

Board Resolution No. 2018 - 40

“APPROVING THE REVISED CITIZEN’S CHARTER OF THE PHILIPPINE POSTAL CORPORATION (PHLPost).”

RESOLVED, as it hereby resolves to approve the Revised Citizen’s Charter of the Philippine Postal Corporation (PHLPost), copy of which is hereto attached and made an integral part of this resolution.

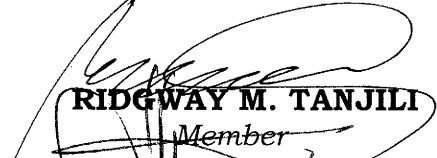
Adopted during the 4th Special Meeting of the Board of Directors of the Philippine Postal Corporation held on 26 April 2018 at the City of Manila, Philippines.

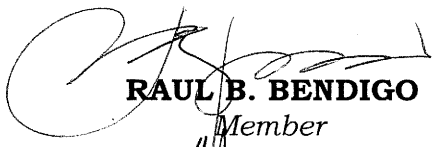
Approved by:


NORMAN N. FULGENCIO
Chairman


JOEL L. OTARRA
Vice Chairman & Postmaster General


CRISTINA E. CARINGAL
Member


RIDGWAY M. TANJILI
Member


RAUL B. BENDIGO
Member


LIBERTY C. AVILA
Member


PELAGIO S. PAGUICAN
Member

Attested by:


ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

CERTIFIED TRUE COPY


GUZMAN B. MELGAREJO, JR.
ASSISTANT CORPORATE SECRETARY



CITIZEN'S CHARTER

MANDATE

- I. To provide for the collection, handling, transportation, delivery, forwarding, returning and holding of mails, parcels, and like materials, throughout the Philippines, and, pursuant to agreements entered into, to and from foreign countries;
- II. To determine and dispose of in a manner it deems most advantageous, with law and settled jurisprudence, confiscated or non-mailable mail matters, prohibited articles, dead letters and undelivered mails, except the sale of prohibited drugs, dangerous materials, and other banned articles as defined by law;
- III. To plan, develop, promote, and operate a nationwide postal system with a network that extends or makes available, at least ordinary mail service, to any settlements in the country.

MISSION

The Philippine Postal Corporation provides efficient, competitive and on-time delivery of communications, goods and merchandise, and payment services in any Filipino community.

VISION

By 2022, PHLPost is a universal delivery service provider of quality-driven communications, goods and merchandise, and payment services in every Filipino community.

PLEDGE OF COMMITMENT

“I am a postal worker, to the Postal Service, I pledge, my loyalty, honesty and dedication to duty. I pledge to do the best I can in rendering efficient and courteous services, to achieve the goals of the Philippine Postal Corporation. I impose this obligation upon myself voluntarily, without mental reservation or purpose of evasion. SO HELP ME GOD”.

PHLPOST CUSTOMER CARE

For inquiries, suggestions or complaints, you may contact us through:

Customer Care Hotline : 854-0888; 854-9825; 854-4670; 854-1641; 854-6744; 527-0074

Website : www.phlpost.gov.ph/customer-care.php

e-Mail Address : customercare@phlpost.gov.ph

Facebook : PHLPost

Twitter : @Ppostofficial

Mailing Address : PHLPost Customer Care
Office of the APMG for Marketing and Management Support Services
Philippine Postal Corporation, 3/F Central Office Building
1000 Liwasang Bonifacio, Manila

HOW TO FILE A COMPLAINT?

Who may file? : The General Public and all Clients/Mailing patrons of the Corporation

Where to file?

1. **Mail** : PHLPPost Customer Care
Office of the APMG for Marketing and Management Support Services
Philippine Postal Corporation, 3/F Central Office Building
1000 Liwasang Bonifacio, Manila
2. **e-Mail** : customercare@phlpost.gov.ph
3. **Website** : www.phlpost.gov.ph/customer-care.php
4. **Facebook** : PHLPPost
5. **Twitter** : @Ppostofficial

Contents of the complaint:

1. Full name of the Complainant/s
2. Contact details : Mailing/e-mail Address and/or Contact Number/s
3. Concern/Issue to be addressed (For mail-related complaints, please include the Tracking Number, if available)
4. Signature of the Complainant (for written complaints)

Procedures in the handling of complaint:

1. All inquiries/complaints received thru mail, e-mail, fax and other means of communications must be acted upon and/or resolved within fifteen (15) working days upon receipt thereof in consonance with paragraph (a) Section 5 (Duties of Public Officials and Employees) of RA 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees.
2. Customer Service Officers are endeavoured to reply to customer complaints/inquiries using the same means/social media sites as soon as possible.
3. Inquiries/complaints received shall be endorsed to the concerned office/s for their appropriate action within 3 working days from receipt.



FRONTLINE SERVICES

MGA HAKBANG SA PAGPAPADALA NG ORDINARY MAIL – LOKAL / PANDAIGDIG
(Steps in Sending an Ordinary Mail – Domestic / International)

PARAAN NG PAGPAPADALA <i>(Process of Sending)</i>	NAKATALAGANG KAWANI <i>(Person-in-Charge)</i>	KABUUANG TAGAL NG PAGPROSESO <i>(Total Transaction Time)</i>	MGA KAILANGAN <i>(Requirements)</i>	BABAYARANG HALAGA <i>(Fees to be Paid)</i>	PAMANTAYAN NG PAGLILINGKOD <i>(Service Standard)</i>
<p>1. Dalhin ang liham sa nakatalagang Postal Teller para malaman ang timbang ng liham at halaga ng selyong kailangan.</p> <p><i>(Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.)</i></p> <p>2. Bayaran ang kaukulang halaga ng ibinigay na selyo o itinatak na Postage Metered Machine impression.</p> <p><i>(Pay the amount of stamps issued or Postage Metered Machine impression.)</i></p> <p>3. Kung binigyan ng selyo, idikit ito sa itaas na kanang bahagi ng sulat at ihulog ang liham sa mailbox na matatagpuan sa loob ng opisina o iabot sa itinalagang counter.</p> <p><i>(If provided with stamps, attach the stamps in the upper left-hand corner of the letter and drop the mail at mailbox located at the post office lobby or hand it over to the designated counter.)</i></p> <p>4. Kung tinatakan ng Postage Metered Machine impression, ihulog ang liham sa mailbox na matatagpuan sa loob ng opisina o iabot sa itinalagang counter.</p> <p><i>(If with Postage Metered Machine impression, drop the mail at mailbox located at the post office lobby or hand it over to the designated counter.)</i></p>	<ul style="list-style-type: none"> Stamps or Metered Machine Teller 	<ul style="list-style-type: none"> 1-2 minuto bawat pirason ng sulat <p><i>(1-2 minutes per piece of mail)</i></p>	<ul style="list-style-type: none"> Selyo o tatak mula sa Postage Metered Machine <p><i>(Postage Stamp or Postage Metered Machine Impression)</i></p>	<ul style="list-style-type: none"> Ang babayarang halaga ay batay sa: <ul style="list-style-type: none"> a. Timbang b. Destinasyon c. Paraan ng pagpapadala <p><i>(Rates are based on the following:</i> a. <i>Weight</i> b. <i>Destination</i> c. <i>Mode of conveyance)</i></p> <ul style="list-style-type: none"> Mangyaring tignan ang PHLPost Rate Guide para sa babayarang halaga <p><i>(Kindly refer to PHLPost Rate Guide for amount of postage to be paid)</i></p>	<ul style="list-style-type: none"> Sa loob ng 1-2 araw para sa mga liham na papunta sa parehong bayan/lugar <p><i>(Within 1-2 working days for mails Within Locality)</i></p> <ul style="list-style-type: none"> Sa loob ng 4 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa parehong rehiyon <p><i>(Within 4 working days for Intra-Regional mails)</i></p> <ul style="list-style-type: none"> Sa loob ng 7 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa ibang rehiyon <p><i>(Within 7 working days for Inter-Regional mails)</i></p> <ul style="list-style-type: none"> Para sa mga liham na papunta sa ibang bansa: <ul style="list-style-type: none"> - Asia-Pacific (8-10 araw) - Europe/Middle East (10-12 araw) - Americas (10-14 araw) - Africa (12-16 araw) <p><i>(For outgoing mails:</i> - <i>Asia-Pacific (8-10 working days)</i> - <i>Europe/Middle East (10-12 working days)</i> - <i>Americas (10-14 working days)</i> - <i>Africa (12-16 working days)</i></p>

MGA HAKBANG SA PAGPAPADALA NG REGISTERED MAIL – LOKAL / PANDAIGDIG
(Steps in Sending a Registered Mail – Domestic / International)

PARAAN NG PAGPAPADALA <i>(Process of Sending)</i>	NAKATALAGANG KAWANI <i>(Person-in-Charge)</i>	KABUUANG TAGAL NG PAGPROSESO <i>(Total Transaction Time)</i>	MGA KAILANGAN <i>(Requirements)</i>	BABAYARANG HALAGA <i>(Fees to be Paid)</i>	PAMANTAYAN NG PAGLILINGKOD <i>(Service Standard)</i>
<p>1. Dalhin ang liham sa nakatalagang Postal Teller para malaman ang timbang ng liham at halaga ng selyong kailangan. <i>(Present mail to designated Postal Teller to determine its weight and the amount of postage needed.)</i></p> <p>2. Kung nais lagyan ng return card, humingi at punan ng mga kailangang impormasyon ang naturang card. <i>(If with return card, request and fill up the said return card with the needed information.)</i></p> <p>3. Bayaran ang kaukulang halaga ng inilagay na selyo o itinatak na Postage Metered Machine impression. <i>(Pay the amount of stamps issued or Postage Metered Machine impression.)</i></p> <p>4. Kung binigyan ng selyo, idikit ito sa itaas na kanang bahagi ng sulat at labot ang liham sa nakatalagang Postal Teller para ipa-rehistro sa Registry Book at lagyan ng bilang o barcode sticker. <i>(If provided with stamps, attach the stamps in the upper left-hand corner of the letter and present mail to designated Postal Teller for recording at Registry Book and assignment of Registry Number or barcode sticker.)</i></p> <p>5. Kung tinatakan ng Postage Metered Machine impression, labot ang liham sa nakatalagang Postal Teller para ipa-rehistro sa Registry Book at lagyan ng bilang o barcode sticker. <i>(If with Postage Metered Machine impression, present mail to designated Postal Teller for recording at Registry Book and assignment of Registry Number or barcode sticker.)</i></p> <p>6. Kunin ang Registry Receipt mula sa Postal Teller. <i>(Get Registry Receipt from the Postal Teller.)</i></p>	<ul style="list-style-type: none"> Stamps or Metered Machine Teller Registry Window Teller 	<ul style="list-style-type: none"> 2-4 minuto bawat piraso ng sulat <i>(2-4 minutes per piece of mail)</i> 	<ul style="list-style-type: none"> Selyo o tatak mula sa Postage Metered Machine <i>(Postage Stamp or Postage Metered Machine Impression)</i> Registry Return Card - kung gusto ng nagpapadala <i>(Registry Return Card - at sender's option)</i> Barcode Sticker (para sa mga sulat pandaigdig lamang) <i>(Barcode sticker - for international mails only)</i> 	<ul style="list-style-type: none"> Ang babayarang halaga ay batay sa: <ul style="list-style-type: none"> a. Timbang b. Destinasyon c. Paraan ng pagpapadala <i>(Rates are based on the following:</i> <ul style="list-style-type: none"> a. <i>Weight</i> b. <i>Destination</i> c. <i>Mode of conveyance)</i> Mangyaring tignan ang PHLPost Rate Guide para sa babayarang halaga <i>(Kindly refer to PHLPost Rate Guide for amount of postage to be paid)</i> 	<ul style="list-style-type: none"> Sa loob ng 1-2 araw para sa mga liham na papunta sa parehong bayan/lugar <i>(Within 1-2 working days for mails Within Locality)</i> Sa loob ng 5 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa parehong rehiyon <i>(Within 5 working days for Intra-Regional mails)</i> Sa loob ng 7 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa ibang rehiyon <i>(Within 7 working days for Inter-Regional mails)</i> Para sa mga liham na papunta sa ibang bansa: <ul style="list-style-type: none"> - Asia-Pacific (8-10 araw) - Europe/Middle East (10-12 araw) - Americas (10-14 araw) - Africa (12-16 araw) <i>(For outgoing mails:</i> <ul style="list-style-type: none"> - <i>Asia-Pacific (8-10 working days)</i> - <i>Europe/Middle East (10-12 working days)</i> - <i>Americas (10-14 working days)</i> - <i>Africa (12-16 working days)</i>

PARAAN NG PAGPAPADALA NG e-REGISTERED MAIL
(Steps in Sending an e-Registered Mail)

PARAAN NG PAGPAPADALA <i>(Process of Sending)</i>	NAKATALAGANG KAWANI <i>(Person-in-Charge)</i>	KABUUANG TAGAL NG PAGPROSESO <i>(Total Transaction Time)</i>	MGA KAILANGAN <i>(Requirements)</i>	BABAYARANG HALAGA <i>(Fees to be Paid)</i>	PAMANTAYAN NG PAGLILINGKOD <i>(Service Standard)</i>
<p>1. Dalhin ang liham sa nakatalagang Postal Teller para malaman ang timbang ng liham at halaga ng selyong kailangan.</p> <p><i>(Present mail to designated Postal Teller to determine its weight and the amount of postage needed.)</i></p> <p>2. Bayaran ang kaukulang halaga ng inilagay na selyo o itinatak na Postage Metered Machine impression.</p> <p><i>(Pay the amount of stamps issued or Postage Metered Machine impression.)</i></p> <p>3. Kung binigyan ng selyo, idikit ito sa itaas na kanang bahagi ng sulat at iabot ang liham sa nakatalagang Postal Teller para maipasok sa system.</p> <p><i>(If provided with stamps, attach the stamps in the upper left-hand corner of the letter and present mail to the designated Postal Teller for encoding into the system.)</i></p> <p>4. Kung tinatakan ng Postage Metered Machine impression, iabot ang liham sa nakatalagang Postal Teller para maipasok sa system.</p> <p><i>(If with Postage Metered Machine impression, present mail to the designated Postal Teller for encoding into the system.)</i></p> <p>5. Pagkatapos maipasok sa system, kunin ang Electronic Registry Return Receipt mula sa nakatalagang Postal Teller.</p> <p><i>(After encoding in the system, get Electronic Registry Return Receipt from the Postal Teller.)</i></p>	<ul style="list-style-type: none"> Stamps or Metered Machine Teller e-Registered Window Teller 	<ul style="list-style-type: none"> 2-4 minuto bawat piraso ng sulat <p><i>(2-4 minutes per piece of mail)</i></p>	<ul style="list-style-type: none"> Selyo o tatak mula sa Postage Metered Machine Electronic Registry Return Receipt (eRRR) or Acknowledgement Receipt <p><i>(Postage Stamp or Postage Metered Machine Impression)</i></p>	<ul style="list-style-type: none"> Ang babayarang halaga ay batay sa: <ul style="list-style-type: none"> a. Timbang b. Destinasyon c. Paraan ng pagpapadala Mangyaring tignan ang PHLPost Rate Guide para sa babayarang halaga <p><i>Rates are based on the following:</i></p> <ul style="list-style-type: none"> a. <i>Weight</i> b. <i>Destination</i> c. <i>Mode of conveyance</i> <p><i>(Kindly refer to PHLPost Rate Guide for amount of postage to be paid)</i></p>	<ul style="list-style-type: none"> Sa loob ng 1-2 araw para sa mga liham na papunta sa parehong bayan/lugar Sa loob ng 5 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa parehong rehiyon Sa loob ng 7 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa ibang rehiyon Para sa mga liham na papunta sa ibang bansa: <ul style="list-style-type: none"> - Asia-Pacific (8-10 araw) - Europe/Middle East (10-12 araw) - Americas (10-14 araw) - Africa (12-16 araw) <p><i>(For outgoing mails:</i></p> <ul style="list-style-type: none"> - <i>Asia-Pacific (8-10 working days)</i> - <i>Europe/Middle East (10-12 working days)</i> - <i>Americas (10-14 working days)</i> - <i>Africa (12-16 working days)</i>

PARAAN NG PAGPAPADALA NG LOKAL/PANDAIGDIG NA EXPRESS MAIL
(Steps in Sending a Domestic/International Express Mail)

PARAAN NG PAGPAPADALA <i>(Process of Sending)</i>	NAKATALAGANG KAWANI <i>(Person-in-Charge)</i>	KABUUANG TAGAL NG PAGPROSESO <i>(Total Transaction Time)</i>	MGA KAILANGAN <i>(Requirements)</i>	BABAYARANG HALAGA <i>(Fees to be Paid)</i>	PAMANTAYAN NG PAGLILINGKOD <i>(Service Standard)</i>
<p>1. Dalhin ang liham/kalakal sa nakatalagang Postal Teller para malaman ang timbang nito at ang halaga ng selyong kailangan. Ang mga kalakal na ipapadala ay iinspeksyunin muna upang matiyak na walang mga pinagbabawal o delikadong bagay. <i>(Present mail/merchandise to designated Postal Teller to determine its weight and the amount of postage needed. Merchandise to be mailed shall be inspected first to ensure that there are no prohibited items or dangerous goods.)</i></p> <p>2. Punan ang ibinigay na Consignment Note ng mga kinakailangang impormasyon at ilagay ang liham sa mailing pouch o ang mga kalakal sa kahon. <i>(Fill-up the provided Consignment Note with the required information and enclose the mail/merchandise in the mailing pouch/box.)</i></p> <p>3. Isara ang pouch/kahon na naglalaman ng mga ihuhulog na liham/kalakal at isulat sa supot/kahon ang pangalan, tirahan at contact no. ng nagpadala at padadalan. Kung walang sariling kahon at pambalot, maaaring bumili ng kahong PHLPost Pak at magbayad ng packaging service fee. <i>(Seal the pouch/box containing the letter/merchandise to be mailed and write the name, address and contact no. of the sender and the addressee. Mailers/clients without box and packaging materials may buy the appropriate PHLPost Pak box and pay the packaging service fee.)</i></p> <p>4. Bayaran ang kaukulang halaga ng ihuhulog na liham/kalakal. <i>(Pay the corresponding amount for the mail/merchandise to be posted.)</i></p> <p>5. Ilabot ang supot/kahon at Consignment Note sa nakatalagang Postal Teller at kunin ang iyong kopya ng Consignment Note matapos itong maikabit sa kahon ng nasabing Teller. <i>(Give the pouch/box and Consignment Note to the Designated Postal Teller and get your copy of the Consignment Note after it has been attached to the box by the said teller.)</i></p>	<ul style="list-style-type: none"> • Express Window Teller • Post Shop Teller and/or Express Window Teller • Stamps or Metered Machine Teller • Express Window Teller 	<ul style="list-style-type: none"> • 3-5 minuto bawat piraso ng sulat na naglalaman ng dokumento <i>(3-5 minutes per piece of mail containing document/s)</i> • 10-15 minuto bawat kahon ng naglalaman ng gamit o kalakal <i>(5-10 minutes per box containing goods or merchandise)</i> 	<ul style="list-style-type: none"> • Selyo o tatak mula sa Postage Metered Machine <i>(Postage Stamp or Postage Metered Machine Impression)</i> • Para sa Lokal na Express Mail: <i>(For Domestic Express Mail:)</i> <ul style="list-style-type: none"> ✓ Express Mail Service (EMS) pouch/ envelope ✓ PHLPost Pak box ✓ DEMS Consignment Note • Para sa Pandaigdig na Express Mail: <i>(For International Express Mail:)</i> <ul style="list-style-type: none"> ✓ Express Mail Service (EMS) pouch/ envelope ✓ PHLPost Pak box ✓ IEMS Consignment Note 	<ul style="list-style-type: none"> • Ang babayarang halaga ay batay sa: <ul style="list-style-type: none"> a. Timbang or timbang base sa sukat para sa mga parcel o kalakal b. Destinasyon c. Paraan ng pagpapadala <i>(Rates are based on the following:)</i> <ul style="list-style-type: none"> a. <i>Weight or volumetric weight for parcels/merchandise</i> b. <i>Destination</i> c. <i>Mode of conveyance</i> • Mangyaring tignan ang PHLPost Rate Guide para sa babayarang halaga <i>(Kindly refer to PHLPost Rate Guide for amount of postage to be paid)</i> 	<ul style="list-style-type: none"> • Sa loob ng 1-2 araw para sa mga liham na papunta sa parehong bayan/lugar at sakop ng mga pinangakong lugar lamang <i>(Within 1-2 working days for mails Within Locality and within the committed areas only)</i> • Sa loob ng 1-2 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa parehong rehiyon at sakop ng mga pinangakong lugar lamang <i>(Within 1-2 working days for Intra-Regional mails and within committed areas only)</i> • Sa loob ng 1-2 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa ibang rehiyon at sakop ng mga pinangakong lugar lamang <i>(Within 1-2 working days for Inter-Regional mails and within committed areas only)</i> • Para sa mga liham na papunta sa ibang bansa: <ul style="list-style-type: none"> - Asia-Pacific (8-10 araw) - Europe/Middle East (10-12 araw) - Americas (10-14 araw) - Africa (12-16 araw) <i>(For outgoing mails:)</i> <ul style="list-style-type: none"> - <i>Asia-Pacific (8-10 working days)</i> - <i>Europe/Middle East (10-12 working days)</i> - <i>Americas (10-14 working days)</i> - <i>Africa (12-16 working days)</i> • Mangyaring magtanong sa nakatalagang Postal Teller para sa listahan ng mga pinangakong lugar <i>(Kindly ask the designated Postal for the list of committed areas)</i>

PARAAN NG PAGKUHA NG PARCEL AT REGISTERED/EXPRESS MAIL
(Steps in Claiming Parcel and Registered/Express Mail)

PARAAN NG PAGPAPADALA <i>(Process of Sending)</i>	NAKATALAGANG KAWANI <i>(Person-in-Charge)</i>	KABUUANG TAGAL NG PAGPROSESO <i>(Total Transaction Time)</i>	MGA KAILANGAN <i>(Requirements)</i>	BABAYARANG HALAGA <i>(Fees to be Paid)</i>	PAMANTAYAN NG PAGLILINGKOD <i>(Service Standard)</i>
<p>1. Pumunta sa bintana ng nakatalagang Postal Teller at ipakita ang Notice Card at ang inyong 2 valid ID. Kung hindi makukuha ng may-ari, kailangang may dalang Authorization Letter at mga valid IDs ang kinatawan ng may-ari.</p> <p><i>(Proceed to the designated window and present the Notice Card and 2 valid IDs. If the addressee cannot claim their item, authorized representative should have an Authorization Letter and valid IDs.)</i></p> <p>2. Kung lokal na Registered mail lamang, pirmahan ang Notice Card at Delivery Book matapos iabot ng nakatalagang Postal Teller ang inyong sulat.</p> <p><i>(If domestic Registered Mail only, Sign the Notice Card and Delivery Book after the mail item is released by the designated Postal Teller.)</i></p> <p>3. Para sa mga pandaigdig na Parcel, Registered/Express mails, ito ay kailangang suriin ng kawani ng Bureau of Customs.</p> <p><i>(For international Parcel or Registered/ Express Mails, item will be examined by a Bureau of Customs personnel.)</i></p> <p>4. Kung ang laman ng Parcel, Registered/ Express Mail ay taxable, bayaran ang kaukulang halaga sa nakatalagang kawani ng Bureau of Customs o magbayad sa pamamagitan ng Money Order kung walang opisina ng Bureau of Customs.</p> <p><i>(If item is taxable, pay the corresponding charges to the designated Bureau of Customs personnel or pay through Money Order if there is no office of the Bureau of Customs.)</i></p> <p>5. Bayaran ang Presentation to Customs Charge sa Cahier ng Post Office.</p> <p><i>(Pay the Presentation to Customs Charge to the Post Office Cashier)</i></p> <p>6. Ipakita ang mga resibo sa nakatalagang Postal Teller para makuha ang Parcel o Registered/Express mail.</p> <p><i>(Present receipts to claim Parcel or Registered/Express mail.)</i></p>	<ul style="list-style-type: none"> • Parcel/Registered/ Express Window Teller • Registered Window Teller • Bureau of Customs Examiner • Bureau of Customs Cashier or authorized personnel • Post Office Cashier • Parcel/Express Mail Window Teller 	<ul style="list-style-type: none"> • 10-15 minuto <i>(10-15 minutes)</i> • Karaniwang tagal ng proseso at depende sa dami ng kliyente <i>(Average processing time only and depends on the number of clients)</i> 	<ul style="list-style-type: none"> • Notice Card • 2 valid IDs ng may-ari at/o kinatawan ng may-ari <i>(2 valid IDs of the Addressee and/or Authorized Representative)</i> • Authorization Letter – kung ang item ay kukunin ng kinatawan ng may-ari <i>(Authorization Letter - if item is to be claimed by a representative of the addressee)</i> 	<ul style="list-style-type: none"> • Postal Handling Charge of PhP112.00 (inclusive of VAT) • Customs Duty/Tariff and other charges (per assessment of the Bureau of Customs personnel) 	<ul style="list-style-type: none"> • Hindi akma <i>(Not applicable)</i>

PARAAN NG PAGPAPADALA AT PAGKUHA NG PAPER-BASED/ELECTRONIC POSTAL MONEY ORDER
(Steps in Sending and Receiving Paper-Based/Electronic Postal Money Order)

PARAAN NG PAGPAPADALA <i>(Process of Sending)</i>	NAKATALAGANG KAWANI <i>(Person-in-Charge)</i>	KABUUANG TAGAL NG PAGPROSESO <i>(Total Transaction Time)</i>	MGA KAILANGAN <i>(Requirements)</i>	BABAYARANG HALAGA <i>(Fees to be Paid)</i>	PAMANTAYAN NG PAGLILINGKOD <i>(Service Standard)</i>
<p>PAGPADALA (SENDING):</p> <ol style="list-style-type: none"> Para sa magpapadala ng pera gamit ang electronic Postal Money Order, kumuha at mag-fill out ng Customer Information Sheet and Transaction Form. <i>(For those sending money through electronic Postal Money Order, fill-out the Customer Information Sheet and Transaction Form.)</i> Para sa magpapadala ng pera gamit ang paper-based Postal Money Order, kumuha ng Money Order Application Form sa nakatalagang Postal Teller at punan ng mga kinakailangang impormasyon. <i>(For those sending money through paper-based Postal Money Order, get Postal Money Order Application Form from the designated Postal Teller and fill-in the necessary information.)</i> Bayaran ang kaukulang fee kasabay ng halagang ipapadala. <i>(Pay the Postal Money Order fee and give the corresponding amount to be sent.)</i> Para sa gumamit ng electronic Postal Money Order, kunin ang resibo at ipaalam sa taong pinadalhan ang tracking number. <i>(For those who used the electronic Postal Money Order, Get receipt and inform recipient of the tracking number.)</i> Para sa gumamit ng paper-based Postal Money Order, kunin ang Money Order check at pilasin ang stub. Ang nasabing check ay kailangang ipapadala sa pamamagitan ng Registered Mail. <i>(For those who used the paper-based Postal Money Order, get the Money Order check and tear-off the stub. Said check should be sent through Registered Mail.)</i> 	<ul style="list-style-type: none"> Postal Money Order Teller and/or Post Office Cashier Stamps or Metered Machine Teller and Registry Window Teller 	<ul style="list-style-type: none"> 3-5 minuto bawat transaksyon <i>(3-5 minutes per transaction)</i> 	<ul style="list-style-type: none"> Postal Money Order Application Form Postal Money Order Receipt Postal Money Order Check Customer Information Sheet 	<ul style="list-style-type: none"> Mangyaring tignan ang PHLPost Rate Guide para sa babayarang halaga <i>(Kindly refer to PHLPost Rate Guide for amount of fees to be paid)</i> 	<ul style="list-style-type: none"> Ang paper-based Postal Money Order check ay ipinapadala sa pamamagitan ng Registered Mail, mangyaring tignan ang nakatalang pamantayan ng paglilingkod para sa Registered Mail. <i>(The paper-based Postal Money Order check is sent through Registered Mail, please refer to the Service Standards for Registered Mail.)</i> Ang electronic Postal Money Order ay maaring matanggap sa loob lamang ng 5 minuto. <i>(The electronic Postal Money Order is received within 5 minutes.)</i>
<p>PAGTANGGAP (RECEIVING):</p> <ol style="list-style-type: none"> Kung tatanggap ng pera gamit ang paper-based Postal Money Order, ibigay ang Money Order check at magpakita ng isang valid ID sa nakatalagang Postal Teller. <i>(If receiving money using the paper-based Postal Money Order, present the Money Order check and a valid ID to the designated Postal Teller.)</i> Matapos masiyasat ng nakatalagang Postal Teller, tanggapin ang inyong pera at ang Money Order receipt. <i>(After verification by the designated Postal Teller, claim your money and get the Money Order Receipt.)</i> Kung tatanggap ng pera gamit ang electronic Postal Money Order, ipakita ang tracking number at isang valid ID sa nakatalagang Postal Teller. <i>(If receiving money using the electronic Postal Money Order, present the tracking number and a valid ID to the designated Postal Teller.)</i> Matapos matiyak kung tama ang transaction number, tanggapin and inyong pera at pumirma sa ePost MO logbook. <i>(After verification of the transaction number by the designated Postal Teller, claim your remittance and sign in the ePost MO logbook.)</i> 	<ul style="list-style-type: none"> Postal Money Order Teller and/or Post Office Cashier 	<ul style="list-style-type: none"> 3-5 minuto bawat transaksyon <i>(3-5 minutes per transaction)</i> 	<ul style="list-style-type: none"> Postal Money Order Application Form Postal Money Order Receipt Postal Money Order Check Customer Information Sheet 	<ul style="list-style-type: none"> Mangyaring tignan ang PHLPost Rate Guide para sa babayarang halaga <i>(Kindly refer to PHLPost Rate Guide for amount of fees to be paid)</i> 	<ul style="list-style-type: none"> Ang paper-based Postal Money Order check ay ipinapadala sa pamamagitan ng Registered Mail, mangyaring tignan ang nakatalang pamantayan ng paglilingkod para sa Registered Mail. <i>(The paper-based Postal Money Order check is sent through Registered Mail, please refer to the Service Standards for Registered Mail.)</i> Ang electronic Postal Money Order ay maaring matanggap sa loob lamang ng 5 minuto. <i>(The electronic Postal Money Order is received within 5 minutes.)</i>

PARAAN NG PAGBABAYAD NG MGA BILLS GAMIT ANG BAYAD CENTER AT PHILHEALTH PREMIUM CONTRIBUTION
(Steps in Paying Bills through Bayad Center and PhilHealth Premium Contribution)

PARAAN NG PAGPAPADALA <i>(Process of Sending)</i>	NAKATALAGANG KAWANI <i>(Person-in-Charge)</i>	KABUUANG TAGAL NG PAGPROSESO <i>(Total Transaction Time)</i>	MGA KAILANGAN <i>(Requirements)</i>	BABAYARANG HALAGA <i>(Fees to be Paid)</i>	PAMANTAYAN NG PAGLILINGKOD <i>(Service Standard)</i>
<p>PAGBAYAD NG MGA BILLS (PAYMENT OF BILLS):</p> <ol style="list-style-type: none"> Ipakita ang billing statement para mai-scan o humingi ng Payment Form kung walang dalang billing statement at punan ito ng mga kailangang impormasyon. <i>(Present billing statement for scanning or ask for a Payment Form if billing statement is not available and fill-in the necessary information.)</i> Bayaran ang bill at kaukulang transaction fee, kung meron man. <i>(Pay the bill and corresponding transaction fee, if applicable.)</i> Kunin ang inyong billing statement at/o Payment Form matapos itong ma-validate ng nakatalagang Postal Teller. <i>(Get copy of billing statement and/or Payment Form after it has been validated by the designated Postal Teller.)</i> 	<ul style="list-style-type: none"> Bayad Center Teller 	<ul style="list-style-type: none"> 1-3 minuto bawat transaksyon <i>(1-3 minutes per transaction)</i> 	<ul style="list-style-type: none"> Billing Statement and/or Payment Form 	<ul style="list-style-type: none"> Depende sa halaga ng babayaranang bill <i>(Depends on the amount of bills to be paid.)</i> Ang Transaction Fee ay depende sa uri ng babayaranang bill. <i>(Transaction Fee depends on the kind of bill to be paid.)</i> 	<ul style="list-style-type: none"> 1-2 araw pagkatapos mai-encode ang detalye ng bayad. <i>(1-2 working days after encoding of the details of payment.)</i>
<p>PAGBAYAD NG PHILHEALTH PREMIUM CONTRIBUTION (PAYMENT OF PHILHEALTH PREMIUM CONTRIBUTION):</p> <ol style="list-style-type: none"> Humiing ng dalawang (2) piraso ng PhilHealth Premium Payment Slip at punan ng mga kinakailangang impormasyon. <i>(Ask for 2 pieces of PhilHealth Premium Payment Slip in fill-in the needed information.)</i> Bayaran ang kaukulang halaga ng PhilHealth premium. <i>(Pay corresponding amount of PhilHealth premium.)</i> Pagkatapos magbayad, kunin ang inyong kopya ng PhilHealth Agency Receipt na may tatak ng Post Office kung saan binayaran <i>(After payment, get your copy of the PhilHealth Agency Receipt with the amount paid printed by the Post Office)</i> 	<ul style="list-style-type: none"> Postal Teller or Post Office Cashier 	<ul style="list-style-type: none"> 1-3 minuto bawat transaksyon <i>(1-3 minutes per transaction)</i> 	<ul style="list-style-type: none"> PhilHealth Premium Payment Slip PhilHealth Agency Receipt 	<ul style="list-style-type: none"> Depende sa halaga ng babayaranang PhilHealth Premium contribution <i>(Depends on the amount of PhilHealth contribution to be paid)</i> 	<ul style="list-style-type: none"> Ang mga nakolektang bayad mula sa ika-1 hanggang ika-15 araw ng buwan ay i-reremit sa ika-25 araw ng parehong buwan at ang mga nakoleta naman mula ika-16 hanggang ika-31 ng buwan ay i-reremit sa ika-10 araw ng susunod na buwan. <i>(Collected payments for the 1st to the 15th day of the month shall be remitted on the 25th day of the same month and payments collected from the 16th to the 31st day of the month shall be remitted on the 10th day of the following month.)</i>

