



# **Briefing on the SSS Electronic System for National Competitive Council Philippines**

Presented by:

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# Topics

1. Brief Overview of SSS Membership
2. SSS Electronic Services
3. Electronic Collection facilities
4. Electronic Disbursement facilities

# 1. Brief Overview of SSS Membership

# Who Are Covered?

*Saan man sa bansa, saan man sa mundo, may abot-kayang seguridad na napapakinabangan.*

***Buti na lang may SSS***



## ► All private-sector workers

- Not over 60 yrs. old
- With at least ₱1,000 monthly income

## ► Compulsory

- Employed
- Self-employed (SE)

## ► Voluntary

- Separated employees
- Non-working spouses
- OFWs

# *What Are The Benefits Provided?*



## ➤ **Long-term**

- Retirement
- Disability
- Death

## ➤ **Short-term**

- Sickness
- Maternity
- Funeral

**Contributions finance *all* these benefits**



# *How Does the Fund Work?*

EMPLOYERS



Contributions

RESERVE FUND



Contributions



WORKERS

Income

Investments



INVESTMENT RESERVE FUND

MEMBERS &  
DEPENDENTS



Benefits

Operating  
Expenses





SERVICES

# *Value of SSS Membership*

## *(Comparison vs. Standard Private Insurance)*



		
Sickness Allowance	✓	✗
Maternity Allowance	✓	✗
Disability Benefits	✓	✓
Retirement Benefits	✓	✓
Death Benefits	✓	✓
Funeral Grant	✓	✗
Continuing / No Lapsation	✓	✗
Government Guarantee	✓	✗

# *Value of SSS Membership*

## *(Comparison vs. Standard Private Insurance)*



**Wide range**

**Contingencies Covered**

**Limited scope**

**Lifetime membership**

**Duration of Coverage**

**Usually fixed**  
*(with lapsation)*

**Government**

**Guarantee**

**Company reserves only**



- 4. SSS Electronic Services



*Buti na lang may SSS!*

*Aming kontribusyon, ipong nagbibigay proteksyon*

# 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**



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

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

# 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>



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

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

# 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)**

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

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

# IVRS Operation

24 x 7, Call 917-7777

The access numbers for the following areas:  
(Toll-free for Globe subscribers only)

Cebu City	- 253-0690
Bacolod City	- 433-9476
NCR	- 917-7777
Cagayan De Oro City	- 727-707
Davao City	- 227-7273
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**



**Buti na lang may SSS!**

**Aming kontribusyon, ipong nagbibigay proteksyon**

# 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

## ■ 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



# 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  
Response  
System



**SSIT**  
Self-Service  
Information  
Terminal



**TEXT SSS  
@ 2600**



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



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

# 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

## ■ 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**  
Interactive  
Voice  
Response  
System



**SSIT**  
Self-Service  
Information  
Terminal



**TEXT SSS**  
@ 2600



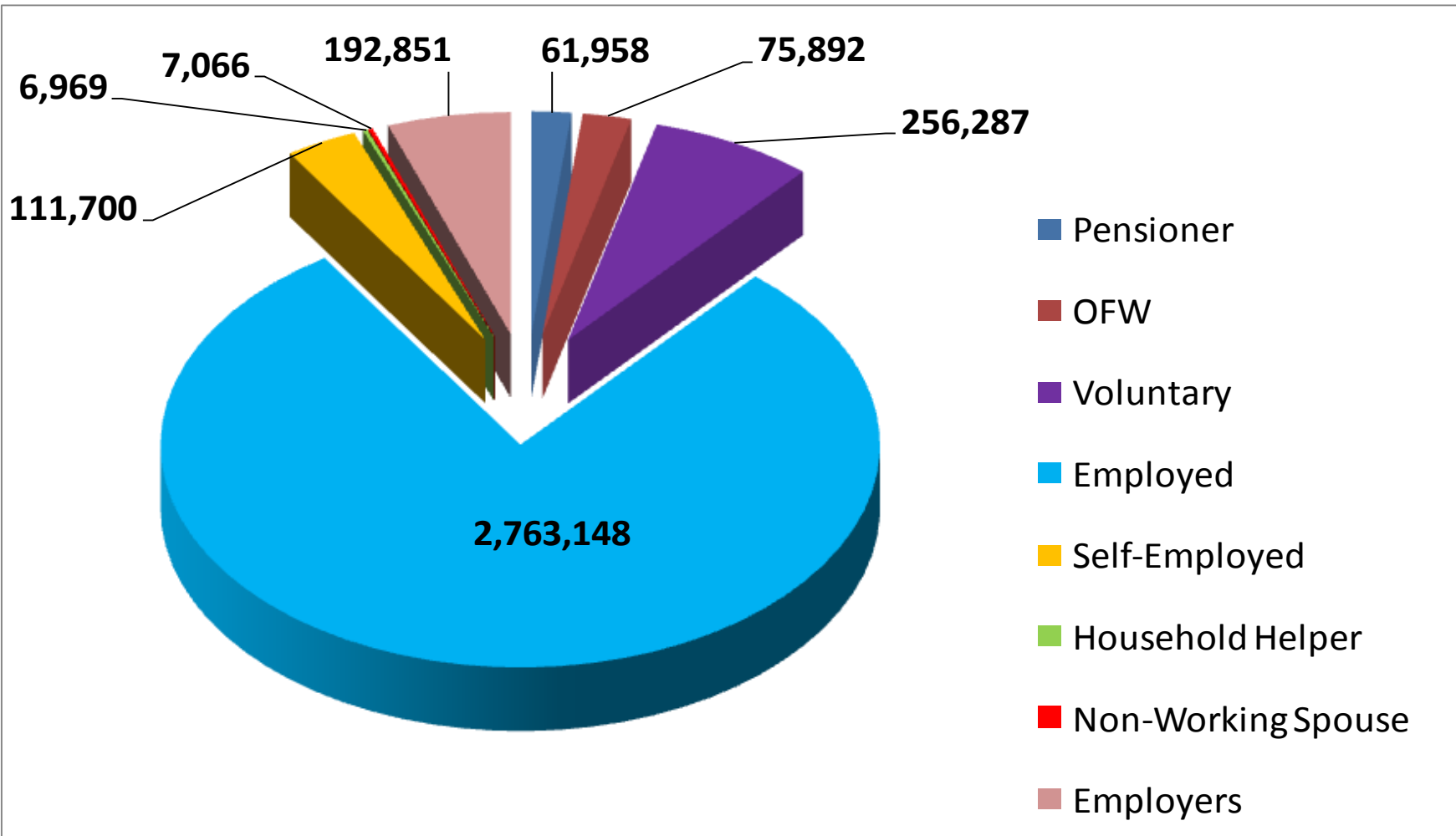
**SSS WEBSITE**  
**[www.sss.gov.ph](http://www.sss.gov.ph)**



# SSS Web

## Registered Members as of February 2015

**TOTAL – 3,475,871**



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

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



Registration

E-Services

About MySSS

Member Registration

Employer Registration

Household Employer

Registration



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



# SSS Web Registration – Employer

[sss.gov.ph](#) [My.SSS](#) [Corporate Profile](#) [Membership](#) [Publications](#) [Other Services](#) Monday, October 27, 2014



[Registration](#)  
[E-Services](#)  
[About MySSS](#)

[Member Registration](#)  
[Employer Registration](#)  
[Household Employer Registration](#)



**AMING KONTRIBUSYON,  
IPONG NAGBIBIGAY PROTEKSYON!**

<a href="#">News and Updates</a>	<a href="#">Schedule of Events</a>	<a href="#">SSS Circulars</a>	<a href="#">Branch Directory</a>
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[SSS collections hit P2.4-B in Central Luzon](#)

Tarlac City, Tarlac --- The Social Security System has collected over two billion in contributions from members within the region, representing 100 percent from the same period last year.

[SSS unveils provident fund for members](#)

SSS has opened a voluntary provident fund, providing an additional way of saving for their retirement.

[VIEW MORE](#)

[Member Login](#)

[Employer Login](#)

[Submit](#)

[Forgot User ID or Password?](#)  
[Not yet a registered employer?](#)  
[Click here](#)  
[Not yet a registered household?](#)  
[Click here](#)



**Buti na lang may SSS!**

**Aming kontribusyon, ipong nagbibigay proteksyon**



# SSS Web – Inquiry & Transactions

The screenshot displays the SSS Web portal interface. At the top, a dark blue navigation bar contains links for [sss.gov.ph](#), [My.SSS](#) (with a dropdown menu showing [Registration](#), [E-Services](#), and [About MySSS](#)), [Corporate Profile](#), [Membership](#), and [Other Services](#). The date **Monday, October 27, 2014** is shown on the right. Below the navigation bar, a large banner celebrates the SSS 57th anniversary with the text **57 years** and **AMING KONTRIBUSYON, IPONG NAGBIBIGAY PROTEKSYON!**. To the right of the banner is a **Member Login** section 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, a **News and Updates** section features four articles:   
1. **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.   
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4. **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.   
A **VIEW MORE** link is located at the bottom of the news section. On the right side of the page, there is a vertical sidebar with a large yellow button labeled **AMING KONTRIBUSYON, IPONG NAGBIBIGAY PROTEKSYON!** and a list of links including [Home](#), [About SSS](#), [Contact Us](#), [Privacy Policy](#), [Terms of Use](#), [Feedback](#), and [Help](#).



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

# ONLINE INQUIRY

## E-SERVICES

Inquiry



Appointment System








Apply for Salary Loan

Submit Maternity Notification



## Employee Static Information

SS Number **03-9876543-2** Member Name **DELA CRUZ, JUANA SANTOS**  
 Date of Birth **04-30-1951** Date of Coverage **04-1968**

 **Member Info**
 **Benefit**
 **Loan Status**
 **Premium Payments**
 **Eligibility**
 **Documents**
 **Exit**



## Member Info

**Actual Premiums**

**Member Details**

**Employment History**

**SSS ID Card**

**SSS Servicing Branch**

## Benefit

**DDRF Benefit**

**Pension History**

**Sickness Benefit**

**Maternity Benefit**

**EC Medical Benefit**




## Employee Static Information

SS Number **03-9876543-2**

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 Member Info

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Loan Status

 Premium Payments

 Eligibility

 Documents

Exit

### Premium Payments

SE Actual Premiums

VM Actual Premiums

HR Actual Premiums

Flexi-Fund

### Eligibility

Loan

DDR - Funeral

Sickness/Maternity

Loan Condonation

### Documents

Death Claim

Disability Claim

EC Med Reimbursement

Funeral Claim

Maternity Claim

Retirement Claim

Sickness Claim

# Apply for Salary Loan

## E-SERVICES

Inquiry

Appointment System

Apply for Salary Loan



Submit Maternity Notification



# EMPLOYER ACCOUNT MENU

## EMPLOYER' S PROFILE

Update Profile

Change Password

## E-SERVICES

Inquiry

Certification of Salary Loan

Submit Maternity Notification

Submit Employment Report (R1a)

Submit Loan Collection List (ML2)

Submit Contribution Collection List (R3)



## Employer Static Information

ER ID Number **03-9871236-5**  
Employer Name **TAAS-KAMAY INCORPORATED**  
Address **BLK 10 L19 SKYYLARK ST ZABARTE, BRGY KALIGAYAHAN, NOVALICHES**

Employer Information

Payments History

Sickness

Maternity

Payments History

R5 Payments

R3 Totals

R3-R5 Reconciliation

## Employer Static Information

ER ID Number **03-9871236-5**  
Employer Name **TAAS-KAMAY INCORPORATED**  
Address **BLK 10 L19 SKYYLARK ST ZABARTE, BRGY KALIGAYAHAN, NOVALICHES**

Employer Information

Payments History

Sickness

Maternity

### Sickness



EC Sickness Payee History

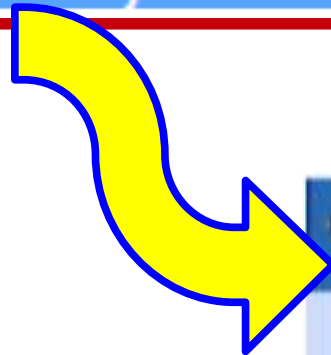
SS Sickness Payee History


Sickness Claim History

## Employer Static Information

ER ID Number **03-9871236-5**  
Employer Name **TAAS-KAMAY INCORPORATED**  
Address **BLK 10 L19 SKYYLARK ST ZABARTE, BRGY KALIGAYAHAN, NOVALICHES**

 Sickness  **Maternity**  Short Term Loan  Exit



 **Maternity**  
Maternity Payee History  
Maternity Claim History



# TRANSACTIONS

## E-SERVICES

Inquiry

Certification of Salary Loan

Submit Maternity Notification

Submit Employment Report (R1a)

Submit Loan Collection List (ML2)

Submit Contribution Collection List (R3)



# 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.



- 3. SSS Electronic Payment Collection Facilities



*Buti na lang may SSS!*

*Aming kontribusyon, ipong nagbibigay proteksyon*

# eCollection Facilities

## 1. EMPLOYER

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

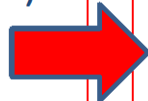


### ***Facilities:***

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***

# ***SSS eSubmission of Collection Report 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***

# With the 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



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

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

# Employer Payment Transaction Channels

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



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

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

# 1. Employer – Branch submission

- Facilities

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



- Medium



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

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

## 2. Employer – Thru SSS Website

*Access SSS Portal*



**SSS Website**

*www.sss.gov.ph*

**Process:**



**Buti na lang may SSS!**

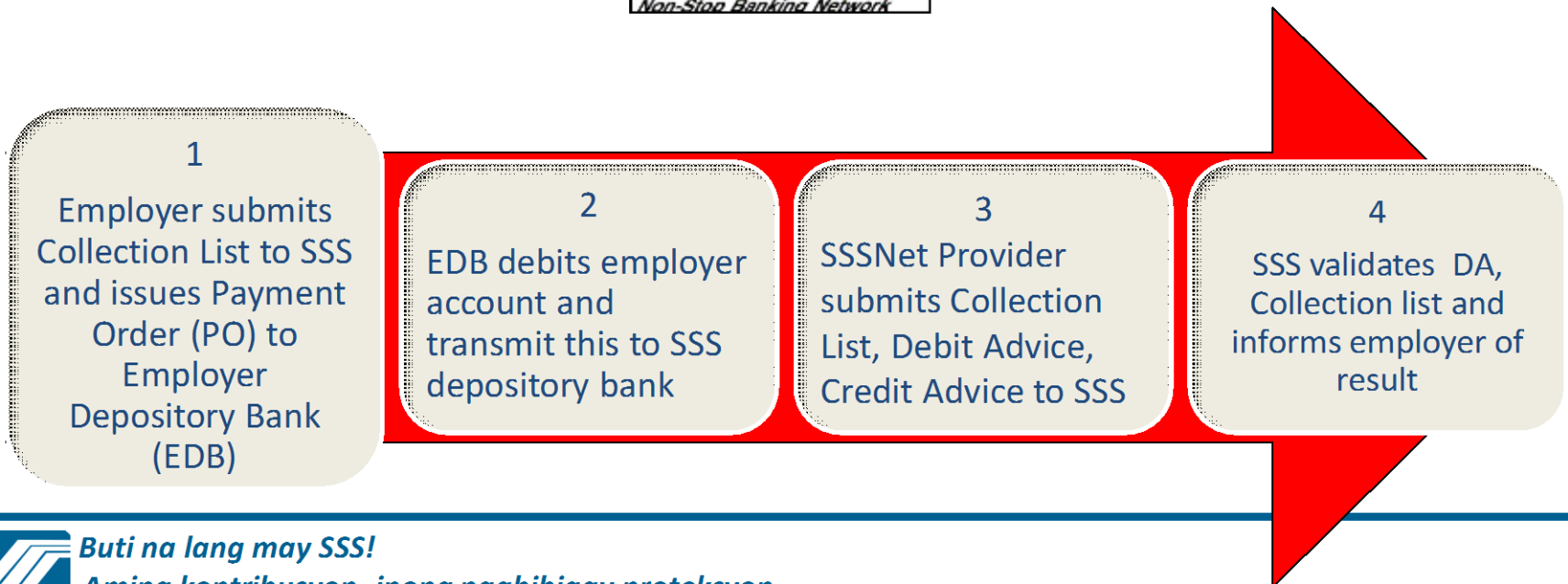
**Aming kontribusyon, ipong nagbibigay proteksyon**



### 3. Employer – Thru SSSNet



#### Process:

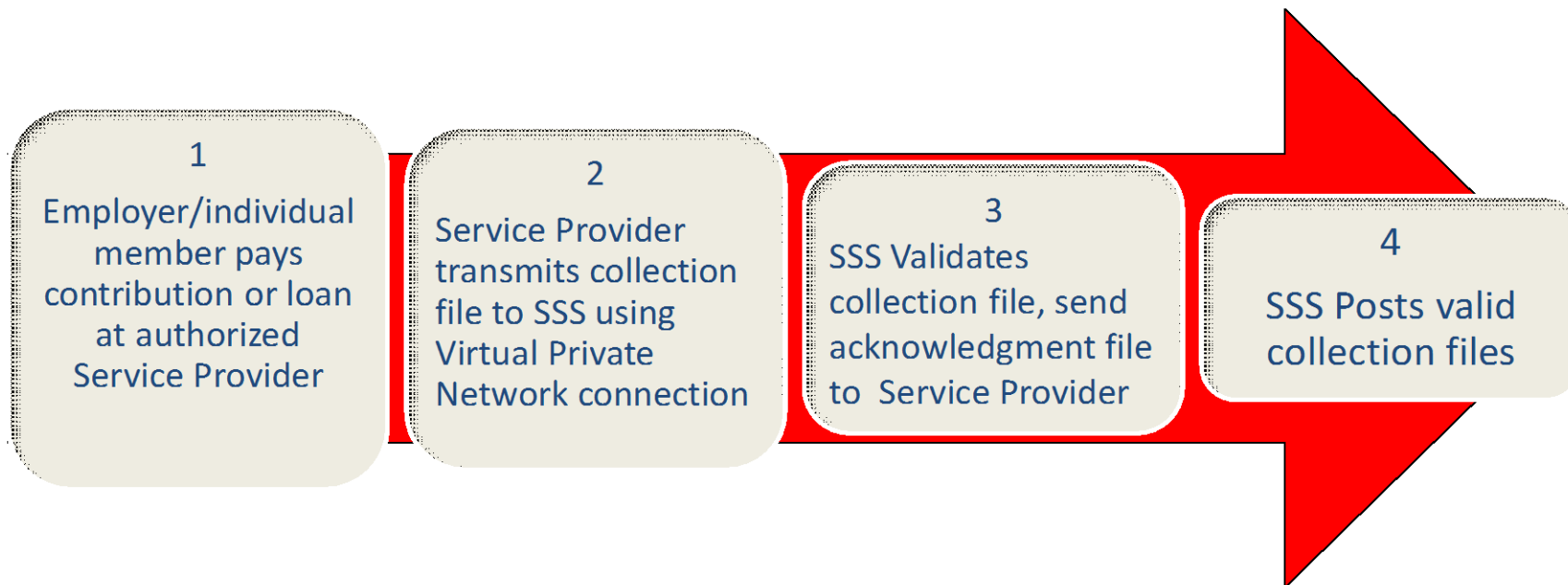


**Buti na lang may SSS!**

**Aming kontribusyon, ipong nagbibigay proteksyon**

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

### *Process:*



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

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

# Employer Transaction Channels

1. Accredited Payment Centers
2. Internet
3. SSS Automated Teller 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

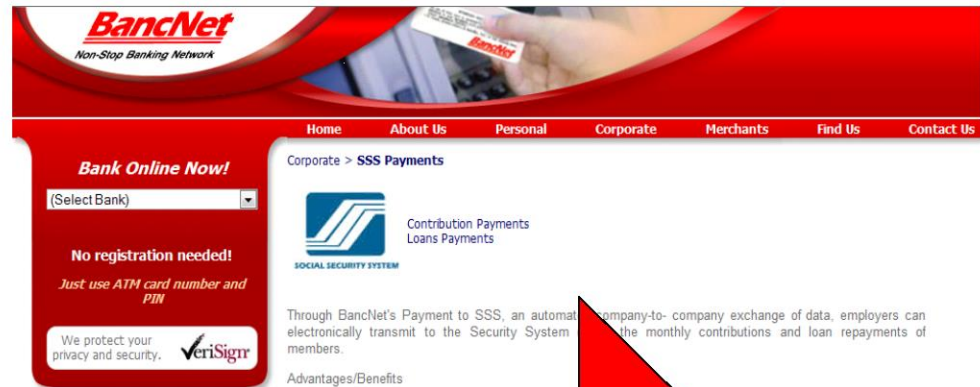


**Buti na lang may SSS!**

**Aming kontribusyon, ipong nagbibigay proteksyon**

## 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

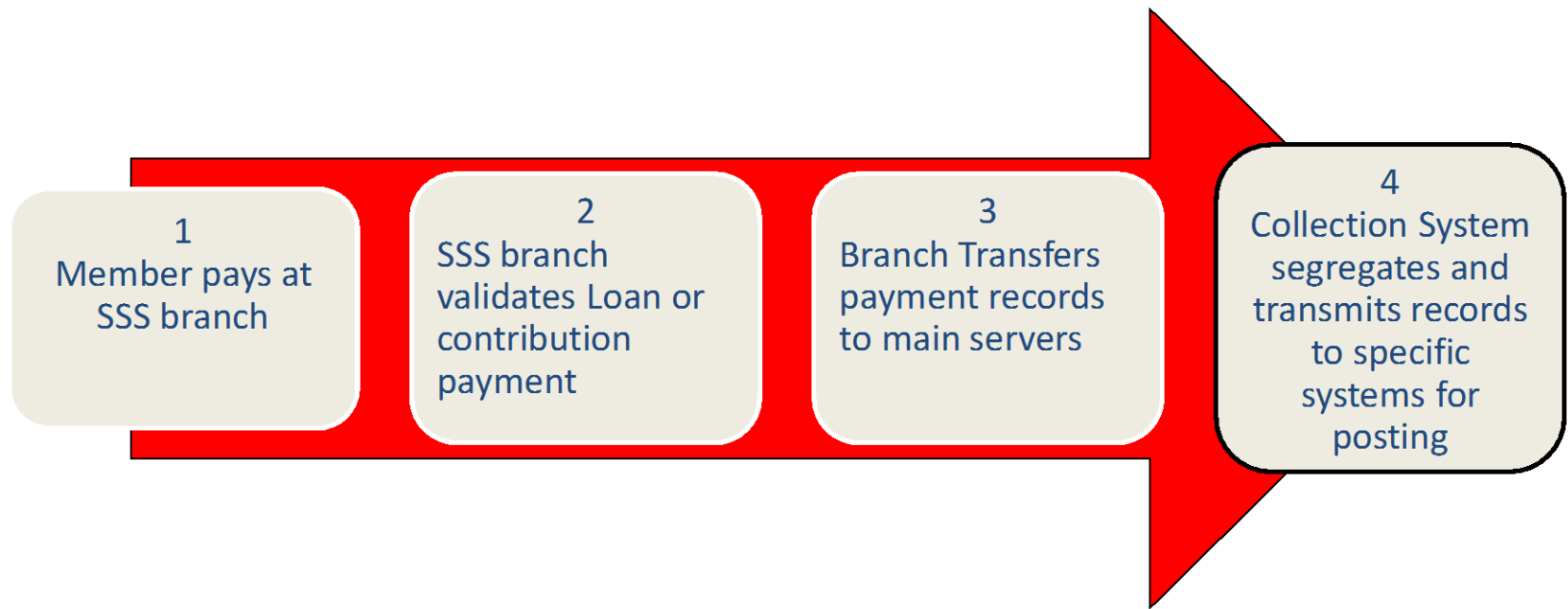


**Buti na lang may SSS!**

**Aming kontribusyon, ipong nagbibigay proteksyon**

### 3. Individual – SSS Automated Telling System

*Process:*

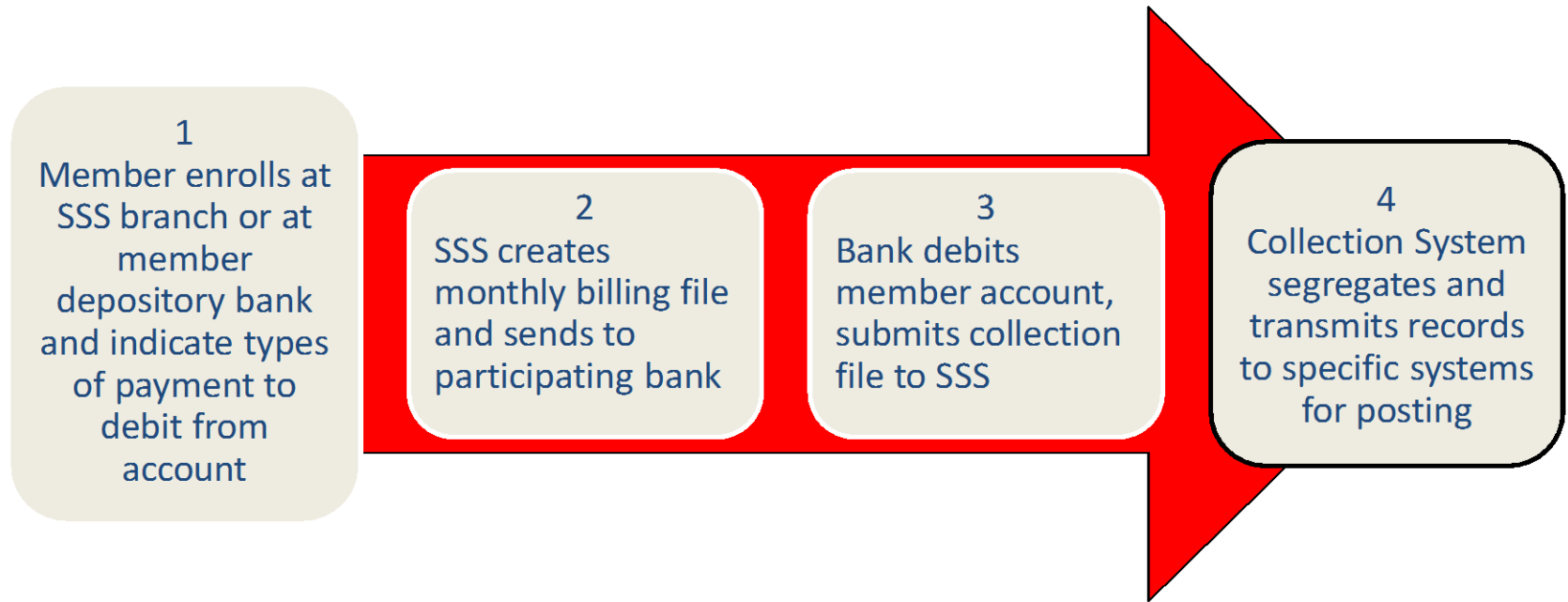


***Buti na lang may SSS!***

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

# 4. Individual – Auto-Debit Arrangement System

## Process:



**Buti na lang may SSS!**

**Aming kontribusyon, ipong nagbibigay proteksyon**

## 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**



*Buti na lang may SSS!*

*Aming kontribusyon, ipong nagbibigay proteksyon*



## 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*



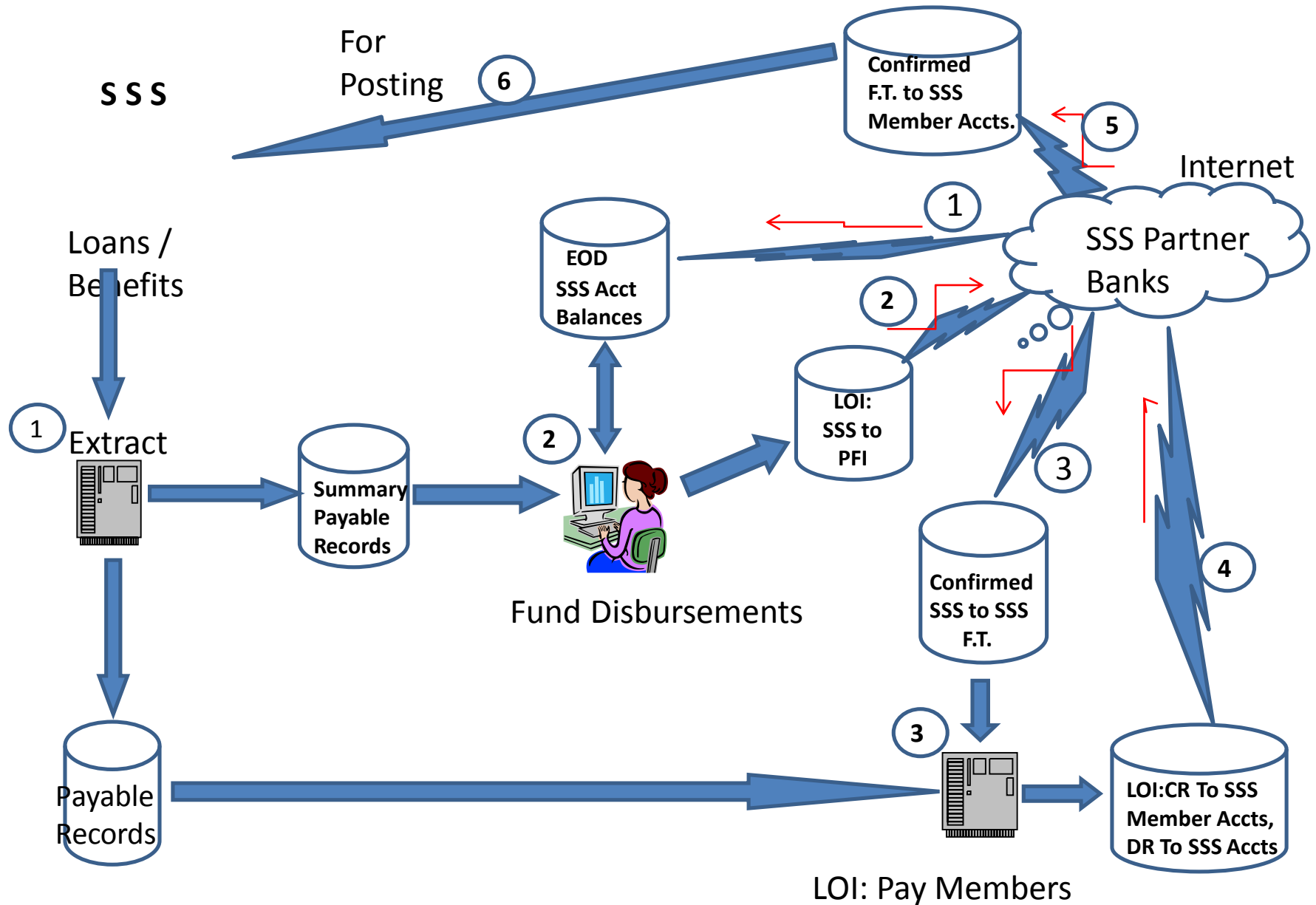
- 4. SSS Electronic Disbursement Facilities



*Buti na lang may SSS!*

*Aming kontribusyon, ipong nagbibigay proteksyon*

# E-Disbursements General Flow



# 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.***