



Republic of the Philippines  
**Tourism Infrastructure & Enterprise Zone Authority**

## **TIEZA REPORT ON DIGITALIZATION INITIATIVES**

In compliance with Sec. 4.2.5 of AO25-IATF M.C. No. 2023-1

### **I. ONLINE TRAVEL TAX SERVICES SYSTEM (OTTSS)**

#### **Innovation in Travel Tax Administration**

As a customer-centric government agency, TIEZA has been working on enhancing travel tax centers located in all airports nationwide and creating a fully automated online payment system to create a hassle-free payment experience. TIEZA has embarked on the digitalization of travel tax collection since 2016.

On 28 February 2023, TIEZA, in partnership with MyEG PHILIPPINES, INC. (MyEG PH), officially launched the Online Travel Tax Services System (OTTSS), providing traveling citizens with more than 90,000 options to pay for their travel tax nationwide.




This comes after TIEZA's Chief Operating Officer, Mark Lapid signed the Memorandum of Agreement (MOA) with MyEG PH Chief Executive Officer, Ann Margaret Saldaña last June 8, 2022, at the Midas Tent in Midas Hotel and Casino, Pasay City.

Paying the travel tax online is also quick and easy, which just takes almost a minute to complete. Passengers simply need to visit TIEZA's website at <https://tieza.gov.ph>, click Travel Tax on the navigation menu, and choose Pay Travel Tax Online. On the page, they just need to click the MYEG icon, fill-up the form, select their preferred payment option, and pay.



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**FULL TRAVEL TAX PAYMENT**

Notes for Multiple Passengers in one transaction

LAST NAME

FIRST NAME

M I

EXT. NAME

PASSPORT NUMBER

TICKET NUMBER

CLASS

AMOUNT

MOBILE NUMBER

EMAIL ADDRESS

CONFIRM EMAIL ADDRESS

DESTINATION

DEPARTURE DATE

SAVE PASSENGER

| LASTNAME | FIRSTNAME | MIDDLENAME | EXTNAME | DESTINATION | PASSPORT NUMBER | TICKET NUMBER |
|----------|-----------|------------|---------|-------------|-----------------|---------------|
|          |           |            |         |             |                 |               |

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Some of the key improvements over the previous Online Travel Tax Payment System (OTTPS) of the OTTSS are:

| Online Travel Tax Payment System (OTTPS)   | Online Travel Tax Services System (OTTSS)   |
|--|---|
| <ul style="list-style-type: none"> <li>Allows for a single Online Payment Gateway only</li> <li>System made by Bayad Center, Inc.</li> <li>Provides online payment of full travel tax only</li> <li>Allows payment for one passenger per transaction only</li> <li>Account registration is required</li> <li>Not capable of system integration due to being a closed system</li> </ul> | <ul style="list-style-type: none"> <li>Allows for multiple Online Payment Gateways simultaneously</li> <li>System made in-house by TIEZA Management Information Systems Department</li> <li>Provides a centralized online hub for all travel tax services</li> <li>Allows payment for multiple passengers in a single transaction (currently up to 10 per transaction with plans to increase the limit in the future)</li> <li>Account registration is not required</li> <li>Will be integrated with the upcoming Onsite Travel Tax System (airports, malls, OSSCOs) to allow the creation of a centralized database for all travel tax transactions</li> </ul> |

To date, the other travel tax services are available online:

### Online application and issuance of Reduced Travel Tax (RTT) Certificates:

<https://tieza.gov.ph/reduced-travel-tax/>

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### REDUCED TRAVEL TAX (RTT) CERTIFICATE Online Application

Welcome! Please fill out the required information below to apply for your RTT certificate.

**IMPORTANT REMINDERS BEFORE PROCEEDING:**

- \* This service is limited to those who HAVE NOT YET PURCHASED THEIR AIRLINE TICKET AND HAVE NOT YET PAID THE FULL TRAVEL TAX RATE.
- \* Those who have already purchased their ticket must apply for an RTT certificate ON-SITE at any TIEZA Travel Tax Office or airport counter.
- \* Those who have already paid the full travel tax rate but is eligible for RTT may apply for a refund of the excess travel tax paid ON-SITE at any TIEZA Travel Tax Office or airport counter.
- \* THE RTT CERTIFICATE CAN ONLY BE USED ONCE. Please present the RTT certificate to the airline or travel agency BEFORE purchasing your ticket.

For inquiries or clarifications please contact us at [support@tieza.gov.ph](mailto:support@tieza.gov.ph)

[bumbosong@hotmail.com](mailto:bumbosong@hotmail.com) [Switch account](#)

The name and photo associated with your Google account will be recorded when you upload this and submit this form. Only the email you enter is part of your response.

\* Indicates required question

Email \*

Your email

Last Name \*

Your answer

First Name \*

Your answer

Type of Accommodation \*

☐ First Class

☐ Economy / Business

Date of Flight \*

NOTE: THIS CERTIFICATE CAN ONLY BE USED ONCE. Please present this certificate to the airline or travel agency before purchasing your ticket. Otherwise, your application must be processed ON-SITE through any of TIEZA's Travel Tax Offices or Airport Counters.

Date

dd - yyyy

Type of Applicant \*

☐ Minor (from 2 years and one (1) day to 12th birthday on date of travel)

☐ Accredited Filipino journalist whose travel is in pursuit of journalistic assignment

☐ Authorized by the President of the Republic of the Philippines for reasons of national interest

☐ Spouse of an Overseas Filipino Worker (OFW)

☐ Unmarried children of an OFW below 21 years of age

☐ Children of OFW's with disabilities even above 21 years of age

☐ Seaman's spouse joining vessel

☐ Seaman's children joining vessel

☐ Seaman's children with disabilities even above 21 years of age joining vessel

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### Online application and issuance of Travel Tax Exemption Certificates (TEC):

<https://tieza.gov.ph/travel-tax-exemption/>



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### Travel Tax Exemption Certificate (TEC) Online Application

Welcome! Please fill out the required information below to apply for your TEC.  
For inquiries or clarifications please contact us at [traveltax.helpdesk@tieza.gov.ph](mailto:traveltax.helpdesk@tieza.gov.ph)

NOTE: THE DATE OF YOUR FLIGHT MUST BE AT LEAST 3 DAYS AFTER THE DATE OF YOUR ONLINE TEC APPLICATION. Otherwise, your application must be processed ON-SITE through any of TIEZA's Travel Tax Offices or Airport Counters.

[bumbocruz@hotmail.com](mailto:bumbocruz@hotmail.com) [Switch account](#)

The name and photo associated with your Google account will be recorded when you upload files and submit this form. Only the email you enter is part of your response.

\* Indicates required question

Email \*

Your email

Last Name: \*

Your answer

First Name: \*

Your answer

Middle Name \*

Your answer

Mobile Number \*

Your answer

Type of Applicant \*

- ☐ Filipino citizen who is a permanent resident of another country whose stay in the Philippines is less than one (1) year and is going back to their country of permanent residence
- ☐ Foreign Diplomatic and Consular Officials and Members of their Staff, including the immediate members of their families and household domestics, with authorization from the Philippine Government
- ☐ Officials, Consultants, Experts, and Employees of the United Nations (UN) Organization and its agencies (WHO, World Bank, FAO, ILO, UNICEF, UNIFA) and those exempted under laws, treaties and international agreements
- ☐ Dependents of Officials, Consultants, Experts and Employees whose travel is funded by the international organizations or institutions concerned and those exempted under existing laws, treaties and international agreements (2B2)
- ☐ The Philippine Sports Commission and its delegation or representatives to any international sports convention, conference and meeting, and athletes, coaches and other officials to any international competition
- ☐ Balik Scientist Awardees in accordance with Republic Act 11035, including the Spouse and Dependents of a Balik Scientist under Long-Term engagement.
- ☐ United States (US) Military Personnel including dependents and other US nationals with fares paid for by the US government or on US Government-owned or chartered transport facilities
- ☐ Overseas Filipino Worker Directly Hired Abroad going to their job site, including but not limited to: a. Officers and employees of multinational or foreign corporations abroad; b. Missionaries; c. Officers and employees of a branch or subsidiary of a Philippine corporation located abroad; d. Employees of Philippine embassies abroad who were hired on-site; e. Household staff of members of the Philippine Foreign Service officially assigned abroad
- ☐ Crew member of airplanes playing international routes
- ☐ Members of the Philippine Foreign Service officially assigned abroad who are leaving the country to assume their posts, including their dependents
- ☐ Officials and Employees of the Philippine Government traveling on official business (excluding Government-Owned and Controlled Corporations)
- ☐ Grantees of foreign government funded trips with which the Philippine Government maintains diplomatic relations (2I)
- ☐ Bona-fide Student with a foreign scholarship approved by an appropriate Philippine government agency; United Nations Development Programme (UNDP) Fellow
- ☐ Infants who are two (2) years old and below. Note: The date of travel must not be beyond the infant's 2nd birth date.
- ☐ Personnel (and their dependents) of multinational companies with regional headquarters, but not engaged in business, in the Philippines
- ☐ Those authorized by the President of the Republic of the Philippines for reasons of national interest
- ☐ Balikbayans whose stay in the Philippines is less than one (1) year as provided under R.A. 6768
- ☐ Filipino Spouse or child of a former Filipino citizen who travelled with the latter to the Philippines whose stay in the Philippines is less than one (1) year
- ☐ Exporters joining international trade, fairs, exhibitions and selling missions endorsed by the Export Development Council (EDC)
- ☐ Non-immigrant aliens whose stay in the Philippines is less than one (1) year

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In 2023, travel tax online payments have accumulated to Php 312 million, an exponential 850% increase from last year's online collection of Php 33 million. This equates to 192,462 passengers who paid their travel taxes online in 2023, while 7,158 and 2,337 passengers applied online for their Travel Tax Exemption and Reduced Travel Tax Certificates, respectively. This is strong and tangible evidence that TIEZA's digitalized travel tax services have been well-received by the public and that travelers appreciate the convenience, speed, and ease of use offered by the OTTSS compared to traditional onsite methods.





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## **II. TIEZA ONLINE PERMITTING SYSTEM (TOPS) – SAN VICENTE FLAGSHIP TEZ PERMITS AND LICENSES**

In keeping with its commitment to enhancing the ease of doing business for tourism-related enterprises, the Tourism Infrastructure and Enterprise Zone Authority (TIEZA) has implemented the TIEZA Online Permitting System (TOPS), a digitalization initiative initially launched for the San Vicente Flagship Tourism Enterprise Zone (TEZ).

**TIEZA Online Permitting System**

**Permits and Licenses in the San Vicente Flagship Tourism Enterprise Zone**

Pursuant to TIEZA's regulatory power over designated Flagship Tourism Enterprise Zones (FTEZs) and its Memorandum of Agreement with the Municipal Government of San Vicente, all new Tourism-Related Enterprises (TREs) may now secure the following permits and licenses thru the TIEZA Online Permitting System:

- Locational Clearance (for building and business)
- Building/Ancillary Permits
- Occupancy Permits/Annual Building Inspection Certificate
- Business Permit

For applications, visit <https://tieza.gov.ph/tieza-online-permitting-system/>

### **Meeting Regulatory Requirements**

The TOPS was completed in 2023 and soft-launched in February 2024, aligning with Republic Act No. 11032, promoting efficient government service delivery. It empowers tourism businesses within the San Vicente TEZ to apply and manage permits and licenses online conveniently, streamlining the previously manual process.

### **Enhanced Accessibility and Convenience**

The key benefits of the TOPS include:

- **Online and digital submissions:** Applicants can submit application forms and required documents electronically, eliminating the need for physical submission and associated travel.
- **24/7 availability:** The system operates round-the-clock, enabling applicants to access and manage their applications at their own convenience.
- **Real-time updates:** Applicants receive timely updates on the application status through the TOPS platform and automated emails, ensuring transparency and efficient communication.
- **Multiple payment options:** The system offers flexible payment methods, including:
  - Online payment gateway via a secure platform.
  - Bank deposits through designated partner banks.
  - On-site payments at the San Vicente TEZ office or TIEZA main office.
- **Instant digital copies:** Upon successful application and payment, applicants receive immediate access to a digital copy of their permits and licenses, eliminating delays and potential loss of physical documents.



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- User-Friendly System: The TOPS features a user-friendly interface accessible through a dedicated webpage link: <https://stg-sanvic2.tieza.gov.ph/public/login>.
- The system simplifies permit applications by offering modules for:
  - Business Permit
  - Building Permit
  - Locational Permit
  - Occupancy Permit

The TOPS represents a significant step forward in fostering a more efficient and transparent permit application process for the San Vicente Flagship TEZ. By embracing digitalization, TIEZA empowers businesses within the zone, ultimately contributing to a more conducive environment for tourism development. Additionally, the positive outcomes achieved here will drive the expansion of similar initiatives across other Flagship TEZs, further streamlining permit processes nationwide.

### III. TIEZA ASSETS BOOKING SYSTEM (ABS)

#### Streamlining Reservations and Payments for TIEZA's Operating Assets

The implementation of an online reservation system marks a significant step towards enhancing the customer experience and optimizing operational efficiency. Clients may now reserve their preferred TIEZA destination by accessing the individual website of each operating asset and clicking on their choice of accommodations and amenities. The ABS will automatically compute the total amount to be paid by the client through different online payment channels like GCash, Maya, and credit cards. Upon successful payment, a confirmation email will be sent to the user email account to be presented upon check-in to the hotel.

TIEZA has implemented a user-friendly online reservation system that offers a streamlined and centralized platform for booking accommodations across their various destinations:

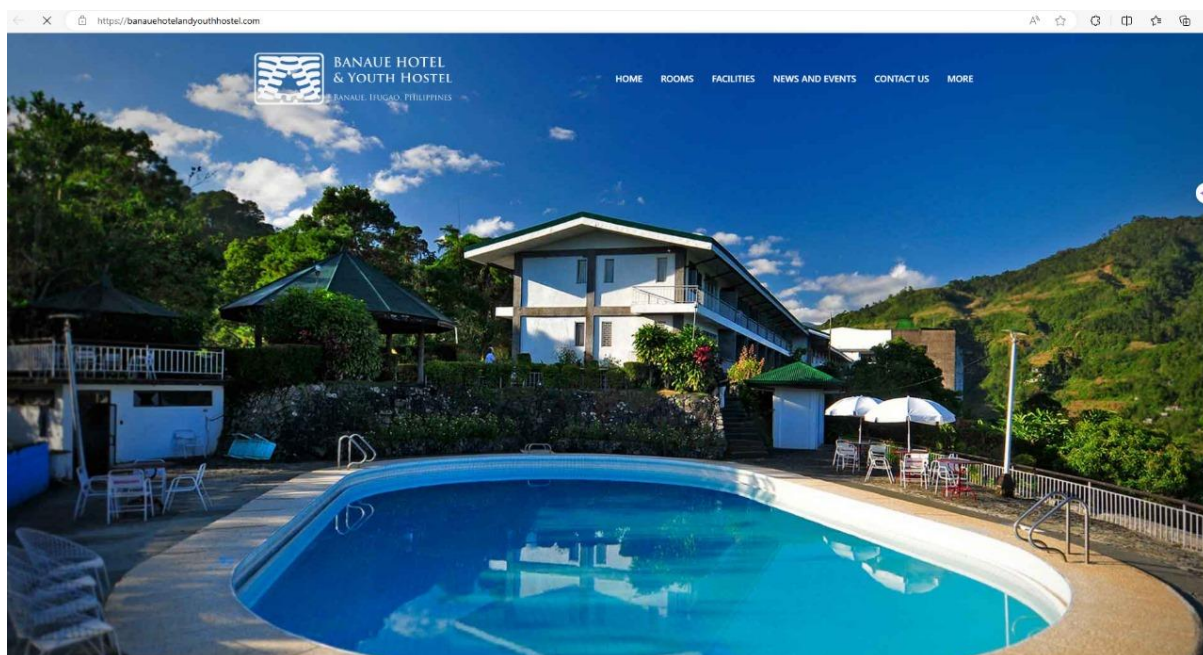
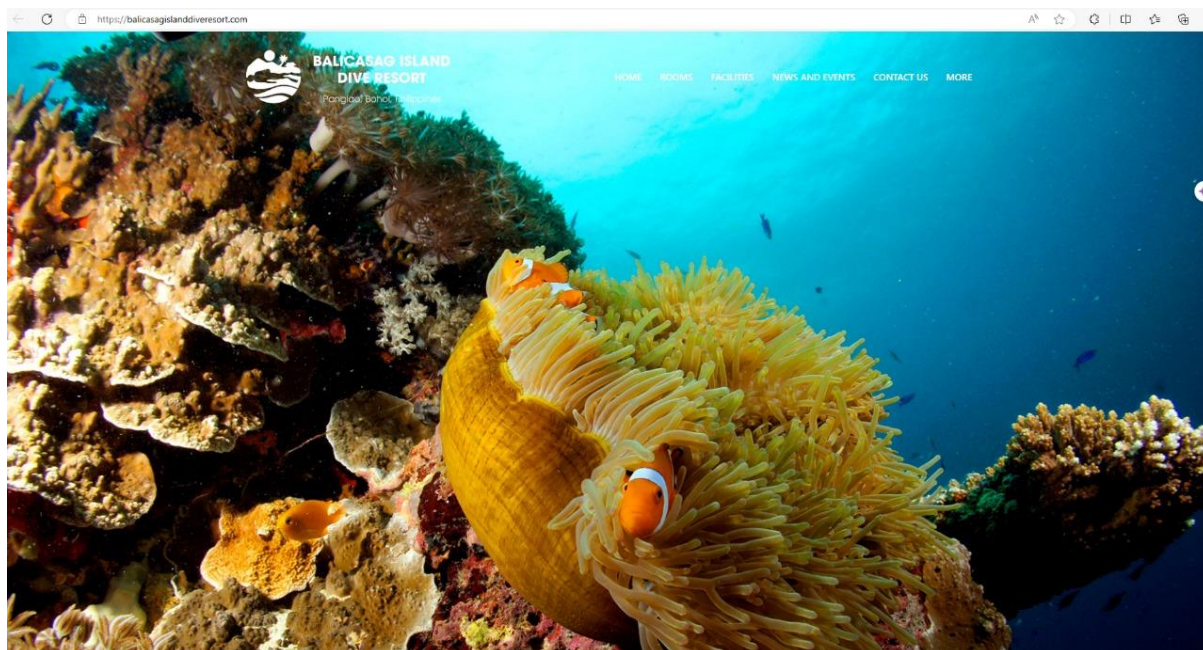
- Balicasag Island Dive Resort
- Banaue Hotel and Youth Hostel
- Gardens of Malasag Eco-Tourism Village
- Mount Data Hotel

The screenshot shows the website for Banaue Hotel & Youth Hostel. The header includes the hotel name, location (Banaue, Ifugao, Philippines), and navigation links: HOME, ROOMS, FACILITIES, NEWS AND EVENTS, CONTACT US, and MORE. The main content area is divided into two sections: 'DATES OF STAY' and 'RESERVATION FORM'. The 'DATES OF STAY' section features a calendar for March and April 2025, with a 'Select dates' button and a 'Clear' button. The 'RESERVATION FORM' section includes a note 'Required fields are followed by \*', input fields for 'Check-in Date \*' and 'Check-out Date \*', and a green 'CHECK AVAILABILITY' button.





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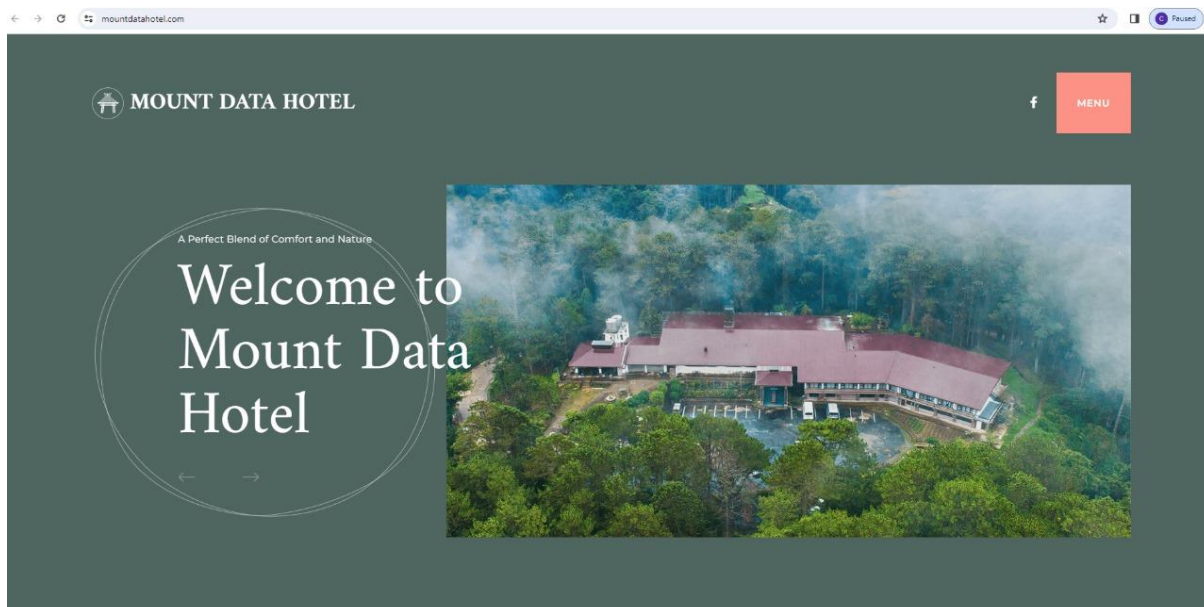
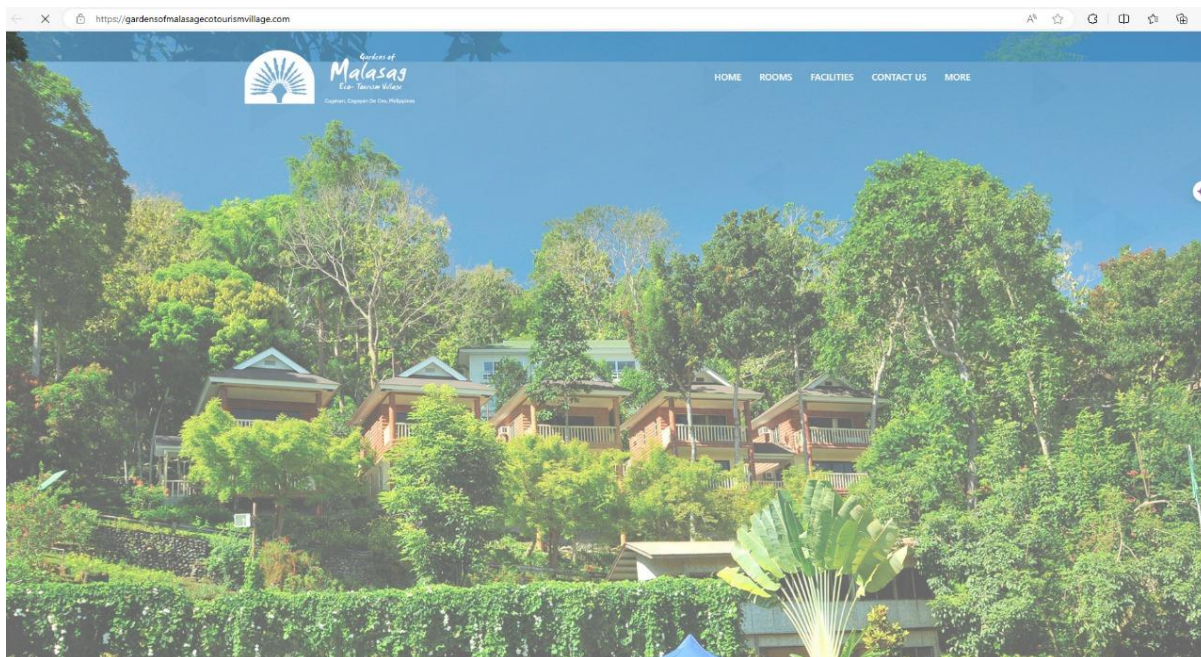
6th & 7th Floors, Tower 1, Double Dragon Plaza, Double Dragon Meridian Park  
Macapagal Avenue corner EDSA Extension Bay Area, Pasay City 1302, Philippines  
(+632) 8249-5900 to 79 www.tieza.gov.ph







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6th & 7th Floors, Tower 1, Double Dragon Plaza, Double Dragon Meridian Park  
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(+632) 8249-5900 to 79 [www.tieza.gov.ph](http://www.tieza.gov.ph)







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### **Tangible Results of Digitalization**

- **Enhanced accessibility:** The online reservation system allows potential guests to access information and book their preferred accommodations at TIEZA's facilities 24/7, regardless of their location. This eliminates the need for physical visits or phone calls, offering greater convenience and flexibility.
- **Improved information transparency:** The online platform provides readily accessible information about features, amenities, and rates for each TIEZA facility. This empowers guests to make informed decisions based on their needs and preferences.
- **Streamlined reservation process:** The online system simplifies the reservation process, allowing guests to select their desired dates, accommodations, and additional services in a few simple steps. This eliminates manual booking procedures and potential errors, leading to a faster and more efficient experience.
- **Real-time availability updates:** The system offers real-time availability updates, ensuring guests have access to accurate information and can secure their desired booking promptly. This eliminates the frustration of encountering unexpected unavailability upon contacting the facilities.
- **Reduced operational costs:** By automating the reservation process, the online system reduces the need for manual data entry and communication, contributing to a decrease in operational costs for TIEZA.
- **Enhanced payment options:** Integration with various online payment channels like GCash, Maya, and credit cards, offers guests a convenient and secure way to settle their reservation fees. This eliminates the need for cash transactions and minimizes the risk of errors associated with manual payment processing.
- **Improved communication and confirmation:** The system automatically sends a confirmation email to the guest's account upon successful reservation and payment. This email serves as a convenient reference and eliminates the need for physical confirmation slips, contributing to a more paperless and environmentally friendly process.

### **Strategic Partnerships**

In addition to the online reservation system, TIEZA has established a strategic partnership with AGODA, a leading online travel booking platform. This partnership allows access to bookings for Banaue Hotel and Youth Hostel and Gardens of Malasag Eco-Tourism Village through a wider audience, potentially increasing reach and attracting a more diverse clientele.



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Overview Rooms Facilities Reviews Location Policies

**Gardens of Malasag Eco Tourism Village\*\*\***  
Brgy. Cugman, East Cagayan De Oro, Cagayan De Oro, Philippines, 9100 - [SEE MAP](#)

Get your trip off to a great start with a stay at this property, which offers car park free of charge. Conveniently situated in the East Cagayan De Oro part of Cagayan De Oro, this property puts you close to attractions and interesting dining options. Don't leave before paying a visit to the famous Centro Mal. Restaurant and outdoor swimming pool. The special facilities that will enhance your stay with on-site convenience.

**7.6 Very good**  
143 reviews  
Service 8.2 Value for money 7.9 Location 7.7  
"The staff is very courteous and attentive to your needs."

**Facilities**  
This is a popular property. Don't miss out!  
✓ Shops ✓ Restaurants ✓ Coffee shop ✓ Room service  
✓ Airport transfer ✓ Swimming pool [outdoor] ✓ Parking [free]

**Your dates are popular among travelers**  
Users are booking a place in Cagayan De Oro every 6 minutes on Agoda.com

**7.7 Very good**  
Location rating score  
Very good location  
Parking FREE  
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Overview Rooms Facilities Reviews Location Policies **from ₱ 2,705** [VIEW THIS DEAL](#)

**Best seller**

**Banaue Hotel\*\***  
Banaue, Ifugao, Town Center, Banaue, Philippines, 3601 - [SEE MAP](#)

Get your trip off to a great start with a stay at this property, which offers car park free of charge. Conveniently situated in the Town Center part of Banaue, this property puts you close to attractions and interesting dining options. Massage, restaurant and outdoor pool are among the special facilities that will enhance your stay with on-site convenience.

**7.7 Very good**  
807 reviews  
Location 8.6 Service 8.0 Value for money 7.6 Cleanliness 7.4  
"The view and ambience were just what I needed"

**Staycation offers available**  
Get special benefits for your stay

**Food and Drinks**  
✓ Room service  
✓ Bar  
✓ Restaurants  
[See all amenities](#)

**Wellness**  
✓ Massage

**Activities**  
✓ Swimming Pool

**Facilities**  
✓ Front desk [24-hour] ✓ Airport transfer ✓ Car park ✓ Luggage storage  
✓ Breakfast [free] ✓ Swimming pool [outdoor] ✓ Shops ✓ Restaurants

**8.6 Excellent**  
Location rating score  
Excellent location  
Parking FREE  
Closest landmarks  
Banaue Bus Terminal 660 m  
Hapao Rice Terraces 43 km  
Banaue Rice Terraces 5.1 km  
[SEE NEARBY PLACES](#)

**Select your room**

**Filter room options by:**  
Tip: Your travel dates are a while from now. Try a deal with **Free cancellation** to stay flexible in case plans change.

[Clear all](#)



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Through its digitalization efforts, TIEZA has empowered its clientele with a convenient and efficient platform for booking their desired accommodations. The online reservation system and strategic partnership with AGODA are key examples of leveraging technology to enhance public service delivery and contribute to a positive customer experience. Moving forward, TIEZA will explore further integration with other platforms and continuously improve its online services to cater to the evolving needs of travelers.

## **OVERALL IMPACT OF DIGITALIZATION EFFORTS:**

By embracing digitalization, TIEZA has demonstrably enhanced the public's ease of doing business by offering a convenient, efficient, and user-friendly platform for travel tax payments, booking of TIEZA operating assets, and application of permits and licenses. These initiatives serve as a testament to the positive impact of digital transformation in streamlining government services and improving public satisfaction. As TIEZA continues to develop and integrate its online systems, it can further enhance its services and solidify its position as a customer-centric government agency.

PREPARED BY: TIEZA COMMITTEE ON ANTI-RED TAPE (CART)

**ORIGINAL SIGNED**

**ATTY. BUMBO S. CRUZ**

*Committee Chairman*

TIEZA CART

NOTED BY:

**ORIGINAL SIGNED**

**MARK T. LAPID**

*Chief Operating Officer*

TIEZA

29 February 2024