

<b>To:</b> All Concerned Department	<b>Date:</b> 24-June-2026
<b>From:</b> Knowledge Transfer	<b>Memo No:</b> 001

**Subject:** : Guidelines on GCash Account Number Changes in ClickUp

**Dear All,**

This memorandum is issued to establish the proper process and assign responsibility for all **GCash account number changes in ClickUp** to ensure accuracy, proper validation, and accountability of customer payout information.

Effective immediately, the following guidelines shall be strictly observed:

## **1. Authorized Personnel for GCash Account Number Changes**

### **For Existing Customers**

- The **Customer Care Team** shall be the only authorized personnel responsible for processing and updating GCash account number changes in ClickUp.
- All requests from existing customers must undergo proper validation and completion of required supporting documents before any changes are made.

### **For Newly Hired Customers**

- The **Recruitment Team** shall be responsible for the initial input and validation of GCash account numbers during the onboarding process.
- The Recruitment personnel who collects and encodes the **GCash** account number shall ensure that the information provided by the customer is accurate and properly validated.
- Any changes requested after onboarding completion shall be processed by Customer Care following the existing customer procedure.

## **2. Required Documents for GCash Account Number Changes If Gcash number is not owned by the customer.**

All GCash account numbers that are subject to change must have complete supporting documents before updating the information in ClickUp.





**All borrowed GCash accounts must strictly belong only to the employee's immediate family members, such as:**

- Sibling
- Father
- Mother
- Son/Daughter
- Spouse (for married employees)

The use of GCash accounts from individuals outside the employee's immediate family is **strictly prohibited** and shall not be accepted for company-related transactions.

Additionally, **multiple GCash accounts are not allowed**. Each employee must only register and use **one (1) valid GCash account number** for company-related payments or transactions.

The following documents are mandatory:

- **Authorization Letter from the Registered GCash Account Owner**
  - A signed authorization letter from the owner of the GCash account number allowing the customer to use the account for company-related transactions or payout.
- **Valid ID of the GCash Account Owner**
  - A copy of the valid government-issued ID of the registered owner of the GCash account number.
- **Valid ID of the Authorized Customer /User**
  - A copy of the valid government-issued ID of the customer authorized to use the GCash account number.
- **Verification of Gcash Account**
  - Upon verification of Gcash Account, screenshot of Gcash Profile is needed as proof of verification.

Requests without complete supporting documents shall not be processed.

### **3. Required Documents for GCash Account Number Changes If Gcash number is owned by the customer.**

- **Valid ID of the GCash Account Owner**
  - A copy of the valid government-issued ID of the registered owner of the GCash account number.
- **Verification of Gcash Account**





- Upon verification of Gcash Account, screenshot of Gcash Profile is needed as proof of verification. It must match the Name from valid ID to gcash profile.

Requests without complete supporting documents shall not be processed.

#### 4. ClickUp Updating Procedure

The authorized personnel shall ensure that:

- All submitted GCash account information is verified before updating ClickUp.
- Any changes made are supported by proper documentation.
- Records and supporting documents must be properly maintained, updated, and uploaded for tracking and audit purposes. The assigned accountable team shall be as follows:
  - **For Existing Employees/Customers:**  
The **Customer Care Team** shall be responsible for validating, maintaining, and uploading all required records and supporting documents related to GCash account changes.
  - **For Newly Hired Employees:**  
The **Recruitment Team** shall be responsible for validating, maintaining, and uploading all required records and supporting documents during the onboarding process.

All concerned teams must ensure that complete and accurate documentation is available for verification, monitoring, and future audit requirements.

- Unauthorized personnel shall not modify customer GCash account information in ClickUp.

#### 4. Compliance

All concerned personnel are expected to strictly follow this process to prevent incorrect payment transactions, unauthorized account changes, and documentation discrepancies.




Any unauthorized modification or submission of false information may be subject to applicable company policies and disciplinary action.

This memorandum shall take effect immediately.

For strict compliance.



Thank you.

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