

FREQUENTLY ASKED QUESTIONS (FAQs) on Virtual Store (VS)

1. What is Virtual Store?

Virtual Store is an online service of the PS-PhilGEPS that allows agencies to view, search, select, and procure Common-Use Supplies and Equipment (CSEs).

2. What is the legal basis for the use of Virtual Store?

The utilization of Virtual Store is mandated by the [Government Procurement Policy Board \(GPPB\) Resolution No. 20-2018](#), approving its use for the procurement of CSEs.

The Resolution's revised Implementing Rules and Regulations (IRR) took effect on October 28, 2016. The changes in the procurement process are to "adapt to improvements in modern technology."

3. Who are mandated to use the Virtual Store?

All agencies are mandated to fully use the Virtual Store in accordance with Republic Act 9184 and [Letter of Instruction No. 755](#), requiring procurement of CSEs from the PS-DBM.

4. Who are the Buyer, Approver, and Uploader in the Virtual Store registration?

Agency Buyer refers to the person authorized by the Agency responsible for procuring CSEs from the Virtual Store.

APP-CSE Approver refers to the person authorized by the Agency responsible for approving the APP-CSE details which will be uploaded and/or modified in the PhilGEPS.

APP-CSE Uploader refers to the person authorized by the Agency responsible for uploading and/or editing the APP-CSE details in the PhilGEPS.

5. What is e-Wallet?

e-Wallet is a unique number generated by the Virtual Store System assigned to an agency upon registration for the purpose of remitting payment to the PS-DBM in purchasing CSEs.

6. What is Annual Procurement Plan for Common Use Supplies and Equipment (APP-CSE)?

APP-CSE is an annually submitted requirement of an agency for CSEs approved by the Head of the Procuring Entity (HOPE) or his/her duly authorized representative.

7. How do we submit APP-CSE for 2022?

The uploading of the APP-CSE 2022 is through the Virtual Store. Please note that the submission of a hardcopy or via email is no longer considered a valid submission.

For more details, click [here](#).

8. What is the process for APP-CSE supplemental submission?

Any amendments to the uploaded APP-CSE can only be made by uploading APP-CSE Supplemental on VS. Any amendment will be made thru the EDIT facility of the Virtual Store and must remain consistent with the Agency's duly approved yearly budget.

9. How to order common-use office supplies from the Virtual Store?

Agency with uploaded APP-CSE 2022 and funded e-Wallet can already use the Virtual Store.

To order:

- Log in to VS
- Click MENU on the dashboard then click "GO TO VIRTUAL STORE"
- Select item/s on the catalogue then click the "ADD TO CART" button
- Review the selected items. Click the "BUY NOW" button when selection is final
- The system will then redirect to the "ORDER OF CONFIRMATION" page which confirms that the order has been completed

10. How to process payment in the Virtual Store?

The Agency processes the payment (cash, LDDAP, Check w/ initial amount) for the requisitioned items with the cashier. If the Agency intends to use its unutilized funds with PS, the Agency will be instructed to proceed to the Comptroller Division to determine its remaining unutilized balance.

11. What is the process for preparation of stocks for pick-up?

After payment is made, a staff from the PS – Marketing and Sales Division will provide the Warehousing and Delivery Division (WADD) the necessary documents for preparation of the PS Delivery Receipt (PS-DR). WADD is responsible for the preparation of items both for pick-up and delivery.

12. What are the requirements in procuring items from PS?

Registration in mPhilGEPS, approved and uploaded APP-CSE 2020, and funded e-wallet.

13. Can an agency order CSEs with insufficient e-Wallet balance versus order?

No. In the event that the e-Wallet Balance is insufficient to cover the amount of the CSEs an agency wants to procure, the Virtual Store will automatically reject the order.

14. Does PS deliver to provinces?

Yes. But delivery is limited only to the nearby provinces or areas of Cavite, Pangasinan, Laguna, and Quezon. Freight cost is established upon request by the end-user on a Reply Action Document issued by the PS thru its forwarding services.

15. Does PS deliver 24/7?

No. The delivery schedule is during office hours only, from 8:00 AM to 5:00 PM, Monday to Friday, excluding holidays.

16. What is the lead time for delivery of PS for the CSEs to be delivered within Metro Manila?

PS delivery lead time is within 7-14 calendar days. For pick-up transactions, client agencies should pick-up within 7 working days and will be cancelled if remained unclaimed. Funds will be made available back real time on your e-Wallet balance.

17. How to request for a Certificate of Non-Availability of Stock (CNAS)?

A CNAS with a 15-calendar day validity can be downloaded [here](#). The downloadable file is system generated and it does not require signature.

18. Can end-user agencies return the items that were wrongly ordered?

Yes. Agencies have one month upon receipt of Delivery Receipt (DR) to return the items that were wrongly procured from the PS. Agencies should bring the items to PS in good condition and be able to provide a Letter of Explanation why the items are to be returned. The items will go through the Inspection Division to validate any defect — if such was the reason for return.

19. Can end-user agencies have the items on staggered pick-up or delivery?

No. Staggered pick up or delivery is no longer allowed. Upon issuance of DR, the agency shall receive the items either through pick-up or having them delivered to their designated area of delivery. Please note that all items for pick-up by the agency should be withdrawn on the same day. It is therefore important to consider using a vehicle that will be able to carry all ordered items. In delivery, if the agency refuses to receive the ordered items, PS will cancel the order, return the stocks to its inventory, and make the items available for procurement of other agencies. The agency can request for refund, if not, the funds supposedly for these items will form part of the agency's unutilized funds with PS.