COIN DEPOSIT MACHINE (CODM) PROJECT

Frequently Asked Questions

I.   About the CoDM

1. What is the Coin Deposit Machine (CoDM) Project?

The Bangko Sentral ng Pilipinas (BSP) is deploying coin deposit machines (CoDMs) in partner retail establishments across the Greater Manila Area. The project aims to encourage the public to deposit their idle coins in the CoDMs to promote efficient coin recirculation in the country.

The value of coins deposited in the CoDMs may either be credited to the depositor's e-wallet account or converted into a shopping voucher.

Fit coins deposited in the machines will be issued to the partner retailers to supplement their coin requirements for over-the-counter payment transactions.

Through the CoDM project, the BSP aims to address the artificial coin shortage in certain areas of the country and help ensure that only fit and legal tender currency is readily available for public use.

With the option to credit the value of deposited coins to e-wallets, the CoDM project also promotes the use of digital payments and strengthens financial inclusion.

2. Where will the CoDM facilities be located?

The BSP partnered with three major retailers—SM Store, Robinsons Supermarket, and Festival Mall—for the deployment of 25 CoDM units across the Greater Manila Area.

For more information on the locations of the CoDMs, visit https://bit.ly/BSPCODM.

3. Who are the participating electronic money issuers (EMIs) for the e-wallet crediting option?

Depositors may choose to credit the value of their deposited coins to their GCash e-wallet account. The crediting option is available in all CoDM units.

The BSP will announce any additional EMIs that may participate later.

4. Where can the shopping voucher be used?

Depositors may also opt to convert the value of their deposited coins to an SM shopping voucher. This option is available in CoDM units deployed in SM and Festival Mall. The shopping voucher can only be used for over-the-counter transactions in SM Stores nationwide. Notwithstanding, there is a plan for SM Supermarket, SM Hypermarket, and Savemore Market to accept shopping vouchers. The BSP will announce any updates or new features of the CoDM once available.

5. Why is the CoDM project limited to only 3 retailers and 25 machines?

The deployment of 25 CoDMs in select retail establishments of SM Store, Robinsons Supermarket, and Festival Mall in the Greater Manila Area is the first phase of the project's implementation.

The BSP will conduct an assessment a year after the launch to determine whether the project will be expanded to other regions and/or whether the number of machines will be increased to accommodate more depositors and idle coins.

6. Is there any documentary requirement to use the CoDM?

There are no identification documents required to use the CoDM. However, to credit the value of the deposited coins to an e-wallet account, the e-wallet account number must be keyed into the CoDM to facilitate the transaction.

7. Which coins will be accepted by the CoDM?

All denominations of the BSP Coin Series and New Generation Currency (NGC) Coin Series shall be accepted by the CoDM. Fit coins deposited into the machine will be given their equivalent value.
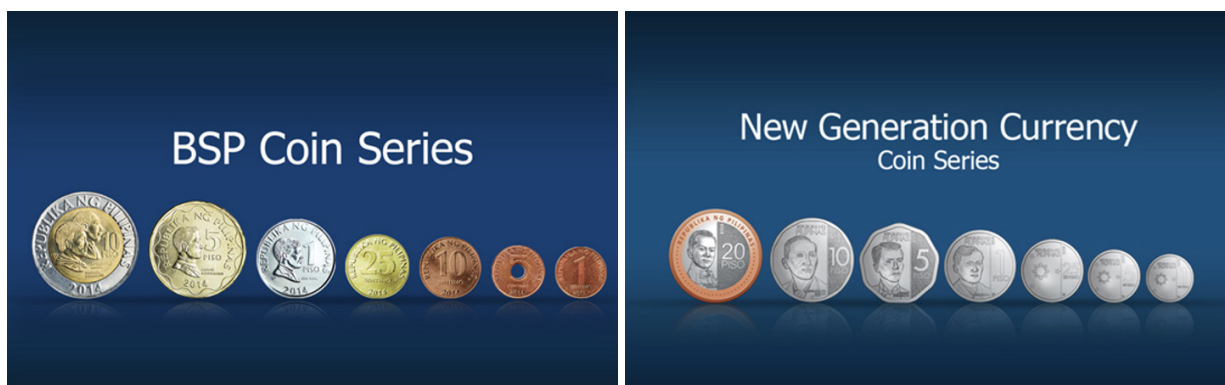
Note: The machine will also accept 5-Piso (round) NGC Coin Series.

Mutilated and unfit coins that will not pass the machine's criteria will be rejected and will not be given value.[2] The machine will also reject demonetized coins and foreign currency coins.

[2]Unfit and mutilated coins rejected by the CoDM may be brought to any bank for further assessment and/or exchange.

8. Is there a minimum and maximum amount for converting the value of deposited coins to either an e-wallet deposit or a shopping voucher?

There is no minimum and maximum amount required for the conversion of deposited coins to SM shopping voucher.

For crediting to GCash, the minimum amount is PHP1.00, while the maximum amount depends on the GCash wallet limit of the depositor.

Below are the wallet and transaction limits set by GCash.[3]

What are my wallet and transaction limits?

GCash Profile	Basic	Fully Verified	GCash Jr.	GCash Plus /Enterprise	Platinum *Available only to eligible customers
Wallet Limit – Maximum you can keep in your GCash wallet					
At any given time	P50,000	P100,000	P50,000	P500,000	P1,000,000
Incoming Limit – Cashing in or receiving money to your GCash wallet					
Monthly	P10,000	P100,000	P10,000	P500,000	P1,000,000
Outgoing Limit – Cashing out or sending money to GCash accounts, Bank Transfer or through GCash Padala					
Daily	No outgoing limit	P100,000	P10,000	P100,000	P500,000
Monthly	P10,000	No outgoing limit	P10,000	No outgoing limit	P1,000,000

[3]More information on the wallet and transaction limits of GCash can be found in https://help.gcash.com/hc/en-us/articles/360021112894-What-are-my-Wallet-and-Transaction-Limits-

II.   Using the Coin Deposit Machine

1. How to start a transaction with the CoDM?

Tap the "Touch to Start" button on the tabletop screen.

The screen will display the **Data Collection** clause to inform the depositor that the CoDM will record information such as the quantity, denomination, amount of deposited coins, date and time of the transaction, chosen crediting facility, and e-wallet account number. The collection and processing of all personal data are in accordance with Republic Act No. 10173 or the Data Privacy Act of 2012.

The depositor will then be given the option to either start a new transaction or continue a previous one.

2. How to proceed with a new transaction?

If the depositor starts a new transaction, the screen will display the **Coin Retrieval** clause with the reminder that coins deposited in the machine can no longer be retrieved.

Ensure that the coins are not taped or bundled before putting them in the slot. **DO NOT INCLUDE** foreign objects such as buttons, magnets, nails, tokens, screws, washers, etc. Depositing such items may cause the machine to malfunction.

If the depositor chooses to proceed, the screen will show the **Deposit Procedure:**
1. Gently place the coins in the coin slot.
2. Press the "A" button to count the coins.
3. Press the "B" button to proceed to conversion.
4. Tap the "Denomination" button to show the denominations, quantity, and corresponding amount of deposited coins.

3. How to continue a previous transaction?

If the depositor chooses to continue a previous transaction, he/she will be required to input the transaction code or scan the QR code using the machine's QR reader. The transaction and QR codes can be found on the receipt issued by the CoDM for the previous transaction that was unsuccessful or interrupted.

Deposit transactions may be unsuccessful or interrupted due to several reasons:
a. The machine abruptly goes offline due to a system error.
b. The receipt cartridge runs out of thermal paper for printing the receipt/ voucher.
c. The e-wallet account number submitted by the depositor is invalid, has been suspended, or has reached its cash-in limit.
d. Machine jamming caused by foreign objects.

Once the transaction code is validated and the amount is confirmed by the CoDM, the screen will display the conversion options.

If the transaction code or QR code is deemed invalid by the CoDM, the screen will show *"Invalid Code."* This will automatically end the transaction and the depositor may wish to try again.

4. What is the process for crediting the value of deposited coins to an e-wallet?

Click the e-wallet crediting option and type the e-wallet account number on the tabletop screen. Once the amount is credited to the e-wallet, the screen will show that the transaction is successful. Secure the transaction receipt issued by the machine.

5. What is the process for converting the deposited coins to a shopping voucher?

Click the shopping voucher option. The screen will show that the conversion is successful. Secure the receipt issued by the machine. This will serve as a shopping voucher which may be used for over-the-counter transactions in any SM Store nationwide.

If the cost of the item being purchased is less than the value of the voucher, the cashier will issue the depositor a credit memo that will be valid for use in any SM Store within 30 days.

6. Is there a transaction fee for crediting to an e-wallet or converting to shopping voucher?

None.

III. Other information about the use of the CoDM

1. What customer support channels are available if a depositor experiences any issue with the CoDM?

If the CoDM abruptly goes offline or runs into a system error while the transaction is ongoing, the machine will print a receipt with transaction and QR codes, which may be used to resume the transaction once the machine is working again.

2. What should a depositor do if the machine goes offline or runs into a system error in the middle of the transaction?

If the CoDM cannot print the receipt, the screen will display "**RECEIPT CARTRIDGE IS EMPTY.**" Tap the QR code button to view and take a photo of the QR code for later use when the thermal paper has been replenished.

3. Can the transaction and QR codes be used in other branches with a CoDM unit?

Yes. If the depositor has a valid and unused transaction/QR code issued from an earlier unsuccessful transaction, he/she may use the transaction/QR code in other retail establishments with CoDM units.

4. What customer support channels are available if a depositor experiences any issue with the CoDM?

The CoDM customer support hotline is (02) 8 689 3599 and e-mail address is codmproject.ph@brinks.com. The BSP's service provider[4] for this project shall handle the concerns of the BSP, depositors, and retailers in the event of any disruption in the operations of the CoDM facilities and any other related technical issues.

For other queries, concerns, and feedback, depositors may e-mail codm@bsp.gov.ph.

[4]Joint Venture of Brink's Philippines, Inc. and Golden Gate Security and Investigation Services, Inc.

https://bit.ly/BSPCODM.