

MIT ADVISORY

Official Manila International Container Terminal Partner Advisory

02/10/2023

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Dear Valued Customers,

We would like to remind everyone that our manual ADR (via ADR Portal) will be deactivated effective **February 15, 2023**.

Please see below FAQs on the transition to e-ADR from manual ADR.



FAQs:

Transitioning to e-ADR from Manual ADR

1 What is an e-ADR?

Short for Electronic Advance Deposit Receipt, the e-ADR is secured via the Bills Payment facilities of our partner banks, **BDO** and **UnionBank**. This is integrated in ACTS to allow our customers to fund their ACTS account.

2 What is the difference between Manual ADR and e-ADR?

The manual ADR is processed through the ACTS ADR Portal which requires back-end manual validation and issuance and is only available during regular office hours. The e-ADR, on the other hand, is electronically processed and generated via the Bills Payment Facility channels of our partner banks, BDO and Unionbank, and is available anytime and anywhere.

For further comparison of the benefits of e-ADR, see below table:

ACTS E-ADR	ICTSI MANUAL ADR (via ADR PORTAL)
24/7 AVAILABILITY of e-ADR processing and automated issuance	Available only between Monday to Friday, 8AM to 5PM, and excluding holidays
REQUIRES ONLY A 2-STEP PROCESS to issue an e-ADR 1. Customer transacts via any BDO or Unionbank Bills Payment Channel. 2. Customer receives a system-generated e-ADR via email notification (if BDO) or when logging in to their ACTS account (if Unionbank).	Requires a 5-step procedure with manual submission and manual validation : 1. Customer performs bank transaction to transfer funds to ICTSI bank account. 2. Customer requests for ADR in the portal and submits the proof of deposit. 3. ICTSI Cash Section validates the bank credit and approves the ADR creation. 4. ICTSI Billing Section processes the ADR and uploads it to the portal. 5. Customer receives the copy of the ADR via email.
ONLY TAKES LESS THAN 10 MINUTES to complete the end-to-end e-ADR process	Takes an average of 1 hour from lodgement to issuance of ADR

3 How do I process an e-ADR?

Currently, you can process an e-ADR through BDO or Unionbank. To learn about their available deposit options and their respective step-by-step procedures, please click on below user guides for your reference:

ICTSI ACTS e-ADR via UBP User Guide

ICTSI ACTS e-ADR via BDO User Guide

4 Is the e-ADR processing available 24/7?

The e-ADR processing, in both BDO and Unionbank, is **available 24/7** and can be accessed anywhere as long as there's Internet connectivity.

5 Is there a minimum or maximum amount of deposit for e-ADR?

No minimum or maximum amount of deposit is required when processing e-ADR.

6 For Over-the-Counter check deposit, can we use checks issued by other banks?

Only On-Us checks, or checks issued by either BDO or Unionbank, will be accepted in their respective Bills Payment facilities. This is because the issuance of e-ADR is automated, thus requiring immediate posting of the deposited amount for the transaction to be successful.

7 If an ADR was processed manually before February 15, can I still use the issued ADR for my future ACTS payment transactions?

Yes. Any ADR issue before February 15 that has not yet been applied in an ACTS payment transaction **will remain valid** for use even after February 15.

8 Can I still process an ADR request through the ADR Portal on or after February 15?

No. The ADR Portal will no longer be available starting February 15. Any deposit to an ICTSI bank account that did not go through any e-ADR Bills Payment facility of either BDO or Unionbank starting February 15 will not be valid for processing. **Please note that requests to refund the deposited amount will have to be directed to the involved bank and not with ICTSI.**

9 What do I do in case my ACTS account details is not accepted at the bank teller during an Over-the-Counter transaction?

First, **double check if all ACTS account information in the deposit slip is correct.** If all ACTS account details submitted are valid and correct and the issue persists, customer may email customer@ictsi.com to confirm.

10 Who can I contact if an issue arises during the e-ADR processing of my selected bank?

For any issues encountered when processing your e-ADR in the Bills Payment facility of your bank, you may reach out to the following:



cms-corbank@bdo.com.ph
(02) 8840 7000



business@unionbankph.com
(02) 8841 8600

11 For BDO processing, how long do I wait to get an email notification with a copy of my e-ADR?

After a successful payment transaction, it only takes **10 minutes** at most to get notified via email.

12 What do I do if I have not received a copy of an e-ADR for my successful BDO bank transaction after 10 minutes?

Please allow another 30 minutes. If no email is received after this period, please contact your BDO relationship manager immediately or below contact information:



cms-corbank@bdo.com.ph
(02) 8840 7000

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