



*Funding the Republic*

REPUBLIKA NG PILIPINAS  
KAGAWARAN NG PANANALAPI  
**KAWANIHAN NG INGATANG-YAMAN**  
(BUREAU OF THE TREASURY)  
Intramuros, Manila 1002

**MEMORANDUM**

TO : **All NRoSS Direct Participants**

SUBJECT : **Implementation of Customer Relationship Management (CRM) System for NRoSS**

DATE : **March 3, 2020**

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Starting March 4, 2020, please be informed that the Bureau will be implementing a Customer Relationship Management (CRM) System which aims to streamline the process and provide transparency in the resolution of queries, issues and concerns related to the NRoSS system. All Participants are enjoined to use the system for the proper recording and tracking of the issues.

The Bureau will register all users from the Participant's Front Office, Back Office and contacts from the Information Technology Operations that have been submitted to the Bureau in line with the operation of the NRoSS system. Once registered, the users will receive an email confirmation and the link to the system (url: <https://nrosshelpdesk.treasury.gov.ph>). To access the system, the user need to input the official email address submitted to the Bureau, and on the initial access click on the "Forgot Your Password" to nominate a password.

Should you have further concerns, please feel free to contact us through our NRoSS Helpdesk at telephone no. 8663-2871 or thru email add: [nrosshelpdesk@treasury.gov.ph](mailto:nrosshelpdesk@treasury.gov.ph).

Thank you for your continued support and cooperation.

**ATTY. ERWIN D. STA. ANA**  
Deputy Treasurer of the Philippines