



INFORMATION ADVISORY NO. SSG-02-2015
27 January 2015

TO ALL FILIPINO WORKERS IN BAHRAIN,

The Embassy wishes to announce that the Philippine Department of Labor and Employment (DOLE) and its various Philippine Overseas Labor Offices (POLOs), have introduced a new processing system for the issuance of Overseas Employment Certificate (OEC) for **Balik Manggagawa (BM)** or vacationing OFWs.

The new **Balik Manggagawa** Online Processing System makes use of a web-based facility which enables vacationing OFWs to file applications for OEC issuance online, and have the approved document printed by them anytime, from any location.

The new online facility may be availed of by OFWs on vacation and returning to the same employer/principal and jobsite, with valid employment visa or work permit, is registered in the POEA database as a worker, and have previously been issued OEC/E-receipt under the same employer/principal.

Those who do not meet the above requirements for online processing are advised to access the BM Online Processing System to avail of the appointment service using the **APPOINTMENT PAGE**, for regular processing of their OECs on their preferred processing site, and their desired appointment date and time. Those with appointment will be prioritized in any of the POEA processing sites in the Philippines as well as in the POLO offices in different countries of employment destination.

Attached, for reference, is copy of a general information guide on the Balik Manggagawa (BM) Online Processing System, which includes Online Registration Procedures, and Frequently Asked Questions (FAQs).

For information and guidance.


SAHID S. GLANG
Ambassador



RECEIVED
22 JAN 2015
BY: gmu

GENERAL INFORMATION

What is a Balik-Manggagawa (BM) Online Processing System?

BM Online Processing System is a web-based facility that enables the Balik-Manggagawa (BM) or vacationing OFW to apply online for Overseas Employment Certificate (OEC) and have the approved OEC printed by him/her anywhere, anytime. This aims to expedite the issuance of OEC to vacationing OFWs who will return to their respective foreign employers/principals. The opening page of the system contains an instructional video that will guide the BM in using the facility.

Who may avail of the BM Online Processing System?

OFWs on vacation returning to the same employer/principal and jobsite, with employment visa / work permit, have a record in the POEA database, and previously issued OEC/E-Receipt under the same employer/principal may avail of the BM Online Processing System.

What will happen to BM workers who do not meet the above-mentioned requirements for online processing?

BM workers who do not meet the said criteria are advised to still access the BM Online Processing System for them to avail of the appointment service through its APPOINTMENT PAGE for regular processing of their OECs on their preferred processing site and appointment date and time. Those with appointment will be prioritized in any of the POEA processing sites within the country and even in the Philippine Overseas Labor Offices (POLOs).

I am returning to the same employer and jobsite and have previous OEC but the System still redirects me to Appointment page. What happened?

The system automatically redirects to Appointment Page BMs who may be in any of the following situations and therefore warrants personal processing at the POEA/POLO or any processing site:

- No POEA record / No record found/Discrepancy in any record
- Undocumented workers (i.e., Tourist to OFW, Dependent to OFW, Student to OFW, etc.)
- Change employer and/or jobsite
- Watchlisted worker and/or OFW with watchlisted employer
- OFW returning to restricted or non-compliant country
- Seabased to Landbased Worker

I am a holder of Multiple Travel Exit Clearance (MTEC) previously issued to me by POEA. What will happen to this?

MTECs and other OECs/e-receipts issued before under the MTEC system and are still valid and have not been used will still be honored as exit clearance and for all existing exemptions like travel tax, terminal fee and documentary stamp.

Can I request for multiple OEC online?

No. The System will allow you one OEC at a time. You have to use your valid OEC first before you can request for another OEC.

I already have an appointment with the mall processing center for the processing of my OEC scheduled in December this year under the old appointment system of POEA. Now that I've learned about the BM Online, can I just instead avail of this new system?

Yes. BMs with appointment secured under the old appointment system are encouraged to try the BM Online System if the criteria are met. If not, they can still pursue their previously set appointment and our personnel assigned in the chosen processing site will process their OEC.

For how many times I can use the OEC issued online? Does it have a validity period?

Online OEC like the existing OECs/e-receipts can only be used once. While its validity period is 60 days, it can only be used for single exit.

REGISTRATION PROCEDURE

How do I sign up for BM Online Processing System?

Steps for BM Online Processing:

1. Go to the direct link <http://bmonline.poea.gov.ph/> or go to POEA official webpage www.poea.gov.ph and click BM Online
2. Fill out all the fields under New User?
3. Click and accept the "Terms of Service"
4. Click Sign Me Up
 - 4.1. Once you sign up, you will receive a confirmation email from POEA. In your email, you need to click the link to confirm your email address. You will receive an advisory that your account has been confirmed.
 - 4.2. Your email address and password will also serve as your log-in account and password. Log-in at the BM Online website and continue with your online transaction.

How do I complete the sign up process and confirm my email address?

To confirm your email address, open the link in the email we sent you when you signed up. We need to confirm that you own the email address you used to set up the account. This way, we know we're sending your account information to the right person/individual.

What is the minimum password strength and how can I make my password strong?

When you create a new password, make sure that it's at least 6 characters long. Try to use a complex combination of numbers, letters and punctuation marks. If the

password you entered isn't strong enough, try mixing together uppercase and lowercase letters or making the password longer. The password you create should be easy for you to remember but hard for someone else to figure out.

Why did I receive a confirmation email from POEA?

If you didn't sign up for a BM Online account and received a confirmation email in error, you can deactivate the account in question by contacting our System Administrator thru emailbm_oec@yahoo.com or phone number 02-7219496/02-7277778

Can I still use my BM Online account if I don't confirm my email address?

No. A message will prompt that your account is inactive. Activate your account by clicking the confirmation link in your email.

Can I still change the email address/log-in account I used when I signed up?

No. Your email address also serves as your permanent log-in account. Thus, you cannot change the email address you used when you signed up.

My account is now activated, how do I log in?

You can log in to your account from the same page. To log in, just enter your email address and password under the Already User? field.

Why is the System asking for my last issued OEC number? What does it mean?

Your last issued OEC number is your latest transaction record with POEA. The System needs this information to retrieve your record and latest employment details.

What happens next if the System finds my latest POEA record?

You will be asked if you are returning to the same employer and jobsite. If Yes, you will be allowed to acquire your OEC online. The System will generate your previous employment data and you can proceed with your online transaction, payment, up to printing of your electronic OEC.

What happens if I do not know my OEC number?

The System will redirect you to APPOINTMENT page where you need to personally appear to POEA for processing of your OEC.

I clicked Yes but some of the information on my Personal and Employment Details are outdated. How do I fix this?

The System will allow you to edit your profile such as Personal Data, Contract Particulars and Beneficiaries. However, there are some fields you cannot edit like Employer's Name and Jobsite. Fields with asterisks (*) are mandatory.

I already updated my profile but I cannot proceed to the next step . . .

You cannot proceed to next step if you do not complete filling up all required fields. Take or upload your photo which must not exceed one (1) MB. Your photo must be the picture of your full face similar to your passport picture

What happens next after I upload my photo?

You may now proceed to the next step which is the Payment Module. There are several ways to settle your fees:

1. Over-the-counter through Banks
2. Over-the-counter through Bayad Centers
3. Online Banking
4. Globe G-cash
5. POEA office/processing site/POLO for those with appointment

The System will send instructions through your email on how to complete the payment process. Follow the instructions carefully. Once payment is confirmed, your OEC will be forwarded thru your email and BM Online account.

What do I do if I lost my OEC?

Log in to your BM Online account and reprint your OEC.

I already got my OEC online, do I need to go to POEA office?

No. You just need to print your OEC in three (3) copies. This will serve as your travel exit clearance and basis for tax and terminal fee exemption. We already officially requested the Bureau of Immigration (BI), Manila International Airport Authority (MIAA) and the Tourism Infrastructure and Enterprise Zone Authority (TIEZA) to honor the online OEC as exit clearance and for exemption from the said fees.

Is there anything else I need to bring at the airport aside from my OEC?

Yes. Don't forget to bring your passport, visa and other travel documents.

Should I still go to POEA Labor Assistance Center (LAC) for re-validation of my OEC?

Yes, meantime since we are still under transition phase. We will issue a notification later if all the online OEC holders can already proceed to the Immigration counters. There will be less need to pass through the LAC later since the information of those whose OECs are processed online are automatically shared with the Bureau of Immigration.

If I have more inquiries or questions, how can I contact you?

Please email us at bmpd@poea.gov.ph or bm_hec@yahoo.com or call (BMPD) 02-7210785 or (ICT) 02-7219496 / 02-7277778