



# REMITTANCE

Sending/Pay out



# **Sending Services**

Smartmoney  
Cebuana Lhuillier  
Ecash Padala  
Credit To Bank  
Cash Card



# **Payout Services**

Smartmoney  
Cebuana Lhuillier  
Ecash Pala  
Moneygram  
Tranfast/NYBP  
Iremit

SOP



KYC

Know Your Customers

# Acceptable identification document



## Acceptance of Remittance

- Government Issued Passport
- Government Issued Driver's License
- Professional Regulation Commission (PRC) ID
- National Bureau of Investigation (NBI) Clearance
- Police Clearance
- Postal ID
- Voter's ID
- Barangay Certification
- Government Service Insurance System (GSIS) e  
Card
- Social Security System (SSS) Card
- Senior Citizen Card
- Overseas Workers Welfare Administration (OWWA) ID
- OFW ID



- Seaman's Book
- Alien Certification of Registration/Immigrant
- Certificate of Registration
- Government Office and GOCC Id, e.g. Armed Forces of the Philippines (AFP ID)
- Home Development Mutual Fund (HDMF ID)
- Certification from the National Council for the Welfare of Disabled Persons (NCWDP)
- Department of Social Welfare and Development (DSWD) Certification
- Integrated Bar of the Philippines ID
- 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)
- 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)

With picture and signature of beneficiary

# Remittance Sending Process Time



- Php 5,000 & Below  
with OTP (One Time Password)  
processed real time
- Php 5001 & Above  
with OTP (One Time Password)  
with a validation procedure.  
Account owner must confirm by replying to the email sent  
by our Technical Support  
provide the requested details

-Processing depends satisfactory verification and confirmation completed.



# SMARTMONEY

Sending/Pay out



# UPS SMARTMONEY NUMBER



- Payout / Encashment  
5577 5193 1269 0101
- Sending / Payout / Encashment  
5577 5193 1268 9103



# Failed Transaction

- **Reasons**
  - due to invalid account number
  - Account exceeded limit
  - Smartmoney system time- out will
- 
- Failed transactions are subject for rollback  
Should be requested via online support

# SMARTMONEY Sending Charge



From	To	Service Charge
1.00	500.00	60.00
501.00	1000.00	60.00
1001.00	1500.00	62.50
1501.00	2000.00	65.00
2001.00	2500.00	67.50
2501.00	3000.00	70.00
3001.00	3500.00	72.50
3501.00	4000.00	75.00
4001.00	4500.00	77.50
4501.00	5000.00	80.00
5001.00	5500.00	82.50
5501.00	6000.00	85.00
6001.00	6500.00	87.50
6501.00	7000.00	90.00
7001.00	7500.00	92.50
7501.00	8000.00	95.00
8001.00	8500.00	97.50
8501.00	9000.00	100.00
9001.00	9500.00	102.50
9501.00	10000.00	105.00
10001.00	10500.00	107.50
10501.00	11000.00	110.00

11001.00	11500.00	112.50
11501.00	12000.00	115.00
12001.00	12500.00	117.50
12501.00	13000.00	120.00
13001.00	13500.00	122.50
13501.00	14000.00	125.00
14001.00	14500.00	127.50
14501.00	15000.00	130.00
15001.00	15500.00	132.50
15501.00	16000.00	135.00
16001.00	16500.00	137.50
16501.00	17000.00	140.00
17001.00	17500.00	142.50
17501.00	18000.00	145.00
18001.00	18500.00	147.50
18501.00	19000.00	150.00
19001.00	19500.00	152.50
19501.00	20000.00	155.00
20001.00	20500.00	157.50
20501.00	21000.00	160.00
21001.00	21500.00	162.50
21501.00	22000.00	165.00
22001.00	22500.00	167.50
22501.00	23000.00	170.00
23001.00	23500.00	172.50

23501.00	24000.00	175.00
24001.00	24500.00	177.50
24501.00	25000.00	180.00
25001.00	25500.00	182.50
25501.00	26000.00	185.00
26001.00	26500.00	187.50
26501.00	27000.00	190.00
27001.00	27500.00	192.50
27501.00	28000.00	195.00
28001.00	28500.00	197.50
28501.00	29000.00	200.00
29001.00	29500.00	202.50
29501.00	30000.00	205.00
30001.00	30500.00	207.50
30501.00	31000.00	210.00
31001.00	31500.00	212.50
31501.00	32000.00	215.00
32001.00	32500.00	217.50
32501.00	33000.00	220.00
33501.00	34000.00	225.00
34001.00	34500.00	227.50
34501.00	35000.00	230.00
35001.00	35500.00	232.50
35501.00	36000.00	235.00
36001.00	36500.00	237.50

36501.00	37000.00	240.00
37001.00	37500.00	242.50
37501.00	38000.00	245.00
38001.00	38500.00	247.50
38501.00	39000.00	250.00
39001.00	39500.00	252.50
39501.00	40000.00	255.00
40001.00	40500.00	257.50
40501.00	41000.00	260.00
41001.00	41500.00	262.50
41501.00	42000.00	265.00
42001.00	42500.00	267.50
42501.00	43000.00	270.00
43001.00	43500.00	272.50
43501.00	44000.00	275.00
44001.00	44500.00	277.50
44501.00	45000.00	280.00
45001.00	45500.00	282.50
45501.00	46000.00	285.00
46001.00	46500.00	287.50
46501.00	47000.00	290.00
47001.00	47500.00	292.50
47501.00	48000.00	295.00
48001.00	48500.00	297.50
48501.00	49000.00	300.00
49001.00	49500.00	302.50
49501.00	50000.00	305.00

# Smartmoney Pay out Charge



From	to	Service Charge
1	700	20.00
701	1,000.00	amount*2.50%
1,001.00	6,499.00	amount*3.00%
6,500.00	7,000.00	220.00
7,001.00	10,000.00	225.00
10,001.00	50,000.00	240.00



CEBUANA  
LHUIILLIER  
Sending/Pay out

# Can I authorize someone else to claim my money?



- No, Beneficiary should claim the remittance

If Beneficiary is not available or without valid ID

- Amendment – change beneficiary to someone with valid IDs

For this type of transactions, no applicable fee required.

# Can I cancel or refund my remittance.



- Cancellation -This is usually initiated or requested by the client.

For this type of transactions, we shall return to the client the Principal amount + SF (service fee).

- Refund - This is usually initiated by Cebuana Lhuillier or GPRS.

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

Cancelled/Refunded Cebuana transaction will be automatic rollback in your account.



# CEBUANA CASH IN CHARGE



Amount Range	Service Charge
0.01 - 100.00	7
100.01 – 200.00	13
200.01 – 300.00	18
300.01 – 400.00	25
400.01 – 500.00	30
500.01 – 600.00	35
600.01 – 700.00	40
700.01 – 800.00	40
800.01 – 900.00	45
900.01 – 1000.00	50
1,000.01 - 1,300.00	80
1,300.01 - 1,500.00	80
1,500.01 - 1,800.00	100
1,800.01 - 2,000.00	100
2,000.01 - 2,300.00	130
2,300.01 - 2,500.00	130
2,500.01 - 2,800.00	150
2,800.01 – 3,000.00	150
3,000.01 - 3,500.00	180
3,500.01 - 4,000.00	180
4,000.01 - 4,500.00	220
4,500.01 - 5,000.00	220



Amount Range	Service charge
5,000.01 - 6,000.00	220
6,000.01 - 6,500.00	220
6,500.01 - 7,000.00	220
7,000.01 - 8,000.00	220
8,000.01 - 9,500.00	220
9,500.01 - 10,000.00	240
10,000.01 - 14,000.00	250
14,000.01 - 15,000.00	300
15,000.01 - 20,000.00	350
20,000.01 - 30,000.00	400
30,000.01 - 40,000.00	450
40,000.01 - 50,000.00	500



# ECASH PADALA

# Ecash Padala



UPS own remittance service

- Real time process
- No cut - off

Dealer to Dealer transaction

Dealer to Hub transaction

# ECASH PADALA CHARGE



AMOUNT		SERVICE CHARGE	SEND IN - INCOME	PAY OUT - INCOME
1.00	100.00	5.00	1.50	2.00
101.00	200.00	10.00	3.00	4.00
201.00	300.00	15.00	4.50	6.00
301.00	400.00	18.00	5.40	7.20
401.00	500.00	23.00	6.90	9.20
501.00	600.00	28.00	8.40	11.20
601.00	700.00	31.00	9.30	12.40
701.00	800.00	34.00	10.20	13.60
801.00	900.00	37.00	11.10	14.80
901.00	1,000.00	40.00	12.00	16.00
1,001.00	1,500.00	50.00	15.00	20.00
1,501.00	2,000.00	70.00	21.00	28.00
2,001.00	2,500.00	85.00	25.50	34.00
2,501.00	3,000.00	100.00	30.00	40.00



AMOUNT		SERVICE CHARGE	SEND IN - INCOME	PAY OUT - INCOME
3,001.00	3,500.00	105.00	31.50	42.00
3,501.00	4,000.00	130.00	39.00	52.00
4,001.00	4,500.00	140.00	42.00	56.00
4,501.00	5,000.00	145.00	43.50	58.00
5,001.00	6,000.00	155.00	46.50	62.00
6,001.00	7,000.00	165.00	49.50	66.00
7,001.00	8,000.00	180.00	54.00	72.00
8,001.00	9,500.00	200.00	60.00	80.00
9,501.00	10,000.00	210.00	63.00	84.00
10,001.00	14,000.00	220.00	66.00	88.00
14,001.00	15,000.00	230.00	69.00	92.00
15,001.00	20,000.00	280.00	84.00	112.00
20,001.00	30,000.00	300.00	90.00	120.00
30,001.00	40,000.00	340.00	102.00	136.00
40,001.00	50,000.00	380.00	114.00	152.00