I. SYSTEM PROCEDURE (Java Application)
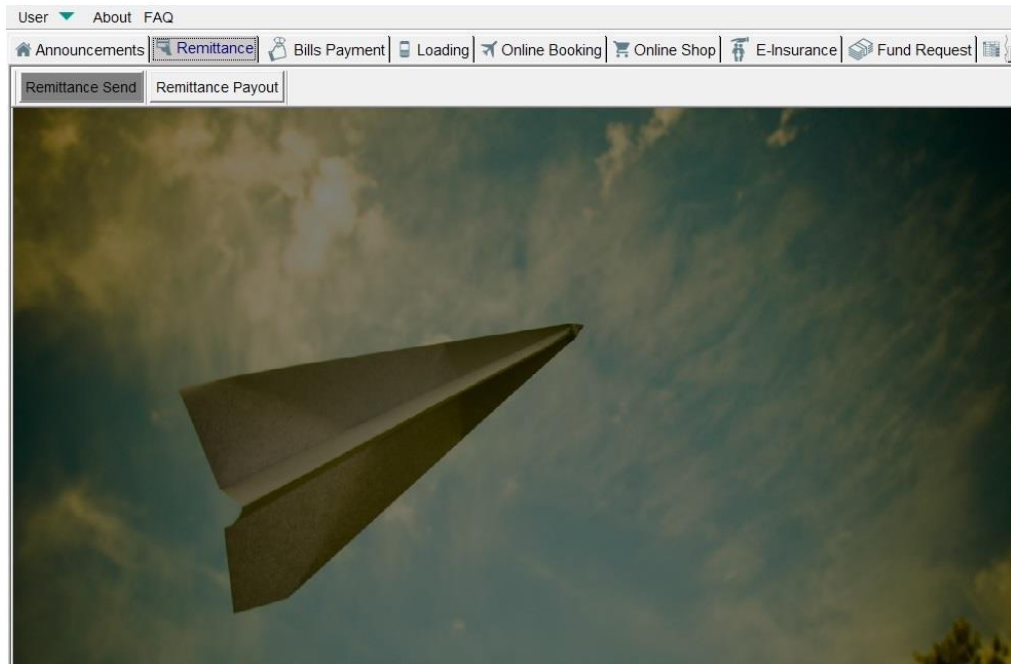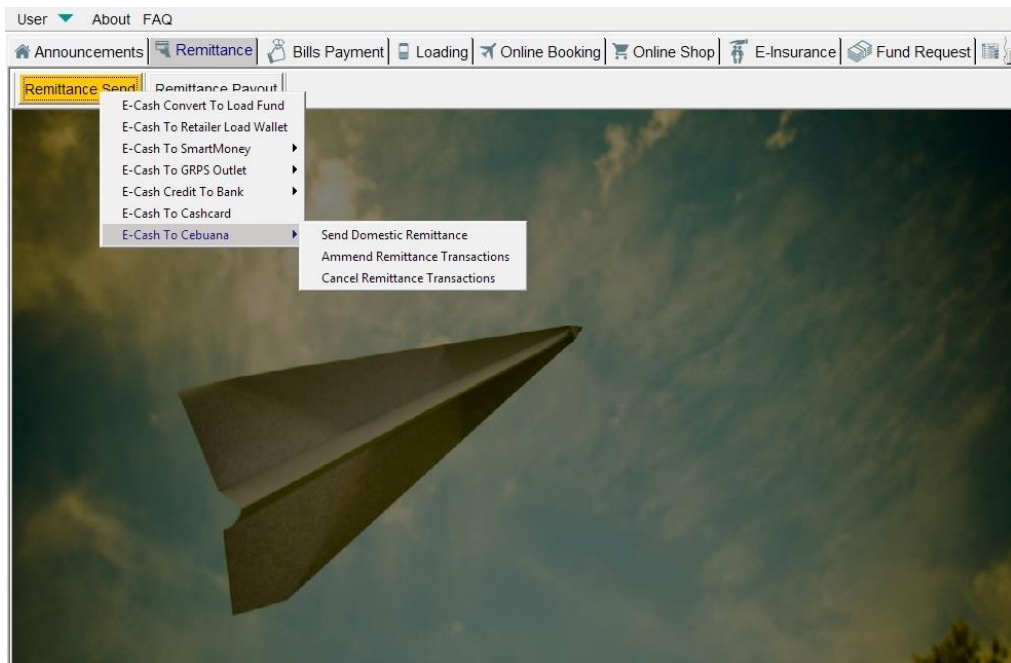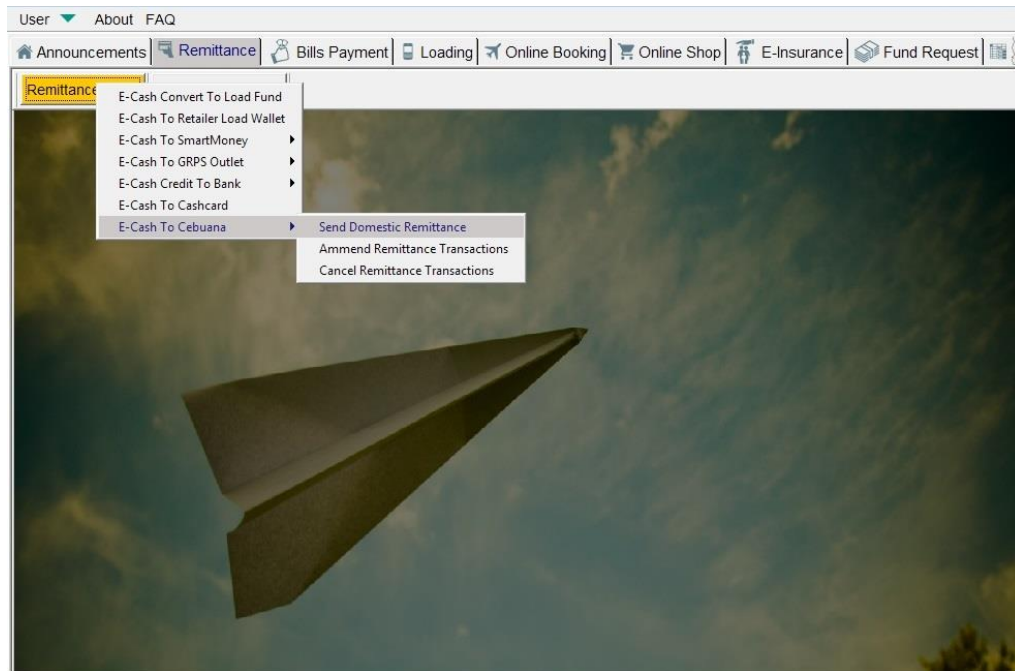
CASH IN (Acceptance of Remittance)

E-cash to Cebuana

Send Domestic Remittance

1. Data Entry Page

2. (1) Find Sender

Search records of existing clients or the remitter

SEARCH RECORDS:

1. Full Name – Encode the Remitter's First Name and Last Name
2. Client Number – Encode the 12 Characters assigned Client Number

SEARCH RESULTS:

1. Results Found

2. No records Found

SELECT SENDER AND CLICK YES TO CONFIRM

(2) New Sender

Create records of new clients or remitter

INPUT DETAILS:

1. Full Name – Encode the Remitter's First Name and Last Name
2. Birthdate – Remitter Birthday e.g YYYY-MM-DD
3. Mobile Number – 10 Digit Remitter Mobile Number e.g 9123456789 (Local Telco Only)
4. Transaction Password – Registered Transaction Password

3. (1) Find Beneficiary

Search records of existing clients tagged to the selected Sender

SELECT SENDER AND CLICK YES TO CONFIRM

(2) New Beneficiary

Create records of new clients or claimant

INPUT DETAILS:

1. Full Name – Encode the Beneficiary's First Name and Last Name
2. Birthdate – Beneficiary Birthday e.g YYYY-MM-DD
3. Mobile Number – 10 Digit Beneficiary Mobile Number e.g 9123456789 (Local Telco Only)
4. Transaction Password – Registered Transaction Password

4. Transaction Details

INPUT DETAILS:

1. Currency – Choose PHP from the Dropdown List
2. Amount – Principal Amount

   Encode the load amount without any letters, spaces and special characters.

   Charge is computed automatically once the actual amount to transfer has been entered. Customer has to pay the service fee on top of the transaction amount.

REVIEW THE CORRECTNESS OF DATA

INPUT DETAILS:

1. Transaction Password – Registered Transaction Password

SUCCESSFUL SEND IN TRANSACTION

5. Generation of Receipt

REPORTS > CEBUANA SEND

SELECT TRANSACTION

PRINT RECEIPT

Amendment Remittance Transaction

Amendment - this is usually initiated or requested by the client. Example of this is client changed beneficiary.

For this type of transactions, no applicable fee required.

INPUT NEW DETAILS:

1. Full Name – Encode the Beneficiary's First Name and Last Name
2. Birthdate – Beneficiary Birthday e.g YYYY-MM-DD
3. Mobile Number – 10 Digit Beneficiary Mobile Number e.g 9123456789 (Local Telco Only)
4. Transaction Password – Registered Transaction Password

REVIEW THE CORRECTNESS OF DATA

INPUT DETAILS:

1. Transaction Password – Registered Transaction Password

SUCCESSFUL AMENDMENT

Cancel/Refund Remittance Transaction
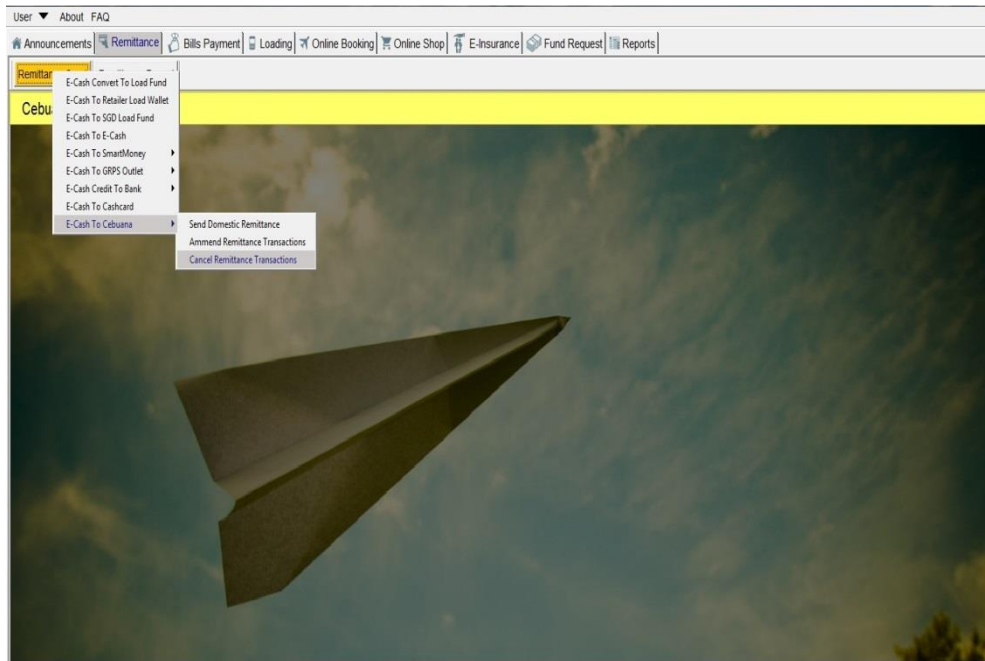
Cancellation - This is usually initiated or requested by the client. Example of this is client changed his/her mind or receiver doesn't have a valid ID, others.

For this type of transactions, we shall return to the client the **Principal amount only**.

Refund - This is usually initiated by Cebuana Lhuillier or GPRS / UPS. Example is beneficiary cannot claim the remittance because there is no branch or pay-out location nearby.

For this type of transactions, we shall return to the client the **Principal amount + SF**.

INPUT CONTROL NUMBER
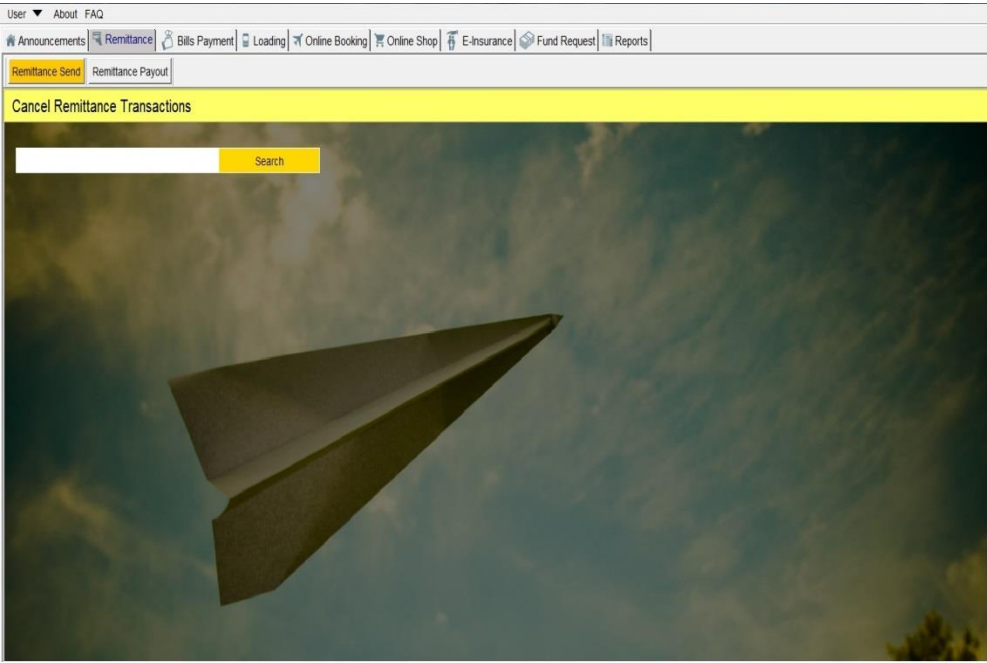
SEARCH TRANSACTION (Control Number)
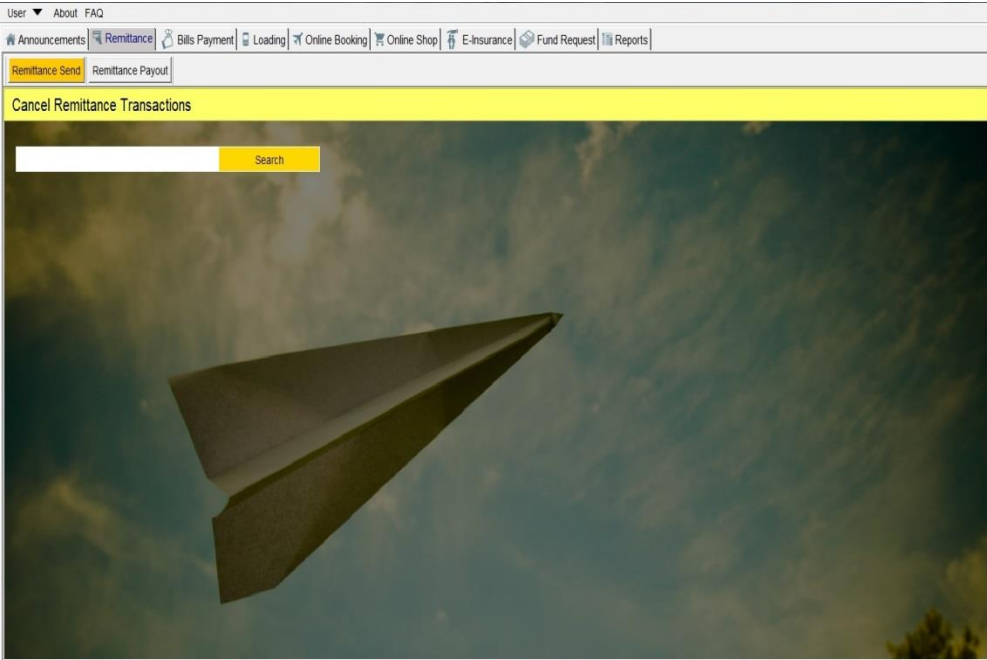
SEARCH RESULT (Select Cancel or Refund)

REVIEW DATA (Cancellation)

SUCCESSFUL (Cancellation)

REVIEW DATA (Refund)

SUCCESSFUL (Refund)

CASH OUT (Pay Out of Remittance)

1. **Search Transaction (Control Number)**

2. Choose ID Type presented by the Beneficiary

3. Input Transaction Password

4. Successful Pay Out Transaction

5. To Generate Receipt Click Reports > Cebuana Pay Out

6. Select Transaction

7. Print Receipt

II.   FREQUENTLY ASKED QUESTIONS

INQUIRY	RESPONSE
How to Send?	1. Visit any GPRS / UPS branch and fill out the remittance form. 2. Present the accomplished form, valid ID to the branch personnel. 3. Give the total amount to be paid. 4. Secure the remittance form (and count the change received, if there is any). 5. Provide the 10-digit control number to the receiver/beneficiary. NOTE: The receiver/beneficiary should provide the control number and present a valid ID when claiming the remittance.
How to Claim?	1. Visit any GPRS / UPS branch and fill out the remittance form. 2. Present the accomplished form, valid ID to the branch personnel. 3. Count the money received.
What are the acceptable IDs?	As required by BSP, Clients who engage in a financial transaction with covered institutions for the first time shall be required to present the original and submit a clear copy of at least ONE (1) valid photo-bearing identification document issued by an official authority. List of acceptable IDs are as follow: 1.Government Issued Passport 2.Government Issued Driver's License 3.Professional Regulation Commission (PRC) ID 4.National Bureau of Investigation (NBI) Clearance 5.Police Clearance 6.Postal ID 7.Voter's ID 8.Barangay Certification 9.Government Service Insurance System (GSIS) e-Card 10.Social Security System (SSS) Card 11.Senior Citizen Card 12.Overseas Workers Welfare Administration (OWWA) ID 13.OFW ID 14.Seaman's Book 15.Alien Certification of Registration/Immigrant Certificate of Registration 16.Government Office and GOCC Id, e.g. Armed Forces of the Philippines (AFP ID)

	17.Home Development Mutual Fund (HDMF ID) 18.Certification from the National Council for the Welfare of Disabled Persons (NCWDP) 19.Department of Social Welfare and Development (DSWD) Certification 20.Integrated Bar of the Philippines ID 21.Company ID's Issued by Private Entities or Institutions Registered with or Supervised or Regulated by Bangko Sentral ng Pilipinas (BSP), Securities and Exchange Commission (SEC) or Insurance Commission (IC) 22.Original and clear copy of School ID duly signed by the principal or head of the school (For students who are not yet of voting age)
Can I authorize someone else to claim my money?	If the receiver or beneficiary is not available to claim the money, they may advise the sender to amend the receiver's name.
Can I cancel or refund my remittance?	The sender may cancel or refund their remittance. The sender needs to visit the branch where the transaction was processed. Please be reminded that the service fee is non-refundable upon refund.
Does a Money Remittance transaction have an expiry?	Most money remittance transactions are valid for 5 years with the exception of international remittance via Moneygram which is valid only for 45 days.