

NEW PAYMENT PROCESS: GO CASHLESS IN BIPI

STARTING JULY 21, 2025

STEP-BY-STEP PROCESS FOR BILLING PAYMENT TRANSACTIONS (CARGO AND PORT CHARGES)

1

Customer sends email request to billing@bipi.ictsi.com with the requirements for your specific transaction type:

✓ **Payment of charges (Cargo handling and Special Services Request)**

2

BIPI Billing team reviews the request and validates the submitted documents and information

✓ **Once validated, the customer receives a Booking Confirmation inclusive of the detailed breakdown of charges**

3

Customer deposits the amount stated on the Booking Confirmation into the official **BIPI bank account** and reverts with proof of deposit/transfer

4

BIPI Billing team validates deposit/fund transfer if credited to BIPI Bank Account and **replies to email request with copies of the following:**

☒ **Issue AR**

☒ **Service Invoice**

☒ **Generate Gate Pass/VDCF**

5

Customer confirms receipt copy of **Service Invoice** and **Gate Pass/VDCF** by responding to the email thread

You may settle your payments through online banking (fund transfer), or bank deposits. Please see attached memo for the details on the:

“NO OVER THE COUNTER TRANSACTIONS”

If you have any questions or require further assistance, please don't hesitate to contact us at:

-  billing@bipi.ictsi.com
-  +6343 779-8240 / 8241 / 8242.

BIPI Billing Hours are Monday to Saturday, from 8:00 AM to 5:00 PM, excluding holidays.