

October 29, 2010

**CIRCULAR LETTER No. 8**  
Series of 2010

**SUBJECT: SRA IMPLEMENTATION OF THE PHILIPPINES NATIONAL SINGLE WINDOW (NSW)**

The National Single Window (NSW) is a key building block for the Philippine trade facilitation transformation agenda. It aims to develop a capability in the Philippine government of expediting the release of documents and cargoes such as sugar imports. Stakeholders will be able to access data and documents as needed through the Internet. The NSW provides a platform for one-stop services for all clearance procedures, to enable traders to submit their documents and obtain clearances from appropriate Government agencies like SRA with a one-time electronic submission of data.

As per approved Sugar Board Resolution No. 2010-037 dated March 11, 2010, which adopted the Philippines National Single Window (NSW) Project as mandated under EO 482, the guidelines for the implementation of the NSW system within the Sugar Regulatory Administration (SRA) is hereto published as follows:

**1. Objectives**

- 1.1 To facilitate the implementation of the Philippines National Single Window (NSW) system within SRA.
- 1.2 To provide detailed instructions to importers and concerned personnel of SRA on the changes to the application process for the Clearance for Release of Imported Sugar to be implemented under the NSW system.
- 1.3 To effect the implementation of electronic filing through the NSW System as the sole method of applying for a clearance and release.
- 1.4 To effect the coexistence of SRA's current Clearance for Release of Imported Sugar approval process with the NSW System for permit/license/clearance status tracking. However, other transactions for permits and clearances of sugar imports and exports as well as sugar-based products shall also be included in the next phases of the NSW project.

**2. Scope**

- 2.1 The NSW system will be available at SRA National Office only.

- 2.2 The following components of the NSW system shall be implemented:
- 2.2.1 Importer registration to the NSW System.
  - 2.2.2 Lodgement of an application for Clearance for Release of Imported Sugar.
  - 2.2.3 Parallel receipt and processing tracking of the application within the NSW System.
  - 2.2.4 Parallel authorization tracking of the application for Clearance for Release of Imported Sugar within the NSW System.

### **3. General Provisions**

#### **3.1 Background Information**

- 3.1.1 Importers wishing to apply for a Clearance for Release of Imported Sugar must first be registered with NSW.
- 3.1.2 Only importers that are registered with the NSW System shall be allowed to submit an application for clearance for release of imported sugar.
- 3.1.3 Importers who have registrations with multiple agencies, only need to register once to the NSW System. Their accreditation with the other agencies will still be maintained.
- 3.1.4 Only applications that have been requested through the NSW System will be accepted by SRA upon the effectivity of this Order.
- 3.1.5 The status of the application on the NSW System can be viewed by the Bureau of Customs.

#### **3.2 Registration with the NSW System**

##### **3.2.1 Current importers registered with SRA**

- 3.2.1.1 Current importers registered with SRA, will have their information automatically registered with the NSW System. This information will be uploaded from the SRA database.
- 3.2.1.2 For importers who have registrations with SRA plus other agency(s), the importer's registration details on the NSW System will be updated progressively with the accreditation details from the other agency(s).

##### **3.2.2 Current importers registered with other agency(s)**

- 3.2.2.1 For importers who will be lodging an application for the first time but who are already registered with other agency(s), these importers will be notified by mail/email of the status of their NSW System registration.

### 3.2.3 First time applications

- 3.2.3.1 If an importer is a first time applicant and has not registered with other agency(s) the importer shall register directly with the NSW System.

### 3.3 Glossary

- 3.3.1 A glossary of terms is provided at Annex A.

## 4. Operational Provisions

### 4.1 Registration with the NSW System

#### 4.1.1 Current importers registered with SRA

- 4.1.1.1 Information held for importers registered with SRA will be automatically registered with the NSW System.
- 4.1.1.2 This information will include name, TIN, address & the importer's SRA accreditation details.
- 4.1.1.3 Importers will be notified by mail/email of the status of their NSW Registration.
- 4.1.1.4 Importers shall log into the NSW System by clicking the tab "LOGIN" on the NSW Homepage and then entering their ID and Password.
- 4.1.1.5 For security purposes, importers shall change their password to their own unique code and keep this confidential. This password should not be shared.
- 4.1.1.6 Importers shall then update their NSW registration details (example of registration details is shown in Annex B).

#### 4.1.2 Current importers registered with other agency(s)

- 4.1.2.1 For importers who are having a first time application but who are already registered with other agency(s), these importers will be notified by mail/email of the status of their NSW Registration.
- 4.1.2.2 If the importer's registration has been uploaded, then the importer shall access the NSW System by clicking the tab "LOGIN" on the NSW Homepage and then entering their ID and Password.
- 4.1.2.3 The importer shall then view their registration details (example of registration details is shown in Annex B).
- 4.1.2.4 If the importer's registration has not been uploaded, they shall access the NSW System by clicking the "REGISTER" tab on the NSW Homepage and then enter an ID and Password of their choice.
- 4.1.2.5 The importer shall then click the "Continue" button and another screen will be displayed requesting further registration details (example of registration details is shown in Annex B).

4.1.2.6 After completing this information the importer shall click the "Submit" button to complete the transaction.

#### 4.1.3 First time applications

4.1.3.1 If an importer is a first time applicant and has not registered with other agency(s) the importer must register with the NSW System.

4.1.3.2 The importer shall register with the NSW System by clicking the "REGISTER" tab on the NSW Homepage and then entering an ID and Password of their choice.

4.1.3.3 The importer shall then click the "Continue" button and another screen will be displayed requesting further registration details (example of registration details is shown in Annex B).

4.1.3.4 After completing this information the importer shall click the "Submit" button to complete the transaction

#### 4.2 Lodgement of the application for Clearance and Release

4.2.1 Registered NSW importers shall access the system by clicking on the "LOGIN" tab on the NSW homepage and then entering their ID and Password.

4.2.2 The importer shall select the "Create new application" under "Member options" and then select "Sugar Regulatory Administration" against the box "Select an Agency". The application for "Clearance for Release of Imported Sugar" option will be automatically selected and the importer should click the "Continue" option.

4.2.3 The NSW System will automatically display an electronic (PDF) version of the application form and the importer shall fill in the boxes on the form. All boxes shown on the form are to be completed.

4.2.4 The application shall be saved within the NSW System by clicking on the "Continue" button whereupon a screen to confirm the application will be displayed. The importer shall press the "Continue" button and will then have the opportunity to update the application further by clicking on "Update Application" and then "Update".

4.2.5 When complete, the importer shall click on "Submit Application" and the application will then be automatically routed to the SRA <receiving> officer for processing.

4.2.6 The importer shall print the application form by clicking on the "Print Application" option from the "DASHBOARD" tab. The printed copy will have a unique identifier (Bar Code) printed on it for identification purposes.

4.2.7 The importer shall then click on the "LOGOUT" tab.

#### 4.3 Receipt and Processing of the application

4.3.1 The current process and approval procedure within SRA will continue. However, at certain stages of the procedure, the NSW System will require updating to record and maintain the current status of the application request.

- 4.3.2 When the importer visits the SRA office to follow up on his request, the SRA <receiving/processing> officer shall access the NSW System by clicking on the "LOGIN" tab on the NSW Homepage and then entering their ID and Password (the ID and Password has initially been preset in the system and shall be changed by the SRA officer upon the very first login).
- 4.3.3 If the importer has a printed copy of the application for Clearance and Release of Imported Sugar with him but it does not have a Bar Code printed on it, then this means that the request did not pass through the NSW System and it should be rejected by the SRA <receiving/processing> officer. No further action is required by SRA.
- 4.3.4 If the application does have a Bar Code, the SRA <receiving/processing> officer shall retrieve the submitted application from the NSW System. The NSW application form is electronically retrieved by one of the processes below:
- 4.3.4.1 Using the Bar Code reader to click on the Bar Code on the bottom of the importer's application form, then click on the "Search" option; or
  - 4.3.4.2 Key in the "Transaction Reference Number" printed on the Bar Code then click on the "Search" option in the Search Utility; or
  - 4.3.4.3 Via the screen after "LOGIN" which shows all new application requests that are yet to be "Received" or "Processed" then select the required one by clicking on "View Details".
- 4.3.5 Note that the process flow at the top of screen is set to "RECEIVE"
- 4.3.6 The SRA <receiving/processing> officer shall perform manual checks on the application and advise the importer of any problems/issues.
- 4.3.7 If the application request is incomplete/ invalid, the SRA <receiving/processing> officer shall reject the application by clicking on the "Mark REJECTED" option. The SRA <receiving/processing> officer shall enter the reason for rejecting the application and click on the "Reject Application" button to end the process.
- 4.3.8 If the request is complete/valid, the SRA < receiving/processing> officer shall notify the NSW System that it has been "received" by clicking on the "Mark as RECEIVED" option and responding "OK" to "Are you sure?"
- 4.3.9 The process flow at the top of screen, will move to show the status as "PROCESS".
- 4.3.10 The SRA < receiving/processing> officer shall review the amount to be paid and if different from the amount shown by the NSW System will click on the NSW System's "Update Amount Due" button and enter the new amount to be collected. The SRA <receiving/processing> officer shall then click on the "Update Amount Due" button whereupon the amount due figure will be shown with the new amount to be paid.
- 4.3.11 The SRA < receiving/processing> officer shall notify the NSW System that it has been "processed" by marking the application request as processed by clicking the "Passed PROCESS Stage" option and responding "OK" to "Are you sure?"

- 4.3.12 The process flow at the top of screen will move to show the status as "PAYMENT".
- 4.3.13 If there are more applications to be processed by the SRA <receiving/processing> officer, then the process shall be repeated, otherwise the SRA <receiving/processing> officer shall then click the "LOGOUT" tab.

#### 4.4 Payment for the application

- 4.4.1 Once the SRA <payment> officer has collected payment for the application request through the current SRA system, the SRA <payment> officer shall update the NSW System with the status.
- 4.4.2 The SRA <payment> officer shall access the NSW System by clicking on the "LOGIN" tab on the NSW homepage and then entering their ID and Password (the ID and Password has initially been preset in the system and shall be changed by the SRA officer upon the very first login).
- 4.4.3 The SRA <payment> officer shall retrieve the submitted application request from the NSW System. The NSW application form is electronically retrieved by one of the processes below:
  - 4.4.3.1 Using the Bar Code reader to click on the Bar Code on the bottom of the importer's application form, then click on the "Search" option; or
  - 4.4.3.2 Key in the "Transaction Reference Number" printed on the Bar Code then click on the "Search" option in the Search Utility; or
  - 4.4.3.3 Via the screen after "LOGIN" which shows all new application requests that are yet to be "Received" or "Processed" then select the required one by clicking on "View Details".
- 4.4.4 The SRA <payment> officer shall mark the application request as paid by clicking the "Passed PAYMENT Stage" option and responding "OK" to "Are you sure?" Alternatively at this point, the application request can be rejected by clicking the "Mark REJECTED" tab, entering the reason for rejection and clicking the "Reject Application" button.
- 4.4.5 A batch approval system will also be available to allow multiple approvals at the same time.
- 4.4.6 The process flow at the top of screen will move to show the status as "AUTHORIZE".
- 4.4.7 If there are more applications to be processed by the SRA <payment> officer, then the process shall be repeated, otherwise the SRA <payment> officer shall click the "LOGOUT" tab.

#### 4.5 Authorization for the application

- 4.5.1 Once the SRA <approving> officer has approved the application request through the current SRA system, the SRA <approving> officer shall update the NSW System with the status.
- 4.5.2 The SRA <approving> officer shall access the NSW System by clicking on the "LOGIN" tab on the NSW homepage and then entering their ID and Password (the ID and Password has initially been preset in the system and shall be changed by the SRA officer upon the very first login).
- 4.5.3 The SRA <approving> officer shall retrieve the submitted application request from the NSW System. The NSW application form is electronically retrieved by one of the processes below:
  - 4.5.3.1 Using the Bar Code reader to click on the Bar Code on the bottom of the importer's application form, then click on the "Search" option; or
  - 4.5.3.2 Key in the "Transaction Reference Number" printed on the Bar Code then click on the "Search" option in the Search Utility; or
  - 4.5.3.3 Via the screen after "LOGIN" which shows all new application requests, then select the required one by clicking on "View Details".
- 4.5.4 The SRA <approving> officer shall review the application and mark the application request as authorized by clicking the "Passed AUTHORIZED Stage" option and responding "OK" to "Are you sure?" Alternatively at this point, the application request can be rejected by clicking the "Mark REJECTED" tab, entering the reason for rejection and clicking the "Reject Application" button.
- 4.5.5 A batch approval system will also be available to allow multiple approvals at the same time.
- 4.5.6 The process flow at the top of screen will move to show the status as "COMPLETED".
- 4.5.7 If there are more applications to be processed by the SRA <approving> officer, then the process shall be repeated, otherwise the SRA <approving> officer shall click the "LOGOUT" tab.

## **5. Administrative Provision**

- 5.1 The National Implementing Task Force (NITF) – A NIFT is hereby established headed by the <Deputy Administrator ISG> with the following responsibilities:
  - 5.1.1 Provide the day to day technical, administrative and logistical support to the NSW System for the proper implementation of this Order including the resolution of all implementation issues.
  - 5.1.2 Recommend adjustments and changes to the NSW System implementation to the NSW Technical Working Group (set up under EO 482).

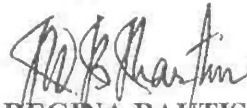
- 5.1.3 To communicate with the NIFT of other NSW agencies to facilitate coordination and cooperation between all NSW agencies.
- 5.1.4 The NIFT Head shall determine the composition of the Task Force.
- 5.1.5 A NITF Operation Center must be set up that shall be the point of contact for importers who have any questions and/or issues related to the proper implementation of the NSW System. The Center must be manned during office hours and must be equipped with adequate communications and staff for the purpose. The Center must maintain the contact numbers of all its members including the Help Desk of the NSW Project Team.

## **6. Repealing Clause**

- 6.1 All previous issuances inconsistent with this Order are hereby deemed modified, repealed and/or amended accordingly.

## **7. Effectivity**

- 7.1 This Order shall take effect immediately after the NSW System is launched in SRA and shall last until its objectives have been achieved or it is revoked accordingly.



**MA. REGINA BAUTISTA-MARTIN**  
Administrator



## Annex A - GLOSSARY OF TERMS

A description of the terms used in this document is provided below:-

Bar Code	A unique computer generated machine-readable identifier
PDF	A file format (Portable Document Format) used for representing documents in an independent manner

## Annex B - REGISTRATION DATA

For a Company client of SRA:

	Field Description	Required
01	Legal Name	Y
02	Trading Name	Y
03	Company Number	Y
04	Telephone Number	Y
05	Customs no	If available
06	TIN	No hyphens, straight number
07	Cellphone No	Y
08	Full Address	Y

For an Individual client of SRA:

	Field Description	Required
01	Title	Y
02	First name	Y
03	Middle name	Y
04	Last name	Y
05	Date of Birth	Y <YYYYMMDD>
06	Customs No	Optional
07	TIN	No hyphens, straight number
08	Telephone Number	Y
09	Cellphone No	Y
10	Trading name	Y
11	Full Address	Y