



APO PRODUCTION UNIT, INC.

**World-Class
Government Security Printer**

CITIZEN'S CHARTER

MANDATE AND FUNCTION

Executive Order No. 4, Series of 2010

APO Production Unit, Inc. operates under the control and direct supervision of the Office of the President thru the Presidential Communications Office (PCO).

GOCC Governance Act of 2011

A government-owned and controlled corporation (GOCC) as defined in Section 3 (n) of the Republic Act (RA) No. 10149, or the GOCC Governance Act of 2011, promulgated effective 6 June 2011.

As defined by law, it is one of the “instrumentalities or agencies of the government which are neither corporations nor agencies integrated within the departmental framework, but vested by law with special functions or jurisdiction, endowed with some if not all corporate power, administering special funds, and enjoying operational autonomy usually through a charter.”

General Appropriations Act (GAA) of 2010

Mandated by Section 29 of the General Appropriations Act (GAA) of 2010 and operating under the guidelines of the Government Procurement Policy Board (GPPB) pursuant to its Resolution No. 05-2010, APO Production Unit, Inc. is one of the three recognized government printers (RGPs) that may handle the printing of accountable forms and sensitive high quality/volume printing jobs of the Philippine agencies and offices.

MISSION, VISION AND CORE VALUES

MISSION

To meet the requirements of the national government and its agencies for highly sensitive security printing services by employing innovative technologies, business efficiencies and highly competent personnel through the judicious use of the corporate form of organization.

VISION

By 2025, APO Production Unit, Inc. to have been transformed into an integral and essential component in the infrastructure providing world-class total printing solutions to the national government and its agencies.

By 2028, for APO to provide cutting-edge printing services to foreign governments and international organizations.

CORE VALUES

Integrity
Innovativeness
Entrepreneurial Spirit
Pursue Growth and Learning
Social Responsibility
Teamwork

LIST OF SERVICES

I. EXTERNAL SERVICES

A. Bids and Awards Committee

1. Competitive or public bidding procedure for goods and services, infrastructure/civil works, and consulting services
2. Protest mechanism on BAC decision

B. Human Resources Department

1. Preparation and releasing of requested documents, data and/or information from HRD by former employees

C. Sales and Marketing Division

1. Preparation and releasing of requested quotation to clients.
2. Printing and delivery of printed jobs
3. Walk-in clients for sale of OCRG forms
4. Feedback and complaint mechanism

D. Disposal Committee

1. Sale of unserviceable properties and equipments and waste materials

II. INTERNAL SERVICES

A. Materials and Control Department

1. Requisition and issuance procedure for indirect supplies

B. Management Information System

1. Posting of files/content

C. Human Resources Department

1. Preparation and releasing of requested documents, data and/or information from HRD by present employees.

D. Production Division

1. Receiving of documents for incoming jobs
2. Projection and procurement of materials per incoming jobs
3. Approval of sample proof
4. Approval of press proof
5. Documentation and procedure on printing of incoming jobs

E. Finance Division

1. Processing of Accounts Payable Vouchers

EXTERNAL SERVICES

Bids and Awards Committee

1. Public Bidding
2. Protest Mechanism



APO PRODUCTION UNIT, INC.

Who may avail?

All Prospective Bidders

Office in-charge

BAC Secretariat

Type of Transaction

**G2B - Government to Business Transaction
(Highly technical transaction)**

Checklist of requirements

Bid Proposal

- 1) Original copy**
- 2) Duplicate copy**

Total Time Duration

Maximum period allowed by RA 9184:

Goods: 136 cd

Infrastructure: 156 cd

Consulting services: 180 cd

TABLE I - Applicable Fees for Bidding Documents

Approved Budget for the Contract (ABC)	Maximum Cost of Bidding Documents (in Philippine Pesos)
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

CITIZEN'S CHARTER

Competitive or Public Bidding

Procedure for Goods & Services, Infrastructure/Civil Works, and Consulting Services

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Invitation for possible bidders.	1.1) Advertise/post an invitation to BID at PhilGEPS website, APO website and at APO's conspicuous places	None	7 calendar days	BAC Secretariat
2) Purchase Bidding Documents at APO-BAC Secretariat Office	2.1) Issuance of bidding documents	Refer to Table I	1 calendar day	BAC Secretariat
	2.2) Issuance of Official Receipt			Cashier/APO Treasury Department Official Receipt
3) Attend Pre-bid Conference at APO	3.1) Conduct of pre-bid conference	None	1 calendar day (7 CD after advertisement of the invitation to bid)	APO-BAC and TWG
4) Submit Bid at the APO Office	4.1) Opening of Bids	None	1 calendar day (12 CD after pre-bid conference)	APO-BAC Secretariat
	4.2) Acceptance of Bids	None		APO-BAC and TWG
5) Evaluation of ranking of bids.	5.1) APO-BAC and TWG evaluates and rank bids from lowest to highest bids.	None	<p>For Goods and Infrastructure: 7 calendar days. The single bid or the lowest bid proposal shall be considered the Lowest calculated Bid as read.</p> <p>For Consulting Services: The entire evaluation process, including the submission of the results to the HOPE for approval, shall be completed in not more than twenty one (21) calendar days after the deadline for receipt of proposals. The proposals with the highest score shall be identified as the Highest Rated Bid.</p>	APO-BAC and TWG



APO PRODUCTION UNIT, INC.

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Office in-charge

BAC Secretariat

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More than 5 Million to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

CITIZEN'S CHARTER

Competitive or Public Bidding

Procedure for Goods & Services, Infrastructure/Civil Works, and Consulting Services

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
6) Submit post-qualification documents to the BAC Secretariat Office	6.1) The TWG proceeds to the post-qualification process	None	To be completed in not more than 12 calendar days from the determination of the lowest calculated bid/highest responsive bid. In exceptional cases, the post qualification period may be extended by the HOPE, but in no case shall the aggregate period exceed 45 calendar days for goods and infrastructure project, or for 30 days for consultancy services.	APO-BAC and TWG
7) Approval of the recommendation of the BAC to award the project.	7.1) After the TWG submits the findings of the post-qualification, the BAC recommends the winning bidder to the HOPE.	None	15 calendar days (from the determination of the lowest calculated and responsive bid/highest rated and responsive bid recommended by BAC).	APO HOPE (Board of Trustees)
8) Issuance of the Notice of Award (NOA)	8.1) The winning bidder is informed by issuing the NOA.	None	1 calendar day	BAC Secretariat
9) Sign the Contract	9.1) Contract preparation and signing	None	10 calendar days from the receipt of NOA	The officer authorized by APO HOPE (Board of Trustees) to sign the contract; APO-BAC Secretariat (preparation).
10) N/A	10.1) Issuance of Notice to proceed (NTP)	None	7 calendar days from the date of the approval of the contract	The officer authorized by APO HOPE (Board of Trustees) to sign the NTP



APO PRODUCTION UNIT, INC.

Who may avail?

All Bidders

Describes the procedure on filing a Motion for Reconsideration or protest on the result of the Competitive or Public Bidding process in accordance with the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.

Office in-charge

BAC Secretariat

Type of transaction

G2B - Government to Business Transaction
(Highly Technical Transaction)

Checklist of requirements

1) Motion/Request for reconsideration

One (1) Original copy
(to be submitted by the bidder)

2) Verified Position Paper

One (1) Original copy
(to be submitted by the bidder)

Total time duration

17 calendar days

TABLE II - Applicable Protest Fees

Approved Budget for the Contract (Range)	Protest Fees (in Philippine Pesos)
P50 million and below	0.75% of ABC
More than P50 million up to P100 Million	P500,000.00
More than P100 Million up to P500 Million	0.5% of ABC
More than P500 Million up to P1 Billion	P2,500,000.00
More than P1 Billion up to P2 Billion	0.25% of ABC
More than P2 Billion up to P5 Billion	P5,000,000.00
More than P5 Billion	0.1% of ABC

CITIZEN'S CHARTER

Protest Mechanism on BAC Decision

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Filing of Motion for Reconsideration (MR)	Bidder concerned may file a request for reconsideration on the decision of the BAC at any stage of the procurement process. Request for reconsideration is a requisite prior to filing a protest, if any.	None	The Motion or Request for Reconsideration must be filed within three (3) calendar days upon receipt of written notice from the BAC (e.g., notice of ineligibility, post-disqualification) or upon verbal notification (during the opening of bids) by a failed bidder of its intention to file a motion for reconsideration.	APO-BAC Secretariat
2) Decision on the merits of the MR	BAC Secretariat refers the MR to the BAC for decision. BAC convenes to decide on the MR.	None	The BAC shall issue its final decision/resolution on the request for reconsideration within 7 calendar days after receiving the Motion for Reconsideration	APO-BAC
3) Informing the failed bidder on the decision of the BAC on the MR	3a) Notice on the decision of the BAC affirming the MR	None	Within seven (7) calendar days, the BAC Secretariat will notify the failed bidder on the decision of the BAC affirming the MR. The questioned action/decision is reversed or modified.	APO-BAC Secretariat
	3b) Notice on the decision of the BAC denying the MR	None	Within seven (7) calendar days, the BAC Secretariat will notify the failed bidder on the decision of the BAC denying the MR	APO-BAC Secretariat
4) Filing of protest	Receipt of protest in form of Verified Position Paper	Refer to Table II	Protest, in the form of a verified position paper and accompanied by a non-refundable protest fee, may be filed in writing to the BAC Secretariat within seven (7) calendar days upon receipt of decision of the BAC denying the Motion for Reconsideration.	APO-BAC Secretariat



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Office in-charge

BAC Secretariat

Type of transaction

**G2B - Government to Business Transaction
(Highly Technical Transaction)**

Checklist of requirements

1) Motion/Request for reconsideration

**One (1) Original copy
(to be submitted by the bidder)**

2) Verified Position Paper

**One (1) Original copy
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Total time duration

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More than P2 Billion up to P5 Billion	P5,000,000.00
More than P5 Billion	0.1% of ABC

CITIZEN'S CHARTER

Protest Mechanism on BAC Decision

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
5) Payment of protest fee.	BAC Secretariat receives and issues the corresponding receipt for the protest fee.	Refer to Table II	During the filing of the protest paper	APO-BAC Secretariat
6) BAC Secretariat refers the Protest Paper to the concerned official	BAC Secretariat endorse the protest paper to the HOPE for decision	None	within the day of the receipt of protest	APO-BAC Secretariat
7) Decision on the merits of the protest	Resolution of the Protest Paper by the HOPE	None	The HOPE will decide on its merits within seven (7) calendar days after receiving the Protest Paper	APO-HOPE (Board of Trustees)
8) Informing the failed bidder on the decision of the HOPE on the protest	8.1) Notice on the decision of the HOPE affirming the protest	None	Within seven (7) calendar days, the BAC Secretariat will notify the failed bidder on the decision of the HOPE affirming the protest. The questioned action/decision is reversed or modified.	APO-BAC Secretariat
	8.2) Notice on the decision of the HOPE denying the protest	None	Within seven (7) calendar days, the BAC Secretariat will notify the failed bidder on the decision of the HOPE denying the protest.	APO-BAC Secretariat



APO PRODUCTION UNIT, INC.

Who may avail?

All Bidders

Describes the procedure on filing a Motion for Reconsideration or protest on the result of the Competitive or Public Bidding process in accordance with the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.

Office in-charge

BAC Secretariat

Type of transaction

**G2B - Government to Business Transaction
(Highly Technical Transaction)**

Checklist of requirements

- 1) **Motion/Request for reconsideration**
One (1) Original copy
(to be submitted by the bidder)
- 2) **Verified Position Paper**
One (1) Original copy
(to be submitted by the bidder)

Total time duration

17 calendar days

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More than P5 Billion	0.1% of ABC

CITIZEN'S CHARTER

Protest Mechanism on BAC Decision

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
9) Petition for Certiorari	If the HOPE denies the Protest, then the bidder has the right to file a Petition for Certiorari before the Regional Trial Court having jurisdiction over the case.	None	The protest mechanism established in the procurement law and its associated rules, provides that decisions of the BAC may be questioned by filing a request for reconsideration; if the BAC denies such request, the decision may be subsequently protested by filing a verified position paper to the HOPE. If the HOPE denies the Protest, then the bidder has the right to file a Petition for Certiorari before the Regional Trial Court having jurisdiction over the case.	Failed Bidder/Court
-- END OF TRANSACTION --				

EXTERNAL SERVICES

Human Resources and Administrative Services Division (HRAD)

1. Preparation and Releasing of Requested Documents, Data and/or Information (external client)



APO PRODUCTION UNIT, INC.

Who may avail?

Former Employees of APO-PUI

Describes the procedure on the preparation and releasing of requested documents from the HRAD by the requesting former employee which include the following: 1) Certificate of Employment; 2) Service Record; 3) No pending administrative or criminal case.

Office in-charge

Human Resources and Administrative Services Division

Type of transaction

G2C - Government to Client
(Simple Transaction)

Checklist of requirements

1) Letter Request - 1 original
(to be coordinated with APO-HRAD)

Total time duration

3 working days

CITIZEN'S CHARTER

Preparation and Releasing of Requested Documents, Data and/or Information from Human Resources and Administrative Services Division (HRAD)

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Submit the Letter Request to APO-PUI HRAD	1.1) Receive the letter request from the former APO-PUI employee	None	5 minutes (already included in the processing time for agency action under 1.5)	Personnel Officer APO-PUI HRAD
	1.2) Approval of request	None	2 hours (already included in the processing time for agency action under 1.5)	Manager APO-PUI HRAD
	1.3) Prepare the requested data/document/information	None	2 working days	Personnel Officer APO-PUI HRAD
	1.4) Check/review/sign the prepared data/document/information. Make the necessary revisions if any.	None	1 working day	Personnel Officer APO-PUI HRAD
	1.5) Release the requested document to the former APO-PUI employees	None		Personnel Officer APO-PUI HRAD

EXTERNAL SERVICES

Sales and Marketing Division

1. Preparation and Releasing of Requested Quotation to Client
2. Production and Delivery of Printed Jobs
3. Sale of OCRG Forms to Walk-in Customers
4. Feedbacks and Complaints Mechanism



APO PRODUCTION UNIT, INC.

Who may avail?

APO Clients

Describes the procedure for preparing and releasing the request for quotation to clients.

Office in-charge

Sales and Marketing Department

Type of transaction

**G2C - Government to Client
(Simple Transaction)**

Checklist of requirements

**1) Request for quotation form -
e-copy**

Total time duration

3-5 working days

CITIZEN'S CHARTER

Preparation and Releasing of Requested Quotation to Clients

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Submit the accomplished request for quotation form (RFQ) via email	1.1) Receive and acknowledge via email the accomplished RFQ Form from the client	None	1 working day	Sales Support Staff – Sales and Marketing Division
	1.2) Prepare RFQ for client	None	1-3 working day	Cost estimator - Sales and Marketing Division
	1.3) Submit RFQ to the client via email	None	1 working day	Sales Support Staff or Account Executive - Sales and Marketing Division
			-- END OF TRANSACTION --	



APO PRODUCTION UNIT, INC.

Who may avail?

APO-PUI Clients

Describes the procedure for production and delivery of printed jobs.

Office in-charge

**Sales/PPC/Prepress/
Press/Post-press**

Type of transaction

**G2G – Government to Client
(Simple Transaction)**

Checklist of requirements

- 1) Job Order
- 2) Materials budget
- 3) Approved Contract Proof

Total time duration

(depending on the volume of order)

CITIZEN'S CHARTER

Production and Delivery of Printed Jobs

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Receiving of Purchase Order from client (printing jobs)	1.1) APO receives PO from client, Sales Department issues JO for the preparation of layout and contract proof for client approval	None	1 hour	Sales Department
2) Preparation of Layout and contract proof	2.1) Prepress prepares layout and contract proof	None	1 day	Prepress Department
3) Submission for approval of layout and contract proof	3.1) Prepress submits to Sales Department thru PPC the layout and contract proof for client's approval	None	30 minutes	Prepress/PPC and Sales Departments
	3.2) Account Executive submits and discuss with client the layout and contract proof for approval	None	1 day	AE from the Sales Department
4) Receipt of approved contract proof for printing	4.1) Sales Department issues JO for printing to PPC with the approved layout and contract proof	None	30 minutes	Sales/PPC Departments
5) Production planning	5.1) PPC prepares materials budget and coordinates with prepress, press and post press departments for the planning and execution of the project	None	1 day	PPC/Prepress/Press/Post-press Departments



APO PRODUCTION UNIT, INC.

Who may avail?

APO-PUI Clients

Describes the procedure for production and delivery of printed jobs.

Office in-charge

**Sales/PPC/Prepress/
Press/Post-press**

Type of transaction

**G2G - Government to Client
(Simple Transaction)**

Checklist of requirements

- 1) Job Order**
- 2) Materials budget**
- 3) Approved Contract Proof**

Total time duration

(depending on the volume of order)

CITIZEN'S CHARTER

Production and Delivery of Printed Jobs

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
6) Actual printing of jobs	6.1) Digital printing - Prepress Department Head plans, request the paper needed and proceeds to digital printing	None	90 pages/minute	Prepress Department
	6.2) Press printing - Press Department Head plans, requests plate and paper needed and proceeds to press printing	None	8,000 sheets per hour	Press Department
	6.3) Prepress prepares the requested plate needed for printing	None	3 minutes per plate	Prepress Department
7) Turn-over of printed jobs to Post-press Department	7.1) Prepress or Press Department turnover to Post-press Department the printed jobs for post press processing	None	30 minutes	Prepress/Press/Post-press Departments
8) Post-press processing - Padded and/or Continuous Forms - magazines or books - sheeted documents	8.1) <u>Padded/Continuous Forms Production</u> Collating and numbering/Padding/Quality inspection/cutting and packing	None	pads per hour	Post-press Department
	8.2) <u>Magazine/Book Production</u> Collating/sewing/binding/Quality inspection/cutting and packing	None	books per hour	Post-press Department
	8.3) <u>Sheeted Documents</u> Collating and numbering/Padding/Quality inspection/cutting and packing	None	sheets per hour	Post-press Department



APO PRODUCTION UNIT, INC.

Who may avail?

APO-PUI Clients

Describes the procedure for production and delivery of printed jobs.

Office in-charge

**Sales/PPC/Prepress/
Press/Post-press**

Type of transaction

**G2G - Government to Client
(Simple Transaction)**

Checklist of requirements

- 1) Job Order
- 2) Materials budget
- 3) Approved Contract Proof

Total time duration

(depending on the volume of order)

CITIZEN'S CHARTER

Production and Delivery of Printed Jobs

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
9) Turn-over of finished jobs to Logistics Department	9.1) Logistics Department receives the finished products for planning and delivery of the goods to client	None	30 minutes	Prepress/Press/Post-press Departments
	-- END OF TRANSACTION --			



APO PRODUCTION UNIT, INC.

Who may avail?

APO Production Unit, Inc. (APUI) Clients

Describes the procedure for selling OCRG forms.

Office in-charge

Sales and Marketing Department

Type of transaction

**G2G - Government to Client
(Simple Transaction)**

Checklist of requirements

**1) Accomplished Order Form
(secure from APO Productions Unit, Inc.)**

Total time duration

(35 minutes)

TABLE 1 - Applicable Fees of OCRG Forms (P200sheets/pad).

OCRG FORM	PRICE/ PAD	OCRG FORM	PRICE/ PAD
1. Certificate of Live Birth	P305.00	12. Certificate of Conversion to Islam	P245.00
2. Certificate of Marriage	P305.00	13. Certificate of Live Birth- Attachment for IP	P99.00
3. Certificate of Death	P305.00	14. Certificate of Death- Attachment for IP	P99.00
4. Certificate of Fetal Death	P270.00	15. Certificate of Marriage - Attachment for IP	P99.00
5. Certificate of Marriage License	P245.00	16. Certificate of Dissolution of Marriage	P245.00
6. Muslim Birth Attachment	P99.00	17. Statement of Revocation of Dissolution of Marriage	P245.00
7. Muslim Death Attachment	P99.00		
8. Muslim Marriage Attachment	P99.00		
9. Certificate of Foundling	P245.00		
10. Certificate of Divorce	P245.00		
11. Statement of Revocation of Divorce	P245.00		

CITIZEN'S CHARTER

Sale of OCRG Forms to Walk-in Customers

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Walk-in clients fills out order form which will be provided by the Guard at the lobby	1.1) Sales Personnel receives the accomplished order form including payment	Refer to Table 1	3-5 minutes	Sales Personnel
	1.2) Informs the Bindery and Materials Control Department for the preparation and inspection of the identified order	None	5 minutes	Sales Personnel/Bindery/ Materials Control Department
	1.3) Sales personnel secures the Delivery Receipt (DR) and Gate Pass from Logistics Department. This includes input of data in the Delivery Receipt.	None	5 - 10 minutes	Sales Personnel/Logistics Personnel
	1.4) Order form and Delivery Receipt are forwarded to Billing and Collection staff for issuance of Billing Invoice	None	5 - 10 minutes	Sales Personnel/Billing and Collection Staff
	1.5) Billing Invoice and payment is turned over to Cashier for issuance of Official Receipt	None	5 minutes	Billing and Collection Staff/Cashier
2) Client receives original documents necessary to claim their order	2.1) Release of ordered items to the client	None	0 hour	Client/APUI Personnel
-- END OF TRANSACTION --				



APO PRODUCTION UNIT, INC.

Who may avail?

General Public

Office in-charge

Sales Department

Type of transaction

**G2C - Government to Client
(Complex Transaction)**

Checklist of requirements

1) Filled-out Service Form

Secure from:

1. APO Website - <https://apo.gov.ph/contact-us>
2. From the office: 2nd Fl. PIA Building
Visayas Ave, Quezon City, 1128
Trunkline: (+632) 8-282-5309
Fax: (+632) 8-927-6793
Email: sales@apo.gov.ph

Total time duration

Simple Concerns: within 1 working day
Complex Concerns: within 3 working days

CITIZEN'S CHARTER

Feedbacks and Complaints Mechanism

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
	1.1) Receive the complaint/feedback	None	2 hours	Staff at Sales Department
	1.11) For simple inquiries, the Sales Department will answer within one (1) day	None	1 day	Staff at Sales Department
1) Lodge complaint/ feedback through the following:	1.21) For complex concerns, the Sales Department shall send a Memorandum to concerned APO-PUI department for appropriate action.	None		Head of Sales Department
	a. Email b. Phone c. Face-to-face			
	1.22) Concerned APO-PUI Department shall take action on the complaint/feedback.	None	3 days	Concerned Department
	1.23) For complex concerns, update complainant of action taken by the concerned party.	None		Staff at Sales Department
	-- END OF TRANSACTION --			

EXTERNAL SERVICES

Disposal Committee

1. Disposal of Unserviceable Properties/Equipment and Waste Materials



APO PRODUCTION UNIT, INC.

Who may avail?

Bidders

Describes the procedure for disposing unserviceable property and waste materials..

Office in-charge

Disposal Committee

Type of transaction

**G2G - Government to Client
(Simple Transaction)**

Checklist of requirements

- 1) Inventory and Inspection Report for Unserviceable Property (IIRUP)**
- 2) Waste Materials Report**

Total time duration

(63 calendar days)

CITIZEN'S CHARTER

Disposal of Unserviceable Properties/Equipment and Waste Materials

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Approval of the proposed disposal.	1.1) The Disposal Committee recommends to the Head of the Agency the disposal of the unserviceable property or waste material, taking into consideration the value, saleability, utility of the asset, as well as the mode of disposal that would be most beneficial to APO.	None	2 calendar days	Disposal Committee
	1.2) The Head of the Agency approves/rejects the proposal of the Disposal Committee. He may adopt, modify or reject the recommendation of the Disposal Committee or require further justification for the mode chosen by the Disposal Committee.	None		Head of the Agency
2) Application for Disposing unserviceable property or waste materials.	2.1) The Materials Control Department (MCD) thru the Disposal Committee shall prepare and file an Application Letter for Disposal to the Resident COA Auditor with attached properly accomplished forms.	None	within 2 calendar days after approval of the Head of the Agency	Materials Control Department, Disposal Committee
	2.2) The Members of Disposal Committee shall assist the Resident COA Auditor or any of its representatives in the conduct of inspection of disposable property based on the accomplished form submitted by the Materials Control Department (MCD) for proper determination and valuation of the physical condition of the items to be disposed.	None	1 day (10 calendar days after informing the resident COA)	Disposal Committee
3) Initiation of disposal procedures	3.1) The Disposal Committee conducts an appraisal and/or establish the value of the disposable property or waste material.	None	2 calendar days	Disposal Committee
	3.2) Determine the mode of disposal to be used.	None		



APO PRODUCTION UNIT, INC.

**Who may avail?
Bidders**

Describes the procedure for disposing unserviceable property and waste materials..

**Office in-charge
Disposal Committee**

**Type of transaction
G2G - Government to Client
(Simple Transaction)**

Checklist of requirements

- 1) Inventory and Inspection Report for Unserviceable Property (IIRUP)
- 2) Waste Materials Report

**Total time duration
(63 calendar days)**

CITIZEN'S CHARTER

Disposal of Unserviceable Properties/Equipment and Waste Materials

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
4) Invitation for possible bidders.	4.1) Advertise/post an invitation to BID at the APO website and at APO's conspicuous places	None	within 7 calendar days (10 calendar days after informing the resident COA)	Disposal Committee
5) Purchase Bidding Documents at the Disposal Committee Secretariat Office	5.1) Issuance of bidding documents	P1,000.00 (cost of Bid Documents)	within 7 calendar days while the invitation is posted/advertised	Disposal Committee Secretariat
	5.2) Issuance of Acknowledgement Receipt	None		Cashier/APO Treasury Department Official Receipt
6) Pre Bid Conference	6.1) Disposal Committee conducts pre-bid conference. Possible bidders attend the pre-bid conference	None	1 day (7 calendar days from the date of posting/ advertisement)	Disposal Committee
7) Submission of Bids	7.1) Disposal Committee Secretariat accepts bids	None	during the 7 calendar days after the pre-bid conference	Disposal Committee Secretariat
8) Opening of Bids	8.1) The Disposal Committee proceeds to the opening of bids.	None	1 day (7 calendar days from the pre-bid conference)	Disposal Committee Secretariat



APO PRODUCTION UNIT, INC.

Who may avail?

Bidders

Describes the procedure for disposing unserviceable property and waste materials..

Office in-charge

Disposal Committee

Type of transaction

**G2G - Government to Client
(Simple Transaction)**

Checklist of requirements

- 1) Inventory and Inspection Report for Unserviceable Property (IIRUP)**
- 2) Waste Materials Report**

Total time duration

(63 calendar days)

CITIZEN'S CHARTER

Disposal of Unserviceable Properties/Equipment and Waste Materials

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
9) Evaluation and ranking of bids.	9.1) APO-Disposal Committee evaluates and ranks bids from highest to lowest bids.	None	1 calendar day (within 3 calendar days after opening of bids)	Disposal Committee
10) Recommendation of the Disposal Committee	10.1) Approval of the recommendation of the Disposal Committee to award the project.	None	1 calendar day (after finishing the evaluation of bids)	Head of the Agency (Board of Trustees)
11) Issuance of Notice of Award	11.1) Disposal committee issues Notice of Award to the winning Bidder	None	1 day (after the approval of the recommendation of the winner)	The officer authorized by the Head of the Agency to sign the contract; Disposal committee Secretariat (preparation).
12) Full payment of the bid price and issuance of release order	12.1) Disposal Committee/Billing and Treasury accepts full payment of the Bid Price. Release order is given upon full payment of the bid price.	None	within 10 calendar days from the Issuance of Notice of Award	Disposal Committee/Billing and Treasury Staffs
13) Withdrawal of the bided items	13.1) Winning bidder withdraws the bided items from APO premises	None	within 10 calendar days from the issuance of the release order	Winning Bidder/Disposal Committee
-- END OF TRANSACTION --				

INTERNAL SERVICES

Materials Control Department (MCD)

1. Requisition and Issuance Procedure for Indirect Supplies



APO PRODUCTION UNIT, INC.

Who may avail?

APO Production Unit, Inc. Employees

Describes the procedure for the requisition and issuance of indirect supplies of the APO Production Unit, Inc. (APO-PUI), which aims to ensure that supplies are properly maintained, accounted for, and issued to the requesting APO-PUI's department/office.

Office in-charge

Materials Control Department

Type of transaction

G2G - Government to Government
(Simple Transaction)

Checklist of requirements

1) Requisition and Issuance Slip -
1 original copy and 2 duplicate copies
(to be secured from Materials Control Department)

Total time duration

4 hours and 35 minutes

CITIZEN'S CHARTER

Requisition and Issuance Procedure for Indirect Supplies of Materials Control Department (MCD)

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Submit the accomplished Requisition and Issuance Slip (RIS) to APO-PUI's Materials Control Department	1.1) Receive and verify the accomplished RIS	None	5 minutes	Stockman – APO-PUI's Materials Control Department
	1.2) Evaluate the availability of the supplies requested and check the remaining budget of the department/ division	None	30 minutes	Stockman – APO-PUI's Materials Control Department
	1.3) Check the monitoring report on the "Statement of Utilization of Office Supplies."	None	30 minutes	Materials Controller - APO-PUI's Materials Control Department
	1.4) Approval of RIS	None	2 hours	MCD Head – APO-PUI's Materials Control Department
	1.5) Prepare the office supplies that will be issued to the end-users	None	1 hour	Stockman – APO-PUI's Materials Control Department
	1.6) Issuance of the requested office supplies	None	30 minutes	Stockman – APO-PUI's Materials Control Department

INTERNAL SERVICES

Management of Information System Department

1. Posting of Files and/or Content



APO PRODUCTION UNIT, INC.

Who may avail?

APO Production Unit, Inc. Employees

Describes the procedure for posting data, files, document, and content on APO-PUI's official website.

Office in-charge

Management Information System Department

Type of transaction

G2G - Government to Government (Simple Transaction)

Checklist of requirements

1) Requisition and Issuance Slip - 1 original copy and 2 duplicate copies (to be secured from MIS Department)

Total time duration

1 hour and 20 minutes

CITIZEN'S CHARTER

Posting of Files/Content

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Submit the accomplished posting request form to the MIS Department	1.1) Receive the accomplished Posting Request Form	None	5 minutes	Programmer – MIS Department
	1.2) Approval of the posting request	None	15 minutes	Manager - MIS Department
	1.3) Post the data, files, document, content on APO-PUI's website	None	1 hour	Programmer – MIS Department
	- END OF TRANSACTION -			

INTERNAL SERVICES

Human Resources and Administrative Services Division (HRAD)

1. Preparation and Releasing of Requested Documents, Data and/or Information (internal client)



APO PRODUCTION UNIT, INC.

Who may avail?

Employees of APO-PUI

Describes the procedure on the preparation and releasing of requested documents from the HRAD by the requesting employee which include the following:
 1) Certificate of Employment; 2) Service Record;
 3) No pending administrative or criminal case.

Office in-charge

Human Resources and Administrative Services Division

Type of transaction

G2C - Government to Client
 (Simple Transaction)

Checklist of requirements

1) Letter Request - 1 original
 (to be coordinated with APO-HRAD)

Total time duration

3 working days

CITIZEN'S CHARTER

Preparation and Releasing of Requested Documents, Data and/or Information from Human Resources and Administrative Services Division (HRAD)

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Submit the Letter Request to APO-PUI HRAD	1.1) Receive the letter request from the former APO-PUI employee	None	5 minutes (already included in the processing time for agency action under 1.5)	Personnel Officer APO-PUI HRAD
	1.2) Approval of request	None	2 hours (already included in the processing time for agency action under 1.5)	Manager APO-PUI HRAD
	1.3) Prepare the requested data/document/information	None	2 working days	Personnel Officer APO-PUI HRAD
	1.4) Check/review/sign the prepared data/document/information. Make the necessary revisions if any	None	1 working day	Personnel Officer APO-PUI HRAD
	1.5) Release the requested document to the concerned APO-PUI employees	None		Personnel Officer APO-PUI HRAD

INTERNAL SERVICES

Production Division

1. Receiving of Documents for Incoming Jobs
2. Projection and Procurement of Materials for Incoming Jobs
3. Preparation and Approval of Sample Proof
4. Preparation and Approval of Press Proof
5. Documentation and Procedure for Printing of Incoming Jobs



APO PRODUCTION UNIT, INC.

Who may avail?

Sales Department

1. Procedure upon the receipt of Incoming Jobs, includes filing and planning on the production of the job.

Office in-charge

Production, Planning and Control (PPC) Department

Type of transaction

G2G - Government to Government
(Simple Transaction)

Checklist of requirements

Job Order Ticket, Sample Layout
(coming from Sales Department)

Total time duration

1 hour and 20 minutes

CITIZEN'S CHARTER

1.) Receiving of Documents for Incoming Jobs (Production Planning and Control Department - PPC)

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Submit Job Order, Purchase Order/ MOA/NOA/NTP or any legal documents of purchase, and a soft/hard copy of sample layout from the Sales Department.	1.11) Accept the documents	None	5 minutes	PPC Department Head/Job Planner
	1.12) Stamp documents as "Received" with name of receiver, date, and time	None	5 minutes	
	1.21) Check attachments if complete	None	5 minutes	Job Planner
	1.22) If attachments are incomplete, request client to provide the necessary document/s	None	30 minutes	
	1.23) Log data from Job Order in excel sheet and logbook.	None	5 minutes	
2) N/A	2.11) Forward Purchase Order/MOA/NOA/NTP for the monitoring of work-in-process (WIP) to be inputted in the AIAS System.	None	30 minutes	PPC Encoder



APO PRODUCTION UNIT, INC.

Who may avail?

Sales Department

2. Describes the procedure on making projection and on the procurement of materials based on the computation from Materials Budget, and availability of stocks.

Office in-charge

Production, Planning and Control (PPC) Department

Type of transaction

G2G - Government to Government
(Simple Transaction)

Checklist of requirements

Job Order Ticket, Sample Layout
(coming from Sales Department)

Total time duration

4 days, 6 hours and 10 minutes

CITIZEN'S CHARTER

2.) Projection and Procurement of Materials for Incoming Jobs (Production Planning and Control Department - PPC)

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Upon receipt of Job Order and necessary attachments	1.1) Create materials budget	None	1 hour	PPC Department Head/ Job Planner
	1.2) Computation of paper materials	None	45 minutes	
	1.3) Lay outing, refer to the sample layout of the Job, coordinate with head of Press Department	None	1 day	PPC Coordinator/Prepress Department Head/Prepress Foreman
	1.4) Machine Scheduling, check machine availability.	None	2 hours	Job Planner
2) N/A	2.1) Coordinate with Materials Contro Departmentl for Stock Availability	None	5 minutes	Job Planner
	2.2) Request for input of available stock on stock card form from Materials Control Department	None	20 minutes	
	2.3) If stocks are insufficient, prepare materials projection with the following attachments: justification letter, market study, record of canvass, technical specification, copy of job order ticket or sales forecast and documentary requirements checklist, with complete signatures	None	1 hour	PPC Production Planner/Asst. Department Head/Division Secretary
	2.4) Canvass and prepare the market study	None	3 days	PPC Department Planner/Asst. Department Head in coordination with Purchasing Department
3) N/A	3.1) Routing of documents for signature	None	1 hour	



APO PRODUCTION UNIT, INC.

Who may avail?

Sales Department

3. Describes the procedure on approving sample proof

Office in-charge

PPC and Prepress Departments

Type of transaction

G2G - Government to Government
(Simple Transaction)

Checklist of requirements

Job Order, Soft Copy or Hard copy of Sample,
Sample Proof
(coming from Sales and PPC Departments)

Total time duration

7 days, 35 minutes

CITIZEN'S CHARTER

3.) Preparation and Approval of Sample Proof (Production Division)

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) PPC job coordinator forwards a photo copy of job order with soft copy or hard copy of sample from client	1.1) Prepress receives job order and soft copy or hard copy of sample from ppc coordinator. Review if the file/sample matches the specification in the job order (pre-flighting).	None	20 minutes	PPC Job Coordinator/ Prepress Department Head/Artist
	1.2) Prepress artist lay outs job to make sample proof	None	1-2 days	
	1.3) Prepress department forwards the printed sample proof to PPC job coordinator	None	5 minutes	
2) Receives and reviews sample proof based on job order and forward to client for Approval	2.1) Sales Department receives sample proof from PPC coordinator and forward to account executive	None	5 minutes	Account Executive (Sales Department)
	2.2) Sales Department email sample proof or deliver printed sample proof to client for approval	None	3-5 days	
	2.3) Sales Department receives through email the approved Sample Proof or receives it directly from client and then forward to PPC job planner	None	5 minutes	
	-- END OF TRANSACTION --			



APO PRODUCTION UNIT, INC.

Who may avail?

Sales Department

4. Procedure on the printing and approval of Press Proof

Office in-charge

PPC, Prepress and Press Departments

Type of transaction

G2G - Government to Government (Simple Transaction)

Checklist of requirements

Job Order, Approved Sample Proof, Materials Budget and Press Proof (coming from Sales and PPC Departments)

Total time duration

4 days, 1 hour and 40 minutes

CITIZEN'S CHARTER

4.) Preparation and Approval of Press Proof (Production Division)

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) PPC Job Coordinator forwards approved Sample Proof with a copy of Materials Budget to proceed doing the press proof	1.1) Prepress receives approved sample proof and a copy of materials budget for plating needed by the press for proofing.	None	5 minutes	Job Coordinator/Prepress Department Head/Artist
	1.2) Preparation of plate for printing	None	30 minutes	
	1.3) Release of plate from Pre-Press to Press Department	None	5 minutes	Prepress CTP Operator to Press Operator
2) Receives and reviews Sample Proof based on Job Order and Forward to Sales Department for Approval	2.1) Start Printing of press proof	None	1-2 days	Press Department (Press Foreman and Press Operator)
	2.2) Compare and check press proof against approved sample proof and forward to job planner	None	30 minutes	Press Foreman/Operator to PPC Coordinator
	2.3) Deliver actual press proof to client for approval	None	1-2 days	PPC Coordinator to Sales Account Executive
3) Forwards to Sales Department Press Proof for client approval	3.1) Receives approved and signed press Proof from client before going to actual printing.	None	1- 2 days	Sales Account Executive to Client

-- END OF TRANSACTION --



APO PRODUCTION UNIT, INC.

Who may avail?

Sales Department

5. Describes the procedure on printing up to delivery of incoming jobs

Office in-charge

PPC, Prepress and Press Departments

Type of transaction

G2G - Government to Government (Simple Transaction)

Checklist of requirements

Job Order, Approved Press Proof, Materials Budget and Running Guide. (coming from Sales and PPC Departments)

Total time duration

Varies depending on quantity

CITIZEN'S CHARTER

5.) Documentation and Procedure for Printing of Incoming Jobs (Production Division)

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Sales Department forwards the client approved Sample Proof, Materials Budget, Running Guide	1.1) PPC job coordinator receives from Sales Department approved Sample Proof, Materials Budget, Running Guide	None	5 minutes	Job Coordinator/Prepress Foreman/Artist
	1.2) Request of materials: paper and plates	None	30 minutes	
	1.3) Setting of machine for initial print	None	5 minutes	Press Operator
2) Receives and visual checks sample of initial print versus approved sample proof and job order specification	2.1) Secure approval of the Press Foreman approval of the initial printing before continuing the press run.	None	30 minutes	Press Department (Press Foreman and Press Operator)



APO PRODUCTION UNIT, INC.

Who may avail?

Sales Department

5. Describes the procedure on printing up to delivery of incoming jobs

Office in-charge

PPC, Prepress and Press Departments

Type of transaction

G2G - Government to Government (Simple Transaction)

Checklist of requirements

Job Order, Approved Press Proof, Materials Budget and Running Guide. (coming from Sales and PPC Departments)

Total time duration

Varies depending on quantity

CITIZEN'S CHARTER

5.) Documentation and Procedure for Printing of Incoming Jobs (Production Division)

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
3) Confirm go signal for printing based on the approved sample proof and job order specification	3.1) Printing	None	1 hour per 8,000 sheets (continuous) or 5,000 sheets (sheeted)	Press Operator
	3.2) Prepare daily output for monitoring	None	20 minutes	
	3.3) Approval, review and signature of daily output	None	20 minutes	Press Foreman
	3.4) Turnover the finished Goods from the Press Department to the Post-Press Department	None	1 hour	Press Department to Post-Press Department
	3.5) Finishing services and packing	None	1 hour for 200 pads	Post-Press Department
4) Turnover of finished goods for delivery	4.1) Post-Press Department issues Turnover Slip Form of finished goods to Logistics Department for delivery	None	1 hour	Post-Press Department staff to Logistics Department staff
5) Delivery of finished goods to client	5.1) Plan and schedule delivery of finished goods to client.	None	1 hour	Logistics Department

-- END OF TRANSACTION --

INTERNAL SERVICES

Finance Division

1. Processing of Accounts Payable Voucher and Disbursement Voucher



APO PRODUCTION UNIT, INC.

Who may avail?

APO-PUI Departments

Describes the procedure on processing of Accounts Payable Voucher and Disbursement Voucher

Office in-charge

Accounting and Treasury Departments

Type of transaction

G2G – Government to Government
(Complex Transaction)

Checklist of requirements

Request for payment, Purchase Order, Work Order.
(coming from End-user Department)

Total time duration

1 day and 35 minutes

CITIZEN'S CHARTER

Processing of Accounts Payable Voucher and Disbursement Voucher

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Concerned APUI Department (Originator/End-user) to submit the Request for Payment or Purchase Order/Work Order along with the requirements documents to the Accounting Department	1.1) Receive the request for payment or purchase order/work order with the complete attachments required.	None	5 minutes per voucher	A/P Staff or Bookkeeper for A/P (A/P-Accounts Payable)
	1.2) Review/pre-audit the documents to be processed for payment as to accuracy or correction of details.	None		A/P Staff or Bookkeeper for A/P
	1.3) For Purchase Orders and Work Orders received with complete documents, the bookkeepers for accounts payable will prepare the request for payment and will be subject for checking of the Chief Accountant and Finance Manager and will be also subject for approval by the EVP and General Manager (Return to 1.1 upon receiving the documents from the EVP and GM's Office)	None		Bookkeeper for A/P
	1.4) Prepare the Accounts Payable Voucher through encoding the proper accounting entries to the APV Module	None	5 minutes	A/P staff or Bookkeeper for A/P
	1.5) Forward the APV together with its attachments to the Chief Accountant for review and checking	None		Chief Accountant
	1.6) Upon checking of the Chief Accountant, forward the APV together with its attachments to the Financial Comptroller for review and approval	None		Financial Controller



APO PRODUCTION UNIT, INC.

Who may avail?

APO-PUI Departments

Describes the procedure on processing of Accounts Payable Voucher and Disbursement Voucher

Office in-charge

Accounting and Treasury Departments

Type of transaction

G2G – Government to Government
(Complex Transaction)

Checklist of requirements

Request for payment, Purchase Order, Work Order.
(coming from End-user Department)

Total time duration

1 day and 35 minutes

CITIZEN'S CHARTER

Processing of Accounts Payable Voucher and Disbursement Voucher

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1.7)	Forward the approved APV to the Treasury Department for check preparation (outgoing documents are listed on a logbook for APV)	None	5 minutes	A/P Staff or Bookkeeper for A/P
1.8)	Receive the APV from Accounting Department for the preparation of the Disbursement Voucher and Check	None		
1.9)	Route the Check together with the Disbursement Vouchers and supporting documents to the authorized check signatories for approval.	None	1 Day	
1.10)	Receive the signed Checks from the authorized signatories.	None		
1.11)	Record the approved Checks and Disbursement Vouchers before releasing the checks to the respective payee or supplier	None	10 minutes	Treasury Department
1.12)	Upon release of the Checks, the official receipt issued by the supplier will be checked	None		
1.13)	For cash advances, the receipts and other documents will be subject for verification	None	10 minutes	
1.14)	Returns the whole set of documents (APVs, DVs, and supporting documents, liquidations if any) to the Accounting Department	None		



APO PRODUCTION UNIT, INC.

Who may avail?

APO-PUI Departments

Describes the procedure on processing of Accounts Payable Voucher and Disbursement Voucher

Office in-charge

Accounting and Treasury Departments

Type of transaction

G2G – Government to Government
(Complex Transaction)

Checklist of requirements

Request for payment, Purchase Order, Work Order.
(coming from End-user Department)

Total time duration

1 day and 35 minutes

CITIZEN'S CHARTER

Processing of Accounts Payable Voucher and Disbursement Voucher

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
	1.15) Filing of the returned documents and eventually to be submitted to COA for their annual audit report	None	10 minutes	A/P Staff or Bookkeeper for A/P
	- - END OF TRANSACTION - -			



APO PRODUCTION UNIT, INC.

Quezon City Plant:

2/F PIA Bldg., Visayas Ave., Brgy. Vasra, Quezon City 1128, Metro Manila, Philippines
Trunkline: (632) 8282 5309 • Sales: Loc. 238 - 242 • Fax: Loc. 250

Batangas Plant:

Lima Technology Center, Malvar, Batangas City, Philippines
Telephone: (643) 406-3333

Website: www.apo.gov.ph