



# **PHILIPPINE POSTAL CORPORATION**

**CITIZEN'S CHARTER  
Series of 2026**

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## **I. MANDATE**

As a Government-Owned and Controlled Corporation, the Philippine Postal Corporation is mandated 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;
- 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; and,
- 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.

## **II. MISSION**

“To provide efficient, competitive, environment-friendly, and on-time delivery of communications, goods, and payment services within the Philippines and across the world with an empowered team of postal workers”

## **VISION**

“By 2028, PHLPost is the leader in the reliable delivery of communications, goods, and payment services, bridging communities within the Philippines and across the world.”

## **III. 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.”*

# **POST OFFICES EXTERNAL SERVICES**

## A. SENDING AN ORDINARY MAIL

The Ordinary Mail is the most affordable means of sending non-time sensitive documents, which may or may not be subject to inspection. The ordinary mail includes all unrecorded items which are charged the basic postage rate and delivered through regular delivery channels.

### 1. Sending an Ordinary Mail through a Delivery Post Office

Delivery Post Office - a postal outlet of the Philippine Postal Corporation that provides acceptance and delivery services to mailers/clients. Aside from accepting and delivering mail items, Delivery Post Offices often provide other postal related services such as sending and receiving of Postal Money Order, Postal ID capturing, Post Office Box, etc.

#### 1.1. Domestic Ordinary Mail (for Within Locality Delivery)

Within locality delivery indicates that the mail item was posted and for delivery within the same City/Municipality such as an Ordinary Mail accepted in Manila Central Post Office and for delivery to any addressee in the City of Manila.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

REQUIREMENT	WHERE TO SECURE
Physical Stamps or Postage Metered Machine Impression	Postal Teller's Counter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Ordinary Mails by Delivery Post Office (for Within Locality Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	Postal Teller, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	Postal Teller, Post Office
3. If provided with stamp/s, attach the stamp/s in the upper right-hand corner of the letter and drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	3. Receive the mail with postage stamp/s and put it in the box of ordinary mails.	None	5 minutes	Postal Teller, Post Office
4. If with a Postage Metered Machine impression, drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	4. Receive the mail with a metered machine impression and put it in the box of ordinary mails.	None	5 minutes	Postal Teller, Post Office
	5. Forward all ordinary mails received to the Processing Section of the Post Office.	None	7 hours	Postal Teller, Post Office
<b>Processing of Ordinary Mails by Delivery Post Office (for Within Locality Delivery)</b>				
	6. Process and forward all ordinary mails to the Delivery Section of the Post Office.	None	1 day	Mail Sorter/ Head of Processing Section, Post Office
<b>Delivery of Ordinary Mails by Delivery Post Office (for Within Locality Delivery)</b>				
	7. Sort and deliver all ordinary mails received to all	None	1 day	Mail Sorter/ Letter Carrier, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	concerned mail recipients.			
	<b>TOTAL</b>	Please refer to the updated PHLPost Postage Rate Guide	<b>2 days, 7 hours, and 20 minutes</b>	

### 1.2. Domestic Ordinary Mail (for Intra-Area Delivery)

Intra-Area delivery indicates that the mail item was posted and for delivery within the same Postal Area such as an Ordinary Mail accepted in Makati Central Post Office and for delivery to an addressee in Pasay City. Makati City and Pasay City are two (2) locations both within the jurisdiction of Mega Manila Area (Postal Area III).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

REQUIREMENT	WHERE TO SECURE
Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Ordinary Mails by Delivery Post Office (for Intra-Area Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	Postal Teller, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	Postal Teller, Post Office
3. If provided with stamp/s, attach the stamp/s in the upper right-hand corner of the letter and drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	3. Receive the mail with postage stamp/s and put it in the box of ordinary mails.	None	5 minutes	Postal Teller, Post Office
4. If with a Postage Metered Machine impression, drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	4. Receive the mail with a metered machine impression and put it in the box of ordinary mail.	None	5 minutes	Postal Teller, Post Office
	5. Forward all ordinary mails received to the Processing Section of the Post Office	None	7 hours	Postal Teller, Post Office
<b>Processing of Ordinary Mails by Delivery Post Office (for Intra-Area Delivery)</b>				
	6. Process all ordinary mail received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	1 day	Mail Sorter/ Head of Processing Section, Post Office
<b>Dispatch and Transport of Ordinary Mails to Mail Distribution Center (for Intra-Area Delivery)</b>				
	7. Transport all received mailbag dispatches to the	None	1 day	Driver/Courier, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Mail Distribution Center or to the Delivery Post Office (for those with direct dispatches)			
<b>Processing of Ordinary Mails at the Mail Distribution Center (for Intra-Area Delivery)</b>				
	8. Process all ordinary mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	1 day	Mail Sorter/ Head of Processing Section, Mail Distribution Center
<b>Dispatch and Transport of Ordinary Mails to Delivery Post Office (for Intra-Area Delivery)</b>				
	9. Transport all received mailbag dispatches to the Delivery Post Office.	None	1 day	Driver/Courier, Mail Distribution Center / Airline / Shipping Line
<b>Delivery of Ordinary Mails by Delivery Post Office (for Intra-Area Delivery)</b>				
	10. Sort and deliver all ordinary mails received to all concerned mail recipients.	None	5 days	Mail Sorter/ Letter Carrier, Post Office
<b>TOTAL</b>		<b>Please refer to the updated PHLPost Postage Rate Guide</b>	<b>9 days, 7 hours, and 20 minutes</b>	

*Note: Total transaction time exceeds 7 working days due to the following considerations:*

1. *Transit times to and from Mail Distribution Centers, and Post Offices*
2. *Usual delivery time in post offices is within a day. However, five (5) days delivery time reflects processing time incurred for far-flung areas with a once-a-week delivery schedule.*

### 1.3. Domestic Ordinary Mail (for Inter-Area Delivery)

Inter-Area delivery indicates that the mail item was posted in a particular Postal Area and for delivery to a different Postal Area such as an Ordinary Mail accepted in Quezon City Central Post Office (under Mega Manila Area - Postal Area III) and for delivery to an addressee in Davao City (under Eastern Mindanao Area - Postal Area VII).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

REQUIREMENT	WHERE TO SECURE
Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Ordinary Mails by Delivery Post Office (for Inter-Area Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	Postal Teller, Post Office
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the latest PHLPost Postage Rate Guide	5 minutes	Postal Teller, Post Office
3. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and drop	3. Receive the mail with postage stamps and put it in the box of ordinary mail.	None	5 minutes	Postal Teller, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the mail in the mailbox located at the post office lobby or hand it over to the designated counter.				
4. If with a Postage Metered Machine impression, drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	4. Receive the mail with a metered machine impression and put it in the box of ordinary mail.	None	5 minutes	Postal Teller, Post Office
	5. Forward all ordinary mails received to the Processing Section of the Post Office	None	7 hours	Postal Teller, Post Office
<b>Processing of Ordinary Mails by Delivery Post Office (for Inter-Area Delivery)</b>				
	6. Process all ordinary mails received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	1 day	Mail Sorter/ Head of Processing Section, Post Office
<b>Dispatch and Transport of Ordinary Mails to Mail Distribution Center (for Inter-Area Delivery)</b>				
	7. Transport all received mailbag dispatches to the Mail Distribution Center.	None	1 day	Driver/Courier, Post Office
<b>Processing of Ordinary Mails at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	8. Process all ordinary mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	1 day	Mail Sorter/ Head of Processing Section, Mail Distribution Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Dispatch and Transport of Ordinary Mails to the Office of Exchange (for Inter-Area Delivery)</b>				
	9. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	Driver/Courier, Mail Distribution Center / Airline / Shipping Line
<b>Processing of Ordinary Mails at the Office of Exchange (for Inter-Area Delivery)</b>				
	10. Process all ordinary mails received and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	Postage due if found delinquent or insufficient	1 day	Mail Sorter/ Head of Processing Section, Office of Exchange
<b>Dispatch and Transport of Ordinary Mails to the Mail Distribution Center (for Inter-Area Delivery)</b>				
	11. Transport all received mailbag dispatches to the Mail Distribution Center	None	1 day	Driver/Courier, Mail Distribution Center / Network Transport Department / Airline / Shipping Line
<b>Processing of Ordinary Mails at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	12. Process all ordinary mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	1 day	Mail Sorter/ Head of Processing Section, Mail Distribution Center
<b>Dispatch and Transport of Ordinary Mails to the Delivery Post Office (for Inter-Area Delivery)</b>				
	13. Transport all received mailbag dispatches to the Delivery Post Office.	None	1 day	Driver/Courier, Mail Distribution Center
<b>Delivery of Ordinary Mails by Delivery Post Office (for Intra-Area Delivery)</b>				
	14. Deliver all ordinary mails received for the day to all	None	5 days	Letter Carrier, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	concerned mail recipients.			
	<b>TOTAL</b>	<b>Please refer to the latest PHLPost Postage Rate Guide</b>	<b>13 days, 7 hours, and 20 minutes</b>	

*Note : Total transaction time exceeds 7 working days due to the following considerations:*

1. Transit times to and from the Offices of Exchange (AMED / EMED / SMED), Mail Distribution Centers, and Post Offices are affected by force majeure or other causes.
2. Usual delivery time in post offices is within a day. However, five (5) days or more delivery period reflects conveyance time incurred for far-flung areas with intermittent transport schedules.

#### 1.4. Ordinary Airmail (for International Delivery)

International delivery indicates that the mail item is for delivery to international destinations such as an Ordinary Mail accepted in a local Post Office and for delivery to an addressee residing in another foreign country.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

REQUIREMENT	WHERE TO SECURE
Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Ordinary Airmails by Delivery Post Office (for International Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	Postal Teller, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	Postal Teller, Post Office
3. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	3. Receive the mail with postage stamps and put it in the box of ordinary airmails.	None	5 minutes	Postal Teller, Post Office
4. If with a Postage Metered Machine impression, drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	4. Receive the mail with a metered machine impression and put it in the box of ordinary airmails.	None	5 minutes	Postal Teller, Post Office
	5. Forward all ordinary airmails received to the Processing Section of the Post Office.	None	7 hours	Postal Teller, Post Office
<b>Processing of Ordinary Airmails by Delivery Post Office (for International Delivery)</b>				
	6. Process all ordinary airmails received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	1 day	Mail Sorter/ Head of Processing Section, Post Office
<b>Dispatch and Transport of Ordinary Airmails to Mail Distribution Center (for International Delivery)</b>				
	7. Transport all received mailbag dispatches to the Mail Distribution Center.	None	1 day	Driver/Courier, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Processing of Ordinary Airmails at the Mail Distribution Center (for International Delivery)</b>				
	8. Process all ordinary airmails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	1 day	Mail Sorter/ Head of Processing Section, Mail Distribution Center
<b>Dispatch and Transport of Ordinary Airmails to the Office of Exchange (for International Delivery)</b>				
	9. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	Driver/Courier, Mail Distribution Center / Airline / Shipping Line
<b>Processing of Ordinary Airmails at the Office of Exchange (for International Delivery)</b>				
	10. Process all ordinary airmails received and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	Postage due if found delinquent or insufficient	1 day	Mail Sorter/ Head of Processing Section, Office of Exchange
<b>Dispatch and Transport of Ordinary Airmails to the Airlines (for International Delivery)</b>				
	11. Transport all received mailbag dispatches to the airlines.	None	1 day	Driver/Courier, Network Transport Department / Airline
<b>TOTAL</b>		<b>Please refer to the updated PHLPost Postage Rate Guide</b>	<b>6 days, 7 hours, and 20 minutes</b>	

## 2. Sending an Ordinary Mail through an Acceptance Post Office

Acceptance Post Office - a postal outlet of the Philippine Postal Corporation that provides limited postal service to mailers/clients. Its service is limited to the acceptance of mail items.

### 2.1 Domestic Ordinary Mail (for Within Locality Delivery)

Within locality delivery indicates that the mail item was posted and for delivery within the same City/Municipality such as an Ordinary Mail accepted in PMA Post Office and for delivery to an addressee in Baguio City.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

REQUIREMENT	WHERE TO SECURE
Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Ordinary Mails by Acceptance Post Office (for Within Locality Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	Postal Teller, Post Office
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	Postal Teller, Post Office
3. If provided with stamps, attach	3. Receive the mail with postage	None	5 minutes	Postal Teller, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the stamps in the upper right-hand corner of the letter and drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	stamps and put it in the box of ordinary mail.			
4. If with a Postage Metered Machine impression, drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	4. Receive the mail with a metered machine impression and put it in the box of ordinary mails.	None	5 minutes	Postal Teller, Post Office
	5. Process all ordinary mails and prepare mail dispatch for pick-up of servicing post office.	None	7 hours	Postal Teller, Post Office
<b>Dispatch and Transport of Ordinary Mails to Delivery Post Office (for Within Locality Delivery)</b>				
	6. Hand over to driver/courier to transport all mailbag dispatches to the Delivery Post Office.	None	1 day	Driver/Courier, Post Office
<b>Processing of Ordinary Mails by Delivery Post Office (for Within Locality Delivery)</b>				
	7. Process and forward all ordinary mails to the Delivery Section of the Post Office.	None	1 day	Mail Sorter/ Head of Processing Section, Post Office
<b>Delivery of Ordinary Mails by Delivery Post Office (for Within Locality Delivery)</b>				
	8. Sort and deliver all ordinary mail received to all concerned mail recipients.	None	1 day	Mail Sorter/ Letter Carrier, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL</b>	Please refer to the latest PHLPost Postage Rate Guide	<b>3 days, 7 hours, and 20 minutes</b>	

## 2.2 Domestic Ordinary Mail (for Intra-Area Delivery)

Intra-Area delivery indicates that the mail item was posted and for delivery within the same Postal Area such as an Ordinary Mail accepted in Mandaue City Hall Post Office and for delivery to an addressee in Tacloban City. Mandaue City and Tacloban City are two (2) locations both within the jurisdiction of Central and Eastern Visayas Area (Postal Area V).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

REQUIREMENT	WHERE TO SECURE
Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Ordinary Mails by Acceptance Post Office (for Intra-Area Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	Postal Teller, Post Office
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s	Please refer to the latest PHLPost Postage Rate Guide	5 minutes	Postal Teller, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	or metered machine impression.			
3. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	3. Receive the mail with postage stamps and put it in the box of ordinary mail.	None	5 minutes	Postal Teller, Post Office
4. If with Postage Metered Machine impression, drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	4. Receive the mail with a metered machine impression and put it in the box of ordinary mail.	None	5 minutes	Postal Teller, Post Office
	5. Process all ordinary mails and prepare mail dispatch for pick-up of servicing post office.	None	7 hours	Postal Teller, Post Office
<b>Dispatch and Transport of Ordinary Mails to Delivery Post Office (for Intra-Area Delivery)</b>				
	6. Hand over to driver/courier to transport all mailbag dispatches to the Mail Distribution Center or to the Delivery Post Office.	None	1 day	Driver/Courier, Post Office
<b>Processing of Ordinary Mails at the Delivery Post Office (for Intra-Area Delivery)</b>				
	7. Process all ordinary mails received and forward all mail dispatches to the Dispatching Section of the post office	None	1 day	Mail Sorter/ Head of Processing Section, Post Office
<b>Dispatch and Transport of Ordinary Mails to Mail Distribution Center (for Intra-Area Delivery)</b>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8. Transport all received mailbag dispatches to the Mail Distribution Center	None	1 day	Driver/Courier, Post Office
<b>Processing of Ordinary Mails at the Mail Distribution Center (for Intra-Area Delivery)</b>				
	9. Process all ordinary mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	Postage due if found delinquent or insufficient	1 day	Mail Sorter/ Head of Processing Section, Mail Distribution Center
<b>Dispatch and Transport of Ordinary Mails to Delivery Post Office (for Intra-Area Delivery)</b>				
	10. Transport all received mailbag dispatches to the Delivery Post Office.	None	1 day	Driver/Courier, Mail Distribution Center / Airline / Shipping Line
<b>Delivery of Ordinary Mails by Delivery Post Office (for Intra-Area Delivery)</b>				
	11. Sort and deliver all ordinary mails received to all concerned mail recipients.	None	5 days	Mail Sorter/ Letter Carrier, Post Office
	<b>TOTAL</b>	<b>Please refer to the latest PHLPost Postage Rate Guide</b>	<b>10 days, 7 hours, and 20 minutes</b>	

*Note : Total transaction time exceeds 7 working days due to the following considerations:*

- 1. Transit times to and from Mail Distribution Centers, and Post Offices are affected by force majeure or other causes.*
- 2. Usual delivery time in post offices is within a day. However, five (5) days or more delivery period reflects processing time incurred for far-flung areas with intermittent transport schedules.*

### 2.3 Domestic Ordinary Mail (for Inter-Area Delivery)

Inter-Area delivery indicates that the mail item was posted in a particular Postal Area and for delivery to a different Postal Area such as an Ordinary Mail accepted in University of Mindanao Post Office (Eastern Mindanao Area - Postal Area VII) and for delivery to an addressee in Cabanatuan City (under Northeastern Luzon Area - Postal Area I).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of</b>	G2B - Government to Business / G2C - Government to Citizen / G2G -

<b>Transaction:</b>	Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

REQUIREMENT	WHERE TO SECURE
Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Ordinary Mails by Acceptance Post Office (for Inter-Area Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	Postal Teller, Post Office
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the latest PHLPost Postage Rate Guide	5 minutes	Postal Teller, Post Office
3. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	3. Receive the mail with postage stamps and put it in the box of ordinary mails.	None	5 minutes	Postal Teller, Post Office
4. If with Postage Metered Machine impression, drop the mail in the mailbox located at the post office lobby or hand it	4. Receive the mail with metered machine impression and put it in the box of ordinary mails.	None	5 minutes	Postal Teller, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
over to the designated counter.				
	5. Process all ordinary mails and prepare mail dispatch for pick-up of servicing post office.	None	7 hours	Postal Teller, Post Office
<b>Dispatch and Transport of Ordinary Mails to Delivery Post Office (for Inter-Area Delivery)</b>				
	6. Hand over to driver/courier to transport all mailbag dispatches to the Mail Distribution Center or to the Delivery Post Office.	None	1 day	Driver/Courier, Post Office
<b>Processing of Ordinary Mails by Delivery Post Office (for Inter-Area Delivery)</b>				
	7. Process all ordinary mails received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	1 day	Mail Sorter/ Head of Processing Section, Post Office
<b>Dispatch and Transport of Ordinary Mails to Mail Distribution Center (for Inter-Area Delivery)</b>				
	8. Transport all received mailbag dispatches to the Mail Distribution Center.	None	1 day	Driver/Courier, Post Office
<b>Processing of Ordinary Mails at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	9. Process all ordinary mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	Postage due if found delinquent or insufficient	1 day	Mail Sorter/ Head of Processing Section, Mail Distribution Center
<b>Dispatch and Transport of Ordinary Mails to the Office of Exchange (for Inter-Area Delivery)</b>				
	10. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	Driver/Courier, Mail Distribution Center / Airline / Shipping Line
<b>Processing of Ordinary Mails at the Office of Exchange (for Inter-Area Delivery)</b>				
	11. Process all ordinary mails received and forward all mail dispatches to the Dispatching Section	Postage due if found delinquent or insufficient	1 day	Mail Sorter/ Head of Processing Section, Office of Exchange

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of the Office of Exchange.			
<b>Dispatch and Transport of Ordinary Mails to the Office of Exchange (for Inter-Area Delivery)</b>				
	12. Transport all received mailbag dispatches to the Mail Distribution Center.	None	1 day	Driver/Courier, Mail Distribution Center / Network Transport Department / Airline / Shipping Line
<b>Processing of Ordinary Mails at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	13. Process all ordinary mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	1 day	Mail Sorter/ Head of Processing Section, Mail Distribution Center
<b>Dispatch and Transport of Ordinary Mails to the Delivery Post Office (for Inter-Area Delivery)</b>				
	14. Transport all received mailbag dispatches to the Delivery Post Office (?)	None	1 day	Driver/Courier, Mail Distribution Center
<b>Delivery of Ordinary Mails by Delivery Post Office (for Inter-Area Delivery)</b>				
	15. Deliver all ordinary mails received for the day to all concerned mail recipients.	None	5 days	Letter Carrier, Post Office
	<b>TOTAL</b>	<b>Please refer to the updated PHLPost Postage Rate Guide</b>	<b>14 days, 7 hours and 20 minutes</b>	

Note : Total transaction time exceeds 7 working days due to the following considerations:

1. Transit times to and from the Offices of Exchange (AMED / EMED / SMED), Mail Distribution Centers and Post Offices are affected by force majeure or other causes.
2. Usual delivery time in post offices is within a day. However, five (5) days or more delivery period reflects conveyance time incurred for far-flung areas with intermittent transport schedules.

## 2.4 Ordinary Airmail (for International Delivery)

International delivery indicates that the mail item is for delivery to international destinations such as an Ordinary Mail accepted in Robinson's Jaro Post Office and for delivery to an addressee in Tokyo, Japan.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

REQUIREMENT	WHERE TO SECURE
Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Ordinary Mails by Acceptance Post Office (for International Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete go address of recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	Postal Teller, Post Office
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	Postal Teller, Post Office
3. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and drop the mail in the mailbox located at the post office lobby or hand it over to the	3. Receive the mail with postage stamps and put it in the box of ordinary mail.	None	5 minutes	Postal Teller, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
designated counter.				
4. If with Postage Metered Machine impressions, drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	4. Receive the mail with metered machine impressions and put it in the box of ordinary mails.	None	5 minutes	Postal Teller, Post Office
	5. Process all ordinary airmails and prepare mail dispatch for pick-up of servicing post office.	None	7 hours	Postal Teller, Post Office
<b>Dispatch and Transport of Ordinary Mails to Delivery Post Office (for International Delivery)</b>				
	6. Hand over to driver/courier to transport all mailbag dispatches to the Mail Distribution Center or to the Delivery Post Office.	None	1 day	Driver/Courier, Post Office
<b>Processing of Ordinary Mails by Delivery Post Office (for International Delivery)</b>				
	7. Process all ordinary airmails received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	1 day	Mail Sorter/ Head of Processing Section, Post Office
<b>Dispatch and Transport of Ordinary Mails to Mail Distribution Center (for International Delivery)</b>				
	8. Transport all received mailbag dispatches to the Mail Distribution Center.	None	1 day	Driver/Courier, Post Office
<b>Processing of Ordinary Mails at the Mail Distribution Center (for International Delivery)</b>				
	9. Process all ordinary mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	Postage due if found delinquent or insufficient	1 day	Mail Sorter/ Head of Processing Section, Mail Distribution Center

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Dispatch and Transport of Ordinary Mails to the Office of Exchange (for International Delivery)</b>				
	10. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	Driver/Courier, Mail Distribution Center / Airline / Shipping Line
<b>Processing of Ordinary Mails at the Office of Exchange (for International Delivery)</b>				
	11. Process all ordinary airmails received and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	None	1 day	Mail Sorter/ Head of Processing Section, Office of Exchange
<b>Dispatch and Transport of Ordinary Mails to the Airlines (for International Delivery)</b>				
	12. Transport all received mailbag dispatches to the airlines.	None	1 day	Driver/Courier, Network Transport Department / Airline
<b>TOTAL</b>		<b>Please refer to the updated PHLPost Postage Rate Guide</b>	<b>7 days, 7 hours, and 20 minutes</b>	

Note : Total transaction time exceeds 7 working days due to the following considerations:

1. Transit times to and from the Offices of Exchange (AMED / EMED / SMED), Mail Distribution Centers and Post Offices affected by force majeure or any other causes.
2. Usual delivery time in post offices is within a day. However, five (5) days or more delivery period reflects conveyance time incurred for far-flung areas with intermittent transport schedules.

## B. SENDING A REGISTERED MAIL

The Registered Mail is accorded with mail security, being recorded from mail acceptance up to delivery to the addressee. As proof of delivery, the sender may attach a Registry Return Receipt to be signed by the addressee or his/her representative upon receipt. Indemnity is paid in case of loss or damage of registered mail.

### 1. Sending a Registered Mail through a Delivery Post Office

Delivery Post Office - a postal outlet of the Philippine Postal Corporation that provides acceptance and delivery services to mailers/clients. Aside from accepting and delivering mail items, Delivery Post Offices often provide other postal related services such as sending and receiving of Postal Money Order, Postal ID capturing, etc.

#### 1.1. Domestic Registered Mail (for Within Locality Delivery)

Within locality delivery indicates that the mail item was posted and for delivery within the same City/Municipality such as a Registered Mail accepted in Manila Central Post Office and for delivery to any addressee in the City of Manila.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barcode Label for Registered Mail	Postal Teller's Counter
2. Postage Stamps or Postage Metered Machine Impression	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Registered Mails by Delivery Post Office (for Within Locality Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete addresses of sender and recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be	None	5 minutes	Postal Teller, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	paid.			
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the latest PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
3. Get Official Receipt and Registry Receipt.	3. Affix one copy of the barcode to the Registry Receipt and give it to the customer along with the Official Receipt.	None	5 minutes	<i>Postal Teller, Post Office</i>
	4. Affix the barcode sticker on the lower right portion of the mail matter and prepare mailing transmittal.	None	5 minutes	<i>Postal Teller, Post Office</i>
<b>Processing of Registered Mails by Delivery Post Office (for Within Locality Delivery)</b>				
	5. Process and forward all registered mails to the Delivery Section of the Post Office.	None	1 day	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Delivery of Registered Mails by Delivery Post Office (for Within Locality Delivery)</b>				
	6. Sort and deliver all registered mails received to all concerned mail recipients.	None	1 day	<i>Letter Carrier, Post Office</i>
<b>TOTAL</b>		<b>Please refer to the latest PHLPost Postage Rate Guide</b>	<b>2 days and 20 minutes</b>	

## 1.2. Domestic Registered Mail (for Intra-Area Delivery)

Intra-Area delivery indicates that the mail item was posted and for delivery within the same Postal Area such as a Registered Mail accepted in Makati Central Post Office and for delivery to an addressee in Pasay City. Makati City and Pasay City are two (2) locations both within the jurisdiction of Mega Manila Area (Postal Area III).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barcode Label for Registered Mail	Postal Teller's Counter
2. Postage Stamps or Postage Metered Machine Impression	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Registered Mails by Delivery Post Office (for Intra-Area Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete addresses of sender and recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
3. Get Official Receipt and Registry Receipt.	3. Affix one copy of the barcode to the Registry Receipt	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and give it to the customer along with the Official Receipt.			
	4. Affix the barcode sticker on the lower right portion of the mail matter and prepare mailing transmittal.	None	5 minutes	<i>Postal Teller, Post Office</i>
<b>Processing of Registered Mails by Delivery Post Office (for Intra-Area Delivery)</b>				
	5. Process all registered mails received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	1 day	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Registered Mails to Mail Distribution Center (for Intra-Area Delivery)</b>				
	6. Transport all received mailbag dispatches to the Mail Distribution Center or to the Delivery Post Office (for those with direct dispatches)	None	1 day	<i>Driver/Courier, Post Office</i>
<b>Processing of Registered Mails at the Mail Distribution Center (for Intra-Area Delivery)</b>				
	7. Process all registered mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	Postage due if found delinquent or insufficient	1 day	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Registered Mails to Delivery Post Office (for Intra-Area Delivery)</b>				
	8. Transport all received mailbag dispatches to the Delivery Post Office.	None	1 day	<i>Driver/Courier, Mail Distribution Center</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Delivery of Registered Mails by Delivery Post Office (for Intra-Area Delivery)</b>				
	9. Sort and deliver all registered mails received to all concerned mail recipients.	None	5 days	<i>Mail Sorter/ Letter Carrier, Post Office</i>
	<b>TOTAL</b>	<b>Please refer to the updated PHLPost Postage Rate Guide</b>	<b>9 days and 20 minutes</b>	

Note : Total transaction time exceeds 7 working days due to the following considerations:

1. Transit times to and from Mail Distribution Centers, and Post Offices
2. Usual delivery time in post offices is within a day. However, five (5) days or more delivery periods reflect conveyance time incurred for far-flung areas with intermittent transport schedules.

### 1.3. Domestic Registered Mail (for Inter-Area Delivery)

Inter-Area delivery indicates that the mail item was posted in a particular Postal Area and for delivery to a different Postal Area such as a Registered Mail accepted in Quezon City Central Post Office (under Mega Manila Area - Postal Area III) and for delivery to an addressee in Davao City (under Eastern Mindanao Area - Postal Area VII).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barcode Label for Registered Mail	Postal Teller's Counter
2. Postage Stamps or Postage Metered Machine Impression	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Registered Mails by Post Office (for Inter-Area Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of	1. Receive and examine the mail for completeness of information (Name and complete addresses of sender and	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
postage needed.	recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.			
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
3. Get Official Receipt and Registry Receipt	3. Affix one copy of the barcode to the Registry Receipt and give it to the customer along with the Official Receipt.	None	5 minutes	<i>Postal Teller, Post Office</i>
	4. Affix the barcode sticker on the lower right portion of the mail matter and prepare mailing transmittal.	None	5 minutes	<i>Postal Teller, Post Office</i>
<b>Processing of Registered Mails by Acceptance Post Office (for Inter-Area Delivery)</b>				
	5. Process all registered mails received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	1 day	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Registered Mails to Mail Distribution Center (for Inter-Area Delivery)</b>				
	6. Transport all received mailbag dispatches to the Mail Distribution Center.	None	1 day	<i>Driver/Courier, Post Office</i>
<b>Processing of Registered Mails at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	7. Process all registered mails received and forward all mail dispatches to the	Postage due if found delinquent or insufficient	1 day	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Mail</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Dispatching Section of the Mail Distribution Center.			Distribution Center
<b>Dispatch and Transport of Registered Mails to Office of Exchange (for Inter-Area Delivery)</b>				
	8. Transport all received mailbag dispatches to the Destination's Mail Distribution Center via the Office of Exchange.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Transport Conveyance</i>
<b>Processing of Registered Mails at the Office of Exchange (for Inter-Area Delivery)</b>				
	9. Process all registered mails received and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	Postage due if found delinquent or insufficient	1 day	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Office of Exchange</i>
<b>Dispatch and Transport of Registered Mails to Area Destination MDC (for Inter-Area Delivery)</b>				
	10. Transport all received mailbag dispatches to all Mail Distribution Center.	None	1 day	<i>Driver/Courier, NTD or MDC / Airline or Shipping line</i>
<b>Delivery of Registered Mails by Delivery Post Office (for Inter-Area Delivery)</b>				
	11. Deliver all registered mails received for the day to all concerned mail recipients.		5 days	<i>Data Encoder/ Mail Sorter/ Letter Carrier, Post Office</i>
<b>TOTAL</b>		<b>Please refer to the latest PHLPost Postage Rate Guide</b>	13 days and 20 minutes	

Note : Total transaction time exceeds 7 working days due to the following considerations:

1. Transit times to and from the Offices of Exchange (AMED / EMED / SMED), Mail Distribution Centers, and Post Offices affected by force majeure or any other causes,
2. Usual delivery time in post offices is within a day. However, five (5) days or more delivery time period reflects conveyance time incurred for far-flung areas with intermittent transport schedules.

#### 1.4. International Registered Mail (for International Delivery)

International delivery indicates that the mail item is for delivery to international destinations such as a Registered Mail accepted in Baguio City Post Office and for delivery to an addressee in Rome, Italy.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barcode Label for Registered Mail	Postal Teller's Counter
2. Postage Stamps or Postage Metered Machine Impression	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Registered Mails by Delivery Post Office (for International Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete addresses of sender and recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
3. Get Official Receipt and Registry Receipt.	3. Affix one copy of the barcode to the Registry Receipt and give it to the	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	customer along with the Official Receipt.			
	4. Affix the barcode sticker on the lower right portion of the mail matter and prepare mailing transmittal.	None	5 minutes	<i>Postal Teller, Post Office</i>
<b>Processing of Registered Mails by Delivery Post Office (for International Delivery)</b>				
	5. Process all registered mails received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	1 day	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Registered Mails to Mail Distribution Center (for International Delivery)</b>				
	6. Transport all received mailbag dispatches to the Mail Distribution Center.	None	4 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of Registered Mails at the Mail Distribution Center (for International Delivery)</b>				
	7. Process all registered mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	5 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Registered Mails to the Office of Exchange (for International Delivery)</b>				
	8. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Airline / Shipping Line</i>
<b>Processing of Registered Mails at the Office of Exchange (for International Delivery)</b>				
	9. Process all registered mails received and	None	5 hours	<i>Data Encoder/ Mail Sorter/ Head of</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forward all mail dispatches to the Dispatching Section of the Office of Exchange.			<i>Processing Section, Office of Exchange</i>
<b>Dispatch and Transport of Registered Mails to the Airlines (for International Delivery)</b>				
	10. Transport all received mailbag dispatches to the Mail Distribution Center.	None	4 hours	<i>Driver/Courier, Network Transport Department / Airline / Shipping Line</i>
<b>TOTAL</b>		<b>Please refer to the latest PHLPost Postage Rate Guide</b>	<b>4 days, 2 hours, and 20 minutes</b>	

## 2. Sending a Registered Mail through an Acceptance Post Office

Acceptance Post Office - a postal outlet of the Philippine Postal Corporation that provides limited postal service to mailers/clients. Its service is limited to the acceptance of mail items.

### 2.1. Domestic Registered Mail (for Within Locality Delivery)

Within locality delivery indicates that the mail item was posted and for delivery within the same City/Municipality such as a Registered Mail accepted in PMA Post Office and for delivery to an addressee in Baguio City.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barcode Label for Registered Mail	Postal Teller's Counter
2. Postage Stamps or Postage Metered Machine Impression	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Registered Mails by Acceptance Post Office (for Within Locality Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete addresses of sender and recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
3. Get Official Receipt and Registry Receipt.	3. Affix one copy of the barcode to the Registry Receipt and give it to the customer along with the Official Receipt.	None	5 minutes	<i>Postal Teller, Post Office</i>
	4. Affix the barcode sticker on the lower right portion of the mail matter and prepare mailing transmittal.	None	5 minutes	<i>Postal Teller, Post Office</i>
	5. Process all registered mails and prepare mail dispatch for pick-up of servicing post office.	None	4 hours	<i>Postal Teller or Data Encoder/ Mail Sorter, Post Office</i>
<b>Dispatch and Transport of Registered Mails to Delivery Post Office (for Within Locality Delivery)</b>				
	6. Transport all received mailbag dispatches to the Delivery Post Office.	None	4 hours	<i>Driver/Courier, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Processing of Registered Mails by Delivery Post Office (for Within Locality Delivery)</b>				
	7. Process and forward all registered mails to the Delivery Section of the Post Office.	None	1 day	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Delivery of Registered Mails by Delivery Post Office (for Within Locality Delivery)</b>				
	8. Sort and deliver all registered mails received to all concerned mail recipients.	None	1 day	<i>Letter Carrier, Post Office</i>
<b>TOTAL</b>		<b>Please refer to the updated PHLPost Postage Rate Guide</b>	<b>3 days and 20 minutes</b>	

## 2.2. Domestic Registered Mail (for Intra-Area Delivery)

Intra-Area delivery indicates that the mail item was posted and for delivery within the same Postal Area such as a Registered Mail accepted in Mandaue City Hall Post Office and for delivery to an addressee in Tacloban City. Mandaue City and Tacloban City are two (2) locations both within the jurisdiction of Central and Eastern Visayas Area (Postal Area V).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barcode Label for Registered Mail	Postal Teller's Counter
2. Postage Stamps or Postage Metered Machine Impression	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Registered Mails by Acceptance Post Office (for Intra-Area Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its	1. Receive and examine the mail for completeness of information (Name	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
weight and the amount of postage needed.	and complete addresses of sender and recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.			
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
3. Get Official Receipt and Registry Receipt.	3. Affix one copy of the barcode to the Registry Receipt and give it to the customer along with the Official Receipt.	None	5 minutes	<i>Postal Teller, Post Office</i>
	4. Affix the barcode sticker on the lower right portion of the mail matter and prepare mailing transmittal.	None	5 minutes	<i>Postal Teller, Post Office</i>
	5. Process all registered mails and prepare dispatch for pick-up of servicing post office.	None	4 hours	<i>Mail Sorter, Post Office</i>
<b>Dispatch and Transport of Registered Mails to Delivery Post Office (for Intra-Area Delivery)</b>				
	6. Transport all received mailbag dispatches to the Delivery Post Office.	None	4 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of Registered Mails by Delivery Post Office (for Intra-Area Delivery)</b>				
	7. Process all registered mails received and forward all mail dispatches to the	None	1 day	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Dispatching Section of the post office.			Section, Post Office
<b>Dispatch and Transport of Registered Mails to Mail Distribution Center (for Intra-Area Delivery)</b>				
	8. Transport all received mailbag dispatches to the Mail Distribution Center or to the Delivery Post Office (for those with direct dispatches).	None	1 day	Driver/Courier, Post Office
<b>Processing of Registered Mails at the Mail Distribution Center (for Intra-Area Delivery)</b>				
	9. Process all registered mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	4 hours	Mail Sorter/ Head of Processing Section, Mail Distribution Center
<b>Dispatch and Transport of Registered Mails to Delivery Post Office (for Intra-Area Delivery)</b>				
	10. Transport all received mailbag dispatches to the Delivery Post Office.	None	1 day	Driver/Courier, Mail Distribution Center
<b>Delivery of Registered Mails by Delivery Post Office (for Intra-Area Delivery)</b>				
	11. Sort and deliver all registered mails received to all concerned mail recipients.	None	5 days	Mail Sorter/ Letter Carrier, Post Office
<b>TOTAL</b>		<b>Please refer to the updated PHLPost Postage Rate Guide</b>	<b>9 days, 4 hours, and 20 minutes</b>	

Note : Total transaction time exceeds 7 working days due to the following considerations:

1. Transit times to and from Mail Distribution Centers, and Post Offices
2. Usual delivery time in post offices is within a day. However, five (5) days delivery period reflects conveyance time incurred for far-flung areas with intermittent transport schedules.

### 2.3. Domestic Registered Mail (for Inter-Area Delivery)

Inter-Area delivery indicates that the mail item was posted in a particular Postal Area and for delivery to a different Postal Area such as a Registered Mail accepted in University of Mindanao Post Office (Eastern Mindanao Area - Postal Area VII) and for delivery to an addressee in Cabanatuan City (under Northeastern Luzon Area - Postal Area I).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barcode Label for Registered Mail	Postal Teller's Counter
2. Postage Stamps or Postage Metered Machine Impression	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Registered Mails by Acceptance Post Office (for Inter-Area Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete addresses of sender and recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
3. Get Official Receipt and	3. Affix one copy of the barcode to the Registry Receipt	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registry Receipt.	and give it to the customer along with the Official Receipt.			
	4. Affix the barcode sticker on the lower right portion of the mail matter and prepare mailing transmittal.	None	5 minutes	<i>Postal Teller, Post Office</i>
	5. Process all registered mails and prepare mail dispatch for pick-up of servicing post office.	None	4 hours	<i>Postal Teller or Data Encoder/ Mail Sorter, Post Office</i>
<b>Dispatch and Transport of Registered Mails to Delivery Post Office (for Inter-Area Delivery)</b>				
	6. Transport all received mailbag dispatches to the Delivery Post Office.	None	4 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of Registered Mails by Delivery Post Office (for Inter-Area Delivery)</b>				
	7. Process all registered mails received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	1 day	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Registered Mails to Mail Distribution Center (for Inter-Area Delivery)</b>				
	8. Transport all received mailbag dispatches to the Mail Distribution Center.	None	1 day	<i>Driver/Courier, Post Office</i>
<b>Processing of Registered Mails at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	9. Process all registered mails received and forward all mail dispatches to the Dispatching Section of the Origin Mail	None	1 day	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Distribution Center.			
<b>Dispatch and Transport of Registered Mails to Office of Exchange (for Inter-Area Delivery)</b>				
	10. Transport all received mailbag dispatches to the Destination's Mail Distribution Center via the Office of Exchange.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Transport Conveyance</i>
<b>Processing of Registered Mails at the Office of Exchange (for Inter-Area Delivery)</b>				
	11. Process all registered mails received and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	None	1 day	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Office of Exchange</i>
<b>Dispatch and Transport of Registered Mails to Area Destination MDC (for Inter-Area Delivery)</b>				
	12. Transport all received mailbag dispatches to all Mail Distribution Centers.	None	1 day	<i>Driver/Courier, NTD or MDC/ Airline or Shipping line</i>
<b>Delivery of Registered Mails by Delivery Post Office (for Inter-Area Delivery)</b>				
	13. Deliver all registered mails received for the day to all concerned mail recipients.	None	5 days	<i>Data Encoder/ Mail Sorter/ Letter Carrier, Post Office</i>
<b>TOTAL</b>		<b>Please refer to the updated PHLPost Postage Rate Guide</b>	<b>15 days and 20 minutes</b>	

Note : Total transaction time exceeds 7 working days due to the following considerations:

1. Transit times to and from the Offices of Exchange (AMED / EMED / SMED), Mail Distribution Centers, and Post Offices
2. Usual delivery time in post offices is within a day. However, five (5) days delivery period reflects conveyance time incurred for far-flung areas with intermittent transport schedule.

## 2.4. International Registered Mail (for International Delivery)

International delivery indicates that the mail item is for delivery to international destinations such as an International Registered Mail accepted in Robinson's Jaro Post Office and for delivery to an addressee in Tokyo, Japan.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barcode Label for Registered Mail	Postal Teller's Counter
2. Postage Stamps or Postage Metered Machine Impression	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Registered Mails by Acceptance Post Office (for International Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.	1. Receive and examine the mail for completeness of information (Name and complete addresses of sender and recipient, including ZIP code) then weigh the mail item. Calculate and inform the customer of the amount to be paid.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Pay the amount of stamp/s issued or Postage Metered Machine impression.	2. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the latest PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
3. Get Official Receipt and Registry Receipt.	3. Affix one copy of the barcode to the Registry Receipt and give it to the	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	customer along with the Official Receipt.			
	4. Affix the barcode sticker on the lower right portion of the mail matter and prepare mailing transmittal.	None	5 minutes	<i>Postal Teller, Post Office</i>
	5. Process all registered mails and prepare mail dispatch for pick-up of servicing post office.	None	4 hours	<i>Postal Teller or Data Encoder/ Mail Sorter, Post Office</i>
<b>Dispatch and Transport of Registered Mails to Delivery Post Office (for International Delivery)</b>				
	6. Transport all received mailbag dispatches to the Delivery Post Office	None	4 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of Registered Mails by Delivery Post Office (for International Delivery)</b>				
	7. Process all registered mails received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	5 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Registered Mails to Mail Distribution Center (for International Delivery)</b>				
	8. Transport all received mailbag dispatches to the Mail Distribution Center.	None	4 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of Registered Mails at the Mail Distribution Center (for International Delivery)</b>				
	9. Process all registered mails received and forward all mail dispatches to the Dispatching	None	5 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Mail</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Section of the Mail Distribution Center.			Distribution Center
<b>Dispatch and Transport of Registered Mails to the Office of Exchange (for International Delivery)</b>				
	10. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Airline / Shipping Line</i>
<b>Processing of Registered Mails at the Office of Exchange (for International Delivery)</b>				
	11. Process all registered mails received and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	None	5 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Office of Exchange</i>
<b>Dispatch and Transport of Registered Mails to the Airlines (for International Delivery)</b>				
	12. Transport all received mailbag dispatches to the Mail Distribution Center	None	4 hours	<i>Driver/Courier, Network Transport Department / Airline / Shipping Line</i>
<b>TOTAL</b>		<b>Please refer to the updated PHLPost Postage Rate Guide</b>	<b>4 days, 7 hours, and 20 minutes</b>	

## C. SENDING AN EXPRESS MAIL (DEMS/IEMS)

The Express Mail is the fastest means of sending urgent messages, business documents or merchandise to addressees within its service network. For domestic destination, the service is called Domestic Express Mail Service or DEMS, and for select international destination, it is called International Express Mail Service or IEMS.

### 1. Sending a Domestic Express Mail through a Delivery Post Office

Delivery Post Office - a postal outlet of the Philippine Postal Corporation that provides acceptance and delivery services to mailers/clients. Aside from accepting and delivering mail items, Delivery Post Offices often provide other postal related services such as sending and receiving of Postal Money Order, Postal ID capturing, etc.

#### 1.1. Domestic Express Mail (for Within Locality Delivery)

Within locality delivery indicates that the mail item was posted and for delivery within the same City/Municipality such as a Domestic Express Mail accepted in Manila Central Post Office and for delivery to an addressee in Pandacan, Manila.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENT/S	WHERE TO SECURE
1. Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter
2. DEMS Consignment Note	
3. Express Mail Service (EMS) Pouch/ PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Domestic Express Mails by Delivery Post Office/Express Hub (for Within Locality Delivery)</b>				
1. Present document/ merchandise to be mailed to designated Postal Teller.	1. Receive and examine the mail for completeness of information (Name and complete address of sender and recipient) and that there are no	None	5 minutes	Postal Teller, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	prohibited items or dangerous goods inside. Weigh the mail item and calculate the postage rate and inform the customer of the amount to be paid.			
2. Fill-up the provided Consignment Note with the required information and put the mail/merchandise in the mailing pouch/box	2. Provide Consignment Note to the mailer/client and require him/her to fill up the necessary information. Ask the mailer/client to enclose the mail or merchandise in the EMS pouch or box.	None	5 minutes	<i>Postal Teller, Post Office</i>
3. 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 corresponding packaging service fee	3. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	5 minutes	<i>Postal Teller, Post Office</i>
4. Pay the amount of stamp/s issued or Postage Metered Machine impression.	4. Receive payment from customer and provide the corresponding amount of stamp/s or metered	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	machine impression.			
5. 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	5. Accept the Pouch/Box and Consignment Note from the mailer. Attach the original copy of Consignment Note to the pouch or box and give the duplicate copy of Consignment Note to the mailer	None	5 minutes	<i>Postal Teller, Post Office</i>
6. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and hand it over to the designated counter.	6. Receive the mail with postage stamps and put it in the box of Domestic Express Mail.	None	5 minutes	<i>Postal Teller, Post Office</i>
7. If with Postage Metered Machine impression, hand it over to the designated counter.	7. Receive the mail with metered machine impression and put it in the box of Domestic Express Mails.	None	5 minutes	<i>Postal Teller, Post Office</i>
	8. Forward all Domestic Express Mails received to the Processing Section of the Post Office	None	2 hours	<i>Postal Teller, Post Office</i>
<b>Processing of Domestic Express Mails by Delivery Post Office/Express Hub (for Within Locality Delivery)</b>				
	9. Process and forward all sorted Domestic Express Mails to the Delivery Section of the Post Office/Express Hub.	None	2 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Delivery of Domestic Express Mails by Delivery Post Office/Express Hub (for Within Locality Delivery)</b>				
	10. Sort and deliver all Domestic	None	1 day	<i>Letter Carrier, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Express Mails received for the day to all concerned mail recipients.			
	<b>TOTAL</b>	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	<b>1 day, 4 hours, and 35 minutes</b>	

### 1.2. Domestic Express Mail (for Intra-Area Delivery)

Intra-Area delivery indicates that the mail item was posted and for delivery within the same Postal Area such as a Domestic Express Mail accepted in Makati Central Post Office and for delivery to an addressee in Pasay City. Makati City and Pasay City are two (2) locations both within the jurisdiction of Mega Manila Area (Postal Area III).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter
2. DEMS Consignment Note	
3. Express Mail Service (EMS) Pouch/ PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Domestic Express Mails by Delivery Post Office/Express Hub (for Intra-Area Delivery)</b>				
1. Present document/ merchandise to	1. Receive and examine the mail for completeness	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
be mailed to designated Postal Teller.	of information (Name and complete address of sender and recipient) and that there are no prohibited items or dangerous goods inside. Weigh the mail item and calculate the postage rate and inform the customer of the amount to be paid.			
2. Fill-up the provided Consignment Note with the required information and put the mail/merchandise in the mailing pouch/box.	2. Provide Consignment Note to the mailer/client and require him/her to fill up the necessary information. Ask the mailer/client to enclose the mail or merchandise in the EMS pouch or box.	None	5 minutes	<i>Postal Teller, Post Office</i>
3. 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 corresponding	3. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee.	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
packaging service fee.				
4. Pay the amount of stamp/s issued or Postage Metered Machine impression.	4. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
5. 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.	5. Accept the Pouch/Box and Consignment Note from the mailer. Attach the original copy of Consignment Note to the pouch or box and give the duplicate copy of Consignment Note to the mailer.	None	5 minutes	<i>Postal Teller, Post Office</i>
6. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and hand it over to the designated counter.	6. Receive the mail with postage stamps and put it in the box of Domestic Express Mail.	None	5 minutes	<i>Postal Teller, Post Office</i>
7. If with Postage Metered Machine impression, hand it over to the designated counter.	7. Receive the mail with metered machine impression and put it in the box of Domestic Express Mails.	None	5 minutes	<i>Postal Teller, Post Office</i>
	8. Forward all Domestic Express Mails received to the Processing Section of the Post Office.	None	2 hours	<i>Postal Teller, Post Office</i>
<b>Processing of Domestic Express Mails by Delivery Post Office/Express Hub (for Intra-Area Delivery)</b>				
	9. Process all mails	None	2 hours	<i>Postal Teller or</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	received and forward all mail dispatches to the Dispatching Section of the Post Office.			<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Domestic Express Mails to Mail Distribution Center (for Intra-Area Delivery)</b>				
	10. Hand over to driver/courier all mailbag dispatches to transport to the Mail Distribution Center or to the Delivery Post Office (for those with direct dispatches).	None	3 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of Domestic Express Mails at the Mail Distribution Center (for Intra-Area Delivery)</b>				
	11. Process all mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	2 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Domestic Express Mails to Delivery Post Office/Express Hub (for Intra-Area Delivery)</b>				
	12. Hand over to driver/courier all mailbag dispatches to transport to the Delivery Post Office/Express Hub.	None	3 hours	<i>Driver/Courier, Mail Distribution Center</i>
<b>Delivery of Domestic Express Mails by Delivery Post Office/Express Hub (for Intra-Area Delivery)</b>				
	13. Sort and deliver all Domestic Express mails received for the day to all concerned mail recipients.	None	1 day	<i>Mail Sorter/ Letter Carrier, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL</b>	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	<b>2 days, 4 hours, and 35 minutes</b>	

### 1.3. Domestic Express Mail (for Inter-Area Delivery)

Inter-Area delivery indicates that the mail item was posted in a particular Postal Area and for delivery to a different Postal Area such as a Domestic Express Mail accepted in Quezon City Central Post Office (under Mega Manila Area - Postal Area III) and for delivery to an addressee in Davao City (under Eastern Mindanao Area - Postal Area VII).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter
2. DEMS Consignment Note	
3. Express Mail Service (EMS) Pouch/ PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Domestic Express Mails by Delivery Post Office/Express Hub (for Inter-Area Delivery)</b>				
1. Present document/ merchandise to be mailed to designated Postal Teller.	1. Receive and examine the mail for completeness of information (Name and complete address of sender and recipient) and that	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>there are no prohibited items or dangerous goods inside. Weigh the mail item and calculate the postage rate and inform the customer of the amount to be paid.</p>			
<p>2. Fill-up the provided Consignment Note with the required information and put the mail/merchandise in the mailing pouch/box.</p>	<p>2. Provide Consignment Note to the mailer/client and require him/her to fill up the necessary information. Ask the mailer/client to enclose the mail or merchandise in the EMS pouch or box.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Postal Teller, Post Office</i></p>
<p>3. 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 corresponding packaging service fee.</p>	<p>3. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee.</p>	<p>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</p>	<p>5 minutes</p>	<p><i>Postal Teller, Post Office</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pay the amount of stamp/s issued or Postage Metered Machine impression.	4. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
5. 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.	5. Accept the Pouch/Box and Consignment Note from the mailer. Attach the original copy of Consignment Note to the pouch or box and give the duplicate copy of Consignment Note to the mailer.	None	5 minutes	<i>Postal Teller, Post Office</i>
6. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and hand it over to the designated counter.	6. Receive the mail with postage stamps and put it in the box of Domestic Express Mail.	None	5 minutes	<i>Postal Teller, Post Office</i>
7. If with Postage Metered Machine impression, hand it over to the designated counter.	7. Receive the mail with metered machine impression and put it in the box of Domestic Express Mails.	None	5 minutes	<i>Postal Teller or Data Encoder/ Postal Teller/ Post Office</i>
	8. Forward all Domestic Express Mails received to the Processing Section of the Post Office.	None	2 hours	<i>Postal Teller, Post Office</i>
<b>Processing of Domestic Express Mails by Delivery Post Office/Express Hub (for Inter-Area Delivery)</b>				
	9. Process all mails received and forward all mail dispatches to the Dispatching	None	5 hours	<i>Mail Sorter/ Head of Processing Section, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Section of the Post Office.			
<b>Dispatch and Transport of Domestic Express Mails to Mail Distribution Center (for Inter-Area Delivery)</b>				
	10. Hand over to driver/courier all mailbag dispatches to transport to the Mail Distribution Center.	None	3 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of Domestic Express Mails at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	11. Process all mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	2 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Domestic Express Mails to the Office of Exchange (for Inter-Area Delivery)</b>				
	12. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Airline / Shipping Line</i>
<b>Processing of Domestic Express Mails at the Office of Exchange (for Inter-Area Delivery)</b>				
	13. Process all mails received and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	None	2 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Office of Exchange</i>
<b>Dispatch and Transport of Domestic Express Mails to the Mail Distribution Center (for Inter-Area Delivery)</b>				
	14. Transport all received mailbag dispatches to the Mail Distribution Center.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Network Transport Department / Airline / Shipping Line</i>
<b>Processing of Domestic Express Mails at the Mail Distribution Center (for Inter-Area Delivery)</b>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	15. Process all mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	2 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Domestic express Mails to the Delivery Post Office/Express Hub (for Inter-Area Delivery)</b>				
	16. Transport all received mailbag dispatches to the Delivery Post Office/Express Hub.	None	3 hours	<i>Driver/Courier, Mail Distribution Center</i>
<b>Delivery of Domestic Express Mails by Delivery Post Office/Express Hub (for Intra-Area Delivery)</b>				
	17. Sort and deliver all Domestic Express mails received for the day to all concerned mail recipients.	None	1 day	<i>Mail Sorter/ Letter Carrier, Post Office</i>
	<b>TOTAL</b>	<b>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</b>	<b>5 days, and 35 minutes</b>	

#### 1.4. International Express Mails (for International Delivery)

International delivery indicates that the mail item is for delivery to international destinations such as an International Express Mail accepted in Baguio City Post Office and for delivery to an addressee in Rome, Italy.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter
2. IEMS Label	
3. Express Mail Service (EMS) Pouch/ PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of International Express Mails by Delivery Post Office/Express Hub (for International Delivery)</b>				
1. Present document/ merchandise to be mailed to designated Postal Teller.	1. Receive and examine the mail for completeness of information (Name and complete address of sender and recipient) and that there are no prohibited items or dangerous goods inside. Weigh the mail item and calculate the postage rate and inform the customer of the amount to be paid.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Fill-up the provided IEMS label with the required information and put the mail/ merchandise in	2. Provide IEMS label to the mailer/client and require him/her to fill up the necessary information. Ask	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the mailing pouch/box.	the mailer/client to enclose the mail or merchandise in the EMS pouch or box.			
3. 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 corresponding packaging service fee.	3. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee.	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	5 minutes	<i>Postal Teller, Post Office</i>
4. Pay the amount of stamp/s issued or Postage Metered Machine impression.	4. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
5. Give the pouch/box and IEMS label 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.	5. Accept the Pouch/Box and IEMS label from the mailer. Attach the original copy of IEMS label to the pouch or box and give the duplicate copy of IEMS label to the mailer.	None	5 minutes	<i>Postal Teller, Post Office</i>
6. If provided with stamps, attach the stamps in the upper right-hand	6. Receive the mail with postage stamps and put it in the box of International	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
corner of the letter and hand it over to the designated counter.	Express Mail.			
7. If with Postage Metered Machine impression, hand it over to the designated counter.	7. Receive the mail with metered machine impression and put it in the box of International Express Mails.	None	5 minutes	<i>Postal Teller, Post Office</i>
	8. Forward all Domestic Express Mails received to the Processing Section of the Post Office	None	2 hours	<i>Postal Teller, Post Office</i>
<b>Processing of International Express Mails by Delivery Post Office/Express Hub (for International Delivery)</b>				
	9. Process all mails received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	2 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of International Express Mails to Mail Distribution Center (for International Delivery)</b>				
	10. Transport all received mailbag dispatches to the Mail Distribution Center.	None	4 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of International Express Mails at the Mail Distribution Center (for International Delivery)</b>				
	11. Process all mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	4 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of International Express Mails to the Office of Exchange (for International Delivery)</b>				
	12. Transport all received mailbag dispatches to the Office of	None	1 day	<i>Driver/Courier, Mail Distribution Center / Airline / Shipping Line</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Exchange.			
<b>Processing of International Express Mails at the Office of Exchange (for International Delivery)</b>				
	13. Process all mails received and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Office of Exchange</i>
<b>Dispatch and Transport of International Express Mails to the Airlines (for International Delivery)</b>				
	14. Transport all received mailbag dispatches to the Airlines.	None	1 day	<i>Driver/Courier, Network Transport Department / Airline / Shipping Line</i>
<b>TOTAL</b>		Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	<b>4 days, and 35 minutes</b>	

## 2. Sending Domestic Express Mail through an Acceptance Post Office

Acceptance Post Office - a postal outlet of the Philippine Postal Corporation that provides limited postal service to mailers/clients. Its service is limited to the acceptance of mail items.

### 2.1. Domestic Express Mail (for Within Locality Delivery)

Within locality delivery indicates that the mail item was posted and for delivery within the same City/Municipality such as a Domestic Express Mail accepted in PMA Post Office and for delivery to an addressee in Baguio City.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter
2. DEMS Consignment Note	
3. Express Mail Service (EMS) Pouch/ PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Domestic Express Mails by Acceptance Post Office (for Within Locality Delivery)</b>				
1. Present document/ merchandise to be mailed to designated Postal Teller.	1. Receive and examine the mail for completeness of information (Name and complete address of sender and recipient) and that there are no prohibited items or dangerous goods inside. Weigh the mail item and calculate the postage rate and inform the customer of the amount to be paid.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Fill-up the provided Consignment Note with the required information and put the mail/ merchandise in the mailing pouch/box.	2. Provide Consignment Note to the mailer/client and require him/her to fill up the necessary information. Ask the mailer/client to enclose the mail or merchandise in the EMS pouch or box.	None	5 minutes	<i>Postal Teller, Post Office</i>
3. Seal the pouch/ box containing the letter/ merchandise to be mailed and write the name, address and contact no. of	3. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and packaging service	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the sender and the addressee. Mailers/clients without box and packaging materials may buy the appropriate PHLPost Pak box and pay the corresponding packaging service fee.	fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee.	Box and Packaging fee service		
4. Pay the amount of stamp/s issued or Postage Metered Machine impression.	4. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
5. 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.	5. Accept the Pouch/Box and Consignment Note from the mailer. Attach the original copy of Consignment Note to the pouch or box and give the duplicate copy of Consignment Note to the mailer.	None	5 minutes	<i>Postal Teller, Post Office</i>
6. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and hand it over to the designated counter.	6. Receive the mail with postage stamps and put it in the box of Domestic Express Mail.	None	5 minutes	<i>Postal Teller, Post Office</i>
7. If with Postage Metered Machine impression, hand it over to	7. Receive the mail with metered machine impression and put it in the box of Domestic Express	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the designated counter.	Mails.			
	8. Process all express mails and prepare mail dispatch for pick-up of servicing post office.	None	2 hours	<i>Postal Teller, Post Office</i>
<b>Dispatch and Transport of Express Mails to Delivery Post Office/Express Hub (for Within Locality Delivery)</b>				
	9. Transport all received mailbag dispatches to the Delivery Post Office.	None	2 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of Domestic Express Mails by Delivery Post Office/Express Hub (for Within Locality Delivery)</b>				
	10. Process and forward all sorted Domestic Express Mails to the Delivery Section of the Post Office/Express Hub.	None	2 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Delivery of Domestic Express Mails by Delivery Post Office/Express Hub (for Within Locality Delivery)</b>				
	11. Sort and deliver all Domestic Express Mails received for the day to all concerned mail recipients.	None	1 day	<i>Letter Carrier, Post Office</i>
<b>TOTAL</b>		<b>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</b>	<b>1 day, 6 hours, and 35 minutes</b>	

## 2.2. Domestic Express Mail (for Intra-Area Delivery)

Intra-Area delivery indicates that the mail item was posted and for delivery within the same Postal Area such as a Domestic Express Mail accepted in Mandaue City Hall Post Office and for delivery to an addressee in Tacloban City. Mandaue City and Tacloban City are two (2) locations both within the jurisdiction of Central and Eastern Visayas Area (Postal Area V).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter
2. DEMS Consignment Note	
3. Express Mail Service (EMS) Pouch/ PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Domestic Express Mails by Acceptance Post Office (for Intra-Area Delivery)</b>				
1. Present document/ merchandise to be mailed to designated Postal Teller.	1. Receive and examine the mail for completeness of information (Name and complete address of sender and recipient) and that there are no prohibited items or dangerous goods inside. Weigh the mail item and calculate the postage rate and inform the customer of the amount to be paid.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Fill-up the provided Consignment Note with the required	2. Provide Consignment Note to the mailer/client and require him/her to	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
information and put the mail/ merchandise in the mailing pouch/box.	fill up the necessary information. Ask the mailer/client to enclose the mail or merchandise in the EMS pouch or box.			
3. 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 corresponding packaging service fee.	3. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee.	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	5 minutes	<i>Postal Teller, Post Office</i>
4. Pay the amount of stamp/s issued or Postage Metered Machine impression.	4. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
5. 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.	5. Accept the Pouch/Box and Consignment Note from the mailer. Attach the original copy of Consignment Note to the pouch or box and give the duplicate copy of Consignment Note to the mailer.	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and hand it over to the designated counter.	6. Receive the mail with postage stamps and put it in the box of Domestic Express Mail.	None	5 minutes	<i>Postal Teller, Post Office</i>
7. If with Postage Metered Machine impression, hand it over to the designated counter.	7. Receive the mail with metered machine impression and put it in the box of Domestic Express Mails.	None	5 minutes	<i>Postal Teller, Post Office</i>
	8. Process all express mails and prepare mail dispatch for pick-up of servicing post office.	None	2 hours	<i>Postal Teller, Post Office</i>
<b>Dispatch and Transport of Express Mails to Delivery Post Office/Express Hub (for Intra-Area Delivery)</b>				
	9. Transport all received mailbag dispatches to the Delivery Post Office.	None	2 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of Domestic Express Mails by Delivery Post Office/Express Hub (for Intra-Area Delivery)</b>				
	10. Process all mail received and forward all mails dispatches to the Dispatching Section of the Post Office.	None	2 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Domestic Express Mails to Mail Distribution Center (for Intra-Area Delivery)</b>				
	11. Hand over to driver/courier all mailbag dispatches to transport to the Mail Distribution Center or to the Delivery Post Office (for those	None	2 hours	<i>Driver/Courier, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	with direct dispatches).			
<b>Processing of Domestic Express Mails at the Mail Distribution Center (for Intra-Area Delivery)</b>				
	12. Process all mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	2 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Domestic Express Mails to Delivery Post Office/Express Hub (for Intra-Area Delivery)</b>				
	13. Hand over to driver/courier all mailbag dispatches to transport to the Delivery Post Office/Express Hub.	None	2 hours	<i>Driver/Courier, Mail Distribution Center</i>
<b>Delivery of Domestic Express Mails by Delivery Post Office/Express Hub (for Intra-Area Delivery)</b>				
	14. Sort and deliver all mails received to all concerned mail recipients.	None	1 days	<i>Mail Sorter/ Letter Carrier, Post Office</i>
<b>TOTAL</b>		<b>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</b>	<b>2 days, 4 hour, and 35 minutes</b>	

### 2.3. Domestic Express Mail (for Inter-Area Delivery)

Inter-Area delivery indicates that the mail item was posted in a particular Postal Area and for delivery to a different Postal Area such as a Domestic Express Mail accepted in University of Mindanao Post Office (Eastern Mindanao Area - Postal Area VII) and for delivery to an addressee in Cabanatuan City (under Northeastern Luzon Area - Postal Area I).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter
2. DEMS Consignment Note	
3. Express Mail Service (EMS) Pouch/ PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Domestic Express Mails by Acceptance Post Office (for Inter-Area Delivery)</b>				
1. Present document/ merchandise to be mailed to designated Postal Teller.	1. Receive and examine the mail for completeness of information (Name and complete address of sender and recipient) and that there are no prohibited items or dangerous goods inside. Weigh the mail item and calculate the postage rate and inform the customer of the amount to be paid.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Fill-up the provided Consignment	2. Provide Consignment Note to the	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note with the required information and put the mail/merchandise in the mailing pouch/box.	mailer/client and require him/her to fill up the necessary information. Ask the mailer/client to enclose the mail or merchandise in the EMS pouch or box.			
3. 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 corresponding packaging service fee.	3. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee.	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	5 minutes	<i>Postal Teller, Post Office</i>
4. Pay the amount of stamp/s issued or Postage Metered Machine impression.	4. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
5. 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	5. Accept the Pouch/Box and Consignment Note from the mailer. Attach the original copy of Consignment Note to the pouch or box and give the duplicate	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the box by the said teller.	copy of Consignment Note to the mailer.			
6. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and hand it over to the designated counter.	6. Receive the mail with postage stamps and put it in the box of Domestic Express Mail.	None	5 minutes	<i>Postal Teller, Post Office</i>
7. If with Postage Metered Machine impression, hand it over to the designated counter.	7. Receive the mail with metered machine impression and put it in the box of Domestic Express Mails.	None	5 minutes	<i>Postal Teller, Post Office</i>
	8. Process all express mails and prepare mail dispatch for pick-up of servicing post office.	None	2 hours	<i>Postal Teller or Data Encoder, Post Office</i>
<b>Dispatch and Transport of Express Mails to Delivery Post Office/Express Hub (for Inter-Area Delivery)</b>				
	9. Transport all received mailbag dispatches to the Delivery Post Office.	None	2 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of Domestic Express Mails by Delivery Post Office/Express Hub (for Inter-Area Delivery)</b>				
	10. Process all mails received and forward all mail dispatches to the Delivery Post Office/Express Hub.	None	2 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Domestic Express Mails to Mail Distribution Center (for Inter-Area Delivery)</b>				
	11. Hand over to driver/courier all mailbag dispatches to transport to the	None	2 hours	<i>Driver/Courier, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Mail Distribution Center.			
<b>Processing of Domestic Express Mails at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	12. Process all mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	2 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Domestic Express Mails to the Office of Exchange (for Inter-Area Delivery)</b>				
	13. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Airline / Shipping Line</i>
<b>Processing of Domestic Express Mails at the Office of Exchange (for Inter-Area Delivery)</b>				
	14. Process all mails received and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	None	2 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Office of Exchange</i>
<b>Dispatch and Transport of Domestic Express Mails to the Mail Distribution Center (for Inter-Area Delivery)</b>				
	15. Transport all received mailbag dispatches to the Mail Distribution Center.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Network Transport Department / Airline / Shipping Line</i>
<b>Processing of Domestic Express Mails at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	16. Process all mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	2 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Domestic express Mails to the Delivery Post Office/Express</b>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Hub (for Inter-Area Delivery)</b>				
	17. Transport all received mailbag dispatches to the Delivery Post Office/Express Hub.	None	2 hours	<i>Driver/Courier, Mail Distribution Center</i>
<b>Delivery of Domestic Express Mails by Delivery Post Office/Express Hub (for Inter-Area Delivery)</b>				
	18. Deliver all mails received for the day to all concerned mail recipients.	None	1 day	<i>Mail Sorter/ Letter Carrier, Post Office</i>
	<b>TOTAL</b>	<b>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</b>	<b>5 days, and 35 minutes</b>	

#### 2.4. International Express Mails (for International Delivery)

International delivery indicates that the mail item is for delivery to international destinations such as an International Express Mail accepted in Robinson's Jaro Post Office and for delivery to an addressee in Tokyo, Japan.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Postage Stamp/s or Postage Metered Machine Impression	Postal Teller's Counter
2. IEMS Label	
3. Express Mail Service (EMS) Pouch/ PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of International Express Mails by Acceptance Post Office (for International Delivery)</b>				
1. Present document/ merchandise to be mailed to designated Postal Teller.	1. Receive and examine the mail for completeness of information (Name and complete addresses of sender and recipient) and that there are no prohibited items or dangerous goods inside. Weigh the mail item and calculate the postage rate and inform the customer of the amount to be paid.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Fill-up the provided IEMS label with the required information and put the mail/ merchandise in the mailing pouch/box.	2. Provide IEMS label to the mailer/client and require him/her to fill up the necessary information. Ask the mailer/client to enclose the mail or merchandise in the EMS pouch or box.	None	5 minutes	<i>Postal Teller, Post Office</i>
3. 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	3. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	5 minutes	<i>Postal Teller, Post Office</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
PHLPost Pak box and pay the corresponding packaging service fee.	addressee.			
4. Pay the amount of stamp/s issued or Postage Metered Machine impression.	4. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
5. Give the pouch/box and IEMS label 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.	5. Accept the Pouch/Box and IEMS label from the mailer. Attach the original copy of IEMS label to the pouch or box and give the duplicate copy of IEMS label to the mailer	None	5 minutes	<i>Postal Teller, Post Office</i>
6. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and hand it over to the designated counter.	6. Receive the mail with postage stamps and put it in the box of International Express Mail.	None	5 minutes	<i>Postal Teller, Post Office</i>
7. If with Postage Metered Machine impression, hand it over to the designated counter.	7. Receive the mail with metered machine impression and put it in the box of International Express Mails.	None	5 minutes	<i>Postal Teller, Post Office</i>
	8. Process all express mails and prepare mail dispatch for pick-up of servicing post office.	None	2 hours	<i>Postal Teller or Data Encoder, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Dispatch and Transport of Express Mails to Delivery Post Office/Express Hub (for International Delivery)</b>				
	9. Transport all received mailbag dispatches to the Delivery Post Office.	None	2 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of International Express Mails by Delivery Post Office (for International Delivery)</b>				
	10. Process all mails received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	2 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of International Express Mails to Mail Distribution Center (for International Delivery)</b>				
	11. Transport all received mailbag dispatches to the Mail Distribution Center.	None	2 hours	<i>Driver/Courier, Post Office</i>
<b>Processing of International Express Mails at the Mail Distribution Center (for International Delivery)</b>				
	12. Process all mails received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	2 hours	<i>Postal Teller or Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of International Express Mails to the Office of Exchange (for International Delivery)</b>				
	13. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Airline / Shipping Line</i>
<b>Processing of International Express Mails at the Office of Exchange (for International Delivery)</b>				
	14. Process all mails received and forward all mail dispatches to the Dispatching Section of the Office of	None	2 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Office of Exchange</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Exchange.			
<b>Dispatch and Transport of International Express Mails to the Airlines (for International Delivery)</b>				
	15. Transport all received mailbag dispatches to the Airlines.	None	1 day	<i>Driver/Courier, Network Transport Department / Airline / Shipping Line</i>
	<b>TOTAL</b>	<b>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</b>	<b>3 days, 4 hour, and 35 minutes</b>	

## D. SENDING OF PARCEL

A parcel is a small container or bundle that contains items to be transported from one place to another. For International Parcels, it may be categorized as Air Parcel, Surface Parcel or Surface Air-lifted Parcel.

### 1. Sending a Parcel through a Delivery Post Office

Delivery Post Office - a postal outlet of the Philippine Postal Corporation that provides acceptance and delivery services to mailers/clients. Aside from accepting and delivering mail items, Delivery Post Offices often provide other postal related services such as sending and receiving of Postal Money Order, Postal ID capturing, etc.

#### 1.1. Domestic Parcel (for Within Locality Delivery)

Within locality delivery indicates that the item was posted and for delivery within the same City/Municipality such as an Ordinary Parcel accepted in Manila Central Post Office and for delivery to an addressee in Pandacan, Manila.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

CHECKLIST OF REQUIREMENT/S	WHERE TO SECURE
1. Postage Stamps or Postage Metered Machine Impression	Postal Teller's Counter
2. PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Domestic Parcel by Delivery Post Office (for Within Locality Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed. Ensure that merchandise to be mailed does not contain prohibited items or dangerous goods.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) Inspect the content of parcel or merchandise to be mailed. Ensure that there are no prohibited items	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	or dangerous goods. Weigh the parcel to determine the correct amount of postage needed.			
2. Seal the box containing the item/s 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 corresponding packaging service fee.	2. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	5 minutes	<i>Postal Teller, Post Office</i>
3. Pay the amount of stamp/s issued or Postage Metered Machine impression.	3. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
4. If provided with stamps, attach the stamps in the upper right-hand corner of the box and hand it over to the designated counter.	4. Receive the parcel with postage stamps and put it in the box of domestic parcel.	None	5 minutes	<i>Postal Teller, Post Office</i>
5. If with Postage Metered Machine impression, drop the box and hand it over	5. Receive the parcel with metered machine impression and put it in the box of domestic parcel	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
to the designated counter.				
	6. Forward all domestic parcels received to the Processing Section of the Post Office.	None	4 hours	<i>Postal Teller, Post Office</i>
<b>Processing of Domestic Parcel by Delivery Post Office (for Within Locality Delivery)</b>				
	7. Process and forward all domestic parcels to the Delivery Section of the Post Office.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Delivery of Domestic Parcel by Delivery Post Office (for Within Locality Delivery)</b>				
	8. Sort and deliver all domestic parcels received for the day to all concerned mail recipients.	None	1 day	<i>Driver/Courier, Mounted Delivery Section, Post Office</i>
	<b>TOTAL</b>	<b>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</b>	<b>2 days and 25 minutes</b>	

## 1.2. Domestic Parcel (for Intra-Area Delivery)

Intra-Area delivery indicates that the item was posted and for delivery within the same Postal Area such as a Domestic Parcel accepted in Makati Central Post Office and for delivery to an addressee in Pasay City. Makati City and Pasay City are two (2) locations both within the jurisdiction of Mega Manila Area (Postal Area III).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Postage Stamps or Postage Metered Machine Impression	Postal Teller's Counter
2. PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Domestic Parcel by Delivery Post Office (for Intra-Area Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed. Ensure that merchandise to be mailed does not contain prohibited items or dangerous goods.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) Inspect the content of parcel or merchandise to be mailed. Ensure that there are no prohibited items or dangerous goods. Weigh the parcel to determine the correct amount of postage needed.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Seal the box containing the item/s 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 corresponding packaging service fee.	2. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the amount of stamp/s issued or Postage Metered Machine impression.	3. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
4. If provided with stamps, attach the stamps in the upper right-hand corner of the box and hand it over to the designated counter.	4. Receive the parcel with postage stamps and put it in the box of domestic parcel.	None	5 minutes	<i>Postal Teller, Post Office</i>
5. If with Postage Metered Machine impression, drop the box and hand it over to the designated counter.	5. Receive the parcel with metered machine impression and put it in the box of domestic parcel	None	5 minutes	<i>Postal Teller, Post Office</i>
	6. Forward all domestic parcels received to the dispatching section of the Post Office	None	4 hours	<i>Postal Teller, Post Office</i>
<b>Processing of Domestic Parcel by Delivery Post Office (for Intra-Area Delivery)</b>				
	7. Process all domestic parcels received and forward all mail dispatches to the Dispatching Section of the Post Office.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Domestic Parcel to Mail Distribution Center (for Intra-Area Delivery)</b>				
	8. Transport all received mailbag dispatches to the Mail Distribution Center or to the Delivery Post Office (for those with direct dispatches)	None	1 day	<i>Driver/Courier, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Processing of Domestic Parcel at the Mail Distribution Center (for Intra-Area Delivery)</b>				
	9. Process all domestic parcels and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Domestic Parcel to Delivery Post Office (for Intra-Area Delivery)</b>				
	10. Transport all received mailbag dispatches to the Delivery Post Office	None	1 day	<i>Driver/Courier, Mail Distribution Center</i>
<b>Processing of Domestic Parcel by Delivery Post Office (for Intra-Area Delivery)</b>				
	11. Process and forward all domestic parcels to the Delivery Section of the Post Office.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Delivery of Domestic Parcel by Delivery Post Office (for Intra-Area Delivery)</b>				
	12. Sort and deliver all domestic parcels received for the day to all concerned mail recipients.	None	5 days *	<i>Driver/Courier, Mounted Delivery Section, Post Office</i>
	<b>TOTAL</b>	<b>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</b>	<b>9 days and 25 minutes</b>	

Note : Total transaction time exceeds 7 working days due to the following considerations:

1. Transit times to and from the Offices of Exchange (AMED / EMED / SMED), Mail Distribution Centers, and Post Offices
2. Usual delivery time in post offices is within a day. However, five (5) days delivery time reflects processing time incurred for far-flung areas with once-a-week delivery schedule.

### 1.3. Domestic Parcel (for Inter-Area Delivery)

Inter-Area delivery indicates that the item was posted in a particular Postal Area and for delivery to a different Postal Area such as a Domestic Parcel accepted in Quezon City Central Post Office (under Mega Manila Area - Postal Area III) and for delivery to an addressee in Davao City (under Eastern Mindanao Area - Postal Area VII).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Postage Stamps or Postage Metered Machine Impression	Postal Teller's Counter
2. PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Domestic Parcel by Delivery Post Office (for Inter-Area Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed. Ensure that merchandise to be mailed does not contain prohibited items or dangerous goods.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) Inspect the content of parcel or merchandise to be mailed. Ensure that there are no prohibited items or dangerous goods. Weigh the parcel to determine the correct amount of postage needed.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Seal the box containing the item/s to be mailed and write	2. If the mailer has no box, offer the use of our PHLPost Pak	Please refer to the updated PHLPost	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 corresponding packaging service fee.	box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee	Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service		
3. Pay the amount of stamp/s issued or Postage Metered Machine impression.	3. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
4. If provided with stamps, attach the stamps in the upper right-hand corner of the box and hand it over to the designated counter.	4. Receive the parcel with postage stamps and put it in the box of domestic parcel.	None	5 minutes	<i>Postal Teller, Post Office</i>
5. If with Postage Metered Machine impression, drop the box and hand it over to the designated counter.	5. Receive the parcel with metered machine impression and put it in the box of domestic parcel	None	5 minutes	<i>Postal Teller, Post Office</i>
	6. Forward all domestic parcels received to the dispatching section of the Post Office	None	4 hours	<i>Postal Teller, Post Office</i>
<b>Processing of Domestic Parcel by Delivery Post Office (for Inter-Area Delivery)</b>				
	7. Process all domestic parcels received and	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forward all mail dispatches to the Dispatching Section of the Post Office.			<i>Processing Section, Post Office</i>
<b>Dispatch and Transport of Domestic Parcel to Mail Distribution Center (for Inter-Area Delivery)</b>				
	8. Transport all received mailbag dispatches to the Mail Distribution Center or to the Delivery Post Office (for those with direct dispatches)	None	1 day	<i>Driver/Courier, Post Office</i>
<b>Processing of Domestic Parcel at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	9. Process all domestic parcels and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Domestic Parcel to the Office of Exchange (for Inter-Area Delivery)</b>				
	10. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Airline / Shipping Line</i>
<b>Processing of Domestic Parcel at the Office of Exchange (for Inter-Area Delivery)</b>				
	11. Process all domestic parcels received and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Office of Exchange</i>
<b>Dispatch and Transport of Domestic Parcel to the Office of Exchange (for Inter-Area Delivery)</b>				
	12. Transport all received mailbag dispatches to the	None	1 day	<i>Driver/Courier, Mail Distribution Center /</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Mail Distribution Center			Network Transport Department / Airline / Shipping Line
<b>Processing of Domestic Parcel at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	13. Process all domestic parcels received and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Domestic Parcel to the Delivery Post Office (for Inter-Area Delivery)</b>				
	14. Transport all received mailbag dispatches to the Mail Distribution Center	None	1 day	<i>Driver/Courier, Mail Distribution Center</i>
<b>Processing of Domestic Parcel by Delivery Post Office (for Inter-Area Delivery)</b>				
	15. Process and forward all domestic parcels to the Delivery Section of the Post Office.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Delivery of Domestic Parcel by Delivery Post Office (for Intra-Area Delivery)</b>				
	16. Sort and deliver all domestic parcels received for the day to all concerned mail recipients.	None	5 days *	<i>Driver/Courier, Mounted Delivery Section, Post Office</i>
	<b>TOTAL</b>	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	<b>12 days and 25 minutes</b>	

Note : Total transaction time exceeds 7 working days due to the following considerations:

1. Transit times to and from the Offices of Exchange (AMED / EMED / SMED), Mail Distribution Centers, and Post Offices
2. Usual delivery time in post offices is within a day. However, five (5) days delivery time reflects processing time incurred for far-flung areas with once-a-week delivery schedule.

#### 1.4. Air / Surface / SAL Parcel (for International Delivery)

International delivery indicates that the item is for delivery to international destinations such as an Air/Surface/SAL Parcel accepted in Baguio City Post Office and for delivery to an addressee in Rome, Italy.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Postage Stamps or Postage Metered Machine Impression	Postal Teller's Counter
2. PHLPost Pak box	
3. Barcode Sticker	
4. International Parcel Manifold Set (CP72)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Air / SAL Parcel by Post Office (for International Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed. Ensure that merchandise to be mailed does not contain prohibited items or dangerous goods.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) Inspect the content of parcel or merchandise to be mailed. Ensure that there are no prohibited items or dangerous goods. Weigh the parcel to determine the correct amount of postage needed.	None	5 minutes	Postal Teller, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out the provided CP72 form with the required information and enclose the mail/merchandise in the mailing pouch/box	2. Provide CP72 (International Parcel Manifold Set) to the mailer/client and require him/her to fill out the necessary information. Ask the mailer/client to enclose the mail or merchandise in the box.	None	5 minutes	<i>Postal Teller, Post Office</i>
3. Seal the pouch/box containing the merchandise to be mailed and write the name, address and contact numbers 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.	3. If the mailer has no box, offer them to use the PHLPost Box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the box the complete name, address and telephone number of the sender and addressee.	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	5 minutes	<i>Postal Teller, Post Office</i>
4. Pay the amount of stamp/s issued or Postage Metered Machine impression.	4. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
5. Give the box and CP72 to the designated Postal Teller and get your copy of the CP72 after it has been	5. Accept the Box and filled-up CP72 from the mailer. Attach the original copy of CP72 to the box and give the	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
attached to the box by the said teller.	duplicate copy of CP72 to the mailer.			
6. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	6. Receive the mail with postage stamps and put it in the box of Air/SAL parcel.	None	5 minutes	<i>Postal Teller, Post Office</i>
7. If with Postage Metered Machine impression, drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	7. Receive the mail with metered machine impression and put it in the box of Air/SAL parcel.	None	5 minutes	<i>Postal Teller, Post Office</i>
	8. Forward all Air/SAL parcels received to the Processing Section of the Post Office	None	4 hours	<i>Postal Teller, Post Office</i>
<b>Processing of Air / SAL Parcel by Delivery Post Office (for International Delivery)</b>				
	9. Process all Air/SAL parcels and forward all mail dispatches to the Dispatching Section of the Post Office.	None	4 hours	<i>Data Encode/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Air / SAL Parcel to Mail Distribution Center (for International Delivery)</b>				
	10. Transport all received mailbag dispatches to the Mail Distribution Center.	None	1 day	<i>Driver/Courier, Post Office</i>
<b>Processing of Air / SAL Parcel at the Mail Distribution Center (for International Delivery)</b>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	11. Process all Air/SAL parcels and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Air / SAL Parcel to the Office of Exchange (for International Delivery)</b>				
	12. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Airline / Shipping Line</i>
<b>Processing of Air / SAL Parcel at the Office of Exchange (for International Delivery)</b>				
	13. Process all Air/SAL Parcels and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Office of Exchange</i>
<b>Dispatch and Transport of Air / SAL Parcel to the Airlines (for International Delivery)</b>				
	14. Transport all received mailbag dispatches to the Airlines/SMED	None	1 day	<i>Driver/Courier, Network Transport Department / Airline / Shipping Line</i>
	<b>TOTAL</b>	<b>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</b>	<b>5 days and 35 minutes</b>	

## 2. Sending a Parcel through an Acceptance Post Office

Acceptance Post Office - a postal outlet of the Philippine Postal Corporation that provides limited postal service to mailers/clients. Its service is limited to the

acceptance of mail items.

## 2.1. Domestic Parcel (for Within Locality Delivery)

Within locality delivery indicates that the item was posted and for delivery within the same City/Municipality such as a Domestic Parcel accepted in PMA Post Office and for delivery to an addressee in Baguio City.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Postage Stamps or Postage Metered Machine Impression	Postal Teller's Counter
2. PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Domestic Parcel by Acceptance Post Office (for Within Locality Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed. Ensure that merchandise to be mailed does not contain prohibited items or dangerous goods.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) Inspect the content of parcel or merchandise to be mailed. Ensure that there are no prohibited items or dangerous goods. Weigh the parcel to determine the correct amount of postage needed.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Seal the box containing the item/s to be mailed and write the name, address and contact no. of the	2. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and	Please refer to the updated PHLPost Postage Rate Guide for the	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
sender and the addressee. Mailers/clients without box and packaging materials may buy the appropriate PHLPost Pak box and pay the corresponding packaging service fee.	packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee	prices of PHLPost Pak Box and Packaging fee service		
3. Pay the amount of stamp/s issued or Postage Metered Machine impression.	3. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
4. If provided with stamps, attach the stamps in the upper right-hand corner of the box and hand it over to the designated counter.	4. Receive the parcel with postage stamps and put it in the box of domestic parcel.	None	5 minutes	<i>Postal Teller, Post Office</i>
5. If with Postage Metered Machine impression, drop the box and hand it over to the designated counter.	5. Receive the parcel with metered machine impression and put it in the box of domestic parcel.	None	5 minutes	<i>Postal Teller, Post Office</i>
	6. Process all domestic parcels and prepare mail dispatch for pick-up by servicing post office.	None	4 hours	<i>Postal Teller, Post Office</i>
<b>Dispatch and Transport of Domestic Parcel to Delivery Post Office (for Within Locality Delivery)</b>				
	7. Transport all received mailbag dispatches to the Delivery Post	None	1 day	<i>Driver/Courier, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Office			
<b>Processing of Domestic Parcel by Delivery Post Office (for Within Locality Delivery)</b>				
	8. Process and forward all domestic parcels to the Delivery Section of the Post Office.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Delivery of Domestic Parcel by Delivery Post Office (for Within Locality Delivery)</b>				
	9. Sort and deliver all domestic parcels received for the day to all concerned mail recipients.	None	1 day	<i>Driver/Courier, Mounted Delivery Section, Post Office</i>
	<b>TOTAL</b>	<b>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</b>	<b>3 days and 25 minutes</b>	

## 2.2. Domestic Parcel (for Intra-Area Delivery)

Intra-Area delivery indicates that the item was posted and for delivery within the same Postal Area such as a Domestic Parcel accepted in Mandaue City Hall Post Office and for delivery to an addressee in Tacloban City. Mandaue City and Tacloban City are two (2) locations both within the jurisdiction of Central and Eastern Visayas Area (Postal Area V).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Postage Stamps or Postage Metered Machine Impression	Postal Teller's Counter
PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Domestic Parcel by Delivery Post Office (for Intra-Area Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed. Ensure that merchandise to be mailed does not contain prohibited items or dangerous goods.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) Inspect the content of parcel or merchandise to be mailed. Ensure that there are no prohibited items or dangerous goods. Weigh the parcel to determine the correct amount of postage needed.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Seal the box containing the item/s to be mailed and write the name, address and contact no. of	2. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and	Please refer to the updated PHLPost Postage Rate Guide for the	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the sender and the addressee. Mailers/clients without box and packaging materials may buy the appropriate PHLPost Pak box and pay the corresponding packaging service fee.	packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee	prices of PHLPost Pak Box and Packaging fee service		
3. Pay the amount of stamp/s issued or Postage Metered Machine impression.	3. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	5 minutes	<i>Postal Teller, Post Office</i>
4. If provided with stamps, attach the stamps in the upper right-hand corner of the box and hand it over to the designated counter.	4. Receive the parcel with postage stamps and put it in the box of domestic parcel.	None	5 minutes	<i>Postal Teller, Post Office</i>
5. If with Postage Metered Machine impression, drop the box and hand it over to the designated counter.	5. Receive the parcel with metered machine impression and put it in the box of domestic parcel	None	5 minutes	<i>Postal Teller, Post Office</i>
	6. Process all domestic parcels and prepare mail dispatch for pick-up by servicing post office.	None	4 hours	Postal Teller, Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Dispatch and Transport of Domestic Parcel to Delivery Post Office (for Intra-Area Delivery)</b>				
	7. Transport all received mailbag dispatches to the Delivery Post Office	None	1 day	<i>Driver/Courier, Post Office</i>
<b>Processing of Domestic Parcel by Delivery Post Office (for Intra-Area Delivery)</b>				
	8. Process all domestic parcels and forward all mail dispatches to the Dispatching Section of the Post Office.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Domestic Parcel to Mail Distribution Center (for Intra-Area Delivery)</b>				
	9. Transport all received mailbag dispatches to the Mail Distribution Center or to the Delivery Post Office (for those with direct dispatches).	None	1 day	<i>Driver/Courier, Post Office</i>
<b>Processing of Domestic Parcel at the Mail Distribution Center (for Intra-Area Delivery)</b>				
	10. Process all domestic parcels and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Domestic Parcel to Delivery Post Office (for Intra-Area Delivery)</b>				
	11. Transport all received mailbag dispatches to the Delivery Post Office	None	1 day	<i>Driver/Courier, Mail Distribution Center</i>
<b>Processing of Domestic Parcel by Delivery Post Office (for Intra-Area Delivery)</b>				
	12. Process all domestic parcels and forward to the Delivery Section of the Post Office	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Delivery of Domestic Parcel by Delivery Post Office (for Intra-Area Delivery)</b>				
	13. Sort and deliver all domestic parcels received for the day to all concerned mail recipients.	None	5 days	Driver/Courier, Mounted Delivery Section, Post Office
<b>TOTAL</b>		<b>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</b>	<b>10 days and 25 minutes</b>	

Note : Total transaction time exceeds 7 working days due to the following considerations:

1. Transit times to and from the Offices of Exchange (AMED / EMED / SMED), Mail Distribution Centers, and Post Offices
2. Usual delivery time in post offices is within a day. However, five (5) days delivery time reflects processing time incurred for far-flung areas with once-a-week delivery schedule.

### 2.3. Domestic Parcel (for Inter-Area Delivery)

Inter-Area delivery indicates that the item was posted in a particular Postal Area and for delivery to a different Postal Area such as a Domestic Parcel accepted in University of Mindanao Post Office (Eastern Mindanao Area - Postal Area VII) and for delivery to an addressee in Cabanatuan City (under Northeastern Luzon Area - Postal Area I).

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Postage Stamps or Postage Metered Machine Impression	Postal Teller's Counter
2. PHLPost Pak Box	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Domestic Parcel by Delivery Post Office (for Inter-Area Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed. Ensure that merchandise to be mailed does not contain prohibited items or dangerous goods.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) Inspect the content of parcel or merchandise to be mailed. Ensure that there are no prohibited items or dangerous goods. Weigh the parcel to determine the correct amount of postage needed.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Seal the box containing the item/s 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 corresponding packaging service fee.	2. If the mailer has no box, offer the use of our PHLPost Pak box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the pouch or box the complete name, address and telephone number of the sender and addressee	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service	5 minutes	<i>Postal Teller, Post Office</i>
3. Pay the amount of stamp/s issued or Postage Metered Machine impression.	3. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. If provided with stamps, attach the stamps in the upper right-hand corner of the box and hand it over to the designated counter.	4. Receive the parcel with postage stamps and put it in the box of domestic parcel.	None	5 minutes	<i>Postal Teller, Post Office</i>
5. If with Postage Metered Machine impression, drop the box and hand it over to the designated counter.	5. Receive the parcel with metered machine impression and put it in the box of domestic parcel	None	5 minutes	<i>Postal Teller, Post Office</i>
	6. Process all domestic parcels and prepare mail dispatch for pick-up by servicing post office.	None	4 hours	<i>Postal Teller, Post Office</i>
<b>Dispatch and Transport of Domestic Parcel to Delivery Post Office (for Inter-Area Delivery)</b>				
	7. Transport all received mailbag dispatches to the Delivery Post Office	None	1 day	<i>Driver/Courier, Post Office</i>
<b>Processing of Domestic Parcel by Delivery Post Office (for Inter-Area Delivery)</b>				
	8. Process all domestic parcels and forward all mail dispatches to the Dispatching Section of the Post Office.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Domestic Parcel to Mail Distribution Center (for Inter-Area Delivery)</b>				
	9. Transport all received mailbag dispatches to the Mail Distribution Center.	None	1 day	<i>Driver/Courier, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Processing of Domestic Parcel at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	10. Process all domestic parcels and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Domestic Parcel to the Office of Exchange (for Inter-Area Delivery)</b>				
	11. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Airline / Shipping Line</i>
<b>Processing of Domestic Parcel at the Office of Exchange (for Inter-Area Delivery)</b>				
	12. Process all domestic parcels and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Office of Exchange</i>
<b>Dispatch and Transport of Domestic Parcel to the Mail Distribution Center (for Inter-Area Delivery)</b>				
	13. Transport all received mailbag dispatches to the Mail Distribution Center	None	1 day	<i>Driver/Courier, Mail Distribution Center / Network Transport Department / Airline / Shipping Line</i>
<b>Processing of Domestic Parcel at the Mail Distribution Center (for Inter-Area Delivery)</b>				
	14. Process all domestic parcel and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Domestic Parcel to the Delivery Post Office (for Inter-Area Delivery)</b>				
	15. Transport all received mailbag dispatches to the	None	1 day	<i>Driver/Courier, Mail Distribution Center</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Mail Distribution Center			
<b>Delivery of Domestic Parcel by Delivery Post Office (for Inter-Area Delivery)</b>				
	16. Deliver all domestic parcels received for the day to all concerned mail recipients.	None	5 days *	Driver/Courier, Mounted Delivery Section, Post Office
<b>TOTAL</b>		<b>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</b>	<b>12 days, 4 hours, and 25 minutes</b>	

Note : Total transaction time exceeds 7 working days due to the following considerations:

1. Transit times to and from the Offices of Exchange (AMED / EMED / SMED), Mail Distribution Centers, and Post Offices
2. Usual delivery time in post offices is within a day. However, five (5) days delivery time reflects processing time incurred for far-flung areas with once-a-week delivery schedule.

#### 2.4. Air / Surface / SAL Parcel (for International Delivery)

International delivery indicates that the item is for delivery to international destinations such as an Air/Surface/SAL Parcel accepted in Robinson's Jaro Post Office and for delivery to an addressee in Tokyo, Japan.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

CHECKLIST OF REQUIREMENT/S	WHERE TO SECURE
1. Postage Stamps or Postage Metered Machine Impression	Postal Teller's Counter
2. PHLPost Pak box	
3. Barcode Sticker	

4. International Parcel Manifold Set (CP72)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Air / SAL Parcel by Post Office (for International Delivery)</b>				
1. Present mail to the designated Postal Teller to determine its weight and the amount of postage needed. Ensure that merchandise to be mailed does not contain prohibited items or dangerous goods.	1. Receive and examine the mail for completeness of information (Name and complete address of recipient, including ZIP code) Inspect the content of parcel or merchandise to be mailed. Ensure that there are no prohibited items or dangerous goods. Weigh the parcel to determine the correct amount of postage needed.	None	5 minutes	<i>Postal Teller, Post Office</i>
2. Fill out the provided CP72 form with the required information and enclose the mail/merchandise in the mailing pouch/box	2. Provide CP72 (International Parcel Manifold Set) to the mailer/client and require him/her to fill out the necessary information. Ask the mailer/client to enclose the mail or merchandise in the box.	None	5 minutes	<i>Postal Teller, Post Office</i>
3. Seal the pouch/box containing the merchandise to be mailed and write the name, address and contact numbers of the sender and the addressee.	3. If the mailer has no box, offer them to use the PHLPost Box. Accept the payment for the box and packaging service fee. Ask the mailer to write down in the box	Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Mailers/clients without box and packaging materials may buy the appropriate PHLPost Pak box and pay the packaging service fee.	the complete name, address and telephone number of the sender and addressee	Packaging fee service		
4. Pay the amount of stamp/s issued or Postage Metered Machine impression.	4. Receive payment from customer and provide the corresponding amount of stamp/s or metered machine impression.	Please refer to the updated PHLPost Postage Rate Guide	5 minutes	<i>Postal Teller, Post Office</i>
5. Give the box and CP72 to the Designated Postal Teller and get your copy of the CP72 after it has been attached to the box by the said teller	5. Accept the Box and filled-up CP72 from the mailer. Attach the original copy of CP72 to the box and give the duplicate copy of CP72 to the mailer	None	5 minutes	<i>Postal Teller, Post Office</i>
6. If provided with stamps, attach the stamps in the upper right-hand corner of the letter and drop the mail in the mailbox located at the post office lobby or hand it over to the designated counter.	6. Receive the mail with postage stamps and put it in the box of Air/SAL parcel.	None	5 minutes	<i>Postal Teller, Post Office</i>
7. If with Postage Metered Machine impression, drop the mail in the mailbox located at the post office lobby or hand it over to the	7. Receive the mail with metered machine impression and put it in the box of Air/SAL parcel.	None	5 minutes	<i>Postal Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
designated counter.				
	8. Process all Air/SAL parcels and prepare mail dispatch for pick-up by servicing post office.	None	4 hours	<i>Postal Teller, Post Office</i>
<b>Dispatch and Transport of Air / SAL Parcel to Delivery Post Office (for International Delivery)</b>				
	9. Transport all received mailbag dispatches to the Delivery Post Office	None	1 day	<i>Driver/Courier, Post Office</i>
<b>Processing of Air / SAL Parcel by Delivery Post Office (for International Delivery)</b>				
	10. Process all Air/SAL parcels and forward all mail dispatches to the Dispatching Section of the Post Office.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Post Office</i>
<b>Dispatch and Transport of Air / SAL Parcel to Mail Distribution Center (for International Delivery)</b>				
	11. Transport all received mailbag dispatches to the Mail Distribution Center.	None	1 day	<i>Driver/Courier, Post Office</i>
<b>Processing of Air / SAL Parcel at the Mail Distribution Center (for International Delivery)</b>				
	12. Process all Air/SAL parcel and forward all mail dispatches to the Dispatching Section of the Mail Distribution Center.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Mail Distribution Center</i>
<b>Dispatch and Transport of Air / SAL Parcel to the Office of Exchange (for International Delivery)</b>				
	13. Transport all received mailbag dispatches to the Office of Exchange.	None	1 day	<i>Driver/Courier, Mail Distribution Center / Airline / Shipping Line</i>
<b>Processing of Air / SAL Parcel at the Office of Exchange (for International Delivery)</b>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	14. Process all Air/SAL parcels and forward all mail dispatches to the Dispatching Section of the Office of Exchange.	None	4 hours	<i>Data Encoder/ Mail Sorter/ Head of Processing Section, Office of Exchange</i>
<b>Dispatch and Transport of Air / SAL Parcel to the Airlines (for International Delivery)</b>				
	15. Transport all received mailbag dispatches to the Airlines/SMED	None	1 day	<i>Driver/Courier, Network Transport Department / Airline / Shipping Line</i>
	<b>TOTAL</b>	<b>Please refer to the updated PHLPost Postage Rate Guide for the prices of PHLPost Pak Box and Packaging fee service</b>	<b>6 days and 35 minutes</b>	

## E. CLAIMING OF MAIL ITEM AT THE POST OFFICE

### 1. Claiming of Domestic Registered Mail

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notice Card	Delivered by Letter Carrier to the Addressee
2. At least two (2) Valid IDs (if the claimant is the addressee)	Client / Authorized Representative
3. Authorization Letter and Valid IDs of Addressee and Representative (if thru an Authorized Representative)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated window and present the Notice Card and 2 valid IDs. If the addressee cannot claim their item personally, the representative should have an Authorization Letter and valid IDs.	1. Get the Notice Card and 2 Valid IDs from the claimant/ addressee. If the claimant is not the addressee, ask for the Authorization Letter and valid IDs of the addressee/ owner and his/her authorized representative.	None	5 minutes	<i>Registered Window Teller, Post Office</i>
2. Sign the Notice Card and Delivery Book after the mail item is released by the designated Postal Teller.	2. Have the addressee or authorized representative sign the Notice Card and Delivery Book after releasing the mail.	None	5 minutes	<i>Registered Window Teller, Post Office</i>
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	

## 2. Claiming of International Registered Mail / International Express Mail / International Parcel

<b>Office or Division:</b>	Post Office / Office of Exchange
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notice Card	Client / Authorized Representative
2. At least two (2) Valid IDs (if the claimant is the addressee)	
3. Authorization Letter and Valid IDs of Addressee and Representative (if thru an Authorized Representative)	
4. Any document required/requested by PHLPost and/or the Bureau Customs	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated window and present the Notice Card, 2 valid IDs, and other documents (if required). If the addressee cannot claim their item personally, the representative should have an Authorization Letter and valid IDs.	1. Get the Notice Card, 2 Valid IDs and other documents (if required) from the claimant/ addressee. If the claimant is not the addressee, ask for the Authorization Letter and valid IDs of the addressee/ owner and his/her authorized representative.	None	5 minutes	Parcel/ Registered/ Express Window Teller, Post Office/Office of Exchange
	2. Endorse to the Bureau of Customs personnel for examination and assessment of customs duties and/or taxes.	None	20 minutes	Examiner, Bureau of Customs
3. If item is taxable, pay the	3. If the item is taxable, advise	Customs Duty/Tariff and	10 minutes	Cashier,

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
corresponding charges to the designated Bureau of Customs personnel.	the addressee or authorized representative to pay the corresponding charges to the designated Bureau of Customs Personnel	other charges to be paid are per assessment of the Bureau of Customs personnel		Bureau of Customs
4. Pay the Presentation to Customs Charges (PTCC)	4. Receive payment for PTCC and issue an Official Receipt.	PhP112.00	5 minutes	Cashier, Post Office
5. Present receipt/s to claim Parcel or Registered/ Express Mail	5. Release the Parcel or Registered/ Express Mail to the claimant/owner or authorized representative upon presentation of the Official Receipt.	None	5 minutes	Parcel/ Registered/ Express Window Teller, Post Office
	<b>TOTAL</b>	<b>PhP112.00 and Customs Duty/Tariff and other charges per assessment of the Bureau of Customs personnel</b>	<b>45 minutes</b>	

## F. SENDING OF POSTAL MONEY ORDER (PMO)

A Postal Money Order (PMO) is a written order for a specific amount of money that can be exchanged for cash at a post office. It is a way to send money to anyone without a bank account or as payment for services such as government/private transactions.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PMO Application Form	Postal Money Order Teller
2. Customer Information Sheet	
3. PMO Receipt	
4. PMO Check/s	
5. One (1) valid ID	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a PMO Application form and Customer Information Sheet, and fill in the necessary information.	1. Provide PMO Application Form and Customer Information Sheet to the client and ask the client to fill out the necessary information.	None	10 minutes	<i>Postal Money Order Teller, Post Office</i>
2. Submit the accomplished PMO Application form and Customer Information Sheet, and present one (1) valid ID.	2. Get the duly accomplished CIS and PMO Application Forms from the client and check the presented ID for "Know Your Client" compliance. Assign transaction number and encode the necessary information to the system. Affix postmark to the Money Order Application Form indicating the date and name of Post	None	5 minutes	<i>Postal Money Order Teller, Post Office</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Office where transaction is made.			
3. Pay the PMO fee and give the corresponding amount to be sent.	3. Write down the correct PMO fee and the amount of money to be sent. Accept the payment and the corresponding amount to be sent.	Refer to PHLPost Money Order Fee guide for amount of fees to be paid	5 minutes	<i>Postal Money Order Teller or Cashier, Post Office</i>
4. Get the Money Order check/s and tear off the stub. Said check/s should be sent through Registered Mail.	4. Print the Money Order Check/s and remitter's receipt and give those to the client. Inform the client that said check/s should be sent through Registered Mail or Domestic Express Mail Service.		5 minutes	<i>Postal Money Order Teller or Cashier, Post Office</i>
<b>TOTAL</b>		<b>Refer to PHLPost Money Order Fee guide for amount of fees to be paid</b>	<b>25 minutes</b>	

## G. RECEIVING A POSTAL MONEY ORDER (PMO)

A Postal Money Order (PMO) is a written order for a specific amount of money that can be exchanged for cash at a post office. It is a way to send money to anyone without a bank account or as payment for services such as government/private transactions.

<b>Office or Division:</b>	Post Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PMO Receipt	Postal Money Order Teller
2. PMO Check/S	Client
3. Two (2) valid IDs	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Money Order check and a valid ID to the designated Postal Money Order Teller.	1. Ask the client to write down his/her complete name with signature, date and ID number at the back of the check. Get the Money Order Check/s and two (2) valid IDs from the client	None	5 minutes	<i>Postal Money Order Teller, Post Office</i>
	1.1. Verify the presented Money Order Check/s and IDs presented by the client. If valid, encash client's check.	None	5 minutes	<i>Postal Money Order Teller, Post Office</i>
2. Claim your money and get the Money Order Receipt.	2. Handover cash to client and issue Money Order receipt	None	5 minutes	<i>Postal Money Order Teller, Post Office</i>
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	

## H. REPLACEMENT OF STALE OR MUTILATED POSTAL MONEY ORDER (PMO) CHECK

A stale check refers to a PMO check that becomes invalid due to the expiration of its validity period, which is ninety (90) days from the date of issuance. A mutilated check, on the other hand, refers to a PMO check that is partially torn, burnt or defaced with erasures affecting the genuineness of any material information contained therein.

### 1. Via Walk-in Client at the Postal Payment Delivery Division, Business Lines Department

<b>Office or Division:</b>	Postal Payment Delivery Division, Business Lines Department (PPDD – BLD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form for Replacement of PMO Check (Appendix P3)	Postal Payment Delivery Division - BLD
2. Original Stale or Mutilated PMO Check/s	Client
3. Official Receipt	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form for Replacement of PMO Check (Appendix P3).	1. Provide Application Form for Replacement of PMO Check (Appendix P3) to client.	None	1 minute	<i>Receiving Clerk, PPDD – BLD</i>
2. Fill up the application form, submit it along with other required documents, and pay the replacement fee.	2. Receive and review the application form from client. If no issues, issue an order form containing the amount of the replacement fee record. Direct client to Cash Division  If with discrepancy, coordinate with issuing PO for validation		5 minutes	<i>Receiving Clerk, PPDD – BLD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to Cash Division for payment of fee	3. Receive payment and issue an Official Receipt.	PhP30.00 per check	10 minutes	<i>Collecting Officer,</i> Cash Division - FMD
4. Hand over receipt of payment	4.1. Process replacement (only if the date of issue is within three (3) years from present date), and endorse it to the Chief for approval of new PMO check/s.	None	10 minutes	<i>Financial Analyst,</i> PPDD – BLD
	4.2. Review, assign control number, and sign newly issued PMO check/s.	None	10 minutes	<i>Chief,</i> PPDD – BLD
3. Acknowledge and sign the receipt of new PMO check/s.	5. Issue new PMO check/s to requesting client.	None	1 minute	<i>Financial Analyst,</i> PPDD – BLD
<b>TOTAL</b>		<b>PhP30.00 per check</b>	<b>37 minutes</b>	

## 2. Via Walk-in Client at Post Offices

<b>Office or Division:</b>	Post Office / Postal Payment Delivery Division (PPDD – BLD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form for Replacement of PMO Check (Appendix P3)	Post Office
2. Original Stale or Mutilated PMO Check/s	Client
3. Copy of Official Receipt	

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form for Replacement of PMO Check (Appendix P3).	1. Provide Application Form for Replacement of PMO Check (Appendix P3) to client.	None	1 minute	<i>Money Order Teller, Post Office</i>
2. Fill up the application form, submit it along with other required documents, and pay the replacement fee.	2. Receive the application from client, record its particulars, and endorse it to the personnel concerned. Receive payment and issue Official Receipt	PhP30.00 per check	10 minutes	<i>Money Order Teller or Cashier, Post Office</i>
	2.1. Send the application via Registered Mail	None	7 days	<i>Postmaster, Post Office</i>
	2.2. Upon receipt of the Application for Replacement of PMO Check, review the details of the check/s and if service invoice is attached, process its replacement (only if the date of issue is within three (3) years from present date), and endorse it to the Chief for approval of new PMO check/s.	None	10 minutes	<i>Financial Analyst, PPDD – BLD</i>
	2.3. Review, assign control number, and sign newly issued PMO check/s.	None	10 minutes	<i>Chief, PPDD – BLD</i>
	2.4. Send via Registered Mail the newly issued PMO check/s either to the issuing post office or requesting client	None	7 days	<i>Financial Analyst, PPDD – BLD</i>
3. Receive newly issued PMO check/s.	3. If sent to the issuing post office, deliver the new PMO check/s to the requesting client.	None	1 day	<i>Letter Carrier, Post Office</i>
	<b>TOTAL</b>	<b>PhP30.00 per check</b>	<b>15 days and 31 minutes</b>	

## I. REPLACEMENT OF LOST POSTAL MONEY ORDER (PMO) CHECK

A lost check refers to a PMO check that has been stolen, misplaced or could no longer be found by the sender or recipient.

### 1. Via Walk-in Client at the Postal Payment Delivery Division, Business Lines Department

<b>Office or Division:</b>	Postal Payment Delivery Division (PPDD – BLD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Replacement of PMO Check (Appendix P3)	Postal Payment Delivery Division - BLD
2. Certification of Repayment or Non-Repayment from the issuing Post Office	
3. Certification of Payment or Non-Payment from the paying Post Office	
4. Affidavit of Loss or Non-Receipt of PMO check executed by Payee or Sender – Notarized	Client
5. Valid ID of Payee or Sender – Certified True Copy	
6. Specimen Signatures of Payee or Sender if PMO is paid/re-paid to the wrong party	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form for Replacement of PMO Check (Appendix P3).	1. Provide Application Form for Replacement of PMO Check (Appendix P3) to client.	None	1 minute	<i>Receiving Clerk,</i> PPDD – BLD
2. Fill out the application form, submit it along with other required documents, and pay the replacement fee.	2. Receive and review the application form from client, including the submitted Affidavit of Loss and other required documents; Conduct verification on the record of cleared /replacement/ not accepted checks by		2 hours	<i>Financial Analyst,</i> PPDD – BLD

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the issuing Bank If no issues, issue an order form containing the amount of the replacement fee record. Direct client to Cash Division</p> <p>If with discrepancy, coordinate with issuing PO for validation</p> <ul style="list-style-type: none"> <li>• <i>If the check has cleared, inform the requesting post office as this can no longer be replaced.</i></li> <li>• <i>If the check was not cleared or paid to a wrong party, process the application of replacement.</i></li> </ul> <p>Endorse to the Chief for issuance of new PMO check.</p>			
3. Proceed to Cash for payment		PhP30.00 per check		
4. Hand over receipt of payment	4.1. Process replacement (only if the date of issue is within three (3) years from present date), and endorse it to the Chief for approval of new PMO check/s.	None	10 minutes	<i>Financial Analyst, PPDD – BLD</i>
	4.2. Review, assign control number, and sign newly issued PMO check.	None	10 minutes	<i>Chief, PPDD – BLD</i>
5. Acknowledge receipt of new PMO check/s.	3. Issue new PMO check/s to requesting client.	None	1 minute	<i>Financial Analyst, PPDD – BLD</i>
	<b>TOTAL</b>	<b>PhP30.00 per check</b>	<b>2 hours and 22 minutes</b> <i>(Processing Time for the</i>	

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			<i>Payment of Fee not included)</i>	

## 2. Via Walk-in Client at the Post Office

<b>Office or Division:</b>	Post Office / Postal Payment Delivery Division (PPDD – BLD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Replacement of PMO Check (Appendix P3)	Postal Payment Delivery Division - BLD
2. Certification of Repayment or Non-Repayment from the issuing Post Office	
3. Certification of Payment or Non-Payment from the paying Post Office	
4. Affidavit of Loss or Non-Receipt of PMO check executed by Payee or Sender – Notarized	Client
5. Valid ID of Payee or Sender – Certified True Copy	
6. Specimen Signatures of Payee or Sender if PMO is paid/re-paid to the wrong party	

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form for Replacement of PMO Check (Appendix P3).	1. Provide Application Form for Replacement of PMO Check (Appendix P3) to client.	None	1 minute	<i>Money Order Teller, Post Office</i>
2. Fill up the application form, submit it along with other required documents, and pay the replacement fee.	2. Receive the application from client, record its particulars, and endorse it to the personnel concerned. Receive payment and issue Official Receipt	Php30.00 per check	10 minutes	<i>Money Order Teller or Cashier, Post Office</i>
	2.1. Send the application via registered mail		7 days	<i>Postmaster, Post Office</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Upon receipt of the Application for Review of PMO Check, review the submitted Affidavit of Loss and other required documents; Conduct a verification on the record of cleared /replacement/ not accepted checks by the issuing Bank.</p> <ul style="list-style-type: none"> <li>• <i>If the check has cleared, inform the requesting post office as this can no longer be replaced.</i></li> <li>• <i>If the check was not cleared or paid to the wrong party, process the application of replacement.</i></li> </ul> <p>Endorse to the Chief for issuance of new PMO check.</p>	None	2 hours	<i>Financial Analyst, PPDD – BLD</i>
	2.2. Review, assign control number, and sign newly issued PMO check.	None	10 minutes	<i>Chief, PPDD – BLD</i>
	2.3. Mail newly issued PMO check/s either to the issuing post office or requesting client.	None	7 days	<i>Financial Analyst, PPDD – BLD</i>
3. Receive newly issued PMO check/s.	3. If sent to the issuing post office, deliver the new PMO check/s to the requesting client.	None	1 day	<i>Letter Carrier, Post Office</i>
<b>TOTAL</b>		<b>Php30.00 per check</b>	<b>15 days, 2 hours and 21 minutes</b>	

## J. APPLICATION FOR POSTAL IDENTIFICATION CARD

The Postal Identification Card (Postal ID) is a government-issued ID that verifies a person's identity and address. It is issued by PHLPost with a three-year validity period and aims to provide applicants with an easy to obtain identification card that is accepted for various transactions with government offices and private institutions.

### 1. Rush Postal ID Application (Same Day)

The same day release of Postal ID is applicable only to applications received in select post offices and processed during the cut-off period of 8:00 AM to 11:00AM.

<b>Office or Division:</b>	Domestic Airport PO / Manila CPO / Parañaque CPO
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of duly accomplished Postal ID Application Form	Postal Teller / PHLPost website (downloadable)
2. Proof of Identity <ul style="list-style-type: none"> <li>• One (1) original copy and one (1) photocopy of any of the Primary IDs as listed below:               <ul style="list-style-type: none"> <li>✓ Birth Certificate from PSA or Local Civil Registry with receipt issued within 6 months</li> <li>✓ GSIS or SSS UMID card</li> <li>✓ Valid Driver's License</li> <li>✓ Valid Passport</li> <li>✓ National ID (<i>if digitized version, must be printed out</i>)</li> <li>✓ Marriage Certificate for Married Women (<i>only if documents and IDs submitted does not bear married name</i>)</li> </ul> </li> <li>• If no available primary ID, any two (2) original and photocopy of any of the Secondary IDs (<i>one of which bears the applicant's photo and signature</i>) as listed below:               <ul style="list-style-type: none"> <li>✓ Baptismal Certificate</li> <li>✓ Birth Certificate from the National Commission for Indigenous Peoples (NCIP) for Filipinos belonging to the indigenous group</li> <li>✓ Birth Certificate from the National Commission for Muslim Filipinos (NCMF) for Muslim Filipinos</li> <li>✓ Marriage Certificate from NCMF for married Muslim Filipinos</li> <li>✓ Undergraduate or Postgraduate Transcript of Records (TOR) with readable dry seal</li> <li>✓ Confirmation Certificate</li> </ul> </li> </ul>	Postal ID Applicant

<ul style="list-style-type: none"> <li>✓ Elementary or High School Form 137 with readable dry seal <i>(for applicants who are 18 years old and below)</i></li> <li>✓ Senior High School Form 137 with readable dry seal</li> <li>✓ Marriage Certificate printed in SECPA issued by PSA for those male and female married applicants</li> <li>✓ Marriage Certificate issued by Local Civil Registry for those male and female married applicants</li> <li>✓ Valid Alumni ID</li> <li>✓ Valid School, College or University ID</li> <li>✓ Valid Company ID</li> <li>✓ Valid Integrated Bar of the Philippines ID</li> <li>✓ Valid NBI Clearance with digitized photo</li> <li>✓ Valid Pag-ibig ID</li> <li>✓ Valid PhilHealth ID</li> <li>✓ Valid Professional Regulations Commission ID</li> <li>✓ Valid Police Clearance with or without digitized photo</li> <li>✓ Valid PWD ID</li> <li>✓ Valid Seaman’s Book</li> <li>✓ Valid Senior Citizen ID</li> <li>✓ Valid Tax Identification Number (TIN) card</li> <li>✓ Valid Voter’s ID or Voter’s Certification</li> <li>✓ Government office and GOCC ID ex. Armed forces of the Philippines (AFP ID)</li> <li>✓ Certification from the National Council for the Welfare of Disabled Persons (NCWDP)</li> <li>✓ Certification from Department of Social Welfare and Development (DSWD)</li> <li>✓ 4’Ps ID</li> </ul>	
<p>3. Proof of Address</p> <ul style="list-style-type: none"> <li>• One (1) original copy and one (1) photocopy of any of the following documents:             <ul style="list-style-type: none"> <li>✓ Barangay Certificate of Residency issued within three (3) months from application</li> <li>✓ Barangay Residence ID</li> <li>✓ Certified True Copy of Lease</li> <li>✓ Certified True Copy of Titles issued by the Land Registration Authority (LRA)</li> <li>✓ Certified True Copy of Real Estate Tax Receipt</li> <li>✓ Bank Statement</li> <li>✓ Credit Card Statement</li> <li>✓ School Billing Statement</li> <li>✓ Utility Bill (electric, water, cable, internet, landline, mobile)</li> </ul> </li> </ul>	
<p>4. For minor applicants, the appearance of the mother, father or guardian is required.</p>	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Postal ID application form with the necessary information and submit the form along with the required supporting documents.	1. Verify submitted supporting documents and check if the application form was filled up properly and correctly by the client.	None	30 minutes	<i>Postal Teller, Post Office</i>
2. Pay the corresponding Postal ID application fee.	2. Receive payment and issue an Official Receipt.	PhP650.00	5 minutes	<i>Cashier, Post Office</i>
3. Proceed to the Data Capture Station for encoding of demographic data, and capturing of biometrics data and photo.	3. Encode the applicant's details accurately and capture biometrics data and photo.	None	30 minutes	<i>Data Capture Operator, Post Office/ Service Provider</i>
4. Review the details encoded and confirm it with your thumb mark and receive acknowledgment receipt; wait for the time of release of the Postal ID	4. After confirmation of the client's encoded details, provide the client with their Acknowledgement Receipt.	None	2 minutes	<i>Data Capture Operator, Post Office/ Service Provider</i>
	4.1. Transmit captured data to PID server	None	30 minutes	<i>Data Capture Operator, Post Office/ Service Provider</i>
	4.2. Print Postal ID cards	None	2 hours	<i>Printer Operator, PID Center, PHLPost</i>
	4.3. Letter shopping of printed PID cards and enclosed letter	None	1 hour	<i>Mail Sorter, PID Center, PHLPost</i>
	4.4. Collection of PID cards from PID Center	None	1 hour	<i>Driver/Courier, Post Office</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present Acknowledgement Receipt to claim the Postal ID and sign the transmittal as proof of receipt	5. Beginning at 4:00PM, release to the client his/her newly printed Postal ID upon verification of the Acknowledgement Receipt presented by the client.	None	1 hour	Postal Teller, PHLPost Post Office
<b>TOTAL</b>		<b>PhP650.00</b>	<b>6 hours and 37 minutes *</b>	

\* Excluding the waiting time of client for the scheduled release of the ID at 4:00PM

## 2. Rush Postal ID Application (Next Working Day)

The next day release of Postal ID is applicable only to applications received in select post offices and processed before the cut-off time of 5:00PM.

<b>Office or Division:</b>	Domestic Airport PO / Makati CPO / Manila CPO / Parañaque CPO
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
<b>Who May Avail:</b>	Individuals / Private and Government entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of duly accomplished Postal ID Application Form	Postal Teller / PHLPost website (downloadable)
2. Proof of Identity <ul style="list-style-type: none"> <li>• One (1) original copy and one (1) photocopy of any of the Primary IDs as listed below:               <ul style="list-style-type: none"> <li>✓ Birth Certificate from PSA or Local Civil Registry with receipt issued within 6 months</li> <li>✓ GSIS or SSS UMID card</li> <li>✓ Valid Driver's License</li> <li>✓ Valid Passport</li> <li>✓ National ID (<i>if digitized version, must be printed out</i>)</li> <li>✓ Marriage Certificate for Married Women (<i>only if documents and IDs submitted does not bear married name</i>)</li> </ul> </li> <li>• If no available primary ID, any two (2) original and photocopy of any of the Secondary IDs (<i>one of which bears the applicant's photo and signature</i>) as listed below:               <ul style="list-style-type: none"> <li>✓ Baptismal Certificate</li> </ul> </li> </ul>	Postal ID Applicant

- ✓ Birth Certificate from the National Commission for Indigenous Peoples (NCIP) for Filipinos belonging to the indigenous group
- ✓ Birth Certificate from the National Commission for Muslim Filipinos (NCMF) for Muslim Filipinos
- ✓ Marriage Certificate from NCMF for married Muslim Filipinos
- ✓ Undergraduate or Postgraduate Transcript of Records (TOR) with readable dry seal
- ✓ Confirmation Certificate
- ✓ Elementary or High School Form 137 with readable dry seal (*for applicants who are 18 years old and below*)
- ✓ Senior High School Form 137 with readable dry seal
- ✓ Marriage Certificate printed in SECPA issued by PSA for those male and female married applicants
- ✓ Marriage Certificate issued by Local Civil Registry for those male and female married applicants
- ✓ Valid Alumni ID
- ✓ Valid School, College or University ID
- ✓ Valid Company ID
- ✓ Valid Integrated Bar of the Philippines ID
- ✓ Valid NBI Clearance with digitized photo
- ✓ Valid Pag-ibig ID
- ✓ Valid PhilHealth ID
- ✓ Valid Professional Regulations Commission ID
- ✓ Valid Police Clearance with or without digitized photo
- ✓ Valid PWD ID
- ✓ Valid Seaman's Book
- ✓ Valid Senior Citizen ID
- ✓ Valid Tax Identification Number (TIN) card
- ✓ Valid Voter's ID or Voter's Certification
- ✓ Government office and GOCC ID ex. Armed forces of the Philippines (AFP ID)
- ✓ Certification from the National Council for the Welfare of Disabled Persons (NCWDP)
- ✓ Certification from Department of Social Welfare and Development (DSWD)
- ✓ 4'Ps ID

<p>3. Proof of Address</p> <ul style="list-style-type: none"> <li>• One (1) original copy and one (1) photocopy of any of the following documents: <ul style="list-style-type: none"> <li>✓ Barangay Certificate of Residency issued within three (3) months from application</li> <li>✓ Barangay Residence ID</li> <li>✓ Certified True Copy of Lease</li> <li>✓ Certified True Copy of Titles issued by the Land Registration Authority (LRA)</li> <li>✓ Certified True Copy of Real Estate Tax Receipt</li> <li>✓ Bank Statement</li> <li>✓ Credit Card Statement</li> <li>✓ School Billing Statement</li> <li>✓ Utility Bill (electric, water, cable, internet, landline, mobile)</li> </ul> </li> </ul>	
<p>4. For minor applicants, the appearance of the mother, father or guardian is required.</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill out the Postal ID application form with the necessary information and submit the form along with the required supporting documents.</p>	<p>1. Verify submitted supporting documents and check if the application form was filled up properly and correctly by the client.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Postal Teller, Post Office</i></p>
<p>2. After verification by the designated Postal Teller, pay the corresponding Postal ID application fee.</p>	<p>2. Receive payment and issue an Official Receipt.</p>	<p>Php650.00</p>	<p>5 minutes</p>	<p><i>Postal Teller or Cashier, Post Office</i></p>
<p>3. Proceed to the Data Capture Station for encoding of demographic data, capturing of biometrics data, and photo.</p>	<p>3. Encode the applicant's details accurately and capture biometrics data and photo.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Data Capture Operator, Post Office/ Service Provider</i></p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Review the details encoded and confirm it with your thumb mark and receive acknowledgment receipt; wait for the time of release of the Postal ID	4. After confirmation of the client's encoded details, provide the client with their Acknowledgement Receipt.	None	2 minutes	<i>Data Capture Operator, Post Office/ Service Provider</i>
	4.1. Transmit captured data to PID server	None	30 minutes	<i>Data Capture Operator, Post Office/ Service Provider</i>
	4.2. Print Postal ID cards	None	3 hours	<i>Printer Operator, PID Center, PHLPost</i>
	4.3. Letter shopping of printed PID cards and enclosed letter, and preparation of mail dispatch	None	3 hours	<i>Mail Sorter, PID Center, PHLPost</i>
	4.4. Transport of mail dispatches containing PID cards	None	4 hours	<i>Driver/Courier, Metro Manila Distribution Center</i>
5. Present Acknowledgement Receipt to claim the Postal ID and sign the transmittal as proof of receipt	5. Beginning at 4:00PM of the next day, release to the client his/her newly printed Postal ID upon verification of Acknowledgement Receipt presented by client.	None	1 hour	<i>Postal Teller, Post Office</i>
<b>TOTAL</b>		<b>PhP650.00</b>	<b>1 day, 4 hours and 37 minutes</b>	

\* Excluding the waiting time of client for the scheduled release of the ID at 4:00PM

**3. Rush Postal ID Application (within 5 working days)**

The rush application for Postal ID (within 5 working days) is applicable only to applications processed before the cut-off time of 5:00PM and received in the following outlets:

- a. Selected Post Offices in the National Capital Region
- b. Post Offices in major Cities and Municipalities in Luzon, Visayas and Mindanao
- c. Post Offices in major airmail points in Mindanao

<b>Office or Division:</b>	<p><u>Northeast Luzon Area:</u> Luna PO / Abulug PO / Allacapan PO / Aparri PO / Baggao PO Camalaniugan PO / Gonzaga PO / Sanchez-Mira PO / Tuao PO / Tuguegarao City PO / Lagawe PO / Alicia PO / Aurora PO / Cauayan City PO / Ilagan City PO / Roxas, Isabela PO / San Mateo, Isabela PO Santiago City PO / Tumauni PO / Tabuk City PO / Aliaga PO / Guimba PO / Cabanatuan City PO / Gapan City PO / Guimba PO / Rizal, Nueva Ecija PO / San Antonio, Nueva Ecija PO / San Isidro PO / San Jose City PO / Sta. Rosa, Nueva Ecija PO / Talavera PO / Bambang PO / Bayombong PO / Solano PO / Maddela PO / Baler PO / SM Cabanatuan PO</p> <p><u>Northwest Luzon Area:</u> Bangued PO / Balanga PO / Dinalupihan PO / Mariveles PO / Baguio City PO / La Trinidad PO / Laoag City PO / Candon City PO / Vigan City PO / Agoo PO / San Fernando, La Union PO / Angeles City PO / Balibago PO / Apalit PO / Guagua PO / Lubao PO / Magalang PO / San Fernando, Pampanga PO / Sta. Ana PO / Sto. Tomas PO / Alaminos City PO / Bayambang PO / Dagupan City PO / Lingayen PO San Carlos, Pangasinan PO / Urdaneta PO / Camiling PO / Concepcion PO / Paniqui PO / Tarlac City PO / Castillejos PO / Iba PO / Olongapo City PO / San Narciso, Zambales PO / Robinsons San Nicolas PO / SM San Fernando, Pampanga PO</p> <p><u>Mega Manila Area:</u> Bocaue PO / Malolos PO / Marilao PO / Meycauayan City PO / San Jose del Monte City PO / San Miguel PO / Sta. Maria PO / Baliuag PO Bacoar City PO / Dasmariñas City PO / Imus PO / Caloocan City PO / Caloocan North PO / Zabarte Mall PO / Tala, Caloocan PO / Las Piñas PO / Malabon PO / Mandaluyong PO / Ermita PO / SM San Lazaro PO Marikina City PO / Muntinlupa City PO / Navotas City PO / SM MOA PO Pasig City PO / Quezon City CPO / Lagro, Quezon City PO / COA PO Novaliches PO / Batasan PO / San Juan Municipal PO / Taguig City PO Taguig City Hall PO / Valenzuela City PO / Antipolo PO / Cainta PO / Lingkod Pinoy Otis PO / Lingkod Pinoy Las Pinas PO / SM Manila PO SM North Edsa PO / SM Aura PO / Robinsons Malabon PO / SM Southmall PO / Brgy. Veteran’s Village PO / SM Bacoar PO / Venice Grand Canal PO / California Garden Square PO / Kawit, Cavite PO / Tondo, Manila PO / La Loma, Quezon City PO / Rosario, Cavite PO</p> <p><u>Southern Luzon Area:</u> Legazpi City / Balayan PO / Batangas City PO / Bauan PO / Lipa City PO / Rosario, Batangas PO / Tanauan City PO / Naga City PO / Biñan City PO / Cabuyao City PO / Calamba City PO / San Pablo City PO San Pedro PO / Sta. Cruz, Laguna PO / Sta. Rosa City PO / Siniloan PO / Calauag PO / Candelaria PO / Gumaca PO / Infanta PO / Lucena</p>
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	<p>City Hall PO / Sariaya PO</p> <p><u>Central &amp; Eastern Visayas Area:</u> Tagbilaran PO / Cebu City PO / Lapu-Lapu City PO / Tacloban PO / Parkmall, Cebu PO / Talisay City PO / Carcar PO / Toledo PO / Moalboal PO / Jagna PO / Ubay PO / Tubigon PO / Maasin PO</p> <p><u>Western Visayas Area:</u> San Jose PO / Cabatuan PO / Oton PO / Passi PO / Sara PO / Pototan PO / Kalibo PO / Roxas City PO / Iloilo City PO / Bacolod PO / Dumaguete PO / Robinsons Iloilo PO / La Carlota PO / San Carlos PO / Silay PO / Bago City PO / Kabankalan PO / Bais PO</p> <p><u>Eastern Mindanao Area:</u> Davao City PO / General Santos City PO</p> <p><u>Central Mindanao Area:</u> Butuan City PO / San Francisco PO / Don Carlos PO / Malaybalay City PO / Talakag PO / Valencia City PO / Iligan City PO / Kapatagan PO / Cagayan de Oro City PO / Balingasag PO / Quezon, Bukidnon PO / Gingoog City PO / Surigao City PO / Macabalan PO</p> <p><u>Western Mindanao Area:</u> Zamboanga City PO / Pagadian City PO / Dipolog City PO / Ipil City PO</p>
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of duly accomplished Postal ID Application Form	Postal Teller / PHLPost website (downloadable)
2. Proof of Identity <ul style="list-style-type: none"> <li>• One (1) original copy and one (1) photocopy of any of the Primary IDs as listed below:               <ul style="list-style-type: none"> <li>✓ Birth Certificate from PSA or Local Civil Registry with receipt issued within 6 months</li> <li>✓ GSIS or SSS UMID card</li> <li>✓ Valid Driver's License</li> <li>✓ Valid Passport</li> <li>✓ National ID (<i>if digitized version, must be printed out</i>)</li> <li>✓ Marriage Certificate for Married Women (<i>only if documents and IDs submitted does not bear married name</i>)</li> </ul> </li> <li>• If no available primary ID, any two (2) original and photocopy of any of the Secondary IDs (<i>one of which bears the applicant's photo and signature</i>) as listed below:               <ul style="list-style-type: none"> <li>✓ Baptismal Certificate</li> <li>✓ Birth Certificate from the National Commission for Indigenous Peoples (NCIP) for Filipinos belonging to the indigenous group</li> <li>✓ Birth Certificate from the National Commission for Muslim Filipinos (NCMF) for Muslim Filipinos</li> <li>✓ Marriage Certificate from NCMF for married Muslim Filipinos</li> <li>✓ Undergraduate or Postgraduate Transcript of Records (TOR) with readable dry seal</li> </ul> </li> </ul>	Postal ID Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>✓ Confirmation Certificate</li> <li>✓ Elementary or High School Form 137 with readable dry seal <i>(for applicants who are 18 years old and below)</i></li> <li>✓ Senior High School Form 137 with readable dry seal</li> <li>✓ Marriage Certificate printed in SECPA issued by PSA for those male and female married applicants</li> <li>✓ Marriage Certificate issued by Local Civil Registry for those male and female married applicants</li> <li>✓ Valid Alumni ID</li> <li>✓ Valid School, College or University ID</li> <li>✓ Valid Company ID</li> <li>✓ Valid Integrated Bar of the Philippines ID</li> <li>✓ Valid NBI Clearance with digitized photo</li> <li>✓ Valid Pag-ibig ID</li> <li>✓ Valid PhilHealth ID</li> <li>✓ Valid Professional Regulations Commission ID</li> <li>✓ Valid Police Clearance with or without digitized photo</li> <li>✓ Valid PWD ID</li> <li>✓ Valid Seaman's Book</li> <li>✓ Valid Senior Citizen ID</li> <li>✓ Valid Tax Identification Number (TIN) card</li> <li>✓ Valid Voter's ID or Voter's Certification</li> <li>2. Government office and GOCC ID ex. Armed forces of the Philippines (AFP ID)</li> <li>3. Certification from the National Council for the Welfare of Disabled Persons (NCWDP)</li> <li>4. Certification from Department of Social Welfare and Development (DSWD)</li> <li>5. 4'Ps ID</li> </ul>	
<p>3. Proof of Address</p> <ul style="list-style-type: none"> <li>• One (1) original copy and one (1) photocopy of any of the following documents:                     <ul style="list-style-type: none"> <li>✓ Barangay Certificate of Residency issued within three (3) months from application</li> <li>✓ Barangay Residence ID</li> <li>✓ Certified True Copy of Lease</li> <li>✓ Certified True Copy of Titles issued by the Land Registration Authority (LRA)</li> <li>✓ Certified True Copy of Real Estate Tax Receipt</li> <li>✓ Bank Statement</li> <li>✓ Credit Card Statement</li> <li>✓ School Billing Statement</li> <li>✓ Utility Bill (electric, water, cable, internet, landline, mobile)</li> </ul> </li> </ul>	
<p>4. For minor applicants, the appearance of the mother, father or guardian is required.</p>	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Postal ID application form with the necessary information and submit the form along with the required supporting documents.	1. Verify submitted supporting documents and check if the application form was filled up properly and correctly by the client.	None	30 minutes	<i>Postal Teller, Post Office</i>
2. After verification by the designated Postal Teller, pay the corresponding Postal ID application fee.	2. Receive payment and issue an Official Receipt.	PhP650.00	5 minutes	<i>Cashier, Post Office</i>
3. Proceed to the Data Capture Station for encoding of demographic data, and capturing of biometrics data and photo.	3. Encode the applicant's details accurately and capture biometrics data and photo.	None	30 minutes	<i>Data Capture Operator, Post Office/ Service Provider</i>
4. Review the details encoded and confirm it with your thumbmark	4. After confirmation of the client's encoded details, provide the client with their Acknowledgement Receipt.	None	2 minutes	<i>Data Capture Operator, Post Office/ Service Provider</i>
	4.1. Transmit captured data to PID server	None	30 minutes	<i>Data Capture Operator, Post Office/ Service Provider</i>
	4.2. Print Postal ID cards	None	2 hours	<i>Printer Operator, PID Center, PHLPost</i>
	4.3. Letter shopping of printed PID cards and enclosed letter, and preparation of mail dispatch	None	1 hour	<i>Mail Sorter, PID Center, PHLPost</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.4. Processing of mail dispatches containing PID cards for all destinations	None	1 day	<i>Mail Sorter, Express Mail Exchange Department, PHLPost</i>
	4.5. Transport of mail dispatches containing PID cards to Mail Distribution Centers	None	1 day	<i>Driver, Network Transport Department or Mail Distribution Center / Airline</i>
	4.6. Processing and dispatching of PID cards to delivery post offices	None	1 day	<i>Mail Sorter, Mail Distribution Center</i>
	4.7. Transport of mail dispatches containing PID cards to Delivery Post Offices	None	1 day	<i>Driver, Mail Distribution Center</i>
5. Receive mail containing Postal ID card	5. Processing and delivery of mail containing PID card	None	1 day	<i>Mail Sorter/ Letter Carrier, Post Office</i>
<b>TOTAL</b>		<b>PhP650.00</b>	<b>5 days, 4 hours and 37 minutes</b>	

#### 4. Regular Postal ID Application

<b>Office or Division:</b>	All Other Post Offices
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who May Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of duly accomplished Postal ID Application Form	Postal Teller / PHLPost website (downloadable)
2. Proof of Identity <ul style="list-style-type: none"> <li>• One (1) original copy and one (1) photocopy of any of the Primary IDs as listed below: <ul style="list-style-type: none"> <li>✓ Birth Certificate from PSA or Local Civil Registry with receipt issued within 6 months</li> <li>✓ GSIS or SSS UMID card</li> <li>✓ Valid Driver's License</li> <li>✓ Valid Passport</li> </ul> </li> </ul>	Postal ID Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>✓ National ID (<i>if digitized version, must be printed out</i>)</li> <li>✓ Marriage Certificate for Married Women (<i>only if documents and IDs submitted does not bear married name</i>)</li> <li>• If no available primary ID, any two (2) original and photocopy of any of the Secondary IDs (<i>one of which bears the applicant's photo and signature</i>) as listed below: <ul style="list-style-type: none"> <li>✓ Baptismal Certificate</li> <li>✓ Birth Certificate from the National Commission for Indigenous Peoples (NCIP) for Filipinos belonging to the indigenous group</li> <li>✓ Birth Certificate from the National Commission for Muslim Filipinos (NCMF) for Muslim Filipinos</li> <li>✓ Marriage Certificate from NCMF for married Muslim Filipinos</li> <li>✓ Undergraduate or Postgraduate Transcript of Records (TOR) with readable dry seal</li> <li>✓ Confirmation Certificate</li> <li>✓ Elementary or High School Form 137 with readable dry seal (<i>for applicants who are 18 years old and below</i>)</li> <li>✓ Senior High School Form 137 with readable dry seal</li> <li>✓ Marriage Certificate printed in SECPA issued by PSA for those male and female married applicants</li> <li>✓ Marriage Certificate issued by Local Civil Registry for those male and female married applicants</li> <li>✓ Valid Alumni ID</li> <li>✓ Valid School, College or University ID</li> <li>✓ Valid Company ID</li> <li>✓ Valid Integrated Bar of the Philippines ID</li> <li>✓ Valid NBI Clearance with digitized photo</li> <li>✓ Valid Pag-ibig ID</li> <li>✓ Valid PhilHealth ID</li> <li>✓ Valid Professional Regulations Commission ID</li> <li>✓ Valid Police Clearance with or without digitized photo</li> <li>✓ Valid PWD ID</li> <li>✓ Valid Seaman's Book</li> <li>✓ Valid Senior Citizen ID</li> <li>✓ Valid Tax Identification Number (TIN) card</li> <li>✓ Valid Voter's ID or Voter's Certification</li> <li>✓ Government office and GOCC ID ex. Armed forces of the Philippines (AFP ID)</li> <li>✓ Certification from the National Council for the Welfare of Disabled Persons (NCWDP)</li> </ul> </li> </ul>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>✓ Certification from Department of Social Welfare and Development (DSWD)</li> <li>✓ 4'Ps ID</li> </ul>	
<p>3. Proof of Address</p> <ul style="list-style-type: none"> <li>• One (1) original copy and one (1) photocopy of any of the following documents:               <ul style="list-style-type: none"> <li>✓ Barangay Certificate of Residency issued within three (3) months from application</li> <li>✓ Barangay Residence ID</li> <li>✓ Certified True Copy of Lease</li> <li>✓ Certified True Copy of Titles issued by the Land Registration Authority (LRA)</li> <li>✓ Certified True Copy of Real Estate Tax Receipt</li> <li>✓ Bank Statement</li> <li>✓ Credit Card Statement</li> <li>✓ School Billing Statement</li> <li>✓ Utility Bill (electric, water, cable, internet, landline, mobile)</li> </ul> </li> </ul>	
<p>4. For minor applicants, the appearance of the mother, father or guardian is required.</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Postal ID application form with the necessary information and submit the form along with the required supporting documents.	1. Verify submitted supporting documents and check if the application form was filled up properly and correctly by the client.	None	30 minutes	<i>Postal Teller, Post Office</i>
2. After verification by the designated Postal Teller, pay the corresponding Postal ID application fee.	2. Receive payment and issue an Official Receipt.	PhP550.00	5 minutes	<i>Cashier, Post Office</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Proceed to the Data Capture Station for encoding of demographic data, and capturing of biometrics data and photo.	3. Encode the applicant's details accurately and capture biometrics data and photo.	None	30 minutes	<i>Data Capture Operator, Post Office/ Service Provider</i>
4. Review the details encoded and confirm it with your thumbmark.	4. After confirmation of the client's encoded details, provide the client with their Acknowledgement Receipt.	None	2 minutes	<i>Data Capture Operator, Post Office/ Service Provider</i>
	4.1. Transmit captured data to PID server	None	30 minutes	<i>Data Capture Operator, Post Office/ Service Provider</i>
	4.2. Print Postal ID cards	None	2 days	<i>Printer Operator, PID Center, PHLPost</i>
	4.3. Letter shopping of printed PID cards and enclosed letter, and preparation of mail dispatch	None	2 days	<i>Mail Sorter, PID Center, PHLPost</i>
	4.4. Processing of mail dispatches containing PID cards for all destinations	None	2 days	<i>Mail Sorter, Express Mail Exchange Department, PHLPost</i>
	4.5. Transport of mail dispatches containing PID cards to Mail Distribution Centers	None	5 days	<i>Driver, Network Transport Department or Mail Distribution Center / Airline</i>
	4.6. Processing and dispatching of PID cards to delivery post offices	None	2 days	<i>Mail Sorter, Mail Distribution Center</i>
	4.7. Transport of mail dispatches containing PID cards to Delivery Post Offices	None	3 days	<i>Driver, Mail Distribution Center</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Receive mail containing Postal ID card	5. Processing and delivery of mail containing PID card	None	8 days	<i>Mail Sorter/ Letter Carrier, Post Office</i>
<b>TOTAL</b>		<b>PhP550.00</b>	<b>24 days, 1 hour and 37 minutes</b>	

- Note: Total transaction time exceeds 7 working days due to the following considerations:*
- 1. Transit times to and from the Offices of Exchange (AMED / EMED / SMED), Mail Distribution Centers and Post Offices*
  - 2. Scheduled delivery in far-flung areas*

# **CENTRAL OFFICE INTERNAL SERVICES**

## OFFICE OF THE POSTMASTER GENERAL

### CORPORATE COMMUNICATIONS DIVISION

#### Request for Information, Education, and Communication Materials

The production of Information, Education and Communication (IEC) materials provides digital production services that may be used to promote the Corporation's programs and/or campaigns to the general public. This includes audio-visual presentations, posters, flyers, pamphlets, and other digital designs.

<b>Office or Division:</b>	Corporate Communications Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	Post Shop, Philately and Museum Division; BLD; other Offices/Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Job Order Form	Corporate Communications Division
2. Concept Paper and other supporting documents or materials	Requesting Department/Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Job Order Form along with Concept Paper and supporting documents or materials.	1. Receive the form and forward to assigned personnel for appropriate action.	None	5 minutes	<i>Graphic Artist, Corp Comm Div.</i>
	2. Review the request.	None	30 minutes	<i>Graphic Artist/ Information Officer, Corp Comm Div.</i>
	3. Brainstorm the concept.	None	1 hour	<i>Graphic Artist/ Information Officer, Corp Comm Div.</i> <i>Project Manager, Requesting Office</i>
	4. Draft the in-art copy/video script/ storyboard.	None	3 working days	<i>Writer, Corp Comm Div.</i>
	5. Layout/video production of the	None		<i>Graphic Artist and Public</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requested IEC material.  5.1 Print  5.2 Digital  5.3 Video 5.3.1 Pre-Production 5.3.2 Development		7 working days  7 working days  14 working days  14 working days	<i>Relations Officer, Corp Comm Div.</i>
	6. Review and approve initial design/video.	None	1 hour	<i>Chief, Corp Comm Div.</i>
	7. Forward the initial design or video to the Requesting Office.	None	5 minutes	<i>Graphic Artist/ Information Officer, Corp Comm Div.</i>
2. Review initial design; request changes if any and approve if satisfied.		None	1 working day	Requesting Office
	8. Revise the material, if requested; if no changes, request approval.	None	3 working days	<i>Chief, Corp Comm Div./ Chief of Staff, OPMG</i>
3. Acknowledge receipt of final material.	9. Have the concerned department/office receive the final material and record the release.	None	5 minutes	<i>Receiving Clerk, Corp Comm Div.</i>
	<b>TOTAL:</b>	None	Print – 14 working days, 2 hours, 45 minutes  Digital – 14 working days, 2 hours, 45 minutes  Video – 35 working days, 2 hours, 45 minutes	

*Note: Reviewed and approved by the Division Chief for release to requesting party*

## OFFICE OF THE ASSISTANT POSTMASTER GENERAL FOR ADMINISTRATION AND FINANCE

### FINANCIAL MANAGEMENT DEPARTMENT (FMD)

#### 1. Request for Authority to Render Overtime Services

This pertains to the process of evaluation of the request for authority to render overtime services of regular employees with Pay Grade 22 and below. The Financial Management Department is responsible for verifying the accuracy of the cost of Overtime Services to be rendered and the availability of funds.

<b>Office / Department:</b>	Budget and Financial Management Division, FMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees with Pay Grade 22 and below

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Form A – <i>Request for Authority to Render Overtime</i> signed by Requesting Office and HRMD Manager	Concerned Requesting Office
2. One (1) Original Copy of Form D – <i>Regular Duties and Responsibilities of Employees' Request for Authority to Render Overtime (OT) Services</i> signed by Requesting Office	Concerned Requesting Office
3. One (1) Original Copy of Evaluation and Recommendation of HRMD Manager	Human Resource Management Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After processing with HRMD, forward to FMD for next action	1. Receive the documents from HRMD	None	5 minutes	Secretary, FMD
	2. Forward to Budget Division for evaluation.	None	1 day	Manager, FMD
	3. Check the accuracy of the computation of the estimated overtime cost and if it's in accordance with the OT guidelines.	None	10 minutes	Budget Officer, FMD
	4. In case of incomplete documents or inaccurate amount,	None	10 minutes	Budget Officer, FMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	draft compliance advice for approval			
	5. Review and approve the compliance advice	None	5 minutes	Chief, Budget and Financial Management Division, FMD
	6. Forward the compliance advice together with all the original documents to the Concerned Requesting Office	None	10 minutes	Budget Assistant, FMD
2. Receive the compliance advice together with all the original documents. Prepare reply or comply with the requirements		None	1 day	Concerned Requesting Office
3. Return the documents to the Budget and Financial Mgt. Division, FMD with the compliance or reply to the advice	7. Receive the documents, encode in the transaction log and forward to budget officer for the processing of the claim	None	20 minutes	Budget Assistant, FMD Concerned Requesting Office
	8. Allocate budget for the OT request of the concerned department based on the recommendation of HRMD. Budget allocation shall be stamped on the Form A and signed by the Budget Officer.	None	5 minutes	Budget Officer, FMD
	9. Review processed OT request and sign the stamped budget allocation on the Form A	None	5 minutes	Chief, Budget and Financial Management Division, FMD
	10. Sign the Form A based on the budget allocation.	None	1 minute	Manager, FMD
	11. Forward the request to the APMG for	None	10 minutes	Secretary, FMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Administration and Finance for signature and endorsement to OPMGI.			
	<b>TOTAL:</b>	None	1 day, 46 minutes <i>(if with complete requirements)</i>  2 days, 2 hours, 31 minutes <i>(if issued with compliance advice)</i>	

*Note: Reviewed and approved by the Department Manager for release to requesting party*

## 2. Request for Payment of Reimbursement of Expense

This pertains to the processing of payment for the claims for reimbursement of employees for expenses incurred in the exigency of service such as but not limited to travelling expenses, meals for meetings, and supplies.

<b>Office / Department:</b>	Budget and Financial Management Division, FMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Three (3) Original Copies of Budget Utilization Request and Status (BURS)	Concerned Requesting Office
2. Four (4) Original Copies of Disbursement Voucher (DV)	Concerned Requesting Office
3. One (1) Original Copy of Authority to Reimburse	Office of the Postmaster General (OPMG)
4. One (1) Original Copy of the Official Receipt	Concerned Requesting Office
5. One (1) Original Copy of Summary of Expenses	Concerned Requesting Office
6. One (1) Original Copy of Certification that expense incurred is official in nature	Concerned Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to Budget and Financial Management Division	1. Receive documents from HRMD, encode in the transaction log and forward to budget officer in-charge of processing the claim	None	5 minutes	<i>Budget Assistant, FMD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Process the claim by checking the amount being claimed matches the amount in the supporting documents. He/she will also check if the claim is within the available budget. Forward the claim to the Chief, Budget and Financial Management Division for approval.	None	30 minutes	<i>Budget Officer, FMD</i>
	3. In case of incomplete documents or inaccurate amount, draft compliance advice for approval	None	10 minutes	<i>Budget Officer, FMD</i>
	4. Review and approve the compliance advice	None	5 minutes	<i>Chief, Budget and Financial Management Division, FMD</i>
	5. Forward the compliance advice together with all the original documents to the Concerned Requesting Office	None	10 minutes	<i>Budget Assistant, FMD</i>
2. Receive the compliance advice together with all the original documents. Prepare reply or comply with the requirements		None	1 day	Concerned Requesting Office
3. Return the documents to the Budget and Financial Mgt. Division, FMD with the compliance or reply to the advice	6. Receive the documents, encode in the transaction log and forward to budget officer for the processing of the claim	None	20 minutes	<i>Budget Assistant, FMD</i> Concerned Requesting Office
	7. Check the requirements if they	None	30 minutes	<i>Budget Officer, FMD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	were all complied with. Forward to the Chief, Budget and Financial Management Division, FMD			
	8. Review the processed claim and signs the box B of BURS certifying the availability of budget.	None	5 minutes	Chief, Budget and Financial Management Division, FMD
	9. Forward the claim to Claims Processing Division, Accounting Department.	None	10 minutes	Budget Assistant FMD
<b>TOTAL:</b>		None	50 minutes (if with complete requirements)  1 day, 2 hours, 5 minutes (if issued with compliance advice)	

Note: Reviewed and approved by the Department Manager for release to requesting party

### 3. Request for Cash Advance

This pertains to the processing of payment for cash advances including petty cash funds granted to accountable officers.

<b>Office / Department:</b>	Budget and Financial Management Division, FMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Accountable Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Three (3) Original Copies of Budget Utilization Request and Status (BURS)	Concerned Requesting Office
2. Four (4) Original Copies of Disbursement Voucher (DV)	Concerned Requesting Office
3. One (1) Original Copy of Authority to Hold Cash Advance	Office of the Postmaster General (OPMG)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to Budget and	1. Receive documents from Requesting Office; encode in	None	5 minutes	Budget Assistant, FMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Financial Management Division	the transaction log and forward to budget officer in-charge of processing the claim			
	2. Process the claim by checking the amount being claimed matches the amount in the supporting documents. He/she will also check if the claim is within the available budget. Forward the claim to the Chief, Budget and Financial Management Division for signature.	None	30 minutes	<i>Budget Officer, FMD</i>
	3. In case of incomplete documents or inaccurate amount, draft compliance advice for approval	None	10 minutes	<i>Budget Officer, FMD</i>
	4. Review and approve the compliance advice	None	5 minutes	<i>Chief, Budget and Financial Management Division, FMD</i>
	5. Forward the compliance advice together with all the original documents to the Concerned Requesting Office	None	10 minutes	<i>Budget Assistant, FMD</i>
2. Receive the compliance advice together with all the original documents. Prepare reply or comply with the requirements		None	1 day	Concerned Requesting Office
3. Return the documents to the Budget and Financial Management	6. Receive the documents, encode in the transaction log and forward to budget officer for	None	20 minutes	<i>Budget Assistant, FMD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Division, FMD with the compliance or reply to the advice	the processing of the claim			Concerned Requesting Office
	7. Check the requirements if they were all complied with. Forward to the Chief, Budget and Financial Management Division, FMD	None	30 minutes	<i>Budget Officer, FMD</i>
	8. Review the processed claim and signs the box B of BURS certifying the availability of budget.	None	5 minutes	<i>Chief, Budget and Financial Management Division, FMD</i>
	9. Forward the claim to Claims Processing Division, Accounting Department.	None	10 minutes	<i>Budget Assistant, FMD</i>
<b>TOTAL:</b>		None	50 minutes <i>(if with complete requirements)</i>  1 day, 2 hours, 5 minutes <i>(if issued with compliance advice)</i>	

*Note: Reviewed and approved by the Department Manager for release to requesting party*

#### 4. Request for Budget Allocation Release Advice

This pertains to the release of budget to the Area Offices for requested procurement of projects where funds are managed by Central Office.

<b>Office / Department:</b>	Budget and Financial Management Division, FMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Postal Area Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Request for Budget Allocation	Office of the Area Director
2. One (1) Original Copy of the Breakdown of the computation of the amount being requested	Postal Area Office Administration and Finance

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to Financial Management Department	1. Print request received in the Budget Division email and forward to Chief, Budget.	None	10 minutes	<i>Budget Assistant, FMD</i>
	2. Review the request and forward to concerned department in the Central Office, if necessary.	None	30 minutes	<i>Chief, Budget and Financial Management Division, FMD</i>
	3. Evaluate request and prepare a recommendation:	None	1 day	
	1. For procurement of assets and/ or advertising			<i>Manager, LPMD</i>
	2. For training and personnel services			<i>Manager, HRMD</i>
	3. For procurement of ICT equipment			<i>Manager, MISD</i>
	4. For Repair of buildings and other structures			<i>Manager, GSD</i>
	4. Receive evaluation and recommendation of the concerned CO department.	None	5 minutes	<i>Budget Assistant, FMD</i>
	5. Check the correctness of the computation of the amount being requested. Check if the amount is included in the approved COB of the Area Office and in their approved Project Procurement Management Plan (PPMP), if applicable.	None	30 minutes	<i>Budget Officer and Chief, Budget and Financial Management Division, FMD</i>
	6. Prepare Budget Allocation Release Advice (BARA) based on the	None	10 minutes	<i>Budget Officer, FMD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	allowable amount within the budget.			
	7. Review and sign the BARA.	None	15 minutes	Chief, Budget and Financial Management Division and Manager, FMD
	8. Forward the BARA to the APMG for Administration and Finance for approval.	None	10 minutes	Budget Assistant, FMD
<b>TOTAL:</b>		None	1 day, 1 hour, 50 minutes	

Note: Reviewed and approved by the Department Manager for release to requesting party

### 5. Request for Petty Cash Fund Disbursement

This refers to the revolving fund established to pay for small, miscellaneous, or emergency expenses that cannot be conveniently paid via check or digital transfer.

<b>Office / Department:</b>	Cash and Investment Division, FMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Approved Petty Cash Voucher	Concerned Requesting Office
2. One (1) Original Copy of Approved Notice/Memorandum – copy of	Concerned Requesting Office
3. One (1) Original Copy of Official Receipt (for Liquidation after)	Concerned Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Petty Cash Voucher together with the copy of Notice/Memorandum	1. Release the funds/ cash to the signatory or authorized representative.	None	5 minutes	Petty Cash Fund Custodian, FMD
2. Submit the liquidation documents ( <i>official receipt and other supporting documents</i> ) immediately after	2. Evaluate the submitted documents and make sure all the requirements are attached	None	1 day	Petty Cash Fund Custodian, FMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the meeting or the following working day				
<b>TOTAL:</b>		None	1 day, 5 minutes	

*Note: Reviewed and approved by the Department Manager for release to requesting party*

### 6. Follow-up on the Issuance of Check (Money Claims)

<b>Office / Department:</b>	Cash and Investment Division, FMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees (current and former)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Valid Government-Issued ID or Special Power of Attorney (SPA) for Authorized Representative	Concerned Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow-up if check/ claim is already available at the Cashier's Office and present the requirements	<b>A. If check is available</b> 1. Verify identification then record in the Warrant Register.	None	4 minutes	<i>Disbursement Officer, Cash and Investment Division, FMD</i>
2. Sign on the Check Registry Logbook and Disbursement Voucher	2. Have employee sign Check Registry Logbook and Disbursement Voucher	None	5 minutes	<i>Disbursement Officer, Cash and Investment Division, FMD</i>
3. Acknowledge receipt of check/ claim	3. Release the check to the employee	None	2 minutes	<i>Disbursement Officer, Cash and Investment Division, FMD</i>
1. Provide additional information	<b>B. If check is NOT available</b> 1. Verify if the check is included in the list of checks for release	None	4 minutes	<i>Disbursement Officer, Cash and Investment Division, FMD</i>
2. Receive advice	2. Inform client of status and advice on next steps	None	5 minutes	<i>Disbursement Officer, Cash and Investment Division, FMD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL:</b>	None	<i>If check is available</i> - <b>11 minutes</b>  <i>If check is NOT available</i> - <b>9 minutes</b>	

*Note: Reviewed and approved by the Department Manager for release to requesting party*

## 7. Request for Loading of Postage Metered Machine

The Postage Metered Machine in the Post Offices should have a load to process the bulk mails mailed by postal customers.

### Definition of Terms

- **Postage Metered Machine** – is a device used to create and apply physical evidence of postage (or franking) to mail matter. Postage meters are regulated by a country postal authority. A postage meter imprints an amount of postage, functioning as a postage stamp, a cancellation, and a dated postmark all in one. The meter stamp serves as a proof of payment and eliminates the need for adhesive stamps.
- **Data Center** – refers to a site where you can view the electronic postage meter machine (e-PMM) activity; it also serves as a loading center for e-PMMs.

<b>Office / Department:</b>	Postage and Metered Machine Division, FMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Postmasters

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Request Form duly signed by the Postmaster	Postage and Metered Machine Division, FMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the hard copy or email the request to PMMD	1. Verify/ check available balance from the system to validate if balance is 25% of P1 million.  Record the particulars of the request for loading: <ul style="list-style-type: none"> <li><input type="checkbox"/> Reference No.</li> <li><input type="checkbox"/> Master Account No.</li> <li><input type="checkbox"/> Serial No.</li> <li><input type="checkbox"/> Amount</li> <li><input type="checkbox"/> Name of Post Office</li> </ul>	None	1 day	<i>Loading Officer or Designated Personnel,</i> Postage and Metered Machine Division, FMD

	<input type="checkbox"/> Date Loaded <input type="checkbox"/> Amount to Load			
	2. Process the PMM loading per system.			<i>Loading Officer or Designated Personnel, Postage and Metered Machine Division, FMD</i>
	3. Inform the Postmaster through email that the request for loading has been processed and required the PM to acknowledge upon receipt or acceptance of the load			<i>Loading Officer or Designated Personnel, Postage and Metered Machine Division, FMD</i>
<b>TOTAL:</b>		None	1 day	

Note: Reviewed and approved by the Department Manager for release to requesting party

### 8. Request for Issuance of Certification for Loading of Postage Metered Machine and Erroneous Impressions of Serially Numbered Gummed Tape

The certification is required during the conduct of sales audit to Post Offices by the Internal Audit Department to validate the daily meter transactions of Post Offices and private users of the Postage Metered Machine (PMM).

<b>Office/Department</b>	Postage and Metered Machine Division, FMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	PHLPost Employees and Commission on Audit (COA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request	Concerned Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request to Postage and Metered Machine Division	1. Verify from the existing records the submitted request	None	15 minutes	<i>Loading Officer or Designated Personnel, Postage and Metered Machine Division, FMD</i>
	2. Prepare the Certification and forward to the Manager for signature	None	15 minutes	<i>Chief, Postage and Metered Machine Division, and Manager, FMD</i>

2. Acknowledge receipt of Certification	3. Issue the Certification to the concerned requestor	None	15 minutes	Clerk, Postage and Metered Machine Division, FMD
<b>TOTAL:</b>		None	45 minutes	

Note: Reviewed and approved by the Department Manager for release to requesting party

## 9. Request for Issuance of Supplies

(Definitive Postage Stamps, Serially Numbered Gummed Tape, Official Control Book and Spare Parts)

### Definition of Terms

- **Postage Stamp** – refers to the evidence of re-paying a fee for postal services. Usually, a small paper rectangle that is attached to an envelope, the postage stamp signifies that the person sending the letter or package may have either fully, or perhaps partly, prepaid for delivery. Using postage stamps is the most popular alternative to using a prepaid postage stamp.
- **Serially Numbered Gummed Tape** – refers to the receipt that bears the impression of the amount of mail matters posted in the parcels.
- **Official Control Book** – refers to the journal used for recording the daily transactions of the postage meter machine.
- **Spare Parts** – refers to the replacement parts of the Postage Metered Machine needed to maintain its good operational condition.

<b>Office/Department</b>	Postage and Metered Machine Division, FMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Requisition and Issue Slip (RIS)	Concerned Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requisition and Issue Slip to PMMD	1. For Issuance of Stamps <ul style="list-style-type: none"> <li>• Evaluate / check utilization report per denomination.</li> <li>• Prepare document of issuance for signature of approving officers</li> <li>• Prepare shipment (Wrap &amp; Pack)</li> </ul>	None	3 days	Stamp Custodian or Designated Personnel, Postage and Metered Machine Division, FMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> <li>Countercheck</li> <li>Turn over to Dispatch Office</li> </ul>			
	2. For issuance of Serially Numbered Gummed Tape and Official Control Book: <ul style="list-style-type: none"> <li>Verify/check remaining balance in the utilization report</li> <li>Preparation of issuance and signature of PMMD Chief</li> <li>Prepare the shipment to Areas (Wrap &amp; Pack)</li> <li>Turn-over to Dispatch Office</li> </ul>	None	1 day	<i>Loading Officer or Designated Personnel, Postage and Metered Machine Division, FMD</i>
	3. For issuance of spare parts			
	<b>TOTAL:</b>	None	3 days <i>(Issuance of stamps)</i>  1 day <i>(Issuance of Serially Numbered Gummed Tape and Official Control Book)</i>  1 day <i>(Issuance of spare parts)</i>	

*Note: Reviewed and approved by the Department Manager for release to requesting party*

### 10. Request for Repair and/ or Maintenance of Postage Metered Machine

The Postage Metered Machine should be regularly maintained and check the needed spare parts to be replaced to maintain its good operational condition, so that it does not to disrupt the mail operation of post offices nationwide.

<b>Office/Department</b>	Postage and Metered Machine Division, FMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Electronic Mail and/ or Contact No. of the Supplier	Concerned Requesting Office / Postage and Metered Machine Division, FMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an e-mail or call the PMMD to request for repair or maintenance of a Postage Metered Machine	1. Coordinate with the Technicians for immediate repair of defective machine and prepare the required spare parts	None	2 hours	<i>Loading Officer or Designated Personnel, Postage and Metered Machine Division, FMD</i>
	2. Technicians will then repair of PMM		5 hours	<i>Technician, Service Provider</i>
	3. The Loading Officer will then prepare the required documents for turn-over of the repaired machine to the concerned Post Office		1 hour	<i>Loading Officer or Designated Personnel, Postage and Metered Machine Division, FMD</i>
<b>TOTAL:</b>		None	1 day	

*Note: Reviewed and approved by the Department Manager for release to requesting party*

## GENERAL SERVICES DEPARTMENT (GSD)

### 6. Request for Certified True Copy

Offices requesting a certified true copy shall fill-up a Records Management Division Transaction Form stating what kind of issuance or transaction is needed, to be signed by the Head/representative of the requesting office.

<b>Office or Division:</b>	Records Management Division (RMD), GSD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of RMD Transaction Form or Letter Request	Records Management Division, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit RMD Transaction Form to RMD	1. Receive the duly filled-up RMD Transaction Form and forward to the Chief, RMD	None	10 minutes	Staff, RMD, GSD
	2. Evaluation of Request by the Chief, RMD the requested copy and return to the Staff, RMD for appropriate action.	None	5 minutes	Chief, RMD, GSD
	3. Produce copy of the requested document and stamp mark "CERTIFIED COPY" and return to the Chief, RMD for signature.	None	5 minutes	Staff, RMD, GSD
	4. Sign the "CERTIFIED COPY" document and return to the Staff, RMD for forwarding to concerned personnel	None	5 minutes	Chief, RMD, GSD
2. Acknowledge receipt of certified document	5. Release to the concerned personnel the requested certified true copy document	None	5 minutes	Staff, RMD, GSD
<b>TOTAL:</b>			30 minutes	

*Note: Reviewed and approved by the Department Manager for release to requesting party*

## 2. Request for Minor Repair

Offices requesting repairs shall submit a Filled-up Repair Request Form stating the nature of the repair to be made, to be signed by the Head/representative of the requesting office.

<b>Office or Division:</b>	Maintenance and Miscellaneous Division (MMD), GSD
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Repair Request Form or Letter Request	Maintenance and Miscellaneous Division, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit repair Request Form for Minor repair to MMD	1. Receive the Request of Repair: classify request according to the scope of work requested	None	15 minutes	Staff, MMD, GSD
	2. Evaluation of Request: <ul style="list-style-type: none"> <li>Conduct on-site ocular inspection to determine the exact scope of work.</li> <li>Take photos of the buildings, facilities, machineries and equipment to be repaired;</li> <li>Coordinate with the pre and post repair inspection committee to conduct pre-repair inspection using the prescribed form;</li> <li>Identify materials needed for the project;</li> <li>Determine number of personnel required for the job;</li> <li>Recommend approval of the repair and maintenance work to be undertaken</li> </ul>	None	3 hours	Staff/ Chief, MMD, GSD
	3. Review and approve work requested based on	None	15 minutes	Chief, MMD, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the submitted recommendation			
	4. Preparation of Materials Needed for the repair work: <ul style="list-style-type: none"> <li>• Prepares Purchase Request and its supporting documents for the materials needed to implement the repair work;</li> <li>• Submit PR to Procurement Division, LPMD for procurement process.</li> </ul>	None	30 minutes	Staff, MMD, GSD
	5. Implementation and Monitoring: <ul style="list-style-type: none"> <li>• Implement the repair and maintenance work in accordance with the agreed scope.</li> <li>• Monitor and check repair work from time to time.</li> </ul>	None	5 days	Staff, MMD, GSD
	6. Submission of Accomplishment Report: <ul style="list-style-type: none"> <li>• Take photos of the repair work implemented;</li> <li>• Request Pre-and Post-Repair Inspection Committee to conduct post-repair inspection using the prescribed form;</li> <li>• Sign the Repair Request Form.</li> </ul>	None	15 minutes	Chief, MMD, GSD
	<b>TOTAL:</b>		5 days, 4 hours, 15 minutes*	

\*Note: Reviewed and approved by the Department Manager for release to requesting party; Work completion may still vary depending on the nature of repair

## HUMAN RESOURCE MANAGEMENT DEPARTMENT (HRMD)

### 1. Application for Leave

An application for leave of absence is a formal written request submitted to a supervisor to ask for a specific period of work. The employee who avail should state the reasons for the leave using the CSC Form No. 6 (revised 2020) issued by the Civil Service Commission. The different types of leave, as well as instructions and requirements are provided in the said Form.

<b>Office/Department</b>	Human Resource Management Department (HRMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) Original Copies of Application for Leave Form (CSC Form No. 6 revised 2020)	Downloadable from the CSC website
2. For <b>Sick Leave</b> of more than 5 days One (1) Original Copy of Medical Certificate	Attending Physician of the Concerned Personnel
3. For <b>Maternity Leave:</b> One (1) Original Copy of Doctor's Certificate / Proof of Pregnancy or Delivery/ Ultrasound	Attending Obstetrician-Gynecologist of the Concerned Personnel
4. For <b>Paternity Leave</b> , Proof of child's delivery: a. One (1) Certified Copy of Medical Certificate of spouse b. One (1) Certified Copy of Birth Certificate of child c. One (1) Certified Copy of Marriage Contract	Hospital Medical Records  Philippine Statistics Authority (PSA)/ Local Registry Office/
5. For <b>Solo Parent Leave:</b> One (1) photocopy of Solo Parent ID	Municipality or City of Residence / Department of Social Welfare and Development (DSWD)
6. For <b>Study Leave:</b> One (1) Original Copy of Memorandum of Agreement between the Agency and Employee, Proof of Enrollment <i>(the employee must have rendered at least two years of service with at least a Very Satisfactory rating in the IPCR for the last two rating periods immediately preceding the application)</i>	Human Resource Management Dept./ University / School
7. For <b>Violence Against Women and Children Leave:</b> One (1) Original Copy of - - Barangay Protection Order; or	Barangay Hall/ City Hall/ Court/ Philippine National Police Station (PNP)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>- Temporary or Permanent Protection Order from the Court; or</li> <li>- A Certification issued by the Barangay Captain, a Prosecutor or the Clerk of Court that an action for VAWC has been filed or is pending, as the case may be; or</li> <li>- A police report indicating the details of the incidence of violence and/or a medical certificate, but subject to the discretion of the victim-employee's immediate supervisor.</li> </ul>	
<p>8. For <b>Rehabilitation Leave:</b></p> <ul style="list-style-type: none"> <li>- One (1) Original Copy of Letter request supported by relevant reports such as a police report, if any;</li> <li>- One (1) Original Copy of Medical Certificate on the nature of the injuries, the course of treatment involved, recuperation and rehabilitation period, as the case may be;</li> <li>- One (1) Original Copy of Written concurrence of a Government Physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner</li> </ul>	<p>Philippine National Police Station (PNP)/ Attending Physician</p>
<p>9. For <b>Special Privilege Leave for Women or ailment of Magna Carta:</b></p> <ul style="list-style-type: none"> <li>- One (1) Original Copy of Medical Certificate</li> <li>- One (1) Original Copy of Clinical Summary reflecting the Gynecological Disorder</li> <li>- One (1) Original Copy of Histopathological Report</li> </ul>	<p>Attending Physician or Obstetrician-Gynecologist/ Hospital Medical Records</p>
<p>10. For <b>Emergency Calamity Leave:</b> One (1) Original Copy of Certification that verifies that the Place of Residence is covered in the Declaration of Calamity Area by the proper Government Agency</p>	<p>Barangay Hall/ Municipality or City Hall</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up CSC Form No. 6 (revised 2020) – 2 copies	1. Acknowledge receipt of application and forward the application to the HRMO in-charge of leave records/ computation and verification	None	5 minutes	Receiving Clerk, HRMD
	2. Fill-up the application for leave portion no. <u>7A Certification of Leave Credits</u> for both Vacation and Sick Leave. Input the computed updated leave balance in the corresponding box. Forward to the Chief, HRMDiv for their signature and verification.	None	15 minutes	Human Resource Mgt. Officer, HRMD
	3. Verify and sign the box for Certification of Leave Credits	None	5 minutes	Chief, Human Resource Mgt. Div., HRMD
2. Acknowledge receipt of copy of the CSC Form No. 6	4. Have the concerned personnel receive the signed CSC Form and record the release	None	5 minutes	Receiving Clerk, HRMD
<b>TOTAL:</b>		None	30 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## 2. Request for Leave Credits/ Service Records/ Certificate of Employment

<b>Office/Department</b>	Human Resource Management Department (HRMD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request or Request Slip	Human Resource Management Department (HRMD)
2. One (1) Photocopy of Government Issued ID	Concerned Requesting Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
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		<b>BE PAID</b>	<b>TIME</b>	<b>RESPONSIBLE</b>
1. Submit letter request or accomplish the Request Slip and provide a photocopy of ID	1. Acknowledge receipt of request and forward to assigned personnel for appropriate action	None	5 minutes	<i>Receiving Clerk, HRMD</i>
	2. Prepare the requested documents as instructed	None	Leave Credits – 15 minutes Certificate of Employment – 3 days Service Record – 5 days	<i>Human Resource Mgt. Officer, HRMD</i>  <i>Records Officer, GSD (for retrieval of archived records, if needed)</i>
	3. Forward the documents to the Chief and or Manager for their approval and signature	None	5 minutes	<i>Chief, Human Resource Mgt. Div./ Manager, HRMD</i>
2. Acknowledge receipt of the requested documents	4. Have the concerned personnel receive the signed requested document/s and record the release	None	5 minutes	<i>Receiving Clerk, HRMD</i>
<b>TOTAL:</b>		None	<b>Leave Credits</b> – 30 minutes <b>Certificate of Employment</b> – 3 days, 15minutes <b>Service Record</b> – 5 days, 15 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## LOGISTICS AND PROPERTY MANAGEMENT DEPARTMENT (LPMD)

### 6. Processing of Requisition and Issuance of Supplies and Materials

<b>Office or Division:</b>	Supply Division, Logistics and Property Management Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Approved Requisition and Issue Slip (RIS)	Concerned Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Requisition and Issue Slip (RIS)	1. Evaluate the RIS, check availability of item. Issue item if available <i>(If not, advise requisitioner to prepare PR)</i>	None	30 minutes	Supply Officer II and / or Supply Officer IV, LPMD
2. Acknowledge/receive item and signs the RIS	2. Consolidate RIS for preparation of monthly report for submission to Accounting Department	None	3 days	Supply Officer II and / or Supply Officer IV, LPMD
	3. Approve the release of the requested supplies and materials	None	20 minutes	Manager, LPMD
<b>TOTAL:</b>			3 days, 50 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## OFFICE OF THE ASSISTANT POSTMASTER GENERAL FOR MANAGEMENT SUPPORT SERVICES

### CORPORATE PLANNING DEPARTMENT

#### 1. Request For Data / Document

Requested data/document refers to available and ready to be released information such as mail volume, copy of minutes of meeting and other supporting documents (as Secretariat) and the likes.

<b>Office or Division:</b>	Corporate Planning Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request	Concerned Requesting Department / Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Receive letter request and refer to concerned personnel	None	5 minutes	Secretary, CorPlan
	2. Locate data or file needed	None	15 minutes	Staff, CorPlan
	3. Photocopy or scan the file and prepare transmittal	None	5 minutes	Staff, CorPlan
	4. Review and endorse to the Manager the requested data / document	None	1 hour	Chief, PRBDDiv or SMDiv, CorPlan
	5. Approval of endorsement of documents requested	None	1 day	Manager, CorPlan
2. Acknowledge receipt of requested data / document	6. Release of requested data / document	None	5 minutes	Secretary, CorPlan
<b>TOTAL:</b>		None	1 day, 1 hour, 30 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## INSPECTORATE DEPARTMENT

### 1. Request for Fact-Finding Investigation

Refers to the investigation to be conducted by the Department on the complaints against postal officials and employees, offenses or irregularities committed as defined in Postal Disciplinary Rules and the CSC. Such investigation reports and its attachments are treated as confidential that full disclosure cannot be furnished to the concerned requesting office or personnel.

<b>Office or Division:</b>	Postal Inspection and Investigation Division, Inspectorate Dept.
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Complaint preferably notarized	Concerned Requesting Department/ Personnel
2. Walk-in information (actual interview with Complainant)	Concerned Requesting Department/ Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complaint along with supporting documents, if any	1. Acknowledge receipt of complaint and refer to concerned personnel	None	5 minutes	<i>Receiving Clerk, Inspectorate Dept.</i>
	2. Assessment by the Manager and endorsement of the same to the Postal Inspection and Investigation Division	None	1 day	<i>Chief, Postal Inspection and Investigation Division, and Manager, Inspectorate Dept.</i>
	3. Issuance of Order of Investigation, Memo to the subject employee/s	None	30 minutes	<i>Manager, Inspectorate Dept.</i>
	4. Conduct of Fact-Finding Investigation	None	15 days	<i>Postal Investigators and/ or Chief, Postal Inspection and Investigation Division</i>
	5. Results of the investigation will then	None	1 day	<i>Manager, Inspectorate</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	be endorsed to the APMG for MSS for approval			Dept.
<b>TOTAL:</b>		None	17 days, 1 hour, 5 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## 2. Request for Background Investigation

Refers to the seeking of information about the applicant's employer/s (former or current), criminal and personal history in an effort to know behavioral stability, integrity and personnel flexibility.

<b>Office or Division:</b>	Postal Intelligence Division, Inspectorate Dept.
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Officials / HRMD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request from Authorized Official	HRMD/ OAPMG for MSS/ OPMG

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request along with supporting documents, if any	1. Acknowledge receipt of request and refer to concerned personnel	None	5 minutes	<i>Receiving Clerk,</i> Inspectorate Dept.
	2. Assessment by the Manager and endorsement of the same to the Postal Intelligence Division	None	1 day	<i>Chief,</i> Postal Intelligence Division and <i>Manager,</i> Inspectorate Dept.
	3. Conduct of Background Investigation on Subject Individual	None	Simple – 7 days  Complex – 15 days	<i>Postal Intelligence Officers and/ or Chief,</i> Postal Intelligence Division
	4. Finalize the Report drafted and forward	None	1 day	<i>Manager,</i> Inspectorate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to Requesting Official			Dept.
2. Acknowledge receipt of Certification	5. Have the Requesting Official receive the Certification and record the release	None	5 minutes	<i>Receiving Clerk,</i> Inspectorate Dept.
<b>TOTAL:</b>		None	Simple – 8 days, 10 minutes  Complex – 16 days, 10 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

### 3. Request for Security Escort/ Assistance

Refers to providing security assistance during the transport of cash and accountable forms owned by the Corporation. In some cases, security can also be provided in corporate events like the stamp launch and security augmentation.

<b>Office or Division:</b>	Postal Intelligence Division, Inspectorate Dept.
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request for Security Escort/ Assistance	Concerned Requesting Department/ Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Acknowledge receipt of request and refer to concerned personnel	None	5 minutes	<i>Receiving Clerk,</i> Inspectorate Dept.
	2. The Postal Intelligence Division personnel will then have a briefing regarding the execution of the security assistance before the actual	None	1 day	<i>Postal Intelligence Officers and/ or Chief,</i> Postal Intelligence Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	date of transport or event			
	3. Draft a Certification of Completion to be acknowledged by the Concerned Requesting Office	None	1 day	<i>Manager, Inspectorate Dept.</i>
2. Acknowledge receipt of Certification	4. Have the Requesting Office receive the Certification and record the release	None	5 minutes	<i>Receiving Clerk, Inspectorate Dept.</i>
<b>TOTAL:</b>		None	2 days, 10 minutes	

*Note: Reviewed and approved by the Department Manager for release to requesting party*

## LEGAL DEPARTMENT

### 1. Processing of Certificate of No Pending Administrative Case

This document is issued to confirm that the employee has no pending administrative case and is used for processing of GSIS benefits of a deceased employee.

<b>Office or Division:</b>	Legal Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	Family of PHLPost Deceased Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. By the Surviving Spouse – <ul style="list-style-type: none"> <li>● One (1) Original Copy of Letter Request or Loan Application Form</li> <li>● One (1) Certified Copy of Marriage Contract</li> <li>● One (1) Certified Copy of Death Certificate</li> <li>● One (1) photocopy of Government issued ID (<i>Bring the original for comparison</i>)</li> </ul>	Philippine Statistics Authority (PSA)/ Surviving Spouse
2. Surviving Relative other than the Surviving Spouse ( <i>If deceased was married</i> ) <ul style="list-style-type: none"> <li>● One (1) Original Copy of Letter Request or Loan Application Form</li> <li>● One (1) Certified Copy of Marriage Contract</li> <li>● One (1) Certified Copy of Death Certificate</li> <li>● One (1) photocopy of Government issued ID (<i>Bring the original for comparison</i>)</li> <li>● One (1) Certified Copy of Special Power of Attorney</li> </ul>	Surviving Relative  Philippine Statistics Authority (PSA)  Surviving Relative
3. Surviving Relative but no Surviving Spouse (unmarried) – <ul style="list-style-type: none"> <li>● One (1) Original Copy of Letter Request or Loan Application Form</li> <li>● One (1) Certified Copy of Death Certificate of both parents, if applicable</li> <li>● One (1) Certified Copy of Birth Certificate or any proof of filiation</li> <li>● One (1) photocopy of Government issued ID</li> </ul>	Surviving Relative  Philippine Statistics Authority (PSA)  Surviving Relative

<ul style="list-style-type: none"> <li>One (1) Certified Copy of Special Power of Attorney of legal heir/s</li> </ul>	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Receive the documents and forward to assigned personnel for appropriate action	None	5 minutes	Receiving Clerk, Legal Dept.
	2. Verify with the List of Pending Cases if employee has a pending case and prepare the Certificate, then forward to the Manager for their signature and approval	None	30 minutes	Legal Researcher and Manager, Legal Dept.
2. Acknowledge receipt of Certificate	3. Have the authorized representative receive the signed Certificate and record the release	None	5 minutes	Receiving Clerk, Legal Dept.
<b>TOTAL:</b>		None	40 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## 2. Review of Contract / Memorandum of Agreement (MOA)

Conduct of internal review of regular contracts to be entered into by the Corporation that are not deemed to be submitted to the Office of the Corporate Government Counsel for further review. Relative to this, a Certification will be issued that the same is in accordance with the law and is not financially disadvantageous to the Corporation. Said Contract or MOA will be stamped with “Passed and Reviewed”.

<b>Office or Division:</b>	Legal Department
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Supporting Documents and/ or Annexes regarding an Agreement	Concerned Office of Department/ Other Party to the Agreement
2. One (1) photocopy of Rates (Update or Revision)	Costing and Pricing Committee
3. Bidding documents, Market Study and pertinent BAC Resolutions for Items Procured	Bids and Awards Committee

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
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		<b>BE PAID</b>	<b>TIME</b>	<b>RESPONSIBLE</b>
1. Submit the required documents	1. Receive the documents and forward to assigned personnel for appropriate action	None	5 minutes	<i>Receiving Clerk, Legal Dept.</i>
	2. Review the submitted documents and issue an appropriate comment/recommendation	None	3 days	<i>Designated Lawyer and Manager, Legal Dept.</i>
2. Acknowledge receipt of Passed and Reviewed Contract/ MOA	3. Have the concerned personnel receive the reviewed Contract / MOA and record the release	None	5 minutes	<i>Receiving Clerk, Legal Dept.</i>
<b>TOTAL:</b>		None	3 days, 10 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## MANAGEMENT INFORMATION SYSTEMS DEPARTMENT (MISD)

### 1. Request for ICT Technical Support

The MISD provides technical support in monitoring and maintaining computers, printers, servers, and networks in the Central Office, and monitoring and maintaining the PHLPost Information Systems used nationwide.

<b>Office or Division:</b>	Management Information Systems Department (MISD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original copy of Job Order Form	MISD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Form via email, SMS, private message or walk-in	1. Receive letter request and refer to concerned personnel	None	5 minutes	<i>Receiving Clerk, MISD</i>
	2. Install the necessary software needed and troubleshoot if there will be problems encountered during the installation;  <i>Hardware troubleshoot:</i> Conduct diagnostics to determine if parts require replacement, and coordinate with the Internet Service Provider if the issue concerns internet connectivity;  <i>Account &amp; System Access Management:</i> Reset Password, Unlock account, or Create user accounts.	None	Software installation, printer troubleshooting or network cable replacement – 15 minutes  Computer reformat – 2 hours  Computer reformat with file backup – 3 hours <i>“Note: Backup and reformat duration is subject to change based on hardware specifications, particularly disk size and speed.</i>  Account and System access – 10 minutes	<i>IT Staff, MISD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Acknowledge that the Job Order requested is completed	3. Record the completion of the Job Order	None	5 minutes	<i>Receiving Clerk, MISD</i>
<b>TOTAL:</b>			Software installation, printer troubleshooting or network cable replacement – 25 minutes  Computer reformat – 2 hours, 10 minutes  Computer reformat with file backup – 3 hours, 10 minutes	

**\*Note: Reviewed and approved by the Department Manager for release to requesting party**

## OFFICE OF THE ASSISTANT POSTMASTER GENERAL FOR OPERATIONS

### AIRMAIL EXCHANGE DEPARTMENT (AMED)

#### 6. Request For Certification on Mail Matter (Domestic or International Mails)

<b>Office or Division:</b>	Airmail Exchange Department (AMED)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Request Form for mail matter that were delivered and or pulled-out	AMED

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out form, make sure to provide complete details for both sender and addressee	1. Receive the filled-out form and refer to concerned personnel	None	5 minutes	<i>Receiving Clerk, AMED</i>
	2. Trace the item in the DPS or IPS system and locate the Delivery Notification List (DNL) or proof of delivery (POD) and prepare the Certification	None	10 minutes	<i>Staff, AMED</i>
2. Acknowledge receipt of requested Certification	3. Release of requested Certification	None	5 minutes	<i>Receiving Clerk, AMED</i>
<b>TOTAL:</b>		None	20 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## BUSINESS LINES DEPARTMENT (BLD)

### 1. Request For Document/s (MOA/ Conforme Letter)

<b>Office or Division:</b>	Business Mail and Express Post Division, BLD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request	Concerned Requesting Department/ Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request	1. Receive the letter request and refer to concerned personnel	None	5 minutes	<i>Receiving Clerk, BLD</i>
	2. Locate the file; photocopy said file and prepare transmittal for endorsement to the Chief, BMEPD	None	2 hours	<i>Sales and Account Mgt. Officer, BMEPDiv., BLD</i>
	3. Review the document/s and sign the transmittal	None	30 minutes	<i>Chief, BMEPDiv., BLD</i>
2. Acknowledge receipt of requested document	4. Release of requested document	None	5 minutes	<i>Receiving Clerk, BLD</i>
<b>TOTAL:</b>		None	2 hours, 40 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## 2. Request For Data on Clients Handled

<b>Office or Division:</b>	Business Mail and Express Post Division, BLD
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request	Concerned Requesting Department/ Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request	1. Receive the letter request and refer to concerned personnel	None	5 minutes	<i>Receiving Clerk, BLD</i>
	2. Prepare the data for endorsement to the assigned consolidator	None	1 day	<i>Sales and Account Mgt. Officer, BMEP Div., BLD</i>
	3. Consolidate the data and prepare the final report and endorse to the Manager for approval	None	1 day	<i>Consolidator and Chief, BMEP Div., BLD</i>
	4. Review the document/s and sign the final report	None	1 day	<i>Manager, BMEP Div., BLD</i>
2. Acknowledge receipt of requested report	5. Release of requested report	None	5 minutes	<i>Receiving Clerk, BLD</i>
<b>TOTAL:</b>		None	3 days, 10 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

### 3. Request For Information Materials (Rates, Postal Products & Services)

<b>Office or Division:</b>	Business Mail and Express Post Division, BLD
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request	Concerned Requesting Department/ Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request	1. Receive the letter request and refer to concerned personnel	None	5 minutes	<i>Receiving Clerk, BLD</i>
	2. Prepare the requested information materials and endorse to the Manager for approval	None	Readily available materials - 1 day New designs and layouts – 15 days	<i>Marketing Specialist and Chief, BMEP Div., BLD</i>
	3. Review the material and sign the transmittal	None	1 day	<i>Manager, BMEP Div., BLD</i>
2. Acknowledge receipt of requested report	4. Release of requested material together with the transmittal	None	5 minutes	<i>Receiving Clerk, BLD</i>
	<b>TOTAL:</b>	None	Readily available materials - 2 days, 10 minutes New designs and layouts - 16 days, 10 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

#### 4. Request For Issuance of Philatelic Stamps and Other Philatelic Products

<b>Office or Division:</b>	Post Shop, Philately and Museum Division, BLD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	Postal Area Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Requisition and Issue Slip (RIS) of Philatelic Stamps and other Philatelic Products	Postal Area Stamp Custodian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requisition and Issue Slip (RIS)	1. Receive the requisition via email and prepare the RIS	None	10 minutes	<i>Philatelic Stamp Custodian, PPMDiv., BLD</i>
	2. Endorse to the Manager for his/her approval	None	10 minutes	<i>Philatelic Stamp Custodian, PPMDiv., BLD</i>
	3. Prepare the requested Philatelic products – count, pack and mail/ (witnessed by Internal Audit Dept. representative) and or release stamps to the Area Stamp Custodian	None	2 hours	<i>Philatelic Stamp Custodian, PPMDiv., BLD</i> <i>Representative, IAD</i>
2. Acknowledge receipt of requested Philatelic Products once received	4. Send an email and/ or call the Area Stamp Custodian regarding their shipment	None	5 minutes	<i>Philatelic Stamp Custodian, PPMDiv., BLD</i>  Area Stamp Custodian, Postal Area
<b>TOTAL:</b>		None	2 days, 2 hours, 25 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## EXPRESS MAIL EXCHANGE DEPARTMENT (EMED)

### 1. Request For Certification on EMS Items

<b>Office or Division:</b>	Express Mail Exchange Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of EMED Form for EMS items (DEMS/IEMS) that were delivered and or pulled-out	Express Mail Exchange Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out form, make sure to provide complete details for both sender and addressee	1. Receive the filled-out form and refer to concerned personnel	None	5 minutes	<i>Receiving Clerk, EMED</i>
	2. Track the item in the IPS system and locate the Delivery Notification List (DNL) or proof of delivery (POD) and prepare the Certification	None	10 minutes	<i>Customer Service Staff, EMED</i>
2. Acknowledge receipt of requested Certification	3. Release of requested Certification	None	5 minutes	<i>Receiving Clerk, EMED</i>
<b>TOTAL:</b>		None	20 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## NETWORK AND TRANSPORT DEPARTMENT (NTD)

### 1. Request For Vehicle Repair and Maintenance

This process details the conduct of initial assessment, technical assistance, and/or repair works for the repair and maintenance of the postal vehicles assigned to various departments/Offices of the Corporation.

<b>Office or Division:</b>	Motor Transport Division, NTD
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Designated Vehicle Driver/s

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Job Order Form including Pre-Repair Inspection and Post-Repair Inspection	Job Order Clerk/ Mechanical Shop Foreman, Motor Transport Division, NTD
2. One (1) Original Copy of Approved Request and Issuance Form	Designated Repair and Maintenance Personnel/ Chief, Motor Transport Division, NTD
3. One (1) Original Copy of Request for Repair (for outside repairs and purchase of parts)	Job Order Clerk, Motor Transport Division, NTD
4. One (1) Original Copy of Canvass Form	Supply Officer, Supply Division, LPMD
5. One (1) Original Copy of Purchase Request Form	Supply Officer, Supply Division, LPMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Repair Bay, Motor Transport Division	1. Fill-out the Job Order Form containing the observations of Designated Driver of the vehicle	None	5 minutes	<i>Job Order Clerk, NTD</i>
	2. Conduct assessment of the vehicle and endorse to Chief, MTD for approval of repair	None	20 minutes	<i>Repair and Maintenance (RAM) Personnel/ Mechanical Shop Foreman, NTD</i>
	3. Review and approve requested repair of vehicle	None	5 minutes	<i>Chief, Motor Transport Div., NTD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Prepare the vehicle for repair by pulling out of defective parts and prepare the RIS	None	35 minutes	RAM Personnel, Motor Transport Div., NTD
<b>A. If parts needed are available</b>				
	1. Approve request for replacement of parts	None	5 minutes	Chief, Motor Transport Div., NTD
	2. Issuance of parts needed	None	5 minutes	Supply Officer, LPMD/ RAM Personnel, Motor Transport Div., NTD
	3. Repair of vehicle and Installation of new spare parts	None	Minor repairs – 30 minutes Major repair – 5 hours	RAM Personnel, Motor Transport Div NTD
<b>B. If parts needed are NOT available</b>				
	1. Approve request for replacement of parts	None	5 minutes	Chief, Motor Transport Div., NTD
	2. Prepare documents for the purchase of needed parts  *if parts needed is below ₱15,000.00 <ul style="list-style-type: none"> <li>• Approval of MTD Chief</li> <li>• Canvass and procurement</li> </ul> *if parts needed is above ₱15,000.00 <ul style="list-style-type: none"> <li>• Request will be forwarded to the Manager, NTD, and OAPMG for Operations for approval</li> <li>• Forwarded to LPMD for procurement</li> </ul>	None	5 minutes  1 hour  3 days	Supply Officer, LPMD  Chief, Motor Transport Div., NTD  Supply Officer, LPMD
	3. Repair of vehicle and installation of	None	Minor repairs – 30 minutes	RAM Personnel, Motor Transport

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	new replacement parts		Major repair – 5 hours	Div NTD
4. Proceed to Repair Bay, Motor Transport Division to receive repaired vehicle	5. Conduct Post Repair Inspection and release repaired vehicle to Designated Driver	None	20 minutes	<i>Mechanical Shop Foreman, Motor Transport Div., NTD</i>
<b>TOTAL:</b>		None	If parts needed are available <i>Minor repairs</i> – 1 hour 45 minutes <i>Major repair</i> – 6 hours 15 minutes  If parts needed are NOT available <i>Minor repairs</i> – 3 days 2 hours 55 minutes <i>Major repair</i> – 3 days 7 hours 25 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## SERVICE REGULATIONS DEPARTMENT (SRD)

### 1. Request For Data/ Document

<b>Office or Division:</b>	Service Regulations Department (SRD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request	Concerned Requesting Department / Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Receive letter request and refer to concerned personnel/ division.	None	30 minutes	<i>Receiving Clerk, SRD</i>
	2. Review request and prepare a reply and endorse to the Manager for final review.	None	7 hours	<i>Chief, Domestic Affairs Division/ International Affairs Division</i>
	3. Review and approve the prepared reply or data/document to be released.	None	2 hours	<i>Manager, SRD</i>
2. Acknowledge receipt of requested data / document	4. Release of requested data / document.	None	30 minutes	<i>Receiving Clerk, SRD</i>
<b>TOTAL:</b>		None	10 hours	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## SURFACE MAIL EXCHANGE DEPARTMENT (SMED)

### 1. Request For Re-Dispatch of Return-to-Sender (RTS) Registered and/ or Ordinary Mails

<b>Office or Division:</b>	Surface Mail Exchange Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	Postmasters

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request with addressee information as attachments	Concerned Requesting Post Office
2. Valid IDs of the addressee	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request together with the valid ID of the addressee.	1. Receive the letter request and refer to concerned personnel.	None	5 minutes	<i>Receiving Clerk, SMED</i>
	2. Track the item in the system and prepare the Notice confirming the re-dispatching of the RTS item.	Re-dispatching fees as per PHLPost Admin Order No. 22-01 dated 01 March 2022	On-Hand item – 1 hour For Tracking – 4 hours	<i>Outbound Letter Section Staff, SMED</i>
2. Acknowledge receipt of Notice for re-dispatch.	3. Release of requested Notice.	None	5 minutes	<i>Receiving Clerk, SMED</i>
	<b>TOTAL:</b>	None	On-Hand item – 1 hour, 10 minutes  For tracking – 4 hours, 10 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## 2. Request For Re-Dispatch of Return-to-Sender (RTS) Surface Air-Lifted (SAL)/ Surface Parcels

<b>Office or Division:</b>	Surface Mail Exchange Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	Postmasters

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request with addressee information as attachments	Concerned Requesting Post Office
2. Valid IDs of the addressee	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request together with the valid ID of the addressee.	1. Receive the letter request and refer to concerned personnel.	None	5 minutes	<i>Receiving Clerk, SMED</i>
	2. Track the item in the system and prepare the Notice confirming the re-dispatching of the RTS item.	Re-dispatching fees as per PHLPost Admin Order No. 21-14 dated 23 July 2021	7 hours and 50 minutes	<i>Outbound Parcel Section Staff, SMED</i>
2. Acknowledge receipt of Notice for re-dispatch.	3. Release of requested Notice.	None	5 minutes	<i>Receiving Clerk, SMED</i>
	<b>TOTAL:</b>	Re-dispatching fees as per PHLPost Admin Order No. 21-14 dated 23 July 2021	1 day	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

### 3. Request For Update/ Status of Items Delivered to the Addressee

This refers to requests from International Post Offices on the status of delivered items.

- CN08 – is an inquiry form sent between Postal Administrations wherein the particulars of a postal item are to be provided by the destination post to the requesting party.

<b>Office or Division:</b>	Surface Mail Exchange Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request with addressee's information as attachments	Concerned Requesting Department/ Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CN08 and/ or letter request	1. Receive the letter request and refer to concerned personnel	None	5 minutes	<i>Receiving Clerk, SMED</i>
	2. Prepare the request of status of item inquired to be sent to the Post Office concerned and await their response	None	7 hours and 45 minutes	<i>Customer Service Staff, SMED</i>
	3. Forward the response from the Post Office to the Requesting Office	None	10 minutes	<i>Chief, Support Service Section, SMED</i>
<b>TOTAL:</b>		None	1 day	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party; PHLPost may pay an indemnity fee to the International Postal Administration if no response is provided to them after 30 days*

#### 4. Request For Pick-up of Logistics Cargos/ Items from Client through the Business Lines Department (BLD)

<b>Office or Division:</b>	Surface Mail Exchange Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	Business Lines Department Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter Request	Business Lines Department (BLD)
2. One (1) Original Copy of Certificate of Lodgment	
3. One (1) Certified Copy of Memorandum of Agreement (MOA)/ Conforme Letter	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request with its complete attachments	1. Receive the letter request and refer to concerned personnel	None	5 minutes	<i>Processing Clerk, SMED</i>
	2. Evaluate the submitted required documents and forward to concerned personnel for scheduling	None	5 hours, 55 minutes	<i>Logistics Staff, SMED</i>
	3. Schedule the pick-up and inform the requesting personnel at BLD of the schedule	None	2 hours	<i>Processing Clerk, SMED</i>
<b>TOTAL:</b>		None	1 day	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

## OFFICE OF THE BOARD OF DIRECTORS

### INTERNAL AUDIT DEPARTMENT (IAD)

#### 1. Request For Audit

<b>Office or Division:</b>	Internal Audit Department
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	PHLPost Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Letter request containing: <ul style="list-style-type: none"> <li>• Specific transactions, processes and/ or departments/ offices to be audited;</li> <li>• Description of the request and details of the circumstances;</li> <li>• Expected output, if applicable;</li> <li>• Supporting documents, if any.</li> </ul>	Concerned Requesting Department/ Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request	1. Receive the letter request and refer to concerned personnel	None	5 minutes	<i>Receiving Clerk, IAD</i>
	2. Conduct an initial review of the audit request to determine the need and severity for approval	None	30 minutes	<i>Chief and/ or Manager, IAD</i>
	3. For requests NOT needing an Audit Committee approval, the Manager will then instruct to prepare documents for the Audit Engagement Plan	None	5 days	<i>Manager, IAD</i>
	4. For requests needing the Audit Committee approval, will forward the request to the Office of the Board of Directors and await their decision	None	14 days	<i>Chief and/ or Manager, IAD</i>
	<b>TOTAL:</b>	None	For requests NOT needing Audit Committee Approval -5 days, 35 minutes  For requests needing Audit Committee Approval -14 days, 35 minutes	

*\*Note: Reviewed and approved by the Department Manager for release to requesting party*

**FEEDBACK AND COMPLAINTS MECHANISM**

<p><b>How to Send Feedback</b></p>	<p><b>Answer the client suggestion and complaints form and drop it at the designated drop box in the helpdesk area</b></p> <p><b>Contact info:</b></p> <p>Telephone No: (02) 8288-POST or (02) 8288-7678              Email: <a href="mailto:phlpostcares@phlpost.gov.ph">phlpostcares@phlpost.gov.ph</a>              Working Days: Monday - Friday 8:00AM - 5:00 PM</p> <p>PHLPost Customer Care              Office of the APMG for Operations              Philippine Postal Corporation,              Central Mail Exchange Center              Domestic Road, Barangay 192,              1301 Pasay City</p> <p>Facebook: <a href="https://www.facebook.com/PHLPost">https://www.facebook.com/PHLPost</a>              Instagram: <a href="https://www.instagram.com/thepostoffice.ig">https://www.instagram.com/thepostoffice.ig</a>              Website: <a href="http://www.phlpost.gov.ph/customer-care.ph">www.phlpost.gov.ph/customer-care.ph</a></p>
<p><b>How Feedbacks are processed</b></p>	<p>Feedback received shall be endorsed to the concerned office/s for their appropriate action within 3 working days from receipt.</p>
<p><b>How to File a Complaint</b></p>	<p><b>Answer the client suggestion and complaints form and drop it at the designated drop box located in the helpdesk area</b></p> <p><b>Complaints can also be filed via email or telephone. Make sure to provide the following:</b></p> <ol style="list-style-type: none"> <li>1. Full name of the Complainant/s</li> <li>2. Contact details: Mailing/ E-mail Address and/ or Contact Number/s</li> <li>3. Concern/ Issue to be addressed (For mail-related complaints, please include the Tracking Number, if available)</li> <li>4. Signature of the Complainant (for written complaints)</li> </ol> <p><b>Contact info:</b></p> <p>Telephone No: (02) 8288-POST or (02) 8288-7678              Email: <a href="mailto:phlpostcares@phlpost.gov.ph">phlpostcares@phlpost.gov.ph</a>              Website: <a href="http://www.phlpost.gov.ph/customer-care.ph">www.phlpost.gov.ph/customer-care.ph</a></p> <p><b>PHLPost Customer Care</b>              Office of the APMG for Operations              Philippine Postal Corporation,              Central Mail Exchange Center              Domestic Road, Barangay 192,              1301 Pasay City</p>

## FEEDBACK AND COMPLAINTS MECHANISM

<p><b>How Complaints are Processed</b></p>	<ol style="list-style-type: none"> <li>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.</li> <li>2. Customer Service Officers are required to reply to customer complaints/inquiries using the same means/social media sites as soon as possible.</li> <li>3. Inquiries/complaints received shall be endorsed to the concerned office/s for their appropriate action within 3 working days from receipt.</li> </ol>
<p><b>Contact Information of other Agencies</b></p>	<p><b>Anti-Red Tape Authority (ARTA)</b>            Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            Telephone no.: (02) 8246-7940 / 1-2782 (1-ARTA)            Website: <a href="http://arta.gov.ph">arta.gov.ph</a></p> <p><b>Presidential Complaint Center</b>            Hotline: 8888            Email: <a href="mailto:8888admin@op.gov.ph">8888admin@op.gov.ph</a>            Telephone nos: (02) 8736-8621, 8736-8645, 8736-8603, 8736-8629            Website: <a href="http://op-proper.gov.ph/presidential-action-center">op-proper.gov.ph/presidential-action-center</a></p> <p><b>Civil Service Commission - Contact Center ng Bayan</b>            Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Mobile No.: 0908-881-6565            Facebook Messenger: <a href="https://www.facebook.com/civilservicegovph">/civilservicegovph</a></p>

## LIST OF DEPARTMENTS/OFFICES

<b>CENTRAL OFFICE</b>		
<b>DEPARTMENT/OFFICE</b>	<b>ADDRESS</b>	<b>CONTACT INFORMATION</b>
<b>Office of the Board of Directors</b>	2 <sup>nd</sup> floor, Manila Central Post Office (MCPO) Annex II Bldg., Magallanes Drive, Manila	bod@phlpost.gov.ph
Internal Audit Department	Ground floor, MCPO Annex I Bldg., Magallanes Drive, Manila	ias@phlpost.gov.ph
Bids and Awards Committee	3 <sup>rd</sup> floor, MCPO Annex II Bldg., Magallanes Drive, Manila	bac@phlpost.gov.ph
<b>Office of the Postmaster General</b>	2 <sup>nd</sup> floor, MCPO Annex II Bldg., Magallanes Drive, Manila	pmg@phlpost.gov.ph
Corporate Communications Division	2 <sup>nd</sup> floor, MCPO, Annex II Bldg., Magallanes Drive, Manila	corcom@phlpost.gov.ph
<b>Office of the Assistant Postmaster General for Administration and Finance</b>	3 <sup>rd</sup> floor, MCPO Annex II Bldg., Magallanes Drive, Manila	oapmg.adfin@phlpost.gov.ph
Accounting Department	4 <sup>th</sup> floor, MCPO, Annex II Bldg., Magallanes Drive, Manila	accounting@phlpost.gov.ph
Financial Management Department	3 <sup>rd</sup> floor, MCPO Annex II Bldg., Magallanes Drive, Manila	fmd@phlpost.gov.ph
General Services Department	3 <sup>rd</sup> floor, MCPO Annex II Bldg., Magallanes Drive, Manila	gsd@phlpost.gov.ph
Human Resource Management Department	3 <sup>rd</sup> floor, MCPO Annex II Bldg., Magallanes Drive, Manila	hrmd@phlpost.gov.ph
Logistics and Property Management Department	4 <sup>th</sup> floor, MCPO Annex II Bldg., Magallanes Drive, Manila	lpmd@phlpost.gov.ph
<b>Office of the Assistant Postmaster General for Management Support Services</b>	Ground floor, MCPO Annex II Bldg., Magallanes Drive, Manila	oapmg.mss@phlpost.gov.ph
Corporate Planning Department	Ground floor, MCPO Annex II Bldg., Magallanes Drive, Manila	corplan@phlpost.gov.ph

<b>CENTRAL OFFICE</b>		
<b>DEPARTMENT/OFFICE</b>	<b>ADDRESS</b>	<b>CONTACT INFORMATION</b>
Inspectorate Department	Ground floor, MCPO Annex II Bldg., Magallanes Drive, Manila	isd@phlpost.gov.ph
Legal Department	Ground floor, MCPO Annex II Bldg., Magallanes Drive, Manila	legal@phlpost.gov.ph
Management Information Systems Department	Ground floor, MCPO Annex II Bldg., Magallanes Drive, Manila	misd@phlpost.gov.ph
<b>Office of the Assistant Postmaster General for Operations</b>	Ground floor, MCPO Annex II Bldg., Magallanes Drive, Manila	oapmg.operations@phlpost.gov.ph
Airmail Exchange Department	Central Mail Exchange Center, Domestic Road, Pasay City	amed@phlpost.gov.ph (02) 8288-7678
Business Lines Department	Ground floor, MCPO Annex II Bldg., Magallanes Drive, Manila	bld@phlpost.gov.ph
Express Mail Exchange Department	Central Mail Exchange Center, Domestic Road, Pasay City	emed@phlpost.gov.ph (02) 8288-7678
Network & Transport Department	Central Mail Exchange Center, Domestic Road, Pasay City	ntd@phlpost.gov.ph
Service Regulations Department	Ground floor, MCPO Annex II Bldg., Magallanes Drive, Manila	srd@phlpost.gov.ph
Surface Mail Exchange Department	2 <sup>nd</sup> Street, Port Area, Manila	smed@phlpost.gov.ph (02) 8525-7130

<b>AREA OFFICES</b>			
<b>POSTAL AREA OFFICE</b>		<b>ADDRESS</b>	<b>CONTACT INFORMATION</b>
Area 1	Northeast Luzon Area (NELA)	Tuguegarao City, Cagayan	postalarea1@phlpost.gov.ph (078) 844-1363
Area 2	Northwest Luzon Area (NWLA)	San Fernando City, La Union	postalarea2@phlpost.gov.ph (072) 607-2116
Area 3	Mega Manila Area (MMA)	QCCPO Bldg., Internal Road, Diliman, Quezon City	postalarea3@phlpost.gov.ph (02) 8527-0145
Area 4	Southern Luzon Area (SLA)	San Pablo City, Laguna	postalarea4@phlpost.gov.ph (049) 503-2289
Area 5	Central & Eastern Visayas Area (CEVA)	Mandaue City, Cebu	postalarea5@phlpost.gov.ph (032) 420-9930
Area 6	Western Visayas Area (WVA)	Iloilo City	postalarea6@phlpost.gov.ph (033) 503-3279
Area 7	Eastern Mindanao Area (EMA)	Davao City	postalarea7@phlpost.gov.ph (082) 221-1094
Area 8	Central Mindanao Area (CMA)	Cagayan de Oro City	postalarea8@phlpost.gov.ph (088) 856-6669
Area 9	Western Mindanao Area (WMA)	Pagadian City, Zamboanga del Sur	postalarea9@phlpost.gov.ph (062) 991-0581