

e-Services and Self-Service Facilities

Presented By:

TERESITA T. GONORA

OIC – Branch Head SSS, Bacolod

JOSEPHINE P. SOMBILLA

OIC - Asst. Branch Head SSS, Bacolod

Quality Policy

"SSS is committed to provide prompt, convenient, reliable & meaningful social protection service to our current & future members & their beneficiaries, so that they shall receive the benefits due them in times of death, disability, old age, sickness & maternity."



What is the sickness benefit?

The sickness benefit is a daily cash allowance paid for the number of days a member is unable to work due to sickness or injury.

What is the Maternity Benefit?

The maternity benefit is a daily cash allowance granted to a female member who was unable to work due to childbirth or miscarriage.

Who is qualified for Disability Benefit under the new program?

A member who suffers partial or total disability with at least one monthly contribution paid to the SSS prior to the semester of contingency is qualified.

RETIREMENT BENEFIT

It is a cash benefit paid to a member who can no longer work due to old age.

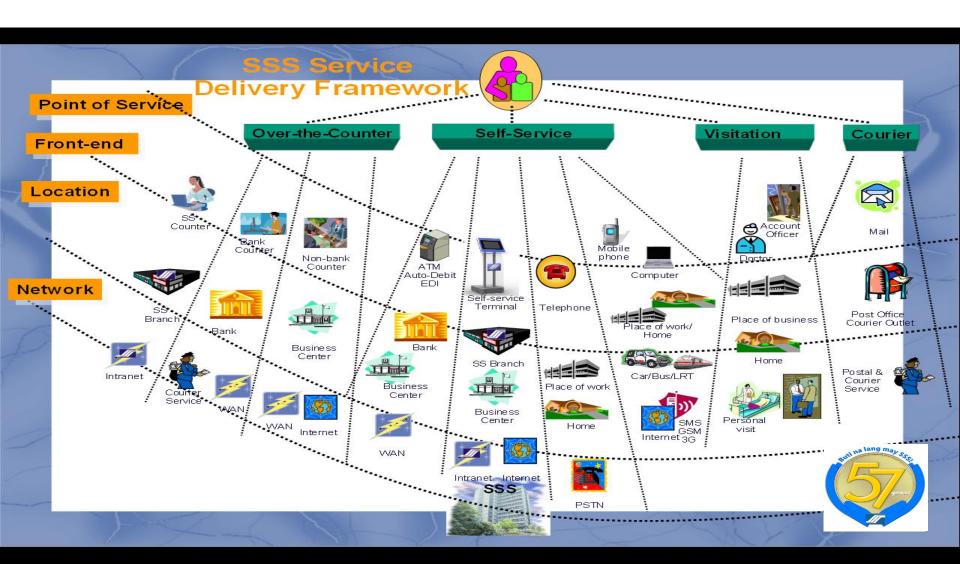
What is the death benefit?

It is a cash benefit either in monthly pension or lump sum paid to the beneficiaries of a deceased member.

Effective September 1, 2000 a Funeral grant of P20,000.00 is given to whoever pays the burial expense of the deceased member.

BUTI NA LANG MAY SSS!

AMING KONTRIBUSYON, IPONG NAGBIBIGAY PROTEKSYON!



SELF-SERVICE FACILITIES



IVRS

Interactive Voice Response System



SSIT

Self-Service Information Terminal





SSS WEBSITE

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 NUMBERS

Calls are toll-free for members. The access numbers for the following areas are:

Baguio City	-	446-5902
Tarlac City	-	982-8739
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
NCR	-	917-7777
Non-NCR (Globe subscribers	only)-	917-7777

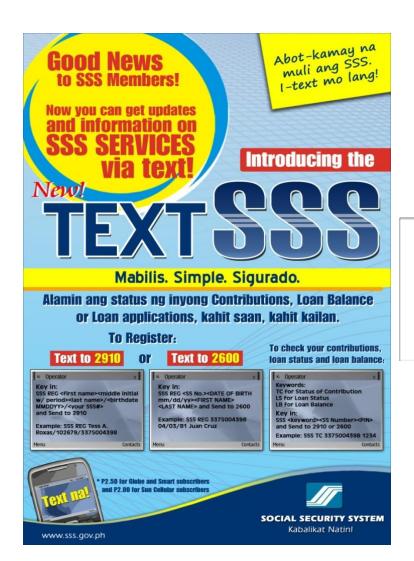
SELF-SERVICE INFORMATION TERMINAL (SSIT)



Available Services:

Use of existing Self-Service Information Terminals (SSITs) using the 2D-barcode SS Card & UMID Card

- 1. Viewing and printing of the following:
 - 1.1 Contribution records
 - 1.2 Employment History
 - 1.3 Flexi-fund contribution records (for OFWs)
 - 1.4 Loan Status and Statement of Account and balance
 - 1.5 Benefit claim status
- 2. Viewing of the checklist of required Documents



ENHANCED TEXT-SSS

Send text to 2600

AVAILABLE TO GLOBE, SMART AND SUN SUBSCRIBERS (2.50/text for Globe and Smart subscribers and 2.00/text for Sun subscribers)

Payment Schemes

Over-The-Counter

- SSS Branch Offices (Tellering Section)
- SSS Accredited Banks





- Electronic Data Interchange (EDI)
- Auto Debit Arrangement





Redesigned System on Collection

Automated Tellering System

Validation of SSS Number/ER Number upon data entry of same

Use of the SS Card (for SE/VM)

Display of the following data (for individual payors):

Name of Member

Membership status

Last posted contribution payment

Use of Reference Number to access the data of the ER payor and the amount due

No data entry of ER details needed

Electronic Data Interchange (EDI)

EDI is "paperless trading"

Electronic transfer of business information from one computer application to another

Minimum or no human intervention:

Automated transaction flow

Posting, and

Processing

EDI (Value Added Network –VAN)

BancNet

- Allied Bank
- 2. Asia United Bank
- China Bank
- Chinatrust Bank
- Citibank
- 6. Deutsche Bank
- Export Bank
- 8. EastWest Bank
- Metrobank
- Banco De Oro (ECN)
- Union Bank (One Hub)
- BPI Express Link
- Real Time Savings (Security Bank)

Philippine National Bank

ALLIED BANK

Philippine Veterans Bank

Philtrust Bank

RCBC

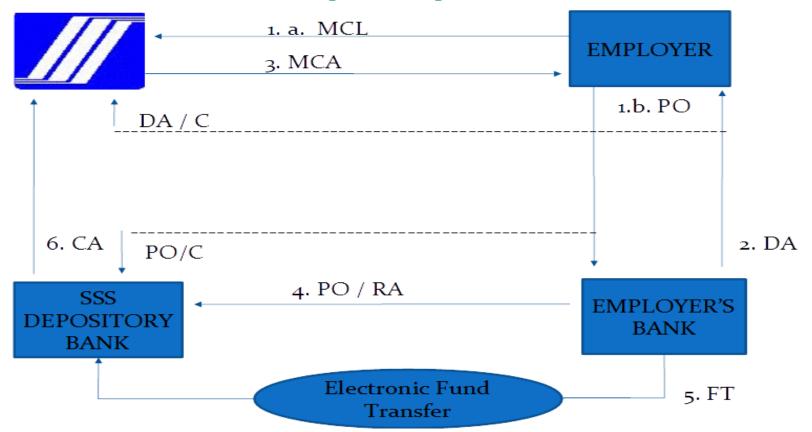
RCBC Savings Bank

Robinsons Savings Bank

Security Bank

Standard Chartered Bank

Process Flow (EDI)



Automatic Debit Arrangement (ADA)

A payment scheme whereby members remit contributions, real estate and salary loan amortizations through automatic deduction from their savings or current account in any participating banks.

ADA participating banks

- Bank of the Philippine Islands
- Banco De Oro
- Metropolitan Bank & Trust Co.
- Philippine National Bankk
- United Coconut Planters Bank
- Green Bank
- Philippine Savings Bank
- Development Bank of Philippines

Process Flow (ADA)



MEMBER

- FILLS UP THREE (3)
 COPIES OF
 ENROLLMENT
 FORM (EF)
- SUBMITS EF TO BANK OR SSS



BANK

- RECEIVES EF FROM MEMBER OR SSS
- VALIDATES BANK RELATED INFO.



SSS

- RECEIVES EF FROM MEMBER OR BANK
- VALIDATES SSS RELATED INFO.
- APPROVES EF
- ENCODES DATA & UPLOADS TO ADA MASTERFILE
- GENERATES ENROLLMENT FILE (CD/USB)
- MAILS ENROLLEES COPIES OF EF & LETTER
- GENERATES BILLING FILE FOR DEBITING BANK



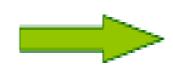
Office Order No. 2012 - 023

Mandatory Nationwide Implementation of Sickness and Maternity Benefit Payments thru the Bank Program

The SMEC Benefit Payment thru the Bank Program involves the remittance by SSS of sickness and maternity reimbursements to the employer's designated SSS accredited bank, which in turn shall be credited to the employer's savings or current account.

Disbursement Procedure thru Bank





* SUBMITS CLAIM APPLICATIONS TO SSS



* RECEIVES & PROCESSES CLAIMS



* BANK RECEIVES CHECKS & REPORTS AND CREDITS AMOUNT TO ER ACCOUNT





List of Participating Banks

- Al-Amanah Islamic Investment Bank of the Phils
- 2. Allied Banking Corporation
- Asia United Bank
- Banco de Oro
- 5. Bank of Commerce
- 6. Bank of the Philippine Islands
- 7. Century Savings Bank
- 8. China Banking Corporation
- Citystate Savings Bank
- Country Rural Bank of Taguig, Inc.
- 11. CTBC Bank (Phils) Corp.
- 12. Eastwest Bank
- 13. First Consolidated Bank
- 14. Land Bank of the Philippines
- 15. Maybank

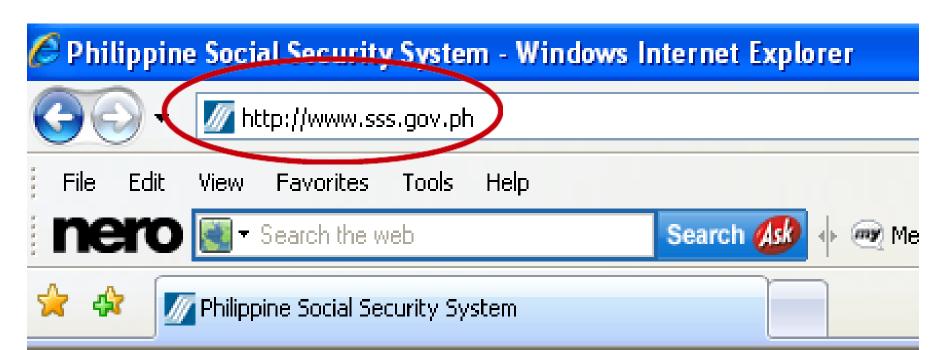
- 1. Metropolitan Bank & Trust Co
- 2. Phil. Bank of Communication
- Phil. Business Bank
- Phil. National Bank
- Phil. Postal Savings Bank
- 6. Phil. Savings Bank
- 7. Philtrust
- 8. Phil. Veterans Bank
- Rizal Commercial Banking Corporation (RCBC)
- RCBC Savings Bank
- Rural Bank of Pililla, Inc.
- 12. Security Bank
- Standard Chartered Banking Corp.
- 14. Union Bank of the Philippines
- 15. UCPB



SSS WEBSITE EMPLOYER REGISTRATION



To register, go to the SSS Website at http://www.sss.gov.ph



To begin registration, user has the option to: 1) Click on Register Now



Best viewed with Internet Explorer



Home | My.SSS | Membership | Loans | Benefits | Corporate Profile | Publications | Other Services



2) Click on Register at My.SSS tab



Best viewed with Internet Explorer



Home | My.SSS | Membership | Loans | Benefits | Corporate Profile | Publications | Other Services

Home | My.SSS | Membership



3) Click the link, Sign up as a Member



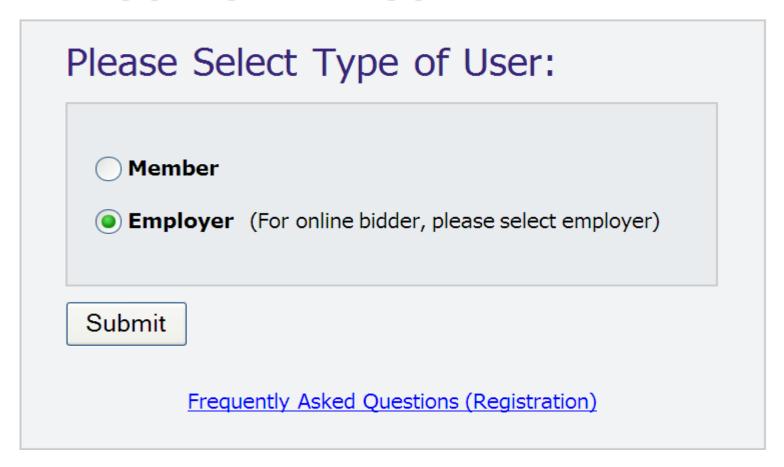
Best viewed with Internet Explorer



Home | My.SSS | Membership | Loans | Benefits | Corporate Profile | Publications | Other Services

Member Login User ID: Password: Submit Forgot User ID or Password? Click here Not yet registered in My.SSS? Sign up as a Member

Select appropriate type of user:



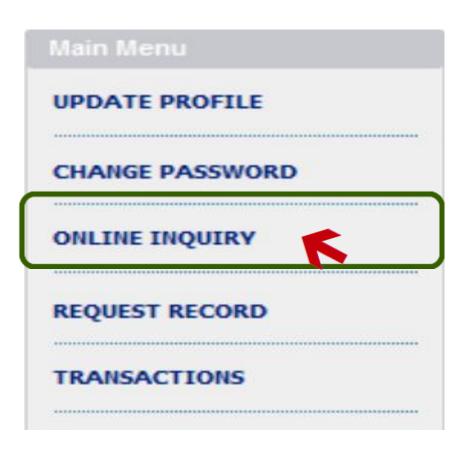


Phase 1 – Supply the required information in the Online Employer User ID Registration

Required Field		
Required Field		
lease supply the following Information as reported to the S	Social Security System	
nployer Information		
*Employer ID:	- 000	
*Date Coverage:	Select Month V Day V Year V	
*Address Line 1:		(House or Lot or Blk # / Street
	Name)	7
Address Line 2:	Municipality)	(Brgy / Subdivision /
*City/Province:	indinapanty)	
*Postal Code:		
*Company Email Address:		
*Confirm Company Email Address:		
*Preferred User ID:	Length of 8-20 characters. No underscore is allowed. First ch.	
*Confirm Preferred User ID:		*22
Landline Number:		
Mobile Number:		
	lock	
Enter the code a	as it is shown:	
	V.	
Submit Cancel		

An email has been sent to your email address. Please click the link given in the email to proceed with your registration.

ONLINE INQUIRY







ONLINE INQUIRY

Employer Static Information

ER ID Number Employer Name Address 03-9871236-5 TAAS-KAMAY INCORPORATED

BLK10 L19 SKYLARK ST ZABARTE S , BRGY KALIGAYAHAN NOV

Employer Information	Payments History	огу	Sickness		Mate
Number of Employee:		30			
Coverage Date:		01-1991			
Account Status:		NORMAL			
Reactivation or Termination	n Date:				
Transferred to (New SS Nu					
Branch Code/Sequence:		C8 - NOVALICHES			
Business Description:		WELFARE INSTITUTIONS			



ONLINE INQUIRY

Employer Static Information

ER ID Number

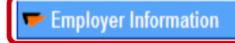
03-9871236-5

Employer Name

TAAS-KAMAY INCORPORATED

Address

BLK 10 L19 SKYYLARK ST ZABARTE, BRGY KALIGAYAHAN, NOVALICHES



Payments 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









ONLINE INQUIRY

Employer Static Information

ER ID Number

Employer Name

Address

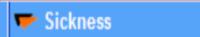
03-9871236-5

TAAS-KAMAY INCORPORATED

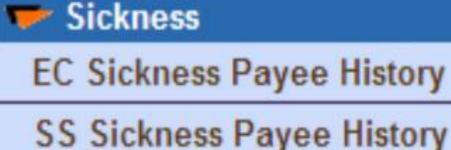
BLK 10 L19 SKYYLARK ST ZABARTE, BRGY KALIGAYAHAN, NOVALICHES

Employer Information

Payments History







33 Sickness Payee History

Sickness Claim History

ONLINE INQUIRY

Employer Static Information

ER ID Number

Employer Name

Address

03-9871236-5

TAAS-KAMAY INCORPORATED

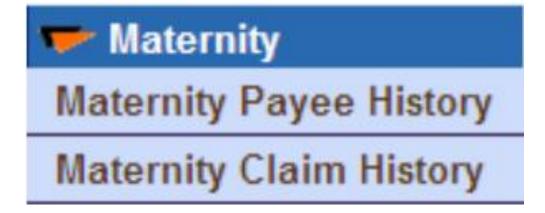
BLK 10 L19 SKYYLARK ST ZABARTE, BRGY KALIGAYAHAN, NOVALICHES

Sickness





Exit





ONLINE INQUIRY

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



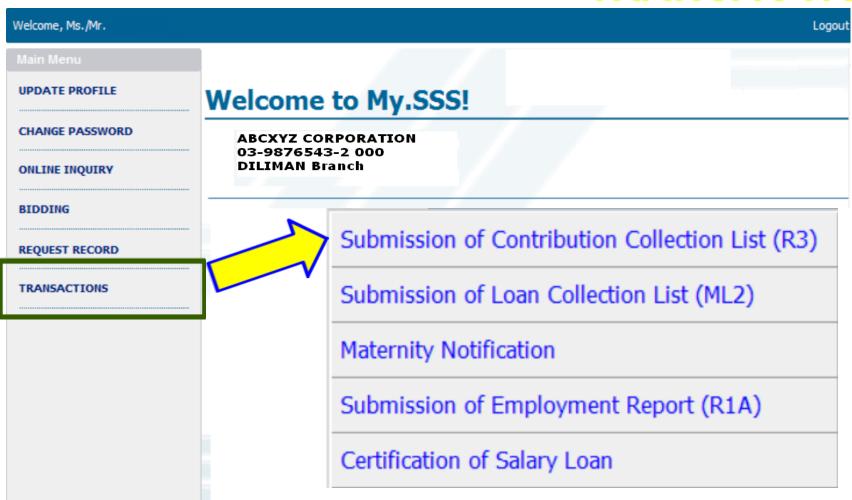
TRANSACTIONS

For Employers

- Subsequent Employment Report (SS Form R1-A)
- Contributions Collection List (SS Form R3)
- Certification of Salary Loan Applications submitted by Employees online
- Loans Collection List (SS Form ML-2)
- Maternity Notification (SS Form Mat1) of Employees



TRANSACTIONS



Submission of Contribution Collection List (R3),

TRANSACTIONS

SUBMISSION OF CONTRIBUTION COLLECTION LIST (R3)

ABCXYZ CORPORATION 03-9876543-2 000 DILIMAN Branch

Download R3 File Generator

Create Collection List Online

Upload Collection Lists

Edit Previously Submitted Collection List

TRANSACTIONS

Download R3 File Generator

Create Collection List Online

Upload Collection Lists

Submission of Contribution Collection List (R3)



Edit Previo sly Submitted Collection List

R3 Project

R3 File Generator program was developed to assist employers in the preparation of their monthly contribution report.

Download R3 File Generator

Download User's Manual

View Error Handling page for documented problems and solutions

Download R3 File Structure for Payroll-Generated R3 Files



Download R3 File Generator

Create Collection List Online

Upload Collegion Lists

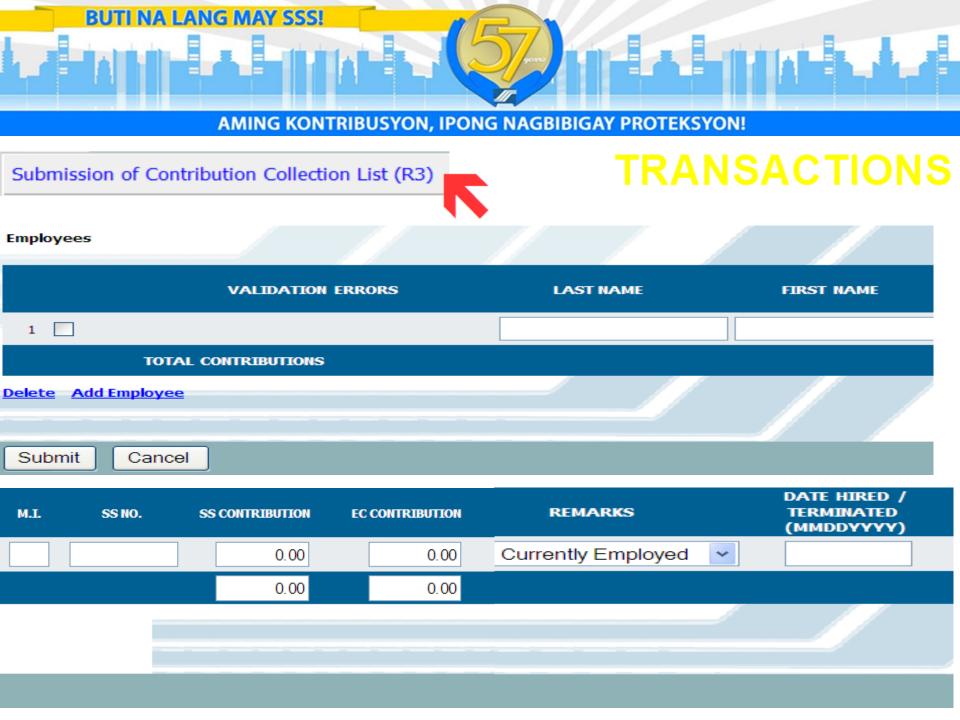
Submission of Contribution Collection List (R3)



Edit Previously Subh. Sted Collection List

Please enter your bank payment details

Receipt Date:	~ ~ ~
Receipt Number:	
Amount:	up to 2 decimal places only
Applicable Month (MMYYYY):	





SUBMISSION OF LOAN COLLECTION LIST (ML2)

ABCXYZ CORPORATION 03-9876543-2 000 DILIMAN Branch

Download LMS File Generator

Create Collection List Online

Upload Collection Lists

Submit from Latest Billing

Edit Previously Submitted Collection List

Download LMS File Generator

Cre e Collection List Online

Upload Collection Lists

Submit fine Latest Billing

Edit Previou y Submitted Collection List

TRANSACTIONS

Submission of Loan Collection List (ML2)



LMS Project

The **LMS File Generator** v2.0 application program is designed specifically for Windows XP/2000/Millenium edition using the WIN32 API to allow GUI environment.

<u>Download LMS File Generator</u>



Download LMS File Generator

Create Collection List Online

lection Lists Upload

Submit from test Billing

Edit Previously Stamitted Collection List

Submission of Loan Collection List (ML2)

Please enter your bank payment details

Receipt/TR Date:

Receipt

Number:

Amount:

Applicable Month(YYMM):

case-sensitive

up to 2 decimal places only

Employees

VALIDATION ERRORS SSS NO. **LAST NAME FIRST NAM** NONE

Total No. of Employees: 0 **Total Penalty:**

Note: Employees marked with an asterisk (*) are transferees.



Edit P. viously Submitted Collection List

Upload

Cancel

Please enter your bank payment details

Receipt/TR Date: Select Month Day Year Case-sensitive

Number: up to 2 decimal places only

Attach File: Browse...



Download LMS File Generator

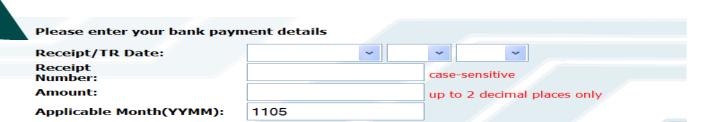
Create Collection List Online

Upload Collection Lists

Submit from Latest Billing

Edit Pi Pusly Submitted Collection List

Submission of Loan Collection List (ML2)



Employees

	-	VALIDATION ERRORS	SSS NO.	LAST NAME	FIRST NAME	МІ
* 1			3339558482	AIH	LUZVIMINDA	D.
* 2			0618927122	ALAVADO	MA SHRINE	L.
* 3			0612644757	BALSICAS	LEO	D.
234			0921352552	YBANEZ	CHERRY	L.

Total No. of Employees: 234 Total Penalty:

Note: Employees marked with an asterisk (*) are transferees.

<u>Delete</u> <u>Add Employee</u>

Submit Cancel

Maternity Notification



MATERNITY NOTIFICATION

RETIREES SERVICE CORPORATI 03-9133772-0 000 DILIMAN Branch

This benefit is available to qualified female members only.

Please enter required information

SSS number:

Expected Date of Delivery:

Number of Delivery/Miscarriage: (prior to this notification)

Date of Last Delivery/Miscarriage:

Select Month Select Year Day Select Month Select Year

Day

Add

Cancel



Submission of Employment Report (R1A)

SS Number:					
Last Name:			_		
First Name:					
Middle Name:					
Extension:					
Date of Birth:	Select Month	~	Day	~	
Date of Employment:	Select Month	~	Day	~	
Monthly Earnings:					
Position:					
Relationship with Owner:	Select Relatio	nsh	ip 🕶	*Fo	or single proprietorship only

Add Clear Cancel

Certification of Salary Loan



EMPLOYER CERTIFICATION OF SALARY LOAN APPLICATION RETIREES SERVICE CORPORATI 03-9133772-0 000 DILIMAN Branch PENDING SALARY LOAN APPLICATION By clicking on "Y", you agree to the Terms and Conditions, approved under SSC Resolution No. 669 dated 10 Dec. 2003, and that all Otherwise, click on "N". Certified by Employer? Transaction # 555 ID Name Amount LG-000020271-9 elises jr, danilo angeles P 18,000.00 3341235942 ✓ I agree to the <u>Terms and Conditions</u> Submit Print View Salary Loan Application List: All (Last 3 Months Transactions only)



Certification of Salary Loan



EMPLOYER CERTIFICATION OF SALARY LOAN APPLICATION

RETIREES SERVICE CORPORATI 03-9133772-0 000 DILIMAN Branch

PENDING SALARY LOAN APPLICATION

By clicking on "Y", you agree to the <u>Terms and Conditions</u>, approved under SSC Resolution No. 669 dated 10 Dec. 2003, and that all Otherwise, click on "N".

Certified by Employer? Transaction # 555 ID Name Amount

O Y O N LG-000020271-9 3341235942 elises jr, danilo angeles P 18,000.00

✓ I agree to the Tems and Conditions

rint Submit

View Salary Loan App. tion List: All

l

(Last 3 Months Transactions (V)

Loan submitted to SSS for processing.





SSS WEBSITE MEMBER REGISTRATION





To register, go to the SSS Website at

http://www.sss.gov.ph



To begin registration, user has the option to: 1) Click on Register Now



Best viewed with Internet Explorer



Home | My.SSS | Membership | Loans | Benefits | Corporate Profile | Publications | Other Services



2) Click on Register at My.SSS tab



Best viewed with Internet Explorer



Home | My.SSS | Membership | Loans | Benefits | Corporate Profile | Publications | Other Services

Home | My.SSS | Membership



3) Click the link, Sign up as a Member



Best viewed with Internet Explorer



Home | My.SSS | Membership | Loans | Benefits | Corporate Profile | Publications | Other Services

Member Login User ID: Password: Submit Forgot User ID or Password? Click here Not yet registered in My.SSS? Sign up as a Member

Select appropriate type of user:

Please Select Type of User:

- Member
- Employer (For online bidder, please select employer)

Submit

Frequently Asked Questions (Registration)

Phase 1 – Supply the required information in the Online Member User ID Registration

Online Member User ID Registration				
*Required Field				
Please supply the following Information as reported to the Soc	ial Security System			
*SS Number:				
*First Name:				
Middle Name:				
*Last Name:				
*Date of Birth:	Select Month V Day V Year V			
If your email address is other than yahoo. com, kindly inform your netw	ork administrator not to block mail from sss.gov.ph.			
*Email Address:				
*Confirm Email Address:				
Enter the code as it is shown: This field helps prevent automated access. Submit Cancel				
Submit Cancel				



Online Member User ID Registration		
Required Field		
ease supply the following Information as re	eported to the Social Security System	
SS Number:	3398765432	
irst Name:	JUANA	
iddle Name:	REYES	
ast Name:	SANTOS	
Date of Birth:	March	
mail Address:	santosjr75@yahoo.com	
Confirm Email Address:	santosjr75@yahoo.com	
Entert	the code as it is shown: with	
	This field helps prevent automated access.	

An email has been sent to your email address. Please click the link given in the email to proceed with your registration.



ONLINE INQUIRY

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 Details
Sex:	F
Reporting Date:	
Reporting ID:	03-2987300-2
Latest ER ID:	88-8888800-6
Latest ER Name:	
Claim Flag Status:	NO CLAIM
SS Number Status:	SS NUMBER ACTIVE

Transferred to (New SS Number):

Coverage Status: VOLUNTARY MEMBER

Change in Coverage Status: NO STATUS CHANGE

Date of Loan Disqualification:

SS Number Withdrawal Reason:

Record Location:

QUEZON CITY

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
Date of Birth

03-9876543-2

04-30-1951

Member Name

DELA CRUZ, JUANA SANTOS

Date of Coverage 04-1968

Member Info

Benefit

Loan Status

ayments

Eligibility

Loan Application Details

Borrower's SS Number:

Borrower's Name:

Home Address:

Loan Type:

Application Date:

Application filed at:

Encoding Date:

Certifying Employer Id:

Certifying Employer Name:

Loan Application Status:

Member has no loan application filed!

Member has not yet avail of any short-term loan!

The screen may show either the member's latest loan application details or a message that member has not availed of any short-term loan.

TRANSACTIONS

For Employee Members

- Maternity Notification (SS Form Mat1)
- Salary Loan Applications (SS Form ISL 101)
- Contributions Collection List for Household Helpers (SS Form H3)



SALARY LOAN APPLICATION FOR EMPLOYED MEMBERS

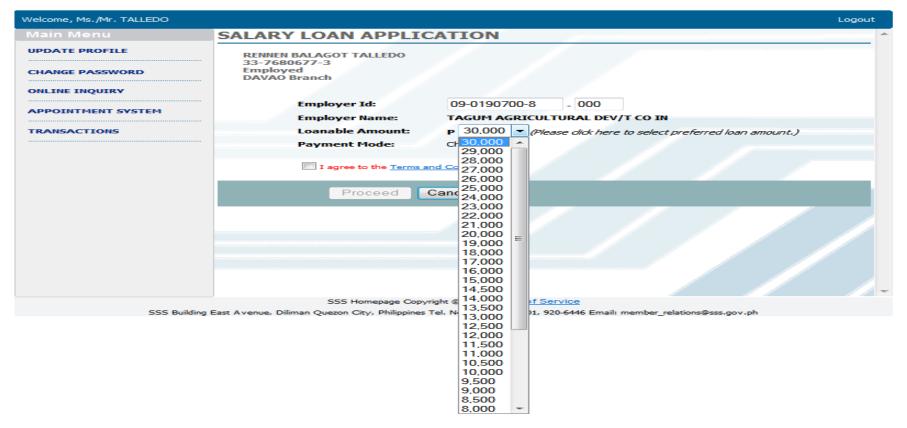




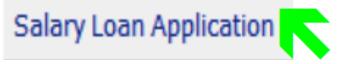
Salary Loan Application

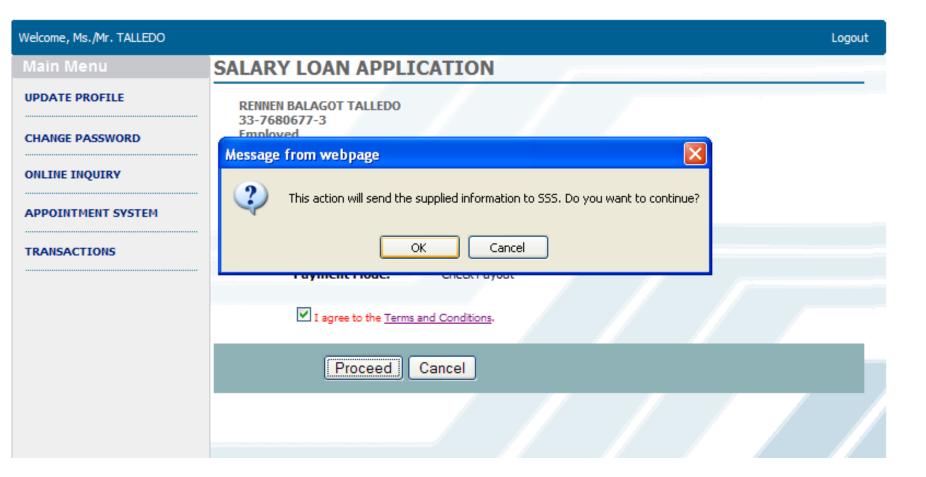


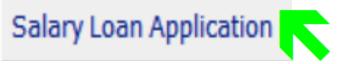












SALARY LOAN APPLICATION

maria elma parma penaflor 05-0405569-0 Employed DILIMAN

If member is employed

You have successfully submitted your Salary Loan Application.

We are awaiting the certification from your employer.

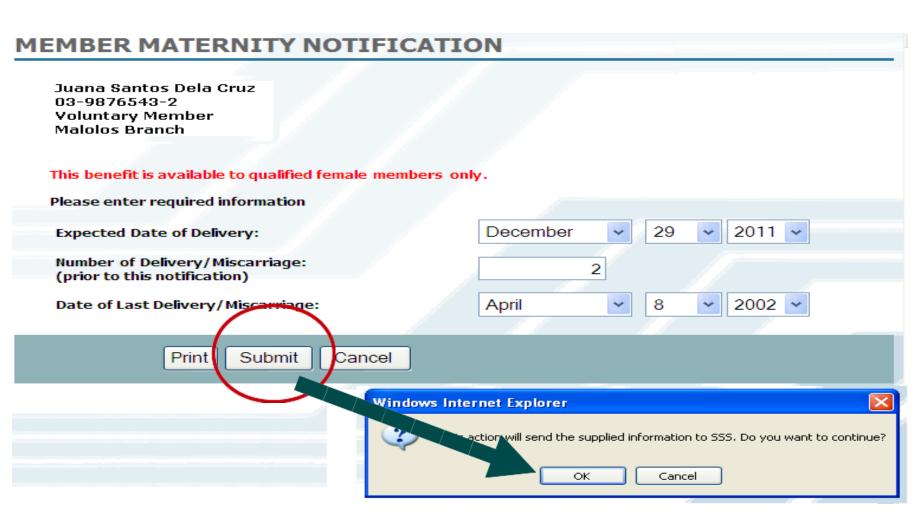
Your salary loan application will expire if your employer fails
to certify on or before February 24, 2011.

Please take note of your transaction number: LG-000019228-1

rint Back to main







Maternity Notification

MEMBER MATERNITY NOTIFICATION

You have successfully submitted your Maternity Notification to SSS. Please take note of your transaction number: MNM-000020561-2.

Back to main

Tuesday, June 7, 2011 3:21 PM

Maternity Notification

Maternity Notification Submission Confirmation

From: "noreply@sss.gov.ph" <noreply@sss.gov.ph>

To: @yahoo.com

Dear Ms. ____,

You have successfully submitted your Maternity Notification to SSS.

Please take note of your transaction details below:

Transaction Number: MNM-000020561-2

Expected Delivery Date: 12/25/2011

Thank you for using the SSS Website.

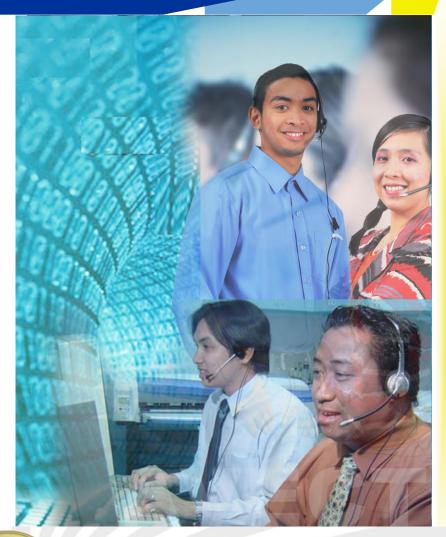
This is a system-generated e-mail. Please do not reply.

SSS CALL CENTER

>920-6446 to 55

>Open 24 hours Monday to Friday

from



BUTI NA LANG MAY SSS!



SSS @ Social Networking Sites



PHILIPPINE SOCIAL SECURITY SYSTEM

SSS E-MAIL ADDRESS:

member_relations@sss.gov.ph



Services: "My.SSS" portal in SSS web



1

SSS -EAST BRANCH IS NOW OPEN TO SERVE YOU!

Burgos Extension, Bacolod City



ROBINSONS OFFICE:

3rd floor, Foodcourt Area, Robinsons Bacolod

Open every Tuesday to Saturday





Kontribusyon ay Ipong mas may Pakinabang.

Maaasahang Proteksyon sa Panahon ng Pangangailangan.

Sickness, Maternity, Disability, Retirement, Death and Funeral Benefits



www.sss.gov.ph

Email: member_relations@sss.gov.ph



THANK YOU!

End of Presentation