

## **[ PPC PHILPOST CIRCULAR NO. 09-15, April 16, 2009 ]**

### **OPERATING PROCEDURES OF EXPRESS MAIL SERVICE OFFICE (EMSO-CMEC) AS AN INWARD OFFICE OF EXCHANGE (OE) AND DELIVERY OFFICE FOR THE EMS COMMITTED DOOR TO DOOR DELIVERY SERVICE IN VIEW OF THE IMPLEMENTATION OF THE EMS PAY FOR PERFORMANCE PLAN**

#### **A. BACKGROUND**

On 01 January 2009, the Philippine Postal Corporation participated in the EMS Pay for Performance Plan which is a mandatory requirement of the EMS Cooperative - Universal Postal Union for postal administrations operating EMS. It aims to improve service performance of EMS to be at par with global standards.

To be able to meet the requirements of the EMS Pay for Performance Plan, the following Guidelines and Procedures in the Operations of the Express Mail Service Office (EMSO) - CMEC as the Inward Office of Exchange (OE) and Delivery Office (DO) shall be implemented, effective immediately.

#### **B. GENERAL GUIDELINES OF OPERATIONS**

##### **1. Responsibilities of the Express Mail Service Office, (CMEC)**

The Express Mail Service Office (EMSO) at the Central Mail Center (CMEC) shall serve as the Inward Office of Exchange (OE) and at the same time, Delivery Office (DO) for Metro Manila and other areas committed to the door to door express delivery of EMS. As such, it shall perform the following functions:

Processing Center and Inward Office of Exchange (OE) for inbound international express item (EMS Imports)

Outward Office of Exchange (Outward OE) for outbound international Express Mails (EMS Exports)

Delivery Office (DO) for the committed EMS door to door delivery service in Metro Manila and adjacent cities and municipalities

Central Repository of all EMS Event Information both for inbound and outbound express items.

Operates the Customer Service and Rugby Systems

## **2. Event Information/ Tracking Events to be provided by the Express Mail Service Office (EMSO) as Office of Exchange and Delivery Office (DO)**

The following tracking information shall be generated by the Express Mail Service Office and sent to Postnet.

2.1 For Inbound (Imports), as provided for in the Pay for Performance Plan

<b>Events</b>	<b>Description</b>	<b>Events</b>	<b>Description</b>
<b>D</b>	Arrival at the Inward Office of Exchange	<b>H</b>	Unsuccessful Delivery
<b>E</b>	Sent to Customs	<b>I</b>	Successfully Delivery
<b>F</b>	Send items from Inward OE		

2.2 For Outbound Items (Exports)

<b>Events</b>	<b>Description</b>
<b>C</b>	Departure from Outward Office of Exchange

## **C. GUIDELINES AND PROCEDURES AT THE INWARD OFFICE OF EXCHANGE (OE)**

### **1. Operating Guidelines, Receipt of EMS Items from Airline Representatives and Ground Handlers to**

Receiving Clerks shall check all the pertinent documentations (AV-7, Boat Notes, and shipping manifests) and the condition of bags, actual weight, seals and shipping tags, delivery bills, (CN-38) to ascertain the condition of dispatches upon receipt.

Actual number of bags shall be counted as against the actual number of bags indicated in the delivery Bill (CN-38)

For Containerized Loose Mail Container (CTM), integrity of seals of the container shall be checked before receiving the item. The actual number of items per container shall be counted as against internal manifest of the CTM Dispatch Bill.

All received mail bags shall be scanned in the computer to record receipt of dispatches.

### **2. Treatment of Mailbags Received Damaged and With Irregularities**

Dispatches/mailbags received with damage or in bad/abnormal condition shall be immediately noted in the dispatch documents, requiring airline representatives to sign/countersign in the dispatch bills.

In case of serious damage or irregularities noted on the mailbags, all the contents shall be checked and inventoried by the receiving clerks, airline

representatives the guard on duty, to be supervised by the Section Chiefs or Chief of Division concerned.

A Bulletin (CN-43) shall be immediately prepared and sent to the sending postal administration in case of items received in damaged or abnormal conditions.

### **3. Treatment of Missent Mailbags**

Mailbags inadvertently missent by airlines shall not be accepted but returned immediately to airline representatives.

### **4. Separation of Mail Dispatches, Documents and Merchandise**

Mail dispatches marked "EM" (Merchandise) shall be separated from those marked "ED" (Documents).

Mixed Dispatches marked (EN) shall be processed by the Parcel Post Unit, after which the document items shall be forwarded to the letter post processing unit under receipt.

Receiving Clerks shall forward all Document dispatches to the Letter Post Processing Unit and Merchandise items to the Parcel Post Processing Unit.

### **5. Opening of Mailbags and Receipt of Individual Items**

#### ***5.1 Document Items***

Condition of security seals of mailbags containing document items shall be checked for integrity before opening.

In case of irregularity, it shall be noted in the internal manifest requiring the guard on duty to witness and confirm the discrepancy.

A report shall be prepared addressed to the Manager, EMS for preparation of necessary Bulletin to sending postal administration.

Upon opening, the individual items shall be individually scanned, (***Event "D", Arrival at the Office of Exchange***) and account the actual number of pieces indicated in the computer and that in the Internal Manifest.

Items received in good condition shall be updated in the computer with notation "Normal" and those with irregularities to be provided with standard service notations provided for in the International Postal Systems (IPS).

#### ***5.2 Merchandise Items***

Condition of security seals of mailbags containing merchandise items shall be checked for integrity before opening.

Opening of merchandise bags/dispatches shall be made only when there are customs examiners present

In case of irregularity, it shall be noted in the internal manifest requiring the guard on duty to witness and confirm the discrepancy.

A report shall be prepared addressed to the Manager, EMS for preparation of necessary Bulletin to sending postal administration

Upon opening, the individual items shall be individually scanned, (**Event "D", Arrival at the Office of Exchange**) and account the actual number of pieces indicated in the computer and that in the Internal Manifest.

Items received in good condition shall be updated in the computer with notation "Normal" and those with irregularities to be provided with standard service notations provided for in the International Postal Systems (IPS)

The Rugby Systems shall be updated indicating the actual condition of the item when received at the Inward (OE)

In case of open or unbagged dispatches, the dispatch numbers and the EMS numbers shall be encoded in the computer

### ***5.3 Treatment of Items Received in Bad Conditions and with Irregularities***

Express items received in bad condition shall be properly indicated and in the computer based on the existing standard service notations provided in the IPS Systems.

A Bulletin (CN-43) shall be prepared and send to the origin postal administration.

Damage on the item shall be properly repaired with packaging tapes with the official markings of EMS or CMEC by the officials duly designated to do so, and if necessary, placed inside plastic envelopes. The damaged portions shall be initialed by the officials who repaired the items countersigned by the Chief of Section/Division concerned.

Items that are significantly/totally damaged shall be inventoried in the presence of the Division Chief concerned, witnessed by the Guard on Duty. It shall be placed in plastic envelopes and a copy of the CN-43 enclosed inside plastic bag/envelopes and countersigned by the Officials concerned.

Report on the total of items received in bad order, damaged condition and those with irregularities shall also be submitted to the Manager, EMS on daily basis, including the actions taken thereof.

### ***5.4 Presentation to Customs for Inspection***

Based on the existing Memorandum of Agreement between the Philippine Postal Corporation, and the Bureau of Customs, imported parcels/merchandise shall be marked as follows:

- a. **Passed** - those items that were passed by customs which are not taxable or tax exempt all items marked passed shall be forwarded to destination office for delivery.
- b. **Forward** - items intended to mail distribution centers and post offices with customs offices and customs examiners assigned items marked forward shall be forwarded to the provincial dispatching section for processing and dispatch.
- c. **Subject to Customs Examination** - items that are intended to the door to door delivery coverage of EMSO and to post offices without customs offices Items marked Subject shall be forwarded to EMS Customs Warehouse.

### **5.5 Sorting and Dispatch Procedures (Documents and Merchandise)**

For Merchandize items, The Parcel Post Processing Unit shall observe the following sorting selections:

- For items intended to Committed Zones, (Marked Passed) the list of which are shown on **Annex "A"**<sup>[\*]</sup>
- Those intended to air mail points (Marked Forward) the sorting selections of which are indicated in **Annex "B"**<sup>[\*]</sup>
- Those intended to non-air destination (Marked Forward), the Make-up of dispatches of which are prescribed in **Annex "C"**<sup>[\*]</sup>
- Those for Customs Inspection (Marked Subject)
- Erratic Consignments (Without names, address, etc which are undeliverable)

Document items shall follow the same dispatch procedures, however without the required markings of the Bureau of Customs

After sorting of all items documentation, scanning and manifest shall be prepared intended to each destination and shall be turned-over under receipt, or left to the guard on duty for turn-over to the next shift.

Dispatches intended to provincial destinations shall be provided with three (3) copies of internal manifest, the 3rd Copy of which shall be returned to EMS pursuant to **Philpost Circular No. 09-08 dated 05 January 2009.**