



VAT Refund/Adjustment Process

Processing a VAT Refund/Adjustment in ACTS

Contents

01

VAT Refund/Adjustment Request Process in ACTS

02

Monitoring Your Refund/Adjustment Request Status

03

**Prompt Messages in ACTS for VAT Refund/
Adjustment Requests**

VAT Refund/Adjustment General Process



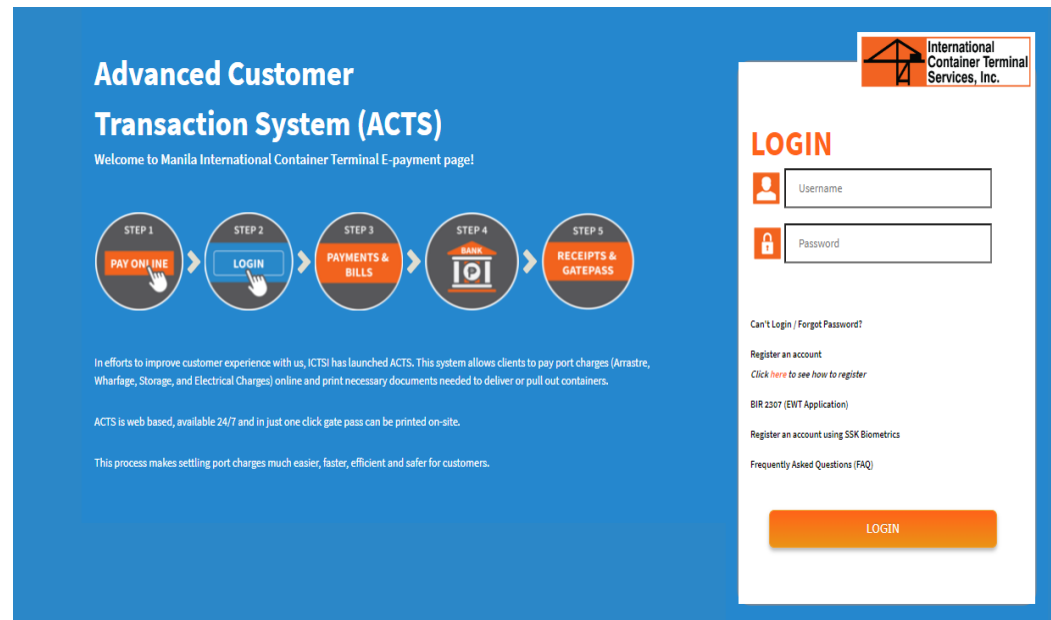
01

VAT Refund/Adjustment Request Process in ACTS

VAT Refund/Adjustment Request Process in ACTS



Log-in to your ACTS account at <https://acts.ictsi.com/>



Advanced Customer Transaction System (ACTS)
Welcome to Manila International Container Terminal E-payment page!

STEP 1 PAY ONLINE | STEP 2 LOGIN | STEP 3 PAYMENTS & BILLS | STEP 4 BANK IOTI | STEP 5 RECEIPTS & GATEPASS

In efforts to improve customer experience with us, ICTSI has launched ACTS. This system allows clients to pay port charges (Arrastre, Wharfage, Storage, and Electrical Charges) online and print necessary documents needed to deliver or pull out containers.

ACTS is web based, available 24/7 and in just one click gate pass can be printed on-site.

This process makes settling port charges much easier, faster, efficient and safer for customers.

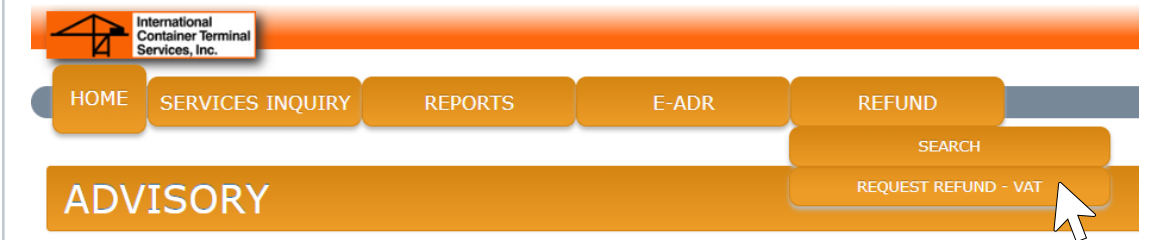
LOGIN

Username
Password

LOGIN

Can't Login / Forget Password?
Register an account
Click [here](#) to see how to register
BIR 2307 (EWT Application)
Register an account using SSK Biometrics
Frequently Asked Questions (FAQ)

From the REFUND tab, click on REQUEST REFUND - VAT



International Container Terminal Services, Inc.

HOME SERVICES INQUIRY REPORTS E-ADR REFUND

SEARCH

REQUEST REFUND - VAT

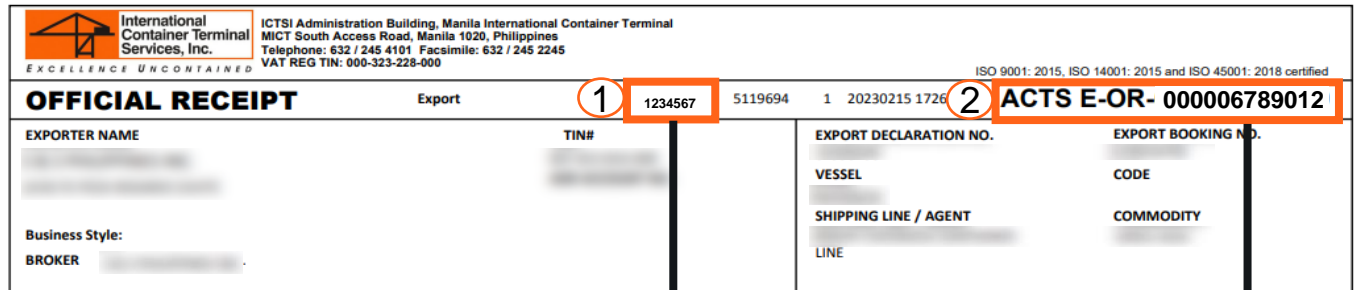
VAT Refund/Adjustment Request Process in ACTS




OPTION 1: Input the ACTS E-OR number and corresponding Payment ID

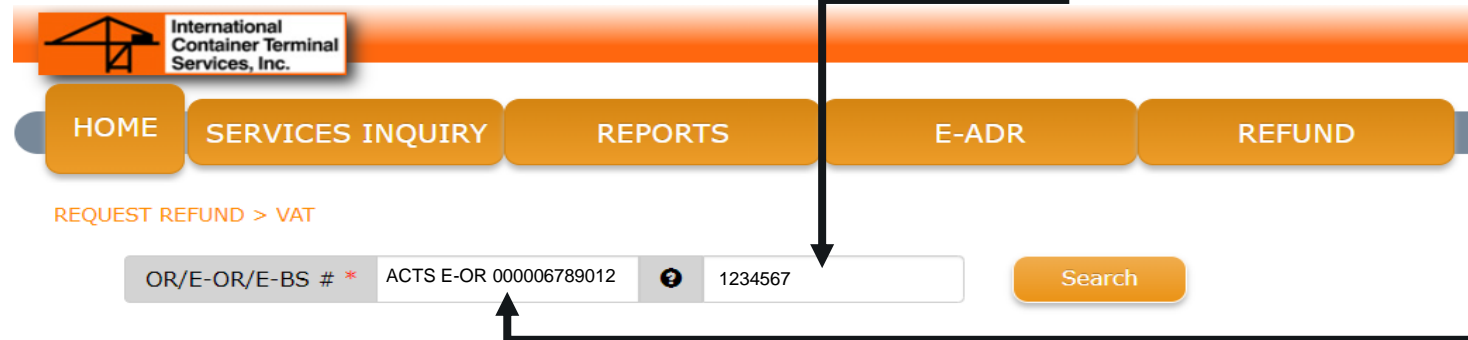
1 Payment Identification (PID)

2 Electronic Official Receipt (E-OR)



 <p>International Container Terminal Services, Inc. ICTSI Administration Building, Manila International Container Terminal MICT South Access Road, Manila 1020, Philippines Telephone: 632 / 245 4101 Facsimile: 632 / 245 2245 VAT REG TIN: 000-323-228-000</p>		ISO 9001: 2015, ISO 14001: 2015 and ISO 45001: 2018 certified	
OFFICIAL RECEIPT Export		1 1234567	5119694 1 20230215 1726 2 ACTS E-OR- 000006789012
EXPORTER NAME	TIN#	EXPORT DECLARATION NO.	EXPORT BOOKING NO.
Business Style:	BROKER	VESSEL	CODE
		SHIPPING LINE / AGENT	COMMODITY
		LINE	

REMINDER:
The verification fee (if applicable) will automatically be deducted from the refundable amount.



International Container Terminal Services, Inc.

HOME SERVICES INQUIRY REPORTS E-ADR REFUND

REQUEST REFUND > VAT

OR/E-OR/E-BS # * ACTS E-OR 000006789012 ? 1234567 Search

VAT Refund/Adjustment Request Process in ACTS



OPTION 2: Input the ACTS E-BS number and provide the CCOA number for the Invoice

- ① Electronic Billing Statement
- ② Cargo Charges On-Account No.


ISO 9001: 2015, ISO 14001: 2015 and ISO 45001: 2018 certified



International Container Terminal Services, Inc. ICTSI Administration Building, Manila International Container Terminal MICT South Access Road, Manila 1020, Philippines
Telephone: 632 / 245 4101 Facsimile: 632 / 245 2245
VAT REG TIN: 000-323-228-000

BILLING STATEMENT

CUSTOMER		VESEL	DATE		
ADDRESS		REGISTRY NO.	2023-06-19		
TIN		CUSTOMER CODE			
BUSINESS STYLE		Vessel ATA/ATD OR Discharge Date			
REF	PARTICULARS	QTY.	UMS	RATE	AMOUNT



International Container Terminal Services, Inc.

HOME SERVICES INQUIRY REPORTS E-ADR REFUND

REQUEST REFUND > VAT

OR/E-OR/E-BS # * ACTS E-BS 0000000678901 2023 - 0000000123456 Search

20230616 0902

REGISTRY NO.	ENTRY NO.
VESEL	BL NUMBER
SHIPPING LINE / AGENT	COMMODITY

REMINDER:
A **Service Reference Number (SRN)** for personnel fee will be sent to the customer's ACTS-registered email (if applicable). After settling the amount in ACTS, the customer should send their **proof of payment** or the **Official Receipt** to our Billing Team by replying to the email.

VAT Refund/Adjustment Request Process in ACTS



Upload the necessary documents such as Request Letter, ACTS E-OR copy, and other related documents. Once done, click on the  button.

REQUEST REFUND > VAT

OR/E-OR #	
Currency	PHP
Remarks	
Request Letter [⌘]	<input type="button" value="Choose File"/> 1 SAMPLE REQ...ST LETTER.PDF
ACTS E-OR Copy [⌘]	<input type="button" value="Choose File"/> 2 SAMPLE E-OR COPY.PDF
Other	<input type="button" value="Choose File"/> NO FILE CHOSEN




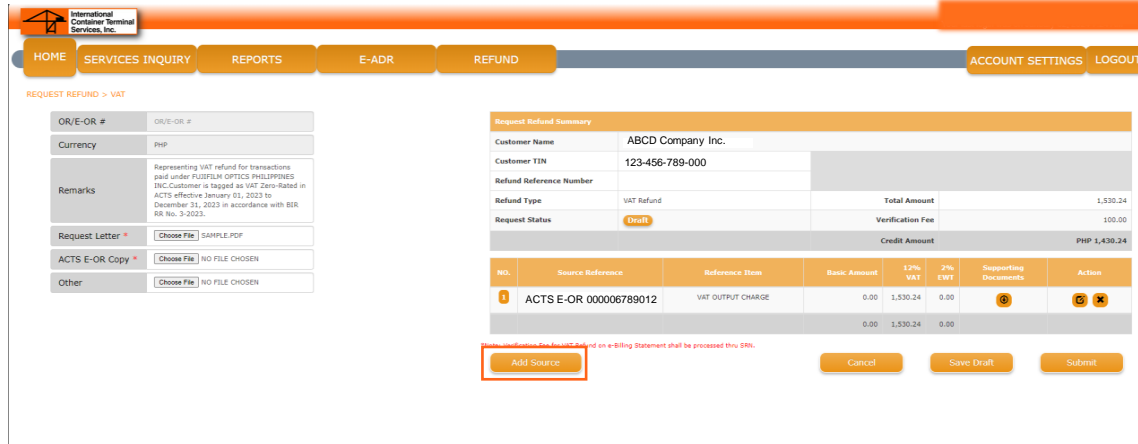
REMINDER:

- ✓ All documents to be uploaded must be in PDF format
- ✓ Request letter and ACTS E-OR copy are **required** to be submitted

VAT Refund/Adjustment Request Process in ACTS



Should there be a need to upload more than one receipt, click on **ADD SOURCE**. Input the ACTS E-OR or E-BS Number and CCOA number and then click on the  button. After doing so, upload the necessary documents.



International Container Terminal Services, Inc.

HOME SERVICES INQUIRY REPORTS E-ADR REFUND ACCOUNT SETTINGS LOGOUT

REQUEST REFUND > VAT

OR/E-OR #	OR/E-OR #
Currency	PHP
Remarks	Representing VAT refund for transactions paid under RUSTRIAN OPTICS PHILIPPINES INC. Customer is tagged as VAT Zero-Rated in ACTS effective January 01, 2022 to December 31, 2023 in accordance with BSR RR No. 3-2023.
Request Letter *	<input type="button" value="Choose File"/> SAMPLE.PDF
ACTS E-OR Copy *	<input type="button" value="Choose File"/> NO FILE CHOSEN
Other	<input type="button" value="Choose File"/> NO FILE CHOSEN

Request Refund Summary							
Customer Name ABCD Company Inc.							
Customer TIN 123-456-789-000							
Refund Reference Number							
Refund Type		VAT Refund		Total Amount		1,530.24	
Request Status		Draft		Verification Fee		100.00	
				Credit Amount		PHP 1,430.24	
No.	Source Reference	Reference Item	Basic Amount	12% VAT	2% EWT	Supporting Documents	Action
1	ACTS E-OR 000006789012	VAT OUTPUT CHARGE	0.00	1,530.24	0.00		
			0.00	1,530.24	0.00		

Add Source Reference

E-BS #

CCOA #



E-BS #

Currency

Remarks

Request Letter * 1 SAMPLE REQ...ST LETTER.PDF

ACTS E-BS Copy * 2 SAMPLE E-BS COPY.PDF

Other NO FILE CHOSEN




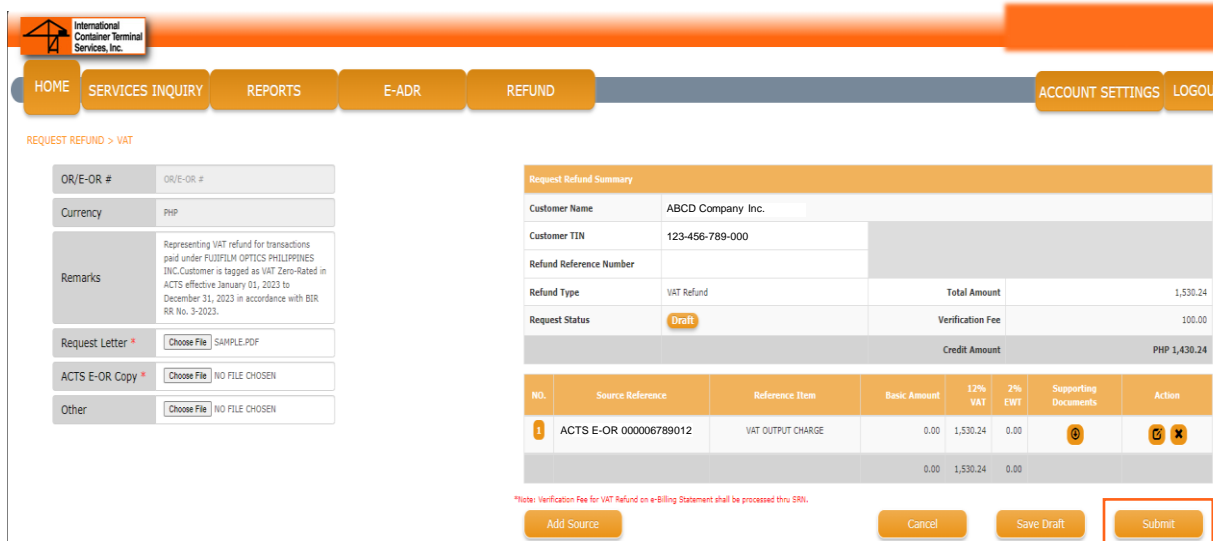
REMINDER:

- ✓ All E-OR or E-BS for VAT refund requests should be under the **same Customer Name or Consignee/Shipper Name.**
- ✓ You can upload a maximum of **15 ACTS E-OR or ACTS E-BS numbers at once.**
- ✓ You may only submit a request per type. If the initial request is E-OR, all following added source should also be E-OR.

VAT Refund/Adjustment Request Process in ACTS



Click on the **SUBMIT** button and confirm submission by clicking the  button. An email notification confirming that your request has been successfully submitted will be sent to your registered email address.



International Container Terminal Services, Inc.

HOME SERVICES INQUIRY REPORTS E-ADR REFUND ACCOUNT SETTINGS LOGOUT

REQUEST REFUND > VAT

OR/E-OR # OR/E-OR #

Currency PHP




Remarks Representing VAT refund for transactions paid under RUJEFILM OPTICS PHILIPPINES INC. Customer is tagged as VAT Zero-Rated in ACTS effective January 01, 2023 to December 31, 2023 in accordance with BER RR No. 3-2023.

Request Letter * SAMPLE.PDF

ACTS E-OR Copy * NO FILE CHOSEN

Other NO FILE CHOSEN

Request Refund Summary							
Customer Name	ABCD Company Inc.						
Customer TIN	123-456-789-000						
Refund Reference Number							
Refund Type	VAT Refund	Total Amount	1,530.24				
Request Status	Draft	Verification Fee	100.00				
		Credit Amount	PHP 1,430.24				

NO.	Source Reference	Reference Item	Basic Amount	12% VAT	2% EWT	Supporting Documents	Action
1	ACTS E-OR 000006789012	VAT OUTPUT CHARGE	0.00	1,530.24	0.00		 
			0.00	1,530.24	0.00		

*Notes: Verification Fee for VAT Refund on e-Billing Statement shall be processed thru SRN.

Successfully Saved

You've successfully submitted a refund with Refund Request Number # **CRF12312311** . Please note that this will be subject for review and approval.



VAT Refund/Adjustment Request Process in ACTS

Request for a
refund/adjustment
via ACTS

Billing team to
review your
refund/adjustment
request

Monitor your
refund/adjustment
request status via
ACTS

Receive the result
of your request via
your ACTS-
registered email

Below is a sample email that you will receive in your registered email address once you have successfully submitted your VAT refund request via ACTS.



Dear Juan Dela Cruz,


You have successfully submitted a request for VAT Refund on December 27, 2023 02:56 AM. Please anticipate an email informing the status of your request. Or you may also view it through ACTS.

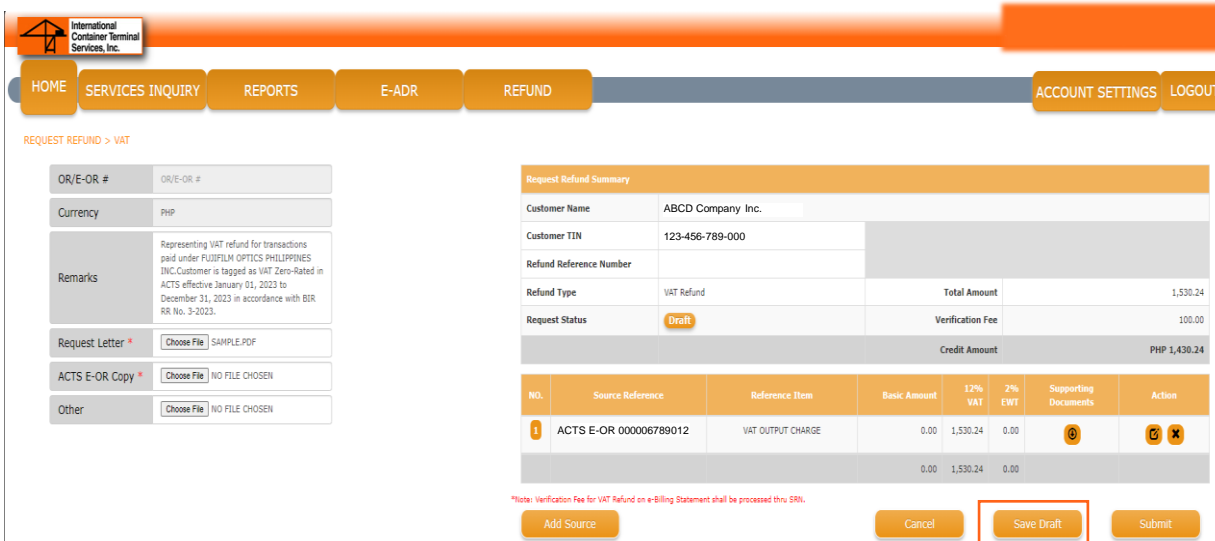
Request Number:	CRF12312311
Credit Type:	Adjustment - VAT
Source Reference/s:	ACTS E-OR 000006789012
Customer Name:	ABCD Company Inc.
Customer TIN:	123-456-789-000
Credit Amount:	PHP 364.16
E-ADR Reference No.:	
Requestor:	VRFUSER07
Remarks:	Representing VAT refund for transactions paid under ABCD Company Inc. Customer is tagged as VAT Zero-Rated in ACTS effective January 05, 2023 to December 31, 2023 in accordance with BIR RR No. 3-2023

Documents

VAT Refund/Adjustment Request Process in ACTS



Should you wish to save it as draft, just click on the **SAVE DRAFT**. Confirm by clicking the  button and you will be prompted with the Refund Request Number.



International Container Terminal Services, Inc.

HOME SERVICES INQUIRY REPORTS E-ADR REFUND ACCOUNT SETTINGS LOGOUT

REQUEST REFUND > VAT

OR/E-OR # OR/E-OR #

Currency PHP

Remarks Representing VAT refund for transactions paid under RUJEFILM OPTICS PHILIPPINES INC. Customer is tagged as VAT Zero-Rated in ACTS effective January 01, 2023 to December 31, 2023 in accordance with BER RR No. 3-2023.

Request Letter * SAMPLE.PDF

ACTS E-OR Copy * NO FILE CHOSEN

Other NO FILE CHOSEN

Request Refund Summary							
Customer Name	ABCD Company Inc.						
Customer TIN	123-456-789-000						
Refund Reference Number							
Refund Type	VAT Refund	Total Amount	1,530.24				
Request Status	Draft	Verification Fee	100.00				
		Credit Amount	PHP 1,430.24				

NO.	Source Reference	Reference Item	Basic Amount	12% VAT	2% EWT	Supporting Documents	Action
1	ACTS E-OR 000006789012	VAT OUTPUT CHARGE	0.00	1,530.24	0.00		
			0.00	1,530.24	0.00		

*Notes: Verification Fee for VAT Refund on e-Billing Statement shall be processed thru SRN.

Successfully Saved

Successfully saved draft with Refund Request Number # **CRF12312311**





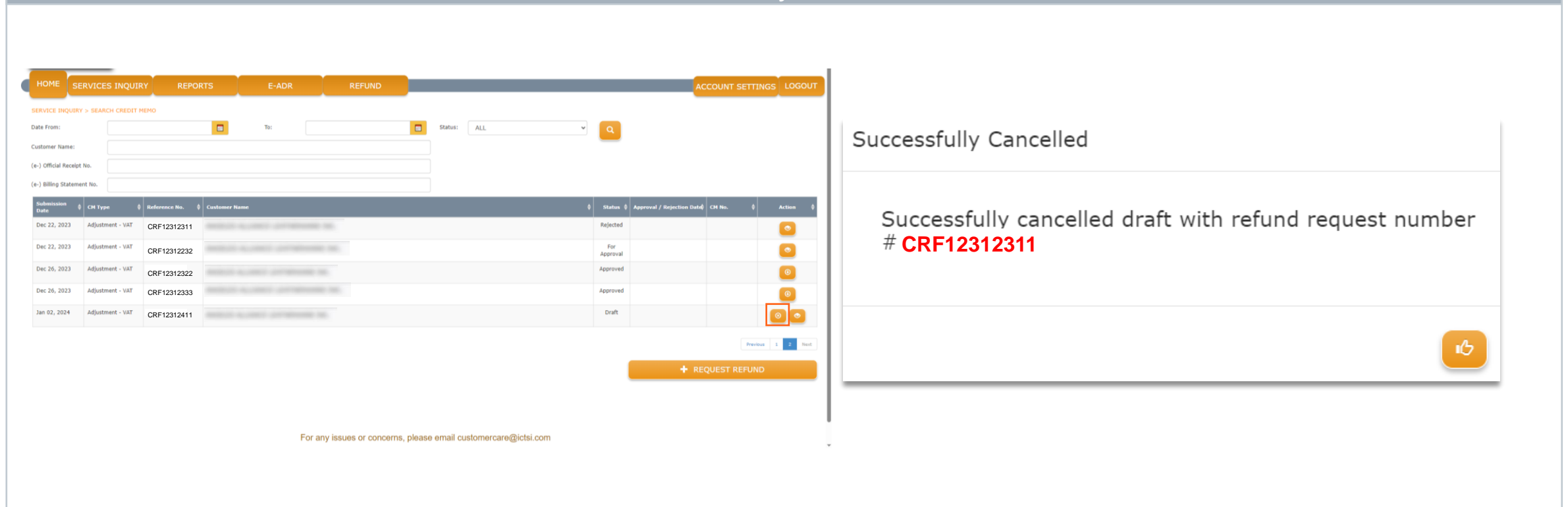
REMINDER:

Please note that refund requests that are saved as draft will not be submitted to MICT Billing Group for review.







VAT Refund/Adjustment Request Process in ACTS



If you need to cancel your current request, click on  button and confirm the cancellation by clicking the  button. Once done, a prompt will show confirming that the refund request has been successfully cancelled.




The screenshot displays the ACTS web application interface. At the top, there is a navigation bar with buttons for HOME, SERVICES INQUIRY, REPORTS, E-ADR, REFUND, ACCOUNT SETTINGS, and LOGOUT. Below the navigation bar, there is a search section with fields for Date From, To, Status (set to ALL), and a search button. Below the search section, there are input fields for Customer Name, (e-) Official Receipt No., and (e-) Billing Statement No. The main content area features a table with the following columns: Submission Date, CH Type, Reference No., Customer Name, Status, Approval / Rejection Date, CH No., and Action. The table contains five rows of data, with the last row (Draft status) having a red box around its minus icon in the Action column. Below the table, there are pagination controls (Previous, 1, Next) and a + REQUEST REFUND button. At the bottom of the page, there is a footer text: "For any issues or concerns, please email customercare@ictsi.com".

Submission Date	CH Type	Reference No.	Customer Name	Status	Approval / Rejection Date	CH No.	Action
Dec 22, 2023	Adjustment - VAT	CRF12312311	[REDACTED]	Rejected			
Dec 22, 2023	Adjustment - VAT	CRF12312232	[REDACTED]	For Approval			
Dec 26, 2023	Adjustment - VAT	CRF12312322	[REDACTED]	Approved			
Dec 26, 2023	Adjustment - VAT	CRF12312333	[REDACTED]	Approved			
Jan 02, 2024	Adjustment - VAT	CRF12312411	[REDACTED]	Draft			 

Successfully Cancelled

Successfully cancelled draft with refund request number # **CRF12312311**



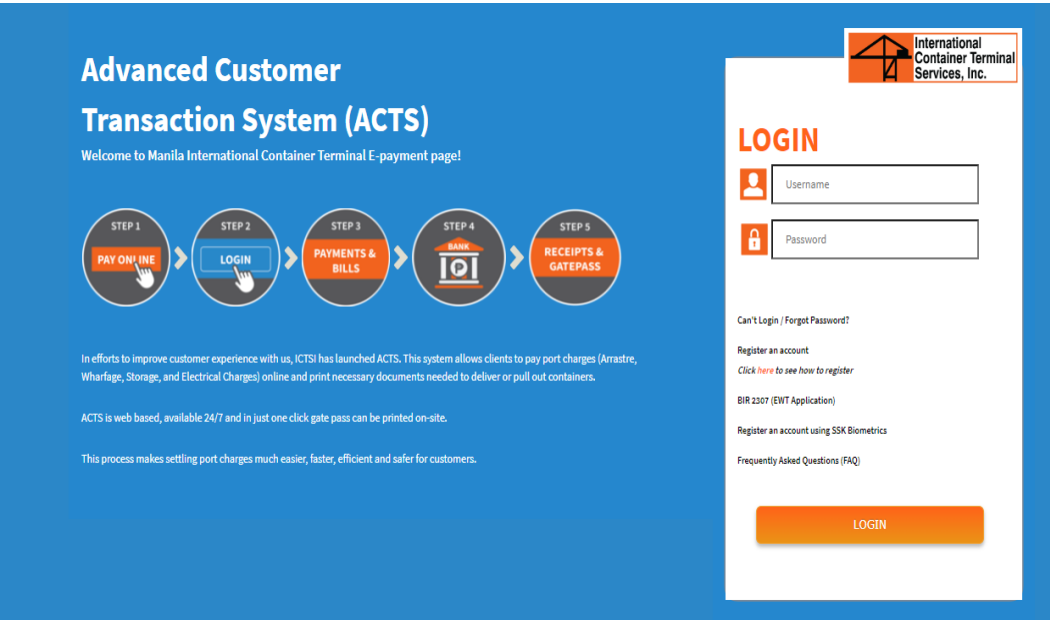
02

Monitoring Your Refund/Adjustment Request Status

Monitoring Your Refund/Adjustment Request Status



Login to your ACTS account at <https://acts.ictsi.com/>



Advanced Customer Transaction System (ACTS)
Welcome to Manila International Container Terminal E-payment page!

STEP 1: PAY ONLINE | STEP 2: LOGIN | STEP 3: PAYMENTS & BILLS | STEP 4: RECEIPTS & GATEPASS | STEP 5: RECEIPTS & GATEPASS

In efforts to improve customer experience with us, ICTSI has launched ACTS. This system allows clients to pay port charges (Arrastre, Wharfage, Storage, and Electrical Charges) online and print necessary documents needed to deliver or pull out containers.

ACTS is web based, available 24/7 and in just one click gate pass can be printed on-site.

This process makes settling port charges much easier, faster, efficient and safer for customers.

LOGIN

Username:

Password:

Can't Login / Forget Password?

Register an account
[Click here to see how to register](#)

BIR 2307 (EWT Application)

Register an account using SSK Biometrics

Frequently Asked Questions (FAQ)

LOGIN

From the REFUND tab, click on SEARCH



International Container Terminal Services, Inc.

HOME SERVICES INQUIRY REPORTS E-ADR REFUND


SEARCH

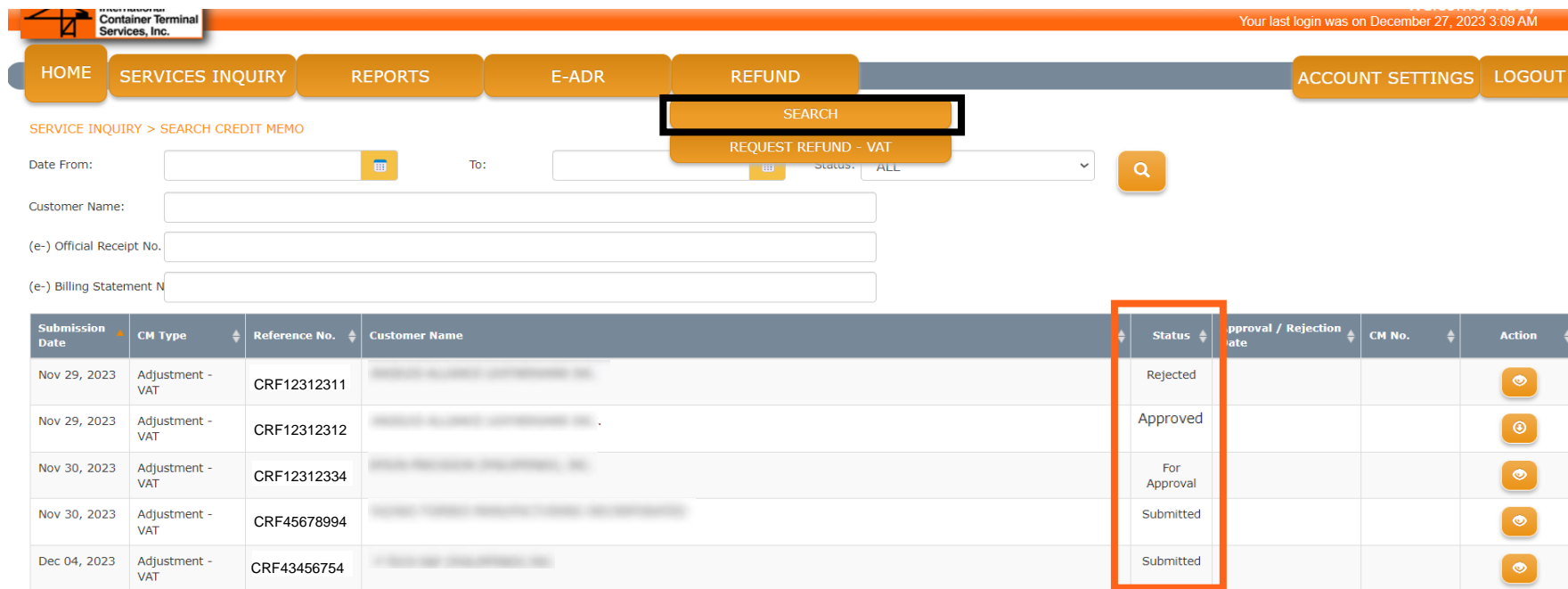
ADVISORY

REQUEST REFUND

Monitoring Your Refund/Adjustment Request Status



From the **SEARCH** tab, input the submission date and click on  to view the status of your refund request/s.




Container Terminal Services, Inc. Your last login was on December 27, 2023 3:09 AM

HOME SERVICES INQUIRY REPORTS E-ADR REFUND ACCOUNT SETTINGS LOGOUT

SERVICE INQUIRY > SEARCH CREDIT MEMO

SEARCH






REQUEST REFUND - VAT

Date From: To: Status: ALL 

Customer Name:

(e-) Official Receipt No.

(e-) Billing Statement No.

Submission Date	CM Type	Reference No.	Customer Name	Status	Approval / Rejection Date	CM No.	Action
Nov 29, 2023	Adjustment - VAT	CRF12312311	[REDACTED]	Rejected			
Nov 29, 2023	Adjustment - VAT	CRF12312312	[REDACTED]	Approved			
Nov 30, 2023	Adjustment - VAT	CRF12312334	[REDACTED]	For Approval			
Nov 30, 2023	Adjustment - VAT	CRF45678994	[REDACTED]	Submitted			
Dec 04, 2023	Adjustment - VAT	CRF43456754	[REDACTED]	Submitted			

Monitoring Your Refund/Adjustment Request Status



Refund Request Status descriptions

DRAFT

This status indicates that the refund/adjustment request is still saved in drafts and can still be edited for submission or cancellation.

SUBMITTED

Indicates that you have entered the necessary information and documents to initiate the refund/adjustment request. The request is in queue for review and approval by the MICT Billing Group.

CANCELLED

The refund/adjustment request has initially been saved as draft and eventually cancelled by the user.

FOR APPROVAL

Indicates that the request is currently under review by the MICT Billing Group.

REJECTED

The request has been reviewed but does not meet the criteria for VAT refund/adjustment. An email notification will be sent to the registered email address indicating the reason for rejection of the request.

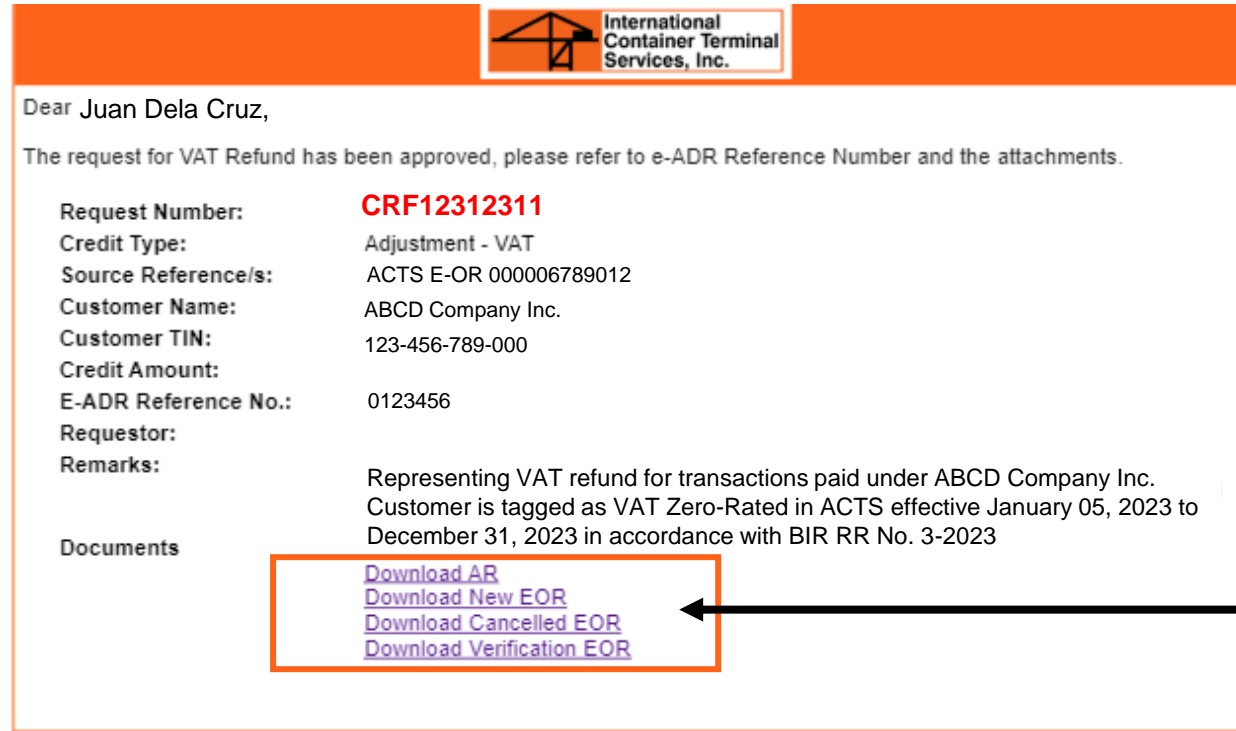
APPROVED

The refund request has been reviewed and approved by MICT Billing Group. An email notification will be sent to the registered email address with E-ADR Reference Number and links to download the New ACTS E-OR, ACTS Cancelled E-OR, and ACTS Verification Fee E-OR.

Monitoring Your Refund/Adjustment Request Status



If your request has been approved, an email notification will be sent to your registered email address with E-ADR Reference Number and links to download the AR, New ACTS E-OR, ACTS Cancelled E-OR, and ACTS Verification Fee E-OR.



Dear Juan Dela Cruz,

The request for VAT Refund has been approved, please refer to e-ADR Reference Number and the attachments.

Request Number:	CRF12312311
Credit Type:	Adjustment - VAT
Source Reference/s:	ACTS E-OR 000006789012
Customer Name:	ABCD Company Inc.
Customer TIN:	123-456-789-000
Credit Amount:	
E-ADR Reference No.:	0123456
Requestor:	
Remarks:	Representing VAT refund for transactions paid under ABCD Company Inc. Customer is tagged as VAT Zero-Rated in ACTS effective January 05, 2023 to December 31, 2023 in accordance with BIR RR No. 3-2023
Documents	Download AR Download New EOR Download Cancelled EOR Download Verification EOR

You may visit these links to download the AR, New E-OR, Cancelled E-OR, and Verification E-OR.

Monitoring Your Refund/Adjustment Request Status

Request for a
refund/adjustment
via ACTS

Billing team to
review your
refund/adjustment
request

Monitor your
refund/adjustment
request status via
ACTS

Receive the result
of your request via
your ACTS-
registered email

If your request has been rejected, an email notification will be sent to the registered email address indicating the reason.



Dear Juan Dela Cruz,

Your refund request has been **rejected** due to the following reasons:
incomplete attachments

Request Number: **CRF12312311**
Credit Type: Adjustment - VAT
Source Reference/s: ACTS E-OR 000006789012
Customer Name: ABCD Company Inc.
Customer TIN: 123-456-789-000
Credit Amount: PHP 468.56
E-ADR Reference No.:

Requestor: VRFUSER01

Remarks: Representing VAT refund for transactions paid under ABCD Company Inc. Customer is tagged as VAT Zero-Rated in ACTS effective January 05, 2023 to December 31, 2023 in accordance with BIR RR No. 3-2023

Documents

03

**Prompt Messages in ACTS for VAT Refund/
Adjustment Requests**

Prompt Messages in ACTS for VAT Refund/ Adjustment Requests

This message will be prompted if the Customer Name in ACTS E-OR or ACTS E-BS is not tagged as VAT ZR.

Failed



Customer not tagged as VAT ZR
Customer. Please contact Billing
Department.



This message will be prompted if the Payment Date is not within the VAT ZR effectivity date.

Failed



VAT OR date is not within the VAT ZR
effectivity date. Please contact Billing
Department.



This message will be prompted if the current request is **already being processed** by another user.

Failed



OR/e-OR#ACTS E-OR 000006789012
is being processed by another user.
Proceed with another reference.



This error message will be prompted if your TIN cannot be used to request a refund. Kindly check with the Billing Team at actscmgroup@ictsi for further inquiries.

Failed



Customer TIN does not exist for OR/E-OR#
ACTS E-OR 000001234567. Please contact
Billing Team at actscmgroup@ictsi.com for
clarification.



Prompt Messages in ACTS for VAT Refund/ Adjustment Requests

This message will be prompted if the payment date is within VAT ZR effectivity, but the refund request was submitted beyond the cutoff date set by the Tax Accounting in the system.

Failed



Cannot process refund - past acceptable date of application.



This message will be prompted if there is **no remaining balance to refund.**

Failed



This OR/e-OR has no existing balance. Proceed with another reference.

