The SSS eGov Services

Presented by:

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Branch Head – Malolos Branch
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Topics

1. SSS Electronic Collection

2. SSS Electronic Disbursement

3. SSS Member Services Facilities

Electronic Collection Initiatives

SSS *e*Collection Project

Objective:

- Electronic submission of collection reports of Employers
  - Contribution Report
  - Loan Repayment Report
- Electronic submission of collection reports by authorized service providers
  - Banks
  - Non-Banks

SSS *e*Collection Project

Benefits:

- Increase compliance in payment/reporting
  - Increase collections
  - Reduce members' complaints
- Attain Recording efficiency
  - Increase accuracy of records
  - Eliminate manual work; Simplified/faster preparation
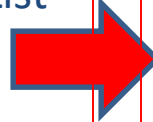 - Faster processing of transactions

SSS eCollection Scheme

1. EMPLOYER

- Contributions Collection List (R3)
- Loan Repayments Collection List (ML-2)
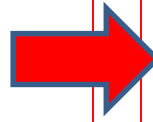- Contribution/Loan Payments

Facilities:

1. SSS Branch
2. Internet - SSS Website
3. Electronic Data Interchange Providers
4. Service Providers (Banks/Non-Banks *New Contribution Collection System*

2. INDIVIDUAL MEMBERS

- Contribution Payments (RS5)
- Loan Repayments (ML-1)

Facilities:

1. SSS Automated Tellering System
2. Accredited Payment Centers - BayadCenters, SM, iRemit, Ventaja, PNB Foreign
3. Internet
4. Auto-Debit Arrangement with banks
5. Tie-up with LGUs and Government Agencies
6. Gcash/Smart

Employer Transaction Facilities

1. Employer Submission at SSS Branch

- Facilities
  - Electronic R3 Submission System
  - Electronic Loans Collection List Submission System

- Media
  - Portable Storage Media
    - USB Drive, Flash Disk
    - CD/DVD

2. Employer Submission Thru SSS Website

Access SSS Portal

SSS Website

www.sss.gov.ph

Process:

1	2	3	4
Employer logs-in to My.SSS	Access Collection List submission module	Update or upload collection list	SSS validates list and informs member of result
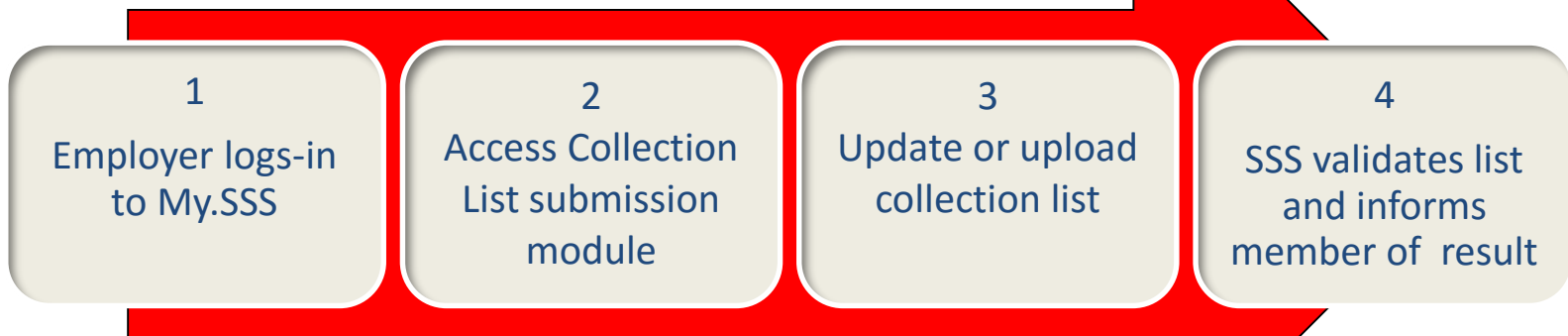
3. Employer Submission Thru SSSNet

Process:

1	2	3	4
Employer submits Collection List to Provider and issues Payment Order (PO) to Employer Depository Bank (EDB)	EDB debits employer account and transmit this to SSS depository bank	SSSNet Provider submits Collection List, Debit Advice, Credit Advice to SSS	SSS validates DA, Collection list and informs employer of result
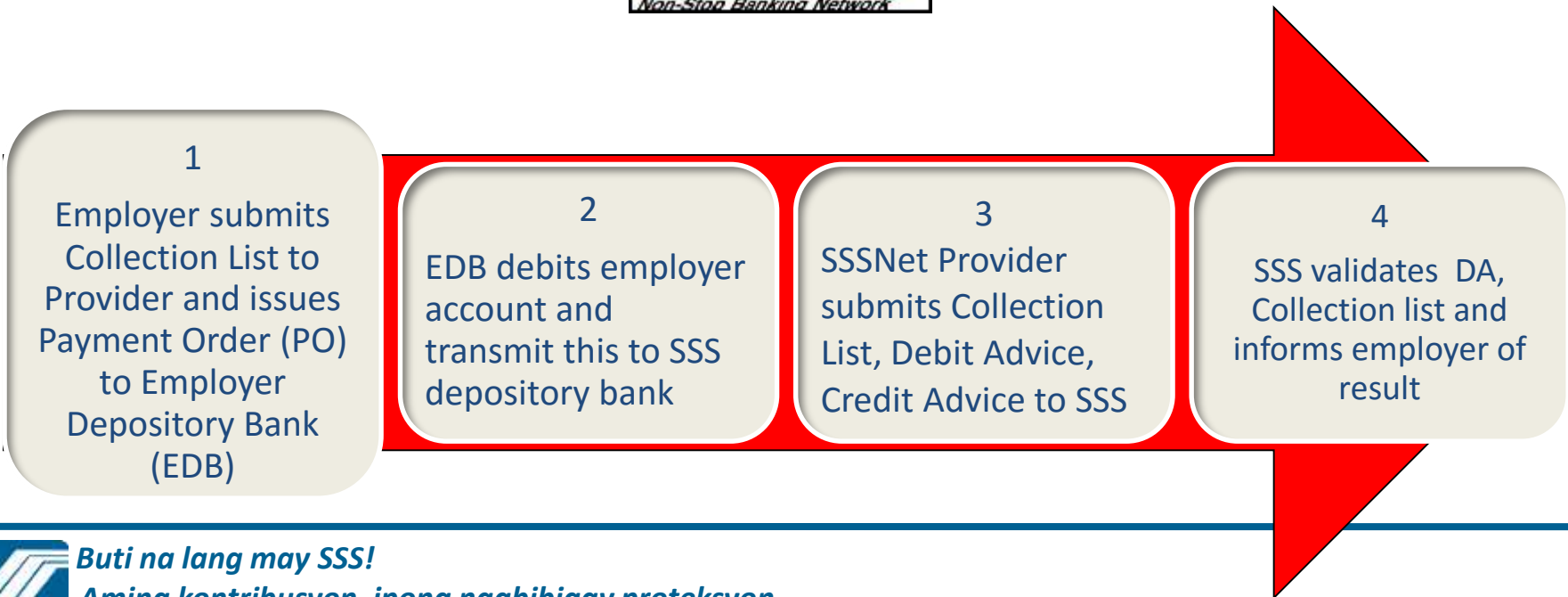
4. Employer Submission Thru Collection Service Provider (Bank or Non-bank)

Process:

1	2	3	4
Employer/individual member pays contribution or loan at authorized Service Provider	Service Provider transmits collection file to SSS using Virtual Private Network connection	SSS Validates collection file, send acknowledgment file to Service Provider	SSS Posts valid collection files
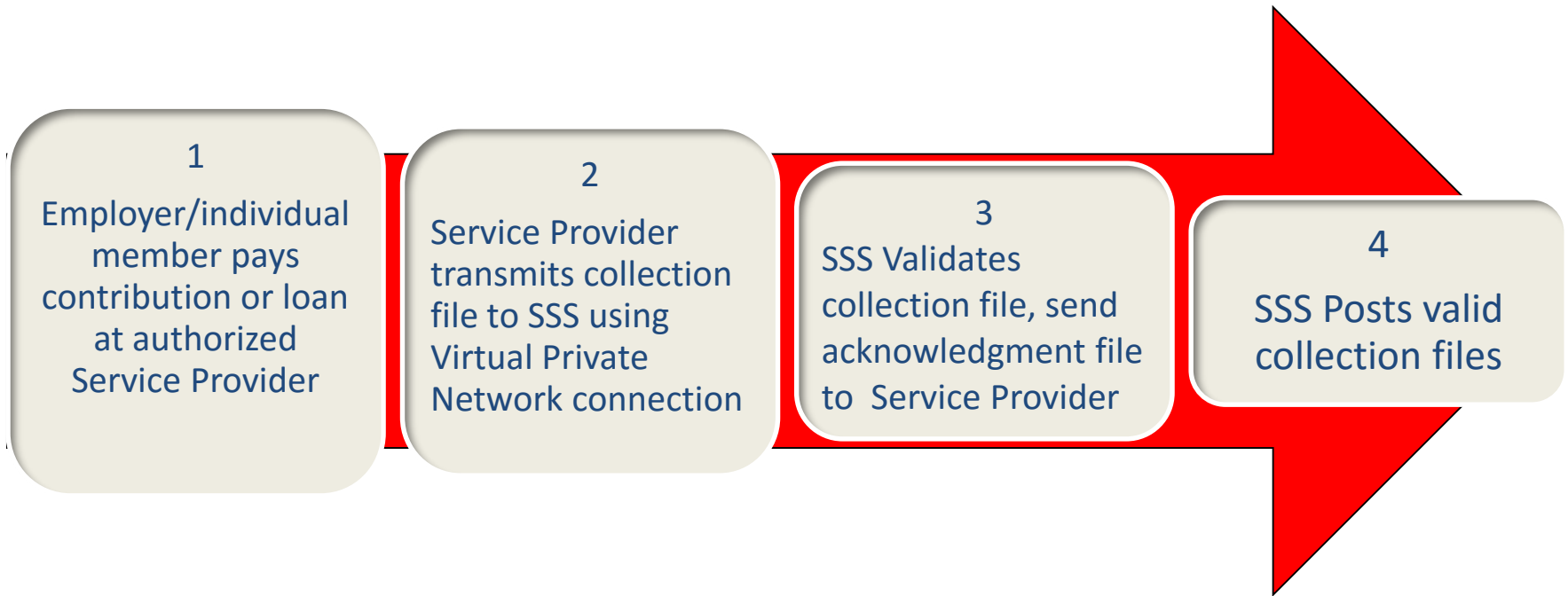
5. Employer Contribution Collection System

NEW!

Objectives

a. To ensure that payment of contributions made by an employer reconciles with the detailed list of contributions of his/her employees

b. To ensure that contributions are paid by the employer before these are posted to the employees' record

c. To ensure that payments are immediately recorded in the employer's database and contributions of each employee are likewise recorded in the employees' database

d. To ensure that remitted contributions are properly and accurately posted to the right members, i.e., does not result to unpostable items/belong to another person

Procedural Flow

NEW!

Employer Accesses My.SSS Account

- ER logs-in to its My.SSS Account (Proceed with website registration process if not yet enrolled)
- Accesses the Accounts Management System from the menu option

ER Builds-up Employee List

- Buildup or update the Employer Collection List
- Clicks 'Submit' button once done with their Collection List; and
- Generate and print the Contribution Statement

ER Payment

- Proceed to SSS Branch (payment thru banks being worked on)
- Present Contribution Statement
- Teller processes payment and validates Contribution Statement

SSS Posting System

- Retrieves payments from Cash Collection database
- Posts to employer payment ledger
- Retrieves confirmed Contribution list from AMS database and posts to individual record

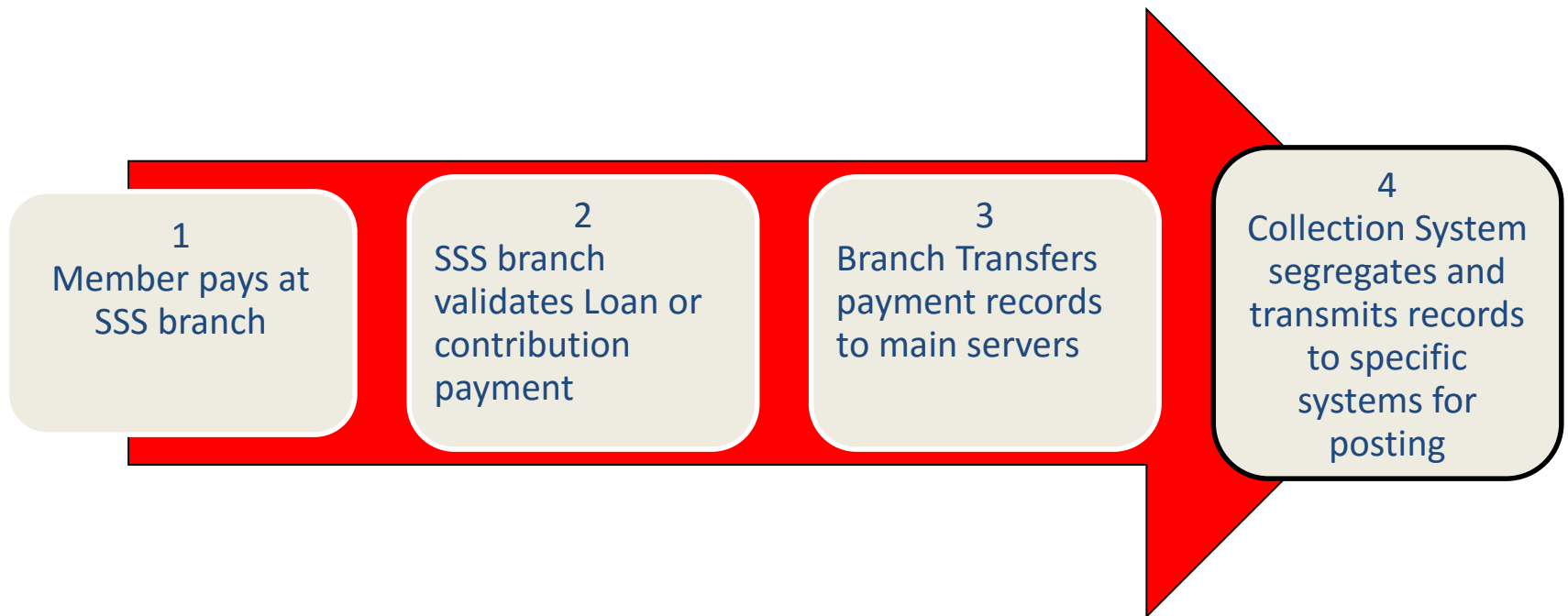# Individual Member Transaction Facilities

1. SSS Automated Tellering System

Process:

1	2	3	4
Member pays at SSS branch	SSS branch validates Loan or contribution payment	Branch Transfers payment records to main servers	Collection System segregates and transmits records to specific systems for posting

2. Payment Centers

Payment Centers

1	2	3	4
Member pays at accredited payment center	Payment Center validates Loan or Contribution Payment file	Payment Center submits collection file to SSS and the payment to SSS depository bank	SSS validates file, and informs Payment Center of validation result
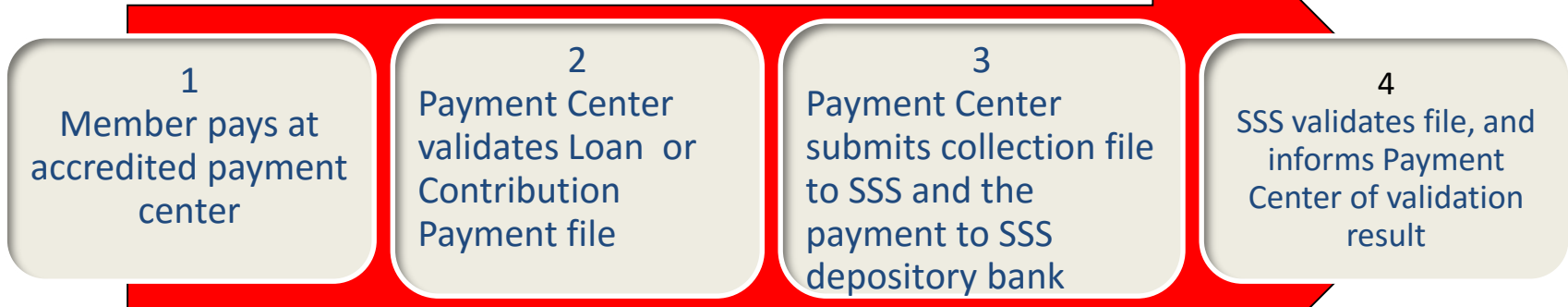
3. Internet Payment

www.bancnetonline.com
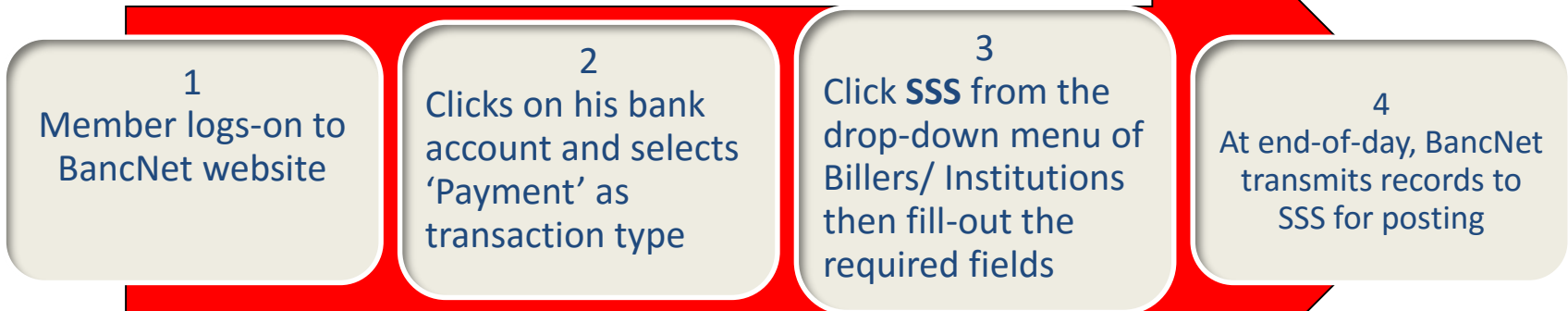
1	2	3	4
Member logs-on to BancNet website	Clicks on his bank account and selects 'Payment' as transaction type	Click **SSS** from the drop-down menu of Billers/ Institutions then fill-out the required fields	At end-of-day, BancNet transmits records to SSS for posting

4. Auto-Debit Arrangement System

Process:

1	2	3	4
Member enrolls at SSS branch or at member depository bank and indicate types of payment to debit from account	SSS creates monthly billing file and sends to participating bank	Bank debits member account, submits collection file to SSS	Collection System segregates and transmits records to specific systems for posting
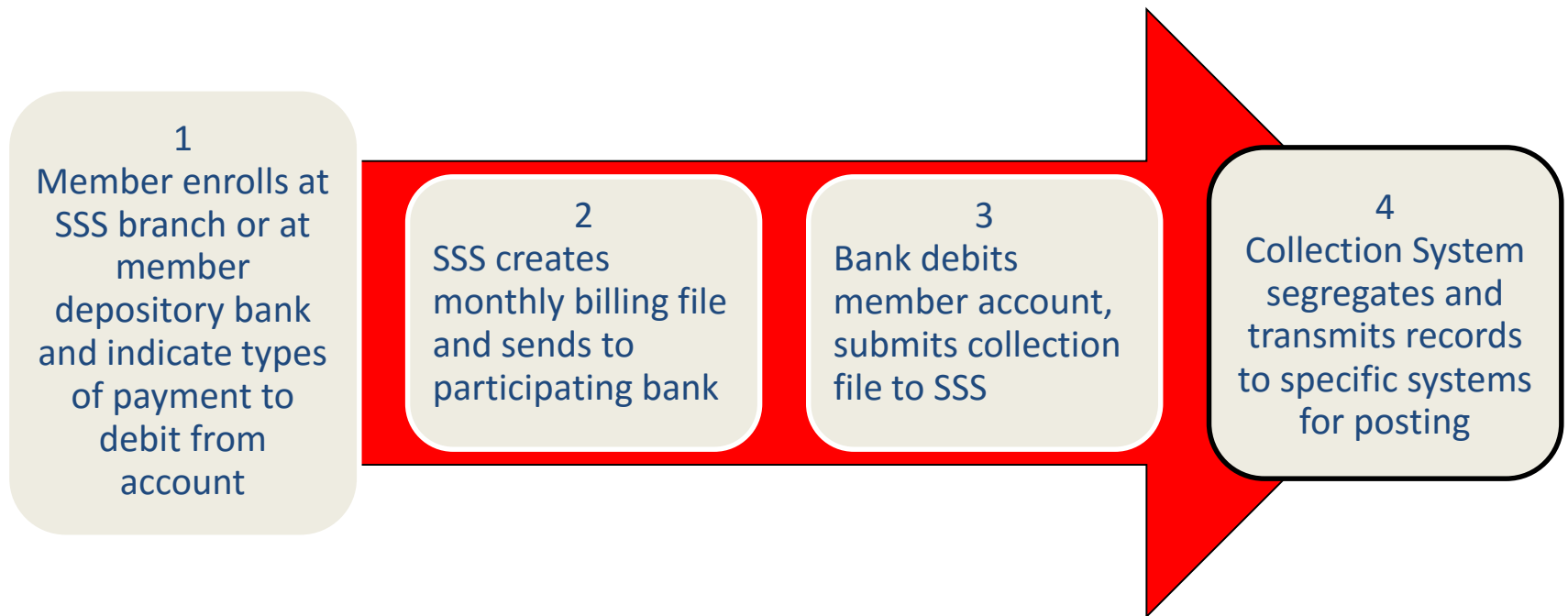
5. Tie-up with Collection Partners (on-going)

Collection Partners:

- *Local Government Units (LGU)*

- *Government Agencies (GA), i.e. DepEd, MMDA*

- *Informal Sector Group (ISG), i.e. Coops, TODAs, Golf Caddies groups, etc.*

Collection of payments from:

- *Job Order personnel*

- *Self-Employed*

- *Voluntary Members*

- *OFW*

6. Contribution and Loan Payments via GCash

GCash is an alternative payment facility for SS contribution and short and long-term loan amortization for Globe Telecom subscribed members.

Provide collection service to the SSS, which includes the following activities:
- *Electronic payment data entry and validation;*
- *Confirmation of payment transaction;*
- *Electronic generation, consolidation, validation and uploading of collection data to the SSS; and*
- *Consolidation and monitoring of collection remittances*

Electronic Disbursement facilities

E-Disbursements General Flow

S S S

Loans / Benefits

For Posting

6

Confirmed F.T. to SSS Member Accts.

5

Internet

SSS Partner Banks

1

EOD SSS Acct Balances

2

1

Extract

Summary Payable Records

2

Fund Disbursements

LOI: SSS to PFI

3

Confirmed SSS to SSS F.T.

3

Payable Records

LOI: Pay Members

3

LOI:CR To SSS Member Accts, DR To SSS Accts

4
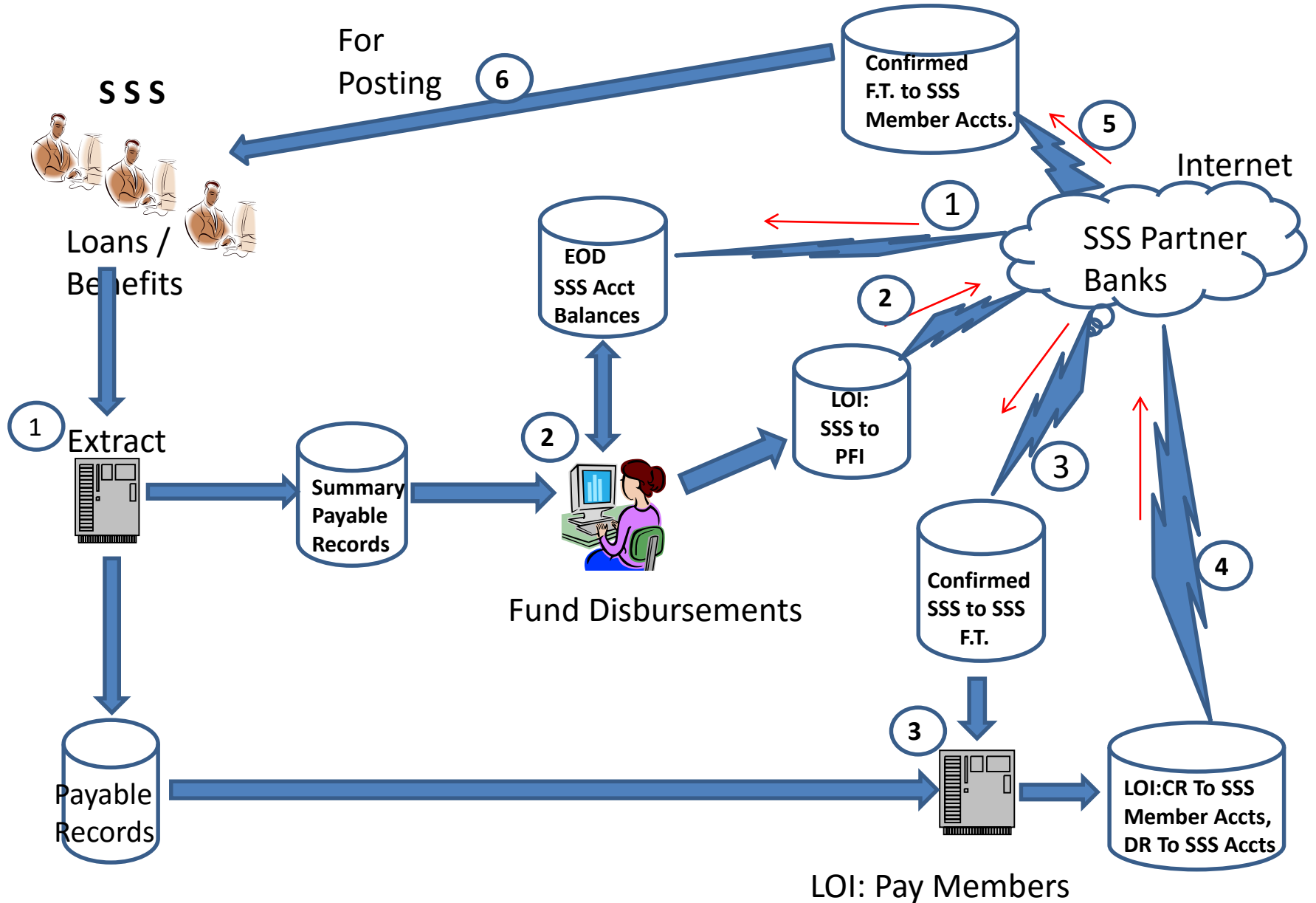
Electronic Disbursements

- *Mag-Impok sa Bangko Program for Pensioners: 1.9 million pensioners;*

- *Sickness / Maternity Reimbursement through the Bank;*

- *Initial DDR Benefit Disbursement through the Bank*

- *Salary Loans Proceeds through Citi Bank Cash Card*

- *For implementation: UMID as ATM (for all disbursements)*

SSS Member Services Facilities

Manned Service Facilities

CALL CENTER (24 X 5)

**920-6446 to 55
or 917-7777 (toll-free for Globe subscribers)**

POSTAL MAIL
Member Relations Department
2/F SSS Main Office Buidling
East Avenue, Diliman, Q.C. 1100

Manned Service Facilities

Via email & social media sites

Email : member_relations@sss.gov.ph

http://www.facebook.com/sssgov

http://www.youtube.com/user/MySSSPhilippines

https://plus.google.com/108094303314551604810/posts

http://www.pinterest.com/phlsss/

Self-service Facilities

IVRS (Interactive Voice Response System)

917-7777

SSIT

Self-Service Information Terminals

TEXT SSS & TEXT BLAST FACILITY

SSS WEBSITE

www.sss.gov.ph

PAYMENT VIA GCash

Buti na lang may SSS!
Aming kontribusyon, ipong nagbibigay proteksyon

DIAL-SSS or INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

An automated telephone assistance service for members that responds to inquiries on contributions, benefit claims, salary loans information and eligibility requirements.

IVRS Operation

24 x 7, Call 917-7777

(Toll-free for Globe subscribers only)

The access numbers for the following areas:

Baguio City	-	446-5902
Tarlac City	-	982-8739
NCR	-	917-7777
San Pablo City	-	562-9289
Naga City	-	472-7776
Cebu City	-	253-0690
Bacolod City	-	433-9476
Cagayan De Oro City	-	727-707
Davao City	-	227-7234
Zamboanga City	-	992-2014

IVRS Operation – Available Services

- ■ Records Inquiry *
  1. Contributions
  2. Salary loans
  3. Benefits
  4. Fax request

- ■ Request to speak to SSS Member Service Officer

* Requires entry of SS Number and Date of Birth

Buti na lang may SSS!
Aming kontribusyon, ipong nagbibigay proteksyon

Self-service Facilities

**IVRS
(Interactive Voice
Response System)**

917-7777

SSIT

**Self-Service
Information
Terminals**

**TEXT SSS & TEXT
BLAST FACILITY**

SSS WEBSITE

www.sss.gov.ph

**PAYMENT
VIA GCash**

SELF-SERVICE INFORMATION TERMINAL (SSIT)

The SSS 'kiosk' allows access to SSS Application systems with the use of SS Card or UMID Card.

SSIT – Available Services

- Online Inquiry :
  1. Contributions
  2. Loans
  3. Benefits
  4. ID information

- Transactions :
  1. Salary loan
  2. Maternity Notification
  3. SSS Web registration
  4. Technical Retirement application
  5. Annual Confirmation of Pensioners (ACOP)
  6. Change of contact information

- **Reference to SSS Citizens Charter**
- **Submit feedback and concerns**

Self-service Facilities

IVRS (Interactive Voice Response System)

917-7777

SSIT

Self-Service Information Terminals

TEXT SSS & TEXT BLAST FACILITY

SSS WEBSITE

www.sss.gov.ph

GCash

GCash Services
- Send Money
- Pay Bills
- Shop Online
- Purchase Goods
- Buy Load

SSS Contribution and Loan payments?
Pay with your cellphone thru GCash!

PAYMENT VIA GCash

ENHANCED TEXT-SSS

Enables SSS members to obtain membership information (contribution record, loan application status and loan balance) and to receive answers to text queries through mobile phone units.

(SERVICE WAS LAUNCHED IN FEB. 2010)

TEXT BLAST FACILITY (TBF)

TBF is A Short-Message Service (SMS) to provide SSS information to members and employers on their record and SSS announcements on new programs and projects.

Self-service Facilities - Text-SSS

- Available inquires :

  a. Contributions*

  b. Salary loans*

  c. Claim status*

  d. Submission of concerns or feedback

  e. Location of SSS branch offices

  f. Required documents

  *Requires registration and PIN

  Text fees 2.50 Globe & Smart, 2.00 Sun

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917-7777

SSIT

Self-Service Information Terminals

TEXT SSS & TEXT BLAST FACILITY

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www.sss.gov.ph

GCash

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PAYMENT VIA GCash

ENHANCED SSS WEBSITE

Aims to provide a secure, convenient access of information to SSS Members and Employers for viewing and printing their records, downloading forms and submitting applications/reports online.

SSS Web
Registered Members as of March 2016

TOTAL – 3,854,172

Pie chart data:

- Pensioner: 63,814
- OFW: 83,087
- Voluntary: 274,091
- Employed: 3,035,291
- Self-Employed: 119,642
- Household Helper: 7,204
- Non-Working Spouse: 7,097
- Employers: 263,946
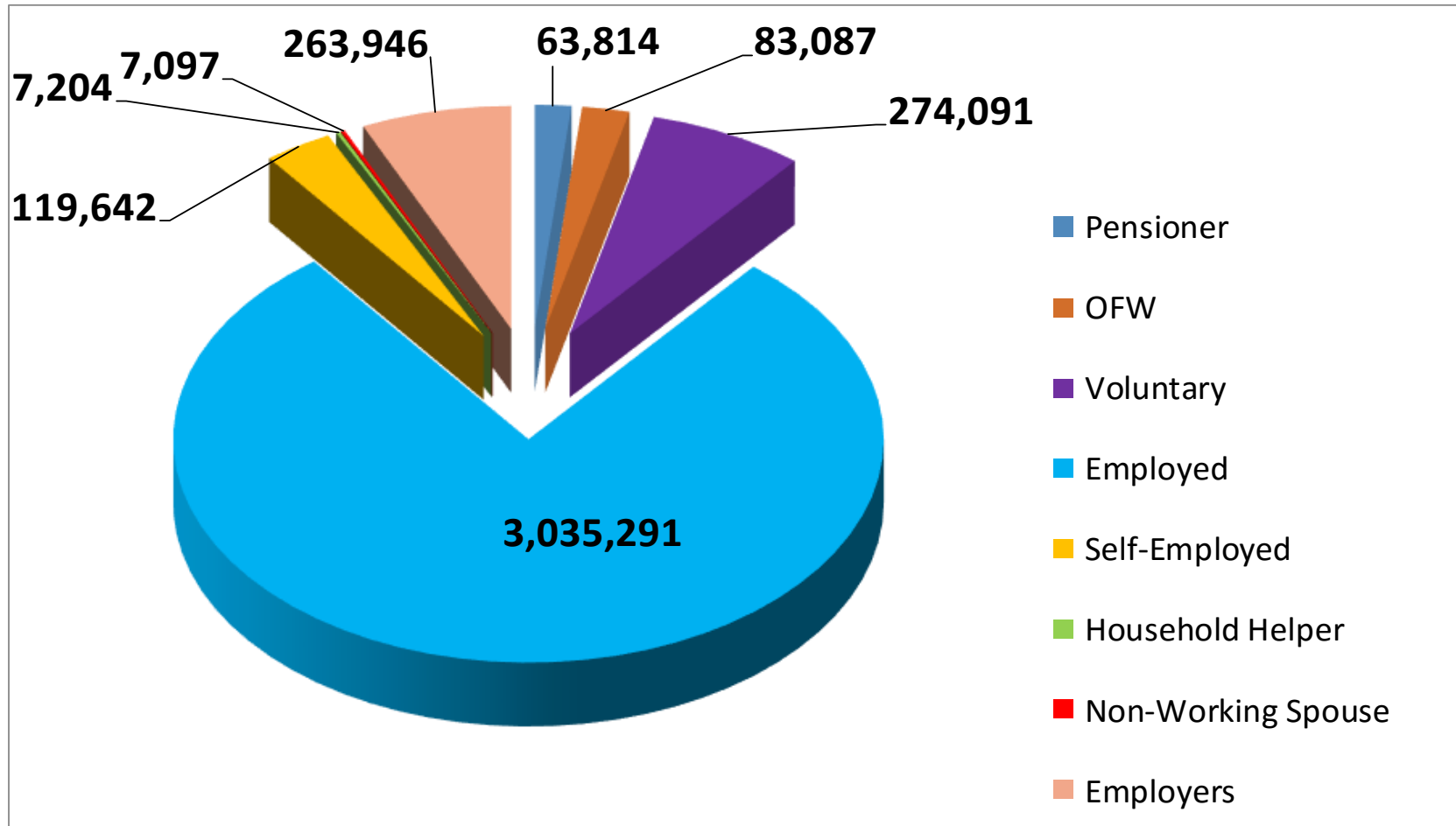
SSS Web – Inquiry & Transactions

SSS Web Services - Member

- Online inquiry:
  1. Contributions
  2. Benefits
  3. Loans
  4. Eligibility inquiry to benefits & loans
  5. ID information
  6. Documentary requirements

SSS Web Services - Member

- Online transactions :
  1. Submit Salary Loans
  2. Submit maternity notification
  3. Request for branch office appointment

SSS Web Services - Employer

■Online inquiry:

1. SSS Servicing Branch
2. Contribution & Loan payments
3. Sickness & Maternity claims
4. Loans billing

SSS Web Services - Employer

- Online transactions :
  1. Submit contribution collection list (R3)
  2. Submit loans collection list (ML2)
  3. Submit list of new employees (R1A)
  4. Submit maternity notification of employees
  5. Certify Salary Loan application of employees
  6. Submit sickness notification of employees

Self-service Facilities

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917-7777

SSIT

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GCash

GCash Services

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Contact Information

For GCash related concerns:

- 739-2882 – landline (Globe) – NCR only
- 2882 – mobile phone (free of charge - Globe)
- Email – www.globe.com.ph

SSS related concerns:

- 920-6446 to 55 – SSS hotline
- 180010CALLSSS (1800102255777) – SSS Toll Free number
- Email – member_relations@sss.gov.ph

For SSS online transactions concerns, you may also contact us through contact information indicated below:

- Email – onlineserviceassistance@sss.gov.ph
- 9206401 locals 5240,6066,6082,6447 and 6091 to 95

For SSS Malolos
- Member Services Section – 896-3325
- Accounts Management Section - 760 5021
- Service Office Robinsons Place Malolos – 794 9662
- Service Office Waltermart Guiguinto – 931 1852
- Email: malolos@sss.gov.ph

End of presentation. Thank you.