

PAYING BIR TAXES THROUGH MOBILE MONEY: FREQUENTLY ASKED QUESTIONS (FAQs) FOR TAXPAYERS

GENERAL INFO

1. How does the GCash system work?

GCash is a mobile money platform that transforms your mobile phone into virtual wallet for secure, fast, convenient and most affordable money transfers and access to financial services. Instead of paying with cash or check and lining up at one of the BIR's Accredited Agent Banks (AABs) or with a Revenue Collection Officer (RCO), taxpayers can use a mobile phone to pay their taxes. The BIR has partnered with G-Xchange, Inc., the mobile commerce arm of Globe Telecom, Inc., using the GCash facility, to enable the easy payment of taxes to the BIR via mobile phones.

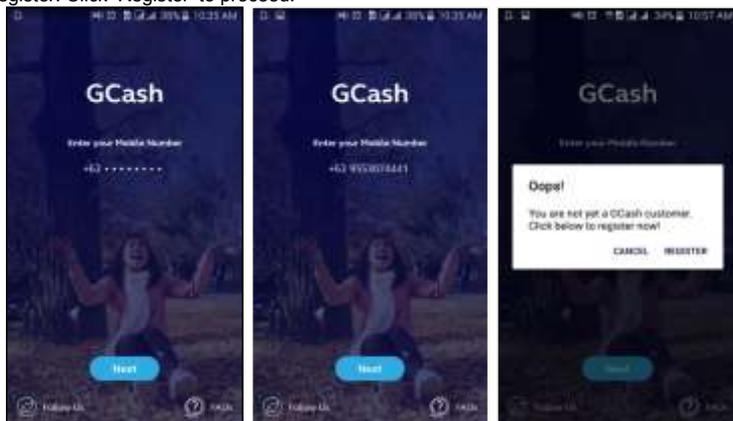
2. How can I register to GCash?

Taxpayers may **register** to GCash by (1) downloading the GCash App or (2) dialing *143# on their cellular phones.

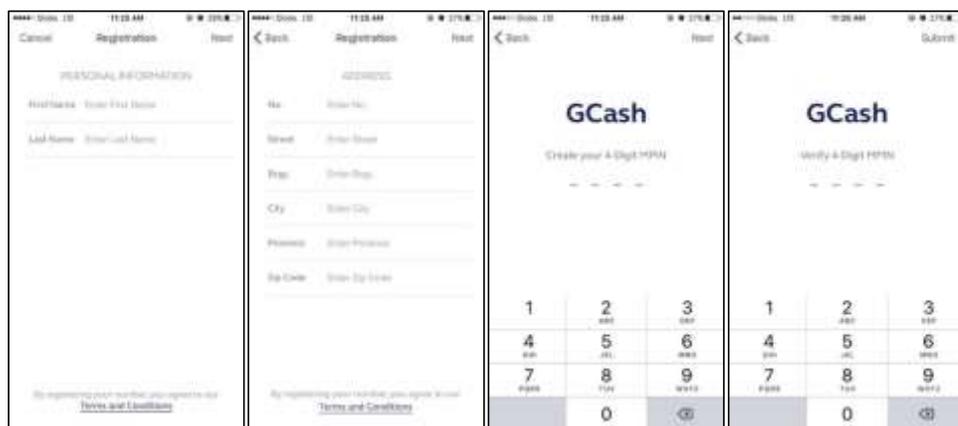
Over-the-Air registration using the GCash app

Step 1: Look for GCash in the Google Play Store or the Apple App Store and install the app

Step 2: In the landing page, enter your Globe / TM mobile number then click 'Next'. You will be prompted to register. Click 'Register' to proceed.



Step 3: Fill in the mandatory information in the next pages to complete the registration. You will also be asked to nominate a 4-digit MPIN that will be used to confirm future GCash transactions. Click 'Submit' to complete the registration.



Note: Your GCash mobile number must be the activated SIM in your phone to ensure a successful app registration. Registration is the only step that requires the SIM in your mobile phone.

Wait for the confirmation message that will be sent to your Globe phone before logging in.

Over-the-Air registration via *143#

Step 1: Dial *143# and select "GCash"

Step 2: Select "Register" (1), nominate your **numeric** MPIN and enter your details

- 4-digit (**numeric**) GCash MPIN
- First Name
- Last Name
- Address (Make sure to enter your complete address)
- Email Address

Wait for the confirmation message that will be sent to your Globe phone.

Note: Over-the-air registration allows the GCash user to Pay Bills, Cash-in, and Buy Load, with a total limit of up to Php 40,000 /month. In order to increase your wallet limit to Php 100,000/month, and to enjoy full access to GCash services (GCash to Load, Send Money, Bills Pay, GCash American Express Virtual Card, Donate, Cash-in to others, Cash-out transactions and Remittances) you should undergo the Know-Your-Customer (KYC) process.

3. How can I sign up for Know Your Customer (KYC)?

Upgrade your GCash account through Know Your Customer (KYC) at any Globe Store (see <https://www.globe.com.ph/store-locator> for the full list of Globe stores), KYC authorized outlets (see <https://www.qcash.com/personal/verify> for a list of partner institutions), or at GCash caravans in your neighborhood (see <fb.com/qcashofficial> for an updated list of caravans).

Please bring any one of the following currently accepted Government IDs. Please make sure it is valid (signed both by the government agency and the customer) and is not expired.

- Passport
- Driver's License
- SSS Card
- GSIS E-Card
- NBI Clearance
- PRC ID
- Police Clearance
- Postal ID
- Barangay Certification
- 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 IDs issued by private entities or institutions registered or supervised or regulated by either BSP, SEC or IC

4. How do I fund my GCash wallet?

Fund your GCash wallet in **three** ways for FREE:

- GCash Partner Outlets (GPO)
- Mobile Phone Banking with BPI
- PayPal to GCash Transfer

Via GCash Partner Outlets

GCash partner outlets can be found nationwide (Globe Stores, Puregold Supermarkets, Cebuana Lhuillier, RD Pawnshop, SM Department Stores, Partner Rural Banks, Globe Load Distributors, 7-11 Cliqq Kiosks, and partner pawnshops like Villarica Pawnshop and Tambunting Pawnshop, among others). For a more detailed view of our partner outlets, you can visit <https://myqcash.globe.com.ph/qcashionline/index.php/map>.

Step 1: Go to a GCash partner outlet

Step 2: Fill up a GCash Service Form

The image shows a 'GCASH Service Form' with the Globe logo. It is divided into several sections: 'CUSTOMER/SENDER INFORMATION', 'BENEFICIARY/RECIPIENT INFORMATION', 'GCASH via MOBILE', 'GCASH REMIT (RECEIVE)', and 'GCASH REMIT (SEND/CANCEL)'. Each section contains various fields for personal and account details, such as name, address, phone number, and account type. There are also checkboxes for service preferences and a signature line at the bottom.

Step 3: GPO will access the GCash Web Portal to input information and send money to the user

Step 4: User will receive an MPIN confirmation request through SMS (see sample below):
"Globe store is cashing in P5.00 to your GCash wallet. Please reply with your PIN within 5 minutes to confirm. This service is FREE of charge."

Step 5: Reply with your MPIN to confirm the cash-in request. Wait for the SMS confirmation message that will be sent to your phone.

Via Mobile Phone Banking with BPI

You can link your BPI account with your GCash wallet to enable cash-in through BPI Express Mobile:

Step 1: Register your mobile number and BPI account. You can do this via SMS or USSD.

Via SMS: Text ENROLL<space>ACCOUNT #<space>JOINT ACCOUNT INDICATOR and send to 2274.

Via *119#: Dial *119#, select BPI (1), select Other Services (7), select Register (1), select SA/CA (1). Enter your ACCOUNT #*, then enter your JOINT ACCOUNT INDICATOR**.

Note: Registration is FREE, but prepaid subscribers need to have at least P1.00 load.
 * Your account number is the 10-digit number on the signature panel at the back of your ATM card.
 ** The Joint Account Indicator is the 2-digit number at the lower right portion on the front of your ATM card.

Step 2: Visit any BPI ATM, insert your ATM card, and key-in your PIN. Select SPECIAL SERVICES > ACTIVATE ENROLLMENT > ECONNECT – SMS ENROLLMENT to complete your enrollment. You will receive your 6-digit BPI MPIN within 24 hours.

Step 3: Change the BPI MPIN you received via SMS. Call *119#, select BPI > Account Maintenance > Change MPIN. Follow the prompts.

Step 4: Activate the feature to send money to GCash and any BPI account by texting "ACTIVATE" to 2274. An SMS will be sent to your registered mobile number, instructing you to download and fill up the enrollment form. Access this through bit.ly/SIMBEForm or in BPI Express Online> Personal > Banking> Mobile Banking > SIM Banking > Enrollment Form.

Send the form to any BPI branch or to BPI Fulfillment Banking (9F BPI Card Center, 8753, Paseo de Roxas, Makati City)

Step 5: Start transacting using your GCash App or do it via USSD.

Via GCash app: Open your GCash app. Select Cash-in at the bottom-left corner of your screen, then select BPI to GCash, and enter your 6-digit BPI Express Mobile PIN. You can now proceed with funding your GCash with your BPI account.

Via *143# or *119#: Dial *119# or *143# to transfer funds!

- Dial *119#**
- Select BPI
 - Select GCash Transfer > GCash Transfer Type: Bank to GCash
 - Enter your BPI Express Mobile 6-digit MPIN
 - Enter Amount

- Select the enrolled BPI account where you wish to transfer from.

Dial *143#

Select GCash >



Select Cash-in/Cash-out >



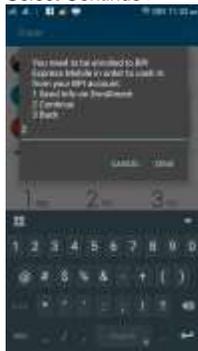
Select Bank to GCash >



Select BPI >



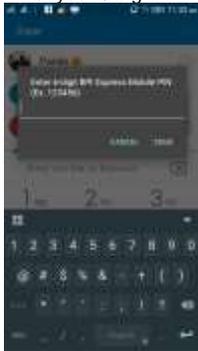
Select Continue >



Enter the amount to transfer >



Enter your 6-digit BPI Express Mobile PIN >



Select the enrolled BPI account to transfer from



Note: Cash in via BPI Mobile has a Php 1.00 airtime and a Php 1.00 bank fee. For a complete list of BPI Express Mobile Fees, please see <http://www.globe.com.ph/qcash/mobile-banking>.

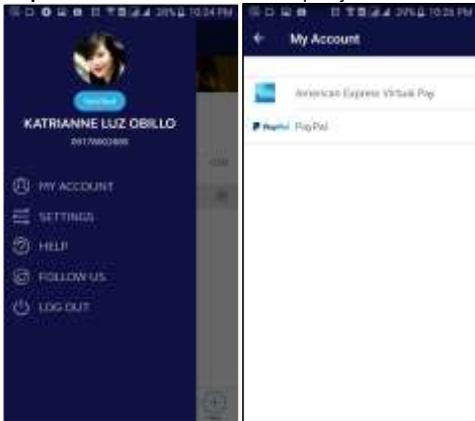
Via PayPal to GCash

Transfer funds from your linked PayPal account to GCash for free through the GCash App.

Linking

Step 1: Log in to your GCash App using your MPIN.

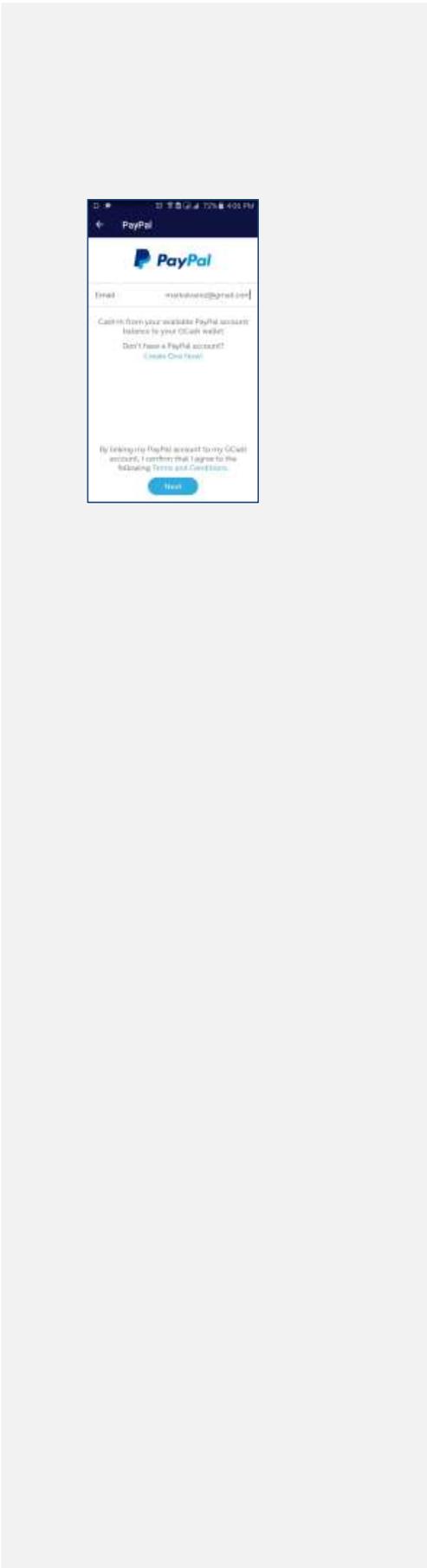
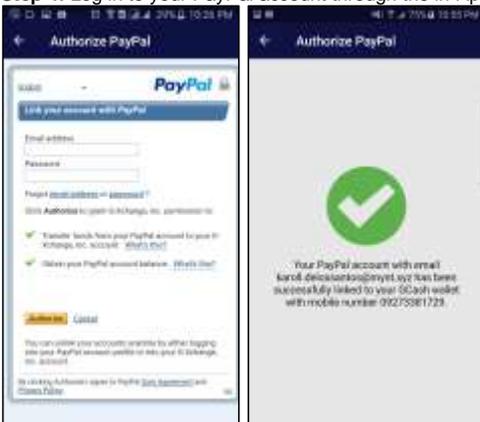
Step 2: Go to the side menu and tap 'My Account' then choose 'PayPal'



Step 3: Enter your PayPal email address



Step 4: Log in to your PayPal account through the in-App browser, then confirm.

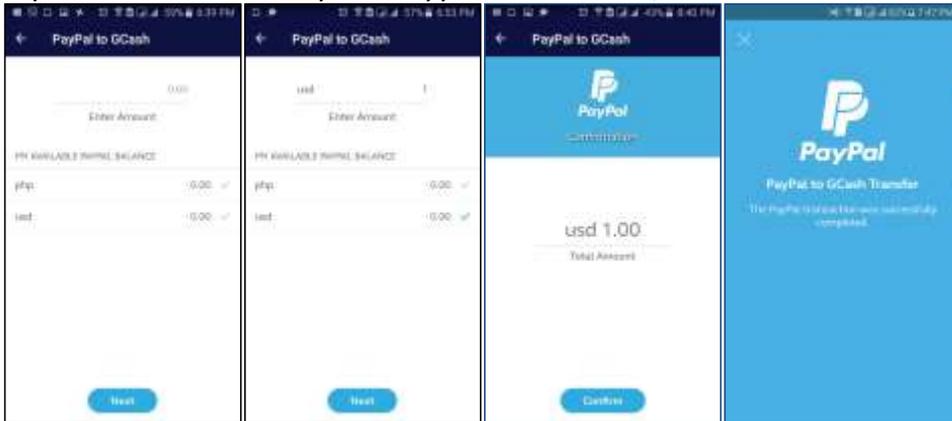


Cash-In

Step 1: In the dashboard, select Cash-In, then choose PayPal to GCash.



Step 2: Enter the amount and the PayPal currency you wish to transfer from, then confirm.



5. How can I inquire about GCash?

You may message our Facebook page (fb.com/gcashofficial), visit our website www.gcash.com, or call our hotline 2882.

PAYING BIR TAXES

1. Who are eligible to pay their BIR taxes using mobile money via GCash?

All Taxpayers and tax agents and practitioners with Globe and TM numbers registered to GCash are eligible to pay.

2. What is a Taxpayer Identification Number?

Each individual or tax entity will have one unique Taxpayer Identification Number (TIN) which they will use for their entire lives. The TIN issued by BIR is required on all tax forms used in filing of returns such as Income Tax Returns, VAT returns, Percentage Tax Returns and the like.

3. How can I use the GCash App to pay for my taxes?

During payment thru GCash, taxpayer will be asked to enter their TIN (9-digit numeric code). Example of Taxpayer Identification Number (TIN): **123456789**. Invalid TINs may not proceed with the transaction.

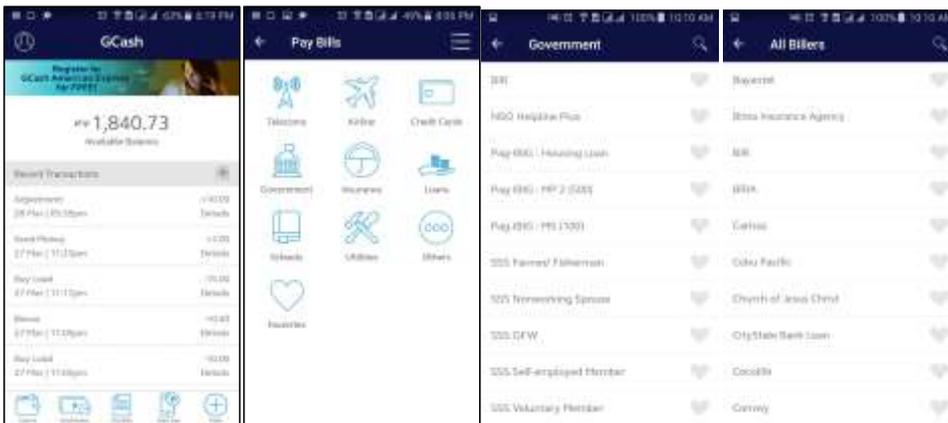
Step 1: Download and install the GCash App from Playstore or App Store.

Step 2: Log In to GCash App using your MPIN



Step 3: Make sure you have sufficient funds in your GCash wallet. Your GCash App home screen will show your current balance. To fund your GCash, see "How do I Fund my GCash wallet?"

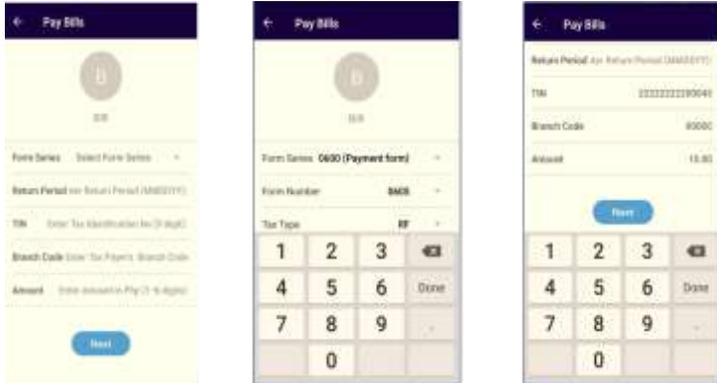
Step 4: Click "Pay Bills" at the bottom of your screen. BIR can be found under 'Government' or you can search from the full list (click top right icon to see all).



Step 5: Accomplish the Pay BIR Form



- Enter your TIN
 - Invalid TINs will not proceed with the payment transaction
 - If you key in an invalid TIN, you will receive the following Flash Message:
Invalid TIN. For TIN Verification, please proceed to the nearest BIR Revenue District Office or call the BIR Customer Assistance Division at the following contacts (02) 981-7347 to 48 during regular business hours. To retry, please enter the correct 9-digit TIN.
- Enter your **5-digit** branch code
- Select the Form series, then the Form Number, then the Tax Type
- Select the Return Period



Step 6: Confirm the details of your payment. Please review the details of the transaction before confirmation.



Step 7: You will receive a text message and an in-app confirmation upon successful transaction.



4. What forms can I pay for using GCash?

See below for available forms for payment:

Form Series	Form Type	Tax Type
0600 Series	0605	AP, ET, FC, FP, MC, QP, RF, TR
	0605C1	IT, PM, PT, VT
	0607	CG, CS, DN, DS, ES, ET, IT, MC, NT, PT, QP, RF, SL, SO, ST, TR, VT, WB, WC, WE, WF, WG, WO, WR, WW, XA, XF, XG, XM, XP, XS, XT, XV
	0608	CG, CS, DN, DS, ES, ET, IT, MC, NT, PT, QP, RF, SL, SO, ST, TR, VT, WB, WC, WE, WF, WG, WO, WR, WW, XA, XF, XG, XM, XP, XS, XT, XV
	0611	AP, CG, CS, DN, DS, ES, IE, IT, PM, PT, SL, SO, ST, VT, WB, WC, WE, WF, WG, WO, WR, WW, XA, XF, XG, XM, XP, XS, XT, XV
	0611A	AP, CG, CS, DN, DS, ES, IE, IT, PM, PT, SL, SO, ST, VT, WB, WC, WE, WF, WG, WO, WR, WW, XA, XF, XG, XM, XP, XS, XT, XV
	0613	FP
	0614	AP, CG, CS, DN, DO, DS, ES, IE, IT, PM, PT, SL, SO, ST, VT, WB, WC, WE, WF, WG, WO, WR, WW, XA, XF, XG, XM, XP, XT
	0615	AP, CG, CS, DN, DO, DS, ES, IE, IT, PM, PT, SL, SO, ST, VT, WB, WC, WE, WF, WG, WO, WR, WW, XA, XF, XG, XM, XP, XT
	0616	MC
	0617	MC
	0618	AP, CG, CS, DN, DO, DS, ES, IE, IT, MC, PM, PT, SL, SO, ST, VT, XA, XF, XG, XM, XP, XT
1600 Series	1600	WG
	1600WP	WW
	1601C	WC
	1601E	WE
	1601F	WF
	1602	WB
	1603	WR
	1606	WO
1700 Series	1700	IT
	1701	IT
	1701Q	IT
	1702EX	IT
	1702MX	IT
	1702Q	IT
	1702RT	IT
	1703	IT
	1704	IE
	1706	CG
	1707	CG, CS
1707A	CG, CS	
1800 Series	1800	DN
	1801	ES
2000 Series	2000	DS
	2000OT	DO
2200 Series	2200	XF, XS, XV
	2200A	XA
	2200AN	XG
	2200M	XM
	2200P	XP
	2200T	XT
2500 Series	2550M	VT
	2550Q	VT
	2551Q	PT
	2551M	PM
	2552	SO, ST
	2553	SL

5. How will I know the amount I need to pay for my taxes?

Refer to the Tax Due field in the BIR form.

6. Can I make multiple payments via GCash to settle one tax liability?

Yes, you may make multiple payment transactions in order to settle one tax liability. E.g. If the tax liability is Php 50,000, it can be settled with one payment of Php 30,000 and another of Php 20,000.

**Remember: for Over-the-Air (OTA), you can transact up to 40,000, however if you upgrade to the full services of GCash through KYC in any GCash Partner Outlet, you can transact up to 100,000.*

7. Can I use GCash to pay my taxes before filing my tax declarations?

Yes. You can pay anytime but remember to take note that tax filing and tax payments usually share the same deadlines. Please refer to the tax calendar available at the BIR website (bir.gov.ph).

For ease in filing, use one of the BIR's electronic filing systems, eFPS and eBIRForms.

For the latest issuances on tax filing and payment, please refer to the BIR website (www.bir.gov.ph).

8. Can I use my GCash to pay for both my and my spouse's taxes?

Yes, you can use your GCash wallet to pay for your taxes and for others. Just make sure to enter the correct TIN when making the payment transaction.

9. Is there a limit to the number of payments I can make to the BIR?

There is no limit to the number of payments you can make to the BIR. However, please note that GCash wallet limits are up to Php 100,000/month for customers who have gone through the KYC process, and Php 40,000 for those who have only done Over-the-Air registration. For more information on KYC, please see "How can I register to GCash?"

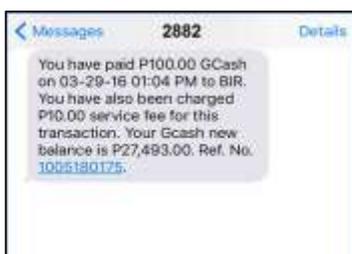
10. Are there additional charges for this transaction?

A service fee will be charged by GCash for every transaction. It is the fastest, most, convenient and affordable way to pay for government fees and taxes as it substitutes the cost incurred by transportation expenses and increases time savings.

Amount of Tax to be Paid	GCash Service Fee
1-1000	Php 10
1001 – 2000	Php 20
2001 – 3000	Php 30
3001 – 10,000	Php 40
10,001 - above	1.2% of the amount (e.g. Php 15,000 tax payment will be charged a Php 180 service fee)

11. What should I keep as a record of my GCash transaction?

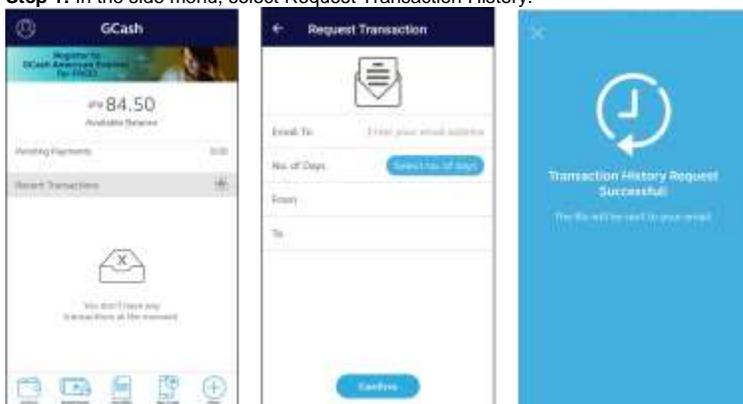
The unique reference no. provided through your GCash App and SMS is proof of your successful transaction.



You may also access your GCash Transaction History through the Mobile app and Online. Please note that the Transaction History can report transactions made up to the day before the current day. E.g. if you made a payment on April 10, the transaction record will be included in your transaction history on the following day.

Mobile App and Email confirmation:

Step 1: In the side menu, select Request Transaction History.



Step 2: Select a date range and enter your email address. Date range may be the past 7, 30, and 60 days, or custom. Make sure to include the date of your BIR payment.

Step 3: Once request is successfully submitted, your transaction history will be sent to the email you nominated. Follow the instructions in the email to open the file.

Sample Transaction History:

Report for GCash Subscriber

GCash Transaction History

Date Range: 03/27/2016 to 04/02/2016

Date and Time	Description	Reference No.	Debit	Credit	Balance
	STARTING BALANCE				899.52
2016-03-28 04:13 AM	Send Money from 09757950003 to eweds10	1451155170	10.00		889.52
2016-03-29 08:48 AM	Payment for BIR (1700 IT 010198 440044037 024 024 Sarah Ciel Ferran)	1452404595	1.00		888.52
2016-03-29 09:57 AM	Payment for BIR (1700 IT 012916 123456789 024 024 Sarah Ciel Ferran)	1452478046	1.00		887.52

- My GCash Online (<https://accounts.globe.com.ph/login>)

8. I have a wifi internet connection and I'm not able to login to the GCash App. What should I do?

Please check if your connections are properly working since GCash App transactions are done over the internet. You may try switching to a mobile connection or rebooting your router.