

- **What are the bills that we can accept?**

Below is the list of bills payment we can process:

UTILITIES
az COM
BALAMBAN ENERZONE
Batangas Electric Cooperative II
Carissa Homes(ePrime)
Cignal TV
Davao Light And Power Co.
MACTAN ENERZONE
MANILA WATER CO.
MAYNILAD Water Services Inc
Meralco
MyDestiny SBC
Plus Planet Cable Inc
Plus Planet Cable(ePrime)
Prime water(ePrime)
Sky Cable/Sun Vision Cable
Sta Lucia Realty Water(ePrime)
Sta. Maria Water District
SUBIC ENERZONE
Subic Water
VISAYAN ELECTRIC CO
Wi- tribe

TELECOM
BAYANTEL/ICC
DIGITEL
Eastern Telecom Philippines Inc.
GLOBE TELECOM HANDYPHONE
Infocom
INNOVE
PLDT
SMART
SUN CELLULAR

AIRLINES
Cebu Pacific

CREDIT CARDS
Allied Bank/PNB Credit
BDO Credit Card
China Trust Visa Card
East West Bank Credit Card
Metrobank Card Corporation
RCBC BANKARD
SCB Card & PL
UBP Payment
Union Banks VISA Cards
Union Banks VISA Cards

GOVERNMENT
SSS - Farmers and Fishermen
SSS Cont - OFW
SSS Non Working Spouse
SSS Self-Employed

INSURANCE
AXA LIFE
COCOLIFE
Estandard Insurance Corp
Fortune Care
Fortune Life
Great Life Financial
GREPALIFE
INSULAR LIFE
Loyola Plans Consolidated
PAFP / Famil Physicians
Paramount Life
PHILAM CARE
PHILAM LIFE
Pioneer Life, Inc.
PLATINUM PLANS
PNB Life Insurance Inc.
Prudential Life Plans, Inc.
Prulife UK

PSBank Loans
Sun Life of Canada

SCHOOLS
DBTC INC - CEBU
De La Salle University
DLSU-CSB
La Salle Greenhills
Miriam College
Ramon Magsaysay Memorial College

OTHERS
BANTAY BATA 163
British Embassy
CDC-Mimosa
Chinatrust Salary Stretch
Church of Jesus Christ
Citysate Savings Loan
Cosmopolitan Communities
Directories Phils Corp
Easy Trip
E-Pass Skyway
FEBC Philippines
FG Financial Co., Inc.
First Peak Resources & Tech (ePrime)
Golden Haven Memorial Park(ePrime)
Green Dot
I.O.S. Marketing Corp
IPM Realty
Knowledge Channel
Manila Memorial Park
OPERATION SMILE
Optimum Development Bank(ePrime)
Piso Para sa Pasig
Planet CATV
Resources for the Blind
Rockwell Residential
Security Bank Cards SICC MC-DC
Standard Chartered EZ Loan

STANDARDCHARTEREDBANK
USJ-R (University of San Jose Recoletos)
Vista Land(ePrime)
World Vision

- **Can I pay more than one bill at a time?**

Yes, you may pay any number of bills at one time.

- **How long does it take to post payments made thru UPS / GPRS?**

It usually takes 2-3 days to post payments for bills.

- **Is there a cut off time for accepting bills payment?**

Cut-off time is 3:45 PM, collections received after cut-off time shall be treated as transactions for the next banking day.

- **Can we accept overdue bills?**

Only payment for current bills maybe accepted. Bills that are 3 days from due date or already beyond due date cannot be processed and can only be paid directly at the corporate partners offices.

- **Can we round off bills payment?**

Rounding off of payment is not allowed thus only the exact amount reflected in the Statement of Account should be transacted.

- **Can we accept bills payment without Statement of Account (SOA)?**

In the absence of Statement of Account, the customer needs to fill out bills payment slip and put a stamp receipt "NO SOA" and counter sign.

- **Can we accept checks or other currencies for bills payment?**

Cash is the only acceptable payment form from customers or subscribers.

The following are not acceptable as form of payments:

- ❑ US Dollar Cash or other foreign currency
- ❑ US Dollar or other foreign currency demand drafts
- ❑ Second Endorsed checks
- ❑ Post-dated Checks
- ❑ Stale Checks

- **What happens if I input wrong details?**

Wrong input of details will invalidate the transaction and payment will be rejected by our partner biller.

In case of erroneous transactions such as but not limited to non-compliance to minimum standards as required by UPS/GPRS, the Front liner shall shoulder any and all existing **Applicable Charges** from the infractions.

Human Error in Input of Transaction Details	Penalties
Incorrect Account Number	PHP 150/Transaction
Incorrect Biller Institution	PHP 150/Transaction
Incorrect Amount	PHP 150/Transaction
Double Transaction (Same details)	PHP 1,000/Transaction

- **What will happen to failed transactions?**

Transactions with wrong details such as incorrect account number and biller will be failed transactions. Help desk will email customers for failed transactions that are for Rollback.

Collecting GPRS / UPS branch should immediately contact the Customer to verify details or return payment.

- **Can I request for cancellation of a processed bills payment?**

Bills payments with zero (0) status in the system may still be cancelled.

- **What will happen if I mistakenly process bills payment with exactly the same details twice?**

Our system will automatically cancel the succeeding transactions with exactly the same details if the time difference is less than 5 minutes