



SOCIAL SECURITY SYSTEM

CITIZEN'S CHARTER

2022 (2nd Edition)



SOCIAL SECURITY SYSTEM

CITIZEN'S CHARTER
2022 (2nd Edition)



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 security protection 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.



LIST OF SERVICES

SERVICES	PAGE NO.
Summary of Processing Time (External Service)	12
Summary of Processing Time (Internal Service)	18
SSS EXTERNAL SERVICES	26
COVERAGE, CONTRIBUTIONS AND ACCOUNTS MANAGEMENT GROUP – EXTERNAL SERVICES	27
1. Employer Registration at the Central Business Portal (CBP)	28
2. Initial Employee Report at the Central Business Portal (CBP)	29
3. Procedure For Closing Of Business	31
SSS BRANCHES – EXTERNAL SERVICES	36
4. Procedure in Securing Certificate of SSS Coverage and Compliance for Business License or Permit through the SSS branch	37
5. Procedure in Securing Certificate of SSS Coverage and Compliance for Business License or Permit through Email	44
6. Procedure in Filing of Sickness Benefit Reimbursement Application (SBRA) of Employers Through SSS Branches	50
7. Procedure in Filing of Request for Adjustment of Sickness Benefit for Employers Through SSS Branches	53
8. Procedure in Filing of Request for Adjustment of Sickness Benefit for Self-Employed (SE)/Voluntary Member (VM)/Member Separated from Employment Through SSS Branches	57
9. Procedure in Filing of Sickness Benefit for Special Cases Through SSS Branches	61
10. Procedure in Filing of Maternity Notification (MN) Through Self-Service Express Terminals (SET) for Self-Employed (SE)/Voluntary Member (VM)/Member Separated from Employment	64
11. Procedure in Filing of Maternity Benefit For Special/Exemption Cases	65
12. Procedure in Filing of Disability Benefit Claim Application Personally by the Member	73
13. Procedure in Filing of Disability Benefit Claim Application Through a Representative	79
14. Procedure in Filing EC Disability Benefit Application Personally	85
15. Procedure in Filing EC Disability Benefit Application through a Representative	90
16. Procedure in Filing of Retirement Benefit Claim Application Over the Counter (OTC)	96
17. Procedure in the Filing of Retirement Benefit Claim Application Under Technical Retirement	114
18. Retirement Benefit Application: Additional Supporting Documents	118
19. Procedure in Filing of Social Security (SS) and Employees' Compensation (EC) Death Benefit Claim Application Over-the-Counter (OTC)	121
20. Death Benefit: Additional Supporting Documents	138
21. Procedure in Filing of SS and EC Funeral Benefit Claim Application Over the Counter (OTC)	146



22. Funeral Benefit Application: Exemption Cases Through SSS Branches	159
23. Procedure in Filing of Annual Confirmation of Pensioner	164
24. Procedure in Filing of Pension Loan Over The Counter (OTC)	167
25. PRN Payment Through SSS Branch with Teller Facility	171
26. Procedure in Application for Non-ATM Unified Multi-Purpose Identification (UMID)Card	173
27. Procedure in Releasing of Initial Non-ATM UMID Cards	175
28. Procedure in Application for Replacement of Non-ATM UMID Card	177
29. Procedure in Releasing of Non-ATM UMID Card Replacement	181
30. Procedure in Application for UMID ATM/Disbursement Card	184
31. Procedure in Replacement of UMID ATM Disbursement Card for Member or Pensioner who was issued an SSS 2D ID Card or UMID Card	188
32. Request for Assistance at the Public Assistance and Complaints Desk	193
MEMBER ELECTRONIC SERVICES DEPARTMENT – EXTERNAL SERVICES	197
33. Procedure in Online submission of SS Sickness Notification in MY.SSS	198
34. Procedure in Online submission of EC Sickness Notification in MY.SSS	201
35. Procedure in filing of Sickness Benefit Application (SBA) Through SSS Web for Self-Employed/ Voluntary Member/Separated from Employment	204
36. Procedure in Filing of Sickness Benefit Reimbursement Application (SBRA) through SSS WEB for Employer	207
37. Procedure in Filing of Adjustment of SS Sickness Benefit Through SSS Web for Employers	210
38. Procedure in Filing of Member Request for Adjustment of SS Sickness Benefit Through SSS Web for Self-Employed (SE)/Voluntary Member (VM)/Member Separated from Employment	213
39. Procedure in Filing of Maternity Notification (MN) Through SSS WEB for Employer/Member	215
40. Procedure in Filing Of Maternity Benefit Reimbursement Application (MBRA) Through SSS Web For Employers (Non-Medical Claim)	217
41. Procedure in Filing Of Maternity Benefit Reimbursement Application (MBRA) Through SSS Web For Employers (Medical Claim)	225
42. Procedure in Filing of Adjustment of Maternity Benefit Through SSS Web For Employers	233
43. Procedure in Filing Of Maternity Benefit Application (MBA) Through SSS Web For Self-Employed/Voluntary Member/Member Separated From Employment (Non-Medical Claim)	240
44. Procedure in Filing Of Maternity Benefit Application (MBA) Through SSS Web For Self-Employed/Voluntary Member/Member Separated From Employment (Medical Claim)	247
45. Procedure in Filing Of Adjustment Of Maternity Benefit Through SSS Web For Self-Employed/Voluntary Member/Member Separated From Employment	254
46. Procedure in Filing of Disability Benefit Claim Application Through the Web	261
47. Procedure in Filing of Retirement Benefit Claim Application thru the SSS Website	264
48. Procedure in Filing of SS and EC Death Benefit Claim Application thru the SSS Website	271
49. Procedure in Filing of Funeral Benefit Claim Application through the SSS Website (My.SSS Portal)	281



50. Procedure in Filing of Unemployment Benefit Claim Application thru the SSS Website	290
51. Procedure in Filing of Pension Loan Through My.SSS Portal (Online)	296
52. New Voluntary Provident Fund (WISP Plus) Enrollment	300
53. Online SSS Number Issuance in My.SSS	302
54. My.SSS Registration for Member Account	305
55. Membership Records Inquiry in the SSS Website	309
56. Filing of Salary Loan Application in My.SSS for Self-Employed, Voluntary Members, and Overseas Filipino Workers	312
57. Filing of Salary Loan Application in My.SSS for Employed Members	315
58. Generation of Payment Reference Number in My.SSS (PRN) for Members Contributions	319
59. Generation of Payment Reference Number (PRN) in My.SSS for Members Loan Payments	322
60. Submission of Maternity Notification through My.SSS for Self-Employed, Voluntary Members, and Overseas Filipino Workers	324
61. Submission of Retirement Claim Application through My.SSS	327
62. Flexi-Fund Enrollment	332
63. Simulated Retirement Benefit Calculator in My.SSS	334
64. Request Record	335
65. Bank Enrollment in My.SSS	336
66. Online Registration Facility for Employer's Account at My.SSS	338
67. Online Certification of Salary Loan in My.SSS	340
68. Online Certification of Retirement Claim in My.SSS	342
69. Online Submission of Maternity Notification in My.SSS for Employers	344
70. Online Submission of Employment Report (R1A) in My.SSS	346
71. Online Submission of Sickness Notification in My.SSS	348
72. Online Submission of Loan Collection List (ML2) in My.SSS	351
73. Online Submission of Contribution Collection List (R-3) in My.SSS	358
74. Creation of PRN/AMS Billing- Initial Creation of Contribution Collection List	362
75. Creation of PRN/AMS Billing – Create Partial Contribution Collection List from the SSS List	365
76. Creation of PRN/AMS Billing – Uploading of Contribution Collection List	368
77. Creation of PRN/AMS Billing – Create Contribution Collection List Offline using the AMS-CCL File Editor	371
78. Creation of PRN/AMS Billing – Create Contribution Collection List using the SSS File Format Requirement in My.SSS	373
79. Inquiry on Membership Records, Documentary Requirements and Branch Location, Documents Requirements to Update SSS Account Information and Sending of Feedback through Text SSS	375
80. Downloading of the SSS Mobile Application	379
81. Registration to My.SSS (SSS Website) through the SSS Mobile Application	380
82. Inquiry on SSS Branch Office with Location Map through the SSS Mobile Application	383
83. Inquiry on the List of Document Requirements through the SSS Mobile	385



Application	
84. Inquiry on Member Information through the SSS Mobile Application	387
85. 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.	389
86. Submission of Maternity Notification through the SSS Mobile Application	391
87. Inquiry of Salary Loan Status and Loan Balance	394
88. Application of Salary Loan through the SSS Mobile Application	397
89. Inquiry of Contributions through the SSS Mobile Application	400
90. Generation of Payment Reference Number (PRN) through the SSS Mobile Application	402
SSS SELF-SERVICE EXPRESS TERMINALS (SETs) – EXTERNAL SERVICES	404
91. UMID Card Activation through SSS Self-Service Express Terminals (SETs)	405
92. Change of Address/Contact Information through SSS Self-Service Express Terminals (SETs)	408
93. Submission of SET Feedback	410
94. Submission of Maternity Notification through SET for Self-Employed, Voluntary Members, and Overseas Filipino Workers	411
95. Generation of Payment Reference Number Using the Self-Service Electronic Terminals (SETs)	413
96. Online Member Data Change request – Simple Correction	417
97. Online Appointment System	421
98. Change of My.SSS Member Account Password	423
99. Change of My.SSS Employer Account Password	424
SSS E-CENTER – EXTERNAL SERVICES	425
100. My.SSS Registration at the E-Center	426
101. Accessing My.SSS services at the E-Center	430
102. Request for Resetting of Password and Recovery of User ID to My.SSS Member Account at the E-Center	434
103. Request for Resetting of Password and Recovery of User ID to My.SSS Employer Account at the E-Center	437
104. Updating of Employer Profile through the E-Center	440
SSS INTERNAL SERVICES	444
BRANCH SUPPORT SERVICES DEPARTMENT (BSSD) – INTERNAL SERVICES	445
105. 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	446
106. Filling of Request for Information (RFI) on the Plans/Drawings, Bill of Quantities, Specifications, and other Project related documents	449



107. Filing of Request for Information/Query(RFI/Q) during the Project Implementation Stage	452
108. Filling of Request for Advance Payment	455
109. Filling of Request for Payment of Progress Billing/ Release of 10% Retention Money	461
110. Filing of Request for Approval of Materials Sample	468
111. Filing of Request for Approval of Change Order and/ or Extra Work Order/ Suspension/Resumption/ or Extension of Contract Time	471
112. Filing of Request for Punchlist Inspection/ Findings	476
113. Filing of Complaint for the Delays in the Processing of Billing Payment	481
Engineering and Facilities Management Department(EFMD) – INTERNAL SERVICES	484
114. Request for Work Suspension/Time Extension for Infrastructure Projects/ Amendment to Order for Goods	485
115. Filing of Request for Advance Payment/Progress Billing/Final Billing	493
116. 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	502
PROCUREMENT PLANNING AND MANAGEMENT DEPARTMENT (PPMD) – INTERNAL SERVICES	505
117. Procurement of Goods, Infrastructure Projects and Consulting Services through Shopping and NP- Small Value Procurement (for BAC Deliberation)	506
118. Preparation and Issuance of Purchase Order, Job Order, Letter Order and Agency Procurement Request	510
119. Procurement of Goods through DBM – Procurement Service Virtual Store	513
120. Procurement of Goods through Revolving Fund and Replenishment of Revolving Fund – Outright Purchase	517
121. Processing of Payment for Procured Goods, Infrastructure Projects and Consulting Services	521
122. Refund of Retention Money and Performance Bond	525
BIDS AND AWARDS COMMITTEE SECRETARIAT DEPARTMENT(BACSD) – INTERNAL SERVICES	527
123. Procurement Through Competitive Bidding	528
124. Issuance of Bidding Documents	531
125. Issuance of Notices to Observers	532
126. Issuance of Notices to Bidders	533
127. Issuance of Memo to Technical Working Group (TWG), Internal Audit Services Group (IASG), President and CEO (PCEO) And Various Delegated Approving Authorities (AA)	535
128. Issuance of Bid Bulletin and Minutes	537
129. Issuance of Request for Contract Preparation	538
130. Release of Contract to Contract Management Department For Release To Winning Bidder	529



SECURITY DEPARTMENT (SD) – INTERNAL SERVICES	541
131. Procedure in the Receipt of Application for Car Pass Sticker	542
132. Procedure in the Receipt of Request for Overnight Parking	545
133. 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	547
GENERAL ACCOUNTING DEPARTMENT – INTERNAL SERVICES	551
134. Processing of Operational Transactions - Disbursement Voucher (DV) Simple	552
135. Processing of Operational Transactions - Disbursement Voucher (DV) Complex	554
BRANCH ACCOUNTING DEPARTMENT – INTERNAL SERVICES	556
136. Processing of NCR Branches' Disbursement Vouchers for Operational Expenses – Complex Transactions	557
137. Processing of LuzVisMin Division's Replenishment of Operational Working Fund Disbursement Vouchers – Complex Transactions	559
138. Processing of Foreign Representative Offices' Revolving Fund Replenishment Disbursement Vouchers – Complex Transactions	562
139. Processing of Special Voucher	564
140. Processing of Debit Advice for Member Benefits & Loans that are Paid through Check under the E-Disbursement System	567
141. Processing of Letter of Instruction on Service Fees for Member Benefits & Loans that are Paid via the PESONet Facility of Banks	568
142. Processing of Request for Certification of Check Status - Complex Transaction	570
BUDGET DEPARTMENT – INTERNAL SERVICES	572
143. Processing of Budget Clearances – Simple	573
144. Processing of Budget Clearances – Complex	578
145. Evaluation of Project Procurement Management Plan (PPMP) – Simple	584
146. Evaluation of Project Procurement Management Plan (PPMP) – Complex	588
INVESTMENTS ACCOUNTING DEPARTMENT – INTERNAL SERVICES	592
147. Request for Statement of Accounts (Simple)	593
148. Request for Statement of Accounts (Complex)	596
CONTRIBUTIONS ACCOUNTING DEPARTMENT – INTERNAL SERVICES	598
149. Request for Adjustment/Correction of Posted/Unposted ER Contribution Payments	599



COLLECTION DATA PROCESSING AND RECONCILIATION DEPARTMENT – INTERNAL SERVICES	601
150. 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 – Simple	602
151. 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 – Complex	604
152. 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.	606
HEALTH CARE DEPARTMENT – INTERNAL SERVICES	608
153. Executive Check-up SSS Officials	609
154. Medical/ Dental Consultation of SSS Employees/ Dependents	611
ORGANIZATIONAL, PLANNING AND STAFFING DEPARTMENT – INTERNAL SERVICES	616
155. Processing of original and transfer appointments	617
156. Replies to applications	624
157. Processing of appointments for promotion	626
158. Processing of designations, reassessments and additional work assignments and preparation of personnel orders	629
159. Evaluation of applications to announced Executive and Rank and File vacancies	638
LEARNING AND DEVELOPMENT DEPARTMENT – INTERNAL SERVICES	642
160. Training Requests from Various Units and Business Process Owners (In-House Programs and CPE)	643
161. Request for participation in external training programs	646
162. Request for participation in foreign external training programs	649
PERFORMANCE MANAGEMENT AND EMPLOYEE RELATIONS DEPARTMENT – INTERNAL SERVICES	652
163. Request for SSS-Day Care Center (SSS-DCC) Availment of Services	653
164. Processing of Requests for Job Rotation Program (JRP) Announcement	656
165. Processing of Applications for JRP, JEP, JELP and JSP (Initial)	657
166. Processing of Requests for JRP, JEP and JELP Extension/Renewal	660
167. Evaluation for PRAISE - Employee Anniversary Award (EAA) / Master's/ Doctorate Degree Completion Award (MDCA) / Retirement Incentive Award (RIA) / Best in Attendance Award (BIA) / Professional Achievement Award	662
168. Employee Care Reach-out Program	666
169. Assistance to External Requests/Product Demo	674
170. Request for Performance Rating (PR)	676
171. Request for copy of IPCRs	679



EMPLOYEE SERVICES DEPARTMENT – INTERNAL SERVICES	681
172. Processing of Provident Fund (PF) Provident Contributions Availment Assistance Program (PCAAP) Availment	682
173. Processing of Provident Fund (PF) General Purpose Loan (GPL)	684
174. Processing of Provident Fund (PF) Emergency Loan	686
175. Processing of Fieldwork Allowance for Account Officers	689
176. Processing of Special Counsel Allowance	691
177. Processing of Salary and Allowances of Casual Employees	693
178. Processing of Salaries of Job Order Workers	695
179. Processing of Overtime Pay	697
180. Processing of Night Differential Pay	699
181. Processing of Medical Maintenance Reimbursement/ Hospitalization	701
182. Processing of Magna Carta for Public Health Workers	703
183. Processing of Masteral Degree Award	706
184. Processing of Employee Anniversary Award	708
185. Processing of Loyalty Award	710
186. Processing of Security and Janitorial Billings	712
187. Processing of Request for Certificate of Employment / Service Record	714
188. Processing of Request for Certificate of Employment – with Compensation and Benefits and/or no pending case	716
189. Processing of Request for Certificate of Leave	718
190. Processing of Request for Monetization of Leave Credits	720
191. Processing of Processing of Separation Benefits	722
192. Processing of Electronic Application for Retirement	725
OFFICE SERVICES DEPARTMENT – INTERNAL SERVICES	728
193. Procedure on Releasing of Checks	
• Issuance of Company Representative Card	729
• Personal Release of Check	731
194. Delivery of Mails, Correspondence to Various Departments	733
195. Releasing of CDs to Various Banks	734
196. Procedure on Releasing of Stocks Certificate	735
197. Mailing of Documents/Correspondence/Checks/Stock Investment Loan Program (SILP) to Various SSS Branches through the Accredited Messengerial Services	737
198. Procedures in Issuance of Internal Order for Furniture & Equipment and Computer Capex (SAP)	739
199. Procedures in Encoding of Newly Purchased Furniture & Equipment, Computer, Books, Paintings (Capex & Opex) on Furniture and Equipment Inventory System (FEIS)	740
200. Procedures in Processing Clearance of Employees (Retirement, Resignation, Death, Maternity, Vacation Leave)	741
201. Procedures in processing Gate Pass of Furniture & Equipment, Computers & Books	743



202. Procedures in Processing Transfer Memo of Furniture & Equipment, Computers & Books	745
203. Procedures in Processing Waste Material Report of Furniture and Equipment, Computers and Books	747
204. Procedure on Processing Property Acknowledgement Receipt/Inventory Custodian Slip	749
205. Procedure in the Receipt, Recording, Requisition and Issuance of Various Supplies and Materials	751
206. Procedure in the Receipt, Acceptance and Recording of Inventory of Delivered Supplies and Material	754
SSS FEEDBACK AND COMPLAINTS MECHANISM	757
Branch Directory	759
All HR Units	781



SUMMARY OF SSS PROCESSING TIME COMMITMENTS (EXTERNAL)

REGISTRATION THROUGH THE CENTRAL BUSINESS PORTAL (CBP)	Processing Time
Employer Registration at the CBP	1 day
Initial Employee Report at the CBP	1 day
Closing Of Business	3 days and 30 minutes
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 Email	5 days
SICKNESS AND MATERNITY BENEFIT	Processing Time
Online submission of Social Security (SS) Sickness Notification through MY.SSS	5 minutes
Online Submission of Employees' Compensation (EC) Sickness Notification through My.SSS	5 days
Filing of Sickness Benefit Application through My.SSS for Self-Employed(SE)/Voluntary Member(VM)/Member Separated From Employment	5 days
Filing of Sickness Benefit Reimbursement Application (SBRA) through My.SSS for Employer	7 days
Filing of SBRA of Employers through the SSS Branch	6 days and 14 minutes
Filing of Request for Adjustment of Sickness Benefit for Employers through the SSS Branch	6 days and 13 minutes
Filing of Adjustment of SS Sickness Benefit Through My.SSS for Employers	7 days
Filing of Request for Adjustment of Sickness Benefit for SE/VM/Member Separated from Employment through the SSS Branch	6 days and 15 minutes
Filing of Request for Adjustment of SS Sickness Benefit Through My.SSS for SE/VM/Member Separated from Employment	7 days
Filing of Sickness Benefit for Special Cases	20 days and 5 minutes



Filing of Maternity Notification (MN) Through My.SSS for Employer/Member	5 minutes
Filing of Maternity Notification (MN) Through Self-Service Express Terminals (SET) for SE/VM/Member Separated from Employment	5 minutes
Filing of Maternity Benefit Reimbursement Application (MBRA) Through SSS Web For Employers (Non-Medical Claim)	7 days
Filing of MBRA Through SSS Web For Employers (Medical Claim)	20 days
Filing Of Adjustment Of Maternity Benefit Through My.SSS For Employers	7 days
Filing Of Maternity Benefit Application (MBA) Through My.SSS For SE/VM/Member Separated From Employment (Non-Medical Claim)	7 days
Filing Of MBA Through My.SSS For SE/VM/Member Separated From Employment (Medical Claim)	20 days
Filing Of Adjustment Of Maternity Benefit Through My.SSS For SE/VM/Member Separated From Employment	7 days
Filing Of Maternity Benefit For Special cases	20 days and 5 minutes
DISABILITY BENEFIT	Processing Time
Filing of Disability Benefit Claim Application Personally by the Member	15 days
Filing of Disability Benefit Claim Application Through a Representative	15 days
Filing of EC Disability Benefit Filed Personally	15 days
Filing of EC Disability Benefit - Filed through a Representative	15 days
Filing of Disability Benefit Claim Application Through My.SSS	20 days
RETIREMENT BENEFIT	Processing Time
Filing of Retirement Benefit Claim Application Through Over-the-Counter (OTC)	15 days
Filing of Retirement Benefit Claim Application thru My.SSS	15 days
Filing of Retirement Benefit Claim Application Under Technical Retirement	7 days and 20 minutes



DEATH BENEFIT	Processing Time
Filing of SS and EC Death Benefit Claim Application through OTC	20 days
Filing of SS and EC Death Benefit Claim Application through My.SSS	20 days
FUNERAL BENEFIT	Processing Time
Filing of SS and EC Funeral Benefit Claim Application through OTC	7 days
Filing of Funeral Benefit Claim Application through My.SSS	7 days
ANNUAL CONFIRMATION OF PENSIONER	Processing Time
Filing of ACOP	15 minutes
Unemployment Benefit	Processing Time
Filing of Unemployment Benefit Claim Application through My.SSS	7 days
Pension Loan Program (PLP)	Processing Time
Filing of Pension Loan through OTC	5 days and 15 minutes
Filing of Pension Loan through My.SSS	5 days and 5 minutes
PAYMENT REFERENCE NUMBER (PRN)	Processing Time
PRN Payment Through the SSS Branch with Tellering Facility	7 minutes
New Voluntary Provident Fund (WISP Plus)	Processing Time
WISP Plus Enrollment	10 minutes and 6 seconds
UNIFIED MULTI-PURPOSE IDENTIFICATION CARD	Processing Time
Application for Non-ATM 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	Processing Time
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	4 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 SE/VM/OFW	3 minutes and 18 seconds
Filing of Salary Loan Application in My.SSS for Employed Members	4 minutes and 3 seconds
Generation of PRN for Members Contributions through My.SSS	3 minutes and 6 seconds
Generation of PRN for Members Loan Payments through My.SSS	1 minute and 43 seconds
Submission of MN through My.SSS SE/VM/OFW	2 minutes and 18 seconds
Submission of Retirement Claim Application through My.SSS	1 minute and 28 seconds
Flexi-Fund Enrollment	2 minutes
Simulated Retirement Benefit Calculator through My.SSS	1 minute
Request of Member's records through My.SSS	1 minute and 18 seconds
Bank Enrollment through My.SSS	24 seconds
SSS WEBSITE FOR EMPLOYERS	Processing Time
Online Registration Facility for Employer's Account through My.SSS	Within 24 hours
Online Certification of Salary Loan through My.SSS	1 minute and 41 seconds
Online Certification of Retirement Claim through My.SSS	12 seconds
Online Submission of MN through My.SSS for Employers	1 minute and 33 seconds
Online Submission of Employment Report (R1A) through My.SSS	4 minutes and 9 seconds
Online Submission of Sickness Notification through My.SSS	5 minutes and 18 seconds
Online Submission of Loan Collection List (ML2) through My.SSS	5 minutes and 29 seconds
Online Submission of Contribution Collection List (R-3) through 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 through My.SSS	16 seconds
TEXT SSS AND SSS MOBILE APPLICATION	Processing Time
Inquiry on Membership Records, PRN, Documentary Requirements and Branch Location as well as Updating of Information and Sending of Feedback through Text SSS	1 minute
Downloading of the SSS Mobile Application	1 minute
Registration to My.SSS through the SSS Mobile Application	4 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	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.	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 PRN through the SSS Mobile Application	1 minute
SELF-SERVICE EXPRESS TERMINALS (SETs)	Processing Time
UMID Card Activation through SETs	64 seconds
Change of Address/Contact Information through SETs	66 seconds
Submission of SET Feedback	23 seconds
Submission of MN through SETs for SE/VM/OFW	1 minute and 16 seconds
Generation of PRN Using the SETs	2 minutes and 26 seconds
Online Submission of Member Data Change Request (Simple Correction) through My.SSS	2 minutes and 28 seconds
Online Appointment System	59 seconds
Change of My.SSS Member Account Password	36 seconds
Change of My.SSS Employer Account Password	36 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	3 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



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.
Filing of Request for Information/Query(RFI/Q) during the Project Implementation Stage	2 Day, 3 Hrs and 30 mins
Filling of Request for Advance Payment	2 Days and 6 Hrs.
Filling of Request for Payment of Progress Billing/ Release of 10% Retention Money	2 Days, 5 hours and 30 mins
Filing of Request for Approval of Materials Sample	2 Days, 4 Hrs. and 30 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.
ENGINEERING AND FACILITIES MANAGEMENT DEPARTMENT (EFMD)	Processing Time
Request for Work Suspension/ Time Extension for Infrastructure Projects / Amendment to Order for Goods	2 days
Filing of Request for Advance Payment/Progress Billing/Final Billing	9 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)	10 days
Preparation and Issuance of Purchase Order, Job Order, Letter Order and Agency Procurement Request	26 days
Procurement of Goods through DBM – Procurement Service Virtual Store	31 days
Procurement of Goods through Revolving Fund and Replenishment of Revolving Fund – Outright Purchase	26 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 working days
Issuance of Notices To Bidders	2 working days
Issuance of Memo To Technical Working Group (TWG), Internal Audit Services Group (IASG),	4 working 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 Bulletin: 2 calendar days
Issuance of Request For Contract Preparation	3 working 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
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
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 – Complex Transactions	6 Days
Processing of Luzvimin 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 E-Disbursement System	3 Days
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
Processing of Budget Clearances – Complex	5 Days
Evaluation of Project Procurement Management Plan (PPMP) – Simple	3 Days
Evaluation of Project Procurement Management Plan (PPMP) – Complex	5 Days
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 – Simple	3 days
Procedure in handling of request for validation/confirmation of unposted Special Bank Receipt (SBR) paid through the bank from various SSS	7 days



organizational units and or SSS Accredited Collecting Bank – Complex	
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	3 working days (Simple) 7 working days (Complex)



and CPE)	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)	3 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 days, 4 hours and 5 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 SECURITYSYSTEM

External Services



Coverage, Contributions and Accounts Management Group – External Services



1. 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:	Coverage, Contributions and Accounts Management Group			
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	1 day	Processed by the system
	TOTAL	None	1 day	



2. Initial Employee Report at the Central Business Portal (CBP)

Generate initial Employee Report through the Central Business Portal.

Office or Division:	Coverage, Contributions and Accounts Management Group			
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	None	1 day	Processed by the system



	Payment Reference Number (PRN) 1.3 SSS shall update the employees DOC, coverage status and coverage history.			
	TOTAL	None	1 day	



3. Procedure In Closing Of Business

Submission of Employer Data Change Request (EDCR) for closing of business for all business employers

Office or Division:	Coverage, Contributions and Accounts Management Group
Classification:	Complex
Type of Transaction:	G2B-Government to Business
Who may avail:	All Business Employers.
CHECKLIST OF REQUIREMENTS	
Application for Employer Data Change Request (EDCR – 2 copies)	SSS Branches Form is also downloadable at www.sss.gov.ph
1. For Temporary Suspension (TS) (Employer shall submit any of the documents enumerated below)	
a) Certificate of Non-Renewal of Business License from the Municipal/City Treasurer's Office	Municipal/City Treasurer's Office
b) Notification of Suspension of Operation duly received by the Bureau of Internal Revenue (BIR) within the prescribed period	BIR
c) Certification from the Bureau of Fire Protection (BFP) or concerned unit of the Municipal/City, in case of destruction of corporate facilities due to fire/fortuitous event	BFP/Unit concerned of Municipal/City
d) Board Resolution approving the suspension of business operation adopted within the prescribed period and duly acknowledged received by BIR, Securities and Exchange Commission (SEC) or the Cooperatives Development Authority (CDA)	Employer
e) Notice of Strike duly received by the Department of Labor and Employment	



(DOLE) with a certification that there was no operation and employees during the strike	Employer/DOLE
f) Audited Financial Statements and Income Tax Return (ITR) showing non-operation for the applicable period/s filed with SEC or the BIR within the prescribed period	SEC/BIR
2. For Termination/Dissolution	
2.1 Single Proprietorship	Municipal/City Treasurer's Office
a) Approved application for Business Retirement from the Municipal/City Treasurer's Office	Municipal/City Treasurer's Office
b) Certification of Non-operation of Business from the Municipal/City Treasurer's Office or BIR	DTI
c) Certification of Cancellation of Registration from the Department of Trade and Industry (DTI)	LTFRB
d) Certification of Cancellation/ <u>Transfer</u> of all Franchise issued to the single proprietorship from the Land Transportation and Franchising Regulatory Board (LTFRB)	LCR/PSA/Philippine Embassy/Consular Office
e) Death Certificate registered with the Local Civil Registrar or issued by the Philippine Statistics Authority or Philippine Consul, in case of death of the owner, or	PNP-SOCIA or DOLE
f) Certification of Cancellation of License from regulatory agencies such as but not limited to the Philippine National Police Supervisory Office for Security	SEC or CDA



and Investigation Agency (PNP-SOCIA) and DOLE	
2.2 Partnership/Corporation/Cooperative	Employer
a) Certification of Filing of Articles of Dissolution/Cancellation of Registration issued by SEC or CDA	SEC or BIR
b) Notification of business termination duly received by SEC or BIR within the prescribed period	Employer
c) Board Resolution approving the termination of business operation adopted within the prescribed period and duly acknowledged received by BIR, SEC or CDA, or	SEC
d) Audited Financial Statements and ITR showing non-operation for the applicable period/s filed with SEC or BIR within the prescribed period	
2.3 Termination/Dissolution due to Merger/Consolidation of Registration	
a) Certificate of Filing of Articles of Merger issued by SEC	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the properly accomplished Employer Data Change Request (EDCR) in two (2) copies in any SSS Branch	Receives two (2) copies of EDCR & supporting document/s and checks for completeness	None	30 minutes	Jr./Sr. Member Service Representative & Senior Clerk, Servicing Branch



2. Receives both copies of the EDCR with supporting documents if any	<p>Checks from EDCR if effectiveness date, if any, matches with supporting documents</p> <p>Access ER Static File in On-line inquiry System and encodes ER ID No. to determine correctness of SS ID number</p> <p>Compares business name on the application against ER Static</p> <p>Returns both copies of EDCR to ER/ER Representative if with discrepancies or incomplete supporting</p> <p>Forwards EDCR with complete supporting documents and with no discrepancies to Sr. Clerk for preparation of Transmittal List to the Branch – AMS or Large Accounts Department</p>			
	<p>Evaluates EDCR and supporting documents</p> <p>Access ER's Accounts Management System (AMaS)</p>	None	2 days	Jr./Sr. Analyst, Servicing Branch



	account to determine if ER is compliant to the monthly remittances and has no delinquencies			
	Prepares Account Officer's Report (AOR) and forwards to Team/Section Head for review	None	None	
	Reviews/Signs AOR and forwards to Branch/Department Head for approval	None	None	Team/Section Head, Servicing Branch
	Signs the AOR and returns to Jr./Sr. Analyst to be forwarded to respective Processing Center	None	None	Branch/ Department Head, Servicing Branch
	Receives EDCR accompanied with AOR and supporting documents and encodes ER request for closure	None	1 day	Processing Center, Servicing Branch
	TOTAL	None	3 working days and 30 minutes	



SSS Branches – External Services



4. 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. 1 copy of the Filer's Valid ID Cards	Employer	
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: <ul style="list-style-type: none">• 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)	
B. Secondary ID Cards/Documents In the absence of a primary	National Bureau of Investigation	



<p>IDcard/document, filer shall present/submit any two (2) IDcards/documents, both with signature and at least one (1) with photo.</p> <p>C. Other Requirements</p> <ul style="list-style-type: none">• 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<ul style="list-style-type: none">○ Submit the original of 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.• If Filed by Company Representative - Present the original Authorized Company Representative (ACR) Card <p><i>Please refer to Annex A for the list of additional requirements/documents</i></p>	<p>Philippine Postal Corporation</p> <p>Filer/Employer</p> <p>Filer/Employer</p> <p>Filer/Employer</p> <p>Filer/Employer</p>
---	--



Client Steps		Agency Actions		
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 queuenumber.	None	5 minutes	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.	None	3 minutes	Jr/Sr. Analyst Accounts Management Section (BOS) Large Accounts Division(LAD)



	3.2. If incomplete, inform and return the letter request 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	None	4 working days	Employer Jr/Sr. Analyst Accounts Management Section (BOS) Large Accounts Division (LAD) Jr/Sr. Analyst Accounts Management Section (BOS)



	complaints and/or cases filed, inform ER through email, phone call or text requiring its compliance. If compliant, prepare certificate of SSS coverage and compliance.			Large Accounts Division (LAD) 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 (<i>Annex B</i>).	None	5 minutes	Employer Senior Clerk or Jr/Sr. Analyst Accounts Management Section (BOS) 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.



ANNEX B

COC NO. 2022-XXX



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
Official Designation
Official Email Address

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

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



5. 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. 1 copy of the Letter request for SSS coverage and compliance (scanned copy)	Employer	
2. 1 copy of the Filer's Valid ID Cards (scanned copy)	Employer	
D. 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: <ul style="list-style-type: none">• Driver's License• Passport• Voter's ID card• National Bureau of Investigation (NBI) Clearance• Postal Identity Card	<p>Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government Commission on Elections (Comelec) National Bureau of Investigation</p>	



<p>E. Secondary ID Cards/Documents</p> <p>In the absence of a primary ID card/document, filer shall attach any two (2) ID cards/documents, both with signature and at least one (1) with photo.</p> <p>F. Other Requirements</p> <ul style="list-style-type: none">• If Filed by Employer/Authorized Signatory - Attach the scanned copy 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<ul style="list-style-type: none">○ Attach the scanned copy of Letter of Authority (LOA)/Special Power of Attorney (SPA) issued by the employer; and○ Attach the scanned copy 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—Attach the scanned copy of Authorized Company Representative (ACR) Card <p><i>Please refer to Annex A for the list of additional requirements/documents</i></p>	<p>Philippine Postal Corporation</p> <p>Filer/Employer</p> <p>Filer/Employer</p> <p>Filer/Employer</p>
---	--



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 Officer the scanned copy of 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	None	3 minutes	Senior Clerk or Jr/Sr Administrative Assistant/Administrative Section or Junior Executive Assistant/LAD Jr/Sr Analyst Accounts Management Section (AMS) Large Accounts Department (LAD) Jr/Sr Analyst



	<p>compliance, supporting documents and identification cards/documents</p> <p>2.3. If incomplete, reply and inform the employer of the lacking document/s. If complete, proceed to step 2.4.</p> <p>2.4. Verify contribution and loan payments and check ER's folder if with pending complaints and/or cases filed against the employer.</p> <p>2.5. If with gap/s in contribution payments, pending complaints and/or cases filed, inform ER through email, requiring its compliance.</p> <p>2.6. If compliant,</p>	<p>3 minutes</p> <p>4 working days</p>	<p>Accounts Management Section (AMS) Large Accounts Department (LAD)</p> <p>Jr/Sr Analyst</p> <p>Accounts Management Section (AMS) Large Accounts Department (LAD)</p> <p>Jr/Sr Analyst</p> <p>Accounts Management Section (AMS) Large Accounts Department (LAD)</p>
--	--	--	--



	prepare and send to employer email the certificate of SSS coverage and compliance (<i>Annex B</i>).			
	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.



ANNEX B

COC NO. 2022-XXX



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:

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

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

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



6. Procedure in Filing of Sickness Benefit Reimbursement Application (SBRA) of Employers Through SSS Branches

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 Division:	Medical Evaluation Centers (MECs) at 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) 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) 3. Employer Transmittal list (TL - 2 copies) 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 5. Filer's Valid ID cards	SSS branches SSS Website (www.sss.gov.ph) MEC's, SSS branches SSS Website (www.sss.gov.ph)
A. Primary ID Cards/Documents	Employer/Company
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: <ul style="list-style-type: none">• Driver's License• Passport	Employer/Company
	Employer/Company
	Land Transportation Office (LTO) Department of Foreign Affairs (DFA)/Foreign Government
	Commission on Elections (Comelec) National Bureau of Investigation
	Philippine Postal Corporation



<ul style="list-style-type: none">• Voter's ID card• National Bureau of Investigation (NBI) Clearance• Postal Identity Card	Filer/Employer
<p>B. Secondary ID Cards/Documents</p> <p>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.</p>	Filer/Employer
<p>C. Other Requirements</p>	Filer/Employer
<p>If Filed by Employer/Authorized Signatory</p> <ul style="list-style-type: none">• 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.	
<p>If Filed by Authorized Representative</p> <ul style="list-style-type: none">• 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
<p>If Filed by Company Representative</p> <ul style="list-style-type: none">• 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.	None	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.		None	5 minutes	Employer
3. Get a queue number and wait for the number to be called.	3. Issue queue number.	None	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.	None	1 day	Jr/Sr Member Service Representative Member Services Section (MSS)
	5.3 Processing of sickness benefit reimbursement claim	None	5 days	Processor/SSO III/CEO II SMEC Section, Processing Center (PC)
	TOTAL:	None	6 days & 14 minutes	



7. Procedure in Filing of Request for Adjustment of Sickness Benefit for Employers Through SSS Branches

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 Division:	or	Medical Evaluation Centers (MECs) at SSS Branches
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		
<p>A. Primary ID Cards/Documents</p> <p>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:</p> <ul style="list-style-type: none"> • Driver's License • Passport • Voter's ID card 		<p>ID</p> <p>Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government</p> <p>Commission on Elections (Comelec) National Bureau of Investigation</p> <p>Philippine Postal Corporation</p> <p>Filer/Employer</p>



<ul style="list-style-type: none">• National Bureau of Investigation Clearance• Postal Identity Card <p>B. Secondary ID Cards/Documents</p> <p>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.</p> <p>C. Other Requirements</p> <p>If Filed by Employer/Authorized Signatory</p> <ul style="list-style-type: none">• 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. <p>If Filed by Authorized Representative</p> <ul style="list-style-type: none">• 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,	Filer/Employer Filer/Employer Company Representative
--	--



both with signature and at least one (1) with photo.				
If Filed by Company Representative <ul style="list-style-type: none">• 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 adjustment of the Sickness Reimbursement Claim		None	5 minutes	Employer
2. Get a queue number and wait for the number to be called. 3. Submit the letter request for adjustment together with the required documents.	2. Issue queue number. 3. Receive and screen letter request for adjustment, employer transmittal list (TL), supporting documents and identification cards/documents.	None	5 minutes 3 minutes per letter request	<i>Jr/Sr Member Service Representative Member Services Section (MSS)</i> <i>Jr/Sr Member Service Representative Member Services Section (MSS)</i>
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.	None	None	<i>Jr/Sr Member Service Representative Member Services Section (MSS)</i>



	4.2 Forward batched letter request for adjustment, supporting documents and TL to Processing Center for processing.	None	1 day	
	4.3 Processing of request for adjustment of sickness benefit	None	5 days	Processor/SSO III/CEO II SMEC Section, Processing Center (PC)
	TOTAL:	None	6 days & 13 minutes	



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

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

Office Division:	or	Medical Evaluation Centers (MECs) at SSS Branches
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-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:		
<ul style="list-style-type: none"> • 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/Member
B. Secondary Cards/Documents	ID	



<p>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.</p> <p>C. Other Requirements</p> <p>If Filed by Member</p> <p>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.</p> <p>If Filed by Member's Authorized Representative</p> <ul style="list-style-type: none">○ 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;○ 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○ Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA)	<p>Member</p> <p>Filer/Member</p>
---	-----------------------------------



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter request for adjustment of the Sickness Reimbursement Claim		None	5 minutes	Member
2. Get a queue number and wait for the number to be called.	2. Issue queue number.	None	5 minutes	Jr/Sr Member Service Representative 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/document s. 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.	None	None	Jr/Sr Member Service Representative Member Services Section (MSS)
	4.2 Forward batched letter	None	1 day	



	request for adjustment, supporting documents and transmittal list (TL) to Processing Center for processing.			
	4.3 Processing of Request for Adjustment of Sickness Benefit for Self-Employed (SE)/Voluntary Member (VM)/Member Separated from Employment	None	5 days	<i>Processor/SSO III/CEO II SMEC Section, Processing Center (PC)</i>
	TOTAL:	None	6 days & 15 minutes	



9. Filing of Sickness Benefit for Special Cases Through SSS Branches

This procedure applies to the following sickness 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:	Medical Evaluation Centers (MECs) at SSS Branches
Classification:	Highly Technical
Type of Transaction:	G2B & G2C
Who may avail:	<ul style="list-style-type: none"> • All members/employers with denied claim reconsidered for payment. • Legal heirs of deceased member with unclaimed sickness benefit. • Inactive/closed/terminated/retired employers with unclaimed sickness benefit.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished SBA/SBRA Form. 2. Supporting Documents 3. Filer's Valid ID cards <p>A. Primary ID Cards/Documents</p>	<p>SSS Website (www.sss.gov.ph) Member/Employer/Legal Heirs</p>
<p>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:</p> <ul style="list-style-type: none"> • Driver's License • Passport • Voter's ID card • National Bureau of Investigation (NBI) Clearance • Postal Identity Card 	<p>Filer/Member/Employer/Legal Heirs</p>
<p>B. Secondary ID Cards/Documents</p> <p>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)</p>	<p>Land Transportation Office (LTO) Department of Foreign Affairs (DFA)/Foreign Government Commission on Elections (Comelec) National Bureau of Investigation Philippine Postal Corporation</p>
	<p>Filer/Member/Employer/Legal Heirs</p>



<p>with photo.</p> <p>C. Other Requirements</p> <p>If Filed by Employer/Authorized Signatory</p> <ul style="list-style-type: none">• 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. <p>If Filed by Authorized Representative</p> <ul style="list-style-type: none">• 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. <p>If Filed by Company Representative</p> <ul style="list-style-type: none">• Present the original Authorized Company Representative (ACR) Card	<p>Filer/Employer</p> <p>Filer/Employer</p> <p>Company Representative</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number and wait to be called.	1. Issues queue number.	None	None	Filer



Identification Cards to MSR.	documents from Member/Employer.			
3. Get the duly received acknowledgement stub.	3.1 Issues to filer the duly received SBA/SBRA acknowledgement stub. 3.2 Forwards the SBA/SBRA and supporting documents to concerned Processing Center (PC) for processing through email.	None	20 days	<i>Filer</i>
	3.3 Processing of SBA/SBRA for special cases and issuance of LOI.			Processor/SSO III/CEO II SMEC Section, Processing Center (PC) Treasury Division
	Total	None	20 days including 5 mins receiving and screening of SBA/SBRA	



10. 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:	Medical Evaluation Centers (MECs) at SSS Branches			
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 at least three (3) monthly contributions within the 12 th month period prior to semester of expected contingency.			
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	5 minutes	Member SSS website (www.sss.gov.ph)
2. Scan SSS card barcode to the scanner.		None	None	
2. Place your RIGHT INDEX on the fingerprint scanner until fingerprint is accepted.		None	None	
3. Select 'Submission of Maternity Notification' from the Main Menu and fill in all information needed.		None	None	
4. Select 'Yes' If all information is correct.		None	None	
5. Get acknowledgement receipt generated by SET.		None	None	
	TOTAL	None	5 minutes	



11. Filing Of Maternity Benefit For Special cases Through SSS Branch

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	Medical Evaluation Centers (MECs) at SSS Branches			
Classification:	Highly Technical			
Type of Transaction:	G2C and G2B			
Who may avail:	<ul style="list-style-type: none">• 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		SSS Website (www.sss.gov.ph) Member/Employer/Child's Father/Qualified Caregiver/Legal Heirs		
Please refer to Annex A for the list of documentary requirements				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Maternity Benefit Application (MBA)/Maternity Benefit Reimbursement Application (MBRA) Form and supporting form/s.		None	None	<i>Filer</i>
2. Read instructions and fill out the application form.		None	None	<i>Filer</i>
3. Get a queue number and wait to be called. Note: <ul style="list-style-type: none">• If the branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	1. Issue queue number	None	None	<i>Filer</i>



4. 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. 2.1. Screens MBA/MBRA and supporting documents and checks member's eligibility to maternity benefit.	None	5 minutes	Jr./Sr. MSR, MSS SSS Branch
5. Get the duly received acknowledgement stub.	3. Issue to filer the duly received MBA/MBRA acknowledgement stub. 3.1. Forward the MBA/MBRA and supporting documents to concerned Processing Center (PC).	None	2 days	Jr./Sr. MSR, MSS SSS Branch MSS Head SSS Branch
	4. Processing of MBA/MBRA for special cases and issuance of LOI.	None	18 days	Claims Processor III/CEO II SMEC Section, PC Treasury Division



	Total	None	20 days including 5 minutes for receiving & screening of MBA/MBRA	
--	--------------	-------------	--	--



ANNEX A

LIST OF DOCUMENTARY REQUIREMENTS

I. For contingencies that occurred on or after 11 March 2019, or the effectivity date of Republic Act No. (RA) 11210 or the Expanded Maternity Leave Law (EMLL)

A. The female member or employer shall be required to submit online the scanned copy of the original (colored) or certified true copy with good image quality of the following supporting documents, whichever is applicable:

1. For live childbirth (normal or caesarian) – Any of the following:

- a. Child's Certificate of Live Birth (CLB)/Certificate of Death (COD) duly registered with the Local Civil Registrar (LCR) with corresponding Official Receipt (OR), or Acknowledgement Receipt (AR) issued by the LCR, if the filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. Child's CLB/COD issued by the Philippine Statistics Authority (PSA) with corresponding OR or AR if the filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

2. For stillbirth or fetal death –Any of the following:

- a. Certificate of Fetal Death (COFD) duly registered with the LCR with corresponding OR or AR issued by the LCR, if filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. COFD issued by PSA with corresponding OR or AR if filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. COFD issued by the Philippine Embassy/Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

3. For miscarriage, emergency termination of pregnancy (ETP), ectopic pregnancy or hydatidiform mole – The following documents shall be required for submission:

- a. Any of the following proofs of pregnancy:
 - i. Result of pregnancy test duly signed by a physician/municipal health officer; or
 - ii. Result of other diagnostic tests with the corresponding report duly signed by a physician, which may include any of the following:



- (a) Ultrasound;
(b) Blood Pregnancy test (Beta HCG); or
(c) Early Pregnancy factor; and
 - b. Any of the following proofs of termination of pregnancy duly signed by a physician:
 - i. Pregnancy test result;
 - ii. Ultrasound result;
 - iii. Histopathological Report; or
 - iv. Operating Room Record (ORR); and
 - c. Any of the following medical documents duly signed by a physician:
 - i. Medical Certificate;
 - ii. Records of Consultation; or
 - iii. Clinical Abstract/Discharge Summary.
- B. For specific maternity case or circumstance of the female member or employer, the following are the additional rules and/or required supporting documents (i.e., scanned copy of the colored original or certified true copy with good image quality), whichever is applicable:
1. **For maternity contingencies that occurred locally**
 - a. Medical documents that are electronically issued must be submitted together with the Official Receipt of the procedure.
 - b. The physician's name and Professional Regulation Commission (PRC) license number must be indicated in the medical documents.
 2. **For maternity contingencies that occurred abroad**
 - a. Medical documents that are issued in the foreign country must be submitted with English translation, if applicable.
 - b. Authentication by the Philippine Embassy/Consulate General or notary public in the foreign country, or issuance of apostille by a Foreign Ministry/Embassy/Consulate, for any supporting document shall not be required.
 3. **For qualified Solo Parents under RA 8972 or the Solo Parents' Welfare Act of 2000**
 - a. Any of the following documents issued by the Local Government Unit (LGU) and signed by the Social Worker and the City/Municipal Mayor shall be required for submission:
 - i. Valid Solo Parent ID; or



- ii. Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available.
 - b. The date of delivery must be within the validity period of the Solo Parent ID/Certification/e-Certification of Eligibility, except for first-time solo parent whose document must have been issued within six (6) months from the date of delivery.
 - c. Certification/e-Certification of eligibility must contain all the necessary details as reflected in the Solo Parent ID (e.g., name and address of solo parent, date of validity/issuance, name and date of birth of child/ren).
4. **For Self-employed (SE)/Voluntary (VM)/Overseas Filipino Worker (OFW) members who were previously employed, or members already separated from employment** – The following documents shall be required for submission, whichever is applicable:
- a. If the delivery/miscarriage/ETP occurs within the employment period or within six (6) months from her date of separation from employment: Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the employer.
 - b. If member cannot secure Certificate of Separation from Employment: Affidavit of Undertaking Form duly administered by the SSS branch official/employee or foreign representative authorized as administering officer, indicating the effective date of separation from employment and that no advance payment was granted by the employer, provided that the reason for separation is any of the following:
 - i. Company is on strike;
 - ii. Company has been dissolved or has ceased operation;
 - iii. There is a pending case before a court regarding the member's separation from employment;
 - iv. Member is on Absence Without Official Leave (AWOL) or has strained relations with the employer;
 - v. Member's current address is more than 30 kilometers from the employer's address; or
 - vi. Member's record from her former employer is no longer available.



- 5. For employers who already paid the maternity benefit in advance to their female employees but cannot provide the required documents under Section I.A since said employees did not return or report back to work after childbirth/miscarriage/ETP or are already separated from employment or deceased**
 - a. The following documents shall be required for submission, whichever is applicable:
 - i. Any medical document issued by the hospital/medical facility indicating live childbirth; or proof of pregnancy or any medical document issued by the hospital/medical facility indicating miscarriage/ETP; and
 - ii. Certification from the employer that the employee did not return or report back to work after childbirth/miscarriage/ETP, or that the employee is already separated from employment; or deceased employee's COD issued by the PSA or LCR; and
 - iii. Any of the following proofs of advance payment by the employer of the SSS maternity benefit of the female member:
 - 1) Cash voucher or relevant document indicating receipt of advance payment signed by the member; or
 - 2) Proof of credit or transfer to the member's bank account with corresponding pay slip or relevant document indicating the advance payment.
 - b. For employers who cannot provide the child's CLB/COD or any medical document issued by the hospital/medical facility indicating live childbirth, the reimbursement shall only correspond to sixty (60) days of maternity benefit for miscarriage/ETP or still birth/fetal death.
- 6. For female members or employers filing for adjustment of settled maternity benefits since the allocated leave credits were not used due to unemployment/separation from employment of the child's father or qualified alternate caregiver** –The following documents shall be required for submission, whichever is applicable:
 - a. If unemployed prior to and during the period of maternity leave: Duly notarized affidavit signed by the child's father or qualified alternate caregiver stating that he/she is unemployed prior to and during the period of maternity leave;
 - b. If the date of separation is prior to the date of delivery of the member: Certificate of Separation from Employment issued by the employer of the child's father or qualified alternate caregiver indicating the effective date of separation; or
 - c. If the date of separation is after the date of delivery of the member: Certificate/s issued by the employer of the child's father or qualified alternate caregiver indicating the effective date of separation and that the maternity leave credits allocated by the member were not used.



II. For contingencies that occurred prior to 11 March 2019, or the effectivity date of RA 11210 or the EMLL

The female member or employer shall be required to submit online the same supporting documents as enumerated under Section I above. The following **additional rules for caesarian delivery shall also apply:**

- A. Any of the following documents issued by the hospital/medical facility indicating the 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 applicable charges, only if the caesarian delivery occurred abroad; or
 7. Similar medical documents.
- B. For employers who already paid the maternity benefit in advance to their female employees but cannot provide the above-mentioned additional supporting document since said employees did not return or report back to work after childbirth, or are already separated from employment or deceased, the reimbursement shall only correspond to sixty (60) days of maternity benefit for normal delivery.



12. 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:	Medical Evaluation Centers (MECs) at SSS Branches			
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		
<ul style="list-style-type: none">• Single Savings Account Passbook; or<ul style="list-style-type: none">• 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 documents		None	1 minute	Junior/Senior Member Service Representative (MSS)/ Senior Clerk/ Junior Nurse, Medical Evaluation Center (MEC) SSS Website (www.sss.gov.ph)



2. Read instructions and fill-out the form		None	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 <u>Data Entry and notation of application form</u> 4.3 Performs data entry in the Death, Disability, and Retirement (DDR) Processing Module; up to 1st Q&A	None	10 minutes 5 minutes	Senior Clerk/ Junior Nurse/ MS II/III, Medical Evaluation Center (MEC)



	<p>4.4 Performs data entry in the Death, Disability, and Retirement (DDR) Processing Module; up to 1st Q&A</p> <p>4.5 Determines and indicates if for PEI or not based on illness, as stated in Medical Certificate</p> <p>4.6 Forwards screened Disability Claim Application and supporting documents to MS II/III</p> <p><u>Pre-evaluation</u></p> <p>4.1 Conducts PEI; if required</p> <p>4.2 Requests member to affix signature on Complete Medical Record form (MD-15)</p>	<p>10 minutes</p> <p>MS II/III, Medical Evaluation Center (MEC)</p>
--	---	---



5. Affix signature over printed name on the MD-15	5. Issues Acknowledgment Stub of Disability Claim Application; returns supporting documents (original copies)	None	5 minutes	MS II/III, Medical Evaluation Center (MEC)
6. Get Acknowledgment stub	6.1 Evaluates claim 6.2 Indicates evaluation result in the Disability Claim Application; affixes signature over printed name on MD-15 6.3 Forwards evaluated claim to SMS III/IV <u>Review of evaluated claim</u> 6.4 Reviews received claim	None	60 minutes 30 minutes	MS II/III, Medical Evaluation Center (MEC) SMS III, Medical Evaluation Center (MEC))



	<p>6.5 Affixes signature over printed name on MD-15</p> <p>6.6 Forwards reviewed claim to Senior Clerk/ Junior Nurse</p> <p><u>Encoding and Updating</u></p> <p>6.7 Encodes evaluation result in the Medical Verification System (MEDVS)</p> <p>6.8 Updates the DDRWF by performing 2nd Q&A</p> <p>6.9 Prepares Transmittal List (TL) of DDRWF-encoded</p> <p>6.10 Forwards TL, Disability Claim Application, and supporting documents to PC</p>	10 minutes	Senior Clerk/ Junior Nurse, Medical Evaluation Center (MEC)
	7. Processing of disability benefit claim	None	14 days
	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 (10) 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. This procedure is designed for branches with 2 or more Medical Specialists.
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*.



13. 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:	Medical Evaluation Centers (MECs) at SSS Branches				
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 (MED-01688) 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			
<ul style="list-style-type: none">• 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 documents			None	1 minute	Junior/Senior Member Service Representative, Member Services Section (MSS)/ Senior Clerk/ Junior Nurse, Medical Evaluation



				Center (MEC) SSS Website (www.sss.gov.ph)
2. Read instructions and fill-out the form		None	None	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.	<u>Receipt and screening of application form and supporting documents.</u> 4.1. Receives and screens Disability Claim Application and supporting documents 4.2. Determines and indicates if for PEI or not based on illness, as stated in the	None	10 minutes	



	<p>Medical Certificate</p> <p>4.3. Attaches to Complete Medical Record form (MD-15); indicates "For Medical Fieldwork Service – Domiciliary Medical Service (MFS-DMS)"</p> <p>4.4. Informs filer- representative that MFS- DMS shall be scheduled;</p> <p>4.5. Issues Acknowledge- ment Stub of Disability Claim form</p>	



5. Get Acknowledgment stub	5.1 Performs Data Entry in the Death, Disability, and Retirement (DDR) Processing Module; up to 1 st Q&A 5.2 Forwards the screened Disability Claim Application and supporting documents to MS II/III <u>Pre-evaluation</u> 5.3 Conducts MFS-DMS; if PEI is required 5.4 Requests member to affix signature or fingerprints on MD-15	None	5 minutes 10 minutes	MS II/III MEC
6. Affix signature over printed name on the MD-15	6. Return of supporting documents (original copies)	None		
7. Get supporting documents (original copies)	<u>Evaluation of claim</u> 7.1 Evaluates claim	None	15 minutes	MS II/III (MEC)



	<p>7.2. Indicates evaluation result in the Disability Claim Application; affixes signature over printed name on MD-15</p> <p>7.3. Forwards evaluated claim to SMSIII/IV <u>Review of evaluated claim</u></p> <p>7.4 Reviews received claim</p> <p>7.5 Affixes signature over printed name on MD-15</p> <p>7.6 Forwards reviewed claim to Senior Clerk/ Junior Nurse <u>Encoding & updating</u></p> <p>7.7 Encodes evaluation result in the Medical Verification System (MEDVS)</p> <p>7.8 Updates the DDRWF by performing 2ndQ&A</p> <p>7.9 Prepares Transmittal</p>	10 minutes	SMS III (MEC) Senior Clerk/ Junior Nurse(MEC)
--	---	------------	--



	List (TL) of DDRWF-encoded claims. 7.10 Forwards TL, Disability Claim Application, and supporting documents to PC			
	Processing of disability benefit claim	None	14 days	Processor
	TOTAL	None	15 days	

Notes:

1. Applications for Disability benefits must be filed with the Social Security System within ten (10) years from the date/occurrence of disability.
2. Signature or fingerprints on Employment History shall be secured upon conduct of MFS-DMS.
3. In case MFS-DMS is required, Processing Time shall stop upon issuance of Acknowledgement Stub and shall continue to be computed only upon receipt of result of conduct of MFS-DMS.
4. Medical Specialist shall decide if additional medical records/documents will be required through a Disapproval Notice/Letter.
5. The issuance of Disapproval Notice/Letters 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.
6. This procedure is designed for branches with 2 or more Medical Specialists.
7. 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.



14. Procedure in Filing EC Disability Benefit Application Personally

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

Office or Division	Medical Evaluation Centers (MECs) at SSS Branches			
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			
<ul style="list-style-type: none">• Accident/Illness Report• EC Company Logbook Entry of Accident/Illness• Police Report (for vehicular accidents)• Pre-employment PE (for illness)• Complete Job Description	Employer			
<ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• Disability Claim		None	None	Junior/Senior Member Service Representative, Member Services Section/



Application • Member's/Claimant's Photo and Signature Form (for initial claims only) • SSS Medical Certificate Form				Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center, SSS Website (www.sss.gov.ph)
2. Read instructions and fill-out the form		None	None	
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.	<u>Receipt and screening of application form and supporting documents</u> 4. Receives and Screens Disability Claim Application and supporting documents	None	Servicing time 10 minutes	Senior Clerk/ Junior/Senior Nurse/Medical Specialist II/III, Medical Evaluation Center
	<u>Data Entry and notation of application form</u> 5.1. Performs data entry in the Death, Disability, and Retirement (DDR) Processing Module; up to 1 st Q&A	None	Servicing time 5 minutes	Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center



	5.2. Determines from illness/es stated in the Medical Certificate, if for Physical Examination & Interview (PEI) or not; and stamps necessary action 5.3 Forwards screened Disability Claim Application and supporting documents to MS			
	<u>Pre-evaluation of claim</u> 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)	None	Servicing time 10 minutes	Medical Specialist II/III, Medical Evaluation Center
7. Affix signature over printed name on the MD-15	<u>Issuance of acknowledgement stub</u> 7.1 Issues Acknowledgement Stub of Disability Claim Application; returns supporting documents (original copies)	None	Servicing time 1 minute	Medical Specialist II/III, Medical Evaluation Center
8. Get Acknowledgment stub	<u>Evaluation of claim</u> 8.1 Evaluates claim 8.2 Indicates evaluation result in the Disability Claim Application;	None	Servicing time 15 minutes	Medical Specialist II/III, Medical Evaluation Center



	<p>affixes signature over printed name on MD-15</p> <p>8.3 Labels supporting documents for scanning</p> <p>8.4 Releases evaluated claim to Senior Clerk/Junior Nurse</p>			
	<p><u>Encoding and updating</u></p> <p>9.1 Encodes evaluation result in the Medical Verification System (MEDVS)</p> <p>9.2 Updates the DDRWF by performing 2nd Q&A</p> <p>9.3 Transmittal List (TL) of DDRWF-encoded claims</p> <p>9.4 Forwards encoded Disability Claim Application and supporting documents to Scanner Operator</p>	None	Servicing time 15 minutes	Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center
	<p><u>Scanning of documents</u></p> <p>10.1 Scans Disability Claim Application and supporting documents</p>	None	Servicing time 5 minutes	Scanner Operator, Member Services Section
	<p><u>Review of claim</u></p> <p>11.1 Reviews retrieved claim on queue</p>	None	Servicing time 10 minutes	Supervising Medical Specialist III, Medical Evaluation



	11.2 Tags reviewed claim through DDR Processing Module			Center
	Processing of claim	None	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 EC 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 Time.



15. Procedure in Filing EC Disability Benefit Application through a Representative

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

Office or Division	Medical Evaluation Centers (MECs) at SSS Branches
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
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• Single Savings Account Passbook; or• ATM Card with account number; or• Validated Deposit slip; or	Member



• Bank Statement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get or download the requirements		None	1 minute	Junior/Senior Member Service Representative (MSS)/ Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center (MEC) SSS Website (www.sss.gov.p h)
2. Read instructions and fill-out the form		None	None	
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, Medical Evaluation Center (MEC)
4. Submit properly filled-out Disability Claim Application together with the supporting documents including sketch of	<u>Receipt and screening of application form and supporting documents</u> 4.1 Receives and Screens Disability Claim Application and supporting documents	None	Servicing time 10 minutes	Senior Clerk/ Junior Nurse/ MS II/III, Medical Evaluation Center (MEC)



member's residence or place of confinement.				
	<p><u>Data Entry and notation of application form</u></p> <p>5.1 Performs Data Entry in the Death, Disability, and Retirement (DDR) Processing Module; up to 1st Q&A</p> <p>5.2 Determines from illness/es stated in the Medical Certificate, if for Physical Examination and Interview (PEI) or not; and stamps necessary action</p> <p>5.3 Forwards screened Disability Claim Application and supporting documents to MS II/III</p>	None	Servicing time 5 minutes	Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center
	<p><u>Issuance of acknowledgement stub</u></p> <p>6.1 Informs filer-representative that MFS-DMS shall be scheduled, if</p>	None	Servicing time 5 minutes	Senior Clerk/ Junior/Senior Nurse, Medical Evaluation Center



	for PEI 6.2 Issues Acknowledgement Stub of Disability Claim Application			
7. Get Acknowledgment stub	<u>Pre-evaluation</u> 7.1 Conducts MFS-DMS; if PEI is required; otherwise proceed to Task #8 7.2 Requests member to affix signature or fingerprints on Complete Medical Record form (MD-15)	None	Servicing time 1 day	Medical Specialist II/III, Medical Evaluation Center
8. Affix signature over printed name on the MD-15	Returns supporting documents (original copies)	None	None	
9. Get supporting documents(original copies)	<u>Evaluation of claim</u> 9.1 Evaluates claim 9.2 Indicates evaluation result in the Disability Claim Application; affixes signature over printed name on MD-15	None	Servicing time 15 minutes	Medical Specialist II/III, Medical Evaluation Center



	9.3 Labels supporting documents for scanning 9.4 Releases evaluated claim to Senior Clerk/Junior/Senior Nurse			
	<u>Encoding& updating</u> 10.1 Encodes evaluation result in the Medical Verification System (MEDVS) 10.2 Updates the DDRWF by performing 2 nd 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	None	Servicing time 15 minutes	Senior Clerk/Junior/Senior Nurse, Medical Evaluation Center
	<u>Scanning of</u>	None	Servicing	Scanner Operator,



	<u>documents</u> 11. Scans Disability Claim Application and supporting documents		time 5 minutes	Member Services Section
	<u>Review of claim</u> 12.1 Reviews retrieved claim enqueued 12.2 Tags reviewed claim through DDR Processing Module	None	Servicing time 10 minutes	Supervising Medical Specialist III, Medical Evaluation Center
	Processing of claim	None	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. For cases where MEC is located far from the Processing Center, one (1) day shall be added to the Processing Time.



16. 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:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>Members who are:</p> <ol style="list-style-type: none">1. At least 60 years old and separated from employment or has ceased to be self-employed/OFW/Household helper (<i>optional retirement</i>);2. At least 65 years old whether employed/self-employed, working as OFW/Household helper or not (<i>technical retirement</i>);3. At least 55 years old and separated from employment or has ceased to be self-employed whose actual date of retirement must not be earlier than 13 March 1998, if <u>underground mineworker</u> (<i>optional retirement</i>);4. At least 60 years old whether employed/self-employed or not whose actual date of retirement must not be earlier than 27 April 2016, if <u>surface/underground mineworker</u> (<i>technical retirement</i>); or5. At least 55 years old whose actual date of retirement is not earlier than 24 May 2016, if <u>racehorse jockey</u>.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. PRE-REQUISITE FOR MEMBER-CLAIMANTS FOR OTC FILING 1. Must be registered in the SSS Website; and 2. Must have an approved/enrolled disbursement account with SSS through the Disbursement Account Enrollment Module (DAEM) of the SSS Website.	SSS WEBSITE at www.sss.gov.ph
B. BASIC DOCUMENTARY REQUIREMENTS: 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)	SSS BRANCHES/SSS WEBSITE at www.sss.gov.ph



<ol style="list-style-type: none">1. Retirement Claim Application (RCA) or RCA under Portability Law, <i>if applicable</i> (1 copy, original)2. Member's/Claimant's Photo and Signature Card, if member/guardian has not been issued a UMID Card (1 copy, original)3. Disbursement account in any of the following:<ul style="list-style-type: none">• SSS UMID card enrolled as ATM• Bank account through any PESONet participating banks• Passbook• ATM cards with name of claimant and account number• Validated deposit slip• Bank Certificate/Statement issued within three (3) months prior to filing of claim• Electronic wallet such as Maya or GCash• Pick-up arrangement with Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs)4. Identification Cards/Documents of Member (1 copy, original)<p>The primary ID card shall be the 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:</p><ul style="list-style-type: none">• Social Security (SS) Card• Alien Certificate of Registration• Driver's License• Firearm Registration• License to Own and Possess Firearms• National Bureau of Investigation (NBI) Clearance• Passport• Permit to Carry Firearms Outside of Residence• New Postal ID	<p>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</p> <p>Member</p>
--	---



<ul style="list-style-type: none">• Seafarer's Identification & Record Book (Seaman's Book)• Voter's ID Card <p>In the absence of a primary ID card/document the filer shall present/submit any two (2) ID cards/documents both with signature and at least one (1) with photo.</p> <p>5. Other additional requirements if filed by member's authorized representative:</p> <ul style="list-style-type: none">• Present the original of any one (1) of member'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• Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA) <p>Note: LOA/SPA should be valid within six (6) months if issued in the Philippines or one (1) year if issued abroad.</p>	Authorized Representative Member
<p>C. SUPPORTING DOCUMENTS, whichever is applicable:</p> <p>1. If member is at least 60 years old but below 65 years old</p> <p><u>For Employed/Household Helper</u></p> <ol style="list-style-type: none">a. Certificate of separation issued by the last employer or all employers (if with multiple employers) (1 copy, photocopy); orb. SSS Form – Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking, regardless of status of employer. <p>Note: If a member has no contributions for the last twelve (12) months prior date of retirement, member shall no longer be</p>	Employer SSS



required to submit Certificate of separation.	Government Regulatory Office
<u>For Self-Employed (SE) Member</u>	Barangay
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	SSS
<u>For Overseas Filipino Worker (OFW), Voluntary Member (VM) and Technical Retirement</u> No supporting document/s required.	SSS
<u>For member of Cooperative or registered Association (e. g. TODA, Card Inc., market vendors association)</u>	Employer
a. SSS Form - Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking; or b. Certificate of termination of membership signed by the authorized company representative/s or signatories in the Specimen Signature Card of the Cooperative/Association.	Employer
2. If member is an Underground/Surface Mineworker	Member
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.	Employer SSS



<p><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></p> <ul style="list-style-type: none">• 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) <p>3. If member is a Racehorse Jockey</p> <p>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.</p> <p><i>For other/additional documentary requirements, please refer to the list below.</i></p>	<p>Government Regulatory Office</p> <p>Local Government/Barangay Office</p> <p>Employer</p>										
<table border="1"><thead><tr><th>CLIENT STEPS</th><th>AGENCY ACTIONS</th><th>FEES TO BE PAID</th><th>PROCESSING TIME</th><th>PERSON RESPONSIBLE</th></tr></thead><tbody><tr><td>1. Get/download Retirement Claim Application (RCA) and other supporting form/s.</td><td></td><td>None</td><td>Within 1 day</td><td>Junior/Senior Member Service Representative (MSR)/ Senior Clerk, DDR Section,</td></tr></tbody></table>		CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	1. Get/download Retirement Claim Application (RCA) and other supporting form/s.		None	Within 1 day	Junior/Senior Member Service Representative (MSR)/ Senior Clerk, DDR Section,
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE							
1. Get/download Retirement Claim Application (RCA) and other supporting form/s.		None	Within 1 day	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 and other supporting form/s		None	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.	3.1 Issues a queue number	None	None	Senior Clerk, SSS Information Booth/Automated Queuing System (if available)
4. Submit the duly accomplished RCA, other supporting forms and documentary requirements	4.1 Receives RCA together with other supporting forms and submitted documentary requirements. 4.2 Checks the following: <ul style="list-style-type: none">• identity of the filer• proper accomplishment of SSS forms• completeness of submitted documentary requirements	None	None	Jr./Sr. MSR, MSS, SSS Branch



	<ul style="list-style-type: none">• alterations or erasures on the submitted documentary requirements• name and signature of claimant in RCA form against submitted IDs or documentary requirements• name and signature of claimant & claimant's representative in Letter of Authority (LOA) or Special Power of Attorney (SPA) against submitted IDs and/or documentary requirements, if filed by claimant's representative• Member's information (SS)		
--	--	--	--



	<p>number, name, date of birth/cover age, membershi p/ coverage status)</p> <ul style="list-style-type: none">• Posted contributio ns (posted/un derpaymen t/abrupt increase/v alid/invalid)• Employe nthonhistory• Pensions (in- process, settled claim)• Loans (salary/em ergency/ed ucational, stock investment , vocational/t echnical loan balance/s)• Sickness (overlappin g with retirement)• Eligibility to retirement benefit• Pending SSC case		
--	--	--	--



	<p>4.3 Conducts Q & A.</p> <p>4.4 Encodes applicable data thru DDR Processing Module in the IDDR Benefit System.</p> <p>4.5 Issues acknowledgement letter to claimant and return original copies of submitted documentary requirements</p>			
5. Get Acknowledgment Stub and original copies of submitted documentary requirements.		None	None	Member
	<p>5.1 Conducts the following, as necessary:</p> <ul style="list-style-type: none">• fact of birth/guardianship• fact of employment• fact of incapacitation/guardianship of member dependent <p>5.2 Requests membership</p>	None	Within 3 days	Senior Clerk/MSR/JMS, SSS Branch



	<p>record, if applicable.</p> <p>5.3 Forwards batched RCAs, supporting documents and Transmittal List (TL) to Processing Center for processing.</p>			
	<p>5.4 Evaluates retirement claim application in the IDDR Benefit System.</p> <p>5.5 Checks the following:</p> <ul style="list-style-type: none">• completeness of the submitted RCA, other supporting forms and documentary requirements• information in the submitted RCA and other SSS forms against the documentary requirements and online	None	Within 5 days	Processor/SSO III, DDR Section, Processing Center



	<p>database inquiry/retrieved documents</p> <ul style="list-style-type: none">• member's information (name, date of birth/cover age, SS number status, coverage status)• loan balance/s, settled claim/s and/or contributions under member's cancelled SS number• details of dependent's pension claim if with minor dependent child/children• contributions (posted/underpayment/abrupt increase/validation/invalid)• in-process/Previously settled claim• pending SSC Case	Within 3 days		
--	---	---------------	--	--



	<ul style="list-style-type: none">• entitlement to retirement benefit (if pension or lump sum payment)• awaits result of fact of birth/marriage/death <p>5.6 Performs the following, as necessary:</p> <ul style="list-style-type: none">• returns claim folder to branch for submission of lacking documents• posting of loans payment/contributions• updating of membership status• consolidation/cancellation of multiple SS number• correction of date of coverage/member's name/date of birth/credited years of service			
--	---	--	--	--



	<ul style="list-style-type: none">• manual verification of contributions• request statement of loan balances• transfer claims from cancelled to retained SS number• compute employer liability• request for personal record <p>5.7 Encodes applicable data in the Initial Death, Disability and Retirement (IDDR) System for batch validation.</p>			
	<p>5.8 Views encoded retirement benefit claim.</p> <p>5.9 Reviews online thru the Online Review Facility and validates the encoded data.</p> <p>5.10 Approves processed</p>	None	<p>Within 2 days</p> <p>Within 1 day</p>	<p>SSO IV, CEO II, DDR Section, Processing Center & PC Head</p> <p>Treasury Division</p>



	claim for payment. 5.11 Issues Letter of Instruction (LOI).			
	TOTAL	None	15 Working Days	



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:
 - Date of marriage
 - Place of marriage
 - Reason for non-registration; and
 - Authority to administer marriage, if applicable.
- Joint affidavit of two (2) persons who witnessed the marriage together with –
 - 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:
 - 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 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*



17. 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 photocopy of supporting documents)		
1. Basic Documentary Requirements		
A. Retirement Claim Application (RCA) or Retirement Claim Application under Portability Law (1 copy,original)	SSS Branch/SSS Website at www.sss.gov.ph	
B. Member's/Claimant's Photo and Signature Card, <i>if member/guardian has not been issued a UMID Card</i> (1 copy,original)	SSS Branch/SSS Website at www.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:		
<ul style="list-style-type: none">• Social Security (SS)Card• Alien Certificate of Registration	SSS Bureau of Immigration	



<ul style="list-style-type: none">• Driver's License• Firearm Registration• License to Own and Possess Firearms• National Bureau of Investigation (NBI) Clearance• Passport• Permit to Carry Firearms Outside of Residence• New Postal ID• Seafarer's Identification & Record Book (Seaman's Book)• Voter's ID Card <p>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.</p>	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	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	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	None	Senior Clerk, SSS Information Booth/ Automated Queuing System (if available)



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



18. 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) 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. Note: LOA/SPA should be valid within six (6) months if issued in the Philippines or one (1) year if issued abroad.	MEMBER MEMBER
II.If with more than five (5) legitimate, 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), <i>if legal spouse is not reported in member's Personal Record (E1/E4/RS1/OW1/NW1) or with discrepancy in information</i> B.Birth Certificate of dependent child/children duly registered by the	LCR/PSA



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 :	LCR
<i>Note: Date of adoption should be prior to the date of retirement</i>	
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, <i>if guardian is the legal spouse</i>	SSS
D. Application for Representative Payee and Guarantor's Bond Form, <i>if guardian is other than the legal spouse</i>	SSS
If dependent child is under guardianship	
A. In-Trust-For account	ANY SSS ACCREDITED BANK
B. Claim for Dependent's Pension Benefit Form, <i>if guardian is the parent and legal spouse separated from the member</i>	SSS



C.Application for Representative Payee and Guarantor's Bond Form, <i>if guardian is other than the parents</i>	SSS
---	-----



19. Filing of Social Security (SS) and Employees' Compensation (EC) Death Benefit Claim Application Over-the-Counter (OTC)

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

The EC program aims to assist workers who suffers work-connected sickness or injury resulting in disability or death. The EC Death Benefit can be granted 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 transacting beneficiary/claimant) via OTC
Who may avail:	<p>FOR SS DEATH BENEFIT CLAIM:</p> <p>a. Primary beneficiaries:</p> <ul style="list-style-type: none">• 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 <p>b. Secondary beneficiaries: Dependent parent/s of deceased member</p> <p>c. Any designated beneficiary/ies of deceased member in his/her SSS records</p> <p>d. Legal heir/s of the deceased member in accordance with the law of succession under the Civil Code of the Philippines</p> <p>FOR EC DEATH BENEFIT CLAIM:</p> <p>a. Primary Beneficiaries:</p> <ul style="list-style-type: none">• 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. <p>b. Secondary Beneficiaries:</p> <ul style="list-style-type: none">• The Legitimate parents wholly dependent upon the employee for regular support; and



	<ul style="list-style-type: none">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
<p>A. PRE-REQUISITE FOR SSS MEMBER-CLAIMANTS FOR OTC FILING</p> <ol style="list-style-type: none">Must be registered in the SSS Website.Must have an approved/enrolled disbursement account with SSS through the Disbursement Account Enrollment Module (DAEM) in the SSS Website. <p>Note:</p> <ul style="list-style-type: none">For non-SSS member claimants, submission of disbursement account shall be required (refer to item B.4 below). <p>B. BASIC DOCUMENTARY REQUIREMENTS</p> <p>(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)</p> <ol style="list-style-type: none">Death Claim Application Form/Death Claim Application under Portability Law (1 copy, original)Member's/Claimant's Photo and Signature Card, <i>if claimant/guardian has not been issued a UMID card</i> (1 copy, original)Death Certificate of deceased member duly registered with the Local Civil Registry (LCR) or issued by the Philippine Statistics Authority (PSA), <i>if without settled funeral benefit</i> (1 copy, photocopy) <u>If member died abroad</u><ul style="list-style-type: none">Death Certificate of deceased member issued by the Vital Statistics	<p>SSS WEBSITE at www.sss.gov.ph</p> <p>SSS BRANCH/SSS WEBSITE at www.sss.gov.ph</p> <p>SSS BRANCH/SSS WEBSITE at www.sss.gov.ph</p> <p>LCR/PSA</p>



<p>Office/County of Host Country or its equivalent or Report of Death issued by the Philippine Embassy or Consulate General shall be submitted.</p> <p>4. Disbursement account in any of the following:</p> <ul style="list-style-type: none">• SSS UMID card enrolled as ATM;• Bank account through any PESONet participating banks<ul style="list-style-type: none">- 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) <p>5. Claimant's Identification Cards/Documents (Present the original and submit 1 photocopy)</p> <p>a. Primary ID cards/Documents</p> <p>The primary ID card shall be the 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:</p> <ul style="list-style-type: none">• Social Security (SS) Card• Philippine Identification Card (PhilID)• Alien Certificate of Registration• Driver's License• Firearm Registration• License to Own and Possess Firearms• National Bureau of Investigation Clearance• Passport	<p style="text-align: right;">SSS Philippine Statistics Authority Bureau of Immigration</p>
---	---



<ul style="list-style-type: none">• Permit to Carry Firearms Outside of Residence• Voter's ID• New Postal ID• Seafarer's Identification and Record Book (Seaman's Book)• Professional Regulation Commission ID	Land Transportation Office Philippine National Police
<p>b. Secondary ID Cards/Documents</p> <p>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</p>	National Bureau of Investigation Department of Foreign Affairs/Bureau of Immigration
<p>Other additional requirements if filed by claimant's <u>authorized representative</u>:</p> <ul style="list-style-type: none">○ 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○ Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA)	Commission on Election Philippine Postal Corporation Maritime Industry Authority
<p>6. For additional supporting documents for EC Death Benefit Claim, any of the following document whichever is applicable:</p> <ol style="list-style-type: none">a. Report of Death (BPN-105)b. Any of the following documents as proof that cause of death is work connected:<ul style="list-style-type: none">- 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	Professional Regulation Commission



<ul style="list-style-type: none">- 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 <p>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</p> <p>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</p>	SSS BRANCH/SSS WEBSITE at www.sss.gov.ph
<p>C. ADDITIONAL DOCUMENTARY REQUIREMENTS PER TYPE OF CLAIMANT</p> <p><u>If filed by Primary Beneficiary/ies, 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)</u></p> <ol style="list-style-type: none">1. Marriage Certificate of deceased member duly registered with the LCR or issued by the PSA; <p><u>If married abroad</u></p> <ul style="list-style-type: none">- Marriage Certificate issued by foreign government or Report of Marriage issued by the Philippine Embassy or Consulate General <ol style="list-style-type: none">2. Birth Certificate of dependent child/ren duly registered with the LCR or issued by the PSA; <p><u>If dependent child is born abroad</u></p>	LCR/PSA LCR/PSA



<ul style="list-style-type: none">- Birth Certificate issued by foreign government or Report of Birth issued by the Philippine Embassy or Consulate General	
<u>If filed by Secondary Beneficiary/ies</u>	
<ol style="list-style-type: none">1. Birth Certificate of deceased member duly registered with LCR or issued by the PSA, <i>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</i> (1 copy, photocopy)	LCR/PSA
<ol style="list-style-type: none">2. Death Certificate duly registered with LCR or issued by the PSA, whichever is applicable: (1 copy, photocopy)<ol style="list-style-type: none">a. Spouse, if deceased member is a widow/widower at the time of deathb. Dependent child/renc. Parent, if one of the parents is already deceased	LCR/PSA
<p>Note: If the deceased member died at the age of sixty-five (65) years or above, death certificate of parents are no longer necessary.</p>	
<ol style="list-style-type: none">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
<p>Note:</p> <ul style="list-style-type: none">- If the deceased member died at the age of sixty-five (65) years or above, death certificate of parents is no longer necessary.	SSS/CLAIMANT
<u>If filed by Designated Beneficiary/ies</u>	
<ol style="list-style-type: none">1. Death Certificate duly registered with LCR or issued by the PSA of the following,	LCR/PSA



<p>whichever is applicable: (1 copy, photocopy)</p> <ul style="list-style-type: none">a. Spouse, if deceased member is a widow/widower at the time of deathb. Dependent child/renc. Parents <p>Note: If the deceased member died at the age of sixty-five (65) years or above, death certificates of parents are no longer necessary.</p> <ul style="list-style-type: none">d. Other designated beneficiary/ies, <p>2. Birth Certificate of the deceased member. (1 copy, photocopy)</p> <p>3. Joint Affidavit (CLD-1.3) preferably by the relatives of the deceased member (1 copy, original)</p>	LCR/PSA SSS LCR/PSA
<p><u>If filed by Legal Heirs of the Deceased Member</u></p> <p>1. Death Certificate duly registered with LCR or issued by the PSA of the following, whichever is applicable: (1 copy, photocopy)</p> <ul style="list-style-type: none">a. Spouse, if deceased member is a widow/widower at the time of deathb. Dependent child/renc. Parents <p>Note: If the deceased member died at the age of sixty-five (65) years or above, death certificates of parents are no longer necessary.</p> <ul style="list-style-type: none">d. Legal heirs (if applicable) <p>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</p> <p>2. Birth Certificate of the deceased member. (1 copy, photocopy)</p> <p>3. Joint Affidavit (CLD-1.3) preferably by the relatives of the deceased member (1 copy, original)</p> <p>4. Birth certificate of at least two (2) legal heirs, if applicable (1 copy, photocopy)</p>	LCR/PSA SSS/CLAIMANT LCR/PSA



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 claims filed abroad, photocopy of supporting document/s 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, Foreign Office.

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 Death Claim Application(DCA) and other supporting form/s.		None	1 day	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.		None	None	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	3.1 Issues a queue number.	None	None	Senior Clerk/Jr./Sr. Member Service Representative, MSS / Automated Queuing System (if available)



flashed via the display monitor.				
4. Submit the duly accomplished DCA together with the documentary requirements.	4.1 Receives and screens DCA and submitted documentary requirements. 4.2 Checks the following: <ul style="list-style-type: none">- Identity of filer- Proper accomplishment of DCA and other SSS forms- Completeness of submitted documentary requirements- Alterations and erasures in submitted documents, if any- Eligibility to death benefit- Consistency of information in the DCA form against submitted documentary requirements or online inquiry database/retrieve d documents;- Status of SS Number (retained/inactive/ cancelled/other active/multiple SS Number)- Loan balance (short-term or long-term), if any- Contributions (posted/underpay ment/abrupt	None	None	Jr./Sr. MSR, MSS, SSS Branch



	<p>increase/valid/invalid)</p> <ul style="list-style-type: none">- In-process/ previously settled claim, if any- Details of beneficiary/ies- Pending SSC Case, if any- If cause of death is work-connected- If for fact of death/birth/guardianship of minor/s <p>4.3 Conducts Q & A</p> <p>4.4 Encodes applicable data through the DDR Processing Module in the IDDR Benefit System</p> <p>4.5 Administer the oath of filer and affixes signature in the Affidavit/Sinumpaang Salaysay.</p> <p>4.6 Issues acknowledgment letter to claimant and return original copies of submitted documentary requirements.</p>			SSO III/CEO II, MSS
9. Get Acknowledgment Stub and original copies of submitted documentary requirements.		None	None	Claimant



	<p>6. Conducts the following, as necessary:</p> <ul style="list-style-type: none">• fact of birth/guardianship• fact of employment• fact of incapacitation/guardianship of member/dependent <p>7. Requests membership record, if applicable.</p> <p>8. Forwards batched DCAs, supporting documents and Transmittal List (TL) to Processing Center for processing.</p>	None	Within 3 days	Jr./Sr. MSR, MSS, SSS Branch
	<p>10. Evaluates death benefit claim application and the submitted supporting documents.</p> <p>11. Checks the following:</p> <ul style="list-style-type: none">• completeness of the submitted DCA, other supporting forms and documentary requirements• information in the submitted DCA and other SSS forms against the documentary requirements and online database	None	Within 12 days	Processor/SSO III DDR Section, Processing Center (PC)



	<p>inquiry/retrieved documents</p> <ul style="list-style-type: none">• member's information (name, date of birth/coverage, SS number status, coverage status)• loan balance/s, settled claim/s and/or contributions under member's cancelled SS number• details of dependent's pension claim if with minor dependent child/children• contributions (posted/underpayment/abrupt increase/valid/invalid)• in-process/previousl y settled claim• pending SSC Case• entitlement to death benefit (if pension or lump sum payment)• awaits result of fact of birth/marriage/death <p>6. Performs the following, as necessary:</p> <ul style="list-style-type: none">• returns claim folder to branch			Processor/SSO III, DDR Section, Processing Center
--	--	--	--	---



	<p>for submission of lacking documents</p> <ul style="list-style-type: none">• posting of loans payment/contributions• updating of membership status• consolidation/cancellation of multiple SS number• correction of date of coverage/member's name/date of birth/credited years of service• manual verification of contributions• request statement of loan balances• transfer claims from cancelled to retained SS number• compute employer liability• If cause of death is work-connected• If for referral to other concerned SSS unit/s <p>12. Encodes applicable data in the Initial Death, Disability and Retirement (IDDR) System.</p>			
	13. Views encoded retirement benefit claim.	None	Within 3 days	SSO IV/CEO II, DDR Section, Processing Center and PC Head



	14. Reviews online thru the Online Review Facility and validates the encoded data. 15. Approves processed claim for payment. 16. Issues Letter of Instruction (LOI).		Within 1 day	Treasury Division
TOTAL		None	20 Working Days	



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



20. 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 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 Note: <ul style="list-style-type: none">• LOA/SPA should have been made or executed within six (6) months if in the Philippines and one (1) year if abroad.• If claimant is abroad, LOA/SPA should be certified by the Philippine Embassy/ Consulate General.	Claimant Claimant
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 the exemption

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: <ul style="list-style-type: none">• 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	Parish/Church/Ministry/Congregation/Sect/ Other Religious Organizations/LGU
	<u>In the absence of the certificate of marriage:</u>	
	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, if applicable <ul style="list-style-type: none">• date of marriage• place of marriage• reason for non-registration	Solemnizing Officer
b.2.2 Joint Affidavit of two (2) disinterested persons who witnessed the marriage; and	Claimant
b.2.2.1 <i>If with children</i> , birth certificate of at least two (2) children wherein under both documents then names 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 record of birth for the requesting party; 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 of parents)	Parish/Church/Ministry/Congregation/Sect/Other Religious Organizations
<u>In the absence of the baptismal/dedication certificate or its equivalent:</u>	
b.2.1 Certification of non-availability from the	



<p>parish/church/ministry/congregation/sect/other religious organizations;and</p>	
<p>b.2.2 Any of the following documents where the name of dependent, date of birth and the name of the parents are indicated:</p> <ul style="list-style-type: none">• 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	<p>School Claimant Employer PHILHEALTH/GSIS/PAG-IBIG BIR Claimant</p>
<p>Note:</p>	
<ul style="list-style-type: none">○ 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.○ 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.	
<p>VIII. If deceased member is married abroad and has previous marriage in the Philippines, whichever is applicable:</p>	
<p>A. Certificate of finality of the judgment of annulment/nullity of marriage or annotated marriage certificate (1 copy, photocopy)</p>	<p>LCR/PSA</p>



	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 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.(1 copy,photocopy)	Claimant
X.	If with legally adopted children and birth certificate is without annotation: A. Decree of Adoption and Certificate of Finality of Judgment (1 copy, photocopy) Note: Date of adoption should be prior to date of death.	LCR/PSA
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)months from the date of filing 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 savings account B. Member's/Claimant's Photo and Signature Card of guardian <i>if guardian has not been issued a UMID card</i> C. Application for Representative Payee and Guarantor's Bond Form, <i>if guardian is other than the surviving legal spouse of the deceased member</i>	SSS Accredited Bank SSS Branch/SSS Website at www.sss.gov.ph 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 Personal Record):	Claimant
A. Any proof of filiation, such as, but not limited to: 1. Will (1 copy, photocopy) 2. Statement made before any judicial 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)	
XIV. 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	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): <ul style="list-style-type: none">• 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	



21. Procedure in Filing of SS and EC Funeral Benefit Claim Application Over the Counter (OTC)

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.

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

EC Funeral Benefit is a 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:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p><i>For death of a member, including permanently totally disabled member or retiree</i>, all qualified claimants who paid for the cost of funeral expenses.</p> <p><i>For death of a member due to a work-connected death</i>, based on the order of priority (ECC Board Resolution No. 20-07-13, Series of 2020):</p> <ol style="list-style-type: none">Legitimate Surviving Spouse;In the absence of the legitimate surviving spouse – to the legitimate dependent children beneficiaries;In the absence of qualified primary beneficiaries – to the illegitimate dependent children beneficiaries;In the absence of dependent illegitimate children – to the surviving dependent parent of the covered member. If both dependent parents are still alive, the funeral benefits shall be divided equally.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. PRE-REQUISITE FOR SSS MEMBER-CLAIMANTS FOR OTC FILING 1. Must be registered in the SSS Website. 2. Must have an approved/enrolled disbursement account with SSS through the Disbursement Account Enrollment Module (DAEM) in the SSS Website. Note: For non-SSS member claimants, submission of disbursement account shall be required (refer to item B.6 below)	SSS Branch/SSS Website at www.sss.gov.ph
B. BASIC DOCUMENTARY REQUIREMENTS	



(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. Funeral Claim Application (FCA) form (1 copy, original)
2. Claimant's Identification Cards/Documents (Present original and submit 1 photocopy)

A. Primary ID Cards

The primary ID card shall be the 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:

- 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)

- 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)

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)

Member

Member

Employer

SSS



<ul style="list-style-type: none">• Letter/Certification document with indicated correct SS Number previously issued by SSS prior to the death of member. <p>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</p> <p>5. Official Receipt (OR) with BIR registration bearing the name of the claimant and the deceased member (submit 1 original).</p> <p>6. Disbursement account in any of the following (1 photocopy, 1 original):</p> <ul style="list-style-type: none">• For bank account thru any PESONet participating banks:<ul style="list-style-type: none">– 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 with the following information:<ul style="list-style-type: none">○ complete name of claimant○ account number.• For Electronic wallet such as Maya or GCash, claimant's mobile number• For Pick-up arrangement with Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs), claimant's mobile number <p>Note: Benefit proceeds shall be credited to the SSS member-claimant's UMID card enrolled as ATM. If without UMID card enrolled as ATM, benefit shall be credited to the preferred disbursement account enrolled/approved by the claimant through his/her My.SSS account.</p>	<p>Local Civil Registry Office (LCR)/Philippine Statistics Authority (PSA)</p> <p>Funeral Parlor/Memorial Service/Cemetery/Crematorium</p> <p>Claimant</p> <p>Employer</p>
--	--



7. Additional Supporting Documents for EC Funeral Benefit Claim - if cause of death is work-connected (Submit the documents below duly signed by the authorized representative):

A. If due to accident

- Accident Report/Report of Death (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

Employer

B. If due to sickness

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

Claimant

8. 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
- Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA)

Note: LOA/SPA should be valid within six (6) months if issued in the Philippines or one (1) year if issued abroad.



<i>Please refer to the list below for the other/additional documentary requirements.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get/download Funeral Claim Application (FCA)and other supporting form/s.		None	1 day	Claimant and Senior Clerk, SSS Information Booth/ SSS Website (www.sss.gov.ph)
2. Read instructions and fill out the application form.		None	None	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.	3.1. Issues a queue number.	None	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.	4.1. Receives FCA and submitted documentary requirements. 4.2. Establishes SSS membership of deceased member by checking the proof of membership submitted. 4.3. Establishes identity of filer.	None	None	Jr./Sr. MSR, MSS, SSS Branch



	<p>4.4. Checks the following:</p> <ul style="list-style-type: none">- proper accomplishment of SSS forms- alterations/erasures in submitted documents- completeness of submitted documentary requirements- consistency of information in SSS forms and documentary requirements- presented supporting documents are the same as the submitted photocopies- <u>consistency of deceased member's data in the FCA as against the Online Inquiry, including alpha search</u>- employment history- pending SSC case- eligibility of the deceased member to the benefit thru the Eligibility Inquiry-Funeral Benefit. <p>4.5. Accomplishes Part II of the FCA based on interview conducted with filer and verification from the SSS Online Inquiry.</p>			
--	---	--	--	--



	4.6. Issues acknowledgment stub to filer and returns original copies of submitted documentary requirements.			
5. Get Acknowledgment Stub and original copies of submitted documentary requirements.		None	None	
	5.1 Encodes applicable data in the Data Entry Module of the SSS Funeral System. 5.2 Requests verification of fact of death, if applicable. <ul style="list-style-type: none">- Retrieves the List of Funeral Benefit Claims for verification of fact of death.- Inputs relevant details in the Fact of Death Request Module and submits request. 5.3 Conducts verification of fact of death, if applicable. <ul style="list-style-type: none">- Prepares request for verification of fact of death.- Visits at least one of the following, as source of information:<ul style="list-style-type: none">• Funeral parlors;• Hospitals;	None	Within 3 days	Jr./Sr. MSR, MSS, SSS Branch



	<ul style="list-style-type: none">• National Bureau of Investigation/Police;• Department of Social Welfare and Development;• National Disaster Risk Reduction and Management Council;• Cemetery;• Church;• Employer;• Barangay Chairman or duly elected barangay official; or• Columbary/Crematory. <ul style="list-style-type: none">- Conducts interview/gathers information from the selected source to verify/confirm the death of member.- Prepares report based on the result of the fact of death conducted. <p>5.4 Encodes fact of death result, if applicable.</p> <ul style="list-style-type: none">- Inputs the fact of death result in the Fact of Death Verification Report Module.- Recommends if the claim is for payment or not for payment based on the fact of death result.		
--	---	--	--



	<p>5.5 Submits in the SSS Funeral System the funeral claim record for review of Team Head/Section Head.</p> <p>5.6 Affixes signature over printed name and indicates date on the "Received and Processed By" portion of the FCA.</p> <p>5.7 Forwards to Team Head/Section Head the claim folder/s.</p>			
	<p>5.8. Reviews online the encoded data against FCA and documentary requirements through the Prooflist for Reviewer Module.</p> <p>5.9. Acquires result of fact of death conducted, if applicable.</p> <ul style="list-style-type: none">- Checks the Fact of Death Verification Report through the Inquiry Module of the SSS Funeral System.- Evaluates and reviews result of the fact of death.- Confirms recommendation/result of the fact of death report. <p>5.10. Submits the reviewed funeral claims in the SSS Funeral System for approval, correction,</p>	None	Within 2 days	Team Head/Section Head, MSS, SSS Branch



	<p>rejection, or deletion, whichever is applicable.</p> <p>5.11. Affixes signature over printed name and indicates date and time on the “Reviewed by” portion of the FCA.</p> <p>5.12. Forwards to the Assistant Branch Head/Branch Head the claim folder/s.</p> <p>5.13. Reviews the claim folder/s.</p> <p>5.14. If payment is not in order, informs the Team Head/Section Head of the correction/s.</p> <p>Note: The procedures on the correction/cancellation of settled funeral claim shall be followed.</p> <p>5.15. Affixes signature over printed name and indicates date and time on the “Approved By” portion of the FCA.</p> <p>5.16. Forwards to Senior Clerk the claim folder/s for scanning and archiving.</p> <p>5.17. Issues Letter of Instruction (LOI).</p>	<p>Assistant Branch Head/Branch Head, SSS Branch</p> <p>1 day</p> <p>Treasury Division</p>
--	---	--



TOTAL		None	7 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 defrayment 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 defrayment 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)



22. Funeral Benefit Application: Exemption Cases Through SSS Branches

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: <ul style="list-style-type: none">• Birth Certificate• Baptismal Certificate• Marriage Contract• 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• Member's School Records• 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):	LCR/PSA



<ul style="list-style-type: none">• Certification of non-availability issued by LCR and PSA; and	LCR/PSA
<ul style="list-style-type: none">• Any of the following:<ul style="list-style-type: none">◦ Certification of Death issued by the Parish/Church◦ Certification of Burial from the Cemetery Administrator◦ Certification of cremation <p>Note: Late registered Death Certificate shall be accepted provided the following information/features are present:</p> <ul style="list-style-type: none">• 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 for delay• Without erasures, alterations, insertions and superimpositions.	<p>Parish/Church Cemetery Crematory</p>
<p>B. For Official Receipt (OR) issued by the funeral parlor/memorial service/cemetery/crematorium:</p> <ul style="list-style-type: none">• <u>If the name of the Claimant is not the one indicated in the OR, in addition to the OR, submit document below: (whichever is applicable)</u><ul style="list-style-type: none">◦ 1 original copy of Waiver/Pagpapaubaya	SSS Branch



<ul style="list-style-type: none">• <u>If original OR is not available (e.g. lost, original copy submitted to other agency), submit any of the documents below:</u><ul style="list-style-type: none">○ 1 Certified true copy of OR or○ 1 original copy of Certification issued by the funeral parlor/ memorial service/cemetery/crematorium indicating the details of payment in defrayment of funeral expenses of the deceased member	Funeral Parlor/Memorial Service/Cemetery/ Crematorium
<ul style="list-style-type: none">• <u>If the OR is not yet available and not yet buried</u>, submit the documents below:<ul style="list-style-type: none">○ 1 original copy of Funeral service contract issued by the funeral parlor• <u>If the OR is not yet available and payment not yet fully settled</u>, submit the documents below:<ul style="list-style-type: none">○ 1 Original copy of Provisional receipt• In lieu of Official Receipt (submit 1 original copy)<ul style="list-style-type: none">○ <u>If Memorial/Insurance was in the name of the deceased member</u>, submit the document below:(for preferred beneficiary only)<ul style="list-style-type: none">- Certification of Availment from the memorial/insurance life plan company○ <u>If Memorial/Insurance plan was in the name of the claimant</u>, submit the document below:	Funeral Parlor Funeral Parlor Insurance/Memorial Life Plan Company/Plan Holder



<ul style="list-style-type: none">- Certification of Availment from the memorial/insurance life plan company indicating the name of deceased member, claimant and date of death <p><i>If name of deceased member is not indicated in the certification of availment, submit the additional document below:</i></p> <p>Affidavit executed by the plan holder allowing the use of the memorial/insurance plan by the deceased member</p> <ul style="list-style-type: none">• <u>If Memorial/Insurance plan was not in the name of the deceased member and claimant, submit the documents below:</u>	<p>Insurance/Memorial Life Plan Company</p> <p>Plan Holder</p>
<ul style="list-style-type: none">○ Certification of Availment from the memorial/insurance life plan company;and○ Any one (1) of the following whichever is applicable:<ul style="list-style-type: none">- Transfer Certificate- Deed of Sale- Deed of Donation- Affidavit of sale executed by the plan holder <ul style="list-style-type: none">• <u>For funeral expenses incurred without corresponding OR/contract, submit the document below (for preferred beneficiary only)</u> <ul style="list-style-type: none">○ Duly notarized Affidavit (Funeral Expenses)/<i>Sinumpangsalaysay</i> (<i>Pinagbayaran sa Pagpapalibing</i>)	<p>Insurance/Memorial Life Plan</p> <p>Company Plan Holder</p> <p>SSS Branch</p>



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
--	----------



23. Filing of Annual Confirmation of Pensioner

Annual Confirmation of Pensioners (ACOP) Program is a program which requires pensioners to annually report to the SSS to ensure the continuous payment of their benefits.

Office or Division:	SSS Branch Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All SSS retirement pensioners residing abroad and total disability pensioners, including their dependent children and guardians
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ACOP form-pensioner's reply	SSS branches or SSS website at www.sss.gov.ph
2. Identification documents <ul style="list-style-type: none">• SS ID/UMID Card• Passport• Two (2) valid IDs both with signature and at least one (1) with photo	Member
3. Additional documents, whichever is applicable <ul style="list-style-type: none">• Chest-level photo or snapshot of the pensioner holding a current newspaper wherein the headline and date of public are prominently displayed or having a background of news crawler/tickler in the TV showing the current news headline and date. <i>Note: The date of newspaper/new crawler or ticker on the TV must be the same with the date of submission of the ACOP compliance thru-email or must be within the same month on the date of submission of ACOP compliance thru mail/courier/drop box.</i> <ul style="list-style-type: none">• If confined at home<ul style="list-style-type: none">➢ Sketch of residence➢ Certification of pensioner's existence from Barangay Chairman➢ Medical certificate on examination done within three (3) months of date of compliance and certified by a physician indicating his license number and clinic address	Member Barangay/Hospital



<ul style="list-style-type: none">• If confined in an institution<ul style="list-style-type: none">➤ Certification from the institution where the pensioner is confined such as retirement home, penitentiary, nursing facility, hospital, correctional institution, rehabilitation center, etc.		Penitentiary/Hospital/Correctional Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Annual Confirmation of Pensioners Program (ACOP) - Pensioner's Reply Form		None	1 minute	Member
2. Read the instructions and fill out the form		None	2 minutes	Member
3. Get a queue number and wait for the number to be called <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor</i>		None	6 minutes	Member
4. Submit the accomplished form and present the original/certified true copy with photocopy/ies of the documentary requirements (if any)	1. Receive ACOP - Pensioner's Reply Form and documentary requirements 2. Check form if properly accomplished and checks completeness of documentary requirements	None	3 minutes	JMSR/SMSR, SSS Branch Office



	3. Interview and establish the identity of pensioner and counter check the information provided on the form			
	4. Evaluate the submitted ACOP - Pensioner's Reply Form	None	1 minute	SSO III/CEO III, SSS Branch Office
	5. Return the documentary requirements and issue acknowledgement stub and notice of schedule	None	1 minute	JMSR/SMSR, SSS Branch Office
	6. Encode the ACOP compliance	None	1 minute	JMSR/SMSR, SSS Branch Office
Total		None	15 minutes	



24. 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:	<p>Retiree pensioners with the following Qualification Requirements:</p> <ul style="list-style-type: none">Must be eighty-five (85) years of age or below at the end of the last month of loan term; <p>Note: the age of the retiree pensioner at the time of loan application should not exceed eighty-five (85) years as illustrated below:</p> <table border="1"><thead><tr><th>Payment Term</th><th>Age at the Time of Availment</th></tr></thead><tbody><tr><td>6 months</td><td>84 years and 4 months</td></tr><tr><td>12 months</td><td>83 years and 10 months</td></tr><tr><td>24 months</td><td>82 years and 10 months</td></tr></tbody></table> <ul style="list-style-type: none">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; andMust be receiving his/her regular monthly pension for at least one (1) month and status of pension is "Active" <p>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.</p>	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
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
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
2. Alien Certificate of Registration
3. Driver's License
4. Firearms Registration
5. License to Own and Process Firearms
6. NBI Clearance
7. Passport
8. Permit to Carry Firearms Outside of Residence
9. Postal Identity Card
10. Seafarer's Identification and Record Book (Seaman's Book)
11. Voter's ID Card

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.

- Member Services Section of the branch (generated upon filing of application)

- SSS
- Bureau of Immigration
- Land Transportation Office
- Philippine National Police (PNP)
- PNP
- National Bureau of Investigation
- Department of Foreign Affairs/Foreign Gov't.
- PNP
- Philippine Postal Corporation
- Maritime Industry Authority
- Commission on Elections



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), SSS Branch Office
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 PLADS (Item Nos.	None	10 minutes	J/SMSR, SSS Branch Office



	10 to 20, MOP No. 2021-007) 11. Issues to the PLB the following: <ul style="list-style-type: none">• 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		None	None	
4. Wait for the crediting of PL proceeds		None	Within 5 working days from loan approval	Disbursing Bank/Channel
	TOTAL	None	5 days & 15 minutes	



25. PRN Payment Through SSS Branch with Telling Facility

Payment Reference Number (PRN) is a mandatory requirement in the payment of SSS Contribution. Employers and Individual Members may generate their Electronic Collection List (e-CL) Summary and Statement of Account (SOA), respectively, through the SSS website (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
<i>If e-CL/SOA is not available</i>				
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 Telling 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
. 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;	None	4 Minutes	Cashier, Telling Section



	<p>and the amount of submitted cash and/or cheque details, if check payment.</p> <p>2.3 Scan the barcode/ Encode the PRN in the ATSMModule</p> <p>2.4 Print the validation details on the e-CL Summary/ SOA/ Payment Slip and at the back of the cheque, if check payment.</p> <p>2.5 Check the correctness of printed validation details.</p>			
3. Get the validated payment form.	<p>3.1 Issue the validated e-CL Summary/SOA / Payment Slip and change, if any.</p> <p>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.</p>	None	1 Minute	<i>Cashier, Teller Section</i>
	TOTAL	None	7 Minutes	



26. 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: <ul style="list-style-type: none">• 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	None	Jr/Sr Member Service Representative Member Services Section (MSS) SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.		None	None	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 <ul style="list-style-type: none">• Wait for the name to be called by the Data Capture Operator for complete biometric data capture process• Check the encoded data on the monitor to confirm that all encoded data are correct• Get AcknowledgementStub	5.1 Encode UMID CardApplication 5.2 Perform biometric data capture 5.3 Accomplish AcknowledgementStub 5.4 Issue to card applicant the AcknowledgementStub	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)	None	19 days	
	TOTAL	None	20 days	



27. 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 data capture process such as but not limited to the following: <ul style="list-style-type: none">• Driver's License• Passport• Voter's ID 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. If being claimed by Authorized Representative	Member Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government Commission on Elections (Comelec)	



	<ul style="list-style-type: none">• 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);	Filer/Member		
	<ul style="list-style-type: none">• 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)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Branch counter releasing the UMIDcard. <ul style="list-style-type: none">• Present Acknowledgement Stub and identity documents• Receive the UMIDcard• Sign the Log Book	<p>1.1 Notify card applicant through SMS/email that his/her card is available in the SS branch for pick-up</p> <p>1.2 Receive Acknowledgement Stub and identity documents.</p> <p>1.3 Establish the identity of claimant and retrieve UMID card</p> <p>1.4 Release the UMID card</p>	None	8 minutes	Jr/Sr Member Service Representative Member Services Section (MSS)
	TOTAL	None	8 Minutes	



28. 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 and other 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)	Member
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: <ul style="list-style-type: none"> • Driver's License • Passport • Voter's IDcard 	Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government Commission on Elections (Comelec)
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.	



3. SSS R6 Miscellaneous payment form or Proof of payment (1 original, 1 photocopy)	SSS Branch office			
A. Other Requirements <ul style="list-style-type: none">• Card replacement application due to amendment of data/authenticating finger<ul style="list-style-type: none">◦ Previously issued SS ID card or UMID card of the card applicant (1 original)• Card replacement application due to lost SS ID card or UMID card<ul style="list-style-type: none">◦ Duly notarized Affidavit of Loss (1 original)• Card replacement application due to non-receipt of UMID card<ul style="list-style-type: none">◦ 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 other reason/s<ul style="list-style-type: none">◦ 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	None	Jr/Sr Member Service Representative Member Services Section (MSS)



				SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.		None	None	Member
3. Pay the card replacement fee at the SSS Tellering Section and get the Official Receipt	Receive payment and Issue Official Receipt	Php 200.00	None	Cashier Tellering Section
4. Get a queue number and wait for the number to be called	Issue queue number	None	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 <ul style="list-style-type: none">• Wait for the name to be called by the Data Capture Operator for complete biometric data capture processes	6.1 Encode UMID Card Application. 6.2 Perform biometric data capture 6.3 Accomplish AcknowledgmentStub	None	6 minutes	Jr/Sr Member Service Representative/Dat a Capture Operator Member Services Section (MSS)



<ul style="list-style-type: none">• Check the encoded data on the monitor to confirm that all encoded data are correct• Get AcknowledgementStub	6.4 Issue to card applicant the Acknowledgement Stub			
	Processing of Non- ATM UMID card replacement (including mailing period to Branches/ Service/Foreign Offices)	None	19 days	
	TOTAL	Php 200.00	20 days	



29. 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)	Member
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: <ul style="list-style-type: none">• Driver'sLicense• Passport• Voter's IDcard	Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Foreign Government Commission on Elections (Comelec)
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 <ul style="list-style-type: none">• Letter of Authority (LOA)/Special Power of Attorney (SPA) issued by the card applicant (1original);	



	<ul style="list-style-type: none">• Any one (1) Primary IDcard/document or any two (2) ID cards/documents, both with signature and at least one (1) with			
	<ul style="list-style-type: none">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 (1 original)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Branch counter releasing the UMIDcard. <ul style="list-style-type: none">• Present Acknowledgment Stub and identity documents• Receive the UMIDcard• Sign the Log Book• Present old UMID card for deactivation	<ul style="list-style-type: none">1.1 Notify card applicant through SMS/email that his/her card is available in the SS branch for pick-up.1.2 Receive Acknowledgment Stub and identity documents.1.3 Establish the identity of claimant and retrieve UMID card1.4 Release the UMID card	None	8 minutes	Jr/Sr Member Service Representative Member Services Section (MSS)



	1.5 Deactivate old UMID card			
	TOTAL	None	8 Minutes	



30. 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)	Member
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: <ul style="list-style-type: none">• Driver's License• Passport• Voter's ID card	Land Transportation Office (LTO) Department of Foreign Affairs (DFA)/ Foreign Government Commission on Elections (Comelec)
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.	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get UMID Card Application.	Issue UMID Card Application	None	None	Jr/Sr Member Service Representative Member Services Section (MSS)
				SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.		None	None	Member
3. Get a queue number and wait for the number to be called.	Issue queue number.	None	None	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. <ul style="list-style-type: none">• Wait for the name to be called by the Data Capture Operator for complete biometric data capture process.• Check the encoded data on the monitor to confirm that all encoded data are correct.• Get Acknowledgment Stub.	5.1 Encode UMID Card Application. 5.2 Perform biometric data capture. 5.3 Accomplish Acknowledgment Stub. 5.4 Issue to card applicant the AcknowledgmentStub	None	6 minutes	Jr/Sr Member Service Representative/Data Capture Operator Member Services Section (MSS)
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.	None		Identity Management Department



	Processing of UMID ATM/Disbursement Card (including mailing of UMID cards to Bank's Branches)		19 days	
	TOTAL	None	20 days	



31. 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 and other 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: <ul style="list-style-type: none">• 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)



3. SSS R6 Miscellaneous payment form or Proof of payment (1original, 1 photocopy)	SSS Branch Office			
Other Requirements: <ul style="list-style-type: none">• Card replacement application due to amendment of data/authenticatingfinger<ul style="list-style-type: none">○ 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<ul style="list-style-type: none">○ Duly notarized Affidavit of Loss (1 original)• Card replacement application due to non-receipt of UMIDcard<ul style="list-style-type: none">○ 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<ul style="list-style-type: none">○ 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	None	Jr/Sr Member Service Representative Member Services Section (MSS)



				SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.		None	None	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	Php 200.00	None	Cashier Tellering Section
4. Get a queue number and wait for the number to be called	4. Issue queue number	None	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. <ul style="list-style-type: none">• Wait for the name to be called by the Data Capture Operator for complete biometric data capture process.• Check the encoded data on the monitor to confirm that all encoded data are correct.• Get Acknowledgment Stub.	6.1 Encode UMID CardApplication . 6.2 Perform biometric data capture. 6.3 Accomplish Acknowledgment Stub. 6.4 Issue to card applicant the Acknowledgment Stub.	None	6 minutes	Jr/Sr Member Service Representative/Data Capture Operator Member Services Section (MSS)
7. Upon receipt of 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.	P40.00 (paid to Bank upon release of the replacement UMID	None	Identity Management Department
		ATM/ Disbursement card)		



	<p>7.2. Notify card applicant through SMS/email that his/her card is available in the Bank's branch for pick-up.</p> <p>Note: Replaced UMID ATM/Disbursement card shall be deactivated upon release of replacement UMID ATM/Disbursement Card</p>			
	Processing of UMID ATM Disbursement including mailing of UMID cards to Bank's Branches Card	None	19 days	
	TOTAL	Php240.00 Php 200.00 Php 40.00	20 days	



32. 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, courtesy/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
<p>1. For Identification purposes present/submit one (1) Primary ID card/documents such as:</p> <ul style="list-style-type: none">• Unified Multi-Purpose ID (UMID) Card• Social Security (SS) ID Card• Alien Certificate of Registration• Driver's License• Firearm Registration• License to Own and Possess Firearms• National Bureau of Investigation (NBI) Clearance• Passport• Permit to Carry Firearms Outside of Residence• Postal Identity Card• Seafarer's Identification & Record Book (Seaman's Book)• Voter's ID Card <p>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.</p> <p>Note: Expired ID cards shall only be acceptable for the following transactions:</p> <ul style="list-style-type: none">• Retirement• Disability• Death• Funeral• Pension Administration (ACOP, Pension Loan & other pension maintenance)	<p>SSS or GSIS SSS Bureau of Immigration Land Transportation Office (LTO) Philippine National Police (PNP) PNP NBI</p> <p>Department of Foreign Affairs (DFA) PNP</p> <p>Philippine Postal Corporation Maritime Industry Authority</p> <p>Commission on Elections</p>



2. If representing a member/claimant, present/submit the following: <ul style="list-style-type: none">• member's/claimant's primary ID card/document or any two (2) ID cards/documents both with signature at least one (1) with photo• representative's primary ID card/document or any two (2) ID cards/documents both with signature at least one (1) with photo• Letter of Authorization or Special Power of Attorney from the member/claimant	Filer/Member			
Supporting Documents <ol style="list-style-type: none">1. If non-reporting/non-remittance of SSS contributions by Employer:<ul style="list-style-type: none">• Sinumpaang Salaysay (duly notarized)• Proof of employment (i.e. payslips, vale sheets, voucher, company ID, certificate of employment)2. If delay in the settlement of benefit claims:<ul style="list-style-type: none">• Acknowledgment stub3. If employer refused to advance the sickness/maternity benefit:<ul style="list-style-type: none">• Duly approved Sickness Notification, Reimbursement Application, Maternity Notification or Maternity Benefit Application.• Certified true copy of child's birth certificate, as applicable4. If against SSS personnel/employee (courtesy, misinformation, unsatisfactory service):<ul style="list-style-type: none">• Incident report or letter narrating member's/claimant's experience.	SSS Employer (subject of the complaint) SSS SSS Philippine Statistics Authority (PSA) / Local or Municipal Civil Registrar (LCR or MCR)			
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 <i>Member Service Representative</i> 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 the member / member's representative to identify the nature of complaint/ assistance being requested	None	5 Minutes	<i>Member Service Representative, Public Assistance Desk, MSS of SSS Branch</i>
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	<i>Member Service Representative, Public Assistance Desk, MSS of SSS Branch</i>
<u>If with incomplete requirements/supporting documents</u> Inform the filer that the submission of complete requirements/ documents is necessary. Return the presented ID Card/s and supporting documents.				
<u>If with complete requirements/supporting documents (proceed to 3.2)</u>				
	3.2 Log the complaint for referral to the concerned unit	None	4 minutes	<i>Member Service Representative, Public Assistance Desk, MSS of SSS Branch</i>
	3.3 Prepare acknowledgement letter and issue to the member/representativ	None	5 minutes	<i>Member Service Representative, Public</i>



	e and return the presented/submitted ID card/s 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	Assistance Desk, MSS of SSS Branch <i>Member Service Representative, Public Assistance Desk, MSS of SSS Branch</i>
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 concerned unit 4.2 Review and transmit the scanned documents to the concerned unit 4.3 File the hard copies of the submitted supporting documents for record purposes.	None None None	2 days	<i>Member Service Representative, Public Assistance Desk, MSS of SSS Branch</i> MSS Head <i>Member Service Representative, Public Assistance Desk, MSS of SSS Branch</i>
	TOTAL	None	2 days and 25 minutes	



MEMBER ELECTRONIC SERVICES DEPARTMENT – External Services



33. Online Submission of SS Sickness Notification in My.SSS

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

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

Office or Division:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All qualified Employers registered at My.SSS			
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
Logs-in at My.SSS Portal of the SSS website	The employer log-in page of the SSS website is displayed.	None	None	Processed by the system
Selects the "Submit Sickness Notification" under the Benefits Tab.	The system displays the SN Module.	None	None	Processed by the system
Fills-in the required information in the SN screen and click "Proceed" to continue.	The system displays the employee's encoded sickness information.	None	None	Processed by the system
Uploads the required supporting documents Medical Certificate Hospital/Medical records if any	The system displays the screen of the summary of details, uploading of required supporting	None	None	Processed by the system



	documents, and certification portion of Notification.			
Clicks “Certify and Submit” button to proceed.	System generates transaction details SSS shall send an email notification of successful submission to both Employer and Employee through their respective email addresses.	None	None	Processed by the system
Takes note of generated transaction details of successful submission of SN		None	None	
	Medical evaluation of retrieved claim from General Inbox Employer and Employee shall be notified of the claim status through their respective email addresses Medically approved SS-SN claims are enqueued to Employer's account for	None	5 minutes	Medical Specialist, Medical Evaluation Center (MS, MEC)



	advance payment.			
TOTAL	None	5 minutes		

Notes:

1. Applications for SS Sickness benefits must be filed with the Social Security System within five (5) days from receipt of notification from employee, unless hospitalized, then the employer is given one (1) year from date of discharge to file both the notification and reimbursement.
2. A rejected claim shall be construed as completion of a process. Compliance by the member shall be treated as a new transaction and shall be generated a new Transaction Number.
3. All successfully filed SS-SN applications shall be enqueued to a General Inbox which shall be available to all Medical Specialists nationwide.
4. The processing time (PT) for SS-SN claim ends once it is medically evaluated, unless the claim is approved, then the count shall resume upon successful submission of SBRA up to its settlement.



34. Online Submission of EC Sickness Notification in My.SSS

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

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

Office or Division:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All qualified Employers registered at My.SSS			
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
Logs-in at My.SSS Portal of the SSS website	Employer's log-in page of the SSS website is displayed.	None	None	Processed by the system
Selects the "Submit Sickness Notification" under the Benefits Tab.	The system displays the SN Module.	None	None	Processed by the system
Encodes the member's CRN or SS Number, then click "Proceed" to continue	The system validates the encoded employee informationand displays SN screen	None	None	Processed by the system
Fills-in the required information in the SN screen and clicks "Proceed" to continue	The system displays the employee's encoded sickness information	None	None	Processed by the system



Uploads the required supporting documents Medical Certificate EC supporting documents, if Work-Related is ticked, and Hospital/Medical records if any	The system displays the screen of the summary of details, uploading of required supporting documents, and certification portion of Notification	None	None	Processed by the system
Clicks “Certify and Submit” button to proceed.	System generates transaction details An email notification of successful submission shall be sent to both Employer and Employee through their respective email addresses.	None	None	Processed by the system
Takes note of generated transaction details of successful submission of SN		None	None	
	Medical evaluation of retrieved claim from General Inbox The Employer and Employee shall be notified of the claim status through their respective emails	None	5 minutes	Medical Specialist, Medical Evaluation Center (MS, MEC)



	Medically approved EC-SN claims are transmitted electronically to the Processing Center for direct settlement to the member's nominated disbursement account.			
	TOTAL	None	5 days	

Notes:

1. Applications for EC Sickness benefits must be filed with the Social Security System within three (3) years from occurrence of illness/injury.
2. A rejected claim shall be construed as completion of a process. Compliance by the member shall be treated as a new transaction and shall be generated a new Transaction Number.
3. All successfully filed EC-SN applications shall be enqueued to a General Inbox which shall be available to all MSs nationwide. In case simultaneously filed, the MS who retrieved either SN claim shall also evaluate its counterpart.
4. The processing time (PT) for EC claim ends once it is medically evaluated, except if the claim is approved, then the count shall be continuous up to settlement of the claim.



35. Procedure in Filing of Sickness Benefit Application (SBA) Through SSS Web for Self-Employed/Voluntary Member/Member Separated From Employment

Cash benefit paid to a member for the number of days of inability to work due to illness/injury. An Online facility that allows registered Self-employed/Voluntary Members and Member Separated from Employment to submit their Sickness Benefit Application (SS and EC) through My.SSS

Office or Division:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
Classification:	Simple			
Type of Transaction:	G2C - 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		
Enrollment/Registration of MY.SSS Account at the SSS Website Internet/Wifi Access or Mobile data 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
Logs-in at My.SSS Portal of the SSS website.	The member log-in page of the SSS website will be displayed.	None	None	Processed by the System
Selects the "Submit Sickness Benefit Application" under the Benefits Tab.	The system displays the SBA Module.	None	None	Processed by the System



Fills-in the required information in the SBA screen and click "Proceed" to continue.	The system displays the SBA screens.	None	None	Processed by the System
Upload the required supporting documents and click "I certify and submit" button to proceed.	The system displays the summary of details, uploading of required supporting documents, and certification portion of SBA.	None	None	Processed by the System
Take note of the generated transaction details of the successful submission of SBA.	The system displays the transaction number of the submitted SBA. Email notification shall be sent to the client's registered email address	None	None	Processed by the System
	Medical evaluation of retrieved claim from General Inbox Member shall be notified of the claim status through email Medically approved SBA claims are transmitted electronically to the Processing Center for direct settlement to the member's nominated disbursement account.	None	5 minutes	
	Total	None	5 days	

Notes:

1. Applications for Sickness benefit for SEVM, OFW, Non-Working Spouse shall be subject to the respective rule/s on notification of both Social Security System and Employee's Compensation Commission.
2. A rejected claim shall be construed as completion of a process. Compliance by the member shall be treated as a new transaction and shall be generated a new Transaction Number.



3. All successfully filed SBA shall be enqueued to a General Inbox which shall be available to all MSs nationwide.
4. The processing time (PT) for SBA claim ends once it is medically evaluated, unless the claim is approved, then the count shall be continuous up to settlement of the claim.



36. Procedure in Filing of Sickness Benefit Reimbursement Application (SBRA) through SSS WEB for Employer

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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	All employers who have paid in advance the SS sickness benefit to the qualified employees.			
CHECKLIST OF REQUIREMENTS	WHO/WHERE TO SECURE			
Enrollment/Registration of MY.SSS Account at the SSS Website Internet/Wifi Access or Mobile data Pre-requisite for Online filing: Employer and employed member who will certify/confirm the receipt of advance payment of sickness benefit must be registered in the SSS Website Employer must have a disbursement account enrolled with SSS thru the Disbursement Account Enrollment Module (DAEM) of the SSS Website for crediting of the benefit to the employer's disbursement account. With approved Sickness Notification (SN)	SSS website (www.sss.gov.ph) Internet Service Provider SSS website (www.sss.gov.ph) PESONet Participating Banks Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs), for Household Employers only SSS website (www.sss.gov.ph)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Login at My.SSS Portal of the SSS Website.	The employer log-in page of SSS website will be displayed.	None	None	<i>Employer</i>
Under the Benefits Tab click "Submit SS Sickness Benefit Reimbursement Application (SBRA)"	The system displays the page to enter employee's SSS Number.	None	None	<i>Employer</i>
Fill-in the employee's SSS Number in the SS	The system displays the list of approved sickness notification	None	None	<i>Employer</i>



Sickness Benefit Reimbursement Application and click "Search" button.	of the employee for filing of Sickness Reimbursement Benefit.			
Choose the Claim Reference Number of approved sickness notification and click "Proceed" button.	The system displays the information of members approved sickness notification.	None	None	<i>Employer</i>
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.		None	None	<i>Employer</i>
Confirm the submitted sickness reimbursement thru 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 appears that the SS SBRA is successfully submitted with Transaction Reference Number (TRN), date and time. System generates email notification indicating the details of the successfully submitted SBRA with TRN, date, and time. System generates notice of	None	None	<i>Employer</i>



	confirmation for the employee on the amount of sickness benefit advanced by ER.			
	Processing of SBRA and issuance of LOI. Note: Processing of SBRA shall start upon confirmation of employee on the receipt of advance payment of sickness benefit.	None	7 days	Processor/SSO III/CEO II SMEC Section, Processing Center (PC) Treasury Division
	Total	None	7 days	



37. Filing of Adjustment of SS Sickness 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 sickness benefit.

Office or Division:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	All employers who paid in advance 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. Enrollment/Registration of My.SSS Account at the SSS Website. 2. Internet/Wifi Access or Mobile data 3. Pre-requisite for Online filing: <ul style="list-style-type: none">• Employer and employed member who will certify/confirm the receipt of advance payment of sickness benefit must be registered in the SSS Website• Employer must have a disbursement account enrolled with SSS thru the Disbursement Account Enrollment Module (DAEM) of the SSS Website for crediting of the benefit to the employer's disbursement account. 4. Proof of advanced payment of benefit to employee.	<p>SSS website (www.sss.gov.ph)</p> <p>Internet Service Provider</p> <p>SSS website (www.sss.gov.ph)</p> <p>PESONet Participating Banks Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs), for Household Employers only</p> <p>SSS website (www.sss.gov.ph)</p>			
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	None	<i>Employer</i>
2. Select the "Adjustment SS Sickness Benefit	2. The system displays the Adjustment of	None	None	<i>Employer</i>



Reimbursement Application” under Benefits Tab.	SBRA Module.			
3. Fill-in the required information in the Adjustment of SBRA screen including the selected reason for adjustment and click “Proceed” to continue.	3. The system displays the Adjustment of SBRA Module.	None	None	<i>Employer</i>
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 SBRA.	None	None	<i>Employer</i>
5. Take note of the generated transaction details of successful submission of Adjustment of SBRA.	5.1 The system displays the transaction number of submitted adjustment for SBRA. SSS shall send an email notification to registered email address of client. 5.2 System generates	None	None	<i>Employer</i>



	notice of confirmation for the amount of sickness benefit advanced by ER.			
	5.3 Processing of request for adjustment for SBRA and issuance of LOI. Note: Processing of SBRA shall start upon confirmation of employee on the receipt of advance payment of sickness benefit.	None	7 days	Processor/SSO III/CEO II SMEC Section, Processing Center (PC) Treasury Division
	Total	None	7 days	



38. Filing of Member Request for Adjustment of SS Sickness Benefit Through SSS Web 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All SE/VM/Members Separated from employment who were paid less by SSS.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Enrollment/Registration of My.SSS Account at the SSS Website. 2. Member must have a disbursement account enrolled with SSS thru the Disbursement Account Enrollment Module (DAEM) of the SSS Website for crediting of the benefit. 3. Internet/Wifi Access or Mobile data	SSS website (www.sss.gov.ph) 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 SSS website will be displayed.	None	None	Member
2. Select the "Adjustment SS Sickness Benefit Application" under Benefits Tab.	2.The system displays the Adjustment of SBA Module.	None	None	Member
3. Fill-in the required information in the Adjustment of SBA screen including the selected reason for adjustment and click "Proceed" to continue.	3. The system displays the Adjustment of SBA Module.	None	None	Member



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 SBA.	None	None	<i>Member</i>
5. Take note of the generated transaction details of successful submission of Adjustment of SBA.	5. The system displays the transaction number of submitted adjustment for SBA. SSS shall send an email notification to registered email address of client.	None	None	<i>Member</i>
	6. Processing of request for adjustment for SBA and issuance of LOI.	None	7 days	<i>Processor/SSO III/CEO II SMEC Section Processing Center (PC) Treasury Division</i>
	Total	None	7 days	



39. 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:	Member Electronic Services Department via 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	None	None	
3. Fill-in the required information in the maternity notification screen and click "Submit" button		None	None	
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.	None	None	



5. Print the acknowledgement page or the email notification sent to you.		None	None	
	TOTAL	None	5 minutes	



40. Filing Of Maternity Benefit Reimbursement Application (MBRA) Through SSS Web For Employers (Non-Medical Claim)

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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph
Classification:	Complex
Type of Transaction:	G2B
Who may avail:	All employers who have paid in advance the amount of maternity benefit to the qualified female employee and registered at My.SSS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none">1. Enrollment/Registration of MY.SSS Account at the SSS Website2. Internet/Wifi Access or Mobile data3. Pre-requisite for Online filing:<ul style="list-style-type: none">• 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 thru the Disbursement Account Enrollment Module (DAEM) of the SSS Website for crediting of the benefit to the employer's disbursement account.• Member must have successfully submitted her Maternity Notification (MN) prior to the date of delivery. The MN which is to be filed via the member's registered My.SSS online account should be properly acknowledged and received by the System as a requirement in the filing of the Maternity Benefit Application after the member's delivery date. <p>Please refer to Annex A for the list of documentary requirements.</p>	<p>SSS website (www.sss.gov.ph)</p> <p>Internet Service Provider</p> <p>SSS website (www.sss.gov.ph)</p> <p>PESONet Participating Banks Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs), for Household Employers only</p> <p>SSS website (www.sss.gov.ph)</p>



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	None	<i>Employer</i>
2. Select the "SubmitMaternity Benefit Reimbursement Application" under the Benefits Tab.	2. The system displays the MBRA Module.	None	None	<i>Employer</i>
3. Fill-in the required information in the MBRA screen and click "Proceed" to continue.	3. The system displays the screens of MBRA.	None	None	<i>Employer</i>
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	None	<i>Employer</i>
5. Take note of the generated transaction details of successful submission of MBRA.	5. The system displays the transaction number of submitted MBRA and sends email notification to registered email address of client. NOTE: The receipt of the advance payment shall be confirmed/certified by the employee within	None	None	<i>Employer</i>



	seven (7) days from the date email was sent by SSS.			
	6. Processing of MBRA and issuance of LOI	None	7 days	<i>Claims Processor III/CEO II SMEC Section, PC</i>
	Total	None	7 days	<i>Treasury Division</i>



ANNEX A

LIST OF DOCUMENTARY REQUIREMENTS

I. For contingencies that occurred on or after 11 March 2019, or the effectivity date of Republic Act No. (RA) 11210 or the Expanded Maternity Leave Law (EMLL)

A. The female member or employer shall be required to submit online the scanned copy of the original (colored) or certified true copy with good image quality of the following supporting documents, whichever is applicable:

1. For live childbirth (normal or caesarian) – Any of the following:

- a. Child's Certificate of Live Birth (CLB)/Certificate of Death (COD) duly registered with the Local Civil Registrar (LCR) with corresponding Official Receipt (OR), or Acknowledgement Receipt (AR) issued by the LCR, if the filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. Child's CLB/COD issued by the Philippine Statistics Authority (PSA) with corresponding OR or AR if the filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

2. For stillbirth or fetal death –Any of the following:

- a. Certificate of Fetal Death (COFD) duly registered with the LCR with corresponding OR or AR issued by the LCR, if filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. COFD issued by PSA with corresponding OR or AR if filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. COFD issued by the Philippine Embassy/Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

3. For miscarriage, emergency termination of pregnancy (ETP), ectopic pregnancy or hydatidiform mole – The following documents shall be required for submission:

- a. Any of the following proofs of pregnancy:
 - i. Result of pregnancy test duly signed by a physician/municipal health officer;
or
 - ii. Result of other diagnostic tests with the corresponding report duly signed by a physician, which may include any of the following:



- (a) Ultrasound;
(b) Blood Pregnancy test (Beta HCG); or
(c) Early Pregnancy factor; and
 - b. Any of the following proofs of termination of pregnancy duly signed by a physician:
 - v. Pregnancy test result;
 - vi. Ultrasound result;
 - vii. Histopathological Report; or
 - viii. Operating Room Record (ORR); and
 - c. Any of the following medical documents duly signed by a physician:
 - iv. Medical Certificate;
 - v. Records of Consultation; or
 - vi. Clinical Abstract/Discharge Summary.
- B. For specific maternity case or circumstance of the female member or employer, the following are the additional rules and/or required supporting documents (i.e., scanned copy of the colored original or certified true copy with good image quality), whichever is applicable:
1. **For maternity contingencies that occurred locally**
 - a. Medical documents that are electronically issued must be submitted together with the Official Receipt of the procedure.
 - b. The physician's name and Professional Regulation Commission (PRC) license number must be indicated in the medical documents.
 2. **For maternity contingencies that occurred abroad**
 - a. Medical documents that are issued in the foreign country must be submitted with English translation, if applicable.
 - b. Authentication by the Philippine Embassy/Consulate General or notary public in the foreign country, or issuance of apostille by a Foreign Ministry/Embassy/Consulate, for any supporting document shall not be required.
 3. **For qualified Solo Parents under RA 8972 or the Solo Parents' Welfare Act of 2000**
 - a. Any of the following documents issued by the Local Government Unit (LGU) and signed by the Social Worker and the City/Municipal Mayor shall be required for submission:
 - i. Valid Solo Parent ID; or



- ii. Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available.
 - b. The date of delivery must be within the validity period of the Solo Parent ID/Certification/e-Certification of Eligibility, except for first-time solo parent whose document must have been issued within six (6) months from the date of delivery.
 - c. Certification/e-Certification of eligibility must contain all the necessary details as reflected in the Solo Parent ID (e.g., name and address of solo parent, date of validity/issuance, name and date of birth of child/ren).
4. **For Self-employed (SE)/Voluntary (VM)/Overseas Filipino Worker (OFW) members who were previously employed, or members already separated from employment** – The following documents shall be required for submission, whichever is applicable:
- a. If the delivery/miscarriage/ETP occurs within the employment period or within six (6) months from her date of separation from employment: Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the employer.
 - b. If member cannot secure Certificate of Separation from Employment: Affidavit of Undertaking Form duly administered by the SSS branch official/employee or foreign representative authorized as administering officer, indicating the effective date of separation from employment and that no advance payment was granted by the employer, provided that the reason for separation is any of the following:
 - i. Company is on strike;
 - ii. Company has been dissolved or has ceased operation;
 - iii. There is a pending case before a court regarding the member's separation from employment;
 - iv. Member is on Absence Without Official Leave (AWOL) or has strained relations with the employer;
 - v. Member's current address is more than 30 kilometers from the employer's address; or
 - vi. Member's record from her former employer is no longer available.



- 5. For employers who already paid the maternity benefit in advance to their female employees but cannot provide the required documents under Section I.A since said employees did not return or report back to work after childbirth/miscarriage/ETP or are already separated from employment or deceased**
 - a. The following documents shall be required for submission, whichever is applicable:
 - i. Any medical document issued by the hospital/medical facility indicating live childbirth; or proof of pregnancy or any medical document issued by the hospital/medical facility indicating miscarriage/ETP; and
 - ii. Certification from the employer that the employee did not return or report back to work after childbirth/miscarriage/ETP, or that the employee is already separated from employment; or deceased employee's COD issued by the PSA or LCR; and
 - iii. Any of the following proofs of advance payment by the employer of the SSS maternity benefit of the female member:
 - 3) Cash voucher or relevant document indicating receipt of advance payment signed by the member; or
 - 4) Proof of credit or transfer to the member's bank account with corresponding pay slip or relevant document indicating the advance payment.
 - b. For employers who cannot provide the child's CLB/COD or any medical document issued by the hospital/medical facility indicating live childbirth, the reimbursement shall only correspond to sixty (60) days of maternity benefit for miscarriage/ETP or still birth/fetal death.
- 6. For female members or employers filing for adjustment of settled maternity benefits since the allocated leave credits were not used due to unemployment/separation from employment of the child's father or qualified alternate caregiver** –The following documents shall be required for submission, whichever is applicable:
 - a. If unemployed prior to and during the period of maternity leave: Duly notarized affidavit signed by the child's father or qualified alternate caregiver stating that he/she is unemployed prior to and during the period of maternity leave;
 - b. If the date of separation is prior to the date of delivery of the member: Certificate of Separation from Employment issued by the employer of the child's father or qualified alternate caregiver indicating the effective date of separation; or
 - c. If the date of separation is after the date of delivery of the member: Certificate/s issued by the employer of the child's father or qualified alternate caregiver indicating the effective date of separation and that the maternity leave credits allocated by the member were not used.



II. For contingencies that occurred prior to 11 March 2019, or the effectivity date of RA 11210 or the EMLL

The female member or employer shall be required to submit online the same supporting documents as enumerated under Section I above. The following **additional rules for caesarian delivery shall also apply:**

- A. Any of the following documents issued by the hospital/medical facility indicating the 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 applicable charges, only if the caesarian delivery occurred abroad; or
 7. Similar medical documents.
- B. For employers who already paid the maternity benefit in advance to their female employees but cannot provide the above-mentioned additional supporting document since said employees did not return or report back to work after childbirth, or are already separated from employment or deceased, the reimbursement shall only correspond to sixty (60) days of maternity benefit for normal delivery.



41. Filing Of Maternity Benefit Reimbursement Application (MBRA) Through SSS Web For Employers (Medical Claim)

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

Office or Division:	My.SSS Portal at www.sss.gov.ph
Classification:	Highly Technical
Type of Transaction:	G2B
Who may avail:	All employers who have paid in advance 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 2. Internet/Wifi Access or Mobile data 3. Pre-requisite for Online filing: <ul style="list-style-type: none">• 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 thru the Disbursement Account Enrollment Module (DAEM) of the SSS Website for crediting of the benefit to the employer's disbursement account.• Member must have successfully submitted her Maternity Notification (MN) prior to the date of delivery. The MN which is to be filed via the member's registered My.SSS online account should be properly acknowledged and received by the System as a requirement in the filing of the Maternity Benefit Application after the member's delivery date.	SSS website (www.sss.gov.ph) Internet Service Provider SSS website (www.sss.gov.ph) PESONet Participating Banks Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs), for Household Employers only SSS website (www.sss.gov.ph)
Please refer to Annex A for the list of documentary requirements.	



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	None	<i>Employer</i>
2. Select the "Submit Maternity Benefit Reimbursement Application" under the Benefits Tab.	2. The system displays the MBRA Module.	None	None	<i>Employer</i>
3. Fill-in the required information in the MBRA screen and click "Proceed" to continue.	3. The system displays the screens of MBRA.	None	None	<i>Employer</i>
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	None	<i>Employer</i>
5. Take note of the generated transaction details of successful submission of MBRA.	5. The system displays the transaction number of submitted MBRA and sends email notification to registered email address of client. NOTE: The receipt of the advance payment shall be confirmed/certified by the employee within	None	None	<i>Employer</i>



	seven (7) days from the date email was sent by SSS.			
	6. Medical evaluation and processing of MBRA and issuance of LOI	None	20 days	<i>Medical Specialist</i> Medical Evaluation Center (MEC), SSS Branch Office; <i>Claims Processor III</i> SMEC Section, PC Treasury Division
	Total	None	20 days	



ANNEX A

LIST OF DOCUMENTARY REQUIREMENTS

I. For contingencies that occurred on or after 11 March 2019, or the effectivity date of Republic Act No. (RA) 11210 or the Expanded Maternity Leave Law (EMLL)

A. The female member or employer shall be required to submit online the scanned copy of the original (colored) or certified true copy with good image quality of the following supporting documents, whichever is applicable:

1. For live childbirth (normal or caesarian) – Any of the following:

- a. Child's Certificate of Live Birth (CLB)/Certificate of Death (COD) duly registered with the Local Civil Registrar (LCR) with corresponding Official Receipt (OR), or Acknowledgement Receipt (AR) issued by the LCR, if the filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. Child's CLB/COD issued by the Philippine Statistics Authority (PSA) with corresponding OR or AR if the filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

2. For stillbirth or fetal death –Any of the following:

- a. Certificate of Fetal Death (COFD) duly registered with the LCR with corresponding OR or AR issued by the LCR, if filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. COFD issued by PSA with corresponding OR or AR if filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. COFD issued by the Philippine Embassy/Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

3. For miscarriage, emergency termination of pregnancy (ETP), ectopic pregnancy or hydatidiform mole – The following documents shall be required for submission:

- a. Any of the following proofs of pregnancy:
 - i. Result of pregnancy test duly signed by a physician/municipal health officer; or
 - ii. Result of other diagnostic tests with the corresponding report duly signed by a physician, which may include any of the following:



- (a) Ultrasound;
(b) Blood Pregnancy test (Beta HCG); or
(c) Early Pregnancy factor; and
 - b. Any of the following proofs of termination of pregnancy duly signed by a physician:
 - i. Pregnancy test result;
 - ii. Ultrasound result;
 - iii. Histopathological Report; or
 - iv. Operating Room Record (ORR); and
 - c. Any of the following medical documents duly signed by a physician:
 - i. Medical Certificate;
 - ii. Records of Consultation; or
 - iii. Clinical Abstract/Discharge Summary.
- B. For specific maternity case or circumstance of the female member or employer, the following are the additional rules and/or required supporting documents (i.e., scanned copy of the colored original or certified true copy with good image quality), whichever is applicable:
1. **For maternity contingencies that occurred locally**
 - a. Medical documents that are electronically issued must be submitted together with the Official Receipt of the procedure.
 - b. The physician's name and Professional Regulation Commission (PRC) license number must be indicated in the medical documents.
 2. **For maternity contingencies that occurred abroad**
 - a. Medical documents that are issued in the foreign country must be submitted with English translation, if applicable.
 - b. Authentication by the Philippine Embassy/Consulate General or notary public in the foreign country, or issuance of apostille by a Foreign Ministry/Embassy/Consulate, for any supporting document shall not be required.
 3. **For qualified Solo Parents under RA 8972 or the Solo Parents' Welfare Act of 2000**
 - a. Any of the following documents issued by the Local Government Unit (LGU) and signed by the Social Worker and the City/Municipal Mayor shall be required for submission:
 - i. Valid Solo Parent ID; or



- ii. Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available.
 - b. The date of delivery must be within the validity period of the Solo Parent ID/Certification/e-Certification of Eligibility, except for first-time solo parent whose document must have been issued within six (6) months from the date of delivery.
 - c. Certification/e-Certification of eligibility must contain all the necessary details as reflected in the Solo Parent ID (e.g., name and address of solo parent, date of validity/issuance, name and date of birth of child/ren).
4. **For Self-employed (SE)/Voluntary (VM)/Overseas Filipino Worker (OFW) members who were previously employed, or members already separated from employment** – The following documents shall be required for submission, whichever is applicable:
- a. If the delivery/miscarriage/ETP occurs within the employment period or within six (6) months from her date of separation from employment: Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the employer.
 - b. If member cannot secure Certificate of Separation from Employment: Affidavit of Undertaking Form duly administered by the SSS branch official/employee or foreign representative authorized as administering officer, indicating the effective date of separation from employment and that no advance payment was granted by the employer, provided that the reason for separation is any of the following:
 - i. Company is on strike;
 - ii. Company has been dissolved or has ceased operation;
 - iii. There is a pending case before a court regarding the member's separation from employment;
 - iv. Member is on Absence Without Official Leave (AWOL) or has strained relations with the employer;
 - v. Member's current address is more than 30 kilometers from the employer's address; or
 - vi. Member's record from her former employer is no longer available.



- 5. For employers who already paid the maternity benefit in advance to their female employees but cannot provide the required documents under Section I.A since said employees did not return or report back to work after childbirth/miscarriage/ETP or are already separated from employment or deceased**
 - a. The following documents shall be required for submission, whichever is applicable:
 - i. Any medical document issued by the hospital/medical facility indicating live childbirth; or proof of pregnancy or any medical document issued by the hospital/medical facility indicating miscarriage/ETP; and
 - ii. Certification from the employer that the employee did not return or report back to work after childbirth/miscarriage/ETP, or that the employee is already separated from employment; or deceased employee's COD issued by the PSA or LCR; and
 - iii. Any of the following proofs of advance payment by the employer of the SSS maternity benefit of the female member:
 - 5) Cash voucher or relevant document indicating receipt of advance payment signed by the member; or
 - 6) Proof of credit or transfer to the member's bank account with corresponding pay slip or relevant document indicating the advance payment.
 - b. For employers who cannot provide the child's CLB/COD or any medical document issued by the hospital/medical facility indicating live childbirth, the reimbursement shall only correspond to sixty (60) days of maternity benefit for miscarriage/ETP or still birth/fetal death.
- 6. For female members or employers filing for adjustment of settled maternity benefits since the allocated leave credits were not used due to unemployment/separation from employment of the child's father or qualified alternate caregiver** –The following documents shall be required for submission, whichever is applicable:
 - a. If unemployed prior to and during the period of maternity leave: Duly notarized affidavit signed by the child's father or qualified alternate caregiver stating that he/she is unemployed prior to and during the period of maternity leave;
 - b. If the date of separation is prior to the date of delivery of the member: Certificate of Separation from Employment issued by the employer of the child's father or qualified alternate caregiver indicating the effective date of separation; or
 - c. If the date of separation is after the date of delivery of the member: Certificate/s issued by the employer of the child's father or qualified alternate caregiver indicating the effective date of separation and that the maternity leave credits allocated by the member were not used.



II. For contingencies that occurred prior to 11 March 2019, or the effectivity date of RA 11210 or the EMLL

The female member or employer shall be required to submit online the same supporting documents as enumerated under Section I above. The following **additional rules for caesarian delivery shall also apply:**

- A. Any of the following documents issued by the hospital/medical facility indicating the 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 applicable charges, only if the caesarian delivery occurred abroad; or
 7. Similar medical documents.
- B. For employers who already paid the maternity benefit in advance to their female employees but cannot provide the above-mentioned additional supporting document since said employees did not return or report back to work after childbirth, or are already separated from employment or deceased, the reimbursement shall only correspond to sixty (60) days of maternity benefit for normal delivery.



42. 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:	Complex			
Type of Transaction:	G2B			
Who may avail:	All employers who have paid in advance 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
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	None
2. Select the “Adjustment of Maternity Benefit Reimbursement Application” under the Benefits Tab.		2. The system displays the Adjustment of MBRA Module.	None	None
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	None
PERSON RESPONSIBLE				
<i>Employer</i>				
<i>Employer</i>				
<i>Employer</i>				



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 MBRA.	None	None	<i>Employer</i>
5. Take note of the generated transaction details of successful submission of Adjustment for MBRA.	5. The system displays the transaction number of submitted adjustment for MBRA and sends email notification to registered email address of client.	None	None	<i>Employer</i>
	6. Processing of adjustment of MBRA and issuance of LOI	None	7 days	<i>Claims Processor III SMEC Section, PC Treasury Division</i>
	Total	None	7 days	



ANNEX A

LIST OF DOCUMENTARY REQUIREMENTS

I. For contingencies that occurred on or after 11 March 2019, or the effectivity date of Republic Act No. (RA) 11210 or the Expanded Maternity Leave Law (EMLL)

A. The female member or employer shall be required to submit online the scanned copy of the original (colored) or certified true copy with good image quality of the following supporting documents, whichever is applicable:

1. For live childbirth (normal or caesarian) – Any of the following:

- a. Child's Certificate of Live Birth (CLB)/Certificate of Death (COD) duly registered with the Local Civil Registrar (LCR) with corresponding Official Receipt (OR), or Acknowledgement Receipt (AR) issued by the LCR, if the filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. Child's CLB/COD issued by the Philippine Statistics Authority (PSA) with corresponding OR or AR if the filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

2. For stillbirth or fetal death –Any of the following:

- a. Certificate of Fetal Death (COFD) duly registered with the LCR with corresponding OR or AR issued by the LCR, if filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. COFD issued by PSA with corresponding OR or AR if filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. COFD issued by the Philippine Embassy/Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

3. For miscarriage, emergency termination of pregnancy (ETP), ectopic pregnancy or hydatidiform mole – The following documents shall be required for submission:

- a. Any of the following proofs of pregnancy:
 - i. Result of pregnancy test duly signed by a physician/municipal health officer; or
 - ii. Result of other diagnostic tests with the corresponding report duly signed by a physician, which may include any of the following:



- (a) Ultrasound;
(b) Blood Pregnancy test (Beta HCG); or
(c) Early Pregnancy factor; and
 - b. Any of the following proofs of termination of pregnancy duly signed by a physician:
 - i. Pregnancy test result;
 - ii. Ultrasound result;
 - iii. Histopathological Report; or
 - iv. Operating Room Record (ORR); and
 - c. Any of the following medical documents duly signed by a physician:
 - i. Medical Certificate;
 - ii. Records of Consultation; or
 - iii. Clinical Abstract/Discharge Summary.
- B. For specific maternity case or circumstance of the female member or employer, the following are the additional rules and/or required supporting documents (i.e., scanned copy of the colored original or certified true copy with good image quality), whichever is applicable:
1. **For maternity contingencies that occurred locally**
 - a. Medical documents that are electronically issued must be submitted together with the Official Receipt of the procedure.
 - b. The physician's name and Professional Regulation Commission (PRC) license number must be indicated in the medical documents.
 2. **For maternity contingencies that occurred abroad**
 - a. Medical documents that are issued in the foreign country must be submitted with English translation, if applicable.
 - b. Authentication by the Philippine Embassy/Consulate General or notary public in the foreign country, or issuance of apostille by a Foreign Ministry/Embassy/Consulate, for any supporting document shall not be required.
 3. **For qualified Solo Parents under RA 8972 or the Solo Parents' Welfare Act of 2000**
 - a. Any of the following documents issued by the Local Government Unit (LGU) and signed by the Social Worker and the City/Municipal Mayor shall be required for submission:
 - i. Valid Solo Parent ID; or



- ii. Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available.
 - b. The date of delivery must be within the validity period of the Solo Parent ID/Certification/e-Certification of Eligibility, except for first-time solo parent whose document must have been issued within six (6) months from the date of delivery.
 - c. Certification/e-Certification of eligibility must contain all the necessary details as reflected in the Solo Parent ID (e.g., name and address of solo parent, date of validity/issuance, name and date of birth of child/ren).
4. **For Self-employed (SE)/Voluntary (VM)/Overseas Filipino Worker (OFW) members who were previously employed, or members already separated from employment** – The following documents shall be required for submission, whichever is applicable:
- a. If the delivery/miscarriage/ETP occurs within the employment period or within six (6) months from her date of separation from employment: Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the employer.
 - b. If member cannot secure Certificate of Separation from Employment: Affidavit of Undertaking Form duly administered by the SSS branch official/employee or foreign representative authorized as administering officer, indicating the effective date of separation from employment and that no advance payment was granted by the employer, provided that the reason for separation is any of the following:
 - i. Company is on strike;
 - ii. Company has been dissolved or has ceased operation;
 - iii. There is a pending case before a court regarding the member's separation from employment;
 - iv. Member is on Absence Without Official Leave (AWOL) or has strained relations with the employer;
 - v. Member's current address is more than 30 kilometers from the employer's address; or
 - vi. Member's record from her former employer is no longer available.



5. **For employers who already paid the maternity benefit in advance to their female employees but cannot provide the required documents under Section I.A since said employees did not return or report back to work after childbirth/miscarriage/ETP or are already separated from employment or deceased**
 - a. The following documents shall be required for submission, whichever is applicable:
 - i. Any medical document issued by the hospital/medical facility indicating live childbirth; or proof of pregnancy or any medical document issued by the hospital/medical facility indicating miscarriage/ETP; and
 - ii. Certification from the employer that the employee did not return or report back to work after childbirth/miscarriage/ETP, or that the employee is already separated from employment; or deceased employee's COD issued by the PSA or LCR; and
 - iii. Any of the following proofs of advance payment by the employer of the SSS maternity benefit of the female member:
 - 7) Cash voucher or relevant document indicating receipt of advance payment signed by the member; or
 - 8) Proof of credit or transfer to the member's bank account with corresponding pay slip or relevant document indicating the advance payment.
 - b. For employers who cannot provide the child's CLB/COD or any medical document issued by the hospital/medical facility indicating live childbirth, the reimbursement shall only correspond to sixty (60) days of maternity benefit for miscarriage/ETP or still birth/fetal death.
 6. **For female members or employers filing for adjustment of settled maternity benefits since the allocated leave credits were not used due to unemployment/separation from employment of the child's father or qualified alternate caregiver** –The following documents shall be required for submission, whichever is applicable:
 - a. If unemployed prior to and during the period of maternity leave: Duly notarized affidavit signed by the child's father or qualified alternate caregiver stating that he/she is unemployed prior to and during the period of maternity leave;
 - b. If the date of separation is prior to the date of delivery of the member: Certificate of Separation from Employment issued by the employer of the child's father or qualified alternate caregiver indicating the effective date of separation; or
 - c. If the date of separation is after the date of delivery of the member: Certificate/s issued by the employer of the child's father or qualified alternate caregiver



indicating the effective date of separation and that the maternity leave credits allocated by the member were not used.

II. For contingencies that occurred prior to 11 March 2019, or the effectivity date of RA 11210 or the EMLL

The female member or employer shall be required to submit online the same supporting documents as enumerated under Section I above. The following **additional rules for caesarian delivery shall also apply:**

- A. Any of the following documents issued by the hospital/medical facility indicating the 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 applicable charges, only if the caesarian delivery occurred abroad; or
 7. Similar medical documents.
- B. For employers who already paid the maternity benefit in advance to their female employees but cannot provide the above-mentioned additional supporting document since said employees did not return or report back to work after childbirth, or are already separated from employment or deceased, the reimbursement shall only correspond to sixty (60) days of maternity benefit for normal delivery.



43. Filing Of Maternity Benefit Application (MBA) Through SSS Web For Self-Employed/Voluntary Member/Member Separated From Employment (Non-Medical Claim)

Maternity benefit is granted to a female member who was unable to work due to childbirth.



Office or Division:	My.SSS Portal at www.sss.gov.ph
Classification:	Complex
Type of Transaction:	G2C
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		SSS website (www.sss.gov.ph)		
2. Internet/Wifi Access or Mobile data		Internet Service Provider		
3. Pre-requisite for Online filing: <ul style="list-style-type: none">• Member must have a disbursement account enrolled with SSS thru the Disbursement Account Enrollment Module (DAEM) of the SSS Website for crediting of the benefit to the employer's disbursement account.		PESONet Participating Banks E-Wallet Participants Remittance Transfer Companies (RTCs) Cash Payout Outlets (CPOs)		
Please refer to Annex A for the list of documentary requirements.		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	None	<i>Member</i>
2. Select the "Apply for Maternity Benefit" under the Benefits Tab.	2. The system displays the MBA Module.	None	None	<i>Member</i>
3. Fill-in the required information in the MBA screen and click "Proceed" to continue.	3. The system displays the screens of MBA.	None	None	<i>Member</i>



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 MBA.	None	None	<i>Member</i>
5. Take note of the generated transaction details of successful submission of MBA.	5. The system displays the transaction number of submitted MBA and sends email notification to registered email address of client.	None	None	<i>Member</i>
	6. Processing of MBA and issuance of LOI	None	7 days	<i>Claims Processor III/CEO II SMEC Section, PC Treasury Division</i>
	Total	None	7 days	



ANNEX A

LIST OF DOCUMENTARY REQUIREMENTS

I. For contingencies that occurred on or after 11 March 2019, or the effectivity date of Republic Act No. (RA) 11210 or the Expanded Maternity Leave Law (EMLL)

- A. The female member or employer shall be required to submit online the scanned copy of the original (colored) or certified true copy with good image quality of the following supporting documents, whichever is applicable:

1. **For live childbirth (normal or caesarian) – Any of the following:**

- a. Child's Certificate of Live Birth (CLB)/Certificate of Death (COD) duly registered with the Local Civil Registrar (LCR) with corresponding Official Receipt (OR), or Acknowledgement Receipt (AR) issued by the LCR, if the filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. Child's CLB/COD issued by the Philippine Statistics Authority (PSA) with corresponding OR or AR if the filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

2. **For stillbirth or fetal death –Any of the following:**

- a. Certificate of Fetal Death (COFD) duly registered with the LCR with corresponding OR or AR issued by the LCR, if filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. COFD issued by PSA with corresponding OR or AR if filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. COFD issued by the Philippine Embassy/Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

3. **For miscarriage, emergency termination of pregnancy (ETP), ectopic pregnancy or hydatidiform mole – The following documents shall be required for submission:**

- a. Any of the following proofs of pregnancy:
 - i. Result of pregnancy test duly signed by a physician/municipal health officer; or
 - ii. Result of other diagnostic tests with the corresponding report duly signed by a physician, which may include any of the following:



- (a) Ultrasound;
(b) Blood Pregnancy test (Beta HCG); or
(c) Early Pregnancy factor; and
 - b. Any of the following proofs of termination of pregnancy duly signed by a physician:
 - i. Pregnancy test result;
 - ii. Ultrasound result;
 - iii. Histopathological Report; or
 - iv. Operating Room Record (ORR); and
 - c. Any of the following medical documents duly signed by a physician:
 - i. Medical Certificate;
 - ii. Records of Consultation; or
 - iii. Clinical Abstract/Discharge Summary.
- B. For specific maternity case or circumstance of the female member or employer, the following are the additional rules and/or required supporting documents (i.e., scanned copy of the colored original or certified true copy with good image quality), whichever is applicable:
1. **For maternity contingencies that occurred locally**
 - a. Medical documents that are electronically issued must be submitted together with the Official Receipt of the procedure.
 - b. The physician's name and Professional Regulation Commission (PRC) license number must be indicated in the medical documents.
 2. **For maternity contingencies that occurred abroad**
 - a. Medical documents that are issued in the foreign country must be submitted with English translation, if applicable.
 - b. Authentication by the Philippine Embassy/Consulate General or notary public in the foreign country, or issuance of apostille by a Foreign Ministry/Embassy/Consulate, for any supporting document shall not be required.
 3. **For qualified Solo Parents under RA 8972 or the Solo Parents' Welfare Act of 2000**
 - a. Any of the following documents issued by the Local Government Unit (LGU) and signed by the Social Worker and the City/Municipal Mayor shall be required for submission:
 - i. Valid Solo Parent ID; or



- ii. Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available.
 - b. The date of delivery must be within the validity period of the Solo Parent ID/Certification/e-Certification of Eligibility, except for first-time solo parent whose document must have been issued within six (6) months from the date of delivery.
 - c. Certification/e-Certification of eligibility must contain all the necessary details as reflected in the Solo Parent ID (e.g., name and address of solo parent, date of validity/issuance, name and date of birth of child/ren).
4. **For Self-employed (SE)/Voluntary (VM)/Overseas Filipino Worker (OFW) members who were previously employed, or members already separated from employment** – The following documents shall be required for submission, whichever is applicable:
- a. If the delivery/miscarriage/ETP occurs within the employment period or within six (6) months from her date of separation from employment: Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the employer.
 - b. If member cannot secure Certificate of Separation from Employment: Affidavit of Undertaking Form duly administered by the SSS branch official/employee or foreign representative authorized as administering officer, indicating the effective date of separation from employment and that no advance payment was granted by the employer, provided that the reason for separation is any of the following:
 - i. Company is on strike;
 - ii. Company has been dissolved or has ceased operation;
 - iii. There is a pending case before a court regarding the member's separation from employment;
 - iv. Member is on Absence Without Official Leave (AWOL) or has strained relations with the employer;
 - v. Member's current address is more than 30 kilometers from the employer's address; or
 - vi. Member's record from her former employer is no longer available.



5. **For employers who already paid the maternity benefit in advance to their female employees but cannot provide the required documents under Section I.A since said employees did not return or report back to work after childbirth/miscarriage/ETP or are already separated from employment or deceased**
 - a. The following documents shall be required for submission, whichever is applicable:
 - i. Any medical document issued by the hospital/medical facility indicating live childbirth; or proof of pregnancy or any medical document issued by the hospital/medical facility indicating miscarriage/ETP; and
 - ii. Certification from the employer that the employee did not return or report back to work after childbirth/miscarriage/ETP, or that the employee is already separated from employment; or deceased employee's COD issued by the PSA or LCR; and
 - iii. Any of the following proofs of advance payment by the employer of the SSS maternity benefit of the female member:
 - 9) Cash voucher or relevant document indicating receipt of advance payment signed by the member; or
 - 10) Proof of credit or transfer to the member's bank account with corresponding pay slip or relevant document indicating the advance payment.
 - b. For employers who cannot provide the child's CLB/COD or any medical document issued by the hospital/medical facility indicating live childbirth, the reimbursement shall only correspond to sixty (60) days of maternity benefit for miscarriage/ETP or still birth/fetal death.
 6. **For female members or employers filing for adjustment of settled maternity benefits since the allocated leave credits were not used due to unemployment/separation from employment of the child's father or qualified alternate caregiver** –The following documents shall be required for submission, whichever is applicable:
 - a. If unemployed prior to and during the period of maternity leave: Duly notarized affidavit signed by the child's father or qualified alternate caregiver stating that he/she is unemployed prior to and during the period of maternity leave;
 - b. If the date of separation is prior to the date of delivery of the member: Certificate of Separation from Employment issued by the employer of the child's father or qualified alternate caregiver indicating the effective date of separation; or
 - c. If the date of separation is after the date of delivery of the member: Certificate/s issued by the employer of the child's father or qualified alternate caregiver



indicating the effective date of separation and that the maternity leave credits allocated by the member were not used.

II. For contingencies that occurred prior to 11 March 2019, or the effectivity date of RA 11210 or the EMLL

The female member or employer shall be required to submit online the same supporting documents as enumerated under Section I above. The following **additional rules for caesarian delivery shall also apply:**

- A. Any of the following documents issued by the hospital/medical facility indicating the 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 applicable charges, only if the caesarian delivery occurred abroad; or
 7. Similar medical documents.
- B. For employers who already paid the maternity benefit in advance to their female employees but cannot provide the above-mentioned additional supporting document since said employees did not return or report back to work after childbirth, or are already separated from employment or deceased, the reimbursement shall only correspond to sixty (60) days of maternity benefit for normal delivery.



44. Filing Of Maternity Benefit Application (MBA) Through SSS Web For Self-Employed/Voluntary Member/Member Separated From Employment (Medical Claim)

Maternity benefits granted to a female member who was unable to work due to miscarriage and emergency termination of pregnancy (ETP).



Office or Division:	My.SSS Portal at www.sss.gov.ph
Classification:	Highly Technical
Type of Transaction:	G2C
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: <ul style="list-style-type: none">• Member must have a disbursement account enrolled with SSS thru the Disbursement Account Enrollment Module (DAEM) of the SSS Website for crediting of the benefit to the employer's disbursement account.		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)

Please refer to Annex A for the list of documentary requirements.

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	None	Member
2. Select the "Apply for Maternity Benefit" under the Benefits Tab.	2. The system displays the MBA Module.	None	None	Member
3. Fill-in the required information in the MBA screen and click "Proceed" to continue.	3. The system displays the screens of MBA.	None	None	Member
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 MBA.	None	None	Member



5. Take note of the generated transaction details of successful submission of MBA.	5. The system displays the transaction number of submitted MBA and sends email notification to registered email address of client.	None	None	<i>Member</i>
	6. Medical evaluation and processing of MBA and issuance of LOI.	None	20 days	<i>Medical Specialist Medical Evaluation Center (MEC), SSS Branch Office and Claims Processor III/Corporate Executive Officer I, SMEC Section, PC Treasury Division</i>
	Total	None	20 days	



ANNEX A

LIST OF DOCUMENTARY REQUIREMENTS

I. For contingencies that occurred on or after 11 March 2019, or the effectivity date of Republic Act No. (RA) 11210 or the Expanded Maternity Leave Law (EMLL)

A. The female member or employer shall be required to submit online the scanned copy of the original (colored) or certified true copy with good image quality of the following supporting documents, whichever is applicable:

1. For live childbirth (normal or caesarian) – Any of the following:

- a. Child's Certificate of Live Birth (CLB)/Certificate of Death (COD) duly registered with the Local Civil Registrar (LCR) with corresponding Official Receipt (OR), or Acknowledgement Receipt (AR) issued by the LCR, if the filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. Child's CLB/COD issued by the Philippine Statistics Authority (PSA) with corresponding OR or AR if the filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

2. For stillbirth or fetal death –Any of the following:

- a. Certificate of Fetal Death (COFD) duly registered with the LCR with corresponding OR or AR issued by the LCR, if filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. COFD issued by PSA with corresponding OR or AR if filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. COFD issued by the Philippine Embassy/Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

3. For miscarriage, emergency termination of pregnancy (ETP), ectopic pregnancy or hydatidiform mole – The following documents shall be required for submission:

- a. Any of the following proofs of pregnancy:
 - i. Result of pregnancy test duly signed by a physician/municipal health officer; or
 - ii. Result of other diagnostic tests with the corresponding report duly signed by a physician, which may include any of the following:



- (a) Ultrasound;
(b) Blood Pregnancy test (Beta HCG); or
(c) Early Pregnancy factor; and
 - b. Any of the following proofs of termination of pregnancy duly signed by a physician:
 - i. Pregnancy test result;
 - ii. Ultrasound result;
 - iii. Histopathological Report; or
 - iv. Operating Room Record (ORR); and
 - c. Any of the following medical documents duly signed by a physician:
 - i. Medical Certificate;
 - ii. Records of Consultation; or
 - iii. Clinical Abstract/Discharge Summary.
- B. For specific maternity case or circumstance of the female member or employer, the following are the additional rules and/or required supporting documents (i.e., scanned copy of the colored original or certified true copy with good image quality), whichever is applicable:
1. **For maternity contingencies that occurred locally**
 - a. Medical documents that are electronically issued must be submitted together with the Official Receipt of the procedure.
 - b. The physician's name and Professional Regulation Commission (PRC) license number must be indicated in the medical documents.
 2. **For maternity contingencies that occurred abroad**
 - a. Medical documents that are issued in the foreign country must be submitted with English translation, if applicable.
 - b. Authentication by the Philippine Embassy/Consulate General or notary public in the foreign country, or issuance of apostille by a Foreign Ministry/Embassy/Consulate, for any supporting document shall not be required.
 3. **For qualified Solo Parents under RA 8972 or the Solo Parents' Welfare Act of 2000**
 - a. Any of the following documents issued by the Local Government Unit (LGU) and signed by the Social Worker and the City/Municipal Mayor shall be required for submission:
 - i. Valid Solo Parent ID; or



- ii. Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available.
 - b. The date of delivery must be within the validity period of the Solo Parent ID/Certification/e-Certification of Eligibility, except for first-time solo parent whose document must have been issued within six (6) months from the date of delivery.
 - c. Certification/e-Certification of eligibility must contain all the necessary details as reflected in the Solo Parent ID (e.g., name and address of solo parent, date of validity/issuance, name and date of birth of child/ren).
4. **For Self-employed (SE)/Voluntary (VM)/Overseas Filipino Worker (OFW) members who were previously employed, or members already separated from employment** – The following documents shall be required for submission, whichever is applicable:
- a. If the delivery/miscarriage/ETP occurs within the employment period or within six (6) months from her date of separation from employment: Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the employer.
 - b. If member cannot secure Certificate of Separation from Employment: Affidavit of Undertaking Form duly administered by the SSS branch official/employee or foreign representative authorized as administering officer, indicating the effective date of separation from employment and that no advance payment was granted by the employer, provided that the reason for separation is any of the following:
 - i. Company is on strike;
 - ii. Company has been dissolved or has ceased operation;
 - iii. There is a pending case before a court regarding the member's separation from employment;
 - iv. Member is on Absence Without Official Leave (AWOL) or has strained relations with the employer;
 - v. Member's current address is more than 30 kilometers from the employer's address; or
 - vi. Member's record from her former employer is no longer available.



5. **For employers who already paid the maternity benefit in advance to their female employees but cannot provide the required documents under Section I.A since said employees did not return or report back to work after childbirth/miscarriage/ETP or are already separated from employment or deceased**
 - a. The following documents shall be required for submission, whichever is applicable:
 - i. Any medical document issued by the hospital/medical facility indicating live childbirth; or proof of pregnancy or any medical document issued by the hospital/medical facility indicating miscarriage/ETP; and
 - ii. Certification from the employer that the employee did not return or report back to work after childbirth/miscarriage/ETP, or that the employee is already separated from employment; or deceased employee's COD issued by the PSA or LCR; and
 - iii. Any of the following proofs of advance payment by the employer of the SSS maternity benefit of the female member:
 - 11) Cash voucher or relevant document indicating receipt of advance payment signed by the member; or
 - 12) Proof of credit or transfer to the member's bank account with corresponding pay slip or relevant document indicating the advance payment.
 - b. For employers who cannot provide the child's CLB/COD or any medical document issued by the hospital/medical facility indicating live childbirth, the reimbursement shall only correspond to sixty (60) days of maternity benefit for miscarriage/ETP or still birth/fetal death.
 6. **For female members or employers filing for adjustment of settled maternity benefits since the allocated leave credits were not used due to unemployment/separation from employment of the child's father or qualified alternate caregiver** –The following documents shall be required for submission, whichever is applicable:
 - a. If unemployed prior to and during the period of maternity leave: Duly notarized affidavit signed by the child's father or qualified alternate caregiver stating that he/she is unemployed prior to and during the period of maternity leave;
 - b. If the date of separation is prior to the date of delivery of the member: Certificate of Separation from Employment issued by the employer of the child's father or qualified alternate caregiver indicating the effective date of separation; or
 - c. If the date of separation is after the date of delivery of the member: Certificate/s issued by the employer of the child's father or qualified alternate caregiver



indicating the effective date of separation and that the maternity leave credits allocated by the member were not used.

II. For contingencies that occurred prior to 11 March 2019, or the effectiveness date of RA 11210 or the EMLL

The female member or employer shall be required to submit online the same supporting documents as enumerated under Section I above. The following **additional rules for caesarian delivery shall also apply:**

- A. Any of the following documents issued by the hospital/medical facility indicating the 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 applicable charges, only if the caesarian delivery occurred abroad; or
 7. Similar medical documents.
- B. For employers who already paid the maternity benefit in advance to their female employees but cannot provide the above-mentioned additional supporting document since said employees did not return or report back to work after childbirth, or are already separated from employment or deceased, the reimbursement shall only correspond to sixty (60) days of maternity benefit for normal delivery.



45. Filing Of 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:	Complex			
Type of Transaction:	G2C			
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
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	None
2. Select the “Apply for Adjustment of Maternity Benefit” under the Benefits Tab.		2. The system displays the Adjustment of MBA Module.	None	None
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	None
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	None	None
PERSON RESPONSIBLE				
<i>Member</i>				



	supporting documents and certification portion of Adjustment of MBA.			
5. Take note of the generated transaction details of successful submission of Adjustment for MBA.	5. The system displays the transaction number of submitted adjustment for MBA and sends email notification to registered email address of client.	None	None	<i>Member</i>
	6. Processing of adjustment of MBA and issuance of LOI.	None	7 days	<i>Claims Processor III SMEC Section, PC Treasury Division</i>
	Total	None	7 days	



ANNEX A

LIST OF DOCUMENTARY REQUIREMENTS

I. For contingencies that occurred on or after 11 March 2019, or the effectivity date of Republic Act No. (RA) 11210 or the Expanded Maternity Leave Law (EMLL)

A. The female member or employer shall be required to submit online the scanned copy of the original (colored) or certified true copy with good image quality of the following supporting documents, whichever is applicable:

1. For live childbirth (normal or caesarian) – Any of the following:

- a. Child's Certificate of Live Birth (CLB)/Certificate of Death (COD) duly registered with the Local Civil Registrar (LCR) with corresponding Official Receipt (OR), or Acknowledgement Receipt (AR) issued by the LCR, if the filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. Child's CLB/COD issued by the Philippine Statistics Authority (PSA) with corresponding OR or AR if the filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

2. For stillbirth or fetal death –Any of the following:

- a. Certificate of Fetal Death (COFD) duly registered with the LCR with corresponding OR or AR issued by the LCR, if filing date of MBA/MBRA is within six (6) months from the date of delivery; or
- b. COFD issued by PSA with corresponding OR or AR if filing date of MBA/MBRA is beyond six (6) months from the date of delivery; or
- c. COFD issued by the Philippine Embassy/Consulate General/PSA, or its equivalent document issued in a foreign country with English translation, if applicable.

3. For miscarriage, emergency termination of pregnancy (ETP), ectopic pregnancy or hydatidiform mole – The following documents shall be required for submission:

- a. Any of the following proofs of pregnancy:
 - i. Result of pregnancy test duly signed by a physician/municipal health officer; or
 - ii. Result of other diagnostic tests with the corresponding report duly signed by a physician, which may include any of the following:



- (a) Ultrasound;
(b) Blood Pregnancy test (Beta HCG); or
(c) Early Pregnancy factor; and
 - b. Any of the following proofs of termination of pregnancy duly signed by a physician:
 - i. Pregnancy test result;
 - ii. Ultrasound result;
 - iii. Histopathological Report; or
 - iv. Operating Room Record (ORR); and
 - c. Any of the following medical documents duly signed by a physician:
 - i. Medical Certificate;
 - ii. Records of Consultation; or
 - iii. Clinical Abstract/Discharge Summary.
- B. For specific maternity case or circumstance of the female member or employer, the following are the additional rules and/or required supporting documents (i.e., scanned copy of the colored original or certified true copy with good image quality), whichever is applicable:
1. **For maternity contingencies that occurred locally**
 - a. Medical documents that are electronically issued must be submitted together with the Official Receipt of the procedure.
 - b. The physician's name and Professional Regulation Commission (PRC) license number must be indicated in the medical documents.
 2. **For maternity contingencies that occurred abroad**
 - a. Medical documents that are issued in the foreign country must be submitted with English translation, if applicable.
 - b. Authentication by the Philippine Embassy/Consulate General or notary public in the foreign country, or issuance of apostille by a Foreign Ministry/Embassy/Consulate, for any supporting document shall not be required.
 3. **For qualified Solo Parents under RA 8972 or the Solo Parents' Welfare Act of 2000**
 - a. Any of the following documents issued by the Local Government Unit (LGU) and signed by the Social Worker and the City/Municipal Mayor shall be required for submission:
 - i. Valid Solo Parent ID; or



- ii. Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available.
 - b. The date of delivery must be within the validity period of the Solo Parent ID/Certification/e-Certification of Eligibility, except for first-time solo parent whose document must have been issued within six (6) months from the date of delivery.
 - c. Certification/e-Certification of eligibility must contain all the necessary details as reflected in the Solo Parent ID (e.g., name and address of solo parent, date of validity/issuance, name and date of birth of child/ren).
4. **For Self-employed (SE)/Voluntary (VM)/Overseas Filipino Worker (OFW) members who were previously employed, or members already separated from employment** – The following documents shall be required for submission, whichever is applicable:
- a. If the delivery/miscarriage/ETP occurs within the employment period or within six (6) months from her date of separation from employment: Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the employer.
 - b. If member cannot secure Certificate of Separation from Employment: Affidavit of Undertaking Form duly administered by the SSS branch official/employee or foreign representative authorized as administering officer, indicating the effective date of separation from employment and that no advance payment was granted by the employer, provided that the reason for separation is any of the following:
 - i. Company is on strike;
 - ii. Company has been dissolved or has ceased operation;
 - iii. There is a pending case before a court regarding the member's separation from employment;
 - iv. Member is on Absence Without Official Leave (AWOL) or has strained relations with the employer;
 - v. Member's current address is more than 30 kilometers from the employer's address; or
 - vi. Member's record from her former employer is no longer available.



5. **For employers who already paid the maternity benefit in advance to their female employees but cannot provide the required documents under Section I.A since said employees did not return or report back to work after childbirth/miscarriage/ETP or are already separated from employment or deceased**
 - a. The following documents shall be required for submission, whichever is applicable:
 - i. Any medical document issued by the hospital/medical facility indicating live childbirth; or proof of pregnancy or any medical document issued by the hospital/medical facility indicating miscarriage/ETP; and
 - ii. Certification from the employer that the employee did not return or report back to work after childbirth/miscarriage/ETP, or that the employee is already separated from employment; or deceased employee's COD issued by the PSA or LCR; and
 - iii. Any of the following proofs of advance payment by the employer of the SSS maternity benefit of the female member:
13) Cash voucher or relevant document indicating receipt of advance payment signed by the member; or
14) Proof of credit or transfer to the member's bank account with corresponding pay slip or relevant document indicating the advance payment.
 - b. For employers who cannot provide the child's CLB/COD or any medical document issued by the hospital/medical facility indicating live childbirth, the reimbursement shall only correspond to sixty (60) days of maternity benefit for miscarriage/ETP or still birth/fetal death.
6. **For female members or employers filing for adjustment of settled maternity benefits since the allocated leave credits were not used due to unemployment/separation from employment of the child's father or qualified alternate caregiver** –The following documents shall be required for submission, whichever is applicable:
 - a. If unemployed prior to and during the period of maternity leave: Duly notarized affidavit signed by the child's father or qualified alternate caregiver stating that he/she is unemployed prior to and during the period of maternity leave;
 - b. If the date of separation is prior to the date of delivery of the member: Certificate of Separation from Employment issued by the employer of the child's father or qualified alternate caregiver indicating the effective date of separation; or
 - c. If the date of separation is after the date of delivery of the member: Certificate/s issued by the employer of the child's father or qualified alternate caregiver



indicating the effective date of separation and that the maternity leave credits allocated by the member were not used.

II. For contingencies that occurred prior to 11 March 2019, or the effectivity date of RA 11210 or the EMLL

The female member or employer shall be required to submit online the same supporting documents as enumerated under Section I above. The following **additional rules for caesarian delivery shall also apply:**

- A. Any of the following documents issued by the hospital/medical facility indicating the 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 applicable charges, only if the caesarian delivery occurred abroad; or
 7. Similar medical documents.
- B. For employers who already paid the maternity benefit in advance to their female employees but cannot provide the above-mentioned additional supporting document since said employees did not return or report back to work after childbirth, or are already separated from employment or deceased, the reimbursement shall only correspond to sixty (60) days of maternity benefit for normal delivery.



46. Procedure in Filing of Disability Benefit Claim Application Through the Web

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

Office or Division:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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		
1. Enrollment/Registration of MY.SSS Account at the SSS Website		SSS Website at www.sss.gov.ph		
2. Internet/Wi-Fi Access or Mobile data		Internet Service Provider		
3. Member must have a UMID Pay Card enrolled as ATM or an approved disbursement account in the Disbursement Account Enrollment Module (DAEM) in the My.SSS portal.		PESONet Participating Banks E-Wallet Participants Remittance Transfer Companies (RTCs) Cash Payout Outlets (CPOs)		
4. Medical certificate, the validity of which shall be six (6) months from date of issuance/accomplishment by the attending physician.		Hospital, Laboratory and Diagnostic Center		
5. Other documentary requirement/s as determined by the SSS.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs-in at My.SSS Portal of the SSS website	The member log-in page of the SSS website is displayed	None	None	Processed by the system
2. Selects "Apply for Disability"	The system displays the DCA Module	None	None	Processed by the system



Claim" at Benefits tab				
3. Fills-in the required information in the DCA screen and click "Proceed" to continue	The system displays the screen on the summary of details and uploading of required supporting documents and certification portion of DCA	None	None	
4. Uploads the required supporting documents	The system displays the transaction number of DCA.	None	None	
5. Clicks "I certify and submit" button to proceed		None	None	
6. Take note the generated transaction details of successful submission of DCA.	SSS shall send an email notification to registered email address of client.	None	None	
	Medical evaluation&Medical review, and processing of DCA	None	20 days	Medical Specialist, Medical Evaluation Center (MEC) and DDR Section, Processing Center



	Total	None	20 days	
--	--------------	-------------	----------------	--

Notes:

1. The procedure shall be for SS Disability claims until the EC Disability module becomes available.
2. The rejection of a claim 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.
3. In case a claim is tagged as for MFS-PEI, MFS-Document Verification, and “For medical/legal opinion”, Processing Time shall stop upon generation of email and shall continue to be only upon encoding of result of MFS or Opinion.



47. Filing of Retirement Benefit Claim Application thru 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen via SSS Website
Who may avail:	<p>Coverage</p> <ol style="list-style-type: none">1. All 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. All land-based Overseas Filipino Workers (OFWs) and Voluntary Members (VMs) who are at least sixty (60) years old upon the date of submission of claim;3. All members who are at least sixty-five (65) years old upon the date of online filing of claim. <p>Member may submit his/her claim through the My.SSS Portal of the SSS website subject to the following conditions:</p> <ul style="list-style-type: none">• 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
A. PRE-REQUISITE FOR ONLINE FILING OF APPLICATION <ol style="list-style-type: none">1. Must be registered in the SSS Website to be able to apply for retirement benefit through the My.SSS Portal.2. Must have an approved/enrolled disbursement account with SSS through the Disbursement Account Enrollment Module (DAEM) of the SSS Website	SSS WEBSITE at www.sss.gov.ph
B. ONLINE CERTIFICATION OF EMPLOYER	



<ol style="list-style-type: none">1. For employee-members 60 to 64 years old as of date of retirement, the following conditions shall apply:<ol style="list-style-type: none">a. If with contribution/s within 12 months prior to the month of retirement, request for online certification of separation shall be sent to the employer.b. If with no contribution/s within 12 months prior to the month of retirement, online certification of separation shall not be required.2. The certifying employer must be:<ul style="list-style-type: none">• With active status and registered in the SSS website; and• The latest employer of member per SSS record.3. Notifications shall be sent to the certifying employer:<ul style="list-style-type: none">• Request for online certification of the date of separation from employment;• Acknowledgement of action taken by employer on the request; and/or• Expiration of request for employer's certification4. Retirement benefit claims without the required online certification of employer shall automatically expire after ten (10) calendar days from successful online submission. Member shall re-file his/her retirement benefit claim.	
--	--

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SSS website (www.sss.gov.ph)	1.1 The Member-claimant log-in page of the SSS website will be displayed.	None	Within 1 day	Member
2. Logs in thru the My.SSS Service Portal and clicks the	2.1 My.SSS will display the Retirement Claim	None	None	



“Submit Retirement Claim Application” via E-Services Menu.	Application Module.			
3. Reads instruction and encodes the information details of the claim.	3.1 My.SSS will display the button where the personal information of the member-claimant can be updated, if necessary.	None	None	
4. Answers Q and A.		None	None	
5. Selects option to avail advance 18 months retirement pension, if applicable.		None	None	
6. Reads the Certification carefully and click the “Certify and Proceed” box to agree and proceed.	6.1 My.SSS will validate all information provided and check eligibility to the benefit. 6.2 My.SSS will send an email notification on the following: - certifying employer for request for online certification of member's date of separation from employment - member for the successful submission/approval of request for online certification and assignment of claim to the concerned	None	None	



	branch for processing			
7. Receives email or checks My.SSS inbox notification for the notice from SSS: <ul style="list-style-type: none">- Acknowledgment of action taken by employer on the request for certification and/or expiration of the request for employer's online certification- Successful submission and assignment of claim to concerned branch office for processing; and- Status of claim (approval/rejection)		None	None	Member
	<p>7.1 Retrieves and evaluates retirement claim application in the IDDR Benefit System.</p> <p>7.2 Checks the following:</p> <ul style="list-style-type: none">- member's information (name, date of birth/coverage, SS number status, membership/coverage status)- posted contributions (posted/underpayment/	None	Within 7 days	Processor/SSO III/CEO II, RDF Section, Processing Center (PC)



	<p>abrupt increase/valid/invalid)</p> <ul style="list-style-type: none">- employment history- Pensions (in-process, settled claim)- loans (salary/emergency/educational, stock investment, vocational/technical loan balance/s)- settled benefits (overlapping with retirement)- Eligibility to retirement benefit- Pending SSC case- Net amount of the retirement (lumpsum benefit) is less than the total loan balance- Discrepancies in contribution- overlapping benefits (sickness, disability and unemployment)- Encoded date of retirement/contingency- Settled claim (in-process/previoulsy settled claim)	Within 3 days	
--	--	---------------	--



	<ul style="list-style-type: none">- contributions and loan balance under member's cancelled SS number are not yet transferred to the retained SS number per SSS record <p>7.3 Performs the following, as necessary:</p> <ul style="list-style-type: none">- returns claim folder to branch for submission of lacking documents- posting of loans payment/contributions- updating of membership status- consolidation/cancellation of multiple SS number- correction of date of coverage/member's name/date of birth/ credited years of service- manual verification of contributions- request statement of loan balances- transfer claims from cancelled to retained SS number		
--	---	--	--



	<ul style="list-style-type: none">- compute employer liability- request for personal record <p>7.4 Encodes applicable data in the Initial Death, Disability and Retirement (IDDR) System for batch validation.</p>			
	<p>7.5 Views encoded retirement benefit claim.</p> <p>7.6 Reviews and validates thru the Online Review Facility and validates the encoded data.</p> <p>7.7 Approves processed claim for payment.</p> <p>7.8 Issuance of Letter of Instruction (LOI).</p>	None	<p>Within 3 days</p> <p>1 day</p>	<p>SSO IV, CEO II, DDR Section, Processing Center & PC Head</p> <p>Treasury Division</p>
Total		None	15 Working Days	



48. Filing of SS and EC Death Benefit Claim Application thru the SSS Website

Death Benefit is a cash benefit granted either in monthly pension (for SS and EC) or lump sum (for SS death only) paid to the beneficiaries of a deceased member.

Office or Division:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph
Classification:	Highly Technical
Type of Transaction:	G2C via SSS Website
Who may avail:	<p>All qualified dependent legal spouses of deceased SSS members who have not re-married, cohabited or entered in “live-in” relationships before or after the members’ death.</p> <p>Qualified members may submit their claim through the My.SSS Portal of the SSS website subject to the following conditions:</p> <ul style="list-style-type: none">- Has no dependent child/children;- Date of death matches the contingency date of settled funeral benefit claim;- Has not in-process/settled death benefit claim;- EC death benefit claim is not due to illness/sickness requiring medical evaluation;- With valid membership coverage;- Deceased member has no outstanding loan balance under the Stock Investment Loan Program (SILP)/Privatization Loan Program/Educational Loan/Vocational Technology Program;- Claimant is not incapacitated, under guardianship or confined in an applicable institution such as penitentiary, correctional institution or rehabilitation center;- Has no application of Portability Law or Bilateral Social Security Agreements;- With death certificate duly issued by Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA); and- Claim is not for re-adjudication or has no adjustment.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. PRE-REQUISITE FOR ONLINE FILING OF APPLICATION <ol style="list-style-type: none">1. Must be issued an SS number and registered in the SSS Website to be able to apply for the death benefit claim through the My.SSS Portal.2. Must have an approved/enrolled disbursement account through the Disbursement Account Enrollment Module (DAEM) of the SSS Website	SSS WEBSITE at www.sss.gov.ph



B. QUALIFYING CONDITIONS

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

- Has no dependent child/children;
- Date of death matches the contingency date of settled funeral benefit claim;
- Has not in-process/settled death benefit claim;
- EC death benefit claim is not due to illness/sickness requiring medical evaluation;
- With valid membership coverage;
- Deceased member has no outstanding loan balance under the Stock Investment Loan Program (SILP)/Privatization Loan Program/Educational Loan/Vocational Technology Program;
- Claimant is not incapacitated, under guardianship or confined in an applicable institution such as penitentiary, correctional institution or rehabilitation center;
- Has no application of Portability Law or Bilateral Social Security Agreements;
- With death certificate duly issued by Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA); and
- Claim is not for re-adjudication or has no adjustment.

C. DOCUMENTARY REQUIREMENTS

1. 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* (scanned copy)

If member died abroad

- Death Certificate of deceased member issued by the Vital Statistics Office/County of Host Country or its equivalent or Report of Death issued by the Philippine Embassy or Consulate General shall be submitted.

LCR/PSA

LCR/PSA



2. 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* (scanned copy)

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.

3. For additional supporting documents for EC Death Benefit Claim, any of the following document whichever is applicable:

- Report of Death (BPN-105)
- 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
- 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

SSS BRANCH/SSS WEBSITE at
www.sss.gov.ph



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SSS website (www.sss.gov.ph)	1.2 The Member-claimant log-in page of the SSS website will be displayed.	None	Within 1 day	Member
2. Logs in thru the My.SSS Service Portal and clicks the "Apply for Death Benefit" via Benefits Menu.	2.1 My.SSS will display the Death Benefit Claim Application Module.	None	None	
3. Reads instructions 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. 3.2 My.SSS will display the fields where the information details of the deceased member shall be encoded.	None	None	
4. Selects "SS Death" or "EC Death", whichever is applicable.	4.1 My.SSS will display the date and estimated amount of monthly pension if qualified for pension or amount of lump sum benefit if qualified for lump sum benefit.	None	None	
5. Encodes "SS number under other pension benefit".	5.1 My.SSS will display the Disbursement Account enrolled through the same portal. 5.2 My.SSS will display the uploading facility for the documentary requirements.	None	None	
6. Uploads the documentary requirements.	6.1 My.SSS will display the Certification.	None	None	
7. Reads the Certification and clicks "Certify and"	7.1 My.SSS will display an on-screen message on the successful	None	None	



Proceed" to agree and continue.	submission of the death benefit claim.			
8. Generate an acknowledge receipt with the details of the death benefit claim.	8.1 My.SSS will validate all information provided and check eligibility to the benefit. 8.2 My.SSS will display a prompt message on the successful submission of the death benefit claim. 8.3 My.SSS will send an email notification on the successful submission of the death benefit claim.	None	None	
9. Checks the registered email address for the notification on successful submission of the death benefit claim.		None	None	
10. Checks the registered email address for the notification on Status of claim.	10.3 Retrieves and evaluates death benefit claim application and the submitted supporting documents. 10.4 Checks the following: - Consistency of information in the online DCA against submitted documentary requirements/online inquiry database/retrieved documents; - Eligibility to death benefit - Completeness of documentary requirements - Member's information against submitted	None	Within 8 days	Processor/SSO III/CEO II DDR Section, Processing Center (PC)



	<p>documentary requirements or online inquiry database/retrieved documents;</p> <ul style="list-style-type: none">- Contributions (posted/underpayment /abrupt increase/valid/invalid)- Details of beneficiary/ies- Pending SSC Case, if any- If cause of death is work-connected- If for fact of death- If for referral to other concerned SSS unit/s. <p>10.5 Performs the following, as necessary:</p> <ul style="list-style-type: none">• returns claim folder to branch for submission of lacking documents• posting of loans payment/contributions• updating of membership status• consolidation/cancellation of multiple SS number• correction of date of coverage/member's name/date of birth/credited years of service• manual verification of contributions• request statement of loan balances• transfer claims from cancelled to retained SS number	Within 7 days	
--	---	---------------	--



	<ul style="list-style-type: none">• compute employer liability• If cause of death is work-connected <p>10.6 If for referral to other concerned SSS unit/</p> <p>10.7 Conducts the following, if applicable:</p> <ul style="list-style-type: none">• fact of birth/guardianship• fact of employment• fact of incapacitation/guardianship of member dependent <p>10.8 Requests membership record, if applicable.</p>			
	10.9 Encodes applicable data in the Initial Death, Disability and Retirement (IDDR) System.	None	Within 3 days	Processor/SSO III, DDR Section, Processing Center
	10.10 Reviews and approves processed claim for payment thru the Online Review Facility. 10.11 Issues Letter of Instruction (LOI).	None	Within 1 day	SSO IV, CEO II, DDR Section, Processing Center and PC Head Treasury Division
TOTAL		None	20 Working Days	



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



49. Procedure in Filing of Funeral Benefit Claim Application through the SSS Website (My.SSS Portal)

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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	For death of a member, including permanently totally disabled member or retiree , all qualified SSS member-claimants who paid for the cost of funeral expenses
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. PRE-REQUISITE FOR SSS MEMBER-CLAIMANTS 1. Must be registered in the SSS Website. 2. Must have an approved/enrolled disbursement account with SSS through the Disbursement Account Enrollment Module (DAEM) in the SSS Website. Note: For non-SSS member claimants, submission of disbursement account shall be required (refer to item B.6 below).	SSS Branch/SSS Website at www.sss.gov.ph
B. BASIC DOCUMENTARY REQUIREMENTS 1. Proof to establish SSS membership of deceased member (Upload any one 1 of the following): <ul style="list-style-type: none">• 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 2. Death certificate of deceased member duly registered with the Local Civil Registry (LCR)/issued by the Philippines Statistics Authority	Member Member Employer SSS LCR/PSA



(PSA) or Certification of Death issued and signed by the authorized signatory of the Office of the Civil Registry and bearing the official seal	
3. Official Receipt (OR) with BIR registration bearing the name of the claimant and the deceased member <i>Please refer to the list below for the other/additional documentary requirements.</i>	Funeral parlor/memorial service/cemetery/crematorium

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SSS website (www.sss.gov.ph).	1.1. The Member-claimant log-in page of the SSS website will be displayed.	None	Within 1 Day	Member-claimant SSS Website (www.sss.gov.ph)
2. Logs 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.	None	None	Member-claimant
3. Reads instructions 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.	None	None	
4. Provides all the following information of the deceased SSS member and clicks "Proceed": - SS Number/C.R.N.; - Surname and Given Name; - Date of Birth; - Date of Death; and - Amount of Funeral Expense/s.	4.1. My.SSS will validate all information provided and check eligibility to the benefit.	None	None	

Note: The amount of



funeral benefit shall be the amount indicated in the proof of payment/availment but not to exceed the total funeral benefit due.				
5. Provides the following information, if qualified: <ul style="list-style-type: none">- Civil Status of the deceased member;- Relationship with the deceased member; and- Preferred disbursement account.	5.1. My.SSS will display the enrolled disbursement account in the Disbursement Account Enrollment Module (DAEM).	None	None	
6. Uploads the following supporting documents: <ul style="list-style-type: none">- Proof to establish SSS membership of deceased member;- Death certificate of deceased member; and- Proof of defrayment of funeral expenses, if applicable. <p>Note:</p> <ul style="list-style-type: none">• If claimant is the dependent legal spouse of the deceased member, uploading of proof of defrayment of funeral expenses is not required.• Allowable files are image and pdf only, with maximum file size of 2MB per documents.		None	None	
7. Reads the Certification carefully and certifies by clicking the “Submit” button to agree and	7.1. Automatic assignment of the funeral benefit claim filed through	None	None	



	<p>proceed with the submission of claim application.</p> <p>online to the concerned SSS branch office based on the registered mailing address of member-claimant.</p> <p>7.2. My.SSS will send an email notification on the following:</p> <ul style="list-style-type: none">- Successful submission and assignment of claim to the concerned branch office for processing; and- Status of claim (approval/rejection).			
8. Checks email for the notice from the SSS on the following: <ul style="list-style-type: none">- Successful submission and assignment of claim to the concerned branch office for processing; and- Status of claim (approval/rejection).		None	None	
	<p>8.1. Retrieves FCA and documentary requirements submitted online.</p> <p>8.2. Establishes SSS membership of deceased member by checking the proof of membership submitted.</p>	None	Within 5 days	Team Head/Section Head, MSS, SSS Branch



	<p>8.3. Checks the following:</p> <ul style="list-style-type: none">- proper accomplishment of the online FCA- alterations/erasures in submitted documents- completeness of submitted documentary requirements- consistency of information in SSS forms and documentary requirements- consistency of deceased member's data in the FCA as against the Online Inquiry, including alpha search- employment history- pending SSC case- eligibility of the deceased member to the benefit thru the Eligibility Inquiry-Funeral Benefit. <p>8.4. Forwards the FCA to the Jr./Sr. MSR to initiate request for verification of fact of death, if applicable.</p> <p>8.5. Requests verification of fact of death, if applicable.</p>			Jr./Sr. MSR, MSS, SSS Branch
--	---	--	--	---------------------------------



	<ul style="list-style-type: none">- Retrieves the List of Funeral Benefit Claims for verification of fact of death.- Inputs relevant details in the Fact of Death Request Module and submits request. <p>8.6. Conducts verification of fact of death, if applicable.</p> <ul style="list-style-type: none">- Prepares request for verification of fact of death.- Visits at least one of the following, as source of information:<ul style="list-style-type: none">• Funeral parlors;• Hospitals;• National Bureau of Investigation/ Police;• Department of Social Welfare and Development ;• National Disaster Risk Reduction and Management Council;• Cemetery,• Church;• Employer;			
--	--	--	--	--



	<ul style="list-style-type: none">• Barangay Chairman or duly elected barangay official; or• Columbary/Crematory. <ul style="list-style-type: none">- Conducts interview/gathers information from the selected source to verify/confirm the death of member.- Prepares report based on the result of the fact of death conducted. <p>8.7. Encodes fact of death result, if applicable.</p> <ul style="list-style-type: none">- Inputs the fact of death result in the Fact of Death Verification Report Module.- Recommends if the claim is for payment or not for payment based on the fact of death result. <p>8.8. Submits in the SSS Funeral System the funeral claim record for review of Team Head/Section Head.</p>				<p>Team Head/Section Head, MSS, SSS Branch</p>
			1 day		Treasury Division



	<p>8.9. Reviews online the encoded data against FCA and documentary requirements through the Prooflist for Reviewer Module.</p> <p>8.10. Acquires result of fact of death conducted, if applicable.</p> <ul style="list-style-type: none">- Checks the Fact of Death Verification Report through the Inquiry Module of the SSS Funeral System.- Evaluates result of the fact of death.- Confirms recommendation/result of fact of death report. <p>8.11. Submits the reviewed funeral claims in the SSS Funeral System for approval, correction, rejection, or deletion, whichever is applicable.</p> <p>8.12. Issues Letter of Instruction (LOI).</p>			
TOTAL		None	7 days	





LIST OF OTHER/ADDITIONAL DOCUMENTARY REQUIREMENTS

A. 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.

B. Proof of defrayment of funeral expense

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 defrayment 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:

If Memorial/Insurance is 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 is in the name of the member-claimant, submit the document below:

- Certification of Availment from the memorial/insurance plan company indicating the name and date of death of deceased member and name of member-claimant



50. Filing of Unemployment Benefit Claim Application thru 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified covered employees, including <i>Kasambahays</i> , 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 overfifty-five (55) years old.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
C. PRE-REQUISITE FOR ONLINE FILING OF APPLICATION THROUGH THE SSS WEBSITE 1. Must be registered in the SSS Website. 2. Must have an approved/enrolled disbursement account with SSS through the Disbursement Account Enrollment Module (DAEM) in the SSS Website.	My.SSS at http://www.sss.gov.ph
D. APPLICATION FOR ELECTRONIC CERTIFICATION OF INVOLUNTARY SEPARATION FROM DEPARTMENT OF LABOR AND EMPLOYMENT (DOLE)/PHILIPPINE OVERSEAS LABOR OFFICE (POLO)/PHILIPPINES OVERSEAS EMPLOYMENT AGENCY (POEA) Provide/submit the following: 1. Transaction number; 2. One (1) valid identification document with signature and photo; 3. Copy of Notice of Termination of Employment issued by the employer orDuly Notarized Affidavit of Termination of Employment, in the absence of Notice of Termination of Employment; and Note: For OFWs, the Affidavit of Termination of Employment should be supported by an Employment Contract verified by the POLO and/or proof of OFW's arrival to	DOLE/POLO/POEA Office/Website



<p>the Philippines such as stamp of arrival by the Bureau of Immigration in the OFW's Passport or other similar documents.</p> <p>4. Certificate of Pending Case, if applicable.</p> <p>Note:</p> <p>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:</p> <ol style="list-style-type: none">1. <u>For local employee/Kasambahay:</u> DOLE Field/Regional Office where the employer/company is located; and2. <u>For land-based/sea-based OFWs:</u> 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)	1.1. The Member log -in page of the SSS website will be displayed.	None	1 Day	Member-claimant SSS Website (www.sss.gov.ph)
2. Logs 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.	None	None	
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.	None	None	
4. Reads instruction and provide/select and confirm the following information:		None	None	



- UMID-ATM card or preferred disbursement account - employment category: covered employee (including <i>Kasambahay</i>), mineworker, racehorse jockey, sea-based or land-based OFW - date of involuntary separation - SSS-registered name of employer/company where member was separated - Preferred Field/Regional Office of the DOLE, POLO or 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		None	None	



- Member's consent (the information collected shall be accessible to DOLE for its electronic certification of the involuntary separation)				
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	None	None	
7. Awaits email notification from SSS on the successful submission of the application with instructions to proceed with the application for electronic Certification of Involuntary Separation from DOLE/POLO/POEA.		None	None	
8. Proceed to the preferred DOLE/POLO/POEA office.		None	Within 2 Days	
9. Provides the following: - Transaction number in the SSS email notification - One (1) valid ID with signature and photo		None	None	



- Copy of Notice of Termination of employment issued by the employer/duly notarized Affidavit of Termination of Employment - Certificate of pending case, if applicable				
	9.1. DOLE/POLO/POEA shall perform the following: - evaluate application following existing guidelines - verify/confirm details indicated in the submitted documents against Establishment Report submitted by employers/companies to DOLE/POEA - check if the applicant has passed through the SSS online filing process using its access to the SSS UB Web Application System - encode details and certify the involuntary separation of the applicant - print DOLE Certification of Involuntary Separation, as	None	Within 3 Days	DOLE/POLO/POEA Certifier



	<p>requested by the applicant</p> <ul style="list-style-type: none">- verifies involuntary separation of employee with other DOLE/POLO/POEA offices, if necessary. <p>9.2 Issues DOLE Certification of Involuntary Separation.</p> <p>9.3 Issues Letter of Instruction (LOI).</p>		Within 1 day	Treasury Division
10. Awaits confirmation/ issuance of electronic Certification of Involuntary Separation via e-mail, online or over-the-counter at preferred DOLE/POLO/POEA office.	10.1. My.SSS will send an email notification to the Member - claimant indicating the result/status of UB claim application.	None	None	
Total		7 days		



51. 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:	<p>Retiree pensioners with the following Qualification Requirements:</p> <ul style="list-style-type: none">• Must be eighty-five (85) years of age or below at the end of the last month of loan term; <p>Note: the age of the retiree pensioner at the time of loan application should not exceed eighty-five (85) years as illustrated below:</p> <table border="1"><thead><tr><th>Payment Term</th><th>Age at the Time of Availment</th></tr></thead><tbody><tr><td>6 months</td><td>84 years and 4 months</td></tr><tr><td>12 months</td><td>83 years and 10 months</td></tr><tr><td>24 months</td><td>82 years and 10 months</td></tr></tbody></table> <ul style="list-style-type: none">• 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"	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
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								



	<p>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.</p>			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<p>(Note: Prior registration to the SSS Website or My.SSS is a must. Otherwise, the retiree-pensioner may file the PL Over the Counter</p> <p>I. Basic Requirements</p> <p>A. The retiree-pensioner must be registered with the SSS Website (My.SSS) to facilitate online filing of pension loan;</p> <p>B. The retiree-pensioner must have current and active mobile number; and</p> <p>C. The retiree-pensioner must have at least one of the following:</p> <ul style="list-style-type: none">• 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)	<ul style="list-style-type: none">• 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			
	<p>Note: Online application of PL is available only for loan renewal; initial application is still applied and processed Over the Counter in the branches</p>			
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	None	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 agrees to the following:	4. The system automatically directs to the Disclosure Statement Page showing the loan amount, deductions and net proceeds	None	2 minutes	PLB
<ul style="list-style-type: none">• 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.				
5. Click the Disclosure Statement and download or print at the copy	Note: After clicking the "Submit Pension Loan" tab, the system automatically sends the 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	None	1 minute	PLB



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



52. New Voluntary Provident Fund (WISP Plus) Enrollment

The New Voluntary Provident Fund is a provident fund that offers all types of SSS Members a safe, competitive, convenient and tax-free savings scheme, so they can earn more compared to regular savings or time-deposits and receive additional benefits during retirement.

Office or Division:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
Classification:	Simple			
Type of Transaction:	G2CGovernment 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 member.sss.gov.ph		
WIFI access or mobile data				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the My.SSSportal (member.sss.gov.ph)	1.3 The system displays the Login page.	None	3 seconds	Processed by the system
2. Provide UserID and password then click "Sign In"	The system validates the login of the Member.			
3. Mouse-over "SERVICES" then click "Enroll to WISP Plus" from the list.	2.1 For enrolled member, the system displays that member is already enrolled in the WISP Plus 2.2. For unenrolled member, the system displays the "VIEW TERMS AND CONDITIONS" link.	None	3 seconds	Processed by the system
4. Click the "VIEW TERMS AND CONDITIONS" link.	3.1 The system will display the WISP	None	10 minutes	Processed by the system



5. Read the Terms and Conditions and click the "I Accept" button.	Plus Terms and Conditions. 3.2. The system displays the congratulatory message.			
Total		None	10 minutes and 6 seconds	



53. Online SSS Number Issuance in My.SSS

Allows applicants to obtain an SSS Number online.

Office or Division:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
Classification:	Simple			
Type of Transaction:	G2C–GovernmenttoCitizen			
Who may avail:	Individual members such as Prior Registrant, Self-employed (SE)andOverseas FilipinoWorkers (OFW)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WIFIaccessor mobiledata		My.SSSat http://www.sss.gov.ph		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Visit the SSSwebsite https://www.sss.gov.ph	1.1. The systemdisplays thehome pageof the SSSwebsite.	None	2 minutes	Processed bythe system
2. Clickthe check box “I am not a robot” and verify the captcha.	2.1 The systemdisplayscaptcha.	None		Processed bythe system
3. Scroll down andmouse-over on the“APPLY FOR AN SS NUMBER ONLINE” box and clickthe link “No SSSnumber yet? Get it here!”, click “here”then“Start”.	3.1. Thesystemdirects theregistranttothe SocialSecurityNumber Application.	None		Processed bythe system
4. Supplytheneededinformation.	4.1. The systemvalidates theprovidedinformation.	None		Processed bythe system



5. Access the continuation link that was sent to the applicant's registered email address	5.1 The system redirects the member to other fields to be filled up.	None		Processed by the system
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.	None		Processed by the system
7. Review and correct filled out electronic registration form.	7.1. The system displays all the information for final review of the registrant.	None	2 minutes	Processed by the system
8. Click "Generate SSS Number" button .	8.1. The system displays the SSS number of the registrant.	None		Processed by the system
9. Access the registered email address.	9.1. The system sends an email containing Person al Record Form and SSS Number Slip. 9.2. The system will also send an email to register in the My.SSS Member	None		Processed by the system



	account.			
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.	None		Processed by the system
	TOTAL	None	4 minutes	



54. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
Classification:	Simple			
Type of Transaction:	G2C–GovernmenttoCitizen			
Who may avail:	Individual members such as Employed, Voluntary Members (VM), Self-employed(SE)andOverseasFilipinoWorkers(OFW)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
With at least one (1) contribution and has dateofcoverage WIFIaccess or mobiledata		MySSSat http://www.sss.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SSSWebsite www.sss.gov.ph , verify the captcha and click “Member” under “Portal”.	1.1. The system displays the Loginpage.	None	1 minute	Processed by the system
2. Click “Not yet registered in My.SSS? Click Here” found in the MemberLogin page	2.1 The system directs the member to the registration page.	None		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.	None		Processed by the system



4. For Registration Reference, select one (1)information, asreportedtoSSS . *Refer to the table below for the list of options to register.	4.1. The systemdisplay s eight (8)registration options.	None		Processed by the system
5. Provide the captchaas it is shown, thencheck on the box of "I accept the Terms of Service" and clickthe "Submit"button.	5.1 The systemproce sses theregistration ofthemembe r.	None		Processed by the system
6. Access the registered emailaddress for a confirmation emailsentbySSS	6.1 For successfulregi stration, anactivation linkwillbeemail ed of the member'sacco unt. Forunsucces fulregistration, annotification willbe emailedindic ating thereasons forrejection andsuggestio nsto Successfullyr egister.	None	15minutes	Processed by the system
7. Access the link inthe notificationemail and activatethe account	7.1. The systemactiva testheaccount of theMember	None		Processed by the system



by providing the last 6 digits of CRN/SS Number that was used in registration.	and displays the page to no mination of password.		30 Seconds	
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.	None	None	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.



55. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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 (InternetConnection)		My.SSS at https://www.sss.gov.ph		
CLIENT STEPS		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
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	None	1 minute
		TOTAL	None	1 minute and 3 seconds



Types of Services	Information/transaction to be displayed
Member Information	<p>Displays the following:</p> <ul style="list-style-type: none">• Actual Premiums (ContributionTable)• Member Details• EmploymentHistory• SSS ID Card• SSS Servicing Branch
Benefit	<p>Displays the status of the following claims and benefits:</p> <ul style="list-style-type: none">• 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	<p>Displays the status of the following:</p> <ul style="list-style-type: none">• Sickness Benefit• MaternityBenefit• EC MedicalBenefit• MaternityNotification• MEDVS
Loans	<p>Displays Loan Status/Loan Information, Educational Loan Status/Information, Loan OTC Payment and Loan Restructure Information.</p>
Contribution Payment Details	<p>Displays the contribution payment details consisting of the following:</p> <ul style="list-style-type: none">• Self-Employed ActualPremiums• Voluntary Members ActualPremiums• Household Employers ActualPremiums• FlexiFund• Contribution OTCPayment• Actual Premiums(PRN)



Benefit Claims Eligibility	<ul style="list-style-type: none">• 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	<p>Displays requirements for the following SSS benefits:</p> <ul style="list-style-type: none">• EC MedicalReimbursement• DeathClaim• Disability Claim• FuneralClaim• MaternityClaim• RetirementClaim• Sickness Claim



56. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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 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 “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	None	15 seconds	Processed by the System



	(Facility) will show the reasons for rejection of the loan application			
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.	None	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.	None		Processed by the System
5. View and save Loan Disclosure Statement and click "Submit".	5.1 The System displays the confirmation page.	None	1 minute	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 transaction number.	6.1 The System displays the loan information and Certification, Agreement and Promissory Note and the transaction number.			Processed by the System
7. Open your registered email address and check the notification email sent by SSS as confirmation for the successful submission of Salary Loan Application.	7.1. The System will send an email to the Member indicating the transaction number of Salary Loan Application.	None	1 minute	Processed by the System
	TOTAL	None	3 minutes and 18 seconds	



57. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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 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. 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: <ul style="list-style-type: none">• 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	None	1 minute	Processed by the System



	rejection of the loan application.		
3. Select the preferred loan amount.	3.1. The System display a drop- down menu for the available loanable amounts	None	Processed by the System
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.	4.1. The System display a drop- down menu containing the Member’s enrolled bank accounts.	None	Processed by the System



<p>b. For Members with UMID activated as ATM, proceed to the nextstep.</p> <p>c. For Members without UMID as ATM and without enrolled bank account, check mailing address if it is updated.</p>	<p>b. The System display the UMID- ATM Bank and Bank Account Number.</p> <p>c. The System state that the loan proceed will be released through check to be mailed at the address below.</p>		
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	None	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.	None	None Processed by the System



7. View and save Loan Disclosure Statement and click "Submit".	7.1. The System displays the confirmation page.	None	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.	None	None	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.	None	1 minute	Processed by the System
	TOTAL	None	4 minutes and 3 seconds	



58. Generation of Payment Reference Number in My.SSS (PRN) for Members Contributions

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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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 Members account.	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	None	3 seconds	Processed by the system



a. For initial PRN generation: Provide the following information: <ul style="list-style-type: none">• Membership Type (Voluntary, Self-employed and OFW)• Applicable month/s and year/s to be paid• Amount of contribution per month.• For OFWMember - if a Flexi Fund member: enters the desired amount to be paid for Flexi Fund contribution	The System performs the following actions: System generates and displays Statement of Account (SOA) with the corresponding		3 minutes	Processed by the System
	Payment Reference Number (PRN)	None	None	
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	None	None	



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: <ul style="list-style-type: none">• Membership Type (Voluntary, Self-employed and OFW)• Applicable month/s and 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			
<ul style="list-style-type: none">• Amount of contribution per month.• For OFW Member - if a Flexi Fund member: enters the desired amount to be paid for Flexi Fund contribution		None	None	
3. Member can save and print the Statement of Account (SOA)		None	None	Processed by the system
	TOTAL	None	3 minutes and 6 seconds	



59. Generation of Payment Reference Number (PRN) in My.SSS for Members Loan Payments

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 short-term loan payments.

Office or Division:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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. Validates the User ID and password given and displays the homepage of the Membersaccount.	None	30 seconds	Processed by the system
2. Selects "Payment Reference Number (PRN)" from the Menu, then, clicks "Loan" from the sub-menu A. If No Changes in the "Amount to be Paid" Column - Clicks the button "PRN" - Prints the PRN	2. System displays the following: i. Active Loan/s with PRN (For the Month) a.1. Generated "PRN" a.2. PRN file for	None	3 seconds 2 seconds 3 seconds	Processed by the system
Note: Member has the				



option to print or save the PRN as pdf by clicking the “Destination” button	printing or save			
B. If “Amount to be Paid” Column will be Changed <ul style="list-style-type: none">- Edits the “Amount to be Paid”- Clicks the “SAVE” button- Clicks the button “PRN”- Prints the PRN	<ul style="list-style-type: none">b.1. Updated PRN amountb.2. Generated SAVED PRNb.3. PRN file for printing or saving	None	60 seconds 2 seconds 3 seconds 3 seconds	
	TOTAL	None	1 minute and 43 seconds	



60. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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 (InternetConnection)		My.SSS at https://www.sss.gov.ph		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
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
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.	None	15 seconds
				Processed by the System



	b. For unqualified members, the System display a notice stating only qualified members can submit maternity notification and advise to visit			
	SSS Branch for queries.			
3. Provide expected date of delivery	3.1 The System display a drop-down menu of month, day and year.	None		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.	None	1 minute	Processed by the System



5. Review all provided information then click the "Submit" button and take note of the transaction number.	5.1 The System display the transaction number.	None	None	Processed by the System
6. Open your registered email address and check the notification email sent by SSS as confirmation for the successful submission of maternity notification.	6.2 The System send an email to the Member indicating the transaction details of the submission of maternity notification.	None	1 Minute	Processed by the System
	TOTAL	None	2 minutes and 18 seconds	



61. 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.	None	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.		None	5 Seconds	Processed by the System



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



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.	None	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.	None	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.	None	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. b. For Members that are ineligible for retirement, application will be rejected.	a. The system displays a message advising the Member to personally go to branch and submit all requirements. b. The system displays the rejection reasons.	None	None	
8. For Members whose UMID is not an ATM, select bank branch and provide savings account number 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	None	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.	None	15 Seconds	Processed by the System
10. Review all information provided. If all	10.1. The system displays the	None	30 Seconds	Processed by the System



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



62. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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.	None		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.	None		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	None		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.	None		Processed by the system
6. Click the "SUBMIT" button	6.1 The system prompts the message "Successfully Enrolled!"	None	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.	None		Processed by the system
	TOTAL	None	2 minutes	



63. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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	None		Processed by the system
3. View the simulated retirement table.	3.1 The system displays page containing the simulated retirement table,	None		Processed by the system
	TOTAL	None	1 minute	



64. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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.	None	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.	None	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 record/s.	None	1 Minute	Processed by the system
	TOTAL	None	1 minute and 18 seconds	



65. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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 of Bank to be enrolled.	3.1 The system displays a drop-down menu for the Member to click the name of the Bank to be enrolled.	None	3 Seconds	Member
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	



66. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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.	None		Processed by the system
3. Provide the needed information then click "Submit".	3.1 The system sends a continuation link.	None		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.	None		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.	None	Within 24 Hours	Processed by the system
6. Access the activation link emailed by the SSS.	6.1 The system directs t he Employer to the password setup page.	None	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	None	30 Seconds	Processed by the system
	TOTAL	None	Within 24 hours	



67. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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. 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.	None	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.	None	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)	None	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.	None	20 Seconds	Processed by the system
	TOTAL	None	1 minute and 41 seconds	



68. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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.	None	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.	None	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.	None	3 Seconds	Processed by the system



Employee then click "Proceed".				
	TOTAL	None	12 seconds	



69. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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.	None	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"	None		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.	None	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.	None	1 Minute	Processed by the System
	TOTAL	None	1 minute and 33 seconds	



70. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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.	None	3 seconds	Processed by the system
3. Provide the following information: <ul style="list-style-type: none">• 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. <ul style="list-style-type: none">• 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	None	3 minutes	Processed by the system



	<ul style="list-style-type: none">Position of the newly hired employee encoded details of the employee and will not be able to proceed with the submission.			
4. Click "Submit"	<p>4.1. The system displays the transaction number of the submitted report.</p> <p>2. System sends transaction notification of the submitted R1A to the registered email address containing the transaction details:</p> <ol style="list-style-type: none">Transaction NumberNumber of employees reportedSS number of the reported employees	None	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	



71. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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 Sickness Notification".	2.1 The system displays the online form that will be filled out by the Employer.	None	3 Seconds	Processed by the system



3. Encode the following information: <ul style="list-style-type: none">• 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. <ul style="list-style-type: none">• 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.	None	3 Seconds	Processed by the system
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 address containing the transaction details:	None	3 Seconds	Processed by the system



	<ul style="list-style-type: none">▪ Transaction Number▪ Number of employees reported▪ SS number of the reported employees			
5. Prints the Transmittal list provided by the system.		None	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.		None	3 seconds	Processed by the system
	TOTAL	None	5 minutes	



72. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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	None	3 Seconds	Processed by the system
3. Click the appropriate link:	3.1. The My.SSS will redirect the page to the selected option.	None	20 Seconds	Processed by the system



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



	<p>information.</p> <p>* 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.</p>			
--	--	--	--	--



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



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 displays 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 completeness 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	None	3 Seconds 5 minutes	Processed by the system



	<p>the submitted report.</p> <p>4.2. System sends transaction notification of the submitted ML2 to the registered email address containing the transaction number</p>			Processed by the system
5. Receives the transaction notification of the submitted Loan Collection List (ML2) through the registered email address	None	None	None	
	TOTAL	None	5 minutes and 29 seconds	



73. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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
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
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	None	3 Seconds
3. Click the appropriate link: a. Clicks Download R3 File Generator Employer download and saves the R3 File Generator to their computer		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.	None	20 Seconds
b. Create Collection List Online		b. System redirects the employer on the online form.		Processed by the system



b.1 Employer encodes the Payment information:	b.1 System validates if the payment details given is already posted to employer's account. <i>* If posted, employer will be able to encode the employees SSS information and contribution payment. If not, system will reject the encoded payment info.</i>		
date of payment, amount paid, receipt number and applicable month	b.2 Employer encodes the employees information: Employee SSS number, Full name, amount of contribution and EC amount <i>* 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.</i>		
c. Upload Collection Lists	c. System redirects the 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. <i>* If posted, employer will be able to upload the R3 text file. If not, system will reject the encoded payment info.</i>		



c.2 Employer uploads the R3 Textfile	c.2 System validates the completeness and correctness of the file format			
d. Edit Previously Submitted Collection List. Employer accesses and edits the previous collection list submitted online by encoding the contribution payment information.	of the uploaded file. <i>* If the file is correct, employee details will fill-up the online form. If the file is incorrect, system will reject the uploaded file.</i> d. System displays the previous collection list submitted online. System validates the completeness and correctness of the encoded information. <i>* If the contribution information is complete, employer can proceed to the submission. If incomplete, employer will not be able to submit the collection list.</i>	None	None	
4. Click "Submit"	4.1. System confirms the submission of the collection list and provides the transaction number of the submitted report.	None	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		None	None	Processed by the system
	TOTAL	None	5 minutes and 29 seconds	



74. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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"	None	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.	None	10 Seconds	Processed by the system



4. Click "Add Record": Encode the following information: <ul style="list-style-type: none">• SSS Number• Monthly Compensation	4.1. System validates the SSS number and display the name of the employee and displays the SSS Contribution and EC Amount to be paid based on the encoded monthly compensation	None	3 minutes	Processed by the system
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	None	3 Seconds	Processed by the system
6. Click "Prepare Collection List" to generate a PRN for all employees in the Contribution List Summary. <i>*Once prepared, the Contributions Statement is final and due for payment.</i>	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.	None	5 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.	None	45 Seconds	Processed by the system
8. Print the Contributions Statement Summary for payment and validation of the SSS teller and Payment Partners.		None	None	Processed by the system
	TOTAL	None	4 minutes and 9 seconds	



75. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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. <i>Included in the page are links:</i> Menu: <ul style="list-style-type: none">• Collection List Summary• Collection List Details• PreparedList/s Offline Facility: <ul style="list-style-type: none">• FileRequirement• Download SSSList• Download File Editor• Upload Employer List	None	3 Seconds	Processed by the system



3. Clicks "Collection List Details"	3.1. My.SSS will display the list of employees included in the Contribution Collection List. <i>The "Create Partial List" button is found on the bottom part of the page</i>	None	3 Seconds	Processed by the system
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)	None	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 partial list. 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 CollectionList. a. The My.SSS will remove the name of the selected employee from the Partial CollectionList.	None	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.	None	5 Seconds	Processed by the system
7. Employer selects how they will receive the PRN. 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 the Employer. c. PDF File of the PRN will be downloaded and sent to the registered email address of the Employer.	None	45 Seconds	Processed by the system
8. Print the Contributions Statement Summary for payment and validation of the SSS teller and Payment Partners.		None	None	Processed by the system
	TOTAL	None	4 minutes and 9 seconds	



76. 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:	Member Electronic Services Department via My.SSS Portal at www.sss.gov.ph			
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. <i>Included in the page are links:</i> Menu: <ul style="list-style-type: none">• Collection List Summary• Collection List Details• Prepared List/s Non-Current Applicable Month Facility: <ul style="list-style-type: none">• View Past Unpaid PRNs Offline Facility:	None	3 seconds	Processed by the system



	<ul style="list-style-type: none">• 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.	None	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	<ol style="list-style-type: none">1. The My.SSS will upload the Collection List from the Employer's Computer files to the Website.<ol style="list-style-type: none">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.	None	2 minutes	Processed by the system



5. Click "Prepare Collection List" to generate a PRN for all employees in the Contribution List Summary. <i>*Once prepared, the Contributions Statement is final and due for payment.</i>	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.	None	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 Employer. c. PDF File of the PRN will be downloaded and sent to the registered email address of the Employer.	None	45 Seconds	Processed by the system
7. Print the Contributions Statement Summary for payment and validation of the SSS teller and Payment Partners.		None	None	Processed by the system
	TOTAL	None	2 minutes and 59 seconds	



77. 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”	None	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.	None	30 Seconds	Processed by the system
4. Click “Add Record” to encode employee details.	4.1. The Program will validate the	None	5 minutes	Processed by the system



Provide Employee details: <ul style="list-style-type: none">• SS number• Full name (Surname, Given Name, Middle 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.	None	10 Seconds	Processed by the system
	TOTAL	None	5 minutes and 46 seconds	



78. 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 Employer's 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”	None	3 seconds	Processed by the system
3. Click SSS File Format Requirement from		3.1 System automatically	None	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		None	None	Processed by the system
	TOTAL	None	16 seconds	



79. 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" allows all SSS members to inquire about their number of contributions, loan application 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 through text.

Office or Division:	Member Electronic Services Department			
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 the following: <ul style="list-style-type: none">• 10-digit SSnumber• 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/yyyy> 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/yyyy> 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> STATUS Retirement <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 send to 2600:				
SSS CHANGE				
To know the nearest SSS branch location, type the format and send to 2600:				
SSS BRANCH <postal code OR city>				
To send feedback, type the format and send to 2600:				
SSS FEEDBACK <SSNumber><your concerns/inquiries/complaints>				
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 DOC FUNERAL				
SSS DOC RETIREMENT				
SSS DOC RETIREMENT MINOR				
	TOTAL		1 Minute	



80. 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 App Gallery.

Office or Division:	Member Electronic Services Department			
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 HuaweiAppGallery
	TOTAL	None	1 Minute	



81. 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:	Member Electronic Services Department						
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, 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• Savings Account number/Citibank Cash Card/UBP Quick Card/UMID ATM 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	



82. 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:	Member Electronic Services Department			
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 iOS14 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
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: <ul style="list-style-type: none">• Documentary Requirements• Terms of Service• SSS Branches• SS Number Issuance• Feedback• Register (My.SSS)	None	5 Seconds
2. For Android and iOS users, tap SSS Branches .		2. The System displays a map with the following option to encode for searching: <ul style="list-style-type: none">• Country• Province• City	None	20 Seconds



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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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 Outside 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	



83. 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:	Member Electronic Services Department			
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 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: <ul style="list-style-type: none">• 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 following options: <ul style="list-style-type: none">• Membership• Benefits 2.2 The System displays the documents under Membership : <ul style="list-style-type: none">• Membership Data Change Request	None	50 Seconds	SSS Mobile App



	<ul style="list-style-type: none">• Overseas Filipino Worker Requirements• Self-Employed Requirements• UMID Card Application Requirements• Voluntary Requirement <p>2.3 The System displays the documents under Benefits:</p> <ul style="list-style-type: none">• 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 to exit.	The System displays the home page after Client's exit.	None	5 Seconds	SSS Mobile App
	TOTAL	None	1 Minute	



84. 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:	Member Electronic Services Department			
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 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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	50Seconds	



85. 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:	Member Electronic Services Department			
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 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• Status• Amount of Initial Benefit• SettlementDate	None	20 Seconds	SSS Mobile App
4. Tap the beside the Retirement Claim Info on the upper left corner of the screen beside.	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	



86. Submission of Maternity Notification 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 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:	Member Electronic Services Department			
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
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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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 following details: <ul style="list-style-type: none">• Expected Date of Delivery• Allocation of Maternity Leave Credits• Number of Days to allocate• Relationship and 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	



87. 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:	Member Electronic Services Department			
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, 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• Contributions – Actual Premiums• Loans – Status• Loans – Balance• Salary Loan Application• Maternity BenefitClaim Status• SicknessBenefitClaim Status• DisabilityBenefitClaim 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: <ul style="list-style-type: none">• Loan Date• LoanStatus	None	15 Seconds	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	15 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 home page after Client's log out.	None	5 Seconds	SSS Mobile App
	TOTAL	None	1 Minute	



88. 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:	Member Electronic Services Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	<p>Individual members such as Employed, Voluntary and Self-employed members and Overseas Filipino Workers who have the following eligibility requirements:</p> <ol style="list-style-type: none">1. For a one-month salary loan, the member-borrower must have thirty-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 of application.3. The employer of the employed member-borrower must be updated in the payment of contribution and loan remittances.4. The member-borrower must:<ul style="list-style-type: none">• have not been granted any final benefit (i.e., total permanent disability, retirement, and/or death benefits)• be under sixty-five (65) years of age at the time of application for loan.• have not been disqualified due to fraud committed against the SSS.
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. <ul style="list-style-type: none">• MyInformation• MyContributions• My Loans• My Benefits• Generate PRN/SO A• Maternity Notification	None	20 Seconds	SSS Mobile App
2. Tap the My Loans Icon.	2. The System displays the followingservices: <ul style="list-style-type: none">• 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 following details: <ul style="list-style-type: none">• 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 is downloadable.	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	1 Minute	



89. 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:	Member Electronic Services Department			
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 following services: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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 the screen.	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	



90. 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:	Member Electronic Services Department			
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
1. Log-in to the SSS Mobile App with My.SSS account user ID and password.		1. The System displays the Icons of the following services. <ul style="list-style-type: none">• MyInformation• MyContributions• My Loans• My Benefits• Generate PRN/SOA• Maternity Notification	None	20 Seconds
2. Tap the Generate PRN/SOA and fill-in the require information.		2. The System displays the information required to generate PRN: <ul style="list-style-type: none">• Membership Type• ApplicablePeriod• Monthly Contribution• Flexi Fund Amount (for OFW)• TotalAmount	None	20 Seconds
PERSON RESPONSIBLE				
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) – EXTERNAL SERVICES



91. 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.	None	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.	None	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?”.	None	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	None	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 to appear. 5.3 If fingerprint authentication failed after the fifth (5 th) 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"	None	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.	None	5 Seconds	Processed by the system
7. Enter 6-digit PIN for ASSIGN PIN and	7.1 The SET will check if the	None	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 CONFIRM 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."	None	5 Seconds	Processed by the system
	TOTAL	None	64 seconds	



92. 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.	None	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.	None	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/Contact Information Form	None	5 Seconds	Processed by the system
4. Fill out all the required fields. 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 (*)	None		Processed by the system
5. Tap/click on the "PROCEED" Button.	5.1 The SET will ask for data confirmation.	None	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.	None	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.	None	10 Seconds	Processed by the system
8. Click "Yes" to print the receipt.	8. The SET will print an acknowledgement receipt.	None	10 Seconds	Processed by the system
9. Collect the printed acknowledgement receipt.	9. Printed receipt	None	15 Seconds	Processed by the system
	TOTAL	None	66 seconds	



93. 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.	None	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.	None	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.	None	5 Seconds	Processed by the system
5. Tap Submit button.	5. The SET prompts a message confirming submission of the information.	None	5 Seconds	Processed by the system
6. Click "Yes"	6. The SET prompts a message confirming the successful submission of feedback.	None	5 Seconds	Processed by the system
	TOTAL	None	23 Seconds	



94. 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.	None	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.	None	1 minute	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.	None		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	None		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.	None		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.	None	10 Seconds	Processed by the system
7. Get acknowledgement receipt generated by SET.	7.1. The SET will print the acknowledgement receipt.	None	5 Seconds	Processed by the system
	TOTAL	None	1 minute and 16 seconds	



95. 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 fingerprints scanner	None	5 seconds	Processed by the System
2. Member puts the finger on the fingerprint scanner	SET will authenticate the fingerprint of the member	None	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	None	3 seconds	Processed by the System
a. For initial PRN generation, provide the following information: <ul style="list-style-type: none">• Membership Type (Voluntary, Self-employed, OFW and Non-Working Spouse)• Applicable month/s and year/s to be paid• Amount of contribution per month.• For OFW Member - 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: <ul style="list-style-type: none">• If without changes on the Amount of contribution and the applicable months to be paid.• If there is change in the amount of contribution and applicable months to be paid, click “Generate PRN” and provide the following information:<ul style="list-style-type: none">○ 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 automatically generates a Statement of Account (SOA) with corresponding Payment Reference Number (PRN) for the applicable month of payment	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	None	3 seconds	Processed by the System
	TOTAL	None	2 minutes and 26 seconds	



96. Online Submission of Member Data Change Request (Simple Correction) in My.SSS

Online facility that allows Members to submit data change request/s (simple correction) to SSS.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. My.SSS member account 2. 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 and click Member under Portals.	1.1. The Member login page of the SSS website will be displayed.	None	3 Seconds	Processed by the System
2. Mouse-over “Service then Membership Records and select “Submit Request for Member Data Chan (Simple Correction)” from the list.	2.2 The System displays the simple correction requests as follows: a. Correction of Name a.1 Correction of Erroneous Encoding of Name a.2 Correction of Suffix of Prefix of Name a.3 Encoding of Middle Name b. Correction of Sex c. Change in Civil Status d. Conversion of Membership	None	15 seconds	Processed by the System



	Status (from Temporary to Permanent)			
3. Select the applicable data change being requested and encode the correct data in the "To" portion on the screen. 3.1 Tick the box to select "Name" to request for change of name <ul style="list-style-type: none">• Input corrections in appropriate field• Upload necessary supporting documents Simple correction for name: <ul style="list-style-type: none">• Correction of Name: from "i" to "e" or vice versa, from "u" to "o" or vice versa, correction of one or two letters, and inclusion/deletion of space & special characters• Correction of Prefix: "Ma." to "Maria" or "Maria" to "Ma."• Encoding of Middle Name: to complete the	3.1 The system will require to upload supporting documents for a particular data change being requested.	None	1 minute	Processed by the System



<p>existing middle initial in the database, e.g. "C" to "Cruz".</p> <ul style="list-style-type: none">• Correction of Suffix of Name: Jr., II & III <p>3.2 Tick the box to select "Sex" to request for change of Sex</p> <ul style="list-style-type: none">• Choose appropriate selection• Upload necessary supporting documents <p>3.3 Tick the box to select "Civil Status" to request for change of civil status</p> <ul style="list-style-type: none">• Input corrections in appropriate filed• Upload necessary supporting documents <p>Only single to married is considered simple correction</p> <p>3.4 Tick the box to select "Update Member Record Status" to request for change of member record</p> <ul style="list-style-type: none">• Choose appropriate selection• Upload necessary supporting documents				
---	--	--	--	--



4. Click "Submit"	4.1 The System displays the confirmation of successful submission and the transaction number.	None	30 seconds	Processed by the System
5. Open the registered email address and check the email sent by SSS as confirmation for the successful submission of online member data change (simple correction).	5.1 The System sends an email to the Member indicating the transaction details of the submitted online member data change request.	None	1 minute	Processed by the System
	TOTAL	None	2 minutes and 28 seconds	



97. Online Appointment System

Online facility that allows members to secure a branch appointment online

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			
My.SSS Member Account	Secure at https://www.sss.gov.ph			
Internet Connection	Internet Service Provider			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SSS Website https://www.sss.gov.ph Provide UserID and password then click "Submit"	1.1. The Member login page of the SSS website will be displayed.	None	20 Seconds	Processed by the system
1. Mouse-over "Member Info" and click "Appointment System" from the list of services. Select the "Purpose" of visit, "Region" and "Branch" you want to visit, and "Appointment Date".	2.1 The System check the availability of the Branch selected and will display the schedule of available dates to visit.	None	30 Seconds	Processed by the system



3.Select the “Appointment Time” and encode the “Concern(s)” for better understanding of your concern/s during your appointment.	3. The System will let you encode the concern/s and will be sent to the Branch to be visited after submission.	None	6 Seconds	Processed by the system
4.Click“Submit Schedule”	4.1 The System will display that you have successfully set an appointment. 4.2 The System will send the appointment details to your email address, notification inbox, and to the Branch you wish to visit.	None	3 Seconds	Processed by the system
	TOTAL	Free	59 seconds	



98. Change of My.SSS Member Account Password

Online facility that allows Members to change his/her current password.

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. My.SSS Member Account 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 and click Member under Portals.	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 using the My.SSS account user ID and password. Mouse-over "Member Info", then "Change Password".	2.1. The system displays Member Change Password.	None	15 seconds	Processed by the System
2. Encode current password, new password and confirm new password then click "Change" button.	3.1. The system dialog box will appear for confirmation.	None	15 seconds	Processed by the System
3. Click "OK" from the dialog box.	1.1. The system displays the confirmation on successful changing of member's password. 4.2. The system sends email notification to member's email address	None	3 Seconds	Processed by the System
	TOTAL	None	36 seconds	



99. Change of My.SSS Employer Account Password

Online facility that allows Employers to change his/her current password

Office or Division:	Social Security System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. My.SSS accounts user ID and password. 2. 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 and click Employer under Portals.	1.1. The Employer login page of the SSS website will be displayed.	None	3 Seconds	Processed by the System
2. Log-in to the SSS Website using the My.SSS account user ID and password. Mouse-over “Employer Info”, then “Change Password”.	2.1. The system displays Employer Change Password.	None	15 seconds	Processed by the System
1. Encode old password, new password and confirm password then click “Change” button.	3.1. The system dialog box will appear for confirmation.	None	15 seconds	Processed by the System
2. Click “OK” from the dialog box.	4.1. The system displays the confirmation on successful changing of employer’s password. 4.2. The system sends email notification to employer’s email address	None	3 Seconds	Processed by the System
	TOTAL	None	36 seconds	



SSS E-CENTERS – EXTERNAL SERVICES



100. My.SSS Registration at the E-Center

The E-Center located at the SSS Branches 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 Card or 2. Valid ID (2, original), which must have the following: <ul style="list-style-type: none">• Name of Member/Bearer• Picture• Signature 3. Active E-mail address 4. Valid Form L-501 or Specimen Signature Card, stamped "Received" by the Servicing Branch *Valid for one year from receipt date of branch	Any ID-issuing government agencies (SSS, GSIS, PhilHealth, Pag-IBIG, PhilPost), present company Any email address provider (Gmail, Yahoo, etc) 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 the following: <ul style="list-style-type: none">• Name of Member• Picture• Signature 7. Letter of Authorization duly signed by the Person Granting Authority	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



<p>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.</p>				
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 Service Office
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 Service Office



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 Service Office
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 Service Office
6. Assign the preferred password and access the My.SSS account	6.1 Validate the login 6.2 Display the homepage	None	None	
7. Log out of the My.SSS account.	7.1. Display the My.SSS login page.	None	None	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS Service Office



8. Sign the E-Center Logbook	<p><i>MSR performs below actions:</i></p> <p>8.1. Record the transaction in the E-Center Logbook with the information below:</p> <ul style="list-style-type: none">• CRN/SS Number/EmployerID• Member's/Employer's/Employer Representative's Name• 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 Service Office
	8.2. Request the Member/Employer/Employer Representative to sign in the logbook	None	None	
	TOTAL	None	7 minutes + Processing time of My.SSS registration for Member/Employer through the SSS website	



101. 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 Card or 2. Valid ID (2, original), which must have the following: <ul style="list-style-type: none">• Name of Member/Bearer• Picture• Signature	Any ID-issuing government agencies (SSS, GSIS, PhilHealth, Pag-IBIG, PhilPost), present company			
3. My.SSSAccount <i>*Only the member who owns the account will be allowed to access the said account at the E-Center</i>	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) <i>*Valid for one year from receipt date of branch</i>	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 the following: <ul style="list-style-type: none">• Name of Member• Picture• Signature	Any ID-issuing government agencies (SSS, GSIS, PhilHealth, Pag-IBIG, PhilPost), present company			
7. Letter of Authorization duly signed by the Person Granting Authority	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 Service Office
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.	<i>System performs the succeeding actions:</i> 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 Service Office
4. Log in to My.SSS Employer/Member portal.	4.1. Display homepage	None	2 minutes + processing	JR/SR Member Service



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.		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
*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	<p><i>MSR performs below actions:</i></p> <p>7.1. Record the transaction in the E-Center Logbook with the information below:</p> <ul style="list-style-type: none">• CRN/SS Number/EmployerID• Member's/Employer's/Employer Representative's Name• Purpose of Visit/Transaction• Date and Time• Signature of Member <p>7.2. Request the Member/Employer/Employer Representative to sign in the logbook</p>	None	1 minute	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS Service Office
	TOTAL	None	5 minutes + processing time for online service	



Available Services in My.SSS (Member Account)

- Inquiry of MembershipRecords
- PRN Generation – Contributions (for Self-Employed and Voluntary Members, andOFWs)
- PRN Generation – Loans (for Self-Employed and Voluntary Members, andOFWs)
- 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)
- Flexi Fund Enrollment
- RequestRecords
- Submit MaternityNotification
- Submit Maternity Benefit Application
- Submit Retirement Application
- Simulated RetirementCalculator
- Submit Funeral Claim Application
- Change of My.SSS AccountPassword
- Appointment System
- Update Security Questions

Available Services in My.SSS (Employer Account)

- Inquiry of EmployerRecords
- PRNGeneration – Contributions
- PRNGeneration – Loans
- Benefit Redisbursement Module
- Disbursement Account Enrollment Module
- Certification of Loan/Claim
- Submission of Employee MaternityNotification
- Submission of Maternity Benefit Reimbursement Application
- Submission of Adjustment of Maternity Benefit Reimbursement Application
- Submission of Employment Report(R1A)
- Submission of Employee SicknessNotification
- Submission of SS Sickness Benefit Reimbursement Application
- Submission of Contribution Collection(R3)
- Submission of Loan Collection List(ML2)
- Change of My.SSS AccountPassword
- Updating of Contact Information



102. 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: <ul style="list-style-type: none">- 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: <ul style="list-style-type: none">• 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),



	<p>2.2 Check if Member is registered in the SSSwebsite</p> <p>2.3 Reset the password or check the UserID of the My.SSSaccount</p> <p>2.4 Provide a temporary password and UserID of the My.SSSaccount</p> <p>2.2 Assist the member to the designated desktop computer.</p>			Member Services Section of SSS Branch or at SSS Service Office
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.	<i>System performs the succeeding actions:</i> <p>3.1 The system displays the login page.</p>	None	2 minutes	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS Service Office
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	<p>5.1 Validate the password</p> <p>5.2 Display confirmation of successful password change</p>	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	<p><i>MSR performs below actions:</i></p> <p>7.1 Record the transaction in the E-CenterLogbook with the information below:</p> <ul style="list-style-type: none">• CRN/SS Number• Member's Name• Purpose of Visit/Transaction• Date and Time• Signature of Member <p>7.2 Request the Member to sign in the logbook</p>	None	1 minute	JR/SR Member Service Representative, Member Services Section of SSS Branch or at SSS Service Office
	TOTAL	None	5 minutes	



103. 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: <ul style="list-style-type: none">• 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	Any ID-issuing government agencies (SSS, GSIS PhilHealth, Pag-IBIG, PhilPost), present company			
6. Person Granting Authority's Valid ID (2, Photocopy), which must have the following: <ul style="list-style-type: none">• Name of Member• Picture• Signature				
7. Letter of Authorization duly signed by the Person Granting Authority	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 Service Office
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 Service Office
4. Follow the instructions online or as told and submit request for password resetting or userid recovery.	<i>System performs the succeeding actions</i> 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 Service Office
7. Take note of new new log-in credentials then log-out of the My.SSS account	7. Display the Employer loginpage.			
8. Sign the E-Center Logbook	<i>MSR performs below function:</i> 8.1 Record the transaction in the E-CenterLogbook with the information below: <ul style="list-style-type: none">• EmployerID• Employer's/Auth orizedRepresentative's Name• Purpose of Visit/Transaction• Date and Time• Signature of Employer/Author ized Representative 8.2 Request 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 Service Office
	TOTAL	None	3 Minutes	



104. 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: <ul style="list-style-type: none">• 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)	SSS Servicing Branch
5. Duly Accomplished Web Amendment Form or a Letter-Request, indicating the following information: <ul style="list-style-type: none">• EmployerID• CompanyName• Change/s to WebProfile• Name, SS number, contact details and signature of Person Granting Authority• 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: <ol style="list-style-type: none">5. Person Granting Authority's SS ID/UMID Card (Photocopy) or6. Person Granting Authority's Valid ID (2, Photocopy), which must have the following:<ul style="list-style-type: none">• Name of Member• Picture	Any ID-issuing government agencies (SSS, GSIS PhilHealth, Pag-IBIG, PhilPost), present company



• Signature 7. Letter of Authorization duly signed by the Person Granting Authority		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 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 display monitor.	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/Representative 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	<p>5.1 Record the transaction in the E-Center Logbook with the information below:</p> <ul style="list-style-type: none">• EmployerID• Employer's/A uthorized Representativ e's Name• Purpose of Visit/Transacti on• Date and Time• Signature of Employer/Aut horized Representative <p>5.2 Requestthe Employer/Auth o rized Representative to sign in the logbook</p> <p>5.3 Issues to Filer the letter request (original copy) and identification requirements (original copy/ies)</p>	None	None	
	TOTAL	None	7 minutes	



SOCIAL SECURITYSYSTEM

INTERNAL SERVICES



BRANCH SUPPORT SERVICES DEPARTMENT (BSSD) – INTERNAL SERVICES



105. 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: <ul style="list-style-type: none">- 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: <ul style="list-style-type: none">- 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, Branch Support Services Department
	Assess and forward the request to the JEA/Engineer with instructions	None	30 Minutes	Department Head, Branch Support Services Department
	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, Branch Support Services Department
	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, Branch Support Services Department



	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, Branch Support Services Department
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, Branch Support Services Department
TOTAL		None	2 Days and 4 Hrs.	



106. 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: <ul style="list-style-type: none">- 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, Branch Support Services Department



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, Branch Support Services Department
	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, Branch Support Services Department
	Review and sign the referral memo Forward the reviewed referral memo to the Department Head for Approval	None	1 Hour	CEO III, Branch Support Services Department
	Approve the referral memo to EFMD Forward the approved referral memo to the Senior Analyst/ CEO II for transmittal	None	1 Hour	Department Head, Branch Support Services Department
	Transmit the referral memo to EFMD	None	15 Minutes	Senior Analyst/ CEO II, Branch Support Services Department
	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, Branch Support Services Department
TOTAL	None	2 Days, 4 Hrs. and 15 Mins.		

Note: The Total Processing Time does not include that of the EFMD



107. Filing of Request for Information/Query(RFI/Q) during the Project Implementation Stage

The Request for Information (RFI) is submitted by the Contractor/Supplier/ Lessor/End-user (SSS Branch Office)/ Building Administrator/ SSS Management whenever there is an issue or concern during the Project Implementation Stage.

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: <ul style="list-style-type: none">- 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
3. Memorandum regarding Award of Contract to a winning Bidder/Contractor/Supplier 4. Any or combination of the Documents deemed necessary to the request: Contract documents: <ul style="list-style-type: none">- 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)- Supporting documents that may be required by the existing laws or the SSS	Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request with complete 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 request and corresponding attachments. Send an acknowledgement email (for request received via email/mail) or stamp received (for walk-in) upon receipt of the request. Log the Request and all relevant information as indicated on the checklist of requirements in the Department's Log Book for tracking. Forward request to the Department Head.	None	30 minutes	Senior Analyst/CEO II, Branch Support Services Department
	Assess and forward request to the Engineer with instructions	None	30 Minutes	Department Head, Branch Support Services Department
	Evaluate and preparereply memo/letter and/or technical report Forward prepared reply memo/letter and/or technical report to the CEO III for review	None	2 days (within BSSD)	Engineer, Branch Support Services Department



	<p>Review the reply memo/letter and/or technical report</p> <p>Forward the reviewed reply memo/letter and/or technical report to the Department Head for Approval</p>	None	1 Hour	CEO III, Branch Support Services Department
	<p>Approve the reply memo/letter and/or technical report</p> <p>Forward approved reply memo/letter and/or technical report to the Senior Analyst/CEO II for issuance to the requesting party</p>	None	1 Hour	Department Head, Branch Support Services Department
Receive the Reply Memo and/or Technical Report	<p>Scan the signed reply memo/letter and/or technical report and send it to the requesting party via email or registered mail</p> <p>File and record all actions taken on the request.</p>	None	30 Minutes	Senior Analyst/CEO II, Branch Support Services Department
TOTAL		None	2 Day, 3 Hrs and 30 mins	

Note: The Total Processing Time does not include that of the EFMD



108. 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: <ul style="list-style-type: none">- 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/Service Provider			
<u>ADVANCE PAYMENT documents:</u> <ul style="list-style-type: none">- Notice of Award- Job Order/Purchase Order/Contract Agreement- Notice to Proceed- Performance Bond- Surety Bond for Advance Payment- Building Permit application with LGU, if available- Supporting Documents that may be required by the existing laws or the SSS	Contractor/Supplier/Service Provider			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request with complete detailed information via registered mail, email or walk-in to the Administrative	Check correctness and completeness of therequest and corresponding attachments.	None	1 Hour	Senior Analyst/CEO II, Branch Support Services Department



Section of the Branch Support Services Department Email: bssd@sss.gov.ph	Send an acknowledgement email (for request received via email/mail) or stamp received (for walk-in) upon receipt of the request.			
Address: Branch Support Services Department 8F SSS Main Building East Avenue Diliman Quezon City	Log the Request 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.			
	Assigns to CEO III, CMS the processing of the request for payment of contractor/supplier/service provider	None	10 Minutes	Department Head, Branch Support Services Department
	Instructs the Project-In-Charge to process the request for payment.	None	20 minutes	CEO III, CMS
	Evaluates the request for payment. Prepares the following documents: - RFI to concerned SSS Inspection Team - supporting documents (e.g., Accomplishment Report, Certificate of Completion (COC)/ Certificate of Final Acceptance (COFA)/ Certificate of	None	2 days	Project-In-Charge



	<p>Completion and Acceptance (COCA), DR/SI, contract/NTP specifications, approved variation order/amendment to order)</p> <p>Forwards to CEO III the following:</p> <ul style="list-style-type: none">- RFI to concerned SSS Inspection Team- Prepared documents- Received request for payment and supporting documents from contractor/supplier/ service provider			
	<p>Reviews the following:</p> <ul style="list-style-type: none">- RFI to concerned SSS Inspection Team- Prepared documents <p>Forwards to DM III the following:</p> <ul style="list-style-type: none">- RFI to concerned SSS Inspection team- Prepared documents- Received request for payment and supporting documents from contractor/ supplier/ service provider	None	2 hours	CEO III, CMS
	<p>Approves the following:</p> <ul style="list-style-type: none">- RFI to concerned SSS Inspection team- Prepared documents	None	1 Hour	Department Head, Branch Support Services Department



	<p>Instructs JEA to transmit to SSS Inspection Team the following:</p> <ul style="list-style-type: none">- RFI to concerned SSS Inspection team- Prepared documents <p>Assigns to Project-In-Charge thru CEO III, CMS the IAR upon receipt from SSS Inspection Team</p>			
	<p>Prepares the transmittal memo to PPMD.</p> <p>Forwards to CEO III the following:</p> <ul style="list-style-type: none">- Transmittal memo- IAR- Prepared documents- Received request for payment and supporting documents from contractor/ supplier/ service provider	None	30 minutes	Project-In-Charge
	<p>Reviews the transmittal memo.</p> <p>Forwards to DM III the following:</p> <ul style="list-style-type: none">- Transmittal memo- IAR- Prepared documents- Received request for payment and supporting documents from contractor/ supplier/ service provider	None	15 minutes	CEO III, CMS
	Approves the transmittal memo.	None	15 minutes	Department Head, Branch



	<p>Instructs the JEA on the following:</p> <p>Transmit to PPMD thru VP, GSD the following:</p> <ul style="list-style-type: none">- Transmittal memo- IAR- Prepared documents- Received request for payment and supporting documents from contractor/ supplier/service provider <p>Forward to Sr. Clerk, AS thru CEO II the acknowledged copies of the following for recording and filing:</p> <ul style="list-style-type: none">- Transmittal memo- IAR- Prepared documents- Received request for payment and supporting documents from contractor/ supplier/service provider			Support Services Department
Receive the Reply Memo/ Technical Report	<p>Scan the signed reply memo/ technical report and send it to the requesting party via email or registered mail</p> <p>Forward the approved technical report to the next processing Department/ Office for their preparation of Disbursement Voucher and processing of Payment</p>	None	30 Minutes	Senior Analyst/ CEO II, Branch Support Services Department



	File and record all actions taken on the request. Tag request file CLOSED			
TOTAL	None	2 Days and 6 Hrs.		

Note: The Total Processing Time does not include that of the; General Services Division, Administration Group, Corporate Sector Group, PPMD, GAD, and OSD



109. 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: <ul style="list-style-type: none">- 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/ Service Provider
<u>PROGRESS BILLING PAYMENT</u> documents: <ul style="list-style-type: none">- Request Letter- Notice of Award- Job Order/Purchase Order/Contract Agreement- Notice to Proceed- Approvals to Change Order/Extra Work Order, Work Suspension/ Resumption, Extension of Contract Time, if any- Statement of Work Accomplishment- Pictures of work accomplished- Contractor/Supplier's Affidavit that all labor, materials, and lease of equipment have been fully paid- Service Report, if applicable	Contractor/Supplier/Service Provider



- Sales Invoice, if applicable
- Delivery Receipt, if applicable
- Supporting Documents that may be required by the existing laws or the SSS

FINAL BILLING PAYMENT documents:

- Request Letter
- Notice of Award
- Job Order/ Purchase Order/Contract Agreement
- Notice to Proceed
- Approvals to Change Order/Extra Work Order, Work Suspension/ Resumption, Extension of Contract Time, if any
- Final Punch-list Findings Statement of Compliance
- Statement of Work Accomplishment
- Pictures of work accomplished
- Owner's Operating and Maintenance Manuals, if any
- 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, if any
- As – built plans, if applicable
- Service Report, if applicable
- Sales Invoice, if applicable
- Delivery Receipt, if applicable
- 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/Purchase Order/Contract Agreement
- Notice to Proceed



<ul style="list-style-type: none">- Surety Bond for Retention Money, if necessary- Certificate of Final Acceptance- Certificate of Completion- 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
Submit request with complete detailed information via registered mail, email or walk-in to the Administrative Section of the Branch Support Services Department Email: bssd@sss.gov.ph	<p>Check correctness and completeness of the request and corresponding attachments.</p> <p>Send an acknowledgement email (for request received via email/mail) or stamp received (for walk-in) upon receipt of the request.</p>	None	1 Hour	Senior Analyst/CEO II, Branch Support Services Department
Address: Branch Support Services Department 8F SSS Main Building East Avenue Diliman Quezon City	<p>Log the Request and all relevant information as indicated on the checklist of requirements in the Department's Log Book for tracking.</p> <p>Forward the request to the Department Head.</p>			
	Assigns to CEO III, CMS the processing of the request for payment of contractor/supplier/service provider	None	10 minutes	Department Head, Branch Support Services Department
	Instructs the Project-In-Charge to process the request for payment	None	20 minutes	



				CEO III, CMS
	<p>Evaluates the request for payment.</p> <p>Prepares the following documents:</p> <ul style="list-style-type: none">- RFI to concerned SSS Inspection Team- supporting documents (e.g., Accomplishment Report, Certificate of Completion (COC)/ Certificate of Final Acceptance (COFA)/ Certificate of Completion and Acceptance (COCA), DR/SI, contract/NTP specifications, approved variation order/amendment to order) <p>Forwards to CEO III the following:</p> <ul style="list-style-type: none">- RFI to concerned SSS Inspection Team- Prepared documents- Received request for payment and supporting documents from contractor/ supplier/ service provider	None	2 days	Project-In-Charge
	<p>Reviews the following:</p> <ul style="list-style-type: none">- RFI to concerned SSS Inspection Team- Prepared documents <p>Forwards to DM III the following:</p>	None	2 hours	CEO III, Branch Support Services Department



	<ul style="list-style-type: none">- RFI to concerned SSS Inspection team- Prepared documents- Received request for payment and supporting documents from contractor/ supplier/ service provider			
	<p>Approve the recommended Travel Documents or e-Trip Ticket</p> <p>Approves the following:</p> <ul style="list-style-type: none">- RFI to concerned SSS Inspection team- Prepared documents <p>Instructs JEA to transmit to SSS Inspection Team the following:</p> <ul style="list-style-type: none">- RFI to concerned SSS Inspection team- Prepared documents <p>Assigns to Project-In-Charge thru CEO III, CMS the IAR upon receipt from SSS Inspection Team</p>	None	1 hour	Department Head, Branch Support Services Department
	<p>Prepares the transmittal memo to PPMD.</p> <p>Forwards to CEO III the following:</p> <ul style="list-style-type: none">- Transmittal memo- IAR- Prepared documents- Received request for payment and supporting documents from contractor/ supplier/ service provider	None	30 minutes	Project-In-Charge



	<p>Reviews the transmittal memo.</p> <p>Forwards to DM III the following:</p> <ul style="list-style-type: none">- Transmittal memo- IAR- Prepared documents- Received request for payment and supporting documents from contractor/ supplier/ service provider	None	15 minutes	CEO III, CMS
	<p>Approves the transmittal memo.</p> <p>Instructs the JEA on the following:</p> <p>Transmit to PPMD thru VP, GSD the following:</p> <ul style="list-style-type: none">- Transmittal memo- IAR- Prepared documents- Received request for payment and supporting documents from contractor/ supplier/service provider <p>Forward to Sr. Clerk, AS thru CEO II the acknowledged copies of the following for recording and filing:</p> <ul style="list-style-type: none">- Transmittal memo- IAR- Prepared documents- Received request for payment and supporting documents from contractor/ supplier/ service provider	None	15 minutes	Department Head, Branch Support Services Department



	supplier/service provider			
Receive the reply Memo/ Technical Report	Scan the approved reply memo/letter and technical report and send it to the requesting party via email or registered mail Forward the technical report, and the Inspection 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.	None	1 Hour	Senior Analyst/ CEO II, Branch Support Services Department
TOTAL		None	2 Days, 5 hours, 30 minutes	

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



110. 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: <ul style="list-style-type: none">- 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
Submit request with complete 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	Check correctness and completeness of the request and corresponding attachments Send an acknowledgement email (for request received via email/mail) or stamp received (for walk-in) upon receipt of the request.	None	1 Hour	Senior Analyst/CEO II, Branch Support Services Department



8F SSS Main Building East Avenue Diliman Quezon City	Log the Request 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 request to the Engineer with instructions	None	30 Minutes	Department Head, Branch Support Services Department
	Evaluate and prepare reply memo/letter and/or technical report Forward prepared reply memo/letter and/or technical report to the CEO III for review	None	2 days (within BSSD)	Engineer, Branch Support Services Department
	Review the reply memo/letter and/or technical report Forward reviewed reply memo/letter and/or technical report to the Department Head for Approval	None	1 Hour	CEO III, Branch Support Services Department
	Approve the reply memo/letter and/or technical report Forward approved reply memo/letter and/or technical report to the Senior Analyst/	None	1 Hour	Department Head, Branch Support Services Department



	CEO II for issuance to the requesting party			
	Scan the signed reply memo/letter 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.	None	30 Minutes	Senior Analyst/CEO II, Branch Support Services Department
Receive the Approval Memo/ Technical Report	Scan the EFMD approval Memo/letter and/or Technical report to the materials sample and send it to the requesting party via email or registered mail File and record all actions taken on the request.	None	30 Minutes	Senior Analyst/CEO II, Branch Support Services Department
TOTAL	None	2Days, 4 Hrs. and 30 mins.		

Note: The Total Processing Time does not include that of the EFMD



111. 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: <ul style="list-style-type: none">- 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: <ul style="list-style-type: none">- 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, Branch Support



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			Services Department
	Assess and forward the request to the JEA/Engineer with instructions	None	30 Minutes	Department Head, Branch Support Services Department
	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, Branch Support Services Department
	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, Branch Support Services Department
	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, Branch Support Services Department



	Transmit the signed Travel Documents or e-Trip Ticket to the next processing Department/ Office for approval	None	45 Minutes	Senior Analyst/ CEO II, Branch Support Services Department
	Approve the signed Travel Documents or e-Trip Ticket	None	Within commitment time of each offices	Heads of the following offices: <ul style="list-style-type: none">- General Services Division- Administration Group- Corporate Sector Group
	Conduct site inspection and check the following: <ul style="list-style-type: none">- 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, Branch Support Services Department
	Process the request along with other attached documents and prepare technical report consisting of: <ul style="list-style-type: none">- Covering Memo- Bill of Quantities FOR VARIATION ORDER- Reasons and Justification	None	3 days	JEA/Engineer, Branch Support Services Department



	<ul style="list-style-type: none">- Progress Report- 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 <p>Forward the drafted technical report to the CEO III for review</p>			
	<p>Review and sign the technical report</p> <p>Forward the reviewed technical report to the Department Head for signature</p>	None	1 Hour	CEO III, Branch Support Services Department
	<p>Review and sign the technical report</p> <p>Forward the signed technical report to the Senior Analyst/ CEO II for transmittal</p>	None	1 Hour	Department Head, Branch Support Services Department
	Transmit the signed technical report to the next processing Department/ Office for their review and approval	None	1 Hour	Senior Analyst/ CEO II, Branch Support Services Department
	Review and approve the technical report	None	Within commitment time of each offices	<p>Heads of the following offices:</p> <ul style="list-style-type: none">- 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, Branch Support Services Department
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



112. 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: <ul style="list-style-type: none">- 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: <ul style="list-style-type: none">- 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, Branch Support Services Department
	Assess and forward the request to the JEA/Engineer with instructions	None	30 Minutes	Department Head, Branch Support Services Department
	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, Branch Support Services Department
	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, Branch Support Services Department



	<p>Review and sign the Travel Documents or e-Trip Ticket of the JEA/Engineer</p> <p>Forward the signed Travel Documents or e-Trip Ticket to Senior Analyst/ CEO II for transmittal</p>	None	1 Hour	CEO III, and Department Head, Branch Support Services Department
	Transmit the signed Travel Documents or e-Trip Ticket to next processing Department/ Office for approval	None	45 Minutes	Senior Analyst/ CEO II, Branch Support Services Department
	Approve the signed Travel Documents or e-Trip Ticket	None	Within commitment time of each offices	Heads of the following offices: <ul style="list-style-type: none">- General Services Division- Administration Group- Corporate Sector Group
	Conduct site inspection and check the following: <ul style="list-style-type: none">- 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, Branch Support Services Department



	<ul style="list-style-type: none">- Material Test result, if any- As-built Plan, if any			
	<p>Process the request along with other attached documents and prepare technical report consisting of:</p> <ul style="list-style-type: none">- 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 <p>Forward the drafted technical report to the CEO III for review</p>	None	3 days	JEA/Engineer, Branch Support Services Department
	<p>Review and sign the technical report</p> <p>Forward the reviewed technical report to the Department Head for signature</p>	None	1 Hour	CEO III, Branch Support Services Department
	<p>Review and approve the technical report</p> <p>Forward the approved technical report to the Senior Analyst/ CEO II for issuance to Contractor/Supplier</p>	None	1 Hour	Department Head, Branch Support Services Department



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, Branch Support Services Department
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



113. 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: <ul style="list-style-type: none">- 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
<ul style="list-style-type: none">- 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	<ul style="list-style-type: none">- 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	<ul style="list-style-type: none">- None	<ul style="list-style-type: none">- 1 Hour	<ul style="list-style-type: none">- Senior Analyst/CEO II, Branch Support Services Department



Avenue Diliman Quezon City	<ul style="list-style-type: none">- Log Book for tracking- Forward the Complaint letter to the Department Head-			
<ul style="list-style-type: none">- Provide information required during Interview-	<ul style="list-style-type: none">- Interview the Contractor/ Supplier or representative to identify the nature of the complaint- Assess and forward the compliant letter to JEA/Engineer with instructions	<ul style="list-style-type: none">- None	<ul style="list-style-type: none">- 1 Hour	<ul style="list-style-type: none">- Department Head, Branch Support Services Department
Receive the actions to be taken	<p>Explain to the Contractor/ Supplier or representative the action/s that will be taken by BSSD on the complaint</p> <p>Prepare inquiry letter to concerned Department/ Office where delays occurred</p>	None	1 Day	JEA/Engineer, Branch Support Services Department
	<p>Review and sign the drafted inquiry letter to concerned Department/Office</p> <p>Forward the reviewed inquiry letter to the Department Head for approval</p>	None	1 Hour	CEO III, Branch Support Services Department
	<p>Review and approve the inquiry letter</p> <p>Forward the approved inquiry letter to Senior</p>	None	1 Hour	Department Head, Branch Support Services Department



	Analyst/ CEO II for transmittal			
	Transmit the approved inquiry letter to concerned Department/ Office for comment	None	15 Minutes	Senior Analyst/ CEO II, Branch Support Services Department
	Prepare reply letter to the complaint Forward the reply letter to BSSD for issuance to Contractor/ Supplier	None	Within commitment time	Concerned Department/ Office, Branch Support Services Department
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, Branch Support Services Department
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) – INTERNAL SERVICES



114. 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:	Highly Technical			
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: <ul style="list-style-type: none">• 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	Check correctness and completeness of the received request and documentary requirements Send an acknowledgment	None	1 hour	Senior Analyst / JEA, EFMD



Management Department Email: efmd@sss.gov.ph Address: Engineering and Facilities Management Department, Annex Building, SSS Main Building, East Avenue, Diliman, Quezon City	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			
	Assess and forward the request to the Section Head with instructions	None	1 hour	Department Head, EFMD
	Assess and forward the request to the Team Head / Immediate Supervisor with Instructions	None	1 hour	Section Head, EFMD
	Assess and forward the request to the assigned Engineer/Architect for evaluation	None	1 hour	Team Head / Immediate Supervisor, EFMD
	Evaluates the request along with other attached documents Requests for Travel Documents/ Trip Ticket, if necessary	None	2 days	Engineer / Architect, EFMD



	<p>Conduct site inspection and check the following:</p> <ul style="list-style-type: none">- 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, EFMD
	Process the request along with other attached	None	3 days	Engineer /Architect, EFMD



	<p>documents and prepare technical report consisting of:</p> <ul style="list-style-type: none">- 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			
	Review and sign the technical report Forward the signed technical report to the Section Head for review	None	1 day	Team Head, EFMD
	Review and sign the technical report Forward the reviewed technical report to the Department Head for signature	None	1 Hour	Section Head, EFMD
	Review and sign the technical report Forward the signed technical report to the Senior Analyst/ JEA for transmittal	None	1 Hour	Department Head, EFMD
	Transmit the signed technical report to the next processing Department/ Office for their review and approval	None	1 Hour	Senior Analyst/ JEA, EFMD
	Review and approve the technical report	None	Within commitment	Heads of the following offices:



			time of each 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, EFMD
	Forwards approved Technical Report to Section Head for preparation and issuance of Notice/Advisory to Contractor	None	1 Hour	Department Manager, EFMD
	Forwards Technical report to Team Head/Immediate Supervisor for preparation and issuance of Notice/Advisory to Contractor	None	1 Hour	Section Head, EFMD
	Forwards Technical report to Architect or Engineer for	None	1 Hour	Team Head/Immediate supervisor, EFMD



	preparation and issuance of Notice/Advisory to Contractor			
	Prepares Notice/Advisory to Contractor. Forward Notice/ Advisory to Contractor to the Team Head/Immediate Supervisor for review	None	1 day	Engineer/Architect, EFMD
	Review and sign the Notice/Advisory Forward Notice/ Advisory to the Section Head Supervisor for review	None	2 Hours	Team Head / Immediate Supervisor, EFMD
	Review and sign the Notice/Advisory. Forward Notice/ Advisory to the Department Head for approval	None	1 Hour	Section Head, EFMD
	Review and sign the Notice/Advisory. Forward approved Notice/ Advisory to the JEA for issuance to Contractor/ requesting party	None	1 Hour	Department Manager, EFMD
Receive the Notice/Advisory	Scan the approved Notice/	None	1 Hour	Senior Analyst / JEA, EFMD



	<p>Advisory and Technical Report.</p> <p>Send the Notice/Advisory to the Contractor / requesting party via email or registered mail</p> <p>File and record all actions taken on the request. Tag request file CLOSED.</p>			
TOTAL:		None	2 working days	



115. 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:	Highly Technical	
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	Contractor/Supplier / Service Provider or Consultant	



<ul style="list-style-type: none">▪ Sales Invoice (SI) – 1 original○ For consulting services<ul style="list-style-type: none">▪ Receipt of transmitted technical documents/requirements – 1 originald. Contractor's Affidavit as to payment of labor and materials used in the project – 1 original, notarized (for infrastructure project only)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			
<ul style="list-style-type: none">g. EFMD's Accomplishment Report for Infrastructure Project / Consulting Services, if applicableh. Certificate of Completion (for infrastructure and consulting services) for final progress billing and one-time payment – 1 originali. Certificate of Completion and Acceptance (for goods) for one-time payment – 1 originalj. Copy of Approving Authority's approval on Variation Order/Amendment to Order, if applicable – 1 photocopyk. Extension of Contract Time or Work Suspension, if applicable – 1 photocopyl. Letter of work suspension and resumption to contractor in case of work suspension – 1 photocopym. 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	Check correctness and completeness of the received request and	None	1 hour	Senior Analyst / JEA, EFMD



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 Address: Engineering and Facilities Management Department, Annex Building, SSS Main Building, East Avenue, Diliman, Quezon City	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			
	Assess and forward the request to the Section Head with instructions	None	1 hour	Department Head, EFMD
	Assess and forward the request to the Team Head / Immediate Supervisor with Instructions	None	1 hour	Section Head, EFMD
	Assess and forward the request to the Project-In-Charge for evaluation	None	1 hour	Team Head / Immediate Supervisor, EFMD
	For Request for Advance Payment: • Evaluate/Process the request along with other attached documents	None	2 days (for advance payment) 3 days (for goods amounting)	Project-In -Charge



	<ul style="list-style-type: none">• Prepare technical report consisting of the following:<ul style="list-style-type: none">- Covering Memo- Billing Computation• Forward the drafted Technical Report to the Team Head for review <p>For Progress and Final Billing:</p> <ul style="list-style-type: none">• Evaluate request and submitted requirements.• Conduct site inspection• Prepare the following:<ul style="list-style-type: none">- Accomplishment Report (for infrastructure and consultancy Services, If applicable)- Request for Inspection addressed to concerned Inspection Team with the following attachment:<ul style="list-style-type: none">○ Accomplishment Report/Certificate of Completion	P15,000 and below} 5 days (for goods amounting to above P15,000 and consulting services) 5 days (for infrastructure)	
--	--	--	--



	<ul style="list-style-type: none">/ Acceptance○ Billing Request from Contractor○ Copy of JO/ PO/ Agreement, NTP, and DR/SI (for goods only)○ Other supporting documents <ul style="list-style-type: none">● Forward the Request for Inspection to the Team Head for review			
	<p>For Progress and Final Billing:</p> <ul style="list-style-type: none">● 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, EFMD
	<p>For Progress and Final Billing:</p> <ul style="list-style-type: none">● Review and sign the Request for Inspection and	None	1 hour	Section Head, EFMD



	<p>required attachments</p> <ul style="list-style-type: none">• Forward the reviewed Request for Inspection and required attachments to the Department Head for approval			
	<p>For Progress and Final Billing:</p> <ul style="list-style-type: none">• 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, EFMD
	<p>For Progress and Final Billing:</p> <ul style="list-style-type: none">• Transmits the approved Request for Inspection and required attachments to Inspection Team	None	1 hour	JEA, EFMD
	<p>For Progress and Final Billing:</p> <ul style="list-style-type: none">• Conducts Inspection and Prepares Inspection and Acceptance Report (IAR)	None	Within commitment time of each offices	SSS Inspection Team



	For Progress and Final Billing: <ul style="list-style-type: none">• Receives IAR and transmits to Project-In-Charge	None	1 hour	JEA, EFMD
	For Progress and Final Billing: <ul style="list-style-type: none">• Prepares Billing Request to PPMD with the following Attachments:<ul style="list-style-type: none">- Accomplishment Report/ Certificate of Completion/ Acceptance- IAR- Billing Request from Contractor- Copy of JO/ PO/ Agreement, NTP, and DR/SI (for goods only)- Other supporting documents listed in the Checklist of Requirements• Forward the Billing Request and attachments to Team Head for review	None	2 days	Project-In-Charge
	Review and sign the Technical Report/Billing Request	None	1hour	Team Head, EFMD



	Forward the reviewed technical report/billing request to the Section Head for recommendation			
	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, EFMD
	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, EFMD
	Scan the approved technical report/billing request. Transmit the approved technical report/billing request to the next processing	None	1 Hour	JEA, EFMD



	Department/ Office for processing of payment. File and record all actions taken on the request. Tag request file CLOSED			
TOTAL:	None	9days and 4 hours		

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



116. 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) <ul style="list-style-type: none">• 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:<ul style="list-style-type: none">• 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)	<ul style="list-style-type: none">• 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 of documents as corrected.	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 the billing documents and compliance. to the requirements	Sr. Clerk/Sr. Analyst <i>Janitorial and Maintenance Contracts Administration Team / Administrative Section</i>
	1.2 Validates entries/details on individual Daily Time Records (DTR/timecards) of the service personnel.	None	1 working day	Sr. Clerk/Sr. Analyst <i>Janitorial and Maintenance Contracts Administration Team</i>
	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 <i>Janitorial and Maintenance Contracts Administration Team</i>
	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 <i>Janitorial and Maintenance Contracts Administration Team</i> Head, EFMD Head



	<p>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.</p> <p>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.</p> <p>1.5 c Prepares the Disbursement Voucher for signature of approving officials</p>	None	1 working day	<i>Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team Head, EFMD Head</i>
	<p>1.6 a Transmits the DV and other attachments for signature by the EFMD Head.</p> <p>1.6 b Forwards the DV and other attachments to GSD Head for signature and approval.</p> <p>1.6 c Endorses the complete billing documents to GAD for payment processing.</p>	None	1 working day 1 working day	<i>Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team Head, EFMD Head.</i>
	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) – INTERNAL SERVICES



117. 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 approved by Approving Authority for Procurement based on amount threshold	1. Requesting Office (proponent/end-user)
2. APP or APP update if item is not included in the original APP	2. Bids and Awards Committee Secretariat Department (BACSD), SSS Intranet
3. List of complete item specifications <ul style="list-style-type: none">• 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 Term• 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 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 approval of DM III of PPMD.	None	3 working days	<i>Jr. Analyst, Social Security Officer V (SSO V)/Corporate Executive Officer IV (CEO IV) and Department Manager III (DM III) PPMD</i>
	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. Issues RFQ to suppliers. Prepares Certificate of Sealed Quotations and secures signature/approval of SSO V/CEO IV of PPMD and assists BAC in opening. Note: Awaits and receives suppliers' quotation within the advertisement period.	None	1 working day	<i>Sr. Analyst and SSO V/CEO IV PPMD</i>
	1.3 Prepares Abstract of Quotations (AOQ) and secures approval/signature of SSO V/CEO IV and transmits to respective end-	None	2 working days	<i>Analyst, SSO V/CEO IV and Sr. Clerk PPMD</i>



	<p>user/proponent for evaluation.</p> <p>Note: Awaits result of evaluation.</p>			
2. Submits signed and approved memo evaluation and evaluation matrix to the receiving personnel of Purchasing Section.	<p>2.1 Screens/reviews submitted documents.</p>	None	1 working day	<i>Sr. Specialist PPMD</i>
	<p>2.2 Receives the suppliers' compliance to documentary requirements per Annex H of Republic Act (RA) 9184 and checks validity and correctness of documentary requirements. Checks the Government Procurement Policy Board (GPPB) website if suppliers are included in the list of blacklisted suppliers. Refers the suppliers for BAC deliberation to Branch/Large Accounts Dept. for determination and collection of loan/contribution delinquency, if any. Accomplishes Quotation/Proposal Evaluation (QER) Report for BAC Deliberation for items/projects with contract</p>	None	3 working days	<i>Sr. Specialist, SSO V/CEO IV, DM III and Sr. Clerk PPMD</i>



	amount of above Php15,00.00 and secures signature/approval of SSOV/CEO IV and DM III of PPMD. Forwards the QERto BACSD. Notes: 1. Awaits Approval of award. 2. For items/projects amounting with contract amount of Php15,000.00 and below, refers to BACSec the evaluation and documentary requirements of LCCQ and awaits APP Certification.			
TOTAL:			10working days	

Note:

- *PPMD has 1 file copy of documents prepared and submitted.*
- Service is covered under RA 9184**



118. 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. Bids and Awards Committee Secretariat Department (BACSD)			
2. BAC Resolution recommending award with Approving Authority's approval	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	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/APR preparation to the receiving personnel of Purchasing Section.	1.1. Screens documents for PO/JO preparation. Prepares memo request for Internal Order (IO)/vendor set-up (if applicable) from other department (OSD/IAD/GAD) and Notice of Award (NOA) if applicable and secures initial signature of DM III of PPMD and signature/approval of Approving Official. Issues/Releases approved NOA. Prepares PO/JO/APR and	None	4 working days	Jr. Specialist, SSO V/CEO IV, DM III and Sr. Clerk PPMD



	secures signature/approval of DM III of PPMD and forwards to Approving Officials. Note: Awaits approved PO/JO/APR			
	1.2 Issues/Releases approved PO/JO/APR to supplier (subject to supplier's posting of Performance Bond, if applicable)	None	3 working days	<i>Buyer</i> PPMD
	1.3 Posts issued NOA/PO/JO/APR in PhilGEPS and SSS Website, and in conspicuous place within SSS for procurements amounting P50,000.01 and above	None	7 calendar days	<i>Sr. Analyst</i> PPMD
	1.4 Transmits issued PO/JO/APR and required documents to Contract Management Department.	None	2 working days	<i>Sr. Clerk</i> PPMD
	1.5 Transmits list/report of executed PO/JO to Office Of The Government Corporate Counsel (OGCC).	None	10 working days	<i>Jr. Specialist</i> PPMD
TOTAL:			26 days	



Note:

- *PPMD has 1 file copy of documents prepared and submitted.*
Service is covered under RA 9184



119. 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. 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. APP or APP update if item is not included in the original APP	3. BACSD, SSS Intranet			
4. APP Certification/Certificate of Budget Availability (whichever is applicable)	3. BACSD/Requesting Office (proponent/end-user)			
5. List of complete item specifications <ul style="list-style-type: none">• Quantity• Approved Budget for the Contract (ABC)• Purpose or justification• Certificate of Non-Availability of requisitioned items at OSD warehouse or copy of RIS stamped "NON-IN-STOCK" or "NOT CARRIED IN STOCK"• 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 approved Purchase	1.1 Screens/reviews	None	11 working days	Sr. Specialist, Social Security Officer V



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.	submitted documents. - For individual requests, consolidates and prepares Batch List if the consolidated items are P15,000.00 and below and QER Form if items are above P15,000.00, and secures signature/approval of DM III of PPMD and forwards Quotation/Proposal Evaluation Report for BAC Deliberation to BACSD for deliberation of award. Note: Awaits Approval of Award			(SSO V)/Corporate Executive Officer IV (CEO IV) and Department Manager III (DM III) PPMD
	1.2 Checks/reviews documents. Logs in to Virtual Store (VS) and checks Electronic Wallet balance and availability of items in the DBM-PS depot. Procures thru DBM-PS Virtual Stores and secures Order Confirmation.	None	1 working day	Sr. Specialist and Buyer PPMD
	1.3 Generates APR and secures signature of DM III of PPMD and	None	4 working days	Jr. Specialist, SSO V/CEO IV and DM III PPMD



	forwards to Approving Officials.			
	1.4 Sets an appointment with DBM-PS to pick-up the procured items.	None	1 working day	<i>Buyer</i> PPMD
	1.5 Pick-ups the procured items at DBM-PS.	None	1 working day	<i>Buyer</i> 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	7 calendar days	<i>Sr. Analyst</i> PPMD
	1.7 Transmits Order Confirmation and required documents to Contract Management Department	None	2 working days	<i>Sr. Clerk</i> PPMD
	1.8 Prepares request for inspection to inspectors. Note: Awaits OSD's inspection.	None	1 working day	<i>Buyer</i> PPMD
2. Acknowledges receipt of goods.	2.1 Prepares documents for the issuance of goods to proponent/end-users. Issues/Delivers	None	3 working days	<i>Buyer</i> PPMD



	goods to proponent/end-users			
	TOTAL:		31 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



120. 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. Requesting Office			
2. APP or APP update if item is not included in the original APP	2. Bids and Awards Committee Secretariat Department (BACSD), SSS Intranet			
3. List of complete item specifications <ul style="list-style-type: none">• Quantity• Purpose or justification• Certificate of Non-Availability of requisitioned items at OSD warehouse or copy of RIS stamped “NON-IN-STOCK” or “NOT CARRIED IN STOCK”• Certificate of Budget Availability from OSD (if applicable)• 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 approved Purchase Request (PR) and required attachments to the receiving personnel of Purchasing Section.	1.1 Screens/reviews submitted documents. Consolidates, conducts Market Research (if applicable), and prepares Batch Transmittal List	None	11 working days	<i>Sr. Specialist, Social Security Officer V (SSO V) and Department Manager III (DM III) PPMD</i>



	and secures signature/approval of DM III of PPMD.			
	1.2 Releases cash based on approved Batch Transmittal List and records in Cash Book. Canvasses from at least three suppliers and prepares Summary of Quotations (if ABC is P1,000.00 to P15,000.00). Requests and receives the suppliers' compliance to documentary requirements per Annex H of Republic Act (RA) 9184 and checks validity and correctness of documentary requirements. Requests for Tax Certificate, if applicable. Note: Awaits Tax Certificate.	None	2 working days	<i>SSO V and Buyer PPMD</i>
2. Acknowledges receipt of goods.	2.1 Receives Tax Certificate from GAD and procures Goods. Prepares request for inspection to inspectors. Note: Awaits inspection.	None	4 working days	<i>Buyer PPMD</i>



	Prepares documents for the issuance of goods to proponent/end-users. Issues/Delivers goods to proponent/end-users			
	2.2 Screens/reviews documents for replenishment and updates Cash Book. Generates SAP Report of encoded data of Revolving Fund and reviews correctness of data entry.	None	5 working days	<i>Sr. Specialist and SSO V PPMD</i>
	2.3 Prepares Disbursement Voucher for replenishment and secures signature/approval of DM III of PPMD and Head of Procurement Management Division. Forwards to GAD. Note: Awaits check	None	2 working days	<i>Sr. Specialist, SSO V/CEO IV, DM III PPMD and Head, PMD</i>
	2.4 Picks up check from OSD, encashes from the bank and records in Cash Book.	None	1 working day	<i>SSO V PPMD</i>
	2.5 Encodes in SAP the amount of replenishment.	None	1 working day	<i>Sr. Specialist PPMD</i>
TOTAL:			26 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



121. 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• Result of test where item delivered is subject to test/Performance Testing Report (1 original)• BIR Tax Clearance (1 photocopy)• 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	



<ul style="list-style-type: none">• 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<ul style="list-style-type: none">- 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<ul style="list-style-type: none">- 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)	
---	--



<ul style="list-style-type: none">• Other documents required in the Bidding Documents/Terms of Reference• Variation/Change Order<ul style="list-style-type: none">- 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.	<p>1.1 Screens/reviews submitted documents. Generates and posts Goods Receipt in SAP and forwards to OSD.</p> <p>1.2 Screens/reviews submitted documents with PAR/ICS. Prepares Computation Sheet and Disbursement Voucher (DV). Reviews the DV and attachments and releases to</p>	None	1 working day 3 working days (for Alternative Modes of Procurement) 5 working days (for Competitive Bidding)	<p>Jr. Specialist, Security Officer V (SSO V) and Sr. Clerk PPMD</p> <p>Jr. Analyst, Sr. Analyst, Jr. Specialist, Sr. Specialist, SSO V, Corporate Executive Officer IV (CEO IV) and Department Manager III (DM III) PPMD</p>



	Certifying/Approving Officials. Note: Awaits approval of DV.		11 working days (for Rice, Uniform, Cargo Forwarding, Print Publication, Radio Program, UMI D Card Production & Photocopying)	
	1.3.a If supplier is registered with LBP E-Payment, uploads payment in LBP System upon receipt of approved DV and supporting documents.	None	1 working day	Sr. Specialist and SSO V PPMD
	1.3.b.1 If supplier is not registered in LBP E-Payment, prepares Letter of Instruction (LOI) and forwards LOI and DV to Cash Management Dept.	None	1 working day	Sr. Specialist and SSO V PPMD
TOTAL:			If thru Alternative Modes: 6 days If thru Competitive Bidding: 8 days For Rice, Uniform, Gasoline, Cargo Forwarding, Data Capture & Photocopying: 14 days	

Notes:

- PPMD has 1 file copy of documents prepared and submitted.
- Service is covered under RA 9184**



122. 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 <ul style="list-style-type: none">• Warranty Security (1 original)• Certification of Final Acceptance from 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 thru check) and secures signature of DM III of PPMD and forwards to Cash	None	1 working day	<i>Jr. Analyst, Social Security Officer V (SSO V), Department Manager III (DM III) and Sr. Clerk PPMD</i>



	Management Dept..			
	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) and Department Manager III (DM III) PPMD
	1.3.a If supplier is registered with LBP E-Payment, uploads payment in LBP System upon receipt of approved DV and supporting documents.	None	1 working day	Sr. Specialist and SSO V PPMD
	1.3.b.1 If supplier is not registered in LBP E-Payment, prepares Letter of Instruction (LOI) and forwards LOI and DV to Cash Management Dept.	None	1 working day	Sr. Specialist and SSO V PPMD
TOTAL:			If thru Alternative Modes: 6 days If thru 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) – INTERNAL SERVICES



123. 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., SSS website – Invitation to Bid
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, Technical Working Group
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 documentation	None	7 working days	END-USER, BACSD, BAC, OPCEO
	Conduct of Pre-Procurement Conference		For Goods and Services: minimum of 26 CDs and maximum of 136 CDs For Infrastructure Projects: minimum of 26 CDs and a maximum of 141 or 156 CDs For Consultancy: minimum of 36 CDs and a maximum of 180 CDs (please see attached Annex "C" of 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, BIDDER
	Conduct of Pre-bid Conference			BACSD, TWG, BAC, BIDDER
	Conducts Opening of Bids			BACSD, TWG, BAC, BIDDER
	Conducts of Bid Evaluation			TWG, BAC
	Conducts of Post qualification			TWG, BAC, BACSD
	Approval of recommendation for award			BAC, AA, BACSD
	Request for contract preparation			BACSD, CMD/PPMD, AA



	TOTAL	None	<p>For Goods and Services: minimum of 48 CDs and 22WDs, and a maximum of 158 CDs and 22WDs</p> <p>For Infrastructure Projects: minimum of 48 CDs and 22WDs, and a maximum of 163 or 178 CDs and 22WDs</p> <p>For Consultancy: minimum of 58 CDs and 22WDs, maximum of 202 CDs and 22WDs IRR of RA9184 for details)</p> <p>-Includes processing time</p>
--	--------------	-------------	--



124. 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 ValidatedR6/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 Draft Office Order on the fee for bidding documents		
Secure Bidding Documents from BACSD	BACSD issues Bidding Documents to bidder.	See attached Draft Office Order on the fee for bidding documents		
	TOTAL	See attached Draft Office Order on the fee for bidding documents	1 hour	



125. 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		Senior Analyst, BACSD		
<ul style="list-style-type: none">Invitation notice for pre-bidding conference, submission and opening of bids, bid evaluation and post-qualification evaluation approval.				
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 working 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 working days -Includes processing time	



126. 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		Senior Clerk, Senior Analyst, BACSD		
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				
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None		Prepares the following notices to bidders: a. Submission of additional documents b. Notice of Post-	None	2working days Senior Analyst, BACSD



	disqualification c. Denial of Motion for Reconsideration d. Notice of Award e. Notice to Proceed with attachments 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 working days -Includes processing time	



127. 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:	Simple
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	



<ul style="list-style-type: none">- 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				
MEMO FOR IASG				
<ul style="list-style-type: none">- Management Review of the recommendation for award	Senior Clerk, Senior Analyst and Head, BACSD			
MEMO TO PCEO	<ul style="list-style-type: none">- Approval of the creation of TWG- Approval of the Bidding Documents			
MEMO TO APPROVING AUTHORITY	<ul style="list-style-type: none">- 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 working days	Senior Analyst, BACSD
None	Signing of memo to TWG/IASG/PCEO/Approving Authority	None	2 working days	Head, BACSD, BAC
None	Release of memo to TWG/IASG/PCEO/Approving Authority	None		Senior Analyst, BACSD
TOTAL		None	4 Working days, Includes processing time	



128. Issuance Of Bid Bulletin And Minutes

Issue the Bid Bulletin and Minutes

Office or Division:	Bids and Awards Committee Secretariat Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BID BULLETIN		Senior Analyst, BACSD		
MINUTES OF THE REGULAR MEETING, PRE-BID CONFERENCE AND SUBMISSION AND OPENING OF BIDS				
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	- 3calendar 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, TWG
	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	



129. 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:	Contract Management Department (CMD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MEMO TO CMD		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 CMMD and attachments stated in the memo	None	2 working days	Senior Analyst,BACS D
None	Signing of memo and release to CMD	None	1 working day	Head, BACSD
	TOTAL	None	3 working days -Includes processing time	



130. 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) – INTERNAL SERVICES



131. 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			
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, Security Department
2. Read instructions and fill-out the form with the following information: <ul style="list-style-type: none">• 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		None	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	None	10 minutes	Senior Clerk, Security Department
	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	None	30 minutes	Junior Security Analyst, Security Department
	3.6 Review and affixes signature on the CPSAF	None	5 minutes	Department Head, Security Department
	3.7 Encode the following data in the local database for records purposes: <ul style="list-style-type: none">• Control Number• Name• Designation• Department/Office/Branch• Employee Number	None	10 minutes	Sr. Clerk, Security Department



	<ul style="list-style-type: none">• Vehicle Data• Carpass Sticker Number• Date Released <p>If disapproved, prepare notification</p>			
	3.8 ReleaseCarpass Sticker (if approved) or notification (if disapproved)	None	5 minutes	Sr. Clerk, Security Department
	Total	None	1 hour and 6 minutes	



132. Procedure in the Receipt of Request for Overnight Parking

Request for Overnight Parking of Vehicle

Office or Division:	Security Department			
Classification:	Simple			
Type of Transaction:	G2G			
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
1. Get Overnight Parking Request Form (OPRF)	1.1 Issue OPRF	None	1 minute	Sr. Clerk, Security Department
2. Fill-out the form with the following information: <ul style="list-style-type: none">• Reason/s for overnight parking• Duration• Name• Position• Department/Office/Branch• Contact Number• Vehicle Data• Contact Person in case of emergency		None	5 minutes	Applicant
3. Submit properly filed-out OPRF	3.1 Receive and screen application form 3.2 Forward to Junior/Senior Security Analyst for review	None	10 minutes	Senior Clerk, Security Department



	3.3 Review OPRF. 3.4 Recommend approval/disapproval and affixes initials 3.5 Forward OPRF to Department Head		10 minutes	Junior/Senior Security Analyst, Security Department
	3.6 Review and affixes signature on the OPSF	None	5 minutes	Department Head, Security Department, Security Department
	3.7 Release approved/dis-approved OPRF	None	5 minutes	Clerk, Security Department
	3.8 Provide copy of OPRF to security service provider	None	5 minutes	Clerk, Security Department
	Total	None	41 minutes	



133. 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:	Security 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) <ul style="list-style-type: none">• 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 SD:<ul style="list-style-type: none">❖ Certification for the Services rendered by the Service Provider for particular billing period❖ Certification of the Authenticated Documents from other Government Agencies	<ul style="list-style-type: none">• Requesting Service Provider



❖ Disbursement Voucher duly signed by SD head (requesting department)				
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 SD. 2. Complies to the requirements of the returned billing/s like submission of lacking documents and revision of documents as corrected.	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 the billing documents and compliance. to the requirements	<i>Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team / Administrative Section</i>
	1.2 Validates entries/details on individual Daily Time Records (DTR/timecards) of the service personnel.	None	1 working day	<i>Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team</i>
	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	<i>Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team</i>
	1.4.a Checks /reviews the submitted payroll	None	2 working days	<i>Sr. Clerk/Sr. Analyst Janitorial and Maintenance</i>



	register by the service provider. 1.4.b. Prepares the revised payroll register as corrected, reviewed and approved by SD Head.			<i>Contracts Administration Team Head, SD Head</i>
	1.5 a. Prepares certification for the services rendered by the Service Provider for a particular billing period as reviewed and certified by SD 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 SD Head. 1.5 c Prepares the Disbursement Voucher for signature of approving officials	None	1 working day	<i>Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team Head, SD Head</i>
	1.6 a Transmits the DV and other attachments for signature by the SD Head. 1.6 b Forwards	None	1 working day	<i>Sr. Clerk/Sr. Analyst Janitorial and Maintenance Contracts Administration Team Head, SD Head.</i>



	the DV and other attachments to GSD Head for signature and approval. 1.6 c Endorses the complete billing documents to GAD for payment processing.		1 working day	
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.



GENERAL ACCOUNTING DEPARTMENT (GAD) – INTERNAL SERVICES



134. 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:	Disbursement Voucher (DV) – 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 <ul style="list-style-type: none">• 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.	None	1 hour	Sr. Clerk Processing Team II, General Accounting Department
	3. Assigns to Bookkeeper/Senior Financial Specialist	None	1 hour	SSO III Processing Team I/II, General Accounting Department
	4. Processes the DV 5. Prepares DV	None	1.5 working days – Simple	Bookkeeper/Senior Financial Specialist



	with accounting entries 6. Forwards to SSO III the processed DV			Processing Team I/II, General Accounting Department
	7. Reviews DVs 8. Certifies fund availability based on amount 9. Authorizes payment through Bank Electronic Payment System, if applicable	None	1 working day – Simple	SSO III / CEO II/III / Processing Team I/II, General Accounting Department Department Manager, General Accounting Department
	10. Prepares Tax Certificates, if applicable.	None	1 hour	Bookkeeper Taxes Team, General Accounting Department
	11. Transmits to Cash Management Department the DV, supporting documents and tax certificates, if applicable.	None	1 hour	Sr Clerk Processing Team II, General Accounting Department
	TOTAL	None	2.5 Days and 4 Hrs.	



135. 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:	Disbursement Voucher (DV) – 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 <ul style="list-style-type: none">• 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	1. Receives DV 2. Forwards to SSO III, Processing Team I/II the DV and supporting documents.	None	1 hour	Sr. Clerk Processing Team II, General Accounting Department
	3. Assigns to Bookkeeper/Senior Financial Specialist	None	1 hour	SSO III Processing Team I/II, General Accounting Department
	4. Processes the	None	3 working days	Bookkeeper/



	DV 5. Prepares DV with accounting entries 6. Forwards to SSO III the processed DV		- Complex	Senior Financial Specialist Processing Team I/II, General Accounting Department
	7. Reviews DVs 8. Certifies fund availability based on amount 9. Authorizes payment through Bank Electronic Payment System, if applicable	None	2 working days - Complex	SSO III / CEO II/III / Processing Team I/II, General Accounting Department Department Manager, General Accounting Department
	10. Prepares Tax Certificates, if applicable.	None	1 hour	Bookkeeper Taxes Team, General Accounting Department
	11. Transmits to Cash Management Department the DV, supporting documents and tax certificates, if applicable.	None	1 hour	Sr Clerk Processing Team II, General Accounting Department
	TOTAL	None	5 Days and 4 Hrs.	



BRANCH ACCOUNTING DEPARTMENT – INTERNAL SERVICES



136. 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 <ul style="list-style-type: none">• 1st set - original copy for COA• 2nd set - duplicate copy for BRAD		1. SSS Division / Branches 2. SSS Intranet under Financial Advisories		
2. Checklist of Documentary Requirements				
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	None	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.	None	1 working day	Division Admin, Branch Accounting Department Division Head, Branch Accounting Department



	7. Receives DV 8. Certifies Supplier's Remittance of SSS Contributions and Loan Amortizations 9. Forwards DV and supporting documents to BRAD.	None	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.	None	2 working days	Bookkeeper-NCRBAS CEO II-NCRBAS / DM III-BRAD DM III-BRAD Bookkeeper-NCRBAS
	15. Receives DV 16. Generates check / authorizes e-payment. 17. Forwards check, DV and supporting documents to OSD	None	1 working day	CMD
	. Releases check	None	1 working day	OSD
	TOTAL	None	6 Days	



137. 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	LuzVisMin Division - Administrative & General Accounting Section (Div-AGAS)			
2. Checklist of Documentary Requirements: 2.1 Analysis of Cash In Bank account 2.2 Analysis of Working Fund				
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	None	2 working days	Div-AGAS, Accountant Div-AGAS, CEO II Div-AGAS, Clerk



	5. Receives the RDV and supporting documents. 6. Processes RDV 7. Certifies available fund. 8. Forwards RDV and supporting docs to EVP-BOS.	None	2 working days	Bookkeeper-LVMOFT, BRAD Bookkeeper-LVMOFT / CEO II- LVMFBAS, BRAD DM III-BRAD Bookkeeper-LVMOFT, BRAD
	9. Receives the RDV and supporting documents. 10. Approved RDV 11. Forwards RDV and supporting documents to BRAD	None	1 working day	OVP-BOS
	12. Receives the RDV and supporting documents. 13. Post journal entries to FAS. 14. Authorizes fund	None	1 working day	Bookkeeper-LVMOFT DM III-BRAD 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	None	1 working day	Jr Analyst - CMD DM III-CMD / VP-Treasury Division
	TOTAL	None	7 Days	



138. 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. Reviews RDV 3. Approves RDV 4. Submits RDV to BRAD	None	2 working days	FOSSD, Clerk FOSSD, CEO II FOSSD, Division Head FOSSD, Clerk



	5. Receives the RDV and supporting documents. 6. Processes RDV 7. Certifies available fund 8. Forwards RDV and supporting docs to CMD	None	3 working days	Bookkeeper-LVMOFT, BRAD / CEO II-LVMFBAS, BRAD DM III-BRAD Bookkeeper-LVMOFT, BRAD
	9. Receives RDV and supporting documents 10. Generates check 11. Authorizes and signs check 12. Forwards check, DV and supporting docs to OSD	None	1 working day	Jr Data Encoder-CMD Jr Data Encoder-CMD DM III-CMD / VP-Treasury Division Clerk-CMD
	13. Receives check and supporting documents 14. Releases check	None	1 working day	OSD
	TOTAL	None	7 Days	



139. 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. 5. Processes the SV. 6. Transmits SV and supporting documents to Cash Management Department (CMD).	None	3 working days from receipt	Bookkeeper, MBLDT Bookkeeper, MBLDT SSO III-MBLDT / CEO II-MBLCSS / DM III-BRAD Bookkeeper, MBLDT
	7. Receives SV and supporting documents from BRAD. 8. Generates check. 9. Approves check. 10. Transmits check, SV and supporting documents to Office Services Department (OSD).	None	1 working day from receipt	Senior Clerk-CMD <u>Junior Data Encoder - CMD</u> CEO II-Disbursement Section, CMD / DM III-CMD Senior Clerk-CMD
	11. Receives check, SV and supporting documents. 12. Prepares Post Office Listing (manually encoded) 13. Compares SV with Physical	None	3 working days	Cashier-OSD/CEO I Cashier – OSD 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	



140. 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 DM III-BRAD / VP-FBD Bookkeeper, MBLDT	Bookkeeper, MBLDT Bookkeeper, MBLDT SSO III-MBLDT / CEO II-MBLCSS DM III-BRAD / VP-FBD Bookkeeper, MBLDT
	5. Authorizes payment (as Authorizer 2)	None	1 working day	DM III-CMD / VP-Treasury Division
	TOTAL	None	3 Days	



141. 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	None	4 working days	Bookkeeper, MBLDT Bookkeeper, MBLDT Bookkeeper, MBLDT / CEO II-MBLCSS / DM III-BRAD Bookkeeper, MBLDT



	Management Department.			
	6. Receives LOI and supporting documents. 7. Approves LOI. 8. Releases LOI to the bank.	None	1 working day	CMD
	TOTAL	None	5 Days	



142. 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: 2.1Affidavit 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.	None	3 working days from receipt	SSS Branch



	2. Verifies correct check details in WINS. 3. Prepares memorandum to BRAD requesting for check status			
SSS Offices / SSS members and beneficiaries, government and private offices submit request for check status to BRAD	4. Receives memorandum / e-mail from SSS Offices, SSS members and 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.	None	4 working days from receipt	Bookkeeper, MBLCST SSO III, MBLCST Bookkeeper, MBLCST
	TOTAL	None	7 Days	



BUDGET DEPARTMENT – INTERNAL SERVICES



143. Processing of Budget Clearances – Simple

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	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.	None	1 Day	Junior Executive Assistant Budget Department



	Analyst or Budget Officer, if complex.		
	<p>4. Receives from JEA the memorandum request including the attachments.</p> <p>5. Validates the presented data and documentation as to propriety, completeness, correctness and compliance with existing budgeting policies.</p> <p>6. Analyzes and evaluates the request based on existing standards and validates actual expenses per FAS-SAP and budget per BMS.</p> <p>7. Determines or validates source/s of fund.</p> <p>8. Prepares draft memorandum reply.</p> <p>9. Logs status in the CMS.</p> <p>10. Forwards to CEO II the following:</p> <ul style="list-style-type: none">• 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	None	Jr./Sr. Analyst or Budget Officer BDES I/II Budget Department



	<p>11. Receives from Jr./Sr. Analyst/Budget Officer the following:</p> <ul style="list-style-type: none">• 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 <p>12. Reviews the set of documents forwarded by the Jr./Sr. Analyst/ Budget Officer.</p> <p>13. Affixes signature over printed name on the analysis report and initials on the memorandum to the concerned PO/Cost Center</p> <p>14. Forwards to DM III the following:</p> <ul style="list-style-type: none">• 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	None	1 Day	CEO II, BDES I/II Budget Department
--	--	------	-------	--



	<p>15. Receives from CEO II the following:</p> <ul style="list-style-type: none">• 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 <p>16. Reviews the set of documents forwarded by the CEO II.</p> <p>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.</p> <p>18. Affixes initials on the certified budget availability portion, if the name of the Head, FIN or CND is indicated.</p> <p>19. Forwards to JEA the approved memorandum or budget clearance or certificate of budget availability including its attachments and analysis report.</p>	None	1 Day	DM III Budget Department
	<p>20. Receives from DM III the budget clearance or certificate of budget availability including its attachments and analysis report.</p>	None		JEA Budget Department



	21. Forwards to Jr./Sr. Analyst or Budget Officer the approved request for supplemental/reallocation of budget.	None	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.	None	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	None	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.	None	JEA Budget Department
	TOTAL	None	3 Days





144. 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 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. 3. Forwards to Jr. Analyst, if simple, or to Sr.	None	1 Day	Junior Executive Assistant Budget Department



	Analyst or Budget Officer, if complex.			
	<p>4. Receives from JEA the memorandum request including the attachments.</p> <p>5. Validates the presented data and documentation as to propriety, completeness, correctness and compliance with existing budgeting policies.</p> <p>6. Analyzes and evaluates the request based on existing standards and validates actual expenses per FAS-SAP and budget per BMS.</p> <p>7. Determines or validates source/s of fund.</p> <p>8. Prepares draft memorandum reply.</p> <p>9. Logs status in the CMS.</p> <p>10. Forwards to CEO II the following:</p> <ul style="list-style-type: none">• 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	None		Jr./Sr. Analyst or Budget Officer BDES I/II Budget Department
	<p>11. Receives from Jr./Sr. Analyst/Budget Officer the following:</p> <ul style="list-style-type: none">• Analysis report including findings and recommendations	None	1 Day	CEO II, BDES I/II Budget Department



	<ul style="list-style-type: none">• 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 <p>12. Reviews the set of documents forwarded by the Jr./Sr. Analyst/ Budget Officer.</p> <p>13. Affixes signature over printed name on the analysis report and initials on the memorandum to the concerned PO/Cost Center</p> <p>14. Forwards to DM III the following:</p> <ul style="list-style-type: none">• 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			
	<p>15. Receives from CEO II the following:</p> <ul style="list-style-type: none">• Analysis report including findings and recommendations• Memorandum or Budget Clearance or Certification of Budget Availability to the concerned PO/Cost Center, if applicable	None	1 Day	DM III Budget Department



	<ul style="list-style-type: none">• Request for supplement/reallocation of budget or certification of budget availability including the attachments <p>16. Reviews the set of documents forwarded by the CEO II.</p> <p>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.</p> <p>18. Affixes initials on the certified budget availability portion, if the name of the Head, FIN or CND is indicated.</p> <p>19. Forwards to JEA the approved memorandum or budget clearance or certificate of budget availability including its attachments and analysis report.</p>			
	<p>20. Receives from DM III the budget clearance or certificate of budget availability including its attachments and analysis report.</p> <p>21. Obtains signature and approval of the Head, FIN/CND/CSS or PCEO/SSC if the amount is more than ₱500,000.00.</p>	None		JEA Budget Department
	<p>22. Receives from JEA, BGT the following:</p> <ul style="list-style-type: none">• Budget clearance or certificate of budget availability• Request for supplemental, allocation/reallocation or certification od budget	None	2 days	VP, Financial and Budget Division / SVP, Controllership Group / EVP, Corporate Services Sector/PCEO/SSC



	<p>availability including the attachments</p> <p>23. Reviews the set of documents.</p> <p>24. Affixes signature over printed name on the memorandum to the concerned unit or certified budget available portion.</p> <p>25. Forwards to JEA, BGT the complete set of documents.</p>			
	<p>26. Receives from Head, FIN/CND/CSS or PCEO/SSC the complete set of documents.</p> <p>27. Forwards to Jr./Sr. Analyst or Budget Officer the approved request for supplemental/reallocation of budget.</p>	None		JEA Budget Department
	<p>28. Receives from JEA the budget clearance or certificate of budget availability including the attachments.</p> <p>29. Inputs approved supplemental/reallocation of budget in the BMS.</p> <p>30. Updates internal monitoring for affected accounts in MS Excel</p> <p>31. Forwards to JEA the complete set of documents.</p>	None		Jr./Sr. Analyst or Budget Officer BDES I/II Budget Department
	<p>32. Generates budget file from BMS.</p> <p>33. Transmits the budget file to GAD for uploading to FAS-SAP.</p> <p>34. Records to the excel monitoring</p>	None		Jr. Analyst BDES II Budget Department
Receives the signed clearance	<p>35. Receives from Jr./Sr. Analyst the complete set of documents.</p> <p>36. Scans and transmits the budget clearance to the concerned unit through e-mail.</p>	None		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	





145. Evaluation of Project Procurement Management Plan (PPMP) – Simple

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.		Budget Department for the evaluation of PPMPs		
2. All items included in the PPMP must be consistent with the duly approved yearly budget.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proponent submits duly signed memorandum and PPMP with complete supporting documents		None	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.	None	1 Day	JEA Budget Department
	4. Receives from JEA the duly signed memorandum and PPMP with complete supporting documents.	None		Jr./Sr. Analyst or Budget Officer BDES I/II



	<p>5. Validates completeness and correctness of data inputs within the PPMP template such as:</p> <ul style="list-style-type: none">•Name of Process Owner/End-user•General Description•Quantity/Size•Estimated Budget•Schedule/Milestone of Activities•Procurement Method•Account•Source of Fund•Category <p>6. Prepares analysis report with matrix of project costs and approved budgets, including relevant notes.</p> <p>7. Once PPMP entries are validated, documents shall be forwarded to the Budget Officer.</p>			Budget Department
	<p>8. Receives from Jr./Sr. Analyst the following:</p> <ul style="list-style-type: none">•Evaluated PPMP, including its memorandum and supporting documents•Analysis report <p>9. Reviews the evaluated PPMP vis-à-vis analysis report.</p> <p>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.</p>	None		Budget Officer, BDES I/II Budget Department
	<p>11. Receives from Budget Officer the following:</p> <ul style="list-style-type: none">•Evaluated PPMP, including its memorandum and supporting documents•Analysis report	None	1 Day	CEO II, BDES I/II Budget Department



	<ul style="list-style-type: none">•Memorandum endorsement to BACSD/Process Owner/End-user <p>12.Reviews the PPMP, analysis report and draft memorandum and puts initials once finalized.</p> <p>13.Forwards to DM III the documents for approval and signature.</p>			
	<p>14.Receives from CEO II the following:</p> <ul style="list-style-type: none">•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 <p>15.Reviews the set of documents.</p> <p>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.</p> <p>17.Forwards to JEA the signed memorandum to BACSD/Process Owner/End-user and PPMP, including the analysis report and supporting documents.</p>	None	1 Day	DM III Budget Department/ VP, Financial and Budget Division / SVP, Controllership Group (depending on threshold)
Receives the signed clearance	<p>18.Scans and transmits the approved memo and PPMP to BACSD, and file copies to Process Owner/End-user.</p> <p>19.Keeps the scanned copies for e-filing in the server computer and logs on to the Communications Monitoring System.</p>	None		JEA Budget Department



	TOTAL	None	3 Days	
--	--------------	-------------	---------------	--



146. Evaluation of Project Procurement Management Plan (PPMP) – Complex

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	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.	None	1 Day	JEA Budget Department
	4. Receives from JEA the duly signed memorandum and PPMP with complete	None		Jr./Sr. Analyst or Budget Officer BDES I/II Budget Department



	<p>supporting documents.</p> <p>5. Validates completeness and correctness of data inputs within the PPMP template such as:</p> <ul style="list-style-type: none">• Name of Process Owner/End-user• General Description• Quantity/Size• Estimated Budget• Schedule/Milestone of Activities• Procurement Method• Account• Source of Fund• Category <p>6. Prepares analysis report with matrix of project costs and approved budgets, including relevant notes.</p> <p>7. Once PPMP entries are validated, documents shall be forwarded to the Budget Officer.</p>			
	<p>8. Receives from Jr./Sr. Analyst the following:</p> <ul style="list-style-type: none">• Evaluated PPMP, including its memorandum and supporting documents• Analysis report <p>9. Reviews the evaluated PPMP vis-à-vis analysis report.</p> <p>10. Drafts memorandum to BACSD/Process Owner/End-user relative to endorsement of the PPMP for inclusion in the APP, and forwards</p>	None	1 Day	Budget Officer, BDES I/II Budget Department



	the same to CEO II, together with the set of documents submitted by the Jr./Sr. Analyst.			
	11. Receives from Budget Officer the following: <ul style="list-style-type: none">•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.	None	1 Day	CEO II, BDES I/II Budget Department
	14. Receives from CEO II the following: <ul style="list-style-type: none">•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	None	2 Days	DM III Budget Department/ VP, Financial and Budget Division / SVP, Controllership Group (depending on threshold)



	<p>certification of budget inclusion and yearly budget breakdown for multi-year projects.</p> <p>17. Forwards to JEA the signed memorandum to BACSD/Process Owner/End-user and PPMP, including the analysis report and supporting documents.</p>			
Receives the signed clearance	<p>18. Scans and transmits the approved memo and PPMP to BACSD, and file copies to Process Owner/End-user.</p> <p>19. Keeps the scanned copies for e-filing in the server computer and logs on to the Communications Monitoring System.</p>	None		JEA Budget Department
	TOTAL	None	5 Days	



INVESTMENTS ACCOUNTING DEPARTMENT – INTERNAL SERVICES



147. 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: <ul style="list-style-type: none"> • 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		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	None	2 hrs	Senior Clerk, Investments Accounting Department



	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, Investments Accounting Department
	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, Investments Accounting Department
	2.3 Reviews SOA and AWS and forwards to CEO I/II/ Department Manager (DM)		5 hrs	SSO II/III, Investments Accounting Department
	2.4 Reviews/Approves SOA and forwards to Processor/ Senior Analyst.		4 hrs	CEO I/II /DM, Investments Accounting Department
	2.5 Forwards SOA to Senior Clerk. 2.6 Files AWS, SL, LOP, LF and request of SOA.	None	1 hr	Processor/Senior Analyst, Investments Accounting Department
3. Receives the SOA	3.1 Transmits the SOA to MLD/	None	2 hrs	Senior Clerk, Investments



	HAAMD/ IPD/ ROPAAD/ FIID/ BDLD copy furnished the CEO I/II of the concerned Section/Team		Accounting Department
	Total	None	3 days



148. 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: <ul style="list-style-type: none"> • 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	None	2 hrs	Senior Clerk, Investments Accounting Department



	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, Investments Accounting Department
	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, Investments Accounting Department
	2.3 Reviews SOA and AWS and forwards to CEO I/II/ Department Manager (DM)		2 days	SSO I/II, Investments Accounting Department
	2.4 Reviews/Approves SOA and forwards to Processor/Senior Analyst.		5 hrs	CEO I/II /DM, Investments Accounting Department
	2.5 Forwards SOA to Senior Clerk. 2.6 Files AWS, SL, LOP, LF and request of SOA.		1 hr	Processor/ Senior Analyst, Investments Accounting Department
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, Investments Accounting Department
Total		None	7 days	



CONTRIBUTIONS ACCOUNTING DEPARTMENT – INTERNAL SERVICES



149. 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, Contributions Accounting Department
		1.2 Classifies and assigns requests to Processor			SSO II, Contributions Accounting Department
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, Contributions Accounting Department
		2.3 Assigns MCN No. to DR/CR memo and transmits to concerned unit			Senior Clerk, Contributions Accounting Department



	2.4 Receives, encodes and data controls DR/CR memo for posting.	None	2 days	Senior Clerk/ Jr. Data Encoder/ Jr./Sr. Data Controller, Contributions Accounting Department
3. Receives the notification	3.1. Notifies the requesting party through email.	None	1 day	Senior Clerk, Contributions Accounting Department
	Total	None	7 days	

Notes:

1. Per MOP and OPCR, Simple is 6 days.
2. Manually processed.



COLLECTION DATA PROCESSING AND RECONCILIATION DEPARTMENT – INTERNAL SERVICES



150. 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 – Simple

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, Collection Data Processing and Reconciliation Department



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, Collection Data Processing and Reconciliation Department
3. Receives the reply	1.3 Release of reply/transmittal to another unit.	None	30 minutes	Senior Clerk, Collection Data Processing and Reconciliation Department
	Total	None	3 days	



151. 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 – Complex

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, Collection Data Processing and Reconciliation Department
2. Waits for the request to be processed	2.1 Evaluates hard copy/emails, memorandum and or requests, verifies/ retrieves available records, and prepares	None	6 days & 7.25 hours	1. Senior Clerk 2. Junior Analyst 3. Social Security Officer II 4. Dept. Manager, Collection



	memorandum and or reply			Data Processing and Reconciliation Department
3. Receives the reply	3.1 Release of reply/transmittal to other unit.	None	30 minutes	Senior Clerk, Collection Data Processing and Reconciliation Department
	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.



152. 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, Collection Data Processing and Reconciliation Department
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, Collection Data Processing and Reconciliation Department



3. Receives the reply	3.1 Release of reply/transmittal to another unit.	None	30 minutes	Senior Clerk, Collection Data Processing and Reconciliation Department
		Total	None	7 days



HEALTH CARE DEPARTMENT – INTERNAL SERVICES



153. 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 2. Records in the EHRS the details of executive check-up 3. Forwards LOG to the Head, HCD or Supervising Medical Specialist IV, MEC, in case of branch signature	None	2 mins. 1 min 1 min	Senior/ Junior Nurse (HCD/ Medical Examination Center (MEC))
	4. Awaits result of executive check-up	None	30 days after ECU	Senior Clerk/ Junior Nurse/ MS II/III (MEC)



	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 2. Evaluates official's medical condition based on executive check-up results 3. Prepares Medical Report on SSS official 4. Forwards Medical Report to Senior/ Junior Nurse, HCD/ MEC for release to Heads, HCD/ MEC 5. Informs official result of executive check up	None	30 mins	MS II/III (HCD/MEC)
	TOTAL	NONE	30 days and 36 minutes	



154. 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 2. Furnishes EE with treatment chart and fill out personal information portion	None None	2 mins 3 mins	Senior Clerk, Clinical Section, HCD/ MEC (branch)
2. Fill-out the treatment chart (if without)	1. Retrieves treatment chart (if any) 2. Inquiries from EE/ Dependent reason for consultation 3. Writes in treatment chart reason for consultation 4. Instructs to proceed to Nurse for checking of vital signs and recording of chief complaint/s 5. Refers EE to Junior/ Senior Dentist, Dental Section	None None None None	1 min 1 min 1 min 1 min	Senior Clerk, Clinical Section, HCD/ MEC (branch)



3.	Go to Dental Section	1. Receives treatment chart 2. Inquires about chief complaint (if for tooth extraction, filling and/or prophylaxis) 3. Gives free consultation on proper dental care 4. Records in PE chart consultation and advise	None None None None	1 min 5 mins 10 mins 1 min	Senior/ Junior Dentist, HCD
4.	Go to Clinical Section	1. Receives treatment chart n 2. Inquires reason for medical consultation and indicates in the treatment chart (if with medical complaint, request for DMS, request for medicines) 3. Takes EE's/ dependent's vital signs (blood pressure, temperature, pulse rate, heart rate and respiratory rate) 4. Records result in treatment chart 5. Forwards treatment to Medical Specialist (MS)	None None None None None	1 min 3 mins 3 mins 1 min 1 min	Senior/ Junior Nurse, HCD
5.	Go to MS	1. Checks treatment chart for service to be rendered	None		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	
10. Reviews medical history of requesting EE/dependent 11. Prepares prescription on medicines requested	None	10 mins	



	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 2. Verifies from records for MMA or DMA balance, if any, and writes available amount in the treatment chart. 3. Instructs the EE/ dependent/ representative to proceed to Pharmacy	None None None	1 min 2 mins 1 min	Senior Clerk, Benefits Control Section
7. Go to Pharmacy	1. Requests for the presentation of treatment chart and prescription 2. Determines action based on the availability of medicines 3. Informs EE/ representative of non-availability of medicines 4. Advises EE/ representative to	None None None	2 mins 1 min 2 mins	Pharmacist, Benefits Control Section



	purchase PNF-prescribed medicines and the deadline in filing for reimbursement 5. Forwards treatment chart to Records custodian for filing	None	2 mins	
		None	1 min	
Total	NONE	1 hour and 28 mins processing time		



ORGANIZATIONAL, PLANNING AND STAFFING DEPARTMENT – INTERNAL SERVICES



155. 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



<p>Personal Data Sheet with Work Experience Sheet (1 original copy)</p> <p>Position Description Form (Revised 2017 DBM-CSC Form No. 1) (1 original copy)</p> <p>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)</p> <p>3. Processing of Initial Salaries and Allowances</p> <p>Statement of Assets, Liabilities and Net Worth (4 original copies)</p> <p>Oath of Office (CS Form No. 32) (3 original copies)</p> <p>Certificate of Assumption to Duty (CS Form No. 4) (4 original copies)</p> <p>Provident Fund Membership Form (4 original copies)</p> <p>Rice Grant Delivery Form (with sketch of address for Main Office and NCR) (2 original copies)</p> <p>Annexes of SALN</p> <p>SSS Daily Time Record (month of assumption) (4 original copies)</p> <p>DBP Account Number*</p> <p>PhilHealth Member Registration Form v.Jan 2020 (PMRF) (4 original copies)</p>	Appointee
---	-----------



<p>PAG-IBIG membership print-out with PAG-IBIG number</p> <ul style="list-style-type: none">• <i>If married and with dependent</i> Marriage Certificate*Birth Certificate of Dependent/s (1original copy for each dependent)• <i>For transferees from other agencies</i> <p>BIR 2316*</p> <p>Certification of Last Salary received (1 certified true copy)</p>	Appointee
<p>4. Requirements for 201 File</p> <p>Position Description form (Revised 2017 DBM-CSC Form No. 1)*</p> <p>Confidential Reference Form*</p> <p>CSC Authenticated copy of Career Service Eligibility with the official receipt of transaction for career service passer OR PRC</p> <p>Authenticated BAR/Board Rating for BAR and Board passer*</p> <p>SSS Personal Data Sheet*</p> <p>Signature and Handwriting Specimen*</p> <p>Certificate of Orientation of Functions (for appointed position)*</p> <p>Househelper Report Form*</p> <p>Affidavit of Authenticity*</p> <p>Authorization for Investigation*</p>	



<p>Certification of Dependent (if with children only)</p> <p>Transcript of Records (TOR) (1 certified true copy)</p> <p>Certificate of trainings/Seminars Attended (certified true copy)</p> <p>PRC ID (if applicable) (2 certified true copies)</p> <p>Certificate of previous employment (certified true copy)</p> <p>Resignation Letter (if presently employed) (certified true copy)</p> <p>Certificate of Orientation of Functions as Service/JO Personnel (certified true copy)</p> <p>* one (1) original copy</p> <ul style="list-style-type: none">• <i>For transferees from other agencies or with previous government service</i> <p>Certification of Leave Credits (for transferees only) (1 certified true copy)</p> <p>Certification of other benefits received (for transferees only) (1 certified true copy)</p> <p>Clearance from all accountabilities (1 certified true copy)</p> <p>Service Record (1 certified true copy)</p>	
--	--



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, OPSD
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.	None		JHRA/SHRA/SSO IV/CEO III/ DM III, OPSD
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	None	5-10 working days	JHRA/SHRA, OPSD
4. Submits the signed hard copy of the required documents	1. Receives documents submitted 2. Prepares the following: <ul style="list-style-type: none">• Appointment Transmittal and Action Form (ATAF)	None	None	JHRA/SHRA/SSO IV/CEO III/ DM III, OPSD



	<ul style="list-style-type: none">• Appointment Processing Checklist (APC)• CSC Verification <p>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.</p> <p>4. Submits ATAF and APC and required documents to the CSC</p>			
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	None	None	JHRA/SHRA, OPSD
6. Submits the signed hard copy of the required documents	<p>1. Receives documents submitted.</p> <p>2. Prepares transmittal list and forwards to Team Head/Section Head for review and DM III for approval.</p> <p>3. Submits transmittal list and required documents to ESD.</p>	None	None	JHRA/SHRA/SSO IV/CEO III/ DM III, OPSD
7. Submits initially the soft copy of the	7. Acknowledges and checks the completeness of the	None	5-10 working days	JHRA/SHRA, OPSD



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.	None	None	JHRA/SHRA/SSO IV/CEO III/ DM III, OPSD
	TOTAL	None	30 working days	



156. 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 Certificate of Eligibility/Board Rating Certificate of employment Certificate of training Information Sheet		Applicant 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, OPSD



2. Applicants submits Information Sheet with other required documents	a. Screens applications. b. Schedules applicants for psychological exam and driver's test (if applicable).	None	2-3 working days	SHRA/SSO IV/ CEO III/ DM III, OPSD
	TOTAL	None	6 working days	



157. 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:	NewlyPromoted 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	None	5-10 working days	Junior Human Resource Analyst /Senior Human Resource Analyst, OPSD
2. Submits the signed hard copy of the required documents	2. Receives documents submitted	None		Junior Human Resource Analyst /Senior Human Resource Analyst, OPSD
	3. Process documents and prepares and forwards to Team Head the following: For Civil Service Commission (CSC): o Appointment Transmittal and	None	5 to 10 working days from receipt of complete documents	Junior Human Resource Analyst /Senior Human Resource Analyst, OPSD



	Action Form (ATAF) <ul style="list-style-type: none">◦ Appointment Processing Checklist (APC)◦ CSC Verification (For reappointment only) <p>For Employee Service Department (ESD):</p> <ul style="list-style-type: none">• 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	None	2-3 working days	Social Security Officer IV/Corporate Executive Officer III, OPSD
	5. Reviews and gives approval/ clearance to endorse the documents to CSC and ESD	None	2-3 working days	Department Manager III, OPSD
	6. Transmits approved / cleared documents to concerned, CSC and ESD	None	2-3 working days	Junior Human Resource Analyst /Senior Human Resource Analyst, OPSD



	TOTAL	None	1 month and 4 working days	
--	--------------	-------------	---	--



158. 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 2. IPCRs (For designation of Rank and File) 3. Request for Reassignment Form (For personal request of reassignment) 4. Medical Certificate (For personal request of reassignment due to health reason)		Concerned unit PMERD Concerned Employee 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)		None	None	Concerned unit
3. Submits the recommendation to the concerned higher officials for approval		None	None	Concerned unit
4. Submits the signed recommendation to the OPSD	1. Receives recommendation for reassignment and designation in an Acting	None	2-10 working days	Junior Executive Assistant Office of the Head



	<p>Capacity for Executive/ Managerial</p> <p>2. Initially screens recommendation if compliant with the required signatories</p> <p>3. Verifies from the Plantilla of Personnel various details regarding the recommendee and concerned position for designation/reassignment</p> <p>4. Prepares list of successors</p> <p>5. Evaluates the recommendation for reassignment and designation</p> <p>6. Prepares endorsement to SSC as approving authority for this level</p> <p>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</p>			<p>Junior/Senior Human Resource Analyst (JHRA / SHRA)</p> <p>Promotions and Other Personnel Actions Processing Team</p> <p>SHRA/SSO IV/CEO III/ DM III, OPSD</p>
	<p>5. Receives the SSC Resolution</p> <p>6. Prepares endorsement and Personnel Order for signature of the President and CEO</p>	None	2-3 working days	SHRA/SSO IV/CEO III/ DM III, OPSD



	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)		None	None	Concerned unit
2. Submits the recommendation to the concerned higher officials for approval		None	None	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	None	2-10 working days	Junior Executive Assistant Office of the Head Junior/Senior Human Resource Analyst (JHRA / SHRA)



	<p>4. Prepares List of Successors</p> <p>5. Evaluates the recommendation for reassignment and designation</p> <p>6. Prepares endorsement to PCEO as appointing authority for this level and Personnel Order</p> <p>7. Forwards to Team Head / Section Head for review and to DM III for approval and submission to the PCEO through the EVP,CSS</p>			Promotions and Other Personnel Actions Processing Team SHRA / SSOIV / CEO III/ DM III, OPSD
	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		None	None	Concerned unit
2. Submits the recommendation to concerned higher officials for approval		None	None	Concerned unit
3. Submits the signed recommendation to the OPSD	1. Receives the recommendation for designation	None	2-10 working days	Junior Executive Assistant



	<p>2. Initially screens recommendation if compliant with the required signatories</p> <p>3. Verifies from the Plantilla of Personnel various details regarding the recommendee and concerned position for designation</p> <p>4. Evaluates the recommendation for designation</p> <p>3.5 Requests from PMERD two performance ratings of recommendee preceding the date of designation</p> <p>3.6 Prepares endorsement to concerned approving authority and Personnel Order</p> <p>3.7 Forwards to Team Head /Section Head for review and to DM III for approval and submission to concerned approving authority</p>			Office of the Head Junior Human Resource Analyst (JHRA) Promotions and Other Personnel Actions Processing Team SHRA/SSO IV/CEO III/ DM III, OPSD
	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		None	None	Concerned unit



File Level (Permanent)				
2. Submits the recommendation to the concerned higher officials for approval		None	None	Concerned unit
3. Submits the signed recommendation to the OPSD	<p>3.1 Receives the recommendation for reassignment</p> <p>2. Initially screens recommendation to check if compliant with the required signatories</p> <p>3. Verifies from the Plantilla of Personnel various details regarding the recommendee and recommended position for reassignment</p> <p>4. Coordinates with the releasing and accepting units and validates the total personnel complement of the concerned units</p> <p>5. Evaluates the recommendation for permanent reassignment</p> <p>3.6 Prepares endorsement to the PCEO as approving authority for permanent reassessments and Personnel Order</p> <p>3.7 Forwards to Team H</p>	None	2-10 working days	<p>Junior Executive Assistant Office of the Head</p> <p>Junior Human Resource Analyst (JHRA) Promotions and Other Personnel Actions Processing Team</p> <p>SHRA/SSO IV/CEO III/ DM III, OPSD</p>



	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)		None	None	Concerned unit
2. Submits the recommendation to the concerned higher officials for approval		None	None	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	None	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, OPSD
	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		None	None	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	None	2-10 working days	Junior Executive Assistant Office of the Head Junior Human Resource Analyst (JHRA) Promotions and Other Personnel Actions



	<p>validates the total personnel complement of the concerned units</p> <p>5. Checks reason for request if included in the primary reasons for personal requests for reassignment</p> <ul style="list-style-type: none">• If health reason, endorses the medical certificate to the Health Care Department for validation <p>6. Prepares Notice of Reassignment and covering memorandum to the HRMG Head as approving authority for personal requests for reassignment</p> <p>7. Forwards to Team Head / Section Head for review and to DM III for approval and endorsement to the HRMG Head</p>			Processing Team SHRA/SSO IV/CEO III/ DM III, OPSD
	TOTAL	None	2 to 10 working days	



159. Procedure on Processing of Applications for Executive Vacant Positions and Rankand 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)	Emailed Announcement/Intranet			
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				
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, OPSD



	2. Consolidates Applications and prepares Master List of Applicants	None	10 to 12 working days after date of deadline of submission of applications	Senior Human Resource Analyst, OPSD
	3. Evaluates application/s based on Qualifications Standards and other CSC and internal rules per position	None	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, OPSD
	4. Prepares and forwards the following to the Team Head: <ul style="list-style-type: none">• LSCF1 Form (A/B/C) of qualified applicant/s per position• Endorsement Memo to the Local Screening Committee (LSC)• Disqualification Notices, if any	None	1 day	Junior/Senior Human Resource Analyst, OPSD
	5. Reviews and forwards the documents to the DM III for approval	None	2 working days	Social Security Officer IV/Corporate Executive Officer III, OPSD
	6. Reviews and gives approval/ clearance to endorse to LSC	None	2 working days	Department Manager III, OPSD



	7. Transmits approved / cleared documents to concerned LSC and employees	None	2 working days	Junior Executive Assistant, OPSD
	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, OPSD
	2. Consolidates Applications and prepares Master List of Applicants	None	10 to 12 working days after date of deadline of submission of applications	Senior Human Resource Analyst, OPSD
	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	None	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, OPSD
	4. Reviews and forwards the documents to the DM III for approval	None	2 working days	Social Security Officer IV/Corporate Executive Officer III, OPSD



	5. Reviews and gives approval/ clearance to endorse to Human Resource Management Promotion and Selection Board for Executive/Managerial Position (HRMPSB-EMP)	None	2 working days	Department Manager III, OPSD
	6. Transmits approved / cleared documents to HRMPSB-EMP	None	2 working days	Junior Executive Assistant, OPSD
	TOTAL	None	1 month and 15 days	



LEARNING AND DEVELOPMENT DEPARTMENT – INTERNAL SERVICES



160. 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	None	Requesting Unit
	1. Screens and evaluates memo-request for endorsement to concerned LDD unit head for appropriate action.	None	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*	None	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:



	<p>2. Forwards to concerned Team Head and provides instructions for further research and conduct of FGD and endorsement</p> <p>3. Conducts research and FGD discussions with requesting unit and concerned LDD section.</p> <p>4. Prepares endorsement with program design and budget (if necessary) to Department Manager / Approving Authority for approval.</p> <p>* To be determined and classified by LDD, subject to program details, budget and other requirements vital to the conduct of the program.</p>			<p>Head of LDD (P 15,000 and below)</p> <p>Head of HRSD (up to P 200,000.00)</p> <p>Head of HRMG (up to P 700,000.00)</p> <p>Head of Sector (up to P 1-M)</p> <p>PCEO (above P 1-M)</p>
	<p>1. Reviews and recommends action (approval or denial) to be taken.</p>	None	<p>4 hours (Simple)</p> <p>3 working days (Complex)</p> <p>11 working days (Highly Technical)</p>	<p>Approving Authority:</p> <p>Head of LDD (P 15,000 and below)</p> <p>Head of HRSD (up to P 200,000.00)</p> <p>Head of HRMG (up to P 700,000.00)</p> <p>Head of Sector (up to P 1-M)</p> <p>PCEO (above P 1-M)</p>



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)	



161. 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:	<p>All regular employees</p> <p>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.</p>			
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: <ul style="list-style-type: none">• memo with budget estimate <p>forwards to higher approving authority</p> <p>VP – HRSD (above ₦15,000 up to ₦200,000)</p> <p>SVP – HRMG (above ₦200,000 up to ₦700,000)</p> <p>EVP – CSS (above ₦700,000 up to ₦1,000,000)</p> <ul style="list-style-type: none">• memo of disapproval <p>forwards to office of Head (DM/BH) of requesting/nominated participant's unit</p>	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)	



162. 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.	<p>Coordinates with event organizer/sponsoring agency regarding slot availability, registration of participants and payment terms</p> <p>Requests for nominee's performance rating and IPCR from the Performance Management and Employee Relations Department</p> <p>Evaluates nominee's qualifications based on guidelines, selection criteria, nominee's IPCR, job description and department's deliverables</p> <p>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</p>	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: <ul style="list-style-type: none">• 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 – INTERNAL
SERVICES**



163. 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: 4.1. Medical Certificate of the child indicating that he/she is fit to attend the SSS-DCC services. 4.2. Intake form (information of the child and his/her family). 4.3. Agreement Form		SSS-DCC Child's Pediatrician SSS-DCC 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, PMERD
1. Employees submit Application Forms for SSS-DCC services	Received the application forms.	NONE	5 minutes per application	SSS-DCC Team, PMERD
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, PMERD



SSS-DCC services.	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.			
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, PMERD



	g.Character Party Program h.National Children's Month Program i.Christmas Party Program			
	TOTAL	None	3 weeks and 5 minutes	



164. 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: <ul style="list-style-type: none">• 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, PMERD
	4. Review/approve the request and poster/ announcement	None	1wday	SSO IV/CEO III/ DM III, PMERD
	5. Send the poster/ announcement to all Office 365 users through email	None	1wday	Jr./Sr. HRA, PMERD
	TOTAL	None	10 working days	



165. 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:	<p>For Job Rotation Program (JRP)</p> <ul style="list-style-type: none">• 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). <p>For Job Enrichment Program (JEP)</p> <ul style="list-style-type: none">• 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 <i>Very Satisfactory</i> 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. <p>For Job Enlargement Program (JELP)</p> <ul style="list-style-type: none">• 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 <i>Very Satisfactory</i> 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. <p>For Job Shadowing Program (JSP)</p>



	<ul style="list-style-type: none">• Must be a <i>permanent</i> SSS employee.• Employee received at least a <i>Very Satisfactory</i> rating for the last two (2) rating periods.• Employee has the <i>potential</i> to learn/develop new skills.• Employee participation in the program shall promote learning in the current role or for career development.• Employee has <i>no intention to resign/retire within a year</i> from filing of application.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / FILE			
1. Duly accomplished and signed application form: <ul style="list-style-type: none">• JRP• JEP• JELP• JSP	<ul style="list-style-type: none">• 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	None	Employee-applicant
	<ol style="list-style-type: none">1. Evaluate application form based on set criteria.2. Verify necessary information from other units (e.g. performance rating, paIntilla 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, PMERD



	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, PMERD
	8. Send the memorandum reply to employee-applicant through email.	None	1 wday	Jr./Sr. HRA, PMERD
	TOTAL	None	10 days	



166. 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: <ul style="list-style-type: none">• JRP• JEP• JELP		<ul style="list-style-type: none">• 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	PROCESSING 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	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, PMERD



	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, PMERD
	7. Send the memorandum reply to employee-applicant through email.	None	1 wday	Jr./Sr. HRA, PMERD
	TOTAL	None	8 wdays	



167. 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) <ul style="list-style-type: none">• 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 ESD			
2. Master's/Doctorate Degree Completion Award (MDCA) <ul style="list-style-type: none">• 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) <ul style="list-style-type: none">• 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*				
* System generated masterlist	ESD 1. Generate the masterlist of	None	None	ESD



<i>of entitled employees</i>	entitled employees for EAA grant per month			
	2. Submit request to PMERD for the EAA report with attachment (masterlist with employees' data)	None	None	
	PMERD 3. Receive and check masterlist and employees' data per conditions/criteria/ requirement for the award	None	On or before the 15 th day of the applicable month	Jr HRA Sr HRA SSO IV, PMERD
	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	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 completeness of document	None	None	ESD



	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 6. Request for data of validated performance ratings of employees from PMS 7. Prepare and submit the MDCA report to ESD for payment processing	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, PMERD
	ESD 8. Receive the MDCA report and process the payroll for the payment of award	None	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	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, PMERD
	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	None	ESD
3. Check/ receive notification for payment of retirement benefits	8. Send notification to concerned employees on payment of retirement benefits			



168. 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



	<ul style="list-style-type: none">• 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 3.2 Approve the CAF	None	Within 4 hours after receipt of CAF and supporting documents	SSO IV, Employee Relations Section
	3.2 Forward to concerned unit the signed CAF for reimbursement of expenses	None	Within 1 day upon receipt of validated CAF and supporting documents	PMERD/HRSD Heads
	TOTAL	None	4 – 5 days	Jr. Human Resource Analyst, Employee Relations Section



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 communication s available in their respective areas using the ENF	1.1 Validate/ details of ENF/ report received and determine necessary assistance 1.2 Coordinate with HCD, various government agencies and NGOs providing assistance, as may be necessary 1.3 Coordinate	None None None	Within 1 day upon receipt of information Within 1-2 days upon confirmation of details Within 1-2 days upon confirmation of details	Jr. Human Resource Analyst, Employee Relations Section



	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/HR SD Heads for approval 3.2 Approve the CAF 3.3 Forwards to concerned unit the signed CAF for reimbursement of expenses	None None None	Within 4 hours after receipt of CAF and supporting documents Within 1 day after receipt of validated CAF and supporting documents Within 4 hours upon receipt of validated CAF	SSO IV, Employee Relations Section PMERD/HRSD Heads 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 1.2 Prepare and conceptualize debriefing program, if needed or as instructed by Management 1.3. Finalize and recommend/conduct of debriefing session for affected employees 1.3 Coordinate with concerned department/branch/office and other units concerned on the logistics and other details as may be required	None None None (Expenses shall form part of the budget proposal of the program) None	Within 2-3 days Within 1-2 days Within 1 day Within 1-5 days	Sr. HRA – Employee Relations Section



2. Submit employees confirmation and other details as may be required	2.1 Forward recommendation for approval of PMERD/HRSD/HRMG Heads/PCEO 2.2 Facilitate the conduct of a debriefing session with the assistance of a consultant, as necessary 2.3 Prepare reports and recommendation/s for additional assistance, if necessary, subject to the approval of the PCEO 2.4 Liquidate expenses related to Debriefing Session	None None None None	Within 3-5 days Target date Within 7 days Within 5 days upon receipt of complete documents	Head, Employee Relations Section PMERD Head/ER Section staff Sr. Human Resource Analyst, Employee Relations Section 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: <ul style="list-style-type: none">• 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	1 day upon receipt of complaint if personally filed (subject to availability of complainant) Within 3 days upon receipt of complaint Within the scheduled meeting as	CEO III, Employee Relations Section, PMERD Head SSO IV, Employee Relations Section CEO III, Employee Relations Section, PMERD Head



	document proceedings 6. Prepare report/resolution/agreement for the information/confir mation of both parties 7. Approve Resolution	None None	confirmed with the concerned employee Within 2 weeks upon conduct of mediation/ coaching session and completion of the process Within 5 days after completion of report	SSO IV, Employee Relations Section PMERD/HRSD Heads/concerned employees/ private citizen
	TOTAL	None	Up to 20 days	



169. 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 ESD		
3. Authority to Engage in Outside Part-time Employment/Self-Employment (for SSS Officials and Employees)				
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 1.2. Evaluate and/or schedule the activity 1.3. Prepare approval/regret email letter 1.4. Approve the evaluation on the request	None	1-3 days	Sr. Clerk/Jr. HR Analyst, Employee Relations Section Head, PMERD



	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	



170. 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: <ul style="list-style-type: none">• 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 Units and/or employee concerned



B. Request for PR with no Final DIPR or PR is not available in the DIPR				
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		None	None	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	None	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 5. Generates performance ratings report 6. Approves the PR Report 7. Releases request for ratings through email			SSO IV CEO III and DM III Evaluator through CEO III and DM III
3. Receive email with PR report		None	None	Authorized officials and employees as mentioned above ("Who may avail")
	TOTAL	None	2-5 working days	



171. 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		None	None	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 semester of	None		Human Resource Assistant / Junior/ Senior Humans Resource Analyst



	<p>the IPCR being requested</p> <p>3. If beyond prior year, direct request via Email to ESD.</p> <p>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.</p> <p>5. Scans/Reproduces/Prints IPCR</p> <p>6. Certifies the copy of IPCR by the authorized personnel</p> <p>7. Releases certified true copy of the requested IPCR</p>		Within 1-2 working days upon receipt of request	and Social Security Officer IV
3. Receive email with copy of IPCR or instruction on how to claim the hard copy		None	None	Authorized officials and employees as mentioned above ("Who may avail")
	TOTAL	None	1-2 days upon receipt of request	



EMPLOYEE SERVICES DEPARTMENT– INTERNAL SERVICES



172. 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
1. Login to the PF System using User ID Number and password		1. PF System validates login credentials	None	1 minute
2. Check eligibility for PCAAP availment from the PF System		2. PF System displays eligibility for PCAAP availment	None	1 minute
3. File PCAAP application online through the PF System		3. PF System issues transaction number for successful online application	None	1 minute
		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	None	3 working days 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	



173. 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	None	1 minute	PF Member
3. File GPL application online	3. PF System issues transaction number for successful online application	None	1 minute	PF Member
	4. View list of GPL applications and evaluate compliance to net-take-home requirement	None	1 working day	Junior HR Analyst, ELOBS
	5. Review list of GPL applications and forward to PF	None	None	CEO III, ELOBS



	Section for processing			
	6. Process GPL application using PF System 1. Prepare DV/LOI to bank 2. Route DV/LOI to authorized signatories for approval 3. Upload Text File and LOI via SFTP	None	2 working days	Processor, PF Section Sr. Analyst / SSO IV, PF Section Processor, PF Section CEO III, PF Section
	TOTAL	None	3 working days and 3 minutes	



174. 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 2. Application for PF EL (1 original copy) 3. Document Proofs, as applicable (1 original copy) 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	SSS-issued login credentials Downloadable via the PF System PF Member, as applicable	



4. Legal Emergency Assistance (LEA) <ul style="list-style-type: none">• 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	None	1 minute	PF Member
3 Download, accomplish and file EL application with attachments	3. Receive PF EL application with attachments	None	30 minutes	PF Member
	4. Prepare EL transmittal list and forward applications to ELOBS	None	30 minutes	Processor, PF Section
	5. Receive transmittal list and EL applications and evaluates eligibility for net-take-home pay	None	1 working day	Junior HR Analyst, ELOBS
	6. Review and approve evaluated EL	None		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	None	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	

175. Procedure on the Processing of Fieldwork Allowance for Account Officers

Allowance granted 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	None	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 2. Generate Payroll and DV 3. Prepare file for uploading 4. Generate Payslip	None	4 days and 4 hours	Senior HR Analyst, Compensation and Benefits Section
	4. Review Payroll and DV and forwards to authorized signatories for approval	None	1 hour	SSO IV, Compensation and Benefits Section



	TOTAL	None	4 days, 7 hours and 35 minutes	
--	--------------	------	---	--



176. 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	None	2 hours	Junior HR Analyst, Compensation and Benefits Section
	3. Process payroll and disbursement voucher (DV) 1. Encode in the Special Counsel Allowance Database	None	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	None	1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	None	4 days, 3 hours and 5 minutes	



177. 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	None	2 hours	Junior HR Analyst, Compensation and Benefits Section
	3. Process payroll and disbursement voucher (DV)	None	4 days	Junior HR Analyst, Compensation and Benefits Section



	<ol style="list-style-type: none">1. Encode in the Salaries and Allowances for Casuals Database2. Generate Payroll and DV3. Prepare file for uploading4. Generate Payslip			on and Benefits Section
	5. Review Payroll and DV and forwards to authorized signatories for approval	None	1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	None	4 days, 3 hours and 5 minutes	



178. 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	None	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	None	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	None	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	None		Junior / Senior Human Resource Analyst, Employee Loans and Other Benefits Section
	TOTAL	None	10 working days	



179. 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) 2. Approval for Overtime Work (2 original copies; 1 photocopy) 3. Overtime Projection Form (2 original copies; 1 photocopy) 4. Accomplishment Report (2 original copies; 1 photocopy)		Electronic Time Recording System Department / Branch / Office Department / Branch / Office 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	None	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	None	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	None	1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	None	4 days, 3 hours and 10 minutes	



180. 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	None	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	None	4 days	Junior HR Analyst, Compensation and Benefits Section



	1. Prepare file for uploading 2. Generate Payslip			
	5. Review Payroll and DV and forwards to authorized signatories for approval	None	1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	None	4 days, 3 hours and 10 minutes	



181. 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)	Budget department Health Care Department			
2. Approved Medical Reimbursement form with corresponding document attachments (1 original copy; 1 photocopy)				
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	None	2 hours	Senior HR Analyst, Compensation and Benefits Section
	3. Process payroll and disbursement voucher (DV) 1. Encode in the Medical Reimbursement Data bas	None	4 days	Senior 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	None	1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	None	4 days, 3 hours and 5 minutes	



182. 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	None	5 minutes	Sr. Human Resource Analyst
	2. Validates the submitted listing	None	4 hours	Sr. Human Resource Analyst
	3. Separates inactive employees	None	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)	None	3 days and 4 hours	Sr. Human Resource Analyst
	5. Encodes the name of active employees to Medical Evaluation FoxPro Program	None		
	6. Checks and validates the following: <ul style="list-style-type: none">• 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	None	5 days and 4 hours	Sr. Human Resource Analyst
	7. Generates/Prints Magna Carta payroll	None		
	8. Prepare voucher through SAP	None		
	9. Print the voucher	None		



	10. Prepare “pslipdisk” file for uploading to DBP ² and payslip	None	3 days	Sr. Human Resource Analyst
	TOTAL	None	14 days, 4 hours and 5 minutes	



183. 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	None	1 hour	
	3. Receive budget clearance	None	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	None	3 days	Junior HR Analyst, Compensation and Benefits Section
	5. Review Payroll and DV and forwards to authorized signatories for approval	None	1 hour	SSO IV, Compensation and



				Benefits Section
	TOTAL	None	3 days, 2 hours and 10 minutes	



184. 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	None	1 hour	
	3. Receive budget clearance	None	5 Minutes	
	4. Process payroll and disbursement voucher (DV) 1.1 Encode in the Employee Anniversary Database	None	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	None	1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	None	3 days, 2 hours and 10 minutes	



185. 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		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	None	1 hour	
	3. Receive budget clearance	None	None	None
	4. Process payroll and disbursement voucher (DV) 4.1 Encode in the Employee Anniversary	None	5 days	Junior HR Analyst, Compensation and Benefits Section



	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	None	1 hour	SSO IV, Compensation and Benefits Section
	TOTAL	None	5 days, 2 hours and 10 minutes	



186. 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		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
		2. Prepare Disbursement Voucher (DV) or Debit Advice (DA), as applicable	None	2 working days
				Junior HR Analyst, Employee Loans and Other Benefits Section



	3. Upload the DA file to the banks e-payment system	None	15 minutes	CEO III, Employee Loans and Other Benefits Section
	TOTAL	None	2 working days and 20 minutes	



187. 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	None	5 working days	Junior/Senior HR Analyst, HRIS Management and Services Section
	3. Encode details in the template and generate certification/service record	None	None	Junior/Senior HR Analyst, HRIS Management and Services Section
	4. Review printed certification	None	None	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	None	None	CEO III / DM III
	6. Release signed certification to employee	None	None	Junior/Senior HR Analyst, HRIS Management and Services Section
	TOTAL	None	5 working days and 5 minutes	



188. 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	None	1 day	Junior/Senior HR Analyst, HRIS Management and Services Section
	3. Request compensation and benefits information from Compensation and Benefits Section	None	None	Junior/Senior HR Analyst, HRIS Management and Services Section



	4. Receive and process request	None	3 days	Senior HR Analyst, Compensation and Benefits Section
	5. Receive data on compensation and benefits of employee	None	3 days	Junior/Senior HR Analyst, HRIS Management and Services Section
	6. Encode details in the template and generate certification	None		Junior/Senior HR Analyst, HRIS Management and Services Section
	7. Review printed certification and forwards certification to signatory	None		CEO III and/or SSO IV, HRIS Management and Services Section
	8. Sign reviewed certification or service record	None		CEO III / DM III
	9. Release signed certification to employee	None		Junior/Senior HR Analyst, HRIS Management and Services Section
	TOTAL	None	7 days and 5 minutes	



189. 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	



190. 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	None	3 days	Junior HR Analyst, Compensation and Benefits Section
	10. Review Payroll and DV and forwards to authorized signatories for approval	None	1 hour	SSO IV, Compensation and Benefits Section
	TOTAL		6 days, 1 hour and 5 minutes	



191. 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	None	25 working days	Junior / Senior HR Analyst, HRIS Management Services
	3. Processing of Application for Terminal Leave and preparation of Certification Leave Without Pay	None		CEO III/SSO IV/Junior / Senior HR Analyst, ALAS
	4. Preparation of Terminal Leave Benefit, Provident Fund and Retirement Incentive Award	None		CEO III/SSO I V/Junior / Senior



				HR Analyst, HRISMS S
	5. Processing of Provident Fund	None		CEO III/SSO IV/Junior / Senior HR Analyst, PF Section
	6. Processing of Terminal Leave Benefit and Retirement Incentive Award	None		CEO III/SSO IV/Junior / Senior HR Analyst, Payroll Section
	TOTAL	None	25 working days and 30 minutes	



192. 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	None	None	Department / Branch / Office Head Head
	2. eRetirement System automatically routes Employee's Clearance Form to the Signatories/ Certifying Units.	None	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	None	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 – <ul style="list-style-type: none">• Copy of summary of computations to GAD for review and certification• Copy of Statement of Account to ESD Providennt Fund Section for deductions from PF Benefits	None	10 working days	eRetirement System General Accounting Department ESD PF Section



	5. ESD prepared disbursement voucher (DV) upon submission of the following: <ul style="list-style-type: none">• 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	None	None	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 (OSD) – INTERNAL SERVICES



193. 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	FEES TO 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 affixes signature	None	1 working day	CEO II, OSD



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 Entity, 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, OSD	
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, OSD	
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, OSD	



	<p>3.2 Examine the validity/authenticity of the ID presented</p> <p>3.3 Scan the 2 IDs for file</p> <p>3.4 Attached the 2 IDs to the PR card</p> <p>3.5 Approved by affixing the initial to the PR card</p> <p>3.6 return the PR card and the voucher of the check to the cashier</p>	None	5 minutes	Signature Verifier/ CEO II, OSD
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, OSD
	Total		Maximum of 15 minutes	



194. 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			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards SSS all mails and correspondence addressed to various departments	1.1 Receives all 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, OSD
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, OSD
	Total	None	Maximum of 1hr and 30 minutes	



195. 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		
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
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, OSD
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, OSD
	Total	None	2 hours and 45 minutes	



196. 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 of Transaction:	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, OSD			
	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, OSD			
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, OSD			
	2.4 Affix signature if approved and return to Cashier	None	5 minutes	CEO II, OSD			



3. Receive the SILP Certificate by affixing signature to the transmittal list	3.1 Provide the SILP Certificate and advise the claimant to sign the transmittal list	None	5 minutes	Cashier, OSD
	Total	None	22 minutes	



197. 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 BEPAID	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, OSD
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, OSD



	2.2 Outgoing Team receives the encoded transmittal list for file copy.	None	3 minutes	Sr. Clerk, OSD
	Total	None	2 hours and 3 minutes	



198. 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:	G2G - Government to Government			
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
1. Receives request from Procurement & Planning Management Department and All Branches for procurement of CAPEX		1.1 Accepts the request then verify if requirements are complete	None	5 minutes
2. Creates Internal Order no. if the following requirements are complete: • Approved Resolution • Clearance • RIV • Summary of Canvass • RFQ winning bidder		2.1 Assigns Internal Order Number	None	5 minutes
		2.2 Submits the controlled Internal Order Number to the requester thru email	None	5 minutes
		Total	None	15 minutes



199. 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:	G2G – Government to Government			
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	None	2 minutes	Jr/Sr. Property Cust
	1.3 Encodes all newly delivered items in FEIS (Furniture & Equipment Inventory System)	None	1 minute	Jr/Sr. Property Cust
	1.4 Prints proof list of encoded items then proofread	None	1 minute	Jr/Sr. Property Cust
	Total	None	7 minutes	



200. 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:	G2G - Government to Government			
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	5minutes	Sr.Property Custodian
	1.2 Verifies the concerned employee's property accountability in the inventory management system.	None	2 days	Sr. Property Custodian
	1.2 After verification, if concerned employee has property accountability , the SPC will send an email advising the employee to transfer the property/ies to new accountable employee or return to concerned unit.	None		
	1.3 If concerned employee has no property accountability , the SPC will update the concerned employee's record as "inactive" in the inventory management system.	None		



	1.3 Forwards to CEO II thru SSO II the Employee Clearance	None	5 minutes	CEO II SSO II, OSD
	1.4 Reviews the Employee Clearance	None	30 minutes	CEO II, OSD
		None	30 minutes	
	1.4 Approves the Employee Clearance	None	10 minutes	Department Head, OSD
	1.4 Produces duplicate copy clearance for OSD	None	5 minutes	Jr./Sr. Property Custodian
	1.5 Department Head will instruct the SPC thru CEO II and SSO II to transmit to ESD the Employee Clearance	None	5 minutes	CEO II SSO II Sr. Property Custodian
	Total	None	2 days and 1.5 hours (3 days maximum)	



201. 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:	G2G			
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	FEES TO BE PAID	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: <ul style="list-style-type: none">• Name of Employee (Bearer) who will pull-out the item• Item to be pulled out (Description, Property Number/Serial Number)• 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	None	5 minutes	Jr. Property Custodian



	pass form			
	3.3 Forwards to Team Head of IMS for review and affixing signature	None	5 minutes	Team Head, OSD
	3.4 Forwards to Department Head of OSD for affixingsignatur e	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	



202. 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:	G2G - Government to Government			
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	FEES TO BE PAID	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: <ul style="list-style-type: none">• 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 Transfer Memo Form (TMF)	None	5 minutes	Jr. Property Custodian



	3.3 Forward to Team Head of IMS for review and affixing	None	5 minutes	Team Head, OSD
	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	



203. 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:	G2G - Government to Government			
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, OSD
	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	



204. 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:	G2G - Government to Government			
Who may avail:	SSS officials & employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Furniture/Equipment Receipt Report (FERR) (1 original and 2 photocopies)	Office Services Department			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	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	



205. 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) or request for a copy at Office Services Department. (OSD)		None	1 Minute	Jr./Sr. Administrative Asst./Jr./Sr. Executive Assistant, OSD
2. Fill out the Requisition and issue Slip (RIS) with the following information: <ul style="list-style-type: none">• Requisition Department• DepartmentCode• Date• StockCode• Description• Balance onHand• Unit ofMeasure• Quantity• Signature of Requisitioning Department/Office/Branch		None	10 Minutes	Jr./Sr. Administrative Asst./Jr./Sr. Executive Assistant, OSD



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/Laborer 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	Senior Property Custodian/CEO II
	3.7 Main Office- to be delivered to respective Department NCR Branches- to be pick up by driver Non-NCR Branches- preparation for packing and weighing	None	Main Office- 1 day NCR Branches- 1-2 working days Non- NCR Branches- 4-5 working days	Warehouseman/Laborer



	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	



206. 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 thru 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/Labor er



	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	<p>Members/clients may log in at the SSS CRMS portal at crms.sss.gov.ph to send their feedback (comments, suggestions, commendation and appreciation)</p> <p>A ticket reference number will be instantaneously created and assigned after successful input of member/client's feedback</p> <p>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</p>
How feedbacks are processed	<p>After receipt of member/client's feedback, the Internal Communication Expert will forward the ticket to the responsible branch/office/unit</p> <p>Concerned offices/branches/units are required to provide a reply within 3 working days of the receipt of feedback</p> <p>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</p> <p>For inquiries and follow-up, member/client may access his/her ticket reference number in the CRMS Members Portal at crms.sss.gov.ph</p>
How to file a complaint	<p>Members/clients may log in at the SSS CRMS portal at crms.sss.gov.ph to send their complaints</p> <p>A ticket reference number will be instantaneously created and assigned after successful input of member/client's complaint</p> <p>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</p>
How complaints are processed	<p>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:</p>



	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)		



Branch Directory



Branch	Complete Address	Contact Number	Official Email Address
NCR OPERATIONS GROUP	BASEMENT, SSS BLDG., EAST AVE., QUEZON CITY	+63 (02) 89249758	ncr@sss.gov.ph
NCR NORTH DIVISION	8F, SSS BLDG., EAST AVE., QUEZON CITY	+63 (02) 89223453	ncrnorth@sss.gov.ph
BATASAN HILLS	DILIMAN COMMERCIAL CENTER BLDG., 46 COMMONWEALTH AVE., BRGY. BATASAN HILLS, QUEZON CITY 1126 METRO MANILA	+63 (02) 34300094	batasanhills@sss.gov.ph
CONGRESSIONAL	2F, NORTHRIDGE PLAZA BLDG., 12 CONGRESSIONAL AVE., BRGY. BAHAY TORO, QUEZON CITY 1106 METRO MANILA	+63 (02) 82943872	congressional@sss.gov.ph
CUBAO	2F, PUREGOLD, AURORA BLVD. COR. GEN. SANTOS AVE., BRGY. SOCORRO, CUBAO, QUEZON CITY 1109 METRO MANILA	+63 (02) 89111864	cubao@sss.gov.ph
DEPARO	NC JEAM BLDG., 31 DALIA ST. COR. SUSANO RD., CELIA SUBD., BRGY. 168, CALOOCAN CITY 1420 METRO MANILA	+63 (02) 89617510	deparo@sss.gov.ph
DILIMAN	SSS LIVELIHOOD BLDG., EAST TRIANGLE PROPERTY, EAST AVE., BRGY. PINYAHAN, QUEZON CITY 1100 METRO MANILA	+63 (02) 89247901	diliman@sss.gov.ph
EASTWOOD	ABQ BLDG., E. RODRIGUEZ AVE., BRGY. BAGUMBAYAN, QUEZON CITY 1110 METRO MANILA	+63 (02) 83511623	libis-eastwood@sss.gov.ph
FAIRVIEW	GEM BLDG., REGALADO AVE., BRGY. NORTH FAIRVIEW, QUEZON CITY 1121 METRO MANILA	+63 (02) 84616937	fairview@sss.gov.ph
KALOOKAN	FORWARD GROUP BLDG., 317 EDSA COR. GEN. MALVAR ST., BRGY. 135,	+63 (02) 83627626	kalookan@sss.gov.ph



	CALOOCAN CITY 1400 METRO MANILA		
MALABON	4F, MALABON CITISQUARE, C-4 ROAD COR. DAGAT- DAGATAN, BRGY. LONGOS, MALABON CITY 1472 METRO MANILA	+63 (02) 82875620	malabon@sss.gov.ph
NAVOTAS	PHIL. MARINER BLDG., BRGY. NORTH BAY BLVD. SOUTH, NAVOTAS CITY 1485 METRO MANILA	+63 (02) 83518890	navotas@sss.gov.ph
NOVALICHES	GF, ROBINSONS NOVALICHES, QUIRINO HIGHWAY, BRGY. PASONG PUTIK 2, NOVALICHES, QUEZON CITY 1118 METRO MANILA	+63 (02) 89357302	novaliches@sss.gov.ph
PASO DE BLAS	4F, PUREGOLD PASO DE BLAS, NLEX VALENZUELA EXIT COR. EAST SERVICE ROAD, BRGY. PASO DE BLAS, VALENZUELA CITY 1442 METRO MANILA	+63 (02) 89617424	pasodeblas@sss.gov.ph
SAN FRANCISCO DEL MONTE	3F & 4F, SRF BLDG., 1038 DEL MONTE AVE., BRGY. PARAISO, QUEZON CITY 1105 METRO MANILA	+63 (02) 83746360	sfdm@sss.gov.ph
VALENZUELA	PUREGOLD VALENZUELA, 419 MAC ARTHUR HIGHWAY, BRGY. DALANDANAN, VALENZUELA CITY 1443 METRO MANILA	+63 (02) 82910461	valenzuela@sss.gov.ph
NCR EAST DIVISION	2F, CROMAGEN BLDG., 8007 PIONEER ST., BRGY. KAPITOLYO, PASIG CITY 1603 METRO MANILA	+63 (02) 86337616	ncreast@sss.gov.ph
ANTIPOLO	2F, ANTIPOLO TRIANGLE MALL, SEN. SUMULONG MEMORIAL CIRCLE, BRGY. SAN JOSE, ANTIPOLO CITY 1870 RIZAL	+63 (02) 86507627	antipolo@sss.gov.ph



MANDALUYON G-SHAW	2F, 500 SHAW ZENTRUM, SHAW BLVD. CORNER LAUREL ST., BRGY. PLEASANT HILLS, MANDALUYONG CITY 1550 METRO MANILA	+63 (02) 86961060	mandaluyong-shaw@sss.gov.ph
MARIKINA	3F, XELAND, GIL FERNANDO AVE. CORNER GUERRILLA ST., BRGY. SANTO NIÑO, MARIKINA CITY 1800 METRO MANILA	+63 (02) 86454070	marikina@sss.gov.ph
MARIKINA- MALANDAY	GRACELAND PLAZA, J.P. RIZAL AVE., BRGY. MALANDAY, MARIKINA CITY 1805 METRO MANILA	+63 (02) 85321573	sssmarikina-malanday@sss.gov.ph
NEW PANADEROS	2F & 3F, TUAZON BLDG., NEW PANADEROS COR. SAN ROQUE ST., MANDALUYONG CITY 1550 METRO MANILA	+63 (02) 85341445	newpanaderos@sss.gov.ph
ORTIGAS	LOWER LEVEL 1 , WEST LANE, ROBINSONS GALLERIA, EDSA COR. ORTIGAS AVE., BRGY. UGONG NORTE, QUEZON CITY 1110 METRO MANILA	+63 (02) 82340790	ortigas@sss.gov.ph
PASIG-MABINI	2F, ONE VICTORIA PLAZA, A. MABINI ST., BRGY. KAPASIGAN, PASIG CITY 1601 METRO MANILA	+63 (02) 86436310	pasigrotunda@sss.gov.ph
PASIG- PIONEER	2F, CROMAGEN BLDG., 8007 PIONEER ST., BRGY. KAPITOLYO, PASIG CITY 1603 METRO MANILA	+63 (02) 87212473	pasigpioneer@sss.gov.ph
PASIG- ROSARIO	ALFONSO COMMERCIAL COMPLEX, 185 DR. SIXTO ANTONIO AVE., BRGY. ROSARIO, PASIG CITY 1609 METRO MANILA	+63 (02) 86333986	pasigrosario@sss.gov.ph
SAN JUAN	GLIALCON VILLAS BLDG. 1, 128 F. BLUMENTRITT ST., BRGY. BATIS, SAN JUAN CITY 1500 METRO MANILA	+63 (02) 87215195	sanjuan@sss.gov.ph
TANAY	KM. 54, MANILA EAST ROAD, BRGY. TANDANG KUTYO, TANAY 1980 RIZAL	+63 (02) 86961078	tanay@sss.gov.ph



NCR WEST DIVISION	GF, PADILLA DELOS REYES BLDG., 232 JUAN LUNA ST., BRGY. 291, BINONDO, MANILA CITY 1006 METRO MANILA	+63 (02) 83959897	ncrwest@sss.gov.ph
BINONDO	GF, PADILLA DELOS REYES BLDG., 232 JUAN LUNA ST., BRGY. 291, BINONDO, MANILA CITY 1006 METRO MANILA	+63 (02) 82453187	binondo@sss.gov.ph
LEGARDA	COBEE BLDG., 2485 LEGARDA ST., BRGY. 412, SAMPALOC, MANILA CITY 1008 METRO MANILA	+63 (02) 87357438	legarda@sss.gov.ph
MANILA	C-201, 2F, ZEN TOWER 2, 1111 NATIVIDAD A. LOPEZ ST., BRGY. 659, ERMITA, MANILA CITY 1000 METRO MANILA	+63 (02) 85275488	manila@sss.gov.ph
PASAY-CCP COMPLEX	SEASCAPE VILLAGE, ATANG DELA RAMA COR. ZOILO HILARIO STS., CCP COMPLEX, BRGY. 76, PASAY CITY 1302 METRO MANILA	+63 (02) 85561556	pasayroxas@sss.gov.ph
PASAY-TAFT	ERL INVESTMENT CORP. BLDG., 2532 TAFT AVE., BRGY. 93, PASAY CITY 1303 METRO MANILA	+63 (02) 85517645	pasaytaft@sss.gov.ph
STA. MESA	2F, J & T BLDG., 3894 RAMON MAGSAYSAY BLVD. COR. SANTOL EXT., BRGY. 587-A, SAMPALOC, MANILA CITY 1016 METRO MANILA	+63 (02) 87130509	stamesa@sss.gov.ph
TONDO	ST CONDOMINIUM, 1480 G. MASANGKAY ST. COR. BAMBANG ST., BRGY. 261, TONDO, MANILA CITY 1013 METRO MANILA	+63 (02) 82571531	tondo@sss.gov.ph
WELCOME	ESPAÑA TOWER CONDOMINIUM, ESPAÑA BLVD. COR. JOSEFINA ST., BRGY. 512, SAMPALOC, MANILA CITY 1008 METRO MANILA	+63 (02) 87810053	welcome@sss.gov.ph



NCR SOUTH DIVISION	2F, SSS MAKATI BLDG., 6782 AYALA AVE. COR. RUFINO ST., MAKATI CITY	+63 (02) 88134301	ncrsouth@sss.gov.ph
ALABANG-MUNTINLUPA	GF & 2F NORFIL BLDG., 22 NATIONAL HIGHWAY, BRGY. PUTATAN, MUNTINLUPA CITY 1776 METRO MANILA	+63 (02) 88072608	alabang@sss.gov.ph
ALABANG-ZAPOTE	2F, ESTRELLITA CENTER, ALABANG-ZAPOTE ROAD, BRGY. NEW ALABANG, MUNTINLUPA CITY 1780 METRO MANILA	+63 (02) 88944220	alabang-zapote@sss.gov.ph
BICUTAN-SUN VALLEY	FTO BLDG., 4145 SUN VALLEY DRIVE, BRGY. SUN VALLEY, BICUTAN, PARANAQUE CITY 1700 METRO MANILA	+63 (02) 87822576	bicutansunvalley@sss.gov.ph
LAS PIÑAS	LGF, SM SOUTHMALL, ALABANG-ZAPOTE ROAD, BRGY. ALMANZA UNO, LAS PIÑAS CITY 1750 METRO MANILA	+63 (02) 88744744	laspinas@sss.gov.ph
MAKATI-CHINO ROCES	2F, MAKATI CENTRAL SQUARE, 2130 CHINO ROCES AVE., BRGY. PIO DEL PILAR, MAKATI CITY 1230 METRO MANILA	+63 (02) 88137801	makatichinoroces@sss.gov.ph
MAKATI-GIL PUYAT	ECC BLDG., 355 GIL PUYAT AVE., BRGY. BEL-AIR, MAKATI CITY 1209 METRO MANILA	+63 (02) 88967134	makatigilpuyat@sss.gov.ph
MAKATI-GUADALUPE	3F, GUADALUPE COMMERCIAL COMPLEX, 9 EDSA, BRGY. GUADALUPE NUEVO, MAKATI CITY 1212 METRO MANILA	+63 (02) 85561848	makatiguadalupe@sss.gov.ph
MAKATI-JP RIZAL	3F, KBC BLDG., 353 J.P. RIZAL ST., BRGY. OLYMPIA, MAKATI CITY 1207 METRO MANILA	+63 (02) 88992916	makatijprizal@sss.gov.ph
PARAÑAQUE	2F, PUREGOLD SUCAT, DR. A. SANTOS AVE., BRGY. SAN ISIDRO, SUCAT, PARAÑAQUE CITY 1715 METRO MANILA	+63 (02) 88250077	paranaque@sss.gov.ph



PARAÑAQUE-TAMBO	3F, AIRPORT GLOBAL PLAZA, NAIA ROAD, BRGY. TAMBO, PARAÑAQUE CITY 1701 METRO MANILA	+63 (02) 88942913	paranaque-tambo@sss.gov.ph
TAGUIG	UNIT 705, 7F, SM AURA TOWER, BRGY. FORT BONIFACIO, TAGUIG CITY 1634 METRO MANILA	+63 (02) 85563686	taguig@sss.gov.ph
TAGUIG-GATE 3	3F, GATE 3 PLAZA, LAWTON AVE. COR. JULIANO AVE., PH 3, AFPOVAI, BRGY. WESTERN BICUTAN, TAGUIG CITY 1634 METRO MANILA	+63 (02) 89310592	taguig-gate3@sss.gov.ph
Luzon Operations Group	7F, SSS BLDG., EAST AVE., QUEZON CITY	+63 (02) 89221064	luzon@sss.gov.ph
Luzon North 1 Division	SSS BLDG., HARRISON ROAD, BRGY. HARRISON-CLAUDIO CARANTES, BAGUIO CITY 2600 Benguet	+63 (074) 4470362	luzonnorth@sss.gov.ph
AGOO	3F, B & D BLDG., MC ARTHUR HIGHWAY, BRGY. SAN ANTONIO, AGOO 2504 LA UNION	+63 (072) 6822779	agoo@sss.gov.ph
BAGUIO	SSS BLDG., HARRISON ROAD, BRGY. HARRISON-CLAUDIO CARANTES, BAGUIO CITY 2600 Benguet	+63 (074) 4423705	baguio@sss.gov.ph
BANGUED	SEARES BLDG., RIZAL ST., BRGY. ZONE 5, BANGUED 2800 ABRA	+63 (074) 7527476	bangued@sss.gov.ph
BONTOC	A. KIAT-ONG BLDG., LOK-ONG ST., BRGY. POBLACION, BONTOC 2616 MT. PROVINCE	+63 (074) 6330007	bontoc@sss.gov.ph
CANDON	BRGY. SAN NICOLAS, CANDON CITY 2710 ILOCOS SUR	+63 (077) 6040343	candon@sss.gov.ph
LA TRINIDAD	GF, JEWEL IGOROT BLDG., KM. 4, BRGY. BALILILA, LA TRINIDAD 2601 BENGUET	+63 (074) 4224702	malatagdg@sss.gov.ph



LA UNION	SSS BLDG., GOVERNMENT CENTER, BRGY. SEVILLA, SAN FERNANDO CITY 2500 LA UNION	+63 (072) 2425812	launion@sss.gov.ph
LAOAG	RT BUENO BLDG., DON E. RUIZ ST., BRGY. 18-SAN QUIRINO (POB.), LAOAG CITY 2900 ILOCOS NORTE	+63 (077) 7714414	laoag@sss.gov.ph
VIGAN	2F, UNP TOWN CENTER, BRGY. TAMAG, VIGAN CITY 2700 ILOCOS SUR	+63 (077) 7222360	vigan@sss.gov.ph
LUZON NORTH 2 DIVISION	2F, PUREGOLD CAUAYAN, DON JUAN DACANAY ST., BRGY. SAN FERMIN, CAUAYAN CITY 3305 ISABELA	+63 (078) 6521215	luzonnorth2@sss.gov.ph
CAUAYAN, ISABELA	2F, PUREGOLD CAUAYAN, DON JUAN DACANAY ST., BRGY. SAN FERMIN, CAUAYAN CITY 3305 ISABELA	+63 (078) 6522083	cauayan@sss.gov.ph
ILAGAN	2F, NORTH STAR MALL, MAHARLIKA HIGHWAY, BRGY. ALIBAGU, ILAGAN CITY 3300 ISABELA	+63 (078) 3232182	ilagan@sss.gov.ph
SANTIAGO, ISABELA	2F, XENTRO MALL SANTIAGO, FOUR LANES ST. COR. MAHARLIKA HIGHWAY, BRGY. VILLASIS, SANTIAGO CITY 3311 ISABELA	+63 (078) 3050498	santiago@sss.gov.ph
SOLANO	GUEVARDAN BLDG., BURGOS ST., BRGY. QUEZON, SOLANO 3709 NUEVA VIZCAYA	+63 (078) 3267325	solano@sss.gov.ph
TUGUEGARAO	CEDENIO BLDG., LUNA ST., BRGY. CENTRO 3 (POB.), TUGUEGARAO CITY 3500 CAGAYAN	+63 (078) 8442108	tuguegarao@sss.gov.ph
LUZON CENTRAL 1 DIVISION	SSS BLDG., MACABULOS DRIVE, BRGY. SAN VICENTE, TARLAC CITY 2300 TARLAC	+63 (045) 9826967	luzoncentral@sss.gov.ph
ALAMINOS	AMA BLDG., MARCOS AVE., BRGY. PALAMIS, ALAMINOS CITY 2404 PANGASINAN	+63 (075) 6960752	alaminos@sss.gov.ph



BALANGA	GF, WONG CHUN KAR BLDG., ROTARY AVE., BRGY. TENEJERO, BALANGA CITY 2100 BATAAN	+63 (047) 2373349	balanga@sss.gov.ph
BALER	2F, NE MALL BALER, NATIONAL HIGHWAY, BRGY. SUKLAYIN, BALER 3200 AURORA	+63 920388396 8	baler@sss.gov.ph
CABANATUAN	NE PACIFIC SHOPPING CENTER, KM. 111, MAHARLIKA HIGHWAY, BRGY. HERMOGENES C. CONCEPCION, SR., CABANATUAN CITY 3100 NUEVA ECIJA	+63 (044) 4630691	cabanatuan@sss.gov.ph
CAMILING	JULIAN QUI BLDG., BONIFACIO ST., BRGY. POBLACION II, CAMILING 2306 TARLAC	+63 (045) 9340463	camiling@sss.gov.ph
DAGUPAN	EAST GATE PLAZA, AB FERNANDEZ AVE., BRGY. MAYOMBO, DAGUPAN CITY 2400 PANGASINAN	+63 (075) 5234094	dagupan@sss.gov.ph
IBA	GF & 2F, ACM BLDG. II, NATL. ROAD, BRGY. PALANGINAN, IBA 2201 ZAMBALES	+63 (047) 6030487	iba@sss.gov.ph
MARIVELES- BEPZ	BASEMENT, AFAB ADMINISTRATION BLDG., FREEPORT AREA OF BATAAN, BRGY. MALAYA, MARIVELES 2106 BATAAN	+63 (047) 9354479	mariveles@sss.gov.ph
SAN CARLOS, PANGASINAN	2F, SAN CARLOS TOWN CENTER, RIZAL AVE. COR. ZAMORA ST., BRGY. RIZAL (POB.), SAN CARLOS CITY 2420 PANGASINAN	+63 956491317 5/ 927257480 1	sancarlospangasinan@sss.gov.ph
SAN JOSE NE	NE BODEGA, BRGY. ABAR 2ND, SAN JOSE CITY 3121 NUEVA ECIJA	+63 (044) 9587502	sanjosene@sss.gov.ph
TARLAC	SSS BLDG., MACABULOS DRIVE, BRGY. SAN VICENTE, TARLAC CITY 2300 TARLAC	+63 (045) 9823366	tarlac@sss.gov.ph



URDANETA	3F, GOVERNMENT CENTER CB MALL, MCARTHUR HIGHWAY, BRGY. NANCAYASAN, URDANETA CITY 2428 PANGASINAN	+63 (075) 5688512	urdaneta@sss.gov.ph
LUZON CENTRAL 2 DIVISION	SSS BLDG., BRGY. MAIMPIS, SAN FERNANDO CITY 2000 PAMPANGA	+63 (045) 4555359	luzoncentral2@sss.gov.ph
ANGELES	LEVEL 3, MARQUEE MALL, FRANCISCO G. NEPO AVE., BRGY. PULONG MARAGUL, ANGELES CITY 2009 PAMPANGA	+63 (045) 3044158	angeles@sss.gov.ph
BALIUAG	GF & 2F, A&C BLDG., B.S. AQUINO AVE., BRGY. TANGOS, BALIUAG 3006 BULACAN	+63 (044) 7978871	baliuag@sss.gov.ph
BOCAUE	ORO VILLAS 2, 229 MCARTHUR HIGHWAY, BRGY. WAKAS, BOCAUE 3018 BULACAN	+63 (044) 7691644	bocaue@sss.gov.ph
DAU	GF & 2F, PUREGOLD DAU, MCARTHUR HIGHWAY, BRGY. DAU, MABALACAT CITY 2010 PAMPANGA	+63 (045) 6491799	dau@sss.gov.ph
MALOLOS	GF & 2F, N-4 BLDG., THE CABANAS, MCARTHUR HIGHWAY, BRGY. LONGOS, MALOLOS CITY 3000 BULACAN	+63 (044) 8963325	malolos@sss.gov.ph
MEYCAUAYAN	2F, ESPERANZA MALL, MAC ARTHUR HIGHWAY, BRGY. CALVARIO, MEYCAUAYAN CITY 3020 BULACAN	+63 (044) 2285886	meycauayan@sss.gov.ph
OLONGAPO	WONG CHUN KAR BLDG., 35 GORDON AVE., BRGY. PAG-ASA, OLONGAPO CITY 2200 ZAMBALES	+63 (047) 2235201	olongapo@sss.gov.ph
PAMPANGA	SSS BLDG., BRGY. MAIMPIS, SAN FERNANDO CITY 2000 PAMPANGA	+63 (045) 8613175	pampanga@sss.gov.ph
SAN JOSE DEL MONTE	STARMALL SAN JOSE DEL MONTE, QUIRINO HIGHWAY, KAYPIAN ROAD, BRGY. KAYPIAN, SAN JOSE DEL MONTE 3023 BULACAN	+63 (044) 7970394	sjdm@sss.gov.ph



STA. MARIA	NEM BLDG., GOV. FORTUNATO HALILI AVE., BRGY. BAGBAGIN, STA. MARIA 3022 BULACAN	+63 (044) 8150898	stamaria@sss.gov.ph
LUZON SOUTH 1 DIVISION	SSS BLDG., BALAGTAS BLVD. COR. M. PAULINO ST., BRGY. III-A (POB.), SAN PABLO CITY 4000 LAGUNA	+63 (049) 5620324	luzonsouth@sss.gov.ph
BACOOR	JOLLY HOME APARTELLE, AGUINALDO HIGHWAY COR. COASTAL ROAD, BRGY. TALABA 7, BACOOR CITY 4102 CAVITE	+63 (046) 4722368	bacoor@sss.gov.ph
BIÑAN	LEVEL 3, CENTRAL MALL BIÑAN, MALVAR ST., BRGY. SAN VICENTE, BIÑAN 4024 LAGUNA	+63 (049) 5116758	binan@sss.gov.ph
CALAMBA	SSS BLDG., NATIONAL HIGHWAY, BRGY. PARIAN, CALAMBA CITY 4027 LAGUNA	+63 (049) 5456860	calamba@sss.gov.ph
CARMONA	2F, REMINGTON PLAZA, GOVERNOR'S DRIVE, BRGY. 8 (POB.), CARMONA 4116 CAVITE	+63 (046) 4130683	carmona@sss.gov.ph
DASMARIÑAS	2F, CENTRAL MALL ANNEX, KM. 28, SALITRAN ROAD COR. AGUINALDO HIGWAY, BRGY. SALITRAN II, DASMARIÑAS CITY 4114 CAVITE	+63 (046) 4166170	dasmarias@sss.gov.ph
INFANTA	CNV BUSINESS HUB, 311 GENERAL LUNA ST., BRGY. POBLACION 39, INFANTA 4336 QUEZON	+63 (042) 5352707	infanta@sss.gov.ph
LUCENA	LUCENA GRAND CENTRAL TERMINAL BLDG., DIVERSION ROAD, BRGY. ILAYANG DUPAY, LUCENA CITY 4301 QUEZON	+63 (042) 7108626	lucena@sss.gov.ph
ROSARIO	ABUTIN BLDG., 248 GEN. TRIAS DRIVE, BRGY. TEJEROS CONVENTION, ROSARIO 4106 CAVITE	+63 (046) 4370025	epzarosario@sss.gov.ph



SAN PABLO	SSS BLDG., BALAGTAS BLVD. COR. M. PAULINO ST., BRGY. III-A (POB.), SAN PABLO CITY 4000 LAGUNA	+63 (049) 5210831	sanpablo@sss.gov.ph
SAN PEDRO	2F, ROBINSONS GALLERIA SOUTH, KM. 31, NATIONAL HIGHWAY, BRGY. NUEVA, SAN PEDRO CITY 4023 LAGUNA	+63 (02) 82922554	sanpedro@sss.gov.ph
SANTA ROSA	GF, CITIWALK BLDG., ZIRCON ROAD, STA. ROSA COMMERCIAL COMPLEX, BRGY. BALIBAGO, STA. ROSA 4026 LAGUNA	+63 (049) 5430844	starosa@sss.gov.ph
STA. CRUZ	AGUSTIN LO BLDG., BRGY. PAGSAWITAN, STA. CRUZ 4009 LAGUNA	+63 (049) 5014531	stacruz@sss.gov.ph
TAGAYTAY	LGF, PRIMARK TOWN CENTER, BRGY. MAHARLIKA EAST, TAGAYTAY CITY 4120 CAVITE	+63 927435901 8	tagaytay@sss.gov.ph
LUZON SOUTH 2 DIVISION	SSS BLDG., NATIONAL HIGHWAY, BRGY. KUMINTANG ILAYA, BATANGAS CITY 4200 BATANGAS	+63 (043) 7235185	luzonsouth2@sss.gov.ph
BATANGAS	SSS BLDG., NATIONAL HIGHWAY, BRGY. KUMINTANG ILAYA, BATANGAS CITY 4200 BATANGAS	+63 (043) 7233873	batangas@sss.gov.ph
BOAC	10 DE OKTUBRE ST., BRGY. MALUSAK, BOAC 4900 MARINDUQUE	+63 (042) 3321872	boac@sss.gov.ph
CALAPAN	AQUA TIERRA ONE BLDG., ROXAS DRIVE, BRGY. SANTO NIÑO, CALAPAN 5200 ORIENTAL MINDORO	+63 (043) 2867133	calapan@sss.gov.ph
LEMERY	XENTRO MALL, ILUSTRE AVE., BRGY. MALINIS, LEMERY 4200 BATANGAS	+63 (043) 3182623	lemery@sss.gov.ph
LIPA	GF & 2F, THE ONLY PLACE BUSINESS CENTER, BRGY. MARAUOY, LIPA CITY 4217 BATANGAS	+63 (043) 7567507	lipa@sss.gov.ph



ODIONGAN	FLH PROMENADE SUITE, PLARIDEL ST., SITIO COCOVILLE, BRGY. DAPAWAN, ODIONGAN 5505 ROMBLON	+63 (042) 5675114	odiongan@sss.gov.ph
PUERTO PRINCESA	GF, GRANDWAY BLDG., EASTVILLE CITY WALK, BRGY. SAN PEDRO, PUERTO PRINCESA 5300 PALAWAN	+63 (048) 4337147	puertoprincesa@sss.gov.ph
SAN JOSE, OCC. MINDORO	2F, BALMES BLDG., DIEGO SILANG ST., BRGY. 5, SAN JOSE 5100 OCCIDENTAL MINDORO	+63 (043) 4570093	sanjose@sss.gov.ph
LUZON BICOL DIVISION	SSS BLDG., BRGY. CONCEPCION PEQUEÑA, NAGA CITY 4400 CAMARINES SUR	+63 (054) 2508120	luzonbicol@sss.gov.ph
DAET	CHING BLDG., MERCHANT ST., CENTRAL PLAZA COMPLEX, BRGY. LAG-ON, DAET 4600 CAMARINES NORTE	+63 (054) 5712764	daet@sss.gov.ph
IRIGA	CERILLO BLDG., 272 NATIONAL HIGHWAY, BRGY. SAN NICOLAS, IRIGA CITY 4431 CAMARINES SUR	+63 (054) 4560876	iriga@sss.gov.ph
LEGAZPI	MORANTE BLDG., IMPERIAL COURT SBD., PHASE II, BRGY. 23 (IMPERIAL COURT SBD.), LEGAZPI CITY 4500 ALBAY	+63 (052) 2012700	legazpi@sss.gov.ph
MASBATE	GF & 2F, KLM DE LUNA BLDG., 30 MABINI ST., BRGY. CENTRO (POB.), MASBATE CITY 5400 MASBATE	+63 (056) 5880711	masbate@sss.gov.ph
NAGA	SSS BLDG., BRGY. CONCEPCION PEQUEÑA, NAGA CITY 4400 CAMARINES SUR	+63 (054) 4729791	naga@sss.gov.ph
SORSOGON	JOMIL ENTERPRISES BLDG., QUEZON ST., BRGY. POLVORISTA, SORSOGON CITY 4700 SORSOGON	+63 (056) 2111638	sorsogon@sss.gov.ph



TABACO	J. SPAZIO BLDG., ZIGA AVE., BRGY. TAGAS, TABACO CITY 4511 ALBAY	+63 (052) 8303092	tabaco@sss.gov.ph
VIRAC	P. ARAOJO SHOPPING ARCADE, BRGY. CAVINITAN, VIRAC 4800 CATANDUANES	+63 (052) 8111824	virac@sss.gov.ph
VISAYAS OPERATIONS GROUP	SSS BLDG., OSMEÑA BLVD., BRGY. KALUBIHAN, CEBU CITY 6000 CEBU	+63 (032) 2531085	visayas@sss.gov.ph
VISAYAS CENTRAL 1 DIVISION	3F, SSS BLDG., OSMEÑA BLVD., BRGY. KALUBIHAN, CEBU CITY 6000 CEBU	+63 (032) 2531085	visayascentral1@sss.gov.ph
BOGO	GF & 2F, OSING BLDG., SIM BOGO BUSINESS PARK, P. RODRIGUEZ ST., BRGY. LA PURISIMA CONCEPCION (POB.), BOGO CITY 6010 CEBU	+63 (032) 4348692	bogo@sss.gov.ph
CEBU	SSS BLDG., OSMEÑA BLVD., BRGY. KALUBIHAN, CEBU CITY 6000 CEBU	+63 (032) 5059301	cebu@sss.gov.ph
CEBU-NRA	LEVEL 3, LINGKOD PINOY CENTER, ROBINSONS GALLERIA CEBU, MANGO AVE. EXT., BRGY. TEJERO, CEBU CITY 6000 CEBU	+63 (032) 2552705	cebu-nra@sss.gov.ph
DANAQ	2F, CITY MALL DANAQ, OLIVER SR. EXT. COR. F. RALOTA ST., BRGY. POBLACION, DANAQ CITY 6004 CEBU	+63 (032) 3409200	danao@sss.gov.ph
LAPU-LAPU	GF, ANNEX BLDG., GAISANO MACTAN ISLAND MALL, BRGY. PAJO, LAPU-LAPU CITY 6015 CEBU	+63 (032) 3411004	lapu-lapu@sss.gov.ph
MANDAUE	3F, J. CENTRE MALL, A.S. FORTUNA ST., BRGY. BAKILID, MANDAUE CITY 6014 CEBU	+63 (032) 3464983	mandaue@sss.gov.ph
TAGBILARAN	2F, GALLERIA LUISA BLDG., GOV. CELESTINO GALLARES ST., BRGY. POBLACION 2, TAGBILARAN CITY 6300 BOHOL	+63 (038) 4123934	tagbilaran@sss.gov.ph



TALISAY	2F, ROSALIE BLDG., GAISANO GRAND FIESTA MALL, HIGHWAY, BRGY. TABUNOK, TALISAY 6045 CEBU	+63 (032) 5207234	talisay@sss.gov.ph
TOLEDO	2F, TE BLDG., DIOSDADO MACAPAGAL HIGHWAY, BRGY. SANGI, TOLEDO CITY 6038 CEBU	+63 (032) 4679644	toledo@sss.gov.ph
VISAYAS CENTRAL 2 DIVISION	GF, YUVALLOS BLDG., D. VELOSO AVE., BRGY. PUNTA, ORMOC CITY 6541 LEYTE	+63 (053) 2554658	visayascentral2@sss.gov.ph
CALBAYOG	PNB BLDG., MAHARLIKA HIGHWAY, BRGY. OBRERO, CALBAYOG CITY 6710 WESTERN SAMAR	+63 (055) 2092738	calbayog@sss.gov.ph
CATBALOGAN	NOYDEN BLDG., SAN BARTHOLOMEW ST., BRGY. 7, CATBALOGAN CITY 6700 WESTERN SAMAR	+63 917822910 6	catbalogan@sss.gov.ph
MAASIN	JQD BLDG., KANGLEON ST., BRGY. MANTAHAN (POB.), MAASIN CITY 6600 SOUTHERN LEYTE	+63 (053) 3812117	maasin@sss.gov.ph
ORMOC	GF, YUVALLOS BLDG., D. VELOSO AVE., BRGY. PUNTA, ORMOC CITY 6541 LEYTE	+63 (053) 5612476	ormoc@sss.gov.ph
TACLOBAN	GF & 2F, CAROLINE CORDIEL BLDG., 103 LOPEZ JAENA ST. COR. M.H. DEL PILAR ST., BRGY. 2, TACLOBAN CITY 6500 LEYTE	+63 (053) 8321160	tacloban@sss.gov.ph
VISAYAS WEST 1 DIVISION	SSS BLDG., LACSON ST., BRGY. 17 (POB.), BACOLOD CITY 6100 NEGROS OCCIDENTAL	+63 (034) 4339434	visayaswest1@sss.gov.ph
BACOLOD	SSS BLDG., LACSON ST., BRGY. 17 (POB.), BACOLOD CITY 6100 NEGROS OCCIDENTAL	+63 (034) 4332293	bacolod@sss.gov.ph
BACOLOD EAST	EAST ONE ATRIUM BLDG., BURGOS EXT., BRGY. VILLAMONTE, BACOLOD	+63 (034) 4416599	bacolodeast@sss.gov.ph



	CITY 6100 NEGROS OCCIDENTAL		
BAGO	TOPBRANDS BLDG., RIZAL ST., BRGY. POBLACION, BAGO CITY 6101 NEGROS OCCIDENTAL	+63 (034) 7328888	bagobranch@sss.gov.ph
BAIS	AMORGANDA BLDG., NATIONAL HIGHWAY, BRGY. TALUNGON, BAIS CITY 6206 NEGROS ORIENTAL	+63 (035) 5415361	bais@sss.gov.ph
DUMAGUETE	MM KHO BLDG., ROMERO HIGHWAY, BRGY. BAGACAY, DUMAGUETE CITY 6200 NEGROS ORIENTAL	+63 (035) 2254340	dumaguete@sss.gov.ph
KABANKALAN	GF, PPZ ENTERPRISE-NZ COMMERCIAL BLDG., J.Y. PEREZ AVE., NATIONAL HIGHWAY, BRGY. TALUBANGI, KABANKALAN CITY 6111 NEGROS OCCIDENTAL	+63 (034) 4712224	kabankalan@sss.gov.ph
SAGAY	GF, SQUARE AND CIRCLE'S BLDG., BRGY. OLD SAGAY, SAGAY CITY 6122 NEGROS OCCIDENTAL	+63 (034) 4880112	sagay@sss.gov.ph
SAN CARLOS, NEGROS OCC.	GF & 2F, BAYANILAJJ BLDG., COR. AZCONA & BROCE STS., BRGY. 4, SAN CARLOS CITY 6127 NEGROS OCCIDENTAL	+63 (034) 3125422	sancarlos@sss.gov.ph
VICTORIAS	GF, REDKEY BLDG., OSMEÑA AVE., BRGY. 5, VICTORIAS CITY 6119 NEGROS OCCIDENTAL	+63 (034) 3992953	victorias@sss.gov.ph
VISAYAS WEST 2 DIVISION	GT PLAZA MALL, M.H. DEL PILAR ST., BRGY. POBLACION MOLO, ILOILO CITY 5000 ILOILO	+63 (033) 3302963	visayaswest2@sss.gov.ph
ANTIQUE	EAGLE'S PLACE DALIPE BLDG., TRADE TOWN DALIPE, BRGY. FUNDA-DALIPE, SAN JOSE DE	+63 (036) 5408112	antique@sss.gov.ph



	BUENAVISTA 5700 ANTIQUE		
ILOILO-CENTRAL	3F & 4F, TTW BLDG., COR. JM BASA AND MAPA STS., BRGY. ORTIZ, ILOILO CITY 5000 ILOILO	+63 (033) 3381307	iloilo@sss.gov.ph
ILOILO-MOLO	GT PLAZA MALL, M.H. DEL PILAR ST., BRGY. POBLACION MOLO, ILOILO CITY 5000 ILOILO	+63 (033) 3302963	iloilo2@sss.gov.ph
KALIBO	GF & 2F, CASA CONSTANCIA BLDG., ROXAS AVE. EXT., BRGY. ANDAGAO, KALIBO 5600 AKLAN	+63 (036) 5008360	kalibo@sss.gov.ph
ROXAS	CITY MALL ROXAS ANNEX BLDG., ARNALDO BLVD., BRGY. BAYBAY, ROXAS CITY 5800 CAPIZ	+63 (036) 5223839	roxas@sss.gov.ph
MINDANAO OPERATIONS GROUP	SSS BLDG., J.P. LAUREL AVE., BRGY. 20-B (POB.), DAVAO CITY 8000 DAVAO DEL SUR	+63 (082) 2223023	mindanao@sss.gov.ph
MINDANAO NORTH DIVISION	SSS BLDG., CARMEN PATAG ROAD, BRGY. CARMEN, CAGAYAN DE ORO CITY 9000 MISAMIS ORIENTAL	+63 (088) 8583792	mindanaonorth@sss.gov.ph
BUTUAN	RUDY TIU BLDG., A.D. CURATO ST., BRGY. RAJAH SOLIMAN POB. (BGY. 4), BUTUAN CITY 8600 AGUSAN DEL NORTE	+63 (085) 2252153	butuan@sss.gov.ph
CAGAYAN DE ORO	SSS BLDG., CARMEN PATAG ROAD, BRGY. CARMEN, CAGAYAN DE ORO CITY 9000 MISAMIS ORIENTAL	+63 (088) 3503529	cagayandeoro@sss.gov.ph
CDO-LAPASAN	GF, MARKET CITY & EAST BOUND INTEGRATED TERMINAL, AGORA ST., BRGY. LAPASAN, CAGAYAN DE ORO CITY 9000 MISAMIS ORIENTAL	+63 (088) 8807024	cdo-lapasan@sss.gov.ph



GINGOOG	MORENO BLDG., DOÑA GRACIANA ST., BRGY. 22-A, GINGOOG CITY 9014 MISAMIS ORIENTAL	+63 (088) 4277720	gingoog@sss.gov.ph
ILIGAN	MINDANAO SANITARIUM & HOSPITAL COLLEGE BLDG., TIBANGA HIGHWAY, BRGY. SAN MIGUEL, ILIGAN CITY 9200 LANAO DEL NORTE	+63 (063) 2212988	iligan@sss.gov.ph
OROQUIETA	OROQUIETA TOWN CENTER, BRGY. CANUBAY, OROQUIETA CITY 7207 MISAMIS OCCIDENTAL	+63 (088) 5311210	oroqueta@sss.gov.ph
OZAMIS	GRANDWAY BLDG., DON ANSELMO BERNARD AVE., BRGY. CATADMAN-MANABAY, OZAMIS CITY 7200 MISAMIS OCCIDENTAL	+63 (088) 5210441	ozamis@sss.gov.ph
SAN FRANCISCO, AGUSAN	ALEXANDER BLDG., PUROK IV, BRGY. HUBANG, SAN FRANCISCO 8501 AGUSAN DEL SUR	+63 9774905731	sanfranciscoagusandelsur@sss.gov.ph
SURIGAO	PARKWAY BLDG., KM 2 NATIONAL HIGHWAY, BRGY. LUNA, SURIGAO CITY 8400 SURIGAO DEL NORTE	+63 (086) 2317033	surigao@sss.gov.ph
TANDAG	PIMENTEL BLDG., DONASCO ST., BRGY. BAGONG LUNGSOD (POB.), TANDAG CITY 8300 SURIGAO DEL SUR	+63 (086) 2113718	tandag@sss.gov.ph
VALENCIA	2F, ROBINSONS PLACE VALENCIA, SAYRE HIGHWAY, BRGY. BAGONTAAS, VALENCIA CITY 8709 BUKIDNON	+63 (088) 8280275	valencia@sss.gov.ph
MINDANAO SOUTH 1 DIVISION	SSS BLDG., J.P. LAUREL AVE., BRGY. 20-B (POB.), DAVAO CITY 8000 DAVAO DEL SUR	+63 (082) 2223148	mindanaosouth1@sss.gov.ph
BISLIG	NATALIO PLAZA BLDG., ESPIRITU ST., BRGY. MANGAGOY, BISLIG CITY 8311 SURIGAO DEL SUR	+63 (086) 8532334	bislig@sss.gov.ph



DAVAO	SSS BLDG., J.P. LAUREL AVE., BRGY. 20-B (POB.), DAVAO CITY 8000 DAVAO DEL SUR	+63 (082) 2213575	davao@sss.gov.ph
DAVAO- ILUSTRE	GAISANO GRAND CITIMALL DAVAO, ILUSTRE ST., BRGY. 30-A, DAVAO CITY 8026 DAVAO DEL SUR	+63 (082) 2242167	davao-ilustre@sss.gov.ph
DIGOS	REBECCA SY BLDG., LAPU- LAPU EXT., BRGY. ZONE 3 (POB.), DIGOS CITY 8002 DAVAO DEL SUR	+63 (082) 5537343	digos@sss.gov.ph
MATI	OLD NIA BLDG., LIMATOC ST., BRGY. MATIAO, MATI CITY 8200 DAVAO ORIENTAL	+63 (087) 3883754	mati@sss.gov.ph
PANABO	DOOR 5, CENTINO BLDG., QUEZON BLVD., BRGY. STO. NIÑO, PANABO CITY 8105 DAVAO DEL NORTE	+63 (084) 6284037	panabo@sss.gov.ph
TAGUM	LEVEL 2, GAISANO GRAND MALL, APOKON ROAD, BRGY. APOKON, TAGUM CITY 8100 DAVAO DEL NORTE	+63 (084) 4001035	tagum@sss.gov.ph
TORIL	GF, GAISANO GRAND MALL-TORIL, SAAVEDRA ST., BRGY. TORIL, DAVAO CITY 8025 DAVAO DEL SUR	+63 (082) 2910156	toril@sss.gov.ph
MINDANAO SOUTH 2 DIVISION	SSS BLDG., MACAR HIGHWAY, BRGY. LABANGAL, GENERAL SANTOS CITY 9500 SOUTH COTABATO	+63 (083) 5545754	ssssouthernmindanao2@sss.gov.p h
COTABATO	S.T. LIM HOLDINGS, INC. BLDG., MAKAKUA ST., BRGY. POBLACION, COTABATO CITY 9600 ARMM	+63 (064) 4218289	cotabato@sss.gov.ph
GENERAL SANTOS CITY	SSS BLDG., MACAR HIGHWAY, BRGY. LABANGAL, GENERAL SANTOS CITY 9500 SOUTH COTABATO	+63 (083) 5545751	generalsantos@sss.gov.ph



KIDAPAWAN	GF, ROMA BLDG., QUEZON BLVD., BRGY. POBLACION, KIDAPAWAN CITY 9400 NORTH COTABATO	+63 (064) 2783384	kidapawan@sss.gov.ph
KORONADAL	2F, GAISANO GRAND MALL, GEN. SANTOS DRIVE, BRGY. STO. NIÑO (BO. 2), KORONADAL CITY 9506 SOUTH COTABATO	+63 (083) 8220916	koronadal@sss.gov.ph
TACURONG	GF & 2F, GENSAN AMICITIA REALTY DEVT. CORP. BLDG., LAPULAPU ST., BRGY. POBLACION, TACURONG CITY 9800 SULTAN KUDARAT	+63 (064) 4770164	tacurong@sss.gov.ph
MINDANAO WEST DIVISION	PHIDCO BLDG., VETERANS AVE., BRGY. CAMINO NUEVO, ZAMBOANGA CITY 7000 ZAMBOANGA DEL SUR	+63 (062) 9910118	mindanaowest@sss.gov.ph
DIPOLOG	RAMOS BLDG., RIZAL AVE., BRGY. CENTRAL (POB.), DIPOLOG CITY 7100 ZAMBOANGA DEL NORTE	+63 (065) 2122518	dipolog@sss.gov.ph
IPIL	CHIONG BLDG., BRGY. POBLACION, IPIL 7001 ZAMBOANGA SIBUGAY	+63 (062) 3332295	ipil@sss.gov.ph
PAGADIAN	ANCAJAS BLDG., SANSON ST., BRGY. SAN FRANCISCO, PAGADIAN CITY 7016 ZAMBOANGA DEL SUR	+63 (062) 2141633	pagadian@sss.gov.ph
ZAMBOANGA	PHIDCO BLDG., VETERANS AVE., BRGY. CAMINO NUEVO, ZAMBOANGA CITY 7000 ZAMBOANGA DEL SUR	+63 (062) 9930418	zamboanga@sss.gov.ph
POEA	BALIK MANGGAGAWA CENTER, POEA BLDG., ORTIGAS AVE. COR. EDSA, MANDALUYONG CITY	+63 (02) 87261679	poea@sss.gov.ph
HONGKONG	14th Floor United Center Building 95 Queensway, Admiralty, Hong Kong, SAR	852) 3595-5357 or 5358	hongkong@sss.gov.ph
TAIPEI	2/F, Chang Hong New Era Bldg. 55, 57 Zhouzi Street Neihu District, Taipei City , Taiwan	(+886) 02-26588151 or (+886) 926-040563	taipei@sss.gov.ph



SINGAPORE	20 NASSIM ROAD, SINGAPORE 258395	(65) 9639-5453	singapore@sss.gov.ph
KAOHSIUNG			kaohsiung@sss.gov.ph
BRUNEI			brunei@sss.gov.ph
MALAYSIA			malaysia@sss.gov.ph
MACAU			sssmacau@sss.gov.ph
RIYADH	SITE D4, COLLECTOR ROAD C, DIPLOMATIC QUARTERS RIY ADH 11693, KSA, P.O. BOX 94366	(+966) 547-82440	riyadh@sss.gov.ph
JEDDAH	BLDG NO. 4663, FAJER STREET, AL REHAB DISTRICT 3, P.O. BOX 4794 JEDDAH 21412, KSA	(+966) 5385-01047	jeddah@sss.gov.ph
KUWAIT	VILLA 35, BLOCK 1 ABDULRAHMAN ALGHAFIG STREET, SALWA AREA, STATE OF KUW AIT	(+965) 6097-1901	kuwait@sss.gov.ph
ABU DHABI	W-48, STREET NO. 8, SECTOR 2-23, PLOT 51 AL QUBAISAT, ABU DHABI, UAE	+9712 4465122	abudhabi@sss.gov.ph
QATAR	BLDG. NO. 24, AL JAWAAN ST., 808, REGION 39, AL SADD, DOHA, QATAR	+974 559- 15961	doha@sss.gov.ph
DUBAI	35 BEIRUT STREET EX TENSION 2, AL QUSAIS 3 DUBAI, UNITED ARAB EMIRATES	(971) 5621- 23426	dubai@sss.gov.ph
BAHRAIN	VILLA NO. 939, ROAD NO. 3320, BLOCK 332, MAHOOZ AREA, MANAMA, KINGDOM OF BAHRAIN	(+973) 3690-6218	bahrain@sss.gov.ph
TEL AVIV	REHOV BNEI DAN 18, TEL AVIV – YAFO 62260, ISRAEL	+972-5070- 33389	telaviv@sss.gov.ph
AL KHOBAR			alkhobar@sss.gov.ph
OMAN			oman@sss.gov.ph
JORDAN			jordan@sss.gov.ph
ROME	VIA LE DELLE MEDAGLIE D'ORO 112-114, 00136, ROME, ITALY	(3906) 3973-9341 or (39) 33149- 59969	rome@sss.gov.ph



MILAN	VIALE STELVIO 71-VIA BERNINA 18, 20159 MILAN, ITALY	(3902) 4351-1953 or (3938) 929-57784	milan@sss.gov.ph
LONDON	NO. 11 SUFFOLK STREET, LONDON, SW1Y 4HG, UNITED KINGDOM	(44207) 451-1830 or (44208) 432-9864	london@sss.gov.ph
MADRID			madrid@sss.gov.ph
TORONTO	202 160 EGLINTON AV AVENUE EAST, TORONTO, ONTARIO, CANADA M4P, 3B5	(1416) 485- 2999/485- 2888	toronto@sss.gov.ph
CALGARY	1001 – 1 ST ST., SE SUITE 100, CALGARY AB T2G 5G3 ALBERTA, CANADA	(587)834- 3330	calgary@sss.gov.ph
VANCOUVER	WORLD TRADE CENTER OFFICE COMPLEX 999 CANADA PLACE SUITE 601 VANCOUVER, BC V6C 3E1, CANADA	(604) 6411234 local 3275	vancouver@sss.gov.ph
LOS ANGELES	EQUITABLE PLAZA BUILDING 3435 WILSHIRE BOULEVARD STE 550 LOS ANGELES, CA 90010 USA	+1-213- 4327402	losangeles@sss.gov.ph
NEW YORK	556 5TH AVENUE, NEW YORK, USA 10036	1-917-607- 5178	newyork@sss.gov.ph
SAN FRANCISCO			sanfo@sss.gov.ph



All HR Units

Office	Address	Contact Information
OFFICE OF THE HEAD- Human Resource Management Group EVP Elvira Alcantara- Resare, 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 VP Ma. Nympha M. Ragel	8/F SSS Building East Ave. Diliman Quezon City	5481
Performance Management and Employee Relations Department DM III Richard C. Aresta	8/F SSS Building East Ave. Diliman Quezon City	6072