SOCIAL SECURITY SYSTEM

CITIZEN'S CHARTER

2021 (1st Edition)

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I. Mandate:

It is the policy of the State to establish, develop, promote and perfect a sound and viable tax-exempt social security system suitable to the needs of the people throughout the Philippines which shall promote social justice through savings, and ensure meaningful social security protection to members and their beneficiaries against the hazards of disability, sickness, maternity, old age, death, and other contingencies resulting in loss of income or financial burden. Towards this end, the State shall endeavor to extend social securityprotection to Filipino workers, local or overseas, and their beneficiaries.

In the pursuit of this policy, a social security program shall be developed emphasizing the value of "work, save, invest and prosper". The maximum profitability of investible funds and resources of the program shall be ensured through a culture of excellence in management grounded upon sound and efficient policies employing internationally recognized best practices."(Section 2, RA11199).

II. Vision:

A viable social security institution providing universal and equitable social protection through world-class service.

III. Mission:

To manage a financially stable social security system which shall promote social justice through savings and provide meaningful protection and exemplary service to members and their families.

IV. Service Pledge:

SSS is committed to provide prompt, convenient, reliable, and meaningful social security protection services to its current and future members and their beneficiaries.

As such, the SSS shall continue improve its systems and processes to enhance its performance and ensure customer satisfaction in conformity with customer, internal and applicable statutory and regulatory requirements in relations to the context of the organization.

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SUMMARY OF SSS PROCESSING TIME COMMITMENTS
(EXTERNAL)

REGISTRATION THROUGH THE CENTRAL BUSINESS PORTAL (CBP)	Processing Time
Employer Registration at the Central Business Portal (CBP)	1 day
Initial Employee Report at the Central Business Portal (CBP)	1 day
CERTIFICATE OF SSS COVERAGE AND COMPLIANCE FOR BUSINESS LICENSE OR PERMIT	**Processing Time**
Procedure in Securing Certificate of SSS Coverage and Compliance for Business License or Permit through the SSS branch	5 days
Procedure in Securing Certificate of SSS Coverage and Compliance for Business License or Permit through Drop Box	5 days
Procedure in Securing Certificate of SSS Coverage and Compliance for Business License or Permit through Email	5 days
SICKNESS AND MATERNITY BENEFIT	**Processing Time**
Processing of SSS Sickness Benefit – For Employed members	8 days
Processing Filing of Sickness Benefit Reimbursement Application (SBRA) through SSS WEB for Employer (New/Initial claim)	5 days and 15 Minutes
Processing of Sickness Benefit – For Self-Employed, Voluntary, Separated from Employment, Overseas Filipino Worker, and Non-Working Spouse (SEVM/Sep/OFW/NWS) members	8 days
Processing of Sickness Benefit Reimbursement Application (SBRA) of Employers (Through)	6 days and 14 minutes
Processing of Request for Adjustment of Sickness Benefit for Employers	6 days and 13 minutes
Processing of Request for Adjustment of Sickness Benefit for Self-Employed (SE)/Voluntary Member (VM)/Member Separated from Employment	6 days and 15 minutes
Processing of EC Sickness Benefit – For Employed members	8 days
Processing of of Maternity Notification (MN) Through SSS WEB for Employer/Member	5 minutes
Processing of Maternity Notification (MN) Through Self-Service Express Terminals (SET) for Self-Employed (SE)/Voluntary Member (VM)/Member Separated from Employment	5 minutes

Processing of Maternity Benefit Reimbursement Application (MBRA) For Employer	6 days and 14 minutes
Processing of Maternity Benefit Reimbursement Application (MBRA) Through SSS Web for Employers	4 minutes and 50 seconds
Processing of of Maternity Benefit Application (MBA) For Self- Employed (SE)/Voluntary Member (VM)/Member Separated from Employment	4 days and 14 minutes
Processing of Maternity Benefit Application (MBA) Through SSS Web for Self-Employed/Voluntary Member/Member Separated from Employment	4 minutes and 50 seconds
Processing of Adjustment of Maternity Benefit for Employers	6 days and 13 minutes
Processing of Adjustment of Maternity Benefit Through SSS Web for Employers	4 minutes and 50 seconds
Processing of Member Request for Adjustment of Maternity Benefit for Self-Employed/Voluntary Member/Member Separated from Employment	6 days and 13 minutes
Processing of Member Request for Adjustment of Maternity Benefit Through SSS Web for Self-Employed/Voluntary Member/Member Separated from Employment	4 minutes and 50 seconds
Processing of Maternity Benefit for Special/Exemption Cases	7 days and 5 minutes
Processing of Request for Replacement of Cancelled Cheques for Sickness and Maternity Benefits of SE/VM/Member Separated from Employment	1 day and 13 minutes
Processing of Request for Replacement of Cancelled Cheques for Sickness and Maternity Benefits for Employer	1 day and 13 minutes
Processing of Enrollment in the Sickness & Maternity Benefits Payment through the Bank Program for Employers	3 days

DISABILITY BENEFIT	Processing Time
Processing of Procedure in Filing of Disability Benefit Claim Application Personally by the Member	15 days
Processing of Procedure in Filing of Disability Benefit Claim Application Through a Representative	15 days
Processing of EC Disability Benefit Filed Personally	15 days
Processing of EC Disability Benefit - Filed through a Representative	15 days
RETIREMENT BENEFIT	**Processing Time**
Processing of Retirement Benefit Claim Application Through (OTC)	7 working days and 20 minutes
Processing of Retirement Benefit Application for Self-Employed Member (SE)	7 working days and 20 minutes
Processing of Retirement Benefit Application forOverseas Filipino Worker (OFW) Member and Voluntary Member (VM)	7 working days and 20 minutes
Processing of Retirement Benefit Application for Underground/SurfaceMineworker	7 working days and 20 minutes
Processing of Retirement Benefit Application for Racehorse Jockey	7 working days and 20 minutes
Processing of Retirement Benefit Application forHousehold Helper (Kasambahay)	7 working days and 20 minutes
Processing of Retirement Benefit Application for Cooperative Member or Registered Association Member	7 working days and 20 minutes
Processing of Retirement Benefit Claim Application Under the Bilateral Social Security Agreement and Portability Law Over the Counter (OTC)	7 working days and 20 minutes
Processing of Retirement Benefit Claim Application Under Technical Retirement	7 working days and 20 minutes
Processing of Retirement Benefit Claim Application through the SSS Website	5 days
DEATH BENEFIT	**Processing Time**
Processing of Death Benefit Claim Application Over the Counter (OTC)	20 working days and 20 minutes
Processing of Death Benefit Claim Application under the Employees' Compensation (EC) Program through OTC	20 working days and 20 minutes
FUNERAL BENEFIT	**Processing Time**

Processing of Funeral Benefit Claim Application Over the Counter (OTC)	2 days
Processing of Funeral Benefit Claim Application through the SSS Website	1 day
Processing of Funeral Benefit under the Employees Compensation Program	1 day
Unemployment Benefit	**Processing Time**
Processing of Unemployment Benefit Claim Application through the SSS Website	3 days
Pension Loan Program (PLP)	**Processing Time**
Processing of Pension Loan Over the Counter (OTC)	5 days and 15 minutes
Procedure in Filing of Pension Loan Through My.SSS Portal (Online)	5 days and 5 minutes
PAYMENT REFERENCE NUMBER (PRN)	**Processing Time**
PRN Payment Through SSS Branch with Tellering Facility	7 minutes
UNIFIED MULTI-PURPOSE IDENTIFICATION CARD	**Processing Time**
Application for Non-ATM Unified Multi-Purpose Identification (UMID) Card	20 days
Releasing of Initial Non-ATM UMID Cards	8 minutes
Application for Replacement of Non-ATM UMID Card	20 days
Releasing of Non-ATM UMID Card Replacement	8 minutes
Application for UMID ATM/Disbursement Card	20 days
Replacement of UMID ATM Disbursement Card for Member or Pensioner who was issued an SSS 2D ID Card or UMID Card	20 days
REQUEST FOR ASSISTANCE AT THE PUBLIC ASSISTANCE AND COMPLAINTS DESK	**2 days and 25 minutes**
SSS WEBSITE FOR MEMBERS	**Processing Time**
Online SSS Number Issuance in My.SSS	2 minutes
My.SSS Registration for Member Account	16 minutes and 30 seconds
Membership Records Inquiry in the SSS Website	1 minute and 3 seconds

Filing of Salary Loan Application in My.SSS for Self-Employed, Voluntary Members, and Overseas Filipino Workers	3 minutes and 18 seconds
Filing of Salary Loan Application in My.SSS for Employed Members	4 minutes and 3 seconds
Generation of Payment Reference Number in My.SSS for Members	3 minutes and 6 seconds
Submission of Maternity Notification through My.SSS for Self-Employed, Voluntary Members, and Overseas Filipino Workers	2 minutes and 18 seconds
Submission of Retirement Claim Application through My.SSS	1 minute and 28 seconds
SSS P.E.S.O. Fund System	1 minute and 38 seconds
Flexi-Fund Enrollment	2 minutes
Simulated Retirement Benefit Calculator in My.SSS	1 minute
Request Record	1 minute and 18 seconds
Bank Enrollment in My.SSS	24 seconds
SSS WEBSITE FOR EMPLOYERS	**Processing Time**
Online Registration Facility for Employer's Account at My.SSS	Within 24 hours
Online Certification of Salary Loan in My.SSS	1 minute and 41 seconds
Online Certification of Retirement Claim in My.SSS	12 seconds
Online Submission of Maternity Notification in My.SSS for Employers	1 minute and 33 seconds
Online Submission of Employment Report (R1A) in My.SSS	4 minutes and 9 seconds
Online Submission of Sickness Notification in My.SSS	5 minutes and 18 seconds
Online Submission of Loan Collection List (ML2) in My.SSS	5 minutes and 29 seconds
Online Submission of Contribution Collection List (R-3) in My.SSS	5 minutes and 29 seconds
Creation of PRN/AMS Billing- Initial Creation of Contribution Collection List	4 minutes and 9 seconds
Creation of PRN/AMS Billing – Create Partial Contribution Collection List from the SSS List	4 minutes and 9 seconds

Creation of PRN/AMS Billing – Uploading of Contribution Collection List	2 minutes and 59 seconds
Creation of PRN/AMS Billing – Create Contribution Collection List Offline using the AMS-CCL File Editor	5 minutes and 46 seconds
Creation of PRN/AMS Billing – Create Contribution Collection List using the SSS File Format Requirement in My.SSS	16 seconds
TEXT SSS AND SSS MOBILE APPLICATION	**Processing Time**
Inquiry on Membership Records, Documentary Requirements and Branch Location, Documents Requirements to Update SSS Account Information and Sending of Feedback through Text SSS	1 minute
Inquiry on Membership Records through the Interactive Voice Response System (IVRS)	1 minute
Downloading of the SSS Mobile Application	1 minute
Registration to My.SSS (SSS Website) through the SSS Mobile Application	3 minutes
Inquiry on SSS Branch Office with Location Map through the SSS Mobile Application	1 minute
Inquiry on the List of Document Requirements through the SSS Mobile Application	1 minute
Inquiry on Member Information through the SSS Mobile Application	1 minute
Updating of Contact Information through the SSS Mobile Application	1 minute
Inquiry on the Status of Sickness Claim Information, Maternity Claim Info, Retirement Claim Info, Disability Claim Info and EC Medical Claim through the SSS Mobile Application.	1 minute
Submission of Maternity Notification through the SSS Mobile Application	1 minute
Inquiry of Salary Loan Status and Loan Balance	1 minute
Application of Salary Loan through the SSS Mobile Application	2 minutes

Inquiry of Contributions through the SSS Mobile Application	1 minute
Generation of Payment Reference Number (PRN) through the SSS Mobile Application	1 minute

SELF-SERVICE EXPRESS TERMINALS (SETs)	**Processing Time**
UMID Card Activation through SSS Self-Service Express Terminals (SETs)	64 seconds
Change of Address/Contact Information through SSS Self-Service Express Terminals (SETs)	66 seconds
Submission of SET Feedback	23 seconds
Submission of Maternity Notification through SET for Self-Employed, Voluntary Members, and Overseas Filipino Workers	1 minute and 16 seconds
Generation of Payment Reference Number Using the Self-Service Electronic Terminals (SETs)	2 minutes and 26 seconds

SSS E-CENTERS	**Processing Time**
My.SSS Registration at the E-Center	7 minutes + Processing time of My.SSS registration for Member/Employer through the SSSwebsite
Accessing My.SSS services at the E-Center	5 minutes + processing time for online service
Request for Resetting of Password and Recovery of User ID to My.SSS Member Account at the E-Center	5 minutes
Request for Resetting of Password and Recovery of User ID to My.SSS Employer Account at the E-Center	4 minutes
Updating of Employer Profile through the E-Center	7 minutes
Receipt of Transactions through Dropbox System	2 days and 5 hours (Start is after lapse of 1 day/ 24 hours for sanitation of dropbox)
Updating of Employer Profile through the E-Center • Simple • Complex • HighlyTechnical	3 workingdays 7 workingdays 20 working days

SUMMARY OF SSS PROCESSING TIME COMMITMENTS
(INTERNAL)

BRANCH SUPPORT SERVICES DEPARTMENT (BSSD)	Processing Time
Filing of Request for Information (RFI) on the; Agenda of the Pre-Construction/Pre-Project Implementation Meeting with Contractor/Supplier/ Lessor/ End–user (SSS Branch Office)/ and Building Administrator or Project Status	2 Days and 4 Hrs.
Filling of Request for Information (RFI) on the Plans/Drawings, Bill of Quantities, Specifications, and other Project related documents	2 Days, 4 Hrs. and 15 Mins.
Filling of Request for Advance Payment	2 Days and 4 Hrs.
Filling of Request for Payment of Progress Billing/ Release of 10% Retention Money	7 Days, 1 Hr. and 30 Mins.
Filing of Request for Approval of Materials Sample	1 Day, 4 Hrs. and 15 Mins.
Filing of Request for Approval of Change Order and/ or Extra Work Order/ Suspension/Resumption/ or Extension of Contract Time	7 Days, 2 Hrs. and 45 Mins.
Filing of Request for Punchlist Inspection/ Findings	7 Days and 45 Mins.
Filing of Complaint for the Delays in the Processing of Billing Payment	1 Day, 4 Hrs. and 45 Mins.
ENGINEERING AND FACILITIES MANAGEMENT DEPARTMENT (EFMD)	Processing Time
Request for Work Suspension/ Time Extension for Infrastructure Projects / Amendment to Order for Goods	12 days
Filing of Request for Advance Payment/Progress Billing/Final Billing	8 days and 4 hours
Processing of Monthly Billing/s of Janitorial Services rendered by the Service Provider for Main Office, Bagbag, & POEA and NCR Properties – Makati Bldg., HK Sun Plaza, & East Triangle	10 working days

PROCUREMENT PLANNING AND MANAGEMENT DEPARTMENT (PPMD)	Processing Time
Procurement of Goods, Infrastructure Projects and Consulting Services through Shopping and NP- Small Value Procurement (for BAC Deliberation)	12 days
Preparation and Issuance of Purchase Order, Job Order, Letter Order and Agency Procurement Request	29 days
Procurement of Goods through DBM – Procurement Service Virtual Store	33 days
Procurement of Goods through Revolving Fund and Replenishment of Revolving Fund – Outright Purchase	23 days
Processing of Payment for Procured Goods, Infrastructure Projects and Consulting Services	If through Alternative Modes: 6 days

If through Competitive Bidding: 8 days

For Rice, Uniform, Gasoline, Cargo Forwarding & Photocopying: 14 days |
| Refund of Retention Money and Performance Bond | If through Alternative Modes: 6 days

If through Competitive Bidding: 8 days |
| **BIDS AND AWARDS COMMITTEE SECRETARIAT DEPARTMENT (BACSD)** | **Processing Time** |
| Procurement Through Competitive Bidding | For Goods and Services minimum of 48 CDs and 22WDs, and maximum of 158 CDs and 22WDs

For Infrastructure Projects: minimum of 48 CDs and 22WDs, and maximum of 163 or 178 CDs and 22WDs

For Consultancy: minimum of 58 CDs and 22WDs, maximum of 202 CDs and 22WDs IRR of RA9184 for details) |
Issuance of Bidding Documents	1 hour
Issuance of Notices To Observers	2 calendar days
Issuance of Notices To Bidders	2 calendar days
Issuance of Memo To Technical Working Group (TWG), Internal Audit Services Group (IASG),	3.5 calendar days

President And Ceo (PCEO) And Various Delegated Approving Authorities (AA)	
Issuance of Bid Bulletin And Minutes	Regular: 4 calendar days Pre-bid Conference: 3 calendar days Submission and Opening of Bids: 3 calendar days Bid Bulleti: 2 calendar days
Issuance of Request For Contract Preparation	3 calendar days
Release of Contract To Contract Management Department For Release To Winning Bidder	28 calendar days
SECURITY DEPARTMENT (SD)	**Processing Time**
Procedure in the Receipt of Application for Car Pass Sticker	1 hour and 6 minutes
Procedure in the Receipt of Request for Overnight Parking	41 minutes
GENERAL ACCOUNTING DEPARTMENT	**Processing Time**
Processing of Operational Transactions - Disbursement Voucher (DV) Simple	2.5 days and 4 hours
Processing of Operational Transactions - Disbursement Voucher (DV) Complex	5 days and 4 hours
BRANCH ACCOUNTING DEPARTMENT	**Processing Time**
Processing of NCR Branches' Disbursement Vouchers for Operational Expenses – Simple Transactions	6 Days
Processing of NCR Branches' Disbursement Vouchers for Operational Expenses – Complex Transactions	7 Days
Processing of Luzvismin Division's Replenishment of Operational Working Fund Disbursement Vouchers – Complex Transactions	7 Days
Processing of Foreign Representative Offices' Revolving Fund Replenishment Disbursement Vouchers – Complex Transactions	7 Days
Processing of Special Voucher	7 Days
Processing of Debit Advice for Member Benefits & Loans that are Paid through Check under the	3 Days

E-Disbursement System	
Processing of Letter of Instruction on Service Fees for Member Benefits & Loans that are Paid via the PESONet Facility of Banks	5 Days
Processing of Request for Certification of Check Status - Complex Transaction	7 Days
BUDGET DEPARTMENT	**Processing Time**
Processing of Budget Clearances (Simple)	3 Days, 1 hr. and 30 Minutes
Processing of Budget Clearances (Complex)	5 Days, 1 Hrs. and 30 Minutes for complex
Evaluation of Project Procurement Management Plan (PPMP)	3 Days and 20 Minutes
Evaluation of Project Procurement Management Plan (PPMP)	5 Days and 20 Minutes
INVESTMENTS ACCOUNTING DEPARTMENT	**Processing Time**
Request for Statement of Accounts (Simple)	3 days
Request for Statement of Accounts (Complex)	7 days
CONTRIBUTIONS ACCOUNTING DEPARTMENT	**Processing Time**
Request for Adjustment/Correction of Posted/Unposted ER Contribution Payments	7 days
COLLECTION DATA PROCESSING AND RECONCILIATION DEPARTMENT	**Processing Time**
Procedure in handling of request for validation/ confirmation of unposted Special Bank Receipt (SBR) paid through the bank from various SSS organizational units and or SSS Accredited Collecting Bank	3 days
Procedure in handling of request for validation/ confirmation of unposted Special Bank Receipt (SBR) paid through the bank from various SSS organizational units and or SSS Accredited Collecting Bank	7 days

Procedure in handling of memorandum/request for confirmation of less than seven (7) posted contributions (payment through Special Bank Receipt) of member with Funeral/Death claim from SSS Branches and Processing Centers.	7 days
HEALTH CARE DEPARTMENT	**Processing Time**
Executive Check-up SSS Officials	30 days and 36 minutes
Medical/ Dental Consultation of SSS Employees/ Dependents	1 hour and 28 mins
ORGANIZATIONAL, PLANNING AND STAFFING DEPARTMENT	**Processing Time**
Processing of original and transfer appointments	For CSC: within 5 to 10 working days from receipt of complete documents For ESD: within 2 to 3 working days from receipt of complete documents
Replies to Applications	within 1 to 2 working days from receipt of application
Processing of appointments for promotion	For CSC: within 5 to 10 working days from receipt of complete documents For ESD: within 2 to 3 working days from receipt of complete documents
Processing of Designations, Reassignments and Additional Work Assignments and Preparation of Personnel Orders	Simple: 2 to 3 working days per recommendation from receipt of complete documents Complex: 4 to 10 working days per recommendation from receipt of complete documents
Evaluation of applications to announced vacancies	Current Average Activity Standard: 2 applications in 8 days from receipt of complete data Simple: 5 to 7 working days per position from receipt of complete data Complex: 8 to 15 working days per position from receipt of complete data
LEARNING AND DEVELOPMENT DEPARTMENT	**Processing Time**
Training Requests from Various Units and Business Process Owners (In-House Programs and CPE)	3 working days (Simple) 7 working days (Complex) 20 working days (Highly Technical Transactions)

Request for participation in external training programs	7 days 10 minutes (Complex) 20 days 10 minutes (Highly Technical)
Request for participation in foreign external training programs	20 days
PERFORMANCE MANAGEMENT AND EMPLOYEE RELATIONS DEPARTMENT	**Processing Time**
Procedure on Request for SSS-Day Care Center (SSS-DCC) Availment of Services	3 weeks and 5 minutes
Procedure on the Processing of Requests for Job Rotation Program (JRP) Announcement	10 days
Procedure on the Processing of Applications for JRP, JEP, JELP and JSP (Initial)	10 days
Procedure on the Processing of Requests for JRP, JEP and JELP Extension/Renewal	8 days
Procedure for processing of incentives and awards under the SSS PRAISE - Employee Anniversary Award / Master's/ Doctorate Degree Completion Award / Retirement Incentive Award (RIA)	
• Master's/Doctorate Degree Completion Award	Within three (3) to seven (7) working days from receipt of request and pertinent data for the processing of award from concerned units.
• Retirement Incentive Award	Within three (3) to seven (7) working days from receipt of request and pertinent data for the processing of award from concerned units.
Procedure on request for various EE – Care Reach-out program assistance	
• Bereavement Assistance	4 – 5 days
• Hospital Visit	4-5 days
• Debriefing Session	Up to 1 month
• Coaching Assistance	Up to 20 days
Procedure on request for Assistance to External Requests/Product Demo	Up to 5 days
Procedure on Request for Performance Rating (PR)	2-5 working days

Procedure on Request for copy of IPCRs	1-2 days upon receipt of request
EMPLOYEE SERVICES DEPARTMENT	**Processing Time**
Procedure on the Processing of Provident Fund (PF) Provident Contributions Availment Assistance Program (PCAAP)	3 working days and 3 minutes
Procedure on the Processing of Applications for PF General Purpose Loan (GPL)	4 working days and 3 minutes
Procedure on the Processing of Applications for PF Emergency Loan (EL)	4 working days and 37 minutes
Procedure on the Processing of Fieldwork Allowance for Account Officers	4 days, 7 hours and 35 minutes
Procedure on the Processing of Special Counsel Allowance (SCA)	4 days, 3 hours and 5 minutes
Procedure on the Processing of Salaries and Allowances of Casual Employees	4 days, 3 hours and 5 minutes
Procedure on the Processing of Salaries of Job Order Workers	10 working days
Procedure on the Processing of Overtime Pay	4 days, 3 hours and 10 minutes
Procedure on the Processing of Night Differential Pay	4 days, 3 hours and 10 minutes
Procedure on the Processing of Medical Maintenance Allowance and Hospitalization Reimbursement	4 days, 3 hours and 5 minutes
Procedure on the Processing of Magna Carta for Public Health Workers	14.5 days and 6 minutes
Procedure on the Processing of Masteral Degree Award	3 days, 2 hours and 10 minutes
Procedure on the Processing of Employee Anniversary Award	3 days, 2 hours and 10 minutes
Procedure on the Processing of Loyalty Award	5 days, 2 hours and 10 minutes
Procedure on the Processing of Security and Janitorial Billings	2 working days and 20 minutes
Procedure on the Processing of Requests for Certification of Employment / Service Record	5 working days and 5 minutes
Procedure on the Processing of Requests for Certification of Employment with Benefits	6 days and 5 minutes
Procedure on the Processing of Requests for Certification on Leave	10 days
Procedure on the Processing of Application for Monetization of Leave Credits	5 days, 1 hour and 5 minutes
Procedure on the Processing of Separation Benefits	25 working days and 30 minutes

OFFICE SERVICES DEPARTMENT	Processing Time
Procedure on Releasing of Checks	
• Issuance of Company Representative Card	2 days and 10 minutes
• Personal Release of Check	Maximum of 15 minutes
Delivery of Mails, Correspondence to Various Departments	Maximum of 1hr and 30 minutes
Releasing of CDs to Various Banks	2 hours and 45 minutes
Procedure on Releasing of Stocks Certificate	22 minutes
Mailing of Documents/Correspondence/Checks/Stock Investment Loan Program (SILP) to Various SSS Branches through the Accredited Messengerial Services	2 hours and 3 Minutes
Procedures in Issuance of Internal Order for Furniture & Equipment and Computer Capex (SAP)	15 minutes
Procedures in Encoding of Newly Purchased Furniture & Equipment, Computer, Books, Paintings (Capex &Opex) on Furniture and Equipment Inventory System (FEIS)	7 minutes
Procedures in Processing Clearance of Employees (Retirement, Resignation, Death, Maternity, Vacation Leave)	16 minutes
Procedures in processing Gate Pass of Furniture & Equipment, Computers & Books	19 minutes
Procedures in Processing Transfer Memo of Furniture & Equipment, Computers & Books	22 minutes
Procedures in Processing Waste Material Report of Furniture and Equipment, Computers and Books	32 minutes
Procedure on Processing Property Acknowledgement Receipt/Inventory Custodian Slip	20 working days
Procedure in the Receipt, Recording, Requisition and Issuance of Various Supplies and Materials	35 days and 39 minutes
Procedure in the Receipt, Acceptance and Recording of Inventory of Delivered Supplies and Material	5 working days and 52 minutes

SOCIAL SECURITY SYSTEM

External Services

REGISTRATION THROUGH THE CENTRAL BUSINESS PORTAL (CBP)

Employer Registration at the Central Business Portal (CBP)

The CBP is a single online site for all business-related information, with the objective of streamlining the registration business and other activities through online transactions.

Office or Division:	Anti-Red Tape Authority (ARTA)				
Classification:	Simple				
Type of Transaction:	G2B - GOVERNMENT TO BUSINESS-Government to Business				
Who may avail:	All Regular Employers.				

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Company Email Address		Corporate Email address' sites			
2. Internet access		Internet Service Provider			
3. SEC Registration and Payment		Central Business Portal (CBP)			
4. BIR Registration and Payment		CBP			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Visit the CBP website (https://business.gov.ph) click "Start a Business Application". Provide company email address and password then click "Log in".	1. SSS shall process employer registration and generate employer SS number.	None	Within the day	Processed by the system	
	TOTAL	None	1 day		

Initial Employee Report at the Central Business Portal (CBP)

Generate initial Employee Report through the Central Business Portal.

Office or Division:	Anti-Red Tape Authority (ARTA)
Classification:	Simple
Type of Transaction:	G2B - GOVERNMENT TO BUSINESS-Government to Business
Who may avail:	All Regular Employers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Company Email Address	Corporate Email address' sites
2. Internet access	Internet Service Provider
3. Employer Registration	CBP
4. Employees Personal and other Social Agencies Information	Employees

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Initial Employee Report	1. CBP will submit the report to SSS. The SSS will validate the submission and send a status back to the CBP. 1.1 SSS shall generate report response. The employment report shall trigger the updating of the Employer's Date of Coverage (DOC). 1.2 SSS shall create an Electronic Contribution Collection List (eCCL) through Payment Reference Number (PRN)	None	Within the day	Processed by the system

	1.3 SSS shall update the employees DOC, coverage status and coverage history.			
	TOTAL	**None**	**Within the day**	

CERTIFICATE OF SSS COVERAGE AND COMPLIANCE FOR BUSINESS LICENSE OR PERMIT

Procedure in Securing Certificate of SSS Coverage and Compliance for Business License or Permit through the SSS branch

Submission of certificate of SSS coverage and compliance is required prior to issuance of annual business license or permit of local government units.

Office or Division:	SSS Branches / Large Accounts Division
Classification:	Complex
Type of Transaction:	G2B - GOVERNMENT TO BUSINESS-Government to Business
Who may avail:	All Business Employers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for SSS coverage and compliance (1 original and 1 photocopy)	Employer
1. Filer's Valid ID Cards **A. Primary ID Cards/Documents** The primary ID card shall be the Unified Multi-Purpose ID (UMID) Card (SSS/GSIS) and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following: • Driver's License • Passport • Voter's ID card • National Bureau of Investigation (NBI) Clearance • Postal Identity Card **B. Secondary ID Cards/Documents**	Employer Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government Commission on Elections (Comelec) National Bureau of Investigation

In the absence of a primary IDcard/document, filer shallpresent/submit any two (2) IDcards/documents, both with signatureand at least one (1) with photo.	Philippine Postal Corporation
C. Other Requirements	
• **If Filed by Employer/Authorized Signatory** - Present the original ofany one (1) of the primary IDcard/document or any two (2) IDcards/documents, both with signatureand at least one (1) with photo.	Filer/Employer
• **If Filed by Authorized Representative** ○ Submit the original of Letter ofAuthority (LOA)/Special Power ofAttorney (SPA) issued by theemployer; and ○ Present the original of any one (1)primary ID card/document or anytwo (2) ID cards/documents, bothwith signature and at least one (1)with photo.	Filer/Employer
• **If Filed by Company Representative** - Present the original Authorized Company Representative (ACR) Card	
Please refer to Annex A for the list of additional requirements/documents	Filer/Employer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter request for certificate of SSS coverage and compliance.		None	5 minutes	Employer
2. Get a queue number and wait for the number to be called	2.1. Issue queue number.	None	5 minutes	Employer Jr/Sr. Analyst Accounts Management Section (BOS) Large Accounts Division (LAD)
3. Submit the original and photocopy of letter request for certificate of SSS coverage and compliance together with the photocopies of required documents	3.1. Receive and screen letter request for certificate of SSS coverage and compliance, supporting documents and identification cards/documents. 3.2. If incomplete, inform and return the letter request	None	3 minutes	Employer Jr/Sr. Analyst Accounts Management Section (BOS) Large Accounts Division (LAD)

	and supporting documents to filer. If complete, proceed to step 4			
				Jr/Sr Analyst Accounts Management Section (BOS) Large Accounts Division (LAD)
4. Get the duly received photocopy of letter request for certificate of SSS coverage and compliance.	4.1. Issue to filer the duly received photocopy of letter request for certificate of SSS coverage and compliance. 4.2. Verify contribution and loan payments check ER's folder if with pending complaints and/or cases filed against the employer 4.3. If with gap/s in contributionpayments, pending complaints and/or cases filed, inform ER through email,	None	4 working days	Employer Jr/Sr. Analyst Accounts Management Section (BOS) Large Accounts Division (LAD) Jr/Sr. Analyst Accounts Management Section (BOS) Large Accounts Division (LAD)

	phone call or text requiring its compliance. If compliant, prepare certificate of SSS coverage and compliance.			Jr/Sr Analyst Accounts Management Section (BOS) Large Accounts Division (LAD)
5. Pick-up the requested certificate of SSS coverage and compliance.	5.1. Issue certificate of SSS coverage and compliance (*Annex B*).	None	5 minutes	Employer Senior Clerk or Jr/Sr. Analyst Accounts Management Section (BOS) Large Accounts Division (LAD)
	TOTAL	**None**	**5 working days**	

LIST OF ADDITIONAL REQUIRED DOCUMENTS

For Employer with Unpaid Contribution/s and Loan Amortization/s.

- Proof of Payment/s of the unpaid Contribution/s and Loan Amortization/s.

For Employer with Pending Complaints and/or Cases Filed

- Proof of compliance and/or settlement of complaints and/or cases filed.

REPUBLIC OF THE PHILIPPINES
SOCIAL SECURITY SYSTEM
(DEPARTMENT/BRANCH)
(Branch Address)
(Contact Number/s & Email Address)

CERTIFICATION

This is to certify that __**Employer Name**__ with principal place of business at __(Employer Address)_____ is a registered employer-member of the Social Security System under ER No. _____ with date of coverage in _____.

Our records show that:

1. The employer has made contribution payments and reported its employees for year YYYY as shown in the attached confirmation of payments.

2. There are no complaints and/or cases filed against the employer pending with this office, the Prosecutor's Office, Courts and/or Social Security Commission.

This certification is issued pursuant to Sec. 24 (g) of the Social Security Law which provides that *"Notwithstanding any law to the contrary, local government units shall, prior to issuing any annual business license or permit, require submission of certificate of SSS coverage and compliance with the provision of this Act. x xx ".*

This is issued without prejudice to the right of the SSS to compel the above-mentioned employer full compliance with the Social Security Act and to file appropriate civil and/or criminal action for any violation thereof that may be discovered later.

Issued on Date. This certification is valid within 45 days from the date of issuance and solely for the purpose of *application/renewal of business permit*of herein employer.

NAME OF ACCOUNT OFFICER
Official Designation
Official Email address

Reviewed by: Noted by:

NAME OF SECTION HEAD   **NAME OF BRANCH/DEPT. HEAD**
Official Designation   Official Designation
Official Email Address   Official Email Address

Note: This does not serve as clearance for License to Operate (for security Agency), Accreditation & Bidding purposes.

Procedure in Securing Certificate of SSS Coverage and Compliance for Business License or Permit through Drop Box

Submission of certificate of SSS coverage and compliance is required prior to issuance of annual business license or permit of local government units.

Office or Division:	SSS Branches / Large Accounts Division
Classification:	Complex
Type of Transaction:	G2B - GOVERNMENT TO BUSINESS-Government to Business
Who may avail:	All Business Employers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for SSS coverage and compliance (1 original and 1 photocopy)	Employer
2. Filer's Valid ID Cards **D. Primary ID Cards/Documents (Photocopy)** The primary ID card shall be the Unified Multi-Purpose ID (UMID) Card (SSS/GSIS) and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following: • Driver's License • Passport • Voter's ID card • National Bureau of Investigation (NBI) Clearance • Postal Identity Card	Employer Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government Commission on Elections (Comelec)

E. Secondary ID Cards/Documents
 	
In the absence of a primary IDcard/document, filer shallsubmit any two (2) IDcards/documents, both with signatureand at least one (1) with photo.
 	
F. Other Requirements
 	
    • **If Filed by Employer/Authorized Signatory** - Submitthe photocopy of anyone (1) of the primary IDcard/document or any two (2) IDcards/documents, both with signatureand at least one (1) with photo.
 	
    • **If Filed by Authorized Representative**
      o Submit the original of Letter of Authority (LOA)/Special Power ofAttorney (SPA) issued by theemployer; and
      o Submit the photocopy of one (1) primary ID card/document or anytwo (2) ID cards/documents, bothwith signature and at least one (1) with photo.
 	
      o **If Filed by Company Representative** - Submit the photocopy of Authorized Company Representative (ACR) Card
 	
Please refer to Annex A for the list of additional requirements/documents
	National Bureau of Investigation
	
	Philippine Postal Corporation
	
	Filer/Employer
	
	Filer/Employer
	
	Filer/Employer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter request for certificate of SSS coverage and compliance.		None	5 minutes	Employer
2. Submit through drop box the original and photocopy of letter request for certificate of SSS coverage and compliance together with the required documents	2.1. Within twenty-four (24) hours, getthe letter request for certificate of SSS coverage and compliance, supporting documents and identification cards/documents and transmit to Accounts Management Section (AMS)/Large Accounts Department (LAD).	None	10 minutes	Employer Senior Clerk or Jr/Sr Member Service Representative Member Services Section (MSS) Junior Executive Assistant Large Accounts Department(LAD)
	2.2. Receive and screen letter request for certificate of SSS coverage and compliance, supporting		4 working days	Jr/Sr Analyst Accounts Management

	documents and identification cards/documents.			Section (AMS) Large Accounts Department (LAD)
	2.3. If incomplete, inform employer through email, phone call or text requiring its compliance. If complete, proceed to step 2.4.			
	2.4. Receive and verify contribution and loan payments check ER's folder if with pending complaints and/or cases filed against the employer.			Jr/Sr Analyst Accounts Management Section (AMS) Large Accounts Department (LAD)
	2.5. If with gap/s in contribution and loan payments, pending complaints and/or cases filed, inform ER through email, phone call or text requiring its compliance. If compliant, prepare certificate of SSS coverage and complianceand inform the filer that the requested			Jr/Sr Analyst Accounts Management Section (AMS) Large Accounts Department (LAD)

	certificate is ready for pick up.			Jr/Sr Analyst Accounts Management Section (AMS) Large Accounts Department (LAD)
3. Pick-up the requested certificate of SSS coverage and compliance.	3.1. Issue certificate of SSS coverage and compliance *(Annex B)* and the duly received photocopy of letter request.		5 minutes	Senior Clerk or Jr/Sr Analyst Accounts Management Section (AMS) Large Accounts Division (LAD)
	TOTAL	**None**	**5 working days**	

ANNEX A

LIST OF ADDITIONAL REQUIRED DOCUMENTS

For Employer with Unpaid Contribution/s and Loan Amortization/s.

- Proof of Payment/s of the unpaid Contribution/s and Loan Amortization/s.

For Employer with Pending Complaints and/or Cases Filed

- Proof of compliance and/or settlement of complaints and/or cases filed.

REPUBLIC OF THE PHILIPPINES
SOCIAL SECURITY SYSTEM
(DEPARTMENT/BRANCH)
(Branch Address)
(Contact Number/s & Email Address)

CERTIFICATION

This is to certify that __**Employer Name**__ with principal place of business at __(Employer Address)_____ is a registered employer-member of the Social Security System under ER No. _____ with date of coverage in _____.

Our records show that:

4. The employer has made contribution payments and reported its employees for year YYYY as shown in the attached confirmation of payments.

5. There are no complaints and/or cases filed against the employer pending with this office, the Prosecutor's Office, Courts and/or Social Security Commission.

This certification is issued pursuant to Sec. 24 (g) of the Social Security Law which provides that *"Notwithstanding any law to the contrary, local government units shall, prior to issuing any annual business license or permit, require submission of certificate of SSS coverage and compliance with the provision of this Act. x xx "*.

This is issued without prejudice to the right of the SSS to compel the above-mentioned employer full compliance with the Social Security Act and to file appropriate civil and/or criminal action for any violation thereof that may be discovered later.

Issued on Date. This certification is valid within 45 days from the date of issuance and solely for the purpose of *application/renewal of business permit* of herein employer.

NAME OF ACCOUNT OFFICER
Official Designation
Official Email address

Reviewed by: Noted by:

NAME OF SECTION HEAD   **NAME OF BRANCH/DEPT. HEAD**
Official Designation   Official Designation
Official Email Address   Official Email Address

Note: This does not serve as clearance for License to Operate (for security Agency), Accreditation & Bidding purposes.

Procedure in Securing Certificate of SSS Coverage and Compliance for Business License or Permit through Email

Submission of certificate of SSS coverage and compliance is required prior to issuance of annual business license or permit of local government units.

Office or Division:	SSS Branches / Large Accounts Division
Classification:	Complex
Type of Transaction:	G2B - GOVERNMENT TO BUSINESS-Government to Business
Who may avail:	All Business Employers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for SSS coverage and compliance (scanned copy)	Employer
2. Filer's Valid ID Cards (scanned copy) **G. Primary ID Cards/Documents** The primary ID card shall be the Unified Multi-Purpose ID (UMID) Card (SSS/GSIS) and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following: • Driver's License • Passport • Voter's ID card • National Bureau of Investigation (NBI) Clearance • Postal Identity Card **H. Secondary ID Cards/Documents** In the absence of a primary	Employer Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government Commission on Elections (Comelec) National Bureau of Investigation

IDcard/document, filer shallattach any two (2) IDcards/documents, both with signatureand at least one (1) with photo.	Philippine Postal Corporation
I. Other Requirements	
• **If Filed by Employer/Authorized Signatory** - Attachthe scanned copy of any one (1) of the primary IDcard/document or any two (2) IDcards/documents, both with signatureand at least one (1) with photo.	Filer/Employer
• **If Filed by Authorized Representative** o Attach the scanned copy of Letter ofAuthority (LOA)/Special Power ofAttorney (SPA) issued by theemployer; and o Attach the scanned copy of any one (1) primary ID card/document or anytwo (2) ID cards/documents, bothwith signature and at least one (1)with photo.	Filer/Employer
• **If Filed by Company Representative**–Attach the scanned copy of Authorized Company Representative (ACR) Card *Please refer to Annex A for the list of additional requirements/documents*	Filer/Employer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter request for certificate of SSS coverage and compliance.		None	5 minutes	Employer
2. Send through Branch/Department email/assigned Account Officerthe scanned copyof letter request for certificate of SSS coverage and compliance together with the required documents	2.1. Acknowledge and forward the email of employer together with the attachments to Accounts Management Section (AMS)/Large Accounts Division (LAD) 2.2. Acknowledge and screen letter request for certificate of SSS coverage and compliance, supporting documents and identification cards/documents	None	3 minutes	Employer Senior Clerk or Jr/Sr Administrative AssistantAdministrative Section or Junior Executive Assistant/LAD Jr/Sr Analyst Accounts Management Section (AMS) Large Accounts Department (LAD) Jr/Sr Analyst

	2.3. If incomplete, reply and inform the employer of the lacking document/s. If complete, proceed to step 2.4.		3 minutes	Accounts Management Section (AMS) Large Accounts Department (LAD)
	2.4. Verify contribution and loan payments and check ER's folder if with pending complaints and/or cases filed against the employer.			Jr/Sr Analyst Accounts Management Section (AMS) Large Accounts Department (LAD)
	2.5. If with gap/s in contribution payments, pending complaints and/or cases filed, inform ER through email, requiring its compliance.			
	2.6. If compliant, prepare and send to employer email the certificate of SSS coverage and compliance *(Annex B)*.		4 working days	Jr/Sr Analyst Accounts Management Section (AMS) Large Accounts Department (LAD)
	TOTAL	**None**	**5 working days**	

LIST OF ADDITIONAL REQUIRED DOCUMENTS

For Employer with Unpaid Contribution/s and Loan Amortization/s.

- Proof of Payment/s of the unpaid Contribution/s and Loan Amortization/s.

For Employer with Pending Complaints and/or Cases Filed

- Proof of compliance and/or settlement of complaints and/or cases filed.

REPUBLIC OF THE PHILIPPINES
SOCIAL SECURITY SYSTEM
(DEPARTMENT/BRANCH)
(Branch Address)
(Contact Number/s & Email Address)

CERTIFICATION

This is to certify that __**Employer Name**__ with principal place of business at __(
Employer Address)_____ is a registered employer-member of the Social Security
System under ER No. _____ with date of coverage in _____.

Our records show that:

6. The employer has made contribution payments and reported its employees for year YYYY
   as shown in the attached confirmation of payments.

7. There are no complaints and/or cases filed against the employer pending with this
   office, the Prosecutor's Office, Courts and/or Social Security Commission.

This certification is issued pursuant to Sec. 24 (g) of the Social Security Law which
provides that *"Notwithstanding any law to the contrary, local government units shall, prior to
issuing any annual business license or permit, require submission of certificate of SSS coverage
and compliance with the provision of this Act. x xx ".*

This is issued without prejudice to the right of the SSS to compel the above-mentioned
employer full compliance with the Social Security Act and to file appropriate civil and/or criminal
action for any violation thereof that may be discovered later.

Issued on Date. This certification is valid within 45 days from the date of issuance and
solely for the purpose of *application/renewal of business permit*of herein employer.

NAME OF ACCOUNT OFFICER
Official Designation
Official Email address

Reviewed by: Noted by:

NAME OF SECTION HEAD   **NAME OF BRANCH/DEPT. HEAD**
Official Designation   Official Designation
Official Email Address   Official Email Address

Note: This does not serve as clearance for License to Operate (for security Agency), Accreditation & Bidding purposes.

SICKNESS AND MATERNITY BENEFIT

Procedure in Filing of SSS Sickness Benefit – For Employed members

Cash benefit paid to a member for the number of days of inability to work due to illness/injury.

Office or Division	SS Branch, Medical Evaluation Centers (MECs)
Classification	Highly Technical
Type of Transaction	G2C - GOVERNMENT TO CITIZEN
Who may avail	Any SS member with at least three (3) monthly contributions within the twelve (12) month period six (6) months before the occurrence of illness/injury

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sickness Notification Form (SN) – 1 copy	MECs, SSS Website
SSS ID/UMID Card/any 2 Valid IDs (photocopy)	Member
SSS system-generated TL or system acknowledged letter	E-Notification module
Medical supporting documents, if any	Hospital, Laboratory and Diagnostic Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get or download the SN form				Junior/Senior Member Service Representative, Member Services Section/ SSS Website (www.sss.gov.ph)
2. Read instructions and fill-out the form				
3. Get a queue number and wait for the	Issues queue number		Waiting time 5 minutes	Junior/Senior Member Service Representative (MSS)

number to be called.				
4. Submit properly filled-out SNs together with TL and the supporting documents, if any	4. Receipt and screening of application form and supporting documents 4.1 Receives SNs, TL and supporting documents		Servicing time 10 minutes	Junior/Senior Member Service Representative, Member Services Section
	4.2 Screens SN for proper accomplishment 4.3 Accomplishes Screening Results of MSS portion of the SN. 4.4 Affixes signature over printed name on TL. • SSO III/ CEO II to affix signature on "Noted by" portion of both the TL/ Acknowledgement letter 4.5 Issues TL to filer and IDs/or documents presented			
5 Get TL and IDs/ or documents presented	5. Forwards SN and supporting documents, if any, to MEC			Junior/Senior Member Service Representative, Member Services Section
	6. Receipt and screening of application form and		Servicing time 10 minutes	Senior Clerk/ Junior/Senior Nurse/

	supporting documents forwarded by MSS			Medical Specialist II/III, Medical Evaluation Center
	6.1 Checks completeness of SNs and supporting documents			
	6.2 Conducts manual and Online screening including Eligibility to the benefit			
	6.3 Accomplishes applicable portions of MES section of SN form			
	6.4 Forwards screened SN and supporting documents, if any, to MS II/III			
	7. Evaluation of claim		Servicing time 2 minutes	Medical Specialist II/III, Medical Evaluation Center
	7.1 Evaluates claim			
	7.2 Accomplishes the Medical Evaluation portion of the SN			
	7.3 Forwards evaluated SN and supporting documents, if any, to Senior Clerk/Junior/Senior Nurse			
	8. Encodes member's record in the MEDVS		Servicing time 3 minutes	Senior Clerk/ Junior/Senior Nurse/ Medical Specialist II/III, Medical
	8.1 Accomplishes "Encoded" and "Released by"			

				Evaluation Center
	portions of the SN 8.2 Awaits Company Representative to pick-up evaluated SN			
9. Picks-up evaluated SN	9. Requests Company Representative to affix signature on logbook of released claims.		Servicing time 3 minutes	Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center
	10. Processing of Claim	**None**	7 days	Processor
		TOTAL	**8 days**	

Notes:

1. Two (2) days are to be added in the Processing time for claims received in branches without permanent MS. One (1) day is for the transmission of claims to MECs with permanent MS and another one (1) day to return evaluated claims to the originating branch.
2. The Medical Specialist shall decide if additional medical records/documents will be required through the Disapproval Notice/Letter or as stated in the evaluation portion of the SN.
3. In case additional medical records/documents are required, the process shall be construed as completed. In the event of compliance by the member, claim shall be issued a new Transaction Number to trigger the start of a new processing.

Procedure in Filing of Sickness Benefit Reimbursement Application (SBRA) through SSS WEB for Employer (New/Initial claim)

A sickness benefit is a daily cash allowance paid for the number of days a member is unable to work due to sickness or injury.

Office or Division:	My.SSS Portal at www.sss.gov.ph
Classification:	Complex
Type of Transaction:	G2B - GOVERNMENT TO BUSINESS – Government to Business
Who may avail:	Employers who have paid in advanced the sickness benefit to the qualified employees.

CHECKLIST OF REQUIREMENTS	WHO/WHERE TO SECURE
1. Enrollment/Registration of MY.SSS Account at the SSS Website 2. Employer must have an enrolled/approved bank account in Disbursement Account Enrollment Module (DAEM) of the SSS Website 3. WiFi/Internet access or Mobile data 4. With approved Sickness Notification (SN)	SSS Website (www.sss.gov.ph) Employer Internet Service Provider SSS website (www.sss.gov.ph)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at My.SSS Portal of the SSS Website.	1. The employer log-in page of SSS website will be displayed.	None	15 minutes	*Employer* SSS website (www.sss.gov.ph)
2. Under E-Services click "Submit SS Sickness Benefit Reimbursement Application (SBRA)"	2. My.SSS Portal will display the page to enter employee's SSS Number			
3. Fill-in the employee's SSS Number in	3. My.SSS Portal will display the list of approved sickness notification of the			

the SS Sickness Benefit Reimbursement Application and click "Search" button.	employee for filing of Sickness Reimbursement Benefit.			
4. Employer will choose the Claim Reference Number of approved sickness notification and click "Proceed" button.	4. My.SSS Portal will display the information of members approved sickness notification.			
5. Fill-in the required information needed in the Sickness Benefit Reimbursement Application screen and click the "Certification" tick box to certify that the information are true and correct and click "Submit" button to continue submission.				

6. Employer will confirm the submitted sickness reimbursement through online by clicking the "OK" informing that this action will send the supplied information to the system for processing of benefit disbursement.	6.1 On-screen message will appear that the SS SBRA is successfully submitted with Transaction Reference Number (TRN), date and time			
	6.2 Employer will receive a system generated email notification indicating the details of the successfully submitted SBRA with TRN, date and time			
	6.3 Processing of SBRA by Processing Center (PC)		5 days	*Processor/SSO III/CEO II* SMEC Section, Processing Center (PC)
	Total	**None**	**5 days & 15 inutes**	

Procedure in Filing of Sickness Benefit – For Self-Employed, Voluntary, Separated from Employment, Overseas Filipino Worker, and Non-Working Spouse (SEVM/Sep/OFW/NWS) members

Cash benefit paid to a member for the number of days of inability to work due to illness/injury.

Office or Division	SS Branch, Medical Evaluation Centers (MECs)
Classification	Highly Technical
Type of Transaction	G2C - GOVERNMENT TO CITIZEN – Government to Citizen
Who may avail	Any SS member with at least three (3) monthly contributions before the semester of contingency

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sickness Benefit Application Form (SBA) – 1 copy	MECs, SSS Website
SSS ID/UMID Card/any 2 Valid IDs (photocopy)	Member
Supporting documents, if any	Hospital, Laboratory and Diagnostic Center
• Single Savings Account Passbook; or • ATM Card with account number (photocopy), or • Validated Deposit Slip; or • Bank Statement	Member

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get or download the required Sickness Benefit Application form				Junior/Senior MemberServiceRepresentative, Member Services Section/ Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center, SSS Website (www.sss.gov.ph)

2. Read instructions and fill-out the form				
3. Get a queue number and wait for the number to be called.	Issues queue number		Waiting time 5 minutes	unior/Senior Nurse, Medical Evaluation Center
4. Submit properly filled-out SBA together with the supporting documents, if any	4. Receipt and screening of application form and supporting documents 4.1 Receives and screens SBA and supporting documents 4.2 Accomplishes Screening portions of the SBA and its Acknowledgement Stub. 4.3 Assigns and indicates Claim Reference Number in the SBA 4.4 Checks enrollment in the Sickness and Maternity Benefits Payment through the Bank (SMB-PB) program		Servicing time 10 minutes	Senior Clerk/ Junior/Senior Nurse/ Medical Specialist II/III, Medical Evaluation Center

	4.5 Issues Acknowledgement Stub and IDs/ or documents presented			
5. Get Acknowledgment stub and IDs/or documents presented	5. Forwards SBA and supporting documents, if any, to MS II/III for evaluation			
	6. Evaluation of claim 6.1 Evaluates claim 6.2 Accomplishes the Medical Evaluation portion of the SBA 6.3 Forwards evaluated SBA and supporting documents,		Servicing time 2 minutes	Medical Specialist II/III, Medical Evaluation Center

	if any, to Senior Clerk/Junior/ Senior Nurse for encoding			
	7. Encoding and Updating of member's records 7.1 Enc odes member's record and evaluation results in the MEDVS 7.2 Acc omplishes Encoded and Released by portions of the SBA		Servicing time 3 minutes	Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center
	8. Release of evaluated SBA 8.1 Batc hes evaluated SBA/s for the day 8.2 Prep ares Transmittal List (TL) per batched SBA/s 8.3 Rele ases to the Processing Center (PC) the batched SBA/s, TL, and supporting documents, if any 8.4 Files		Servicing time 10 minutes	

	acknowledged copy of TL by PC			
	9. Processing of Claim	**None**	7 days	Processor
		TOTAL	**8days**	

Notes:
4. One (1) day is to be added in the Processing time for the following cases:
   a. Transmission of received claims in MEC/branches without permanent MS to MECs with permanent MS.
   b. Transmission of evaluated claims in MEC located far from the Processing Center
5. The Medical Specialist shall decide if additional medical records/documents will be required through the Disapproval Notice/Letter or as stated in the evaluation portion of the SBA.
6. In case additional medical records/documents are required, the process shall be construed as completed. In the event of compliance by the member, claim shall be issued a new Transaction Number to trigger the start of a new processing.

Procedure in Filing of Sickness Benefit Reimbursement Application (SBRA) of Employers (Through)

The sickness benefit is a daily cash allowance paid for the number of days a member is unable to work due to sickness or injury.

Office or Division:	SSS Branches
Classification:	Complex
Type of Transaction:	G2B - GOVERNMENT TO BUSINESS – Government to Business
Who may avail:	Employers who have paid in advanced the sickness benefit to the qualified employees. Employers who initially filed SBRA online but were rejected by PC. Re-filing of SBRA shall be through OTC only.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sickness Benefit Reimbursement Application (SBRA) Form (1 copy)	SSS branches SSS Website (www.sss.gov.ph)
2. Approved Sickness Notification (SN) Form or Certificate of Medical Approval issued and signed by the Medical Specialist of Medical Evaluation Section (MES), (1 copy)	MEC's, SSS branches SSS Website (www.sss.gov.ph) Employer/Company
3. Employer Transmittal list (TL - 2 copies)	Employer/Company
4. Copy/ies of page/s of Employer's Logbook (manual logbook or electronic filing) for approved EC claim (work-connected sickness or injury), 1 copy	Employer/Company
5. Filer's Valid ID cards **A. Primary ID Cards/Documents** The primary ID card shall be the **Unified Multi-PurposeID (UMID) Card (SSS/GSIS)** and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following: • Driver's License • Passport	 Land Transportation Office (LTO) Department of Foreign Affairs (DFA)/Foreign Government Commission on Elections (Comelec) National Bureau of Investigation Philippine Postal Corporation

• Voter's ID card	Filer/Employer
• National Bureau of Investigation (NBI) Clearance	
• Postal Identity Card	
B. Secondary ID Cards/Documents	
In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.	Filer/Employer
C. Other Requirements	Filer/Employer
If Filed by Employer/Authorized Signatory • Present the original of any one (1) of the primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo.	
If Filed by Authorized Representative • Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA) issued by the employer; and • Present the original of any one (1) Primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo.	Company Representative
If Filed by Company Representative • Present the original Authorized Company Representative (ACR) Card	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Get or download Sickness Benefit Reimbursement Application (SBRA).	1. Issue SBRA.		1 minute	*Jr/Sr Member Service Representative* Member Services Section (MSS) SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.			5 minutes	Employer
3. Get a queue number and wait for the number to be called.	3. Issue queue number.		5 minutes	*Jr/Sr Member Service Representative* Member Services Section (MSS)
4. Submit properly filled out SBRAs together with the documentary requirements.	4. Receive and screen SBRAs, Employer's Transmittal List (TL), supporting documents and filer's identification card/s.	None	3 minutes per claim	*Jr/Sr Member Service Representative* Member Services Section (MSS)
5. Get copy of duly received Employer TL or disapproval notice.	5.1 Issue to filer a copy of the fully received employer TL/ disapproval notice. 5.2 Forward batched SBRAs, supporting documents and TL to Processing Center (PC) for processing.		1 day	*Jr/Sr Member Service Representative* Member Services Section (MSS)
	5.3 Processing of sickness benefit reimbursement claim		5 days	*Processor/SSO III/CEO II* SMEC Section, Processing Center (PC)
	TOTAL:	**None**	**6 days & 14 minutes**	

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Procedure in Filing of Request for Adjustment of Sickness Benefit for Employers

Request for adjustment is done by employer who was paid less based on SSS computation or who has paid the employee a lesser amount than the actual amount of sickness benefit.

Office or Division:	Branch Office		
Classification:	Complex		
Type of Transaction:	G2B - GOVERNMENT TO BUSINESS – Government to Business		
Who may avail:	Employers who paid in advanced the amount of sickness benefit to the qualified employee but were paid less by SSS or have paid lesser amount to the employee.		
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**		
1. Letter request for adjustment (1 original & 1 photocopy)	Employer		
2. Proof of advance payment for the underpaid amount(1 copy)	Employer		
3. Employer transmittal list (TL - 2 copies)	Employer		
4. Filer's Valid ID cards **A. Primary ID Cards/Documents** The primary ID card shall be the **Unified Multi-PurposeID** (**UMID) Card (SSS/GSIS)** and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following: • Driver's License • Passport • Voter's ID card • National Bureau of Investigation (NBI) Clearance • Postal Identity Card	Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government Commission on Elections (Comelec) National Bureau of Investigation Philippine Postal Corporation Filer/Employer		

B. Secondary ID Cards/Documents				
In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.	Filer/Employer			
C. Other Requirements	Filer/Employer			
If Filed by Employer/Authorized Signatory • Present the original of any one (1) of the primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo.				
If Filed by Authorized Representative • Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA) issued by the employer; and	Company Representative			
• Present the original of any one (1) Primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo.				
If Filed by Company Representative • Present the original Authorized Company Representative (ACR) Card				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

			5 minutes	Employer
1. Prepare letter request for adjustment of the Sickness Reimbursement Claim				
2. Get a queue number and wait for the number to be called.	2. Issue queue number.		5 minutes	*Jr/Sr Member Service Representative* Member Services Section (MSS)
3. Submit the letter request for adjustment together with the required documents.	3. Receive and screen letter request for adjustment, employer transmittal list (TL), supporting documents and identification cards/ documents.	None	3 minutes per letter request	*Jr/Sr Member Service Representative* Member Services Section (MSS)
4. Get copy of duly received Employer TL or disapproval notice.	4.1 Issue to filer a copy of the duly received employer TL/disapproval notice.			*Jr/Sr Member Service Representative* Member Services Section (MSS)
	4.2 Forward batched letter request for adjustment, supporting documents and TL to Processing Center for processing.		1 day	
	4.3 Processing of request for adjustment of sickness benefit		5 days	*Processor/SSO III/CEO II* SMEC Section, Processing Center (PC)
	TOTAL:	**None**	**6 days & 13 minutes**	

Procedure in Filing of Request for Adjustment of Sickness Benefit for Self-Employed (SE)/Voluntary Member (VM)/Member Separated from Employment

Request for adjustment is done by member who was paid less by SSS

Office or Division:	Branch Office
Classification:	Complex
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN – Government to Citizen
Who may avail:	SE/VM/Member Separated from employment with sickness benefit paid but with adjustment in the amount of benefit.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for adjustment (original & photocopy)	Member
2. Member's UMID Card/valid IDs	Member
A. Primary ID Cards/Documents	
The primary ID card shall be the **Unified Multi-PurposeID (UMID) Card (SSS/GSIS)** and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following:	
• Driver's License	Land Transportation Office (LTO)
• Passport	Department of Foreign Affairs (DFA) Foreign Government
• Voter's ID card	Commission on Elections (Comelec) National Bureau of Investigation
• National Bureau of Investigation (NBI) Clearance	Philippine Postal Corporation
• Postal Identity Card	Filer/Member
B. Secondary ID Cards/Documents	
In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with	Member

signature and at least one (1) with photo.

C. Other Requirements

If Filed by Member

Present the original of any one (1) of the member's Primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo.	Filer/Member

If Filed by Member's Authorized Representative

- o Present the original of any one (1) of the member's Primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo;
- o Present the original of any one (1) of the Authorized Representative's Primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo; and
- o Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter request for adjustment of the Sickness Reimbursement Claim			5 minutes	Member
2. Get a queue number and wait	2. Issue queue number.		5 minutes	*Jr/Sr Member Service Representative*

for the number to be called.				Member Services Section (MSS)
3. Submit the original and 1 photocopy of letter- request for adjustment together with the required documents.	3.1 Receive and screen letter request for adjustment, supporting documents and identification cards/documents. 3.2 Perform online eligibility inquiry.	None	5 minutes	*Jr/Sr Member Service Representative* Member Services Section (MSS)
4. Get the duly received photocopy of letter request for adjustment/ disapproval notice.	4.1 Issue to filer the duly received photocopy of letter request for adjustment/ disapproval notice.			*Jr/Sr Member Service Representative* Member Services Section (MSS)
	4.2 Forward batched letter request for adjustment, supporting documents and transmittal list (TL) to Processing Center for processing.		1 day	
	4.3 Processing of Request for Adjustment of Sickness Benefit for Self-Employed (SE)/Voluntary Member (VM)/Member		5 days	*Processor/SSO III/CEO II* SMEC Section, Processing Center (PC)

	Separated from Employment			
	TOTAL:	**None**	**6 days & 15 minutes**	

Procedure in Filing of EC Sickness Benefit – For Employed members

Cash benefit paid to a member for the number of days of inability to work due to work-related illness/injury.

Office or Division	SS Branch, Medical Evaluation Centers (MECs)
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	Member who suffers work-related illness/injury at the time of employment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sickness Notification Form (SN)/Employee Notification (EN) – 1 copy	MECs, SSS Website
SSS ID/UMID Card/any 2 Valid IDs (photocopy)	Member
SSS system-generated TL or system acknowledged letter	E-Notification module
Accident/Illness Report; Copy/ies of page/s of Employer's Logbook (manual logbook or electronic filing)	Employer
Medical supporting documents, if any	Hospital, Laboratory and Diagnostic Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get or download the required Sickness Notification (SN)/ Employee Notification (EN) form				Junior/Senior MemberServiceR epresentative, Member Services Section/ SSS Website (www.sss.gov.ph)
2. Read instructions and fill-out the form				
3. Get a queue number and wait for the number to be called.	Issues queue number		Waiting time 5 minutes	Junior/Senior MemberServiceR epresentative (MSS)

4. Submit properly filled-out SNs/ENs together with TL and the supporting documents, if any	4. Receipt and screening of application form and supporting documents		Servicing time 10 minutes	Junior/Senior MemberServiceR epresentative, Member Services Section
5.Receives SNs/ ENs, TL and supporting documents	5.1 Receives SNs/ ENs, TL and supporting documents 5.2 Screens SN/EN for proper accomplish ment 5.3 Accomplishe s Screening Results of MSS portion of the SN/EN. 5.4 Affixes signature over printed name on TL. • SSO III/ CEO II to affix signature on "Noted by" portion of both the TL/ Acknowled gement letter 5.5 Issues TL to filer and IDs/or documents presented			
6 Get TL and IDs/ or documents presented	6. Forwards SN/EN and supporting documents, if any, to MEC			Junior/Senior MemberServiceR epresentative, Member Services Section
	6. Receipt and screening of application form		Servicing time 10 minutes	Senior Clerk/ Junior/Senior Nurse/

	and supporting documents forwarded by MSS			Medical Specialist II/III, Medical Evaluation Center
	6.5 Checks completeness of SNs/ENs and supporting documents			
	6.6 Conducts manual and Online screening including Eligibility to the benefit			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.7 Accomplishes applicable portions of MES section of SN/EN form 6.8 Assigns and indicates Claim Reference Number in the SN/EN form 6.9 Forwards screened SN/EN and supporting documents, if any, to MS II/III			
7. Evaluation of claim	7.1 Evaluates claim 7.2 Accomplishes the MedicalEvaluation portion of the SN/EN 7.3 Forwards evaluated SN/EN and supporting documents, if any, to Senior Clerk/Junior/Senior Nurse		Servicing time 2 minutes	Medical Specialist II/III, Medical Evaluation Center
8. Encoding and updating of member's record	8.1 Encodes member's record and evaluation results in the MEDVS 8.2 Accomplishes "Encoded" and "Released by" portions of the SN/EN 8.3 Awaits Company Representative to pick-up evaluated SN/EN		Servicing time 3 minutes	Senior Clerk/ Junior/Senior Nurse/ Medical Specialist II/III, Medical Evaluation Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Picks-up evaluated SN/EN	9. Requests Company Representative to affix signature on logbook of released claims.		Servicing time 3 minutes	Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center
	10. Processing of Claim	**None**	7 days	Processor
TOTAL		**None**	**8 days**	

Notes:
7. Two (2) days are to be added in the Processing time for claims received in branches without permanent MS. One (1) day is for the transmission of claims to MECs with permanent MS and another one (1) day to return evaluated claims to the originating branch.
8. The Medical Specialist shall decide if additional medical records/documents will be required through the Disapproval Notice/Letter or as stated in the evaluation portion of the SN.
9. In case additional medical records/documents are required, the process shall be construed as completed. In the event of compliance by the member, claim shall be issued a new Transaction Number to trigger the start of a new processing.
10. In case Employee Notification form is used, findings shall be written at the back portion of the form.

Procedure in Filing of Maternity Notification (MN) Through SSS WEB for Employer/Member

The Maternity Notification must be filed with SSS prior to contingency as a requirement in the availment of maternity benefit.

Office or Division:	My.SSS Portal at www.sss.gov.ph			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All Qualified Employers/Members registered at My.SSS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. My.SSS account user ID and password.		Member/Employer		
2. WIFI access		Internet Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at My.SSS Portal of the SSS Website.	1. The Member log-in page of the SSS website will be displayed.	None	5 minutes	Employer/Member SSS website (www.sss.gov.ph)
2. Select Maternity Notification from the Transaction type of the Main Menu	2. My.SSS will display the Maternity Notification module			
3. Fill-in the required information in the maternity notification screen and click "Submit" button				
4. Copy the transaction number issued as proof of the maternity notification submitted online	4. My.SSS will send an email to the Member indicating the transaction details of the submitted maternity notification.			
5. Print the acknowledgement page or the email notification sent to you.				
	TOTAL	None	5 minutes	

Procedure in Filing of Maternity Notification (MN) Through Self-Service Express Terminals (SET) for Self-Employed (SE)/Voluntary Member (VM)/Member Separated from Employment

The Maternity Notification may be filed by SE/VM/Member Separated from Employment through the SET

Office or Division:	Branch Office/Service Office
Classification:	Simple
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who may avail:	Female SE/VM/Member Separated from Employment who is Pregnant and has paid atleast three (3)monthlycontributionswithin the 12th month period prior to semester of expectedcontingency.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SSS UMID Card **Note:** The member needs her SSS UMID card to file for Maternity Notification through SET.	Member

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at the Self-Service Express Terminal (SET) at SSS using your SSS UMID Card.	None	None	5 minutes	Member SSS website (www.sss.gov.ph)
2. Scan SSS card barcode to the scanner.				
2. Place your RIGHT INDEX on the fingerprint scanner until fingerprint is accepted.				
3. Select 'Submission of Maternity Notification' from the Main Menu and fill in all information needed.				
4. Select 'Yes" If all information is correct.				
5. Get acknowledgement receipt generated by SET.				
	TOTAL	**None**	**5 minutes**	

Procedure in Filing of Maternity Benefit Reimbursement Application (MBRA) Through SSS Web for Employers

Maternity benefit is granted to a female member who was unable to work due to childbirth, miscarriage or emergency termination of pregnancy.

Office or Division:	My.SSS Portal at www.sss.gov.ph			
Classification:	Simple			
Type of Transaction:	G2B - GOVERNMENT TO BUSINESS – Government to Business			
Who may avail:	All employers who have paid in advanced the amount of maternity benefit to the qualified female employee and registered at My.SSS			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Enrollment/Registration of MY.SSS Account at the SSS Website		SSS website (www.sss.gov.ph)		
2. Internet/Wifi Access or Mobile data		Internet Service Provider		
3. Pre-requisite for Online filing: • Employer and employed member who will certify/confirm the receipt of advance payment of maternity benefit must be registered in the SSS Website • Employer must have a **disbursement account** enrolled with SSS through the Disbursement Account Enrollment Module (DAEM) of the SSS Website since the benefit will be credited to the employer's disbursement account. Please refer to Annex A for the list of documentary requirements.		SSS website (www.sss.gov.ph) PESONet Participating Banks SSS website (www.sss.gov.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at My.SSS Portal of the SSS website.	1. The employer log-in page of the SSS website will be displayed.	None	15 seconds	Processed by the System
2. Select the "Submit Maternity Benefit Reimbursement Application" under the E-Services Tab.	2. The system displays the MBRA Module.	None	5 seconds	Processed by the System

3. Fill-in the required information in the MBRA screen and click "Proceed" to continue.	3. The system displays the screens of MBRA.	None	1 minute	Processed by the System
4. Upload the required supporting documents and click "I certify and submit" button to proceed.	4. The system displays the screen on the summary of details and uploading of required supporting documents and certification portion of MBRA.	None	3 minutes	Processed by the System
5. Take note the generated transaction details of successful submission of MBRA.	5. The system displays the transaction number of submitted MBRA. SSS shall send an email notification to registered email address of client. NOTE: The receipt of the advance payment shall be confirmed/certified by the employee within seven (7) days from the date of sending of email by SSS.	None	30 seconds	Processed by the System
Total		**None**	**4 minutes and 50 seconds**	

Procedure in Filing of Maternity Benefit Application (MBA) Through SSS Web for Self-Employed/Voluntary Member/Member Separated From Employment

Maternity benefit granted to a female member who was unable to work due to childbirth, miscarriage or emergency termination of pregnancy.

Office or Division:	My.SSS Portal at www.sss.gov.ph				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	All qualified female members registered at My.SSS.				

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Enrollment/Registration of MY.SSS Account at the SSS Website 2. Internet/Wifi Access or Mobile data 3. Pre-requisite for Online filing: • Member must have a **disbursement account** enrolled with SSS through the Disbursement Account Enrollment Module (DAEM) of the SSS Website since the benefit will be credited to the employer's disbursement account. Please refer to Annex A for the list of documentary requirements.	SSS website (www.sss.gov.ph) Internet Service Provider PESONet Participating Banks E-Wallet Participants Remittance Transfer Companies (RTCs) Cash Payout Outlets (CPOs) SSS website (www.sss.gov.ph)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at My.SSS Portal of the SSS website.	1. The member log-in page of the SSS website will be displayed.	None	15 seconds	Processed by the System
2. Select the "Submit Maternity Benefit Application" under the E-Services Tab.	2. The system displays the MBA Module.	None	5 seconds	Processed by the System
3. Fill-in the required information in the MBA screen and click "Proceed" to continue.	3. The system displays the screens of MBA.	None	1 minute	Processed by the System
4. Upload the required supporting documents and click "I certify and	4. The system displays the screen on the summary of details and uploading of required	None	3 minutes	Processed by the System

submit" button to proceed.	supporting documents and certification portion of MBA.			
5. Take note the generated transaction details of successful submission of MBA.	5. The system displays the transaction number of submitted MBA. SSS shall send an email notification to registered email address of client.	None	30 seconds	Processed by the System
Total		**None**	**4 minutes and 50 seconds**	

Procedure in Filing of Adjustment of Maternity Benefit Through SSS Web for Employers

Request for adjustment is done by employer who was paid less based on SSS computation or who has paid the employee a lesser amount than the actual amount of maternity benefit.

Office or Division:	My.SSS Portal at www.sss.gov.ph			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All employers who have paid in advanced the amount of maternity benefit to the qualified female employee but were paid less by SSS.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Enrollment/Registration of MY.SSS Account at the SSS Website 2. Internet/Wifi Access or Mobile data Please refer to Annex A for the list of documentary requirements.		SSS website (www.sss.gov.ph) Internet Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at My.SSS Portal of the SSS website.	1. The member log-in page of the SSS website will be displayed.	None	15 seconds	Processed by the System
2. Select the "Adjustment of Maternity Benefit Reimbursement Application" under the E-Services Tab.	2. The system displays the Adjustment of MBRA Module.	None	5 seconds	Processed by the System
3. Fill-in the required information in the Adjustment of MBRA screen including the selected reason for adjustment and click "Proceed" to continue.	3. The system displays the screens of Adjustment of MBRA.	None	1 minute	Processed by the System
4. Upload the required supporting documents and	4. The system displays the screen on the summary of details and uploading	None	3 minutes	Processed by the System

click "I certify and submit" button to proceed.	of required supporting documents and certification portion of Adjustment of MBRA.			
5. Take note the generated transaction details of successful submission of Adjustment for MBRA.	5. The system displays the transaction number of submitted adjustment for MBRA. SSS shall send an email notification to registered email address of client.	None	30 seconds	Processed by the System
Total		**None**	**4 minutes and 50 seconds**	

Procedure in Filing of Member Request for Adjustment of Maternity Benefit Through SSS Web For Self-Employed/Voluntary Member/Member Separated From Employment

Request for adjustment is done by member who was paid less by SSS.

Office or Division:	My.SSS Portal at www.sss.gov.ph			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	SE/VM/Member separated from employment who was paid less by SSS.			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
1. Enrollment/Registration of MY.SSS Account at the SSS Website 2. Internet/Wifi Access or Mobile data Please refer to Annex A for the list of documentary requirements.	SSS website (www.sss.gov.ph) Internet Service Provider			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at My.SSS Portal of the SSS website.	1. The member log-in page of the SSS website will be displayed.	None	15 seconds	Processed by the System
2. Select the "Adjustment of Maternity Benefit" under the E-Services Tab.	2. The system displays the Adjustment of MBA Module.	None	5 seconds	Processed by the System
3. Fill-in the required information in the Adjustment of MBA screen including the selected reason for adjustment and click "Proceed" to continue.	3. The system displays the screens of Adjustment of MBA.	None	1 minute	Processed by the System

4. Upload the required supporting documents and click "I certify and submit" button to proceed.	4. The system displays the screen on the summary of details and uploading of required supporting documents and certification portion of Adjustment of MBA.	None	3 minutes	Processed by the System
5. Take note the generated transaction details of successful submission of Adjustment for MBA.	5. The system displays the transaction number of submitted adjustment for MBA. SSS shall send an email notification to registered email address of client.	None	30 seconds	Processed by the System
Total		None	4 minutes and 50 seconds	

Procedure in Filing of Maternity Benefit for Special/Exemption Cases

This procedure applies to the following maternity benefit claims:

1. Denied claim reconsidered for payment;

2. Unclaimed benefit of deceased member; and

3. Unclaimed reimbursement of inactive/closed/terminated/retired employer.

Office or Division:	SSS Branch Offices			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	• **All members/employers with denied claim reconsidered for payment** • **Inactive/closed/terminated/retired employers with unclaimed maternity benefit** • **Child's father or qualified alternate caregiver or legal heirs of deceased member with unclaimed maternity benefit.**			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly accomplished MBA/MBRA form 2. Supporting document/s. 3. Filer's Valid Identification Card Please refer to Annex A for the list of documentary requirements		SSS Website (www.sss.gov.ph) Member/Employer/Child's Father/Qualified Caregiver/Legal Heirs		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get a queue number and wait to be called.	1. Issue queue number.	None	1 minute	Member Service Representative (MSR)
2. Submit the accomplished MBA/MBRA form together with the supporting documents and present the Valid Identification Cards to MSR.	2. Receives and screens the accomplished MBA/MBRA form and supporting documents from Member/Employer	None	2 minutes	MSR
3. Get the duly received acknowledgement stub.	3.1 Issue to filer the duly received MBA/MBRA acknowledgement stub 3.2 Forward the MBA/MBRA and supporting documents to concerned	None	2 minutes	MSR

				1 day	MSS Head
	Processing Center (PC) for processing **through email.** 3.3. Processing of MBA/MBRA for special cases.				
				7 days	Claims Processor III/CEO II SMEC Section, PC
Total			**None**	**7 days and 5 minutes**	

LIST OF DOCUMENTARY REQUIREMENTS
FOR CONTINGENCIES ON OR AFTER MARCH 11, 2019

A. For Live Childbirth, regardless of delivery (normal/caesarian section):
1. Child's Certificate of Live Birth duly registered with the Local Civil Registrar (LCR) or issued by the Philippine Statistics Authority (PSA); or
2. Report of Child's Birth issues abroad.

B. For Live Childbirth subsequently resulting in death of the offspring:
1. Child's Certificate of Live Birth duly registered with the LCR or issued by the PSA; or
2. Report of Child's Birth issued abroad; or
3. Child's Certificate of Death duly registered with the LCR or issued by the PSA or issued abroad.

C. For Still Birth (fetus died before or during labor/delivery)
1. Fetal Certificate of Death duly registered with the LCR or issued by the PSA or issued abroad;
2. Certified true copy of hospital/medical records stating the outcome of delivery

.
D. For Miscarriage/Emergency Termination of Pregnancy (ETP) – the grant of benefit for miscarriage/ETP shall be subject to medical evaluation by SSS medical specialists based on the following supporting documents:

1. With Maternity Notification filed before the SSS – Any of the following proof of termination of pregnancy:
   - Pregnancy test result/s;
   - Ultrasound result/s;
   - Histopathological Report.

2. Without Maternity Notification filed before the SSS – Proof of termination of pregnancy as stated above and any of the following proof of pregnancy:
   - Result of pregnancy test duly signed by the physician/municipal health officer; or
   - Result of other diagnostic tests which may include any of the following:
   - Ultrasound;
   - Blood Pregnancy Test (BETA HCG); or
   - Early Pregnancy Factor

3. For Ectopic Pregnancy/Hydatidiform Mole
   - Hospital/medical records stating how the condition was managed.

4. If warranted, any of the following additional documents may be required:
   - Records of Consultation;
   - Hospital Abstract/Discharge Summary; or
   - Medical/Clinical Abstract

E. Additional required documents according to status and change in circumstances:

1. **For Solo Parent**
   - Solo Parent ID issued within two (2) years from date of delivery by the Local Government Unit (LGU) and signed by the Social Worker and the City/Municipal Mayor; or
   - Certification of eligibility of the Solo Parent issued by the LGU and signed by the Social Worker/City/Municipal Mayor, if the ID is not yet available.

2. **For Self-Employed/Voluntary Member (SE/VM)/OFW member who was previously employed, or a member separated from employment** – if the delivery/miscarriage/ETP occurs within the employment period or within six (6) months from her date of separation of employment:
   - Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the Employer.

3. **For Members Who Cannot Secure Certification of Separation from Employment** due to any of the reasons below, they shall submit a duly notarized or administered Undertaking Form indicating effective date of separation from employment and that no advance payment was granted by the Employer:
   - Company is on strike,
   - Company has been dissolved or has ceased operation,
   - There is a pending case before a court regarding the member's separation from employment,
   - Member is separated from employment due to Absence Without Official Leave (AWOL) or has strained relations with the employer,
   - Member's current address is more than 30 kilometers from the employer's address,
   - Member's record from her former employer is no longer available.

   The Undertaking Form may be duly administered by the following, as applicable:
   - Branch Operations Sector (BOS) Officers;
   - Employees Authorized as Administering Officers; or
   - Foreign Representative/Senior Member Service Representative (SMSR) of Foreign Office

4. **For a Qualified Caregiver in case of Death or Permanent Incapacity of the Member and the maternity benefit has not yet been settled**

   In the situation where the member (mother of the child) died or became incapacitated, the qualified caregiver shall be entitled to the unexpired leave and the monetary benefit if the latter has not been settled yet or received by the female member. In this case, the qualified caregiver shall submit the following documents to the SSS:
   - Duly notarized or administered Undertaking Form of a Qualified Caregiver; and
   - Certified true copy of member's Certificate of Death or medical certificate/hospital abstract.

The Undertaking Form of a Qualified Caregiver may be duly administered by the following, as applicable:
- BOS Officers;
- Employees Authorized as Administering Officers; or
- Foreign Representative/SMSR of Foreign Office

F. **Employers filing maternity reimbursement claims for their former female employees but can no longer provide the required documents** may submit the documentary requirements in any of the combinations provided below:

	Required Documents	Option 1	Option 2	Option 3	Option 4
1	Maternity Notification duly received by SSS either through SSS Web or through.	√		√	
2	Proof of pregnancy submitted by the female member to the employer.	√	√	√	
3	Proof of advance payment by the employer of the SSS maternity benefit to the female member. *	√	√	√	√
4	Certification from the employer that the employee did not return or report back to work after childbirth/miscarriage/ETP.	√	√	√	√
5	Any document issued by the hospital indicating the type of delivery.	√	√		√

Where *proof of advance payment may be any of the following:
- Cash voucher received by the female member;
- Copy of the pay slip with proof of credit or transfer to female member's bank account; or
- Maternity Benefit Reimbursement Application voluntarily signed by the female member.

FOR CONTINGENCIES PRIOR TO MARCH 11, 2019

A. Normal Delivery and Caesarian Delivery

1. Child's Certificate of Live Birth or Fetal Certificate of Death duly registered with the LCR or issued by the PSA; or
2. Report of Child's Birth issued abroad.

B. Additional requirement for Caesarian Delivery – Any of these documents issued by the hospital indicating type of delivery:

1. Operating Room Record (ORR);
2. Surgical Memorandum;
3. Discharge Summary Report;
4. Medical/Clinical Abstract;
5. Delivery Report;
6. Detailed invoice showing caesarian delivery charges, for deliveries abroad only; or
7. Similar medical documents submitted which indicate the type of contingency.

C. For Miscarriage, Ectopic Pregnancy and Hydatidiform Mole – The documents for submission as enumerated

With Maternity Notification filed before the SSS – Any of the following proof of termination of pregnancy:
- Pregnancy test result/s;
- Ultrasound result/s;
- Histopathological Report.

Without Maternity Notification filed before the SSS – Proof of termination of pregnancy as stated above and any of the following proof of pregnancy:
- Result of pregnancy test duly signed by the physician/municipal health officer; or
- Result of other diagnostic tests which may include any of the following:
- Ultrasound;
- Blood Pregnancy Test (BETA HCG); or
- Early Pregnancy Factor

For Ectopic Pregnancy/Hydatidiform Mole
- Hospital/medical records stating how the condition was managed.

If warranted, any of the following additional documents may be required:
- Records of Consultation;
- Hospital Abstract/Discharge Summary; or
- Medical/Clinical Abstract

D. For Reimbursement Where Female Member is no longer Employed by Requesting Employer

In instances where employers are seeking reimbursement for maternity benefits of female members no longer under their employ and they can no longer submit the required documents, they may submit documents in any of the combinations provided below:

Required Documents	Option 1	Option 2	Option 3	Option 4
1 Maternity Notification duly received by SSS either through SSS Web or through.	√		√	
2 Proof of pregnancy submitted by the female member to the employer.	√	√	√	
3 Proof of advance payment by the employer of the SSS maternity benefit to the female member. *	√	√	√	√
4 Certification from the employer that the employee did not return or report back to work after childbirth/miscarriage/ETP.	√	√	√	√
5 Any document issued by the hospital indicating the type of delivery.	√	√		√

Where *proof of advance payment may be any of the following:
- Cash voucher received by the female member;
- Copy of the pay slip with proof of credit or transfer to female member's bank account; or
- Maternity Benefit Reimbursement Application voluntarily signed by the female member.

Employers seeking reimbursement for seventy-eight (78) days of Average Daily Salary Credit (ADSC) corresponding to a caesarian delivery shall submit documents issued by the hospital indicating the female member's delivery via caesarian section. Otherwise, the benefit to be paid will only correspond to sixty (60) days ADSC.

NOTE: Documents issued in a foreign country shall be submitted with English translation, if applicable. Authentication by the Philippine Embassy/Consulate General, or notary public from the host country, or issuance of apostille by the Foreign Ministry/Embassy/Consulate General **shall no longer be required.**

Procedure in Filing of Request for Replacement of Cancelled Cheques for Sickness and Maternity Benefits of SE/VM/Member Separated from Employment

This procedure applies to the request for replacement of cheques of members due to staled/unclaimed or lost cheques.

Office or Division:	Branch Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	SE/VM/Member Separated from Employment with staled/ unclaimed/lost checks (Sickness/Maternity paid through SV) for replacement.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for replacement of cancelled sickness or maternity cheque (2 copies).	Member
2. Original SSS Cheque or Affidavit of Non-Receipt/Loss of Check executed by the member(1 copy)	Member
3. Filer's Valid Identification Cards	Member
A. Primary ID Cards/Documents	
The primary ID card shall be the **Unified Multi-PurposeID** (**UMID) Card (SSS/GSIS)** and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following:	
• Driver's License	Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government
• Passport	
• Voter's ID card	Commission on Elections (Comelec) National Bureau of Investigation
• National Bureau of Investigation (NBI) Clearance	Philippine Postal Corporation
• Postal Identity Card	Filer/Member

B. Secondary ID Cards/Documents In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.	Member
C. Other Requirements **If Filed by Member** ● Present the original of any one (1) of the member's Primary ID card/documents or any two (2) ID cards/documents, both with signature and at least one (1) with photo **If Filed by Member's Authorized Representative** ● Present the original of any one (1) of the member's Primary ID card/documents or any two (2) ID cards/documents, both with signature and at least one (1) with photo;and ● Present the original of any one (1) of the Member's Authorized Representative's Primary ID card/documents or any two (2) ID cards/documents, both with signature and at least one (1) with photo; and ● Submit Original Letter of Authority (LOA)/Special Power of Attorney (SPA)	Filer/Member

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter request for replacement of cancelled sickness or maternity cheque.			5 minutes	Member
2. Get a queue number and wait for the number to be called.	2. Issue queue number.		5 minutes	*Jr/Sr Member Service Representative* Member Services Section (MSS)
3. Submit the original and 1 photocopy of letter request for replacement of cancelled sickness or maternity cheque together with the required documents.	3.1 Receive and screen letter request for replacement of cancelled sickness or maternity cheque, supporting documents and identification cards/ documents.	None	3 minutes Includes up to #4 step	*Jr/Sr Member Service Representative* Member Services Section (MSS)
	3.2 Perform online eligibility inquiry.			
4. Get the duly received photocopy of letter request for replacement of cancelled sickness or maternity cheque/ disapproval notice.	4.1 Issue to filer the duly received photocopy of letter request for replacement of cancelled sickness or maternity cheque/ disapproval notice.			*Jr/Sr Member Service Representative* Member Services Section (MSS)
	4.2 Forward letter request for replacement of cancelled sickness or maternity cheque, supporting documents and transmittal list to Processing Center for processing.		1 day	

	TOTAL:	None	1 day & 13 minutes	

Procedure in Filing of Request for Replacement of Cancelled Cheques for Sickness and Maternity Benefits for Employer

This procedure applies to the request for replacement of cheques of employers due to staled/unclaimed or lost cheques.

Office or Division:	Branch Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Employers with staled/ unclaimed/lost checks (Sickness/Maternity paid through SV) for replacement.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for replacement of cancelled sickness or maternity cheque (1 original & 1 photocopy)	Employer
2. Original SSS Cheque or Affidavit of Non-Receipt/Loss of Check executed by the employer (1 copy)	Employer
3. Filer's Valid Identification Cards/Documents	Employer
A. Primary ID Cards/Documents The primary ID card shall be the **Unified Multi-PurposeID** (**UMID) Card (SSS/GSIS)** and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following: • Driver's License • Passport • Voter's ID card • National Bureau of Investigation (NBI) Clearance • Postal Identity Card	Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government Commission on Elections (Comelec) National Bureau of Investigation Philippine Postal Corporation Filer/Employer

B. **Secondary** **ID Cards/Documents**	
In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.	Filer/Employer
C. **Other Requirements**	Filer/Employer
If Filed by Employer/Authorized Signatory • Present the original of any one (1) of the primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo.	
If Filed by Authorized Representative • Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA) issued by the employer; and • Present the original of any one (1) Primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo.	Company Representative
If Filed by Company Representative • Present the original Authorized Company Representative (ACR) Card	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter request for replacement of cancelled sickness or maternity cheque.			5 minutes	Employer
2. Get a queue number and wait for the number to be called.	2. Issue queue number.		5 minutes	*Jr/Sr Member Service Representative* Member Services Section (MSS)
3. Submit the original and 1 photocopy of letter request for replacement of cancelled sickness or maternity cheque together with the required documents.	3.1 Receive and screen letter request for replacement of cancelled sickness or maternity cheque, supporting documents and identification cards/ documents. 3.2 Perform online eligibility inquiry.	None	3 minutes Includes up to #4.1 steps	*Jr/Sr Member Service Representative* Member Services Section (MSS)
4. Get the duly received photocopy of letter request for replacement of cancelled sickness or maternity cheque/ disapproval notice.	4.1 Issue to filer the duly received photocopy of letter request for replacement of cancelled sickness or maternity cheque/ disapproval notice.			*Jr/Sr Member Service Representative* Member Services Section (MSS)
	4.2 Forward letter request for replacement of cancelled sickness or maternity		1 day	

	cheque, supporting documents and transmittal list to Processing Center for processing.			
	TOTAL:	**None**	**1 day & 13 minutes**	

DISABILITY BENEFIT

Procedure in Filing of Disability Benefit Claim Application Personally by the Member

Cash benefit granted to a member who becomes permanently disabled either partially or totally.

Office or Division:	SS Branch, Medical Evaluation Centers (MECs)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any SS member with at least one (1) contribution six (6) months before the contingency before the occurrence of disability and has not been granted with any SSS final benefit or claim.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disability Claim Application Form (1 copy)	MECs, SSS Website at www.sss.gov.ph
Member's/Claimant's Photo and Signature Form (for initial claims only)	MECs, SSS Website at www.sss.gov.ph
SSS UMID Card /Valid IDs	Member
SSS Medical Certificate Form - accomplished by attending physician within 6 months from the date of filing (1 original, 1 photocopy)	MECs, SSS Website at www.sss.gov.ph
Medical records - reckoning date shall be date of filing (1 original, 1 photocopy)	Hospital, Laboratory and Diagnostic Center
Single Savings Account Passbook or ATM Card with account number (1 photocopy)	Member

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get or download the required documents		None	1 minute	
2. Read instructions and fill-out the form			5 minutes	
3. Get a queue number and wait for the number to be called.	3. Issues queue number	None	5 minutes	
4. Submit properly filled-out Disability Claim Application together with the supporting documents.	4.1. Receipt and screening of application form and supporting documents 4.2. Receives and screens Disability Claim Application and supporting documents		Servicing time 10 minutes	Senior Clerk/ Junior Nurse/ MS II/III (MEC)

	Data Entry and notation of application form		5 minutes	
	4.3. Performs data entry in the Death, Disability, and Retirement (DDR) Processing Module; up to 1st Q&A			
	4.4. Determines and indicates if for PEI or not based on illness, as stated in Medical Certificate			
	Pre-evaluation		Servicing time	MS II/III (MEC)
	4.5. Forwards screened Disability Claim Application and supporting documents to MS II/III		10 minutes	
	4.6. Conducts PEI; if required			
	4.7. Requests member to affix signature on Complete Medical Record form (MD-15)			
5. Affix signature over printed name on the MD-15	5.Issues Acknowledgement Stub of Disability Claim Application; returns supporting		1 minute	MS II/III (MEC)

	documents (original copies)			
6. Get Acknowledgment stub	6.1 Evaluatesclaim 6.2 Indicates evaluation result in the Disability Claim Application; affixes signature over printed name onMD-15 6.3 Forwards evaluated claim to SMS III/IV		Servicing time 60 minutes	MS II/III (MEC)
	Review of evaluated claim 6.4 Reviews received claim 6.5Affixes signature over printed name on MD-15 6.6 Forwards reviewed claim to Senior Clerk/ Junior Nurse		Servicing time 30 minutes	SMS III (MEC)
	Encoding and Updating 6.7 Encodes evaluation result in the Medical Verification System (MEDVS) 6.8 Updates the DDRWF by performing 2nd Q&A		Servicing time 30 minutes	Senior Clerk/ Junior Nurse (MEC)

	6.9 Prepares Transmittal List (TL) of DDRWF-encoded 6.10 Forwards TL, Disability Claim Application, and supporting documents to PC			
	Processing of disability benefit claim		14 days	Processor
	TOTAL	**None**	**15 days**	

Notes:

1. The same procedure shall be followed in filing of disability that happenedabroad.

2. Applications for Disability benefits must be filed with the Social Security System within ten (10) years from the date/occurrence ofdisability.

3. Medical Specialist shall decide if additional medical records/documents will be requiredthrough a DisapprovalNotice/Letter.

4. TheissuanceofDisapprovalNotice/Lettershallbeconstruedascompletionofaprocess.Inthe event of compliance by the member, the claim shall be issued a new Transaction Number to trigger the start of a newprocessing.

5. This procedure is designed for branches with 2 or more MedicalSpecialists.

6. For branches with only one Medical Specialist, after evaluation of the claim, the next task shall be followed by DDRWF-updating, and then, forwarding of the claim to another MEC for the review. Preferably, the review shall be in the MES where the Processing Center is located to facilitate the processing of claim, thereafter.

Procedure in Filing of Disability Benefit Claim Application Through a Representative

Cash benefit granted to a member who becomes permanently disabled either partially or totally.

Office or Division:	SS Branch, Medical Evaluation Centers (MECs)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any SS member with at least one (1) contribution within six (6) months before the occurrence of disability and has not been granted with any SSS final benefit or claim.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disability Claim Application Form (1 original)	MECs, SSS Website at www.sss.gov.ph
Member's/Claimant's Photo and Signature Form (for initial claims only) (1 original)	MECs, SSS Website at www.sss.gov.ph
UMID card/valid IDs of member and representative (1 original)	Member and Representative
SSS Medical Certificate Form to be accomplished by attending physician within 6 months from the date of filing (1 original, 1 photocopy)	MECs, SSS Website at www.sss.gov.ph
Medical records - reckoning date shall be date of filing (1 original, 1 photocopy)	Hospital, Laboratory and Diagnostic Center
Sketch of member's residence or place of confinement (1 original)	Authorized Representative
Single Savings Account Passbook or ATM Card with account number (1 original)	Member

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get or download the required documents		None	1 minute	Junior/Senior Member Service Representative (MSS)/ Senior Clerk/ Junior Nurse (MEC) SSS Website (www.sss.gov.ph)
2. Read instructions and fill-out the form				Member
3. Get a queue number and wait for the number to be called.	3. Issues queue number	None	5 minutes	Senior Clerk/ Junior Nurse/ Medical Specialist (MS) II/III (MEC)

4. Submit properly filled-out Disability Claim Application together with the supporting documents including sketch of member's residence or place of confinement.	4.1. Receipt and screening of application form and supporting documents. 4.2. Receives and screens Disability Claim Application and supporting documents 4.3. Determines and indicates if for PEI or not based on illness, as stated in Medical Certificate 4.4. Attaches to Complete Medical Record form (MD-15); indicates "For Medical Fieldwork Service – Domiciliary Medical Service (MFS-DMS)" 4.5. Informs filer-representative that MFS-DMS shall be scheduled; 4.6. Issues Acknowledgement Stub of Disability Claim form	None	Servicing Time 10 minutes	
5. Get Acknowledgment stub	5.1 Performs Data Entry in the Death, Disability, and		5 minutes	

	Retirement (DDR) Processing Module; up to 1st Q&A			
	5.2 Forwards screened Disability Claim Application and supporting documents to MS II/III			
	Pre-evaluation		Servicing time 10 minutes	MS II/III MEC
	5.3 Conducts MFS-DMS; if PEI is required			
	5.4 Requests member to affix signature or fingerprints on MD-15			
6. Affix signature over printed name on the MD-15	6. Return of supporting documents (original copies)			
7. Get supporting documents (original copies)	Evaluation of claim 7.1 Evaluates claim		Servicing time 15 minutes	MS II/III (MEC)
	7.2 Indicates evaluation result in the DisabilityClaim Application; affixes signature over printed name on MD-15 7.3 Forwards evaluated claim to SMSIII/IV			
	Review of evaluated claim		Servicing time 10 minutes	SMS III (MEC)

	7.4 Reviews received claim 7.5 Affixes signature over printed name on MD-15			
	7.6 Forwards reviewed claim to Senior Clerk/ Junior Nurse Encoding & updating 7.7 Encodes evaluation result in the Medical Verification System (MEDVS) 7.8 Updates the DDRWF by performing 2nd Q&A 7.9 Prepares Transmittal List (TL) of DDRWF-encoded claims. 7.10 Forwards TL, Disability Claim Application, and supporting documents to PC		Servicing time 15 minutes	Senior Clerk/ Junior Nurse(MEC)
	Processing of disability benefit claim		14 days	Processor
	TOTAL	**None**	**15 days**	

Notes:

7. Applications for Disability benefits must be filed with the Social Security System within ten (10) years from the date/occurrence of disability.

8. Signature or fingerprints on Employment History shall be secured upon conduct of MFS-DMS.

9. In case MFS-DMS is required, Processing Tme shall stop upon issuance of Acknowlegement Stub and shall continue to be computed only upon conduct ofMFS-DMS.

10. Medical Specialist shall decide if additional medical records/documents will be requiredthrough a DisapprovalNotice/Letter.

11. TheIssuanceofDisapprovalNotice/Lettershallbeconstruedascompletionofaprocess.Inthe event of compliance by the member, the claim shall be issued a new Transaction Number to trigger the start of a newprocessing.

12. This procedure is designed for branches with 2 or more MedicalSpecialists.

13. For branches with only one Medical Specialist, after evaluation of the claim, the next task shall be followed by DDRWF-updating, and then, forwarding of the claim to another MEC for the review. Preferably, the reviewing shall be in the MES where the Processing Center is located to facilitate the processing of claim, thereafter.

Procedure in Filing EC Disability Benefit Application Personally

Cash benefit granted to a member who becomes permanently disabled either partially or totallydue to a work-related illness or injury.

Office or Division	SS Branch, Medical Evaluation Centers (MECs)	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Any employed/self-employed SS member who suffers a work-related illness or injury	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Disability Claim Application Form (1 copy)		MECs, SSS Website at www.sss.gov.ph
Member's/Claimant's Photo and Signature Form (for initial claims only)		MECs, SSS Website at www.sss.gov.ph
SSS ID/ UMID Card /any 2 Valid IDs (photocopy)		Member
SSS Medical Certificate Form – accomplished by attending physician within 6 months from date of filing (1 copy)		MECs, SSS Website at www.sss.gov.ph
Medical records - reckoning date shall be date of filing (original or certified true copy)		Hospital, Laboratory and Diagnostic Center
Accident/Illness Report EC Company Logbook Entry of Accident/Illness Police Report (for vehicular accidents) Pre-employment PE (for illness) Complete Job Description		Employer
• Single Savings Account Passbook; or • ATM Card with account number (photocopy); or • Validated Deposit Slip; or • Bank Statement		Member

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get or download the following documents: • Disability Claim Application • Member's/ Claimant's Photo and Signature Form (for initial claims only) • SSS Medical Certificate Form		None		Junior/Senior MemberService Representative, Member Services Section/ Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center, SSS Website (www.sss.gov.ph)
2. Read instructions and fill-out the form				
3. Get a queue number and wait for the number to be called.	3. Issues queue number	None	Waiting time 5 minutes	Senior Clerk/ Junior Nurse/ Medical Specialist II/III, Medical Evaluation Center
4. Submit properly filled-out Disability Claim Application together with the supporting documents.	4. Receipt andscreening of application form and supporting documents 4.1 Receives and Screens Disability Claim Application and supporting documents		Servicing time 10 minutes	Senior Clerk/ Junior/Senior Nurse/ Medical Specialist II/III, Medical Evaluation Center
	5. Data Entry and notation of application form 5.1 Performs data entry in the		Servicing time 5 minutes	Senior Clerk/ Junior/Senior Nurse, Medical Evaluation

	Death, Disability, and Retirement (DDR) Processing Module; up to 1st Q&A 5.2 Determines from illness/es stated in the Medical Certificate, if for Physical Examination and Interview (PEI) or not; and stamps necessary action 5.3 Forwards screened Disability Claim Application and supporting documentsto MS II/III			Center
	6. Pre-evaluation of claim 6.1 Conducts PEI; if required; otherwise proceed to Task #7 6.2 Requests member to affix signature or fingerprints on Complete Medical Record form (MD-15)		Servicing time 10 minutes	Medical Specialist II/III, Medical Evaluation Center
7. Affix signature over printed name on the MD-15	7. Issuance of acknowledgement stub 7.1 Issues Acknowledgement Stub of Disability Claim Application; returns supporting documents (original copies)		Servicing time 1 minute	Medical Specialist II/III, Medical Evaluation Center

8. Get Acknowledgment stub	8. Evaluation of claim 8.1 Evaluates claim 8.2 Indicates evaluation result in the Disability Claim Application; affixes signature over printed name on MD-15 8.3 Labels supporting documents for scanning 8.4 Releases evaluated claim to Senior Clerk/Junior Nurse		Servicing time 15 minutes	Medical Specialist II/III, Medical Evaluation Center
	9. Encoding and updating 9.1 Encodes evaluation result in the Medical Verification System (MEDVS) 9.2 Updates the DDRWF by performing 2nd Q&A		Servicing time 15 minutes	Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center

	9.3 Transmittal List (TL) of DDRWF-encoded claims 9.4 Forwards encoded Disability Claim Application and supporting documents to Scanner Operator			
	10. Scanning of documents 10.1 Scans Disability Claim Application and supporting documents		Servicing time 5 minutes	Scanner Operator, Member Services Section
	11. Review of claim 11.1 Reviews retrieved claim on queue 11.2 Tags reviewed claim through DDR Processing Module		Servicing time 10 minutes	Supervising Medical Specialist III, Medical Evaluation Center
	12. Processing of claim		14 days	Processor
TOTAL		**None**	**15 days**	

Notes:
1. The same procedure shall be followed in filing of disability that happened abroad.
2. Applications for Disability benefits must be filed with the Social Security System within ten three (3) years from the date/occurrence of disability.
3. Medical Specialist shall decide if additional medical records/documents will be required through a Disapproval Notice/Letter.
4. The issuance of Disapproval Notice/Letter shall be construed as completion of a process. In the event of compliance by the member, the claim shall be issued a new Transaction Number to trigger the start of a new processing.
5. For cases where MEC is located far from the Processing Center, one (1) day shall be added to the Processing Tme.

Procedure in Filing EC Disability Benefit Application through a Representative

Cash benefit granted to a member who becomes permanently disabled either partially or totallydue to a work-related illness or injury

Office or Division	SS Branch, Medical Evaluation Centers (MECs)	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Any employed/self-employed SS member	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**	
Disability Claim Application Form (1 copy)	MECs, SSS Website at www.sss.gov.ph	
Member's/Claimant's Photo and Signature Form (for initial claims only)	MECs, SSS Website at www.sss.gov.ph	
SS ID/UMID card/ any 2 Valid IDs of member and representative	Member and Authorized Representative	
SSS Medical Certificate Form - accomplished by attending physician within 6 months from date of filing	MECs, SSS Website at www.sss.gov.ph	
Medical records - reckoning date shall be date of filing (original or certified true copy)	Hospital, Laboratory and Diagnostic Center	
Accident/Illness Report EC Company Logbook Entry of Accident/Illness Police Report (for vehicular accidents) Pre-employment PE (for illness) Complete Job Description	Employer	
Sketch of member's residence or place of confinement	Authorized Representative	
• Single Savings Account Passbook; or • ATM Card with account number; or • Validated Deposit slip; or • Bank Statement	Member	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get or download the following documents: • Disability Claim Application • Member's/ Claimant's Photo and Signature Form (for initial claims only)		None	1 minute	Junior/Senior Member Service Representative (MSS)/ Senior Clerk/ Junior/Senior Nurse (MEC), SSS Website (www.sss.gov.ph)
• SSS Medical Certificate Form				
2. Read instructions and fill-out the form				
3. Get a queue number and wait for the number to be called	Issues queue number	None	Waiting time 5 minutes	Senior Clerk/ Junior Nurse/ Medical Specialist (MS) II/III (MEC)
4. Submit properly filled-out Disability Claim Application together with the supporting documents including sketch of member's residence or place of confinement.	4. Receipt andscreening of application form and supporting documents 4.1 Receives and Screens Disability Claim Application and supporting documents	None	Servicing time 10 minutes	Senior Clerk/ Junior Nurse/ MS II/III (MEC)
	5. Data Entry and notation of		Servicing time	Senior Clerk/

			5 minutes	Junior/Senior Nurse, Medical Evaluation Center
	application form 5.1　Performs Data Entry in the Death, Disability, and Retirement (DDR) Processing Module; up to 1st Q&A 5.2　Determines from illness/es stated in the Medical Certificate, if for Physical Examination and Interview (PEI) or not; and stamps necessary action 5.3　Forwards screened Disability Claim Application and supporting documentsto MS II/III			
	6. Issuance of acknowlegementstub 6.1　Informs filer-representative that MFS-DMS shall be scheduled, if for PEI 6.2　Issues Acknowledgement Stub of Disability Claim Application		Servicing time 5 minutes	Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center
7. Get Acknowledgment stub	7. Pre-evaluation 7.1　Conducts MFS-DMS; if		Servicing time 1 day	Medical Specialist II/III, Medical

				Evaluation Center
	PEI is required; otherwise proceed to Task #8 7.2 Reques tsmember to affix signature or fingerprints onComplete Medical Record form (MD-15			
8. Affix signature over printed name on the MD-15	8. Returns supporting documents (original copies)			
9. Get supporting documents (original copies)	9. Evaluation of claim 9.1 Evaluat es claim 9.2 Indicate s evaluation result in the Disability Claim Application; affixes signature over printed name on MD-15 9.3 Labels supporting documents for scanning 9.4 Releas es evaluated claim to Senior Clerk/Junior/Se nior Nurse		Servicing time 15 minutes	Medical Specialist II/III, Medical Evaluation Center
	10. Encoding& updating 10.1 Encode s evaluation result in the Medical Verification System (MEDVS) 10.2 Update s the DDRWF		Servicing time 15 minutes	Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center

	by performing 2nd Q&A 10.3 Prepares Transmittal List (TL) of DDRWF-encoded claims 10.4 Forwards TL, Disability Claim Application, and supporting documents to Scanner Operator			
	11. Scanning of documents 11.1 Scans Disability Claim Application and supporting documents		Servicing time 5 minutes	Scanner Operator, Member Services Section
	12. Review of claim 12.1 Reviews retrieved claim on queue 12.2 Tags reviewed claim through DDR Processing Module		Servicing time 10 minutes	Supervising Medical Specialist III, Medical Evaluation Center
	Processing of claim		14 days	Processor
TOTAL		**None**	**15 days**	

Notes:
1 The same procedure shall be followed in filing of disability that happened abroad.
2 Applications for Disability benefits must be filed with the Social Security System within three (3) years from the date/occurrence of disability.
3 Medical Specialist shall decide if additional medical records/documents will be required through a Disapproval Notice/Letter.

4   The Issuance of Disapproval Notice/Letter shall be construed as completion of a process. In the event of compliance by the member, the claim shall be issued a new Transaction Number to trigger the start of a new processing.

5   In case MFS-DMS is required, Processing Time shall stop upon issuance of Acknowledgement Stub; it shall continue to be determined only upon conduct of MFS-DMS.

6   The issuance of Disapproval Notice/Letter shall be construed as completion of a process. In the event of compliance by the member, the claim shall be issued a new Transaction Number to trigger the start of a new processing.

7   For cases where MEC is located far from the Processing Center, one (1) day shall be added to the Processing Tme.

RETIREMENT BENEFIT

Procedure in Filing of Retirement Benefit Claim Application Over the Counter (OTC)

Retirement Benefit is a cash benefit either in monthly pension or lump sum paid to a retiree who can no longer work due to old age.

Office or Division:	SSS Branch Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	a. Members who are at least sixty (60) years old and separated from employment or has ceased to be self-employed/OFW/Household helper (optional retirement); b. Members who are at least sixty-five (65) old whether employed/self-employed, working as OFW/Household helper or not (technical retirement); c. An underground mineworker/surface mineworker for at least five (5) years (continuous or accumulated) prior to the semester of retirement: • Must have been employed and certified as underground/surface mineworker by employer, duly registered with the Mines and Geosciences Bureau as a mining contractor, permittee or permit holder. • Underground mineworker who is at least *55 years old but below 60 years old* (Optional Retirement) or *60 years old* (Technical Retirement) and actual date of retirement must not be earlier than 13 March 1998 • Underground mineworker and Surface mineworker who is at least *50 years old but below 60 years old* (Optional Retirement) or *60 years old* (Technical Retirement) and actual date of retirement must not be earlier than 27 April 2016. d. A Racehorse Jockey for at least five (5) years (continuous or accumulated) prior to the semester of retirement: • Must have been employed and certified as racehorse jockey by his employer, duly licensed by the Philippine Racing Commission (PHILRACOM) • Racehorse Jockey who is at least 55 years old and whose actual date of retirement is not earlier than 24 May 2016

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Note: Present original and submit photocopy of valid identification (ID) cards/documents for authentication purposes and present original/certified true copy and submit photocopy of supporting documents) A. **BASIC DOCUMENTARY REQUIREMENTS**	

1. Retirement Claim Application (RCA) (1 copy, original)	SSS BRANCH/SSS WEBSITE at www.sss.gov.ph
2. Member's/Claimant's Photo and Signature Card, *if member/guardian has not been issued a UMID Card* (1 copy, original)	SSS BRANCH/SSS WEBSITE at www.sss.gov.ph

3. Disbursement account in any of the following:
• SSS UMID card enrolled as ATM;
• Bank account through
any PESONet participating banks
  • Passbook
  • ATM card with name of claimant and account number
  • Validated initial deposit slip
  • Bank Certificate/Statement issued within three (3) months prior to filing of claim
• Electronic wallet such as Paymaya or GCash
• Pick-up arrangement with Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs)	

4. Member's Identification Cards/Documents (Present the original and submit 1 photocopy)
  a. The primary ID cards
    • Social Security (SS) Card
    • Driver's License
    • Passport
    • Voter's ID
    • New Postal ID
    • NBI Clearance
    • PRC ID
  b. Secondary ID Cards/Documents
    In the absence of a primary ID card/document, filer shall present/ submit any two (2) ID cards/documents, both with signature and at least one (1) with photo
 	
Other additional requirements if filed by member's authorized representative:
○ Present the original of any one (1) of the claimant's primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo;
○ Present the original of any one (1) of the authorized representative's primary ID card/document
	SSS
	Land Transportation Office (LTO)
	DFA/Bureau of Immigration
	Commission on Election
	PNP
	NBI
	PRC

or any two (2) ID cards/documents, both with signature and at least one (1) with photo; and ○ Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA).	

B.   **SUPPORTING DOCUMENTS**, whichever is applicable:
 	
1. If member is at least 60 years old but below 65 years old
 	
For employed/Household Helper
a.   Certificate of separation issued by the last employer or all employers (if with multiple employers) (1 copy, photocopy); or
b.   SSS Form – Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking, regardless of status of employer.
    Note: If member has no contributions for the last twelve (12) months prior date of retirement, member shall no longer be required to submit Certificate of separation.
 	
For Self-Employed (SE) Member
a.   Certificate of non-renewal for all of member's business permit/license issued by the proper government offices/transfer of ownership (e.g. Business Permit and Licensing Office) (1 copy, photocopy); or
b.   Certificate of cessation of business issued by the duly elected Barangay Official where the business or place of residence was located (1 copy, photocopy); or
c.   SSS Form - Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking
 	
For Overseas Filipino Worker (OFW), Voluntary Member (VM) and Technical Retirement
    No supporting document/s required.
 	
For member of Cooperative or registered Association (e. g. TODA, Card Inc., market vendors association)
a.   SSS Form - Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking; or
	
	Employer
	
	SSS
	
	Government Regulatory Offices
	
	Barangay
	
	SSS

b.   Certificate of termination of membership signed by the authorized company representative/s or signatories in the Specimen Signature Card of the Cooperative/Association.
 	
2. If member is an Underground/Surface Mineworker
    a.   Certification from the employer/s that member was an underground/ surface mineworker indicating the period of employment and worker's job description (1 copy, photocopy); or
    b.   Affidavit of two (2) co-employees attesting that member was an underground/surface mineworker indicating the period of employment and worker's job description
 	
    <u>Additional requirements if underground/ surface mineworker is at least 50 years old but below 60 years old (for actual retirement date not earlier than 27 April 2016) or at least 55 years old but below 60 years old (for actual retirement date prior to 27 April 2016) depending on the last coverage status of member, whichever is applicable:</u>
  • Certificate of separation issued by the last employer; or all employers (if with multiple employers) (1 copy, photocopy); or
  • SSS Form – Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking, regardless of status of employer; or
  • Certificate of non-renewal for all of member's business permit/license issued by the proper government offices/transfer of ownership (1 copy, photocopy); or
  • Certificate of cessation of business from Barangay/non-renewal of business from proper Government Office (1 copy, photocopy)
 	
3. If member is a Racehorse Jockey
    Certification that member was employed as racehorse jockey by his employer, who must be duly licensed by the Philippine Racing Commission (PHILRACOM) indicating the period of employment
 	
Please refer to the list below for the other/additional documentary requirements.
	Employer

CLIENT STEPS	AGENCY ACTIONS	Employer FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Get/download Retirement Claim Application (RCA) or member's Information Sheet and other supportin g form/s.		None		Claimant and Senior Clerk, SSS Information Booth/ SSS WEBSITE (www.sss.gov.ph)
2. Read instructions and fill-out the RCA or Member's Information Sheet and other required SSS form/s.				Claimant/ Representative
3. Get a queue number and wait for the number to be called. Note: • If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor	Issues a queue number	None		Claimant and Senior Clerk, SSS Information Booth/ Automated Queuing System *(if available)*
4. Submit the duly accomplished RCA or Member's Information Sheet and documentary requirements	1. Receives and screens RCA or Member's Information Sheet and submitted documentary requirements 2. Encodes applicable data through the IDDR Benefit System/Benefits Workflow System (BWS) to check eligibility to benefit 3. Conducts Q & A	None	20 minutes face to face	Claimant and Jr./Sr. MSR, MSS, SSS Branch

	4. Generates electronic RCA and Acknowledgment Letter through the BWS and issues to filer for signature and confirmation of application or issues the Acknowledgement Letter to member and return original copies of submitted documentary requirements.			
5. Get Acknowledgment Stub and original copies of submitted documentary requirements.		None		Claimant
	6. Forwards batched RCAs, supporting documents and Transmittal List (TL) to Processing Center (PC) for processing)	None		Jr./Sr. MSR, MSS, SSS Branch
	7. Processes retirement benefit claim application	None	6 days	Processor/SSO III/CEO II RDF Section, Processing Center (PC)
TOTAL		**None**	**7 Working Days (including 20 mins face to face)**	

LIST OF OTHER/ADDITIONAL DOCUMENTARY REQUIREMENTS

1. **If with more than five (5) legitimate, legitimated, legally adopted and illegitimate children**
   a. Birth certificate of dependent child/ren duly registered with the LCR or issued by the PSA, *if dependent children are not reported in member's Personal Record (E1/E4/RS1/OW1/NW1) or with discrepancy in information*
   If dependent child is born abroad
   - Birth Certificate issued by foreign government or Report of Birth issued by Philippine Embassy or Consulate General shall be submitted, if applicable.
   b. Marriage certificate of member duly registered with the LCR or issued by the PSA, *if legal spouse is not reported in member's Personal Record (E1/E4/RS1/OW1/NW1) or with discrepancy in information*
   If married abroad
   - Marriage Certificate issued by foreign government or Report of Marriage issued by the Philippine Embassy or Consulate General
   Note:
   - Documents issued in a foreign country should have English translation. Authentication by the Philippine Embassy or Consulate General is not required if said documents are duly received and signed by the SSS Foreign Representative, Foreign Office.
   - For retirement claims filed abroad, photocopy of supporting document/s with English translation may be presented and submitted in the absence of the original/certified true copy, to be duly received and signed by the SSS Foreign Representative

2. **Additional documents If member is incapacitated and under guardianship**
   a. Photo and Signature Card of guardian, *if guardian has not been issued UMID card*
   b. Medical certificate issued by his/her attending physician (with license number and address of clinic), within three (3) months from date of filing of claim for guardianship confirmed/certified by the Medical Specialist of SSS Physical Examination Centers (PECs)
   c. In-trust for savings account
   d. Affidavit for Guardianship of Incompetent Pensioner, *if guardian is the legal spouse*
   e. Application for Representative Payee and Guarantor's Bond Form, *if guardian is other than the legal spouse*

3. **In the absence of Marriage Certificate**
   a. Certification of non-availability from LCR/PSA or issued by foreign government indicating that marriage records of the office/agency concerned is intact but there is no record of marriage for the requesting party; and
   b. Marriage certificate issued by Parish/Church/ Ministry/Congregation/Sect/other religious organizations/LGU/other person authorized to administer the marriage
   If marriage certificate from Parish/Church/Ministry/ Congregation/ Sect/other religious organizations is not available
   - Certification of non-availability from the Parish/ Church/Ministry/Congregation/ Sect/other religious organizations; or
   - Affidavit/Certificate of solemnizing officer stating the following together with Authority to Administer marriage, if applicable:

o Date of marriage
o Place of marriage
o Reason for non-registration; and
o Authority to administer marriage, if applicable.
- Joint affidavit of two (2) persons who witnessed the marriage together with –
o Birth certificates of at least two children wherein under both documents the names of parents and the date & place of marriage are indicated (if applicable)

4. **Additional document if member is married abroad and has previous marriage in the Philippines, whichever is applicable**
   a. Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/Certificate; or
   b. Certificate of Naturalization prior to marriage abroad and Decree of Divorce after acquiring foreign citizenship, or its equivalent

5. **In the absence of Birth Certificate**
   a. Certification of non-availability from LCR/PSA or issued by foreign government; and
   b. Baptismal/Dedication certificate or it's equivalent issued by the Parish/Church/Ministry/Congregation/ Sect/other religious organizations (with date of birth of the child and name of parents)
   If baptismal/dedication certificate or its equivalent is not available
   - Certification of non-availability from the parish/church/ministry/congregation/ sect/other religious organizations; and
   - Any of the following documents where the name of dependent, date of birth and the name of the parents are indicated:
     o School cards/record of dependent
     o Educational/insurance plans/health card record
     o Employment records of member
     o Philhealth/GSIS/Pag-IBIG records
     o Income Tax Return of member
     o Member's Personal record duly received by SSS prior to May 1997
   Note:
   - Baptismal/Dedication certificate or its equivalent certificate must bear the original signature of the Parish Priest/Head of the Church/Ministry/Congregation/Sect/other religious organizations or his authorized signatory.
   - Dedication certificate or its equivalent certificate issued by the Ministry/ Congregation/Sect/other religious organizations in lieu of baptismal certificate must bear the date of birth of the child and the name of parents

6. **Additional document for legally adopted child/ren and birth certificate is without annotation**

   Decree of Adoption or Certificate of Finality

   Note: Date of adoption should be prior to date of retirement.

7. **Additional document for illegitimate child/children**

- Any proof of filiation, such as, but not limited to:
    o Birth certificate duly signed by the father as informant
    o Birth certificate with Affidavit of acknowledgement duly signed by the father
    o Will
    o Statement made before any judicial or quasi-judicial proceedings
    o Any authentic writing signed by the father (e.g. letter, diary, or other documents such as school records and other public records)

8. **Additional document if dependent child is incapacitated**
- Medical certificate issued by the attending physician (with license number and address of clinic), within 3 months from date of filing of claim for dependent's pension confirmed/certified by the Medical Specialist of PECs

9. **Additional documents if dependent child is under guardianship**
    a. In-trust-For account
    b. Member's/Claimant's Photo and Signature card (for the guardian), *in case the guardian has not been issued a UMID card*
    c. Claim for Dependent's Pension Benefit form, *if guardian is the parent and legal spouse separated from the member*
    d. Application for Representative Payee and Guarantor's Bond Form, *if guardian is other than the parents*

Procedure in Filing of Retirement Benefit Application for Self Employed Member (SE)

Cash benefit granted either in monthly pension or lump sum paid to a retiree who can no longer work due to old age.

Office or Division:	SSS Branch Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Self-Employed members who is already 60 years old but below 65 years old and has ceased to be self-employed.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Note) Present original and submit photocopy of valid identification(ID)cards/documentsforauthentication purposes and present original/certified true copyand submit photocopy of supportingdocuments) 1. **Basic DocumentaryRequirements** A. Retirement Claim Application (RCA) or Retirement Claim Application under Portability Law (1 copy, 1 original)	 SSS Branch/SSS Website atwww.sss.gov.ph
B. Member's/Claimant's Photo and Signature Card, *if member/guardian has not been issued a UMID Card* (1 copy,1 original)	SSS Branch/SSS Website atwww.sss.gov.ph
C. Single savings account Passbook/ATM card/validated initial deposit slip/UMID card enrolled as ATM/accomplished visa cash card enrollment form/Bank certificate or statement issued within 3 months prior filing of claim/Union Bank of Philippines (UBP) Quick card (1 copy,photocopy)	Any PESONET Participating Banks
D. IdentificationDocument/s of Member(1copy, photocopy) The primary ID card shall be the **Unified Multi-Purpose ID (UMID Card) (SSS/GSIS)** and other government-issued ID card/documents with photo, signature and underwent biometric data capture process such as but not limited to the following: • Social Security (SS)Card • Alien Certificate ofRegistration • Driver'sLicense	 SSS Bureau of Immigration Land Transportation Office

• FirearmRegistration • License to Own and PossessFirearms • National Bureau of Investigation (NBI) Clearance • Passport • Permit to Carry Firearms Outside of Residence • New PostalID • Seafarer's Identification & Record Book (Seaman's Book) • Voter's IDCard In the absence of a primary ID card/document filer shall present/submit any two (2) ID cards/documents both with signature and at least one (1) with photo.	Philippine National Police (PNP) PNP NBI Department of Foreign Affairs/ ForeignGovernment PNP Philippine Postal Corporation Maritime Industry Authority Commission on Election
2. SupportingDocuments whichever is applicable: A. Certificate of non-renewal for all of member's business permit/license issued by the proper government offices/transfer of ownership (e.g.) Business Permitand LicensingOffice)(1 copy, photocopy); or B. Certificate of cessation of business issued by the duly elected Barangay Official where the business or place of residence wasl ocated (1 copy, photocopy); or C. SSS Form - Affidavit of Separation from Employment/Cessation of Self-employment withUndertaking	 Government Regulatory Offices Proper Government Office/ Barangay Office Member

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Retirement Claim Application		None		Junior/Senior Member Service Representative (MSR)/ Senior Clerk, DDR Section, Member Service Section (MSS) SSS WEBSITE (www.sss.gov.ph)

		None		
2. Read instructions and accomplish RCA or Member's Information Sheet if filed by representative.		None		
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the displaymonitor.	3. Issues a queue number	None		Senior Clerk, SSS Information Booth/ Automated Queuing System (ifavailable)
4. Submit the accomplished RCA or Member's Information Sheet if filed through representative and documentary requirements	4.1. Receives &screens RCA or Member's Information Sheet and documentary requirements 4.2. Encodes applicable data through the Benefits Workflow System (BWS) to check eligibility to benefit 4.3. Conducts Q & A 4.4. Encodes and generates Q & A results through the Benefits Workflow System (BWS) 4.5. Requests filer to confirm the Q & A results 4.6. Tags submitted documents as complete through the BWS	None	20 minutes face to face	Jr./Sr. MSR, (MSS), SSS Branch

	4.7. Generates electronic RCA and Acknowledgment Letter through the BWS and issues to filer for signature and confirmation of application. 4.8. Issues acknowledgment letter to member/claimant; or Issues rejection/ denial letter if claim is rejected/denied			
5. Get: 5.1 Acknowledgment Letter if claim is complete and in order;or 5.2 Rejection/Denial Letter if claim is rejected/denied		None		
	6. On-screen reviews the complete claims (for claim received by Jr. MSRonly)	None		MSS Head, RDF Section, SSS Branch
	7. Scans and uploads scanned images in the BWS and transmits claim automatically to Processing Center	None		Branch Scanner Operator, SSS Branch
	Processes retirement claim		6 days	Claims Processor
TOTAL		**None**	**7 working days (including 20 mins face to face)**	

Procedure in Filing of Retirement Benefit Application forOverseas Filipino Worker (OFW) Member and Voluntary Member (VM)

Cash benefit granted either in monthly pension or lump sum paid to a retiree who can no longer work due to old age.

Office or Division:	SSS Branch Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All VM/OFW members who is at least 60 years old but below 65 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Note:Presentoriginalandsubmitphotocopyofvalid identification(ID)cards/documentsforauthentication purposes and present original/certified true copyand submit photocopy of supportingdocuments) **I. Basic DocumentaryRequirements** A. Retirement Claim Application (RCA) or Retirement Claim Application under Portability Law (1 copy,original)	SSS Branch/SSS Website atwww.sss.gov.ph
B. Member's/Claimant's Photo and Signature Card, *if member/guardian has not been issued a UMID Card* (1 copy,original)	SSS Branch/SSS Website atwww.sss.gov.ph
C. Single savings account Passbook/ATM card/validated initial deposit slip/UMID card enrolled as ATM/accomplished visa cash card enrollment form/Bank certificate or statement issued within 3 months prior filing of claim/Union Bank of Philippines (UBP) Quick card (1 copy,photocopy)	Any PESONET Participating Banks
D. IdentificationDocument/sofMember(1copy, photocopy) The primary ID card shall be the **Unified Multi-Purpose ID (UMID Card) (SSS/GSIS)** and other government-issued ID card/documents with photo, signature and underwent biometric data capture process such as but not limited to the following: • Social Security (SS)Card • Alien Certificate ofRegistration • Driver'sLicense • FirearmRegistration	SSS Bureau of Immigration Land Transportation Office Philippine National Police (PNP)

• License to Own and PossessFirearms • National Bureau of Investigation (NBI) Clearance • Passport • Permit to Carry Firearms Outside of Residence • New PostalID • Seafarer's Identification & Record Book (Seaman's Book) • Voter's IDCard In the absence of a primary ID card/document filer shall present/submit anytwo(2)IDcards/documents,bothwith signature and at least one (1) withphoto.	PNP NBI Department of Foreign Affairs/ Foreign Government PNP Philippine Postal Corporation Maritime Industry Authority Commission on Election	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Retirement Claim Application		None		Junior/Senior Member Service Representative (MSR)/ Senior Clerk, DDR Section, Member Service Section (MSS), SSS Website (www.sss.gov.ph)
2. Read instructions and accomplish RCA or Member's Information Sheet if filed by representative.		None		
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed viathe display monitor.	3. Issues a queue number	None		Senior Clerk, SSS Information Booth/ Automated Queuing System (ifavailable)

4. Submit the accomplished RCA or Member's Information Sheet if filed through representative and documentary requirements	4.1. Receives &screens RCA or Member's Information Sheet and documentary requirements	None	20 minutes face to face	Jr./Sr. MSR, (MSS), SSS Branch
	4.2. Encodes applicable data through the Benefits Workflow System (BWS) to check eligibility to benefit			
	4.3. Conducts Q & A			
	4.4. Encodes and generates Q & A results through the Benefits Workflow System (BWS)			
	4.5. Requests filer to confirm the Q & A results			
	4.6. Tags submitted documents as complete through the BWS			
	4.7. Generates electronic RCA and Acknowledgment Letter through the BWS and issues to filer for signature and confirmation of application.			
	4.8. Issues acknowledgment letter to member/claimant; or			
	Issues rejection/ denial letter if claim is rejected/denied			
5. Get: 5.1 Acknowledgment Letter, if claimis		None		

complete and in order; or 5.2 Rejection/Denial Letter if claim is rejected/denied				
	6. On-screen reviews the complete claims (for claim received by Jr. MSRonly)	None		MSS Head, RDF Section, SSS Branch
	7. Scans and uploads scanned images in the BWS and transmits claim automatically to Processing Center	None		Branch Scanner Operator, SSS Branch
	Processes retirement claim		6 days	Claims Processor
	TOTAL	**NONE**	**7 working days (including 20 mins face to face)**	

Procedure in Filing of Retirement Benefit Application for Underground/SurfaceMineworker

Cash benefit granted either in monthly pension or lump sum paid to a retiree who can no longer work due to old age.

Office or Division:	SSS Branch Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	- An underground mineworker/surface mineworker for at least five (5) years (continuous or accumulated) prior to the semester ofretirement - Must have been employed and certified as underground/surface mineworker by employer, duly registered with the Mines and Geosciences Bureau as a mining contractor, permittee or permitholder. - Undergroundmineworkerwhoisatleast*55yearsoldbutbelow60years old* (Optional Retirement) or *60 years old* (Technical Retirement) and **actual date of retirement must not be earlier than 13 March1998** - Underground mineworker and Surface mineworker who is at least *50 years old but below 60 years old* (Optional Retirement) or *60 years old* (Technical Retirement) and **actual date of retirement must notbe earlier than 27 April 2016.**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Note:Presentoriginalandsubmitphotocopyofvalid identification(ID)cards/documentsforauthentication purposes and present original/certified true copyand submit photocopy of supportingdocuments)	
1. Basic DocumentaryRequirements	
A. Retirement Claim Application (RCA) or Retirement Claim Application under Portability Law (1 copy,original)	SSS Branch/SSS Website atwww.sss.gov.ph
B. Member's/Claimant's Photo and Signature Card, *if member/guardian has not been issued a UMID Card* (1 copy,original)	SSS Branch/SSS Website atwww.sss.gov.ph
C. Single savings account Passbook/ATM card/validated initial deposit slip/UMID card enrolled as ATM/accomplished visa cash card enrollment form/Bank certificate or statement issued within 3 months prior filing of claim/Union Bank of Philippines (UBP) Quick card (1 copy,photocopy)	Any PESONET Participating Banks

D. Identification Document/s of Member (1 copy, photocopy) The primary ID card shall be the **Unified Multi-Purpose ID (UMID Card) (SSS/GSIS)** and other government-issued ID card/documents with photo, signature and underwent biometric data capture process such as but not limited to the following: • Social Security (SS)Card • Alien Certificate ofRegistration • Driver'sLicense • FirearmRegistration • License to Own and PossessFirearms • National Bureau of Investigation (NBI) Clearance • Passport • Permit to Carry Firearms Outside of Residence • New PostalID • Seafarer's Identification & Record Book (Seaman's Book) • Voter's IDCard In the absence of a primary ID card/document filer shall present/submit anytwo(2)IDcards/documents,bothwith signature and at least one (1) withphoto.	SSS Bureau of Immigration Land Transportation Office Philippine National Police (PNP) PNP NBI Department of Foreign Affairs/ Foreign Government PNP Philippine Postal Corporation Maritime Industry Authority Commission on Election
2. SupportingDocuments whichever is applicable: A. Certification as mineworker, whichever is applicable: 1. Certificate from the employer/s that member was an underground/surface mineworker indicating the period of employment and worker's job description (1 copy, photocopy); or	 Employer
2. Affidavit of two (2)co-employeesattesting thatmemberwasanunderground/surface mineworker indicating the period of employment and worker's jobdescription	Member
B. Additional supporting documents for members who is already at least 50 or55	

years old (depending on the actual date of retirement) but **below 60 years old**(optional retirement), depending on the last coverage status of member, whichever isapplicable:

1. Certificate of separation issued by the last employer;orallemployers(ifwithmultiple employers) (1 copy, photocopy)or | Employer

2. SSS Form – Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking,regardless of status of employer;or | Member

3. Certificate of non-renewal for all of member's business permit/license issued by the proper government offices/transfer of ownership (1 copy, photocopy); or | Government Regulatory Office

4. Certificate of cessation of business from Barangay/non-renewal of business from proper Government Office (1 copy, photocopy) | Local Government/Barangay Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Retirement Claim Application		None		Junior/Senior Member Service Representative (MSR)/ Senior Clerk, DDR Section, Member Service Section (MSS), SSS Website (www.sss.gov.ph)
2. Read instructions and accomplish RCA or Member's Information Sheet if filed by representative.		None		
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing	3. Issues a queue number	None		Senior Clerk, SSS Information Booth/ Automated Queuing System (ifavailable)

system, the queue number and the assigned counter will be flashed via the display monitor.				
4. Submit the accomplished RCA or Member's Information Sheet if filed through representative and documentary requirements	4.1. Receives &screens RCA or Member's Information Sheet and documentary requirements 4.2. Encodes applicable data through the Benefits Workflow System (BWS) to check eligibility to benefit 4.3. Conducts Q & A 4.4. Encodes and generates Q & A results through the Benefits Workflow System (BWS) 4.5. Requests filer to confirm the Q & A results 4.6. Tags submitted documents as complete through the BWS 4.7. Generates electronic RCA and Acknowledgment Letter through the BWS and issues to filer for signature and confirmation of application. 4.8. Issues acknowledgment letter to member/claimant; or	None	20 minutes face to face	Jr./Sr. MSR, (MSS), SSS Branch

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	Issues rejection/ denial letter if claim is rejected/denied			
5. Get 　5.1 Acknowledgment Letter, if claim is complete and in order;or 　5.2 Rejection/Denial Letter, if claim is rejected/denied		None		
	6. On-screen reviews the complete claims (for claim received by Jr. MSRonly)	None		MSS Head, RDF Section, SSS Branch
	7. Scans and uploads scanned images in the BWS and transmits claim automatically to Processing Center	None		Branch Scanner Operator, SSS Branch
	Processes retirement claim		6 days	Claims Processor
	TOTAL	**None**	**7 working days (including 20 mins face to face)**	

Procedure in Filing of Retirement Benefit Application for Racehorse Jockey

Cash benefit granted either in monthly pension or lump sum paid to a retiree who can no longer work due to old age.

Office or Division:	SSS Branch Office
Classification:	Complex
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN (Government to transacting SS members)
Who may avail:	- A Racehorse Jockey for at least five (5) years (continuousor accumulated) prior to the semester ofretirement - Must have been employed and certified as racehorse jockey byhis employer, duly licensed by the Philippine Racing Commission (PHILRACOM) - Racehorse Jockey who is at least *55 years old* and whose **actual date of retirement is not earlier than 24 May2016**
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

(Note: Present original and submit photocopy of valid identification(ID)cards/documentsforauthentication purposes and present original/certified true copyand submit photocopy of supportingdocuments)	
1. Basic DocumentaryRequirements	
A. Retirement Claim Application (RCA) or Retirement Claim Application under Portability Law (1 copy,1 original)	SSS Branch/SSS Website atwww.sss.gov.ph
B. Member's/Claimant's Photo and Signature Card, *if member/guardian has not been issued a UMID Card* (1 copy,1 original)	SSS Branch/SSS Website atwww.sss.gov.ph
C. Single savings account Passbook/ATM card/validated initial deposit slip/UMID card enrolled as ATM/accomplished visa cash card enrollment form/Bank certificate or statement issued within 3 months prior filing of claim/Union Bank of Philippines (UBP) Quick card (1 copy,photocopy)	Any PESONET Participating Banks
D. IdentificationDocument/s of Member (1copy, photocopy) The primary ID card shall be the **Unified Multi-Purpose ID (UMID Card) (SSS/GSIS)** and other government-issued ID card/documents with photo, signature and	

underwent biometric data capture process such as but not limited to the following: • Social Security (SS)Card • Alien Certificate ofRegistration • Driver'sLicense • FirearmRegistration • License to Own and PossessFirearms • National Bureau of Investigation (NBI) Clearance • Passport • Permit to Carry Firearms Outside of Residence • New PostalID • Seafarer's Identification & Record Book (Seaman's Book) • Voter's IDCard In the absence of a primary ID card/document filer shall present/submit anytwo(2)IDcards/documents,bothwith signature and at least one (1) withphoto.	SSS Bureau of Immigration Land Transportation Office Philippine National Police (PNP) PNP NBI Department of Foreign Affairs/ ForeignGovernment PNP Philippine Postal Corporation Maritime Industry Authority Commission on Election
2. SupportingDocuments (1 copy, photocopy), whichever is applicable: A. Certification that member was employed as racehorse jockey by his employer, who must be duly licensed by the Philippine Racing Commission (PHILRACOM) indicating the period ofemployment	Employer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Retirement Claim Application		None		Junior/Senior Member Service Representative (MSR)/ Senior Clerk, DDR Section, Member Service Section (MSS), SSS Website (www.sss.gov.ph)
2. Read instructions and accomplish RCA or Member's		None		

Information Sheet if filed by representative.				
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	3. Issues a queue number	None		Senior Clerk, SSS Information Booth/ Automated Queuing System (ifavailable)
4. Submit the accomplished RCA or Member's Information Sheet if filed through representative and documentary requirements	4.1. Receives &screens RCA or Member's Information Sheet and documentary requirements 4.2. Encodes applicable data through the Benefits Workflow System (BWS) to check eligibility to benefit 4.3. Conducts Q & A 4.4. Encodes and generates Q & A results through the Benefits Workflow System (BWS) 4.5. Requests filer to confirm the Q & A results 4.6. Tags submitted documents as complete through the BWS 4.7. Generates electronic RCA and Acknowledgment	None	20 minutes face to face	Jr./Sr. MSR, (MSS), SSS Branch

	Letter through the BWS and issues to filer for signature and confirmation of application. 4.8. Issues acknowledgment letter to member/claimant; or Issues rejection/ denial letter if claim is rejected/denied			
5. Get: 5.1 Acknowledgment Letter, if claim is complete and in order;or 5.2 Rejection/Denial Letter, if claim is rejected/denied		None		
	6. On-screen reviews the complete claims (for claim received by Jr. MSRonly)	None		MSS Head, RDF Section, SSS Branch
	7. Scans and uploads scanned images in the BWS and transmits claim automatically to Processing Center	None		Branch Scanner Operator, SSS Branch
	Processes retirement claim		6 days	Claims Processor
	Total	**None**	**7 working days (including 20 mins face to face)**	

Procedure in Filing of Retirement Benefit Application forHousehold Helper (Kasambahay)

Cash benefit granted either in monthly pension or lump sum paid to a retiree who can no longer work due to old age.

Office or Division:	SSS Branch Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified Household Helper members who is at least 60 years old but below 65 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Note: Present original and submit photocopy of valid identification (ID) cards/documentsforauthentication purposes and present original/certified true copyand submit photocopy of supportingdocuments)	
1. Basic DocumentaryRequirements	
A. Retirement Claim Application (RCA) or Retirement Claim Application under Portability Law (1 copy, 1 original)	SSS Branch/SSS Website atwww.sss.gov.ph
B. Member's/Claimant's Photo and Signature Card, *if member/guardian has not been issued a UMID Card* (1 copy,1original)	SSS Branch/SSS Website atwww.sss.gov.ph
C. Single savings account Passbook/ATM card/validated initial deposit slip/UMID card enrolled as ATM/accomplished visa cash card enrollment form/Bank certificate or statement issued within 3 months prior filing of claim/Union Bank of Philippines (UBP) Quick card (1 copy,photocopy)	Any PESONET Participating Banks
D. IdentificationDocument/s of Member (1copy, photocopy)	
The primary ID card shall be the **Unified Multi-Purpose ID (UMID Card) (SSS/GSIS)** and other government-issued ID card/documents with photo, signature and underwent biometric data capture process such as but not limited to the following:	
• Social Security (SS)Card • Alien Certificate ofRegistration • Driver'sLicense	SSS Bureau of Immigration Land Transportation Office

• FirearmRegistration	Philippine National Police (PNP)
• License to Own and PossessFirearms	PNP
• National Bureau of Investigation (NBI) Clearance	NBI
• Passport	Department of Foreign Affairs/ ForeignGovernment
• Permit to Carry Firearms Outside of Residence	PNP
• New PostalID	Philippine Postal Corporation
• Seafarer's Identification & Record Book (Seaman's Book)	Maritime Industry Authority
• Voter's IDCard	Commission on Election
In the absence of a primary ID card/document filer shall present/submit anytwo(2)IDcards/documents,bothwith signature and at least one (1) withphoto.	
2. SupportingDocuments whichever is applicable:	
A. Certification from Household Employer, whichever is applicable: (1 copy, photocopy); or	Employer
B. SSS Form – Affidavit of Separation from **Employment**/Cessation of Self-employment with Undertaking, regardless of status of employer.	SSS/Member

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Retirement Claim Application		None		Junior/Senior Member Service Representative (MSR)/ Senior Clerk, DDR Section, Member Service Section (MSS), SSS Website (www.sss.gov.ph)
2. Read instructions and accomplish RCA or Member's Information Sheet if filed by representative.		None		

3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	3. Issues a queue number	None		Senior Clerk, SSS Information Booth/ Automated Queuing System (ifavailable)
4. Submit the accomplished RCA or Member's Information Sheet if filed through representative and documentary requirements	4.1. Receives &screens RCA or Member's Information Sheet and documentary requirements 4.2. Encodes applicable data through the Benefits Workflow System (BWS) to check eligibility to benefit 4.3. Conducts Q & A 4.4. Encodes and generates Q & A results through the Benefits Workflow System (BWS) 4.5. Requests filer to confirm the Q & A results 4.6. Tags submitted documents as complete through the BWS 4.7. Generates electronic RCA and Acknowledgment Letter through the BWS and issues to filer for signature and	None	20 minutes face to face	Jr./Sr. MSR, (MSS), SSS Branch

	confirmation of application.			
	4.8. Issues acknowledgment letter to member/claimant; or Issues rejection/ denial letter if claim is rejected/denied			
5. Get: 5.1 Acknowledgment Letter if claim is complete and in order;or 5.2 Rejection/Denial Letter if claim is rejected/denied		None		
	6. On-screen reviews the complete claims (for claim received by Jr. MSRonly)	None		MSS Head, RDF Section, SSS Branch
	7. Scans and uploads scanned images in the BWS and transmits claim automatically to Processing Center	None		Branch Scanner Operator, SSS Branch
	Processes retirement claim		6 days	Claims Processor
	Total	**None**	**7 working days (including 20 mins face to face)**	

Procedure in Filing of Retirement Benefit Application for Cooperative Member or Registered Association Member

Cash benefit granted either in monthly pension or lump sum paid to a retiree who can no longer work due to old age.

Office or Division:	SSS Branch Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified member of Cooperative/ Association who is at least 60 years old but below 65 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Note: Present original and submit photocopy of valid identification (ID) cards/documents for authentication purposes and present original/certified true copy and submit photocopy of supporting documents) 1. **Basic DocumentaryRequirements** A. Retirement Claim Application (RCA) or Retirement Claim Application under Portability Law (1 copy,original)	SSS Branch/SSS Website atwww.sss.gov.ph
B. Member's/Claimant's Photo and Signature Card, *if member/guardian has not been issued a UMID Card* (1 copy,original)	SSS Branch/SSS Website atwww.sss.gov.ph
C. Single savings account Passbook/ATM card/validated initial deposit slip/UMID card enrolled as ATM/accomplished visa cash card enrollment form/Bank certificate or statement issued within 3 months prior filing of claim/Union Bank of Philippines (UBP) Quick card (1 copy,photocopy)	Any PESONET Participating Banks
D. IdentificationDocument/sofMember(1copy, photocopy) The primary ID card shall be the **Unified Multi-Purpose ID (UMID Card) (SSS/GSIS)** and other government-issued ID card/documents with photo, signature and underwent biometric data capture process such as but not limited to the following:	
• Social Security (SS)Card • Alien Certificate ofRegistration	SSS Bureau of Immigration

• Driver'sLicense • FirearmRegistration • License to Own and PossessFirearms • National Bureau of Investigation (NBI) Clearance • Passport • Permit to Carry Firearms Outside of Residence • New PostalID • Seafarer's Identification & Record Book (Seaman's Book) • Voter's IDCard In the absence of a primary ID card/document filer shall present/submit anytwo(2)IDcards/documents,bothwith signature and at least one (1) withphoto.	Land Transportation Office Philippine National Police (PNP) PNP NBI Department of Foreign Affairs/ ForeignGovernment PNP Philippine Postal Corporation Maritime Industry Authority Commission on Election			

2. Supporting Documents
whichever is applicable:

A. Certificate of termination of membership signed by the authorized company representative/s or signatories in the Specimen Signature Card of the **Cooperative/Association** (1 copy, photocopy); or — Employer

B. SSS Form – Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking, regardless of status of employer. — SSS/Member

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Retirement Claim Application		None		Junior/Senior Member Service Representative (MSR)/ Senior Clerk, DDR Section, Member Service Section (MSS) SSS Website (www.sss.gov.ph)
2. Read instructions and accomplish		None		

RCA or Member's Information Sheet if filed by representative.				
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	3. Issues a queue number	None		Senior Clerk, SSS Information Booth/ Automated Queuing System (ifavailable)
4. Submit the accomplished RCA or Member's Information Sheet if filed through representative and documentary requirements	4.1. Receives &screens RCA or Member's Information Sheet and documentary requirements 4.2. Encodes applicable data through the Benefits Workflow System (BWS) to check eligibility to benefit 4.3. Conducts Q & A 4.4. Encodes and generates Q & A results through the Benefits Workflow System (BWS) 4.5. Requests filer to confirm the Q & A results 4.6. Tags submitted documents as complete through the BWS 4.7. Generates electronic RCA and Acknowledgment	None	20 minutes face to face	Jr./Sr. MSR, (MSS), SSS Branch

	Letter through the BWS and issues to filer for signature and confirmation of application. 4.8. Issues acknowledgment letter to member/claimant; or Issues rejection/ denial letter if claim is rejected/denied			

5. Get:
   5.1 Acknowledgment Letter if claim is complete and in order; or
 	
   5.2 Rejection/Denial Letter if claim is rejected/denied
		None		

	6. On-screen reviews the complete claims (for claim received by Jr. MSRonly)	None		MSS Head, RDF Section, SSS Branch
	7. Scans and uploads scanned images in the BWS and transmits claim automatically to Processing Center	None		Branch Scanner Operator, SSS Branch
	Processes retirement claim		6 days	Claims Processor
Total		**None**	**7 working days (including 20 mins face to face)**	

Procedure in Filing of Retirement Benefit Claim Application Under the Bilateral Social Security Agreement and Portability Law Over the Counter (OTC)

- The totalization of insurance period, which provides for combining creditable periods of covered workers under the social security scheme of the Philippines and the host country of Social Security with Social Security Agreements with the Philippine Social Security

- A covered employee who transfers employment from one sector (Government and Private) to another or is employed in both sectors shall have his\her creditable services or contributions in both Government Service Insurance System (GSIS) and/or Social Security System (SSS) credited to his service or contribution record in each Systems and shall be totalized for this purpose, in case the covered member does not qualify for such benefits in either or both Systems without totalization

- Cash benefit granted either in monthly pension or lump sum paid to a retiree who can no longer work due to old age.

Office or Division:	SSS Branch Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	• All qualified members who are at least 60 years filing pursuant to an existing Bilateral Social Security Agreement (SSA) • All qualified members who are at least 60 years old but below 65 years old and with creditable services or contributions in both SSS and GSIS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Note: Present original and submit photocopy of valid identification (ID) cards/documents for authentication purposes and present original/certified true copy and submit photocopy of supporting documents) A. **BASIC DOCUMENTARY REQUIREMENTS** 1. Retirement Claim Application (RCA) or Retirement Claim Application under Portability Law (1 copy, original)	SSS BRANCH/SSS WEBSITE at www.sss.gov.ph
2. Member's/Claimant's Photo and Signature Card, *if member/guardian has not been issued a UMID Card* (1 copy, original)	SSS BRANCH/SSS WEBSITE at www.sss.gov.ph
3. Disbursement account in any of the following: • SSS UMID card enrolled as ATM;	

• Bank account through any PESONet participating banks
    • Passbook
    • ATM card with name of claimant and account number
    • Validated initial deposit slip
    • Bank Certificate/Statement issued within three (3) months prior to filing of claim
• Electronic wallet such as Paymaya or GCash
• Pick-up arrangement with Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs)
 	
4.   Member's Identification Cards/Documents (Present the original and submit 1 photocopy)
   a.   The primary ID cards
    • Social Security (SS) Card
    • Driver's License
    • Passport
    • Voter's ID
    • New Postal ID
    • NBI Clearance
    • PRC ID
   b.   Secondary ID Cards/Documents
   In the absence of a primary ID card/document, filer shall present/ submit any two (2) ID cards/documents, both with signature and at least one (1) with photo
 	
Other additional requirements if filed by member's <u>authorized representative</u>:
o   Present the original of any one (1) of the claimant's primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo;
o   Present the original of any one (1) of the authorized representative's primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo; and
o   Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA).
	SSS
	Land Transportation Office (LTO)
	DFA/Bureau of Immigration
	Commission on Election
	PNP
	NBI
	PRC

II.**SUPPORTING DOCUMENTS,** whichever is applicable:
 	
1. If under the Bilateral Social Security Agreement
 	
    a. Liaison forms with the following information (1 copy, original)
    • Claim application details; and
    • Insurance periods under SS Law of other country
    b. Two (2) valid IDs of member certified by counterpart liaison agencies in lieu of the member's photo and signature card (1 copy, photocopy)
 	
2. If under the Portability Law
 	
    a. Certificate of total contributions issued by the GSIS including the period of contributions (1 copy, photocopy); and
    b. Additional supporting documents, depending on the last coverage status of member: Certificate of Separation/cessation of business, whichever is applicable:
    • Certificate of separation issued by the last employer; or all employers (if with multiple employers) (1 copy, photocopy); or
    • SSS Form – Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking, regardless of status of employer; or
    • Certificate of non-renewal for all of member's business permit/license issued by the proper government offices/transfer of ownership (1 copy, photocopy); or
    • Certificate of cessation of business from Barangay/non-renewal of business from proper Government Office (1 copy, photocopy)
	Employer
	
	Member
	
	GSIS
	
	Employer
	
	Member
	
	Government Regulatory Office
	
	Local Government/Barangay		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Retirement		None		Claimant and Senior Clerk,

Claim Application (RCA) or Member's Information Sheet and other supporting form/s.				SSS Information Booth/ SSS WEBSITE (www.sss.gov.ph)
2. Read instructions and fill-out the RCA or Member's Information Sheet and other required SSS form/s.				Claimant/ Representative
3. Get a queue number and wait for the number to be called. Note: • If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor	Issues a queue number	None		Claimant and Senior Clerk, SSS Information Booth/ Automated Queuing System *(if available)*
4. Submit the duly accomplished RCA or Member's Information Sheet and-documentary requirements	1. Receives and screens RCA or Member's Information Sheet and submitted documentary requirements 2. Encodes applicable data through the IDDR Benefit System/Benefits Workflow System (BWS) to check eligibility to benefit 3. Conducts Q & A 4. Generates electronic RCA and Acknowledgment Letter through the BWS and issues to filer for signature and confirmation of	None	20 minutes face to face	Claimant and Jr./Sr. MSR, MSS, SSS Branch

	application or issues the Acknowledgement Letter to member and return original copies of submitted documentary requirements.			
5. Get Acknowledgment Stub and original copies of submitted documentary requirements.		None		Claimant
	6. Forwards batched RCAs, supporting documents and Transmittal List (TL) to Processing Center (PC) for processing)	None		Jr./Sr. MSR, MSS, SSS Branch
	7. Processes retirement benefit claim application	None	6 days	Processor/SSO III/CEO II RDF Section, Processing Center (PC)
	TOTAL	**None**	**7 Working Days (including 20 mins face to face)**	

LIST OF OTHER/ADDITIONAL DOCUMENTARY REQUIREMENTS

1. **If with more than five (5) legitimate, legitimated, legally adopted and illegitimate children**

   a. Birth certificate of dependent child/ren duly registered with the LCR or issued by the PSA, *if dependent children are not reported in member's Personal Record (E1/E4/RS1/OW1/NW1) or with discrepancy in information*
   <u>If dependent child is born abroad</u>
   - Birth Certificate issued by foreign government or Report of Birth issued by Philippine Embassy or Consulate General shall be submitted, if applicable.

   b. Marriage certificate of member duly registered with the LCR or issued by the PSA, *if legal spouse is not reported in member's Personal Record (E1/E4/RS1/OW1/NW1) or with discrepancy in information*
   <u>If married abroad</u>
   - Marriage Certificate issued by foreign government or Report of Marriage issued by the Philippine Embassy or Consulate General

   Note:
   - Documents issued in a foreign country should have English translation. Authentication by the Philippine Embassy or Consulate General is not required if said documents are duly received and signed by the SSS Foreign Representative, Foreign Office.
   - For retirement claims filed abroad, photocopy of supporting document/s with English translation may be presented and submitted in the absence of the original/certified true copy, to be duly received and signed by the SSS Foreign Representative

2. **Additional documents If member is incapacitated and under guardianship**

   a. Photo and Signature Card of guardian, *if guardian has not been issued UMID card*
   b. Medical certificate issued by his/her attending physician (with license number and address of clinic), within three (3) months from date of filing of claim for guardianship confirmed/certified by the Medical Specialist of SSS Physical Examination Centers (PECs)
   c. In-trust for savings account
   d. Affidavit for Guardianship of Incompetent Pensioner, if guardian is the legal spouse
   e. Application for Representative Payee and Guarantor's Bond Form, if guardian is other than the legal spouse

3. **In the absence of Marriage Certificate**

   a. Certification of non-availability from LCR/PSA or issued by foreign government indicating that marriage records of the office/agency concerned is intact but there is no record of marriage for the requesting party; and
   b. Marriage certificate issued by Parish/Church/ Ministry/Congregation/Sect/other religious organizations/LGU/other person authorized to administer the marriage
   <u>If marriage certificate from Parish/Church/Ministry/ Congregation/ Sect/other religious organizations is not available</u>
   - Certification of non-availability from the Parish/ Church/Ministry/Congregation/ Sect/other religious organizations; or

- Affidavit/Certificate of solemnizing officer stating the following together with Authority to Administer marriage, if applicable:
  - o Date of marriage
  - o Place of marriage
  - o Reason for non-registration; and
  - o Authority to administer marriage, if applicable.
- Joint affidavit of two (2) persons who witnessed the marriage together with –
  - o Birth certificates of at least two children wherein under both documents the names of parents and the date & place of marriage are indicated (if applicable)

4. **Additional document if member is married abroad and has previous marriage in the Philippines, whichever is applicable**
   a. Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/Certificate; or
   b. Certificate of Naturalization prior to marriage abroad and Decree of Divorce after acquiring foreign citizenship, or its equivalent

5. **In the absence of Birth Certificate**
   a. Certification of non-availability from LCR/PSA or issued by foreign government; and
   b. Baptismal/Dedication certificate or it's equivalent issued by the Parish/Church/Ministry/Congregation/ Sect/other religious organizations (with date of birth of the child and name of parents)

   If baptismal/dedication certificate or its equivalent is not available
   - Certification of non-availability from the parish/church/ministry/congregation/ sect/other religious organizations; and
   - Any of the following documents where the name of dependent, date of birth and the name of the parents are indicated:
     - o School cards/record of dependent
     - o Educational/insurance plans/health card record
     - o Employment records of member
     - o Philhealth/GSIS/Pag-IBIG records
     - o Income Tax Return of member
     - o Member's Personal record duly received by SSS prior to May 1997
   Note:
   - Baptismal/Dedication certificate or its equivalent certificate must bear the original signature of the Parish Priest/Head of the Church/Ministry/Congregation/Sect/other religious organizations or his authorized signatory.
   - Dedication certificate or its equivalent certificate issued by the Ministry/ Congregation/Sect/other religious organizations in lieu of baptismal certificate must bear the date of birth of the child and the name of parents

6. **Additional document for legally adopted child/ren and birth certificate is without annotation**
   Decree of Adoption or Certificate of Finality

   Note: Date of adoption should be prior to date of retirement.

7. **Additional document for illegitimate child/children**
   - Any proof of filiation, such as, but not limited to:
     - Birth certificate duly signed by the father as informant
     - Birth certificate with Affidavit of acknowledgement duly signed by the father
     - Will
     - Statement made before any judicial or quasi-judicial proceedings
     - Any authentic writing signed by the father (e.g. letter, diary, or other documents such as school records and other public records)

8. **Additional document if dependent child is incapacitated**
   - Medical certificate issued by the attending physician (with license number and address of clinic), within 3 months from date of filing of claim for dependent's pension confirmed/certified by the Medical Specialist of PECs

9. **Additional documents if dependent child is under guardianship**
   a. In-trust-For account
   b. Member's/Claimant's Photo and Signature card (for the guardian), *in case the guardian has not been issued a UMID card*
   c. Claim for Dependent's Pension Benefit form, *if guardian is the parent and legal spouse separated from the member*
   d. Application for Representative Payee and Guarantor's Bond Form, *if guardian is other than the parents*

Procedure in the Filing of Retirement Benefit Claim Application Under Technical Retirement

Cash benefit granted either in monthly pension or lump sum paid to a retiree who can no longer work due to old age.

Office or Division:	SSS Branch Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified members who is already 65 years old and above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Note: Present original and submit photocopy of valid identification (ID) cards/documents for authentication purposes and present original/certified true copy and submit photocopyof supportingdocuments) **1. Basic DocumentaryRequirements** A. Retirement Claim Application (RCA) or Retirement Claim Application under Portability Law (1 copy,original)	SSS Branch/SSS Website atwww.sss.gov.ph
B. Member's/Claimant's Photo and Signature Card, *if member/guardian has not been issued a UMID Card* (1 copy,original)	SSS Branch/SSS Website atwww.sss.gov.ph
C. Single savings account Passbook/ATM card/validated initial deposit slip/UMID card enrolled as ATM/accomplished visa cash card enrollment form/Bank certificate or statementissuedwithin3monthspriorfiling of claim/Union Bank of Philippines (UBP) Quick card (1 copy,photocopy)	Any PESONET Participating Banks
D. Identification Document/s of Member (1 copy,photocopy) The primary ID card shall be the **Unified Multi-Purpose ID (UMID Card) (SSS/GSIS)** and other government-issued ID card/documents with photo, signature and underwent biometric data capture process such as but not limited to the following:	
• Social Security (SS)Card • Alien Certificate ofRegistration	SSS Bureau of Immigration

• Driver'sLicense • FirearmRegistration • License to Own and PossessFirearms • National Bureau of Investigation (NBI) Clearance • Passport • Permit to Carry Firearms Outside of Residence • New PostalID • Seafarer's Identification & Record Book (Seaman's Book) • Voter's IDCard In the absence of a primary ID card/document filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.	Land Transportation Office Philippine National Police (PNP) PNP NBI Department of Foreign Affairs/ Foreign Government PNP Philippine Postal Corporation Maritime Industry Authority Commission on Election			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Retirement Claim Application		None		Junior/Senior Member Service Representative (MSR)/ Senior Clerk, DDR Section, Member Service Section (MSS) SSS Website (www.sss.gov.ph)
2. Read instructions and accomplish RCA or Member's Information Sheet if filed by representative.		None		
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter	3. Issues a queue number	None		Senior Clerk, SSS Information Booth/ Automated Queuing System (ifavailable)

will be flashed via the display monitor.				
4. Submit the accomplished RCA or Member's Information Sheet if filed through representative and documentary requirements	4.1. Receives & screens RCA or Member's Information Sheet and documentary requirements 4.2. Encodes applicable data through the Benefits Workflow System (BWS) to check eligibility to benefit 4.3. Conducts Q & A 4.4. Encodes and generates Q & A results through the Benefits Workflow System (BWS) 4.5. Requests filer to confirm the Q & A results 4.6. Tags submitted documents as complete through the BWS 4.7. Generates electronic RCA and Acknowledgment Letter through the BWS and issues to filer for signature and confirmation of application.	None	20 minutes face to face	Jr./Sr. MSR, (MSS), SSS Branch

		4.8. Issues acknowledgment letter to member/claimant; or				

	Issues rejection/ denial letter, if claim is rejected/denied			
5. Get: 5.1 Acknowledgment Letter if claim is complete and in order;or 5.2 Rejection/Denial Letter if claim is rejected/denied		None		
	6. On-screen reviews the complete claims (for claim received by Jr. MSR only)	None		MSS Head, RDF Section, SSS Branch
	7. Scans and uploads scanned images in the BWS and transmits claim automatically to Processing Center	None		Branch Scanner Operator, SSS Branch
	Processes retirement claim		6 days	Claims Processor
	Total	**None**	**7 working days (including 20 mins face to face)**	

Retirement Benefit Application: Additional Supporting Documents

Additional Supporting Documents and Other Exception Cases in the filing of Retirement Benefit Application

Office or Division:	SSS Branch Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All qualified retirees that requires additional documentary requirements	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Additional Supporting Documents in addition to the basic documents: I. If filed through Representative: (1 copy each, photocopy)		MEMBER
A. Two valid ID cards/documents of the member and representative; and		
B. Letter of Authority (LOA) signed by the member; **OR** Special Power of Attorney (SPA) specifically stating the authority to file and sign for and in behalf of the member.		MEMBER
Note: LOA/SPA should be valid within six (6) months if issued in the Philippines or one (1) year if issued abroad.		
II. If with more than five (5) legitimate legitimated, legally adopted and illegitimate children: (1 copy each, photocopy)		
A. Marriage certificate of marriage of member duly registered with the Local Civil Registry (LCR) /Philippine Statistic Authority (PSA), *if legal spouse is not reported in member's Personal Record (E1/E4/RS1/OW1/NW1) or with discrepancy in information*		LCR/PSA
B. Birth Certificate of dependent child/children duly registered by the		

LCR/PSA, *if dependent children are not reported in member's Personal Record (E1/E4/RS1/OW1/NW1) or with discrepancy in information*	LCR/PSA
C. Decree of Adoption or Certificate of Finality if birth certificate of legally adopted child/ren is **without annotation**: *Note: Date of adoption should be prior to the date of retirement*	LCR
D. Medical certificate if dependent child is incapacitated issued by the attending physician within 3 months from the date of filing of claim for dependent's pension confirmed/certified by the Medical Specialist of PECs	ATTENDING PHYSICIAN
. If member is incapacitated and under guardianship	
A. Medical certificate issued by the attending physician within three (3) months from date of filing of claim for guardianship confirmed/certified by the Medical Specialist of SSS Physical Examination Center (PECs)	ATTENDING PHYSICIAN
B. In-Trust-For savings account	ANY SSS ACCREDITED BANK
C. Affidavit for Guardianship of Incompetent Pensioner, *if guardian is the legal spouse*	SSS
D. Application for Representative Payee and Guarantor's Bond Form, *if guardian is other than the legal spouse*	SSS
. If dependent child is under guardianship	
A. In-Trust-For account	ANY SSS ACCREDITED BANK
B. Claim for Dependent's Pension Benefit Form, *if guardian is the parent and legal spouse separated from the member*	SSS

C. Application for Representative Payee and Guarantor's Bond Form, *if guardian is other than the parents*	SSS

Procedure in Filing of Retirement Benefit Claim Application through the SSS Website

Retirement Benefit is a cash benefit either in monthly pension or lump sum paid to a retiree who can no longer work due to old age

Office or Division:	SSS Website: www.sss.gov.ph
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	1. Employee-members who are at least sixty (60) to sixty-four (64) years old and separated from employment, except for underground/surface mineworkers or racehorse jockeys; 2. Land-based OFWs and voluntary members who are at least 60 years old upon the date of submission of claim; 3. Self-employed members who are at least 60 to 64 years old and ceased to be self-employed 4. Members who are at least 65 years old upon the date of submission of claim; Note: Members may submit their claim through the My.SSS Portal of the SSS website subject to the following conditions: • SS number is not a cancelled SS number; • has no outstanding Stock Investment Loan Program (SILP)/Privatization Loan Program/Educational Loan/Vocational Technology Loan balance. Outstanding loan balance shall be for salary/calamity or Salary Loan Early Renewal Program (SLERP) only; • has no dependent child/children; and • is not an underground/surface mineworker or a racehorse jockey.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pre-requisite for Online Filing of Application a. Must be issued an SS number and registered in the SSS Website to be able to apply for funeral benefit through the My.SSS Portal. b. Must have a disbursement account enrolled with SSS through the Disbursement Account Enrollment Module (DAEM) of the SSS Website 2. Qualifying conditions	

Members may submit their claim through the My.SSS Portal of the SSS website subject to the following conditions:

a. has at least 120 monthly contributions prior to the semester of the month of submission of the retirement claim application, for monthly pension, or has at least one (1) monthly contribution prior to the date of submission of retirement claim, for lump sum benefit;

b. SS number is not a cancelled SS number

c. has no outstanding Stock Investment Loan Program (SILP)/Privatization Loan Program/Educational Loan/Vocational Technology Loan balance.
Outstanding loan balance shall be for salary/calamity or Salary Loan Early Renewal Program (SLERP) only;

d. has no dependent child/children; and

e. is not an underground/surface mineworker or a racehorse jockey.

f. The certifying employer:
   - must be in active status and registered in the SSS website.
   - shall be based on the latest employer of member per SSS record

Note:
   - For member with no contributions for the within 12 months prior to the month of retirement, employer certification is not required. Instead, member shall be required to certify his/her date of separation from employment upon application through the SSS Website.
   - The RCA will not be processed without the certification of employer (for separated members).

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SSS website (www.sss.gov.ph)	1. The Member-claimant log-in page of the SSS website will be displayed.	None		Member
2. Signs in through the My.SSS Service	1. My.SSS will display the			

Portal and clicks the "Submit Retirement Claim Application" via E-Services Menu.	Retirement Claim Application Module.			
3. Reads instruction and encodes the information details of the claim.	1. My.SSS will display the button where the personal information of the member-claimant can be updated, if necessary			
4. Answer Q and A.				
5. Select option to avail advance 18 months retirement pension.				
6. Read the Certification carefully and click the "Certify and Proceed" box to agree and proceed.	1. My.SSS will validate all information provided and check eligibility to the benefit. 2. My.SSS will send an email notification on the following: • successful submission and assignment of claim to the concerned branch for processing; and • Status of claim (approval/ rejection).			
7. Check your email for the notice from SSS: • Successful submission and assignment of claim to concerned branch office for processing; and • Status of claim (approval/ rejection)		None	1 minute	Member

Total	None	5 Days

DEATH BENEFIT

Procedure in Filing of Death Benefit Claim Application Over the Counter (OTC)

Death Benefit is a cash benefit granted either in monthly pension or lump sum paid to the beneficiaries of a deceased member.

Office or Division:	SSS Branch Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen

Who may avail:	a. Primary beneficiaries:
	    • The dependent spouse who has not re-married, cohabited or entered in a "live-in" relationship before or after the death of the member; and
	    • The dependent legitimate, legitimated or legally adopted and illegitimate children. Where there are legitimate or illegitimate children, the former shall be preferred
	b. Secondary beneficiaries: Dependent parent/s of deceased member
	c. Any designated beneficiary/ies of deceased member in his/her SSS records
	d. Legal heir/s of the deceased member in accordance with the law of succession under the Civil Code of the Philippines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Note: Present original and submit photocopy of valid identification (ID) cards/documents for authentication purposes and present original/certified true copy and submit photocopy of supporting documents) A. **BASIC DOCUMENTARY REQUIREMENTS**	
1. Death Claim Application Form/Death Claim Application under Portability Law (1 copy, original)	SSS BRANCH/SSS WEBSITE at www.sss.gov.ph
2. Member's/Claimant's Photo and Signature Card, *if claimant/guardian has not been issued a UMID card* (1 copy, original)	SSS BRANCH/SSS WEBSITE at www.sss.gov.ph
3. Death Certificate of deceased member duly registered with the Local Civil Registry (LCR) or issued by the Philippine Statistics Authority (PSA), *if without settled funeral benefit* (1 copy, photocopy)	LCR/PSA

4. Disbursement account in any of the following:
    • SSS UMID card enrolled as ATM;
    • Bank account through
any PESONet participating banks
    • Passbook
    • ATM card with name of claimant and account number
    • Validated initial deposit slip	

• Bank Certificate/Statement issued within three (3) months prior to filing of claim
• Electronic wallet such as Paymaya or GCash
• Pick-up arrangement with Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs)
 	
5. Claimant's Identification Cards/Documents (Present the original and submit 1 photocopy)
   a.   The primary ID cards
     • Social Security (SS) Card
     • Driver's License
     • Passport
     • Voter's ID
     • New Postal ID
     • NBI Clearance
     • PRC ID
   b.   Secondary ID Cards/Documents
   In the absence of a primary ID card/document, filer shall present/ submit any two (2) ID cards/documents, both with signature and at least one (1) with photo
 	
Other additional requirements if filed by claimant's <u>authorized representative</u>:
  o   Present the original of any one (1) of the claimant's primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo;
  o   Present the original of any one (1) of the authorized representative's primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo; and
  o   Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA)
	SSS
	Land Transportation Office (LTO)
	DFA/Bureau of Immigration
	Commission on Election
	PNP
	NBI
	PRC

B. ADDITIONAL DOCUMENTARY REQUIREMENTS PER TYPE OF CLAIMANT <u>If filed by Primary Beneficiary/ies</u> 1. Marriage Certificate of deceased member duly registered with the LCR or issued by the PSA , *if not reported in the deceased member's Personal Record (E1/E4/RS1/OW1/NW1) and/or there is discrepancy in information* (1 copy, photocopy) 2. Birth Certificate of dependent child/ren duly registered with the LCR or issued by the PSA, *if not reported in the deceased member's Personal Record (E1/E4/RS1/ OW1/NW1) and/or there is discrepancy in information* (1 copy, photocopy)	 LCR/PSA LCR/PSA

If filed by Secondary Beneficiary/ies
1. Birth Certificate of deceased member duly registered with LCR or issued by the PSA, *if parents is/are not reported in the deceased member's Personal Record (E1/E4/RS1/OW1/NW1) and/or there is discrepancy in information* (1 copy, photocopy)
2. Death Certificate duly registered with LCR or issued by the PSA of the following, whichever is applicable: (1 copy, photocopy)
    a. Spouse, if deceased member is a widow/widower at the time of death
    b. Dependent child/ren
    c. Parent, if one of the parents is already deceased
    Note: If the deceased member died at the age of sixty-five (65) years or above, death certificate of parents are no longer necessary**.**
3. Marriage Certificate of parents duly registered with LCR or issued by the PSA, if date of death of member is prior to 24 May 1997 (1 copy, photocopy)
4. Affidavit attesting to the parent's dependency for support from the deceased member (Prescribed Form) (1 copy, photocopy)
 	
If filed by Designated Beneficiary/ies
1. Death Certificate duly registered with LCR or issued by the PSA of the following, whichever is applicable: (1 copy, photocopy)
    a. Spouse, if deceased member is a widow/widower at the time of death
    b. Dependent child/ren
    c. Parents
      Note: If the deceased member died at the age of sixty-five (65) years or above, death certificates of parents are no longer necessary.
    d. Other designated beneficiary/ies,
2. Birth Certificate of the deceased member. (1 copy, photocopy)
3. Joint Affidavit (CLD-1.3) preferably by the relatives of the deceased member (1 copy, original)
 	
If filed by Legal Heirs of the Deceased Member
1. Death Certificate duly registered with LCR or issued by the PSA of the following, whichever is applicable: (1 copy, photocopy)
    a. Spouse, if deceased member is a widow/widower at the time of death
    b. Dependent child/ren
	LCR/PSA
	
	LCR/PSA
	
	LCR/PSA
	
	SSS/CLAIMANT
	
	LCR/PSA

c. Parents Note: If the deceased member died at the age of sixty-five (65) years or above, death certificates of parents are no longer necessary.	LCR/PSA SSS
d. Legal heirs (if applicable) Note: If deceased member is not yet 65 years old at the time of death but his/her parents are at least 65 years old, death certificate of grandparents are no longer necessary	LCR/PSA
2. Birth Certificate of the deceased member. (1 copy, photocopy) 3. Joint Affidavit (CLD-1.3) preferably by the relatives of the deceased member (1 copy, original) 4. Birth certificate of at least two (2) legal heirs, if applicable (1 copy, photocopy) *Please refer to the list below for the other/additional documentary requirements.*	
	LCR/PSA SSS/CLAIMANT LCR/PSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Death Claim Application (DCA) and other supporting form/s.		None		Claimant and Senior Clerk, SSS Information Booth/ SSS Website (www.sss.gov.ph)
2. Read instructions and fill-out the application form and other required SSS form/s.				Claimant/ Representative

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
3. Get a queue number and wait for the number to be called. Note: • If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	1. Issues a queue number.	None		Claimant and Senior Clerk, SSS Information Booth/ Automated Queuing System *(if available)*
4. Submit the duly accomplished DCA together with the documentary requirements or Member's Information Sheet if filed through representative and documentary requirements.	5. 1. Receives and screens DCA and submitted documentary requirements. 2. Encodes applicable data through the IDDR Benefit System/Benefits Workflow System (BWS). 3. Conducts Q & A. 4. Administer the oath of filer and affixes signature in the Affidavit/ Sinumpaang Salaysay. 5. Issues acknowledgment letter to member/ claimant and return original copies of submitted documentary requirements	None	20 minutes face to face	Jr./Sr. MSR, MSS, SSS Branch SSO III/CEO II, MSS
5. Get Acknowledgment Stub and original copies of submitted documentary requirements.		None		Claimant
	6. Forward batched DCAs, supporting documents and Transmittal List (TL) to Processing Center (PC) for processing			Jr./Sr. MSR, MSS, SSS Branch
	7. Processes death benefit claim application.		19 days	Processor/SSO III/CEO II RDF Section, Processing Center (PC)
TOTAL		**None**	**20 Working Days (including 20 mins face to face)**	

LIST OF OTHER/ADDITIONAL DOCUMENTARY REQUIREMENTS

1. **In the absence of the Death Certificate**
    a. Certification of non-availability issued by the PSA/LCR or issued by foreign government indicating that death records of the office/agency concerned is intact but there is no record of death for the deceased member; and
    b. Any one (1) of the following:
        - Certification of death issued by the parish/church
        - Certification of burial issued by the cemetery administrator
        - Certification of cremation

2. **In the absence of Marriage Certificate**
    a. Certification of non-availability from PSA/LCR or issued by foreign government indicating that marriage records of the office/agency concerned is intact but there is no record of marriage for the requesting party; and
    b. Certificate of marriage issued by the parish/church/ministry/congregation/sect/other religious organizations/LGU/other person authorized to administer marriage **or** Alien Certificate of Registration showing name of spouse

    In the absence of the certificate of marriage:
    b.1 Certification of non-availability from the parish/church/ministry/congregation/sect/other religious organizations; and
    b.2 Any of the following:
        b.2.1 Affidavit/Certificate of solemnizing officer stating the following together with authority to administer marriage, if applicable
        - date of marriage
        - place of marriage
        - reason for non-registration
        b.2.2 Joint Affidavit of two (2) disinterested person who witnessed the marriage; and
            b.2.2.1 *If with children*, birth certificate of at least two (2) children wherein under both documents the names of parents and the date and place of marriage are indicated

3. **In the absence of Birth Certificate**
    a. Certification of non-availability from PSA/LCR or issued by foreign government indicating that birth records of the office/agency concerned is intact but there is no record of birth for the requesting party; and
    b. Baptismal/Dedication certificate or its equivalent issued by the parish/church/ministry/congregation/sect/other religious organizations (with date of birth of child and name of parents)

    In the absence of the baptismal/dedication certificate or its equivalent:
    b.1 Certification of non-availability from the parish/church/ministry/congregation/sect/other religious organizations; and
    b.2 Any of the following documents where the name of dependent, date of birth and the name of the parents are indicated:
        o School cards/record of dependent
        o Educational/insurance plans/health card record
        o Employment records of member

o Philhealth/GSIS/Pag-IBIG records
o Income Tax Return of member
o Member's record duly received by SSS prior to May 1997
Note:
a.   Baptismal/dedication certificate or its equivalent certificate must bear the original signature of the parish priest/head of church/ministry/congregation/sect/other religious organizations or his authorized signatory.
b.   Dedication Certificate or its equivalent certificate issued by the ministry/congregation/sect/other religious organizations in lieu of baptismal certificate must bear the date of birth and the name of the parents.

4.   **Additional document if deceased member is married abroad and has previous marriage in the Philippines, whichever is applicable**
   a. Certificate of finality of the judgment of annulment/nullity of marriage or annotated marriage certificate
   b. Certificate of naturalization prior to marriage abroad and decree of divorce after acquiring foreign citizenship, or its equivalent

5.   **Additional document if spouse has been separated in fact/legally separated from the deceased member (not living as husband and wife)**
   a. Joint affidavit of two (2) persons preferably nearest relatives of the deceased member who have personal knowledge of the separation stating the reason thereof and the fact of spouse's dependency for support upon the deceased member and that the surviving spouse must not be the one who gave ground for the separation; or
   b. Affidavit of surviving spouse with undertaking stating that he/she has no known relative of the member or that surviving spouse is not in good terms with the deceased member's relative; or
   c. Court declaration that the member-spouse should continue to support the surviving spouse and that the surviving spouse must not be the one who gave ground for the separation

6.   **Additional document for legally adopted children and birth certificate is without annotation**
      Decree of Adoption and Certificate of Finality of Judgment
      Note: Date of adoption should be prior to date of death.

7.   **Additional document if dependent child is incapacitated**
      Medical certificate issued by the attending physician (with license number, contact number and address of clinic/attending physician) within three (3) months from the date of filing of claim confirmed/certified by the Medical Specialist of SSS Physical Examination Centers (PECs).

8.   **Additional document if dependent child is under guardianship**
   a. In-Trust for savings account
   b. Member's/Claimant's Photo and Signature Card of guardian, *if guardian has not been issued a UMID card*
   c. Application for Representative Payee and Guarantor's Bond Form, *if guardian is other than the surviving legal spouse of the deceased member*

9. **If dependent child is illegitimate and is not acknowledged by the deceased member in the birth certificate (in case dependent child is not reported in member's Personal Record)**

Any proof of filiation, such as, but not limited to:

a. Will

b. Statement made before any judicial or quasi-judicial proceedings

c. Any authentic writing signed by the father (e.g. letter, diary, or other document such as school records, employment records and other public records)

d. Joint affidavit of two (2) persons preferably nearest relatives of the deceased member as proof of acknowledgment/admission of paternity

e. Duly-received membership data record by other government agencies like Philhealth, Pag-IBIG, GSIS, etc

10. **Additional document for claimant other than primary beneficiary, and the surviving spouse has abandoned the deceased member or cohabited/remarry or entered into a "live-in" relationship before or after the death of the deceased member**

Joint affidavit of two (2) persons preferably nearest relatives who have knowledge of the case stating the reason thereof and the fact of the spouse' dependency for support upon the deceased member

11. **If claimant is filing pursuant to an existing Bilateral Social Security Agreement (SSA)**

a. Liaison forms as provided for under the Administrative Agreement of the Bilateral SSA with the following information:

- claim application details; and
- insurance periods under the SS Law of other country

b. Photocopies of two (2) valid IDs of claimant certified by counterpart liaison agencies as provided for under the Bilateral SSA, in lieu of the claimant's photo and signature

12. **Additional document if claimant is applying under the Portability Law**

Certificate of total contributions issued by the GSIS including the period of contributions

Procedure in Filing of Death Benefit Claim Application under the Employees' Compensation (EC) Program through OTC

The EC program aims to assist workers who suffer work-connected sickness or injury resulting in disability or death. The EC Death Benefit can grant simultaneously with benefits under the Social Security program effective June 01, 1984.

EC Death Benefit is a cash benefit granted as lifetime monthly income benefit to the primary beneficiaries of a deceased member or as monthly pension or monthly income benefit, but not to exceed 60 months starting from the date of member's compensable death, to the secondary beneficiaries of a deceased member, in the absence of primary beneficiaries.

Office or Division:	SSS Branch Office
Classification:	Highly Technical
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN – Government to Citizen Death Benefit: For Primary Beneficiaries under the Employees' Compensation (EC) Program
Who may avail:	a. Primary Beneficiaries: • The legitimate spouse living with the employee at the time of the employee's death until he/she remarries; and • Legitimate, legitimated, legally adopted or acknowledged natural child/ren, who are unmarried, not gainfully employed, not over 21 years of age, or over 21 years of age provided he is incapacitated and incapable of self-support due to physical or mental defect which is congenital or acquired during minority. b. Secondary Beneficiaries: • The Legitimate parents wholly dependent upon the employee for regular support; and • The legitimate descendants and illegitimate child/ren who are unmarried, not gainfully employed, not over 21 years of age, or over 21 years of age provided that they are incapacitated and incapable of self-support due to physical or mental defect which is congenital or acquires during minority.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Note: Present original and submit photocopy of valid identification (ID) cards/documents for authentication purposes and present original//certified true copy and submit photocopy of supporting documents) A. **BASIC DOCUMENTARY REQUIREMENTS**	
1. Death Claim Application Form/Death Claim Application under Portability Law (1 copy, original)	SSS BRANCH/SSS WEBSITE at www.sss.gov.ph
2. Member's/Claimant's Photo and Signature Card, *if claimant/guardian has not been issued a UMID card* (1 copy, original)	SSS BRANCH/SSS WEBSITE at www.sss.gov.ph

3. Death Certificate of deceased member duly registered with the Local Civil Registry (LCR) or issued by the Philippine Statistics Authority (PSA), *if without settled funeral benefit* (1 copy, photocopy)	LCR/PSA

4. Disbursement account in any of the following:
• SSS UMID card enrolled as ATM;
• Bank account through any PESONet participating banks
   • Passbook
   • ATM card with name of claimant and account number
   • Validated initial deposit slip
   • Bank Certificate/Statement issued within three (3) months prior to filing of claim
• Electronic wallet such as Paymaya or GCash
• Pick-up arrangement with Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs)	

5. Claimant's Identification Cards/Documents (Present the original and submit 1 photocopy)
   a. The primary ID cards
     • Social Security (SS) Card
     • Driver's License
     • Passport
     • Voter's ID
     • New Postal ID
     • NBI Clearance
     • PRC ID
   b. Secondary ID Cards/Documents
     In the absence of a primary ID card/document, filer shall present/ submit any two (2) ID cards/documents, both with signature and at least one (1) with photo
 	
Other additional requirements if filed by claimant's <u>authorized representative:</u>
 o Present the original of any one (1) of the claimant's primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo
 o Present the original of any one (1) of the authorized representative's primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo; and
	SSS
	Land Transportation Office (LTO)
	DFA/Bureau of Immigration
	Commission on Election
	PNP
	NBI
	PRC

o Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA)
 	
6. Any of the following document whichever is applicable:
  a. Report of Death (BPN-105)
  b. Any of the following documents as proof that cause of death is work connected:
   • Pre-employment medical records, if cause of death is due to illness
   • Statement of duties and responsibilities duly signed by the employer
   • Mission/Job or Travel order duly signed by the employer, if applicable
   • Photocopy of page in company logbook/record of accident signed by the employer/printout of electronic file
   • Police investigation report or employer's report of injury, death or casualty spot report, if applicable
  c. If company was already closed, joint affidavit of two (2) co-workers of deceased member who have personal knowledge of the accident or injury and attesting that said accident or injury which caused the death of the member was work-related
  d. If with dependent illegitimate children, joint affidavit of two (2) persons preferably relatives of the deceased member that the deceased member and the common-law spouse have no legal impediment to marry	

B. ADDITIONAL DOCUMENTARY REQUIREMENTS PER TYPE OF CLAIMANT If filed by Primary Beneficiary/ies 1. Marriage Certificate of deceased member duly registered with the LCR or issued by the PSA , *if not reported in the deceased member's Personal Record (E1/E4/RS1/OW1/NW1) and/or there is discrepancy in information* (1 copy, photocopy) 2. Birth Certificate of dependent child/ren duly registered with the LCR or issued by the PSA, *if not reported in the deceased member's Personal Record (E1/E4/RS1/ OW1/NW1) and/or there is discrepancy in information* (1 copy, photocopy) If filed by Secondary Beneficiary/ies 1. Birth Certificate of deceased member duly registered with LCR or issued by the PSA, *if*	 LCR/PSA LCR/PSA

parents is/are not reported in the deceased member's Personal Record (E1/E4/RS1/OW1/NW1) and/or there is discrepancy in information (1 copy, photocopy)	LCR/PSA

2. Death Certificate duly registered with LCR or issued by the PSA of the following, whichever is applicable: (1 copy, photocopy)
    a.   Spouse, if deceased member is a widow/widower at the time of death
    b.   Dependent child/ren
    c.   Parent, if one of the parents is already deceased
    Note: If the deceased member died at the age of sixty-five (65) years or above, death certificate of parents are no longer necessary**.**
	LCR/PSA

3. Marriage Certificate of parents duly registered with LCR or issued by the PSA, if date of death of member is prior to 24 May 1997 (1 copy, photocopy)	
4. Affidavit attesting to the parent's dependency for support from the deceased member (Prescribed Form) (1 copy, photocopy)	LCR/PSA
<u>If filed by Designated Beneficiary/ies</u> 1. Death Certificate duly registered with LCR or issued by the PSA of the following, whichever is applicable: (1 copy, photocopy)	SSS/CLAIMANT

a.   Spouse, if deceased member is a widow/widower at the time of death
    b.   Dependent child/ren
    c.   Parents
       Note: If the deceased member died at the age of sixty-five (65) years or above, death certificates of parents are no longer necessary.
    d.   Other designated beneficiary/ies,
2. Birth Certificate of the deceased member. (1 copy, photocopy)
	LCR/PSA

3. Joint Affidavit (CLD-1.3) preferably by the relatives of the deceased member (1 copy, original)	LCR/PSA
<u>If filed by Legal Heirs of the Deceased Member</u> 1. Death Certificate duly registered with LCR or issued by the PSA of the following, whichever is applicable: (1 copy, photocopy)	SSS
	LCR/PSA

a.   Spouse, if deceased member is a widow/widower at the time of death
    b.   Dependent child/ren
    c. Parents	

Note: If the deceased member died at the age of sixty-five (65) years or above, death certificates of parents are no longer necessary.
d.   Legal heirs (if applicable)
Note: If deceased member is not yet 65 years old at the time of death but his/her parents are at least 65 years old, death certificate of grandparents are no longer necessary

2. Birth Certificate of the deceased member. (1 copy, photocopy)

LCR/PSA

3. Joint Affidavit (CLD-1.3) preferably by the relatives of the deceased member (1 copy, original)

SSS/CLAIMANT

4. Birth certificate of at least two (2) legal heirs, if applicable (1 copy, photocopy)

LCR/PSA

Please refer to the list below for the other/additional documentary requirements.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Get/download Death Claim Application (DCA) and supporting form/s.		None		Claimant and Senior Clerk, SSS Information Booth/ SSS Website (www.sss.gov.ph)
6. Read instructions and fill-out the application form and other required SSS form/s.				Claimant/Representative
7. Get a queue number and wait for the number to be called. Note: • If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	1. Issues a queue number.	None		Claimant and Senior Clerk, SSS Information Booth/ Automated Queuing System *(if available)*

8. Submit the duly accomplished DCA together with the documentary requirements or Member's Information Sheet if filed through representative and documentary requirements.	1. Receives and screens DCA and submitted documentary requirements. 2. Encodes applicable data through the IDDR Benefit System. 3. Conducts Q & A. 4. Administer the oath of filer and affixes signature in the Affidavit/ Sinumpaang Salaysay.	None	20 minutes face to face	Jr./Sr. MSR, MSS, SSS Branch SSO III/CEO II, MSS
9. Get Acknowledgment Stub and original copies of submitted documentary requirements.	1. Issues acknowledgment letter to member/ claimant and return original copies of submitted documentary requirements 2. Forward batched DCAs, supporting documents and Transmittal List (TL) to Processing Center (PC) for processing	None		Jr./Sr. MSR, MSS, SSS Branch
	10. Processes death benefit claim application.		19 days	Processor/SSO III/CEO II RDF Section, Processing Center (PC)
TOTAL		**None**	**20 Working Days (including 20 mins face to face)**	

LIST OF OTHER/ADDITIONAL DOCUMENTARY REQUIREMENTS

1. **In the absence of the Death Certificate**
    a. Certification of non-availability issued by the PSA/LCR or issued by foreign government indicating that death records of the office/agency concerned is intact but there is no record of death for the deceased member; and
    b. Any one (1) of the following:
        - Certification of death issued by the parish/church
        - Certification of burial issued by the cemetery administrator
        - Certification of cremation
2. **In the absence of Marriage Certificate**
    a. Certification of non-availability from PSA/LCR or issued by foreign government indicating that marriage records of the office/agency concerned is intact but there is no record of marriage for the requesting party; and
    b. Certificate of marriage issued by the parish/church/ministry/congregation/sect/other religious organizations/LGU/other person authorized to administer marriage **or** Alien Certificate of Registration showing name of spouse

    In the absence of the certificate of marriage:
    b.1 Certification of non-availability from the parish/church/ministry/congregation/sect/other religious organizations; and
    b.2 Any of the following:
        b.2.1 Affidavit/Certificate of solemnizing officer stating the following together with authority to administer marriage, if applicable
        - date of marriage
        - place of marriage
        - reason for non-registration
        b.2.2 Joint Affidavit of two (2) disinterested person who witnessed the marriage; and
            b.2.2.1 *If with children*, birth certificate of at least two (2) children wherein under both documents the names of parents and the date and place of marriage are indicated

3. **In the absence of Birth Certificate**
    a. Certification of non-availability from PSA/LCR or issued by foreign government indicating that birth records of the office/agency concerned is intact but there is no record of birth for the requesting party; and
    b. Baptismal/Dedication certificate or its equivalent issued by the parish/church/ministry/ congregation/sect/other religious organizations (with date of birth of child and name of parents)

    In the absence of the baptismal/dedication certificate or its equivalent:
    b.1 Certification of non-availability from the parish/church/ministry/congregation/sect/other religious organizations; and
    b.2 Any of the following documents where the name of dependent, date of birth and the name of the parents are indicated:
        ○ School cards/record of dependent

- Educational/insurance plans/health card record
- Employment records of member
- Philhealth/GSIS/Pag-IBIG records
- Income Tax Return of member
- Member's record duly received by SSS prior to May 1997

Note:

a. Baptismal/dedication certificate or its equivalent certificate must bear the original signature of the parish priest/head of church/ministry/congregation/sect/other religious organizations or his authorized signatory.

b. Dedication Certificate or its equivalent certificate issued by the ministry/congregation/sect/other religious organizations in lieu of baptismal certificate must bear the date of birth and the name of the parents.

4. **Additional document if deceased member is married abroad and has previous marriage in the Philippines, whichever is applicable**

a. Certificate of finality of the judgment of annulment/nullity of marriage or annotated marriage certificate

b. Certificate of naturalization prior to marriage abroad and decree of divorce after acquiring foreign citizenship, or its equivalent

5. **Additional document if spouse has been separated in fact/legally separated from the deceased member (not living as husband and wife)**

a. Joint affidavit of two (2) persons preferably nearest relatives of the deceased member who have personal knowledge of the separation stating the reason thereof and the fact of spouse's dependency for support upon the deceased member and that the surviving spouse must not be the one who gave ground for the separation; or

b. Affidavit of surviving spouse with undertaking stating that he/she has no known relative of the member or that surviving spouse is not in good terms with the deceased member's relative; or

c. Court declaration that the member-spouse should continue to support the surviving spouse and that the surviving spouse must not be the one who gave ground for the separation

6. **Additional document for legally adopted children and birth certificate is without annotation**
   Decree of Adoption and Certificate of Finality of Judgment
   Note: Date of adoption should be prior to date of death.

7. **Additional document if dependent child is incapacitated**
   Medical certificate issued by the attending physician (with license number, contact number and address of clinic/attending physician) within three (3) months from the date of filing of claim confirmed/certified by the Medical Specialist of SSS Physical Examination Centers (PECs).

8. **Additional document if dependent child is under guardianship**

a. In-Trust for savings account

b. Member's/Claimant's Photo and Signature Card of guardian, *if guardian has not been issued a UMID card*

c. Application for Representative Payee and Guarantor's Bond Form, *if guardian is other than the surviving legal spouse of the deceased member*

9. **If dependent child is illegitimate and is not acknowledged by the deceased member in the birth certificate (in case dependent child is not reported in member's Personal Record)**
    Any proof of filiation, such as, but not limited to:
    a. Will
    b. Statement made before any judicial or quasi-judicial proceedings
    c. Any authentic writing signed by the father (e.g. letter, diary, or other document such as school records, employment records and other public records)
    d. Joint affidavit of two (2) persons preferably nearest relatives of the deceased member as proof of acknowledgment/admission of paternity
    e. Duly-received membership data record by other government agencies like Philhealth, Pag-IBIG, GSIS, etc

10. **Additional document for claimant other than primary beneficiary, and the surviving spouse has abandoned the deceased member or cohabited/remarry or entered into a "live-in" relationship before or after the death of the deceased member**
    Joint affidavit of two (2) persons preferably nearest relatives who have knowledge of the case stating the reason thereof and the fact of the spouse' dependency for support upon the deceased member

11. **If claimant is filing pursuant to an existing Bilateral Social Security Agreement (SSA)**
    a. Liaison forms as provided for under the Administrative Agreement of the Bilateral SSA with the following information:
    - claim application details; and
    - insurance periods under the SS Law of other country
    b. Photocopies of two (2) valid IDs of claimant certified by counterpart liaison agencies as provided for under the Bilateral SSA, in lieu of the claimant's photo and signature

12. **Additional document if claimant is applying under the Portability Law**
    Certificate of total contributions issued by the GSIS including the period of contributions

Death Benefit: Additional Supporting Documents

Office or Division:	SSS Branch Office
Classification:	Complex
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN (Government to transacting SS members) Filing of Death Benefit Claim Application: Alternate/Additional Supporting Documents in the Absence of the Basic Documents and Other Exception Cases
Who may avail:	All qualified claimants that requires additional documentary requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Additional Supporting Documents in addition to the basic documents: (Present original and submit photocopy/certified true copy of supporting documents)	
I. If filed by authorized representative of the claimant/s (1 copy, photocopy):	
A. Two (2) valid ID cards/documents of the claimant and representative	Claimant
B. Letter of Authority (LOA) signed by the claimant or Special Power of Attorney (SPA) specifically stating the authority to file and/or sign for and in behalf of the claimant	Claimant
Note: • LOA/SPA should have been made or executed within six (6) months if in the Philippines and one (1) year if a broad. • If claimant is abroad, LOA/SPA should be certified by the Philippine Embassy/ Consulate General.	
II. If ATM card of female claimant is still under maiden name: A. Marriage Certificate	LCR/PSA

III. **If claimant cannot open a savings account or apply for a debit/cashcard:** A. Written request for exemption from the Pensioner's Remittance Program stating reason for theexemption	Claimant

IV. If member died abroad A. Death Certificate of deceased member issued by the Vital Statistics Office/County of Host Country or Report of Death issued by the Philippine Embassy or Consulate General shall be submitted.	Vital Statistics Office/County Of Host Country or its Equivalent/ Philippine Embassy/ Consulate General
V. In the absence of the Death Certificate (1 copy, photocopy): A. Certification of non-availability issued by the PSA/LCR or issued by foreign government indicating that death records of the office/agency concerned is intact but there is no record of death for the deceased member;and	LCR/PSA

B. Any one (1) of the following:
    • Certification of death issued by the parish/church
    • Certification of burial issued by the cemetery administrator
    • Certification of cremation
	Parish/Church
	
	Cemetery Administrator
	
	Crematorium Administrator

VI. In the absence of Marriage Certificate (1 copy,photocopy): A. Certification of non-availability from PSA/LCR or issued by foreign government indicating that marriage records of the office/agency concerned is intact but there is no record of marriage for the requesting party;and	LCR/PSA
B. Certificate of marriage issued by the parish/church/ministry/congregation/sect/other religious organizations/LGU/other person authorized to administer marriage **or** Alien Certificate of Registration showing name of spouse In the absence of the certificate of marriage:	Parish/Church/Ministry/Congregation/Sect/ Other Religious Organizations/LGU
b.1 Certification of non-availability from the parish/church/ministry/congregati	Parish/Church/Ministry/Congregation/Sect/ Other Religious Organizations/

on/sect/other religious organizations;and	
b.2 Any of the following:	
b.2.1 Affidavit/Certificate of solemnizing officer stating the following together with authority to administer marriage, ifapplicable • date ofmarriage • place ofmarriage • reason fornon-registration	Solemnizing Officer
b.2.2 Joint Affidavit of two (2) disinterested person who witnessed the marriage; and	Claimant
b.2.2.1 *If with children*, birth certificate of at leasttwo (2) children wherein under both documents thenames of parents and the date and place of marriage are indicated	LCR/PSA
VII. In the absence of Birth Certificate (1 copy, photocopy):	
A. Certification of non-availability from PSA/LCR or issued by foreign government indicating that birth records of the office/agency concerned is intact but there is no recordofbirthfortherequestingparty; and	Parish/Church/Ministry/Congregation/Sect/ Other Religious Organizations
B. Baptismal/Dedication certificate or its equivalent issued by the parish/church/ministry/ congregation/sect/other religious organizations (with date of birth of child and name ofparents)	Parish/Church/Ministry/Congregation/Sect/ Other Religious Organizations
In the absence of thebaptismal/dedication certificate or itsequivalent:	
b.2.1 Certification of non-availability from the	

parish/church/ministry/congregation/sect/other religious organizations;and	
b.2.2 Any of the following documents where the name of dependent, date of birth and the name of the parents areindicated: • School cards/record of dependent • Educational/insurance plans/health cardrecord • Employment records of member • Philhealth/GSIS/Pag-IBIG records • Income Tax Return ofmember • Member'srecordddulyreceived by SSS prior to May1997	School Claimant Employer PHILHEALTH/GSIS/PAG-IBIG BIR Claimant
Note: ○ Baptismal/dedication certificate or its equivalent certificate must bear the original signature of the parish priest/head of church/ministry/congregation/sect/other religious organizations or his authorizedsignatory. ○ Dedication Certificate or its equivalent certificate issued by the ministry/congregation/sect/other religious organizations inlieu of baptismal certificate must bear the date of birth andthe name of theparents.	
VIII. If deceased member is married abroad and has previous marriage in the Philippines, whichever is applicable:	
A. Certificate of finality of the judgment of annulment/nullity of marriage or annotatedmarriagecertificate(1copy, photocopy)	LCR/PSA

B. Certificate of naturalization prior to marriage abroad and decree of divorce after acquiring foreign citizenship, or its equivalent (1 copy, photocopy)	Concerned Embassy/Claimant
IX. If spouse has been separated in fact/legally separated from the deceased member (not living as husband andwife):	
A. Joint affidavit of two (2) persons preferably nearest relatives of the deceased member who havepersonal knowledge of the separation stating the reason thereof and the fact of spouse's dependency for support upon the deceased member and that the surviving spouse must not be the one who gave ground for the separation;or	Claimant
B. Affidavit of surviving spouse with undertaking stating that he/she hasno known relative of the member or that surviving spouse is not in good terms with the deceased member's relative; or	Claimant
C. Court declaration that the member-spouse should continue to supportthe surviving spouse and that thesurviving spouse must not be the one whogavegroundfortheseparation.(1 copy,photocopy)	Claimant
X. If with legally adopted children and birth certificate is withoutannotation:	LCR/PSA
A. Decree of Adoption and Certificate of Finality of Judgment (1 copy, photocopy)	
Note: Date of adoption should be prior to date of death.	
XI. If dependent child is incapacitated:	
A. Medical certificate issued by the attending physician (with license number, contact number and address of clinic/attending physician)within	Attending Physician

three(3)monthsfromthedateoffiling of claim confirmed/certified by the Medical Specialist of SSS Physical Examination Centers(PECs).	
XII. If dependent child is under guardianship:	
A. In-Trust for savingsaccount	SSS Accredited Bank
B. Member's/Claimant's Photo and Signature Card of guardian *ifguardian has not been issued a UMIDcard*	SSS Branch/SSS Website at www.sss.gov.ph
C. Application for Representative Payee and Guarantor's Bond Form, *if guardian is other than the surviving legal spouse of the deceasedmember*	SSS
XIII. If dependent child is illegitimate and is not acknowledged by the deceased member in the birth certificate (in case dependent child is not reported in member's PersonalRecord):	

A. Any proof of filiation, such as, but not limitedto:
    1. Will (1 copy,photocopy)
    2. Statement made before anyjudicial or quasi-judicial proceedings (1 copy,photocopy)
    3. Any authentic writing signed by the father (e.g. letter, diary, or other document such as school records, employment records and other public records) (1 copy,photocopy)
    4. Joint affidavit of two (2) persons preferably nearest relatives of the deceased member as proof of acknowledgment/admission of paternity
    5. Duly-received membership data record by other government agencies like Philhealth, Pag-IBIG, GSIS, etc (1 copy,photocopy)
	Claimant

XIV. For claimant other than primary beneficiary, and the surviving spouse has abandoned the deceased member or cohabited/remarry or entered intoa "live-in"relationshipbeforeorafterthe death of the deceased member	Claimant

A. Joint affidavit of two (2) persons preferably nearest relatives who have knowledge of the case stating the reason thereof and the fact of the spouse' dependency for support upon the deceased member.	Claimant
XV. If claimant is filing pursuant to an existing Bilateral Social Security Agreement(SSA)	
A. Liaison forms as provided for under the Administrative Agreement of the Bilateral SSA with the following information (1 copy,photocopy): • claim application details;and • insurance periods under the SS Law of othercountry	Claimant
B. Photocopies of two (2) valid IDs of claimant certified by counterpart liaison agencies as provided forunder the Bilateral SSA, in lieu of the claimant's photo and signature (1 copy,photocopy)	GSIS
XVI. Additional document if claimant is applying under the PortabilityLaw A. Certificate of total contributionsissued by the GSIS including the period of contributions	

FUNERAL BENEFIT

Procedure in Filing of Funeral Benefit Claim Application Over the Counter (OTC)

Cash Funeral Benefit is a cash benefit granted to help defray the cost of funeral expenses upon the death of a member, including permanently totally disabled member or retiree

Office or Division:	SSS Branch Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen

Who may avail:	• ***For death of a member, including permanently totally disabled member or retiree,*** all qualified non-SS member-claimants who paid for the cost of funeral expenses
	• ***For death of a member due to a work-connected death,*** based on the order of priority (Rule XIV-Sec.1 Amended Rules on Employees Compensation (EC)):
	  1. Surviving Spouse
	  2. Legitimate Child who spent for the funeral services; or any other person who can show incontrovertible proof or proof of having borne the funeral expenses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Funeral Claim Application (FCA) form (1 original)
 	
2. Claimant's Identification Cards/Documents (Present the original and submit 1 photocopy)
 	
  A. The primary ID cards
    • Social Security (SS) Card
    • Driver's License
    • Passport
    • Voter's ID
    • New Postal ID
    • NBI Clearance
    • PRC ID
 	
  B. Secondary ID Cards/Documents
 	
  In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.
 	
3. Proof to establish SSS membership of deceased member (present any one (1) of the following):
	SSS Branch/SSS Website at www.sss.gov.ph
	
	SSS
	Land Transportation Office (LTO)
	Department of Foreign (DFA) Affairs/Foreign Government
	Commission on Elections (COMELEC)
	Philippine Postal Corporation (PHLPOST)
	National Bureau of Investigation (NBI)
	Philippine Regulation Commission (PRC)

• Social Security Card/Unified Multi-purpose ID (UMID) card of deceased member	
• Duly received SSS Records of deceased member (e.g. E-1/RS-1/NW-1/ OW-1/E-4)	Member
• Employment Records with member's SS no. (e.g. company ID, payslip)	Member
• Letter/Certification document with indicated correct SS Number previously issued by SSS prior to the death of member	Employer
	SSS
4. Death certificate of deceased member duly registered with the Local Civil Registry (LCR)/ issued by the Philippines Statistics Authority (PSA) or Certification of Death issued and signed by the authorized signatory of the Office of the Civil Registry and bearing the official seal	Local Civil Registry Office (LCR)/Philippine Statistic Authority (PSA)
5. Official Receipt (OR) with BIR registration bearing the name of the claimant and the deceased member (submit 1 original).	

6. Disbursement account in any of the following:
 • SSS UMID card enrolled as ATM;
 • Bank account through any PESONet participating banks
    • Passbook
    • ATM card with name of claimant and account number
    • Validated initial deposit slip
    • Bank Certificate/Statement issued within three (3) months prior to filing of claim
 • Electronic wallet such as Paymaya or GCash
 • Pick-up arrangement with Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs)
	Funeral Parlor/Memorial Service/Cemetery/Crematorium
	
	 Claimant

7. Other additional requirements if filed by claimant's authorized representative • Present the original of any one (1) of the claimant's primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo • Present the original of any one (1) of the authorized representative's primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo; and	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA) *Please refer to the list below for the other/additional documentary requirements.*				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Funeral Claim Application (FCA) and supporting form/s.		None		Senior Clerk/Jr./Sr. Member Service Representative, MSS SSS website (www.sss.gov.ph)
2. Read instructions and fill out the application form.				Claimant
3. Get a queue number and wait for the number to be called. Note: • If the branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	1. Issues a queue number.	None		Senior Clerk/Jr./Sr. Member Service Representative, MSS / Automated Queuing System (if available)
4. Submit the duly accomplished FCA form together with the documentary requirements	1. Receives FCA and supporting documentary requirements and establishes SSS membership of deceased member and identity of filer. 2. Screens FCA and supporting documents and checks deceased member's eligibility to funeral benefit.	None	20 minutes face to face	Jr./Sr. MSR, MSS, SSS Branch

5. Get Acknowledgment Stub and original copies of submitted documentary requirements.	1. Issues Acknowledgment Stub to claimant and return original copies of submitted documentary requirements. 2. Processes funeral benefit claim application.	None		Jr./Sr. MSR, MSS, SSS Branch
TOTAL		**None**	**2 Working Days**	

LIST OF OTHER/ADDITIONAL DOCUMENTARY REQUIREMENTS

A. **Proof of Membership**

In the absence of the Proof of Membership, any one of the following documents may be presented as reference for the verification of the deceased member's SSS membership:
- Birth Certificate
- Baptismal Certificate
- Marriage Contract/Certificate
- Philippine Health Insurance Corporation (PHIC) Member's Data Form
- Home Development Mutual Fund (Pag-IBIG) Member's Data Form
- BIR Form
- GSIS Member's record
- Life Insurance Policy
- School Records
- Business Permit/Registration of Business Name or any proof of business operations

B. **Death Certificate**

In the absence of the Death Certificate, submit the following:
1. Certification of non-availability issued by LCR and PSA; and
2. Any one (1) of the following:
   - Certification of Death issued by the Parish/Church
   - Certification of Burial from the Cemetery Administrator
   - Certification of cremation

If member died and buried/cremated abroad
- Death certificate issued by the Vital Statistics Office/County of Host Country or its equivalent

If member died abroad and buried/cremated in the Philippines
- Death certificate issued by the Vital Statistics Office/County of Host Country or its equivalent/PSA

Note: For death certificate not written in English language, official English translation from the Department of Foreign Affairs/Philippine Embassy is required.

C. **Proof of defrayal of funeral expense**

If the name of claimant is not the one indicated in the OR, submit the document below:
- Waiver/Pagpapaubaya

If original OR is not available (e.g. lost, original copy submitted to other agency), submit any of the documents below:
- Certified true copy of OR; or
- Certification issued by the funeral parlor/memorial service indicating the details of payment in defrayal of funeral expenses of the deceased member

If the OR is not yet available and deceased member is not yet buried, submit the document below:
- Funeral service contract issued by the funeral parlor

If the OR is not yet available and payment not yet fully settled, submit the document below:
- Provisional receipt

In lieu of Official Receipt, submit (original copy):

If Memorial/Insurance was in the name of the deceased member, submit the document below (for preferred beneficiary only):
- Certification of Availment from the memorial/insurance plan company

If Memorial/Insurance was in the name of the claimant, submit the document below:
- Certification of Availment from the memorial/insurance plan company indicating the name of deceased member, claimant and date of death

If name of deceased member was not indicated in the Certification of Availment, submit additional document below:
- Affidavit executed by the plan holder allowing the use of the memorial/insurance plan by the deceased member

If Memorial/Insurance plan was not in the name of the deceased and claimant, submit the documents below:
- Certification of Availment from the memorial/insurance plan company; and
- Any of the following whichever is applicable:
  - Transfer Certificate
  - Deed of Sale
  - Deed of Donation
  - Affidavit of Sale executed by the plan holder

For funeral expenses incurred without corresponding OR/contract, submit the document below (for preferred beneficiary only):

- Duly notarized Affidavit (Funeral Expenses) / Sinumpaang Salaysay (Pinagbayaran sa Pagpapalibing)

D. **Additional Supporting Documents if claimant is filing for the funeral benefit claim application under the Employees Compensation Program**:

If cause of death is work-connected, submit the documents below duly signed by the authorized representative):

If due to accident
- Accident Report/Report of Death Form (SS Form BPN-105)

- Statement of duties and responsibilities
- Updated service record
- Police investigation report or employer's report of injury, death or casualty spot report, when applicable
- Mission/Job or Travel Order, when applicable
- Photocopy of page in the company logbook/record of accident signed by the employer

If due to sickness
- Accident Report/Report of Death Form (SS Form BPN-105)
- Statement of duties and responsibilities
- Updated service record
- Photocopy of page in the company logbook/record of accident signed by the employer
- Pre-employment medical record

Procedure in Filing of Funeral Benefit Claim Application through the SSS Website

Funeral Benefit is a cash benefit granted to help defray the cost of funeral expenses upon the death of a member, including permanently totally disabled member or retiree.

Office or Division:	SSS Website: www.sss.gov.ph	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All qualified SS member-claimants who paid for the cost of funeral expenses	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
1. Pre-requisite for Online Filing of Application a. Must be issued an SS number and registered in the SSS Website to be able to apply for funeral benefit through the My.SSS Portal. b. Must have a disbursement account enrolled with SSS through the Disbursement Account Enrollment Module (DAEM) of the SSS Website 2. List of Documentary Requirements a. Proof to establish SSS membership of deceased member (submit any one (1) of the following): • Social Security Card/Unified Multi-purpose ID (UMID) card of deceased member • Duly received SSS Records of deceased member (e.g. E-1/RS-1/NW-1/ OW-1/E-4) • Employment Records with member's SS no. (e.g. company ID, payslip) • Letter/Certification document with indicated correct SS Number previously issued by SSS prior to the death of member b. Death certificate of deceased member duly registered with the Local Civil Registry (LCR)/ issued by the Philippines Statistics Authority (PSA) or Certification of Death issued and signed by the authorized signatory of the Office of the Civil Registry and bearing the official seal c. Official Receipt (OR) with BIR registration bearing the name of the claimant and the deceased member. *Please refer to the list below for the other/additional documentary requirements.*		Member Member Employer SSS LCR/PSA Funeral parlor/memorial service/cemetery/crematorium

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the SSS website (www.sss.gov.ph)	1. The Member-claimant log-in page of the SSS website will be displayed.	None		Member-claimant SSS Website (www.sss.gov.ph)
2. Signs in through the My.SSS Service Portal and clicks the "Submit Funeral Claim Application" via E-Services Menu.	2. 1. My.SSS will display the Funeral Claim Application module.			
3. Reads instruction and update personal information details, if necessary.	3. 1. My.SSS will display the button where the personal information of the member-claimant can be updated, if necessary.			
4. Provides all the following information of the deceased SSS member and click "Proceed": a. SS Number/C.R.N.; b. Surname and Given Name; c. Date of Birth; d. Date of Death; and e. Amount of Funeral Expense/s Note: • The amount of funeral benefit shall be the amount indicated in the proof of payment/availment b ut not to exceed the total funeral benefit due.	4. 1. My.SSS will validate all information provided and check eligibility to the benefit.			
5. Provides the following information, if qualified:	5. 1. My.SSS will display your enrolled disbursement			

a. Civil Status of the deceased; b. relationship with the deceased member; and c. preferred disbursement account	account in the Disbursement Account Enrollment Module (DAEM).			
6. Uploads the following supporting documents: a. Proof to establish SSS membership of deceased member; b. Death certificate of deceased member; and c. Proof of defrayal of funeral expenses, if applicable *Note:* • Allowable files are images and pdf only, with maximum file size of 2MB per document.	6.			
7. Reads the Certification carefully and certifies by clicking the "Submit" button to agree and proceed with the submission of claim application.	7. 1. Automatic assignment of received funeral benefit claims filed online to concerned branch office based on the registered mailing addresses of member-claimants. 2. My.SSS will send an email notification on the following: • successful submission and assignment of claim to the concerned branch for processing; and • Status of claim (approval/ rejection)			
8. Check your email for the notice from SSS on the following: • Successful submission and assignment of claim to concerned branch	8.			

office for processing; and • Status of claim (approval/rejection)				
	9. 9. Processes funeral benefit claim application.	None		SSO III/CEO II, MSS, Branch
Total		**None**	**1 Working day**	

LIST OF OTHER/ADDITIONAL DOCUMENTARY REQUIREMENTS

A.   **Proof of Membership**

In the absence of the Proof of Membership, any one of the following documents may be presented as reference for the verification of the deceased member's SSS membership:
- Birth Certificate
- Baptismal Certificate
- Marriage Contract/Certificate
- Philippine Health Insurance Corporation (PHIC) Member's Data Form
- Home Development Mutual Fund (Pag-IBIG) Member's Data Form
- BIR Form
- GSIS Member's record
- Life Insurance Policy
- School Records
- Business Permit/Registration of Business Name or any proof of business operations

B.   **Death Certificate**

If member died and buried/cremated abroad
- Death certificate issued by the Vital Statistics Office/County of Host Country or its equivalent

If member died abroad and buried/cremated in the Philippines
- Death certificate issued by the Vital Statistics Office/County of Host Country or its equivalent/PSA

Note: For death certificate not written in English language, official English translation from the Department of Foreign Affairs/Philippine Embassy is required.

C.   **Proof of defrayal of funeral expense**

In lieu of Official Receipt, submit (original copy):

If Memorial/Insurance was in the name of the deceased member, submit the document below (for preferred beneficiary only):
- Certification of Availment from the memorial/insurance plan company

If Memorial/Insurance was in the name of the claimant, submit the document below:
- Certification of Availment from the memorial/insurance plan company indicating the name of deceased member, claimant and date of death

Procedure in Filing Application for Funeral Benefit under the Employees Compensation Program

Cash benefit granted to help defray the cost of funeral expenses upon the death of a worker due to work-connected death.

Office or Division:	SSS Branch Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Based on the order of priority (Rule XIV-Sec.1 Amended Rules on EC: 1. Surviving Spouse 2. Legitimate Child who spent for the funeral services;or Any other person who can show incontrovertible proof or proof of having borne the funeral expenses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Additional Supporting Documents in addition to the basic documents (submit 1 original copy):
 	
1. <u>If cause of death is work-connected:</u> (Submit copy of documents duly signed by the authorizedrepresentative)
 	
   A. *If due toaccident*
     • Accident Report/Report of Death (SS Form BPN-105)
     • Statement of duties and responsibilities
     • Updated servicerecord
     • Police investigation report or employer's report of injury, death or casualty spot report, when applicable
     • Mission/Job or Travel Order, when applicable
     • Photocopy of page in the company logbook/record of accident signed by theemployer
	Employer

B. *If due tosickness*
     • Accident Report/Report of Death (SS Form BPN-105)
     • Statement of duties and responsibilities
	Employer

• Photocopy of page in the company logbook/record of accident signed by theemployer • Pre-employment medicalrecord				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Funeral Claim Application (FCA) and supporting form				
2. Read instructions and fill out the application form.				
3. Get a queue number and wait for thenumber to be called.				
4. Submit the accomplished FCA form together with the documentary requirements	4.1. Receives FCA and supporting documents and establishes SSS membership of deceased member and identity of filer 4.2. Screens FCA and supporting documents and checks deceased member's eligibility to funeral benefit. 4.3. Issues acknowledgment stub to filer and returns documentary requirements.	None	20 minutes face to face	
5.Get Acknowledgment stub, if claim is complete and in order or	5.Issues acknowledgement stub/denial letter	None		

rejection/denial Letter, if claim is rejected/denied				
6. Processing timeof Funeral Claim	6.1 Review of funeralclaim 6.2 Check preparation 6.3 Release/pick-up of check			
	TOTAL	**None**	**1 day**	

Funeral Benefit Application: Exemption Cases

Cash benefit granted to help defray the cost of funeral expenses upon the death of a member, including permanently totally disabled member or retiree.

Office or Division:	SSS Branch Office
Classification:	Simple
Type of Transaction:	Filing of Funeral Claim Application – Alternate/Additional Supporting Documents in the Absence of the Basic Documents
Who may avail:	All qualified claimants who paid for the cost of funeral expenses
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.In the absence of the Proof to establish SSS membership, present original copy of any one (1) of the following documents as reference for the verification of the deceased member's SSS membership: • Birth Certificate • Baptismal Certificate • Marriag eContract • Philippine Health Insurance Corporation (PHIC) Member's Data Form • Home Development Mutual Fund (Pag-IBIG) Member's Data Form • BIRForm • GSIS Member's record • Life Insurance Policy • Member's SchoolRecords • Business Permit/Registration of Business Name or any proof of business operations	Local Civil Registry Office (LCR)/ Philippine Statistic Authority (PSA) Parish/Church LCR/PSA PHIC PAG-IBIG Bureau of Internal Revenue (BIR) Government Service Insurance System(GSIS) Claimant Claimant Claimant
2. List of Supporting Documents: **A. If death certificate is not available from LCR and PSA, submit the following (Present the original/duplicate/certified true copy/certified photocopy and submit 1 photocopy):** • Certification of non-availability issued by LCR and PSA;and	LCR/PSA LCR/PSA

• Any of thefollowing: 　○ Certification of Death issued by the Parish/Church 　○ Certification of Burial from the Cemetery Administrator 　○ Certification ofcremation 　　Note: Late registered Death Certificate shall be accepted provided the following information/features are present: • Registry Number • Name and signature of authorized signatory of the Office of Civil Registry • Properly filled-out affidavit at the back of the Death Certificate explaining the reason fordelay • Without erasures, alterations, insertions and superimpositions.	Parish/Church Cemetery Crematory
B. For Official Receipt (OR) issued by the funeral parlor/memorial service/cemetery/crematorium: • <u>If the name of the Claimant is not the one indicated in the OR, in addition to the OR,</u> submit document *below: (whichever isapplicable)* 　○ *1 original copy of Waiver/Pagpapaubaya*	SSS Branch
• <u>If original OR is not available (e.g. lost,originalcopysubmittedtoother agency),</u> submit any of the documents below: 　○ 1 Certified true copy of ORor 　○ 1 original copy of Certification issued by the funeral parlor/ memorial service/cemetery/crematorium indicating the details ofpayment in defrayal of funeral expenses of the deceasedmember	Funeral Parlor/Memorial Service/Cemetery/ Crematorium

• <u>If the OR is not yet available and not yet buried</u>, submit the documents below:	
○ 1 original copy of Funeral service contract issued by the funeral parlor	Funeral Parlor
• <u>If the OR is not yet available and payment not yet fully settled</u>,submit the documents below:	
○ 1 Original copy of Provisional receipt	Funeral Parlor
• In lieu of Official Receipt (submit 1 originalcopy)	
○ <u>If Memorial/Insurance was in the name of the deceased member,</u>submit the document below:(for preferred beneficiaryonly)	
- Certification of Availment from thememorial/insurance life plancompany	Insurance/Memorial Life Plan Company/Plan Holder
○ <u>If Memorial/Insurance plan was in the name of the claimant,</u> submit the documentbelow:	
- Certification of Availment from the memorial/insurance life plan company indicating the name of deceased member, claimant and date of death	Insurance/Memorial Life Plan Company
If name of deceasedmember is not indicated in the certification of availment, submit the additional document below:	
Affidavit executed by the plan holder allowing the use of the memorial/insurance plan by the deceased member	Plan Holder
• <u>If Memorial/Insurance plan was not in the name of the deceased member and claimant,</u> submit the documents below:	

○ Certification of Availment from the memorial/insurance life plan company;and ○ Any one (1) of the following whichever is applicable: - Transfer Certificate - Deed ofSale - Deed ofDonation - Affidavit of sale executed by the plan holder **For funeral expenses incurred without corresponding OR/contract**, submit the document below (for preferred beneficiaryonly) ○ Duly notarized Affidavit (Funeral Expenses)/*Sinumpangsalaysay (Pinagbayaran sa Pagpapalibing)*	Insurance/Memorial Life Plan Company Plan Holder SSS Branch
If claim is filed by representative, a Letter of Authority/Special Power of Attorney shall be required together with the aforementioned IDs in the List of Claimant's Valid Identification (ID) Cards/ Documents	Claimant

UNEMPLOYMENT BENEFIT

Procedure in Filing of Unemployment Benefit Claim Application through the SSS Website

Unemployment benefit is a cash benefit granted to covered employees including Kasambahays and Overseas Filipino Workers (OFWs) who are involuntarily separated from employment.

Office or Division:	SSS Website: www.sss.gov.ph
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All qualified covered employees, including *Kasambahays,* and Overseas Filipino Workers (OFWs) who are involuntarily separated from employment who are not over sixty (60) years of age, except: • In the case of an underground or surface mineworker, not over fifty (50) years old; or • In the case of a racehorse jockey, not over fifty-five (55) years old.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Filing of Unemployment Benefit Claim through the SSS Website - Pre-requisite for Online Filing of Application a. Must be registered in the SSS Website to be able to apply for unemployment benefit through the My.SSS Portal. b. Must have a disbursement account enrolled with SSS through the Disbursement Account Enrollment Module (DAEM) of the SSS Website 2. Application for Electronic Certification of Involuntary Separation from DOLE/POLO/POEA Upon application at the DOLE/POLO/POEA office, the member-claimant shall be required to provide/submit the following: a. Transaction number; b. One (1) valid identification document with signature and photo; c. Copy of Notice of Termination of Employment issued by the employer or Duly Notarized Affidavit of Termination of Employment, in the absence of Notice of Termination of Employment; and d. Certificate of Pending Case, if applicable.	My.SSS at http://www.sss.gov.ph DOLE/POLO/POEA Office/Website

Note:

The member shall file his/her application for the Electronic Certification of Involuntary Separation either at the following DOLE/POLO/POEA office or its online facility:
1.   For   local   employee/Kasambahay: DOLE Field/Regional Office where the employer/company is located; and
2.   For land-based/sea-based OFWs: DOLE or POEA Field/Regional Office where the OFW reside, or POLO where foreign employer operates.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the SSS website (www.sss.gov.ph)	1. The Member logs -in page of the SSS website will be displayed.	None		Member-claimant SSS Website (www.sss.gov.ph)
2. Signs in through the My.SSS Service Portal and clicks the "Apply for Unemployment Benefit" via E-Services Menu.	2. 1. My.SSS will display the Unemployment Claim Application module.			Processed by the System
3. Reads instruction and update the personal information details, if necessary.	3. 1. My.SSS will display the button where the personal information of the member-claimant can be updated, if necessary.			Member-claimant
4. Reads instruction and provide/select and confirm the following information: · UMID-ATM card or preferred disbursement account · employment category: covered employee (including kasambahay), mineworker, racehorse jockey, sea-based or land-based OFW · date of involuntary separation				Member-claimant

· SSS-registered name of employer/company where member was separated · Preferred Field/ Regional Office of the DOLE, Philippine Overseas Labor Office (POLO) or Philippine Overseas Employment Agency (POEA) to apply for electronic Certification of Involuntary Separation				
5. Confirms and certifies the following: · Summary of member's data, contact details and preferred disbursement account · granting authorization to SSS to deduct from future benefits the amount of claim in case of overlapping benefits, misrepresentation or fraud · Member's consent (the information collected shall be accessible to DOLE for its electronic certification of the involuntary separation)				Member-claimant
6. Submits unemployment benefit claim application.	6.1 My.SSS will send an email notification to Member on the successful submission of the application with instructions to proceed with the application for electronic Certification of Involuntary Separation from DOLE/POLO/ POEA			Member-claimant
7. Awaits email notification from SSS on the successful submission of the				Processed by the System

application with instructions to proceed with the application for electronic Certification of Involuntary Separation from DOLE/POLO/POEA.				
8. Applies for electronic Certification of Involuntary Separation via e-mail, online or Over the Counter at preferred DOLE/ POLO/POEA office.				Member-claimant
9. Awaits receipt of email notification on the result/status of UB claim application.	9.1 My.SSS will send an email notification to the Member - claimant indicating the result/status of UB claim application (approval/rejection).			Processed by the System
Total		**None**	**3 days**	

PENSION LOAN PROGRAM (PLP)

Procedure in Filing of Pension Loan Over the Counter (OTC)

Pursuant to SSC Resolution No. 341-s. 2018 dated 25 April 2018, SSS implemented the Pension Loan Program (PLP) to provide economic assistance to qualified SSS retiree pensioners by way of low-interest loan, effective September 3, 2018. Under the Enhanced PLP per SSC Resolution No. 429-s. 2019 dated 05 July 2019, the following guidelines and procedures shall be observed:

Office or Division:	SSS Branch Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Retiree pensioners with the following Qualification Requirements: • Must be eighty-five (85) years of age or below at the end of the last month of loan term; **Note:** the age of the retiree pensioner at the time of loan application should not exceed eighty-five (85) years as illustrated below: {TABLE BELOW} • Must have no deductions, such as outstanding loan balance, benefit overpayment to SSS, etc., from his/her monthly pension; • Must have no existing advance pension under the SSS Calamity Package; and • Must be receiving his/her regular monthly pension for at least one (1) month and status of pension is "Active" **Note:** If the retiree pensioner availed the 18 months advance pension, he/she must be receiving his/her regular monthly pension for at least one (1) month.

Payment Term	Age at the Time of Availment
6 months	84 years and 4 months
12 months	83 years and 10 months
24 months	82 years and 10 months

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

(**Note:** Present original and submit photocopy of valid identification (ID) cards/documents for authentication purposes and present original/certified true copy and submit photocopy of supporting documents)	
I. Basic Documentary Requirements	
A. Duly signed Pension Loan Application and Disclosure Statement (PLADS) Form; and	• Member Services Section of the branch (generated upon filing of application)
B. Valid Identification Document/s of Pension Loan Borrower (1 copy, photocopy)	
The primary ID card shall be the **Unified Multi-Purpose ID (UMID Card)** and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following *as specified under Office Order 2018-051*:	
1. Social Security (SS) Card	• SSS
2. Alien Certificate of Registration	• Bureau of Immigration
3. Driver's License	• Land Transportation Office
4. Firearms Registration	• Philippine National Police (PNP)
5. License to Own and Process Firearms	• PNP
6. NBI Clearance	• National Bureau of Investigation
7. Passport	• Department of Foreign Affairs/Foreign Gov't.
8. Permit to Carry Firearms Outside of Residence	• PNP
9. Postal Identity Card	• Philippine Postal Corporation
10. Seafarer's Identification and Record Book (Seaman's Book)	• Maritime Industry Authority
11. Voter's ID Card	• Commission on Elections
In the absence of a primary ID card/document, pension loan borrower shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number and wait for the queue number to be called	1. Issues queue number	None	5 minutes	Junior / Senior Member Service Representative (J/SMSR)
2. Submit the required valid IDs and/or documents to the J/SMSR	2. Establishes the identity of Pension Loan Borrower (PLB) 3. Verifies the PLB's eligibility for PLP in the PL System 4. Inquires from PLB if contact number and/or email address is/are updated 5. If not updated, requires PLB to accomplish Pensioner Data Change Request (PDCR) 6. Screens and receives the PDCR 7. Inputs applicable data of PLB in the Pensioner's Monitoring Module (PMM) 8. Displays onscreen the contact number and/or email address and confirms from PLB 9. Informs PLB of the available loan amount and loan term 10. Performs the procedures on processing of	None	10 minutes	J/SMSR

	PLADS (Item Nos. 10 to 20, MOP No. 2021-007) 11. Issues to the PLB the following: • Pension Loan Application and Disclosure Statement (PLB's copy) • IDs (original copy) • PDCR (PLB's copy, if applicable) • Cash card			
3. Receives from the J/SMSR the following: -PLADS (PLB's copy) -IDs (original copy) -PDCR (PLB's copy, if applicable) -Cash card, if any		N/A		
4. Wait for the crediting of PL proceeds		N/A	Within 5 working days from loan approval	Disbursing Bank/Channel
	TOTAL	**None**	**5 days & 15 minutes**	

Procedure in Filing of Pension Loan Through My.SSS Portal (Online)

Pursuant to SSC Resolution No. 389-s. 2020 dated 22 July 2020, as amended by SSC Resolution No. 464-s. 2020 dated 09 September 2020 approving the revised implementing guidelines for online application of pension loans for retiree pensioners and to provide them with safer, faster, more convenient and economical means of filing their pension loans and to hasten the digitization of loan processes to comply with the requirements of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 or Republic Act No 11032 through streamlining, simplification, and automation of loan processes, the following guidelines and procedures shall be observed.

Office or Division:	SSS Branch Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Retiree pensioners with the following Qualification Requirements: • Must be eighty-five (85) years of age or below at the end of the last month of loan term; **Note:** the age of the retiree pensioner at the time of loan application should not exceed eighty-five (85) years as illustrated below:

Payment Term	Age at the Time of Availment
6 months	84 years and 4 months
12 months	83 years and 10 months
24 months	82 years and 10 months

• Must have no deductions, such as outstanding loan balance, benefit overpayment to SSS, etc., from his/her monthly pension;
• Must have no existing advance pension under the SSS Calamity Package; and
• Must be receiving his/her regular monthly pension for at least one (1) month and status of pension is "Active"

	Note: If the retiree pensioner availed the 18 months advance pension, he/she must be receiving his/her regular monthly pension for at least one (1) month.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
(**Note:** Prior registration to the SSS Website or My.SSS is a must. Otherwise, the retiree-pensioner may file the PL Over the Counter **I. Basic Requirements** A. The retiree-pensioner must be registered with the SSS Website (My.SSS) to facilitate online filing of pension loan; B. The retiree-pensioner must have current and active mobile number; and C. The retiree-pensioner must have at least one of the following: • Valid UMID-ATM enabled ID Card; or • Valid UBP QuickCard with Savings Account Number registered with SSS; or • Valid Pension Savings Account Number registered with SSS (upon implementation of PESONEt payment facility)	• SSS Website (My.SSS) • Any service provider/telco of choice by the pensioner • SSS • UnionBank of the Philippines (upon Initial availment of PL through OTC transaction) • Any PESONet participating bank of choice of the pensioner duly accredited or authorized by SSS upon filing of application of retirement benefit **Note:** Online application of PL is available only for loan renewal; initial application is still applied and processed Over the Counter in the branches

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the My.SSS account using the registered username and password of the retiree pensioner	1. The system automatically asks for password of the retiree pensioner	None	1 minute	Pension Loan Borrower (PLB)
2. Click the E-Services Tab and choose "Apply for Pension Loan"	2. The system automatically directs the retiree-pensioner to the PL application page and displays the	None	30 seconds	PLB

	options on number of months to be applied for and the corresponding computation			
3. Choose the desired PL amount displayed on screen by clicking the "submit" button below the computation of the desired option	4. The system automatically directs to the PL details page	N/A	30 seconds	PLB
4. Check all the PL application details and tick the small box at the lower left portion of the Acknowledgement, Authorization and Agreement box screen which means that the retiree pensioner agrees to the following: • Amount of the PL as written in the Disclosure Statement; • Monthly deduction corresponding to the monthly amortization from monthly pension; and • Terms and Conditions of the Pension Loan.	4. The system automatically direct s to the Disclosure Statement Page showing the loan amount, deductions and net proceeds	N/A	2 minutes	PLB
5. Click the Disclosure Statement and download or print a copy 6. Close the Disclosure Statement page to activate the Submit Pension Loan button and click "Submit Pension Loan"	**Note:** After clicking the "Submit Pension Loan" tab, the system automatically sends to the retiree pensioner a notification of successful submission of the PL application. An email notification containing the PL details shall also be sent to the retiree pensioner's registered email address. Online applications submitted after 5:00 PM (Philippine		1 minute	PLB

	Local Time) shall be processed on the next working day.			
7. Wait for the crediting of the Pension Loan proceeds		N/A	Within 5 working days	Disbursing Bank/Channel
TOTAL		**None**	**5 days & 5 minutes**	

PAYMENT REFERENCE NUMBER (PRN)

PRN Payment Through SSS Branch with Tellering Facility

Payment Reference Number (PRN) is a mandatory requirement in the payment of SSS Contribution.EmployersandIndividualMembersmaygeneratetheirElectronicCollection List(e-CL) Summary and Statement of Account(SOA),respectively,throughtheSSSwebsite (www.sss.gov.ph) or avail of the services provided by the e-Center Facility of the SSS Branch.

Office or Division:	SSS Branch			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Employers and Individual Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Printed Copy of e-CL Summary/SOA or SMS notification from SSS containing the PRN		My.SSS account of member/employer (SSS website) or SMS		
If e-CL Summary/SOA is not available, accomplished Payment Slip Form may be presented.		SSS Branch		
Cash and/or Check/s		Employers/Members		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If e-CL/SOA is not available				
Get Payment Slip Form and fill-out the form, indicating the details to be paid	Issue Payment Slip Form	None	1 Minute	Forms Counter or Tellering Counter
1. Get a queue number and wait for the number to be called.	1. Issue Queue Number	None	1 Minute	Member Service Representative, Public Assistance Desk, Member Services Section (MSS) of SSS Branch

2. Submit the e-CL Summary/SOA/SMS notification/Payment Slip together with payment.	2.1 Receive e-CL Summary/SOA/SMS notification together with payment (cash and/or check/s). 2.2 Check the amount indicated on the e-CL Summary/ SOA/SMS notification/Payment Slip;		4 Minutes	Cashier, Tellering Section

	and the amount of submitted cash and/or cheque details, if check payment. 2.3 Scan the barcode/ Encode the PRN in the ATSModule 2.4 Printthe validation details on the e-CL Summary/ SOA/ Payment Slip and at the back of the cheque, if check payment. 2.5 Check the correctness of printed validation details.			
3. Get the validated payment form.	3.1 Issue the validated e-CL Summary/SOA / Payment Slip and change, if any. 3.2 Put/Keep the validated e-CL Summary/ SOA/ Payment Slip in the designated box/tray and cash/cheque in the Cashier's collection drawer.	None	1 Minute	*Cashier,* Tellering Section
	TOTAL	**None**	**7 Minutes**	

UNIFIED MULTI-PURPOSE
IDENTIFICATION CARD

Procedure in Application for Non-ATM Unified Multi-Purpose Identification (UMID) Card

UMID card is issued to qualified SSS members who were not yet issued an SSS ID Card or UMID Card with at least one posted contribution and Date of Coverage.

Office or Division:	Member Services Section of SSS Branch or at SSS Service/Foreign Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All qualified SSS members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UMID Card Application (1 original)	Branch Office, SSS website at www.sss.gov.ph
2. Card applicant's valid Identification (ID) Cards/Documents (1original) **A. Primary IDCards/Documents** The primary ID card shall be government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following: • Driver's License • Passport • Voter's IDcard **B. Secondary IDCards/Documents** In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.	Member Land Transportation Office (LTO) Department of Foreign Affairs (DFA)/ Foreign Government Commission on Elections (Comelec)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get UMID Card Application (1 original)	Issue UMID Card Application	None		Jr/Sr Member Service Representative Member Services Section (MSS) SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				Member

3. Get a queue number and waitfor the number to be called.	Issue queue number.			Jr/Sr Member Service Representative Member Services Section (MSS)
4. Submit the accomplished UMID Card Application together with the required supporting document/s.	4.1. Receive UMID Card Application and supporting documents. 4.2. Establish the identity of card applicant. 4.3. Forward UMID Card Application to the Data Capture Operator	None	8 minutes	Jr/Sr Member Service Representative Member Services Section (MSS)
5. Proceed to the Data Capture area - Wait for the name to be called by the Data Capture Operator for complete biometric data captureprocess - Check the encoded data on the monitor to confirm that all encoded data are correct - Get Acknowledgeme ntStub	5.1 Encode UMID CardApplication 5.2 Perform biometric data capture 5.3 Accomplish Acknowledgeme ntStub 5.4 Issue to card applicant the Acknowledgeme ntStub	None	6 minutes	Jr/Sr Member Service Representative/Data Capture Operator Member Services Section (MSS)
	Processing of UMID card application (including mailing period to SSS Branches/ Service/Foreign Offices)		19 days	
	TOTAL	**None**	**20 days**	

Procedure in Releasing of Initial Non-ATM UMID Cards

Non-ATM UMID cards are for personal pick-up at the SSS Branch, Service/Foreign Office where the card applications were made.

Office or Division:	Member Services Section of SSS Branch or at SSS Service/Foreign Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All qualified SSS members
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Acknowledgement Stub (1 original)	Member
2. Card applicant's valid Identification (ID) Cards/Documents (1 original) A. **Primary ID Cards/Documents** The primary ID card shall be government-issued ID cards/documents with photo, signature and underwent biometric datacaptureprocesssuchasbutnot limited to thefollowing: • Driver'sLicense • Passport • Voter's IDcard B. **Secondary ID Cards/Documents** In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) withphoto. **If being claimed by Authorized Representative** • Letter of Authority (LOA)/Special Power of Attorney (SPA) issued by the card applicant (1original); • Any one (1) Primary IDcard/document or any two (2) ID cards/documents, both with signature and at leastone (1) with photo of card applicant (1 original);	Member Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government Commission on Elections (Comelec) Filer/Member

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Any one (1) Primary IDcard/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo of AuthorizedRepresentative (1original)				
1. Proceed to Branch counter releasing the UMIDcard. • Present Acknowledgement Stub and identity documents • Receive the UMIDcard • Sign the Log Book	1.1 Notify card applicant through SMS/email that his/her card is available in the SS branch for pick-up 1.2 Receive Acknowledgement Stub and identity documents. 1.3 Establish the identity of claimant and retrieve UMID card 1.4 Release the UMID card	None	8 minutes	Jr/Sr Member Service Representative Member Services Section (MSS)
	TOTAL	**None**	**8 Minutes**	

Procedure in Application for Replacement of Non-ATM UMID Card

Filing of request for replacement of Non-ATM UMID cards due to the following reasons:
- Card replacement application due to amendment of data/authenticatingfinger
- Card replacement application due to lost SS ID card of UMIDcard
- Card replacement application due to non-receipt of UMIDcard
- Card replacement application due to damaged SS ID card or UMID card andother reason/s

Office or Division:	Member Services Section of SSS Branch or at SSS Service/Foreign Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All qualified SSS members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UMID Card Application (1 original)	Branch Office, SSS website at www.sss.gov.ph
2. Card applicant's valid Identification(ID) Cards/Documents (1original) **A. Primary IDCards/Documents** The primary ID card shall be government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following: • Driver'sLicense • Passport • Voter's IDcard **B. Secondary IDCards/Documents** In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) withphoto.	Member Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government Commission on Elections (Comelec)
3. SSS R6 Miscellaneous payment form or Proof of payment (1 original, 1 photocopy)	SSS Branch office

A. OtherRequirements

- Card replacement application due to amendment of data/authenticatingfinger
  - Previously issued SS ID card or UMID card of the card applicant (1original)

- Card replacement application due to lost SS ID card of UMIDcard
  - Duly notarized Affidavit of Loss (1original)

- Card replacement application due to non-receipt of UMIDcard
  - Duly notarized Affidavit of Non-Receipt of UMID card (1 original)
  - Notice/Email from Identity Management Department, SSS that the courier lost/was not able to deliver the UMID card (1 original)

- Card replacement application due to damaged SS ID card or UMID card and otherreason/s
  - Damaged SS ID card or UMID card of the card applicant (1 original)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get UMID Card Application (1 original)	Issue UMID Card Application	None		Jr/Sr Member Service Representative Member Services Section (MSS) SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				Member
3. Pay the card replacement fee at the SSS Tellering Section and get the Official Receipt	Receive payment and Issue Official Receipt	Php200.00		Cashier Tellering Section

4. Get a queue number and wait for the number to be called	Issue queue number	None		Jr/Sr Member Service Representative Member Services Section (MSS)
5. Submit the accomplished UMID Card Application together with the required supporting document/s.	5.1 Receive UMID Card Application and supporting documents 5.2 Establish the identity of card applicant. 5.3 Forward UMID Card Application to the Data Capture Operator	None	8 minutes	Jr/Sr Member Service Representative Member Services Section (MSS)
6. Proceed to the Data Capture area • Wait for the name to be called by the Data Capture Operator for complete biometric data captureprocess • Check the encoded data on the monitor to confirm that all encoded data are correct • Get AcknowledgementStub	6.1 Encode UMID Card Application. 6.2 Perform biometric data capture 6.3 Accomplish AcknowledgementStub 6.4 Issue to card applicant the Acknowledgement Stub	None	6 minutes	Jr/Sr Member Service Representative/Data Capture Operator Member Services Section (MSS)
	Processing of Non-ATM UMID card replacement (including mailing period to Branches/ Service/Foreign Offices)		19 days	
	TOTAL	**Php200.00**	**20 days**	

Procedure in Releasing of Non-ATM UMID Card Replacement

Replacement of Non-ATM UMID cards are for personal pick-up at the SSS Branch, Service/Foreign Office where the card applications were made.

Office or Division:	Member Services Section of SSS Branch or at SSS Service/Foreign Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All qualified SSS members
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Acknowledgement Stub (1 original)	Branch Office
2. Card applicant's valid Identification (ID) Cards/Documents (1original) **A. Primary IDCards/Documents** The primary ID card shall be government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as butnot limited to thefollowing: • Driver'sLicense • Passport • Voter's IDcard **B. Secondary IDCards/Documents** In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo. **If being claimed by Authorized Representative** • Letter of Authority (LOA)/Special Power of Attorney (SPA) issued by the card applicant (1original); • Any one (1) Primary IDcard/document or any two (2) ID cards/documents, bothwith signature and at least one (1) with	Member Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government Commission on Elections (Comelec)

photo of card applicant (1 original); • Any one (1) Primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo of Authorized Representative (1original)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Branch counter releasing the UMIDcard. • Present Acknowledgement Stub and identity documents • Receive the UMIDcard • Sign the Log Book • Present old UMID card for deactivation	1.1 Notify card applicant through SMS/email that his/her card is available in the SS branch for pick-up. 1.2 Receive Acknowledgement Stub and identity documents. 1.3 Establish the identity of claimant and retrieve UMID card 1.4 Release the UMID card 1.5 Deactivate old UMID card	None	8 minutes	Jr/Sr Member Service Representative Member Services Section (MSS)
	TOTAL	**None**	**8 Minutes**	

Procedure in Application for UMID ATM/Disbursement Card

UMID ATM/Disbursement Card is issued to qualified SSS members and pensioners who were not yet issued an SSS ID Card or UMID Card and with at least one posted contribution and Date of Coverage. It is an SSS-issued UMID card that is used as bank disbursement ATM card to disburse benefits and loan proceeds to SSS members and pensioners. The UMID ATM/Disbursement card shall be claimed at the specified Bank's branch of members and pensioners upon receipt of notification from SSS.

Office or Division:	Member Services Section of SSS Branch or at SSS Service Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All qualified SSS members and pensioners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UMID Card Application (1 original)	Branch Office. SSS website at www.sss.gov.ph
2. Card applicant's valid Identification (ID) Cards/Documents (1original) **A. Primary IDCards/Documents** The primary ID card shall be government-issued ID cards/documents with photo, signature and underwent biometric datacaptureprocesssuchasbutnot limited to thefollowing: • Driver'sLicense • Passport • Voter's IDcard **B. Secondary IDCards/Documents** In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) withphoto.	Member Land Transportation Office (LTO) Department of Foreign Affairs (DFA)/ Foreign Government Commission on Elections (Comelec)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get UMID Card Application.	Issue UMID Card Application	None		Jr/Sr Member Service Representative Member Services Section (MSS)

				SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				Member
3. Get a queue number and wait for the number to be called.	Issue queue number.			Jr/Sr Member Service Representative Member Services Section (MSS)
4. Submit the accomplished UMID Card Application together with the required supporting document/s	4.1. Receive UMID Card Application and supporting documents. 4.2. Establish the identity of card applicant 4.3. Forward UMID Card Application to the Data Capture Operator.	None	8 minutes	Jr/Sr Member Service Representative Member Services Section (MSS)
5. Proceed to the Data Capture area. • Wait for the name to be called by the Data Capture Operator for complete biometric data captureprocess. • Check the encoded data on the monitor to confirm that all encoded data are correct. • Get Acknowledgement Stub.	5.1 Encode UMID Card Application. 5.2 Perform biometric data capture. 5.3 Accomplish Acknowledgement Stub. 5.4 Issue to card applicant the AcknowledgementStub	None	6 minutes	Jr/Sr Member Service Representative/Data Capture Operator Member Services Section (MSS)

				Identity Management Department
6. Upon receipt of notification on the release of UMID ATM/Disbursement card, proceed to Bank's Branch.	6.1 Release to Bank's Branch the UMID ATM/Disbursement card. 6.2 Notify card applicant through SMS/email that his/her card is available in the Bank's branch for pick-up.			
	Processing of UMID ATM/Disbursement Card (including mailing of UMID cards to Bank's Branches)		19 days	
	TOTAL	**None**	**20 days**	

Procedure in Replacement of UMID ATM Disbursement Card for Member or Pensioner who was issued an SSS 2D ID Card or UMID Card

Filing of request for replacement of UMID ATM Disbursement cards due to the following reasons:

- Card replacement application due to amendment of data/authenticatingfinger
- Card replacement application due to lost SS ID card of UMIDcard
- Card replacement application due to non-receipt of UMIDcard
- Card replacement application due to damaged SS ID card or UMID card andother reason/s

Office or Division:	Member Services Section of SSS Branch or at SSS Service Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All qualified SSS members and pensioners
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. UMID Card Application (1 original)	Branch Office, SSS website at www.sss.gov.ph
2. Card applicant's valid Identification(ID) Cards/Documents (1original) **A. Primary IDCards/Documents** The primary ID card shall be government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following: - Driver'sLicense - Passport - Voter's IDcard **B. Secondary IDCards/Documents** In the absence of a primary ID card/document, filer shallpresent/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.	Member Land Transportation Office (LTO) Department of Foreign Affairs (DFA)/ Foreign Government Commission on Elections (Comelec)

3. SSS R6 Miscellaneous payment form or Proof of payment (1original, 1 photocopy)	SSS Branch Office			

Other Requirements:
- Card replacement application due to amendment of data/authenticatingfinger
  - Previously issued SS ID card or UMID card of the card applicant (1 original)

- Card replacement application due to lost SS ID card of UMIDcard
  - Duly notarized Affidavit of Loss (1 original)

- Card replacement application due to non-receipt of UMIDcard
  - Duly notarized Affidavit of Non-Receipt of UMID card (1original)
  - Notice/Email from Identity Management Department, SSS that the courier lost/was not able to deliver the UMID card (1original)

- Card replacement application due to damaged SS ID card or UMID card and otherreason/s
  - Damaged SS ID card or UMID card of the card applicant (1original)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get UMID Card Application.	1. Issue UMID Card Application	None		Jr/Sr Member Service Representative Member Services Section (MSS) SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				Member

3. Pay the card replacement fee at the SSS Tellering Section and get the Official Receipt	3.1. Receive payment 3.2. Issue Official Receipt	Php200.00		Cashier TelleringSection
4. Get a queue number and wait for the number to be called	4. Issue queue number	None		Jr/Sr Member Service Representative Member Services Section (MSS)
5. Submit the accomplished UMID Card Application together with the required supporting document/s.	5.1 Receive UMID Card Application and supporting documents 5.2 Establish the identity of card applicant. 5.3 Forward UMID Card Application to the Data Capture Operator	None	8 Minutes	Jr/Sr Member Service Representative Member Services Section (MSS)
6. Proceed to the Data Capture area. • Wait for the name to be called by the Data Capture Operator for complete biometric data captureprocess. • Check the encoded data on the monitor to confirm that all encoded data are correct. • Get Acknowledgement Stub.	6.1 Encode UMID CardApplication. 6.2 Perform biometric data capture. 6.3 Accomplish Acknowledgement Stub. 6.4 Issue to card applicant the Acknowledgement Stub.	None	6 minutes	Jr/Sr Member Service Representative/Data Capture Operator Member Services Section (MSS)
7. Upon receipt of		P40.00		Identity

notification on the release of UMID ATM/Disbursement card, proceed to Bank's Branch	7.1. Release to Bank's Branch the UMID ATM/Disbursement card.	(paid to Bank upon release of the replacement UMID		Management Department
		ATM/ Disbursement card)		
	7.2. Notify card applicant through SMS/email that his/her card is available in the Bank's branch for pick-up. **Note: Replaced UMID ATM/Disbursement card shall be deactivated upon release of replacement UMID ATM/Disbursement Card**			
	Processing of UMID ATM Disbursement including mailing of UMID cards to Bank's Branches Card		19 days	
	TOTAL	**Php240.00** Php200.00 Php 40.00	**20 days**	

REQUEST FOR ASSISTANCE AT THE PUBLIC ASSISTANCE AND COMPLAINTS DESK

Request for Assistance at the Public Assistance and Complaints Desk

The Public Assistance and Complaints Desk receives requests for assistance on cases/complaints such as but not limited to: non-reporting/non-remittance of employer contributions, delay in settlement of benefit claims, refusal of employer to advance sickness/maternity benefit, discourtesy/misinformation/ unsatisfactory service of SSS personnel/ employee.

Office or Division:	SSS Branch
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All SSS Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Identification purposes present/submit one (1) **Primary ID card/document**suchas: • Unified Multi-Purpose ID (UMID)Card • Social Security (SS) IDCard • Alien Certificate ofRegistration • Driver'sLicense • FirearmRegistration • License to Own and PossessFirearms • National Bureau of Investigation (NBI) Clearance • Passport • Permit to Carry Firearms Outsideof Residence • Postal IdentityCard • Seafarer's Identification & record Book (Seaman's Book) • Voter's IDCard In the absence of a Primary ID card/document, filer shall submit/present any two(2) ID cards/documents, both with signature at least one (1) with photo. Note: Expired ID cards shall only be acceptable for the following transactions: • Retirement • Disability • Death • Funeral • Pension Administration (ACOP, Pension Loan &other pension maintenance)	SSS or GSIS SSS Bureau of Immigration Land Transportation Office (LTO) Philippine National Police (PNP) PNP NBI Department of Foreign Affairs (DFA) PNP Philippine Postal Corporation Maritime Industry Authority Commission on Elections

2. If representing a member/claimant, present/submit thefollowing:	Filer/Member
• member's/claimant's primary ID card/document or any two (2) ID cards/documents both with signature at least one (1) withphoto • representative's primary ID card/document or any two (2) ID cards/documents both with signature at least one (1) withphoto • Letter of Authorization or Special Power of Attorney from themember/claimant	

Supporting Documents	
1. If non-reporting/non-remittance of SSS contributions by Employer: • SinumpaangSalaysay (dulynotarized) • Proof of employment (i.e.payslips, vale sheets, voucher, company ID, certificate of employment)	SSS Employer (subject of the complaint)
2. If delay in the settlement of benefitclaims: • Acknowledgment stub	SSS
3. If employer refused to advance the sickness/maternity benefit: • Duly approved Sickness Notification, Reimbursement Application, Maternity Notification or Maternity Benefit Application. • Certified true copy of child's birth certificate, asapplicable	SSS Philippine Statistics Authority (PSA) / Local or Municipal Civil Registrar (LCR or MCR)
4. If against SSS personnel/employee (discourtesy, misinformation, unsatisfactory service): • Incident report or letter narrating member's/claimant'sexperience.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number and wait for the number to be called	1. Issue Queue Number **Note:** If the Branch is using an automated queuing system, the queue number and the assigned counter	None	1 Minute	*Member Service Representative*, Public Assistance Desk, Member Services

	will be flashed via the display monitor otherwise, the queue number shall be called by the *Member Service Representative* in-charge			Section (MSS) of SSS Branch
2. Present IDs together with the supporting documents.	2.1 Receive the presented IDs and requirements/ supporting documents 2.2 Interview themember / member's representative to identify the nature of complaint/ assistance being requested	None	5 Minutes	*Member Service Representative*, Public Assistance Desk, MSS of SSS Branch
3. Provide the information required by the Public Assistance Desk during interview.	3.1 Assess the action needed to address the complaint/ assistance being requested	None	5 minutes	*Member Service Representative*, Public Assistance Desk, MSS of SSS Branch
	If with incomplete requirements/supporting documents Inform the filer that the submission of complete requirements/ documents is necessary. Return the presented ID Card/s and supporting documents.			
	If with complete requirements/supporting documents (proceed to 3.2)			
	3.2 Log the complaint for referral to the concerned unit	None	4 minutes	*Member Service Representative*, Public Assistance Desk, MSS of SSS Branch
	3.3 Prepare acknowledgement letter and issue to the member/representativ	None	5 minutes	*Member Service Representative*, Public

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	e and return the presented/submitted ID card/s			Assistance Desk, MSS of SSS Branch
	3.4 Explain to the member/ member's representative the content of the letter and the action/s that shall be taken by the SSS.	None	5 minutes	*Member Service Representative*, Public Assistance Desk, MSS of SSS Branch
4. Receive the acknowledgement letter and the presented/submitted Ds.	4.1. Scan and forward the supporting documents submitted by the filer to the MSS Head for referral to the concernedunit	None		*Member Service Representative*, Public Assistance Desk, MSS of SSS Branch
	4.2 Review and transmit the scanned documents to the concerned unit	None	2 days	MSS Head
	4.3 File the hard copies of the submitted supporting documents for record purposes.	None		*Member Service Representative*, Public Assistance Desk, MSS of SSS Branch
	TOTAL	**None**	**2 daysand 25minutes**	

SSS WEBSITE FOR MEMBERS

Online SSS Number Issuance in My.SSS

Allows applicants to obtain an SSS Number online.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Individual members such as Prior Registrant, Self-employed (SE) and Overseas Filipino Workers (OFW)			
CHECKLISTOFREQUIREMENTS		**WHERETOSECURE**		
WIFI accessor mobile data		My.SSS at http://www.sss.gov.ph		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit the SSSwebsite https://www.sss.gov.ph	1.1. The system displays the home page of the SSS website.	None		Processed by the system
2. Click the check box "I am not a robot" and verify the captcha.	2.1 The system displays captcha.			Processed by the system
3. Scroll down and mouse-over on the"APPLY FOR AN SS NUMBER ONLINE" box and click the link "No SSS number yet? Get it here!", click "here"then"Start".	3.1. The system directs the registrant to the Social Security Number Application.		2minutes	Processed by the system
4. Supply the needed information.	4.1. The system validates the provided information.			Processed by the system
5. Access the continuation link that was sent to the applicant's	5.1 The system redirects the member to other fields			Processed by the system

registered email address	to be filled up.			
6. Supply the required information from Basic Information up to Beneficiaries Information correctly.	6.1 The system records all the information provided by the registrant.			Processed by the system
7. Review and correctfilled out electronic registration form.	7.1. The system displays all the information for final review of the registrant.		2 minutes	Processed by the system
8. Click "Generate SS Number" button.	8.1. The system displays the SSS number of the registrant.			Processed by the system
9. Access the registered email address.	9.1. The system sends an email containing Personal Record Formand SS Number Slip. 9.2. The system will also send an email to register in the My.SSS Member account.			Processed by the system

10. Click the registration link for the My.SSSMember Account and supply the last six (6) digits of CRN/SS Number and preferred password.	10.1 The system enables the member to access the My.SSS Member Account.			Processed by the system
	TOTAL	**None**	**4 minutes**	

My.SSS Registration for Member Account

Register Members in the SSS website to gain exclusive access to their SSS records and do online transactions.

Office or Division:	SocialSecuritySystem			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individual members such as Employed, Voluntary Members (VM), Self-employed(SE) andOverseas Filipino Workers(OFW)			
CHECK LIST OF REQUIREMENTS		**WHERE TO SECURE**		
With at least one (1) contribution and has dateofcoverage		MySSS at http://www.sss.gov.ph		
WIFI access or mobile data				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit the SSS Website www.sss.gov.ph, verify the captcha and click "Member" under "Portal".	1.1. The system displays the Login page.	None	1 minute	Processed by the system
2. Click "Not yet registered in My.SSS? Click Here" found in the Member Login page	2.1 The system directs the member to the registration page.			Processed by the system
3. Certify that you have read the reminders and click "Proceed". Accomplish all the required fields and provide the information as reported to SSS.	3.1 The system validates the information provided by the Member against SSS records.			Processed by the system
4. For Registration Reference, select one (1) information, as reported to SSS. *Refer to the table below for the list of options to register.	4.1. The systemdisplays eight (8) registration options.			Processed by the system

5. Provide the captcha as it is shown, then check on the box of "I accept the Terms of Service" and click the "Submit" button.	5.1 The system processes the registration of the member.			Processed by the system
6.Access the registered email address for a confirmation email sent by SSS	6.1 For successful registration, an activation link will be emailed of the member's account. For unsuccessful registration, a notification will be emailed indicating the reasons for rejection and suggestions to Successfully register.		15 minutes	Processed by the system
7. Access the link in the notification email and activate the account by providing the last 6 digits of CRN/SS Number that was used in registration.	7.1. The system activates the account of the Member and displays the page to nomination of password.		30 Seconds	Processed by the system
8. Assign your preferred password, confirm password and click "Submit".	8.1. The system ensures security of access to the Member's account and will prompt to type the assigned password twice.			Processed by the system
	TOTAL	**None**	**16 minutes and 30 seconds**	

Options to register in the SSS Website
a. Savings Account Number/ Citibank Cash Card / UBP Quick Card / UMID – ATM Saving Account Number Registered in SSS
b.Mobile Number Registered in SSS

c. UMID CARD
  c.1 UMID CARD Pin Code
  c.2 Mother's Maiden Name reported in the E6- UMID Card Application Form

d.Employer ID/Number Household Employer ID Number
e. Paid Payment Reference Number/SBR No./Payment Receipt Transaction Number
f. Date of Loan with Existing Loan Balance
g. Transaction Number shown in your Personal Record/Unified Multi-purpose ID (UMID) Application (E-1/E-6) (for those who applied online for SS number from December 10, 2020 onwards)
h. Check Number of any monthly pension of retiree/disability pensioner who is receiving the pension benefit through check.

Membership Records Inquiry in the SSS Website

My.SSS is an online service portal that allows SSS members exclusive access to their contributions and membership records.

A member may inquire membership information, benefit information, Sickness-Maternity-Employees' Compensation Benefit, loan information, contribution payment details, benefit claims eligibility and checklist of required documents

Office or Division:	Social Security System				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	Individual members such as Employed, Voluntary and Self-employed members and Overseas Filipino Workers)				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
1. My.SSS accounts user ID and password. 2. WIFI access (Internet Connection)		My.SSS at https://www.sss.gov.ph			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Visit the SSS Website https://www.sss.gov.ph	1.1. The Member login page of the SSS website will be displayed.	None	3 Seconds	Processed by the System	
2. Log-in to the SSS Website with My.SSS account user ID and password. Mouse-over "E-services" and click "Inquiry" from the list. Select the desired service available in My.SSS *Refer to the table below for the types of services available	2.1 The System display the answer to the requested service		*1 minute*	Processed by the System	
	TOTAL	**None**	**1 minute and 3 seconds**		

Types of Services	Information/transaction to be displayed
Member Information	Displays the following: • Actual Premiums (ContributionTable) • Member Details • EmploymentHistory • SSS ID Card • SSS Servicing Branch
Benefit	Displays the status of the following claims and benefits: • Claims Info • Monthly Pension PaymentHistory • 13th Month PensionHistory • PensionLoan • Claims Clearance • TracerLog • Claims Maintenance • Benefit IncreasesInformation • Unemployment Benefit Claims
Sickness, Maternity, Employee's Compensation Benefit	Displays the status of the following: • Sickness Benefit • MaternityBenefit • EC MedicalBenefit • MaternityNotification • MEDVS
Loans	Displays Loan Status/Loan Information, Educational Loan Status/Information, Loan OTC Payment and Loan Restructure Information.
Contribution Payment Details	Displays the contribution payment details consisting of the following: • Self-Employed ActualPremiums • Voluntary Members ActualPremiums • Household Employers ActualPremiums • FlexiFund • Contribution OTCPayment • Actual Premiums(PRN)
Benefit Claims Eligibility	

	• Displays the computation of the estimated claim of Benefits: Death Pension, SS Funeral, Partial Disability, and TotalDisability • Displays the computation of the sickness and maternitybenefit.
Checklist of Required Documents	Displays requirements for the following SSS benefits: • EC MedicalReimbursement • DeathClaim • Disability Claim • FuneralClaim • MaternityClaim • RetirementClaim • Sickness Claim

Filing of Salary Loan Application in My.SSS for Self-Employed, Voluntary Members, and Overseas Filipino Workers

Online facility of the My.SSS that allows the SSS members (Self-Employed, Voluntary Members, and Overseas Filipino Workers) to apply for salary loan.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All qualified contributing Self-employed/Voluntary Member or Overseas Filipino Workers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. My.SSS accounts user ID andpassword. 2. WIFI access (InternetConnection)		My.SSS at https://www.sss.gov.ph		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit the SSS Website https://www.sss.gov.ph	1.1. The Member login page of the SSS website will be displayed.	None	3 Seconds	Processed by the System
2. Log-in to the SSS Website with My.SSS account user ID and password. Mouse-over "E-services" and click "Apply for Salary Loan" from the list of services.	2.1 The System performs the following: a. For eligible members, My.SSS (Facility) will proceed with the electronic form of the application of salary loan. b. For ineligible members, My.SSS (Facility) will show the reasons for rejection of the loan application		15 seconds	Processed by the System

3. For Members with Activated UMID-ATM or Union Bank of the Philippines Quick Card, proceed to the next step. For Members without UMID-ATM and without Union Bank of the Philippines Quick Card, review mailing address. *Go to My.SSS Beta to update local mailing address	3.1 The System display the UMID-ATM Bank and Bank Account Number. The System display the mailing address of the member.		1 minute	Processed by the System
4. Select the preferred loan amount, check "I agree to the Terms and Conditions", click "Done and click "Proceed".	4.1. The System direct the Member-borrower to the Loan Disclosure Statement.			Processed by the System
5. View and save Loan Disclosure Statement and click "Submit".	5.1 The System displays the confirmation page.			Processed by the System
6. Review the Loanable amount, net proceeds, mailing address and Certification, Agreement and Promissory Note. Then click "Proceed". Take note also of the transactionnumber.	6.1 The System displays the loan information and Certification, Agreement and Promissory Note and the transaction number.		1 minute	Processed by the System
7. Open your registered email	7.1. The System will send an email to		1 minute	Processed by the System

address and check the notification email sent by SSS as confirmation for the successful submission of Salary Loan Application.	the Member indicating the transaction number of Salary Loan Application.			
	TOTAL	**None**	**3 minutes and 18 seconds**	

Filing of Salary Loan Application in My.SSS for Employed Members

An online facility of the My.SSS for the Employed members to apply for salary loan.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All qualified Employed SSS Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. My.SSS accounts user ID andpassword. 2. WIFI access (InternetConnection)		My.SSS at https://www.sss.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SSS Website https://www.sss.gov.ph	1. The Member login page of the SSS website will be displayed.	None	3 Seconds	Processed by the System
2. Log-in to the SSS Website with My.SSS account user ID and password. Mouse-over "E-services" and click "Apply for Salary Loan" from the list of services.	2.1 The System performs the following: • For eligible members, My.SSS (Facility) will proceed with the electronic form of the application of salary loan. • For ineligible members, My.SSS (Facility) will show the reasons for rejection of the loan application.		1 minute	Processed by the System
3. Select the preferred loan amount.	3.1. The System display a drop-down menu for the available			Processed by the System

	loanable amounts.			
4. For Members with enrolled Bank Account, provide the preferred disbursing bank account in the "Choose saving account" field. a. For Members with Union Bank of the Philippines Quick Card that is enrolled in the My.SSS, select the enrolled UBP savings account. *For UBP Quick Card Holders that are not yet enrolled in the My.SSS, refer to **2 Bank Enrollment in My.SSS** for instructions. b. For Members with UMID activated as ATM, proceed to the next step. c. For Members without UMID as ATM and without enrolled bank account, check mailing address if it is updated.	4.1. The System display a drop-down menu containing the Member's enrolled bank accounts. b. The System display the UMID-ATM Bank and Bank Account Number. c. The System state that the loan proceed will be released through check to be mailed at the			Processed by the System

	address below.			
5. Select the Certifying Employer, if applicable. For Employers with other branches, select the Certifying Employer Branch Location.	5.1 The System display a drop-down menu listing the latest three (3) employers of the Member. The System display a drop-down menu containing the Employer's Branch office		1 minute	Processed by the System
6. Check "I agree to the Terms and Conditions", Click "Done" and click "Proceed"	6.1 The System direct the Member-borrower to the Loan Disclosure Statement.			Processed by the System
7. View and save Loan Disclosure Statement and click "Submit".	7.1. The System displays the confirmation page.		1 minute	Processed by the System
8. Review the Loanable amount, net proceeds, mailing address and Certification, Agreement and Promissory Note. Then click "Proceed".Take note also of the transaction number.	8.1. The System displays the loan information and Certification, Agreement and Promissory Note and the transaction number.			Processed by the System
9. Open your registered email address and check the notification email sent by SSS as confirmation for the successful submission of Salary Loan Application.	9.1. The System will send an email to the Member indicating the transaction number of Salary Loan Application.		1 minute	Processed by the System
	TOTAL	**None**	**4 minutes and 3 seconds**	

Generation of Payment Reference Number in My.SSS for Members

An online facility for the members to generate Payment Reference Number (PRN) for the electronic Collection System (e-CS) to facilitate the real-time recording/ posting of SSS contribution payments.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Self-Employed/Voluntary/Overseas Filipino Worker Members with My.SSS Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
My.SSS Member Account		SSS website - https://www.sss.gov.ph		
WIFI access or mobile data				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the SSS website and log in to account SSS Website: www.sss.gov.ph	1.1. Validates the User ID and password given and displays the homepage of the Membersaccount.	None	3 seconds	Processed by the system
2. Click "Payment Reference Number"	2.1 System displays the following: a. For initial PRN Generation, the Generate PRN Button will appear b. For subsequent PRN Generation, a system generated PRN will appear		3 seconds	Processed by the system
a. For initial PRN generation: Provide the following information: • Membership Type (Voluntary, Self-	The System performs the following actions: System generates and displays Statement of Account (SOA) with the corresponding		3 minutes	Processed by the System

employed and OFW) • Applicable month/s and year/s to be paid • Amountof contribution per month. • For OFWMember - if a Flexi Fund member: enters the desired amount to be paid for Flexi Fund contribution	Payment Reference Number (PRN)			
b. For subsequent generation of PRN: b.1 If without changes on the Amount of contribution and the applicable months to be paid.	b.1 System automatically generates a Statement of Account (SOA) with corresponding Payment Reference Number (PRN) for the applicable month of payment			
b.2 If there is change in the amount of contribution and applicable months to be paid, click "Generate PRN" and provide the following information: • Membership Type (Voluntary, Self-employed and OFW) • Applicable month/sand year/s to be paid	b.2 System generate and displays a new Statement of Account (SOA) with corresponding Payment Reference Number (PRN) for the given applicable month of payment			

• Amount of contribution per month. • For OFWMember - if a Flexi Fund member: enters the desired amount to be paid for Flexi Fund contribution				
3. Member can save and print the Statement of Account (SOA)				Processed by the system
	TOTAL	**None**	**3 minutes and 6 seconds**	

Submission of Maternity Notification through My.SSS for Self-Employed, Voluntary Members, and Overseas Filipino Workers

An online facility that allows the female members of the SSS to submit their Maternity notification. This facility is for Self-Employed/Voluntary Member/ OFW/ Non-working Spouse only.

Office or Division:	Social Security System
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All qualified Female Member (Self-Employed/Voluntary/OFW/Non-Working Spouse)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. My.SSS accounts user ID and password. 2. WIFI access (Internet Connection)		My.SSS at https://www.sss.gov.ph			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Visit the SSS Website https://www.sss.gov.ph	1.1. The Member login page of the SSS website will be displayed.	None	3 Seconds	Processed by the System	
2. Log-in to the SSS Website with My.SSS account user ID and password. Mouse-over "E-services" and click "Submit Maternity Notification" from the list of services. * Only Female Member may submit Maternity Notification.	2.1 The System performs the following: a. For qualified members, the System display the screen where member will provide the expected date of delivery and allocation of portion of her maternity leave credits. b. For unqualified members, the System display a notice stating only qualified members can submit maternity notification and advise to visit		15 seconds	Processed by the System	

	SSS Branch for queries.				
3. Provide expected date of delivery	3.1 The System display a drop-down menu of month, day andyear.				Processed by the System
4. Select whether the member will allocate a portion of her maternity leave credits or not. a. For the member who wants to allocate a portion of maternity leave credits, click "Yes" then provide how many days shall be allocated, full name of the one receiving the allocated leave credits, and their relationship. b. For the member who does not want to allocate a portion of her maternity leave credits, click "No".	4.1. The System display an option for the member to select if they want to allocate portion of her maternity leave credits. a. The system displays the encoded information b. The System disable the part of allocation of portion of maternity leave credits.		1 minute		Processed by the System
5. Review all provided information then click the "Submit" button and take note of the transactionnumber.	5.1 The System display the transaction number.				Processed by the System
6. Open your registered email address and check the notification	6.2 The System send an email to the Member indicating the transaction details of		1 Minute		Processed by the System

email sent by SSS as confirmation for the successful submission of maternity notification.	the submission of maternity notification.				
	TOTAL	**None**	**2 minutes and 18 seconds**	

Submission of Retirement Claim Application through My.SSS

Online facility on the My.SSS website for the member's online submission of retirement claim application.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All qualified Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. My.SSS accounts user ID and password. 2. WIFI access (InternetConnection)		My.SSS at https://www.sss.gov.ph		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SSS Website https://www.sss.gov.ph	1.1. The Member login page of the SSS website will be displayed.	None	3 Seconds	Processed by the System
2. Log-in to the SSS Website with My.SSS account user ID and password. Mouse-over "E-services" and click "Submit Retirement Application" from the list of services.	2.1 The System displays the application of retirement claim page.		15 seconds	Processed by the System
3. Review the Employment History. Click the "Proceed" button if all details are correct. For Members with correction in their Employment History, visit any SSS Branch for correction.			5 Seconds	Processed by the System

4. For applicants without disbursement account enrolled with SSS, click "**here**" to choose from the following payment channels where the benefit will becredited: a. Bank Account in PESONet participatingbanks; and For applicants with enrolled savings account number, proceed to the next step.	5.1. My.SSS (Facility) redirects the applicant to the the SSS website. My.SSS (Facility) displays the form to be filled-up by the applicant.			

			5 Seconds	Processed by the System
5. For members who worked as an underground/ surface mine worker or a racehorse jockey for at least five (5) years either continuous or accumulated, click "Yes" then "Proceed"buttons. For members who did not work as abovementioned, click "No" then "Proceed" buttons.	5.1. The system displays a question about Member's employment. Members who answered "Yes" will have to submit their retirement claim application to any SSS Branch.		5 Seconds	Processed by the System
6. For members who have dependent legitimate, legitimated or legally adopted, illegitimate child/ children who is/are unmarried, not gainfully employed and has not reached 21 years old or if over 21 years old, he is congenitally incapacitated, click "Yes" then "Proceed" buttons. Otherwise, click "No" then "Proceed"	6.1. The system displays a question about Member's dependents. Members who answered "Yes" will have to submit their retirement claim application to any SSS Branch.		5 Seconds	Processed by the System
7. For Members eligible for online submission of retirement application, review the confirmation screen displaying all the details regarding retirement then click the "Proceed"	7.1 The system display information of the retirement claim of the Member.		5 Seconds	Processed by the System

button.				
a. For Members eligible for retirement application but answered "Yes" for both questions, kindly go to the nearest SSS branch to submit documentary requirements.	a. The system displays a message advising the Member to personally go to branch and submit all requirements.			
b. For Members that are ineligible for retirement, application will be rejected.	b. The system displays the rejection reasons.			
8. For Members whose UMID is not an ATM, select bank branch and provide savings accountnumber For Member whose UMID is an ATM, the bank details will be automatically displayed.	8.1. The system displays a drop-down menu for the Members to select their bank branch and fill-out the field of savings account number. The system displays the details of the UMID-ATM		5 Seconds	Processed by the System
9. Select whether member will avail the 18 months advance pension by clicking "Yes" or "No" then click "Proceed" button.	9.1. The system display option for the Members should they wish to avail 18 months advance pension and a message prompt will appear.		15 Seconds	Processed by the System
10. Review all information provided. If all	10.1. The system displays the		30 Seconds	Processed by the System

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information is true, click the "Certify & Proceed" button and take note of the transaction number.	transaction number			
	TOTAL	**None**	**1 minute and 28 seconds**	

SSS P.E.S.O. Fund System

The SSS P.E.S.O. Fund (Personal Equity and Savings Option) is a voluntary Provident fund offered exclusively to SSS members in addition to the regular SSS Program. The P.E.S.O. Fund System is an online facility in the My.SSS website that offers eligible member to enroll in the P.E.S.O Fund and track their monthly salary credit.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All SSS Members with My.SSS Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
My.SSS Member Account		My SSS at http://www.sss.gov.ph		
WIFI access or mobile data				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SSS Website www.sss.gov.ph 2. Provide UserID and password then click "Submit"	1.1. The system displays the Login page. The system validates the login of the Member.	None	3 seconds	Processed by the system
3. Mouse-over "E-SERVICES" then click "P.E.S.O. Fund" from the list.	2.1 For enrolled member, the system displays his/her monthly salary credit a. For unenrolled and eligible member, the system displays the P.E.S.O. Fund Enrollment Form b. For unenrolled and ineligible member, the system displays the reason for ineligibility.		15 seconds	Processed by the system
4. For Members that will enroll into P.E.S.O. Fund, Review address,	4.1. The system displays the P.E.S.O. Fund		15 seconds	Processed by the system

contact information. Then provide TIN if applicable.

For Members whose addresses and contact numbers are incorrect, tick the box "My current address and/or contact details are not updated." | Enrollment Form. | | | |
5. Provide P.E.S.O. fund beneficiaries. Click "Add more beneficiaries" if needed.	5.1 The system adds another field to provide the beneficiary's First Name, Middle Name, Last Name, Extension, Birthdate and Relationship.		1 minute	Processed by the system
5. After reviewing, click "Submit" button.	6.1 The system displays the		5 seconds	Processed by the system
7. Go to the nearest SSS branch for the confirmation of your enrollment.	7.1. Jr./Sr. Member Service Representative validates the enrollment of the Member.			Processed by the system
	TOTAL	None	1 minute and 38 econds	

Flexi-Fund Enrollment

The SSS Flexi-fund is a provident fund program offered exclusively to OFWs in addition to the SSS regular coverage program. It is also a pension-saving plan for OFWs to set aside a portion of their income abroad and maximize returns of their investments.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Overseas Filipino Worker (OFW)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
My.SSS Member Account and latest coverage status is OFW		My SSS at http://www.sss.gov.ph		
WIFI access or mobile data				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SSS Website (www.sss.gov.ph) Provide User ID and password then click "Submit"	1.1. The system displays the Login page. The system validates the login of the Member.	None	1 minute	Processed by the system
2. Mouse-over "E-SERVICES" then click "Flexi-fund Enrollment" from the drop-down menu.	2.1 The system directs the member to the Flexi-fund Enrollment.			Processed by the system
3. For OFW Member, accomplish the form then click "NEXT" Non-OFW Member will not be allowed to proceed with the Flexi-fund Enrollment	3.1 For OFW member, the system displays the Flexi-fund enrollment page. For Non-OFW member, the system displays the message stating enrollment ineligibility.			Processed by the system
4. A message will prompt indicating that the Flexi-Fund Enrollment Form will be sent to the OFW	4.1. The system prompts a message confirming that the Enrollment Form will be sent to the			Processed by the system

Member's email address. For OFW Members whose registered email address is still active, click "Ok". For OFW Members whose registered email address is inactive, click "Cancel" and update/change email address	email address of the Member-enrollee.			
5. Review all information provided. If all information is true, tick the box of "I Certify that…"	5.1 The system requests for the certification of the Member-enrollee.			Processed by the system
6. Click the "SUBMIT" button	6.1 The system prompts the message "Successfully Enrolled!"		1 Minute	Processed by the system
7. Check registered email address for the Flexi-fund enrollment Form.	7.1 The system sends the generated Flexi-fund enrollment form to the OFW's registered email address.			Processed by the system
	TOTAL	**None**	**2 minutes**	

Simulated Retirement Benefit Calculator in My.SSS

Enable Members to check his/her simulated/estimated benefits based on their latest posted contributions.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
My.SSS Member Account		My SSS at http://www.sss.gov.ph		
WIFI access or mobile data				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SSS Website www.sss.gov.ph Provide User ID and password then click "Submit"	1.1. The system displays the Login page. The system validates the login of the Member.	None	1 minute	Processed by the system
2. Mouse-over "E-SERVICES" then click "Simulated Retirement Calculator" from the list.	2.1 The system processes the request			Processed by the system
3. View the simulated retirement table.	3.1 The system displays page containing the simulated retirement table, .			Processed by the system
	TOTAL	None	1 minute	

Request of Member's Records through My.SSS

Enable Members to request for a copy of his/her membership records (e.g. Personal Record (E-1), Member's Data Amendment Form (E-4), Self-Employed Data Records (RS- 1), Non-Working Spouse Record (NW-1) and Flexi-Fund for OFW (OW-1).

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individual members such as Employed, Voluntary Members (VM), Self-employed (SE) and Overseas Filipino Workers (OFW)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
My.SSS Member Account		My SSS at http://www.sss.gov.ph		
WIFI access or mobile data				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit the SSS Website (www.sss.gov.ph) Provide UserID and password then click "Submit"	1.1. The system displays the Login page. The system validates the login credentials of the Member.	None	3 seconds	Processed by the system
2. Mouse-over "E-SERVICES" then click "Request Records" from the list.	2.1 The system displays the list of record/s.		10 Seconds	Processed by the system
3. Click the appropriate box of the record/s being requested then click the "Submit"	3.1 The system prompts processes the request and displays an onscreen transaction number.		5 Seconds	Processed by the system
4. Open your registered email address and check the email confirmation sent by SSS.	4.1. The system sends an email to the Member's registered email address indicating the transaction details of the requested of record/s.		1 Minute	Processed by the system
	TOTAL	**None**	**1 minute and 18 econ**	

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Bank Enrollment in My.SSS

Online facility in My.SSS for the members to enroll their bank account for faster receipt of benefits or loans.

Office or Division:	Social Security System			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Members with My.SSS Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
My.SSS Member Account		SSS website - https://www.sss.gov.ph		
Savings Account Number		SSS Accredited Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SSS Website (www.sss.gov.ph) Provide UserID and password then click "Submit"	1.1. The Member login page of the SSS website will be displayed. 1.2. The My.SSS will validate the login of the Member. 1.3. For successful login, the homepage of the Member's account will be displayed. 1.4. For unsuccessful login, the My.SSS will prompt the message "Invalid User ID and Password". Account will be locked after four (4) wrong attempts.	None	3 Seconds	Member
2. Mouse-over "E-SERVICES" then click "Bank Enrollment" from the list.	2.1 The system displays the bank enrollment form.	None	3 Seconds	Member
3. Click Select Bank and click the name	3.1 The system displays a drop-down menu for the	None	3 Seconds	Member

of Bank to be enrolled.	Member to click the name of the Bank to be enrolled.			
4. Provide the Bank Account Number in the Bank Account Number field.	4.1. My.SSS confirms the provided Bank Account Number.	None	3 Seconds	Member
5. Provide once again the Bank Account Number in the Confirm Bank Account Number field to double check the account number entered.	5.1 My.SSS records the input of the Member.	None	3 Seconds	Member
6. Read and tick the box for the Data Privacy Policy.	6.1 My.SSS displays the Data Privacy Policy.	None	3 Seconds	Processed by the system
7. Click "Enroll Savings Account" and a confirmation message will prompt, click "OK"	7.1 My.SSS prompts the message "Your Bank Account Details will be submitted to SSS. Do you want to continue"	None	3 Seconds	Member
8. Open your registered email address and check the notification email sent by SSS as confirmation for the successful enrollment of Savings Account.	8.1. My.SSS sends an email to the Member indicating the transaction details of the enrollment of Savings Account.	None	3 Seconds	Member
	TOTAL	**None**	**24 seconds**	

SSS WEBSITE FOR EMPLOYERS

Online Registration Facility for Employer's Account at My.SSS

Online service facility at the SSS Website www.sss.gov.ph that allows employers to submit their company collection lists and do transactions through My.SSS

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All Employers (Business and Household)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
With date of coverage		My SSS at http://www.sss.gov.ph		
WIFI access or mobile data		Internet Service Provider		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Access the SSS website, accomplish the captcha, then click Employer Portal. SSS Website: www.sss.gov.ph	1.1. The system displays the login page.	None	1 minute	Processed by the system
2. Under "Not yet registered in My.SSS?", click Regular Employer or Household Employer.	2.1 The system directs the Employer to the registration page of Regular Employer or Household Employer.			Processed by the system
3. Provide the needed information then click "Submit".	3.1 The system sends a continuation link.			Processed by the system
4. For Regular Employers: Access the link sent to the email address used upon registration and provide the needed information to continue the registration then tick the box for "I accept the Terms of Service" and click "Submit": For Household Employers: Proceed to Step #6.	4.1. For Regular Employers: The registration will be subject for approval of their SSS Servicing Branch.			Processed by the system

			Within 24 Hours	Processed by the system
5. For Regular Employers: Wait for the email from SSS regarding the result of the registration. a. For successful registration, proceed to the next step. b. For unsuccessful registration, comply with the requirements and register again.	6.1 The system sends a confirmation email to the Employer's registered email address regarding the status of their My.SSS R egistration. a. For successful registration, the activation link will be sent to the registered email address. b. For unsuccessful registration, the email containing the rejection reason will be sent to the email address used upon registration.			
6. Access the activation link emailed by the SSS.	6.1 The system directs t he Employer to the password setup page.		5 Minutes	Processed by the system
7. Set preferred password for the Employer Account and click "Submit".	7.1. The system registers My.S SS Employer account		30 Seconds	Processed by the system
	TOTAL	**None**	**Within 24 hours**	

Online Certification of Salary Loan in My.SSS

Online service facility at the SSS Website, www.sss.gov.ph for registered employers to certify the loan applications of their employees through My.SSS.

Office or Division:	Social Security System				
Classification:	Simple				
Type of Transaction:	G2B - Government to Business				
Who may avail:	Employers with My.SSS Account				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
My.SSS Employer Account			SSS website https://www.sss.gov.ph		
WIFI access or mobile data			Internet Service Provider		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. ~~Visit the SSS Website~~ Access the SSS website, accomplish the captcha, then click Employer Portal and log in to account SSS Website: www.sss.gov.ph	1.1. Validates the User ID and password given and displays the homepage of the Employers account.	None	3 Seconds	Processed by the system	
2. Mouse-over to "E-SERVICES" then click "Certification of Loan/Claim"	2.1 The system displays the selection of certification module.		3 Seconds	Processed by the system	
3. Tick the circle beside Salary Loan.	3.1. The system displays the list of pending salary loan application.		15 Seconds	Processed by the system	

4. For approval of the salary loan application of an employee, click the "Y" button. For rejection of the salary loan application of an employee, click the "N" button.	4.1. The system validates the selected button (Y or N)		1 Minute	Processed by the system
5. Check the box of "I agree to the Terms and Conditions" and click the "Submit" button.	1. A confirmation page will display on screen and My.SSS will send an email notification to the Employer's registered email address.		20 Seconds	Processed by the system
	TOTAL	**None**	**1 minute and 41 seconds**	

Online Certification of Retirement Claim in My.SSS

An online service facility for registered employers to certify the retirement claim application of their employees through My.SSS

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Members with My.SSS Account			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
My.SSS Employer Account		SSS website - https://www.sss.gov.ph		
WIFI access or mobile data		Internet Service Provider		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Access the SSS website, accomplish the captcha, then click Employer Portal and log in to account SSS Website: www.sss.gov.ph	1. Validates the User ID and password given and displays the homepage of the Employers account.	None	3 Seconds	Processed by the system
2. Mouse-over to "E-SERVICES" then click "Certification of Loan/Claim"	2.1 The system displays the selection of certification module.		3 Seconds	Processed by the system
3. Tick the circle beside Retirement.	3.1. The system displays the list of employees that who applied for retirement claim online.		3 Seconds	Processed by the system
4. Click "Y" to certify the Employee then click "Proceed". Click "N" to reject the retirement claim application of the	4.1. The system displays message on the same screen confirming that the retirement claim application is for processing.		3 Seconds	Processed by the system

Employee then click "Proceed".				
	TOTAL	**None**	**12 seconds**	

Online Submission of Maternity Notification in My.SSS for Employers

Online service facility that allows the registered employers to submit the maternity notification of their female employees through My.SSS

Office or Division:	Social Security System				
Classification:	Simple				
Type of Transaction:	G2B - Government to Business				
Who may avail:	All Employers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. My.SSS employer accounts user ID and password. 2. WIFI access (Internet Connection)			My.SSS at https://www.sss.gov.ph Internet Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Access the SSS website, accomplish the captcha, then click Employer Portal and log in to account SSS Website: www.sss.gov.ph	1. Validates the User ID and password given and displays the homepage of the Employers account.	None	3 Seconds	Processed by the System	
2. Mouse-over to "E- SERVICES" then click "Submit Maternity Notification (Employer)"	2.1 The System displays the maternity notification page.		15 seconds	Processed by the System	
3. Encode the required information in each field and click the "Add" button.	3.1 The System displays a message "New record successfully added"			Processed by the System	

			15 Seconds	Processed by the System
4. View the summary and click the "Submit List" button. Take note also of the transaction number.	4.1. The System displays the transaction number.		15 Seconds	Processed by the System
5. Check the email notification sent to the registered email address containing the transaction number. *The Employee will also receive the notification email containing the transaction number.	5.1 The System sends an email notification to the registered email address of employer and employee.		1 Minute	Processed by the System
	TOTAL	**None**	**1 minute and 33 seconds**	

Online Submission of Employment Report (R1A) in My.SSS

Online service facility that allows the registered employers to submit their Employment Report (R1A) for new employees through My.SSS

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Online Submission of Sickness Notification: Regular and Household employers			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
My.SSS Employer Account			SSS website - https://www.sss.gov.ph	
WIFI access or mobile data			Internet Service Provider	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Access the SSS website, accomplish the captcha, then click Employer Portal and log in to account SSS Website: www.sss.gov.ph	1.1. Validates the User ID and password given and displays the homepage of the Employers account.	None	3 seconds	Processed by the system
2. Mouse-over to "E-SERVICES" then click "Submit Employment Report (R1A)".	2.1 The system will display the online form to be filled out by the Employer.		3 seconds	Processed by the system
3. Provide the following information: • SS Number, • Full name (Last name, First name, Middle name and Extension) • Date of Birth, • Date of Employment • Monthly Earnings	3.1 The system validates if the encoded employee information is correct based on the SSS records. • If the encoded information is correct, employer can proceed with the submission of the report. • If incorrect, the system displays that there is an incorrect information on the encoded details of the employee and will not be able		3 minutes	Processed by the system

• Position of the newly hired employee	to proceed with the submission.			

4. Click "Submit"	4.1. The system displays the transaction number of the submitted report.
	
	2. System sends transaction notification of the submitted R1A to the registered email address containing the transaction details:
	    a. Transaction Number
	    b. Number of employees reported
	    c. SS number of the reported employees
			3 seconds	Processed by the system

5. Check the registered email address for the email notification containing the transaction number of the submitted employment report (R1A)		None	1 minute	Processed by the system
	TOTAL	**None**	**4 minutes and 9 seconds**	

Online Submission of Sickness Notification in My.SSS

An Online facility that allows registered Employers to submit their employees' sickness notification through My.SSS

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Online Submission of Sickness Notification: Regular and Household employers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
My.SSS Employer Account		SSS website - https://www.sss.gov.ph		
WIFI access or mobile data		Internet Service Provider		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Access the SSS website, accomplish the captcha, then click Employer Portal and log in to account SSS Website: www.sss.gov.ph	1.1. Validates the User ID and password given and displays the homepage of the Employers account.		3 seconds	Processed by the system
2. Mouse-over to "E-SERVICES" then click "Submit Sickness Notification".	2.1 The system –displ ays the online form that will be filled out by the Employer.		3 Seconds	Processed by the system

			3 Seconds	Processed by the system
3. Encode the following information: • Start of Sick Leave • Claim Type • Confinement Location • No. of Days, • PRC/ID Number of the attending physician	3.1 The system validates if the encoded employee information is correct based on the SSS records. • If the encoded information is correct, employer can proceed with the submission of the report. • If incorrect, the system displays that there is an incorrect information on the encoded details of the employee and will not be able to proceed with the submission.			
4. Click "Submit"	4.1. The system displays the transaction number of the submitted report and prompts the employer to print the transmittal list. 2. System sends transaction notification of the submitted Sickness Notification to the registered email addr ess containing the transaction details:		3 Seconds	Processed by the system

	▪ Transaction Number ▪ Number of employees reported ▪ SS number of the reported employees			
5. Prints the Transmittal list provided by the system.			3 seconds	Processed by the system
6. Check the registered email address for the email notification containing the transaction number of the submitted sickness notification report.			3 seconds	Processed by the system
	TOTAL	**None**	**5 minutes**	

Online Submission of Loan Collection List (ML2) in My.SSS

Online facility that allows the Employers to submit their Loan Collection List (ML2) to SSS.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Online Submission of Loan Collection List or ML2: Regular and Household employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
My.SSS Employer Account		SSS website - https://www.sss.gov.ph		
WIFI access or mobile data				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the SSS website, accomplish the captcha, then click Employer Portal and log in to account SSS Website: www.sss.gov.ph	1.1. Validates the User ID and password given and displays the homepage of the Employers account.	None	3 seconds	Processed by the system
2. Click "Submit Loan Collection List (ML2)" under the "E-SERVICES"	2.1 The My.SSS will display options on how Employers could submit their ML2		3 Seconds	Processed by the system
3. Click the appropriate link:	3.1. The My.SSS will redirect the page to the selected option.		20 Seconds	Processed by the system

a. **Clicks Download LMS File Generator** Employer download and saves the LMS File Generator to their computer	a. System redirects the employer on the downloading of LMS File Generator page.			
b. **Create Collection List Online** b.1 Employer encodes the Payment information: date of payment, amount paid, receipt number and applicable month b.2 Employer encodes the employees loan information: Employee SSS number, Full name, Loan Type, Loan Date, Loan Amount, Monthly Amortization	b. System redirects the employer on the online form. b.1 System validates if the payment details given is already posted to employer's account. * *If posted, employer will be able to encode the employees SSS information and loan payment.* *If not, system will reject the encoded payment info.* b.2 System validates the completeness of the encoded			

	informati on.			
	* *If the employee loan information is complete, employer can proceed to the submission. If incomplete, employer will not be able to submit the collection list.*			

c. Upload Collection Lists c.1 Employer encodes the Payment information: date of payment, amount paid, receipt number and applicable month c.2 Employer uploads the LMS Textfile	c. System redirects the employer on the online form. c.1 System validates if the payment details given is already posted to employer's account. * If posted, employer will be able to upload the LMS textfile. If not, system will reject the encoded payment info. c.2 System validates the complete nes s and correctness of the file format of the uploaded file. * If the file is correct, employee loan details will fill- up the online form. If the file is incorrect, system will reject the uploaded file.		

d. Submit from Latest Billing d.1 Employer edits the Billing Statement by selecting the employees that will be included in the collection lists and enter the payment information of Loan Collection list.	d. System displays the Billing Statement of employer which includes the list of employees and loan information. d.1 System validates the completeness and correctness of the encoded information. * If posted, employer will be able to encode the employees SSS information and loan payment. If not,, system will reject the encoded payment info.		

e. Edit Previously Submitted Collection List.	e. System di splays the previous collection list submitted online.			
e.1 Employer accesses and edits the previous collection list submitted online by encoding the Loan payment information	e.1 System validates the complete nes s and correctness of the encoded information. * If the employee loan information is complete, employer can proceed to the submission. If incomplete ,, employer will not be able to submit the collection list.			
4. Click "Submit"	4.1. System confirms the submission of the collection list and provides the transaction number of		3 Seconds 5 minutes	Processed by the system Processed by the system

| | the submitted report.

4.2. System sends transaction notification of the submitted ML2 to the registered email address containing the transaction number | | | |
|---|---|---|---|---|
| 5. Receives the transaction notification of the submitted Loan Collection List (ML2) through the registered email address | None | | | |
| | **TOTAL** | **None** | **5 minutes and 29 seconds** | |

Online Submission of Contribution Collection List (R-3) in My.SSS

Online facility that allows the Employers to submit their Contribution Collection List (R3) to SSS

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Online Submission of Contribution Collection List or R3: Regular and Household employers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
My.SSS Employer Account		SSS website - https://www.sss.gov.ph		
WIFI access or mobile data		Internet Service Provider		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Access the SSS website, accomplish the captcha, then click Employer Portal and log in to account SSS Website: www.sss.gov.ph	1.1. Validates the User ID and password given and displays the homepage of the Employers account.	None	3 seconds	Processed by the system
2. Click "Submit Contribution Collection List (R3)" under the "E-SERVICES"	2.1 The My.SSS will display options on how Employers could submit their R3		3 Seconds	Processed by the system
3. Click the appropriate link: **a. Clicks Download R3 File Generator** Employer download and saves the R3 File Generator to their computer **b. Create Collection List Online**	3.1. The My.SSS will redirect the page to the selected option. a. System redirects the employer on the downloading of R3 File Generator page. b. System redirects the employer on the online form.		20 Seconds	Processed by the system

b.1 Employer encodes the Payment informatio n:	b.1 System validates if the payment details given is already posted to employer's account. ** If posted, employer will be able to encode the employees SSS information and contribution payment. If not, system will reject the encoded payment info.*			
b.2 Employer encodes the employees information: Employee SSS number, Full name, amount of contribution and EC amount	b.2 System validates the completeness of the encoded information. ** If the employee loan information is complete, employer can proceed to the submission. If incomplete, employer will not be able to submit the collection list.*			
c. Upload Collection Lists	c. System redirects t he employer on the online form.			
c.1 Employer encodes the Payment information: date of payment, amount paid, receipt number and applicable month	c.1 System validates if the payment details given is already posted to employer's account. ** If posted, employer will be able to upload the R3 text file. If not, system will reject the encoded payment info.*			

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c.2 Employer uploads the R3 Textfile	c.2 System validates the completeness and correctness of the file format			
	of the uploaded file. * *If the file is correct, employee details will fill-up the online form. If the file is incorrect, system will reject the uploaded file.*			
d. Edit Previously Submitted Collection List. Employer accesses and edits the previous collection list submitted online by encoding the contribution payment information.	d. System displays the previous collection list submitted online. System validates the completeness and correctness of the encoded information. * *If the contribution information is complete, employer can proceed to the submission. If incomplete, employer will not be able to submit the collection list.*			
4. Click "Submit"	4.1. System confirms the submission of the collection list and provides the transaction number of the submitted report.		3 Seconds	Processed by the system

	4.2. System sends transaction notification of the submitted R3 to the registered email address containing the transaction number		5 minutes	Processed by the system
5. Receives the transaction notification of the submitted Contribution Collection List (R3) through the registered email address				Processed by the system
	TOTAL	**None**	**5 minutes and 29 seconds**	

Creation of PRN/AMS Billing- Initial Creation of Contribution Collection List

Online facility for the Employers to create the Contribution Collection List and generate a Payment Reference Number (PRN)

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Generation of PRN through the SSS website: Regular and Household employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
My.SSS Employer Account		SSS website - https://www.sss.gov.ph		
WIFI access or mobile data		Internet Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the SSS website, accomplish the captcha, then click Employer Portal and log in to account SSS Website: www.sss.gov.ph	1.1. Validates the User ID and password given and displays the homepage of the Employers account.	None	3 seconds	Processed by the system
2. Click "Payment Reference Number (PRN) - Contributions" and Select" Confirm Contribution Collection List"	2.1 System redirects the employer to the "build up menu"		3 seconds	Processed by the system
3. Click "Select Records from the SSS List"	3.1 For accounts with R3 data not yet available, My.SSS will display the message "Your list yielded zero (0) results." For accounts with R3 data, the list of Employees will be displayed.		10 Seconds	Processed by the system

4. Click "Add Record": Encode the following information: • SSS Number	4.1. System validates the SSS number and display the name of the employee and displays the SSS Contribution and EC		3 minutes	Processed by the system
• Monthly Compensation	Amount to be paid based on the encoded monthly compensation			
5. Employer click ~~"Confirm List"~~ "Save Records" and clicks "Submit" to confirm the employee list.	5.1 System displays the amount to be paid by the employer and shows the button to Prepare Collection List		3 Seconds	Processed by the system
6. Click "Prepare Collection List" to generate a PRN for all employees in the Contribution List Summary. *Once prepared, the Contributions Statement is final and due for payment.*	6.1 System generates the Statement of Account (SOA) that shows the Payment Reference Number, Payment Deadline, Number of Details (employees) and Amount of contribution to be paid. System also provides on the downloading of the generated PRN.		5 Seconds	Processed by the system

			45 Seconds	Processed by the system
7.　Employer selects how they will receive the PRN. 　　a. Download 　　b. Email 　　c. Download and Email	1.　For Employers that will click the following: 　　a. Download, the PDF File of the PRN will be downloaded. 　　b. PDF File of the PRN will be sent to the registered email address of the Employer. 　　c. PDF File of the PRN will be downloaded and sent to the registered email address of the　Employer.			
8. Print the Contributions Statement Summary for payment and validation of the SSS teller and Payment Partners.				Processed by the system
	TOTAL	**None**	**4 minutes and 9 seconds**	

Creation of PRN/AMS Billing – Create Partial Contribution Collection List from the SSS List

Online facility to create a partial Contribution Collection List for the Employers that will pay SS contributions in batch.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Generation of PRN through the SSS website: Regular and Household employers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
My.SSS Employer Account		SSS website - https://www.sss.gov.ph		
WIFI access or mobile data				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Access the SSS website and log in to account SSS Website: www.sss.gov.ph	1.1. Validates the User ID and password given and displays the homepage of the Employers account.	None	3 seconds	Processed by the system
2. Click "Payment Reference Number	2.1 System will display the Contribution List Summary page. *Included in the page are links:* Menu: • Collection List Summary • Collection List Details • PreparedList/s Offline Facility: • File Requirement • Download SSS List • Download File Editor • Upload Employer List		3 Seconds	Processed by the system

3. Clicks "Collection List Details"	3.1. My.SSS will display the list of employees included		3 Seconds	Processed by the system

	in the Contribution Collection List. *The "Create Partial List" button is found on the bottom part of the page*			
4. Clicks "Create Partial List". This enables the employer to select the employees included in the generation of PRN.	4.1. My.SSS will direct the Employer to a page showing "Original List" (left side) and "Partial Collection List" (right side)		10 Seconds	Processed by the system
5. Select the name of the Employee then click the > or >> button to move the name of the employee that will be included in the partiallist. a. To remove a name in the partial collection list, click the name of the employee to be excluded then click the < or << button.	5.1 The My.SSS will add the name of the selected employee to the Partial Collection List. a. The My.SSSwill remove the name of the selected employee from the Partial Collection List.		3 Minutes	Processed by the system
6. Clicks "Prepare Partial List" button to create partial Collection List.	6.1 System generates the Statement of Account (SOA) that shows the Payment Reference Number, Payment Deadline, Number of Details (employees) and Amount of contribution to be paid for the selected employees.		5 Seconds	Processed by the system

			45 Seconds	Processed by the system
7. Employer selects how they will receive thePRN. a. Download b. Email c. Download and Email	7.1 For Employers that will click the following: a. Download, the PDF File of the PRN will be downloaded. b. PDF File of the PRN will be sent to the registered email address of theEmployer. c. PDF File of the PRN will be downloaded and sent to the registered email address of the Employer.			
8. Print the Contributions Statement Summary for payment and validation of the SSS teller and Payment Partners.				Processed by the system
	TOTAL	**None**	**4 minutes and 9 seconds**	

Creation of PRN/AMS Billing – Uploading of Contribution Collection List

Online facility for the employer to Upload Contribution Collection List that was made offline.

Office or Division:	Social Security System
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Generation of PRN through the SSS website: Regular and Household employers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
My.SSS Employer Account		SSS website - https://www.sss.gov.ph		
WIFI access or mobile data				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the SSS website, accomplish the captcha, then click Employer Portal and log in to account SSS Website: www.sss.gov.ph	1.1. Validates the User ID and password given and displays the homepage of the Employers account.	None	3 seconds	Processed by the system
2. Click "Payment Reference Number (PRN)-Contributions"	2.1 System will display the Contribution List Summary page. *Included in the page are links:* Menu: • Collection List Summary • Collection List Details • Prepared List/s Non-Current Applicable Month Facility: • View Past Unpaid PRNs		3 seconds	Processed by the system

	Offline Facility: • File Requirement • Download SSS List • Download File Editor • Upload Employer List			
3. On the Offline Facility part of the page,click"Upload Employer List"	3.1. The My.SSS will prompt a window where the Employer will attach the Collection List.		3 seconds	Processed by the system
4. Click "Choose File" button and upload the AMS-CCL text file. Please refer to AMS-CCL Text File generation procedure on how to create the text file	1. The My.SSS will upload the Collection List from the Employer's Computer files to the Website. a. My.SSS will validate the generated Contribution Collection List. b. For successful upload, My.SSS will display the message "File has valid records. Click here to view your Billing Statement." c. For unsuccessful upload, My.SSS will display the corrections to proceed.		2 minutes	Processed by the system

5. Click "Prepare Collection List" to generate a PRN for all employees in the Contribution List Summary. *Once prepared, the Contributions Statement is final and due for payment.*	5.1 System generates the Statement of Account (SOA) that shows the Payment Reference Number, Payment Deadline, Number of Details (employees) and Amount of contribution to be paid. 5.2 System also provides on the downloading of the generated PRN.		5 Seconds	Processed by the system
6. Employer selects how they will receive the PRN. a. Download b. Email c. Download and Email	1. For Employers that will click the following: a. Download, the PDF File of the PRN will be downloaded. b. PDF File of the PRN will be sent to the registered email address of the Empl oyer. c. PDF File of the PRN will be downloaded and sen t to the registered email address of the Employer.		45 Seconds	Processed by the system
7. Print the Contributions Statement Summary for payment and validation of the SSS teller and Payment Partners.				Processed by the system
	TOTAL	**None**	**2 minutes and 59 seconds**	

Creation of PRN/AMS Billing – Create Contribution Collection List Offline using the AMS-CCL File Editor

Employers may download AMS-CCL File Editor to create and edit Contribution Collection List offline.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2B - GOVERNMENT TO BUSINESS – Government to Business			
Who may avail:	Generation of PRN through the SSS website: Regular and Household employers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
My.SSS Employer Account		SSS website - https://www.sss.gov.ph		
WIFI access or mobile data				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Access the SSS website, accomplish the captcha, then click Employer Portal and log in to account SSS Website: www.sss.gov.ph	1.1. Validates the User ID and password given and displays the homepage of the Employers account.	None	3 seconds	Processed by the system
2. Click "Payment Reference Number (PRN) - Contributions" and Select" Confirm Contribution Collection List"	2.1 System redirects the employer to the "build up menu"		3 seconds	Processed by the system
3. Click "Download Editor" and install the program.	3.1 System installs the AMS CCL File Editor and create a short cut of the application on the desktop or laptop of the employer.		30 Seconds	Processed by the system
4. Click "Add Record" to encode employee details.	4.1. The Program will validate the		5 minutes	Processed by the system

Provide Employee details: • SS number • Full name (Surname, Given Name, Middl e Initial, Suffix) • Monthly compensation • Employment Status	completeness of the provided employee details			
5. Employer clicks "Create Full AMS List" icon or "Create Partial AMS List" to generate a textfile.	5.1 The program will generate and saves the text file the employer computer.		10 Seconds	Processed by the system
	TOTAL	**None**	**5 minutes and 46 seconds**	

Creation of PRN/AMS Billing – Create Contribution Collection List using the SSS File Format Requirement in My.SSS

Enables the employer to download a copy of the AMS CCL Text File format that will serve as guide in generating the AMS CCL Text File.

Office or Division:	Social Security System
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Generation of PRN through the SSS website: Regular and Household employers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
My.SSS Employer Account		SSS website - https://www.sss.gov.ph	
WIFI access or mobile data			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the SSS website, accomplish the captcha, then click Employer Portal and log in to account SSS Website: www.sss.gov.ph	1.1. Validates the User ID and password given and displays the homepage of the Employers account.	None	3 seconds	Processed by the system
2. Click "Payment Reference Number (PRN) - Contributions" and Select" Confirm Contribution Collection List"	2.1 System redirects the employer to the "build up menu"		3 seconds	Processed by the system
3. Click SSS File Format Requirement from	3.1 System automatically		10 Seconds	Processed by the system

Option 3.	download and displays the copy of the AMS CCL File Structure			

4.   Employer creates an AMS CCL Text File based on the downloaded File Structure.
    a. Employer ID Number
    b. Branch Code
    c. Employee's SS Number
    d. Last Name
    e. First Name
    f. Suffix
    g. Middle Initial
    h. Monthly Salary
    i. Remark
    j. Hiring Date
    k. Position
				Processed by the system

	TOTAL	**None**	**16 seconds**	

TEXT SSS AND SSS MOBILE APPLICATION

Inquiry on Membership Records, Documentary Requirements and Branch Location, Documents Requirements to Update SSS Account Information and Sending of Feedback through Text SSS

"Text-SSS"allowsallSSSmemberstoinquireabouttheirnumberofcontributions,loanapplication status, loan balance, benefit claim status, required documents in filing benefit claims and membership registration, SSS branch location, Payment Reference Number (PRN) and to send feedback via Short Message Service (SMS) or throughtext.

Office or Division:	Social Security System
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Individual members such as Employed, Voluntary and Self-employed members; and Overseas Filipino Workers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One-time registration in the Text-SSS facility, which requires thefollowing: • 10-digit SS number • Date of Birth	Member

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the code corresponding with the desired service following the required format to 2600 To Register to Text SSS: **SSS REG <SSNumber> <BDAYmm/dd/yyy>** Ex. SSS REG 011234568911/11/91 send to 2600 To know the different commands, key in the format and send to 2600: **SSS HELP**	1. The Text-SSS performs the actions below: Return the answer to the requested service command.	Charge per text by Network Provider: P2.50 for Globe, Smart and Sun Cellular subscribers	1 minute	Text-SSS

To inquire for Payment Reference Number (PRN): **SSS PRN <SSNumber> <PIN><Date of Birth BDAYmm/dd/yyy>** To check Contributions: **SSS CONTRIB <SSNumber><PIN>** To check Loan Balance: **SSS LOANBAL <SSNumber><PIN>** To check Loan Status: **SSS LOANSTAT <SSNumber><PIN>** To check the claim status, type the format and send to 2600: **STATUS Sickness <SSNumber><PIN>** **STATUS Maternity <SSNumber><PIN>** **STATUS ECMed <SSNumber><PIN>** **STATUS Disability <SSNumber><PIN>** **STATUSRetirement <SSNumber><PIN>** **STATUS Death <SSNumber><PIN>** **STATUS Funeral <SSNumber><PIN>** To check documentary requirements for membership, type the format and send to 2600:				

SSS ID				
SSS OFW				
SSS SELF				
SSS VOL				
To change SSS information (CivilStatus, Address, dependents, etc.), type the format and to send to2600: **SSS CHANGE**				
To know the nearest SSS branch location, type the format and send to2600: **SSS BRANCH <postal code OR city>**				
To send feedback, type the format and send to 2600: **SSS FEEDBACK** <SSNumber><your concerns/inquiries/complains>				
To inquire on documents in the filing of benefit claim, type format and send to 2600: **SSS DOC SICKNESS** **SSS DOC MATERNITY**				

SSS DOC ECMED **SSS DOC DEATH** **SSS DOC DISABILITY** **SSS DOCFUNERAL** **SSS DOC RETIREMENT** **SSS DOC RETIREMENT MINOR**				
	TOTAL		**1 Minute**	

Downloading of the SSS Mobile Application

The "SSS Mobile App" is the newest self-service electronic facility of Social Security System. The user can access information and perform transactions using the words and Icons displayed on the phone or tablet screen.

The SSS Mobile App can be downloaded for free from Google Play Store, Apple App Store and Huawei AppGallery.

Office or Division:	Social Security System
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Individual members such as Employed, Voluntary and Self-employed members and Overseas Filipino Workers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Android 5.1 Lollipop or higher and iOS 14 or higher.	Google Play Store, Apple App Store or Huawei AppGallery
2. My.SSS account user ID and password.	My SSS at http://www.sss.gov.ph
3. WIFI access or mobile data	Internet Service Provider

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the SSS Mobile App from the following: Google Play Store (https://play.google.com/store/apps/details?id=com.sssgov.sssmobileapp) Apple App Store (https://apps.apple.com/ph/app/sss-mobile/id1376067900) Huawei App Gallery (https://appgallery.huawei.com/app/C101186683)	1. The App Store allows the download of the SSS Mobile App.	None	1 Minute	Google Play Store, Apple App Store or Huawei AppGallery
	TOTAL	None	1 Minute	

Registration to My.SSS (SSS Website) through the SSS Mobile Application

The "SSS Mobile App" is the newest self-service electronic facility of Social Security System. The user can access information and perform transactions using the words and Icons displayed on the phone or tablet screen.

A member may register to My.SSS (SSS Website at www.sss.gov.ph) to be able to view or update his/her member information and submit transactions using the SSS Mobile App.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individual members such as Employed, Voluntary and Self-employed members and Overseas Filipino Workers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Android 5.1 Lollipop or higherand iOS 14 or higher.		Google Play Store, AppleApp Store or Huawei AppGallery		
2. My.SSS accounts user ID and password		My SSS at http://www.sss.gov.ph		
3. WIFI access or mobile data		Internet Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At the SSS Mobile App, tap the hamburger Icon on the upper left corner of the screen. For iOS users, from the left side of the screen, swipe right.	1. The System displays the following services: • Documentary Requirements • Terms of Service • SSS Branches • SS Number Issuance • Feedback • Register (My.SSS)	None	30 Seconds	SSS Mobile App
2. Tap **Register (My.SSS)**.	2. The System displays My.SSS registration reminders.	None	30 Seconds	SSS Mobile App
3. Tap the **checkbox** for the certification that the reminders on SSS Web registration have been read and understand, and tap **Proceed**.	3. The System displays the Online Member User ID Registration	None	30 Seconds	SSS Mobile App

| 4. Fill-in the required details then select one option from the registration preference. | 4. The System displays the following options:

• Savings Account number/Citibank Cash Card/UBP Quick Card/UMIDATM Savings Account Number Registered in SSS.
• Mobile Number Registered in SSS
• UMID Card
• Employer ID Number/Household Employer ID Number
• Paid Payment Reference Number/SBR No./Payment Receipt Transaction Number
• Date of Loan with Existing Loan Balance
• Transaction Number shown in your Personal Record/Unified Multi-Purpose ID (UMID) Application (E-1/E-6) (for those who applied online for SS number from December 10, 2020 onwards)
• Check Number of any monthly pension of retiree/disability pensioner who is receiving the | None | 2 minutes | SSS Mobile App |

	pension benefit through check			
5. Answer the Captcha, tap the **checkbox** for the **Terms of Service**, and tap **Submit** to complete the process.	The System processes the request and displays a message for the member to check his/her email.	None	30 Seconds	SSS Mobile App
	TOTAL	**None**	**4 Minutes**	

Inquiry on SSS Branch Office with Location Map through the SSS Mobile Application

The "SSS Mobile App" is the newest self-service electronic facility of Social Security System. The user can access information and perform transactions using the words and Icons displayed on the phone or tablet screen.

A member may inquire information on branch address, zip code and branch location map using the SSS Mobile App.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individual members such as Employed, Voluntary and Self-employed members and Overseas Filipino Workers)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Android 5.1 Lollipop or higherand iOS14 or higher.		Google Play Store, AppleApp Store or Huawei AppGallery		
2. My.SSS accounts user ID and password		My SSS at http://www.sss.gov.ph		
3. WIFI access or mobile data		Internet Service Provider		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. At the SSS Mobile App, tap the hamburger Icon on the upper left corner of the screen. For iOS users, from the left side of the screen, swipe right.	1. The System displays the following services: • Documentary Requirements • Terms of Service • SSS Branches • SS Number Issuance • Feedback • Register (My.SSS)	None	5 Seconds	SSS Mobile App
2. For Android and iOS users, tap **SSS Branches** .	2. The System displays a map with the following option to encode for searching: •Country •Province • City	None	20 Seconds	SSS Mobile App

2.1. For Android (Huawei users), tap **SSS Branches** and search branch location by using Zip Code or City.	2.1. The System displays the following option below: • Zip Code • City			
3. For Android and iOS users, fill-in the required details and tap **Magnifying glass icon** to complete the process.	3. The System processes the request and displays the location of the SSS Branch pinned in Map and its details below: • Branch name • Address • Telephone Number	None	20 Seconds	SSS Mobile App
3.1. For Android (Huawei users), fill-in the required details and tap **Submit** to complete the process	3.1. The System displays the following details: • Branch name • Address • Telephone Number			
4. For Android (Huawei users), tap the branch name to proceed with to the location map.	4. The System processes the request and displays the location map.	None	10seconds	SSS Mobile App
5. Tap the ‹ beside Branch Locations on the upper left corner of the screen to exit.	5. The System displays the home page after Client's exit.	None	5 Seconds	SSS Mobile App
	TOTAL	**None**	**1 Minute**	

Inquiry on the List of Document Requirements through the SSS Mobile Application

The "SSS Mobile App" is the newest self-service electronic facility of Social Security System. The user can access information and perform transactions using the words and Icons displayed on the phone or tablet screen.

A member may inquire the list of documentary requirements for membership (Self-employed, Voluntary member, Overseas Filipino Worker) and benefit claims (sickness, maternity, EC medical, disability, retirement, funeral and death), UMID Card application and change in member status using the SSS Mobile App.

Office or Division:	Social Security System
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Individual members such as Employed, Voluntary and Self-employed members and Overseas Filipino Workers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Android 5.1 Lollipop or higherand iOS 14 or higher.	Google Play Store, AppleApp Store or Huawei AppGallery
2. My.SSS accounts user ID and password	My SSS at http://www.sss.gov.ph
3. WIFI access or mobile data	Internet Service Provider

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At the SSS Mobile App, tap the **hamburger Icon** on the upper left corner of the screen.	1. The System displays the following services: • Documentary Requirements • Terms of Service • SSS Branches • SS Number Issuance • Feedback • Register (My.SSS)	None	5 Seconds	SSS Mobile App
2. Tap Documentary **Requirements** icon and select **Membership** or **Benefits.**	2.1 The System displays followingoptions: • Membership • Benefits 2.2 The System displays the documents under **Membership**: • Membership Data Change Request	None	50 Seconds	SSS Mobile App

	• Overseas Filipino Worker Requirements • Self-Employed Requirements • UMID Card Application Requirements • Voluntary Requirement 2.3 The System displays the documents under **Benefits**: • Death Claim Application • DisabilityClaim Application • EC Medical ClaimApplication • Funeral Claim Application • MaternityClaim Application • Retirement Claim Requirements (with Minor Dependents) • Retirement Claim Application • Sickness Claim Application			
3.Tap the ‹ beside **Membership** or **Benefits** on the upper left corner of the screen toexit.	The System displays the home page after Client's exit.	None	5 Seconds	SSS Mobile App
	TOTAL	**None**	**1 Minute**	

Inquiry on Member Information through the SSS Mobile Application

The "SSS Mobile App" is the newest self-service electronic facility of Social Security System. The user can access information and perform transactions using the words and Icons displayed on the phone or tablet screen.

A member may check his/her member information; landline number, mobile number, local home address, foreign home address, local mailing address, foreign mailing address using the SSS Mobile App.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individual members such as Employed, Voluntary and Self-employed members and Overseas Filipino Workers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Android 5.1 Lollipop or higherand iOS 14 or higher.		Google Play Store, Apple App Store or Huawei AppGallery		
2. My.SSS accounts user ID and password		My SSS at http://www.sss.gov.ph		
3. WIFI access or mobile data		Internet Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the SSS Mobile App with My.SSS account user ID and password.	1. The System displays the SSS Mobile App Dashboard with the following services: • Dashboard (Total no. of contribution and last posted contribution's applicable month) • Activity History • Floating Action Button (FAB) • Quick Access Buttons (Home, SSS Branch Directory, Generate PRN, Inbox Notification and Member's Profile)	None	20 Seconds	SSS Mobile App

2. Tap the **Member's Profile** Icon on the lower right screen of the SSS Mobile App Dashboard.	2. The System displays the following information: • Common ReferenceNumber • SS Number • FullName • Date ofBirth • Date ofCoverage • CoverageStatus • SS NumberStatus • UMID Savings AccountNumber • Registered Landline Number • Registered Mobile Number • Registered Email Address • Registered Local Home Address • Registered Foreign Home Address • Registered Local Mailing Address • Registered Foreign Mailing Address	None	15 Seconds	SSS Mobile App
3. Tap **Home icon** on the lower left corner of the screen.	3. The System displays the SSS Mobile App Dashboard.	None	10 Seconds	SSS Mobile App
4. Tap the 👤 **Member Icon** on the upper left corner of the screen to log out.	5. The System displays the home page after Client's log out.	None	5 Seconds	SSS Mobile App
	TOTAL	**None**	**50 Seconds**	

Inquiry on the Status of Sickness Claim Information, Maternity Claim Info, Retirement Claim Info, Disability Claim Info and EC Medical Claim through the SSS Mobile Application.

The "SSS Mobile App" is the newest self-service electronic facility of Social Security System. The user can access information and perform transactions using the words and Icons displayed on the phone or tablet screen.

A member may verify the status of his/her benefit claim application (sickness, maternity, EC Medical, disability and retirement) through the SSS Mobile App.

Office or Division:	Social Security System
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Individual members such as Employed, Voluntary and Self-employed members; and Overseas Filipino Workers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Android 5.1 Lollipop or higherand iOS 14 or higher.	Google Play Store, Apple App Store or Huawei AppGallery
2. My.SSS accounts user ID and password	My SSS at http://www.sss.gov.ph
3. WIFI access or mobile data	Internet Service Provider

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the SSS Mobile App with My.SSS account user ID and password.	2. The System displays the SSS Mobile App Dashboard with the following services: • Dashboard (Total no. of contribution and last posted contribution's applicable month) • Activity History • Floating Action Button (FAB) ⊕ • Quick Access Buttons (Home, SSS Branch Directory, Generate PRN, Inbox Notification and Member's Profile)	None	20 Seconds	SSS Mobile App

2. Tap the **Floating Action Button (FAB)**.	2. The System displays the Icons of the following: • Contributions – Actual Premiums • Loans – Status • Loans – Balance • Salary Loan Application • Maternity BenefitClaim Status • SicknessBenefitClaim Status • DisabilityBenefitClaim Status • EC Medical Claim Status • RetirementBenefit Claim Status • Maternity Notification (SE/VM/OFW)	None	5 Seconds	SSS Mobile App
3. Select the benefit Icon to view the status. Example: **Retirement Claim Info.**	3. The System displays the following information: • Status • Amount of Initial Benefit • SettlementDate	None	20 Seconds	SSS Mobile App
4. Tap the ◁ besidethe **Retirement Claim Info** on the upper left corner of the screenbeside.	4. The System displays the **SSS Mobile App Dashboard**	None	5 Seconds	SSS Mobile App
5. . Tap the 👤 **Member Icon** on the upper left corner of the screen to log out.	5. The System displays the login page after Client's log out.	None	5 Seconds	SSS Mobile App
	TOTAL	**None**	**55 Seconds**	

Submission of Maternity Notification through the SSS Mobile Application

The "SSSMobileApp" is the newest self-service electronic facility of Social Security System. The user can access information and perform transactions using the words and Icons displayed on the phone or tabletscreen.

Individual female members such as Employed, Voluntary and Self-employed members and Overseas Filipino Workers may submit their maternity notification using the SSS Mobile App. ←

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individual female members such as Voluntary and Self-employed members; and Overseas Filipino Workers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Android 5.1 Lollipop or higherand iOS 14 or higher.		Google Play Store, AppleApp Store or Huawei AppGallery		
2. My.SSS accounts user ID and password		My SSS at http://www.sss.gov.ph		
3. WIFI access or mobile data		Internet Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the SSS Mobile App with My.SSS account user ID and password.	1. The System displays the SSS Mobile App Dashboard with the following services: • Dashboard (Total no. of contribution and last posted contribution's applicable month) • Activity History • Floating Action Button (FAB) + • Quick Access Buttons (Home, SSS Branch Directory, Generate PRN, Inbox Notification and Member's Profile)	None	20 Seconds	SSS Mobile App

2. Tap the ⊕ **Floating Action Button (FAB)**.	2. The System displays the Icons of the following: • Contributions – Actual Premiums • Loans – Status • Loans – Balance • Salary Loan Application • Maternity BenefitClaim Status • SicknessBenefitClaim Status • DisabilityBenefitClaim Status • EC Medical Claim Status • RetirementBenefitClaim Status • Maternity Notification (SE/VM/OFW)	None	5 Seconds	SSS Mobile App
3. Tap the **Maternity Notification** Icon and fill-in the required information.	3. The System displays the followingdetails: • Expected Date of Delivery • Allocation of Maternity Leave Credits • Number of Days to allocate • Relationshipand Full name of person who will receive the Maternity Leave Credits	None	30 seconds	SSS Mobile App
3. Tap Submit to complete the process.	4. The System processes the request and displays a message for the successful submission and transaction number.	None	5 Seconds	SSS Mobile App

4. Tap the 👤 Member Icon on the upper left corner of the screen to log out.	4. The System displays the home page after Client's log out.	None	5 Seconds	SSS Mobile App
	TOTAL	None	1 Minute and 5 Seconds	

Inquiry of Salary Loan Status and Loan Balance

The "SSS Mobile App" is the newest self-service electronic facility of Social Security System. The user can access information and perform transactions using the words and Icons displayed on the phone or tablet screen.

A member may inquire the information of his/her loan status and loan balance through the SSS Mobile App.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individual members such as Employed, Voluntary and Self-employed members; and Overseas Filipino Workers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Android 5.1 Lollipop or higherand iOS 14 or higher.		Google Play Store, AppleApp Store or Huawei AppGallery		
2. My.SSS accounts user ID and password		My SSS at http://www.sss.gov.ph		
3. WIFI access or mobile data		Internet Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the SSS Mobile App with My.SSS account user ID and password.	1. The System displays the SSS Mobile App Dashboard with the following services: • Dashboard (Total no. of contribution and last posted contribution's applicable month) • Activity History • Floating Action Button (FAB) + • Quick Access Buttons (Home, SSS Branch Directory, Generate PRN, Inbox Notification and Member's Profile)	None	20 Seconds	SSS Mobile App

2. Tap the **Floating Action Button (FAB)**.	2. The System displays the Icons of the following: • Contributions – Actual Premiums • Loans – Status • Loans – Balance • Salary Loan Application • Maternity BenefitClaim Status • SicknessBenefitCl aim Status • DisabilityBenefitCl aim Status • EC Medical Claim Status • RetirementBenefit Claim Status 3. Maternity Notification (SE/VM/OFW)	None	5 Seconds	SSS Mobile App
3. Tap the selected service to query ex. **LoansStatus**	3. The System displays the following information: • Loan Date • LoanStatus	None	<mark>15 Seconds</mark>	SSS Mobile App
4. Tap the < beside the **Salary Loan Status** on the upper left corner of the screenbeside.	4. The System displays the **SSS Mobile App Dashboard.**	None	<mark>15 Seconds</mark>	SSS Mobile App

5. Tap the 👤 **Member Icon** on the upper left corner of the screen to log out.	5. The System displays the home page after Client's log out.	None	5 Seconds	SSS Mobile App
	TOTAL	**None**	**1 Minute**	

Application of Salary Loan through the SSS Mobile Application

The "SSS Mobile App" is the newest self-service electronic facility of Social Security System. The user can access information and perform transactions using the words and Icons displayed on the phone or tablet screen.

A member may apply for salary loan using the SSS Mobile App.

Office or Division:	Social Security System
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Individual members such as Employed, Voluntary and Self-employed members and Overseas Filipino Workers who have the following eligibility requirements: 1. For a one-month salary loan, the member-borrower must havethirty-six (36) posted monthly contributions, six (6) of which should be within the last twelve (12) months prior to the month of filing of application. 2. For a two-month salary loan, the member-borrower must have seventy-two (72) posted monthly contributions, six (6) of which should be within the last twelve (12) months prior to the month of filing ofapplication. 3. The employer of the employed member-borrower must be updated in the payment of contribution and loanremittances. 4. The member-borrowermust: • have not been granted any final benefit (i.e., totalpermanent disability, retirement, and/or deathbenefits) • be under sixty-five (65) years of age at the time of applicationfor loan. • have not been disqualified due to fraud committed against theSSS.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Android 4.4 Kitkat or higher, Huawei devices (mobile phones and tablets) and IOS 8.0 smartphones.		Google Play Store, Apple App Store or Huawei App Gallery	
2. My.SSS account user ID and password.		My SSS at http://www.sss.gov.ph	
3. WIFI access or mobile data		Internet Service Provider	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Log-in to the SSS Mobile App with My.SSS account user ID and password.	1. The System displays the Icons of the followingservices. • MyInformation • MyContributions • My Loans • My Benefits • Generate PRN/SOA • Maternity Notification	None	20 Seconds	SSS Mobile App
2. Tap the **My Loans** Icon.	2. The System displays the followingservices: • Salary Loan Status • Salary Loan Balance • Application for Salary Loan The System displays details of loan, if member is eligible; The System displays the rejection reason if member is ineligible to apply for salary loan.	None	5 Seconds	SSS Mobile App
3. Tap **Apply for Salary Loan** and fill-in the required information.	3. The System displays the followingdetails: • Loanable Amount • PaymentMode • EmployerID • EmployerName • Choose Branch Office	None	1 minute	SSS Mobile App
4. Tap **Terms of Service** and tap **Proceed.**	4. The System displays the Loan Disclosure Statement (LDS).The LDS isdownloadable.	None	15 Seconds	SSS Mobile App
5. Tap **Submit** to complete the process.	5. The System processes the request and displays a message for the successful submission and transaction number.	None	15 Seconds	SSS Mobile App

6. Tap the **hamburger** icon on the upper left corner of the screen to log out.	6. The System displays the home page after Client's log out.	None	5 Seconds	SSS Mobile App
	TOTAL	**NONE**	**2 Minutes**	

Inquiry of Contributions through the SSS Mobile Application

The "SSS Mobile App" is the newest self-service electronic facility of Social Security System. The user can access information and perform transactions using the words and Icons displayed on the phone or tablet screen.

A member may verify his/her actual monthly contribution breakdown, total number of contributions and total amount of contributions using the SSS Mobile App.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individual members such as Employed, Voluntary and Self-employed members and Overseas Filipino Workers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Android 4.4 Kitkat or higher, Huawei devices (mobile phones and tablets) and IOS 8.0 smartphones.		Google Play Store, Apple App Store or Huawei App Gallery		
2. My.SSS account user ID and password.		My SSS at http://www.sss.gov.ph		
3. WIFI access or mobile data		Internet Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the SSS Mobile App with My.SSS account user ID and password.	1. The System displays the Icons of the followingservices: • MyInformation • MyContributions • My Loans • My Benefits • Generate PRN/SOA • Maternity Notification	None	20 Seconds	SSS Mobile App
2. Tap the **My Contribution** Icon.	2. The System displays the contribution table with the following details: • Total Number of Contributions Posted • Total Amount of Contributions • Contribution table (displays monthly payments)	None	30 Seconds	SSS Mobile App

3. Tap the ← beside the **My Contribution** on the upper left corner of thescreen.	3. The System displays the Icons of the services.	None	5 Seconds	SSS Mobile App
4. Tap the **hamburger** Icon on the upper left corner of the screen to log out.	4. The System displays the home page after Client's log out.	None	5 Seconds	SSS Mobile App
	TOTAL	**None**	**1 Minute**	

Generation of Payment Reference Number (PRN) through the SSS Mobile Application

The "SSS Mobile App" is the newest self-service electronic facility of Social Security System. The user can access information and perform transactions using the words and Icons displayed on the phone or tablet screen.

A member may generate and edit his/her PRN using the SSS Mobile App.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individual members such as Employed, Voluntary and Self-employed members and Overseas Filipino Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Android 4.4 Kitkat or higher, Huawei devices (mobile phones and tablets) and IOS 8.0 smartphones.		Google Play Store, Apple App Store or Huawei App Gallery		
2. My.SSS account user ID and password.		My SSS at http://www.sss.gov.ph		
3. WIFI access or mobile data		Internet Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the SSS Mobile App with My.SSS account user ID and password.	1. The System displays the Icons of the followingservices. • MyInformation • MyContributions • My Loans • My Benefits • Generate PRN/SOA • Maternity Notification	None	20 Seconds	SSS Mobile App
2. Tap the **Generate PRN/SOA** and fill-in the require information.	2. The System displays the information required to generate PRN: • Membership Type • ApplicablePeriod • Monthly Contribution • Flexi Fund Amount (for OFW) • TotalAmount	None	20 Seconds	SSS Mobile App

3. Tap **Submit** to complete the process.	3. The System processes the request and generates PRN/SOA. The PRN/SOA is downloadable.	None	10 Seconds	SSS Mobile App
4. Tap ← beside **Active PRN/SOA on** the upper left corner of the screen.	4. The System displays the Icons of the services.	None	5 Seconds	SSS Mobile App
5. Tap the **hamburger** icon on the upper left corner of the screen to log out.	5. The System displays the home page after Client's log out.	None	5 Seconds	SSS Mobile App
	TOTAL	None	1 Minute	

SELF-SERVICE EXPRESS TERMINALS (SETs)

UMID Card Activation through SSS Self-Service Express Terminals (SETs)

Members may use their UMID Card as ATM by activating their UMID Card through SETs.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Member/Retiree-Pensioner			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
UMID Card		Social Security System		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Tap "UMID Card" from the SET Home Screen.	1. A message will appear stating "Place your UMID card on smart card reader" with illustration on how to place UMID card correctly.	Free	1 Second	Processed by the system
2. Place your UMID Card in the smart card reader.	2. SET will read the card details of the UMID.		15 Seconds	Processed by the system
3. Wait for the system to read the details of theUMID.	3. For initial use, the SET will prompt a message stating "Your UMID Card is not yet activated for SSS use. Do you want to activate your card?".		15 Seconds	Processed by the system
4. Tap/click "Yes"	4. The SET will authenticate through fingerprint matching of the Member's four (4) fingers (Right Index, Right Thumb, Left		3 Seconds	Processed by the system

	Index and Left Thumb) up to 5 attempts.			
5. Put the correct finger as instructed by the system.	5.1 Place the instructed finger to the fingerprint scanner until accepted. 5.2 If fingerprint matching failed, a message will prompt. Wait for the next fingerprint authentication screen toappear. 5.3 If fingerprint authentication failed after the fifth (5th) attempt, a message will prompt stating "Your UMID Card has been blocked and invalidated. Please seek assistance from our Member Service Representative at our Service Counter at the SSSBranch"		15 Seconds	Processed by the system
6. After successful fingerprint authentication, Member will be redirected to assigning of 6-Digit PIN (Personal Identification Number)	6.1 The SET will display a page where Member will assign their PIN.		5 Seconds	Processed by the system
7. Enter 6-digit PIN for ASSIGN PIN and	7.1 The SET will check if the		5 Seconds	Processed by the system

CONFIRM PIN and click "Submit" a. If the ASSIGN PIN and CONFIRM PIN entered did not match, tap/click "Reset" button to clear the fields then re-enter correct and matched 6-digit PIN	ASSIGN PIN and CONFRIM PIN matched. b. A message will prompt at the bottom part of the screen stating "Entered PIN does not match" if the entered ASSIGN PIN and CONFIRM PIN did not match.			
8. After ASSIGN PIN and CONFIRM PIN matched, a success message will prompt. Click/tap "OK".	8. A success message stating "Your UMID Card has been successfully activated. Click Ok to continue."		5 Seconds	Processed by the system
	TOTAL	**Free**	**64 seconds**	

Change of Address/Contact Information through SSS Self-Service Express Terminals (SETs)

Facility that allows members to view and update their address and contact information.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Retiree-Pensioner			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Activated UMID Card		Social Security System		
SSS Biometric Card		Social Security System		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Tap/Click one (1) option to proceed a. SSSCard b. UMIDCard c. SSS Website	1.1. The SET will direct the Member to the selected option to proceed.	Free	1 Second	Processed by the system
2. For members using SSS Card, scan SSS card barcode to the scanner and place your RIGHT INDEX on the fingerprint scanner until fingerprint is accepted. a. For members using UMID Card, place UMID Card on the smart card reader and place your RIGHT INDEX on the fingerprint scanner until fingerprint is accepted or enter yourPIN. b. For members that will select	2.1 The SET will instruct the Member to place the SSS Card to the scanner and authenticate the transaction through fingerprint matching. a. The SET will instruct the Member to place the SSS Card to the scanner and authenticate the transaction through fingerprint matching.		5 Seconds	Processed by the system

SSS website, enter User ID and Password and click "Submit".	2.2 The SET will display the Website Login Screen.			
3. Press "Change of Address/Contact Information" from the Main Menuseen on the left side of the screen.	3.1 The SET will display the Change of Address/Contac t Information Form		5 Seconds	Processed by the system
4. Fill out all the requiredfields. a. House or Lot number / Street Name b. Subdivision / Barangay / Municipality c. City /Province d. Postal Code e. Landline or MobileNumber f. EmailAddress	4.1. The SET will mark the required fields with asterisk (*)			Processed by the system
5. Tap/click on the "PROCEED" Button.	5.1 The SET will ask for data confirmation.		10 Seconds	Processed by the system
6. Click "Yes" if all the information is correct.	6.1 The SET will authenticate the transaction through fingerprint matching.		10 Seconds	Processed by the system
7. Place the correct finger on the fingerprint scanner device to authenticate the transaction.	7.1. The SET will prompt a message asking if receipt will be printed.		10 Seconds	Processed by the system
8. Click "Yes" to print the receipt.	8. The SET will print an acknowledgement receipt.		10 Seconds	Processed by the system
9. Collect the printed acknowledgement receipt.	9. Printed receipt		15 Seconds	Processed by the system
	TOTAL	**Free**	**66 seconds**	

Submission of SET Feedback

Members may submit their SET Feedback using the SSS Self-Service Express Terminals.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Member/Retiree-Pensioner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Activated UMID Card		Social Security System		
SSS Biometric Card		Social Security System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. From the Login screen, tap/click on the SET Feedback on the bottom of the screen.	1. The SET will display the SET Feedback Form.	Free	3 Seconds	Processed by the system
2. Answer all the questions by tapping the button of your answer then tap "Proceed" button.	2. The SET displays the feedback form to be rated by the Member according to his/her experience.		5 Seconds	Processed by the system
3. Answer the remaining questions. Providing comments or suggestions in the suggestions box is optional.	3. The SET displays the continuation of the feedback form.		5 Seconds	Processed by the system
5. Tap Submit button.	5. The SET prompts a message confirming submission of the information.		5 Seconds	Processed by the system
6. Click "Yes"	6. The SET prompts a message confirming the successful submission of feedback.		5 Seconds	Processed by the system
	TOTAL	Free	23 Seconds	

Submission of Maternity Notification through SET for Self-Employed, Voluntary Members, and Overseas Filipino Workers

Allows female members (SE/VM/OFW) to submit maternity notification via SET.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All qualified Female Member (Self-Employed/Voluntary/OFW/Non-Working Spouse)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Activated UMID Card		Social Security System		
SSS Biometric Card		Social Security System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at the Self-Service Express Terminals using your SSS Card or UMID Card	1.1. The SET will direct the Member to his/her selected option.	Free	1 Second	Processed by the system
2. Scan SSS card barcode to the scanner or place UMID Card to the smart card reader.	2.1 The SET will scan the SSS Card or UMID Card.			Processed by the system
3. Place your RIGHT INDEX on the fingerprint scanner until fingerprint is accepted.	3.1. The SET will authenticate the transaction through fingerprint matching.			Processed by the system
4. Select "Submission of Maternity Notification" from the Main Menu then enter Expected Date of Delivery, Number of Delivery/Miscarriage prior to the notificationand Date of Last	4.1. The SET will display the Maternity Information Form		1 minute	Processed by the system

Delivery/ Miscarriage.				
5. If all displayed information is correct, tap/click "Yes". • If there is an incorrect displayed information, tap/click "No" to edit.	5.1 The SET will display the entered Expected Date of Delivery, Number of Delivery/ Miscarriage, Date of Last Delivery/ Miscarriage and verify if all displayed information is correct. • The SET will redirect Member to the Maternity Information Form.			Processed by the system
6. To proceed, place the correct finger on the fingerprint scanner device to authenticate the transaction.	6.1 The SET will authenticate the transaction through fingerprint matching.		10 Seconds	Processed by the system
7. Get acknowledgement receipt generated by SET.	7.1. The SET will print the acknowledgement receipt.		5 Seconds	Processed by the system
	TOTAL	**Free**	**1 minute and 16 seconds**	

Generation of Payment Reference Number Using the Self-Service Electronic Terminals (SETs)

An online facility for the members to generate Payment Reference Number (PRN) for the electronic Collection System (e-CS) to facilitate the real-time recording/posting of SSS contribution payments.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN – Government to Citizen			
Who may avail:	Self-Employed/Voluntary/Overseas Filipino Worker Members with SSS ID or UMID Card			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Activated UMID Card		Social Security System		
SSS Biometric Card		Social Security System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the SETs installed in the SSS branches Taps the icon of the ID that will be used: a. SSS ID b. UMID Card	1.1. Validates the ID used with the ff: a. For SSS ID – informs member to scan the SS ID's barcode on the barcode reader. b. For UMID Card – informs the member to put the UMID Card on top of the card reader. If the IDs are valid, informs the member to put the finger on the fingerprintscanner	Free	5 seconds	Processed by the System
2. Member puts the finger on the fingerprint scanner	SET will authenticate the fingerprint of the member		15 seconds	Processed by the System

	If successful member will be automatically logged-in on the SET If not successful, the SET will authenticate the fingerprint 4 more times. If the authentication is unsuccessful the SET will block the card.			
3. Tap "Payment Reference Number"	3.1 System displays the following: a. For initial PRN Generation – member will be asked to provide the contribution information b. For subsequent PRN Generation – a system generated PRN will appear		3 seconds	Processed by the System
a. For initial PRN generation, provide the following information: • Membership Type (Voluntary, Self-employed, OFW and Non-Working Spouse) • Applicable month/s and year/s to bepaid • Amount of contribution per month. • For OFWMember - if a Flexi Fund member: enters	The System performs the following actions: System generates and displays Statement of Account (SOA) with the corresponding Payment Reference Number (PRN)		2 minutes	Processed by the System

the desired amount to be paid for Flexi Fund contribution				
Tap "Submit Request" **b. For subsequent generation of PRN:** • If without changes on the Amount of contribution and the applicable months to be paid.	System automatically generates a Statement of Account (SOA) with corresponding Payment Reference Number (PRN) for the applicable month of payment			

• If there is change in the amount of contribution and applicable months to be paid, click "Generate PRN" and provide the following information:
 	
   ○ Membership Type (Voluntary, Self-employed, OFW and Non-Working Spouse)
   ○ Applicable month/s and year/s to be paid
   ○ Amount of contribution permonth.
   ○ For OFW Member - if a
	System generate and displays a new Statement of Account (SOA) with corresponding Payment Reference Number (PRN) for the given applicable month of payment			

Flexi Fund member: enters the desired amount to be paid for Flexi Fund contribution Tap "Submit Request"				
4. Member taps "Print" to get the copy of SOA	SET prints the SOA		3 seconds	Processed by the System
	TOTAL	**Free**	**2 minutes and 26 seconds**	

SSS E-CENTERS

My.SSS Registration at the E-Center

The E-Center located at theSSSBranches assist Members and Employers in the registration of their SSS accounts in the My.SSS facility of the SSS website.

Office or Division:	Social Security System
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who may avail:	All Members with at least one (1) contribution and with posted date of coverage. All Employers with posted date of coverage

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bearer's SS ID/UMID Cardor 2. Valid ID (2, original), which must have the following: • Name ofMember/Bearer • Picture • Signature	Any ID-issuing government agencies (SSS, GSIS PhilHealth, Pag-IBIG, PhilPost), present company
3. Active E-mailaddress	Any email address provider (Gmail, Yahoo, etc)
4. Valid Form L-501 or Specimen Signature Card, stamped "Received" by theServicing Branch *Valid for one year from receipt date of branch	SSS Servicing Branch
Employer web registration through an Authorized Signatory or Representative	
Include the following: *5.* Person Granting Authority's SS ID/UMID Card (Photocopy)*or* 6. Person Granting Authority's Valid ID (2, Photocopy), which must have thefollowing: • Name ofMember • Picture • Signature	Any ID-issuing government agencies (SSS, GSIS PhilHealth, Pag-IBIG, PhilPost), present company
7. Letter of Authorization duly signed by the Person GrantingAuthority	Employer's Person Granting Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queue number from the E-Center's queue number	None	None	None	None

holder and wait to be called. *If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the displaymonitor.				
2. Present the requirements to the MSR for validation and verification	2.1 Validate the IDs and verify the identity of the Member/Employer/ Employer Representative 2.2 Verify Member/Employer records in WINS to check eligibility 2.3 Assist the Member/Employer/ Employer Representative to the designated desktopcomputer.	None	3 minutes	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice
3. Proceed to the computer assigned by the MSR and access the SSS website at www.sss.gov.ph and accomplish the captcha, then click Member/Employer Portal.	System performs the succeeding actions: 3.1 Display the Medmber/Emp loyer login page	None	1 minute	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice

4. Register in the SSS website, follow the on-screen instructions and complete the online registration form *Employer Registration are subject for Branch approval	4.1. Send confirmation email for successful registration containing the link to set up the password	None	Processing time of web registration for Members/Employers (refer to the service specification of My.SSS Registration through the SSS Website)	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice

5. Log in to the registered email address and click on web registration link or read rejection notice	5.1 Display the Set up Password Page *For member accounts, a page will be displayed requiring the last six digits of the SS/CRN Number	None	2 minutes	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice
6. Assign the preferred password and access the My.SSS account	6.1 Validate thelogin 6.2 Display the homepage			
7. Log out of the My.SSS account.	7.1. Display the My.SSS login page.			JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice
8. Sign the E-Center Logbook	*MSR performs below actions:* 8.1. Record the transaction in the E-Center Logbook with the informationbelow: • CRN/SS Number/EmployerID • Member's/Employer's/Employer Representative'sName • Purpose of Visit/Transaction • Date and Time • Signature of Member/Employer/Employer Representative	None	1 minute	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice

	8.2. Request the Member/Employer/ Employer Representative to sign in the logbook			
	TOTAL	**None**	**7 minutes + Processing time of My.SSS registration for Member/Empl oyer through the SSS website**	

Accessing My.SSS services at the E-Center

The E-Center located at the SSS Branch assists Members and Employers in accessing their My.SSS accounts

Office or Division:	Social Security System
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who may avail:	All individual members and employers with My.SSS accounts

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bearer's SS ID/UMID Cardor 2. Valid ID (2, original), which must have the following: • Name ofMember/Bearer • Picture • Signature	Any ID-issuing government agencies (SSS, GSIS PhilHealth, Pag-IBIG, PhilPost), present company
3. My.SSSAccount *Only the member who owns the account will be allowed to access the said account at the E-Center	Register in the SSS website: https://www.sss.gov.ph
4. Valid Form L-501 or Specimen Signature Card, stamped "Received" by the Servicing Branch (for transacting employeronly) *Valid for one year from receipt date of branch	SSS Servicing Branch
Employer transaction through an Authorized Signatory or Representative	
Include the following: *5.* Person's Granting Authority's SS ID/UMID Card (Photocopy)*or* 6. Person's Granting Authority's Valid ID (2, Photocopy), which must have thefollowing: • Name ofMember • Picture • Signature	Any ID-issuing government agencies (SSS, GSIS PhilHealth, Pag-IBIG, PhilPost), present company
7. Letter of Authorization duly signed by the Person GrantingAuthority	Employer's Person Granting Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queue number from the E-Center's queue number	None	None	None	None

holder and wait to be called. *If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the displaymonitor.				
2. Present the requirements to the MSR for validation and verification	2.1 Receive the requirements and verify the identity of the Member/Employer/ Employer's Representative 2.2 Assist the Member/Employer/Employer's Representative to the designated desktopcomputer.	None	1 minute	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice
3. Proceed to the computer assigned by the MSR and access the SSS Website: https://www.sss.gov.ph and accomplish the captcha, then click Member/Employer Portal.	*System performs the succeeding actions:* 3.1 Display the Member/Employer login page	None	1 minute	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice
4. . Log in to My.SSS Employer/Member portal.	4.1. Display homepage			
		None	2 minutes + processing	JR/SR Member Service

			time for online service (refer to the service specification of each of the	Representative, Member Services Section of SSS Branch or at SSS Service Office
5. Select from the available options in the homepage the service/information to access.	5.1 Display the page where the service/information can be viewed or requested.			
*See the table below for the list of available services in the My.SSS account			services that can be made through the SSS website)	
6. Log out of the My.SSS account.	6.1 Display the login page.			
7. Sign the E-Center Logbook	*MSR performs below actions:* 7.1. Record the transaction in the E-Center Logbook with the information below: • CRN/SS Number/EmployerID • Member's/Employer's/Employer Repsentative's Name • Purpose of Visit/Transaction • Date and Time • Signature of Member 7.2. Request the Member/Employer/ Employer Representative to sign in thelogbook	None	1 minute	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice
	TOTAL	**None**	**5 minutes + processing time for online service**	

Available Services in My.SSS (Member Account)

- ☐ Inquiry of Membership Records
- ☐ PRN Generation – Contributions (for Self-Employed and Voluntary Members, and OFWs)
- ☐ PRN Generation – Loans (for Self-Employed and Voluntary Members, and OFWs)
- ☐ Benefit Re-disbursement Module
- ☐ Disbursement Account Enrollment Module
- ☐ Apply for Salary Loan
- ☐ Apply for Calamity Loan
- ☐ Apply for Unemployment Benefit
- ☐ Apply for Pension Loan
- ☐ Apply for Loan Penalty Condonation
- ☐ Adjustment of Maternity Benefit
- ☐ Request for Member Data Change (Simple Correction)
- ☐ P.E.S.O. Fund Enrollment
- ☐ Flexi Fund Enrollment
- ☐ Request Records
- ☐ Submit Maternity Notification
- ☐ Submit Maternity Benefit Application
- ☐ Submit Retirement Application
- ☐ Simulated Retirement Calculator
- ☐ Submit Funeral Claim Application
- ☐ Change of My.SSS Account Password
- ☐ Appointment System
- ☐ Update Security Questions

Available Services in My.SSS (Employer Account)

- ☐ Inquiry of Employer Records
- ☐ PRN Generation – Contributions
- ☐ PRN Generation – Loans
- ☐ Benefit Redisbursement Module
- ☐ Disbursement Account Enrollment Module
- ☐ Certification of Loan/Claim
- ☐ Submission of Employee Maternity Notification
- ☐ Submission of Maternity Benefit Reimbursement Application
- ☐ Submission of Adjustment of Maternity Benefit Reimbursement Application
- ☐ Submission of Employment Report (R1A)
- ☐ Submission of Employee Sickness Notification
- ☐ Submission of SS Sickness Benefit Reimbursement Application
- ☐ Submission of Contribution Collection (R3)
- ☐ Submission of Loan Collection List (ML2)
- ☐ Change of My.SSS Account Password   396
- ☐ Updating of Contact Information
- ☐

Request for Resetting of Password and Recovery of User ID to My.SSS Member Account at the E-Center

The E-Center located at the SSS Branch assists Members in password resetting and User ID recovery.

Office or Division:	Social Security System
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All individual members with My.SSS Account and: - No Email Received from SSS after Clicking the Forgot User ID/ Password Link in the Member LoginPage - Forgotten registered emailaddress - Encountered other difficulties in accessing the SSSwebsite.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. SS ID/UMID Card (Original) *or*	Any ID-issuing government agencies (SSS, GSIS, PhilHealth, Pag-IBIG, PhilPost), present company
2. Valid ID (2, Original), which must have the following: • Name ofMember • Picture • Signature	
3. My.SSS Member Account	Register in the SSS website: https://www.sss.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queue number from the E-Center's queue number holder and wait to be called. *If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the displaymonitor.	None	None	None	None
2. Present the valid IDs to the MSR for validation and verification	2.1 Validate the IDs and verify the identity of the Member.	None	2 minutes	JR/SR Member Service Representative (MSR),

	2.2 Check if Member is registered in the SSSwebsite 2.3 Reset the password or check the UserID of the My.SSS account 2.4 Provide a temporary password and User ID of the My.SSS account 2.2 Assist the member to the designated desktop computer.			Member Services Section of SSS Branch or at SSS ServiceOffice
3. Proceed to the computer assigned by the MSR and access the SSS Website: https://www.sss.gov.ph, accomplish the captcha, then click Member Portal.	*System performs the succeeding actions:* 3.1 The system displays the login page.	None	2 minutes	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice
4. Log in to the My.SSS account using the temporary password or UserID provided by the MSR	4.1. Display prompt to change the password	None		
5 Fill up the required fields to change the password	5.1 Validate the password 5.2 Display confirmation of successful password change	None		
6. Take note of new log-in credentials then log-	6.1 Display the Member login page.	None		

out the My.SSS account				
7. Sign the E-Center Logbook	*MSR performs below actions:* 7.1 Record the transaction in the E-CenterLogbook with the information below: • CRN/SS Number • Member's Name • Purpose of Visit/Transaction • Date and Time • Signature of Member 7.2 Request the Member to sign in the logbook	None	1 minute	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice
	TOTAL	**None**	**5 minutes**	

Request for Resetting of Password and Recovery of User ID to My.SSS Employer Account at the E-Center

The E-Center of the SSS Branch assists Employers in password resetting and User ID recovery.

Office or Division:	Social Security System
Classification:	Complex
Type of Transaction:	G2B - Government to Business
Who may avail:	All Employers with My.SSS Account and no change in registered email address

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bearer's SS ID/UMID Card or	Any ID-issuing government agencies (SSS, GSIS, PhilHealth, Pag-IBIG, PhilPost), present company
2. Valid ID (2, original), which must have the following: • Name of Member/Bearer • Picture • Signature	
3. My.SSS Employer Account	Register in the SSS website: https://www.sss.gov.ph
4. Valid Form L-501 or Specimen Signature Card, stamped "Received" by the Servicing Branch (for transacting employer only) *Valid for one year from receipt date of branch	SSS Servicing Branch
Employer transaction through an Authorized Signatory or Representative Include the following: 5. Person Granting Authority's SS ID/UMID Card (Photocopy) *or* 6. Person Granting Authority's Valid ID (2, Photocopy), which must have thefollowing: • Name ofMember • Picture • Signature 7. Letter of Authorization duly signed by the Person GrantingAuthority	Any ID-issuing government agencies (SSS, GSIS PhilHealth, Pag-IBIG, PhilPost), present company Employer's Person Granting Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queue number from the E-Center's queue number	None	None	None	None

holder and wait to be called. *If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the displaymonitor.				
2. Present the requirements to the MSR for validation and verification	2.1 Validate the requirements and verify the identity and authority of the transacting individual. 2.2 Assist the Employer/Authorized Representative to the designated desktopcomputer.	None	1 minute	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice
3. Proceed to the computer assigned by the MSR and access the SSS Website: https://www.sss.gov.ph, accomplish the captcha, then click Employer Portal.	3.1 Instruct the Employer/Authorized Representative to use the self-reset facility in the Employer Login page of the SSS website	None	1 minute	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice
4. Follow the instructions online or as told and submit request for password resetting or userid recovery.	*System performs the succeeding actions* 4.1 Validate information entered 4.2 Send link to set up the password to the registered email address			
5. Check registered email and click on the link received	5. Display Password Setup page	None	1 minute	JR/SR Member Service Representative,

6. Fill up the required fields to change the password	6.1 Validate the password 6.2 Display confirmation of successful password change			Member Services Section of SSS Branch or at SSS ServiceOffice
7. Take note of new new log-in credentials then log-out of the My.SSS account	7. Display the Employer login page.			
8. Sign the E-Center Logbook	*MSR performs below function:* 8.1Record the transaction in the E-CenterLogbook with the information below: • EmployerID • Employer's/Auth orizedRepresent ative's Name • Purpose of Visit/Transaction • Date and Time • Signature of Employer/Author ized Representative 8.2Request the Employer/Authoriz ed Representative to sign in the logbook	None	1 minute	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS ServiceOffice
	TOTAL	**None**	**3 Minutes**	

Updating of Employer Profile through the E-Center

The E-Center of the SSS Branch facilitates requests for amendment of Employer Web Profile.

Office or Division:	Social Security System
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	All Employers with My.SSS Account
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Bearer's SS ID/UMID Card or	Any ID-issuing government agencies (SSS, GSIS PhilHealth, Pag-IBIG, PhilPost), present company
2. Valid ID (2, original), which must have the following: • Name ofMember/Bearer • Picture • Signature	
3. My.SSS Employer Account	Register in the SSS website: https://www.sss.gov.ph
4. Valid Form L-501 or Specimen Signature Card, stamped "Received" by the Servicing Branch (for transacting employer only)	SSS Servicing Branch
5. Duly Accomplished Web Amendment Form or a Letter-Request, indicating thefollowing information: • EmployerID • CompanyName • Change/s to WebProfile • Name, SS number, contact details and signature of Person GrantingAuthority • Name, SS number, contact details and signature of Employer Authorized Signatory (required for request for updating of Employer Authorized Signatory)	SSS Servicing Branch or Employer
Employer transaction through an Authorized Signatory or Representative	
Include the following: *5.* Person Granting Authority's SS ID/UMID Card (Photocopy)*or* 6. Person Granting Authority's Valid ID (2, Photocopy), which must have thefollowing: • Name ofMember • Picture	Any ID-issuing government agencies (SSS, GSIS PhilHealth, Pag-IBIG, PhilPost), present company

	Employer's Person Granting Authority			
• Signature 7. Letter of Authorization duly signed by the Person Granting Authority				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get queue number from the E-Center's queue number holder and wait to be called. *If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the displaymonitor.	None	None	None	None
2. Submit the requirements and present Valid IDs to the MSR verification	2.1 Validate the requirements and verify the identity and authority of the transacting individual. 2.2 Receive the requirements and validates the information in WINS and WES admin account. * If requirements are incomplete/not in order, inform Employer/Repre sentative about the lacking requirements *If requirements are in order, proceed to Step No.3	None	3 minutes	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS Service Office

3. MSR inputs the applicable data in Update Web Profile Module of the WES.	3.1 Writes "PROCESSED BY" and affixes signature over printed name on the letter request (original copy)		3 minutes	
4. MSR informs the employer to access the public e-mail website using the designated desktop	4.1 Instructs the filer to open the registered company email address for the password link and nominate the preferred password.	None	1 minute	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS Service Office

5. Sign the E-Center Logbook	5.1 Record the transaction in the E-Center Logbook with the information below: • Employer ID • Employer's/Authorized Representative's Name • Purpose of Visit/Transaction • Date and Time • Signature of Employer/Authorized Representative 5.2 Request the Employer/Autho rized Representative to sign in the logbook 5.3 Issues to Filer the letter request (original copy) and identification requirements (original copy/ies)			
	TOTAL	**None**	**7 minutes**	

DROPBOX SYSTEM

Receipt of Transactions Submitted through Drop BoxSystem

Amidst the threat of corona virus disease (COVID 19), the SSS endeavors to continue delivery of services to the public, to the extent possible. The SSS implemented a no- contact DROPBOX System in accepting transactions. Opening of the Dropbox is after 24 hours/lapse of 1 day.

Office or Division:	SSS Branch			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All SSS Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form		SSS Website		
Supporting Documents in accordance with the submitted form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form with the supporting documents. The application form and the supporting documents should be in a sealed envelope with the name, contact information and transaction details of the member/ filer.	1.1 Open the drop box after the required gap time (24hours)	None		Designated Employee SSS Branch
	1.2 Sort the documents after the sanitation process.		4 hours	
	1.3 Forward the documents to the Member Service Representative (MSR), Member Services Section (MSS).			
	1.4 Screen the application and supporting documents.	None	30 minutes	*Member Service Representative (MSR),* MSS of SSS Branch
	1.5 Acknowledge receipt of documents through email/SMS		15 minutes	
	If with incomplete requirements/supporting documents			
	• Inform the filer through email/SMS the lackingdocuments • Safe keep the application and supporting documents while waiting for the filer'scompliance.			

	If with complete requirements/supporting documents, determine the next action to be taken.			
	1.6 If for processing by the branch, proceed with the usual process. 1.7 If requiring further action by Processing Center (PC)/other unit/s, transmit to PC/concerned unit/s.	None	2 days	*Member Service Representative (MSR),* MSS of SSS Branch
	1.8 Send an email/SMS to inform the filer on the action/s taken by the branch, or if to be scheduled for an appointment.	None	15 minutes	*Member Service Representative (MSR),* MSS of SSS Branch
	TOTAL	**None**	**2 days and 5 hours** **(Start is after lapse of 1 day/ 24 hours for sanitation of dropbox)**	

SOCIAL SECURITY SYSTEM

INTERNAL SERVICES

BRANCH SUPPORT SERVICES DEPARTMENT
(BSSD)

Filing of Request for Information (RFI) on the; Agenda of the Pre–Construction/Pre-Project Implementation Meeting with Contractor/Supplier/ Lessor/ End–user (SSS Branch Office)/ and Building Administrator or Project Status

The Request for Information (RFI) is demanded by the Contractor/Supplier/ Lessor/ End–user (SSS Branch Office)/ Building Administrator/ SSS Management whenever there is an issue or concern on the; Agenda of the Pre–Construction/Pre-Project Implementation Meeting or the Project Status.

Office/Division	Branch Support Services Department
Classification	Simple
Type of Transaction	G2B - Government to Business G2G – Government to Government
Who may avail	Contractor/Supplier/ Lessor/ End–user (SSS Branch Office)/ Building Administrator/ SSS Management
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly accomplished Request Letter (1 Copy, Original and Photocopy) or Request Letter via email Include the following information: - Full name of requesting party - Address of the requesting party - Contact details of the requesting party - Details of the information requested for - Person(s) requested - Name of the Department of the person(s) requested	Requesting Party
1. Memorandum regarding Award of Contract to a winning Bidder/Contractor/Supplier 2. Any or combination of the Documents deemed necessary to the request: Contract documents: - Contract Agreement - General Condition of Contract (GCC) - Special Conditions of Contract (SCC) - Instruction to Bidders (ITB) - Bid Data Sheet (BDS) - Supplemental/Bid Bulletins (Addenda), if any - Notice of Award with Contractor/Supplier's "Conforme" - Performance Security (Annex E)	Requesting Party

- Supporting documents that may be required by the existing laws or the SSS				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request with the detailed information via registered mail, email or walk–in to the Administrative Section of the Branch Support Services Department Email: bssd@sss.gov.ph Address: Branch Support Services Department 8F SSS Main Building East Avenue Diliman Quezon City	Check correctness and completeness of the received request and documentary requirements Send an acknowledgement email upon receipt of the request Log the Request Letter and all relevant information as indicated on the checklist of requirements in the Department's Log Book for tracking Forward the request to the Department Head	None	1 Hour	Senior Analyst/ CEO II
	Assess and forward the request to the JEA/Engineer with instructions	None	30 Minutes	Department Head
	Process the request along with other attached documents and prepare reply memo and/or technical report Forward the drafted reply memo and/or technical report to the CEO III for review	None	2 days	JEA/Engineer
	Review and sign the reply memo and/or technical report Forward the reviewed reply memo and/or technical report to the	None	1 Hour	CEO III

	Department Head for Approval			
	Approve the reply memo and/or technical report

Forward the approved reply memo and/or technical report to the Senior Analyst/ CEO II for issuance to the requesting party | None | 1 Hour | Department Head |
| Receive the Reply Memo and/or Technical Report | Scan the signed reply memo and/or technical report and send it to the requesting party via email or registered mail

File and record all actions taken on the request. Tag request file CLOSED | None | 30 Minutes | Senior Analyst/ CEO II |
| **TOTAL** | | **None** | **2 Days and 4 Hrs.** | |

Filing of Request for Information (RFI) on the Plans/Drawings, Bill of Quantities, Specifications, and other Project related documents

The request for information is demanded by the Contractor/Supplier/ Lessor/ End–user (SSS Branch Office)/ Building Administrator/ SSS Management whenever there is an issue or concern on the Plans/Drawings, Bill of Quantities, and Specifications.

Office/Division	Branch Support Services Department
Classification	Simple
Type of Transaction	G2B - Government to Business, G2G – Government to Government
Who may avail	Contractor/Supplier/ Lessor/ End–user (SSS Branch Office)/ Building Administrator/ SSS Management

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Request Letter (1 Copy, Original and Photocopy) or Request Letter via email Include the following information: - Full name of requesting party - Address of the requesting party - Contact details of the requesting party - Details of the information requested for - Person(s) requested - Name of the Department of the person(s) requested	Requesting Party
Documents shall include: Copy of a particular Sheet/Page of the Plans/Drawings, Bill of Quantities, or Specifications where additional information is requested	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request with the detailed information via registered mail, email or walk–in to the Administrative Section of the Branch Support Services Department Email: bssd@sss.gov.ph	Check correctness and completeness of the received request and documentary requirements. Send an acknowledgement email upon receipt of the request	None	1 Hour	Senior Analyst/ CEO II

Address: Branch Support Services Department 8F SSS Main Building East Avenue Diliman Quezon City	Log the Request Letter and all relevant information as indicated on the checklist of requirements in the Department's Log Book for tracking Forward the request to the Department Head			
	Assess and forward the request to the JEA/Engineer with instructions	None	30 Minutes	Department Head
	Process the request along with other attached documents and prepare referral memo to EFMD, if necessary Forward the drafted referral memo to the CEO III for review	None	2 days	JEA/Engineer
	Review and sign the referral memo Forward the reviewed referral memo to the Department Head for Approval	None	1 Hour	CEO III
	Approve the referral memo to EFMD Forward the approved referral memo to the Senior Analyst/ CEO II for transmittal	None	1 Hour	Department Head
	Transmit the referral memo to EFMD	None	15 Minutes	Senior Analyst/ CEO II
	Process the RFI along with other attached documents and prepare	None	Within commitment time	EFMD

	reply memo and/or technical report Forward the reply memo and/or technical report to BSSD				
Receive the Reply Memo and/or Technical Report	Scan the signed EFMD reply memo and/or technical report and send it to the requesting party via email or registered mail File and record all actions taken on the request. Tag request file CLOSED	None	30 Minutes	Senior Analyst/ CEO II
TOTAL		**None**	**2 Days, 4 Hrs. and 15 Mins.**	

Note: The Total Processing Time does not include that of the EFMD

Filing of Request for Advance Payment

The request for Advance Payment is demanded by the Contractor/Supplier in accordance with the conditions of the contract, contract documents, and the Implementing Rules and Regulations of Republic Act No. 9184, otherwise known as "The Government Procurement Reform Act".

Office/Division	Branch Support Services Department
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may avail	Contractor/Supplier only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Request Letter (1 Copy, Original and Photocopy) or Request Letter via email Include the following information: - Full name of requesting party - Address of the requesting party - Contact details of the requesting party - Details of the information requested for - Person(s) requested - Name of the Department of the person(s) requested	Contractor/Supplier
ADVANCE PAYMENT documents: - Notice of Award - Job Order - Notice to Proceed - Performance Bond - Surety Bond for Advance Payment - Building Permit application with LGU - Supporting Documents that may be required by the existing laws or the SSS	Contractor/Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request with the detailed	Check correctness and completeness of the	None	1 Hour	Senior Analyst/ CEO II

information via registered mail, email or walk–in to the Administrative Section of the Branch Support Services Department Email: bssd@sss.gov.ph Address: Branch Support Services Department 8F SSS Main Building East Avenue Diliman Quezon City	received request and documentary requirements. Send an acknowledgement email upon receipt of the request Log the Request Letter and all relevant information as indicated on the checklist of requirements in the Department's Log Book for tracking Forward the Request for Payment to the Department Head			
	Assess and forward the request to the JEA/Engineer with instructions	None	30 Minutes	Department Head
	Process the request along with other attached documents and prepare technical report consisting of: - Covering Memo - Billing Computation Forward the drafted technical report to the CEO III for review	None	2 days	JEA/Engineer
	Review and sign the technical report Forward the reviewed technical report to the Department Head for Approval	None	1 Hour	CEO III
	Approve the technical report	None	1 Hour	Department Head

	Forward the approved technical report to the next processing Department/ Office for their review and signature			
	Review and sign the technical report	None	Within commitment time of each offices	Heads of the following offices: - General Services Division - Administration Group - Corporate Sector Group - PPMD - GAD, and - OSD
Receive the Reply Memo/ Technical Report	Scan the signed reply memo/ technical report and send it to the requesting party via email or registered mail Forward the approved technical report to the next processing Department/ Office for their preparation of Disbursement Voucher and processing of Payment File and record all actions taken on the request. Tag request file CLOSED	None	30 Minutes	Senior Analyst/ CEO II
	TOTAL	**None**	**2 Days and 4 Hrs.**	

Note: The Total Processing Time does not include that of the; General Services Division, Administration Group, Corporate Sector Group, PPMD, GAD, and OSD

Filing of Request for Payment of Progress Billing/ Release of 10% Retention Money

The request for payment Progress Billing/ Release of 10% Retention Money is demanded by the Contractor/Supplier in accordance with the conditions of the contract, contract documents, and the Implementing Rules and Regulations of Republic Act No. 9184, otherwise known as "The Government Procurement Reform Act".

Office/Division	Branch Support Services Department	
Classification	Highly Technical	
Type of Transaction	G2B - Government to Business	
Who may avail	Contractor/Supplier only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished Request Letter (1 Copy, Original and Photocopy) or Request Letter via email Include the following information: - Full name of requesting party - Address of the requesting party - Contact details of the requesting party - Details of the information requested for - Person(s) requested - Name of the Department of the person(s) requested		Contractor/Supplier
PROGRESS BILLING PAYMENT documents: - Request Letter - Notice of Award - Job Order - Notice to Proceed - Performance Bond - DV of previous billings - Approvals to Change Order/Extra Work Order, Work Suspension/ Resumption, Extension of Contract Time, if any - Approval to Materials Samples - Statement of Work Accomplishment - Bar Chart with S-Curve - Pictures of work accomplished - Materials Test Result, if any - Contractor/Supplier's Affidavit that all labor, materials, and lease of equipment have been fully paid		Contractor/Supplier

- Building Permit, if any - Shop Drawings - Supporting Documents that may be required by the existing laws or the SSS FINAL BILLING PAYMENT documents: - Request Letter - Notice of Award - Job Order - Notice to Proceed - Performance Bond - DV of previous billings - Approvals to Change Order/Extra Work Order, Work Suspension/ Resumption, Extension of Contract Time, if any - Approval to Materials Samples - Punch-list Findings Statement of Compliance - Statement of Work Accomplishment - Bar Chart with S-Curve - Pictures of work accomplished - Pictures of corrected Punch-list - Materials Test Result, if any - Owner' Operating and Maintenance Manuals - Certificate of Completion - Contractor/Supplier's Affidavit that all labor, materials, and lease of equipment have been fully paid - Occupancy Permit, if any - Plans/Drawings, and Specifications for Change Order/Extra Work Order, if necessary - Shop Drawings - Supporting Documents that may be required by the existing laws or the SSS RELEASE OF 10% RETENTION MONEY documents: - Request Letter - Notice of Award - Job Order - Notice to Proceed - Performance Bond - DV of previous billings	

- Punch-list Findings Statement of Compliance - Surety Bond for Retention Money, if necessary - Supporting Documents that may be required by the existing laws or the SSS				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request with the detailed information via registered mail, email or walk–in to the Administrative Section of the Branch Support Services Department Email: bssd@sss.gov.ph Address: Branch Support Services Department 8F SSS Main Building East Avenue Diliman Quezon City	Check correctness and completeness of the received request and documentary requirements. Send an acknowledgement email upon receipt of the request Log the Request Letter and all relevant information as indicated on the checklist of requirements in the Department's Log Book for tracking Forward the Request for Payment to the Department Head	None	1 Hour	Senior Analyst/ CEO II
	Assess and forward the request to the JEA/Engineer with instructions	None	30 Minutes	Department Head
	Evaluate the request along with other attached documents Request Travel Documents or e-Trip Ticket to Senior Analyst/ CEO II	None	1 Hour	JEA/Engineer

	Prepare Travel Documents or e-Trip Ticket of the JEA/Engineer Forward Travel Documents or e-Trip Ticket to CEO III, and Department Head for review approval	None	2 Hours	Senior Analyst/ CEO II
	Review and recommend approval of the Travel Documents or e-Trip Ticket of the JEA/Engineer Forward the recommended Travel Documents or e-Trip Ticket to the next processing Department/ Office for approval	None	1 Hour	CEO III, and Department Head
	Approve the recommended Travel Documents or e-Trip Ticket	None	Within commitment time of each offices	Heads of the following offices: - General Services Division - Administration Group - Corporate Sector Group
	Conduct site inspection and check the following: - compliance of materials quality and quantity per approved plans and specifications - workmanship - approved Change Order/Extra Work Order, Work Suspension, and Time Extension, if any - work accomplished - Punch list of defects/ deficiencies	None	3 days	JEA/Engineer

	- Approved Sample of Materials - Material Test result, if any - As-built Plan, if any			
	Process the request along with other attached documents and prepare technical report consisting of: - Covering Memo - Billing Computation - Progress Report - Statement of Work Accomplishment - Bar Chart with S-Curve - Pictures of work accomplished - Shop Drawings, if any - Approvals to Materials Samples, if any - Plans/Drawings and Specifications, if necessary - Approvals to Change Order/Extra Work Order, Work Suspension/ Resumption, Extension of Contract Time, if any - Liquidated Damages computation, if any Forward the drafted technical report to the CEO III for review	None	3 days	JEA/Engineer
	Review and sign the technical report Forward the reviewed technical report to the	None	1 Hour	CEO III

	Department Head for signature			
	Review and sign the technical report Forward the signed technical report to Senior Analyst/ CEO II for transmittal	None	1 Hour	Department Head
	Transmit the approved technical report to Inspection Team for Acceptance	None	15 Minutes	Senior Analyst/ CEO II
	Inspect and evaluate the project and prepare the Inspection and Acceptance Report Forward the Inspection and Acceptance Report to BSSD	None	Within commitment time	Inspectorate Team
	Transmit the Technical Report, and the Inspection and Acceptance Report to the next processing Department/ Office for their review and approval	None	45 Minutes	Senior Analyst/ CEO II
	Review and approve the technical report	None	Within commitment time of each offices	Heads of the following offices: - General Services Division - Administration Group - Corporate Sector Group
Receive the reply Memo/ Technical Report	Scan the approved reply memo and technical report and send it to the requesting party via email or registered mail Forward the technical report, and the Inspection	None	1 Hour	Senior Analyst/ CEO II

	and Acceptance Report to the next processing Department/ Office for their preparation of Disbursement Voucher and processing of payment File and record all actions taken on the request. Tag request file CLOSED			
	TOTAL	**None**	**7 Days, 1 Hr. and 30 Mins.**	

Note: The   Total Processing Time does not include that of the; General Services Division, Administration Group, Corporate Sector Group, Inspectorate Team, PPMD, GAD, and OSD

Filing of Request for Approval of Materials Sample

The Request for Approval of Materials Sample is demanded by the Contractor/Supplier and shall be verified and approved by the BSSD/EFMD, if in accordance with the Contract and Specifications, prior to incorporation of materials into the project.

Office/Division	Branch Support Services Department
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may avail	Contractor/Supplier only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Request Letter (1 Copy, Original and Photocopy) or Request Letter via email Include the following information: - Full name of requesting party - Address of the requesting party - Contact details of the requesting party - Details of the information requested for - Person(s) requested - Name of the Department of the person(s) requested	Contractor/Supplier
Physical portion or full sample of the specified product/materials, specifying therein its technical data	Contractor/Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request with the detailed information via registered mail, email or walk–in to the Administrative Section of the Branch Support Services Department Email: bssd@sss.gov.ph Address: Branch Support Services Department 8F SSS Main Building East Avenue Diliman Quezon City	Check correctness and completeness of the received request and documentary requirements. Send an acknowledgement email upon receipt of the request Log the Request Letter and all relevant information as indicated on the checklist of requirements in the Department's Log Book for tracking	None	1 Hour	Senior Analyst/ CEO II

	Forward the request to the Department Head			
	Assess and forward the request to the JEA/Engineer with instructions	None	30 Minutes	Department Head
	Evaluate the request along with other attached documents and prepare a referral memo to EFMD, if necessary Forward the drafted referral memo to the CEO III for review	None	1 day	JEA/Engineer
	Review and sign the referral memo Forward the reviewed the referral memo to the Department Head for Approval	None	1 Hour	CEO III
	Approve the referral memo Forward the referral memo to the Senior Analyst/ CEO II for transmittal to EFMD	None	1 Hour	Department Head
	Transmit the approved referral memo to EFMD	None	15 Minutes	Senior Analyst/ CEO II
	Process and approve the Sample of Materials Send the approval memo to Materials Sample to BSSD	None	Within commitment time	EFMD
Receive the Approval Memo/ Technical Report	Scan the EFMD approval Memo and/or Technical report to the materials sample and	None	30 Minutes	Senior Analyst/ CEO II

	send it to the requesting party via email or registered mail File and record all actions taken on the request. Tag request file CLOSED			
TOTAL	**None**	**1 Day, 4 Hrs. and 15 Mins.**		

Note: The Total Processing Time does not include that of the EFMD

Filing of Request for Approval of Change Order and/ or Extra Work Order/ Suspension/Resumption/ or Extension of Contract Time

The request for the Approval of Change Order and/or Extra Work Order/ Suspension/Resumption Order/ or Extension of Contract Time is demanded by the Contractor/Supplier in accordance with the conditions of the contract, contract documents, and the Implementing Rules and Regulations of Republic Act No. 9184, otherwise known as "The Government Procurement Reform Act".

Office/Division	Branch Support Services Department
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may avail	Contractor/Supplier only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Request Letter (1 Copy, Original and Photocopy) or Request Letter via email Include the following information: - Full name of requesting party - Address of the requesting party - Contact details of the requesting party - Details of the information requested for - Person(s) requested - Name of the Department of the person(s) requested	Contractor/Supplier
Documents that shall include: - Notice of Award - Job Order - Notice to Proceed - Cost Estimate (Change Order/ Extra Work Order) - Reasons and Justifications - Plans/ Drawings, if necessary - Pictures of work variation, if necessary) - Statement of Work Accomplishment - Shop Drawings, if any - Supporting Documents that may be required by the existing laws or the SSS	Contractor/Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request with the detailed information via	Check correctness and completeness of the received request and documentary	None	1 Hour	Senior Analyst/ CEO II

registered mail, email or walk–in to the Administrative Section of the Branch Support Services Department Email: bssd@sss.gov.ph Address: Branch Support Services Department 8F SSS Main Building East Avenue Diliman Quezon City	requirements Send an acknowledgement email upon receipt of the request Log the Request Letter and all relevant information as indicated on the checklist of requirements in the Department's Log Book for tracking Forward the request letter to the Department Head			
	Assess and forward the request to the JEA/Engineer with instructions	None	30 Minutes	Department Head
	Evaluate the request along with other attached documents Request Travel Documents or e-Trip Ticket to Senior Analyst/ CEO II	None	1 Hour	JEA/Engineer
	Prepare Travel Documents or e-Trip Ticket of the JEA/Engineer Forward Travel Documents or e-Trip Ticket to CEO III, and Department Head for review and signature	None	2 Hours	Senior Analyst/ CEO II
	Review and sign the Travel Documents or e-Trip Ticket of the JEA/Engineer Forward the signed Travel Documents or e-Trip Ticket to Senior Analyst/ CEO II for transmittal next processing Department/ Office	None	2 Hours	CEO III, and Department Head

	Transmit the signed Travel Documents or e-Trip Ticket to the next processing Department/ Office for approval	None	45 Minutes	Senior Analyst/ CEO II
	Approve the signed Travel Documents or e-Trip Ticket	None	Within commitment time of each offices	Heads of the following offices: - General Services Division - Administration Group - Corporate Sector Group
	Conduct site inspection and check the following: - compliance of materials quality and quantity per approved plans and specifications - workmanship - reasons and justifications that lead to the request - materials, conditions, or issues that lead to the request for Change Order and/or Extra Work Order, Work Suspension/Resumption/ or Time Extension, if any - work accomplished - Punch list of defects/ deficiencies	None	3 days	JEA/Engineer
	Process the request along with other attached documents and prepare technical report consisting of: - Covering Memo - Bill of Quantities FOR VARIATION ORDER - Reasons and Justification - Progress Report	None	3 days	JEA/Engineer

	- Statement of Work Accomplishment - Bar Chart with S-Curve - Pictures of affected works - Shop Drawings, if any - Approvals to Materials Samples, if any - Plans/Drawings and Specifications, if necessary Forward the drafted technical report to the CEO III for review			
	Review and sign the technical report Forward the reviewed technical report to the Department Head for signature	None	1 Hour	CEO III
	Review and sign the technical report Forward the signed technical report to the Senior Analyst/ CEO II for transmittal	None	1 Hour	Department Head
	Transmit the signed technical report to the next processing Department/ Office for their review and approval	None	1 Hour	Senior Analyst/ CEO II
	Review and approve the technical report	None	Within commitment time of each offices	Heads of the following offices: - General Services Division - Administration Group - Corporate Sector Group - Approving Authority for the Contract

					- Legal Department, if necessary
Receive the reply memo/ Technical Report	Scan the approved technical report and reply Memo, and send it to the requesting party via email or registered mail File and record all actions taken on the request. Tag request file CLOSED	None	30 Minutes	Senior Analyst/ CEO II	
	TOTAL	**None**	**7 Days, 2 Hrs. and 45 Mins.**		

Note: The Total Processing Time does not include that of the; General Services Division, Administration Group, Corporate Sector Group, Approving Authority, Legal Department, PPMD, GAD, and OSD

Filing of Request for Punchlist Inspection/ Findings

The Request for Punchlist Inspection/ Findings is demanded by the Contractor/Supplier when the accumulative work accomplishment reaches 95% completion.

Office/Division	Branch Support Services Department
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may avail	Contractor/Supplier only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Request Letter (1 Copy, Original and Photocopy) or Request Letter via email Include the following information: - Full name of requesting party - Address of the requesting party - Contact details of the requesting party - Details of the information requested for - Person(s) requested - Name of the Department of the person(s) requested	Contractor/Supplier
Documents that shall include: - Notice of Award - Job Order - Notice to Proceed - Performance Bond - DV of previous billings - Approvals to Change Order/Extra Work Order, Work Suspension/ Resumption, Extension of Contract Time, if any - Approval to Materials Samples - Statement of Work Accomplishment - Bar Chart with S-Curve - Pictures of work accomplished - Materials Test Result, if any - Contractor/Supplier's Affidavit that all labor, materials, and lease of equipment have been fully paid - Building Permit, if any - Shop Drawings - Supporting Documents that may be required by the existing laws or the SSS	Contractor/Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request with the detailed information via registered mail, email or walk–in to the Administrative Section of the Branch Support Services Department

Email: bssd@sss.gov.ph

Address: Branch Support Services Department 8F SSS Main Building East Avenue Diliman Quezon City | Check correctness and completeness of the received request and documentary requirements.

Send an acknowledgement email upon receipt of the request

Log the Request Letter and all relevant information as indicated on the checklist of requirements in the Department's Log Book for tracking

Forward the Request letter to the Department Head | None | 1 Hour | Senior Analyst/ CEO II |
| | Assess and forward the request to the JEA/Engineer with instructions | None | 30 Minutes | Department Head |
| | Evaluate the request along with other attached documents

Request Travel Documents or e-Trip Ticket to Senior Analyst/ CEO II | None | 1 Hour | JEA/Engineer |
| | Prepare Travel Documents or e-Trip Ticket of the JEA/Engineer

Forward Travel Documents or e-Trip Ticket to CEO III, and Department Head for review | None | 2 Hours | Senior Analyst/ CEO II |

	Review and sign the Travel Documents or e-Trip Ticket of the JEA/Engineer Forward the signed Travel Documents or e-Trip Ticket to Senior Analyst/ CEO II for transmittal	None	1 Hour	CEO III, and Department Head
	Transmit the signed Travel Documents or e-Trip Ticket to next processing Department/ Office for approval	None	45 Minutes	Senior Analyst/ CEO II
	Approve the signed Travel Documents or e-Trip Ticket	None	Within commitment time of each offices	Heads of the following offices: - General Services Division - Administration Group - Corporate Sector Group
	Conduct site inspection and check the following: - compliance of materials quality and quantity per approved plans and specifications - workmanship - approved Change Order/Extra Work Order, Work Suspension, and Time Extension, if any - work accomplished - Punch list of defects/ deficiencies - Approved Sample of Materials	None	3 days	JEA/Engineer

	- Material Test result, if any - As-built Plan, if any			
	Process the request along with other attached documents and prepare technical report consisting of: - Covering Memo - Punch-list Findings Report - Statement of Work Accomplishment - Bar Chart with S-Curve - Pictures of work accomplished - Pictures of Punch-list Items - Shop Drawings, if any - Plans/Drawings and Specifications, if necessary Forward the drafted technical report to the CEO III for review	None	3 days	JEA/Engineer
	Review and sign the technical report Forward the reviewed technical report to the Department Head for signature	None	1 Hour	CEO III
	Review and approve the technical report Forward the approved technical report to the Senior Analyst/ CEO II for issuance to Contractor/Supplier	None	1 Hour	Department Head

Receive the reply Memo/ Technical Report	Scan the approved technical report and reply Memo, and send it to the requesting party via email or registered mail File and record all actions taken on the request. Tag request file CLOSED	None	30 Minutes	Senior Analyst/ CEO II
	TOTAL	**None**	**7 Days and 45 Mins.**	

Note: The Total Processing Time does not include that of the; General Services Division, Administration Group, Corporate Sector Group, GAD, and OSD

Filing of Complaint for the Delays in the Processing of Billing Payment

The Complaint for the delays in Billing Payment is availed by the Contractor/Supplier when processing time exceeded the allotted time under the Implementing Rules and Regulations of Republic Act No. 9184, otherwise known as "The Government Procurement Reform Act".

Office/Division	Branch Support Services Department
Classification	Simple
Type of Transaction	G2B -Government to Business
Who may avail	Contractor/Supplier only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Complaint Letter (1 Copy, Original and Photocopy) or Complaint Letter via email Include the following information: - Full name of the complainant. - Address of the complainant. - Contact details of the complainant. - Details of the acts complained of. - Person(s) charged. - Name of agency of person(s) charged, if applicable - Evidence of such violation.	Contractor/Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- Send complaint with the detailed information via registered mail, email or walk–in to the Administrative Section of the Branch Support Services Department - - Email: bssd@sss.gov.ph - - Address: Branch Support Services Department - 8F SSS Main Building East	- Check correctness and completeness of the received complaint letter - - Send an acknowledgement email upon receipt of the complaint - - Log the Complaint Letter and all relevant information as indicated on the checklist of requirements in the Department's	- None	- 1 Hour	- Senior Analyst/ CEO II

Avenue Diliman Quezon City	Log Book for tracking - - Forward the Complaint letter to the Department Head -			
- Provide information required during - Interview	- Interview the Contractor/ Supplier or representative to identify the nature of the complaint - Assess and forward the compliant letter to JEA/Engineer with instructions	- None	- 1 Hour	- Department Head
Receive the actions to be taken	Explain to the Contractor/ Supplier or representative the action/s that will be taken by BSSD on the complaint Prepare inquiry letter to concerned Department/ Office where delays occurred	None	1 Day	JEA/Engineer
	Review and sign the drafted inquiry letter to concerned Department/Office Forward the reviewed inquiry letter to the Department Head for approval	None	1 Hour	CEO III
	Review and approve the inquiry letter Forward the approved inquiry letter to Senior Analyst/ CEO II for transmittal	None	1 Hour	Department Head

	Transmit the approved inquiry letter to concerned Department/ Office for comment	None	15 Minutes	Senior Analyst/ CEO II
	Prepare reply letter to the complaint Forward the reply letter to BSSD for issuance to Contractor/ Supplier	None	Within commitment time	Concerned Department/ Office
Receive the Reply to Complaint	Scan the reply letter and send it to the complainant via email or registered mail File and record all actions taken on the complaint. Tag complaint file CLOSED	None	30 Minutes	Senior Analyst/ CEO II
TOTAL		**None**	**1 Day, 4 Hrs. and 45 Mins.**	

The Total Processing Time does not include that of the concerned Department/Office where complaint has been referred to.

ENGINEERING AND FACILITIES MANAGEMENT DEPARTMENT

(EFMD)

Request for Work Suspension/Time Extension for Infrastructure Projects/ Amendment to Order for Goods

The request for Work Suspension / Time Extension for Infrastructure Projects / Amendment to Order for Goods is demanded by the Contractor / Supplier in accordance with the conditions of the contract, contract documents, and the Implementing Rules and Regulations of Republic Act No. 9184, otherwise known as "The Government Procurement Reform Act".

Office or Division:	Engineering and Facilities Management Department (EFMD)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Contractor/Supplier only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Work Suspension / Time Extension for Infrastructure Projects / Amendment to Order (original signed copy) with the following attachments: • Reasons and Justifications • Copy of Notice of Award • Copy of Job Order • Copy of Notice to Proceed • Statement of Work Accomplishment • Plans/Drawings, if necessary • Cost Estimate, if necessary • Pictures, if necessary • Shop Drawings, if any Supporting Documents that may be required by the existing laws or the SSS	Contractor / Supplier / Proponent / End-user

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send a request for Work Suspension / Time Extension /Amendment to Order via registered mail, e-mail or walk-in to the Administrative Section of the Engineering and Facilities Management Department Email: efmd@sss.gov.ph Address: Engineering and Facilities Management Department, Annex Building, SSS Main Building, East Avenue, Diliman, Quezon City	Check correctness and completeness of the received request and documentary requirements Send an acknowledgment email upon the receipt of the request Log the Request Letter and all relevant information in the Department's Log Book for tracking Forward the request letter to the Department Head	None	1 hour	Senior Analyst / JEA

		None	1 hour	Department Head
	Assess and forward the request to the Section Head with instructions	None	1 hour	Department Head
	Assess and forward the request to the Team Head / Immediate Supervisor with Instructions	None	1 hour	Section Head
	Assess and forward the request to the assigned Engineer/Architect for evaluation	None	1 hour	Team Head / Immediate Supervisor
	Evaluates the request along with other attached documents Requests for Travel Documents/ Trip Ticket, if necessary.	None	2 days	Engineer / Architect
	Conduct site inspection and check the following: • compliance of materials quality and quantity per approved plans and specifications • workmanship • reasons and justifications that lead to the request • materials, conditions, or issues that lead to the request for Work Suspension/ Time Extension/ Amendment to Order, if any • work accomplished • Punch list of defects/ deficiencies	None	3 days	Engineer/Architect
	Process the request along with other attached documents and prepare technical report consisting of: • Covering Memo • Reasons and Justification • Progress Report • Statement of Work Accomplishment • Bar Chart with S-Curve • Bill of Quantities for Amendment Order, if any • Pictures of affected works • Shop Drawings, if any • Approvals to Materials Samples, if any • Plans/Drawings and Specifications, if necessary Forward the drafted technical report to the Team Head for review	None	3 days	Engineer /Architect

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	Review and sign the technical report Forward the signed technical report to the Section Head for review	None	1 day	Team Head
	Review and sign the technical report Forward the reviewed technical report to the Department Head for signature	None	1 Hour	Section Head
	Review and sign the technical report Forward the signed technical report to the Senior Analyst/ JEA for transmittal	None	1 Hour	Department Head
	Transmit the signed technical report to the next processing Department/ Office for their review and approval	None	1 Hour	Senior Analyst/ JEA
	Review and approve the technical report	None	Within commitment time of each offices	Heads of the following offices: • General Services Division • Administration Group • Corporate Services Sector • Approving Authority for the Contract • Opinion and Research Department, if necessary
	Receives the approved Technical report and forward to Department Manager	None	1 Hour	Senior Analyst /JEA
	Forwards approved Technical Report to Section Head for preparation and issuance of Notice/Advisory to Contractor	None	1 Hour	Department Manager
	Forwards Technical report to Team Head/Immediate Supervisor for preparation and issuance of Notice/Advisory to Contractor	None	1 Hour	Section Head
	Forwards Technical report to Architect or Engineer for preparation and issuance of Notice/Advisory to Contractor	None	1 Hour	Team Head/Immediate supervisor
	Prepares Notice/Advisory to Contractor.	None	1 day	Engineer/Architect

	Forward Notice/ Advisory to Contractor to the Team Head/Immediate Supervisor for review				
	Review and sign the Notice/Advisory Forward Notice/ Advisory to the Section Head Supervisor for review	None	2 Hours	Team Head / Immediate Supervisor
	Review and sign the Notice/Advisory. Forward Notice/ Advisory to the Department Head for approval	None	1 Hour	Section Head
	Review and sign the Notice/Advisory. Forward approved Notice/ Advisory to the JEA for issuance to Contractor/ requesting party	None	1 Hour	Department Manager
Receive the Notice/Advisory	Scan the approved Notice/ Advisory and Technical Report. Send the Notice/Advisory to the Contractor / requesting party via email or registered mail File and record all actions taken on the request. Tag request file CLOSED.	None	1 Hour	Senior Analyst / JEA
	TOTAL:	**None**	**12 working days**	

Note: The Total Processing Time does not include duration/processing time and approval of Travel Documents/Trip Tickets, and duration/processing time of the General Services Division, Administration Group, Corporate Services Sector, Approving Authority, Opinion and Research Department, PPMD, GAD, and OSD

Filing of Request for Advance Payment/Progress Billing/Final Billing

The request for Advance Payment/ Progress Billing / Final Billing is demanded by the Contractor / Supplier / Consultant / Service Provider in accordance with the conditions of the contract, contract documents, and the Implementing Rules and Regulations of Republic Act No. 9184, otherwise known as "The Government Procurement Reform Act".

Office or Division:	Engineering and Facilities Management Department (EFMD)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Contractors/Suppliers / Consultants Service Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.　　For Advance Payment: a. Request for Advance Payment b. Copy of J.O. /P.O./Contract/ Notice of Award / Notice to Proceed (1 photocopy) c. Performance Bond d. Surety Bond / Bank Guarantee / Letter of Credit for Advance Payment e. Permit application with LGU (if applicable) f.　Supporting documents that may be required by the existing laws or SSS 2.　　For Progress and Final Billings a. Request for Progress/Final Billing and/or Statement of Accounts b. Copy of J.O. /P.O./ Agreement, Notice of Award / Notice to Proceed c. Proof of accomplishment / completion 　o　　For infrastructure: 　　▪　Accomplishment Report and pictures of accomplished work - 1 set original (for EFMD's reference only) 　　▪　Signed and sealed as-built plans – 3 sets original (for final billing only) 　o　　For goods 　　▪　Delivery Receipt (DR) – 1 original 　　▪　Sales Invoice (SI) – 1 original 　o　　For consulting services 　　▪　Receipt of transmitted technical documents/requirements – 1 original d. Contractor's Affidavit as to payment of labor and materials used in the project – 1 original, notarized (for infrastructure project only)	Contractor / Supplier / Service Provider or Consultant

e. Additional performance security, if variation order exceeds 10% of original contract – 1 original	
f. Inspection and Acceptance Report – 1 Original (for Progress and Final Billing only)	SSS Inspection Team for Goods, Infrastructure Projects and Consulting Services
g. EFMD's Accomplishment Report for Infrastructure Project / Consulting Services, if applicable h. Certificate of Completion (for infrastructure and consulting services) for final progress billing and one-time payment – 1 original i. Certificate of Completion and Acceptance (for goods) for one-time payment – 1 original j. Copy of Approving Authority's approval on Variation Order/Amendment to Order, if applicable – 1 photocopy k. Extension of Contract Time or Work Suspension, if applicable – 1 photocopy l. Letter of work suspension and resumption to contractor in case of work suspension – 1 photocopy m. Endorsement-memo/request for processing of payment (1 original)	EFMD (as Project Proponent and/or Office in-charge of implementation)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send a request for Advance Payment / Progress Billing / Final Billing to Order and other applicable requirements via registered mail, e-mail or walk-in to the Administrative Section of the Engineering and Facilities Management Department Email: efmd@sss.gov.ph	Check correctness and completeness of the received request and documentary requirements Send an acknowledgment email upon the receipt of the request Log the Request Letter and all relevant information in the Department's Log Book for tracking Forward the request letter to the Department Head	None	1 hour	Senior Analyst / JEA

Address: Engineering and Facilities Management Department, Annex Building, SSS Main Building, East Avenue, Diliman, Quezon City				
	Assess and forward the request to the Section Head with instructions	None	1 hour	Department Head
	Assess and forward the request to the Team Head / Immediate Supervisor with Instructions	None	1 hour	Section Head
	Assess and forward the request to the Project-In-Charge for evaluation	None	1 hour	Team Head / Immediate Supervisor
	For Request for Advance Payment: • Evaluate/Process the request along with other attached documents • Prepare technical report consisting of the following: • Covering Memo • Billing Computation • Forward the drafted Technical Report to the Team Head for review For Progress and Final Billing: • Evaluate request and submitted requirements. • Conduct site inspection • Prepare the following: • Accomplishment Report (for infrastructure and consultancy Services, If applicable) • Request for Inspection addressed to concerned Inspection Team with the following attachment: ○ Accomplishment Report/Certificate of Completion/ Acceptance ○ Billing Request from Contractor	None	2 days (for advance payment) 3 days (for goods and consulting services) 4 days (for infrastructure)	Project-In - Charge

	○ Copy of JO/ PO/ Agreement, NTP, and DR/SI (for goods only) ○ Other supporting documents • Forward the Request for Inspection to the Team Head for review			
	For Progress and Final Billing: • Review and sign the Request for Inspection and required attachments • Forward the reviewed Request for Inspection and required attachments to the Section Head for recommendation	None	1 day	Team Head
	For Progress and Final Billing: • Review and sign the Request for Inspection and required attachments • Forward the reviewed Request for Inspection and required attachments to the Department Head for approval	None	1 hour	Section Head
	For Progress and Final Billing: • Review and sign the Request for Inspection and required attachments • Forward the approved Request for Inspection and required attachments to JEA for Transmittal	None	1 hour	Department Head
	For Progress and Final Billing: • Transmits the approved Request for Inspection and required attachments to Inspection Team	None	1 hour	JEA
	For Progress and Final Billing: • Conducts Inspection and Prepares Inspection and Acceptance Report (IAR)	None	Within commitment time of each offices	SSS Inspection Team
	For Progress and Final Billing: • Receives IAR and transmits to Project-In-Charge	None	1 hour	JEA
	For Progress and Final Billing:	None	2 days	Project-In-Charge

	• Prepares Billing Request to PPMD with the following Attachments:
	  o Accomplishment Report/ Certificate of Completion/ Acceptance
	  o IAR
	  o Billing Request from Contractor
	  o Copy of JO/ PO/ Agreement, NTP, and DR/SI (for goods only)
	  o Other supporting documents listed in the Checklist of Requirements
	• Forward the Billing Request and attachments to Team Head for review			

	Review and sign the Technical Report/Billing Request Forward the reviewed technical report/billing request to the Section Head for recommendation	None	1 hour	Team Head
	Review and sign the technical report/billing request Forward the technical report/billing request to the Department Head for approval	None	1 Hour	Section Head
	Review and sign the technical report/billing request Forward the approved technical report/billing request to the JEA for transmittal to the next processing Department / Office for their review and signature	None	1 Hour	Department Head
	Scan the approved technical report/billing request. Transmit the approved technical report/billing request to the next processing Department/ Office for processing of payment.	None	1 Hour	JEA

		TOTAL:	None	8 days and 4 hours	
File and record all actions taken on the request. Tag request file CLOSED					

Note: The Total Processing Time does not include duration/processing time and approval of Travel Documents/Trip Tickets for site inspections in branch offices, period for the issuance of IAR and duration/processing time of the General Services Division, Administration Group, Corporate Services Sector, PPMD, GAD, and OSD

Processing of Monthly Billing/s of Janitorial Services rendered by the Service Provider for Main Office, Bagbag, & POEA and NCR Properties – Makati Bldg., HK Sun Plaza, & East Triangle

Request for payment of Janitorial Services rendered by the Service Provider/s.

Office or Division:	Engineering and Facilities Management Department
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Service Provider

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Billing documents common to all Service Provider/Supplier (1 set original/ 2 sets photocopy (GAD AND FILE COPIES) - Supplier's Invoice/Service Invoice - Billing Statement/Statement of Account - Summary of Attendance - Service Personnel Timecards - Payroll Register - Signed Payroll - Collection List of SSS and other government agencies - Copy of Official Receipt of Remittances and Contributions of the SSS and other Government agencies - Delivery Receipt of Supplies and Materials - Affidavit/Sworn Statement - Large Accounts Department) LAD Clearance - Tax Exemption Certificate (for Tax Exempt Service Provider/s) - Supporting documents issued by the EFMD: - Certification for the Services rendered by the Service Provider for particular billing period - Certification of the Authenticated Documents from other Government Agencies - Disbursement Voucher duly signed by EFMD head (requesting department)	• Requesting **Service Provider**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 3 sets of billing documents (1 set original and 2 sets duplicate copies) to the EFMD. 2. Complies to the requirements of the returned billing/s like submission of lacking documents and revision	1.1 Screens/reviews submitted documents. Checks the completeness of all the supporting documents attached based on the Checklist of Requirements set by General Accounting Department	None	**For compliant billing** – 1 – 2 hrs. **For non-compliant/incomplete billing** - processing time depends on the response of the requesting service provider as to the completeness of	*Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team / Administrative Section*

			the billing documents and compliance. to the requirements	
of documents as corrected.	1.2 Validates entries/details on individual Daily Time Records (DTR/timecards) of the service personnel.	None	1 working day	*Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team*
	1.3 Reconciles the Summary of Attendance prepared by the SSS personnel in-charge of the area against the individual DTRs (timecards) of the service personnel	None	2-3 working days	*Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team*
	1.4.a Checks /reviews the submitted payroll register by the service provider. 1.4.b. Prepares the revised payroll register as corrected, reviewed and approved by EFMD Head.	None	2 working days	*Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team Head, EFMD Head*
	1.5 a. Prepares certification for the services rendered by the Service Provider for a particular billing period as reviewed and certified by EFMD Head. 1.5 b. Authenticates the proofs of payment and the collection list of the remittances of contributions to other government agencies (e.g., Philhealth, Pagibig and BIR) as reviewed and certified by EFMD Head. 1.5 c Prepares the Disbursement Voucher for signature of approving officials	None	1 working day	*Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team Head, EFMD Head*
	1.6 a Transmits the DV and other attachments for signature by the EFMD Head. 1.6 b Forwards the DV and other attachments to GSD Head for signature and approval.	None	1 working day 1 working day	*Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team Head, EFMD Head.*

	1.6 c Endorses the complete billing documents to GAD for payment processing.			
	TOTAL:	**None**	**10 working days**	

Note: *Running of the 10 WD SLA period shall depend on the status of billing documents, no. of assigned janitorial personnel, and compliance of Service Provider.*

PROCUREMENT PLANNING AND MANAGEMENT DEPARTMENT

(PPMD)

Procurement of Goods, Infrastructure Projects and Consulting Services through Shopping and NP- Small Value Procurement (for BAC Deliberation)

Procurement Request of Goods, Infrastructure Projects and Consulting Services through Shopping and NP-Small Value Procurement received by Procurement Planning and Management Department from end-users and/or proponents.

Office or Division:	Procurement Planning and Management Department
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Social Security System
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Purchase/Memo Request signed by Approving Authority for Procurement based on amount threshold (1 original)	1. Requesting Office (proponent/end-user)
2. Copy of APP or APP update if item is not included in the original APP (1 photocopy)	2. Bids and Awards Committee Secretariat Department (BACSD), SSS Intranet
3. List of complete item specifications (1 original) • Approved Budget for the Contract (ABC) • Quantity • Purpose or justification • Approved plans (for infrastructure) • Drawings or sample pictures (if applicable) • Technical Specifications (for procurement of goods) • Scope of Work (for services & infrastructure) • Schedule of the Event (if applicable) • Term of reference (if applicable) • Detailed Cost Estimate (if applicable) • Bill of Quantities (if applicable) • Outputs or deliverable to be submitted (for consulting services) • Delivery Date • Contact Person • Place of Delivery • Terms of Payment • Other Terms and Conditions	3. Requesting Office (proponent/end-user)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed and approved Purchase Request (PR) and required attachments to the receiving personnel of Purchasing Section.	1.1 Screens/reviews submitted documents. Prepares Request for Quotation (RFQ) and secures signature/approval of DM III of PPMD. Issues RFQ to suppliers.	None	4 working days	- Jr. Analyst - Sr. Analyst - Social Security Officer V (SSO V)/Corporate Executive Officer IV (CEO IV) - Department Manager III (DM III) - PPMD
	1.2 Posts the approved RFQ in PhilGEPS and SSS Website (for procurements amounting P50,000.01 and above), and in conspicuous place within SSS	None	3 calendar days (required posting in R.A. 9184)	- Sr. Analyst - Buyer - PPMD
	1.3 Prepares Certificate of Submitted Sealed Quotations and secures signature of CEO IV of PPMD and assists BAC in opening.	None	1 working day	- Jr. Analyst - SSO V - CEO IV - PPMD
	1.4 Prepares Referral Form with SOQ for open quotations and sealed quotations and secures signature of CEO IV and	None	1 working day	- Jr. Analyst - SSO V - CEO IV - Sr. Clerk - PPMD

	transmits to respective end-user/proponent for evaluation. **Note**: Awaits result of evaluation				
2. Submits signed and approved memo evaluation and evaluation matrix to the receiving personnel of Purchasing Section.	2.1 Screens/reviews submitted documents.	None	1 working day	- Sr. Specialist - PPMD	
	2.2 Accomplishes BAC Form and secures signature/ approval of SSOV/CEO IV and DM III of PPMD, and forwards to BACSD. Refers the suppliers for BAC deliberation to Branch/Large Accounts Dept. for determination and collection of loan/ contribution delinquency, if any. **Note**: Awaits Approval of award	None	2 working days	- Sr. Specialist - SSO V/CEO IV - DM III - Sr. Clerk - PPMD	
	TOTAL:		**12 days**		

Note:
- PPMD has 1 file copy of documents prepared and submitted.
Service is covered under RA 9184

Preparation and Issuance of Purchase Order, Job Order, Letter Order and Agency Procurement Request

Preparation of Purchase Order (PO), Job Order (JO), Letter Order (LO) and Agency Procurement Request (APR) transmitted to PPMD by BACSD and issuance to suppliers.

Office or Division:	Procurement Planning and Management Department
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Social Security System

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Memo Transmittal for PO/JO/LO/APR preparation (1 original)	1. Bids and Awards Committee Secretariat Department (BACSD)
2. BAC Resolution recommending award with Approving Authority's approval (1 original)	2. BACSD
3. APP Certification/Certificate of Budget Availability	3. BACSD, Requesting Office (proponent/end-user)
4. Memo request by proponent/end-user with complete supporting documents (1 original)	4. BACSD, Requesting Office (proponent/end-user)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmits memo and supporting documents for PO/JO/LO/APR Preparation to the receiving personnel of Purchasing Section.	1.1. Screens documents for PO/JO/LO preparation. Prepares memo request for Internal Order (IO)/vendor set-up (if applicable) from other department (OSD/IAD/GAD) and Notice of Award (NOA)/Letter of Award (LOA), if applicable and secures signature of CEO IV of	None	1 working day	- Jr. Specialist, CEO IV, DM III and Sr. Clerk - PPMD

	PPMD, or memo to Corporate Legal Services Division for contract preparation of SVP with complex specifications. Issues/Releases approved NOA/LOA			
	1.2. Prepares PO/ JO/LO/APR and secures signature of DM III of PPMD and forwards to Approving Officials. **Note:** Awaits approved PO/JO/ LO/APR	None	4 working days	- Jr. Specialist - SSO V/CEO IV - DM III - PPMD
	1.3 Posts issued NOA/LOA in PhilGEPS and SSS Website, and in conspicuous place within SSS for procurements amounting P50,000.01 and above	None	10 calendar days	- Sr. Analyst - PPMD
	1.4 Issues/Releases approved PO/JO/ LO/APR to supplier (subject to supplier's posting of Performance Bond, if	None	3 working days	- Buyer - PPMD

	applicable)			
	1.5 Posts issued PO/JO/LO/APR in PhilGEPS and SSS Website, and in conspicuous place within SSS for procurements amounting P50,000.01 and above	None	10 calendar days	- Sr. Analyst - PPMD
	1.6 Transmits issued PO/JO/LO/APR and required documents to Contract Management Department	None	1 working day	- Sr. Clerk - PPMD
TOTAL:		**None**	**29 days**	

Note:
- PPMD has 1 file copy of documents prepared and submitted.
Service is covered under RA 9184

Procurement of Goods through DBM – Procurement Service Virtual Store

Procurement of goods that are carried in stock in the OSD Warehouse and available in the DBM-PS based on approved Bulk Purchase, and goods that are not carried in stock in the OSD Warehouse but are available in the DBM-PS.

Office or Division:	Procurement Planning and Management Department
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Social Security System

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Purchase/Memo Request signed by Approving Authority for Procurement based on amount threshold (1 original)	1. Requesting Office (proponent/end-user)
2. Approved bulk purchase of supplies and materials with supporting documents and BAC's Resolution and approval by the HOPE	2. Office Services Department (OSD) and Bids and Awards Committee Secretariat Department (BACSD)
3. Copy of APP or APP update if item is not included in the original APP (1 photocopy)	3. BACSD, SSS Intranet
4. List of complete item specifications (1 original) • Quantity • Approved Budget for the Contract (ABC) • Purpose or justification • Technical Specifications (if applicable) • Other Terms and Conditions (if applicable) • Contact Person • Place of Delivery	4. Requesting Office (proponent/end-user)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed and approved Purchase Request (PR) and required attachments to the receiving personnel of Purchasing Section. Submits Approved bulk purchase of supplies and materials with supporting documents and BAC's Resolution and approval by the HOPE.	1.1 Screens/reviews submitted documents. - For individual requests, consolidates and prepares Batch List if the consolidated items is P15,000.00 and below and BAC Form if items is above P15,000.00, and secures signature of DM III of PPMD and forwards BAC Form to BACSD for deliberation of award. **Note:** Awaits Approval of Award	None	11 working days	- Sr. Specialist, Social Security Officer V (SSO V)/Corporate Executive Officer IV (CEO IV) - Department Manager III (DM III) - PPMD
	1.2 Checks/reviews documents. Log-in to Virtual Store (VS) and checks Electronic Wallet balance and availability of items in the DBM-PS depot. Procures through DBM-PS Virtual Stores and secures Order Confirmation.	None	1 working day	- Sr. Specialist - Buyer - PPMD
	1.3 Generates APR-SAP and secures signature of DM III of PPMD and forwards to Approving Officials.	None	4 working days	- Jr. Specialist - SSO V/CEO IV - DM III - PPMD
	1.4 Sets an appointment with	None	1 working day	- Buyer - PPMD

	DBM-PS to pick-up the procured items.			
	1.5 Pick-ups the procured items at DBM-PS.	None	1 working day	- Buyer - PPMD
	1.6 Posts the Order Confirmation and SSC/BAC Resolution in PhilGEPS and SSS Website, and in conspicuous place within SSS for procurements amounting P50,000.01 and above	None	10 calendar days	- Sr. Analyst - PPMD
	1.7 Transmits Order Confirmation and required documents to Contract Management Department	None	1 working day	- Sr. Clerk - PPMD
	1.8 Prepares request for inspection to inspectors. **Note:** Awaits inspection.	None	1 working day	- Buyer - PPMD - OSD
2. Acknowledges receipt of goods.	2.1 Prepares documents for the issuance of goods to proponent/end-users. Issues/Delivers goods to proponent/ end-users	None	3 working days	- Buyer - PPMD
	TOTAL:	**None**	**33 days**	

Notes:
- PPMD has 1 file copy of documents prepared and submitted.
- Individual requests for two weeks are consolidated to procure more items at once.
- DBM-PS delivers Bulk Purchase of Supplies and Materials at OSD Warehouse.
- OSD is in-charge of the request for inspection and issuance to end-users of Bulk Purchase of Supplies and Materials.
Service is covered under RA 9184

Procurement of Goods through Revolving Fund and Replenishment of Revolving Fund – Outright Purchase

Procurement of Goods amounting to P15,000.00 and below that are not carried in stock at OSD warehouse, carried in stock at OSD warehouse but not available or out of stock, not available in market of the branches, and not included in PS-Catalogue, or included in the PS-Catalogue but not available or out-of-stock at the time of purchase, as supported by CNAS.

Office or Division:	Procurement Planning and Management Department
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Social Security System

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Purchase/Memo Request approved by the head of the requesting unit (1 original)	1. Requesting Office
2. Copy of APP or APP update if item is not included in the original APP (1 photocopy)	2. Bids and Awards Committee Secretariat Department (BACSD), SSS Intranet
3. List of complete item specifications (1 original) • Quantity • Purpose or justification • Drawings or sample pictures (if applicable) • Contact Person • Place of Delivery	3. Requesting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed and approved Purchase Request (PR) and required attachments to the receiving personnel of Purchasing Section.	1.1 Screens/reviews submitted documents. Consolidates and prepares Batch Transmittal List and secures signature of DM III of PPMD.	None	11 working days	- Sr. Specialist, Social Security Officer V (SSO V) - Department Manager III (DM III) - PPMD
	1.2 Releases cash based on approved Batch Transmittal List and records in	None	2 working days	- SSO V and Buyer - PPMD

	Cash Book. Canvasses from at least three suppliers and prepares Summary of Quotations (if ABC is P1,000.00 to P15,000.00). Requests for Tax Certificate, if applicable. **Note:** Awaits Tax Certificate.			
2. Acknowledges receipt of goods.	2.1 Receives Tax Certificate from GAD and procures Goods. Prepares request for inspection to inspectors. **Note:** Awaits inspection. Prepares documents for the issuance of goods to proponent/end-users. Issues/Delivers goods to proponent/ end-users	None	4 working days	- Buyer - PPMD
	2.2 Screens/reviews documents for replenishment and updates Cash Book. Generates SAP Report of encoded data of Revolving Fund and reviews correctness of	None	1 working day	- Sr. Specialist - SSO V - PPMD

		None	3 working days	- Sr. Specialist, SSO V/CEO IV - DM III - PPMD and Head, PMD
	data entry.			
	2.3 Prepares Disbursement Voucher for replenishment and secures signature of DM III of PPMD and Head of Procurement Management Division. Forwards to GAD. **Note:** Awaits check	None	3 working days	- Sr. Specialist, SSO V/CEO IV - DM III - PPMD and Head, PMD
	2.4 Pick-ups check from OSD, encash from the bank and records in Cash Book.	None	1 working day	- SSO V - PPMD
	2.5 Encodes in SAP the amount of replenishment.	None	1 working day	- Sr. Specialist - PPMD
TOTAL:			**23 days**	

Notes:
- PPMD has 1 file copy of documents prepared and submitted.
- Individual requests for two weeks are consolidated to procure more items at once.
- Request for Tax Certificate is required if the total amount of items to be procured from a specific supplier is P10,000.00 up to P15,000.00 before procurement for first time supplier. However, if the supplier already has record of VAT in GAD, Tax Certificate is required regardless of amount to be procured.
- Documents for replenishment must be given to Sr. Specialist before 24th of the month.

Service is covered under RA 9184

Processing of Payment for Procured Goods, Infrastructure Projects and Consulting Services

Request for payment of procured goods, infrastructure projects and consulting services received by Procurement Planning and Management Department from end-users/proponents.

Office or Division:	Procurement Planning and Management Department
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Social Security System
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memo Request signed by head of the requesting office (1 original)	1. Requesting Office
2. Billing documents common to all Purchase • Supplier's Invoice/Sales Invoice (1 original) • Delivery Receipt (1 original) • Billing statement (1 original) • Inspection and Acceptance Report (1 original) • Certificate of Completion and Acceptance (1 original) • Property Accountability Report (1 original or 1 photocopy) • Inventory Custodian Slip (1 original or 1 photocopy) • Performance Bond, for P100,000.00 and above (1 original) • Notice of Award, if Competitive Bidding (1 photocopy) • Notice to Proceed, if Competitive Bidding (1 photocopy)	2. Supplier, SSS Inspection Team, Office Services Department (OSD) and Requesting Office
3. Billing documents for Particular Cases • Result of test where item delivered is subject to test/Performance Testing Report (1 original) • BIR Tax Clearance (1 original) • Certificate of Service Rendered/ Attendance Sheet of Participants for Training/Seminar & certified by concern Head (1 original) • Service Report for Preventive Maintenance (1 original)	3. Supplier and Requesting Office

• Letter of Suspension to Supplier (1 original or 1 photocopy)	
• Letter of Resumption to Supplier in case the project is temporarily suspended (1 original or 1 photocopy)	
• For Infrastructure Projects	
- Statement of Work Accomplishment/Progress Billing (1 original)	
- Inspection Report by Agency's Authorized Engineer (1 original)	
- Result of Test Analysis, if applicable (1 original)	
- Statement of Time Elapsed (1 original)	
- Contractor's Affidavit on payment of laborers & materials (1 original)	
- Pictures before, during & after construction of items of work (1 original)	
• Warranty Security (1 original)	
• Waste Material Report, if with replacement (1 original)	
• Approved Blueprint/approved material signed by end-user & supplier.	
• For Meals	
- Summary of Expenses certified by concerned Head/Committee (1 original)	
- List of Attendees & approval to conduct trainings/seminars/special events certified by concerned Head/Committee, if applicable (1 original)	
• Advise of Complete Installation (1 original)	
• Letter of request from supplier/ contractor for advance/progress/final payment or for substitution in case of release of retention money (1 original)	
• Other documents required in the Bidding Documents/Terms of Reference	
• Variation/Change Order	
- Approved Change Order/Extra Work Order (1 original or 1 photocopy)	
- Approved original plans indication the affected portion/s of the project & duly revised plans and specifications (1 original or 1 photocopy)	
- Agency's report establishing the necessity/justification for need of Change Order/Extra Work Order (1 original or 1 photocopy)	
- Additional performance security, if	

	variation order exceeds 10% of original contract (1 original)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Submits signed and approved Memo Request for payment of supplier and required attachments to the receiving personnel of Billing Section.	1.1 Screens/reviews submitted documents. Generates and posts Goods Receipt in SAP and forwards to OSD.	None	1 working day	- Jr. Specialist - Security Officer V (SSO V) - Sr. Clerk - PPMD	
	1.2 Screens/reviews submitted documents with PAR/ICS. Prepares Computation Sheet and Disbursement Voucher (DV). Reviews the DV and attachments and releases to certifying/approving officials. **Note:** Awaits approval of DV.	None	3 working days (for Alternative Modes of Procurement) 5 working days (for Competitive Bidding) 11 working days (for Rice, Uniform, Gasoline, Cargo Forwarding & Photocopying)	- Jr. Analyst, Sr. Analyst - Jr. Specialist - Sr. Specialist - SSO V - Corporate Executive Officer IV (CEO IV) - Department Manager III (DM III) - PPMD	
	1.3.a**If supplieris registered with LBP E-Payment,** uploads payment in LBP System upon receipt of approved DV and supporting documents.	None	1 working day	- Sr. Specialist - SSO V - PPMD	

	1.3.b.1 **If supplier is not registered in LBP E-Payment,** prepares Letter of Instruction and forwards to Cash Management Dept.	None	1 working day	- Sr. Specialist - SSO V - PPMD
TOTAL:			**If through Alternative Modes: 6 days** **If through Competitive Bidding: 8 days** **For Rice, Uniform, Gasoline, Cargo Forwarding & Photocopying: 14 days**	

Notes:
- PPMD has 1 file copy of documents prepared and submitted.

Service is covered under RA 9184

Refund of Retention Money and Performance Bond

Request for refund of retention fees and refund of performance bond received by Procurement Planning and Management Department from end-users/proponents/supplier.

Office or Division:	Procurement Planning and Management Department
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Social Security System or Supplier that has Agreement/Contract with SSS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memo Request signed by head of the requesting office (1 original)	1. Requesting Office
2. Performance Bond (1 original)	2. Supplier and Billing Section - Procurement Planning and Management Department (PPMD)
3. For refund of Retention Money • Warranty Security (1 original) • Certification of Final Acceptance form the proponent/end-user, for Infrastructure (1 original) • Certification from the proponent/end-user that the retention money can be refunded, for Goods (1 original)	3. Supplier and Proponent/End-user

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed and approved Memo Request for payment of supplier and required attachments to the receiving personnel of Billing Section.	1.1 Screens/reviews submitted documents. Prepares memo to Cash Management Department requesting clearance of check (if Performance Bond is through check) and secures signature of DM III of PPMD and forwards to Cash Management Dept..	None	1 working day	- Jr. Analyst - Social Security Officer V (SSO V) - Department Manager III (DM III) - Sr. Clerk - PPMD

	1.2 Retrieves Contract, Voucher and supporting documents. Prepares Disbursement Voucher (DV). Reviews the DV and attachments and releases to certifying/approving officials. **Note:** Awaits approval of DV.	None	3 working days (for Alternative Modes of Procurement) 5 working days (for Competitive Bidding)	- Jr. Analyst - Jr. Specialist - SSO V - Corporate Executive Officer IV (CEO IV) - Department Manager III (DM III) - PPMD
	1.3.a**If supplieris registered with LBP E-Payment,** uploads payment in LBP System upon receipt of approved DV and supporting documents.	None	1 working day	- Sr. Specialist - SSO V - PPMD
	1.3.b.1 **If supplier is not registered in LBP E-Payment,** prepares Letter of Instruction and forwards to Cash Management Dept..	None	1 working day	- Sr. Specialist - SSO V - PPMD
TOTAL:		**If through Alternative Modes: 6 days** **If through Competitive Bidding: 8 days**		

Notes:
- PPMD has 1 file copy of documents prepared and submitted.
- Performance Bond shall be refunded upon full payment of the goods/services/
- Retention Money shall be due for release as follows:
- For Goods, after lapse of the warranty period or after consumption thereof
- For Infrastructure, upon final acceptance of the works
Service is covered under RA 9184

BIDS AND AWARDS COMMITTEE SECRETARIAT DEPARTMENT (BACSD)

Procurement through Competitive Bidding

Procurement of Goods, Infrastructure Projects and Consulting Services as requested by proponents/end-users to the Bids and Awards Committee (BAC) through the BAC Secretariat Department.

Office or Division:	Bids and Awards Committee Secretariat Department
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Requesting Office (Proponent/end-user)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approval of the Project - Social Security Commission (SSC) Resolution / Memo signed by PCEO or Division Head indicating the approval to initiate procurement of the project (1 photocopy/ scanned copy with affixed e-signature)	Commission Secretariat, OPCEO, Office of the Division Head
2. Market Research/Canvass/Survey (1 photocopy/ scanned copy with affixed e-signature)	Requesting Office, Business Establishments, Internet, probable suppliers
3. Inclusion in the Annual Procurement Plan (1 printed/scanned copy of the page in the APP)	SSS Intranet (Procurement Management Section)
4. Bidding Documents (1 original/soft copy – in MS Word Format)	BAC Secretariat Dept., Technical Working Group
5. Recommended TWG (1 printed/scanned copy with affixed e-signature)	Requesting Office
6. Certificate of Complete Staff Work - Notarized (1 original/scanned copy with affixed e-signature)	Requesting Office
7. Memo request addressed to the BAC, stating the following: - Recommended TWG - TOR/Technical Specifications Clearance of the respective heads (if not in the pool of TWG for the current year) (1 original copy/scanned copy with affixed e-signature)	Requesting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Receipt of request for Procurement	Approval of the creation of TWG and preparation of corresponding documentations		7 calendar days	END-USER, BACSD, BAC, OPCEO
	Conduct of Pre-Procurement Conference	None	For Goods and Services: minimum of 26 CDs and maximum of 136 CDs For Infrastructure Projects: minimum of 26 CD and maximum of 141 or 156 CDs For Consultancy: minimum of 36 CDs and maximum of 180 CDs (please see attached Annex "C" of the 2016 Revised IRR of RA9184 for details)	BAC, BACSD, TWG, AA, BIDDER
	Preparation of Invitation to Bid/Request for Expression of Interest			BACSD
	Conduct Eligibility Check and Shortlisting for Consulting Services			BACSD, TWG, BAC
	Conduct of Pre-bid Conference			BACSD, TWG, BAC
	Conducts Opening of Bids			BACSD, TWG, BAC
	Conducts of Bid Evaluation			TWG, BAC
	Conducts of Post qualification			TWG, BAC
	Approval of recommendation for award			BAC, AA
	Request for contract preparation			BACSD, DCD, OGCC and AA
	Signing and release of contract		10 calendar days	BACSD, Winning Bidder, GAD and AA
	TOTAL	**None**	**For Goods and Services: minimum of 48 CDs and 22WDs, and maximum of 158 CDs and 22WDs**	

			For Infrastructure Projects: minimum of 48 CDs and 22WDs, and maximum of 163 or 178 CDs and 22WDs For Consultancy: minimum of 58 CDs and 22WDs, maximum of 202 CDs and 22WDs IRR of RA9184 for details) -Includes processing time	

Issuance of Bidding Documents

Provide the Bidding Documents to prospective bidders.

Office or Division:	Bids and Awards Committee Secretariat Department
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BIDDING DOCUMENTS (1 photocopy)	BACSD
1. SSS Form R-6 (Miscellaneous Payment Form) 2. Machine Validated R6/Official Receipt as proof of payment	1. BACSD 2. Cash Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure from BACSD SSS Form R-6	BACSD to issues R-6 to bidder.	None	30 minutes to 1 hour	Senior Clerk, BACSD
Proceed to Cash Department for Payment	Cash Department validates receipt of payment in the R6	See attached Office Order 2021-044 (Guidelines on the Sale of Bidding Documents)		
Secure Bidding Documents from BACSD	BACSD issues Bidding Documents to bidder.			
	TOTAL	See attached Office Order 2021-044 (Guidelines on the Sale of Bidding Documents)	1 hour	

Issuance of Notices to Observers

Issue the following notices to Observers and Bidders of the invitation for the Pre-bid, Opening of Bids, Bid Evaluation and Post-qualification.

Office or Division:	Bids and Awards Committee Secretariat Department
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Observer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NOTICE TO OBSERVERS • Invitation notice for pre-bidding conference, submission and opening of bids, bid evaluation and post-qualification evaluation approval.	Senior Analyst, BACSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepares notice to observers of the Invitation for pre-bidding conference, submission and opening of bids, bid evaluation and post-qualification evaluation approval	None	2 calendar days	Senior Analyst, BACSD
None	Signing of notice to observers	None		Head, PMD
None	Release of notice to observers	None		Senior Analyst, BACSD
	TOTAL	None	2 calendar days -Includes processing time	

Issuance of Notices To Bidders

Issue the following notices to bidders:
- a. Submission of additional documents
- b. Notice of Post-disqualification
- c. Denial of Motion for Reconsideration
- d. Notice of Award
- e. Notice to Proceed with attachments
- f. Notice of Bidding Result

Office or Division:	Bids and Awards Committee Secretariat Department
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Observer and Bidder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NOTICE TO BIDDER a. Submission of additional documents b. Notice of Post-disqualification c. Denial of Motion for Reconsideration d. Notice of Award e. Notice to Proceed with attachments f. Notice of Bidding Result	Senior Clerk, Senior Analyst, BACSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepares the following notices to bidders: a. Submission of additional documents b. Notice of Post-disqualification c. Denial of Motion for Reconsideration d. Notice of Award e. Notice to Proceed with attachments	None	2 calendar days	Senior Analyst, BACSD

	f. Notice of Bidding Result			
None	Signing of Notice to Bidders	None		Head, PMD
None	Release of Notice to Bidders	None		Senior Analyst, BACSD
	TOTAL	**None**	**2 calendar days -Includes processing time**	

Issuance of Memo To Technical Working Group (Twg), Internal Audit Services Group (Iasg), President And Ceo (Pceo) And Various Delegated Approving Authorities (Aa)

Issue the following memos to:
    a.TWG
- Preparation of Bidding Documents and PowerPoint presentation for Pre-Procurement Conference
- Preparation of reply to written queries
- Conduct of Bid Evaluation
- Conduct of Post-qua
- Comments on request for reconsideration
- Mandatory Review

    b.IASG
- Management Review of the Bidding Documents
- Management Review of the recommendation for award

    c.PCEO
- Approval of the creation of TWG
- Approval of the Bidding Documents

    d.Approving Authority
- Approval of recommendation of award
- Approval of criteria for shortlisting and technical evaluation and weight allocation
- Approval of shortlisted consultant
- Approval of highest rated bidder
- Approval of request for extension of post-qua period

Office or Division:	Bids and Awards Committee Secretariat Department
Classification:	Complex
Type of Transaction:	G2B - Government to Business
Who may avail:	TWG/proponent/IASG/PCEO/Approving Authority
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
MEMO TO TWG • Preparation of Bidding Documents and PowerPoint presentation for Pre-Procurement Conference • Preparation of reply to written queries • Conduct of Bid Evaluation • Conduct of Post-qua	Senior Clerk, Senior Analyst and Head, BACSD

- Comments on request for reconsideration
- Mandatory Review

MEMO FOR IASG

- Management Review of the Bidding Documents
- Management Review of the recommendation for award

MEMO TO PCEO

- Approval of the creation of TWG
- Approval of the Bidding Documents

MEMO TO APPROVING AUTHORITY

- Approval of recommendation of award
- Approval of criteria for shortlisting and technical evaluation and weight allocation
- Approval of shortlisted consultant
- Approval of highest rated bidder
- Approval of request for extension of post-qua period

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepares memo and attachments to TWG/IASG/PCEO/ Approving Authority	None	2 calendar days	Senior Analyst, BACSD
None	Signing of memo to TWG/IASG/PCEO/ Approving Authority	None	1.5 calendar days	Head, BACSD, BAC
None	Release of memo to TWG/IASG/PCEO/ Approving Authority	None		Senior Analyst, BACSD
	TOTAL	None	5 calendar days Includes processing time	

Issuance Of Bid Bulletin And Minutes

Issue the Bid Bulletin and Minutes

Office or Division:	Bids and Awards Committee Secretariat Department
Classification:	Complex
Type of Transaction:	G2B - Government to Business
Who may avail:	Bidder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BID BULLETIN	
MINUTES OF THE REGULAR MEETING, PRE-BID CONFERENCE AND SUBMISSION AND OPENING OF BIDS	Senior Analyst, BACSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepares Minutes of the Meeting: -Regular -Pre-bid Conference -Submission and Opening of Bids	None	-3 calendar days - 2 calendar days - 2 calendar days	Senior Analyst, BACSD
None	Prepares Bid Bulletin	None	1 calendar day	Senior Analyst, BACSD
None	Signing of Minutes and Bid Bulletin	None	1 calendar day	Senior Analyst, Head, BACSD, BAC
	TOTAL: -Regular -Pre-bid Conference -Submission and Opening of Bids -Bid Bulletin	None	- 4 calendar days - 3 calendar days - 3 calendar days - 2 calendar days -Includes processing time	

Issuance Of Request For Contract Preparation

Issue the Request for Contract Preparation

Office or Division:	Bids and Awards Committee Secretariat Department			
Classification:	Simple			
Type of Transaction:	G2B - Government to Government			
Who may avail:	Documentation and Conveyancing Department (DCD)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
MEMO TO DCD		Senior Clerk, BACSD		
COMPLETE ATTACHMENTS BASED ON PROJECT SUMMARY				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
None	Prepares memo to DCD and attachments stated in the Project Summary	None	2 calendar days	Senior Analyst, BACSD
None	Signing of memo and release to DCD	None	1 calendar day	Head, BACSD
	TOTAL	**None**	**3 calendar days -Includes processing time**	

Release of Contract to Contract Management Department For Release To Winning Bidder

Contracts for approval by SSC and other delegated Approving Authority, signing, notarization and release to winning bidder.

Office or Division:	Bids and Awards Committee Secretariat Department
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Government
Who may avail:	Contract Management Department (CMD)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CONTRACT	Documentation and Conveyancing Department (DCD)
COMPLETE ATTACHMENTS	BACSD
NOTICE TO PROCEED	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	If contract is for approval by SSC, prepares and submits memo through PCEO for approval of contract.	None	1-2 calendar days	Senior Analyst, Head, BACSD, BAC
None	Awaits issuance of SSC Resolution approving the contract.	None	14 calendar days	SSC
	For contracts approved by the SSC and those for approval by other delegated Approving Authority -			
None	Prepares letter to winning bidder for confirmation and signing of the contract	None	10 calendar days	Senior Clerk, BACSD
None	Signing letter and release of letter and contract to winning bidder			Head, PMD
Signing of the Contract	Awaits signed contract			Winning Bidder
None	Prepares memo to GAD for signing of the contract			Senior Clerk, BACSD

None	Signing and release of memo and contract to GAD			Head, BACSD, GAD
None	Signing of contract by the PCEO and other Approving Authority.			PCEO and other AA
None	Notarization of the contract			Legal
None	Prepares memo to CMD together with the complete attachments and NTP.	None	1 calendar day	Senior Clerk and Senior Analyst BACSD
None	Signing and release of memo to CMD together with the complete attachments and NTP.	None	1 calendar day	Head, BACSD
	TOTAL	**None**	**28 calendar days -Includes processing time**	

SECURITY DEPARTMENT
(SD)

Procedure in the Receipt of Application for Car Pass Sticker

Issuance of car pass stickers to qualified applicant

Office or Division:	Security Department
Classification:	Simple
Type of Transaction:	G2G- Goverrnment to Government
Who may avail:	SSS officials & employees, JOW, janitors, security guards, building tenants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Car Pass Sticker Application Form (1 copy)	Security Department
Photocopy of Certificate of Registration and recent OR (1 copy)	Applicant
Photocopy of Proof of Ownership (if registered in the name of previous owner) (1 copy)	Applicant
Authorization from the owner (if vehicle is registered in the name of relative) (1 copy)	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Car Pass Sticker Application Form (CPSAF)	1.1 Issue CPSAF	None	1 minute	Sr. Clerk
2. Read instructions and fill-out the form with the following information: • Full name with signature of the applicant • Employee Number • Department/ Office/Branch • Designation • Email Address • Contact Numbers • Address • Contact Person (in case of emergency) • Vehicle Data			5 minutes	Applicant

3. Submit properly filed-out Car Pass Application Form together with the supporting documents	3.1 Receive and screen application form and supporting documents 3.2 Forward to Junior Security Analyst for review		10 minutes	Senior Clerk
	3.3 Ensure the completeness of the CPSAF and supporting documents. 3.4 Recommend approval/ disapproval and affixes initials 3.5 Forward CPSAF and supporting documents to Department Manager		30 minutes	Junior Security Analyst
	3.6 Review and affixes signature on the CPSAF		5 minutes	Department Head, Security Department
	3.7 Encode the following data in the local database for records purposes: • Control Number • Name • Designation • Department/ Office/Branch • Employee Number • Vehicle Data • Carpass Sticker Number • Date Released		10 minutes	Sr. Clerk

	If disapproved, prepare notification			
	3.8 Release Carpass Sticker (if approved) or notification (if disapproved)		5 minutes	Sr. Clerk
	Total	**None**	**1 hour and 6 minutes**	

Procedure in the Receipt of Request for Overnight Parking

Issuance of car pass stickers to qualified applicant

Office or Division:	Security Department			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	SSS officials & employees, JOW, janitors, security guards, building tenants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Overnight Parking Request Form (1 copy)		Security Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Get Overnight Parking Request Form (OPRF)	1.1 Issue OPRF	None	1 minute	Sr. Clerk
5. Fill-out the form with the following information: • Reason/s for overnight parking • Duration • Name • Position • Department/Office/Branch • Contact Number • Vehicle Data • Contact Person in case of emergency			5 minutes	Applicant
6. Submit properly filed-out OPRF	6.1 Receive and screen application form 6.2 Forward to Junior/Senior Security Analyst for review		10 minutes	Senior Clerk

	6.3 Review OPRF. 6.4 Recommend approval/ disapproval and affixes initials 6.5 Forward OPRF to Department Manager		10 minutes	Junior/Senior Security Analyst
	6.6 Review and affixes signature on the OPSF		5 minutes	Department Head, Security Department
	6.7 Release approved/dis-approved OPRF		5 minutes	Sr. Clerk
	6.8 Provide copy of OPRF to security service provider		5 minutes	Sr. Clerk
	Total	**None**	**41 minutes**	

GENERAL ACCOUNTING DEPARTMENT

Processing of Operational Transactions - Disbursement Voucher (DV) Simple

These transactions include payment of operational expenses to suppliers such as utilities and fidelity bond premiums.

Office or Division:	General Accounting Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Suppliers, Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Two (2) sets of DV and supporting documents • 1st set - original copy for COA • 2nd set - duplicate copy for BRAD 2. Checklist of Documentary Requirements		1. Proponents, Departments assigned to process the transactions and Employees 2. SSS Intranet under Financial Advisories		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Supplier submits Billing to proponent		None		
Proponent or Department				
GAD	1. Receives DV 2. Forwards to SSO III, Processing Team I/II the DV and supporting documents.		1 hour	Sr. Clerk Processing Team II
	3. Assigns to Bookkeeper/Senior Financial Specialist		1 hour	SSO III Processing Team I/II
	4. Processes the DV 5. Prepares DV with accounting entries 6. Forwards to SSO III the processed DV		1.5 working days – Simple	Bookkeeper/ Senior Financial Specialist Processing Team I/II

			1 working day – Simple	SSO III / CEO II/III / Processing Team I/II
	7. Reviews DVs 8. Certifies fund availability based on amount 9. Authorizes payment through Bank Electronic Payment System, if applicable			Department Manager
	10. Prepares Tax Certificates, if applicable.		1 hour	Bookkeeper Taxes Team
	11. Transmits to Cash Management Department the DV, supporting documents and tax certificates, if applicable.		1 hour	Sr Clerk Processing Team II
	TOTAL	**None**	**2.5 Days and 4 Hrs. for Simple**	

Processing of Operational Transactions - Disbursement Voucher (DV) Complex

These transactions include payment of operational expenses such as cash advances and employee-related benefits.

Office or Division:	General Accounting Department
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Suppliers, Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) sets of DV and supporting documents • 1st set - original copy for COA • 2nd set - duplicate copy for BRAD 2. Checklist of Documentary Requirements	1. Proponents, Departments assigned to process the transactions and Employees 3. SSS Intranet under Financial Advisories

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Supplier submits Billing to proponent		None		
Proponent or Department GAD	12. Receives DV 13. Forwards to SSO III, Processing Team I/II the DV and supporting documents.		1 hour	Sr. Clerk Processing Team II
	14. Assigns to Bookkeeper/Senior Financial Specialist		1 hour	SSO III Processing Team I/II
	15. Processes the DV		3 working days - Complex	Bookkeeper/ Senior Financial Specialist

	16. Prepares DV with accounting entries 17. Forwards to SSO III the processed DV			Processing Team I/II
	18. Reviews DVs 19. Certifies fund availability based on amount 20. Authorizes payment through Bank Electronic Payment System, if applicable		2 working days - Complex	SSO III / CEO II/III / Processing Team I/II Department Manager
	21. Prepares Tax Certificates, if applicable.		1 hour	Bookkeeper Taxes Team
	22. Transmits to Cash Management Department the DV, supporting documents and tax certificates, if applicable.		1 hour	Sr Clerk Processing Team II
	TOTAL	**None**	**5 Days and 4 Hrs. for Complex**	

BRANCH ACCOUNTING DEPARTMENT

Processing of NCR Branches' Disbursement Vouchers for Operational Expenses – Complex Transactions

These transactions include payment of NCR branches' operational expenses to suppliers such as utilities and fidelity bond premiums.

Office or Division:	Branch Accounting Department			
Classification:	Complex			
Type of Transaction:	G2G– Government to Government			
Who may avail:	Suppliers, SSS Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		

1. Two (2) sets of DV and supporting documents
    • 1st set - original copy for COA
    • 2nd set - duplicate copy for BRAD
 	
2. Checklist of Documentary Requirements
		1. SSS Division / Branches
		
		2. SSS Intranet under Financial Advisories		

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Supplier submits to SSS Branch the Billing (BS) Statement / Statement of Account (SOA)	1. Receives BS / SOA 2. Prepares DV 3. Certifies necessity, lawfulness of transactions in the DV 4. Forwards DV and supporting documents to the Office of the Division Head		1 working day	Branch-Admin Section Branch Head Branch-Admin Section
	5. Receives DV and supporting documents. 6. Reviews and approves DV 6. Forwards to CAD.		1 working day	Division Admin Division Head

			1 hour	Contributions Accounting Department
	7. Receives DV			
	8. Certifies Supplier's Remittance of SSS Contributions and Loan Amortizations			
	9. Forwards DV and supporting documents to BRAD.			
	10. Receives DV and supporting documents.		2 working days	Bookkeeper-NCRBAS
	11. Processes DV.			CEO II-NCRBAS / DM III-BRAD
	12. Review/Approves availability of fund.			DM III-BRAD
	13. Authorizes e-payment, if applicable.			Bookkeeper-NCRBAS
	14. Forwards DV and supporting documents to CMD.			

Processing of NCR Branches' Disbursement Vouchers for Operational Expenses – Complex

These transactions include payment of NCR branches' operational expenses to suppliers such as preventive maintenance of equipment, fuel consumption, procurements, and custodians of revolving fund and cash advances.

Office or Division:	Branch Accounting Department (BRAD)	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Supplier	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Two (2) sets of Disbursement Voucher (DV) and supporting documents
    1.1 1st set - original copy for COA
    1.2 2nd set - duplicate copy for BRAD
 	
2. Checklist of Documentary Requirements
	1. SSS Division / Branches
	
	2. SSS Intranet under Financial Advisories

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Supplier submits to SSS Branch the Billing (BS) Statement / Statement of Account (SOA)	1. Receives BS / SOA from suppliers 2. Prepares DV 2. Certifies necessity, lawfulness of transactions in the DV 4. Forwards DV and supporting documents to the Office of the Division Head		2 working days	Branch-Admin Section Branch Head Branch-Admin Section
	6. Receives DV		1 working day	Division Admin

	and supporting documents. 7. Reviews and approves DV 6. Forwards to CAD.			Division Head
	8. Receives DV 9. Certifies Supplier's Remittance of SSS Contributions and Loan Amortizations 9. Forwards DV and supporting documents to BRAD.		1 hour	Contributions Accounting Department
	10. Receives DV and supporting documents. 11. Processes DV. 12. Review / Approves availability of fund. 13. Authorizes e-payment, if applicable. 14. Forwards DV and supporting documents to CMD.		2 working days	Bookkeeper-NCRBAS CEO II-NCRBAS / DM III-BRAD DM III-BRAD Bookkeeper-NCRBAS

	15. Receives DV		1 working day	CMD
	16. Generates check / authorizes e-payment.			
	17. Forwards check, DV and supporting documents to OSD			
	18. Releases check		1 working day	OSD
	TOTAL	**None**	**7 Days and 1 Hr.**	

Processing of LuzVisMin Division's Replenishment of Operational Working Fund Disbursement Vouchers – Complex Transactions

These transactions are the payments made by the LuzVisMin Division to its suppliers for operational expenses that are replenished monthly or when their working funds reach the pre-determined minimum balance per month.

Office or Division:	Branch Accounting Department (BRAD)			
Classification:	Complex			
Type of Transaction:	G2G– Government to Government			
Who may avail:	LuzVisMin Divisions			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		

1. Two (2) sets of Replenishment Disbursement Voucher (RDV) and supporting documents
  1.1 1st set - original copy for COA
  1.2 2nd set - duplicate copy for BRAD
 	
2. Checklist of Documentary Requirements:
  2.1 Analysis of Cash In Bank account
  2.2 Analysis of Working Fund
		LuzVisMin Division - Administrative & General Accounting Section (Div-AGAS)		

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Div - AGAS submits RDV and supporting documents to BRAD	1. Prepares RDV and supporting documents 2. Reviews RDV 3. Approves RDV 4. Submits RDV to BRAD		2 working days	Div-AGAS, Accountant Div-AGAS, CEO II Div-AGAS, Clerk

	5. Receives the RDV and supporting documents.	2 working days	Bookkeeper-LVMOFT, BRAD
	6. Processes RDV		Bookkeeper-LVMOFT / CEO II- LVMFBAS, BRAD
			DM III-BRAD
	7. Certifies available fund.		Bookkeeper-LVMOFT, BRAD
	8. Forwards RDV and supporting docs to EVP-BOS.		
	9. Receives the RDV and supporting documents.	1 working day	OVP-BOS
	10. Approved RDV		
	11. Forwards RDV and supporting documents to BRAD		
	12. Receives the RDV and supporting documents.	1 working day	Bookkeeper-LVMOFT
	13. Post journal entries to FAS.		DM III-BRAD
	14. Authorizes fund		DM III-BRAD

	transfer in bank's E-Payment System. 15. Forwards RDV and supporting documents to CMD			Bookkeeper-LVMOFT
	16. Receives RDV and supporting documents 17. Authorizes Fund Transfer in bank's E-Payment System		1 working day	Jr Analyst - CMD DM III-CMD / VP-Treasury Division
	TOTAL	**None**	**7 Days**	

Processing of Foreign Representative Offices' Revolving Fund Replenishment Disbursement Vouchers – Complex Transactions

These transactions are the payments made by the Foreign Representative Offices to their suppliers for operational expenses that are replenished monthly or when their revolving funds reach the pre-determined minimum balance per month.

Office or Division:	Branch Accounting Department (BRAD)
Classification:	Complex
Type of Transaction:	G2G– Government to Government
Who may avail:	Foreign Representative Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Two (2) sets of Replenishment Disbursement Voucher (RDV) and supporting documents
  1.1 1st set - original copy for COA
  1.2 2nd set - duplicate copy for BRAD
	Foreign Operations Support Services Department

2. Checklist of Documentary Requirements:
  2.1 Summary of Expenses paid through Revolving Fund
  2.2 Cash Disbursement Record
  2.3 Foreign Exchange Rate
  2.4 Computation of Gain or Loss on Foreign Exchange Transaction
  2.5 Basic Documentary Requirements
	Foreign Operations Support Services Department
	
	SSS Intranet under Financial Advisories

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOSSD submits RDV and supporting documents to BRAD	1. Prepares RDV and supporting documents		2 working days	FOSSD, Clerk
	2. Reviews RDV			FOSSD, CEO II
	3. Approves RDV			FOSSD, Division Head
	4. Submits RDV to BRAD			FOSSD, Clerk

	5. Receives the RDV and supporting documents.		3 working days	Bookkeeper-LVMOFT, BRAD / CEO II-LVMFBAS, BRAD
	6. Processes RDV			
	7. Certifies available fund			DM III-BRAD
	8. Forwards RDV and supporting docs to CMD			Bookkeeper-LVMOFT, BRAD
	9. Receives RDV and supporting documents		1 working day	Jr Data Encoder-CMD
	10. Generates check			Jr Data Encoder-CMD
	11. Authorizes and signs check			DM III-CMD / VP-Treasury Division
	12. Forwards check, DV and supporting docs to OSD			Clerk-CMD
	13. Receives check and supporting documents		1 working day	OSD
	14. Releases check			
	TOTAL	**None**	**7 Days**	

Processing of Special Voucher

The Special Voucher is a manually-prepared disbursement voucher for member benefits and loans transactions that cannot be accommodated for payment processing in their respective application systems such as replacement of member benefits, refund of contribution, refund of overpaid member loan, withdrawal of flexi-fund and provident fund.

Office or Division:	Branch Accounting Department			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	SSS Members, SSS Beneficiaries			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
1. Special Voucher	SSS Office / Processing Center			
2. Supporting Documents such as:				
2.1 Request from SSS member / beneficiary	SSS Office / Processing Center SSS member / beneficiary			
2.2 Computation Sheet, request from member/claimant	SSS Office / Processing Center			
2.3 Other documents	SSS Office / Processing Center			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
SSS member submits letter to SSS Office / Processing Center	1. Receives letter from SSS member / beneficiary. 2. Processes request. 3. Transmits SV and supporting documents to BRAD.	None	3 working days from receipt	SSS Office / Processing Center

	4. Receives SV and supporting documents.		3 working days from receipt	Bookkeeper, MBLDT
	5. Processes the SV.			Bookkeeper, MBLDT SSO III-MBLDT / CEO II-MBLCSS / DM III-BRAD
	6. Transmits SV and supporting documents to Cash Management Department (CMD).			Bookkeeper, MBLDT
	7. Receives SV and supporting documents from BRAD.		1 working day from receipt	Senior Clerk-CMD
	8. Generates check.			Junior Data Encoder - CMD
	9. Approves check.			CEO II-Disbursement Section, CMD / DM III-CMD
	10. Transmits check, SV and supporting documents to Office Services Department (OSD).			Senior Clerk-CMD
	11. Receives check, SV and supporting documents.		3 working days	Cashier-OSD/CEO I
	12. Prepares Post Office Listing (manually encoded)			Cashier – OSD
	13. Compares SV with Physical			Personal Release (Main Office) – Cashier (approved by CEO I)

	Check / Manual sealing of check in the envelope 14. Releases check.			Cashier/Senior Clerk - OSD
	TOTAL	**None**	**7 Days**	

Processing of Debit Advice for Member Benefits & Loans that are Paid through Check under the E-Disbursement System

Disbursement through check for member benefits and loans are processed through the E-Disbursement System.

Office or Division:	Branch Accounting Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	SSS Members, SSS Beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Debit Advice (DA)		ITMG		

2. Supporting Documents such as:
   2.1 Flatfiles of transactions
   2.2 Disbursement Reports
		ITMG
		 ITMG		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Data Control Operations Department (DCOD) forwards DA and supporting documents to BRAD	1. Receives DA and supporting documents. 2. Processes the DA. 3. Authorizes payment (as Authorizer 1). 4. Transmits the DA and supporting documents to CMD.	None	2 working days	Bookkeeper, MBLDT Bookkeeper, MBLDT SSO III-MBLDT / CEO II-MBLCSS DM III-BRAD / VP-FBD Bookkeeper, MBLDT
	5. Authorizes payment (as Authorizer 2)		1 working day	DM III-CMD / VP-Treasury Division
	TOTAL	**None**	**3 Days**	

Processing of Letter of Instruction on Service Fees for Member Benefits & Loans that are Paid via the PESONet Facility of Banks

Payment of service fees charged by the bank to SSS in using the bank's PESONet facility in disbursing its member benefits claims and loans granting.

Office or Division:	Branch Accounting Department			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Participating Accredited Banks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Instruction		Branch Accounting Department (BRAD)		
2. Supporting Documents such as: 2.1 Billing Statement 2.2 Validated Number of Transactions		Bank BRAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Depository bank forwards Billing Statement on Service Fees to BRAD	1. Receives Billing Statement and supporting document from the bank. 2. Reconciles bill against SSS records; prepares report 3. Prepares LOI. 4. Signs LOI and supporting schedules. 5. Releases LOI and supporting documents to Cash Management Department.	None	4 working days	Bookkeeper, MBLDT Bookkeeper, MBLDT Bookkeeper, MBLDT / CEO II-MBLCSS / DM III-BRAD Bookkeeper, MBLDT

	6. Receives LOI and supporting documents. 7. Approves LOI. 8. Releases LOI to the bank.	None	1 working day	CMD
	TOTAL	**None**	**5 Days**	

Processing of Request for Certification of Check Status - Complex Transaction

The Certification of Check Status (CCS) shall be issued by BRAD only if the status of check is not available in WINS. It contains the status of check either cancelled or encashed or outstanding.

Office or Division:	Branch Accounting Department
Classification:	Complex
Type of Transaction:	G2G- Government to Government G2C – Government to Citizen
Who may avail:	SSS Offices, SSS Members, SSS Beneficiaries, Government/Private Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum from SSS Offices Supporting documents such as: 1.2. Affidavit of Non-Receipt / Non-Filing of Application / Loss executed the payee 1.3 Two (2) valid Identification Cards by the payee	SSS offices
2. Letter from SSS members and beneficiaries, government and private offices Supporting documents such as: 2.1 Affidavit of Non-Receipt / Non-Filing of Application / Loss executed the payee 2.2. Two (2) valid Identification Cards by the payee	SSS members and beneficiaries, government and private offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SSS members and beneficiaries, government and private offices submit request for check status to SSS Branches	1. Receives letter/e-mail from SSS members and beneficiaries, government and private offices. 2. Verifies correct check details in WINS. 3. Prepares memorandum to BRAD requesting for check status		3 working days from receipt	SSS Branch
SSS Offices / SSS members and beneficiaries, government and private offices submit	4. Receives memorandum / e-mail from SSS Offices, SSS members and	None	4 working days from receipt	Bookkeeper, MBLCST

request for check status to BRAD	beneficiaries, government and private offices. 5. Verifies correct check details. 6. Verifies status of check; retrieves check, if necessary. 7. Prepares CCS. 8. Approves CCS. 9. Releases CCS to requesting office/claimant.			SSO III, MBLCST Bookkeeper, MBLCST
	TOTAL	**None**	**7 Days**	

BUDGET DEPARTMENT

Processing of Budget Clearances

These include processing of simple budget requests to fund items/accounts with insufficient fund such as Supplies and Materials, Postage and miscellaneous expenses usually below ₱100,000.

Office or Division:	Budget Department	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All SSS Offices/Departments/Branches	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memo requesting for supplemental/budget reallocation or certificate of budget availability with the approval of proper approving authorities and complete supporting documents. 2. Market Study (Canvass from at least three (3) suppliers and/or cost estimate), if applicable. 3. Supporting documents or basis on the requested amount for supplemental/budget reallocation or certificate of budget availability. (All documents in 1 copy - original or photocopy and may be emailed only).	Budget Department for the evaluation of clearances

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proponent submits request for budget clearance		None		
	1. Receives from PO/Cost Center/s the request for supplemental/budget reallocation or certificate of budget availability with the approval of proper approving authorities and complete supporting documents. 2. Logs the receipt of request in the CMS. 3. Forwards to Jr. Analyst, if simple, or to Sr.		1 Day	Junior Executive Assistant Budget Department

	Analyst or Budget Officer, if complex.			
	4. Receives from JEA the memorandum request including the attachments. 5. Validates the presented data and documentation as to propriety, completeness, correctness and compliance with existing budgeting policies. 6. Analyzes and evaluates the request based on existing standards and validates actual expenses per FAS-SAP and budget per BMS. 7. Determines or validates source/s of fund. 8. Prepares draft memorandum reply. 9. Logs status in the CMS. 10. Forwards to CEO II the following: • Analysis report including findings and recommendations with signature over printed name • Draft memorandum or Budget Clearance or Certification of Budget Availability to the concerned PO/Cost Center, if applicable • Request for supplement/reallocation of budget or certification of budget availability including the attachments			Jr./Sr. Analyst or Budget Officer BDES I/II Budget Department

			1 Day	CEO II, BDES I/II Budget Department
	11. Receives from Jr./Sr. Analyst/Budget Officer the following: • Analysis report including findings and recommendations • Draft memorandum or Budget Clearance or Certification of Budget Availability to the concerned PO/Cost Center, if applicable • Request for supplement/reallocation of budget or certification of budget availability including the attachments 12. Reviews the set of documents forwarded by the Jr./Sr. Analyst/ Budget Officer. 13. Affixes signature over printed name on the analysis report and initials on the memorandum to the concerned PO/Cost Center 14. Forwards to DM III the following: • Analysis report including findings and recommendations • Memorandum or Budget Clearance or Certification of Budget Availability to the concerned PO/Cost Center, if applicable • Request for supplement/reallocation of budget or certification of budget availability including the attachments			

	15. Receives from CEO II the following: • Analysis report including findings and recommendations • Memorandum or Budget Clearance or Certification of Budget Availability to the concerned PO/Cost Center, if applicable • Request for supplement/reallocation of budget or certification of budget availability including the attachments 16. Reviews the set of documents forwarded by the CEO II. 17. Affixes signature over printed name on the memorandum or budget clearance to the concerned PO/Cost Center or certificate of budget availability and analysis report. 18. Affixes initials on the certified budget availability portion, if the name of the Head, FIN or CND is indicated. 19. Forwards to JEA the approved memorandum or budget clearance or certificate of budget availability including its attachments and analysis report.		1 Day	DM III Budget Department
	20. Receives from DM III the budget clearance or certificate of budget availability including its attachments and analysis report.			JEA Budget Department

	21. Forwards to Jr./Sr. Analyst or Budget Officer the approved request for supplemental/reallocation of budget.			JEA Budget Department
	22. Receives from JEA the budget clearance or certificate of budget availability including the attachments. 23. Inputs approved supplemental/reallocation of budget in the BMS. 24. Updates internal monitoring for affected accounts in MS Excel 25. Forwards to JEA the complete set of documents.			Jr./Sr. Analyst or Budget Officer BDES I/II Budget Department
	26. Generates budget file from BMS. 27. Transmits the budget file to GAD for uploading to FAS-SAP. 28. Records to the excel monitoring			Jr. Analyst BDES II Budget Department
Receives the signed clearance	29. Receives from Jr./Sr. Analyst the complete set of documents. 30. Scans and transmits the budget clearance to the concerned unit through e-mail. 31. Maintains the scanned copy for e-filing in the shared folder and keeps the hard copy of the complete set of documents. 32. Logs the release in the CMS.			JEA Budget Department
	TOTAL	**None**	**3 Days**	

Processing of Budget Clearances (Complex)

These includes processing of requests to fund items/projects with insufficient fund and is usually two or more items in one memo such as Capex, Maintenance and Repairs and Personnel-related expenses usually above ₱100,000.

Office or Division:	Budget Department			
Classification:	Complex			
Type of Transaction:	Representative to sign in the logbook 5.4 Issues to Filer the letter request (original copy) and identification requirements (original copy/ies)			
Who may avail:	All Offices/Departments/Branches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo requesting for supplemental/budget reallocation or certificate of budget availability with the approval of proper approving authorities and complete supporting documents. 2. Market Study (Canvass from at least three (3) suppliers and/or cost estimate), if applicable. 3. Supporting documents or basis on the requested amount for supplemental/budget reallocation or certificate of budget availability. (All documents in 1 copy - original or photocopy and may be emailed only).		Budget Department for the evaluation of clearances		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proponent submits request for budget clearance		None		
	1. Receives from PO/Cost Center/s the request for supplemental/budget reallocation or certificate of budget availability with the approval of proper approving authorities and complete supporting documents. 2. Logs the receipt of request in the CMS.		1 Day	Junior Executive Assistant Budget Department

	3. Forwards to Jr. Analyst, if simple, or to Sr. Analyst or Budget Officer, if complex.			
	4. Receives from JEA the memorandum request including the attachments. 5. Validates the presented data and documentation as to propriety, completeness, correctness and compliance with existing budgeting policies. 6. Analyzes and evaluates the request based on existing standards and validates actual expenses per FAS-SAP and budget per BMS. 7. Determines or validates source/s of fund. 8. Prepares draft memorandum reply. 9. Logs status in the CMS. 10. Forwards to CEO II the following: • Analysis report including findings and recommendations with signature over printed name • Draft memorandum or Budget Clearance or Certification of Budget Availability to the concerned PO/Cost Center, if applicable • Request for supplement/reallocation of budget or certification of budget availability including the attachments			Jr./Sr. Analyst or Budget Officer BDES I/II Budget Department
	11. Receives from Jr./Sr. Analyst/Budget Officer the following:		1 Day	CEO II, BDES I/II Budget Department

	• Analysis report including findings and recommendations • Draft memorandum or Budget Clearance or Certification of Budget Availability to the concerned PO/Cost Center, if applicable • Request for supplement/reallocation of budget or certification of budget availability including the attachments 12. Reviews the set of documents forwarded by the Jr./Sr. Analyst/ Budget Officer. 13. Affixes signature over printed name on the analysis report and initials on the memorandum to the concerned PO/Cost Center 14. Forwards to DM III the following: • Analysis report including findings and recommendations • Memorandum or Budget Clearance or Certification of Budget Availability to the concerned PO/Cost Center, if applicable • Request for supplement/reallocation of budget or certification of budget availability including the attachments			
	15. Receives from CEO II the following: • Analysis report including findings and recommendations • Memorandum or Budget Clearance or Certification of Budget Availability to the		1 Day	DM III Budget Department

	concerned PO/Cost Center, if applicable • Request for supplement/reallocation of budget or certification of budget availability including the attachments 16. Reviews the set of documents forwarded by the CEO II. 17. Affixes signature over printed name on the memorandum or budget clearance to the concerned PO/Cost Center or certificate of budget availability and analysis report. 18. Affixes initials on the certified budget availability portion, if the name of the Head, FIN or CND is indicated. 19. Forwards to JEA the approved memorandum or budget clearance or certificate of budget availability including its attachments and analysis report.		
	20. Receives from DM III the budget clearance or certificate of budget availability including its attachments and analysis report. 21. Obtains signature and approval of the Head, FIN/CND/CSS or PCEO/SSC if the amount is more than ₱500,000.00.		JEA Budget Department
	22. Receives from JEA, BGT the following: • Budget clearance or certificate of budget availability • Request for supplemental, allocation/reallocation or	2 days	VP, Financial and Budget Division / SVP, Controllership Group / EVP, Corporate Services Sector/PCEO/SSC

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	certification od budget availability including the attachments 23. Reviews the set of documents. 24. Affixes signature over printed name on the memorandum to the concerned unit or certified budget available portion. 25. Forwards to JEA, BGT the complete set of documents.			
	26. Receives from Head, FIN/CND/CSS or PCEO/SSC the complete set of documents. 27. Forwards to Jr./Sr. Analyst or Budget Officer the approved request for supplemental/reallocation of budget.			JEA Budget Department
	28. Receives from JEA the budget clearance or certificate of budget availability including the attachments. 29. Inputs approved supplemental/reallocation of budget in the BMS. 30. Updates internal monitoring for affected accounts in MS Excel 31. Forwards to JEA the complete set of documents.			Jr./Sr. Analyst or Budget Officer BDES I/II Budget Department
	32. Generates budget file from BMS. 33. Transmits the budget file to GAD for uploading to FAS-SAP. 34. Records to the excel monitoring			Jr. Analyst BDES II Budget Department
Receives the signed clearance	35. Receives from Jr./Sr. Analyst the complete set of documents. 36. Scans and transmits the budget clearance to the concerned unit through e-mail.			JEA Budget Department

	37. Maintains the scanned copy for e-filing in the shared folder and keeps the hard copy of the complete set of documents. 38. Logs the release in the CMS.			
	TOTAL	**None**	**5 Days**	

Evaluation of Project Procurement Management Plan (PPMP)

This refers to the evaluation/processing of PPMP (less than 5 items in one PPMP) to ensure its budget availability prior to its implementation.

Office or Division:	Budget Department			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Offices/Departments/Branches			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approval of proper approving authorities and complete supporting documents. 2. All items included in the PPMP must be consistent with the duly approved yearly budget.			Budget Department for the evaluation of PPMPs	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proponent submits duly signed memorandum and PPMP with complete supporting documents		None		
	1. Receives from Process Owner/End-user the duly signed memorandum and PPMP with complete supporting documents. 2. Records the received document in the Communications Monitoring System. 3. Forwards to Sr. Analyst, if complex or to Jr. Analyst, if simple.		1 Day	JEA Budget Department
	4. Receives from JEA the duly signed memorandum and			Jr./Sr. Analyst or Budget Officer BDES I/II

				Budget Department
	PPMP with complete supporting documents. 5. Validates completeness and correctness of data inputs within the PPMP template such as: • Name of Process Owner/End-user • General Description • Quantity/Size • Estimated Budget • Schedule/Milestone of Activities • Procurement Method • Account • Source of Fund • Category 6. Prepares analysis report with matrix of project costs and approved budgets, including relevant notes. 7. Once PPMP entries are validated, documents shall be forwarded to the Budget Officer.			
	8. Receives from Jr./Sr. Analyst the following: • Evaluated PPMP, including its memorandum and supporting documents • Analysis report 9. Reviews the evaluated PPMP vis-à-vis analysis report. 10. Drafts memorandum to BACSD/Process Owner/End-user relative to endorsement of the PPMP for inclusion in the APP, and forwards the same to CEO II, together with the set of documents submitted by the Jr./Sr. Analyst.			Budget Officer, BDES I/II Budget Department
	11. Receives from Budget Officer the following:		1 Day	CEO II, BDES I/II Budget Department

	• Evaluated PPMP, including its memorandum and supporting documents • Analysis report • Memorandum endorsement to BACSD/Process Owner/End-user 12. Reviews the PPMP, analysis report and draft memorandum and puts initials once finalized. 13. Forwards to DM III the documents for approval and signature.		

	14. Receives from CEO II the following:
	  • Evaluated PPMP with initials by the CEO II, including its memorandum and supporting documents
	  • Analysis report
	  • Memorandum endorsement to BACSD/Process Owner/End-user with initials by the CEO II
	15. Reviews the set of documents.
	16. Signs the memorandum to BACSD/Process Owner/End-user and the PPMP for the certification of budget inclusion and yearly budget breakdown for multi-year projects.
	17. Forwards to JEA the signed memorandum to BACSD/Process Owner/End-user and PPMP, including the analysis report and supporting documents.
		1 Day	DM III Budget Department/ VP, Financial and Budget Division / SVP, Controllership Group (depending on threshold)

Receives the signed clearance	18. Scans and transmits the approved memo and PPMP to BACSD, and file copies to Process Owner/End-user.		JEA Budget Department

	19. Keeps the scanned copies for e-filing in the server computer and logs on to the Communications Monitoring System.			
	TOTAL	**None**	**3 Days**	

Evaluation of Project Procurement Management Plan (PPMP)

This refers to the evaluation/processing of PPMP (more than 5 items in one PPMP) to ensure its budget availability prior to its implementation.

Office or Division:	Budget Department
Classification:	Complex
Type of Transaction:	G2G -Government to Government
Who may avail:	All Offices/Departments/Branches

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approval of proper approving authorities and complete supporting documents. 2. All items included in the PPMP must be consistent with the duly approved yearly budget.	Budget Department for the evaluation of PPMPs

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proponent submits duly signed memorandum and PPMP with complete supporting documents		None		
	1. Receives from Process Owner/End-user the duly signed memorandum and PPMP with complete supporting documents. 2. Records the received document in the Communications Monitoring System. 3. Forwards to Sr. Analyst, if complex or to Jr. Analyst, if simple.		1 Day	JEA Budget Department
	4. Receives from JEA the duly signed memorandum and PPMP with complete supporting documents.			Jr./Sr. Analyst or Budget Officer BDES I/II Budget Department

	5. Validates completeness and correctness of data inputs within the PPMP template such as: • Name of Process Owner/End-user • General Description • Quantity/Size • Estimated Budget • Schedule/Milestone of Activities • Procurement Method • Account • Source of Fund • Category 6. Prepares analysis report with matrix of project costs and approved budgets, including relevant notes. 7. Once PPMP entries are validated, documents shall be forwarded to the Budget Officer.			
	8. Receives from Jr./Sr. Analyst the following: • Evaluated PPMP, including its memorandum and supporting documents • Analysis report 9. Reviews the evaluated PPMP vis-à-vis analysis report. 10. Drafts memorandum to BACSD/Process Owner/End-user relative to endorsement of the PPMP for inclusion in the APP, and forwards the same to CEO II, together with the set of documents		1 Day	Budget Officer, BDES I/II Budget Department

	submitted by the Jr./Sr. Analyst.			
	11. Receives from Budget Officer the following: • Evaluated PPMP, including its memorandum and supporting documents • Analysis report • Memorandum endorsement to BACSD/Process Owner/End-user 12. Reviews the PPMP, analysis report and draft memorandum and puts initials once finalized. 13. Forwards to DM III the documents for approval and signature.		1 Day	CEO II, BDES I/II Budget Department
	14. Receives from CEO II the following: • Evaluated PPMP with initials by the CEO II, including its memorandum and supporting documents • Analysis report • Memorandum endorsement to BACSD/Process Owner/End-user with initials by the CEO II 15. Reviews the set of documents. 16. Signs the memorandum to BACSD/Process Owner/End-user and the PPMP for the certification of budget inclusion and yearly		2 Days	DM III Budget Department/ VP, Financial and Budget Division / SVP, Controllership Group (depending on threshold)

	budget breakdown for multi-year projects. 17. Forwards to JEA the signed memorandum to BACSD/Process Owner/End-user and PPMP, including the analysis report and supporting documents.			
Receives the signed clearance	18. Scans and transmits the approved memo and PPMP to BACSD, and file copies to Process Owner/End-user. 19. Keeps the scanned copies for e-filing in the server computer and logs on to the Communications Monitoring System.			JEA Budget Department
	TOTAL	**None**	**5 Days**	

INVESTMENTS ACCOUNTING DEPARTMENT

Request for Statement of Accounts (Simple)

Statement of Account (SOA) requested by SSS branch/ office in relation to the individual/citizen, businesses, and government agencies' Housing/Business/Study Now Pay Later Loans, Rentals, Sold Acquired Assets; for payment/updating of accounts, full payment/settlement, foreclosure application, and other purposes.

Office or Division:	Investments Accounting Department
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Member Loans Department (MLD), Housing and Acquired Asset Management Department (HAAMD), Investment Property Department (IPD), ROPA and Acquired Assets Department (ROPAAD), Fixed Income Investments Division (FIID), Business Development Loans Department (BDLD)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request by MLD/ HAAMD/ IPD/ ROPAAD/ FIID/ BDLD (1 Original Copy or 1 Electronic Copy) containing the following information: • Full name of borrower or lessee • Account Number • Type of SOA (Housing/Business/Study Now Pay Later Loan/ Rental/ Sold Acquired Asset) • Cut-off Date (as of date) • Property/Unit Location • Purpose • Last payment made, if request is for full payment/updating of arrears • Former Owner, if applicable • Requestor's Name and signature, if original copy • Requestor's official email address, if electronic copy	MLD/ HAAMD/ IPD/ ROPAAD/ FIID/ BDLD
Updated status in Subsidiary Ledger (SL)	IAD
Verified latest status in SL is not fully paid	IAD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits one (1) original or electronic copy of request with complete information	1.1 Receives/sends an e-mail reply from MLD/ HAAMD/ IPD/ ROPAAD / FIID /	None	2 hrs	Senior Clerk

	BDLD acknowledging receipt and forward to Corporate Executive Officer (CEO) I/II /Social Security Officer (SSO) II/III			
2. Waits for the request to be processed	2.1 Assigns to Processor/ Senior Analyst and forwards request for SOA	None	2 hrs	CEO I/II /SSO II/III
	2.2 Prepares/ Computes SOA based on balances in Adjustment Worksheet (AWS), Subsidiary Ledger, List of Payments and/or Loan Folder. Forwards to SSO II/III.		1 day	Processor/Senior Analyst
	2.3 Reviews SOA and AWS and forwards to CEO I/II/ Department Manager (DM)		5 hrs	SSO II/III
	2.4 Reviews/Approves SOA and forwards to Processor/ Senior Analyst.		4 hrs	CEO I/II /DM
	2.5 Forwards SOA to Senior Clerk. 2.6 Files AWS, SL, LOP, LF and request of SOA.		1 hr	Processor/Senior Analyst

3. Receives the SOA	3.1 Transmits the SOA to MLD/ HAAMD/ IPD/ ROPAAD/ FIID/ BDLD copy furnished the CEO I/II of the concerned Section/Team	None	2 hrs	Senior Clerk
Total		**None**	**3 days**	

Request for Statement of Accounts (Complex)

Statement of Account (SOA) requested by SSS branch/ office in relation to the individual/citizen, businesses, and government agencies' Housing/Business/Study Now Pay Later Loans, Rentals, Sold Acquired Assets; for payment/updating of accounts, full payment/settlement, foreclosure application, and other purposes.

Office or Division:	Investments Accounting Department
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Member Loans Department (MLD), Housing and Acquired Asset Management Department (HAAMD), Investment Property Department (IPD), ROPA and Acquired Assets Department (ROPAAD), Fixed Income Investments Division (FIID), Business Development Loans Department (BDLD)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request by MLD/ HAAMD/ IPD/ ROPAAD/ FIID/ BDLD (1 Original Copy or 1 Electronic Copy) containing the following information: • Full name of borrower or lessee • Account Number • Type of SOA (Housing/Business/Study Now Pay Later Loan/ Rental/ Sold Acquired Asset) • Cut-off Date (as of date) • Property/Unit Location • Purpose • Last payment made, if request is for full payment/updating of arrears • Former Owner, if applicable • Requestor's Name and signature, if original copy • Requestor's official email address, if electronic copy	MLD/ HAAMD/ IPD/ ROPAAD/ FIID/ BDLD
Updated status in Subsidiary Ledger (SL)	IAD
Verified latest status in SL is not fully paid	IAD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits one (1) original or electronic copy of request with complete information	1.1 Receives/sends an e-mail reply from MLD/ HAAMD/ IPD/ ROPAAD / FIID / BDLD acknowledging receipt and forward to	None	2 hrs	Senior Clerk

	Corporate Executive Officer (CEO) I/II /Social Security Officer (SSO) II/III			
2. Waits for the request to be processed	2.1 Assigns to Processor/ Senior Analyst and forwards request for SOA	None	2 hrs	CEO I/II /SSO II/III
	2. Prepares/Computes SOA based on balances in Adjustment Worksheet (AWS), Subsidiary Ledger, List of Payments and/or Loan Folder. Forwards to SSO II/III.		3 days and 4 hrs	Processor/Senior Analyst
	2.3 Reviews SOA and AWS and forwards to CEO I/II/ Department Manager (DM)		2 days	SSO I/II
	2.4 Reviews/Approves SOA and forwards to Processor/Senior Analyst.		5 hrs	CEO I/II /DM
	2.5 Forwards SOA to Senior Clerk. 2.6 Files AWS, SL, LOP, LF and request of SOA.		1 hr	Processor/ Senior Analyst
3. Receives the SOA	3.1 Transmits the SOA to MLD/ HAAMD/ IPD/ ROPAAD/ FIID/ BDLD copy furnished the CEO I/II of the concerned Section/Team	None	2 hrs	Senior Clerk
Total		**None**	**7 days**	

CONTRIBUTIONS ACCOUNTING DEPARTMENT

Request for Adjustment/Correction of Posted/Unposted ER Contribution Payments

Request for Adjustment/Correction of Posted/Unposted ER Contribution Payments from ER/HR members, SSS Branches, SSS Processing Centers and other organizational units.

Office or Division:	Contributions Accounting Department			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Employers, SSS Branches/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request For Adjustment/Correction Form		SSS Intranet – Forms Registry		
Account Officer Report		SSS Branches		
Proof of payments: R5 Payments Form (1 photocopy of Certified "Compared with Original")		SSS Branches/Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Form together with the supporting requirements.	1.1 Receives, screens and records in the Monitoring System the request form and supporting documents.	None	1 day	Senior Clerk
	1.2 Classifies and assigns requests to Processor			SSO II
2. Waits for the request to be processed	2.1 Process requests, prepares DR/CR memo	None	3 days	Processor
	2.2 Reviews DR/CR memo and forwards to Senior Clerk			SSO II / CEO I
	2.3 Assigns MCN No. to DR/CR memo and transmits to concerned unit			Senior Clerk

	2.4 Receives, encodes and data controls DR/CR memo for posting.	None	2 days	Senior Clerk/ Jr. Data Encoder/ Jr./Sr. Data Controller
3. Receives the notification	3.1. Notifies the requesting party through email.	None	1 day	Senior Clerk
	Total	**None**	**7 days**	

Notes:
1. Per MOP and OPCR, Simple is 6 days.
2. Manually processed.

COLLECTION DATA PROCESSING AND RECONCILIATION DEPARTMENT

Procedure in handling of request for validation/ confirmation of unposted Special Bank Receipt (SBR) paid through the bank from various SSS organizational units and or SSS Accredited Collecting Bank

Receiving of memorandum/letter and verification/evaluation of unposted payment through Special Bank Receipt, and preparation of reply.

Office or Division:	Collection Data Processing and Reconciliation Department
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	SSS Branches/Processing Centers/Departments/SSS Accredited Collecting Bank

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Memorandum/routing slip/email/letters	SSS Branches/Processing Centers/Departments
1 Photocopy of Payor's Copy of SBR stamped "Compared with the Original and signed by the Receiving Officer	
Memorandum on Check payments if not dishonored.	Cash Management Department
1 Letter and 1 Certified True Copy of SBR	SSS Accredited Collecting Bank

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/ hard copy/ emails the memorandum and or requests and attachments	1.1 Screens and receives by Collecting Agents' Compliance Monitoring Team, CDPRD, assigns Control Number, records in the Monitoring of Department's Incoming Communications and forwards to Junior Analyst	None	15 minutes	Senior Clerk

2. Waits for the request to be processed	2.1 Evaluates hard copy/email, memorandum and or requests, conducts online verification and prepares memorandum and or reply	None	2 days & 7.25 hours	1. Senior Clerk 2. Junior Analyst 3. Social Security Officer II
3. Receives the reply	1.3 Release of reply/transmittal to another unit.	None	30 minutes	Senior Clerk
Total		**None**	**3 days**	

Procedure in handling of request for validation/ confirmation of unposted Special Bank Receipt (SBR) paid through the bank from various SSS organizational units and or SSS Accredited Collecting Bank

Receiving of memorandum/letter and verification/evaluation of unposted payment through Special Bank Receipt, and preparation of reply.

Office or Division:	Collection Data Processing and Reconciliation Department			
Classification:	Complex			
Type of Transaction:	G2G -Government to Government			
Who may avail:	SSS Branches/Processing Centers/Departments/SSS Accredited Collecting Banks			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum/routing slip/email/letters		SSS Branches/Processing Centers/Departments		
1 Photocopy of Payor's Copy of SBR stamped "Compared with the Original and signed by the Receiving Officer				
Memorandum on Check payments if not dishonored.		Cash Management Department		
1 Letter and 1 Certified True Copy of SBR		SSS Accredited Collecting Bank		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/ hard copy/emails the memorandum and or requests and attachments	1.1 Screens and receives by Collecting Agents' Compliance Monitoring Team, CDPRD, assigns Control Number, records in the Monitoring of Department's Incoming Communications and forwards to Junior Analyst	None	15 minutes	Senior Clerk
2. Waits for the request to be processed	2.1 Evaluates hard copy/emails, memorandum and or requests, verifies/ retrieves available records, and prepares memorandum and or reply	None	6 days & 7.25 hours	1. Senior Clerk 2. Junior Analyst 3. Social Security Officer II 4. Dept. Manager

3. Receives the reply	3.1 Release of reply/transmittal to other unit.	None	30 minutes	Senior Clerk
	Total	**None**	**7 days**	

Notes: 1. The same procedure shall be followed in Simple Communication except for retrieval of available hard copies of collection documents.

2. Confirmation of Special Bank Receipt depends on the availability of records/ source documents for verification

3. Special Bank Receipts verified with remittance but not included in the collection documents submitted by the Accredited Collecting Bank shall be referred to Cash Management for confirmation of validity from the Bank.

Procedure in handling of memorandum/request for confirmation of less than seven (7) posted contributions (payment through Special Bank Receipt) of member with Funeral/Death claim from SSS Branches and Processing Centers.

Receiving and evaluation of memorandum/request for confirmation of less than seven posted payments for death/funeral claims of member without Date of Coverage and preparation of reply

Office or Division:	Collection Data Processing and Reconciliation Department			
Classification:	Complex			
Type of Transaction:	G2G -Government to Government			
Who may avail:	SSS Branches/Processing Centers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Memorandum/routing slip/email stating reason for verification is for Funeral/Death Claims and the date of contingency		SSS Branches/Processing Centers		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits/ hard copy/emails the memorandum and or requests	1.1 Screens and receives by Collecting Agents' Compliance Monitoring Team, CDPRD, assigns Control Number, records in the Monitoring of Department's Incoming Communications and forwards to Junior Analyst	None	15 minutes	Senior Clerk
2. Waits for the request to be processed	2.1 Evaluates hard copy/emails, memorandum and or requests, verifies/ retrieves available records, and prepares memorandum and or reply	None	6 days & 7.25 hours	1.　　Senior Clerk 2.　　Junior Analyst 3.　　Social Security Officer II 4.　　Dept. Manager

3. Receives the reply	3.1 Release of reply/transmittal to another unit.	None	30 minutes	Senior Clerk
	Total	**None**	**7 days**	

HEALTH CARE DEPARTMENT

Executive Check-up SSS Officials

Mandatory annual customized physical examination/laboratory/diagnostic examination/procedures done in hospital to monitor the health of officials. Detect health risk factors and subsequently initiate preventive measures against the development of a disease and optimal treatment to maintain well-being.

Office or Division:	Health Care Department (HCD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	SSS officials (AVP and above), regular and coterminous, with at least six (6) months of continuous service in the SSS, to be availed of at least once every two (2) years.			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Guarantee (LOG) 1 original copy		HCD		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure LOG	1. Prepares LOG addressed to accredited hospital with the Executive package to be availed by the official	None	2 mins.	Senior/ Junior Nurse (HCD/ Medical Examination Center (MEC)
	2. Records in the EHRS the details of executive check-up		1 min	
	3. Forwards LOG to the Head, HCD or Supervising Medical Specialist IV, MEC, in case of branch signature		1 min	
	4. Awaits result of executive check-up			Senior Clerk/ Junior Nurse/ MS II/III (MEC)
			30 days after ECU	

	5. Receives result of executive check-up			
	6. Forwards results to MS II/III, HCD/MEC		2 mins	
2. Await official result of executive check-up	1. Receives & reviews executive check-up result			MS II/III (HCD/MEC)
	2. Evaluates official's medical condition based on executive check-up results			
	3. Prepares Medical Report on SSS official		30 mins	
	4. Forwards Medical Report to Senior/ Junior Nurse, HCD/ MEC for release to Heads, HCD/ MEC			
	5. Informs official result of executive check up			
	TOTAL	**NONE**	**30 days and 36 minutes**	

Medical/ Dental Consultation of SSS Employees/ Dependents

Ensure that SSS employees and their dependents shall receive prompt and complete medical/dental services. The physical well-being of every employee shall be among the top concern of management.

Office or Division:	Health Care Department (HCD), Medical Evaluation Centers (MECs)				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	Any regular employee or their dependent				

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Treatment Chart (1 original copy)			HCD/ MEC		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get treatment chart	1. Receives EE/ dependent & inquiries about health care assistance needed	None	2 mins	Senior Clerk, Clinical Section, HCD/ MEC (branch)
	2. Furnishes EE with treatment chart and fill out personal information portion	None	3 mins	
2. Fill-out the treatment chart (if without)	1. Retrieves treatment chart (if any)	None	1 min	Senior Clerk, Clinical Section, HCD/ MEC (branch)
	2. Inquiries from EE/ Dependent reason for consultation	None	1 min	
	3. Writes in treatment chart reason for consultation	None	1 min	
	4. Instructs to proceed to Nurse for checking of vital signs and recording of chief complaint/s	None	1 min	
	5. Refers EE to Junior/ Senior Dentist, Dental Section	None	1 min	

3. Go to Dental Section	1. Receives treatment chart	None	1 min	Senior/ Junior Dentist, HCD
	2. Inquires about chief complaint (if for tooth extraction, filling and/or prophylaxis)	None	5 mins	
	3. Gives free consultation on proper dental care	None	10 mins	
	4. Records in PE chart consultation and advise	None	1 min	
4. Go to Clinical Section	1. Receives treatment chart n	None	1 min	Senior/ Junior Nurse, HCD
	2. Inquires reason for medical consultation and indicates in the treatment chart (if with medical complaint, request for DMS, request for medicines)	None	3 mins	
	3. Takes EE's/ dependent's vital signs (blood pressure, temperature, pulse rate, heart rate and respiratory rate)	None	3 mins	
	4. Records result in treatment chart			
	5. Forwards treatment to Medical Specialist (MS)	None	1 min	
		None	1 min	
5. Go to MS	1. Checks treatment chart for service to be rendered			MS II/III, HCD

2. Interviews EE/ dependent for chief complaint, History of Present Illness (HPI), & Past Medical History (PMH) 3. Performs physical examination and writes findings in the treatment chart 4. Evaluates EE's condition to determine diagnosis and if requiring hospitalization. 5. Writes in the treatment chart, "For LOG issuance". 6. Advises EE/ dependent on the illness & its outcome, if left untreated 7. Writes treatment done in treatment chart 8. Writes down in the treatment chart the details of DMS request 9. Informs the MS on duty about the DMS request	None	15 mins	
	None	10 mins	
10. Reviews medical history of requesting EE/ dependent 11. Prepares prescription on medicines requested			

	12.　Affixes signature on the prepared prescriptions after 13.　Advises the EE/ dependent/ representative the need for follow-up check-up at HCD 14.　Writes treatment done in treatment chart 15.　Directs EE/ dependent/ representative to the Benefits Control Section for verification of Maintenance Medical Allowance (MMA) or DMA	None	15 mins	
6.　Go to Benefits Control Section	1.　Request for the presentation of treatment chart and prescription	None	1 min	Senior Clerk, Benefits Control Section
	2.　Verifies from records for MMA or DMA balance, if any, and writes available amount in the treatment chart.	None	2 mins	
	3.　Instructs the EE/ dependent/ representative to proceed to Pharmacy	None	1 min	
7.　Go to Pharmacy	1.　Requests for the presentation of treatment chart and prescription	None	2 mins	Pharmacist, Benefits Control Section
	2.　Determines action based on the availability of medicines	None	1 min	
	3.　Informs EE/ representative of non-availability of medicines	None	2 mins	
	4.　Advises EE/ representative to			

	purchase PNF-prescribed medicines and the deadline in filing for reimbursement	None	2 mins	
	5. Forwards treatment chart to Records custodian for filing			
		None	1 min	
Total		**NONE**	**1 hour and 28 mins processing time**	

ORGANIZATIONAL, PLANNING AND STAFFING DEPARTMENT

Procedure on Processing of Original and Transfer Appointments

The Processing of requirements in connection with the approval of appointments of newly hired employees for submission to the Civil Service Commission

This is also required for submission to Employee Services Department for the issuance of ID and E-mail account, processing of initial salaries and allowances, and for 201 File

Office or Division:	Organizational Planning and Staffing Department (OPSD)
Classification:	Simple/Complex
Type of Transaction:	
Who may avail:	Newly-hired Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Issuance of Employee ID Number and Email Account Medical Clearance (CS Form No 211) Acknowledged Appointment Paper (1 certified true copy) Personal Data Sheet with Work Experience Sheet* Certificate of Assumption to Duty (CS Form No 4) (1 original copy) Birth Certificate (1 authenticated copy) Tax Identification Number / Verification Slip (1 authenticated copy)	Health Care Department/Medical Specialist concerned Organizational Planning and Staffing Department (OPSD) Appointee
2. Reporting to Civil Service Commission Acknowledged Appointment Paper (3 original copies)	OPSD Appointee

Personal Data Sheet with Work Experience Sheet (1 original copy)	
Position Description Form (Revised 2017 DBM-CSC Form No. 1) (1 original copy)	
CSC Authenticated Certificate of Eligibility / Board Rating Certificate of Assumption to Duty (CS Form No. 4) (1 original copy) Oath of Office (CS Form No. 32)	Appointee
3. Processing of Initial Salaries and Allowances Statement of Assets, Liabilities and Net Worth (4 original copies) Oath of Office (CS Form No. 32) (3 original copies) Certificate of Assumption to Duty (CS Form No. 4) (4 original copies) Provident Fund Membership Form (4 original copies) Rice Grant Delivery Form (with sketch of address for Main Office and NCR) (2 original copies) Annexes of SALN SSS Daily Time Record (month of assumption) (4 original copies) DBP Account Number* PhilHealth Member Registration Form v.Jan 2020 (PMRF) (4 original copies)	

PAG-IBIG membership print-out with PAG-IBIG number	
• *If married and with dependent*	
Marriage Certificate*	
Birth Certificate of Dependent/s (1original copy for each dependent)	
• *For transferees from other agencies*	Appointee
BIR 2316*	
Certification of Last Salary received (1 certified true copy)	
4. Requirements for 201 File	
Position Description form (Revised 2017 DBM-CSC Form No. 1)*	
Confidential Reference Form*	
CSC Authenticated copy of Career Service Eligibility with the official receipt of transaction for career service passer OR PRC Authenticated BAR/Board Rating for BAR and Board passer*	
SSS Personal Data Sheet*	
Signature and Handwriting Specimen*	
Certificate of Orientation of Functions (for appointed position)*	
Househelper Report Form*	
Affidavit of Authenticity*	
Authorization for Investigation*	

Certification of Dependent (if with children only)

Transcript of Records (TOR) (1 certified true copy)

Certificate of trainings/Seminars Attended (certified true copy)

PRC ID (if applicable)
(2 certified true copies)

Certificate of previous employment (certified true copy)

Resignation Letter (if presently employed) (certified true copy)

Certificate of Orientation of Functions
as Service/JO Personnel (certified true copy)

  one (1) original copy

- *For transferees from other agencies or with previous government service*

Certification of Leave Credits (for transferees only)
(1 certified true copy)

Certification of other benefits received (for transferees only)
(1 certified true copy)

Clearance from
all accountabilities (1 certified true copy)

Service Record
(1 certified true copy)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits initially the soft copy of the required documents for the issuance of Employee ID number and Email Account	1. Acknowledges and checks the completeness of the documents submitted and coordinates with the appointee for any lacking or deficient requirements	none	2-3 working days	JHRA/SHRA
2. Submits the signed hard copy of the required documents	1. Receives documents submitted 2. Prepares transmittal list and forwards to Team Head/Section Head for review and DM III for approval. 3. Submits transmittal list and required documents to ESD.			JHRA/SHRA/SSO IV/CEO III/ DM III
3. Submits initially the soft copy of the required documents for reporting to appointments to the CSC	3. Receives and checks the completeness of the documents submitted and coordinates with the appointee for any lacking or deficient requirements		5-10 working days	JHRA/SHRA
4. Submits the signed hard copy of the required documents	1. Receives documents submitted 2. Prepares the following: • Appointment Transmittal and Action Form (ATAF)			JHRA/SHRA/SSO IV/CEO III/ DM III

	• Appointment Processing Checklist (APC) • CSC Verification 3. Prepares the requirements for submission to CSC and forwards ATAF and APC to the Team Head/ Section Head for review and DM III for approval. 4. Submits ATAF and APC and required documents to the CSC			
5. Submits initially the soft copy of the required documents for initial salary and allowances	5. Acknowledges and checks the completeness of the documents submitted and coordinates with the appointee for any lacking or deficient requirements			JHRA/SHRA
6. Submits the signed hard copy of the required documents	1. Receives documents submitted. 2. Prepares transmittal list and forwards to Team Head/Section Head for review and DM III for approval. 3. Submits transmittal list and required documents to ESD.			JHRA/SHRA/SSO IV/CEO III/ DM III
7. Submits initially the soft copy of the	7. Acknowledges and checks the completeness of the		5-10 working days	JHRA/SHRA

required documents for 201 file	documents submitted and coordinates with the appointee for any lacking or deficient requirements			
8. Submits the signed hard copy of the required documents	1. Receives documents submitted 2. Prepares transmittal list and introductory letter to school last attended by appointee to check the authenticity of submitted TOR. Forwards to Team Head/Section Head for review and DM III for approval. 3. Submits transmittal list and required documents to ESD and emails introductory letter to school.			JHRA/SHRA/SSO IV/CEO III/ DM III
	TOTAL	None	**30 working days**	

Procedure on Replies to Applications

Screening of external applications and preparation of replies.

Office or Division:	Organizational Planning and Staffing Department (OPSD)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	External Applicants			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE / FILE		
Application of external applicants		Applicant		
Certificate of Eligibility/Board Rating				
Certificate of employment				
Certificate of training				
Information Sheet		OPSD		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits application through email or drop box	a. Prepares reply letter requiring them to submit the following: - accomplished Information Sheet - Certificate of Eligibility/Board Rating - Transcript of Records - Certificate/s of employment and training (if any) b. Forwards to Team Head/Section Head for review and DM III for approval. c. Emails the reply letter to applicant.	None	2-3 working days	JHRA/SSO IV/ CEO III/ DM III

2. Applicants submits Information Sheet with other required documents	a. Screens applications. b. Schedules applicants for psychological exam and driver's test (if applicable).		2-3 working days	SHRA/SSO IV/ CEO III/ DM III
	TOTAL		**6 working days**	

Procedure on Processing of appointments for promotion

The Processing of requirements in connection with the approval of appointments of newly-hired employees for submission to the Civil Service Commission

This is also required for submission to Employee Services Department for the issuance of ID and E-mail account, processing of initial salaries and allowances, and for 201 File

Office or Division:	Organizational Planning and Staffing Department (OPSD)
Classification:	Highly Technical
Type of Transaction:	G2C -Government to Citizen
Who may avail:	Newly Promoted Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Three (3) original copies of Appointment Paper 2. Two (2) original copies of Revised 2017 CSC Form NO. 212, Personal Data Sheet (PDS) with Work Experience Sheet 3. Two (2) original copies of Revised 2017 DBM-CSC Form 1, Position Description Form (PDF) 4. Six (6) original copies of Revised 2018 CS Form No. 4, Certification of Assumption to Duty 5. Two (2) original copies of Revised 2018 CS Form No. 32, Oath of Office 6. One (1) original copy of Certification of Orientation of Functions 7. One (1) original copy of Clearance on Work Assignments/Accountabilities For Reappointment Only 8. One (1) original copy of Provident Fund Membership Form 9. Two (2) original copies of Authenticated Certificate of Eligibility (whichever is applicable) 　　a. Career Service Eligibility for Career Service passers 　　b. BAR/Board Rating for BAR/Board passers	OPSD Promoted Employee

c. PRC License for appointees to positions involving practice of profession
10. Six (6) original copies of SALN with the following:
    a. One (1) original copy of Summary List of Filers (Annex B1)
    b. One (1) original copy of Certificate of Compliance for Main Office (Annex C1)			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits initially the soft copy of the required documents	1. Receives and checks the completeness of the documents submitted and coordinates with the appointee for any lacking or deficient requirements		5-10 working days	Junior Human Resource Analyst /Senior Human Resource Analyst
2. Submits the signed hard copy of the required documents	2. Receives documents submitted			Junior Human Resource Analyst /Senior Human Resource Analyst
	3. Process documents and prepares and forwards to Team Head the following: For Civil Service Commission (CSC): ○ Appointment Transmittal and		5 to 10 working days from receipt of complete documents	Junior Human Resource Analyst /Senior Human Resource Analyst

	Action Form (ATAF) ○ Appointment Processing Checklist (APC) ○ CSC Verification (For reappointment only) For Employee Service Department (ESD): • Transmittal of requirements for salary adjustments and differential • Transmittal of requirements for 201 files		2-3 working days from receipt of the complete documents	
	4. Reviews and forwards the documents to the DM III for approval		2-3 working days	Social Security Officer IV/Corporate Executive Officer III
	5. Reviews and gives approval/ clearance to endorse the documents to CSC and ESD		2-3 working days	Department Manager III
	6. Transmits approved / cleared documents to concerned, CSC and ESD		2-3 working days	Junior Human Resource Analyst /Senior Human Resource Analyst

	TOTAL	None	1 month and 4 working days	

Procedure on Processing of Designations, Reassignments and Additional Work Assignments and Preparation of Personnel Orders

The processing of recommendations for designations, reassignments, additional work assignments, and personal request for reassignments of rank and file and executive employees and preparation of endorsements and personnel orders

Office or Division:	Organizational Planning and Staffing Department (OPSD)
Classification:	SComplex
Type of Transaction:	G2G - Government to Government
Who may avail:	All Branch/Office/Department within the SSS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Memorandum/recommendation for designation and reassignment with justification	Concerned unit
	PMERD
2. IPCRs (For designation of Rank and File)	
3. Request for Reassignment Form (For personal request of reassignment)	Concerned Employee
4. Medical Certificate (For personal request of reassignment due to health reason)	Attending Physician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reassignment and Designation in an Acting Capacity for Executive/Managerial Level (Vice President (VP) Up Level)				
2. Prepares recommendation for Reassignment and Designation in an Acting Capacity for Executive/Managerial Level (VP Level Up)				Concerned unit
3. Submits the recommendation to the concerned higher officials for approval				Concerned unit
4. Submits the signed recommendation to the OPSD	1. Receives recommendation for reassignment and designation in an Acting		2-10 working days	Junior Executive Assistant Office of the Head

	Capacity for Executive/ Managerial			
	2. Initially screens recommendation if compliant with the required signatories			
	3. Verifies from the Plantilla of Personnel various details regarding the recommendee and concerned position for designation /reassignment			Junior/Senior Human Resource Analyst (JHRA / SHRA) Promotions and Other Personnel Actions Processing Team
	4. Prepares list of successors			
	5. Evaluates the recommendation for reassignment and designation			
	6. Prepares endorsement to SSC as approving authority for this level			
	7. Forwards to Team Head /Section Head for review and to DM III for approval and submission to the SSC through the EVP,CSS and the PCEO			SHRA/SSO IV/CEO III/ DM III
	5. Receives the SSC Resolution		2-3 working days	SHRA/SSO IV/CEO III/ DM III
	6. Prepares endorsement and Personnel Order for signature of the President and CEO			

	7. Forwards endorsement and Personnel Order to the Team Head /Section Head for review and to DM III for approval and submission to the PCEO through the EVP,CSS			
	TOTAL	**None**	**4 to 15 working days**	
Reassignment and Designation in an Acting Capacity for Executive/Managerial Level (Below VP Level)				
1. Prepares recommendation for Reassignment and Designation in an Acting Capacity for Executive/Managerial Level (Below VP Level)				Concerned unit
2. Submits the recommendation to the concerned higher officials for approval				Concerned unit
3. Submits the signed recommendation to the OPSD	1. Receives recommendation for reassignment/ designation 2. Initially screens recommendation if compliant with the required signatories 3. Verifies from the Plantilla of Personnel various details regarding recommendee and concerned position for designation /reassignment		2-10 working days	Junior Executive Assistant Office of the Head Junior/Senior Human Resource Analyst (JHRA / SHRA)

	4. Prepares List of Successors 5. Evaluates the recommendation for reassignment and designation 6. Prepares endorsement to PCEO as appointing authority for this leval and Personnel Order 7. Forwards to Team Head / Section Head for review and to DM III for approval and submission to the PCEO through the EVP,CSS			Promotions and Other Personnel Actions Processing Team SHRA / SSOIV / CEO III/ DM III
	TOTAL	**None**	**2 to 10 working days**	
Designation in an Acting Capacity for Rank and File Level				
1. Prepares memorandum/ recommendation for Designation in an Acting Capacity for Rank and File Level				Concerned unit
2. Submits the recommendation to concerned higher officials for approval				Concerned unit
3. Submits the signed recommendation to the OPSD	1. Receives the recommendation for designation		2-10 working days	Junior Executive Assistant

	2. Initially screens recommendation if compliant with the required signatories			Office of the Head
	3. Verifies from the Plantilla of Personnel various details regarding the recommendee and concerned position for designation			Junior Human Resource Analyst (JHRA) Promotions and Other Personnel Actions Processing Team
	4. Evaluates the recommendation for designation			
	3.5 Requests from PMERD two performance ratings of recommendee pre ceding the date of designation			
	3.6 Prepares endorsement to concerned approving authority and Personnel Order			SHRA/SSO IV/CEO III/ DM III
	3.7 Forwards to Team H ead /Section Head for review and to DM III for approval and submission to concerned approving authority			
	TOTAL	**None**	**2 to 10 working days**	
Recommendation for Reassignment for Rank and File Level (Permanent)				
1. Prepares recommendation for Reassignment (RFR) for Rank and				Concerned unit

File Level (Permanent)				
2. Submits the recommendation to the concerned higher officials for approval				Concerned unit
3. Submits the signed recommendation to the OPSD	3.1Receives the recommendation for reassignment 2. Initially screens recommendation to check if compliant with the required signatories 3. Verifies from the Plantilla of Personnel various details regarding the recommendee and recommended position for reassignment 4. Coordinates with the releasing and accepting units and validates the total personnel complement of the concerned units 5. Evaluates the recommendation for permanent reassignment 3.6Prepares endorsement to the PCEO as approving authority for permanent reassignments and Personnel Order 3.7 Forwards to Team H		2-10 working days	Junior Executive Assistant Office of the Head Junior Human Resource Analyst (JHRA) Promotions and Other Personnel Actions Processing Team SHRA/SSO IV/CEO III/ DM III

	ead / Section Head for review and to DM III for approval and submission to the PCEO through the EVP, CSS			
	TOTAL	**None**	**2 to 10 working days**	
Recommendation for Reassignment for Rank and File Level (Temporary)				
1. Prepares recommendation for Reassignment (RFR) for Rank and File Level (Temporary)				Concerned unit
2. Submits the recommendation to the concerned higher officials for approval				Concerned unit
3. Submits the signed recommendation to the OPSD	3.1 Receives the recommendation for reassignment 2. Initially screens recommendation to check if compliant with the required signatories 3. Verifies from the Plantilla of Personnel various details regarding the recommendee and the recommended position for reassignment 4. Coordinates with the releasing and accepting units and validates the total personnel complement of the concerned units		2-10 working days	Junior Executive Assistant Office of the Head Junior Human Resource Analyst (JHRA) Promotions and Other Personnel Actions Processing Team

	5. Evaluates the recommendation for reassignment 3.6 Prepares endorsement to concerned approving authority and Personnel Order 3.7 Forwards to Team Head /Section Head for review and to DM III for approval and endorsement to concerned approving authority			SHRA/SSO IV/CEO III/ DM III
	TOTAL	**None**	**2 to 10 working days**	
Personal Request for Reassignment for Rank and File Level				
1. Fills up the Official Request for Reassignment (RFR) Form and have it signed by all concerned releasing and accepting heads				Concerned employee
2. Submits the signed RFR to the OPSD	2.1 Receives the RFR 2. Initially screens the RFR form if compliant with the required signatories 3. Verifies from the Plantilla of Personnel various details regarding the concerned employee 4. Coordinates with the releasing and accepting units and		2-10 working days	Junior Executive Assistant Office of the Head Junior Human Resource Analyst (JHRA) Promotions and Other Personnel Actions

	validates the total personnel complement of the concerned units			Processing Team
	5. Checks reason for request if included in the primary reasons for personal requests for reassignment • If health reason, endorses the medical certificate to the Health Care Department for validation			SHRA/SSO IV/CEO III/ DM III
	6. Prepares Notice of Reassignment and covering memorandum to the HRMG Head as approving authority for personal requests for reassignment			
	7. Forwards to Team Head / Section Head for review and to DM III for approval and endorsement to the HRMG Head			
	TOTAL	**None**	**2 to 10 working days**	

Procedure on Processing of Applications for Executive Vacant Positions and Rank and File Vacant Positions

The screening of external applications and preparation of replies and includes evaluation of qualifications of applicants to announced vacancies based on qualification standards and other CSC and internal rules

Office or Division:	Organizational Planning and Staffing Department (OPSD)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All external and internal Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form for Promotion/Appointment	Emailed Announcement/Intranet/SSS Website
2. Notarized CSC Form 212 or Personal Data Sheet with Work Experience Sheet	Emailed Announcement/Intranet/SSS Website
3. Standard Transmittal List for submission of Applications (for internal applicants only) 4. Other Requirements for External Applicants: • Resume with Cover Letter • Transcript of Record, Vocational/Highschool and Elementary Diploma (whichever is applicable) • Certificate of Eligibility/Bar Board Rating (if applicable to the position being applied for) • Employment Certification/Service Record • Job Descriptions of current and previous positions held • Certificates and Modules of Training	Emailed Announcement/Intranet

EXECUTIVE POSITIONS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the applications together with the required documents	1. Receives and screens applications	None	During 10 to 12 days application period	Junior Human Resource Analyst

	2. Consolidates Applications and prepares Master List of Applicants		10 to 12 working days after date of deadline of submission of applications	Senior Human Resource Analyst
	3. Evaluates application/s based on Qualifications Standards and other CSC and internal rules per position		Simple: 5 to 7 working days per position from receipt of complete data Complex: 8 to 15 working days per position from receipt of complete data	Junior/Senior Human Resource Analyst
	4. Prepares and forwards the following to the Team Head: • LSCF1 Form (A/B/C) of qualified applicant/s per position • Endorsement Memo to the Local Screening Committee (LSC) • Disqualification Notices, if any		1 day	Junior/Senior Human Resource Analyst
	5. Reviews and forwards the documents to the DM III for approval		2 working days	Social Security Officer IV/Corporate Executive Officer III
	6. Reviews and gives approval/ clearance to endorse to LSC		2 working days	Department Manager III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7. Transmits approved / cleared documents to concerned LSC and employees		2 working days	Junior Executive Assistant
	TOTAL	**None**	**1 month and 20 days**	

RANK AND FILE POSITIONS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the applications together with the required documents	1. Receives and screens applications	None	During 10 to 12 days application period	Junior Human Resource Analyst
	2. Consolidates Applications and prepares Master List of Applicants		10 to 12 working days after date of deadline of submission of applications	Senior Human Resource Analyst
	3. Evaluates application/s based on Qualifications Standards and other CSC and internal rules per position and prepares and forwards the profile of the applicants		Simple: 5 to 7 working days per position from receipt of complete data Complex: 8 to 15 working days per position from receipt of complete data	Junior/Senior Human Resource Analyst
	4. Reviews and forwards the documents to the DM III for approval		2 working days	Social Security Officer IV/Corporate Executive Officer III

	5. Reviews and gives approval/ clearance to endorse to Human Resource Management Promotion and Selection Board for Executive/Managerial Position (HRMPSB-EMP)			2 working days	Department Manager III
	6. Transmits approved / cleared documents to HRMPSB-EMP			2 working days	Junior Executive Assistant
	TOTAL		**None**	**1 month and 15 days**	

LEARNING AND DEVELOPMENT DEPARTMENT

Procedure on Training Requests from Various Units and Business Process Owners (In-House Programs)

The processing of request for training from various units and business process owners as part of management directives received through either memoranda or email communications is subject for evaluation and recommendation by the Learning and Development Department.

Office or Division:	Learning and Development Department
Classification:	Simple/Complex/Highly Technical
Type of Transaction:	G2G– Government to Government
Who may avail:	Various Units and Business Process Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Memo Request from Business Process Owners with the following: a. Target Participants b. Approved Enhanced/New Business Process c. Proposed Budget	Department Manager III, Learning and Development Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits memo - request for training with the necessary required documentations.		none		Requesting Unit
	1. Screens and evaluates memo-request for endorsement to concerned LDD unit head for appropriate action.		1 working day	Department Manager III, LDD
2. Attends scheduled FGD session to further discuss program requirements.	1. Evaluates and assesses received training request and categorizes according to: a. Simple* b. Complex* c. Highly Technical*		4 hours (Simple) 2 working days (Complex) 7 working days (Highly Technical)	CEO III, LDD SSO IV, LDD Sr. / Jr. HR Analyst Requesting Unit Approving Authority:

	2. Forwards to concerned Team Head and provides instructions for further research and conduct of FGD and endorsement 3. Conducts research and FGD discussions with requesting unit and concerned LDD section. 4. Prepares endorsement with program design and budget (if necessary) to Department Manager / Approving Authority for approval. * To be determined and classified by LDD, subject to program details, budget and other requirements vital to the conduct of the program.			Head of LDD (P 15,000 and below) Head of HRSD (up to P 200,000.00) Head of HRMG (up to P 700,000.00) Head of Sector (up to P 1-M) PCEO (above P 1-M)
	1. Reviews and recommends action (approval or denial) to be taken.		4 hours (Simple) 3 working days (Complex) 11 working days (Highly Technical)	Approving Authority: Head of LDD (P 15,000 and below) Head of HRSD (up to P 200,000.00) Head of HRMG (up to P 700,000.00) Head of Sector (up to P 1-M) PCEO (above P 1-M)

3. Receives status and/or action made on training request	1. Informs concerned unit on status of request and next steps (if necessary).			1 working day	Department Manager III, LDD
	TOTAL	None		**3 working days (Simple)** **7 working days (Complex)** **20 working days (Highly Technical Transactions)**	

Procedure on Request for participation in external training programs and CPD programs

The processing of SSS Officials and Employees' request for participation in external training programs

Office or Division:	Learning and Development Department
Classification:	Simple/Complex/Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All regular employees Coterminous employees may be allowed to participate in external training programs only, as may be required by the Social Security Commission and based on their functions in committee memberships.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Memo request/Nomination Form endorsed by the unit head and approved by the head of the higher unit to which it is functionally/hierarchically under	Head (DM/BH) of requesting/nominated participant's unit
2. Itemized request for budget (e.g. registration fee, miscellaneous expenses, ID fee, transportation expenses, Daily Travel Expenses etc.	Head (DM/BH) of requesting/nominated participant's unit
3. Invitation letter, flyer, course description and outline from training organizer indicating course objectives, program schedule, learning investment and payment details	Training Provider/Organizer
4. Service Commitment Contract Form	Learning and Development Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo request/nomination form together with documentary requirements to the LDD	Screens completeness of details in request and documentary and lead time requirements, stamp-receives request	None	5 minutes	Junior Executive Assistant, LDD
2.	Reviews request, indicates comments, assigns evaluation of	None	1 day	Department Manager III, LDD

	request to SSO III, SAPCET and affixes signature			
3.	Evaluates request, indicates instructions and assigns to Jr/Sr HRA for action	None	1 hour (Simple) 4 hours (Complex) 2 days (Highly Technical)	Social Security Officer III, SAPCET
4.	Coordinates with training provider regarding slot availability, registration of participants and payment terms Requests for nominee's performance rating and IPCR from the Performance Management and Employee Relations Department Evaluates nominee's qualifications based on guidelines, selection criteria, nominee's IPCR, job description and department's deliverables Prepares memo with budget estimate recommending approval of request, notice of approval, letter of guarantee/memo informing head of requesting/nominated participant's unit that request has been denied	None	1.5 days (Simple) 4 days 7 hours (Complex) 15 days 7 hours (Highly Technical)	Jr/Sr Human Resource Analyst, SAPCET
5.	Reviews and affixes signature on memo, budget computation, notice of approval, letter of guarantee/memo	NONE	1 hour (Simple) 4 hours (Complex)	Social Security Officer III, SAPCET

	informing head of requesting/nominated participant's unit that request has been denied		1 day (Highly Technical)	
6.	Reviews, approves recommendation (approved or denied) and affixes signature on memo	NONE	1 hour	Department Manager III, LDD
7.	ff: • memo with budget estimate forwards to higher approving authority VP – HRSD (above ₱15,000 up to ₱200,000) SVP – HRMG (above ₱200,000 up to ₱700,000) EVP – CSS (above ₱700,000 up to ₱1,000,000) • memo of disapproval forwards to office of Head (DM/BH) of requesting/nominated participant's unit	NONE	5 minutes	Junior Executive Assistant, LDD
	TOTAL	**NONE**	**3 days 10 minutes (Simple)** **5 days 10 minutes (Complex)** **20 days 10 minutes (Highly Technical)**	

Procedure on Request for participation in foreign external training programs

The processing of SSS Officials and Employees' request for participation in foreign external training programs

Office or Division:	Learning and Development Department
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All regular employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Memo request/Nomination Form endorsed by the unit head and approved by the head of the higher unit to which it is functionally/ hierarchically under.	Head (DM/BH) of requesting/nominated participant's unit
2. Itemized request for budget (e.g. registration fee, miscellaneous expenses, ID fee, airfare and other travel expenses, visa fee, travel insurance premium, Daily Subsistence Expenses etc.	Head (DM/BH) of requesting/nominated participant's unit
3. Invitation letter, flyer, course description and outline from training organizer indicating course objectives, program schedule, learning investment and payment details.	Training Provider/Organizer
4. Service Commitment Contract Form	Learning and Development Department
5. Passport/Passport Application Form	Department of Foreign Affairs

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo request/nomination form together with documentary requirements to the LDD	Screens completeness of details in request and documentary and lead time requirements, stamp-receives request	None	5 minutes	Junior Executive Assistant, LDD
2.	Reviews request, indicates comments, assigns evaluation of request to SSO III, SAPCET and affixes signature	None	1 day	Department Manager III, LDD

3.	Evaluates request, indicates instructions, and assigns to Jr/Sr HRA for action	None	2 days	Social Security Officer III, SAPCET
4.	Coordinates with event organizer/sponsoring agency regarding slot availability, registration of participants and payment terms

Requests for nominee's performance rating and IPCR from the Performance Management and Employee Relations Department

Evaluates nominee's qualifications based on guidelines, selection criteria, nominee's IPCR, job description and department's deliverables

Prepares memo with budget estimate and endorsement to the SSC recommending approval of request, certificate of complete staff work, request for travel authority/ memo informing head of requesting/nominated participant's unit that request has been denied | None | 15 days 7 hours | Jr/Sr Human Resource Analyst, SAPCET |
| 5. | Reviews and affixes signature on memo with budget computation, endorsement to the SSC, certificate of complete staff work, request for travel authority/memo | NONE | 1 day | Social Security Officer III, SAPCET |

	informing head of requesting/nominated participant's unit that request has been denied			
6.	Reviews, approves recommendation (approved or denied) and affixes signature on memo and other relevant documents	NONE	1 hour	Department Manager III, LDD
7.	If: • APPROVED: forwards memo with budget estimate, endorsement to the SSC and certificate of complete staff work to VP – HRSD for endorsement to the PCEO and SSC • DISAPPROVED: forwards memo of disapproval to VP – HRSD for signature	NONE	5 minutes	Junior Executive Assistant, LDD
	TOTAL	**NONE**	**20 days 10 minutes**	

PERFORMANCE MANAGEMENT AND EMPLOYEE RELATIONS DEPARTMENT

Procedure on Request for SSS-Day Care Center (SSS-DCC) Availment of Services

The processing of Request for Acceptance and Evaluation of Applicants for SSS DCC Services

Office or Division:	Performance Management and Employee Relations Department
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All SSS Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Application Forms for SSS-DCC Services 2. Birth Certificate of children applicants 3.Qualified DCC applicants must submit the following documents:	SSS-DCC
4.1. Medical Certificate of the child indicating that he/she is fit to attend the SSS-DCC services.	Child's Pediatrician
4. 2. Intake form (information of the child and his/her family).	SSS-DCC
4.3. Agreement Form	SSS-DCC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Online announcement of SSS-DCC availment for the school year	NONE	1 week	SSO IV
1.Employees submit Application Forms for SSS-DCC services	Received the application forms.	NONE	5 minutes per application	SSS-DCC Team
2. Wait for the SSS-DCC advisory if the employee's child qualifies to attend the	Evaluation of applications based on the following criteria: 1. Application is on "first come first serve basis" (30 slots only) 2.Priority is given to the SSS employees'		2 weeks	SSO IV and CEO III

	children ages (3) to five (5) years old who have not yet availed of the SSS-DCC services. 3. Remaining available slots are given to the following: a. SSS employees' children who already availed for the second time b. grandchildren of SSS employees c. children of JO employees 4. Applicants from the branches may be accepted as long as he/she will assign an authorized employee from the main office who can respond immediately in case of emergency.			
SSS-DCC services.				
3. Qualified SSS-DCC applicants may avail the services for one (1) school year.	Conduct of the daily activities of the children to develop their domains of learning (fine/ gross motor, cognitive, language, socio-emotional, self- help skills and moral values). 2. The following "Special Programs" are conducted to develop the children's critical thinking, patriotism and cooperation, and to know the culture that makes the school community: a.Feeding Programs b.Valentine's Day Program c.Outreach Program d.Moving Up Program e.Nutrition Month Program d.Buwan ng Wika Program e.SSS-DCC Anniversary Program f.United Nations Program	NONE	one (1) school year.	SSS-DCC Team

	g.Character Party Program h.National Children's Month Program i.Christmas Party Program			

Procedure on the Processing of Requests for Job Rotation Program (JRP) Announcement

The processing of request for Job Rotation Program (JRP) Announcement.

Office or Division:	Performance Management and Employee Relations Department
Classification:	Complex
Type of Transaction:	G2C -Government to Citizen
Who may avail:	All interested Department/Branch/Division/Group/Sector Heads

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Memorandum/Letter request to PMERD indicating the following: • Plantilla position to be announced • Level • Team • Section • Job Summary/Description to be performed • Preferred qualifications, if any.	Memorandum/Letter request to be submitted to PMERD (hardcopy or through email)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the memorandum/ letter request to PMERD.		None	-	Requesting Department/ Branch/Division/ Group/Sector Head
	1. Evaluate/process the request 2. Prepare the poster/ announcement 3. Submit the poster/ announcement for review/approval	None	8wdays per request	Jr./Sr. HRA
	4. Review/approve the request and poster/ announcement	None	1wday	SSO IV/CEO III/ DM III
	5. Send the poster/ announcement to all Office 365 users through email	None	1wday	Jr./Sr. HRA
	TOTAL	None	10 wdays	

Procedure on the Processing of Applications for JRP, JEP, JELP and JSP (Initial)

The processing of initial application for JRP, JEP, JELP and JSP, which includes evaluation of application and interview of employee-applicant.

Office or Division:	Performance Management and Employee Relations Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	**For Job Rotation Program (JRP)** • All SSS employees holding permanent appointment and has served the system for at least one (1) year/completed one (1) year residency in current position if promoted; • With at least Very Satisfactory rating for the last two (2) rating periods; • Has the potential to handle higher/new job responsibilities; • Willing to learn and develop new skills and be subjected to evaluation and mentoring; and • Has not undergone job rotation for a period of one (1) year since last application (unless application is for renewal in the same unit). **For Job Enrichment Program (JEP)** • Must be a permanent SSS employee (non-managerial or with salary grade level 6NM and below); • Must have served the system for at least one (1) year/ With one (1) year residency in current position if promoted/hired/absorbed; • Employee received at least a *Very Satisfactory* rating for the last two (2) rating periods; • Employee has the potential to handle high/new job responsibilities; • Participants show inclination to learn/develop new skills and be subjected to evaluation and mentoring, and • Willing to accept enriched assignment. **For Job Enlargement Program (JELP)** • Must be a permanent SSS employee (non-managerial or with salary grade level 6NM and below); • Must have served the system for at least one (1) year/ With one (1) year residency in current position if promoted/hired/absorbed; • Employee received at least a *Very Satisfactory* rating for the last two (2) rating periods; • Employee has met the required competencies of the current position; • Participants show inclination to learn new tasks and skills and be subjected to evaluation and mentoring; and • Willing to accept additional assignment. **For Job Shadowing Program (JSP)**

	Must be a *permanent* SSS employee.
	Employee received at least a *Very Satisfactory* rating for the last two (2) rating periods.
	Employee has the *potential* to learn/develop new skills.
	Employee participation in the program shall promote learning in the current role or for career development.
	Employee has *no intention to resign/retire within a year* from filing of application.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Duly accomplished and signed application form: • JRP • JEP • JELP • JSP	• Application form may be downloaded in the SSS Intranet >> HR Matters >> Performance & Career Management • Accomplished and signed application form to be submitted to PMERD (hardcopy or email)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and accomplish the application form. 2. Secure the approval of releasing and receiving unit heads. 3. Submit duly accomplished and signed application form to PMERD.		None	-	Employee-applicant
	1. Evaluate application form based on set criteria. 2. Verify necessary information from other units (e.g. performance rating, palntilla availability, clearance from OPSD). 3. Coordinate with host department/office/ branch. 4. Conduct interview. 5. Prepare evaluation sheet and memorandum notice of approval. 6. Submit evaluation sheet and memorandum	None	8 wdays per application	Jr./Sr. HRA

	notice of approval for review/ approval.			
	7. Review/approve the evaluation sheet and memorandum notice of approval	None	1 wday	SSO IV/CEO III/ DM III
	8. Send the memorandum reply to employee-applicant through email.	None	1 wday	Jr./Sr. HRA
	TOTAL	**None**	**10 days**	

Procedure on the Processing of Requests for JRP, JEP and JELP Extension/Renewal

The processing of requests for JRP, JEP and JELP extension/renewal

Office or Division:	Performance Management and Employee Relations Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All on-going JRP, JEP and JELP participants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Letter-request approved by releasing and receiving unit heads, if for extension. 2. Duly accomplished and signed application form, if for renewal: • JRP • JEP • JELP	• Application form may be downloaded in the SSS Intranet >> HR Matters >> Performance & Career Management • Accomplished and signed letter-request/ application form to be submitted to PMERD (hardcopy or email)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN TIME	PERSON RESPONSIBLE
1. Prepare letter-request, if for extension or download and accomplish the application form, if for renewal. 2. Secure the approval of releasing and receiving unit heads. 3. Submit duly accomplished and signed letter-request/ application form to PMERD.		None	-	Employee-applicant
	1. Evaluate application form based on set criteria. 2. Coordinate with host department/office/ branch. 3. Conduct interview.	None	6 wdays per application	Jr./Sr. HRA

	4. Prepare evaluation sheet and memorandum notice of approval. 5. Submit evaluation sheet and memorandum notice of approval for review/ approval.			
	6. Review/approve the evaluation sheet and memorandum notice of approval	None	1 wday	SSO IV/CEO III/ DM III
	7. Send the memorandum reply to employee-applicant through email.	None	1 wday	Jr./Sr. HRA
	TOTAL	**None**	**8 wdays**	

Procedure for processing of incentives and awards under the SSS PRAISE – Employee Anniversary Award / Master's/ Doctorate Degree Completion Award/ Retirement Incentive Award (RIA)

The processing of payment for employees' incentives and awards subject to meeting the conditions, criteria, and requirements of the incentive and award.

Office or Division:	Performance Management and Employee Relations Department
Classification:	Simple to Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All SSS Officials and employees including coterminous

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Employee Anniversary Award (EAA) • Validated performance ratings for the applicable rating period • No pending record of Administrative Case or work-related criminal case (c/o 201 File)	System-generated masterlist of entitled officials and employees per applicable month
2. Master's/Doctorate Degree Completion Award (MDCA) • Letter request addressed to the Employee Services Department (ESD) for educational attainment update • Transcript of Records (TOR) with Special Order, if any • Validated performance ratings for the applicable rating period • No pending Administrative Case or Work-related Criminal Case (c/o 201 File)	ESD
3. Retirement Incentive Award (RIA) • Letter of Separation addressed to the Head of ESD and duly endorsed by the respective Heads • Documentary requirements for separation • Validated performance ratings for the last five (5) years in the service	ESD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employee Anniversary Award*				
	ESD	None		ESD

* *System generated masterlist of entitled employees*	1. Generate the masterlist of entitled employees for EAA grant per month			
	2. Submit request to PMERD for the EAA report with attachment (masterlist with employees' data)			
	PMERD 3. Receive and check masterlist and employees' data per conditions/criteria/ requirement for the award	None	On or before the 15th day of the applicable month	Jr HRA Sr HRA SSO IV
	4. Request for data of validated performance ratings of employees from Performance Management Section (PMS)			
	5. Prepare and submit the EAA report to ESD for payment processing			
2. Check/ receive e-payroll slip for EAA payment	ESD 6. Receive the EAA report and process the payroll for the payment of award	None		ESD
	7. Send payroll slip to concerned employees via official email accounts			
Master's/Doctorate Degree Completion Award				
1. Prepare/submit letter request to ESD with complete document)	ESD 1. Receive/confirm request, check request and	None		ESD

	completeness of document			
	2. Validate document with respective school			
	3. Prepare employees' data based on validation result.			
	4. Prepare/submit request to PMERD for the MDCA report			
	PMERD 5. Receive and check employees' data per conditions/criteria/ requirement for the award	None	Within three (3) to seven (7) working days from receipt of request and pertinent data for the processing of award from concerned units.	Jr HRA Sr HRA SSO IV
	6. Request for data of validated performance ratings of employees from PMS			
	7. Prepare and submit the MDCA report to ESD for payment processing			
	ESD 8. Receive the MDCA report and process the payroll for the payment of award	None		ESD
2. Check/ receive e-payroll slip for MDCA payment	9. Send payroll slip to concerned employees via official email account			
Retirement Incentive Award				
1. Prepare/submit letter of intent for separation addressed to the Head of ESD and duly endorsed by the respective Heads	ESD 1. Receive letter of intent for separation, and endorse the same to approving Heads	None		ESD
2. Prepare/submit documentary requirements for separation	2. Coordinate/facilitate/ assist the retiring employees with the preparation of documentary requirements for separation			
	3. Prepare retiring employees' data and			

	request for RIA report to PMERD			
	PMERD 4. Receive and check retiring employees' data per conditions/ criteria/ requirement for the award	None	Within three (3) to seven (7) working days from receipt of request and pertinent data for the processing of award from concerned units.	Jr HRA Sr HRA SSO IV
	5. Request for data of validated performance ratings of retiring employees from PMS			
	6. Prepare and submit the RIA report to ESD for payment processing			
	ESD 7. Receive the RIA report and process the the payment of award	None		ESD
3. Check/ receive notification for payment of retirement benefits	8. Send notification to concerned employees on payment of retirement benefits			

Procedure on request for various EE – Care Reach-out program assistance

(Bereavement assistance, Hospital visit , various assistance. etc.)

Employee assistance program that provides support to employees and/or their families in times of untoward incidents to hasten their physical, emotional, and psychosocial recovery.

A. **Bereavement Assistance**

Office or Division:	Performance Management and Employee Relations Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All SSS Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Employee Notification Form (ENF)	PMERD – Employee Relations Section/ Forms available at SSS Intranet, HR Site - Employee Relations site
2. Certification of Assistance Form (CAF) (Reimbursement)	PMERD – Employee Relations Section/ Forms available at SSS Intranet, HR Site - Employee Relations site

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify PMERD through the Division / Group Head concerned via any fastest means of communications available in their respective areas using the ENF	1.1 Validate/ confirm details of ENF/ report received 1.2 Prepare bereavement report and inform HR Heads/PCEO 1.3 Coordinate with concerned unit the following: • Immediate sending of sympathy flowers/mass cards/sympathy message • Conduct of necrological services (for Senior Officials)	None	Within 1 day upon receipt of information Within 1 day upon confirmation of details Within 1-2 days upon confirmation of details	Jr. Human Resource Analyst, Employee Relations Section

	• Visit of HR or unit concerned to bereaved family • Posting of obituary in the Intranet through CCD (upon confirmation of details from ESD)			
2. Visit the bereaved family, if possible	2. Visit the bereaved family, if possible	None	4 hours	Concerned Department/ Branch/ Office Head
3. Forward to PMERD the accomplished ENF and CAF for approval of reimbursement of expenses	3.1 Review the ENF and CAF and forward to PMERD/HRSD Heads for approval	None	Within 4 hours after receipt of CAF and supporting documents	SSO IV, Employee Relations Section
	3.2 Approve the CAF	None	Within 1 day upon receipt of validated CAF and supporting documents	PMERD/HRSD Heads
	3.2 Forward to concerned unit the signed CAF for reimbursement of expenses	None	Within 4 hours upon receipt of validated CAF and supporting documents	Jr. Human Resource Analyst, Employee Relations Section
	TOTAL	**None**	**4 – 5 days**	

B. Hospital Visit

Office or Division:	Performance Management and Employee Relations Department
Classification:	Simple/ Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All SSS Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Employee Notification Form (ENF)	PMERD – Employee Relations Section/ Forms available at SSS Intranet, HR Site - Employee Relations site
2. Certification of Assistance Form (CAF)	PMERD – Employee Relations Section/ Forms available at SSS Intranet, HR Site - Employee Relations site

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify PMERD through the Division / Group Head concerned via any fastest means of communications available in their respective areas using the ENF	1.1 Validate/ details of ENF/ report received and determine necessary assistance	None	Within 1 day upon receipt of information	Jr. Human Resource Analyst, Employee Relations Section
		None	Within 1-2 days upon confirmation of details	
	1.2 Coordinate with HCD, various government agencies and NGOs providing assistance, as may be necessary	None	Within 1-2 days upon confirmation of details	
	1.3 Coordinate			

	with unit concerned to visit and/or sent "get-well-soon" token of fruits or flowers			
2. Visit and bring "get-well-soon" token of fruits or flowers	2. Visit the employee in the hospital, if possible	None	2-4 hours	Concerned Department/ Branch/ Office Head
3.Forward to PMERD the accomplished ENF and CAF for approval of reimbursement of expenses	3.1 Review the ENF and CAF and forward to PMERD/HRSD Heads for approval	None	Within 4 hours after receipt of CAF and supporting documents	SSO IV, Employee Relations Section
	3.2 Approve the CAF	None	Within 1 day after receipt of validated CAF and supporting documents	PMERD/HRSD Heads
	3.3 Forwards to concerned unit the signed CAF for reimbursement of expenses	None	Within 4 hours upon receipt of validated CAF	Jr. Human Resource Analyst, Employee Relations Section
	TOTAL	**None**	**4-5 days**	

C. Debriefing Session

Office or Division:	Performance Management and Employee Relations Department
Classification:	Simple/ Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All SSS Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Memorandum request by the Head of Unit concerned course through Heads	PMERD – Employee Relations Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit status reports on conditions of employees to PMERD through the Division & Group Heads via any fastest means of communications available in their respective areas	1.1 Evaluate and assess reports on employees' conditions	None	Within 2-3 days	Sr. HRA – Employee Relations Section
	1.2 Prepare and con ceptualize debriefi ng program, if needed or as instructed by Management	None	Within 1-2 days	
	1.3. Finalize and recommend/ conduct of debriefing session for affected employees	None *(Ex penses shall form part of the budget proposal of the program)*	Within 1 day	
	1.3 Coordinate with concerned department/ branch/office and other units concerned on the logistics and other details as may be required	None	Within 1-5 days	

2.Submit employees confirmation and other details as may be required	2.1 Forward recommendation for approval of PMERD/HRSD/ HRMG Heads/ PCEO	None	Within 3-5 days	Head, Employee R elations Section
	2.2 Facilitate the conduct of a debriefing session with the assistance of a consultant, as necessary	None	Target date	PMERD Head/ER Section staff
	2.3 Prepare reports and recommendation/s for additional assistance, if necessary, subject to the approval of the PCEO	None	Within 7 days	Sr. Human Resource Analyst, Employee Relations Section
	2.4 Liquidate expenses related to Debriefing Session	None	Within 5 days upon receipt of complete documents	Sr. Human Resource Analyst, Employee Relations Section
	TOTAL	**None**	**Up to 1 month**	

D. Coaching Assistance

Office or Division:	Performance Management and Employee Relations Department
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All SSS Officials and employees, private citizens (i.e. clients, stakeholders, family members, etc) with complaint against SSS employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Statement of Complaint	Employee Relations Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit statement of complaint Details: • Complainant's information • Nature of complaint • Description of Complaint/ • Occurrence • Signature of person filing complaint • Action Taken by HR	1.1 Attend to the complainant 2. Conduct interview and determines the merits of the complaint 3. Provide guidance or assistance to either pacify the complainant, arrive to a decision or achieve the desired behavior of the complainant 4. Conduct further evaluation and send communication to concerned employee on the complaint received 5. Facilitate mediation/ coaching session and	None None None None None	Within the day upon receipt of complaint if personally filed (subject to availability of complainant) Within 3 days upon receipt of complaint	CEO III, Employee Relations Section, PMERD Head SSO IV, Employee Relations Section CEO III, Employee Relations Section, PMERD Head

	document proceedings		Within the scheduled meeting as confirmed with the concerned employee	SSO IV, Employee Relations Section
	6. Prepare report/resolution/agreement for the information/confirmation of both parties	None	Within 2 weeks upon conduct of mediation/ coaching session and completion of the process	PMERD/HRSD Heads/concerned employees/ private citizen
	7. Approve Resolution	None	Within 5 days after completion of report	
	TOTAL	**None**	**Up to 20 days**	

Procedure on request for Assistance to External Requests/Product Demo

Replies to various request from external agencies/companies for product promotions

Office or Division:	Performance Management and Employee Relations Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	External Vendors / Suppliers / Providers / SSS Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Letter request for product sampling / promotion / selling	PMERD – Employee Relations Section
2. Brochures with product descriptions or company profile (if any)	PMERD – Employee Relations Section
3. Authority to Engage in Outside Part-time Employment/Self-Employment (for SSS Officials and Employees)	ESD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request together with the required documents to PMERD	1.1. Receive the letter request for product selling/promotion	None	1-3 days	Sr. Clerk/Jr. HR Analyst, Employee Relations Section
	1.2. Evaluate and/or schedule the activity			
	1.3. Prepare approval/regret email letter			Head, PMERD

	1.4. Approve the evaluation on the request 1.5. Send notice of approval/regret including the required documents for submission			
3. Prepare the list of staff who will handle the booth and the list of equipment and products to bring inside the SSS premises	3.1. Receive the documents and prepare the memo permit for booth set-up 3.2. Forward the memo to Security Department and Canteen Concessionaire	None	1 day 1 day	Sr. Clerk/Jr. HR Analyst, Employee Relations Section Admin Staff, PMERD
4. Coordinate with Canteen staff for the set-up, rental and other fees, as applicable	4.1. Refer to Canteen Staff	None	1 hour	Sr. Clerk/Jr. HR Analyst, Employee Relations Section
5. Pay the rental and other fees to the Canteen Concessionaire as applicable upon end of promotional activity		500.00 or up	1 hour	Canteen Concessionaire
	TOTAL	**500 or up**	**Up to 5 days**	

Procedure on Request for Performance Rating (PR)

Performance rating is one of the bases for the grant of performance based benefits and incentives, promotion, training, scholarship grants and other HR actions.

Office or Division:	Performance Management and Employee Relations Department
Classification:	**Simple**: With final Database of Individual Performance Ratings (DIPR) **Complex**: With no final DIPR and/or Individual Performance Commitment & Review form (IPCR) is still subject to evaluation. **Exemptions**: IPCR with dependency from other external factors (e.g. non-compliant to submission, Not to be Rated – NTBR, Report on Coverage and Collection)
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Authorized Officials, Central and Local Performance Management Team (CPMT/LPMT) and HR Heads and/or their administrative staff whose units are mandated to use PR for processing of various HR actions.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
A. Request for PR with Final Database of Individual Performance Rating (DIPR) 1. Email request for PR using the official SSS account of those who are authorized to avail this request. 2. A detailed table (can be attached to the email request) consisting the employee's accurate and official information including but not limited to: • EE ID • Name • Position / Designated Position • Actual Department / Branch / Office	Authorized officials and employees as mentioned above ("Who may avail") ESD/OPSD ESD/OPSD OPSD OPSD

B. Request for PR with no Final DIPR or PR is not available in the DIPR	Units and/or employee concerned			
1. Final submitted IPCR based on evaluation of PMERD				
2. Repeat Steps 1 and 2 of Letter A				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare email request for PR with complete details and/or attachment				Authorized officials and HR Heads and/or Administrative staff as mentioned above ("Who may avail")
2. Receive email confirmation for the receipt of request	1. Receive/ confirm request and screen if it's simple or complex 2. If simple, extract performance rating from the DIPR or the Performance Rating Monitoring Tool (PRMT) of evaluator 3. If complex, supply ratings from the final submitted IPCR based on PMERD evaluation to the DIPR or PRMT then extract ratings		Within 2-5 working days upon receipt of request	Evaluator (Human Resource Assistant / Junior / Senior Humans Resource Analyst and Social Security Officer IV) Evaluator Evaluator SSO IV

	4. Reviews the extracted rating			SSO IV
	5. Generates performance ratings report			CEO III and DM III
	6. Approves the PR Report			Evaluator through CEO III and DM III
	7. Releases request for ratings through email			
3. Receive email with PR report				Authorized officials and employees as mentioned above ("Who may avail")
	TOTAL	**None**	**2-5 working days**	

Procedure on Request for copy of IPCRs

Performance rating is one of the bases for the grant of performance based benefits and incentives, promotion, training, scholarship grants and other HR actions.

Office or Division:	Performance Management and Employee Relations Department
Classification:	Simple: 1-10 IPCRs Complex: 11 – 20 IPCRs
Type of Transaction:	G2G – Government to Government
Who may avail:	All SSS Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Email request for copy of IPCR using the official SSS account of those who are authorized to avail this request 2. Request must only IPCR from prior year up to current year (available IPCR with PMERD) 3. Determine if IPCR being requested was submitted to PMERD in PDF	Authorized officials and employees as mentioned above ("Who may avail")

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare email request for copy of IPCR with complete details and/or attachment				Authorized officials and employees as mentioned above ("Who may avail")
2. Receive email confirmation for the receipt of request	1. Confirm and receive request and screen if it's simple or complex 2. Determines the year and			Human Resource Assistant / Junior/ Senior Humans Resource

			Within 1-2 working days upon receipt of request	Analyst and Social Security Officer IV
	semester of the IPCR being requested 3. If beyond prior year, direct request via Email to ESD. 4. If IPCR was submitted in PDF, inform upon release that the original copy was safe- kept by the Admin of the unit per Memo Advisory. 5. Scans/Reproduces/Prints IPCR 6. Certifies the copy of IPCR by the authorized personnel 7. Releases certified true copy of the requested IPCR			
3. Receive email with copy of IPCR or instruction on how to claim the hard copy				Authorized officials and employees as mentioned above ("Who may avail")
	TOTAL	**None**	**1-2 days upon receipt of request**	

EMPLOYEE SERVICES
DEPARTMENT

Procedure on the Processing of Provident Fund (PF) Provident Contributions Availment Assistance Program (PCAAP) Application

The Provident Contributions Availment Assistance Program (PCAAP) allows the SSS PF members to withdraw part of their equity in response to their immediate financial needs and as assistance to alleviate and uplift their economic conditions.

Office or Division:	Employee Services Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified PF members with at least one (1) year of service to SSS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. PF Account User ID and Password	SSS-issued login credentials
2. Online Application for PCAAP Availment	Online through the PF System

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to the PF System using User ID Number and password	1. PF System validates login credentials	None	1 minute	PF Member
2. Check eligibility for PCAAP availment from the PF System	2. PF System displays eligibility for PCAAP availment	None	1 minute	PF Member
3. File PCAAP application online through the PF System	3. PF System issues transaction number for successful online application	None	1 minute	PF Member
	4. Process PCAAP application 1. Prepare Disbursement Voucher (DV) and Letter of Instruction (LOI) to the Bank 2. Route DV and LOI to authorized signatories for approval		3 working days	Processor, Provident Fund Section Sr. Analyst / SSO IV, Provident Fund Section

	3. Upload Text File and LOI via Secure File Transfer Protocol (SFTP)			Processor, Provident Fund Section
				CEO III, Provident Fund Section
	TOTAL	**None**	**3 working days and 3 minutes**	

Procedure on the Processing of Applications for PF General Purpose Loan (GPL)

The General-Purpose Loan (GPL) is a loan program intended for the various financial needs of PF members.

Office or Division:	Employee Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified PF members with at least one (1) year of service to SSS			

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. PF Account User ID and Password 2. Online Application for General Purpose Loan (GPL)	SSS-issued login credentials Online through the PF System

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to the PF System using Employee User ID and password	1. PF System validates login credentials	None	1 minutes	PF Member
2. Check eligibility for GPL	2. PF System displays GPL loan eligibility		1 minute	PF Member
3. File GPL application online	3. PF System issues transaction number for successful online application		1 minute	PF Member
	4. View list of GPL applications and evaluate compliance to net-take-home requirement		1 working day	Junior HR Analyst, ELOBS
	5. Review list of GPL applications and forward to PF			CEO III, ELOBS

	Section for processing			
	6. Process GPL application using PF System		2 working days	Processor, PF Section
	1. Prepare DV/LOI to bank			Sr. Analyst / SSO IV, PF Section
	2. Route DV/LOI to authorized signatories for approval			Processor, PF Section
	3. Upload Text File and LOI via SFTP			CEO III, PF Section
	TOTAL	**None**	**3 working days and 3 minutes**	

Procedure on the Processing of Applications for PF Emergency Loan (EL)

The Emergency Loan (EL) program is available to qualified PF members for such contingencies such as medical emergency, death of declared beneficiary, damaged property due to calamity or disaster and legal emergency.

Office or Division:	Employee Services Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified PF members with at least one (1) year of service to SSS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. PF Account User ID and Password	SSS-issued login credentials
2. Application for PF EL (1 original copy)	Downloadable via the PF System
3. Document Proofs, as applicable (1 original copy)	PF Member, as applicable
1. Medical Emergency Assistance Loan (MEAL) • Copy of Medical Certificate or Admission Record, Copy of Statement of Account, Billing Letter or valid Official receipts and Copy of physician prescription as validated and certified by the Health Care Department	
2. Funeral Assistance Loan (FAL) • Copy of the death certificate from the Local Civil Registrar and copy of the funeral receipts	
3. Calamity/Disaster Assistance Loan (CDAL) • Proof of ownership of the property damaged, and picture of damaged property and estimate of damage incurred	

4. Legal Emergency Assistance (LEA) • Complaint filed before any court, office or tribunal, Formal Charge, Subpoena Summon or documents of the same nature showing that the Member is subject of a complaint or a Demand Letter prepared by a lawyer, law office or collecting agency in behalf of the client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Login to the PF System using Employee User ID and password	1. PF System validates login credentials	None	1 minute	PF Member
2. Check eligibility for PF Emergency Loan	2. PF System displays loan eligibility		1 minute	PF Member
3 Download, accomplish and file EL application with attachments	3. Receive PF EL application with attachments		30 minutes	PF Member
	4. Prepare EL transmittal list and forward applications to ELOBS		30 minutes	Processor, PF Section
	5. Receive transmittal list and EL applications and evaluates eligibility for net-take-home pay		1 working day	Junior HR Analyst, ELOBS
	6. Review and approve evaluated EL			CEO III, ELOBS

	applications and forward to PF Section for processing			
	7. Process EL loan applications 1. Prepare DV/LOI to bank 2. Route DV/LOI to authorized signatories for approval 3. Upload Text File and LOI via SFTP		3 working days	Processor, PF Section Sr. Analyst / SSO IV, PF Section Processor, PF Section CEO III, PF Section
	TOTAL	**None**	**4 working days, 1 hour and 2 minutes**	

Procedure on the Processing of Fieldwork Allowance for Account Officers

Allowance grated to Account Officers (AO) who perform fieldwork functions

Office or Division:	Employee Services Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Account Officers assigned in the Branch – Accounts Management Section

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Certification of Fieldwork Allowance (2 original copies; 1 photocopy) 2. Summary of Work Certifications for Fieldwork Allowance (2 original copies; 1 photocopy)	SSS Branch SSS Branch

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Branch/Division forward duly signed Certification of Fieldwork Allowance and Summary of Work Certifications for Fieldwork Allowance to ESD	1. Receive Certification and Summary of Work Certifications for Fieldwork Allowance	None	5 Minutes	Senior HR Analyst, Compensation and Benefits Section
	2. Validate and sort submitted documents		2 hours and 30 minutes	Senior HR Analyst, Compensation and Benefits Section
	3. Process payroll and disbursement voucher (DV) 1. Encode in the Fieldwork Database		4 days and 4 hours	Senior HR Analyst, Compensation and Benefits Section

	2. Generate Payroll and DV			
	3. Prepare file for uploading			
	4. Generate Paysli p			
	4. Review Payroll and DV and forwards to authorized signatories for approval		1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	**None**	**4 days, 7 hours and 35 minutes**	

Procedure on the Processing of Special Counsel Allowance (SCA)

Allowance for lawyers per hearing / court appearance

Office or Division:	Employee Services Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified lawyers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Work Certification (2 original copies; 1 photocopy) 2. Certification for Special Counsel Allowance (2 original copies; 1 photocopy) 3. Summary of Work Certifications for Special Counsel Allowance (2 original copies; 1 photocopy)	Department/Branch/Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Department / Branch / Office submits work certifications and other attachments to ESD	1. Receive work certifications and other attachments from concerned department / branch / office	None	5 Minutes	Junior HR Analyst, Compensation and Benefits Section
	2. Validate and sort submitted documents		2 hours	Junior HR Analyst, Compensation and Benefits Section
	3. Process payroll and disbursement voucher (DV) 1. Encode in the Special Counsel Allowance Database		4 days	Junior HR Analyst, Compensation and Benefits Section

	2. Generate Payroll and DV 3. Prepare file for uploading 4. Generate Payslip			
	4. Review Payroll and DV and forwards to authorized signatories for approval		1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	**None**	**4 days, 3 hours and 5 minutes**	

Procedure on the Processing of Salaries and Allowances of Casual Employees

Salaries and Allowances of Casual Employees

Office or Division:	Employee Services Department			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Casual Employees			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE / FILE		
1. Duly signed Daily Time Record (2 original copies: 1 photocopy)		Department/Branch/Office through the Electronic Time Recording System		
2. Accomplishment Report (2 original copies; 1 photocopy)		Department/Branch/Office		
3. Certification of Services Rendered (2 original copies; 1 photocopy)		Department/Branch/Office		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Concerned Unit submits the Daily Time Records (DTRS), Accomplishment Report and Certification of Services Rendered (3 Copies)	1. Receive the Daily Time Records (DTRS), Accomplishment Report and Certification of Services Rendered	None	5 Minutes	Junior HR Analyst, Compensation and Benefits Section
	2. Validate and sort submitted documents		2 hours	Junior HR Analyst, Compensation and Benefits Section
	3. Process payroll and disbursement voucher (DV)		4 days	Junior HR Analyst, Compensati

				on and Benefits Section
	1. Encode in the Salaries and Allowances for Casuals Database 2. Generate Payroll and DV 3. Prepare file for uploading 4. Generate Payslip			
	5. Review Payroll and DV and forwards to authorized signatories for approval		1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	**None**	**4 days, 3 hours and 5 minutes**	

Procedure on the Processing of Salaries of Job Order Workers

Payment for services rendered to JO workers on a bi-monthly basis

Office or Division:	Employee Services Department
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Job Order Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Electronic Daily Time Records of Job Order Workers validated by the Administrative Staff/Head and Certified by the concerned Department/Branch/Office Head	Online through the Job Order Workers System in the M8000
2. Generated Payroll Register (Electronic File)	Information Systems Department IV
3. Comma-Separated Values (CSV) File Format	Information Systems Department IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Administrative Assistant/Head of concerned Department / Branch / Office edit and validate entries in the Job Order Workers System (JOWS)		None	2 working days until step 2	Administrative Staff / Head of Department / Branch / Office
2. Department / Branch / Office Head certifies validated entries in the JOWS		None		Department / Branch / Office Head
	1. Process certified DTR entries electronically routed to the ESD JOWS module		3 working days	Junior / Senior Human Resource Analyst, Employee Loans and Other Benefits Section

	2. Request for generated payroll register and CSV file from ISD IV		2 working days	Junior / Senior Human Resource Analyst, Employee Loans and Other Benefits Section
5. ISD IV forwards payroll register and CSV file	3. Finalize the payroll register and CSV		3 working days until step 6	Junior / Senior Human Resource Analyst, Employee Loans and Other Benefits Section
	4. Prepare the Disbursement Voucher, Payroll Register and CSV for signature and uploading			Junior / Senior Human Resource Analyst, Employee Loans and Other Benefits Section
	TOTAL	**None**	**10 working days**	

Procedure on the Processing of Overtime Pay

Premium paid for Employees not receiving RATA but are required to render extra hours and with approval to render Overtime work

Office or Division:	Employee Services Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified employees with approved overtime work

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Daily Time Records (2 original copies; 1 photocopy)	Electronic Time Recording System
2. Approval for Overtime Work (2 original copies; 1 photocopy)	Department / Branch / Office
3. Overtime Projection Form (2 original copies; 1 photocopy)	Department / Branch / Office
4. Accomplishment Report (2 original copies; 1 photocopy)	Department / Branch / Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Department / Branch / Office submits DTRs and other supporting documents to ESD	1. Receive DTRs and supporting documents from concerned Department / Branch / Office	None	10 Minutes	Junior HR Analyst, Compensation and Benefits Section
	2. Validate and sort submitted documents		2 hours	Junior HR Analyst, Compensation and Benefits Section
	3. Process payroll and disbursement voucher (DV) 1. Encode in the Overtime Database 2. Generate Payroll and DV		4 days	Junior HR Analyst, Compensation and Benefits Section

	3. Prepare file for uploading 4. Generate Payslip			
	4. Review Payroll and DV and forwards to authorized signatories for approval		1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	**None**	**4 days, 3 hours and 10 minutes**	

Procedure on the Processing of Night Differential Pay

Differential paid for employees required to render regular work shifts from 6:00pm to 6:00am

Office or Division:	Employee Services Department			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All SSS Officials and employees			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE / FILE		
1. Daily Time Records / Time Sheets for Night Differential (2 original copies; 1 photocopy) 2. Summary of Work Certifications (2 original copies; 1 photocopy)		Electronic Time Recording System Department / Office		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Department / Office submits DTRs and other attachments to ESD	1. Receive DTRs and other supporting documents from concerned Department / Office	None	10 Minutes	Junior HR Analyst, Compensation and Benefits Section
	2. Validate and sort submitted documents		2 hours	Junior HR Analyst, Compensation and Benefits Section
	3. Process payroll and disbursement voucher (DV) 1. Encode in the Night Differential Database 2. Generate Payroll and DV		4 days	Junior HR Analyst, Compensation and Benefits Section

	1. Prepare file for uploading 2. Generate Paysli p			
	5. Review Payroll and DV and forwards to authorized signatories for approval		1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	**None**	**4 days, 3 hours and 10 minutes**	

Procedure on the Processing of Medical Maintenance Allowance and Hospitalization Reimbursement

Reimbursement for medical expense for maintenance medicines and hospitalization

Office or Division:	Employee Services Department			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE / FILE		
1. List of Employees with approved budget for medical reimbursement (2 photocopies) 2. Approved Medical Reimbursement form with corresponding document attachments (1 original copy; 1 photocopy		Budget department Health Care Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward evaluated and batched medical reimbursement claim forms with budget clearance	1. Receive evaluated and batched medical claim forms with budget clearance	None	5 minutes	Processor/s of Budget Department
	2. Validate and sort submitted documents		2 hours	Senior HR Analyst, Compensation and Benefits Section
	3. Process payroll and disbursement voucher (DV) 1. Encode in the Medical Reimbursement Data bas		4 days	Senior HR Analyst, Compensation and Benefits Section

| | 2. Generate Payroll and DV

3. Prepare file for uploading

4. Generate Paysli p | | | |
|---|---|---|---|---|
| | 4. Review Payroll and DV and forwards to authorized signatories for approval | | 1 hour | SSO IV, Compensation and Benefits Section |
| | **TOTAL** | **None** | **4 days, 3 hours and 5 minutes** | |

Procedure on the Processing of Magna Carta for Public Health Workers

Hazard Pay for employees qualified as public health workers

Office or Division:	Employee Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified PHWs SSS employees (assigned at ME Center and HCD)			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE / FILE		
1. Compliance Report (2 original copies; 1 photocopy) 2. Certification of employees reporting with more than 50% of working days in a month (2 original copies; 1 photocopy)		Medical Services Division Medical Services Division		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Medical Services Division forwards compliance report and other documents to ESD.	1. Receives Compliance Report submitted by MOD for attending PHWs on duty and Certification of employees reporting with more than 50% of working days in a month		5 minutes	Sr. Human Resource Analyst
	2. Validates the submitted listing		4 hours	Sr. Human Resource Analyst
	3. Separates inactive employees		2 days	Sr. Human Resource Analyst

	4. Prepares individual computation of Hazard Pay, laundry Allowance and Subsistence Allowance for separated employees (to be included in TL Pay payment)		3 days and 4 hours	Sr. Human Resource Analyst
	5. Encodes the name of active employees to Medical Evaluation FoxPro Program			
	6. Checks and validates the following: • Current Basic Salary • MC rate • Step Increment/ promotion/ 30 years in service & effective date • Existing loan/s deducted from their Magna Carta Absences/ Leave for deduction to Subsistence Allowance		5 days and 4 hours	Sr. Human Resource Analyst
	7. Generates/Prints Magna Carta payroll			
	8. Prepare voucher through SAP			
	9. Print the voucher			

	10. Prepare "pslipdisk" file for uploading to DBP[2] and payslip		3 days	Sr. Human Resource Analyst
	TOTAL	**None**	**14 days, 4 hours and 5 minutes**	

Procedure on the Processing of Masteral Degree Award

Incentive granted to employees for Masteral degree completion

Office or Division:	Employee Services Department			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All SSS Officials and employees			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE / FILE		
1. Masteral Degree Completion Award (MDCA) Report (2 original copies; 1 photocopy) 2. Budget Clearance (1 copy)		PMERD Budget Department		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PMERD forwards Masteral Degree Completion Award (MDCA) to ESD	1. Received MDCA report	None	5 Minutes	Senior HR Analyst, Compensation and Benefits Section
	2. Request budget for payment of award		1 hour	
	3. Receive budget clearance		5 Minutes	
	4. Process payroll and disbursement voucher (DV) 1. Encode in the masteral degree award Database 2. Generate Payroll and DV 3. Prepare file for uploading 4. Generate Payslip		3 days	Junior HR Analyst, Compensation and Benefits Section
	5. Review Payroll and DV and forwards to authorized signatories for approval		1 hour	SSO IV, Compensation and

				Benefits Section
	TOTAL	**None**	**3 days, 2 hours and 10 minutes**	

Procedure on the Processing of Employee Anniversary Award

Award not exceeding P8,000.00 granted to employee reckoned from the date of original appointment date

Office or Division:	Employee Services Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All SSS Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Employee Anniversary Award Report	PMERD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PMERD forwards Employee Anniversary Award to ESD	1. Received Employee Anniversary Award report from PMERD	None	5 Minutes	Junior HR Analyst, Compensation and Benefits Section
	2. Request budget for payment of anniversary award		1 hour	
	3. Receive budget clearance		5 Minutes	
	4. Process payroll and disbursement voucher (DV) 1.1 Encode in the Employee Anniversary Database		3 days	Junior HR Analyst, Compensation and Benefits Section

	1.2 Generate Payroll and DV 1.3 Prepare file for uploading 1.4 Generate Payslip			
	2. Review Payroll and DV and forwards to authorized signatories for approval		1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	**None**	**3 days, 2 hours and 10 minutes**	

Procedure on the Processing of Loyalty Award

Incentive granted to employees who achieved ten (10) years and every five (5) years thereafter

Office or Division:	Employee Services Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All SSS Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. List of Employees for Loyalty Award	HRIS Management Services Section
2. Report of Performance Ratings	PMERD
3. Certification of Leave Without Pay	ALAS
4. Certification of no pending case	HRIS Management Services Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive reports from concerned units	None	10 Minutes	Junior HR Analyst, Compensation and Benefits Section
	2. Request budget for payment of anniversary award		1 hour	
	3. Receive budget clearance			
	4. Process payroll and disbursement voucher (DV)		5 days	Junior HR Analyst, Compensation and Benefits

				Section
	4.1 Encode in the Employee Anniversary Database 4.2 Generate Payroll and DV 4.3 Prepare file for uploading 4.4 Generate Payslip			
	5. Review Payroll and DV and forwards to authorized signatories for approval		1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	**None**	**5 days, 2 hours and 10 minutes**	

Procedure on the Processing of Security and Janitorial Billings

Payment for services rendered to janitorial and security service providers

Office or Division:	Employee Services Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Security and Janitorial Service Providers			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE / FILE		
1. Billing Statement		Security or Janitorial Service Provider		
2. Sales Invoice		Security or Janitorial Service Provider		
3. Signed Payrolls		Security or Janitorial Service Provider		
4. Sworn Statement of Compliance		Security or Janitorial Service Provider		
5. Certification of Remittance		Division/Group Head concerned		
6. Certification of Compliance		Account Officer concerned		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Division/Group forwards billing statement and all supporting documents to ESD	1. Receive billing and supporting documents	None	5 Minutes	Division / Group
	2. Prepare Disbursement Voucher (DV) or Debit Advice (DA), as applicable		2 working days	Junior HR Analyst, Employee Loans and Other Benefits Section
	3. Upload the		15 minutes	CEO III,

	DA file to the banks e-payment system			Employee Loans and Other Benefits Section
	TOTAL	**None**	**2 working days and 20 minutes**	

Procedure on the Processing of Requests for Certification of Employment / Service Record

Certification pertaining to Employment requested

Office or Division:	Employee Services Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All SSS Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE

1. Request for Certificate of Employment or Service Record with specific purpose
   1.   Electronic
   2.   Manual (1 original copy)
	Concerned SSS official or employee
	
	e-mail request
	formatted request or letter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Official or employee submits the request to ESD either through email or manual/hard copy	1. Receive request for certification from official or employee (formatted request or letter) and from Admin Assistant (e-mail request)	None	5 Minutes	Junior/Senior HR Analyst, HRIS Management and Services Section
	2. Verify employee data/information from Personnel Information System/201 file/service card		5 working days	Junior/Senior HR Analyst, HRIS Management and Services Section
	3. Encode details in the template and generate certification/ service record			Junior/Senior HR Analyst, HRIS Management and Services Section
	4. Review printed certification			CEO III and or SSO IV, HRIS

	or service record and forwards certification to signatory/ies			Management and Services Section
	5. Sign reviewed certification or service record			CEO III / DM III
	6. Release signed certification to employee			Junior/Senior HR Analyst, HRIS Management and Services Section
	TOTAL	**None**	**5 working days and 5 minutes**	

Procedure on the Processing of Requests for Certification of Employment with Benefits

Certification pertaining to Employment requested

Office or Division:	Employee Services Department			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All SSS Officials and employees			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE / FILE		
1. Request for Certificate of Employment with specific purpose 1. Electronic 2. Manual (1 original copy)		Concerned SSS official or employee e-mail request formatted request or letter		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Official or employee submits the request to ESD either through email or manual/hard copy	1. Receive request for certification from official or employee (formatted request or letter) and from Admin Assistant (e-mail request)	None	5 Minutes	Junior/Senior HR Analyst, HRIS Management and Services Section
	2. Verify employee data/information from Personnel Information System/201 file/service card		1 day	Junior/Senior HR Analyst, HRIS Management and Services Section
	3. Request compensation and benefits information from Compensation and Benefits Section			Junior/Senior HR Analyst, HRIS Management and Services Section

			3 days	Senior HR Analyst, Compensation and Benefits Section
	4. Receive and process request		3 days	Senior HR Analyst, Compensation and Benefits Section
	5. Receive data on compensation and benefits of employee		3 days	Junior/Senior HR Analyst, HRIS Management and Services Section
	6. Encode details in the template and generate certification			Junior/Senior HR Analyst, HRIS Management and Services Section
	7. Review printed certification and forwards certification to signatory			CEO III and or SSO IV, HRIS Management and Services Section
	8. Sign reviewed certification or service record			CEO III / DM III
	9. Release signed certification to employee			Junior/Senior HR Analyst, HRIS Management and Services Section
	TOTAL	None	7 days and 5 minutes	

Procedure on the Processing of Requests for Certification on Leave

Certification pertaining to attendance and leave requested

Office or Division:	Employee Services Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All SSS Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Request for Certificate of Leave without Pay (LWOP)	HRISMS, ESD Concerned Employee
2. Employee's updated leave records	Concerned Employee ALAS, ESD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Certificate of leave without Pay (LWOP)	1. Receive and screen request for Certificate of leave without Pay (LWOP)	None	30 mins	Jr./Sr. Human Resource Analyst, ALAS, ESD
	2. Retrieve concerned employee's leave folder	None	1 hour	Jr./Sr. Human Resource Analyst, ALAS, ESD
	3. Prepare Certificate of LWOP	None	6 days	Jr./Sr. Human Resource Analyst, ALAS, ESD
	4. Forward Certificate to concerned signatories for review and signature	None	3.5 days	Jr./Sr. Human Resource Analyst, ALAS, ESD SSO IV/CEO III, ALAS,

				ESD
				DM III, ESD
	5. Receive signed Certification from concerned signatories	None	2 hours	Jr./Sr. Human Resource Analyst, ALAS, ESD
6. Receive signed Certificate of LWOP	7. Issue signed Certification to the requesting party	None	30 mins	Jr./Sr. Human Resource Analyst, ALAS, ESD
	TOTAL	**None**	**9 ays**	

Procedure on the Processing of Application for Monetization of Leave Credits

Payment of the money value of employees' earned leave credits

Office or Division:	Employee Services Department			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All SSS Officials and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE / FILE	
1. Application for Monetization (2 original copies; 1 photocopy) 2. Certificate of Proceeds (2 original copies; 1 photocopy)			Concerned Employee Concerned Employee	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 original signed copies of Application for Monetization and Certificate of Proceeds	1. Receive and screen submitted Application for Monetization and Certificate of Proceeds	None	15 mins	Jr./Sr. Human Resource Analyst, ALAS, ESD
	2. Retrieve concerned employee's leave records	None	10 mins	Jr./Sr. Human Resource Analyst, ALAS, ESD
	3. Evaluate if concerned employee is qualified to avail of Monetization	None	10 mins	Jr./Sr. Human Resource Analyst, ALAS, ESD
	4. Post leave credit balance and compute the allowable number of days to be monetized.	None	15 mins	Jr./Sr. Human Resource Analyst, ALAS, ESD
	5. Forward Application	None	2 days	Jr./Sr. Human Resource

	for Monetization and Certificate of Proceeds to concerned signatories for review and signature			Analyst, ALAS, ESD SSO IV/CEO III, ALAS, ESD
	6. Receive signed Applications from concerned signatories	None	10 mins	Jr./Sr. Human Resource Analyst, ALAS, ESD
	7. Forward signed Applications to Payroll Section and retain 1 original copy to ALAS for posting of the approved number of days monetized	None	7 hours	Jr./Sr. Human Resource Analyst, ALAS, ESD
	8. Received processed applications for monetization from ALAS		5 Minutes	Junior HR Analyst, Compensation and Benefits Section

	9. Process Payroll and DV
	
	  1. Encode entries in the Monetization database
	
	  2. Generate payroll and DV
	
	  3. Prepare file for uploading
	
	  4. Generate payslip
			3 days	Junior HR Analyst, Compensation and Benefits Section

	10. Review Payroll and DV and forwards to authorized signatories for approval		1 hour	SSO IV, Compensation and Benefits Section
	TOTAL		**6 days, 1 hour and 5 minutes**	

Procedure on the Processing of Separation Benefits

Benefits granted to employees to include Provident Fund Benefits, Terminal Leave Pay (TLP), Retirement Incentive Award (RIA) and withheld salaries and other benefits

Office or Division:	Employee Services Department
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Officials and Employees for Separation Legal heirs of deceased employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE

1. Letter of Intent to Separate coursed through channels (1 original copy)
2. Duly accomplished Forms
   1.   Application for Provident Fund Benefits (1 original copy)
   2.   Terminal Leave Application (2 original copies)
   3.   Application for Pag-ibig Benefit Claim (1 original copy)
   4.   GSIS Application (1 original copy)
   5.   SALN as of the last day of service (3 original copies)
   6.   Exit Interview Form (1 original copy)
3. Regional Clearance (for Branch employees) (1 original copy)
4. Main Office clearance (3 original copies) and Authority to Deduct
5. Schedule of Disallowances (1 original copy)
6. Employee ID Cards/Blue Book/Proximity Card / Code of Ethical Standards for SSS Officials and Employees
   (in case of loss, Affidavit of Loss shall be required and payment of applicable charges)
7. Ombudsman Clearance (1original copy)
8. CSC Clearance (1original copy)
9. Employer Clearance (1original copy)
	Employee concerned and ESD

10. Service Record/s with LWOP from other Government Office/s, if any (1 certified true copy)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Separating employee submits last documents to ESD	1. Receive last documents from separating employee	None, but in case of loss or non-surrender, the following charges shall apply: Employee ARTA ID – P120.00 Employee Permanent ID – P100.00 Proximity Card – P65.00 Code of Ethical Standards – P10.50	30 Minutes	Junior / Senior HR Analyst, HRIS Management Services Section
	2. Forward the applicable documents to concerned units for processing		25 working days	Junior / Senior HR Analyst, HRIS Management Services
	3. Processing of Application for Terminal Leave and preparation of Certification Leave Without Pay			CEO III/SSO IV/Junior / Senior HR Analyst, ALAS
	4. Preparation of Terminal Leave Benefit, Provident Fund and Retirement Incentive Award			CEO III/SSO IV/Junior / Senior

				HR Analyst, HRISMSS
	5. Processing of Provident Fund			CEO III/SSO IV/Junior / Senior HR Analyst, PF Section
	6. Processing of Terminal Leave Benefit and Retirement Incentive Award			CEO III/SSO IV/Junior / Senior HR Analyst, Payroll Section
	TOTAL	**None**	**25 working days and 30 minutes**	

Processing of Electronic Application for Retirement

Electronic Retirement (eRetirement) Application System to expedite the processing of employee retirement benefits

Office or Division:	Employee Services Department
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Officials and Employees for Retirement

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE
1. Approved Letter of Intent 2. Ombudsman Clearance or Proof of Request 3. GSIS Application Form 4. Exit Interview 5. Application for Provident Fund Benefits 6. Terminal Leave Application	SSS Intranet (Downloadable Forms) eRetirement System

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prospective retiree submits retirement application through the eRetirement System at least 120 days prior to effective date of retirement with the required attachments	1. Immediate Head of prospective retiree certifies the following: a. Turnover of work assignments/ records and other responsibilities; and b. Turnover of money and property accountabilities	None		Department / Branch / Office Head Head
	2. eRetirement System automatically routes Employee's Clearance Form to the Signatories/ Certifying Units.		3 working days	eRetirement System Signatories / Certifying Units 1. Alert and Concerned Employees for Better SSS (ACCESS) 2. Corporate Legal Services Division (CLD)

				3. Investments Accounting Department (IAD)
				4. Learning and Development Department (LDD)
				5. Office Services Department (OSD)
				6. General Accounting Department (GAD)
				7. Employee Services Department (ESD)
				8. Performance Management and Employee Relations Department (PMERD)
	3. ESD performs the following: a. Submit to GSIS all requirements for retirement at least 90 days prior to the effectivity date b. Evaluate retirement application and prepare summary of retirement benefits; and c. Upload to the eRetirement System the summary of retirement benefits for confirmation by the prospective retiree		3 Working Days	Junior / Senior HR Analyst, HRIS Management Services Section
2. Retiree confirms computations of retirement benefits	4. Upon confirmation, eRetirement System automatically routes – • Copy of summary of computations to GAD for review and certification • Copy of Statement of Account to ESD Providennt Fund		10 working days	eRetirement System General Accounting Department ESD PF Section

	Section for deductions from PF Benefits			
	5. ESD prepared disbursement voucher (DV) upon submission of the following: • Statement of Assets, Liabilities and Networth (SALN) as of the last day of service; and • SSS Anti-Red Tape (ARTA) ID and company ID or Affidavit of Loss	None, but in case of loss or non-surrender, the following charges shall apply: Employee ARTA ID – P120.00 Employee Permanent ID – P100.00		Junior / Senior Human Resource Analyst, Compensation and Benefits Section / HRISMS Section
	6. ESD uploads payment details and forwards DV to GAD			Junior / Senior Human Resource Analyst, Compensation and Benefits Section
	TOTAL	**None**	**30 Calendar Days****	

** Release of retirement and PF benefits shall be made within a period of 30 calendar days from the actual retirement date.

OFFICE SERVICES DEPARTMENT

Procedure on Releasing of Checks

A. Issuance of Company Representative Card

Provide the Company Representative with the original copy of the approved Company Representative Authorization Card (CRAC)

Office or Division:	Office Services Department
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Company Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Company Representative Authorization Card (CRAC) (1 original copy for the representative and 1 file copy for OSD)	Office Services Department (OSD)
2. Two (2) original valid IDS (1 photocopy)	Applicant
3. Authorization Letter (1 original)	Applicant

CLIENTS STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Company Representative Authorization Card (CRAC)	1.1 Issuance of CRAC for one-year validity	None	10 minutes	Signature Verifier and CEO II
2. Submit properly filled-out CRAC together with the supporting documents	2.1 Receives and screens the CRAC and supporting documents. 2.2 Forwards to CEO II for review and approval.	None	1 working day	Signature verifier
	2.3 Recommends the approval/disapproval and affixessignature	None	1 working day	CEO II

3. Claim the Company Representative Authorization Card (CRAC)	3.1 Issued the approved CRAC	None	2 minutes	Signature verifier
	Total	**None**	**2 days and 10 minutes**	

B. Personal Release of Check

Release checks such as returned to sender (RTS) checks, educational loan, calamity loan, stock investment loan program (SILP) checks, flexi-fund or peso fund, micro settled checks and replacement checks for death, disability, maternity and sickness benefit to the authorized officials/employees/members.

Office or Division:	Office Services Department
Classification:	Simple
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G– Government to Government
Who may avail:	Member/Claimant, SSS Official/Employee, Supplier

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Two (2) original valid IDs (1 photocopy)	Applicant
2. Authorization letter and other official documents (in the absence of the payee) (1 original copy)	Applicant
3. Check number (1 original copy)	Applicant

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Furnish the check number and date to the employee on duty	1.1 Verify the check if mailed or still with OSD	None	3 minutes	Cashier/ Senior Clerk
2. If with OSD, present two valid Ids, authorization letter in the absence of the payee	2.1 If with OSD, fill-up the Personal Release Card with the name of payee and check number	None	2 minutes	Cashier
3. Affix signature to the PR Card and present two (2) valid Ids	3.1 Forward the PR card, the voucher of the check and the 2 valid Ids to the Signature Verifier	None	3 minutes	Cashier

	3.2 Examine the validity/authenticity of the ID presented	None	5 minutes	Signature Verifier/ CEO II
	3.3 Scan the 2 IDs for file			
	3.4 Attached the 2 IDs to the PR card			
	3.5 Approved by affixing the initial to the PR card			
	3.6 return the PR card and the voucher of the check to the cashier			
4. Claim the check and affix signature on the logbook/transmittal as proof that check was personally released	4.1 Release the check and the voucher	None	2 minutes	Cashier
	Total		**Maximum of 15 minutes**	

Delivery of Mails, Correspondence to Various Departments

Forwards all received mails and correspondence from Philippine Post Office/Messengerial services to various departments where the mails/correspondence are addressed.

Office or Division:	Office Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various Departments of SSS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
None		None		
None		None		
None		None		
CLIENTS STEPS	AGENCY ACTIONS	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards SSS all mails and correspondence addressed to various departments	1.1 Receivesall mails and correspondence addressed to various departments 1.2 Records to the logbook and sort mails and correspondence 1.3 Delivers all mails and correspondence by departments.	None	30 minutes	Senior Clerk / Courier
2. Receives by affixing signature to the logbook	2.1 Check if the mails and correspondence were received properly.	None	1 hour	Senior Clerk/Courier
	Total	None	Maximum of 1hr and 30 minutes	

Releasing of CDs to Various Banks

Provide softcopies of the list of payees for pension, sickness, maternity, death, disability and retirement benefits to its accredited banks.

Office or Division:	Office Services Department			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Accredited Banks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
None		None		
None		None		
None		None		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the CDs from DCOD	1.1 Records the content of the CD to the control Card	None	2 hours and 30 minutes	Cashier
2. Receives the delivered CDs	2.1 Forwards the CD to the accredited banks. 2.2 Verify the authenticity of the signature from control card and transmittal list.	None	15 minutes	Cashier
	Total	None	2 hours and 45 minutes	

Procedure on Releasing of Stocks Certificate

Provide stock certificate to the stockbroker/payee who availed the Stock Investment Loan Program.

Office or Division:	Office Services Department			
Classification:	Simple			
Type ofTransaction:	G2B - Government to Business			
	G2C - Government to Citizen			
Who may avail:	Member/Claimant, Authorized Representative			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Two (2) original valid IDs of the payee/claimant (1 photocopy)		Applicant		
2. Authorization letter and other official documents (in the absence of the payee/claimant) (1 original)		Applicant		
3. Two (2) original valid IDs of the authorized representative (1 photocopy)		Applicant		
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present 2 valid IDs of claimant, 2 valid Ids of the authorized	1.1 Verify if the SILP Certificate is already with OSD.	None	2 minutes	Cashier
	1.2 If with OSD, fill- out the Stock Certificate Control Card by indicating the following: Name of the payee, address, date of the SILP certificate, number of shares.	None	5 minutes	Cashier
2. Affix signature on the Stock Certificate Control Card (SCCC)	2.1 Check the authenticity of the documents presented together with the IDs presented. 2.2 Scan the IDs and attached all the documents to the SCCC. 2.3 Forwards to CEO II for approval.	None	5 minutes	Cashier
	2.4 Affix signatureif approved andreturn toCashier	None	5 minutes	CEO II

3. Receive the SILP Certificate by affixing signature to the transmittal list	3.1 Provide theSILP Certificate and advise the claimant to sign the transmittal list	None	5 minutes	Cashier
	Total	**None**	**22 minutes**	

Mailing of Documents/Correspondence/Checks/Stock Investment Loan Program (SILP) to Various SSS Branches through the Accredited Messengerial Services

Forwards all documents, correspondence, checks and stock investment loan program (SILP) check and transmit to various regional SSS branches through F2 Logistics or other accredited messengerial services

Office or Division:	Office Services Department				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government				
Who may avail:	SSS NCR Branches/Various SSS Departments				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1.Transmittal Lists (1 original copy)		None			
2.Post Office Listings (3 original copies)		None			
3.Memo (1 original copy)		None			

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forwards the documents, checks, correspondence, SILP to Outgoing Mails Team	1.1 Make a transmittal list and Official Receipt with airwaybill number of all documents to be transmitted to various regional SSS branches. 1.2 Insert all the documents in pouch provided by the accredited messengerial services.	None	1 hour	Sr. Clerk
2. Accredited messengerial services picks-up the documents for shipment and receives the Transmittal List and Official Receipt.	2.1 Encodes Shipment Order by the Warehouse Team and return to Outgoing Mails Team.	None	1 hour	Sr. Clerk

	2.2 Outgoing Team receives the encoded transmittal list for file copy.	None	3 minutes	Sr. Clerk
	Total	**None**	**2 hours and 3 minutes**	

Procedures in Issuance of Internal Order for Furniture & Equipment and Computer Capex (SAP)

Issue of Internal Order for control of purchase of CAPEX.

Office or Division:	OFFICE SERVICES DEPARTMENT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All SSS regular and co-terminus employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) Internal Order (control number) (1 original and 1 photocopy)		Office Services Department		
CLIENTS STEPS	AGENCY ACTIONS	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receives request from Procurement & Planning Management Department and All Branches for procurementof CAPEX	1.1 Accepts the request then verify if requirements are complete	None	5 minutes	Jr. Property Custodian
2. Creates Internal Oder no. if the following requirements are complete: • Approved Resolution • Clearance • RIV • Summary ofCanvass • RFQ winningbidder	2.1 Assigns Internal Order Number	None	5 minutes	Sr. Property Custodian or Team Head
	2.2 Submits the controlled Internal Order Number to the requester through email	None	5 minutes	Sr. Property Custodian or Team Head
	Total	None	15 minutes	

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Procedures in Encoding of Newly Purchased Furniture & Equipment, Computer, Books, Paintings (Capex &Opex) on Furniture and Equipment Inventory System (FEIS)

Update inventory on Furniture and Equipment Inventory System (FEIS)

Office or Division:	OFFICE SERVICES DEPARTMENT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All SSS regular and co-terminous employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Two (2) Furniture & Equipment Receipt Report (FERR) or Material Document (1 original and 1 photocopy)	Office Services Department			
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Procurement & Planning Mgt. Dept. will forward Furniture &Equipt. Receipt Report and Material Document	1.1 Receives FERR or Material Document from PPMD	None	3 minutes	Jr/Sr Property Custodian
	1.2 Assigns type codes of item/s, and supplier/s of delivered items		2 minutes	Jr/Sr. Property Cust
	1.3 Encodes all newly delivered items in FEIS (Furniture & Equipment Inventory System)		1 minute	Jr/Sr. Property Cust

	1.4 Prints proof list of encoded items then proofread		1 minute	Jr/Sr. Property Cust
	Total	**None**	**7 minutes**	

Procedures in Processing Clearance of Employees (Retirement, Resignation, Death, Maternity, Vacation Leave)

Clearing of employees who will retire, resign or avail maternity or vacation leave.

Office or Division:	OFFICE SERVICES DEPARTMENT
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All SSS regular and co-terminus employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) Clearance Forms (1 original and 1 photocopy)	Office Services Department

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receives clearance form from applicant	1.1 Issues Property Accountability Report	None	3minutes	Jr.Property Cust.
	1.2 Verifies if applicant is already cleared then Sr. Property Custodian will affix initial and will forward it toTeam Head for affixing initial.	None	5 minutes	Sr. Property Cust or Team Head
	1.3 Signs the clearance of the applicant	None	5 minutes	Department Head
	1.4 Produces duplicate copy clearance for OSD	None	3 minutes	Jr./Sr. Property Custodian
	Total	**None**	**16 minutes**	

Procedures in processing Gate Pass of Furniture & Equipment, Computers & Books

For pull-out of items (furniture and equipment) outside SSS premises.

Office or Division:	OFFICE SERVICES DEPARTMENT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All SSS regular and co-terminus employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Gate Pass Form (3 copies) (1 original copy for OSD, 1 photocopy for gate pass holder/requestor and 1 photocopy for guard on duty)		Office Services Department		
CLIENTS STEPS	AGENCY ACTIONS	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Get Gate Pass Form (GPF)	1.1 Issues GPF	None	1 minute	Jr. Property Custodian
2. Fill-out form with the following information: - Name of Employee (Bearer)who will pull-out theitem - Item to be pulled out (Description, Property Number/SerialNumber) - Signature of Employee (Bearer) Receiving Department - Name of Department of the Bearer		None	5 minutes	Applicant

3. Submit filled out three (3) copies of Gate Pass Form	3.1 Receives and verifies gate pass form 3.2 Assigns control number for each gate pass form	None	5 minutes	Jr. Property Custodian
	3.3 Forwards to Team Head of IMS for review and affixing signature	None	5 minutes	Team Head
	3.4 Forwards to Department Head of OSD for affixingsignature	None	3 minutes	Jr. Property Custodian
	3.5 Provides two (2) copies of the controlled GPF for the applicant (original copy for OSD)	None	2 minutes	Jr. Property Custodian
	Total	**None**	**19 minutes**	

Procedures in Processing Transfer Memo of Furniture & Equipment, Computers & Books

Movement of furniture and equipment/ computer equipment within department or other departments/branches/offices.

Office or Division:	OFFICE SERVICES DEPARTMENT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All SSS regular and co-terminus employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer Memo Form four (4) copies (1 original copy and 3 photocopies)		Office Services Department		
CLIENTS STEPS	AGENCY ACTIONS	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Get Transfer Memo form (TMF)	1.1 Issues TMF	None	1 minute	Jr. Property Custodian
2. Fill-out form with the following information: • Mode of transfer • Description of items • Serial numbers, if any • Property number of items • Name of Issuing Dept. • Name of Issuing Applicant • Name of Receiving Dept. • Name of Receiving		None	5 minutes	Applicant
3. Submit filled out four (4) copies of transfer memo	3.1 Receives and verifies transfer memo form. 3.2 Assigns control number for each	None	5 minutes	Jr. Property Custodian

	Transfer Memo Form (TMF)			
	3.3 Forward to Team Head of IMS for review and affixing	None	5 minutes	Team Head
	3.4 Provide three copies of TMF to applicant (OSD for original copy)	None	3 minutes	Jr. Property Custodian
	3.5 Receives and encodes Transfer Memo to SAP and FEIS	None	3 minutes/item	Sr. Property Custodian
	Total	**None**	**22 minutes**	

Procedures in Processing Waste Material Report of Furniture and Equipment, Computers and Books

Disposal of Furniture and Equipment and Computer Equipment.

Office or Division:	Office Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All SSS regular and co-terminus employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Waste Material Report four (4) copies (1 original and 3 photocopies)		Office Services Department		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives Waste Material Report from ITRMD, EMD, LDD LIBRARY and NETWORK	1.Validates the received Waste Material Report	None	2 minutes	Jr. Property Custodian
2. Submit four (4) copies of Waste Material Report	2.1 Checks the correctness of the following data in WMR, validates the property number and serial number for disposal to FEIS	None	2 minutes	Jr. Property Custodian
	2.2 Assigns control number for WMR	None	2 minutes	Jr. Property Custodian
	2.3 Forwards the validated WMR to the Team Head for reviewing and signature	None	5 minutes	Team Head
	2.4 Provides three (3) copies of WMR for the applicant (OSD original copy)	None	3 minutes	Jr. Property Custodian
	2.5 Encodes and updates the WMR to FEIS and SAP	None	3minutes	Jr. Property Custodian

	2.6 Print the system generated proof list of WMR for Capital Expenditure, Computers, Books, Transportation of others	None	10 minutes	Jr. Property Custodian/ Team Head
	2.7 Assigned control number and asset value for Inventory Inspection Report of Unserviceable Property	None	5 minutes	Jr. Property Custodian/Team Head
	Total	**None**	**32 minutes**	

Procedure on Processing Property Acknowledgement Receipt/Inventory Custodian Slip

Pre-requisite for payment of newly purchased furniture and equipment / computer equipment.

Office or Division:	Office Services Department
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	SSS officials & employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Furniture/Equipment Receipt Report (FERR) (1original and 2 photocopies)	Office Services Department

CLIENTS STEPS	AGENCY ACTIONS	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive FERR document from PPMD	1.1 Prepares ICS/PAR & Sticker, verify internal order in SAP for major items, create property number & sticker	None	3 minutes/item	Senior Property Custodian
	1.2 Reviews and signs ICS/PAR	None	2 minutes/item	Team Head – OSD Inventory
	1.3 Issues the ICS/PAR document & Property Sticker to requesting Department/Branch	None	2 – 3 working days	Senior Property Custodian
	1.4 Department/Branch user signs the ICS/PAR documents (4 copies)	None	4 – 5 working days	End User/Accountable Person
	1.5 Signed ICS/PAR returned to OSD – Inventory	None	5 working days	Senior Property Custodian

	1.6 Encodes & updates the processed ICS/PAR to FEIS	None	3 minutes/item	Senior Property Custodian
	1.7 Submit 1 copy of ICS/PAR to PPMD	None	2 working days	Senior Property Custodian
	Total	**None**	**20 working days**	

Procedure in the Receipt, Recording, Requisition and Issuance of Various Supplies and Materials

Ensuring that all received various supplies and materials comply with the specified requirements, properly accepted, stored and release to the end user.

Office or Division	Office Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Various Departments/Offices/Branches			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1.Two (2) Requisition and Issue Slip (RIS) (1 original and 1 photocopy)			Downloadable to IFMS/OSD	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Download the Requisition and Issue Slip (RIS) Form at the IFMS (downloadable forms)orrequestforacopyat OfficeServices Department. (OSD)		None	1 Minute	Jr./Sr. Administrative Asst./Jr./Sr. Executive Assistant
2. Fill out the Requisition and issue Slip (RIS) with the following information: • RequisitionDepartment • DepartmentCode • Date • StockCode • Description • Balance onHand • Unit ofMeasure • Quantity • Signature of Requisitioning Department/Office/Bra		None	10 Minutes	Jr./Sr. Administrative Asst./Jr./Sr. Executive Assistant

nch				
3. Submit Properly filled-out Requisition and Issue Slip (RIS) to Supplies Management and Printing Section (SMPS)	3.1 Receives and screen Requisition and Issue Slip (RIS) 3.2 Check the completeness of the data in the RIS and control the quantity to be issued.	None	10 Minutes	Senior Property Custodian
	3.3 Post the RIS details to MIGO (Good Issue) 3.4 Generate the RIS control number	None	30 Minutes	Senior Clerk/Junior Supplies Custodian
	3.5 Forward the encoded RIS to Warehouseman/Lab orer for the preparation of the requested items	None	10 Minutes	Senior Clerk/Junior Supplies Custodian
	3.6 Check the completeness of the requested items	None	30 Minutes	SeniorPropertyCustodian/CEOII
	3.7 Main Office- tobe delivered to respective Department NCR Branches- to be pick up by driver Non-NCR Branches- preparation for packing and weighing	None	MainOffice- 1day NCR Branches- 1-2 workingdays Non- NCRBranches- 4-5 workingdays	Warehouseman/Labor er

	3.8 Non-NCR Branches Preparation of waybill receipt (cargo forwarder) and shipment order	None	1 day	Warehouseman
	3.9 Sign the waybill and Shipment order report	None	20 Minutes	CEO II/SSO II
	3.10 Pick up the Various packed supplies and materials by the cargo service provider	None	1 day	Warehouseman/Laborer
	3.11 Submit a copy of shipment order report to PMD for payment of cargo forwarding service.	None	22 days	Warehouseman
	Total	**None**	**35 days and 39 minutes**	

Procedure in the Receipt, Acceptance and Recording of Inventory of Delivered Supplies and Material

Received items (supplies and materials) as per purchased order and specifications.

Office or Division	Office Services Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Various Department/Office/Branches			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Original and Duplicate copy of Delivery Receipt/PO		Supplier/Winning Bidder		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Deliveries of supplies and materials must be made by the supplier within the stipulated period and at the places/s indicated in the Purchase Order (PO) of the contract. Delivery shall be made within office hours and during working days.	1.1 Receive and signs in the "received "portion of the original copy 2 of the Delivery Receipt (DR)	None	1 minute	Senior Property Custodian
	1.2 Forward the Delivery Receipt (DR) to Senior Clerk/Junior Supplies Custodian and copy 2 to the purchaser/supplier	None	1 minute	Senior Clerk/Junior Supplies Custodian
	1.3 Posting to Material Management (MM) Module in the SAP (MIGO)-Good Receipt Supplies Receipt Report (SRR), Issuances/Printing Job. Records receipt of delivered/accepted	None	10 Minutes	Senior Clerk/Junior Supplies Custodian

	supplies and materials.			
	1.4 Prepares Inspection and Acceptance Report (IAR) (4 Copies)	None	10 Minutes	Senior Clerk/Junior Supplies Custodian
	1.5 Review and Signs SRR and Certificate of Acceptance and IAR	None	5 Minutes	Department Manager III/ CEO II/SSO II
	1.6 Forward through email copy of IAR to the Head of Inspector Team for Inspection of deliveries	None	5 Minutes	Senior Clerk/Junior Supplies Custodian
	1.7 The assign inspectors receive copy of IAR, DR, SRR and certificate of acceptance and inspect and verifies items as to quantity and conformity	None	1-2 working days	Warehouseman/Jr. Supplies Custodian/Inspectors
	1.8 If the delivery is not conformity to the specifications or delivery is incomplete indicates notation on the IAR	None	10 Minutes	Warehouseman/Jr. Supplies Custodian/Inspectors
	1.9 If delivery is in order indicates the date of inspection in the box for inspected verified and found in order as to quantity and specs and signs the IAR	None	10 Minutes	Warehouseman/Jr. Supplies Custodian/Inspectors
	1.10 Store the supplies and materials delivered for issue	None	1 working day	Warehouseman/Laborer

	1.11 Distribute the IAR as follows: a. original-PMD b. duplicate-Inspection Committee c. triplicate-Project Owner quadruplicate-GAD	None	1 working day	Senior Clerk/Junior Supplies Custodian
	1.12 Forwards the complete documents to PMD (Original IAR, DR, SRR and Certificate of Acceptance for preparation of Disbursement Voucher (DV) for processing of payment	None	1 working day	Senior Clerk/Junior Supplies Custodian
	Total	**None**	**5 working days and 52 minutes**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Members/clients may log in at the SSS CRMS portal at crms.sss.gov.ph to send their feedback (comments, suggestions, commendation and appreciation) A ticket reference number will be instantaneously created and assigned after successful input of member/client's feedback A notification through email or short message service (SMS) or printed acknowledgement letter will be sent to the customer with the details of the ticket
How feedbacks are processed	After receipt of member/client's feedback, the Internal Communication Expert will forward the ticket to the responsible branch/office/unit Concerned offices/branches/units are required to provide a reply within 3 working days of the receipt of feedback A notification through email or short message service (SMS) or printed acknowledgement letter will be sent to the customer with the updates of member/client's ticket For inquiries and follow-up, member/client may access his/her ticket reference number in the CRMS Members Portal at crms.sss.gov.ph
How to file a complaint	Members/clients may log in at the SSS CRMS portal at crms.sss.gov.ph to send their complaints A ticket reference number will be instantaneously created and assigned after successful input of member/client's complaint A notification through email or short message service (SMS) or printed acknowledgement letter will be sent to the customer with the details of the ticket
How complaints are processed	After receipt of member/client's complaint, the Internal Communication Expert will properly tag the concern with the transaction type, category and sub-category and the system will automatically determine the required Response Time and Resolution Time, as follows:

Concern Transaction Type	Response Time	Resolution Time
Simple	1 working day	3 working days
Complex	1 working day	7 working days
Highly Technical	1 working day	20 working days
Referrals from Contact Center ng Bayan, Hotline 8888, Anti-Red Tape Authority and Presidential Complaint Center	1 working day	3 working days

A notification through email or short message service (SMS) or printed acknowledgement letter will be sent to the customer with the updates of member/client's complaint

The Internal Communication Expert will regularly monitor and evaluate the recorded concerns in the CRMS for processing time and ageing until closure

For inquiries and follow-up, member/client may access the CRMS Members Portal at crms.sss.gov.ph

Contact Information	ARTA: complaints@arta.gov.ph 8478 5093 Presidential Complaint Center, Malacañang: 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS)

Office	Address	Contact Information
Baguio	SSS Bldg., Harrison Road, Harrison-Claudio, Carantes, Baguio, Benguet, Philippines	Phone No. 442-3705 Fax No. 444-2929
Cauayan, Isabela	2/F PuregoldCauayan, Don Juan Dacanay St., San Fermin, Cauayan City, Isabela, Philippines	Phone No. 652-2083 Fax No. 652-1215
La Union	Social Security System Bldg., Government Center, Barangay Sevilla, San Fernando City, La Union, Philippines	Phone No. 242-5812 Fax No. 242-5813
Laoag	RT Bueno Bldg., Don E. Ruiz St., Laoag City, Ilocos Norte, Philippines	Phone No. 771-4414 Fax No. 770-3113
Bangued	Seares Building Rizal Street, Barangay Zone 5, Bangued, Abra, Philippines	Phone No. 752-7476 Fax No. 752-8170
Vigan	Chan Bldg. Bonifacio Cor. Sikatuna Street, Vigan City, Ilocos Sur, Philippines	Phone No. 722-2686 Fax No. 722-2360
Tuguegarao	Cedenio Bldg., Luna St., Tuguegarao City, Cagayan, Philippines	Phone No. 844-2108 Fax No. 846-2754
Solano	Guevardan Bldg., Burgos Street, Solano, Nueva Vizcaya, Philippines	Phone No. 326-7325 Fax No. 326-6934
Bontoc	A. Kiat- Ong Bldg., Lok-Ong St., Poblacion, Bontoc, Mt. Province, Philippines	Phone No. 633-0007 Fax No. 602-1280
Quirino Nv	Nueva Vizcaya, Philippines	
Santiago, Isabela	Xentro Mall Santiago, Four Lanes St. Cor Maharlika Highway, Santiago City, Isabela, Philippines	Phone No. 305-0498 Fax No. 305-0498
Ilagan	2/F North Star Mall Maharlika Highway, Brgy. Alibagu, Ilagan City, Isabela, Philippines	Phone No. 323-2182
Aparri, Cagayan	Cartagena Bldg., Quirino Corner R. F. Balisi Street, Barangay Centro 2, Aparri, Cagayan, Philippines	Phone No. 822-8256
Lagawe	2/F, Abc Bldg., JP Rizal West, Lagawe, Ifugao, Philippines	
Sanchez, Mira	Sanchez Mira Municipal Hall, Sanchez Mira, Cagayan, Philippines	Phone No. 822-9219
Tabuk, Kalinga	Tabuk City Hall, Tabuk, Kalinga, Philippines	
Roxas	Municipal Hall, Roxas, Isabela, Philippines	
Agoo	La Union, Philippines	Phone No. 682-2779
Candon	San Nicolas, Candon City, Ilocos Sur, Philippines	Phone No. 604-0343
Robinsons Place Santiago	Robinsons Place Santiago, National Highway, Barangay Mabini, Santiago City, Isabela, Philippines	

Batanes	Batanes Provincial Capitol, Basco, Batanes, Philippines	
Manna Mall	2/F Manna Mall, Biday Road, Barangay Pagdaraon, San Fernando, La Union, Philippines	
Robinsons Place Ilocos	Level 2 Robinsons Place Ilocos, Valdez Center, Brgy 1, San Nicolas, Ilocos Norte, Philippines	Phone No. 772-0949
La Trinidad	GF Jewel Igorot Bldg., Km. 4, La Trinidad, Benguet, Philippines	
Abatan, Buguias	Municipal Hall, Abatan, Buguias, Benguet, Philippines	
Tagudin	Yellow Market, Tagudin, Ilocos Sur, Philippines	
Cabugao	Municipal Hall, Cabugao, Ilocos Sur, Philippines	
Narvacan	Municipal Hall, Narvacan, Ilocos Sur, Philippines	
Sinait	Municipal Hall, Sinait, Ilocos Sur, Philippines	
Tarlac	SSS Bldg., Macabulos Drive, San Vicente, Tarlac City, Tarlac, Philippines	Phone No. 982-3366 Fax No. 982-3402
Pampanga	Social Security System Bldg., Barangay Maimpis, San Fernando City, Pampanga, Philippines	Phone No. 861-3175 Fax No. 861-3174
Dagupan	East Gate Plaza, AB Fernandez Ave., Dagupan City, Pangasinan, Philippines	Phone No. 523-4094 Fax No. 522-0414
Olongapo	Wong Chun Kar Bldg 35 Gordon Ave, Pag-Asa, Olongapo City, Zambales, Philippines	Phone No. 223-5201 Fax No. 222-3543
Cabanatuan	NE Pacific Shopping Center, Km 111, Maharlika Highway, Cabanatuan City, Nueva Ecija, Philippines	Phone No. 463-0691 Fax No. 463-3996
Balanga	G/F Wong Chun Kar Bldg., Rotary Avenue, Balanga City, Bataan, Philippines	Phone No. 237-3349 Fax No. 237-0738
Urdaneta	3/F Government Center CB Mall, Mc Arthur Highway, Nancayasan, Urdaneta City, Pangasinan, Philippines	Phone No. 568-8512 Fax No. 568-8510
Alaminos	AMA Building, Marcos Avenue, Palamis, Alaminos, Pangasinan, Philippines	Phone No. 696-0752 Fax No. 551-5908
Angeles	Level 3 Marquee Mall Building, Francisco G Nepo Ave, PulongMaragul, Angeles City, Pampanga, Philippines	Phone No. 322-0164 Fax No. 322-2984
Camiling	Julian Qui Bldg., Bonifacio St., Poblacion, Camiling, Tarlac, Philippines	Phone No. 934-0463 Fax No. 934-0460
Baler	2/F, NE Mall Baler, National Highway, Suklayin, Baler, Aurora, Philippines	Phone No. 9203883968

Paniqui	Paniqui Municipal Hall Bldg., Paniqui, Tarlac, Philippines	Phone No. 491-5551
Mariveles - Bepz	Basement Administrative Bldg., Bataan Economic Zone, Mariveles, Bataan, Philippines	Phone No. 935-7133 Fax No. 935-4133
Subic	Municipal Hall Subic Zambales, Subic, Zambales, Philippines	
Iba	Zambales, Philippines	Phone No. 603-0487
San Jose Ne	NE Bodega, Barangay Abar 2nd, San Jose City, Nueva Ecija, Philippines	Phone No. 958-7502 Fax No. 958-4294
Dinalupihan	Municipal Hall, San Ramon, Dinalupihan, Bataan, Philippines	
Clark	Pampanga, Philippines	Phone No. 599-9000 Fax No. loc. 203
Quirino Aurora	Aurora, Philippines	
Robinsons Starmills	Robinsons Starmills, Bgy San Jose, San Fernando City, Pampanga, Philippines	Phone No. 300-1013
Robinsons Luisita	2/F, Lingkod Pinoy Center, Robinsons Luisita, Mc Arthur Hi- Way, San Miguel, Tarlac City, Tarlac, Philippines	Phone No. 491-0278
Lingayen	Peso Bldg., Alvear St., Capitol Grounds, Lingayen, Pangasinan, Philippines	Phone No. 615-2023
Guimba	Municipal Hall, Poblacion, Guimba, Nueva Ecija, Philippines	
San Jose Del Monte	Starmall San Jose Del Monte, Quirino Highway Kaypian Road, Kaypian, San Jose Del Monte, Bulacan, Philippines	Phone No. 797-0394
San Jose	San Jose, NE Municipal Hall, San Jose, Nueva Ecija, Philippines	Phone No. 940-4379
Starmall-Sjdm	LGF, Starmall-San Jose Del Monte, Kaypian, San Jose Del Monte, Bulacan, Philippines	
Robinsons Place Dagupan	Robinsons Place Dagupan, Mc Arthur Highway, San Miguel, Calasiao, Pangasinan, Philippines	Phone No. 632-2308
Robinsons Place Angeles	Mc Arthur Highway, Balibago, Angeles, Pampanga, Phil	
Waltermart Sta. Maria	Waltermart Sta Maria, Provicial Road Corner Bypass Road, Barangay Sta. Clara, Sta. Maria, Bulacan, Philippines	Phone No. 815-3927
Robinsons Place Malolos	4/F, Lingkod Pinoy Center, Robinsons Place Malolos, Mc Arthur Highway, SumapangMatanda, Malolos City,Bulacan, Philippines	Phone No. 794-9662
Bocaue	Oro Villas 2, No. 229 Mc Arthur Highway, Wakas, Bocaue, Bulacan, Philippines	Phone No. 546-8091

Bhf Dagupan	Mayombo District, Dagupan City, Pangasinan, Philippines	Phone No. 529-9130
Sm Pampanga	SM City Pampanga, Jasa Road, Barangay San Jose, San Fernando City, Pampanga, Philippines	
WaltermartGuiguinto	G/F, WaltermartGuiguinto, Mc Arthur Highway, IlangIlang, Guiguinto, Bulacan, Philippines	Phone No. 931-1852
Mangatarem	Pangasinan, Philippines	
Dasol	2/F Dasol Municipal Hall, Dasol, Pangasinan, Philippines	
Bayambang	2/F, Royal Mall, National Highway, Poblacion, Bayambang, Pangasinan, Philippines	
Metrotown Mall	2/F, Tarlac Metrotown Mall, Mc Arthur Highway Cor Juan Luna, Tarlac City, Tarlac, Philippines	
Tayug	2/F Magic Mall Tayug Bonifacio Street, Tayug, Pangasinan, Philippines	
Guagua	G/F Guagua Town Center, Olongapo Road, San Matias, Guagua City, Pampanga, Philippines	
San Carlos, Pangasinan	2/F, San Carlos Town Center, Rizal Avenue, San Carlos City, Pangasinan, Philippines	
Dau	Puregold Building, Mc Arthur Highway, Dau, Mabalacat, Pampanga, Philippines	
Sm Cabanatuan	SM Cabanatuan, H. Concepcion, Cabanatuan, Nueva Ecija, Philippines	
San Rafael	Municipal Government Center Annex Bldg., Sampaloc, San Rafael, Bulacan, Philippines	
Bulakan	Municipal Hall, Bulakan, Bulacan, Philippines	
Makati-Gil Puyat	ECC Bldg., 355 Gil Puyat Ave., Bel-Air, Makati City, Metro Manila, Philippines	Phone No. 8896-7134 Fax No. 8890-4776
Cubao	2/F Puregold Bldg., Aurora Blvd. Corner Gen. Santos Ave., Socorro, Quezon City, Metro Manila, Philippines	Phone No. 8911-1864 Fax No. 8911-1191
Manila	C-201, 2/F Zen Tower 2, 1111 Natividad A. Lopez St., Brgy. 659, Ermita, Manila City, Metro Manila, Philippines	Phone No. 8527-5488
Pasig-Pioneer	2/F Cromagen Bldg., 8007 Pioneer St., Kapitolyo, Pasig City, Metro Manila, Philippines	Phone No. 8721-2473 Fax No. 8721-3040
Kalookan	Forward Group Bldg., 317 Edsa Corner Gen. Malvar St., Brgy. 135, Caloocan City, Metro Manila, Philippines	Phone No. 8362-7626 Fax No. 8366-7999
Alabang-Muntinlupa	G/F & 2/F Norfil Bldg., 22 National Highway, Putatan, Muntinlupa City, Metro Manila, Philippines	Phone No. 8807-2608 Fax No. 8807-2604

Diliman	SSS Livelihood Bldg., East Triangle Property, East Ave., Pinyahan, Quezon City, Metro Manila, Philippines	Phone No. 8924-7854 Fax No. 8924-7836
Marikina	Tai Bldg., Block 9 Lots 12 & 13, Gil Fernando Ave., Sta. Elena, Marikina City, Metro Manila, Philippines	Phone No. 8645-4070 Fax No. 8645-5210
Novaliches	G/F Robinsons Novaliches, Quirino Highway, Pasong Putik, Quezon City, Metro Manila, Philippines	Phone No. 8935-7302 Fax No. 8937-7417
Binondo	G/F Padilla Delos Reyes Bldg., 232 Juan Luna St., Brgy. 291, Binondo, Manila City, Metro Manila, Philippines	Phone No. 8245-3187 Fax No. 8243-2464
Malolos	G/F & 2/F, N-4 Bldg., The Cabanas, Mc Arthur Highway, Malolos City, Bulacan, Philippines	Phone No. 896-3325 Fax No. 792-1176
Pasay - Roxas Blvd.	HK Sun Plaza, 8001Financial Center Area Roxas Blvd., Brgy. 76, Pasay City, Metro Manila, Philippines	Phone No. 8556-1556 Fax No. 8556-0993
Bacoor	Jolly Home Apartelle, Aguinaldo Highway Cor. Coastal Road, Talaba 7, Bacoor City, Cavite, Philippines	Phone No. 472-2368 Fax No. 472-2318
Angono	Angono Municipal Hall Bldg., San Isidro, Angono, Rizal, Philippines	Phone No. 8234-1369
Baliuag	G/F & 2/F, Ac Building, B.S. Acquino Avenue, Tangos, Baliuag, Bulacan, Philippines	Phone No. 797-8871 Fax No. 766-1162
Antipolo	2/F Antipolo Triangle Mall, Sen. Sumulong Memorial Circle, San Jose, Antipolo City, Rizal, Philippines	Phone No. 8650-7627 Fax No. 8697-0663
Sta. Maria	Nem Bldg. Gov. Fortunato Halili Ave., Bagbagin, Sta. Maria, Bulacan, Philippines	Phone No. 815-0898
Meycauayan	2/F, Esperanza Mall, Mac Arthur Highway, Calvario, Meycauayan City, Bulacan, Philippines	Phone No. 228-5886 Fax No. 228-5872
Valenzuela	Puregold Valenzuela Bldg., 419 Mac Arthur Highway, Dalandanan, Valenzuela City, Metro Manila, Philippines	Phone No. 8291-0461 Fax No. 8292-4283
Cainta	3/F, Roblou Market Place Brookside Sunset Dr Cor. Ortigas Ext, San Isidro, Cainta, Rizal, Philippines	Phone No. 8655-5400 Fax No. 8655-6648
Robinsons Place Dasmarinas	Cavite, Philippines	
Las Pinas	8001 Rosal St., Dona Manuela Subdivision, Pamplona Tres, Las Pinas City, Metro Manila, Philippines	Phone No. 8874-4744 Fax No. 8874-2480
Taguig	Unit 705 7/F SM Aura Tower, Fort Bonifacio, Taguig City, Metro Manila, Philippines	Phone No. 8556-3686 Fax No. 8828-3008
Binangonan	Binangonan Municipal Hall, Manila East Road, Calumpang, Binangonan, Rizal, Philippines	Phone No. 8534-4452
Paranaque	2/F PuregoldSucat, Dr. A. Santos Ave., San Isidro, Sucat, Paranaque City, Metro Manila, Philippines	Phone No. 8825-0077 Fax No. 8825-0184
Pateros	Pateros Municipal Hall Bldg., Aguho, Pateros, Metro Manila, Philippines	Phone No. 8641-5342

Poea	BalikManggagawa Ctr., SSS POEA Bldg, Ortigas Ave Cor Edsa, Mandaluyong City, NCR, Philippines	Phone No. 8726-1679
Rosario (EPZA)	Social Security System Bldg., EPZA, Rosario, Cavite, Philippines	Phone No. 437-0025 Fax No. 437-2290
Tagaytay	LGF, Primark Town Center, Maharlika East, Tagaytay City, Cavite, Philippines	Phone No. 413-0385
New Panaderos	2/F & 3/F Tuazon Bldg., New Panaderos Corner San Roque St., Mandaluyong City, Metro Manila, Philippines	Phone No. 8534-1445 Fax No. 8533-9533
Malabon	4/F Malabon Citisquare, C-4 Road Corner Dagat-Dagatan, Longos, Malabon City, Metro Manila, Philippines	Phone No. 8287-5620 Fax No. 8287-5235
Makati-JP Rizal	3/F KBC Bldg., Chino Roces Corner J.P. Rizal Ave., Olympia, Makati City, Metro Manila, Philippines	Phone No. 8899-2916 Fax No. 8899-2213
Legarda	Cobee Bldg., 2485 Legarda St., Brgy. 412, Sampaloc, Manila City, Metro Manila, Philippines	Phone No. 8735-7438 Fax No. 8735-7448
San Francisco Del Monte	3/F & 4/F SRF Bldg., 1038 Del Monte Ave., Paraiso, Quezon City, Metro Manila, Philippines	Phone No. 8374-6360 Fax No. 8371-1130
Hongkong	Philippine Consulate General 14th Flr United Ctr Bldg, 95 Queensway, Admiralty, Hongkong, SAR	Phone No. 2143-6394
Jeddah	Philippine Consulate General, Bldg. No. 4663, Fajer Street, Al Rehab District 3, P.O. Box 4794, Jeddah 21412, KSA	Phone No. 53850-1047
Riyadh	Embassy of the Philippines Site D4, Collector Road C, Diplomatic Quarters, Riyadh 11693, KSA, P.O. Box 94366,	Phone No. 5478-2440
Al Khobar	Philippine Overseas Labor Office Ground Floor, Gulf Center Bldg., Al Khobar, Kingdom Of, Saudi Arabia	Phone No. 5890-3597
Abu Dhabi	Embassy of the Philippines, W-48 Street No. 8, Sector 2-23, Plot 51, Al Qubaisat, Abu Dhabi, UAE	Phone No. 2446-5122
Dubai	Dubai, UAE	Phone No. 56212-3426
Kaohsiung	Manila Economic & Cultural Office, 9th Flr. Grand 50 Tower, No. 80 Min Tzu, 1st Road, Kaohsiung, Taiwan	Phone No. 981822016
Taipei	Manila Economic & Cultural Office 2/F Chang Hong New Era Bldg, 55, 57 Zhouzi St., Neihu, Taipei City, Taiwan, R.O.C.	Phone No. 2658-8151
Rome	Rome, Italy	Phone No. 3973-9341
Kuwait	Polo-Owwa Blk 1 St. 101, Villa 816 & 817, Al Siddeeq Area, 47721, State of Kuwait	Phone No. 6097-1901
Welcome	Espana Tower Condominium, Espana Blvd. Corner Josefina St., Brgy. 512, Sampaloc, Manila City, Metro Manila, Philippines	Phone No. 8781-0053 Fax No. 8749-1149
San Juan	Glialcon Villas Bldg. 1, 128 F. Blumentritt St., Batis, San Juan, Metro Manila, Philippines	Phone No. 8721-5195 Fax No. 8721-2686

Carmona	2/F, Remington Plaza, Governor's Drive, Carmona, Cavite, Philippines	Phone No. 413-0683
Kuala Lumpur	Embassy of the Philippines, No 1 Jalan Changkat, Kia Peng 50450, Kuala Lumpur, Malaysia	Phone No. 124-123488
Milan	20159 Milan, Italy	Phone No. 4351-1953
Brunei	Embassy of the Philippines, Simpang 336, Diplomatic Enclave, Kampung Kianggeh, Jalan Kebangsaan, Bandar Seri Brunei, Darussalam	Phone No. 222-1173
Athens	Greece	
Doha, Qatar	State of Qatar	Phone No. 44883858
Los Angeles	Philippine Consulate General Equitable Plaza Bldg 3435, Wilshire Blvd., Ste, 550 Los Angeles, Ca, USA	Phone No. 4327402
Australia	Australia	
Singapore	Singapore	Phone No. 62355604
London	London Sw1y 4hg, United Kingdom	Phone No. 451-1830
Makati - Chino Roces	2/F Makati Central Square, 2130 Chino Roces Ave., Pio Del Pilar, Makati City, Metro Manila, Philippines	Phone No. 8813-7801 Fax No. 8840-3738
Pasig-Mabini	2/F, One Victoria Plaza, A. Mabini St., Kapasigan, Pasig City, Metro Manila, Philippines	Phone No. 8643-6310 Fax No. 8642-6610
Fairview	Gem Building, Regalado Avenue, North Fairview, Quezon City, Metro Manila, Philippines	Phone No. 8461-6937 Fax No. 8461-6997
San Mateo	Max's Bldg., 15 P. Burgos St., Sta. Ana, San Mateo, Rizal, Philippines	Phone No. 8997-6461 Fax No. 8997-6237
Pasay-Taft	ERL Investment Corp. Bldg., 2532 Taft Ave., Brgy. 93, Pasay City, Metro Manila, Philippines	Phone No. 8551-7645 Fax No. 8834-0116
Muntinlupa	Muntinlupa City Hall, Putatan, Muntinlupa City, Metro Manila, Philippines	Phone No. 8862-2525
Taytay, Rizal	G/F Old Municipal Hall Bldg., Kadalagahan St. Cor. Sumulong, Dolores, Taytay, Rizal, Philippines	Phone No. 8633-5317
Tanay	Km 54, Manila East Road, Tandang Kutyo, Tanay, Rizal, Philippines	Phone No. 8696-1078 Fax No. 8696-1079
Morong	Morong Municipal Hall Bldg., San Pedro, Morong, Rizal, Philippines	
Robinsons Place Manila	Robinsons Place Manila, Pedro Gil Corner Adriatico St., Brgy. 669, Ermita, Manila City, Metro Manila, Philippines	Phone No. 8353-2156

Robinsons Otis	Robinsons Otis, 1536 Paz M. Guanzon St., Brgy. 831, Paco, Manila City, Metro Manila, Philippines	Phone No. 8353-2188
Ortigas	Lower Level 1 West Lane Robinsons Galleria, Edsa Corner, Ortigas Ave., Ugong, Norte, Quezon City, Metro Manila, Philippines	Phone No. 8234-0790
Robinsons Nova Market	Quirino Highway, Brgy Pasong Putik 2, 3rd Floor, Brgy, Quezon, NCR, Philippines	
Ali Mall	Level 2 Ali Mall, Araneta Center Cubao, Socorro, Quezon City, Metro Manila, Philippines	Phone No. 8441-4303 Fax No. 8441-4303
Makati-Guadalupe	3/F Guadalupe Commercial Complex, No.9 Edsa, Guadalupe Nuevo, Makati City, Metro Manila, Philippines	Phone No. 8556-1848 Fax No. 8556-1864
Congressional	2/F Northridge Plaza Bldg., 12 Congressional Ave., Bahay Toro, Quezon City, Metro Manila, Philippines	Phone No. 8294-3872 Fax No. 8294-3874
Lrt Caloocan Mall	4/F LRT Caloocan Mall Bldg., Rizal Ave. Ext., Brgy. 88, Caloocan City, Metro Manila, Philippines	Phone No. 8294-0414
Robinsons Place Malabon	2/F Robinsons Place Malabon, 5 Pascual Ave. Corner Crispin, Tinajeros, Malabon City, Metro Manila, Philipiines	Phone No. 8364-7466
Marikina-Malanday	Graceland Plaza, J.P. Rizal Ave., Malanday, Marikina City, Metro Manila, Philippines	Phone No. 8532-1573 Fax No. 8656-5622
Batasan Hills	Diliman Commercial Center Bldg., 46 Commonwealth Ave., Batasan Hills, Quezon City, Metro Manila, Philippines	Phone No. 3430-0094 Fax No. 3427-5169
Eastwood	ABQ Bldg., E. Rodriguez Ave., Bagumbayan, Quezon City, Metro Manila, Philippines	Phone No. 8351-1623 Fax No. 8351-1605
Tondo	St Condominium, 1480 G. Masangkay St. Corner Bambang St., Brgy. 261, Tondo, Manila City, Metro Manila, Philippines	Phone No. 8257-1531 Fax No. 8257-1536
Navotas	Phil. Mariner Bldg., North Bay Blvd., South, Navotas City, Metro Manila, Philippines	Phone No. 8351-8890 Fax No. 8351-8465
Sta. Mesa	2/F J & T Bldg., 3894 Ramon Magsaysay Blvd. Cor. Santol Ext., Brgy. 587-A., Sampaloc Manila City, Metro Manila, Philippines	Phone No. 8713-0509 Fax No. 8713-0456
Para?Aque-Tambo	3/F Airport Global Plaza, NAIA Road, Tambo, Paranaque City, Metro Manila, Philippines	Phone No. 8894-2913 Fax No. 8894-4206
Taguig-Gate 3	3/F Gate 3 Mall, Lawton Ave. Cor. Jualiano Ave, Ph 3 AFPOVAI, Fort Bonifacio, Taguig City, Metro Manila, Philippines	Phone No. 8931-0592 Fax No. 8364-7398
Deparo	NC Jeam Bldg., 31 Dalia St. Cor. Susano Rd., Celia Subd., Brgy. 168, Caloocan City, Metro Manila, Philippines	Phone No. 8961-7510 Fax No. 8961-7508
Alabang-Zapote	2/F Estrellita Center, Alabang-Zapote Road, New Alabang, Muntinlupa City, Metro Manila, Philippines	Phone No. 8894-4220 Fax No. 8894-4218
Robinsons Place Antipolo	Upper G/F Lingkod Pinoy Section, Robinsons Place Antipolo, SumulongHiway, Dela, Paz, Antipolo City, Rizal, Philippines	Phone No. 8696-6687

Mandaluyong-Shaw	2/F 500 Shaw Zentrum, Shaw Blvd., Corner Laurel St., Pleasant Hills, Mandaluyong City, Metro Manila, Philippines	Phone No. 8696-1060 Fax No. 8696-1058
Robinsons Place Las Piñas	Unit B-03-B-05, Robinsons Place Las Pinas, Km. 18 Alabang, Zapote Rd, Talon Uno, Las Pinas City, Metro Manila, Philippines	Phone No. 8833-0975
Recto	3/F Isetann Cinerama Complex, C.M. Recto Corne Quezon Blvd., Brgy. 308, Quiapo, Manila City, Metro Manila, Philippines	Phone No. 8711-3953 Fax No. 8711-3954
Paso De Blas	4/F Puregold Paso De Blas, NLEX Valenzuela Exit Cor. East, Service Rd., Paso De, Blas Valenzuela City, Metro Manila, Philippines	Phone No. 8961-7424 Fax No. 8961-7420
Pasig-Rosario	Alfonso Commercial Complex, 185 Dr. Sixto Antonio Ave., Rosario, Pasig City, Metro Manila, Philippines	Phone No. 8633-3986 Fax No. 8633-8366
Binondo-Reina Regente	3/F Annex B Lucky Chinatown Mall, Reina Regente St. Cor Dela, Reina St, Brgy 293, Binondo, Manila City, Metro Manila, Philippines	Phone No. 8244-8976 Fax No. 8244-1914
Sm North Edsa	Govt. Service Express Center, Lower G/F SM North Edsa Annex, Bagong Pag-Asa, Quezon City, Metro Manila, Philippines	Phone No. 8281-4076
Montalban Town Center	G/F Montalban Town Center, R. Reyes St. Cor. Rodriguez Hiway, Rodriguez, Rizal, Philippines	
Fairview Center Mall	3/F Fairview Center Mall, Commonwealth Ave. Cor Regalado St., Fairview, Quezon City, Metro Manila, Philippines	Phone No. 8806-4163
Robinsons Metro East	Lingkod Pinoy Center, 4/F Robinsons Metro East Marikina, Infanta Highway, Dela Paz, Pasig City, Metro Manila, Philippines	
Masinag	2/F Lenjul Bldg., 82 Marcos Highway Corner Sumulong, Mayamot, Antipolo City, Rizal, Philippines	Phone No. 8637-7909
North Caloocan	G/F Psalm Plaza Bldg., Quirino Highway, Bankers Village Ii, Brgy. 184, Caloocan City, Metro Manila, Philippines	Phone No. 8932-9584
Zabarte Town Center	2/F Zabarte Town Center, 588 Camarin Road Corner Zabarte Rd., Brgy. 175, Caloocan City, Metro Manila, Philippines	Phone No. 8243-9142
Bicutan-Sun Valley	FTO Bldg., 4145 Sun Valley Drive, Sun Valley, Bicutan, Paranaque City, Metro Manila, Philippines	Phone No. 8782-2576
Sm South Mall	Government Service Express, SM South Mall, Alabang-Zapote Rd, Amanza Uno, Las Pinas City, Metro Manila, Philippines	Phone No. 7759-6124
Sm Mall Of Asia	Government Service Express, SM Mall of Asia, Seaside Blvd., Brgy. 76, Pasay City, Metro Manila, Philippines	Phone No. 8241-5219
San Pablo	SSS Bldg., Balagtas Blvd. Cor Paulino St., San Pablo City, Laguna, Philippines	Phone No. 521-0831

Calamba	SSS Bldg., Parian, Calamba City, Laguna, Philippines	Phone No. 545-6860 Fax No. 545-6859
Sta. Cruz	Agustin Building, Pagsawitan, Sta. Cruz, Laguna, Philippines	Phone No. 501-4531 Fax No. 501-4531
Lucena	Lucena Grand Central Terminal Building, Diversion Road, IlayangDupay, Lucena City, Quezon, Philippines	Phone No. 710-8626 Fax No. 710-4240
Batangas	SSS Bldg., National Highway, KumintangIlaya, Batangas City, Batangas, Philippines	Phone No. 723-3873 Fax No. 723-0766
Boac	Marinduque, Philippines	Phone No. 332-1872 Fax No. 332-1872
San Jose, Occ. Mindoro	Cajayon Bldg., Palma Cor SikatunaSts., San Jose, Occidental Mindoro, Philippines	Phone No. 491-7958 Fax No. 491-7958
Calapan	Uy Bldg., Corner Roxas and Governor Ignacio Streets, Lumang Bayan, Calapan, Oriental Mindoro, Philippines	Phone No. 286-7133 Fax No. 288-2267
Odiongan	FLH Promenade Suite, Plaridel Street, Sitio Cocoville, Dapawa, Odiongan, Romblon, Philippines	Phone No. 567-5114
Puerto Princesa	Ground Floor, Grandway Building, Eastville City Walk, San Pedro, Puerto Princesa, Palawan, Philippines	Phone No. 433-7147 Fax No. 433-2726
Lipa	G/F & 2/F, The Only Place Business Center, Marawoy, Lipa City, Batangas, Philippines	Phone No. 756-7507 Fax No. 756-1953
Gumaca	R. Alvarez Bldg., 13 Tanada St., Pipisik, Gumaca, Quezon, Philippines	Phone No. 717-6925
San Pedro	2/F, Robinsons Galleria South, Km. 31, Natl. Highway, Nueva, San Pedro, Laguna, Philippines	Phone No. 8292-2554
Bi?An	Central Mall Binan, Malvar Street, San Vicente, Binan, Laguna, Philippines	Phone No. 411-4861 Fax No. 429-4821
Santa Rosa	Gf, Citiwalk Bldg. Zircon Rd., Sta. Rosa Commercial Complex, Balibago, Sta. Rosa, Laguna, Philippines	Phone No. 543-0844 Fax No. 543-0852
Siniloan	Siniloan Municipal Hall, Siniloan, Laguna, Philippines	
Bongabong	Atienza Bldg., P. Burgos Corner Mabinit Street, Poblacion, Bongabong, Oriental Mindoro, Philippines	Phone No. 283-5110
Balayan	2/F New Public Market, Plaza Mabini Street, Balayan, Batangas, Philippines	Phone No. 921-1354 Fax No. 921-1354
Sta. Cruz	Marinduque, Philippines	
Infanta	311 CNV Business Hub, General Luna Street, Infanta, Quezon, Philippines	Phone No. 535-2707
Mamburao	Sytacor Building, Tangkalan, Mamburao, Occidental Mendoro, Philippines	

Taytay, Palawan	Taytay Municipal Hall Bldg, Taytay, Palawan, Philippines	
Brooke's Point	Brooke's Point Municipal Hall Bldg, Brookes Point, Palawan, Philippines	
Robinsons Santa Rosa Market	Level 3, Robinsins Santa Rosa Market, Old National Highway, Tagapo, Santa Rosa, Laguna, Philippines	Phone No. 533-9010
Robinsons Place Imus	Cavite, Philippines	Phone No. 474-0074
Robinsons Place Dasmarinas	G/F, Robinsons Place Dasmarinas, Gen. E. Aguinaldo Hi- Way Cor, Governor's Drive, Sampaloc, Dasmarinas, Cavite, Philippines	Phone No. 489-3874
Coron	Municipal Hall Poblacion, Palawan, Coron, Philippines	
Waltermar tMakiling	BryMakiling National Highway, Makiling, Laguna, Calamba, Philippines	
Robinsons Place Palawan	Robinsons Place Palawan, National Highway, San Miguel, Puerto Princesa, Palawan, Philippines	
Dasmari?As	2/F Central Mall Annex Km28 Salitran Road Cor Aguinaldo Hiway, Dasmarinas, Cavite, Philippines	Phone No. 416-6443
Lemery	Xentro Mall, Ilustre Avenue, Lemery, Batangas City, Batangas, Philippines	Phone No. 318-2623
Centtro Mall, Los Ba?Os	2/F Centro Mall Bldg., Lopez Avenue, Los Banos, Laguna, Philippines	
Robinsons Place Lipa	Batangas, Philippines	
Sablayan	Sablayan Municipal Hall Building, Brgy. Buenavista, Sablayan, Occidental Mindoro, Philippines	
Candelaria	Candelaria Municipal Bldg., Candelaria, Quezon, Philippines	Phone No. 784-1244
Nasugbu	Municipal Hall Bldg., Escalera Street, Nasugbu, Batangas, Philippines	
Sm Bacoor	Government Service Express, Level 3, SM City Bacoor, Bacoor City, Cavite, Philippines	
Gma	Municipal Hall, Gen. Mariano Alvarez, Cavite, Philippines	
Polilio	Municipal Hall, Polilio Island, Philippines	
Alabat	Municipal Compound, Brgy. 1, Poblacion, Alabat, Quezon, Philippines	
Pinamalayan	Puericulture Bldg., Poblacion, Pinamalayan, Oriental Mindoro, Philippines	

Romblon	4F, Capitol Bldg., Romblon, Romblon, Philippines	
Sibuyan	Philippines	
Luisiana	Philippines	
Naga	SSS Bldg., Concepcion Pequena, Naga City, Camarines Sur, Philippines	Phone No. 472-9791 Fax No. 472-9724
Legazpi	Morante Bldg., Imperial Court Subd., Phase II, Legazpi, Albay, Philippines	Phone No. 480-7301 Fax No. 480-7074
Daet	Camarines Norte, Philippines	Phone No. 571-2764 Fax No. 440-3140
Sorsogon	Jomil Enterprises Bldg., Quezon St., Polvorista, Sorsogon City, Sorsogon, Philippines	Phone No. 211-1638 Fax No. 421-5454
Goa	Camarines Sur, Philippines	Phone No. 881-9094 Fax No. 881-9451
Masbate	30 G/F & 2/F. Klm Building, Mabini Street, Masbate City, Masbate, Philippines	Phone No. 588-0711 Fax No. 333-3499
Virac	P. Araojo Shopping Arcade, Cavinitan, Virac, Catanduanes, Philippines	Phone No. 811-1824 Fax No. 811-1824
Iriga	272 Cerillo Bldg. National Highway, San Nicolas, Iriga City, Camarines Sur, Philippines	Phone No. 456-0876 Fax No. 299-2530
Tabaco	G/F Lao Bldg., Bocalbos Street, Barangay Basud, Tabaco City, Albay, Philippines	Phone No. 830-3092 Fax No. 487-5333
Ligao	G/F Ligao Municipal Hall Bldg., Ligao, Albay, Philippines	Phone No. 485-1297
Jose Panganiban	Jose Panganiban Municipal Hall, Jose Panganiban, Camarines Norte, Philippines	
Labo	Camarines Norte, Philippines	
Sta. Elena	Ground Floor, DSWD Bldg., Poblacion, Sta. Elena, Camarines Norte, Philippines	
Robinsons Place Naga	3/F Lingkod Pinoy Center, Robinsons Place Naga, Roxas Ave., Cor. Almeda Highway, Naga City, Camarines Sur, Philippines	
Guinlajon	SSS Sorsogon Building, National Road, Guinlajon, Sorsogon City, Sorsogon, Philippines	

Cebu	SSS Building, Osmena Boulevard, Kalubihan, Cebu City, Cebu, Philippines	Phone No. 505-9301 Fax No. 254-0674
Tacloban	103 G/F & 2/F Caroline CordielBldg Lopez Jaena St. Cor M.H., Del Pilar Street, Tacloban City, Leyte, Philippines	Phone No. 321-4310 Fax No. 321-4310
Tagbilaran	2/F Galleria Luisa Building Governor Celestino Gallares St, Tagbilaran, Bohol, Philippines	Phone No. 501-7055
Lapu - Lapu	G/F Annex Building, Gaisano Mactan Island Mall, Pajo, Lapu-Lapu City, Mactan, Cebu, Philippines	Phone No. 340-8050 Fax No. 340-6499
Ormoc	G/F Yuvallos Bldg., D. Veloso Ave., Punta, Ormoc City, Leyte, Philippines	Phone No. 5612476 Fax No. 255-4658
Catbalogan	To Chip Bldg., Cor. San Bartholomew St & Taft Avenue, Catbalogan, Samar (Western), Philippines	Phone No. 251-5393 Fax No. 251-5393
Maasin	Saludo Bldg., Kangleon Street, Maasin, Southern Leyte, Philippines	Phone No. 381-2119 Fax No. 570-8551
Danao	City Mall Danao, Oliver Sr. Ext. Cor. F. Ralota St., Poblacion, Danao City, Cebu, Philippines	
Catarman	Singzon Bldg., Cor Quirino&BaliteSts., Poblacion, Catarman, Northern Samar, Philippines	Phone No. 251-8069
Borongan	Lupos Building, Real St., Songco, Borongan, Eastern Samar, Philippines	Phone No. 560-8007
Toledo	2/F TE Building Diosdado Macapagal Highway, Sangi, Toledo City, Cebu, Philippines	Phone No. 467-9644 Fax No. 467-9644
Ubay	Bohol, Philippines	
Calbayog	PNB Building, Maharlika Highway, Barangay Obrero, Calbayog, Western Samar, Philippines	Phone No. 209-2738
Bogo	G/F & 2/F, Osing Building P. Rodriguez Street Sim, Bogo Business Park, Bogo City, Cebu, Philippines	Phone No. 434-7559 Fax No. 251-2432
Mandaue	J. Centre Mall A.S. Fortuna Street, Bakilid, Mandaue City, Cebu, Philippines	Phone No. 346-4983 Fax No. 346-4983
Naval	Provincial Capitol, Poblacion, Naval, Biliran, Philippines	

Talibon	Talibon Municipal Hall, Talibon, Bohol, Philippines	Phone No. 515-1037
Biliran	Municipal Office Bldg., Naval, Biliran, Philippines	Phone No. 500-8195
Robinsons Fuente, Cebu	Cebu, Philippines	Phone No. 254-1119
Talisay	Rosalie Building, Gaisano Grand Fiesta Mall, Highway, Tabunok, Talisay, Cebu, Philippines	Phone No. 520-6458
Sm Cebu	SM City Cebu, North Reclamation Area, Cebu City, Cebu, Philippines	Phone No. 340-8060
Cebu - Nra	Cebu, Philippines	Phone No. 255-2705
Robinsons Place Tacloban	Lingkod Pinoy Center, Robinsons Tacloban Tabuan Natl Highway, Marasbaras, Tacloban City, Leyte, Philippines	
Poro (Camotes Island)	G/F Poro Public Market, Poro, Camotes Island, Cebu, Philippines	Phone No. 354-5938
Baybay	G/F Baybay City Legislative Bldg., Ramon Magsaysay Ave., Baybay, Leyte, Philippines	
Robinsons Place Ormoc	Robinsons Lingkod Pinoy Center, Robinsons Place Ormoc Lilia, Avenue, Cogon, Ormoc City, Leyte, Philippines	
Insular Mandaue	2/F, Insular Square Mall, Tabok, Mandaue City, Cebu, Philippines	
SmConsolacion	2/F, SM City Consolacion, North Rd., Lamac, Consolacion, Cebu, Philippines	
Bacolod	SSS Building, Lacson St., Bacolod City, Negros Occidental, Philippines	Phone No. 433-1379 Fax No. 433-2293
Iloilo-Central	3/F & 4/F, Ttw Bldg., Cor. JM Basa and MapaSts., Iloilo City, Iloilo, Philippines	Phone No. 509-9828 Fax No. 509-7850
Kalibo	G/F & 2/F, Casa Constancia Bldg., Roxas Ave. Ext., Andagao, Kalibo, Aklan, Philippines	Phone No. 262-1787 Fax No. 500-8360
Antique	Eagle's Place Dalipe Building, Trade Town Dalipe, S.Jose De Buenavista, Antique, Philippines	Phone No. 540-8112
Roxas	City Mall Roxas Annex Bldg., Arnaldo Blvd., Roxas City, Capiz, Philippines	Phone No. 522-3839 Fax No. 621-0611
Dumaguete	Mm Kho Building, Romero Highway, Bagacay, Dumaguete City, Negros Oriental, Philippines	Phone No. 225-4340 Fax No. 422-0134
San Carlos, Negros Occ.	Bayanilajj Bldg., Cor. Azcona& Broce Sts., Barangay 4, San Carlos City, Negros Occidental, Philippines	Phone No. 312-5422 Fax No. 729-3928
Kabankalan	NZBC 3 Building, Highway, Talubangi, Kabankalan, Negros Occidental, Philippines	Phone No. 471-2224

Bais	Amorganda Bldg., National Highway, Talungon, Bais City, Negros Oriental, Philippines	Phone No. 541-5361 Fax No. 402-3096
Guihulngan	2/F, Old Market Bldg., Poblacion, Guihulngan, Negros Oriental, Philippines	Phone No. 410-4188
Siquijor	G/F, Siquijor Multi-Purpose Building, Poblacion, Siquijor, Siquijor, Philippines	Phone No. 480-9019
Victorias	Gf, Redkey Building Osmena Ave., Barangay 5, Victorias City, Negros Occidental, Philippines	Phone No. 399-2953 Fax No. 399-2954
Sagay	JGM Bldg., Natl. Highway Corner Roxas Avenue, Sagay City, Negros Occidental, Philippines	Phone No. 488-0112 Fax No. 488-0270
Bago	JGM Bldg., Gen Luna St., Bago City, Negros Occidental, Philippines	Phone No. 732-8888 Fax No. 461-0910
Silay	Negros Occidental, Philippines	
Robinsons Place Bacolod	Robinsons Place Bacolod, Lacson Street, Mandalagan, Bacolod, Negros Occidental, Philippines	Phone No. 441-2239
Robinsons Dumaguete	Robinsons Dumaguete, Dumaguete Business Park, Calindagan, Dumaguete, Negros Occidental, Philippines	Phone No. 421-0450
Robinsons Place Iloilo	Robinsons Place Iloilo, Cor. De Leon & Quezon Sts., Iloilo City, Iloilo, Philippines	Phone No. 335-5424
Iloilo-Molo	GT Plaza Mall, M.H Del Pilar, Molo, Iloilo City, Iloilo, Philippines	Phone No. 330-2963
Robinsons Place Roxas	Robinsons Place Roxas, Pueblo De Panay, Lawa-An, Roxas City, Capiz, Philippines	Phone No. 651-0166
Bacolod East	East One Atrium Building, Burgos Extension, Villamonte, Bacolod, Negros Occidental, Philippines	Phone No. 441-6599
Bayawan	Old City Hall Building, National Highway, Bayawan City, Negros Oriental, Philippines	Phone No. 228-3670
Passi	Passi Economic Enterpise, Passi City, Iloilo, Philippines	Phone No. 331-6382
Boracay	2/F Barangay Hall, Manoc-Manoc, Malay, Aklan, Philippines	Phone No. 286-3401
Robinsons Place Jaro	Lingkod Pinoy Center, Basement Lvl, Robinsons Place Jaro,, E. Lopez St., Jaro, Iloilo City, Iloilo, Philippines	Phone No. 501-6921
Guimaras	Capitol Grounds, San Miguel, Jordan, Guimaras, Philippines	Phone No. 581-2230
Robinsons Place Antique	3/F Lingkod Pinoy Center Robinsons Place Antique, San Jose, Antique, Philippines	
La Carlota	2/F, Annex Bldg., Agora Public Market, Valois St., La Carlota, Negros Occidental, Philippines	

Gt Town Center Pavia	2/F, Service Hub, Gt Mall Pavia, Fernando Lopez Ave., Ungka I, Pavia, Iloilo, Philippines	
Cagayan De Oro	SSS Bldg., Carmen Patag Road, Carmen, Cagayan De Oro City, Misamis Oriental, Philippines	Phone No. 350-3529 Fax No. 858-6790
Butuan	Rudy Tiu Bldg., A.D. Curato St., Butuan City, Agusan Del Norte, Philippines	Phone No. 225-2153 Fax No. 815-5008
Iligan	Mindanao Sanitarium & Hospital Coll Building, Tibanga Highway, Iligan, Lanao Del Norte, Philippines	Phone No. 221-2988 Fax No. 221-2932
Tandag	Pimentel Bldg., Donasco St., Tandag City, Surigao Del Sur, Philippines	Phone No. 211-3718 Fax No. 211-3185
Surigao	Parkway Bldg. Km 2 Natl. Highway, Barangay Luna, Surigao City, Surigao Del Norte, Philippines	Phone No. 231-7033 Fax No. 826-2431
San Francisco, Agusan	Alexander Building, Purok IV, Brgy. Hubang, San Francisco, Agusan Del Sur, Philippines	
Valencia	2/F, Robinsons Place Valencia, Sayre Highway, Bagontaas, Valencia City, Bukidnon, Philippines	Phone No. 828-0275 Fax No. 222-3748
Gingoog	Moreno Bldg., Dona Graciana St., Brgy. 22-A, Gingoog City, Misamis Oriental, Philippines	Phone No. 427-7720 Fax No. 861-0199
Ozamis	Grandway Building, Don Anselmo Bernard Avenue, Catadman-Manabay, Ozamis City, Misamis Occidental, Philippines	Phone No. 521-0441 Fax No. 521-3396
Oroquieta	Oroquieta Town Center, Canubay, Oroquieta City, Misamis Occidental, Philippines	Phone No. 531-1210 Fax No. 531-1870
Tubod	Philippines	
Lanao Del Sur	Philippines	
Camiguin	G/F, Barlaan Bldg., Arana St., Mambajao, Camiguin, Philippines	Phone No. 387-2099 Fax No. 387-2070
Agusan Del Norte	Philippines	
Dapa	Municipal Hall, Dapa, Surigao, Philippines	
Cantillan	Philippines	
Cabadbaran	Municipal Hall, Cabadbaran, Philippines	
Trento	Municipal Hall, Trento, Agusan Del Sur, Philippines	
Robinsons Cagayan De Oro	Rosario Crescent Corner Florentino Street Limketkai Center, Cagayan De Oro, Philippines	

Robinsons Place Butuan	J. C. Aquino Avenue, Libertad, Butuan City, Agusan Del Norte, Philippines	Phone No. 225-0088
Cdo - Lapasan	G/F Market City & East Bound Integrated Terminal, Agora St., Lapasan, Cayagan De Oro City, Misamis Oriental, Philippines	Phone No. 880-7024
Robinsons Place Iligan	Lingkod Pinoy Center, Robinsons Place Iligan, Macapagal Ave, Iligan City, Lanao Del Norte, Philippines	
Kapatagan	Municipal Hall, Poblacion, Kapatagan, Lanao Del Norte, Philippines	
Davao	SSS Bldg., J.P. Laurel Ave., Bajada, Davao City, Davao Del Sur, Philippines	Phone No. 221-3575 Fax No. 222-6810
General Santos City	SSS Bldg., Makar Highway, Labangal, General Santos, South Cotabato, Philippines	Phone No. 554-5751 Fax No. 554-5755
Koronadal	2/F Gaisano Grand Mall Gen. Santos Drive, Koronadal City, South Cotabato, Philippines	
Tacurong	CYC Bldg., National Highway, Buenaflor, Tacurong City, Sultan Kudarat, Philippines	Phone No. 477-0164 Fax No. 200-3338
Digos	Rebecca Sy Bldg., Lapu-Lapu Extension, Digos City, Davao Del Sur, Philippines	Phone No. 553-7343 Fax No. 553-5658
Tagum	Level 2, Gaisano Grand Mall, Apokon Road, Apokon, Tagum City, Davao Del Norte, Philippines	Phone No. 400-1035 Fax No. 217-3796
Mati	Old NIA Building, Matiao Road, Panamin, Mati City, Davao Oriental, Philippines	Phone No. 388-3754 Fax No. 388-4585
Bislig	Natalio Plaza Bldg., Espiritu St., Mangagoy, Bislig City, Surigao Del Sur, Philippines	Phone No. 853-2334 Fax No. 853-4126
Kidapawan	G/F Roma Bldg., Quezon Blvd., Kidapawan, North Cotabato, Philippines	Phone No. 278-3384 Fax No. 288-1580
Cotabato	S.T. Lim Holdings, Inc. Bldg., Makakua St., Poblacion, Cotabato, Armm, Philippines	Phone No. 421-8289 Fax No. 421-4515
Maguindanao	Philippines	
Sarangani	G/F Old Capitol Building, Sarangani Provicial, Capitol Compound, Alabel, Sarangani, Philippines	Phone No. 508-0058
Toril	Ground Flr, Gaisano Grand Mall-Toril, Saavedra St., Toril, Davao, Davao Del Sur, Philippines	Phone No. 291-0156 Fax No. 291-0106
Calinan	Calinan Municipal Hall, Calinan, Davao, Davao Del Sur, Philippines	Phone No. 295-0491
Panabo	Door 5, Centino Bldg., Quezon Blvd., Sto Nino, Panabo City, Davao Del Norte, Philippines	Phone No. 628-4037 Fax No. 628-8674
Kcc Gen San	Veranza Mall, J. Catolico Sr. Street, Lagao, General Santos, South Cotabato, Philippines	

Robinsons Place Gen San	Robinsons Place Gen San, J. Catolico Sr. Avenue, Lagao, General Santos City, South Cotabato, Philippines	
Nccc Mall Davao	3/F, NCCC Mall Matina Corner Mc Arthur Highway & Maa Road, Matina, Davao, Davao, Philippines	
Nccc Mall Tagum	3/F, NCCC Mall of Tagum, National Highway, Tagum City, Davao Del Norte, Philippines	
Davao - Ilustre	Gaisano Grand Citimall Davao, Ilustre, Davao, Davao Del Sur, Philippines	Phone No. 224-2167
Robinsons Place Tagum	Level 4, Robinsons Place Tagum, Visayan Village, Tagum City, Davao Del Norte, Philippines	Phone No. 216-5569
Felcris Centrale Mall	2/F Felcris Centrale Mall, Quimpo Blvd., Bucana, Davao City, Davao Del Sur, Philippines	Phone No. 228-7054
NcccCenterpoint	G/F, NcccCenterpoint, Matina Crossing, Tolomo, Davao City, Davao Del Sur, Philippines	
Maragusan	Philippines	
Zamboanga	Phidco Bldg., Veterans Avenue, Zamboanga City, Zamboanga Del Sur, Philippines	Phone No. 993-0418 Fax No. 992-6896
Pagadian	Ancajas Bldg., Sanson St., San Francisco, Pagadian City, Zamboanga Del Sur, Philippines	Phone No. 214-1633 Fax No. 214-2466
Dipolog	Ramos Building, Rizal Avenue, Dipolog City, Zamboanga Del Norte, Philippines	Phone No. 212-2518 Fax No. 212-4834
Jolo	Sulu, Philippines	Phone No. 341-8911 Fax No. 341-8911
Basilan	NFK Building, Sunrise Village, Isabela City, Basilan, Philippines	Phone No. 200-3432 Fax No. 200-3432
Ipil	Zamboanga Sibugay, Philippines	Phone No. 333-2295 Fax No. 333-2498
Tawi-Tawi	G/F, Nationwide Telephone Systems, Inc. Bldg. National Road, Tubig-Boh, Bongao, Tawi-Tawi, Philippines	Phone No. 268-1001
Zamboanga Ecozone	G/F, Adm Bldg., Zamboanga City Special Economic Zone, San Ramon, Zamboanga, Zamboanga Del Sur, Philippines	
Molave	Molave Municipal Hall, Molave, Zamboanga Del Sur, Philippines	Phone No. 925-6465
San Miguel	NSO Bldg., San Miguel Municipal Compound, San Miguel, Zamboanga Del Sur, Philippines	
Tokyo	Japan	
San Francisco, Usa	Philippine Consulate General, 447 Sutter St., 2/F, Suite 203, San Francisco, California, USA, 94108	Phone No. 757-0641

Bahrain	Embassy of the Philippines, Villa No. 939, Road No 3320 Blk 332, Mahooz Area, Manama, Kingdom Of, Bahrain	Phone No. 36906218
Macau	Philippine Consulate General Units 1404-1406 14/F Aia Tower, Avenida Comercial, De Macau, Macau, SAR	Phone No. 6641-8717
Toronto	Philippine Consulate General 202 160 Eglinton Avenue East, Toronto, Ontario, Canada, M4P (3b5)	Phone No. 4852999
Muscat	Embassy of the Philippines Bldg No. 1041/1043, Way No. 3015, Al Kharijiya Street, Shatti Al Qurum, Muscat, Sultanate Of, Oman	
Jordan	Philippine Overseas Labor Office 113 Al Manar Bldg., Khalili, Yassis Al Talhoni St, DierGhabar, Amman, Jordan	
Calgary	Philippine Consulate General, Suite 920, 517 10Th Avenue, Southwest, Calgary, Alberta, Canada	Phone No. 8343330
New York, U.S.A.	Philippine Consulate General 556 5Th Avenue, New York, New York, USA	Phone No. 6075178
Tel Aviv	Embassy of the Philippines Rehov Bnei Dan 18, Tel Aviv - Yafo, Israel	Phone No. 7033389
Vancouver , Canada	Philippine Overseas Labor Off. World Trade Ctr Off. Complex, 999 Canada Place, Ste 601 Vancouver BC, Canada	Phone No. 6411324
SSS Main Office	SSS Building, East Ave, Diliman, Quezon City, Metro Manila, Philippines	Phone No. 435-9840 Fax No. 435-9840

Office	Address	Contact Information
OFFICE OF THE HEAD- Human Resource Management Group EVP Elvira Alcantara- Resare, Acting Head	5/F SSS Building East Ave. Diliman Quezon City	5233
OFFICE OF THE HEAD- Human Resource Services Division VP Ma. Nympha M. Ragel	8/F SSS Building East Ave. Diliman Quezon City	5461
Learning and Development Department DM III Filomena S. David	8/F SSS Building East Ave. Diliman Quezon City	5470
Organizational Planning and Staffing Depart DM III Maria Celina M. Delapo	8/F SSS Building East Ave. Diliman Quezon City	5475
Employee Services Department DM III Joselito B. Delos Reyes	8/F SSS Building East Ave. Diliman Quezon City	5481
Performance Management and Employee Relations Department Acting Head Carolina V. Villa	8/F SSS Building East Ave. Diliman Quezon City	6072