



What is Cellcard Cash?

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What is Cellcard Cash?

Cellcard Cash is a new service that allows you to store cash in your mobile phone, which you can then use to make various transactions. With Cellcard Cash, you can send money to anyone across Cambodia, top-up your Cellcard pre-paid account and even pay your bills anytime, on your mobile phone.

Register Now!

For Current Cellcard mobile users, a temporary Cellcard Cash MPIN has been automatically sent to you via SMS. To activate the Cellcard Cash service, dial in #777*1*1#, and change the temporary MPIN to your own personal MPIN. It's that easy!

If you have not received the temporary Cellcard Cash MPIN via SMS, or if you are a new Cellcard mobile user, head to any Cellcard Sales & Service Center or contact the Cellcard helpline at 812 (3 Cents / Call) for assistance and registration.

Once you have activated the CellcardCash service with a new personal MPIN, Cash-In at the nearest authorized CellcardCash Agent* to start doing transactions on your mobile phone.

**CellcardCash Agents are select outlets, which can perform the CellcardCash transactions and assist you in the Cash-In and Cash-Out processes. Not all Cellcarddealers can perform the CellcardCash transactions. Look for the authorized CellcardCash Agent signage.*

Cash IN and Cash OUT

Cash-In means depositing cash to your Cellcard Cash account. The cash amount you deposit will be converted to electronic cash, which you can then use for transactions. All Cellcard Cash accounts are maintained in USD, but transactions in Riels can be made when necessary for paying various bills.

Cash-In transactions can be conducted at any authorized Cellcard Cash Agent. Minimum initial Cash-In is \$1. Maximum Cash-In amount is \$500.

A minimum balance of \$0.50 must be maintained in your Cellcard Cash account or your account will be suspended.

HOW TO CASH-IN:

- STEP 1: Go to the nearest authorized CellcardCash Agent
- STEP 2: Inform the CellcardCash Agent that you would like to do a Cash-In transaction and give the CellcardCash Agent the amount you wish to Cash-In and your Cellcardmobile number

The Cellcard Cash Agent will initiate the Cash-In process through his/her own mobile phone. During the Cash-in process, the physical cash received by the Agent will be credited to your Cellcard Cash account. Upon completion of the Cash-In process, your new Cellcard Cash account balance should reflect a cash addition equivalent to the amount you Cashed-in, minus the transaction fee.

An SMS confirmation message from Cellcard will then be sent to your mobile phone with the summary of the transaction, the transaction fee and your new Cellcard Cash account balance.

Cash-Out

There are 2 ways to Cash-Out, one for Cellcard mobile users and one for non-Cellcard mobile users.

For Cellcard mobile users, to Cash-Out is to withdraw a certain amount from your Cellcard Cash account, converting it to physical cash.

For non-Cellcard mobile users, to Cash-Out is to convert the EVoucher you received to physical cash.

A. HOW TO CASH OUT (Cellcard Mobile Users) :

- STEP 1: Go to the nearest authorized Cellcard Cash Agent
- STEP 2: Inform the Cellcard Cash Agent that you would like to do a Cash-Out transaction , the amount of money you wish to withdraw and your Cellcard mobile number.

The Cellcard Cash Agent will initiate the Cash-Out process through his/her own mobile phone.

- STEP 3: An SMS confirmation message will be sent to you through your mobile phone. Dial-in #777*7#, and press 'Send' to confirm the transaction
- STEP 4: At the prompt, press 'Reply', type "1" to confirm, OR "2" to cancel, then press 'Send'
- STEP 5: At the prompt, press 'Reply', type your MPIN, and press 'Send'

An SMS confirmation message from Cellcard will then be sent to your mobile phone with the summary of the transaction, the transaction fee and your new Cellcard Cash account balance.

The Cellcard Cash Agent will give you the cash equivalent of the amount you confirmed to Cash-Out, minus the Cash-Out transaction fee.

B. HOW TO CASH OUT (Non-Cellcard Mobile Users)

IMPORTANT REMINDER: Customer's Cashing-Out an EVoucher should bring with them their National ID for verification.

- STEP 1: Go to the nearest authorized Cellcard Cash Agent
- STEP 2: Inform the Cellard Cash Agent that you would like to Cash-Out an EVoucher, then present your EVoucher and your National ID.

The Cellcard Cash Agent will initiate the Cash-Out process through his/her own mobile phone.

An SMS confirmation message from Cellcard will then be sent to the mobile phone of the EVoucher sender, notifying him/her that the EVoucher he sent to you has been Cashed-Out.

The Cellcard Cash Agent will hand you the cash equivalent to the amount encoded in the EVoucher, minus the Cash-Out transaction fee.

Cellcard Cash Transactions

Now that you have money in your Cellcard Cash account, you are ready to do transactions. There are currently 3 transactions that you can do on your phone with Cellcard Cash - send money, pay bills, and top-up your pre-paid credit.

A. Send Money

With Cellcard Cash, you can send money to your friends and family fast and easy, no matter where they are in Cambodia.

A.1 HOW TO SEND MONEY TO OTHER CELLCARD MOBILE USERS:

- STEP 1: Type #777# to go to the Cellcard Cash Menu At the prompt, press 'Reply', type "2" for Send Money, and press 'Send'
- STEP 2: At the prompt, press 'Reply', type the mobile number of the person you wish to send money to, and press 'Send'.
EX. 012XXXXXX
- STEP 3: At the prompt, press 'Reply', type the amount you wish to send, and press 'Send'
EX. 100
- STEP 4: At the prompt, press 'Reply', re-type the mobile number of the person you wish to send money to, and press 'Send'. This is to confirm the mobile number you keyed-in in Step 2.
EX. 012XXXXXX
- STEP 5: At the prompt, type your MPIN, and press 'Send'

An SMS confirmation message from Cellcard will then be sent to your mobile phone with the summary of the transaction, the transaction fee and your new Cellcard Cash account balance.

A.2 HOW TO SEND MONEY TO NON-CELLCARD MOBILE USERS:

IMPORTANT REMINDER: To send money to non-Cellcard mobile users, you will need to buy an EVoucher, and to buy an EVoucher, you will need to secure the National ID number of the person you're sending money to.

- STEP 1: Type #777# to go to the Cellcard Cash Menu At the prompt, press 'Reply', type "3" for Buy EVoucher, and press 'Send'
- STEP 2: At the prompt, press 'Reply', type the amount you wish to send, and press 'Send'
EX. 100
- STEP 3: At the prompt, press 'Reply', type the National ID number of the person you wish to send money to, and press 'Send'
- STEP 4: At the prompt, type your MPIN, and press 'Send'

An SMS confirmation message from Cellcard will then be sent to your mobile phone with the summary of the transaction, your EVoucher**, the transaction fee and your new Cellcard Cash account balance.

Once you have your EVoucher, you can send the EVoucher to a non-Cellcard mobile user via SMS. The receiver can then Cash-Out the EVoucher at any authorized Cellcard Cash Agent.

All customers Cashing-Out an EVoucher should bring with them their National ID for verification.

Please be reminded that EVouchers expire after 3 days from the time of creation. If the EVoucher is not encashed within the 3-day period, the encoded amount will be returned to the EVoucher sender.

**The EVoucher is a transaction confirmation message, which includes a 12-digit number called the EVoucher Number, details of the amount sent and the National ID number of the recipient.

B. Top-Up

With Cellcard Cash, you don't need to worry if you run out of talktime at an inconvenient time, because you can now top-up using your mobile phone, whenever you need to, at anytime of the day, and regardless of where you are in Cambodia.

HOW TO TOP-UP:

- STEP 1: Type #777# to go to the Cellcard Cash Menu At the prompt, press 'Reply', type ""4" for Airtime Top-Up, and press 'Send'
- STEP 2: At the prompt, press 'Reply', type the amount you wish to top-up, and press 'Send' Minimum top-up amount via Cellcard Cash is \$0.25, and maximum top-up amount is \$100 EX. 5
- STEP 3: At the prompt, press 'Reply', type the mobile number you are topping-up, and press 'Send' EX. 012XXXXXX
With Cellcard Cash, you can top-up your own mobile number, or send top-up to other mobile numbers.
- STEP 4: At the prompt, press 'Reply', re-type the mobile number you are topping-up, and press 'Send'.
This is to confirm the mobile number you keyed-in in Step 3.
EX. 012XXXXXX
- STEP 5: At the prompt, press 'Reply', type your MPIN, and press 'Send'

An SMS confirmation message from Cellcard will then be sent to your mobile phone with the summary of the transaction, the transaction fee and your new Cellcard Cash account balance.

An additional message will be sent to you to inform you about your new pre-paid talktime balance and its corresponding validity period.

C. Pay Bills

No waiting time, no long queues, no time wasted. Pay from the comfort of your home or anywhere else, anytime.

HOW TO PAY BILLS:

- STEP 1: Type #777# to go to the Cellcard Cash Menu At the prompt, press 'Reply, type ""5" for Bills Payment, and press 'Send'
You can pay the following merchants through Cellcard Cash: CODE BILLER 1EDC 3 EZECOM
- STEP 2: At the prompt, press 'Reply', type the code of the biller you wish to pay, and press 'Send' EX. Type '1' for EDC bill payment
PLEASE NOTE THAT CELLCARD CASH BILLS PAYMENT FOR EDC IS ONLY AVAILABLE IN PHNOM PENH AND KANDAL PROVINCE, ALL CELLCARD CASH BILL PAYMENTS SHOULD BE PAID 2 DAYS PRIOR TO YOUR BILL'S DUE DATE.

- **STEP 3:** You will be notified on the day's current exchange rate of Riel vs. USD. At the prompt type "1" to accept the day's current exchange rate, and press 'Send'
STEP 3 IS ONLY APPLICABLE TO EDC TRANSACTIONS. FOR EZECOM TRANSACTIONS, NO NOTIFICATION ON THE CURRENT EXCHANGE RATE WILL BE RECEIVED.
- **STEP 4:** At the prompt, press 'Reply', type the consumer ID printed on your bill, and press 'Send'
EX. XXXX-XXXX-XX
- **STEP 5:** At the prompt, press 'Reply', type the amount you wish to pay, and press 'Send'
EX. 100,000
FOR EZECOM TRANSACTIONS, AMOUNT PROMPT WILL BE IN USD.
- **STEP 6:** At the prompt, press 'Reply', type your MPIN, and press 'Send'

An SMS confirmation message from Cellcard will then be sent to your mobile phone with the summary of the transaction, the transaction fee and your new Cellcard Cash account balance.

How to Manage Your Cellcard Cash Account

Account Management

Be on top of your Cellcard Cash account and keep track of your Cellcard Cash transactions easily with the Account Management service.

A. HOW TO CHANGE YOUR MPIN:

- **STEP 1:** Type #777# to go to the Cellcard Cash Menu
At the prompt, press 'Reply', type "1" for Account Management, and press 'Send'
- **STEP 2:** At the prompt, press 'Reply', type "1" for Change MPIN, and press 'Send'
- **STEP 3:** At the prompt, press 'Reply', type your current MPIN, and press 'Send'
- **STEP 4:** At the prompt, press 'Reply', type your new MPIN, and press 'Send'
- **STEP 5:** At the prompt, press 'Reply', re-type your new MPIN, and press 'Send'

An SMS confirmation message from Cellcard will then be sent to your mobile phone, indicating that your MPIN has been successfully changed.

B. HOW TO CHECK YOUR BALANCE:

- **STEP 1:** Type #777# to go to the Cellcard Cash Menu
At the prompt, press 'Reply', type "1" for Account Management, and press 'Send'
- **STEP 2:** At the prompt, press 'Reply', type "2" for Balance Enquiry, and press 'Send'
- **STEP 3:** At the prompt, press 'Reply', type your MPIN, and press 'Send'
Upon completion, your current balance will be sent to you.

C. HOW TO CHECK YOUR PREVIOUS TRANSACTIONS:

- **STEP 1:** Type #777# to go to the Cellcard Cash Menu
At the prompt, press 'Reply', type "1" for Account Management, and press 'Send'
- **STEP 3:** At the prompt, press 'Reply', type "3" for Last 5 Transactions, and press 'Send'
- **STEP 4:** At the prompt, press 'Reply', type your MPIN, and press 'Send'

Upon completion, an SMS confirmation from Cellcard will then be sent your mobile phone, indicating your last five transactions.

For all transactions, dial 777 for IVR option in Khmer.

For more information, contact the Cellcard helpline at 812 (3 Cents /Call)

Price



The image shows a ratecard with an orange background and the word "RATECARD" at the top. It contains a table with two columns: "SERVICE" and "CUSTOMER TRANSACTION FEES". The table lists various services and their corresponding fees in USD.

SERVICE	CUSTOMER TRANSACTION FEES
Cash-In	\$0.10
Send Money	\$0.30
Buy Evoucher	\$0.30
Cash-Out	\$0.50
Cash-Out EVoucher (\$1-\$200)	\$1.00
Cash-Out EVoucher (\$201+)	\$2.00
Bill Payment	\$0.50
Airtime Top-Up (Personal)	Free
Airtime Top-Up (Others)	\$0.10

CELLCARD CASH CUSTOMER REMINDERS:

- Customers' minimum initial Cash-In amount is \$1
- Customers' maximum Cash-In amount is \$500
- A customer's Cellcard Cash account should have a maintaining balance of \$0.50 or the account will be suspended.
- A customer's Cellcard Cash account can store a maximum of \$1,000
- All Cellcard Cash accounts are in USD, but payments in Riels can be done when necessary.

For assistance, customers can contact the Cellcard helpline at 812 (3 Cents/Call).

Reference:

<http://www.cellcard.com.kh/en/service/cellcardcash.php> [accessed date 21/09/2010 2:30PM]