
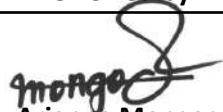





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<b>Document Title:</b>	Standard Operating Procedure of Collection, Validation, and Compliance Monitoring of Mandatory Government Identification Numbers.	<b>Creation Date:</b>	<b>26-Feb-2026</b>
		<b>Effective Date:</b>	<b>4-March-2026</b>

#### Document History Log

Status	Effective Date	Description of Change(s)	Initiated by
Draft	26-Feb-2026	Creation of Standard Operating Procedure	Dave Remolacio
Final	6-Mar-2026	Creation of Standard Operating Procedure	Dave Remolacio

Prepared by:	Reviewed by:	Approved by:
 Dave Remolacio Trainer	 Arianne Mongoc Knowledge Transfer Strategist	 Marites Olaso Operation Head





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## 1. PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to establish a clear, standardized, and compliant process for the systematic collection, validation, documentation, and monitoring of employees' mandatory government identification numbers and forms, including Social Security System (SSS), Pag-IBIG Fund, PhilHealth, and Tax Identification Number (TIN). This SOP aims to ensure data accuracy, completeness, and authenticity; prevent regulatory penalties and financial losses; maintain full compliance with government requirements; protect employee records; and promote accountability among responsible departments involved in onboarding, data management, payroll, and compliance monitoring.

## 2. SCOPE

This Standard Operating Procedure applies to all departments and personnel responsible for collecting, validating, recording, securing, and monitoring employees' mandatory government identification numbers and forms issued by the SSS, Pag-IBIG Fund, PhilHealth TIN.

It covers all types of employees, new hires, existing employees, contractual, project-based, and rehires from pre-employment to onboarding, payroll enrollment, and ongoing compliance monitoring. This includes collecting data, checking documents, validating information (when applicable), correcting errors, filing records, updating databases, and conducting periodic audits to ensure accuracy and compliance.





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This SOP applies to Recruitment, Administrative Staff (Admin), Customer Care, and Customer Concierge. It does not cover the application process for new government numbers; however, Recruitment shall provide required guidance and assistance to employees who need to apply and register for government numbers like TIN and PhilHealth during the onboarding process.

### 3. TERMINOLOGY

For purposes of this SOP, the following terms are defined as:

**3.1 Mandatory Government Identification Numbers** – Required statutory numbers issued by government agencies, including the:

3.1.1 **SSS**- Social Security System,

3.1.2 **HDMF**- Home Development Mutual Fund also known as **Pag-ibig Fund**

3.1.3 **PhilHealth**- Philippine Health Insurance Corporation

3.1.4 **TIN**- Tax Identification Number

necessary for employment, contribution remittance, and compliance.

**3.2 Collection** – The process of obtaining complete and accurate mandatory government numbers and supporting documents from employees.

**3.3 Validation** – The formal process of verifying the accuracy, completeness, and authenticity of submitted mandatory numbers against official documents or authorized platforms.

**3.4 Compliance Monitoring** – The continuous tracking and review of employee records to ensure all mandatory numbers are complete, accurate, and updated.





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3.5 **Deployment** – The official assignment of an employee to an account, client, or work location.

3.6 **Endorsement** – The formal forwarding of collected records to the next responsible department for verification and validation.

3.7 **Discrepancy** – Any inconsistency, incomplete data, invalid number, duplication, or mismatch found during checking or validation.

3.8 **Incident Report (IR)** – A formal document issued to record refusal, non-compliance, or failure to submit required mandatory government information within the prescribed timeline.

3.9 **Non-Compliance** – Failure to submit, correct, or validate mandatory government identification numbers within the required timeframe.

3.10 **EWD Employee Workforce Database** – The official database system of Expedise used for storing and managing employee records. Data is extracted from **Click Up System** for monitoring and compliance reporting purposes.

3.11 **Click Up** – The official Cloud-based system of Expedise where all data and records are stored, managed, and monitored.

## 4. RESPONSIBILITIES

### 4.1 Recruitment/ Talent Acquisition

The Recruitment Team plays a critical role in ensuring early-stage compliance and data accuracy in the collection and validation of mandatory government identification numbers and forms.





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#### 4.1.1 Initial Requirement Communication (Asking) - Sourcer

Clearly inform candidates during the job stage about the mandatory government numbers and forms required as part of pre-employment documentation.

#### 4.1.2 Collecting of Mandatory Numbers - Pooler

Obtain complete and legible copies of official documents reflecting SSS, Pag-IBIG, PhilHealth, and TIN prior to onboarding endorsement.

#### 4.1.3 Preliminary Validation - Pooler/Onboarder

Conduct an initial review to ensure:

- 4.1.3.1 Numbers are complete and properly formatted
- 4.1.3.2 Names match submitted identification documents
- 4.1.3.3 No obvious inconsistencies or duplications exist

#### 4.1.4 Documentation and Tracking- Pooler/Onboarder

- 4.1.4.1 Record submitted mandatory numbers in the recruitment monitoring tracker and flag incomplete or pending submissions, 30 Days is the leeway time to the customers able to comply with their complete mandatory numbers.

#### 4.1.5 Coordination and Endorsement - Pooler/Onboarder

- 4.1.5.1 Forward candidates who have completed, preliminarily validated Mandatory numbers and forms to Onboarding or Compliance for final verification and payroll enrollment. If a candidate has no mandatory numbers and forms yet, allow them to submit the required details within 30 days.

#### 4.1.6 Employee Follow-Up and Monitoring - Pooler/Onboarder/Admin/Concierge





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4.1.6.1 Proactively follow up with deployed or existing employees with Incomplete or pending mandatory numbers and forms.

4.1.6.2 Ensure the leeway of 30 days and timely submission to prevent payroll or remittance delays (Pahabol) and penalties

**4.1.7 Compliance Support - Pooler**

4.1.7.1 Provide guidance to candidates who do not yet have mandatory numbers and forms and coordinate timelines to prevent onboarding delays and potential statutory penalties.

**4.2 Administrative Staff (Admin)**

4.2.1 Responsible for Verifying the accurate data of mandatory numbers and its tracker of customers that endorsed from recruitment before its deployment.

**4.3 Customer Care**

4.3.1 The Customer Care Team plays a frontline role in ensuring continuous compliance and accuracy of employees' mandatory government identification numbers and forms issued by the SSS, Pag-IBIG Fund, PhilHealth and TIN particularly for deployed existing employees.

4.3.2 Support audit activities by providing updated records and data history.

4.3.3 Consolidate the customers' incomplete Mandatory numbers.

4.2.4 Forward the consolidated data to Customer Concierge

4.3.5 The Customer Care Team is accountable for ongoing compliance monitoring after deployment and for minimizing risks of penalties, rejected remittances, and benefit processing issues due to incomplete or inaccurate mandatory government identification numbers.





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#### 4.4 Customer Concierge

- 4.4.1 Verified deployed employees submit complete and accurate mandatory government numbers and forms.
- 4.4.2 Properly endorse collected documents and information to Customer Care for formal verification and validation.
  - 3.4.2.1 Verify all records are documented (transmittal) prior to endorsement.
- 4.4.3 Verify no employee under their supervision remains non-compliant.

### 5. PROCEDURE

#### 5.1 Pre-Employment / Application Stage

##### 5.1.1 Requirement Communication - Sourcer (Asking)

5.1.1.1 Inform all applicants that submission of mandatory government identification numbers and forms issued by the SSS, Pag-IBIG, PhilHealth, and TIN is required prior to deployment.

##### 5.1.2 Initial Collection and validation - Pooler/Onboarder

5.1.2.1 Collect copies or official proof of the employee's mandatory numbers if available during pre-employment processing.

5.1.2.2 Recruitment shall provide required guidance and assistance to employees who need to apply for government numbers during the onboarding process. (SSS and Pagibig). If the customer is a first-time job seeker, the employer will be responsible for registering his/her TIN and PhilHealth. Likewise, if the customer has already rendered one year of service with Expedise but still does not have a TIN and Philhealth, the





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employer will process the TIN registration on his/her behalf.

5.1.2.3 Record submitted information in the recruitment or onboarding tracker.

5.1.2.4 Encode collected numbers into the Click Up or monitoring database. Ensure double-checking of entries to prevent encoding errors.

5.1.2.5 Scan the 201 Files composed of Resume, Birth certificate, clearances, ID's Mandatory Forms and Certification.

5.1.2.6 Upload the 201 file in System (Click Up) Including the Contract, sign sheets, COC and waivers.

### **5.2 Pre-Deployment Stage (Admin)**

5.2.1 Recruitment (Pooler/ Onboarder) will endorse the list of names for deployment.

5.2.2 Admin will check the list of names from recruitment to the system (Click Up).

5.2.3 Admin will endorse the customers who have complete mandatory numbers and forms and If the customers have no mandatory numbers yet, allow them to submit the required details within 30 days.

### **5.3 Deployment Stage (Concierge)**

5.3.1 The Concierge verify all deployed employees under their responsibility have submitted complete mandatory numbers and forms if not, the 30 days leeway will follow.

5.3.2 Collect any pending documents not submitted during pre-employment.

5.3.3 If the customer fails to submit the required requirements within 30 days, the Concierge shall issue IR to the involved customer and shall arrange





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an appointment and endorse the customer to Customer Care for the issuance of a Notice to Explain.

#### **5.4 Validation Stage of Existing Employees (Customer Care)**

##### **5.4.1 Data Retrieval and Review**

5.4.1.1 Extract existing employee records from the EWD or From Click Up.

5.4.1.2 Identify incomplete, pending, or previously unverified mandatory numbers.

##### **5.4.2 Document Verification**

5.4.2.1 Compare submitted numbers against official documents (ID copies, government forms, or certificates).

5.4.2.2 Check for correct format, complete digits, and matching employee details (**full name, birthdate**).

##### **5.4.3 System Validation (If Accessible)**

5.4.3.1 Validate numbers through official employer portals or internal systems, when available.

##### **5.4.4 Discrepancy Identification**

5.4.4.1 Flag invalid, duplicate, mismatched, or incomplete records.

5.4.4.2 Document the type of discrepancy detected.

##### **5.4.5 Coordination and Correction**

5.4.5.1 Notify the concerned Concierge and employee regarding required corrections.

5.4.5.2 Set a deadline for resubmission of accurate information.

##### **5.4.6 Updating of Records**

5.4.6.1 Once corrected and verified, update the Click Up system and





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EWD.

5.4.6.2 Attach and Upload “Screenshot” of verified number and forms in click up for proper documentation.

**5.4.7 Escalation of Non-Compliance**

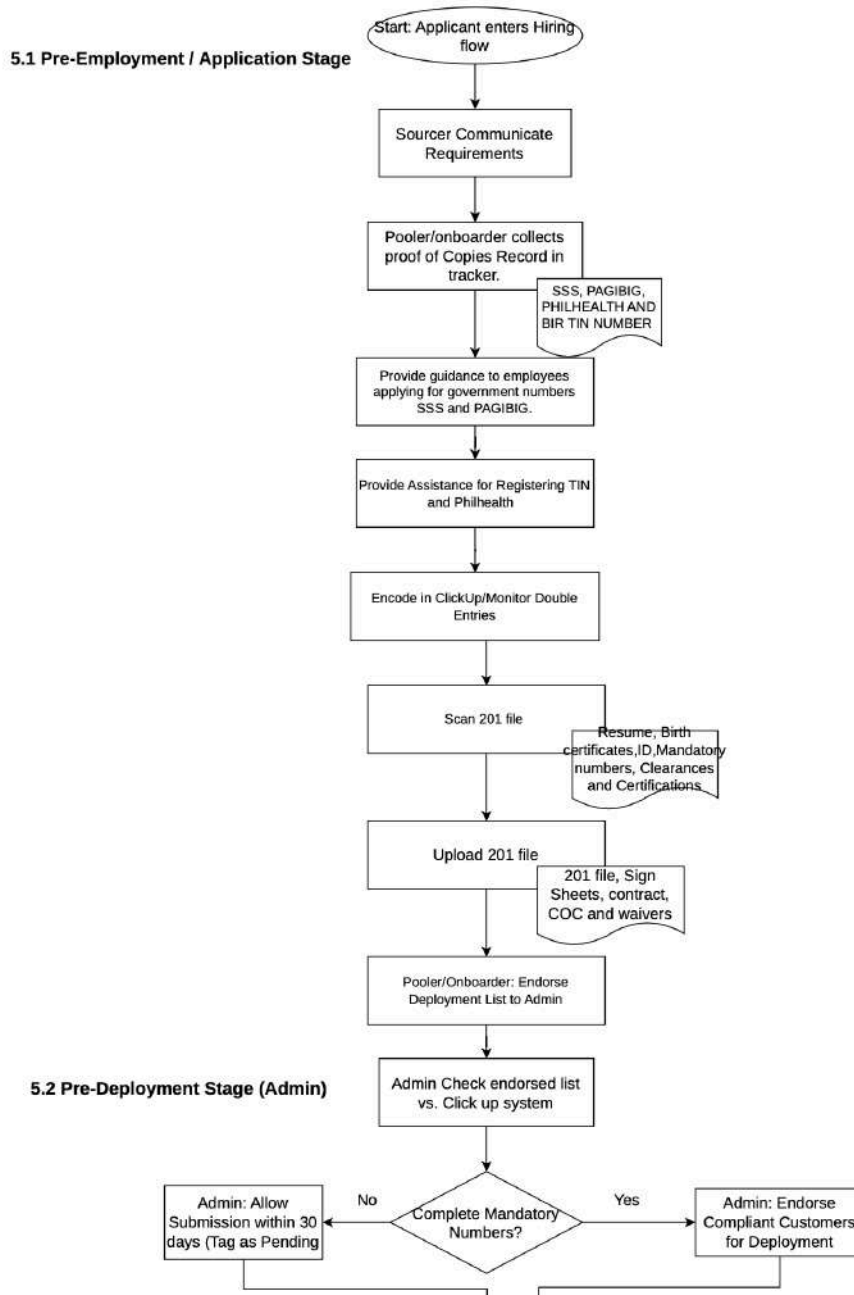
5.4.7.1 Escalate employees who fail to comply within the given timeline to the Concierge and Management for necessary action.

5.4.7.2 IR or Incident Report will be issued to the customers if they refused to submit the needed requirements or mandatory numbers.



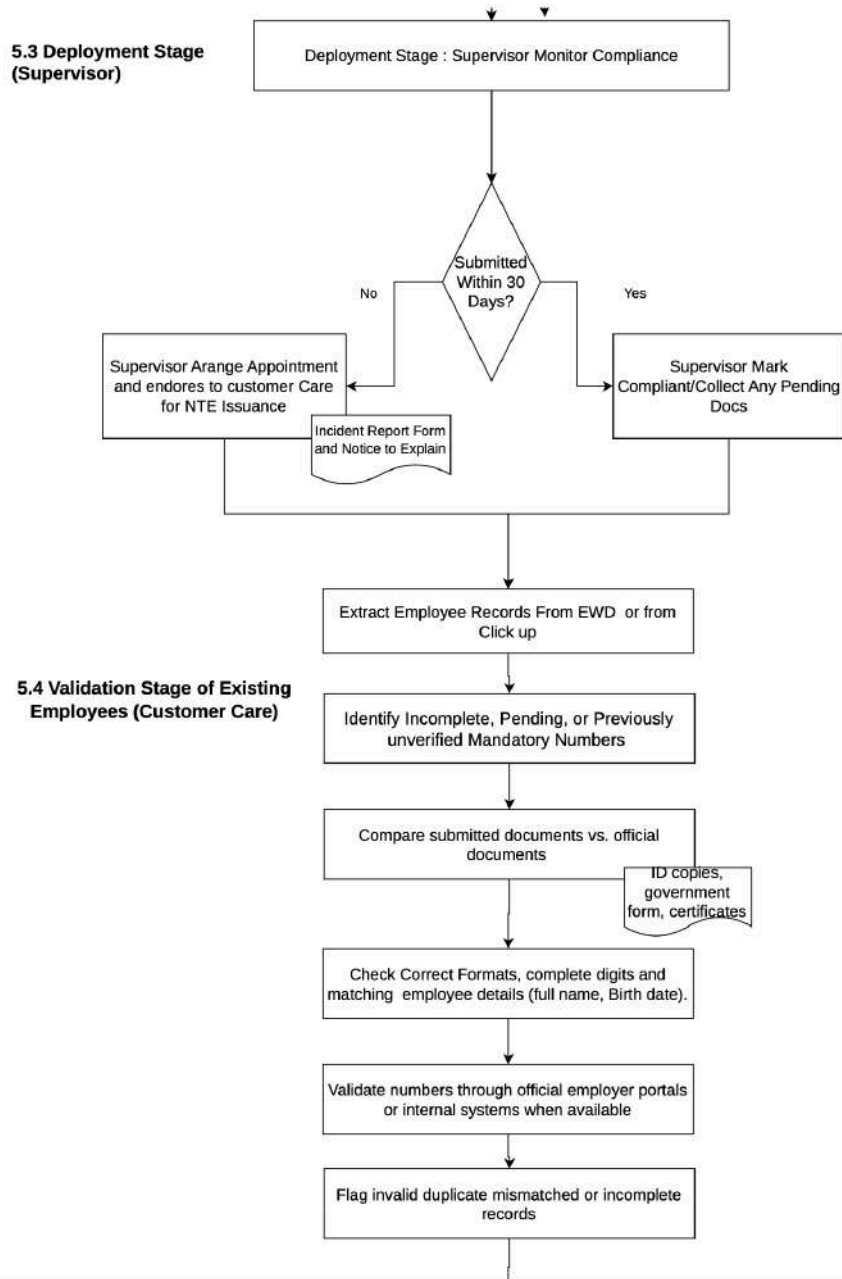
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## 5.5 Process Flow



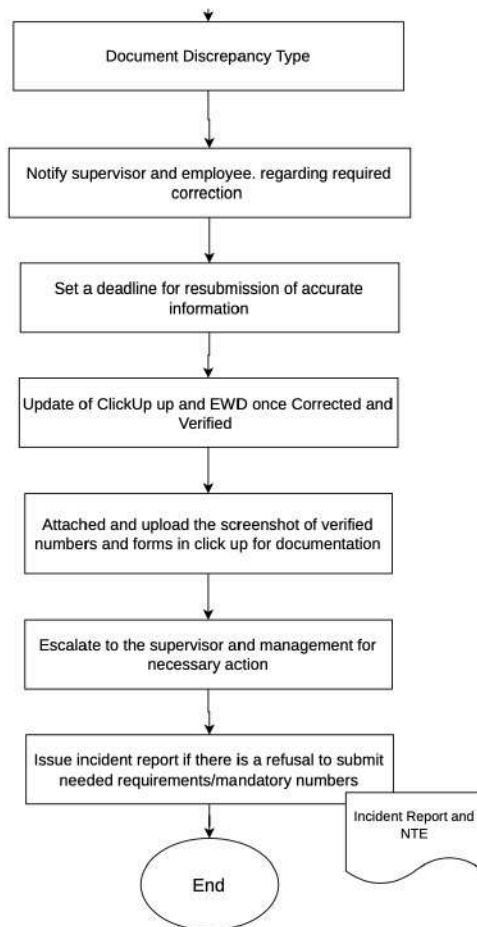


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## 6. ATTACHMENT

### 6.1 Memo



**Subject: 30-Day Compliance Period for Mandatory Numbers and Forms**

<b>To:</b> All Newly Deployed Employees	<b>Date:</b> March 6, 2026
<b>From:</b> Knowledge Transfer	<b>Memo No:</b>

This is to inform all newly deployed employees (externals) that they are given a **thirty (30) day compliance period** from the date of deployment to complete and submit all required mandatory government numbers and employment documents. In cases where the employee is not yet able to provide the required mandatory numbers upon deployment, a 30-day leeway is granted to allow them to secure and submit these requirements, in accordance with the regulations of the Department of Labor and Employment.

The mandatory requirements include, but are not limited to:

- **SSS Number**
- **PhilHealth Number**
- **Pag-IBIG (HDMF) Number**
- **Tax Identification Number (TIN)**
- Other employment-related forms required by the company.

Employees who have not yet completed these requirements upon deployment must ensure that all documents and mandatory numbers are **submitted to the Recruitment Department within the 30-day leeway period.**

Failure to comply within the given period may result in **administrative action and possible benefit processing delays**, as these documents are necessary for proper employment documentation and government compliance.

For assistance, employees may coordinate directly with the **Recruitment Team.**

We encourage everyone to complete these requirements within the given timeframe to avoid any inconvenience.

Thank you for your cooperation.

<b>Prepared by:</b>  Dave Remolacio Trainer	<b>Reviewed by:</b>  MaryRose Peleño Customer Care Head	<b>Approved by:</b>  Marites Ojasa Operations Head
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WORKFORCE | LOGISTICS

**Subject:** Clarification of Responsibilities for Mandatory Government Registrations

<b>To:</b> All Expedise Employees	<b>Date:</b> 06-Mar-2026
<b>From:</b> Knowledge Transfer	<b>Memo No:</b> 002

This is to clarify the responsibilities of the Recruitment Team, particularly the **Pooler/Onboarder**, in assisting employees with their mandatory government registrations.

The assigned **Pooler/Onboarder** shall be responsible for assisting newly hired employees in completing their **SSS** (Social Security System) and **Pag-IBIG Fund** registrations. They are expected to provide hands-on support, ensure completion of requirements, and monitor submission within the required onboarding timeline.




For **TIN** (Tax Identification Number) and **PhilHealth** registration, the **Pooler/Onboarder** shall provide proper guidance and instructions to employees. In cases where the employee is a **first-time job seeker**, the employer, through the Pooler/Onboarder, will take a more active role in guiding and assisting the employee throughout the registration process to ensure compliance.


For **existing employees** who have rendered at least one (1) year of service, the employer, through the assigned **Customer Care**, shall also extend assistance and guidance in completing any pending or missing mandatory registrations.

This initiative aims to strengthen compliance, ensure **completeness** of employee records, and provide a more efficient onboarding and employee support process.

For guidance and strict compliance.

Thank you.

<b>Prepared by:</b>  <b>Dave Remolacio</b> Trainer	<b>Reviewed by:</b>  <b>MaryRose Peleño</b> Customer Care Head	<b>Approved by:</b>  <b>Marites Olaso</b> Operation Head
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