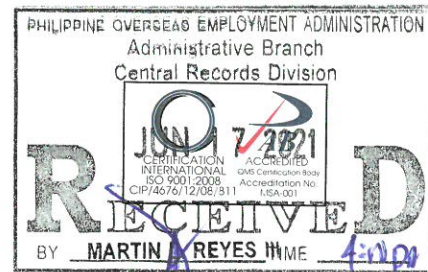




Philippine
Overseas
Employment
Administration

Republic of the Philippines
Department of Labor and Employment
BFO Building, Ortigas Avenue cor. EDSA, Mandaluyong City 1501
Website: www.poea.gov.ph E-mail: info@poea.gov.ph
Hotlines: 722-1144, 722-1155



MEMORANDUM CIRCULAR NO. 12
Series of 2021

TO : ALL LICENSED RECRUITMENT AGENCIES
ALL OVERSEAS FILIPINO WORKERS (OFWs)
AND APPLICANTS

SUBJECT : IMPLEMENTATION OF THE NEW POEA HELPDESK SYSTEM
TO AUTOMATE ALL OFW NEEDS/REQUESTS/INQUIRIES

Consistent with our thrust to achieve higher levels of efficiency with the registration of worker under the new e-Registration System version 2.0 and the implementation of the new POEA Online Processing System for Balik-Manggagawa (POPS-BaM), the POEA will launch and implement a new POEA Helpdesk System effective on 21 June 2021 to supplement both systems.

A. Coverage and Service Description

The POEA HelpDesk is an online platform, where OFWs and recruitment agencies, can request for ICT assistance or technical support by filing an electronic ticket for the users' concerns.

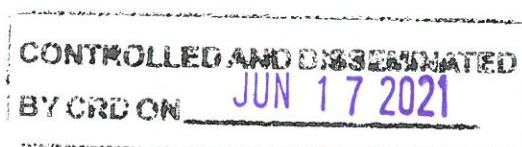
The HelpDesk was timed for launch to assist Balik-Manggagawa workers to shift from the old BM Online System to the new POPS-BaM. Requests such as updating/editing of personal information can also be done by submitting an e-ticket using the HelpDesk.

1. All Licensed Recruitment Agencies (LMAs)

Starting 21 June 2021, the ticketing feature inside the Agency Helpdesk shall be disabled. All tickets shall be filed by the OFW and applicants in the new POEA Helpdesk.

2. All Overseas Filipino Workers (OFWs) and Applicants

The new POEA Helpdesk System will be integrated into the **Online Services (e-Registration) portal** to make the Helpdesk accessible to all. Hence, all OFW needs for assistance and other concerns can be accessed thru the new Helpdesk so that an e-ticket can be generated for the purpose. The new system can track the status of your request.



For queries and concerns, all BM workers and applicants are advised to use the POEA Helpdesk System in shifting from the old BM Online System to the new POEA Online Processing System for Balik-Manggagawa (POPS-BaM). The POEA Helpdesk System that can be accessed through the direct link:

<http://onlineservices.poea.gov.ph/OnlineServices/Public/OFWTickets.aspx>

The procedures for the shift is attached herewith as per Annex "A".

B. Rules and Regulations in using the POEA Helpdesk System

To regulate the use of POEA Helpdesk System, all concerned are advised to comply with the following rules:

1. In compliance with IATF rules on social distancing, POEA discourages walk-ins and personal follow-ups on requests for editing/correction/ amendment of OFW personal/contract information already submitted thru the POEA Helpdesk System. Expect action within three (3) working days upon receipt of the request submitted thru the system.
2. OFWs and applicants shall refrain from filing multiple Helpdesk requests for the same concern or issue.
3. Request for editing/correction of information for an OFW with multiple accounts shall require a signed explanation on the 2nd instance of detection/occurrence and thereafter. The signed explanation shall state why the error/multiple accounts were made and the concerned OFW pledges not to commit the error again.
4. Reasonable time should be taken into consideration when filing requests for assistance. Complex cases requiring the submission of evidences should be made 3 days prior. Simple cases may be acted upon within a 4-hour window.
5. Repeated errors/mistakes of such critical information may be construed as misrepresentation, and those OFWs/Recruitment Agencies who caused such errors/mistakes may be held liable for such matters, in accordance with the Terms of Use of the above-cited systems and applicable Rules and Regulations on Overseas Employment.


BERNARD P. OLALIA
Administrator

09 June 2021
ICT/POEA

CONTROLLED AND DISSEMINATED
BY ORD ON JUN 17 2021

ANNEX "A"

PROCEDURES IN THE POEA HELPDESK

1. Creation of Concern Ticket

- 1.1: Go to **onlineservices.poea.gov.ph**
- 1.2: Scroll down until you find the **POEA Helpdesk** banner.
- 1.3: Click **Create Ticket**.
- 1.4: Click **Continue**.
- 1.5: On the service type choose between **e-registration** and **balik-manggagawa**, then select your concern. Click the **Next** to continue.
- 1.6: Frequently question will appear check first if your concern is already **answered on the FAQ** before clicking the **Next** button.
- 1.7: After clicking the Next button, the system will give you choices on how to find your account. Click your desired choice to continue.
- 1.8: Answer the provided form to find your account.
- 1.9: You will direct to creation of ticket for your concern, **choose nearest processing site from your location**. Put your **concern details** and **contact number**, then click **Submit Ticket**.
- 1.10: The system will provide **ticket number to use in tracking your ticket status**.

Reminder: You can't create another ticket until your ticket is not resolved.

2. Tracking of Concern Ticket

- 2.1: On the **POEA Helpdesk** banner click **Inquire Update on Ticket**.
- 2.2: Input your **Ticket Number** then click **Search**.
- 2.3: Once you see your ticket details you can reply or attach documents to the person assigned to your ticket by clicking the **Reply** button.

3. Attach Documents Needed

- 3.1: Click the **Reply** button.
- 3.2: Click **Choose File**.
- 3.3: Choose from your folder file.
- 3.4: Click **Save Changes**.