INFORMATION, COMMUNICATION AND TECHNOLOGY DEPARTMENT (ICTD)

External Services

1. Registration of Debtor/ Customer in Oracle System

Facilitate the registration of Debtor/ Customer in Oracle System for Stakeholders doing transactions at the Port upon submission of complete documentary requirements.

Office/Division:	Information and Communication Technology Department (ICTD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail:	Responsibility Centers / Port Management Offices/ Terminal Management Offices/ Port Stakeholder

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.**Customer Registration Form (CRF)** – 1 copy (Original/ PDF/ Scanned copy)	PPA Website (Downloadable form)
2. **BIR Form 2303** – 1 copy (Photocopy/ Scanned copy/Screenshot)	Bureau of Internal Revenue (BIR)
3. **Official Receipt (if necessary)** – 1 copy (Original/ Photocopy/ Scanned Copy)	Customer Business Official receipt
4. **Request for System Update** – 1 copy (for update) (Photocopy/ Scanned copy / Screenshot)	PPA Website (Downloadable form)

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Transmits/ submits Documentary requirements.	1.1 Acknowledges receipt of complete documents. Performs initial validation of the request and accompanying documents. Logs the RSU as USR in HITS*	None	15 mins	ICTD-Helpdesk
	1.2 Verify if the customer is new or existing in the system.	None	7 mins	Application Support Team
	1.3 If existing, request RSU from the concerned RC	None	3 mins	Requesting RC
	1.4 Registers/update the corresponding record in the PPA System. Verifies the registered debtor in the system.	None	20 mins	Application Support Team

	1.5 Informs the user of successful changes/updates in the Oracle System. Validates/Verifies with the user the completion of the request.	None	15 mins	ICTD-Helpdesk
TOTAL:		**None**	**1 hour**	

Assumption:
a. Complete documentary requirement submitted.
b. Working PPA Application System.
c. Stable Network Connection.

**HITS- Helpdesk Information and Ticketing System*