



Online Payment System (OPS) Self-Service Request (SSR) User Guide

What is Self-Service Request (SSR)

The Self-Service Request or SSR is a new feature that allows customers to pay applicable service-related fees in the Online Payment System (OPS) without requiring a draft number from the terminal.

This replaces the previous manual process, enabling faster, self-service payments.

FEES/SERVICES THAT ARE CURRENTLY COVERED BY SSR

- Administration Fee
- Shut-out Fee
- Overstaying Penalty

For upcoming services that will be added to SSR's coverage, please click [here](#).



Key Benefits



24/7 AVAILABILITY



REDUCED MANUAL PROCESSING



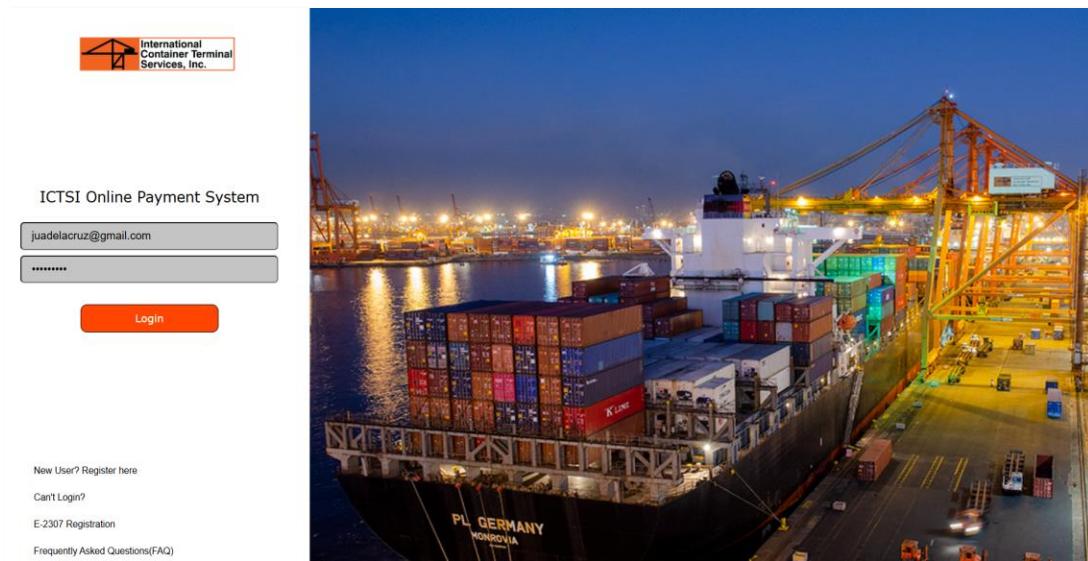
IMMEDIATE PAYMENT CONFIRMATION

How to Process a Self-Service Request in OPS



Submit a Self-Service Request

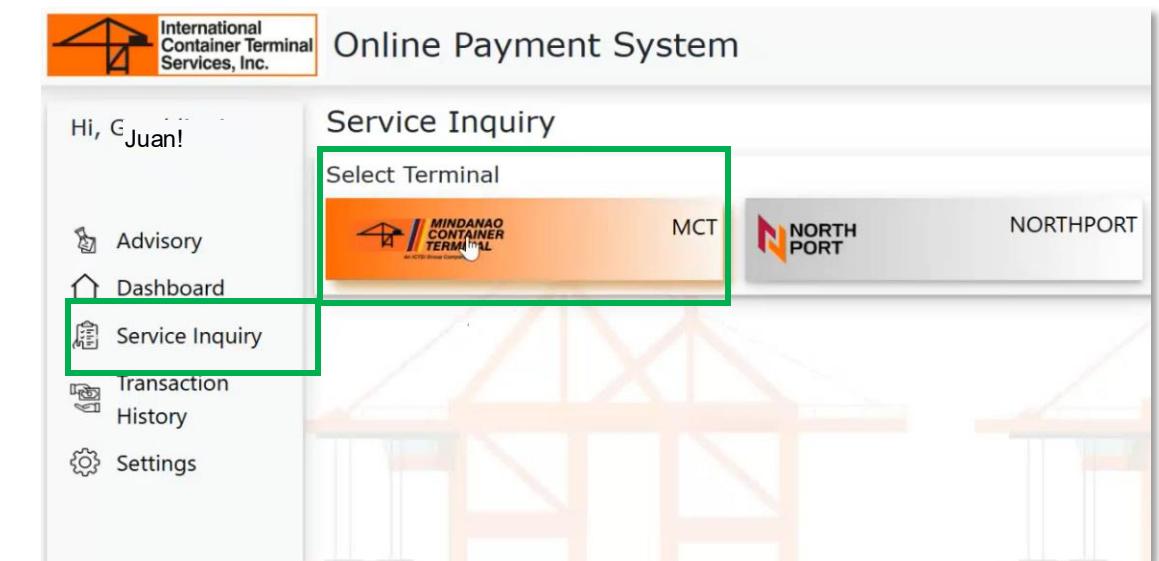
Log in to your OPS account at <https://ops.ictsi.com>.

A screenshot of the ICTSI Online Payment System login page. It features a logo for "International Container Terminal Services, Inc." in the top left. The main area has input fields for "Email" (juadelacruz@gmail.com) and "Password", followed by a red "Login" button. Below the login form are links for "New User? Register here", "Can't Login?", "E-2307 Registration", and "Frequently Asked Questions(FAQ)". To the right of the form is a large, nighttime photograph of a container ship docked at a terminal with many shipping containers and industrial lights.

Process Your Payment

Download the Cash Sales Invoice

On the left side menu, click on **SERVICES INQUIRY** then select **MCT** as the terminal.

A screenshot of the "Online Payment System" interface. At the top, it says "Hi, G Juan!" and "Online Payment System". On the left, a sidebar menu lists "Advisory", "Dashboard" (which is highlighted with a green box), "Service Inquiry" (which is also highlighted with a green box), "Transaction History", and "Settings". To the right of the sidebar, a main panel titled "Service Inquiry" shows a "Select Terminal" section with three options: "MINDANAO CONTAINER TERMINAL" (selected and highlighted with a green box), "MCT", and "NORTHPORT". The background of the main panel features a faint image of shipping containers.

How to Process a Self-Service Request in OPS



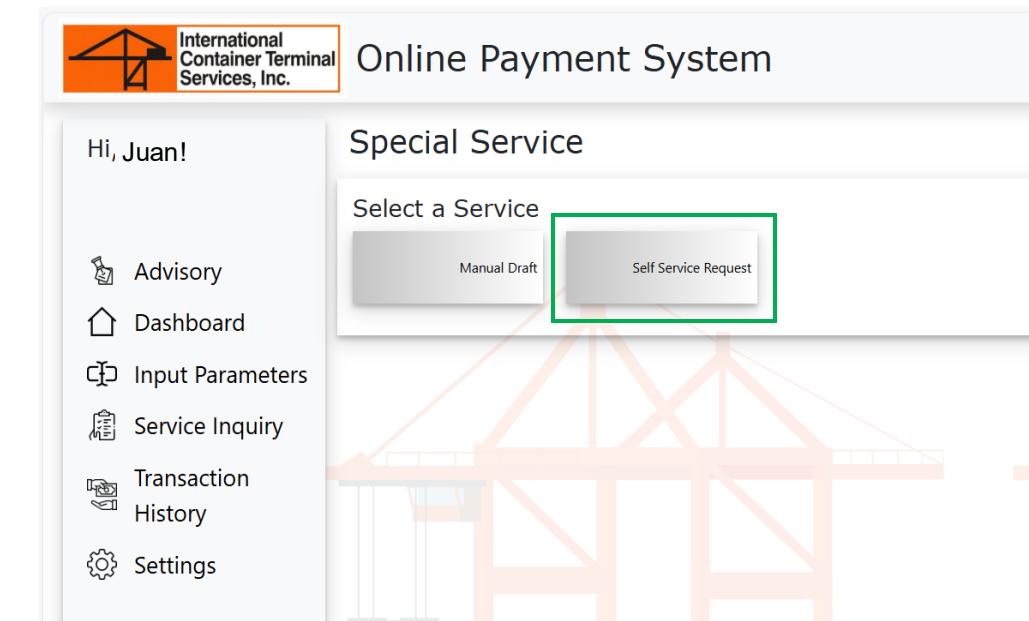
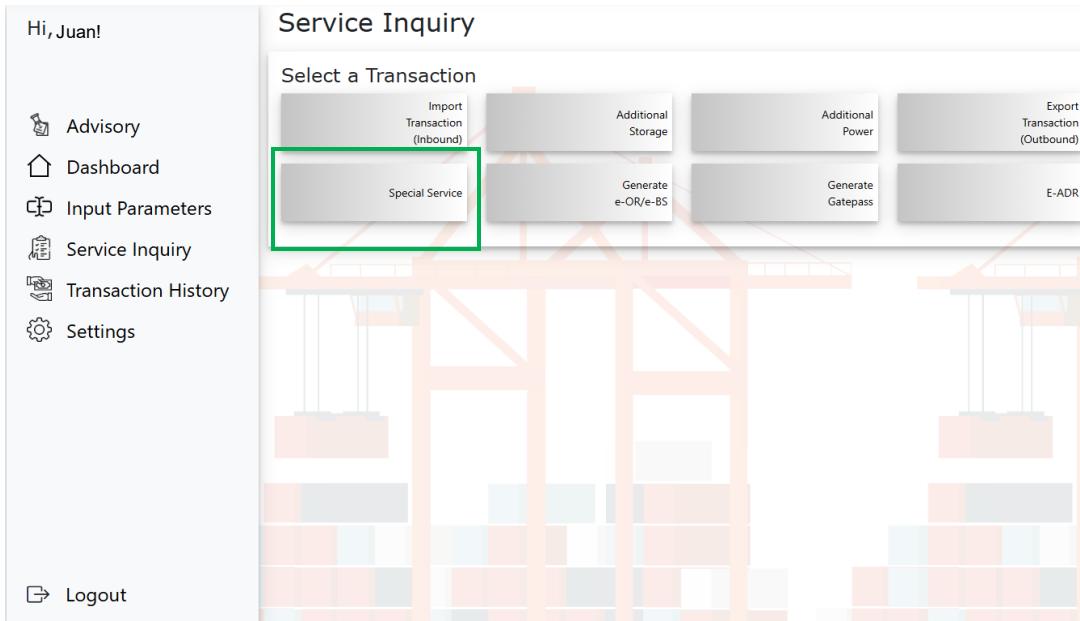
Submit a Self-Service Request

Process Your Payment

Download the Cash Sales Invoice

Select **SPECIAL SERVICE** as the transaction.

Click **SELF SERVICE REQUEST** under Special Service.



How to Process a Self-Service Request in OPS



Submit a Self-Service Request

Input the customer's TIN, then click the Search button to auto-populate the customer's name and address.

Online Payment System

SPECIAL SERVICE > SELF SERVICE REQUEST > CREATE

Hi, Juan!

Customer Name: ABC Philippines Inc.

Customer TIN: 123 - 456 - 789 - 000

Customer Address: BUGO Cagayan de Oro City

Service Category: -- Select Service Category --

Service Name: -- Select Service Name --

Advisory

Dashboard

Input Parameters

Service Inquiry

Transaction History

Settings

NOTE: If no record found, please register your TIN by submitting the following requirements to mictsifin@mictsictsi.com:

- BIR Form 2303 (All pages must be complete)
- [Consent Form](#)
- Customer Information Sheet (CIS)
- Registrant's Government-issued ID

Process Your Payment

Select **PENALTY** from the drop-down menu under Service Category, then choose the Service Name.

Online Payment System

SPECIAL SERVICE > SELF SERVICE REQUEST > CREATE

Hi, Juan!

Customer Name: ABC Philippines Inc.

Customer TIN: 123 - 456 - 789 - 000

Customer Address: BUGO Cagayan de Oro City

Service Category: PENALTY

Service Name: -- Select Service Name --

Advisory

Dashboard

Input Parameters

Service Inquiry

Transaction History

Settings

List of Services that currently available:

- Admin Fee (Export and Import)
- Overstaying Charge (Export and Import)
- Shut out

Admin Fee - Export

Admin Fee - Import

Overstaying Charge (31st day dwell above) - Export

Overstaying Charge (31st day dwell above) - Import

Shut-out

NOTE: If a container is subject to Admin Fee, Shut-Out Fee, and Overstaying Penalty, separate Self Service Requests must be submitted for each fee.

How to Process a Self-Service Request in OPS



Submit a Self-Service Request

Once the Service Name is selected, input the Container Number or Bill of Lading Number (for imports), or the Booking Number (for exports), then click “+” to proceed.

Customer Name: ABC Philippines Inc.

Customer TIN: 123 - 456 - 789 - 000

Customer Address: JASAAN, MISAMIS ORIENTAL ECOZONE JASAAN, MIS. OR.

Service Category: PENALTY

Service Name: Admin Fee - Export

Container Number: ABC1234567

Booking Number:

Clear

NOTE: Use a comma (,) to separate multiple containers in the text field.

Process Your Payment

Details of the added valid container/s will be displayed. Click on **VIEW CHARGES** to proceed with your payment.

Dashboard

Input Parameters

Service Inquiry

Transaction History

Settings

Logout

Customer Address: BUGO Cagayan de Oro City

Service Category: PENALTY

Service Name: Admin Fee - Import

Container Number: DINU6532415

Booking Number:

50 entries per page

| Container Number | Size | Vessel Visit | DG | OOG | Holds | Action |
|------------------|------|--------------|----|-----|---|--------|
| DINU6532415 | 20 | GIGA2590 | | | MICTSI WHARFAGE FEE MICTSI UNIT ADMIN REBOOKING HOLD MICTSI SHUTOUT HOLD MICTSI OVERSTAYING PENALTY HOLD MICTSI WEIGHING RECEIVAL HOLD MICTSI ARRASTRE RECEIVAL HOLD | |

Showing 1 to 1 of 1 entry

View Charges

Cancel

NOTE: To remove containers from the list, click the trash bin icon under the Action column.

How to Process a Self-Service Request in OPS



Submit a Self-Service Request

Process Your Payment

Download the Cash Sales Invoice

Click **PROCEED TO CHECK OUT**, then select **OK** to proceed with your transaction.

Review the transaction details. Tick the box on the left side to select your mode of payment.

Hi, Juan!

SERVICE INQUIRY > SELF SERVICE REQUEST > VIEW CHARGES

Customer Details

| | |
|----------------|--------------------------|
| Customer Name | ABC Philippines Inc. |
| Customer TIN | 123-456-789-000 |
| Address | BUGO Cagayan de Oro City |
| Business Style | ABC |

Other Details

| | |
|----------------|--------------------|
| Category | Export |
| Service Name | Admin Fee - Export |
| Booking Number | BKG1234 |

Charges Table

| Container Number | Size | Shut-out Amount | Admin Fee Amount | Overstaying Amount | Other Charge Amount | Total Amount |
|------------------|------|-----------------|------------------|--------------------|---------------------|--------------|
| DINU6532415 | 20 | 0.00 | 175.50 | 0.00 | 0.00 | 175.50 |

Summary

| | |
|----------------------------|--------|
| CREDITABLE WITHHOLDING TAX | -3.51 |
| TOTAL CHARGES(VAT-INC) | 196.56 |

Buttons

Cancel, Save and Exit, **Proceed to Checkout**

Checkout

Are you sure you want to proceed?

!

Ok **Cancel**

- If you would like to defer payment for another time, click **SAVE AND EXIT**.
- If you would like to redo the processing, click **CANCEL**.

Pay Charges

Transaction Details

| Terminal | Transaction Type | Transaction Reference No | Reference Number |
|---|--------------------|--------------------------|------------------|
| MINDANAO INTERNATIONAL CONTAINER TERMINAL SERVICES INC. | ADMIN FEE - EXPORT | 251200281 | SSR251200038 |

CUSTOMER DETAILS

| | |
|----------------|--------------------------|
| Customer | ABC Philippines Inc. |
| TIN | 123-456-789-000 |
| Address | BUGO Cagayan de Oro City |
| Business Style | ABC |
| Other Info | |

SUMMARY OF CHARGES

| | |
|----------------------------|---------------|
| BASIC AMOUNT | 175.50 |
| VALUE ADDED TAX | 21.06 |
| CREDITABLE WITHHOLDING TAX | 3.51 |
| TOTAL AMOUNT DUE | 193.05 |
| Total Payment | 193.05 |

MODE OF PAYMENT

ONLINE BANKING
 ADVANCE DEPOSIT RECEIPT

Buttons

CANCEL, **Proceed to Payment**

- **Online Banking**
 - Select your partner bank in the drop-down list.
 - Once selected, page will be automatically be redirected to the bank's portal.
 - To use OPS, ensure that you are using BDO e-Payment or have an active UBP online account
- **Advance Deposit Receipt**
 - Tick the ADR box. Input the e-AR number. (TIN used in e-AR must match the TIN used in generating the Self Service Request.)

How to Process a Self-Service Request in OPS



Submit a Self-Service Request

Process Your Payment

Download the Cash Sales Invoice

Once you have selected your mode of payment and entered the necessary details, click **PROCEED TO PAYMENT**, then click **CONFIRM** to complete the payment successfully.

Transaction Details

| Terminal | | Transaction Type | Transaction Reference No | Reference Number |
|---|--------------------------|--------------------|--------------------------|------------------|
| MINDANAO INTERNATIONAL CONTAINER TERMINAL SERVICES INC. | | ADMIN FEE - EXPORT | 251200281 | SSR251200038 |
| CUSTOMER DETAILS | | | | |
| Customer | ABC Philippines Inc. | | | |
| TIN | 123-456-789-000 | | | |
| Address | BUGO Cagayan de Oro City | | | |
| Business Style | ABC | | | |
| Other Info | | | | |
| MODE OF PAYMENT | | | | |
| <input type="checkbox"/> ONLINE BANKING | | | | |
| <input checked="" type="checkbox"/> ADVANCE DEPOSIT RECEIPT | | | | |

SUMMARY OF CHARGES

| | | |
|----------------------------|--|--------|
| BASIC AMOUNT | | 175.50 |
| VALUE ADDED TAX | | 21.06 |
| CREDITABLE WITHHOLDING TAX | | 3.51 |
| TOTAL AMOUNT DUE | | 193.05 |
| Total Payment | | 193.05 |

ADVANCE DEPOSIT RECEIPT

| EAR | ADR Number | Balance | Action |
|---------------|----------------|------------|--------|
| E-AR123456789 | OPS_UPB_123456 | 495,802.95 | |

Proceed to Payment

Checkout

Are you sure you want to proceed?

Confirm **Cancel**

NOTE: For complete information regarding payment procedures, please click [HERE](#).

How to Process a Self-Service Request in OPS

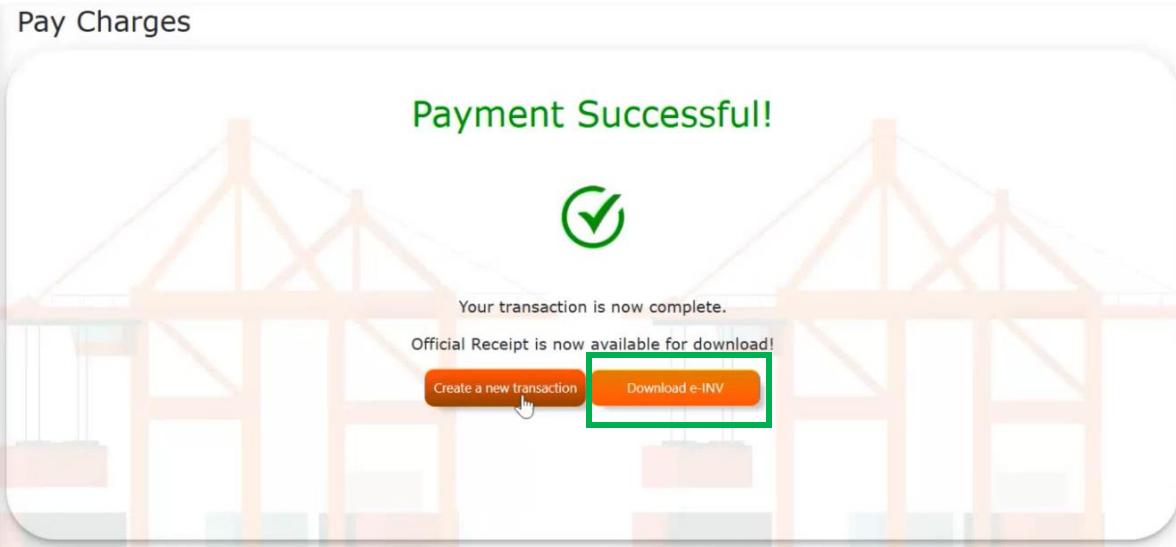


Submit a Self-Service Request

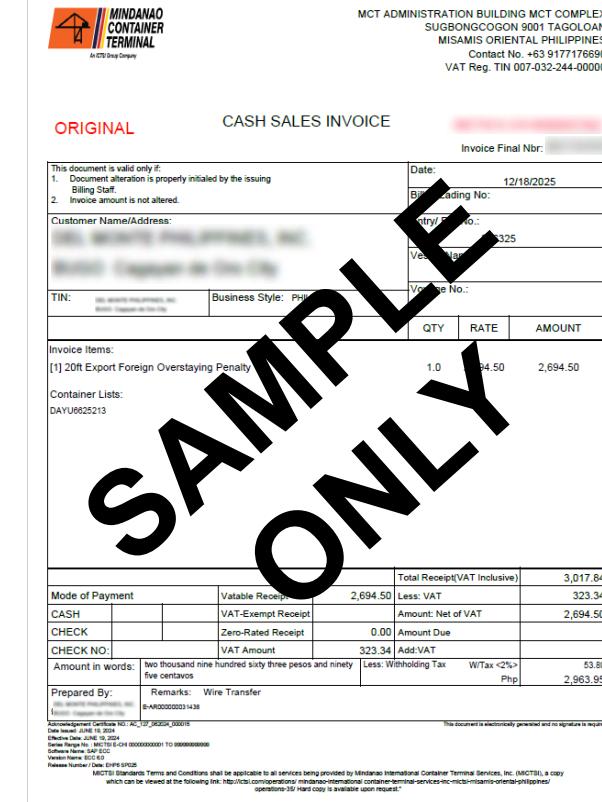
Process Your Payment

Download the Cash Sales Invoice

After a successful payment transaction, click on **DOWNLOAD e-INV** to download your official receipt.



NOTE: Once payment is completed under the correct service type, the corresponding hold will be automatically lifted.





Thank you!