

**BUTI NA LANG MAY SSS!**



**AMING KONTRIBUSYON, IPONG NAGBIBIGAY PROTEKSYON!**

# **SSS eCollection System and SSS eDisbursement System**

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22 October 2015

# Topics

1. Electronic Collection facilities
2. Electronic Disbursement facilities

# Electronic Collection facilities

# SSS eCollection Facilities

- Electronic submission of collection reports of Employers
  - Contribution Report
  - Loan Repayment Report
- Electronic submission of collection reports by authorized service providers
  - Banks
  - Non-Banks (BayadCenters, SM, iRemit, Ventaja)



*Buti na lang may SSS!*

*Aming kontribusyon, ipong nagbibigay proteksyon*

# SSS eCollection Facilities

- Increase compliance in payment/reporting
  - Increase collections
  - Reduced members' complaints
- Attain Recording efficiency
  - Increase accuracy of records of transactions
  - Eliminate manual work
  - Faster processing of transactions



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# eCollection Facilities

## 1. EMPLOYER

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

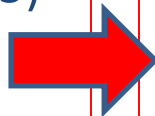


### ***Facilities:***

1. SSS Branch
2. Internet - SSS Website
3. Electronic Data Interchange Providers
4. Service Providers (Banks/Non-Banks)

## 2. INDIVIDUAL MEMBERS

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



### ***Facilities:***

1. Accredited Payment Centers
2. Internet
3. SSS Automated Telling System
4. Auto-Debit Arrangement
5. Tie-up with LGUs
6. Gcash/Smart



***Buti na lang may SSS!***

***Aming kontribusyon, ipong nagbibigay proteksyon***

# Employer Transaction Channels

1. SSS Branch
2. Internet - SSS Website
3. Electronic Data Interchange Providers
4. Service Providers (Banks/Non-Banks)



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***Aming kontribusyon, ipong nagbibigay proteksyon***

# 1. Employer – Branch submission

- Facilities

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



- Medium

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



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## 2. Employer – Thru SSS Website

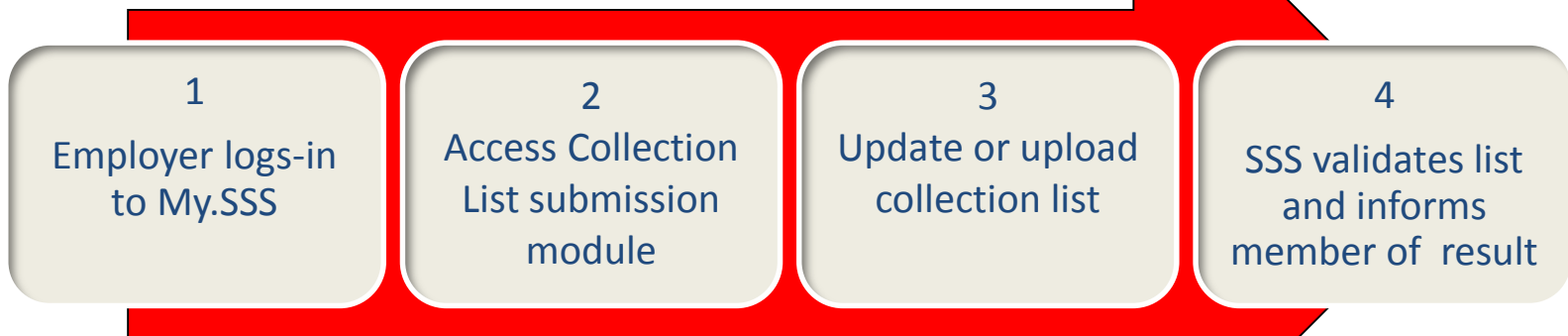
Access SSS Portal



SSS Website

[www.sss.gov.ph](http://www.sss.gov.ph)

**Process:**



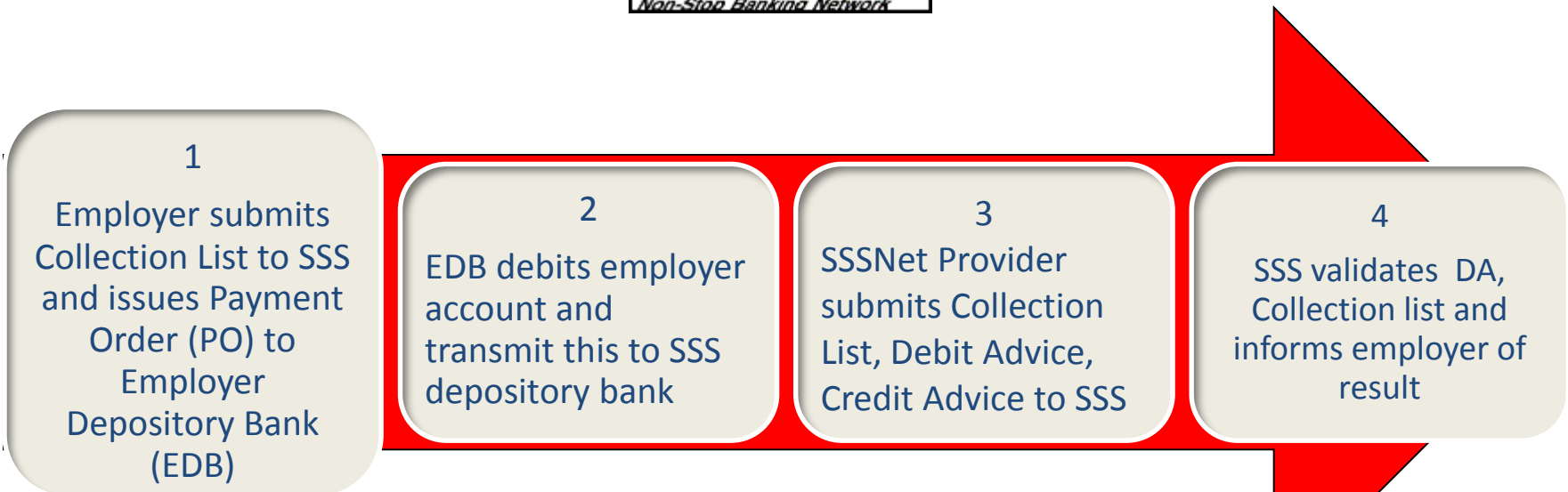
**Buti na lang may SSS!**

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# 3. Employer – Thru SSSNet



Process:

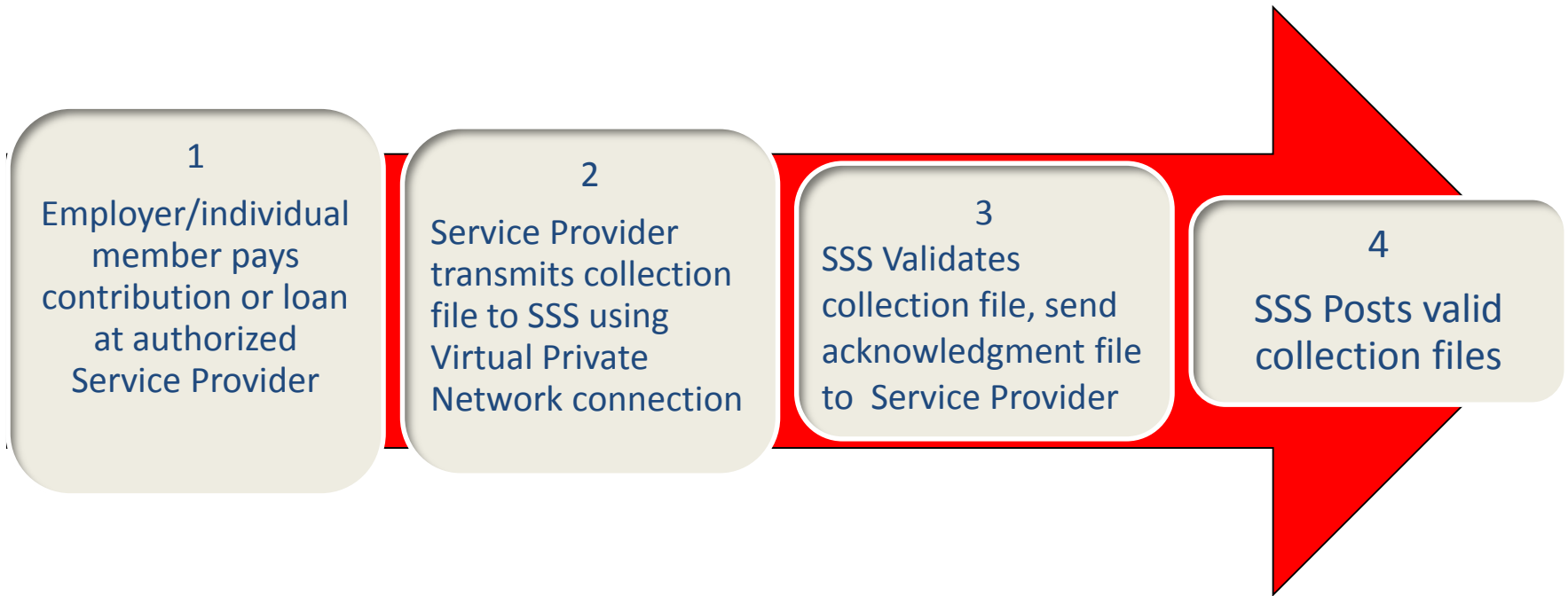


**Buti na lang may SSS!**

**Aming kontribusyon, ipong nagbibigay proteksyon**

# 4. Employer – Thru Collection Service Provider (Bank or Non-bank)

## *Process:*



***Buti na lang may SSS!***

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# Employer Transaction Channels

1. Accredited Payment Centers
2. Internet
3. SSS Automated Telling System
4. Auto-Debit Arrangement
5. Tie-up with LGUs, GAs, ISGs
6. Gcash/Smart



***Buti na lang may SSS!***

***Aming kontribusyon, ipong nagbibigay proteksyon***

# 1. Individual – Payment Centers

## Payment Centers



1  
Member pays at  
accredited payment  
center

2  
Payment Center  
validates Loan or  
Contribution  
Payment file

3  
Payment Center  
submits collection file  
to SSS and the  
payment to SSS  
depository bank

4  
SSS validates file, and  
informs Payment  
Center of validation  
result

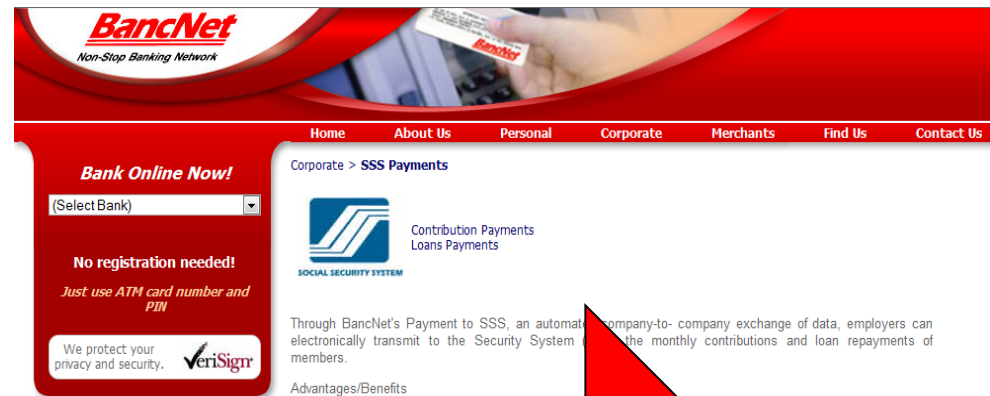


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## 2. Individual – Internet Payment

[www.bancnetonline.com](http://www.bancnetonline.com)



1

Member logs-on to BancNet website

2

Clicks on his bank account and selects 'Payment' as transaction type

3

Click **SSS** from the drop-down menu of Billers/ Institutions then fill-out the required fields

4

At end-of-day, BancNet transmits records to SSS for posting

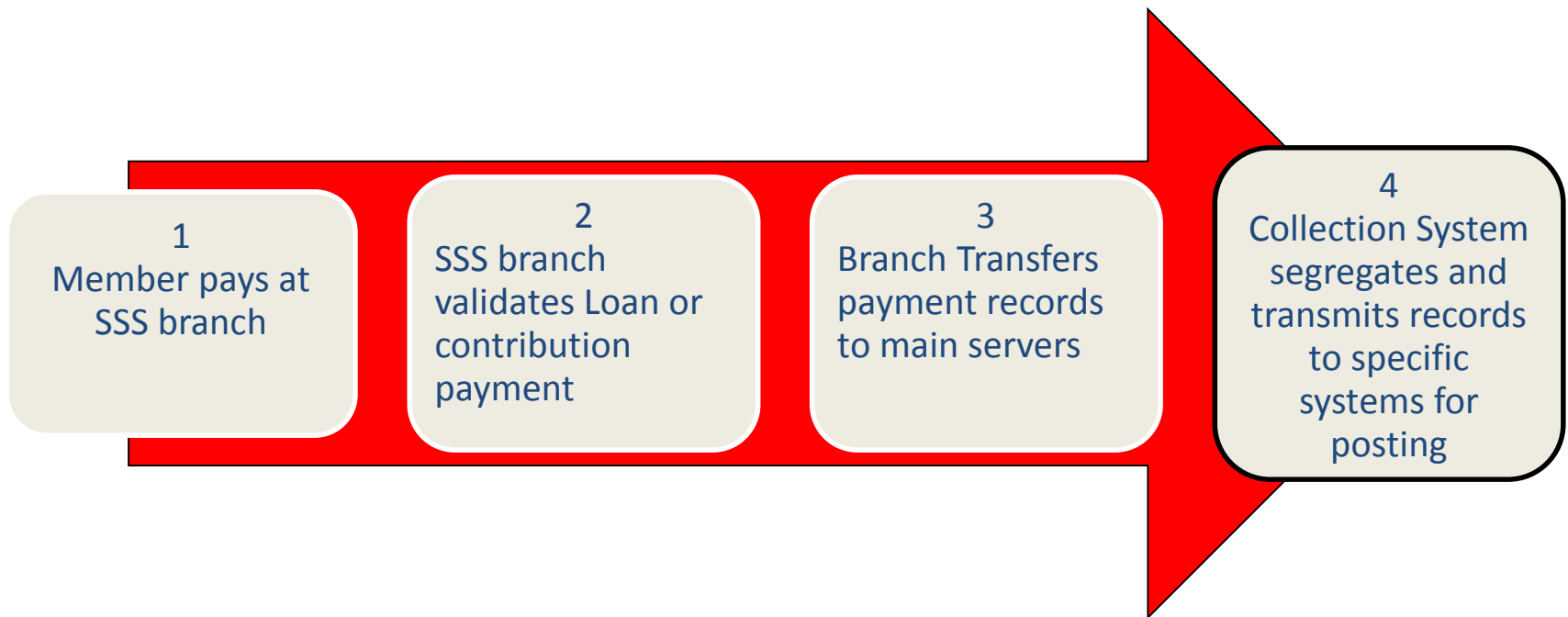


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# 3. Individual – SSS Automated Tellinging System

*Process:*

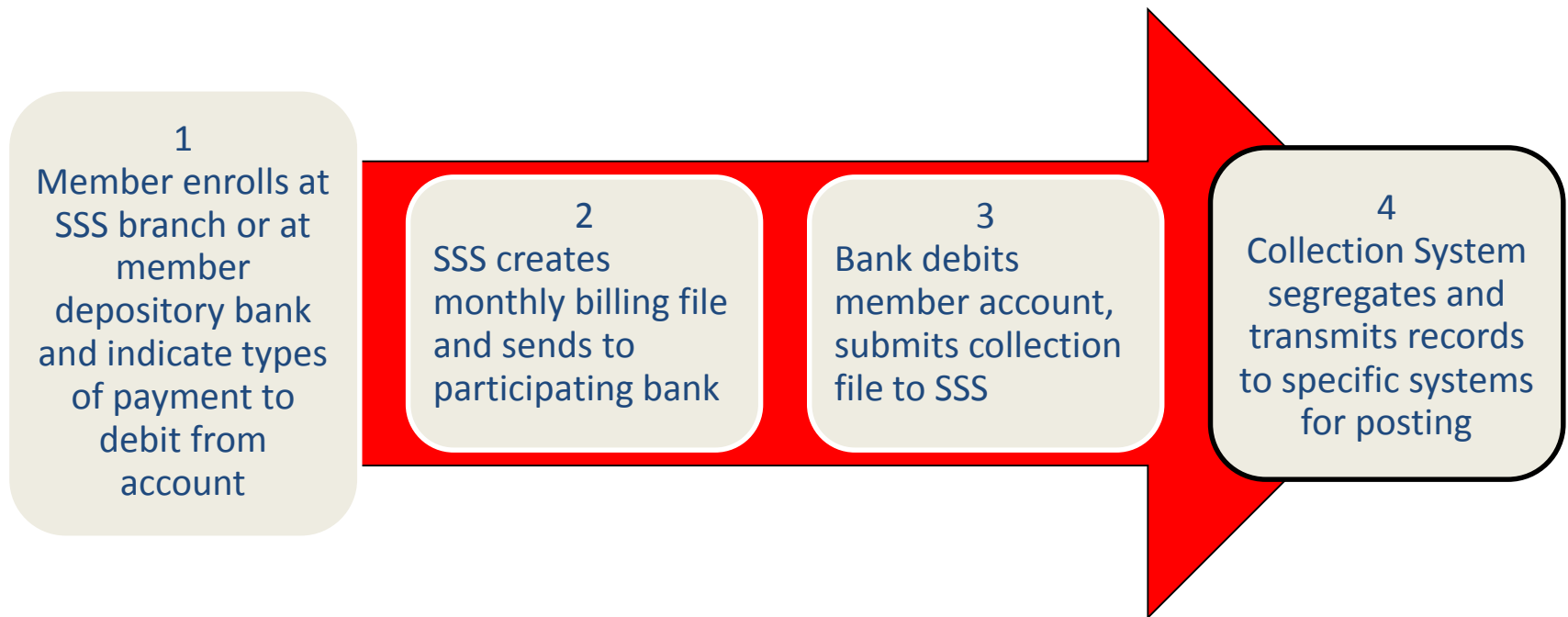


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# 4. Individual – Auto-Debit Arrangement System

## *Process:*



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## 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*



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## 6. Individual – Gcash/Smart (future)

*Provide collection service to the SSS, which shall include 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

# 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)*



***End of presentation. Thank you.***

# Backup Slides



*Buti na lang may SSS!*

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Manned 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**



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# Manned Service Facilities

## Via email & social media sites

 Email : [member\\_relations@sss.gov.ph](mailto: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/>

# Manned Service Facilities

## Number of transactions

<b>SERVICES</b>	<b>2013</b>	<b>2014</b>	<b>2013 vs 2014 % Inc/Dec</b>	<b>2015</b>	<b>2015/ 2014</b>
<b>CALL CENTER</b>	506,168	505,050	-.22%	93,113	18%
<b>EMAIL</b>	257,440	302,011	117%	69,424	23%
<b>FACEBOOK</b>	70,877	125,419	177%	12,260	8%
<b>POSTAL MAIL</b>	5,940	6,836	115%	824	12%
<b>TOTAL</b>	<b>840,425</b>	<b>939,316</b>	<b>112%</b>	<b>201,773</b>	<b>21%</b>



# Manned Service Facilities

## ■ Planned enhancements

### 1. Call Center

a. 24 X 7 operations

b. Toll-free calls for local and foreign-based members

c. Branch appointment

d. ACOP via Skype



# Self-service facilities

# Self-service Facilities



**IVRS**  
**Interactive**  
**Voice**  
**Response**  
**System**

**917-7777**



**TEXT SSS**  
**@ 2600**



**SSIT**  
**Self-Service**  
**Information**  
**Terminals**



**SSS WEBSITE**  
**[www.sss.gov.ph](http://www.sss.gov.ph)**

29



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# IVRS Operation

24 x 7, Call 917-7777

(Toll-free for Globe subscribers only)

The access numbers for the following areas:

Cebu City	-	253-0690
Bacolod City	-	433-9476
NCR	-	917-7777
Cagayan De Oro City	-	727-707
Davao City	-	227-7234
Baguio City	-	422-6016
Tarlac City	-	982-8739
San Pablo City	-	562-9289
Naga City	-	472-7776
Zamboanga City	-	992-2014



**\*Requires entry of SSS number and date of birth**



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# 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



# IVRS Operation – Number of Transactions

MEMBER CONCERN	2014	Jan - Feb 2015	% 2015/2014
Contributions	533,484	69,369	13%
Loan Balance	126,569	14,664	12%
Loan Application	10,957	1,225	11%
SS Card	16,153	2,033	13%
Sickness Claim	17,243	2,049	12%
Maternity Claim	17,759	2,746	15%
Eligibility	26,206	3,169	12%
Benefit Claim	8,202	1,035	13%
Death Claim	4,118	603	15%
Retirement Claim	3,280	605	18%
Disability Claim	2,699	501	19%
Funeral Claim	2,017	262	13%
<b>TOTAL</b>	<b>768,687</b>	<b>98,261</b>	<b>13%</b>





# IVRS Operation

## ■ Planned enhancements

1. One calling number – one each for local and foreign-based callers
2. Toll-free numbers
3. Inquiry on documentary requirements



# Self-service Facilities



## IVRS

Interactive  
Voice  
Response  
System



## SSIT

Self-Service  
Information  
Terminals



## TEXT SSS

@ 2600



## SSS WEBSITE

[www.sss.gov.ph](http://www.sss.gov.ph)



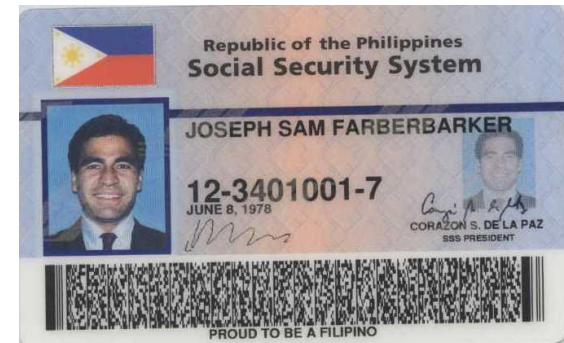
# SSIT – Available Services

- Online Inquiry :
  1. Contributions
  2. Loans
  3. Benefits
  4. ID information
- Transactions :
  1. Salary loan
  2. Maternity Notification
  3. SSS Web registration
  
- Reference to SSS Citizens Charter
- Submit feedback and concerns



# SSIT – How to Use

- Requires scanning of the SSS ID card or the UMID card & fingerprint matching



# SSIT – Number of Transactions

TRANSACTION TYPES	Sept - Dec 2014	Jan - Feb 2015	% 2015/2014
1. Online Inquiry	927,462	507,346	55%
2. Transactions	9,210	5,117	56%
Salary Loan	2,204	1,163	53%
Web Registration	2,024	16	1%
Maternity Notifications	3,754	2,100	56%
ACOP	1,225	1,786	146%
Change of Address	3	52	1733%
<b>TOTAL</b>	<b>936,672</b>	<b>512,463</b>	<b>55%</b>



# Self-service Facilities - SSIT

- Planned enhancements

1. New applications

- a. Submission of Retirement claim

- b. Compliance to Annual

- Confirmation of Pensioners



# Self-service Facilities



**IVRS**  
Interactive  
Voice  
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**TEXT SSS**  
**@ 2600**



**SSS WEBSITE**  
[www.sss.gov.ph](http://www.sss.gov.ph)



**Buti na lang may SSS!**  
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# 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**





# Self-service Facilities - Text-SSS - Transactions

As of 28 February 2015

<b>No. of Successful Registration</b>	<b>501,307</b>
<b>No. of Text Queries</b>	<b>2,642,684</b>

<b>TYPES OF INQUIRY</b>	<b>2014</b>	<b>Jan - Feb 2015</b>	<b>% 2015/2014</b>
<b>1. CONTRIBUTIONS</b>	94,627	12,427	13.13
<b>2. HELP</b>	115,554	18,665	16.15
<b>3. LOAN BALANCE</b>	61,987	7,989	12.89
<b>4. PIN/RESET</b>	21,719	2,287	10.53
<b>5. CLAIM STATUS</b>	21,918	3,500	15.97
<b>6. LOAN STATUS</b>	23,969	3,121	13.02
<b>7. DOC REQUIREMENTS</b>	4,892	580	11.86
<b>8. BRANCH LOCATION</b>	1,656	271	16.36
<b>9. ID/VOL/SE/CHNG STATUS</b>	1,551	216	13.93
<b>10. FEEDBACK</b>	707	55	7.78
<b>TOTAL</b>	<b>348,580</b>	<b>49,111</b>	<b>14.09</b>



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# Self-service Facilities - Text-SSS

## ■ Planned enhancements

1. Benefits & loans eligibility inquiry
2. Submission of maternity notification
3. Payment via GCash/Smart
4. Text push service – text notice to members on the following events :
  - a. Posting of contributions and loan payments
  - b. Approval or denial of claims & loans
  - c. Mailing of UMID cards



# Self-service Facilities – Text-SSS



**IVRS**  
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**@ 2600**



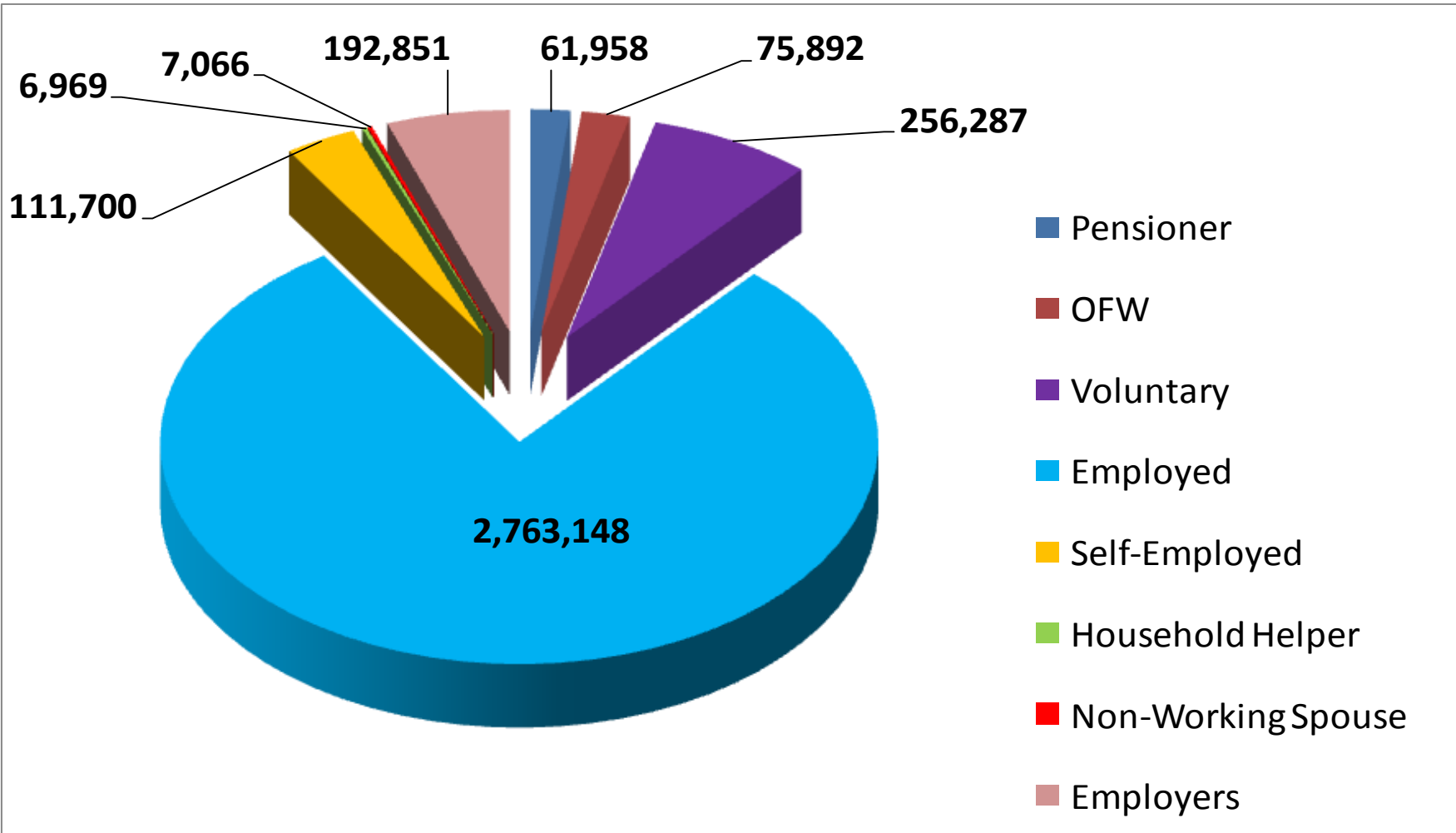
**SSS WEBSITE**  
**[www.sss.gov.ph](http://www.sss.gov.ph)**



# SSS Web

## Registered Members as of February 2015

**TOTAL – 3,475,871**





Registration

E-Services

About MySSS

Member Registration

Employer Registration

Household Employer

Registration



**AMING KONTRIBUSYON,  
IPONG NAGBIBIGAY PROTEKSYON!**

**Member Login**

User ID:

Password:

**Submit**

[Forgot User ID or Password?](#)

[Not yet registered in My.SSS?](#)

**Click here**

**Employer Login**

News and Updates

Schedule of Events

SSS Circulars

Branch Directory

**SSS projects P14M contributions from cooperatives**

The Social Security System expects to collect an additional P14.4 million in contributions annually after accrediting nine new cooperatives as partners in collecting member-contributions and in providing other social security services.

**SSS to launch new contact center for OFWs**

Overseas Filipino Workers (OFWs) will have easier means to benefit from the programs and services of the Social Security System (SSS) with the launching of the newly created OFW Contact Center Unit (OFW-CSU), starting October this year.

**SSS collections hit P2.4-B in Central Luzon**

Tarlac City, Tarlac --- The Social Security System (SSS) has collected a total of P2.4 billion in contributions from members within Central Luzon as of July 2014, up by 14 percent from the same period last year.

**SSS unveils provident fund for members**

SSS has opened a voluntary provident fund program that offers its members an additional way of saving for their retirement.

[VIEW MORE](#)



**Buti na lang may SSS!**

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# SSS Web Registration – Employer

The screenshot shows the SSS website interface. At the top, there is a navigation bar with the URL [sss.gov.ph](http://sss.gov.ph) and several menu items: **My.SSS**, **Corporate Profile**, **Membership**, **Publications**, and **Other Services**. The date **Monday, October 27, 2014** is displayed on the right. Below the navigation bar, there are social media icons for Facebook, Google+, Pinterest, and YouTube. A dropdown menu is open under **My.SSS**, listing **Registration**, **E-Services**, and **About MySSS**. The **Registration** option is highlighted, and a sub-menu is visible with **Member Registration**, **Employer Registration**, **Household Employer Registration**, and **Registration**. A yellow arrow points to the **Employer Registration** option. Below the navigation, there is a banner with the SSS logo and the text **AMING KONTRIBUSYON, IPONG NAGBIBIGAY PROTEKSYON!**. Underneath the banner, there are four columns of news and updates: **News and Updates**, **Schedule of Events**, **SSS Circulars**, and **Branch Directory**. A yellow arrow points to the **SSS Circulars** section. On the right side of the page, there is a login form with the following elements: **Member Login** (with an up arrow), **Employer Login** (with a down arrow), **User ID:** (with an input field), **Password:** (with an input field), a **Submit** button, **Forgot User ID or Password?**, **Not yet a registered employer?** (with a **Click here** button), and **Not yet a registered household?** (with a **Click here** button).



**Buti na lang may SSS!**

**Aming kontribusyon, ipong nagbibigay proteksyon**

# SSS Web – Inquiry & Transactions

The screenshot displays the SSS website interface. At the top, a dark blue navigation bar contains the following elements from left to right: the URL 'sss.gov.ph', a dropdown menu for 'My.SSS' (with a sub-menu open showing 'Registration', 'E-Services', and 'About My.SSS'), a dropdown for 'Corporate Profile', a dropdown for 'Membership', and a dropdown for 'Other Services'. The date 'Monday, October 27, 2014' is shown on the right. Below the navigation bar is a banner celebrating the 57th anniversary of SSS, featuring a large '57 years' logo and a group of smiling people. The banner text reads 'AMING KONTRIBUSYON, IPONG NAGBIBIGAY PROTEKSYON!'. To the right of the banner is a 'Member Login' form with fields for 'User ID:' and 'Password:', a 'Submit' button, and links for 'Forgot User ID or Password?' and 'Not yet registered in My.SSS? Click here'. Below the banner is a section with four news items: 'SSS projects P14M contributions from cooperatives', 'SSS collections hit P2.4-B in Central Luzon', 'SSS to launch new contact center for OFWs', and 'SSS unveils provident fund for members'. A 'VIEW MORE' link is centered below these items. At the bottom left, there is a logo and the text 'Buti na lang may SSS! Aming kontribusyon, ipong nagbibigay proteksyon'.



**Buti na lang may SSS!**  
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# 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



# SSS Web - Planned Enhancements

- Submission of applications for :
  1. SSS number issuance
  2. Retirement claim
  3. Sickness/maternity reimbursement claim
  4. ID card
  
- Request for digitized SSS records
- Payment (contributions/loans via credit card)



# E-Center Facilities

- Located in all SSS Branch Offices
- Composed of SSITs and computers connected to the SSS system and the Internet. Members without Internet access can use the E-Center to do the ff :
  - a. Submit electronic reports (R3/R1A/ML2)
  - b. Register with the SSS website
  - c. Inquire on their SSS records and submit transactions using the SSITs.

