

# **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**

PHLPost provides an efficient, competitive and on-time delivery of communications, goods and payment services in any Filipino community.

## **VISION**

By 2016, PHLPost is the preferred universal delivery service provider of communications, goods 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 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
Website	:	<a href="http://www.phlpost.gov.ph">www.phlpost.gov.ph</a>
Facebook	:	PHLPost
Twitter	:	phlpostofficial
Mailing Address	:	PHLPost Customer Care, Office of the Postmaster General, Philippine Postal Corporation, 3/F Central Office Building, Liwasang Bonifacio, Manila 1000

## **HOW TO FILE A COMPLAINT?**

**Who may file?** General Public

**Where to file?**

1. Website - PHLPost Customer Care :  
*www.phlpost.gov.ph/customer-care.php*
2. Mail to:  
PHLPost Customer Care  
Office of the Postmaster General  
Philippine Postal Corporation  
3/F Central Office Building  
Liwasang Bonifacio  
1000 Manila, Philippines
3. Facebook: PHLPost
4. Twitter: Phlpostofficial

**Contents of the complaint:**

1. Full name of the Complainant(s)
2. Contact details : *Mailing Address and/or Telephone Number*
3. Concern/ Issue to be addressed. For mail inquiry, include the Tracking Number
4. Written complaints must be duly signed by the Complainant

**Procedures in the handling of complaint:**

1. Inquiries received thru the website (PHLPost Customer Care) are electronically acknowledged while those received thru mail are also acknowledged thru mail.
2. Complaints received shall be endorsed to the concerned office/s for their appropriate action within 3 working days from receipt.
3. The concerned office shall take appropriate action and directly inform the complainant on the action(s) taken on the endorsed complaints within 5 working days from receipt.

# **FRONTLINE SERVICES**

**PARAAN NG PAGPAPADALA NG SULAT**  
*How to Send Mail*

<b>URI NG SERBISYO</b> <i>Type of Service</i>	<b>PARAAN NG PAGPAPADALA</b> <i>Process of Sending</i>	<b>BABAYARANG HALAGA</b> <i>Amount to be paid</i>	<b>KAILANGANG FORM/REQUIREMENT</b> <i>T Needed Form/Requirement</i>	<b>NAKATALAGANG KAWANI</b> <i>Person-in-Charge</i>	<b>ORAS NG PAGPROSESO</b> <i>Transaction Time</i>	<b>KAILAN MAKAKARATING</b> <i>Service Delivery Standard</i>
<b>ORDINARY</b>	<ol style="list-style-type: none"> <li>1. Dalhin ang liham sa Postal Teller para malaman ang timbang ng liham at halaga ng selyong ilalagay dito <i>(Present mail to Postal Teller to determine its weight and the amount of postage stamp needed)</i></li> <li>2. Bayaran ang kaukulang halaga ng inilagay na selyo <i>(Pay the amount of postage stamp)</i></li> <li>3. Ihulog sa Mailbox <i>(Drop mail at designated mailbox/counter)</i></li> </ol>	<p>Ang babayarang halaga ay batay sa:</p> <ol style="list-style-type: none"> <li>a. Timbang</li> <li>b. Destinasyon</li> <li>c. Paraan ng pagpapadala</li> </ol> <p><i>Rates are based on:</i></p> <ol style="list-style-type: none"> <li>a. <i>Weight</i></li> <li>b. <i>Destination</i></li> <li>c. <i>Mode of conveyance</i></li> </ol> <p>Tignan ang PHLPst Rate Guide para sa babayarang halaga. <i>(Kindly refer to PHLPst Rate Guide)</i></p>	<p>Selyo o tatak mula sa Postage Metered Machine <i>(Postage Stamp or Postage Metered Machine Impression)</i></p>	<p>Postal Teller Window No. ____</p>	<p>30 segundo <i>(30 seconds)</i></p>	<p>1-2 Araw Kung sa loob lamang ng pinagpadalhang bayan/lungsod <i>(1-2 Days Within the same city/municipality)</i></p> <p>3-5 Araw Kung sa loob lamang ng pinagpadalhang rehiyon <i>(3-5 Days Within the same region)</i></p> <p>7-10 Araw Sa ibang rehiyon at mga Island Province/City/Municipality <i>(7-10 Days For other regions and island Provinces/City/Municipality)</i></p> <p>Kung sa labas ng bansa, tingnan ang Delivery Standard Guide <i>(for outside the Philippines, please refer to Delivery Standard Guide)</i></p>

**PARAAN NG PAGPAPADALA NG SULAT**  
*How to Send Mail*

<b>URI NG SERBISYO</b> <i>Type of Service</i>	<b>PARAAN NG PAGPAPADALA</b> <i>Process of Sending</i>	<b>BABAYARANG HALAGA</b> <i>Amount to be paid</i>	<b>KAILANGANG FORM/REQUIREMENT</b> <i>Needed Form/Requirement</i>	<b>NAKATALAGANG KAWANI</b> <i>Person-in-Charge</i>	<b>ORAS NG PAGPROSESO</b> <i>Transaction Time</i>	<b>KAILAN MAKAKARATING</b> <i>Service Delivery Standard</i>
<b>REGISTERED</b>	<ol style="list-style-type: none"> <li>Dalhin ang liham sa Postal Teller para malaman ang timbang ng liham at halaga ng selyong ilalagay dito <i>(Present mail to Postal Teller to determine its weight and the amount of postage stamp needed)</i></li> <li>Kung nais lagyan ng return card, humingi at i-fill up ang form. <i>(If with return card, request and fill up the form)</i></li> <li>Bayaran ang kaukulang halaga ng inilagay na selyo <i>(Pay the amount of postage stamp)</i></li> <li>Ire-rehistro ang liham sa Logbook at pagkatapos ay bibigyan ng Registry Receipt ang nagpadala nito <i>(Mail will be registered in a logbook then sender</i></li> </ol>	<p>Ang babayarang halaga ay batay sa:</p> <ol style="list-style-type: none"> <li>Timbang</li> <li>Destinasyon</li> <li>Paraan ng pagpapadala</li> </ol> <p><i>Rates are based on:</i></p> <ol style="list-style-type: none"> <li>Weight</li> <li>Destination</li> <li>Mode of conveyance</li> </ol> <p>Tignan ang PHLPost Rate Guide para sa babayarang halaga. <i>(Kindly refer to PHLPost Rate Guide)</i></p>	<p>Selyo o tatak mula sa Postage Metered Machine <i>(Postage Stamp or Postage Metered Machine Impression)</i></p> <p>Registry Return Card (Senders Option)</p>	<p>Postal Teller Window No. ____</p>	<p>4 minuto <i>(4 minutes)</i></p>	<p>2-3 Araw Sa loob lamang ng pinagpadalhang bayan/lungsod <i>(2-3 Days Within the same city/municipality)</i></p> <p>4-5 Araw Kung sa loob lamang ng pinagpadalhang rehiyon <i>(4-5 Days Within the region)</i></p> <p>5-7 Araw Sa ibang rehiyon <i>(5-7 Days Other regions)</i></p> <p>7-15 Araw Sa mga Island Provinces/Barangays <i>(7-15 Days For island Provinces/Barangays )</i></p> <p>Kung sa labas ng bansa, tingnan ang Delivery Standard Guide <i>(for outside the Philippines, please refer to Delivery Standard Guide)</i></p>

will be issued a registry receipt)

**PARAAN NG PAGPAPADALA NG SULAT**  
*How to Send Mail*

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGPAPADALA <i>Process of Sending</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT <i>Needed Form/Requirement</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
<b>eRegistered</b>	<ol style="list-style-type: none"> <li>Dalhin ang liham sa Postal Teller para malaman ang timbang ng liham at halaga ng selyong ilalagay dito <i>(Present mail to Postal Teller to determine its weight and the amount of postage stamp needed)</i></li> <li>Bayaran ang kaukulang halaga ng inilagay na selyo <i>(Pay the amount of postage stamp)</i></li> <li>Bibigyan ng electronic Registry Return Receipt (eRRR) ang nagpadala nito <i>(Sender will be</i></li> </ol>	<p>Ang babayarang halaga ay batay sa:</p> <ol style="list-style-type: none"> <li>Timbang</li> <li>Destinasyon</li> <li>Paraan ng pagpapadala</li> </ol> <p><i>Rates are based on:</i></p> <ol style="list-style-type: none"> <li>Weight</li> <li>Destination</li> <li>Mode of conveyance</li> </ol> <p>Tignan ang PHLPost Rate Guide para sa babayarang halaga. <i>(Kindly refer to PHLPost Rate Guide)</i></p>	<p>Selyo o tatak mula sa Postage Metered Machine <i>(Postage Stamp or Postage Metered Machine Impression)</i></p> <p><i>Electronic Registry Return Receipt (eRRR) /Acknowledgement Receipt (AR)</i></p>	Postal Teller Window No. ____	1 minuto <i>(1 minute)</i>	<p>2-3 Araw Kung sa loob lamang ng pinagpadalang bayan/lungsod <i>(2-3 Days Within the same city/municipality)</i></p> <p>4-5 Araw Kung sa loob lamang ng pinagpadalang rehiyon <i>(4-5 Days Within the same region)</i></p> <p>5-7 Araw Sa ibang rehiyon <i>(5-7 Days Other regions)</i></p> <p>7-15 Araw Sa mga Island Province/City/Municipality <i>(7-15 Days For island Provinces/City/Municipality)</i></p> <p>Kung sa labas ng bansa, tingnan ang Delivery Standard Guide <i>(for outside the</i></p>



issued a copy of the eRRR slip)

Philippines, please refer to Delivery Standard Guide)

**PARAAN NG PAGPAPADALA NG EXPRESS MAIL**  
*How to Send Express Mail*

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGPAPADALA <i>Process of Sending</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT <i>T Needed Form/Requirement</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
<p><b>EXPRESS (EMS)</b></p>	<ol style="list-style-type: none"> <li>Dalhin ang liham sa Postal Teller para malaman ang timbang ng liham at halaga ng selyong ilalagay dito <i>(Present mail to Postal Teller to determine its weight and the amount of postage stamp needed)</i></li> <li>Bayaran ang kaukulang halaga ng inilagay na selyo <i>(Pay the amount of postage stamp)</i></li> <li>Humingi at mag fill-up ng Consignment Note Form, pagkatapos ay ibalik sa Postal Teller <i>(Ask for a Consignment Note Form, fill it out and return to Postal Teller)</i></li> <li>Kunin ang iyong kopya ng Consignment Note</li> </ol>	<p>Ang babayarang halaga ay batay sa:</p> <ol style="list-style-type: none"> <li>Timbang</li> <li>Destinasyon</li> <li>Paraan ng pagpapadala</li> </ol> <p><i>Rates are based on:</i></p> <ol style="list-style-type: none"> <li>Weight</li> <li>Destination</li> <li>Mode of conveyance</li> </ol> <p>Tignan ang PHLPst Rate Guide para sa babayarang halaga.</p> <p><i>(Kindly refer to PHLPst Rate Guide)</i></p>	<p>Para sa Domestic: <i>(For Domestic:)</i></p> <ol style="list-style-type: none"> <li>For documents, Domestic Express Mail Service (DEMS) or E-Pouch envelope.</li> <li>For goods &amp; merchandise, PHLPst Pak</li> <li>DEMS Consignment Note</li> </ol> <p>Para sa International: <i>(For International:)</i></p> <ol style="list-style-type: none"> <li>For documents, International Express Mail Service (IEMS) envelope.</li> <li>For goods &amp; merchandise, PHLPst Pak</li> </ol>	<p>Postal Teller Window No. ____</p>	<p>4 minuto <i>(4 minutes)</i></p>	<p><b>Domestic:</b></p> <p>Mga piling lugar <i>(For committed areas)</i> Tumingin sa listahan <i>(please refer to list):</i></p> <p>1-2 Araw Sa loob lamang ng pinagpadalang bayan/lungsod <i>(1-2 Days Within the same city/municipality)</i></p> <p>2-3 Araw Kung sa loob lamang ng pinagpadalang rehiyon <i>(2-3 Days Within the region)</i></p> <p>3-4 Araw Sa ibang rehiyon <i>(3-4 Days Other regions)</i></p>

	(Get your copy of the Consignment Note from the Postal Teller)		3. IEMS Consignment Note			<b>International:</b> 3-5 Araw (3-5 Days)
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**PARAAN NG PAGPAPADALA NG PARSELA**  
*How to Send Package*

<b>URI NG SERBISYO</b> <i>Type of Service</i>	<b>PARAAN NG PAGPAPADALA</b> <i>Process of Sending</i>	<b>BABAYARANG HALAGA</b> <i>Amount to be paid</i>	<b>KAILANGANG FORM/REQUIREMENT</b> <i>Needed Form/Requirement</i>	<b>NAKATALAGANG KAWANI</b> <i>Person-in-Charge</i>	<b>ORAS NG PAGPROSESO</b> <i>Transaction Time</i>	<b>KAILAN MAKAKARATING</b> <i>Service Delivery Standard</i>
<b>ORDINARY</b>	<ol style="list-style-type: none"> <li>Dalhin ang parsela sa Postal Teller para sa inspeksyon ng laman nito <i>(Present parcel to Postal Teller for inspection of contents)</i></li> <li>Kumuha at mag fill-up ng Consignment Note. <i>(Get and Fill out Consignment Note)</i></li> <li>Bayaran ang kaukulang halaga ng inilagay na selyo <i>(Pay the amount of postage stamp)</i></li> <li>Kunin ang kopya ng CN at CP72 <i>(Get copy of CN and CP72)</i></li> </ol> <p>*Kapag nakarating na sa destinasyon ang parsela, magpapadala</p>	<p>Ang babayarang halaga ay batay sa:</p> <ol style="list-style-type: none"> <li>Timbang</li> <li>Destinasyon</li> <li>Paraan ng pagpapadala</li> </ol> <p><i>Rates are based on:</i></p> <ol style="list-style-type: none"> <li><i>Weight</i></li> <li><i>Destination</i></li> <li><i>Mode of conveyance</i></li> </ol> <p>Tignan ang PHLPPost Rate Guide para sa babayarang halaga. <i>(Kindly refer to PHLPPost Rate Guide)</i></p>	<p>Para sa Domestic: <i>(For Domestic:)</i></p> <ol style="list-style-type: none"> <li>PHLPPost Pak</li> </ol> <p>Para sa International: <i>(For International:)</i></p> <ol style="list-style-type: none"> <li>International Parcel Manifold Set (CP72)</li> <li>PHLPPost Pak</li> </ol>	Postal Teller Window No. ____	10 – 15 minuto <i>(10 - 15 minutes)</i>	<p>3-4 Araw Kung sa loob lamang ng pinagpadalhang bayan/lungsod <i>(3-4 Days Within the same city/municipality)</i></p> <p>4-5 Araw Kung sa loob lamang ng pinagpadalhang rehiyon <i>(4-5 Days Within the same region)</i></p> <p>5-7 Araw Sa ibang rehiyon <i>(5-7 Days Other regions)</i></p> <p>7-15 Araw Sa mga Island Province/City/Municipality <i>(7-15 Days For island Provinces/City/Municipality)</i></p> <p>Kung sa labas ng bansa, tingnan ang Delivery Standard Guide</p>

	ng <b>Notice Card</b> ang Post Office sa recipient para makuha ito.					(for outside the Philippines, please refer to <i>Delivery Standard Guide</i> )
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**PARAAN NG PAGKUHA NG PARSELA**  
*How to Claim Package*

<b>URI NG SERBISYO</b> <i>Type of Service</i>	<b>PARAAN NG PAGPAPADALA</b> <i>Process of Sending</i>	<b>BABAYARANG HALAGA</b> <i>Amount to be paid</i>	<b>KAILANGANG FORM/ REQUIREMENT</b> <i>Needed Form/Requirement</i>	<b>NAKATALAGA NG KAWANI</b> <i>Person-in-Charge</i>	<b>ORAS NG PAGPROSES O TRANSACTION TIME</b>	<b>KAILAN MAKAKARATING</b> <i>Service Delivery Standard</i>
<b>PARCEL CLAIM (INTERNATIONAL)</b>	<p>1. Ipakita ang Notice Card at valid ID. Kung hindi makukuha ng taong nakapangalan sa parsela, kailangang may dalang Authorization Letter at ID ang taong kukuha. <i>(Claimant presents Notice Card and valid ID. For representative, present Authorization Letter and ID of addressee)</i></p> <p>2. Kapag nakita na ang parsela, ito ay dadaan sa pagsusuri ng Customs Officer <i>(Once the package is identified, it will be examined by a Customs Officer)</i></p> <p>3. Bayaran sa Bureau of Customs personnel ang kaukulang Customs Duty/Tariff kung ang parsela ay taxable. <i>(Pay to the Bureau of Customs personnel the Customs Duty/Tariff if the item is taxable)</i></p> <p>4. Bayaran ang Presentation to</p>		<p>Notice Card</p> <p>2 valid IDs</p> <p>Authorization Letter (if representative of the addressee)</p>	<p>Postal Teller Window No. _____</p> <p>Examiner/ Collector Bureau of Customs</p> <p>Examiner/ Collector Bureau of Customs</p> <p>Cashier Window No. _____</p>	10 minuto <i>(10 minutes)</i>	Pagpunta sa Post Office <i>(Upon visit at the Post Office)</i>

	<p>Customs Charge. <i>(Pay the Presentation to Customs Charge)</i></p> <p>5. Maari nang makuha ang parsela <i>(Releasing of parcel)</i></p> <p>6. Para sa door-to-door delivery, magbayad ng delivery fee. <i>(For door-to-door delivery, pay the delivery fee)</i></p>	<p>Tignan ang PHLPPost Rate Guide para sa babayaranang halaga. <i>(Kindly refer to PHLPPost Rate Guide)</i></p>				
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**PARAAN NG PAGKUHA NG SULAT, EXPRESS MAIL AT PARSELA SA POST OFFICES**  
*How to Claim Letters, Express Mail and Package at Post Offices*

<b>URI NG SERBISYO</b> <i>Type of Service</i>	<b>PARAAN NG PAGPAPADALA</b> <i>Process of Sending</i>	<b>BABAYARAN G HALAGA</b> <i>Amount to be paid</i>	<b>KAILANGANG FORM/ REQUIREMENT</b> <i>Needed Form/ Requirement</i>	<b>NAKATAL AGANG KAWANI</b> <i>Person-in-Charge</i>	<b>ORAS NG PAGPROSESO</b> <i>Transaction Time</i>	<b>KAILAN MAKAKARATING</b> <i>Service Delivery Standard</i>
<p align="center"><b>WINDOW DELIVERY CLAIM (FOR LETTERS, EXPRESS MAIL, PARCELS AND UNDELIVERED MAILS)</b></p>	<ol style="list-style-type: none"> <li>1. Ipakita ang Notice Card at valid ID. Kung hindi makukuha ng taong nakapangalan sa parsela/liham, kailangang may dalang Authorization Letter at ID ang taong kukuha. <i>(Claimant presents Notice Card and valid ID. For representative, present Authorization Letter and ID of addressee)</i></li> <li>2. Kung ang sulat, Express Mail o Parsela ay taxable, bayaran ang kaukulang Customs Duty/Tariff sa pamamagitan ng Postal Money Order <i>(If letter, Express Mail or Parcel is taxable, pay the Customs Duty/Tariff by Postal Money Order)</i></li> <li>3. Kung ang sulat, Express Mail o Parsela ay taxable, bayaran ang Presentation to Customs Charge. <i>(If letter, Express Mail or Parcel is taxable, pay the Presentation to Customs Charge)</i></li> <li>4. Pumirma sa Notice Card at sa Delivery Book</li> </ol>		<p>Notice Card</p> <p>2 valid IDs</p> <p>Authorization Letter (if representative of the addressee)</p>	<p>Postal Teller Window No. ____</p>	<p>3 minuto <i>(3 minutes)</i></p>	<p>Pagpunta sa Post Office <i>(Upon visit at the Post Office)</i></p>

	(Sign the Notice Card and Delivery Book)					
	5. Maari nang makuha ang sulat, Express Mail o parsela (Letter, Express Mail or Parcel can be released)					
	7. Para sa door-to-door delivery, magbayad ng delivery fee. (For door-to-door delivery, pay the delivery fee)					

**PARAAN NG PAGPAPADALA AT PAGKUHA NG POSTAL MONEY ORDER**  
*How to Send and Receive Postal Money Order*

<b>URI NG SERBISYO</b> <i>Type of Service</i>	<b>PARAAN NG PAGPAPADALA</b> <i>Process of Sending</i>	<b>BABAYARAN G HALAGA</b> <i>Amount to be paid</i>	<b>KAILANGANG FORM/ REQUIREMENT</b> <i>Form/Requirement Needed</i>	<b>NAKATALA GANG KAWANI</b> <i>Person-in-Charge</i>	<b>ORAS NG PAGPROSESO</b> <i>Transaction Time</i>	<b>KAILAN MAKAKARATING</b> <i>Service Delivery Standard</i>
<b>Postal Money Order</b>	<b>PAGPAPADALA (SENDING):</b> 1. Kumuha at mag-fill out ng Money Order Application Form (Sender fills out Money Order Application Form)  2. Bayaran ang kaukulang fee kasabay ng halagang ipadadala (Give amount to be sent and pay Money Order fee)  3. Kunin ang Money Order check (Get Money Order check)  4. Pilasin ang stub sa Money Order check (Tear off the stub from the Money Order check)  5. Ipadala sa pamamagitan ng Registered ang Money Order check (Send through Registered the Money Order check)	Tingnan ang PHLPost Rate Guide (Please refer to PHLPost Rate Guide)	Money Order Application Form  Money Order Receipt	Postal Teller Window No.  _____	5 minuto (5 minutes)	2-3 Araw Sa loob lamang ng pinagpadalang bayan/lungsod (2-3 Days Within the same city/municipality)  4-5 Araw Kung sa loob lamang ng pinagpadalang rehiyon (4-5 Days Within the region)  5-7 Araw Sa ibang rehiyon (5-7 Days Other regions)  7-15 Araw Sa mga Island Provinces/Barangays (7-15 Days)

	<p>PAGKUHA (<i>CLAIMING</i>):</p> <ol style="list-style-type: none"> <li>1. Ipakita ang Money Order check at isang valid ID <i>(Present the Money Order check and a valid ID)</i></li> <li>2. Kunin ang ipinadalang pera <i>(Claim your money)</i></li> <li>3. Kunin ang Money Order receipt <i>(Get the Money Order receipt)</i></li> </ol>					<p><i>For island Provinces/Barangays</i></p> <p>Kung sa labas ng bansa, tingnan ang Delivery Standard Guide <i>(for outside the Philippines, please refer to Delivery Standard Guide)</i></p>
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**PARAAN NG PAGPAPADALA AT PAGKUHA NG ELECTRONIC POSTAL MONEY ORDER**  
*How to Send and Receive Electronic Postal Money Order*

<b>URI NG SERBISYO</b> <i>Type of Service</i>	<b>PARAAN NG PAGPAPADALA</b> <i>Process of Sending</i>	<b>BABAYARANG HALAGA</b> <i>Amount to be paid</i>	<b>KAILANGANG FORM/REQUIREMENT</b> <i>T Needed Form/Requirement</i>	<b>NAKATALAGANG KAWANI</b> <i>Person-in-Charge</i>	<b>ORAS NG PAGPROSESO</b> <i>Transaction Time</i>	<b>KAILAN MAKAKARATING</b> <i>Service Delivery Standard</i>
<b>ePost MO</b>	<p>PAGPAPADALA (<i>SENDING</i>):</p> <ol style="list-style-type: none"> <li>6. Kumuha at mag-fill out ng Customer Information Sheet <i>(Sender fills out Customer Information Sheet)</i></li> <li>7. Bayaran ang kaukulang fee kasabay ng halagang ipadadala <i>(Give amount to be sent and pay remittance fee)</i></li> <li>8. Kunin ang resibo at ipaalam sa taong pinadalhan ang tracking number <i>(Get receipt and inform recipient the tracking number)</i></li> </ol>	Tingnan ang Postal e-Money Rates Guide <i>(Please refer to Postal e-Money Rates Guide)</i>	<p>Customer Information Sheet</p> <p>Transaction Form</p>	Postal Teller Window No. _____	5 minuto <i>(5 minutes)</i>	Pagkatapos ma-proseso ang transaksyon <i>(Immediately after the processing of transaction)</i>

	<p>PAGKUHA (<i>CLAIMING</i>):</p> <p>4. Ipakita ang tracking number na ipinadala ng sender at isang valid ID <i>(Present the tracking number and a valid ID)</i></p> <p>5. Pumirma sa ePost MO logbook <i>(Sign in the ePost MO logbook)</i></p> <p>6. Kunin ang ipinadalang pera <i>(Claim your remittance)</i></p>					
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**PARAAN NG PAGBABAYAD NG BILL GAMIT ANG BAYAD CENTER**  
*How to Pay Bills through Bayad Center*

<b>URI NG SERBISYO</b> <i>Type of Service</i>	<b>PARAAN NG PAGPAPADALA</b> <i>Process of Sending</i>	<b>BABAYARANG HALAGA</b> <i>Amount to be paid</i>	<b>KAILANGANG FORM/ REQUIREMENT</b> <i>Needed Form/Requirement</i>	<b>NAKATALAGA NG KAWANI</b> <i>Person-in-Charge</i>	<b>ORAS NG PAGPROSES O Transaction Time</b>	<b>KAILAN MAKAKARATING</b> <i>Service Delivery Standard</i>
<b>Bayad Center</b>	<ol style="list-style-type: none"> <li>1. Ipakita ang Billing Statement para sa scanning <i>(Present Billing Statement for scanning)</i></li> <li>2. Bayaran ang kaukulang bill <i>(Pay bil)</i></li> <li>3. Kunin ang kopya ng billing statement na may katibayan na ito ay nabayaran na <i>(Get copy of billing statement with the amount paid printed on designated area)</i></li> </ol>		Billing Statement	Postal Teller Window No. _____	5 minuto <i>(5 minutes)</i>	1-2 araw pagkatapos ma i-encode ang detalye ang bayad. <i>(1-2 days after encoding of the details of payment)</i>

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**PARAAN NG PAGBABAYAD NG PHILHEALTH PREMIUM CONTRIBUTION**  
*How to Pay PhilHealth Premium Contribution*

<b>URI NG SERBISYO</b> <i>Type of Service</i>	<b>PARAAN NG PAGBABAYAD</b> <i>Process of Payment</i>	<b>BABAYARANG HALAGA</b> <i>Amount to be paid</i>	<b>KAILANGANG FORM/REQUIREMENT</b> <i>Needed Form/Requirement</i>	<b>NAKATALAGANG KAWANI</b> <i>Person-in-Charge</i>	<b>ORAS NG PAGPROSESO</b> <i>Transaction Time</i>	<b>KAILAN MAKAKARATING</b> <i>Service Delivery Standard</i>
<b>PhilHealth Premium Payment</b>	<ol style="list-style-type: none"> <li>1. Ipakita ang PhilHealth Premium Payment Slip (2 kopya) para sa scanning <i>(Present PhilHealth Premium Payment Slip (2 copies) for scanning)</i></li> <li>2. Bayaran ang kaukulang premium <i>(Pay corresponding amount of premium)</i></li> <li>3. Kunin ang kopya ng PhilHealth Agency Receipt na may tatak ng Post Office kung</li> </ol>		PhilHealth Premium Payment Slip	Postal Teller Window No. ____	5 minuto <i>(5 minutes)</i>	<p>Ang nakolektang bayad mula sa ika-1 hanggang ika-15 araw ng buwan ay i-reremit sa ika-25 araw ng buwan at ang nakoleta naman sa mga araw ng ika-16 hanggang ika-31 ng buwan ay i-reremit sa ika-10 araw ng susunod na buwan.</p> <p><i>(Collected payment for the day 1-15 of the month shall be remitted to the 25<sup>th</sup> of the month and from day 16-31 is on the 10<sup>th</sup> day of the succeeding month)</i></p>



	saan binayaran (Get copy of PhilHealth Agency Receipt with the amount paid printed by the Post Office)					
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**PARAAN NG PAGKUHA NG POSTAL ID**  
*How to Apply for Postal ID*

<b>URI NG SERBISYO</b> <i>Type of Service</i>	<b>PARAAN NG PAGKUHA</b> <i>Application Process</i>	<b>BABAYARANG HALAGA</b> <i>Amount to be paid</i>	<b>KAILANGANG FORM/ REQUIREMENT</b> <i>Needed Form/ Requirement</i>	<b>NAKATALAGAN G KAWANI</b> <i>Person-in-Charge</i>	<b>ORAS NG PAGPROSESO</b> <i>Transaction Time</i>	<b>KAILAN MAKAKARATING</b> <i>Service Delivery Standard</i>
<b>POSTAL ID</b>	<ol style="list-style-type: none"> <li>1. Kumuha at punan ang Postal ID (PID) Application Form (Get and fill-out Postal ID application form)</li> <li>2. Isumite ang application form kasama ng iba pang hinihinging dokumento (Submit application form along with other required documents)</li> <li>3. Bayaran ang kaukulang Postal ID fee (Pay Postal ID fee)</li> <li>4. Tumuloy sa Data Capture Station upang magpa-encode ng detalye sa sistema at magpakuha ng biometrics data at litrato. (Proceed to the Data Capture Station for</li> </ol>	<p>Tignan ang PHLPst Rate Guide para sa babayarang halaga.</p> <p><i>(Kindly refer to PHLPst Rate Guide)</i></p>	Please see attached PID requirements	Postal Teller Window No. _____	8 – 15 minuto (8 - 15 minutes)	<p>5-7 days for Metro Manila</p> <p>7-15 days for the rest of Luzon, Visayas and Mindanao</p> <p>May exceed 15 days for towns without Post Office and under scheduled deliveries</p>

	<p><i>the encoding of applicant details in the system and capturing of biometrics data/photo.)</i></p> <p>5. Kung walang Data Capture Station sa Post Office, pumunta sa designated Capturing Post Office upang magpa-encode ng detalye sa sistema at magpakuha ng biometrics data at litrato. <i>(If there is no Data Capture Station in the Post Office, go to the designated Capturing Post Office for the encoding of applicant details in the system and capturing of biometrics data/photo.)</i></p> <p>6. Maghintay sa paghatid ng Postal ID sa inyong napiling address na pagpapadalahan <i>(Wait for the delivery of your Postal ID at your preferred mailing address)</i></p>			<p>Please see attached list of Capturing Offices</p>		
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