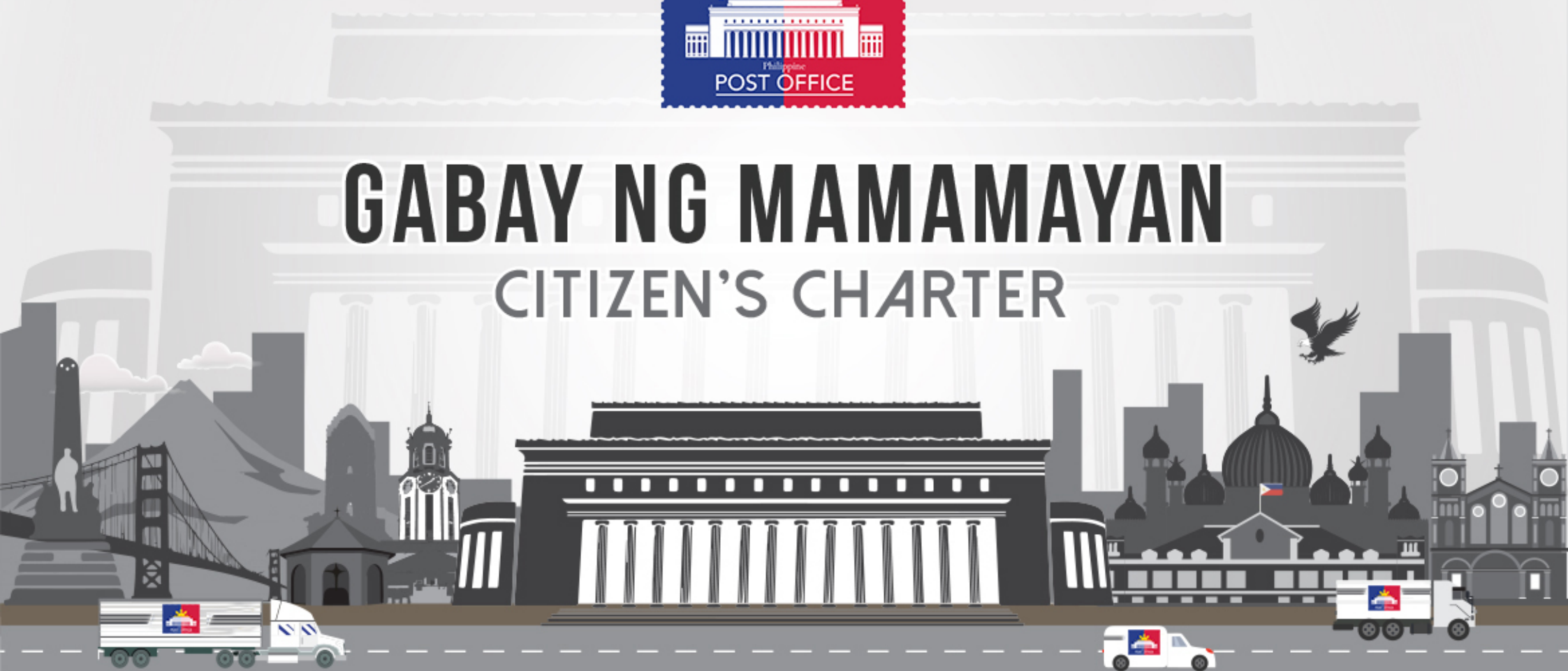


KORPORASYONG PANGKOREO NG PILIPINAS



GABAY NG MAMAMAYAN CITIZEN'S CHARTER



phlpost.gov.ph



facebook.com/PHLPost



youtube.com/PHLpost



[phlpostofficial](https://instagram.com/phlpostofficial)



[@Ppostofficial](https://twitter.com/Ppostofficial)



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3 MANDATE, VISION, MISSION AND PLEDGE OF COMMITMENT



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.

VISION

By 2025, the Post Office is the preferred universal delivery service provider of communications, goods and merchandise, and payment services in every Filipino community.

MISSION

The Philippine Postal Corporation provides efficient, competitive and on-time delivery of 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".

4 PHLPOST CUSTOMER CARE



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

Customer Care Hotline :	(02) 288-POST
Website :	https://www.phlpost.gov.ph
E-Mail Address :	customercare@phlpost.gov.ph
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

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 required 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.

5 LEGENDS



PARAAN NG PAGPAPADALA
(Process of Sending)



MGA KAILANGAN
(Requirements)



NAKATALAGANG KAWANI
(Person-in-Charge)



BABAYARANG HALAGA
(Fees to be Paid)



KABUUANG TAGAL NG PAGPROSESO
(Total Transaction Time)



PAMANTAYAN NG PAGLILINGKOD
(Service Standard)



ITIM NA LETRA PARA SA TAGALOG AT PULA NA LETRA PARA SA ENGLISH
(Black font for Tagalog and Red font for English)

6 ORDINARY MAIL – LOKAL / PANDAIGDIG

(Steps in Sending an Ordinary Mail – Domestic / International)



ORDINARY MAIL



Stamps or Metered
Machine Teller



1-2 minuto bawat
pirason ng sulat
(1-2 minutes per piece
of mail)



Selyo o tatak mula sa
Postage Metered Machine
(Postage Stamp or
Postage Metered Machine
Impression)



Ang babayarang halaga ay
batay sa:
a. Timbang
b. Destinasyon
c. Paraan ng pagpapadala
(Rates are based on the
following:
a. Weight
b. Destination
c. Mode of conveyance)

Mangyaring tingnan ang
PHLPost Rate Guide para sa
babayarang halaga
(Kindly refer to PHLPost Rate
Guide for amount.)



Sa loob ng 1-2 araw para sa mga liham na
papunta sa parehong bayan/lugar
(Within 1-2 working days for
mails Within Locality)

Sa loob ng 4 araw para sa mga liham na
papunta sa ibang bayan/lugar na nasa
parehong rehiyon
(Within 4 working days for Intra-
Regional mails)

Sa loob ng 7 araw para sa mga liham na
papunta sa ibang bayan/lugar na nasa ibang
rehiyon
(Within 7 working days for Inter-
Regional mails)

Para sa mga liham na papunta sa ibang bansa:
- Asia-Pacific (8-10 araw)
- Europe/Middle East (10-12 araw)
- Americas (10-14 araw)
- Africa (12-16 araw)
(For outgoing mails:
- Asia-Pacific (8-10 working days)
- Europe/Middle East
(10-12 working days)
- Americas (10-14 working days)
- Africa (12-16 working days)

1. Dalhin ang liham sa nakatalagang Postal
Teller para malaman ang timbang ng liham at
halaga ng selyong kailangan.
(Present mail to the designated Postal Teller
to determine its weight and the amount of
postage needed.)

2. Bayaran ang kaukulang halaga ng ibinigay na
selyo o itinatak na Postage Metered Machine
impression.
(Pay the amount of stamps issued or Postage
Metered Machine impression.)

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.
(If provided with stamps, attach the stamps in
the upper right-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.)

4. Kung tinatakan ng Postage Metered Machine
impression, ihulog ang liham sa buson na
matatagpuan sa loob ng opisina o iabot sa
itinalagang counter.
(If with Postage Metered Machine impression,
drop the mail at mailbox located at the post
office)

7 REGISTERED MAIL – LOKAL / PANDAIGDIG

(Steps in Sending a Registered Mail – Domestic / International)



REGISTERED MAIL



Stamps or Metered
Machine Teller



2-4 minuto bawat piraso
ng sulat
(2-4 minutes per piece
of mail)



Selyo o tatak mula sa
Postage Metered
Machine
(Postage Stamp or
Postage Metered
Machine Impression)

Registry Return Card -
kung gusto ng
nagpapadala
(Registry Return Card -
at sender's option)

Barcode Sticker - para
sa mga sulat pandaigdig
lamang
(Barcode sticker - for
international mails only)



Ang babayaranang halaga ay
batay sa:
a. Timbang
b. Destinasyon
c. Paraan ng pagpapadala
(Rates are based on the
following:
a. Weight
b. Destination
c. Mode of conveyance)

Mangyaring tingnan ang
PHLPast Rate Guide para
sa babayaranang halaga
(Kindly refer to PHLPast
Rate Guide for amount.)



Sa loob ng 1-2 araw para sa mga liham na
papunta sa parehong bayan/lugar
(Within 1-2 working days for
mails Within Locality)

Sa loob ng 5 araw para sa mga liham na
papunta sa ibang bayan/lugar na nasa
parehong rehiyon
(Within 5 working days for Intra-
Regional mails)

Sa loob ng 7 araw para sa mga liham na
papunta sa ibang bayan/lugar na nasa ibang
rehiyon
(Within 7 working days for Inter-
Regional mails)

Para sa mga liham na papunta sa ibang bansa:

- Asia-Pacific (8-10 araw)
- Europe/Middle East (10-12 araw)
- Americas (10-14 araw)
- Africa (12-16 araw)

(For outgoing mails:
- Asia-Pacific (8-10 working days)
- Europe/Middle East
(10-12 working days)
- Americas (10-14 working days)
- Africa (12-16 working days)

1. Dalhin ang liham sa nakatalagang Postal Teller para malaman ang timbang ng liham at halaga ng selyong kailangan.
(Present mail to designated Postal Teller to determine its weight and the amount of postage needed.)
2. Kung nais lagyan ng return card, humingi at punan ng mga kailangang impormasyon ang naturang card.
(If with return card, request and fill up the said return card with the needed information.)
3. Bayaran ang kaukulang halaga ng inilagay na selyo o itinatak na Postage Metered Machine impression.
(Pay the amount of stamps issued or Postage Metered Machine impression.)
4. Kung binigyan ng selyo, idikit ito sa itaas na kanang bahagi ng sulat at iabot ang liham sa nakatalagang Postal Teller para ipa-rehistro sa Registry Book at lagyan ng bilang o barcode sticker.
(If provided with stamps, attach the stamps in the upper right-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.)
5. Kung tinatakan ng Postage Metered Machine impression, iabot ang liham sa nakatalagang Postal Teller para ipa-rehistro sa Registry Book at lagyan ng bilang o barcode sticker.
(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.)
6. Kunin ang Registry Receipt mula sa Postal Teller.
(Get Registry Receipt from the Postal Teller.)

8 E-REGISTERED MAIL

(Steps in Sending an e-Registered Mail)



E-REGISTERED MAIL



Stamps or Metered
Machine Teller



2-4 minuto bawat piraso
ng sulat
(2-4 minutes per piece
of mail)



Selyo o tatak mula sa
Postage Metered
Machine
(Postage Stamp or
Postage Metered
Machine Impression)

Electronic Registry Return
Receipt (eRRR) or
Acknowledgement
Receipt



Ang babayaranang halaga ay
batay sa:
a. Timbang
b. Destinasyon
c. Paraan ng pagpapadala
(Rates are based on the
following:
a. Weight
b. Destination
c. Mode of conveyance)

Mangyaring tingnan ang
PHLPast Rate Guide para
sa babayaranang halaga
(Kindly refer to PHLPast
Rate Guide for amount)



Sa loob ng 1-2 araw para sa mga liham na
papunta sa parehong bayan/lugar
(Within 1-2 working days for
mails Within Locality)

Sa loob ng 5 araw para sa mga liham na
papunta sa ibang bayan/lugar na nasa
parehong rehiyon
(Within 5 working days for Intra-
Regional mails)

Sa loob ng 7 araw para sa mga liham na
papunta sa ibang bayan/lugar na nasa ibang
rehiyon
(Within 7 working days for Inter-
Regional mails)

Para sa mga liham na papunta sa ibang bansa:

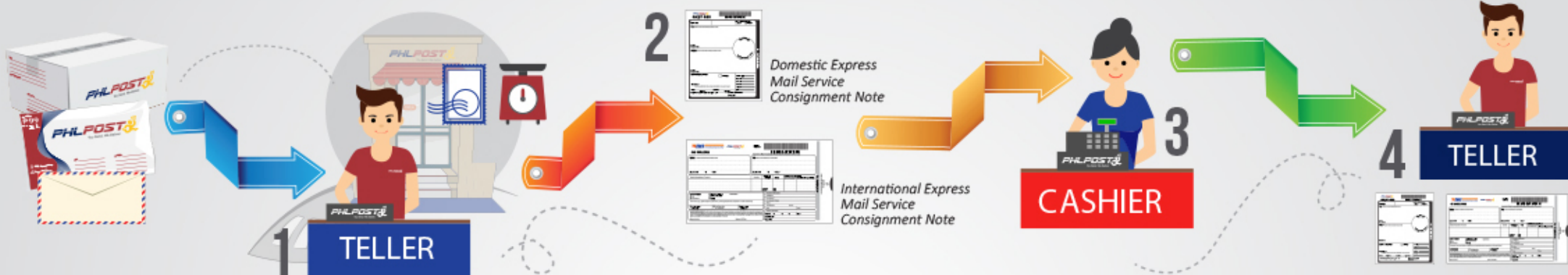
- Asia-Pacific (8-10 araw)
- Europe/Middle East (10-12 araw)
- Americas (10-14 araw)
- Africa (12-16 araw)

(For outgoing mails:

- Asia-Pacific (8-10 working days)
- Europe/Middle East (10-12 working days)
- Americas (10-14 working days)
- Africa (12-16 working days)

1. Dalhin ang liham sa nakatalagang Postal Teller para malaman ang timbang ng liham at halaga ng selyong kailangan.
(Present mail to designated Postal Teller to determine its weight and the amount of postage needed.)
2. Bayaran ang kaukulang halaga ng inilagay na selyo o itinatak na Postage Metered Machine impression.
(Pay the amount of stamps issued or Postage Metered Machine impression.)
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.
(If provided with stamps, attach the stamps in the upper right-hand corner of the letter and present mail to the designated Postal Teller for encoding into the system.)
4. Kung tinatakan ng Postage Metered Machine impression, iabot ang liham sa nakatalagang Postal Teller para maipasok sa system.
(If with Postage Metered Machine impression, present mail to the designated Postal Teller for encoding into the system.)
5. Pagkatapos maipasok sa system, kunin ang Electronic Registry Return Receipt mula sa nakatalagang Postal Teller.
(After encoding in the system, get Electronic Registry Return Receipt from the Postal Teller.)

9 EXPRESS MAIL - LOKAL/PANDAIGDIG (Steps in Sending a Domestic/International Express Mail)



EXPRESS MAIL



Express Window Teller



3-5 minuto bawat piraso ng sulat na naglalaman ng dokumento
(3-5 minutes per piece of mail containing document/s)

10-15 minuto bawat kahon ng naglalaman ng gamit o kalakal
(5-10 minutes per box containing goods or merchandise)



Selyo o tatak mula sa Postage Metered Machine
(Postage Stamp or Postage Metered Machine Impression)

Para sa Lokal na Express Mail:
(For Domestic Express Mail:)

- Express Mail Service (EMS) pouch/envelope
- PHLPak box
- DEMS Consignment Note

Para sa Pandaigdig na Express Mail:
(For International Express Mail:)

- Express Mail Service (EMS)
- pouch/envelope
- PHLPak box
- IEMS Consignment Note



Ang babayaranang halaga ay batay sa:

- Timbang or timbang base sa sukat para sa mga parcel o kalakal
- Destinasyon
- Paraan ng pagpapadala
(Rates are based on the following:
 - Weight or volumetric weight for parcels merchandise
 - Destination
 - Mode of conveyance

Mangyaring tingnan ang PHLPak Rate Guide para sa babayaranang halaga
(Kindly refer to PHLPak Rate Guide for amount)



Sa loob ng 1-2 araw para sa mga liham na papunta sa parehong bayan/lugar at sakop ng mga pinangakong lugar lamang
(Within 1-2 working days for mails Within Locality and within the committed areas only)

Sa loob ng 1-2 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa parehong rehiyon
(Within 1-2 working days for Intra-Regional mails)

Sa loob ng 1-2 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa ibang rehiyon
(Within 1-2 working days for Inter-Regional mails)

Para sa mga liham na papunta sa ibang bansa:

- Asia-Pacific (8-10 araw)
- Europe/Middle East (10-12 araw)
- Americas (10-14 araw)
- Africa (12-16 araw)

(For outgoing mails:
 - Asia-Pacific (8-10 working days)
 - Europe/Middle East (10-12 working days)
 - Americas (10-14 working days)
 - Africa (12-16 working days)

Mangyaring magtanong sa nakatalagang Postal Teller para sa listahan ng mga pinangakong lugar
(Kindly ask the designated Postal for the list of committed areas)

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.
(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.)

2. Punan ang ibinigay na Consignment Note ng mga kinakailangang impormasyon at ilagay ang liham sa mailing pouch o ang mga kalakal sa kahon.
(Fill-up the provided Consignment Note with the required information and enclose the mail/merchandise in the mailing pouch/box.)

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 padadalhan. Kung walang sariling kahon at pambalot, maaaring bumili ng kahong PHLPak at magbayad ng packaging service fee.
(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 PHLPak box and pay the packaging service fee.)

4. Bayaran ang kaukulang halaga ng ihuhulog na liham/kalakal.
(Pay the corresponding amount for the mail/merchandise to be posted.)

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.
(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.)

Stamps or Metered Machine Teller

Parcel Window Teller

10 ORDINARY PARCEL (LOKAL) AT AIR/SURFACE/SAL PARCEL (PANDAIGDIG)

(Steps in Sending Domestic Ordinary Parcel and International Air/Surface/SAL Parcel)



ORDINARY PARCEL



Parcel Window Teller



10-15 minuto bawat kahon na naglalaman ng mga gamit o kalakal
(10-15 minutes per box containing goods or merchandise)



Selyo o tatak mula sa Postage Metered Machine
(Postage Stamp or Postage Metered Machine Impression)



Ang babayaranang halaga ay batay sa:
a. Timbang or timbang base sa sukat para sa mga parcel o kalakal
b. Destinasyon
c. Paraan ng pagpapadala
(Rates are based on the following:
a. Weight or volumetric weight for parcels/merchandise
b. Destination
c. Mode of conveyance)



Sa loob ng 1-2 araw para sa mga liham na papunta sa parehong bayan/lugar
(Within 1-2 working days for mails Within Locality)

Sa loob ng 4 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa parehong rehiyon
(Within 4 working days for Intra-Regional mails)

Sa loob ng 7 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa ibang rehiyon
(Within 7 working days for Inter-Regional mails)

Para sa mga liham na papunta sa ibang bansa:
- Sa pamamagitan ng eroplano (15-30 araw)
- Sa pamamagitan ng barko at/o eroplano (30-90 araw)
(For outgoing mails:
- By Air (15-30 working days)
- By Surface/SAL (30-90 working days)

1. Dalhin ang 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.
(Present 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.)

2. Punan ang ibinigay na Consignment Note ng mga kinakailangang impormasyon at ilagay ang mga kalakal sa kahon.
(Fill-up the provided Consignment Note with the required information and enclose the mail/merchandise in the mailing pouch/box.)

3. Isara ang kahon na naglalaman ng mga ihuhulog na kalakal at isulat sa kahon ang pangalan, tirahan at contact no. ng nagpadala at padadalhan. Kung walang sariling kahon at pambalot, maaaring bumili ng kahong PHLPost Pak at magbayad ng packaging service fee.
(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. Mailables/clients without box and packaging materials may buy the appropriate PHLPost Pak box and pay the packaging service fee.)

4. Bayaran ang kaukulang halaga ng ihuhulog na liham/kalakal.
(Pay the corresponding amount for the mail/merchandise to be posted.)

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.
(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.)

Post Shop Teller and/or Parcel Window Teller

Stamps or Metered Machine Teller

Parcel Window Teller

Para sa Lokal na Ordinary Parcel:
(For Domestic Ordinary Parcel:)

PHLPost Pak box

Para sa Pandaigdig na Air/Surface/SAL Parcel:
(For International Air/Surface/SAL Parcel:)

- PHLPost Pak box
- Barcode Sticker
- International Parcel Manifold Set (CP72)

11 REGISTERED/EXPRESS MAIL

(Steps in Claiming Parcel and Registered/Express Mail)



CLAIMING PARCEL					
<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. <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. <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. <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. <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 Cashier ng Post Office. <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. <i>(Present receipts to claim Parcel or Registered/Express mail.)</i></p>	<p>Parcel/Registered/ Express Window Teller</p> <p>Registered Window Teller</p> <p>Bureau of Customs Examiner</p> <p>Bureau of Customs Cashier or authorized personnel</p> <p>Post Office Cashier</p> <p>Parcel/Express Mail Window Teller</p>	<p>10-15 minuto <i>(10-15 minutes)</i></p> <p>Karaniwang tagal ng proseso at depende sa dami ng kliyente <i>(Average processing time only and depends on the number of clients)</i></p>	<p>Notice Card</p> <p>2 valid IDs ng may-ari at/o kinatawan ng may-ari <i>(2 valid IDs of the Addressee and/or Authorized Representative)</i></p> <p>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></p>	<p>Presentation to Customs Charge of PhP112.00 (inclusive of VAT)</p> <p>Customs Duty/Tariff and other charges (per assessment of the Bureau of Customs personnel)</p>	<p>Ang Express mail ay idinideliver o inihatid sa mismong lugar na nakasaad sa sobre o pakete, maliban kung ito ay nakahold sa Customs. <i>Generally, Express Mail items are delivered door-to-door as addressed, except those held at customs or requires payment of customs duty.</i></p>

12 ELECTRONIC POSTAL MONEY ORDER

(Steps in Sending Electronic Postal Money Order)



ELECTRONIC POSTAL MONEY ORDER

1. Para sa magpapadala ng pera gamit ang Electronic Postal Money Order, kumuha at mag-fill out ng Customer Information Sheet and Transaction Form.
(For those sending money through electronic Postal Money Order, fill-out the Customer Information Sheet and Transaction Form.)
2. Bayaran ang kaukulang fee kasabay ng halagang ipapadala.
(Pay the Postal Money Order fee and give the corresponding amount to be sent.)
3. Para sa gumamit ng electronic Postal Money Order, kunin ang resibo at ipaalam sa taong pinadalhan ang tracking number.
(For those who used the electronic Postal Money Order, Get receipt and inform recipient of the tracking number.)



Postal Money Order Teller and/or Post Office Cashier

Stamps or Metered Machine Teller and Registry



3-5 minuto bawat transaksyon
(3-5 minutes per transaction)



Postal Money Order Application Form

Postal Money Order Receipt

Postal Money Order Check

Customer Information Sheet



Mangyaring tingnan ang PHLPost Rate Guide para sa babayaranang halaga
(Kindly refer to PHLPost Rate Guide for amount of fees to be paid)









Ang electronic Postal Money Order ay maaring matanggap sa loob lamang ng 5 minuto.
(The electronic Postal Money Order is received within 5 minutes.)

13 PAPER-BASED POSTAL MONEY ORDER

(Steps in Sending Paper-Based Money Order)









 PAPER-BASED POSTAL MONEY ORDER					
<p>1. 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></p> <p>2. Bayaran ang kaukulang fee kasabay ng halagang ipapadala. <i>(Pay the Postal Money Order fee and give the corresponding amount to be sent.)</i></p> <p>3. 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 tearoff the stub. Said check should be sent through Registered Mail.)</i></p>	<p>Postal Money Order Teller and/or Post Office Cashier</p> <p>Stamps or Metered Machine Teller and Registry</p>	<p>3-5 minuto bawat transaksyon <i>(3-5 minutes per transaction)</i></p>	<p>Postal Money Order Application Form</p> <p>Postal Money Order Receipt</p> <p>Postal Money Order Check</p> <p>Customer Information Sheet</p>	<p>Mangyaring tingnan ang PHLPost Rate Guide para sa babayaranang halaga <i>(Kindly refer to PHLPost Rate Guide for amount of fees to be paid)</i></p>	<p>Ang paper-based Postal Money Order check ay ipinapadala sa pamamagitan ng Registered Mail, mangyaring tingnan 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></p>

14 BILLS GAMIT ANG BAYAD CENTER

(Steps in Paying Bills through Bayad Center)



 PAYMENT OF BILLS					
<ol style="list-style-type: none"> 1. 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> 2. Bayaran ang bill at kaukulang transaction fee, kung meron man. <i>(Pay the bill and corresponding transaction fee, if applicable.)</i> 3. 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> 	<p>Bayad Center Teller</p>	<p>1-3 minuto bawat transaksyon <i>(1-3 minutes per transaction)</i></p>	<p>Billing Statement and/or Payment Form</p>	<p>Depende sa halaga ng babayaranang bill <i>(Depends on the amount of bills to be paid.)</i></p> <p>Ang Transaction Fee ay depende sa uri ng babayaranang bill. <i>(Transaction Fee depends on the kind of bill to be paid.)</i></p>	<p>1-2 araw pagkatapos mai-encode ang detalye ng bayad. <i>(1-2 working days after encoding of the details of payment)</i></p>

16 PAGKUHA NG POSTAL ID

(Steps in Applying for a Postal ID)



POSTAL ID



Postal ID Teller



10–15 minuto bawat transaction
(10-15 minutes per transaction)



2 PID Application Form

Alin man sa mga sumusunod:
(Any one of the following:)

- Original Birth Certificate from NSO or Local Civil Registrar
- Valid GSIS/SSS UMID Card
- Valid Driver's License
- Valid Passport

O, dalawang valid IDs, kung saan ang isa dapat ay may larawan at lagda ng nagaaplay.
(Or, any two valid IDs, one of which should bear the applicant's photo and signature.)

Pagpapatunay ng Tirahan
(Proof of Address)

Acknowledgement Slip
Mangyaring itanong sa nakatalagang Postal Teller ang listahan ng iba pang mga tinatanggap na IDs at ano mang mga katanungan.
(Please inquire with the designated Postal Teller for the list of other acceptable IDs and other concerns.)



Mangyari tingnan ang PHLPost Rate Guide para sa babayarang kaukulang halaga.



Sa loob ng 5-7 araw para sa mga lugar sa Metro Manila.
(Within 5-7 working days for Metro Manila.)

Sa Ilob ng 7-15 araw para sa iba pang lugar sa Luzon, Visayas at Mindanao.
(Within 7-15 working days for the rest of Luzon, Visayas and Mindanao.)

Maaring mas matagal sa 15 araw para sa mga lugar na walang post office at nasa ilalim ng tinatakdang paghahatid ng sulat
(May exceed 15 working days for towns without Post Office and under scheduled deliveries)

- Kumuha at punan ang Postal ID (PID) Application Form ng mga kailangang impormasyon.
(Get and fill-out Postal ID application form with the necessary information.)
- Ipasa ang 2 application forms kasama ng iba pang mga kailangan dokumento.
(Submit the 2 application forms along with the required documents)
- Bayaran ang kaukulang Postal ID fee.
(Pay the corresponding Postal ID fee.)
- Tumuloy sa Data Capture Station upang ma-encode ang inyong mga detalye sa sistema at magpakuha ng biometrics data at larawan.
(Proceed to the Data Capture Station for the encoding of applicant's details in the system and capturing of biometrics data and photo.)
- Kung walang Data Capture Station sa Post Office, pumunta sa inyong designated Capturing Post Office upang ma-encode ang inyong mga detalye sa sistema at magpakuha ng biometrics data at larawan.
(If there is no Data Capture Station in the Post Office, go to your designated Capturing Post Office for the encoding of applicant details in the system and capturing of biometrics data and photo.)
- Matapos ma-encode ang inyong mga detalye at makuhanan ng biometrics data at larawan, iaabot ng Data Capture Operator ang inyong Acknowledgement Slip.
(After encoding of applicant's details and capturing of biometrics data and photo, the Data Capture Operator shall provide you with your Acknowledgement Slip.)
- Maghintay sa paghatid ng Postal ID sa inyong napiling address na pagpapadalahan.
(Wait for the delivery of your Postal ID at your preferred mailing address)

17

SIGNAGE OF POLICIES

(Karatula ng Patakaran)



BAWAL MANIGARILYO
No Smoking



BAWAL ANG FIXER
No Fixers Allowed



NO NOON BREAK
No Noon Break



BAWAL NA PAGTANGGAP NG REGALO
No Gift Policy