

CUSTOMS COOPERATION COMMITTEE
Forum on Public-Private Partnership for Customs
Modernization

Strategies and Experiences in the Implementation
of the Philippine Customs Modernization
- A Private Sector Perspective

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Agenda

- Background to the Philippine Tax Computerization Project
- Scope of Project, Reforms, Activities
- Benefits Achieved
- Post-project Progress Path

Background

- PCTP Precursors:
 - World Bank
 - Department of Finance
- Two Contracts:
 - UNCTAD
 - UNISYS

Background

- UNCTAD Contract:
 - Development of Asycuda++ Software and extensions
 - Contract completed December 1999

Background

- UNISYS Contract:
 - Scope:
 - Systems Integration
 - Project Control
 - Training and Change Management
 - Facilities Management
 - Contract completed December 1999

Scope of the Project

- Original scope of computerization:
 - Eight (8) Sites
 - Office of the Commissioner
 - 3 Metro Manila Ports
 - 4 Outports

Scope of the Project

- Emphasis on:
 - Customs Reforms
 - Workplace modernization
 - Computerization
 - Change Management

Reforms

- Establish Simplified Import Clearance Procedures (eliminating mandatory 10% review of each cargo)
- Simplification of Forms
- Establish Increased Penalties for Smuggling
- Valuation System
- Supervision of Bond System
- Assessment of Duties and Taxes
- Control of Bank Remittances to the Treasury
- Compilation of Information on Importers/Exporters
- Consolidation of Customs Legislative Matters
- Improvement of Working Conditions and Equipment

Project Components

- Overall System Name: Automated Customs Operations System (ACOS)
 - ASYCUDA++
 - Collection & Release Systems

Applications

- ASYCUDA++
 - Modules in use in the Philippines
 - Manifest
 - Import Entry
 - DiTI
 - Selectivity
 - Assessment

Applications

- Collection & Release
 - Abstract Secure System (ASS)
 - Automatic Matching of Payments and Payables (AMPP)
 - On-line Release System (OLRS)
 - Remittance Reconcile System

Activities

- Project Activities
 - Planning and Control
 - Quality Assurance
 - Provision of Hardware, Software and Telecommunications
 - Change Management & Training
 - Site Design and Preparation
 - Environmental Equipment
 - Facilities Management and Technical Support

Activities

- Project Activities
 - Planning and Control
 - Project Plans development and update
 - Project reporting
 - Project's master documentation
 - Maintenance of the Project's finances

Activities

- Project Activities
 - Project Quality Assurance
 - Application system and quality testing
 - Implementation of application revisions and updates
 - Quality assurance of all delivered goods and supplies
 - Technical authoring of Project documents

Activities

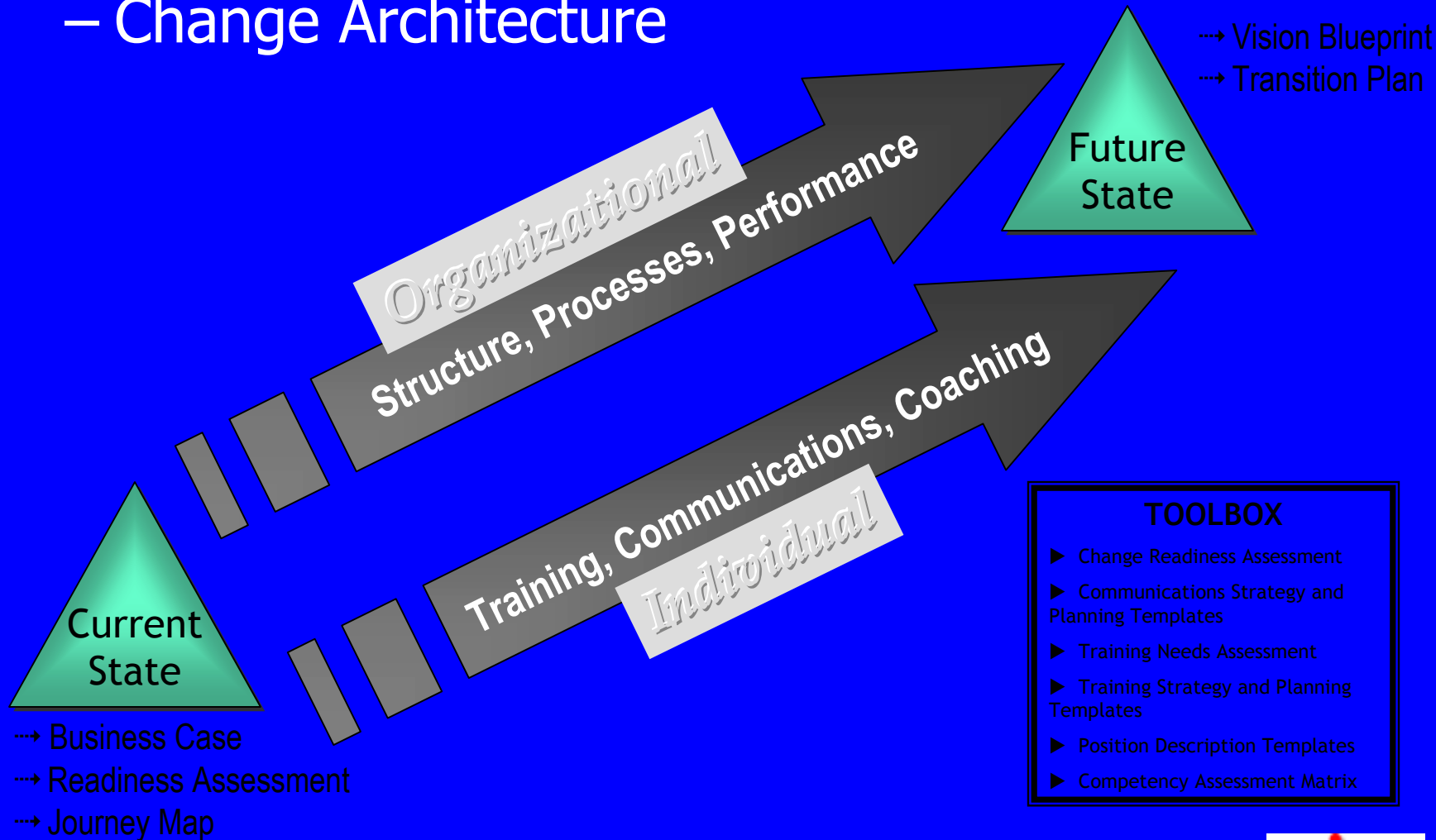
- Project Activities
 - Provision of Hardware, Software and Telecommunications
 - Installation and maintenance of all HW systems
 - Installation and support of the Operating and Email Software
 - Installation and support of Office Automation Software
 - Installation and support of Database Software
 - Provision and support of Wide Area Network

Activities

- Project Activities
 - Change Management
 - Communications of Objectives
 - Organizational Change Program
 - Skills Development
 - Transition Management

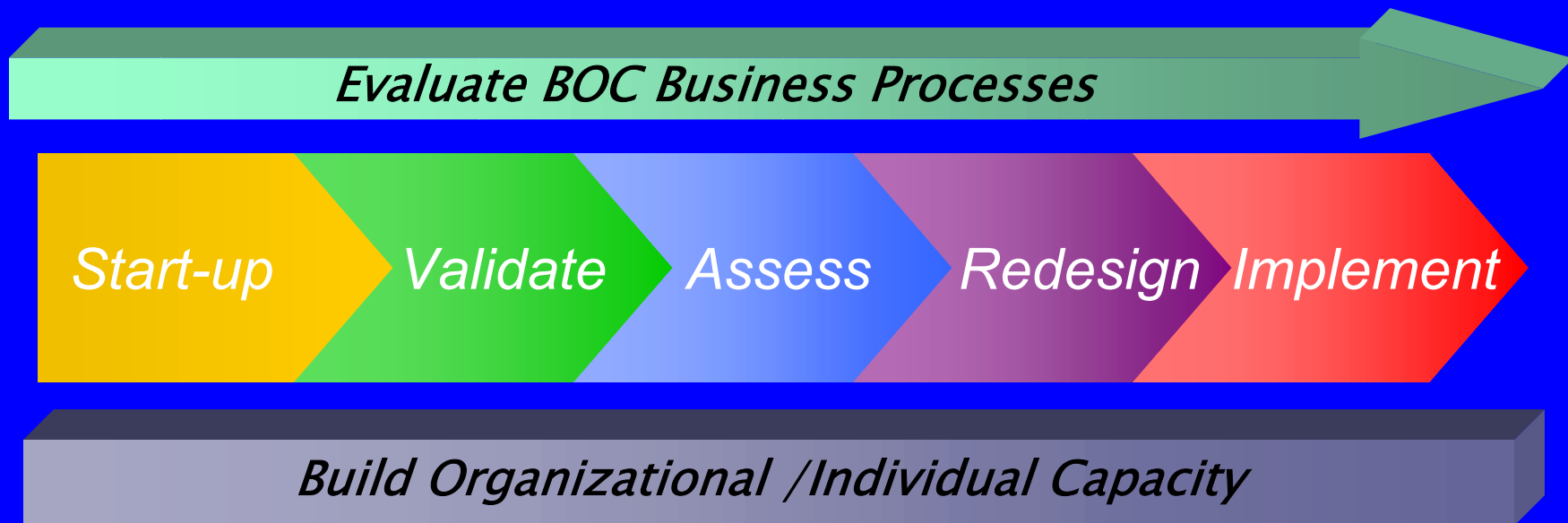
Activities

- Project Activities
 - Change Architecture



Activities

- Project Activities
 - Process Transformation
 - Refined Operations
 - Enhanced Service Levels
 - Seamless Transition



Activities

- Project Activities
 - Training and Training Goods and Equipment
 - Conduct of business courses on ACOS modules
 - Conduct of technical courses
 - Conduct of personal and management development courses
 - Provision of computers, furniture, projectors and audio-visual equipment

Activities

- Project Activities
 - Site Design and Preparation
 - Production of site and office plans
 - Design and installation of Local Area Networks and electrical power circuits
 - Provision of fire protection and server room security

Activities

- Project Activities
 - Environmental Equipment
 - Installation and maintenance of uninterruptible power supplies (UPS) and power generators
 - Installation and maintenance of electrical surge suppressors and LAN protection systems
 - Installation and maintenance of air-conditioning units

Activities

- Project Activities
 - Facilities Management and Technical Support
 - Nation-wide Help Desk facility
 - Operational support for installed hardware, software and networks
 - ACOS application operational support
 - Data integrity and security

Activities

- Customer Relationship
 - Four layers
 - Customer Service Strategy and Vision
 - Customer Service Procedures
 - Customer Service Applications
 - Enabling Infrastructure

Benefits Achieved

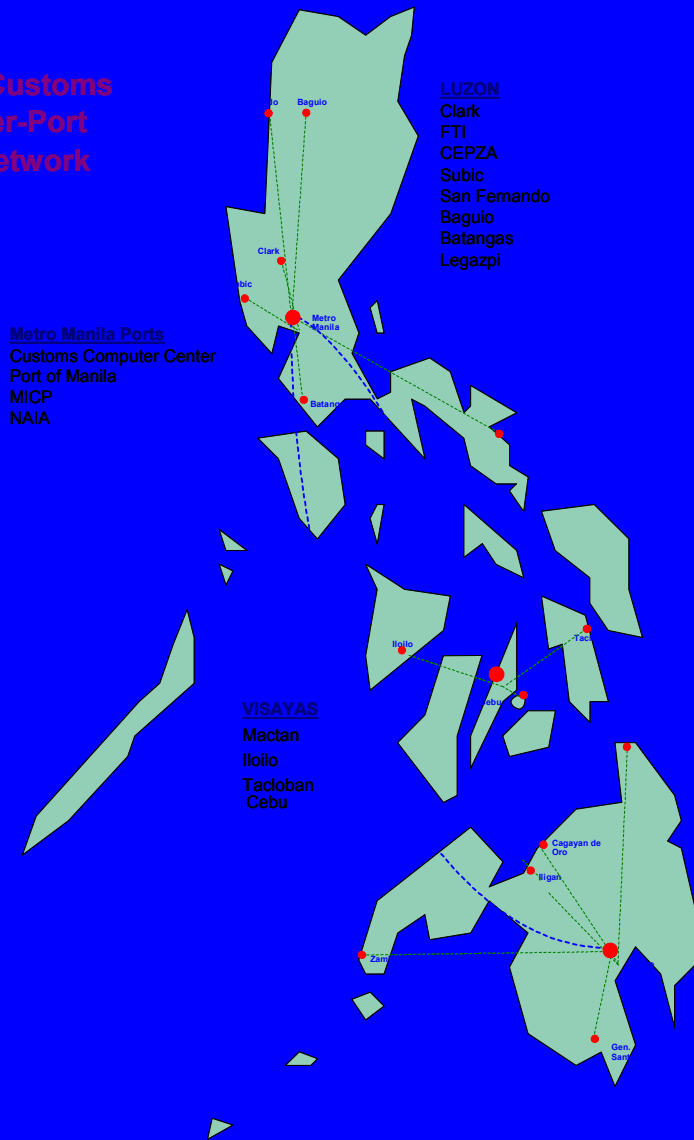
- Changes resulting from Computerization
 - Less-paper Transactions
 - Reduced number of signatories to complete transactions
 - Improved Cargo Release Times
 - Selectivity
 - Cargo Inspection
 - Electronic Payment Data

Post-Project Path

- Increased to Twenty-eight (28) Sites
 - Office of the Commissioner
 - 3 Metro Manila Ports
 - 17 Outports
 - 7 Airport Warehouses
- Implemented by 30th September 1999

Post-Project Path

Philippines Customs National Inter-Port Wide Area Network



- ← Computer Center Installed Jan 1995
- ← Port of Manila Installed Jul 1995
- ← MICEP Installed Aug 1996
- ← NAIA Installed Apr 1997
- ← Davao Installed Nov 1997
- ← Cebu Installed Feb 1998
- ← Cagayan De Oro Installed Jun 1998
- ← Gen. Santos City Installed Nov 1998
- ← Iligan Installed Feb 1999
- ← Subic Installed Mar 1999
- ← Mactan Installed May 1999
- ← San Fernando Installed Jul 1999
- ← Legazpi Installed Aug 1999
- ← Zamboanga Installed Aug 1999
- ← Surigao Installed Aug 1999
- ← Clark Installed Sept 1999
- ← Baguio Installed Sept 1999
- ← Batangas Installed Sept 1999
- ← Tacloban Installed Sept 1999
- ← Iloilo Installed Sept 1999
- ← CEPZA Installed Sept 1999

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Thank You

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