

BUTI NA LANG MAY SSS!



AMING KONTRIBUSYON, IPONG NAGBIBIGAY PROTEKSYON!

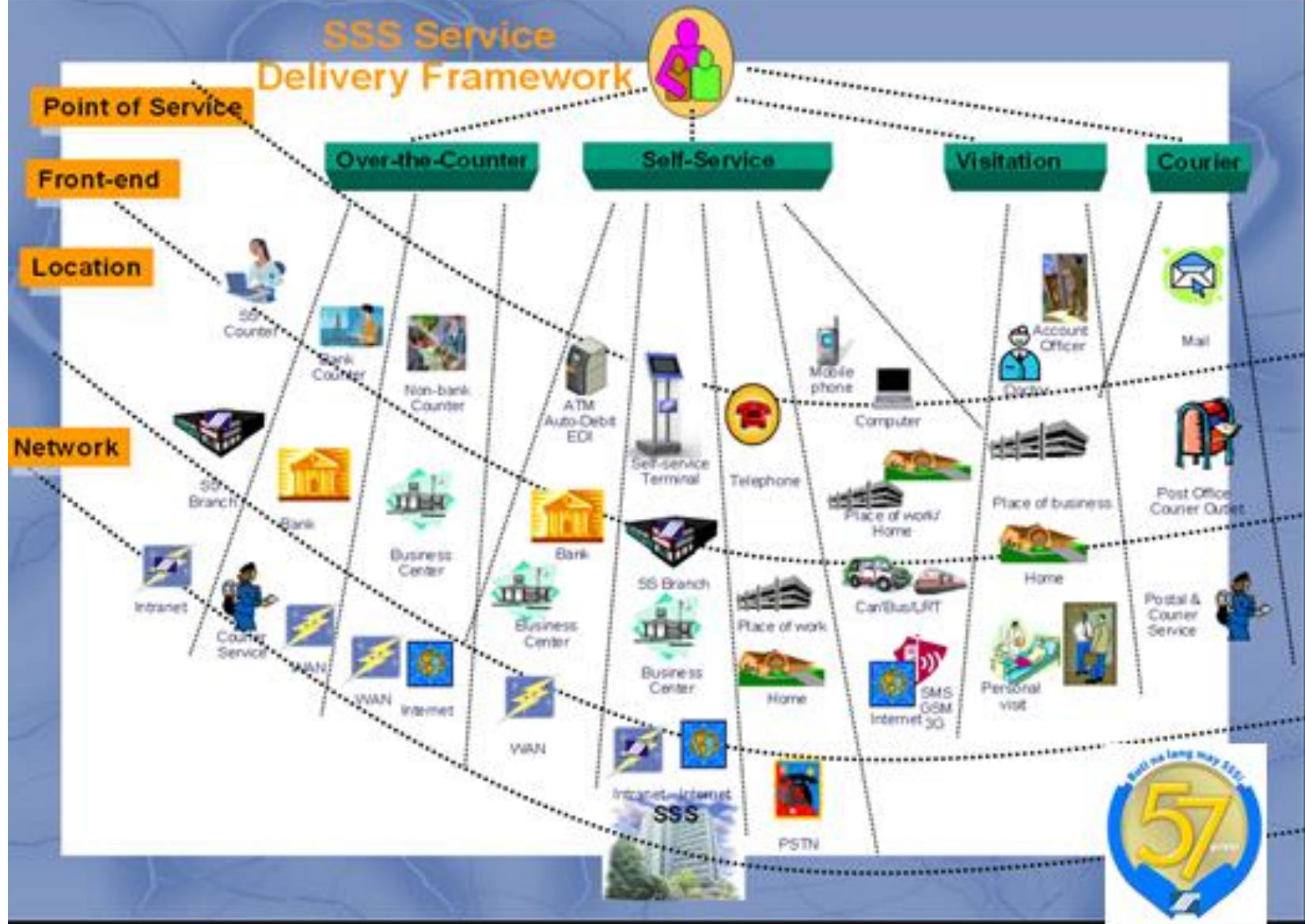
SSS E-Center and Self-Service Facilities

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Presentation Outline

1. Service Delivery Framework
2. e-Center
3. Self-Service Facilities
 - Interactive Voice Response System (IVRS)
 - Self-Service Information Terminal (SSIT)
 - Enhanced Text-SSS
 - Enhanced SSS Web
 - ❑ SSS Web Registration
 - ❑ My.SSS for Members
 - ❑ My.SSS for Employers
 - ❑ Frequently Asked Questions (FAQs)
 - ❑ Handling of WES Concerns

SSS Service Delivery Framework





Objectives:

1. Reduce queues from the service counters and eliminate encoding of paper transactions.
2. Convert paper collection list reports to electronic files using the SSS website and the Electronic File Generator for SS Forms R-3 and ML-2.
3. Educate members on how to avail of SSS self-service electronic facilities and provide them electronic access to SSS services through the SSS branch offices.
4. Achieve customer satisfaction through personalized services to members.

Requirements:

1. Location accessible to transacting public
2. Computers with network connection and necessary IT applications
3. Full-time MSO to provide assistance to e-center users



RECEIPT of e-R3 Reports

- **FILING of Contribution REPORTS thru Flash Drive**
- **Submit with Printed Copies**
- **Program is DOWNLOADABLE**
- **Electronic Processing thru ON-LINE facilities**
- **Validation is CENTRALIZED**
- **POSTING of Individual Member's Contributions**

SELF-SERVICE FACILITIES



IVRS
Interactive
Voice
Response
System



SSIT
Self-Service
Information
Terminal



TEXT SSS



SSS WEBSITE

Objectives of Self-Service Facilities

- ▣ To enable members to transact with SSS through the telephone, self-service terminals, SMS (Text), and the Web
- ▣ To improve delivery of service and ensure member satisfaction
- ▣ To disseminate information and communicate to all members and their beneficiaries when and where needed
- ▣ To reduce the queue at the Branch service counters
- ▣ To comply with the requirements of the Anti-Red Tape Act (ARTA) and Electronic Commerce Law



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)



- Has a touch screen that is sensitive to the human touch, allowing users to interact with the computer by touching words or icons on the screen.
- Completed installation of 49 units for 36 branches (Nov. 2008) and 1 unit installed in Hongkong (Jan. 2009)



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)



Text-SSS - To Inquire

3. Contributions key In:

SSS TC <SSNO> <PIN> send to 2600

4. Loan Status key-in:

SSS LS <SSNO> <PIN> send to 2600

5. Loan Balance key-in:

SSS LB <SSNO> <PIN> send to 2600

Text-SSS Services

6) To check status of claim – Key-in

SSS STATUS Sickness <SS Number> <PIN>

SSS STATUS Maternity <SS Number> <PIN>

SSS STATUS ECMed <SS Number> <PIN>

SSS STATUS Disability <SS Number> <PIN>

SSS STATUS Retirement <SS Number> <PIN>

SSS STATUS Death <SS Number> <PIN>

SSS STATUS Funeral <SS Number> <PIN>

SEND TO 2600

Automated Telling Facilities

- **RECEIPT of PAYMENTS thru OTC**
- **CASH or CHECK**
- **OBSERVANCE of DEADLINES**
- **ON-LINE VALIDATION**
- **O.R. is machine-printed**
- **POSTING to member's computer records**

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



2) Click on Register at My.SSS tab

Republic of the Philippines
SOCIAL SECURITY SYSTEM

Best viewed with Internet Explorer

SSS: KABALIKAT SA TUIWID NA LANDAS
SA PAGBANGON NG PILIPINAS

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

Home | My.SSS | Membership

- User Login
- Register**
- E-Services
- About My.SSS

3) Click the link, [Sign up as a Member](#)



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[Home](#) | [My.SSS](#) | [Membership](#) | [Loans](#) | [Benefits](#) | [Corporate Profile](#) | [Publications](#) | [Other Services](#)

Member Login

User ID:

Password:

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 Social Security System

*SS Number:

*First Name:

Middle Name:

*Last Name:

*Date of Birth:

Select Month Day Year

If your email address is other than yahoo.com, kindly inform your network administrator not to block mail from sss.gov.ph.

*Email Address:

*Confirm Email Address:

with

Enter the code as it is shown:

This field helps prevent automated access.

Submit

Cancel

Online Member User ID Registration

*Required Field

Please supply the following information as reported to the Social Security System

*SS Number: 3398765432
*First Name: JUANA
*Middle Name: REYES
*Last Name: SANTOS
*Date of Birth: March 22 1975

☒ your email address is other than yahoo.com, kindly inform your network administrator not to block mail from sss.gov.ph.

*Email Address: santosjr75@yahoo.com
*Confirm Email Address: santosjr75@yahoo.com

with

Enter the code as it is shown:

with

The field helps prevent automated access.

Submit Cancel

Message from webpage



This action will send the supplied information to SSS. Do you want to continue?

OK

Cancel

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

SSS WEBSITE EMPLOYER REGISTRATION



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



3) Click the link, [Sign up as an Employer](#)



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Employer Login

User ID:

Password:

[Forgot User ID or Password?](#)
[Click here](#)

Not yet registered in My.SSS?
[Sign up as an Employer](#)



MY.SSS



**MEMBER
ACCOUNT**

MEMBER LOG-IN - OPTION 1

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SSS: KABALIKAT SA TUWID NA LANDAS
SA PAGBANGON NG PILIPINAS

Home | My.SSS | Members | Benefits | Contact Us

Thursday, June 23, 2011

Member Login


User ID:

Password:

Submit

Forgot User ID or Password?
[Click here](#)

Not yet registered in My.SSS?
[Sign up as a Member](#)



MEMBER LOG-IN - OPTION 2

The screenshot shows the SSS website interface. At the top left is the SSS logo and the text "Republic of the Philippines SOCIAL SECURITY SYSTEM". At the top right, it says "Best viewed with Internet Explorer". Below this is a banner with the text "SSS: KABALIKAT SA TUIWID NA LANDAS SA PAGBANGON NG PILIPINAS" and a graphic of a city skyline. A navigation bar contains links: "Home | My.SSS | Membership | Loans | Benefits | Corporate Profile | Publications | Other Services". The "My.SSS" link is circled in red. A yellow arrow points from this link to a dropdown menu. The dropdown menu has a title "My.SSS" and four options: "User Login" (highlighted in blue), "Register", "E-Services", and "About My.SSS".

Republic of the Philippines
SOCIAL SECURITY SYSTEM

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SSS: KABALIKAT SA TUIWID NA LANDAS
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Home | My.SSS | Membership | Loans | Benefits | Corporate Profile | Publications | Other Services

My.SSS

- User Login
- Register
- E-Services
- About My.SSS

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
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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

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 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

TRANSACTIONS

Welcome, Ms./Mr.

Logout

Main Menu

UPDATE PROFILE

CHANGE PASSWORD

ONLINE INQUIRY

APPOINTMENT SYSTEM

TRANSACTIONS

Welcome to My.SSS!

Juana Santos Dela Cruz
03-9876543-2
Voluntary Member
Malolos Branch

Salary Loan Application

Maternity Notification

Submission of Contribution Collection List (H3)

My.SSS



Frequently
Asked
Questions

Is there a fee for registration at My.SSS?

Registration at My.SSS is free of charge.



Can I apply for SSS membership or secure an SS number thru the website?

No. Currently, application for membership and issuance of SS number still require personal appearance and presentation of identification documents at any SSS branch office. Very soon, application for SSS number may be submitted through the SSS Website, however, the signed application and supporting documents shall be dropped in the drop box of the SSS branch.



What are the system requirements to access My.SSS?

The system requirements are the following:

- Personal Computer with Internet access
- Microsoft Windows 95 and above operating system versions
- Microsoft Internet Explorer versions 6.0 and 7.0



What shall I encode if I have no middle name?

The field for middle name is no longer required, hence, you may opt to leave it blank.



Do I need to submit the hard copy of my salary loan application over-the-counter if I submitted an application online?

No. You need not file the same salary loan application over-the-counter if you have already submitted an application online.



How secure is my access to My.SSS?

Once the member has successfully logged on to the SSS Website, communication link is protected through a secure http communications protocol. You can click on the padlock symbol found at the right side of the address bar or the status bar to verify the website.



Does SSS ask for my user ID and password through email?

No, the SSS will never ask for your user ID and password through email. For purposes of verification of blocked accounts, however, the SSS may ask for the user ID.



Online Assistance for Members

1) Call or visit the nearest SSS branch office



2) Send an email to member_relations@sss.gov.ph



3) Call the SSS Hotline at 920-6446 to 55



4) Find SSS on Facebook – **facebook**
Philippine Social Security System





End of presentation. Thank you.