee or to the authorized representative with valid IDs and Authorization	Treasury Department - Disbursing Cashier	Upon presentation of ID by payee or its authorized representative
E N D			

Receipt of Funds/ Payment Collection / Over the Counter Collection

Step No.	PITC's Action	Person Responsible	Minimum Processing Time
1	Issues Request for Official Receipt	Concerned Department / Group	Within the day
2	Issues PITC Official Receipt / Acknowledgement Receipt to Payor	Treasury Department Collecting Cashier	Within the day upon receipt of payment
3	Deposit Collection	Treasury Department Collecting Cashier	Next working day
E N D			

Step No.	PITC's Action	Person Responsible	Minimum Processing Time
1	Request from the bank print out Statement of Account (SOA)	Treasury Department Collecting Officer	Within the day upon receipt of advice from the Account Officer
2	Provide the AOR / Ref. No.	Account Officer	Within the day upon receipt of confirmation of deposit
3	Issues Certification acknowledging receipt of fund signed by the Treasury Department Manager	Treasury Department Collecting Officer	Within the day upon receipt of AOR / Ref. No.
E N D			

DURATION OF PROCESS

The maximum number of days for the processing and releasing of payment to Suppliers/Contractors is eight (8) working days per disbursement voucher from the issuance of the Certificate of Acceptance duly signed by client/end user and submission of complete documents.

SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday – 8:00 am to 5:00 pm

CONTACT PERSONS AND CONTACT INFORMATION

Accounting Department	Philippine International Trading Corporation 4th Floor, NDC Building 116 Tordesillas Street Salcedo Village, Makati City 1227 Philippines Trunk Line: (632) 818.9801 Fax: (632) 892.2054
ESTER A. ILAO Manager Email Add: eailao@pitc.gov.ph	
Treasury Department	
ARNEL G. ATIENZA OIC – Manager Email Add: agatienza@pitc.gov.ph	

FOR FEEDBACK AND FILING OF COMPLAINTS

FOR FEEDBACK AND FILING OF COMPLAINTS

PITC values comments and suggestions from customers, partners, suppliers and other stakeholders. Complaints are also attended to immediately.

For feedback and filing of complaints, the following methods can be used:

- Accomplish our feedback form and drop it in the suggestion box located at the lobby of PITC floors (Ground, 3rd, 4th & 5th);
- Report and file complaints to The Office of the President (TOP) or drop it in the suggestion box;
- You may Call us at:

Trunk Line: (632) 818 9801
Fax Nos. : (632) 892 2054
(632) 892 0782

- You can also visit our Website: www.pitc.gov.ph
- E-mail us: pitc@pitc.gov.ph
- Write us:

Philippine International Trading Corporation
National Development Company Building
116 Tordesillas Street, Salcedo Village
1227 Makati City, Philippines

Thank you for assisting us to continuously improve our services.

**FOR FEEDBACK AND
FILING OF COMPLAINTS (VIA COMPLAINT FORM)**

Step No.	Steps	Person Responsible	Minimum Response Time
1	For feedback, secures Client Feedback Form from the lobby of PITC floors (Ground, 3rd, 4th & 5th), fills out form and drops in the suggestion / feedback box. For filing of complaints, Client writes directly to the PITC President. Ensures completeness of information and attach necessary document/s as evidence to support claim. Submits to the Office of the (TOP) or drops in the suggestion / feedback box.	Client	
2	Forwards suggestion/feedback box to the Office of the President.	Internal Audit Department	Within the day
3	Receives, reviews and endorses complaints to the concerned department/group for appropriate action.	The Office of the President (TOP)	Within the day upon receipt
4	Receives and validates the veracity of the complaint filed. If valid, takes further investigation / verification.	Concerned Group	Within 7 Working Days (minimum) but depends on the gravity of the complaint
5	Prepares and releases reply signed by the PITC President to client. Furnishes copy of Reply duly received by Client to TOP, copy furnished IAD, for reference.	Concerned Group	Within 1 working day, upon completion of investigation
6	Prepares and submits action plan to TOP to implement corrective and preventive action.	Concerned Group	Within 5 working days
7	Implements the Action Plan	Concerned Group	As needed
8	Monitors implementation of Action Plan	Internal Audit Department	As needed
E N D			

FOR FEEDBACK AND FILING OF COMPLAINTS

Document Number	Document Title	Revision	Effectivity Date
PITC-P-2016-06	Citizen's Charter	02	01 June 2017

