



PHILIPPINE INTERNATIONAL TRADING CORPORATION

CITIZEN'S CHARTER
2020 (1ST Edition)



I. Mandate:

By virtue of PD 1071 s. 1977, PITC's original charter PD 252 was amended in full, giving it a broader and diverse mandate to engage in a wide range of trading and trade related services as well as to embark on major business activities including joint ventures, foreign procurement and distribution, warehousing and dealerships, among others.

By virtue of E.O. 756 s. 1981, amendments to the PITC Charter were introduced, which included the new composition of the PITC Board of Directors.

Executive Order No. 133 s. 1987 provided PITC with a mandate to "Engage in both export and import trading new or non-traditional products and markets not normally pursued by the private business sector; and provide a wide range of export oriented auxiliary services to the private sector."

II. Vision:

To be a global state trading and marketing enterprise in support of the development of domestic industries by 2022.

III. 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 the price/supply stabilization of goods & services
- Create strategic alliances that promote the growth and sustainability of businesses and enterprises



IV. Service Pledge:

We, the PITC Team, are committed to serve you, our clients, with quality service. We commit to implement simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government. We will attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



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THE PITC CITIZEN'S CHARTER

The PITC Citizen's Charter provides information on the Department's frontline services, step-by-step procedures, processing time, and fees for requesting services or other transactions.

The PITC Citizen's Charter reflects the Corporation's enhanced standards for all its services to stakeholders consistent with the objectives of Republic Act No. 11032, "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for other Services." It aims to reduce processing time of all public transactions and ensure accessible and convenient delivery of services to the public. Detailed in this document are PITC's frontline services, including step-by-step procedures showing requirements, processing time, and fees.

List of Services Classified into Simple, Complex and Highly Technical in compliance in conformity with Memorandum Circular (MC) 2019-002

Services	Simple	Complex	Highly Technical
EXTERNAL SERVICES			
Imports Trading – Imports Services			/
Exports Trading - Service Availability for International Buyers			/
Exports Trading - Registration as Supplier		/	
Procurement Services – Outsourcing Arm for Government Agencies			/
Processing of Payment to Supplier/contracts – PITC as Procurement Agent		/	
Processing of Payment to Supplier/contracts – PITC as Supplier on Record		/	
Countertrade – Offset Services			/
Customs Bonded Warehouse Services - Accreditation		/	
Customs Bonded Warehouse Services – Importation of Raw Materials		/	



Services	Simple	Complex	Highly Technical
Customs Bonded Warehouse Services – Export Documentation of Finished Goods/Products		/	
Customs Bonded Warehouse Services – Liquidation of Warehousing and Import Entries			/
Treasury – Payment over the Counter	/		
Feedback and Complaints	/	/	



Imports Department External Services



Imports Services

Imports Services 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 commodities products, goods, wares, merchandise, machineries and equipment, new technology / innovative products through importation, dealership and distribution to private and government entities. It also undertakes government to government importations tasked for PITC to implement. The importation services can be done through the following methods:

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

Office or Division:	Imports Department
Classification:	Highly Technical
Type of Transaction:	G2B, G2C, G2G, B2B
Who may avail:	All registered businesses (Foreign and Local)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid and current business permit	City or municipality where the principal place of business of buyer is located
2. Securities and Exchange Commission (SEC) Certificate of Registration (for corporation or partnership)	SEC office near applicant
3. Department of Trade and Industry (DTI) Certificate of Registration (for sole proprietorship)	DTI office near applicant
4. By-Laws and Articles of Incorporation or Partnership	To be provided by applicant
5. Bureau of Internal Revenue (BIR) Certificate of Registration	BIR RDO where the principal place of business of buyer is located



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. Company or Business Profile		To be provided by applicant		
7. Financial Profile – latest audited financial statements		To be provided by applicant		
8. Pertinent permits and licenses, as required – depending on type of commodity (list of documents to be determined based on market research / due diligence of PITC)		To be provided by applicant		
9. Letter of Intent (LOI)		To be provided by applicant		
10. PO (Purchase Order)		To be provided by applicant		
11. Proof of Funds / Bank Guaranty		To be provided by applicant		
12. Irrevocable Documentary Letter of Credit		Bank of applicant		
13. Non-Circumvention, Non-Disclosure Document (NCND)		To be provided by PITC		
14. Sales / Purchase Agreement		To be provided by PITC		
CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits documents 1-9 listed above to PITC office. (via delivery, mail or email)</p> <p>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 (items 1-8)</p>	1.1 Logs and Reviews LOI and procedure documents	None	Within 3 Working Days Upon Receipt of complete documents	<i>Account Officer</i> Imports Department



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Submits its Full Corporate Offer (FCO) to the Buyer with details for the commodity vis-à-vis Supply Allocation	None	Within 3 Working Days Upon Receipt of complete documents	<i>Account Officer</i> Imports Department
2. Confirms FCO and issues a Purchase Order (PO)	2. Signs its confirmation in the PO	None	Within the day upon receipt of the PO, and if PO details conform with FCO	<i>Vice President / Department Manager</i> Imports Department
3. Submits Proof of Funds (POF) or Bank Guaranty equivalent to the amount specified in the PO	3.1 Submits draft of contract to OGCC for review.	As per terms in the contract	Dependent on OGCC's timeline	<i>Vice President / Department Manager</i> Imports Department
	3.2 Issues contract to Buyer and other pertinent documents (i.e. Non-Circumvention, Non-Disclosure (NCND), as applicable)	None	Within 5 Working Days from receipt of approved contract from OGCC	<i>Vice President / Department Manager</i> Imports Department
4.1 Signs the Sales / Purchase Agreement	4. Signs the Sales / Purchase Agreement	None	Within 7 Working Days	<i>Vice President / Department Manager</i> Imports Department



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2. 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.		As per Buyer's Bank's table of fees	As per buyer's timeline	
5. Submits copy of proof of remittance to PITC (Swift Copy)	5.1 Receives copy of proof of remittance from client	None	1 hour	<i>Account Officer</i> Imports Department
	5.2 Forwards copy proof of remittance to supplier	None	1 hour	<i>Account Officer</i> Imports Department
	5.3 Monitors shipment arrival as per Sales/Purchase contract	None	As stipulated / required in the Contract	<i>Account Officer</i> Imports Department
	5.4 Receives shipped goods from the Supplier	None	As stipulated / required in the Contract	<i>Account Officer</i> Imports Department
6. Receives the debit note	6. Issues debit note for service fees. Emails client a copy.	None	1 hour	<i>Account Officer</i> Imports Department
7. Receives shipped goods from PITC	7. Delivers goods to PITC Buyers as per Sales / Purchase Contract	None	As stipulated / required in the Contract	<i>Account Officer</i> Imports Department



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Pays the service fees within 15 days from receipt of goods	8. Issues Official Receipt for payment of service fees	As per Table 1 on page 17	1 hour	<i>Cashier</i> Treasury Department
TOTAL		<ul style="list-style-type: none"> • Bank Fees: Per Buyer's Bank Table of Fees • Service Fee: As computed on step 6 per Table 1 on page 17 	19 days, 4 hours + # of days for step 3.1 (Review by OGCC) + No. of days stipulated in the Contract	

*Imports Services is qualified for multi-stage processing.

Table 1: Imports Trading – Imports Services

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

*Fees are inclusive of 12% VAT



Exports Trading Group External Services



1. Service Availability for International Buyers

PITC Exports Services Package is made available to International Buyers/importers to make procurement from the Philippines more efficient and economical.

Office or Division:	Exports Trading (Food & Non-Food Department)			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	International Buyers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Buyer's Inquiry (thru Letter or email) - Original and 1 Photocopy for Filing			Interested Buyer/ Buyer who will avail the service	
Product Requirement (food or non-food) - Original and 1 Photocopy for Filing			Interested Buyer/ Buyer who will avail the service	
Proof of Remittance - Original and 2 Photocopies for Filing with Account Officer and Accounting/Treasury			Interested Buyer/ Buyer who will avail the service	
CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends Inquiry through letter or email	1.1 Receives/ acknowledges inquiry of Buyer	None	1 day	<i>Department Manager / Division Chief</i> Exports Trading Group
	1.2 Introduces PITC and the Export Value Added Services offered	None	1 day	<i>Department Manager / Division Chief</i> Exports Trading Group
2. Provides Product Requirement	2.1 Checks the Registry of Suppliers and identifies suitable suppliers.	None	1 day	<i>Account Officer</i> Exports Trading Group



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Coordinates with suppliers and secures product specifications, production capacity, product photos, price quotes, payment terms and other terms and conditions.	None	2 working days	<i>Account Officer</i> Exports Trading Group
	2.3 Prepares Product and/or Price Offer Sheet to Buyer	None	2 working days upon receipt of Supplier's response including price quote.	<i>Account Officer</i> Exports Trading Group
	2.4 Sends Product Offer sheet to Buyer including price offer whenever possible	None	1 day	<i>Department Manager / Division Chief</i> Exports Trading Group
3. Accepts the Product Offer	3. Prepares Proforma Invoice indicating therein all terms and conditions. Reviews / sends Proforma Invoice to Buyer for conforme / signature	None	1 day	<i>Account Officer / Department Manager / Division Chief</i> Exports Trading Group



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Signs Proforma Invoice	4.1 Upon receipt of signed Proforma Invoice, works on the requirements of the Buyer in accordance with the agreed terms and conditions.	None	As per agreement	<i>Account Officer / Division Chief</i> Exports Trading Group
	4.2 Undertakes the following:	None	As per supplier's production lead time duly accepted by the buyer	<i>Account Officer / Division Chief</i> Exports Trading Group
	4.2.1 Production Monitoring			
	4.2.2 Random Inspection			
	4.2.3 Order Coordination and Consolidation			
4.2.4 Shipping arrangements				
4.2.5 Export documentation				
4.3 Prepares PITC Sales Invoice & Packing List to facilitate release of goods at port of destination.	None	Within 2 working days from receipt of supplier(s) sales invoices and packing list.	<i>Financial Analyst/ Account Officer</i> Exports Trading Group	
4.4 Upon Shipment, sends a shipment advisory to Buyer with the pertinent documents	None	Within 1 day upon receipt of Bill of Lading / Airway Bill	<i>Account Officer / Division Chief</i> Exports Trading Group	



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Sends proof of remittance based on agreed payment terms	5.1 Checks remittance of Buyer	As per Table 2 on Page 26 or as per agreement	Within 1 day upon receipt of proof of payment from the buyer	<i>Account Officer</i> Exports Trading Group
	5.2 Process transfer of fund / payment to Suppliers whenever applicable	None	Within 1 day upon receipt of payment by PITC	<i>Financial Analyst</i> Exports Trading Group
	TOTAL	Service Fee: As per Table 2 on Page 26 or as per agreement	14 days + (agreed # of days for step 4.1 & 4.2)	

*Exports Trading-Service Availability for International Buyers is qualified for multi-stage processing.



2. Registration as Supplier

Philippine export producers/suppliers undergo “accreditation” to be part of registered suppliers to be matched with international buyers and to promote/market the products in other trade promotion activities.

Office or Division:	Exports Trading – Food Department			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Export Producers / Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DTI or SEC Registration (Original, 1 photocopy)		DTI or SEC near applicant		
2. Company Profile (1 Original)		To be provided by applicant		
3. FDA License to Operate (LTO) for processed food and beverages, personal care products and pharmaceutical support (Original, 1 photocopy)		FDA near applicant		
4. Other Permits/Certifications by Importing countries to be determined		To be determined		
5. Product Offer Sheet with Detailed Product Specifications/Information		To be provided by applicant upon confirmation as Registered Supplier		
CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits hard copies of documentary requirements as listed in checklist of requirements #1-4 to PITC office	1. Receives and reviews documents submitted by supplier	None	Within 2 working days upon receipt of documents	<i>Account Officer</i> Exports Trading Group



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Complies with lacking documents, if any	2.1 Informs supplier of lacking documents (if any) via email	None	Within 1 day upon receipt of documents	<i>Account Officer</i> Exports Trading Group
	2.2 Submits recommendation to Dept. Manager / VP	None	Within 1 day upon receipt of complete documents	<i>Division Chief</i> Exports Trading Group
	2.3 Approves registration of supplier	None	Within 1 day upon receipt of complete documents	<i>Department Manager/VP</i> Exports Trading Group
3. Receives letter of confirmation as Registered Supplier (through email or snail mail)	3. Issues Letter of Confirmation as Registered Supplier (through email or snail mail)	None	Within 1 day upon approval of the President	<i>Administrative Assistant</i> Exports Trading Group
4. Submits Product Offers with the following information: a. Product Description & Specification b. Product Photos Hi-Resolution (hard & softcopy) c. Production Capacity d. Minimum Order Quantity e. Shelf Life f. Price and Pricing Terms	4. Acknowledges receipt of the product offer with the required information	None	Within 1 day upon receipt of Product Offer	<i>Account Officer</i> Exports Trading Group



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
g. Payment Terms h. Other Terms and Conditions				
TOTAL		None	7 days	



Table 2: Exports Trading - Service Availability for International Buyers

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)

* Fees are subject to Zero Rated VAT if paid in US\$. Fees are inclusive of 12% VAT if paid in Philippines Pesos.



Procurement Services Groups External Services



1. Outsourcing Arm for Government Agencies

PITC as an alternative Outsourcing Arm for Government Procurement Projects, ensures 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).

Office or Division:	Government Procurement Group (GPG) or Military Procurement Group (MPG)
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Government Agencies, Military Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Signed Memorandum of Agreement (MOA) – Original and 1 Photocopy	Concerned Account group (GPG/MPG) upon signing of Government/ Military agency who will avail the service
2. Agency Outsourcing Request (AOR) – Original and 1 Photocopy	Government/ Military agency that will avail the service
3. Terms of Reference (TOR) – Original and 1 Photocopy	Government/ Military agency that will avail the service
4. Technical Specifications – Original and 1 Photocopy	Government/ Military agency that will avail the service
5. Proof of Fund Transfer – Original and 1 Photocopy (in case of check payment, proof of fund transfer is the PITC AR/OR if through telegraphic/bank transfer, PITC can trace through the bank statement)	Government/ Military agency that will avail the service
6. Proof of Designation of Provisional BAC Member and representative to the Technical Working Group (TWG) – Original and 1 Photocopy	Government/ Military agency that will avail the service



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
7. Journal Entry Voucher (JEV) – Original and 1 Photocopy		Government/ Military agency that will avail the service		
8. PITC Template of Memorandum of Agreement (MOA)		Concerned Account group (GPG/MPG)		
9. Certificate of Acceptance – Original and 1 Photocopy		Concerned Account group (GPG/MPG)		
10. Liquidation Report stamped with “RECEIVED” – Original and 1 Photocopy		Concerned Account group (GPG/MPG)		
11. Clearance of Release of Retention Money – Original and 1 Photocopy		Concerned Account group (GPG/MPG)		

CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client seeks information	1. Attends to inquiries/ Provides Client with information on how to avail services	None	Within 1 working day	<i>Vice President/ Department Manager/ Division Chief Procurement Services (GPG/MPG)</i>
2. Reviews PITC Template Memorandum of Agreement	2. Upon receipt of the approved template MOA, prepares and forwards signature set of the MOA	None	Within 2 working day	<i>Vice President/ Department Manager/ Division Chief Procurement Services (GPG/MPG)</i>
3. Signs MOA with PITC	3. Signs a Memorandum of Agreement with Client	None	Within 1 working day after receipt of final draft of accepted MOA by client (client’s lead time)	<i>Vice President/ Department Manager/ Division Chief Procurement Services (GPG/MPG)</i>



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			counted separately)	
4. Submits to PITC various required documents as listed on checklist of requirements to PITC office:	Upon receipt of the AOR simultaneously:	None		
	4.1 Conducts Market Research	None	Within 2 working days	<i>Account Officer</i> Procurement Services (GPG/MPG)
	4.2 Requests approval from TOP to undertake project	None	Within 1 working day	<i>Account Officer</i> Procurement Services (GPG/MPG)
	4.3 Requests concerned Bids and Awards Committee (BAC) on mode of procurements of client's requirements based on ABC	None	Within 1 working day	<i>Account Officer</i> Procurement Services (GPG/MPG)
5. Stands by for update	5.1 Reviews and determines feasibility of project then makes appropriate recommendation and approval to concerned procurement group	None	Within 2 working days	<i>President & CEO</i> PITC
	5.2 Issues Resolution on Mode of Procurement (per existing provision under R.A. 9184 and its revised IRR)	None	Within 2 working days upon approval from the Pres to undertake the project	<i>Bids and Awards Committee (BAC)</i> PITC



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.3 Conducts Bidding or Alternative Mode of Procurement such as: Small Value Procurement (SVP) and Shopping (as applicable) in accordance to R.A. 9184 and its revised IRR	None	As required under the revised Implementing Rules and Regulations on R.A. 9184	<i>Bids and Awards Committee (BAC)</i> PITC
6. Conforms to the Contract with Supplier/Contractor	6. Issues Contract to Supplier/Contractor	50% of applicable service fee per ABC. See Table 3 on page 34	As required in the MOA/ Contract	<i>Account Officer</i> Procurement Services (GPG/MPG)
7. Participates in the conduct of In-Process Production Inspection/Pre-delivery Inspection at Supplier's Facility as applicable	7. Conducts In-Process Production Inspection/Pre-delivery Inspection at Supplier's Facility as applicable	None	As required in the MOA/ Contract	<i>Account Officer</i> Procurement Services (GPG/MPG)
8. Accepts delivery of items	8. Witnesses delivery of Items to End-User	None	As required in the MOA/ Contract/	<i>QA/IT Inspector</i> Office of the President <i>Account Officer</i> Procurement Services (GPG/MPG) <i>End-User</i> Client Agency



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Conducts Inspection and Acceptance Test in accordance with the Terms of Reference	9. Attends Inspection and Acceptance Test	None	As required in the MOA/ Contract/	<i>QAIT Inspector</i> Office of the President <i>Account Officer</i> Procurement Services (GPG/MPG) <i>End-User</i> Client Agency
10. Signs Joint Certificate of Acceptance	10. Prepares and signs Joint Certificate of Acceptance	50% of applicable service fee per ABC. See Table 3 on page 34	Within 1 working day	<i>Account Officer</i> Procurement Services (GPG/MPG) <i>End-User</i> Client Agency
11. Submits other required documents for payment.	11.1 Processes Request for Payment to Supplier/ Contractor	NONE	Within 3 working days	Financial Analyst/ Account Officer - GPG/MPG
	11.2 Submits to client agency the liquidation Report signed by the PITC HOPE	NONE	Within 1 working day	<i>Financial Analyst/</i> <i>Account Officer</i> Procurement Services (GPG/MPG)



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12. Returns to PITC one copy of original Liquidation Report stamped "received" together with the JEV	12.1 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	None	Immediately upon receipt from the client	<i>Financial Analyst/ Account Officer</i> Procurement Services (GPG/MPG)
	12.2 Releases Performance Security after receipt of Certificate of Acceptance and prepares Request for payments to supplier if the Performance Security submitted is Manager/Cashier's check	None	Within 2 working days	<i>Financial Analyst/ Account Officer</i> Procurement Services (GPG/MPG)
13. Conforms to the release of Retention money	13. Releases retention money to supplier after the expiration of warranty period	None	Within 2 working days	<i>Financial Analyst/ Account Officer</i> Procurement Services (GPG/MPG)
	TOTAL	Service Fee: As computed per Table 3 on page 34	21 working days + (Required no. of days for steps 5.3, 6-9)	

*Procurement Services is covered under RA 9184.



Table 3: Procurement Services – Outsourcing Arm for Government and Military

APPROVED BUDGET FOR THE CONTRACT PER PROJECT (in Php)	SERVICE FEE* (% of ABC)
1B and over	1.00%
900M and over but less than 1B	1.50%
800M and over but less than 900M	1.75%
700M and over but less than 800M	2.00%
600M and over but less than 700M	2.25%
500M and over but less than 600M	2.50%
400M and over but less than 500M	2.75%
300M and over but less than 400M	3.00%
200M and over but less than 300M	3.25%
100M and over but less than 200M	3.50%
50M and over but less than 100M	3.75%
Less than 50M	4.00%

*Fees are subject to 12% VAT

* The Schedule of Service Fees shall be applicable to new procurement projects and fund transfers effected after the execution of the amended MOA.



2. Processing of Payment to Supplier / Contractor – PITC as Procurement Agent

The procedure for Payment to Suppliers/Contractors for the goods/services procured for our client-agencies aims to set specific process to ensure that processing and review of fund outlay is in compliance with government rules and regulations and company policies and procedures.

Office or Division:	Procurement Group and Accounting Department
Classification:	Complex
Type of Transaction:	G2B
Who may avail:	Supplier/ Contractor of the Project
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BIR Registered Supplier's Invoice or Statement of Account - Original, 1 duplicate copy	Supplier/ Contractor of the project
BIR Registered Supplier's Delivery Receipt - Original, 1 duplicate copy	Supplier/ Contractor of the project
Supplier's Certificate of Warranty, as applicable - Original, 1 certified true copy	Supplier/ Contractor of the project
List of Service Center, as applicable - Original, 1 duplicate copy	Supplier/ Contractor of the project
Supplier's / Manufacturer's Certificate, as applicable - Original, 1 duplicate copy	Supplier/ Contractor of the project
Supplier's / Manufacturer's Certificate of Production, as applicable - Original, 1 duplicate copy	Supplier/ Contractor of the project
Certificate of Exclusive Distributorship, as applicable - 1 Certified true copy	Supplier/ Contractor of the project
Proof of Payment of Pertinent Tax, as applicable - 1 Certified true copy	Supplier/ Contractor of the project



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Performance Security, as applicable / as required in the Contract or Purchase Order - Original	Supplier/ Contractor of the project
Validated Bank Guaranty or Surety Bond in lieu of Retention money, as applicable - Original, 1 duplicate copy	Supplier/ Contractor of the project
Official Receipt (OR) / Acknowledgement Receipt (AR)/ Collection Receipt (CR), as applicable (upon pick up of check payment from PITC)	Supplier/ Contractor of the project
Valid IDs and Authorization Letter (for authorized representatives) of payee (upon pick up of check payment from PITC)	Supplier/ Contractor of the project
Other necessary documents required under the Contract	Account Officer In-charge / Supplier/ Contractor of the project
Contract (with complete annexes) - Original	Account Officer In-charge
PITC Amendment to Contract, if any - Original	Account Officer In-charge
Agency Outsourcing Request (AOR) / Purchase Order (PO) of PITC's Client - 1 Certified true copy	Account Officer In-charge
PITC Acknowledgement Receipt or Bank Advice for Fund transferred by client agency - 1 Certified true copy	Account Officer In-charge
PITC Notice to Proceed - 1 Certified true copy	Account Officer In-charge
Notice of Site Possession as applicable - 1 Certified true copy	Account Officer In-charge
Certificate of Acceptance duly signed by authorized PITC representative and End-User/ client - Original	Account Officer In-charge
Beneficiary's Certificate, as applicable original	Account Officer In-charge
PITC Abstract of Quotation (for Shopping & Small Value procurement) - Original	Account Officer In-charge
PITC Delivery Receipt, as applicable- 1 Certified true copy	Account Officer In-charge



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PITC Transmittal to COA - 1 Certified true copy	Account Officer In-charge
PITC Memo to BAC for request for mode of procurement and BAC Resolution - 1 Certified true copy	Account Officer In-charge
PITC Debit Note/s for service fee - 1 Certified true copy	Financial Analyst of Proponent Department
Budget Utilization Request (BUR) - Original, 1 duplicate copy	Financial Analyst of Proponent Department
Disbursement Voucher (DV) – original	Financial Analyst of Proponent Department
Withholding Tax Certificate – original	Financial Analyst of Proponent Department

CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all documents needed from those listed above or as required in the contract.	1.1 Receives and reviews the documents	None	4 hours	<i>Account Officer In-charge</i> Proponent Department
	1.2 Reviews all documentary requirements as stated above if in order and prepares Budget Utilization Request (BUR), DV, APV and Withholding tax certificates	None	4 hours	<i>Financial Analyst</i> Proponent Department
	1.3 Approves BUR	None	4 hours	<i>Authorized Approving Officer based on Manual of Approvals:</i> <i>Head of Agency</i> PITC <i>Vice President</i> PITC <i>Treasury Manager</i>



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				PITC
	1.4 Certifies and signs the BUR for Budget availability and earmarked / utilized for such purposes	None	4 hours	<i>Department Manager Management Services Department</i>
	1.5 Checks completeness of documents, journal entries, withholding taxes and initials the DV	None	1 working day	<i>Division Chief Accounting Department</i>
	1.6 Forwards the DV to Accounting Manager for Approval	None	4 hours	<i>Division Chief Accounting Department</i>
	1.7 Reviews, certifies as to completeness of supporting documents and signs the DV, then forwards DV to authorized approving officer for approval	None	1 working day	<i>Department Manager Accounting Department</i>
	1.8 Approves the DV, then forwards to Treasury Department for Check Preparation	None	4 hours	<i>Authorized Approving Officer based on Manual of Approvals: Head of Agency PITC Vice President PITC Treasury Manager PITC</i>



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Prepares Check Payment and routes for signature of authorized officers	None	1 working day	<i>Disbursing Cashier</i> Treasury Department
	1.10 Signs the check/s and returns to Treasury Department	None	1 working day	<i>Authorized Approving Officer based on Manual of Approvals:</i> <i>Head of Agency</i> PITC <i>Vice President</i> PITC <i>Treasury Manager</i> PITC
2. Issues Official Receipt / Acknowledgement Receipt / Collection Receipt (as applicable)	2. Checks the correctness of entry on the OR / AR / CR	None	Immediately Upon receipt of OR / AR / CR	<i>Disbursing Cashier</i> Treasury Department
3. Receives check payment	3. Releases checks to payee or to the authorized representative with valid IDs and Authorization	None	Immediately Upon presentation of ID by payee or its authorized representative	<i>Disbursing Cashier</i> Treasury Department
	TOTAL	None	7 working days	



3. Processing of Payment to Supplier – PITC as Supplier on Record

The procedure for Payment to Suppliers/Contractors of items for sale to our client/s aims to set specific process to ensure that processing and review of fund outlay is in compliance with government rules and regulations and company policies and procedures.

Office or Division:	Procurement Group and Accounting Department	
Classification:	Complex	
Type of Transaction:	G2B	
Who may avail:	Supplier of the Project	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
BIR Registered Supplier's Invoice - Original		Supplier of goods
Supplier's Delivery Receipt - Original		Supplier of goods
Supplier's Certificate of Warranty, as applicable - Original		Supplier of goods
List of Services Center, as applicable - Original		Supplier of goods
Proof of Payment of Pertinent Tax, as applicable - 1 Certified true copy		Supplier of goods
Validated Performance Security, as applicable / as required in the Contract or Purchase Order - Original		Supplier of goods
Validated Bank Guaranty or Surety Bond in lieu of Retention Money, as applicable – Original, 1 duplicate		Supplier of goods
Other necessary documents required under the Contract or Purchase Order		Account Officer In-charge / Supplier of goods
PITC Purchase Order - Original		Account Officer In-charge



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PITC Amendment to Purchase Order as applicable - Original	Account Officer In-charge
PITC Memo to BAC for request for mode of procurement and BAC Resolution, as applicable - 1 Certified true copy	Account Officer In-charge
PITC Sales Invoice and Delivery Receipt - 1 Certified true copy	Financial Analyst of Proponent Department
Budget Utilization Request (BUR) - Original, 1 duplicate copy	Financial Analyst of Proponent Department
Disbursement Voucher (DV) - Original	Financial Analyst of Proponent Department
Withholding Tax Certificate - Original	Financial Analyst of Proponent Department

CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all documents needed from the list above or as required in the Contract or Purchase Order	1.1 Receives and reviews the documents	None	4 hours	<i>Account Officer In-charge</i> Proponent Department
	1.2 Review all documentary requirements as stated above if in order and prepares Budget Utilization Request (BUR), DV, APV and Withholding tax certificates	None	4 hours	<i>Financial Analyst</i> Proponent Department



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Approves BUR	None	4 hours	<i>Authorized Approving Officer based on Manual of Approvals: Head of Agency PITC Vice President PITC Treasury Manager PITC</i>
	1.4 Certifies and signs the BUR for Budget availability and earmarked / utilized for such purposes	None	4 hours	<i>Department Manager Management Services Department</i>
	1.5 Checks completeness of documents, journal entries, withholding taxes and initials the DV	None	1 working day	<i>Division Chief Accounting Department</i>
	1.6 Forwards the DV to Accounting Manager for Approval	None	4 hours	<i>Division Chief Accounting Department</i>
	1.7 Reviews, certifies as to completeness of supporting documents and signs the DV, then forwards DV to authorized approving officer for approval	None	1 working day	<i>Department Manager Accounting Department</i>



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Approves the DV, then forwards to Treasury Department for Check Preparation	None	4 hours	<i>Officer based on Manual of Approvals:</i> <i>Head of Agency</i> PITC <i>Vice President</i> PITC <i>Treasury Manager</i> PITC
	1.9 Prepares Check Payment and routes for signature of authorized officers	None	1 working day	<i>Disbursing Cashier</i> Treasury Department
	1.10 Signs the check/s and returns to Treasury Department	None	1 working day	<i>Authorized Approving Officer based on Manual of Approvals:</i> <i>Head of Agency</i> PITC <i>Vice President</i> PITC <i>Treasury Manager</i> PITC
2. Issues Official Receipt / Acknowledgement Receipt / Collection Receipt (as applicable)	2. Checks the correctness of entry on the OR / AR / CR	None	Immediately Upon receipt of OR / AR / CR	<i>Disbursing Cashier</i> Treasury Department



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives check payment	3. Releases checks to payee or to the authorized representative with valid IDs and Authorization	None	Immediately Upon presentation of ID by payee or its authorized representative	<i>Disbursing Cashier</i> Treasury Department
	TOTAL	None	7 working days	



Countertrade Department External Services



Countertrade/Offset Services

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.

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.

The following will be beneficiaries of this service:

1. Exporters whose documents are used by an obligor;
2. Industry recipients/beneficiaries of industrial collaboration activities such as:
 - a. Health Industry
 - b. Science and Technology
 - c. Defense
3. Beneficiaries of offset activities
 - a. Government agencies who benefit from donations of equipment, materials and good. Also, beneficiaries of training, scholarships and technology transfers.



Office or Division:	Countertrade Department
Classification:	Highly Technical
Type of Transaction:	G2B, G2G
Who may avail:	Suppliers/Bidders with existing contract with PITC from the Government Procurement Group or Military Procurement Group whose contract reached the minimum amount for Countertrade (US\$1M/Corresponding amount) and Supplier/Bidders of other government agencies whose procurement contract reached the minimum amount for Countertrade (US\$1M/Corresponding amount)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Undertaking to Pursue Countertrade Form, (Original)	Philippine International Trading Corporation – International Trading Services Group – Countertrade Department
General Countertrade and Offset Agreement (Original)	Philippine International Trading Corporation – International Trading Services Group – Countertrade Department
Certificate of Discharge (Original)	PITC ITSG Countertrade Department (upon approval of submitted documents)
Debit Note (for applicable monitoring fees) (1 Original)	PITC ITSG Countertrade Department (upon approval of submitted documents)
For Actual Countertrade/Offset Performance	
1. Counter purchase/ Exports of Philippine Products <ul style="list-style-type: none"> • Commercial Invoice (1 Photocopy). <input type="checkbox"/> Bill of Lading or transport document evidencing actual 	<ul style="list-style-type: none"> • Company/Bidder/supplier who won the procurement • Company/Bidder/supplier who won the procurement • Philippine International Trading Corporation – International Trading Services Group – Countertrade Department



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>contents and destination of shipment (1 Photocopy).</p> <p><input type="checkbox"/> Letter of Credit and/or certified true copy of other evidence of payment/inward remittance for the Goods acceptable to PITC. (1 Original, 1 Photocopy)</p>	
<p>2. For Utilization of Philippine Services</p> <p>Invoice or Contract pertaining to the Philippine Services utilized (1 Original, 1 Photocopy).</p> <p><input type="checkbox"/> Letter of Credit or certified true copy of other evidence of payment/inward remittance for the Services acceptable to PITC (1 Original, 1 Photocopy).</p> <p><input type="checkbox"/> Official Receipt issued by the relevant Philippine entity rendering the Philippine Service utilized hereunder evidencing full payment for said service by supplier (1 Original, 1 Photocopy)</p>	<ul style="list-style-type: none"> • Company/Bidder/supplier who won the procurement • Company/Bidder/supplier who won the procurement • Government agency who received the service fulfilled through Countertrade
<p>3. For Direct or Indirect Offsets</p> <ul style="list-style-type: none"> • Pertinent contract or agreement relative to offset 	<p>Government agency who will benefit the Countertrade performance</p> <p>Philippine beneficiary of the offset agreement</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>arrangement to be performed (1 Original, 1 Photocopy).</p> <p><input type="checkbox"/> Certification/Endorsement from the Philippine beneficiary of the offset arrangement that supplier has performed a particular offset for their benefit and to their satisfaction (1 Original, 1 Photocopy).</p> <p><input type="checkbox"/> Such other documentary requirements prescribed under MC CT-2012-001 as amended.</p>	<p>Philippine International Trading Corporation – International Trading Services Group – Countertrade Department</p>

CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs Undertaking to Pursue Countertrade Form	1.1 Receives/ acknowledges the signed Countertrade Undertaking	None	30 minutes	<i>Account Officer/ Department Manager Countertrade Dept</i>
	1.2 Invites client for a Countertrade Briefing via email or phone call	None	30 minutes	<i>Vice President ITSG Department Manager/ Account Officer Countertrade Dept</i>
2. Attends or requests for a Countertrade Briefing	2.1 Conducts Countertrade Briefing depending on client's availability	None	Within 1 day	<i>Vice President ITSG Department Manager/ Account Officer</i>



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Countertrade Dept
	2.2 Prepares Countertrade Agreement	None	Within 4 Working Days	<i>Vice President</i> ITSG <i>Department Manager/</i> <i>Account Officer</i> Countertrade Dept
3. Signs General Countertrade and Offset Agreement and submits documents such as proof of countertrade/offset performance	3.1 Monitors countertrade performance of the supplier	None	Within 1 Calendar Year (Client can start submitting documents 90 Days after signing of Countertrade Undertaking)	<i>Vice President</i> ITSG <i>Department Manager/</i> <i>Account Officer</i> Countertrade Dept
	3.2 Checks and approves all the requirements submitted by the supplier are complete	None	Within 3 Working Days	<i>Account Officer</i> Countertrade Dept
	3.3 Prepares summary of countertrade performance of the supplier	None	Within 2 Working Days	<i>Account Officer</i> Countertrade Dept
	3.4 Prepares and submits Certificate of Discharge and Debit Note (for applicable monitoring fees)	None	1 day	<i>Vice President</i> ITSG <i>Department Manager/</i> <i>Account Officer</i>



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	due from client supplier) to the President			Countertrade Dept
	3.5 Signs the Certificate Discharge and Debit Note	None	Within 2 Working days	<i>President/CEO</i> PITC
	3.6 Sends letter notifying the supplier that their countertrade performance has been approved, together with their Certificate of Discharge and Debit Note	None	Within 2 Working days	<i>Vice President</i> ITSG <i>Department Manager/</i> <i>Account Officer</i> Countertrade Dept
4. Pays for the monitoring fee (Countertrade Fee) as indicated in the Debit Note	4. Receives the payment of the monitoring fee and issues the official receipt	As per Table 4 on page 52	1 hour	<i>Department Manager</i> Treasury Department
	TOTAL	Monitoring Fee: As computed in step 4	15 days, 2 hours + (3.1 – timeline for countertrade performance is dependent on client)	

*Countertrade-Offset Services is covered under EO 120.



Table 4: Countertrade / Offset Services

Value of Countertrade Obligation (in Php)	Countertrade Fee Rate as % of Value of Countertrade Obligation
100M or less	1.50%
Over 100 – 150M	1.25%
Over 150- 200M	1.00%
Over 200 – 250M	0.75%
Over 250-300M	0.50%
Over 300M	0.25%

*Fees are subject to 12% VAT



Custom Bonded Warehouse Department External Services



1. Accreditation

For export producers who want to avail duties and tax-free importation of raw materials with the Bureau of Customs which are subject for re-exportation.

Office or Division:	Customs Bonded Warehouse Department		
Classification:	G2B, G2C		
Type of Transaction:	Complex		
Who may avail:	Manufacturing Companies (Importer & Exporter)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Application - 1 original, 1 photocopy	To be provided by applicant		
2. Registration Certification with SEC or DTI - 1 original, 1 photocopy	DTI or SEC nearest to applicant / to be provided by applicant		
3. Articles of Incorporation / By-Laws - 1 original, 1 photocopy	SEC nearest to applicant - / to be provided by applicant		
4. BIR Certificate of Registration - 1 original, 1 photocopy	BIR - RDO of applicant		
5. Company Profile / Business Profile - 1 original, 1 photocopy (include name of contact person and contact number)	To be provided by applicant		
6. Business / Mayor's Permit - 1 original, 1 photocopy	Mayor's Office – BPLO		
7. Evidence of Absolute Ownership or Lease Contract covering the factory and warehouse - 1 original, 1 photocopy	To be provided by applicant		
8. Plant Location and Plant Layout - 1 original, 1 photocopy	To be provided by applicant		
9. List of machineries and equipment - 1 original, 1 photocopy	To be provided by applicant		
10. Manufacturing Flowchart and estimated production time - 1 original, 1 photocopy	To be provided by applicant		



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Number of workers employed - 1 original, 1 photocopy	To be provided by applicant
12. Pictures / Catalogue of the products to be manufactured and exported - 1 original, 1 photocopy	To be provided by applicant
13. Audited Financial Statement and Income Tax Return for the last 2 years filed thru BIR's EFPS - 1 original, 1 photocopy	To be provided by applicant
14. Import / Export Performance for the last 2 years - 1 original, 1 photocopy	To be provided by applicant
15. Project Feasibility Study - 1 original, 1 photocopy	To be provided by applicant
16. Foreign Supplier's Invoice for the proof of import performance - 1 original, 1 photocopy	To be provided by applicant
17. Export Purchase Orders and/or Sales Projection for the proof of export performance - 1 original, 1 photocopy	To be provided by applicant
18. Inward Remittance / Bank Certification for the proof of export payment - 1 original, 1 photocopy	To be provided by applicant
19. Formula of Conversion as validated by DOST-ITDI - 1 original, 1 photocopy	To be provided by applicant
20. List of Importable Materials - 1 original, 1 photocopy	To be provided by applicant
21. Statement of Monthly Raw Material Importation Requirements - 1 original, 1 photocopy	To be provided by applicant
22. Clearances from Offices from the Port having jurisdiction over the PITC CBW and favorable endorsement from the District Collector concerned - 1 original, 1 photocopy	To be provided by PITC CBW
23. Signed General Services Agreement with PITC - 1 original, 1 photocopy	To be provided by PITC CBW



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits to PITC the BOC required documents for accreditation	1.1 Receives and Reviews the BOC-required documents for accreditation to the PITC CBW for submission to the BOC	None	Within one (1) working day	<i>Account Officer / Division Chief / Department Manager CBW Department</i>
2. Signs the General Service Agreement (GSA)	2.1 Executes the General Service Agreement (GSA) between the Client and PITC	None	(depends on the availability of signatories)	<i>Account Officer CBW Department</i>
	2.2 Submits the documents for accreditation and the copy of signed GSA to the BOC	None	Within 3 hrs. upon arrival at BOC 4 hours	<i>Account Officer CBW Department</i>
	2.3 Coordinates / Follows up with the BOC CBW Division on the status of the submitted accreditation documents	None	Depending on BOC processing time Within 2 hrs. upon arrival at BOC	<i>Account Officer / Division Chief / Department Manager CBW Department</i>
	2.4 Confirms schedule of factory inspection by BOC of client factory site and informs client	None	1 hour	<i>Account Officer / Division Chief / Department Manager CBW Department</i>
3. Assists BOC and PITC during the conduct of inspection of factory	3.1 Accompanies BOC Inspector from the Office of the District Collector or equivalent office to the client's	None	Within one (1) working day	<i>Account Officer / Division Chief / Department Manager CBW Department</i>



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	factory to conduct inspection to ensure compliance to BOC structural requirements			
	3.2 Coordinates / Follows up the Inspection Report of the BOC Inspector for submission to the District Collector and BOC Bonded Warehouse Committee	None	Within 2 hrs. upon arrival at BOC Depending on BOC processing time 4 hours including travel time	<i>Account Officer / Division Chief / Department Manager CBW Department</i>
	3.3 Coordinates / Follows up with the BOC Bonded Warehouse Committee the schedule of the deliberation and evaluation of the application for accreditation	None	Within one (1) working day/ depends on the availability of Officer in Charge at BOC Depending on BOC processing time	<i>Account Officer / Division Chief / Department Manager CBW Department</i>
	3.4 Receives the schedule of deliberation and evaluation of the application for accreditation; informs the client immediately	None	Within 4 hrs. upon arrival at BOC	<i>Account Officer / Division Chief / Department Manager CBW Department</i>



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Attends the meeting called by the BOC Bonded Warehouse Committee together with PITC	4.1 Together with the client, attends the hearing, deliberation and evaluation of the application for accreditation called by the BOC Bonded Warehouse Committee	None	4 hours including travel time	<i>Account Officer / Division Chief / Department Manager CBW Department</i>
	4.2 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)	None	Depending on BOC Processing Time	<i>Account Officer / Division Chief / Department Manager CBW Department</i>
	4.3 Receives the approved application for accreditation and the OCOM clearance of the client from the BOC CBW Division	None	Within 2 hours upon arrival at BOC 4 hours including travel time	<i>Account Officer / Division Chief / Department Manager CBW Department</i>
5. Receives the letter, document attachment and copy of the BOC approval of accreditation as member of the PITC CBW	5. Emails the client a copy of the letter of approval of accreditation as member	None	Within 1 hour Upon return to the office	<i>Account Officer / Division Chief / Department Manager CBW Department</i>



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	6 days (+ # of days for Items 2.1, 2.3, 3.2, 3.3 and 4.2)	

*Customs Bonded Warehouse Services - Accreditation is qualified for multi-stage processing.

2. Importation of Raw Materials

For export producers who want to avail duties and tax-free importation of raw materials with the Bureau of Customs which are subject for re-exportation.

Office or Division:	Customs Bonded Warehouse Department		
Classification:	Complex		
Type of Transaction:	G2B, G2C		
Who may avail:	Accredited Clients of PITC Customs Bonded Warehouse		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. BL (Bill of Lading) - 1 original, 1 photocopy		To be provided by Client's Broker	
2. AWB (Air Waybill) - 1 original, 1 photocopy		To be provided by Client's Broker	
3. Invoice - 1 original, 1 photocopy		To be provided by Client's Broker	
4. Packing List (PL) - 1 original, 1 photocopy		To be provided by Client's Broker	
5. SAD - 1 original, 1 photocopy		To be provided by Client's Broker	
6. Charge Bond Slip - 1 original, 1 photocopy		To be provided by Client's Broker	



7. Boat Note (Transfer and Withdrawal)	Secured from BOC by Broker /PITC			
8. Debit Note	To be provided by PITC CBW			
9. Post-dated checks	To be provided by Client			
CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client / Client's Broker submits / fax to PITC the Import documents (Items 1 to 4)	1.1 Reviews / Checks if items in the import documents are included in the List of BOC-approved importable	None	1 day	<i>Account Officer / Division Chief / Department Manager</i> CBW Department
	1.2 Coordinates with the shipping line the arrival of shipment & to verify shipping documents	None	1 day	<i>Account Officer</i> CBW Department
2. 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	2. Forwards the SAD, Charge Bond Slip with the import documents to the CBW Officer-In-Charge (OIC) or Manager for signature	None	1 day	<i>Account Officer</i> CBW Department
3. Upon release of shipment from the BOC, client's broker transfers it to PITC Warehouse	3.1 Receives imported shipments and stores it in the PITC CBW	None	1 day	<i>Warehouseman</i> CBW Department



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Prepares Debit Note with amount of Service Fee and requires PDC covering the Duties and Taxes of the importation	None	3 hours	<i>Account Officer</i> CBW Department
	3.3 Approves the Debit Note	None	1 hour	<i>Vice President</i> ITSG <i>Department Manager</i> CBW Department
	3.4 Calls client to inform them to prepare payment for service fee and bring PDC	None	1 hour	<i>Account Officer</i> CBW Department
4. Pays Service Fee to PITC Cashier	4. Issues Original Copy of Debit Note	As per Table 5 on page 63)	1 hour	<i>Account Officer</i> CBW Department
5. Receives Official Receipt as proof of payment	5. Issues Official Receipt	None	1 hour	<i>Collecting Officer</i> Treasury Department
6. Submits Official Receipt Copy and Post-Dated Check equivalent to 100% of the duties and taxes of the importation	6.1 Gets details of Payment /files copy of Official Receipt and acknowledges receipt and safekeeps the PDC/Bond	None	1 hour	<i>Account Officer</i> CBW Department



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2 Approves withdrawal by issuing Boat Note for the release of importation shipment	None	2 hours	<i>Account Officer</i> CBW Department
7. Client / Client's Broker withdraws/receives the imported items from the warehouse to their plant	7. Releases the import shipment to the client or client's brokers	None	1 day	<i>Account Officer/ Warehouse Records Officer / Warehouseman</i> CBW Department
TOTAL		Service Fee: as computed in Step 4	6 days, 2 hours	

*Customs Bonded Warehouse Services – Importation of Raw Materials is qualified for multi-stage processing.



Table 5: Common Customs Bonded Warehouse

Invoice Value/FOB Value per Importation (in US \$)	Service Fee* (% of the Invoice Value/FOB Value)
1,400 and below	Minimum of P 2,000.00
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	1.0 %
For importation over US \$ 1,000,000.00 in the preceding calendar year.	Flat Rate of 1.0%

*Fees are subject to 12% VAT if paid in Philippine Pesos



3. Export Documentation of Finished Goods / Products

Phase 1: Preparation and Processing of Certificate of Identification (CI), Certificate of Inspection and Loading (CIL) and Boat Note

Office or Division:	Customs Bonded Warehouse Department			
Classification:	Complex			
Type of Transaction:	G2B, G2C			
Who may avail:	Accredited Clients of PITC Customs Bonded Warehouse			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consumption Report - 1 original, 1 photocopy		To be provided by Client		
2. Export Invoice - 1 original, 1 photocopy		To be provided by Client		
3. Export Declaration (ED) - must already be lodged with the e2m system - 1 original, 1 photocopy		To be provided by Client		
4. Certificate of Identification (CI)		Bureau of Customs where CBW is accredited (to be provided by PITC)		
5. Certification of Inspection and Loading (CIL)		Bureau of Customs where CBW is accredited (to be provided by PITC)		
6. Boat Note		Bureau of Customs where CBW is accredited (to be provided by PITC)		
CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits to PITC three (3) days prior to export shipment the required documents listed above (Items 1-3)	1.1 Compares the consumption report against BOC-approved list of importable materials indicated in the statement of monthly	None	Within 2 working days	<i>Account Officer / Liquidation Officer</i> CBW Department



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	raw materials importation requirements			
	1.2 Prepares CI, CIL and Boat Note	None	Within 1 working day	<i>Account Officer / Liquidation Officer CBW Department</i>
	1.3 Secures approval of CI, CIL and Boat Note from BOC Warehouseman	None	Within 1 working day	<i>Account Officer / Liquidation Officer CBW Department</i>
	1.4 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	None	Within 1 working day	<i>Account Officer / Liquidation Officer CBW Department</i>
2.1 Client / Client's Broker receives the signed / approved document, CI, CIL and Boat Note	2. Returns to client / client's broker the signed / approved CI, CIL and Boat Note for actual loading and processing of export shipment	None	Within 1 working day	<i>Account Officer / Liquidation Officer CBW Department</i>
2.2 Loads shipment for export		None		
TOTAL		None	6 days*	

*Customs Bonded Warehouse Services – Export Documentation of Finished Goods/Products is qualified for multi-stage processing.



4. Liquidation of Warehousing and Import Entries

Phase 2: Liquidation of Import Entries and Cancellation of Bonds

Office or Division:	Customs Bonded Warehouse Department			
Classification:	G2B, G2C			
Type of Transaction:	Highly Technical			
Who may avail:	Accredited Clients of PITC Customs Bonded Warehouse			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Identification (CI) - 1 original, 1 photocopy		To be provided by Clients (Secured from BOC)		
2. Certificate of Inspection and Loading (CIL) - 1 original, 1 photocopy		To be provided by Clients (Secured from BOC)		
3. Boat Note - 1 original, 1 photocopy		To be provided by Clients (Secured from BOC)		
4. Export Declaration (ED) - 1 original, 1 photocopy		To be provided by Clients/Broker		
5. Export Invoice - 1 original, 1 photocopy		To be provided by Clients		
6. Packing List - 1 original, 1 photocopy		To be provided by Clients		
7. Bill of Lading (BL) / Airway Bill (AWB) - 1 original, 1 photocopy		To be provided by Clients (Secured from shipping line)		
8. Notice of Cancellation		To be secured by PITC from BOC and provided to client		
CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After export of finished products, Client submits to PITC the required documents listed above from 1-7	1.1 Prepares the Statement of Liquidation and attaches documents provided by client	None	2 days	<i>Account Officer / Liquidation Officer</i> CBW Department



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Submits above documents (as proof that the Import Entries were already liquidated) to the BOC CBW Division and Bonds Division for Cancellation purposes.	None	1 day	<i>Account Officer / Liquidation Officer CBW Department</i>
	1.3 Calls/visits BOC to monitor status of application for cancellation	None	Within 1-2 months upon submission of Statement of Liquidation / Documents to the BOC CBW Division to securing of the Notice of Cancellation from the BOC Bonds Division 4 hours including travel time	<i>Account Officer / Liquidation Officer CBW Department</i>
	1.4 Secures copy of "Notice of Cancellation" from the BOC indicating that concerned Import Entries were already liquidated and the bonds are cancelled	None	(Depending on BOC Processing Time) 4 hours including travel time	<i>Account Officer / Liquidation Officer CBW Department</i>



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client receives from PITC the copy of Notice of Cancellation	2. Emails copy of Notice of Cancellation to the client	None	1 hour	<i>Account Officer / Liquidation Officer CBW Department</i>
TOTAL		None	4 days, 1 hour + (# of days for actions 1.3 and 1.4)	

*Customs Bonded Warehouse Services – Liquidation of Warehousing and Import Entries is qualified for multi-stage processing.



Treasury Department External Services



Payment Over the Counter (External Client)

This process pertains to collections of Payment Over the Counter from PITC Clients that constitute payment, but not limited to service fee/income, rent, fund transfers for procurement projects, bid documents, performance securities and the like.

Office or Division:	Treasury			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Clients of Business units of PITC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Official Receipt/Collection Receipt – 1 original		To be provided by Account Officer (AO)		
Copy of Debit Note (DN)/ Statement of Account (SOA) / Disbursement Voucher (DV) /, as applicable - (photocopy)		To be provided by Account officer/Payor		
Official Receipt/Collection Receipt - Original		To be provided by Collecting Cashier		
CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Approaches the AO and provides the details of payments	1.Prepares the Request for OR/CR with corresponding docs (DN/SOA/AOR) and gives it to the Payor	None	5 minutes	<i>Account Officer</i> Concerned Group
2. Proceeds to the Cashier and present the Request of OR/CR and applicable documents with the corresponding payment (cash/check/MC)	2. Receives and counter checks details and correctness of the Request for OR/CR and corresponding payment (cash/check/MC)	None	5 minutes	<i>Cash Collecting Officer/Cashier</i> Treasury Department



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives the OR/CR	3. If everything is in order, inputs the details of payment to the Collection System then prints/signs the corresponding OR/CR and releases it to the Payor	None	5 minutes	<i>Cash Collecting Officer/Cashier</i> Treasury Department
TOTAL		None	15 minutes	



Feedback and Complaints



Feedback and Complaints Mechanism

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

How to send feedback and file a complaint

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) 8818 9801
 - **Fax Nos. :** (632) 8892 2054
(632) 8892 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

How feedbacks are processed

FEEDBACK GATHERED THRU SUGGESTION BOX

- PITC's Client Relation Officer (CRO) requests client to completely fill out and sign the Client Feedback /Suggestion Form and drop it in the suggestion box
- HR Staff forwards the Box with filled out Client Feedback /Suggestion Forms to The Office of the President for appropriate action/disposition



PITC values comments and suggestions from customers, partners, suppliers and other stakeholders. Complaints are also attended to immediately.	
	<ul style="list-style-type: none"> ➤ The Office of the President (TOP) undertakes appropriate action /disposition following the guidelines indicated in PITC's approved Quality Systems Procedure (QSP) for Feedback Management. <p style="text-align: center;">CLIENT SATISFACTION SURVEY</p> <ul style="list-style-type: none"> ➤ If clients indicated problems or issues in the survey, these shall be addressed following the guidelines in handling a complaint.
<i>How complaints are processed</i>	<p>Written /verbal complaints are treated with confidentiality and utmost care. PITC President shall conduct initial review and investigation. If warranted, the President shall form a Corrective Action Team undertakes appropriate action /disposition following the guidelines indicated in PITC's approved Quality Systems Procedure (QSP) for Handling Complaints.</p>
Contact Information of the Anti-Red Tape Authority, Presidential Complaints Center, and Contact Center ng Bayan	<p>Anti-Red Tape Authority: complaints@arta.gov.ph (+632) 8478-5093 Presidential Complaints Center: 8888 Contact Center ng Bayan: 0908-881-6565</p>
<i>Thank you for helping us continuously improve our services.</i>	



Filing of Feedback / Complaints

Office or Division:	The Office of the President (TOP)			
Classification:	Simple to Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	PITC Clients, Suppliers and Transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Feedback/Suggestion Form		Located at all PITC Floors, beside the suggestion box		
Formal Letter of Complaint		To be provided by Client		
Supporting Documents/Proof to validate if concern is a feedback or a complaint		To be provided by Client		
CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Feedback				
Accomplishes feedback form and drop it in the suggestion box located at the lobby of PITC floors (Ground, 3rd, 4th & 5th)	1. HR Staff forwards the Box with filled out Client Feedback /Suggestion Forms to The Office of the President for appropriate action/disposition	None	1 hour	<i>Client Relations Officer</i> Concerned Group <i>HR Staff</i> HR Management Division
	2. The Office of the President (TOP receives and reviews the content of feedback form.	None	1 hour	<i>President/CEO</i> PITC



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Validates the issue and endorses it to concerned Group or Department for verification.	None	2 hours	<i>President/CEO</i> PITC <i>Vice President</i> Concerned Group
	4. If valid, undertakes appropriate action /disposition following the guidelines indicated in PITC's approved Quality Systems Procedure (QSP) for handling Feedback	None	1 to 2 days	<i>President/CEO</i> PITC <i>Vice President</i> Concerned Group
	TOTAL	None	Max 3 days	
Complaints				
1. Sends/airs formal written/verbal complaints thru feedback form; email, or telephone call (as applicable)	1.PITC President conducts initial review and investigates the veracity of issue.	None	1 to 2 days (depending on the nature of issue/gravity of complaint)	<i>President/CEO</i> PITC <i>Vice President</i> Concerned Group
2. Receives resolution of complaint via email	2. If warranted, the President shall form a Corrective Action Team undertakes appropriate action /disposition following the guidelines indicated in PITC's approved Quality	None	1-5 days (depending on the nature of issue/gravity of complaint)	<i>President/CEO</i> PITC <i>Vice President</i> Concerned Group



CLIENT STEPS	PITC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Systems Procedure (QSP) for handling Complaint.			
	TOTAL	None	Max 7 days	



LIST OF OFFICES

Office	Address	Contact Information
PHILIPPINE INTERNATIONAL TRADING CORPORATION	3 rd to 5 th Floors, NDC Building, 116 Tordesillas St., Salcedo Village, Makati City	Trunk Line: (632) 8818.9801 pitc@pitc.gov.ph
Imports Department	4F, NDC Building, 116 Tordesillas St., Salcedo Village, Makati City	Direct Line: (632) 8892.1560 Trunk Line: (632) 8818.9801 local 421 Fax: (632) 8892.1627 / 8892.1261
Exports Trading Group	4F, NDC Building, 116 Tordesillas St., Salcedo Village, Makati City	Direct Lines: (632) 8892.1251 (632) 8892.3335 Fax: (632) 8892.3359 / 8892.2054
Procurement Services	4F & 5F, NDC Building, 116 Tordesillas St., Salcedo Village, Makati City	Government Procurement Group Trunk Line: (632) 8818.9801 local 499 Fax Numbers: (632) 8892.3742 Military Procurement Group Trunk Line: (632) 8818.9801 Fax Numbers: (632) 8812.0012 8892.2054
Countertrade Department	4F, NDC Building, 116 Tordesillas St., Salcedo Village, Makati City	Direct Line: (632) 8892.1560 Trunk Line: (632) 8818.9801 local 326 Fax: (632) 8892.1627 / 8892.1261



Office	Address	Contact Information
Customs Bonded Warehouse – CCBW No. 925 (Pasay)	Office: 4F, NDC Building, 116 Tordesillas St., Salcedo Village, Makati City Warehouse: 2345 Aurora Boulevard (Tramo Road), Pasay City	Direct Line: (632) 8892.1560 Trunk Line: (632) 8818.9801 loc. 331 411 Fax: (632) 8892.1627 / 8892.1261 Direct Line: 8853.5242
Customs Bonded Warehouse – CCBW No. 30 (Cebu)	Office: Units 1711 and 1712, San Marino Residences, J. De Veyra Street, North Reclamation Area, Cebu City Warehouse: Sityo Libo, Tayud, Liloan, Cebu	Mobile: (63) 910 980 0688
Customs Bonded Warehouse – CCBW No. 9 (Cagayan de Oro)	Office: L2 Metz Arcade, Capt. Vicente Roa Extension, Corrales Jose Agudo St., Cagayan de Oro City Warehouse: PHIVIDEC Industrial Estate, Tagoloan City, Misamis Oriental	Landline: (6388) 327 9677 Mobile: (63) 917 430 7430
Treasury / Accounting Departments	4F, NDC Building, 116 Tordesillas St., Salcedo Village, Makati City	Trunk Line: (632) 8818.9801 loc. 320/389