

# THE ONE-STOP SHOP

Embassy of the Philippines to Belgium  
and Luxembourg

Mission of the Philippines to the  
European Union

# THE ONE-STOP SHOP (OSS)


- The One-Stop Shop is an office with locations at the Ninoy Aquino International Airport (NAIA), the Port of Mactan, and the port nearest to the calamity area, designed to facilitate and expedite processing of importations of relief goods, rehabilitation equipment, and other articles intended for delivery and distribution to calamity-declared areas.

# THE ONE-STOP SHOP (OSS)

- All government agencies which have roles to perform in processing availment of duties and/or taxes exemptions and releasing goods are represented in the OSS.

# GOVERNMENT AGENCIES REPRESENTED IN THE OSS

- Bureau of Customs (BOC)
- Department of Social Welfare & Development (DSWD)
- Department of Health (DOH)
- Department of Finance (DOF)
- Department of Education (DepEd)
- Department of Foreign Affairs (DFA)
- National Disaster Risk Reduction and Management Council (NDRRMC)
- Office of Civil Defense (OCD)
- Food and Drug Administration (FDA)

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- The OSS is activated, with the National Disaster Risk Reduction and Management Council (NDRRMC) as the lead agency, upon the declaration of the President of the Philippines of a national state of calamity.

# FLOWCHART



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graph LR; A[Pre-Arrival] --> B["OSS Location Activities"]; B --> C["Port of Discharge Activities"];
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Pre-Arrival

OSS  
Location  
Activities

Port of  
Discharge  
Activities

# PRE-ARRIVAL

- The Sender advises the Consignee of the donation to ensure that the Consignee is willing and prepared to receive it.
- The Sender of the goods prepares a Deed of Donation to the Consignee. The Deed of Donation must be consularized or authenticated by the Philippine Consulate in the domicile of the Sender
- The Consignee executes a Deed of Acceptance of the donation from the Sender.
- If any of the goods being imported is a Restricted or Regulated Good, the Consignee obtains an Import Permit or Clearance from the relevant Philippine Government Agency.

# OSS LOCATION ACTIVITIES

- Once the goods arrive in the Philippines, the Consignee or its authorized representative submits the following documents to the One-Stop Shop:
  - Consularized Deed of Donation
  - Deed of Acceptance
  - Bill of Lading or Airway Bill (endorsed by shipping agent or airline)
  - Itemized Packing List (for medicines - including Lot No. and Expiry Date)
  - Invoice (required for calculation of duties and taxes)
  - Import Permit or Clearance (if any of the goods being imported is a restricted or regulated good)
  - Filled-up Informal Import Declaration Entry (IIDE, a form available at the BOC Administrative Division or Collection Division at the Port of Discharge)
  - Filled-up Permit to Deliver Imported Goods (PDIG, a form available at the BOC Administrative Division or Collection Division at the Port of Discharge, applicable to sea freight cargoes only as endorsed by shipping agent)



# OSS LOCATION ACTIVITIES

- The One-Stop Shop (OSS) representatives of each agency take charge of issuance of Deed of Acceptance, coordination with other concerned agencies, and overall facilitation for immediate release of donated goods
- Depending on who the Consignee is, either of the following happens:
  - If the Consignee is an NGA, duties and taxes are automatically charged to the Donee NGA's account.
  - If the Consignee is a DSWD-registered, licensed, and/or accredited SWDA, the OSS representative of DSWD issues an indorsement to DOF for duty exemption. The OSS representative of DOF then facilitates issuance of approval of request.
- Once processing is completed, OSS team returns Consignee's copies of the documents. Approval for duty exemption

# PORT OF DISCHARGE ACTIVITIES

- The Consignee or its authorized representative files for an Informal Import Declaration and Entry (IIDE) at the BOC Informal Entry Division of the Port of Discharge.
- BOC Informal Entry Division at the Port of Discharge examines and appraises the goods. Any prohibited goods are seized and forfeited in favor of the government. Moreover, restricted or regulated goods without Import Permit or Clearance found during examination are likewise seized and forfeited in favor of the government.
- Consignee or its authorized representative settles the Customs charges and other charges of private entities, i.e. storage, demurrage, trucking / transportation, arrastre, warehousing, stripping / stuffing, etc
- Goods are released.

# LESSONS LEARNED

- Regular preparations should be made, including simulation exercises
- Information dissemination among donors of proper procedures, and clarification of which donations are permissible and/or duty free