

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



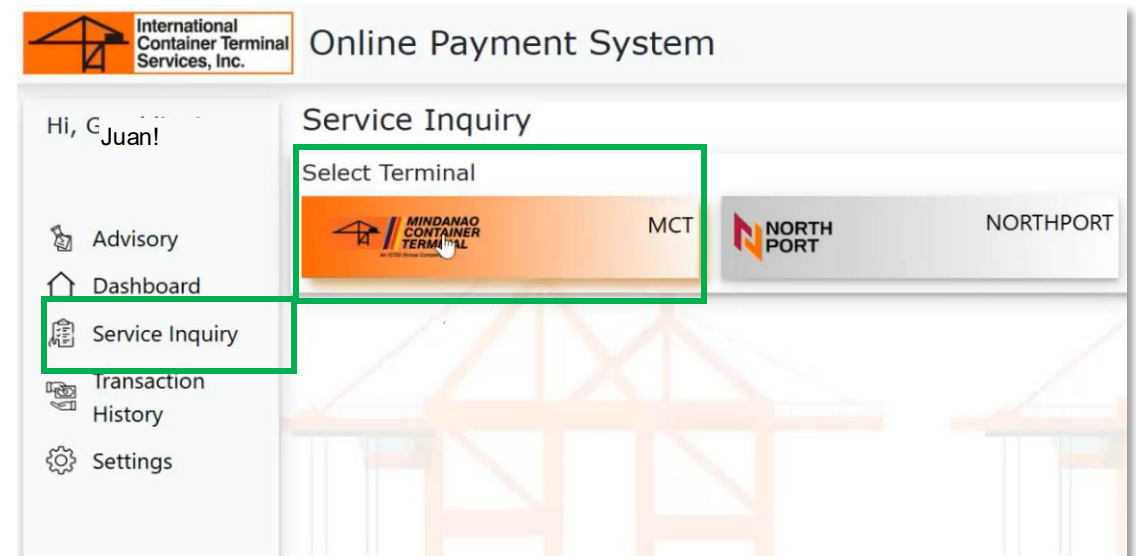
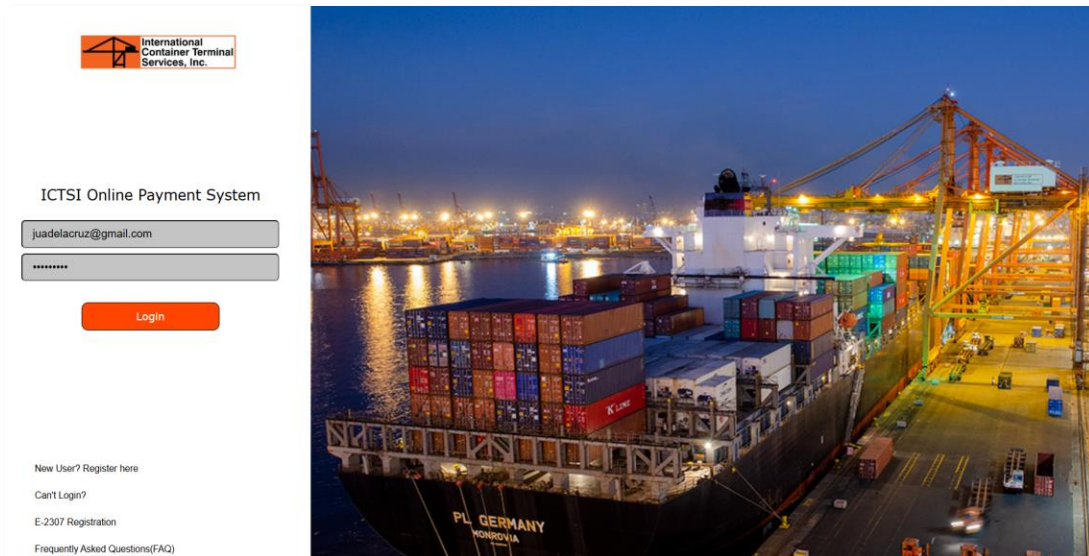
Submit a Self-Service Request

Process Your Payment

Download the Cash Sales Invoice

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

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



How to Process a Self-Service Request in OPS

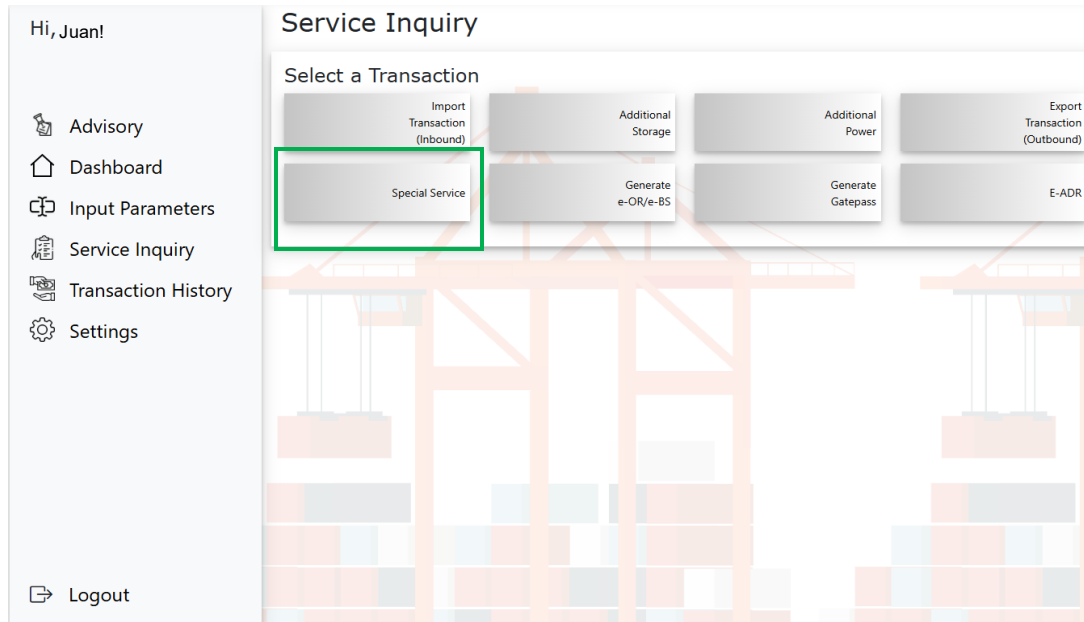
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Select **SPECIAL SERVICE** as the transaction.

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



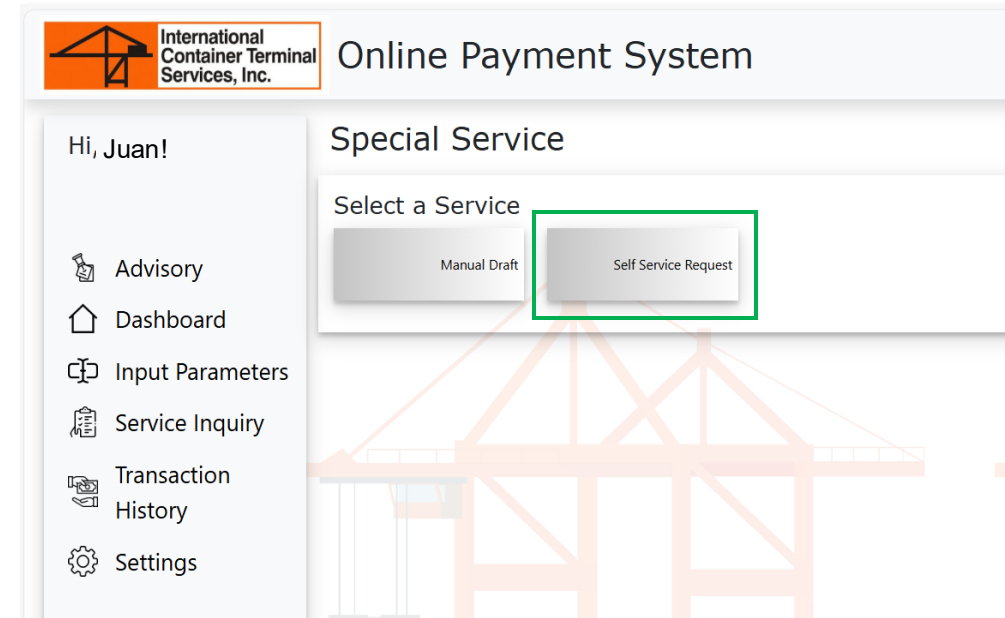
Hi, Juan!

Service Inquiry

Select a Transaction

Import Transaction (Inbound)	Additional Storage	Additional Power	Export Transaction (Outbound)
Special Service	Generate e-OR/e-BS	Generate Gatepass	E-ADR

Logout



International Container Terminal Services, Inc.

Online Payment System

Hi, Juan!

Special Service

Select a Service

Manual Draft	Self Service Request
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How to Process a Self-Service Request in OPS

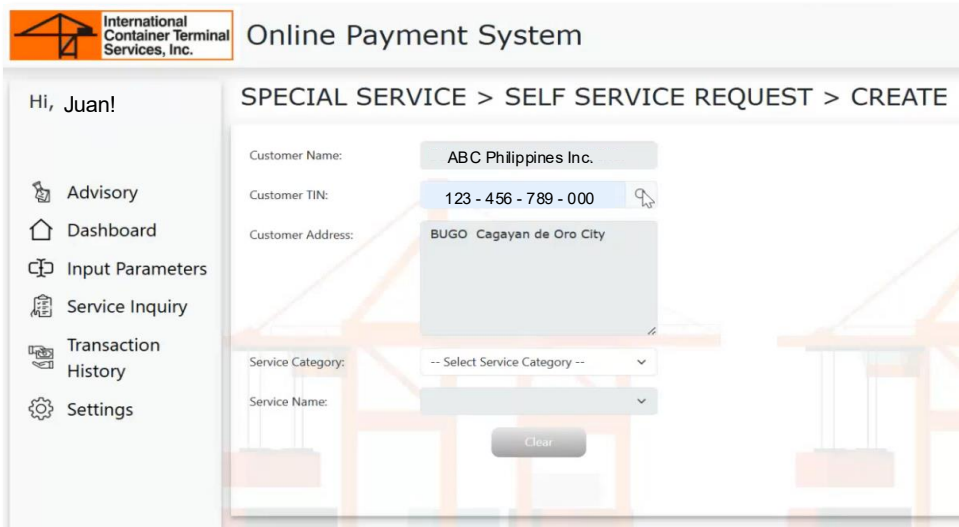
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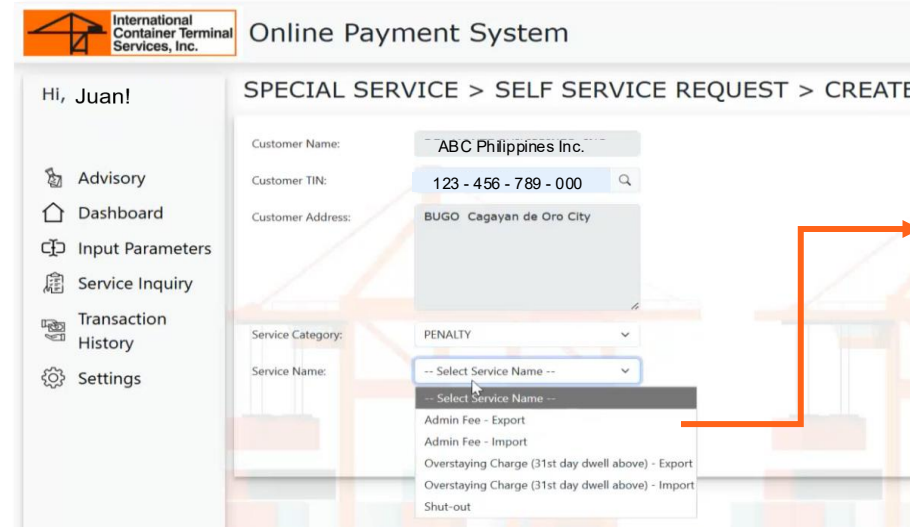
Input the customer's TIN, then click the Search button to auto-populate the customer's name and address.

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



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

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



List of Services that currently available:

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



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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.

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

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.

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:

Clear

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		Other Details	
Customer Name	ABC Philippines Inc.	Category	Export
Customer TIN	123-456-789-000	Service Name	Admin Fee - Export
Address	BUGO Cagayan de Oro City	Booking Number	BKG1234
Business Style	ABC		

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

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

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 re-do 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

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.

Advisory

Dashboard

Input Parameters

Service Inquiry

Transaction History

Settings

Logout

Transaction Details

Terminal	Transaction Type	Transaction Reference No	Reference Number
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MODE OF PAYMENT

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CANCEL

Proceed to Payment

ADVANCE DEPOSIT RECEIPT

EAR Number: E-AR123456789 (max of 8 entries)

EAR	ADR Number	Balance	Action
E-AR123456789	OPS_UBP_123456	495,802.95	

Checkout

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Are you sure you want to proceed?

Confirm

Cancel

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

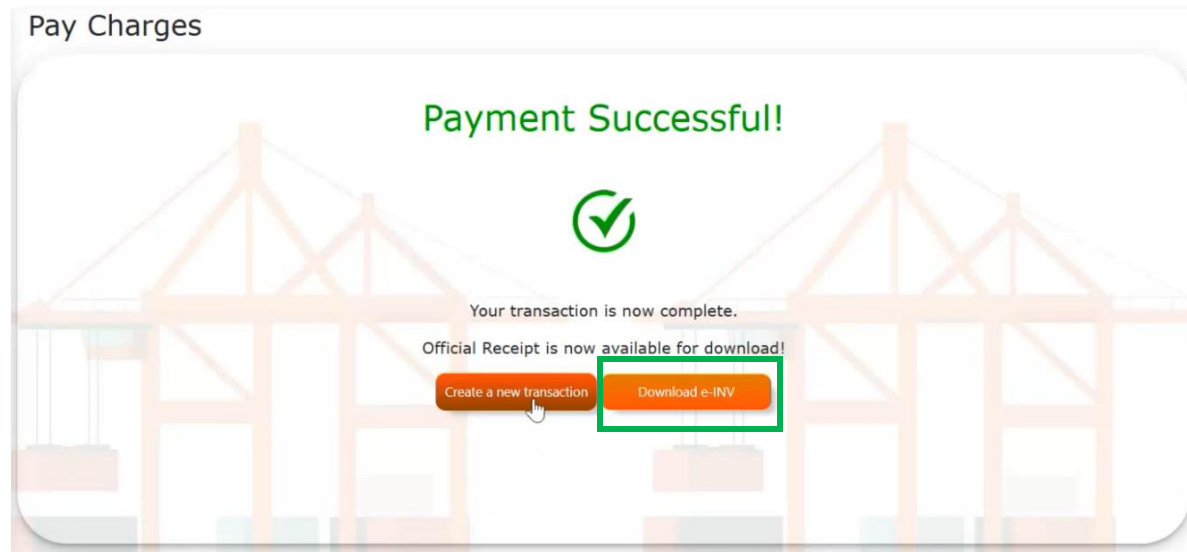
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After a successful payment transaction, click on **DOWNLOAD e-INV** to download your official receipt.



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



MCT ADMINISTRATION BUILDING MCT COMPLEX
SUGBONGCOGON 9001 TAGOLOAN
MISAMIS ORIENTAL PHILIPPINES
Contact No. +63 9177176890
VAT Reg. TIN 007-032-244-00000

ORIGINAL CASH SALES INVOICE

Invoice Final Nbr: [REDACTED]

This document is valid only if:
1. Document alteration is properly initiated by the issuing Billing Staff.
2. Invoice amount is not altered.

Date: 12/18/2025
Billing No: [REDACTED]
Customer Name/Address: [REDACTED]
Country/Region: [REDACTED]
VAT No: 325
VAT Reg. No.: [REDACTED]
TIN: [REDACTED] Business Style: [REDACTED]

	QTY	RATE	AMOUNT
Invoice Items:			
[1] 20ft Export Foreign Overstaying Penalty	1.0	2,694.50	2,694.50
Container Lists:			
DAYU8625213			

SAMPLE ONLY

Mode of Payment		Vatable Receipt	Total Receipt(VAT Inclusive)
CASH		2,694.50	3,017.84
CHECK		0.00	
CHECK NO:		323.34	
Amount in words:	two thousand nine hundred sixty three pesos and ninety five centavos	Less: Withholding Tax	53.89
Prepared By:	Remarks: Wire Transfer	W/Tax <2%>	2,963.95

Approved/Generated: [REDACTED]
Date Issued: 12/18/2025
Effective Date: 12/18/2025
Sales Range No.: MCTSI-INV-0000000001 TO 9999999999
Software Name: SAT 5.0.0
Version Name: ECC 6.0
Release Number: [REDACTED]

MCTSI Standard Terms and Conditions shall be applicable to all services being provided by Mindanao International Container Terminal Services, Inc. (MCTSI), a copy which can be viewed at the following URL: MCTSI.com/operations/mindanao-international-container-terminal-services-inc-mctsi-operations-terms-and-conditions
operation-15 Hard copy is available upon request.



Thank you!