

2. ONLINE APPLICATION FOR NEW BUSINESS PERMIT

Service Information: Section 8 under Article A of Chapter II, Ordinance 1, series of 1996 or the General Santos City Revenue Code of 1996 provides: “Any person that shall establish, operate or conduct any business, trade or activity in the City of General Santos shall first obtain a Mayor’s Permit and pay the tax imposed under Article A of Chapter II of this Code.” The time of payment of the tax prescribed herein shall be within the first twenty (20) days of January of each calendar year upon approval of the City Mayor. (Section 6, Article A)

Office or Division:	City Treasurer’s Office (CTO) City Mayor’s Office – Business Permits and Licenses Division	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Any person or entity that shall establish, operate, or conduct any business, trade or activity in the City of General Santos.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Online Application via www.filipizen.com:		
Prepare the following requirements for the online application:		
1. Proof of Registration: DTI, SEC or CDA Registration	Taxpayer	
2. Proof of right of applicant to use location as business address:	Taxpayer	
i. If owned, proof of ownership – Transfer Certificate of Title or Tax Declaration		
ii. If not owned by the applicant – Contract of Lease, MOA, or written consent of property owner		
3. Fire Safety Inspection Certificate for Occupancy, valid in the last 9 months or FSIS for NEW BUSINESS	Taxpayer	
4. For applicants with valid FSIC for occupancy, Affidavit of Undertaking that there had been no substantial changes made on the building/establishment given the FSIC		
5. Complete and duly signed Unified Application Form	Taxpayer	
	Taxpayer	
For Online Payment via www.filipizen.com:		
Online Banking, Wallet, or Credit/Debit Card Details	Taxpayer	
For Over-the-Counter Payment at CTO:		
Business Identification Number (BIN) or Registered Trade Name		
Tax Order of Payment (TOP) for Cedula	City Treasurer’s Office City Hall or Investment Action Center	

APPLY, PAY AND PRINT PERMIT

See following instructions below:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Open your browser and go to www.filipizen.com for the online application of new business permit.	None	None	None	None
Select General Santos City as partner LGU and click Go To Services.	None	None	None	None
Select NEW BUSINESS APPLICATION.	None	None	None	None
Select Create New Application and click Next to proceed.	None	None	None	None
Fill out the following required fields of information: <ul style="list-style-type: none"> • Name • Address • Email Address • Mobile Number and click Submit to proceed.	None	None	None	None
Check your Email Inbox or Spam, or Mobile Inbox for the sent 6-digit Validation Key. Enter the 6-digit Validation Key and click Verify to proceed. (Note: If you have not received any Email or Text Message, click Resend Code.)	None	None	None	None
Select Organization Type and click <u>Next</u> to proceed.	None	None	None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Type the Business Name, Trade Name, and other required information and click <u>Submit</u> to proceed.	None	None	None	None
The screen will show that your application has been created and a Tracking Number will be displayed. Click <u>Continue</u> to proceed. (Note: Please take note of the Tracking Number for application monitoring.)	None	None	None	None
Fill-out all required information and click <u>Save</u> .	None	None	None	None
The screen will ask if the place of business is rented or not. Click <u>Next</u> to proceed.	None	None	None	None
Fill-out the Business Address and click <u>Save</u> to proceed.	None	None	None	None
Select the Line of Business and click <u>Save</u> to proceed.	None	None	None	None
Fill-out the Business Information and click <u>Save</u> to proceed.	None	None	None	None
Download the Unified Application Form and click <u>Next</u> to Proceed.	None	None	None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Upload the business requirements including the Duly Signed UAF and click <u>Save</u> to proceed.	None	None	None	None
Review and verify the business information thoroughly and ensure that the data is correct. In case of any error, click <u>Back</u> to return to Edit Information. After finalizing, click <u>Submit</u> to submit the application.				
Your application for new business permit has been successfully submitted. A notification will be sent to your email address upon				
1.2 Receive an email notification that your application has been APPROVED.	1.2.1 Receive in ETRACS the online application, evaluate the attachments/requirements, evaluate and approve the capitalization, and forward to the Office of the Building Official (OBO).	None	30 Minutes	<i>Licensing Officer IV / Administrative Aide I City Mayor's Office - Business Permits and Licenses Division</i>
None	1.2.2 Assess for OBO fees.	None	10 Minutes	<i>Engineer I / Building Inspector / Administrative Aide VI Office of the Building Official</i>
None	1.2.3 Assess / reassess for business tax, fees, and charges.	None	3 Hours, 30 Minutes	<i>Local Treasury Operations Officer II / Local Treasury Operations Officer I / Ticket Checker City Treasurer's Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.3 Receive another email notification that your application has been APPROVED FOR PAYMENT. If your application is approved for payment, you may now view your BILLING STATEMENT online with the following steps:</p> <ul style="list-style-type: none"> - Click the link provided in the Approval for Payment e-mail, or go to www.filipizen.com and select BUSINESS ONLINE BILLING. - Enter your Email Address and Mobile Number for verification. <p>Click Submit to proceed.</p> <ul style="list-style-type: none"> - Check your Email Inbox or Spam, or Mobile Inbox for the sent 6-digit Validation Key. <p>Enter the 6-digit Validation Key and click Verify to proceed.</p> <p>(Note: If you have not received any Email or Text Message, click Resend Code.)</p> <ul style="list-style-type: none"> - Enter the Business Identification Number (BIN) and click Next to proceed to the Billing Statement. - Review the Billing Statement that reflects the total amount payable. 	<p>1.3 Review and approve the Assessment.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Local Treasury Operations Officer IV / Revenue Examiner III / Local Treasury Operations Officer III City Treasurer's Office</i></p>

For ONLINE PAYMENT via www.filipizen.com

See step-by-step instructions below:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.4 Open your browser and go to www.filipizen.com for online payment.	None	None	None	None
Select General Santos City as partner LGU and click Go To Services.	None	None	None	None
Select BUSINESS ONLINE BILLING.	None	None	None	None
Enter your Email Address and Mobile Number for verification. Click Submit to proceed.	None	None	None	None
Check your Email Inbox or Spam, or Mobile Inbox for the sent 6-digit Validation Key. Enter the 6-digit Validation Key and click Verify to proceed. (Note: If you have not received any Email or Text Message, click Resend Code.)	None	None	None	None
Enter the Business Identification Number (BIN) and click Next to proceed.	None	None	None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Review the Billing Statement that reflects the total amount payable.	None	None	None	None
After reviewing, scroll down to the end of the billing statement and click CONFIRM PAYMENT to proceed.	None	Total amount of taxes, fees, and charges stated in the Billing Statement	None	None
Fill out the following required fields of information: <ul style="list-style-type: none"> Name of Payer Address of Payer and click Continue to proceed.	None	Total amount of taxes, fees, and charges stated in the Billing Statement	None	None
Review Your Order details. Click on the checkbox with "I acknowledge and agree".	None	Total amount of taxes, fees, and charges stated in the Billing Statement	None	None
Click your preferred type of payment: <ul style="list-style-type: none"> GCASH MAYA / PAYMAYA DEVELOPMENT BANK OF THE PHILIPPINES (DBP) LAND BANK OF THE PHILIPPINES (LBP) 	None	Total amount of taxes, fees, and charges stated in the Billing Statement	None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
After completing the online payment method of your choice, the screen will show that your payment is successful.	None	None	None	None
Wait for the ELECTRONIC OFFICIAL RECEIPT to be sent to your email inbox.	None	None	None	None
For OVER-THE-COUNTER PAYMENT at CTO See step-by-step instructions below:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.5.1 Proceed to City Treasurer's Office City Hall or Investment Action Center for over-the-counter payment.</p> <p>If paying at City Hall: - Proceed to City Treasurer's Office located at the ground floor of the City Hall building. - Get queuing priority number for Payment and the Tax Order of Payment (TOP) for Cedula located at the Public Assistance and Complaints Desk (PACD) and wait at the CTO lounge for turn to pay at Windows 46 - 48.</p> <p>If paying at Investment Action Center: -Get queuing priority number for Payment and the Tax Order of Payment (TOP) for Cedula located at the main entrance, ground floor of the GSC Investment Action Center and wait at the CTO lounge for turn to pay at Windows 15 – 18.</p>	<p>1.5.1 Issue priority number for Payment and Tax Order of Payment (TOP) for Cedula.</p>	None	15 Minutes	<p><i>Administrative Aide III (Clerk I)</i> City Treasurer's Office</p> <p><i>Administrative Aide III (Clerk I)</i> City Treasurer's Office</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.5.2 Proceed to the payment window where the number was called and present to the Revenue Collection Clerk the Business Identification Number (BIN) or Registered Trade Name, and the TOP for Cedula.</p> <p>Receive the Official Receipt.</p>	<p>1.5.2 Receive the Business Identification Number (BIN) or Registered Trade Name, and the TOP for Cedula and accept payment either in cash/cashier or manager's check/postal money order.</p> <p>Issue the computer-printed Official Receipt.</p>	<p>Total amount of taxes, fees, and charges stated in the Billing Statement</p> <p>&</p> <p>Total amount stated in the TOP for Cedula</p>	<p>2 Hours</p>	<p><i>Revenue Collection Clerk III / Revenue Collection Clerk II / Revenue Collection Clerk I / Ticket Checker</i> City Treasurer's Office</p>
<p>Download and print the ELECTRONIC BUSINESS PERMIT from your email.</p>	<p>Send the Electronic Business Permit.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Licensing Inspector II / Administrative Aide I</i> City Mayor's Office – Business Permits and Licenses Division</p>
	<p>TOTAL:</p>	<p>Total amount of taxes, fees, and charges stated in the Billing Statement</p> <p>&</p> <p>Total amount stated in the TOP for Cedula</p>	<p>7 Hours, 10 Minutes</p>	