

MICT ADVISORY

Official Manila International Container Terminal Partner Advisory

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To Our Valued Customers:

As we continue our drive towards **cashless** payments at ICTSI to further the prevention of COVID-19, we would like to share with you a series of Frequently Asked Questions regarding the ACTS Online Payment. Starting this week until end of May, we will be sending a list of FAQs that may help guide you as you transition towards our 24/7 online payment system.

FAQs - 1 of 3

1. How do I register with the ACTS Online Payment?

- Simply follow these steps:
 - Go to <https://acts.ictsi.com/Account/Register/>
 - Fill out fields on the page.
 - Download the ICTSI Client Registration Form. Then upload the completed form to its allotted field.
 - Attach your BIR Form 2303 to its allotted field and to the "Other Requirements" field.

2. Who can register with the ACTS Online Payment?

- Port users -- importer, exporter, broker, forwarder or trucker -- who have payments for container handling in MICT. Port user just has to submit the completed ICTSI Client Registration Form and his BIR Form 2303 on our registration page on this link: <https://acts.ictsi.com/Account/Register/>.

3. Can I use the ACTS Online Payment at home or in the office?

- Yes, you can access ACTS anywhere as long as you are connected to the internet. Once you have successfully registered and your username and password have been sent to your registered email address, you may log in to <https://acts.ictsi.com/> to access the payment portal.

4. I don't have a Secretary's Certificate and other documents. Can I still register?

- The completed ICTSI Client Registration Form and BIR Form 2303 will do. Other requirements mentioned on the page are supplementary, and will not

hinder a successful registration. You may register on this link:
<https://acts.ictsi.com/Account/Register/>.

5. I'm a Sole Proprietor and I don't have a SEC certificate or a Secretary's Certificate. What other requirements can I submit to be able to register?

- We only need your BIR Form 2303 for now. As long as the ICTSI Client Registration Form and the BIR Form 2303 are provided, registration will proceed. You may register on this link:
<https://acts.ictsi.com/Account/Register/>.

6. How do I access the ACTS Online Payment?

- Once you have successfully registered and your username and password have been sent to your registered email address, you may log on to <https://acts.ictsi.com/> to access the payment portal.

7. Can I create multiple users under an account?

- Yes. Maximum of 5 users can be created under one account. If you are still in the registration stage, indicate the details of the multiple users in the ICTSI Client Registration Form under the "Payors Representatives". If you already have an account, go to Account Settings on the top right side of the page to add users.?

8. Can different users under one account use the account at the same time?

- Yes. Account holders just need to ensure that their assigned users secure their passwords to avoid breach on privacy and security. Make sure also that different users are not paying for the same containers to avoid issues on double payment.

Feel free to disseminate to your customers, industry partners and within your group. Should you need further assistance in your registration and/or use of the ACTS Online Payment, our Customer Care team will be glad to help you out. [Just email your queries to customer care@ictsi.com](mailto:customer care@ictsi.com) or through our Customer Chatbox available on our MICT website (www.mict.com.ph).

Regards,

MICT Management

NOTE: All links in this advisory shall be active for 7 days upon receipt of the email. Please download all relevant attachments immediately.