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Bank Name

## G-CASH CASH-IN AND CASH-OUT TRANSACTIONS TEST SCRIPT

### STEP - 1

#### G-Cash Pre-funding (at the Head Office)

Transaction Description	Transaction Amount	Expected Head Office's G-Cash Wallet Balance	Result
Beginning Balance (Balance Inquiry)	N/A		
Deposit Cash to Globe's Settlement Bank	P1,000.00	P1,000.00	<input type="checkbox"/> Successful <input type="checkbox"/> Failed

**Procedure:**

- a) Deposit P1,000 pesos of cash to GXI's settlement bank account. Please see list of GXI's settlement bank.
- b) Fill-up TRANSFER REQUEST FORM. Indicate CASH-IN, amount and other details in the form. Fax it to GXI c/o Leny Quito Fax no. (02) 730-2555. Please see GXI's settlement procedures.
- c) Wait for the confirmation message from Globe indicating your new wallet balance.
- d) Record wallet's beginning balance in the G-Cash Journal (for Cash-In and Cash-out Transactions)

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**Test Performed by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Checked by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Approved by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

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Bank Name

## STEP - 2

### G-Cash Fund Transfer Sent by the Head Office to Branch (at the Head Office)

Transaction Description	Transaction Amount	Expected Head Office's G-Cash Wallet Balance	Result
Phone-to-Phone (P2P) Fund Transfer from Head Office to Branch	P1,000.00	P0.00	<input type="checkbox"/> Successful <input type="checkbox"/> Failed

**Procedure:**

- a) Transfer G-Cash value from the Head Office wallet to the Branch wallet using Phone-to-Phone (P2P) method. Please see P2P procedures for more details.
- e) Wait for the confirmation message from Globe indicating successful transfer of G-Cash value to the Branch.
- f) Record transfer of G-Cash value in the G-Cash Journal (for Inter-office fund transfer)

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**Test Performed by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Checked by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Approved by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

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Bank Name

### STEP - 3

#### G-Cash Fund Transfer Received by the Branch from Head Office (at the Branch)

Transaction Description	Transaction Amount	Expected Branch's G-Cash Wallet Balance	Result
Phone-to-Phone (P2P) Fund Transfer Received from Head Office	P1,000.00	P1,000.00	<input type="checkbox"/> Successful <input type="checkbox"/> Failed

**Procedure:**

- a) Wait for the confirmation message from Globe indicating successful transfer of G-Cash value.
- b) Record transfer of G-Cash value in the G-Cash Journal (for Cash-In and Cash-Out Transactions)

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**Test Performed by**

**Test Checked by**

**Test Approved by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

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Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

## STEP - 4

### Cash-In Transaction (at the Branch)

Transaction Description	Transaction Amount	Expected Branch's G-Cash Wallet Balance	Result
Cash-In Transaction <i>(exchanging cash with G-Cash)</i>	P500.00	P500.00	<input type="checkbox"/> Successful <input type="checkbox"/> Failed
Service Charge	P10.00	N/A	

**Procedure:**

- a) Ask the client to fill-up a G-CASH SERVICE FORM (in duplicate) and submit a valid ID. Please refer to your list of valid IDs.
- b) Perform customer verification or KYC (know-your-client) procedures and check the completeness of the filled-up G-Cash service form.
- c) Photocopy the valid ID submitted by the client.
- d) If the client identity is established, ask the client to pay to the teller P500 plus P10.00 service charge.
- e) Have the documents signed by the client, the verifier and the approving officer of the bank.
- f) Forward G-Cash Service Form and the photocopy of the valid ID submitted by the client to the Teller.
- g) Ask the client to wait for the teller to call his/her turn to pay the Cash-In amount.
- h) Issue an ACKNOWLEDGEMENT RECEIPT to the client indicating P500 of Cash-In transaction. Issue an OFFICIAL RECEIPT for P10.00 service charge.
- i) Perform Phone-to-Phone (P2P) G-Cash fund transfer from the bank's cellphone to the client's cellphone for P500 worth of G-Cash.
- j) Wait for the confirmation message from Globe indicating successful transfer of G-Cash value.
- k) Record transfer of G-Cash value in the G-Cash Journal (for Cash-In and Cash-Out Transactions)

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**Test Performed by**

Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Checked by**

Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Approved by**

Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

## STEP - 5

### Cash-Out Transaction (at the Branch)

Transaction Description	Transaction Amount	Expected Branch's G-Cash Wallet Balance	Result
Cash-Out Transaction <i>(exchanging G-Cash with Cash)</i>	P200.00	P500.00	<input type="checkbox"/> Successful <input type="checkbox"/> Failed
Service Charge	P10.00	N/A	

**Procedure:**

- Ask the client to fill-up a G-CASH SERVICE FORM (in duplicate) and submit a valid ID. Please refer to your list of valid IDs.
- Perform customer verification or KYC (know-your-client) procedures and check the completeness of the filled-up G-Cash service form.
- Photocopy the valid ID submitted by the client.
- Have the documents signed by the client, the verifier and the approving officer of the bank.
- If the client identity is established, ask the client to perform Phone-to-Phone (P2P) G-Cash fund transfer from the client's cellphone to the bank's cellphone for P500 worth of G-Cash.
- Wait for the confirmation message from Globe indicating successful transfer of G-Cash value.
- Forward G-Cash Service Form and the photocopy of the valid ID submitted by the client to the Teller.
- Ask the client to wait for the teller to call his/her turn to receive the Cash net of Service Charge.
- Ask the client to receive his/her Cash from the teller P200 less P10.00 service charge.
- Issue an ACKNOWLEDGEMENT RECEIPT to the client indicating P200 of Cash-Out transaction. Issue an OFFICIAL RECEIPT for P10.00 service charge.
- Record transfer of G-Cash value from the client in the G-Cash Journal (for Cash-In and Cash-Out Transactions)

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**Test Performed by**

**Test Checked by**

**Test Approved by**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

## STEP - 6

### G-Cash Fund Transfer Sent by the Branch to Head Office (at the Branch)

Transaction Description	Transaction Amount	Expected Branch's G-Cash Wallet Balance	Result
P2P Fund Transfer from Branch to Head Office	P700.00	P0.00	<input type="checkbox"/> Successful <input type="checkbox"/> Failed

**Procedure:**

- a) Transfer G-Cash value from the Branch's wallet to the Head Office's wallet using Phone-to-Phone (P2P) method. Please see P2P procedures for more details.
- b) Wait for the confirmation message from Globe indicating successful transfer of G-Cash value to the Head Office.
- c) Record transfer of G-Cash value in the G-Cash Journal (for Inter-office fund transfer)

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**Test Performed by**

Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Checked by**

Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Approved by**

Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

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Bank Name

## STEP - 7

### G-Cash Fund Transfer Received by the Head Office from the Branch (at the Head Office)

Transaction Description	Transaction Amount	Expected Head Office's G-Cash Wallet Balance	Result
P2P Fund Transfer from Head Office	P700.00	P700.00	<input type="checkbox"/> Successful <input type="checkbox"/> Failed

**Procedure:**

- Wait for the confirmation message from Globe indicating successful transfer of G-Cash value.
- Record transfer of G-Cash value in the G-Cash Journal (for Cash-In and Cash-Out Transactions)

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**Test Performed by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Checked by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Approved by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

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Bank Name

## STEP - 8

### G-Cash Settlement with Depository Bank (at the Head Office)

#### G-Cash Wallet

Transaction Description	Transaction Amount	Expected Branch's G-Cash Wallet Balance	Result
Reduction of Bank's Wallet for settlement to Depository Bank	P700.00	P0.00	<input type="checkbox"/> Successful <input type="checkbox"/> Failed

#### Procedure:

- Wait for the confirmation message from Globe indicating successful transfer of G-Cash value.
- Record transfer of G-Cash value in the G-Cash Journal (for Cash-In and Cash-Out Transactions)

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**Test Performed by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Checked by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Approved by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_



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Bank Name

## STEP - 9

### G-Cash Settlement with Depository Bank (at the Settlement Bank)

#### Settlement Bank Account

Transaction Description	Transaction Amount	Expected Bank's Settlement Bank Account Balance	Result
Beginning Balance (Balance Inquiry)	N/A		
Deposit/Fund Transfer from GXI's settlement bank account to the Bank's settlement bank account	P700.00	P700.00	<input type="checkbox"/> Successful <input type="checkbox"/> Failed

#### Procedure:

- a) Inquire on-line through internet banking facility of settlement bank to check G-Cash value that has been updated in the bank's settlement account

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**Test Performed by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Checked by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

**Test Approved by**

\_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date: \_\_\_\_\_

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Bank Name

**Requirements:**

- 1) G-Cash Service Form (with duplicate copy)
- 2) Acknowledgement Receipt (use sample acknowledgement receipt)
- 3) Official Receipt (use your bank's official receipt)
- 4) Two (2) clients to perform Cash-In and Cash Out transactions
- 5) New Accounts/Teller, Cashier or any approving officer
- 6) Pre-funding of G-Cash through GXI's settlement bank account
- 7) Transfer Request Form
- 8) G-Cash Journal for Cash-In and Cash\_Out
- 9) G-Cash Journal for Branch Fund Transfer to Head Office

**Note: Please see attached sample forms.**

Bank Name \_\_\_\_\_

Bank Name: \_\_\_\_\_

Branch: \_\_\_\_\_

Control No. \_\_\_\_\_

**G-CASH**  
**ACKNOWLEDGEMENT RECEIPT**

<b>Recipient's Information</b>	
Name	
Handyphone Number	
<b>Transaction Information</b>	
Transaction Type: <input type="checkbox"/> Cash-In <input type="checkbox"/> Cash-Out	
Amount	
Date	
Trace Reference No.	
_____ Customer's Signature over printed name                      Authorized Bank Personnel	







Bank Name

**Back**

**Terms and Conditions**

IMPORTANT: Read before transacting

1. THE AGREEMENT

This Agreement governs the relationship between you (the "Customer"), G-Xchange (the "Company"), and the cash-in or cash-out outlet at which you transacted (the "Cash-In or Cash-out Outlet"). The Company reserves the right to adjust, modify, amend or supplement these terms and conditions as the service may require. This Agreement shall take effect immediately upon the fulfillment of the G-Cash transaction on the reverse side hereof.

2. VALIDITY OF INFORMATION

The Customer hereby warrants that all information pertaining to the identity and personal circumstances of the Customer are true and correct. The Cash-in or Cash-out Outlet shall request for identification to verify the information and reserves the right to request for further validation of information and to reject the transaction if the information cannot be validated or is found incorrect.

3. THE SERVICE

The Service enables the Customer to remit cash to a designated beneficiary in the Philippines. The beneficiary may claim the amount remitted at authorized cash-out outlets or send it to other persons or institutions in accordance with this Agreement.

Designated beneficiaries must be subscribers of GLOBE HANDYPHONE and TOUCH MOBILE services who have registered for the G-Cash services. If they have not registered for the G-Cash service, the Customer will be prompted to confirm if he would like to proceed with the remittance transaction. If he chooses to proceed with the remittance transaction, Customer is under the express obligation to ensure that his beneficiary promptly registers after the remittance has been made. The Company and the Cash-in or Cash-out Outlet cannot and does not assure completion of the remittance transaction in the absence of registration by the beneficiary.

4. FEES, RATES AND CHARGES

The Customer shall pay the transaction fee, service processing fee, rates and charges for the service as posted in the Cash-In or Cash-out Outlet.

5. CUSTOMER'S DUTIES AND RESPONSIBILITIES

The Customer warrants that he has checked the remittance information stated on the face of this form and that it correctly reflects his instructions. The Company shall not be responsible for the crediting of the remittance to an incorrect mobile phone number indicated by the Customer. Customer holds The Company and the Cash-In or Cash-out Outlet free and harmless from Company's compliance with the written instructions stated on the face of this form.

The Customer shall be responsible for ensuring that the beneficiary is not an expired or terminated account. If the beneficiary is not a registered user of G-Cash the Customer shall be responsible for authorizing the fulfillment of the remittance. If the beneficiary has an expired or terminated account, the beneficiary shall only be able to retrieve the amount remitted after confirmation of The Company that the beneficiary is an expired or terminated account. The Company shall not be liable for the errors in remittance due to information regarding the beneficiary.

6. SUSPENSION OF SERVICE

The Company reserves the right to temporarily suspend the service for any Customer, without prior notice to the Customer, in the following instances: a) discovery of any form of fraud, b) violation of any of the provisions of this Agreement and rules and regulations of the Company supplementary thereto. Restoration of service shall be the sole prerogative of the Company and subject to payment of service modification fees.

7. LIMITATION OF LIABILITY, INDEMNITY AND RELEASE

The Company and its cash-in and cash-out partners shall not be liable for the loss of cash or unauthorized use of the transaction confirmation message in a mobile phone that has been lost by the Customer or has been accessed by an unauthorized user.

The Company shall not be liable for any indirect or consequential damage suffered by the user for any defect or failure in the performance of the Service by reason of any mistake, omission, interruption, or delay.

8. VENUE OF SUITS AND LITIGATION EXPENSES

In the event of suit arising from or connected with this Agreement, the appropriate court in Mandaluyong City, shall have jurisdiction over the case to the exclusion of all other courts. In case of suit, the Customer shall, in addition to the amount due and collectible, pay twenty-five percent (25%) of such amount for attorney's fees and costs of suit.

9. AMENDMENTS TO THESE TERMS AND CONDITIONS

The Company reserves the right to amend these terms and conditions at any time with or without prior notice including a change in the rate schedule for the service. In the event of litigation arising from or in connection with this contract, the Customer hereby agrees that the venue thereof shall be the proper courts of Mandaluyong City to the exclusion of all other courts.





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Bank Name

**(please use your company letter head)**

**C E R T I F I C A T I O N**

To Whom It May Concern:

This is to certify that G-Cash Cash-In and Cash-Out transactions (including activities like pre-funding, Phone-to-Phone Fund Transfer from and to head office and branches) and settlement to bank account were tested, verified and completed in our bank.

We further certify that all the tests showed very satisfactory results as expected.

Please see attached documents for your reference.

By (Bank's Authorized Officer):

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Signature above printed name

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Date