In order to streamline the customs procedures for humanitarian organisations bringing relief goods into the Philippines, a “One-Stop-Shop” has been established in Manila, Cebu and Naia. The purpose of the “One-Stop-Shop” is to bring together in a single location the key staff necessary for expediting customs clearances for humanitarian cargo, for the selected agencies including representatives of: the Department of Social Welfare and Development (DSWD), the Department of Health, The Bureau of Food and Drugs, the Ministry of Finance (MoF), and the Department of Foreign Affairs (DFA).

Locations:
- Terminal 1 Ninoy Aquino International Airport (Manila International Airport);
- Mactan International Airport, Lapu-Lapu City, Cebu;
- Tacloban City (not yet operational).

Organisations bringing goods into the Philippines are encouraged to notify the “One-Stop-Shop” so they can begin the necessary proceedings before the cargo arrives in country.

It should be noted that there is no Blanket Tax Exemption granted, but organisations can request one bilaterally through their line ministry as per normal procedures.

Consignor/Sending Organisations Must:
- Advise the Bureau of Customs (BOC) in advance of the incoming donation.
- Ensure that DSWD is listed as the Co-Consignee on all shipping documents (Waybills etc.)
- Provide a “Deed of Donation” (or similar document) identifying DSWD as receiving the cargo as a donation from your organisation. (You will not lose control of your cargo, the document is required so that the shipment may be identified for expedited clearance, and so that this clearance may be facilitated by the “One-Stop-Shop” and DSWD).

The “One Stop Shop” Will:
- Coordinate with other government agencies concerned in the processing and documentation of donated relief goods to effect the rapid release of properly documented relief goods from customs custody.
- Be available 24 hours a day, 7 days a week.

Consignee/Receiver of Goods Must:
Present the following documents to the one stop shop:
- Letter of intent to donate the goods
- Bill of lading / airway Bill;
- Packing List and/or commercial Invoice;
- Other documents as may be required by the One Stop Shop.

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