

Frequently Asked Questions (FAQs)

1. What is Jollibee Padalang Langhap Sarap?

Jollibee Padalang Langhap Sarap is the 1st remittance product of its kind in the country, developed by BDO Remittance & Jollibee Food Corporation. This product enables remitters overseas to purchase Jollibee meal packages of their choice and have these Delivered or Dined-In by their beneficiaries in the Philippines.

2. What benefits does this product offer for overseas Filipinos?

- Makes remittance sending more personal since they are the ones choosing & ordering the meal package they want for their beneficiaries.
- Assures that the money intended for special occasions (e.g. birthdays, graduation, holidays etc.) are spent accordingly since the ordering & payment of meal packages are coursed through BDO Remittance Network.
- Makes their beneficiaries such as loved ones, relatives and even friends feel special and remembered.

3. What are the available Jollibee Meal Packages and how much does it cost?

Please see [Jollibee Padalang Langhap Sarap Packages](#) in website for the meal package pricing (effective May 11, 2009). Note that the menu & its pricing is subject to change, depending on Jollibee.

4. Where in the Philippines can the meal packages be Delivered and Dined-In?

The meal packages are available for [Delivery in key cities nationwide](#). On the other hand, [Dine-In transaction is available at any Jollibee Stores nationwide](#). Please refer to [page 3 of this document](#) for the complete list of Jollibee Stores and its covered areas.

5. What information does Jollibee need in processing Delivery & Dine-In transactions from abroad?

Jollibee shall need [all](#) the following information to process the Jollibee meal package orders:

- Remitter Name
- Beneficiary Landline / Mobile Number
- Beneficiary Name
- Meal Package Order
- Beneficiary Address
- Date and Time of Delivery or Dine-In

6. What lead-times must remitters follow in placing orders of meal packages for their beneficiaries?

Remitters must follow the below minimum lead times in placing a Delivery or Dine-in order:

- For orders **below P5,000 – three (3) calendar days** before Delivery / Dine-In schedule
- For orders **P5,000 to Php10,000 – five (5) calendar days** before Delivery / Dine-In schedule
- For orders **above P10,000 – seven (7) calendar days** before Delivery / Dine-In schedule

7. Will Jollibee Call Center contact the beneficiary prior to the meal package Delivery or Dine-In schedule?

Yes, Jollibee Call Center shall contact the beneficiary (3 attempts = 9 calls) prior to the Delivery or Dine-In schedule to verify the transaction details.

8. If Jollibee Call Center cannot contact the beneficiary within the 3 attempts, what will happen to the transaction?

Jollibee Call Center shall tag the transaction as “For Verification” with remarks stating the inability to contact the beneficiary. BDO RemServe then has to coordinate with the respective tie-up disposition for said transaction.

9. For dine-in transactions, how will the beneficiary know which Jollibee Store to visit?

Jollibee Call Center shall provide the Beneficiaries exact location / landmarks of their preferred Jollibee Store.

10. Are there any requirements that the Beneficiary need to present when availing the Dine-In transaction?

During the verification process, Jollibee Call Center representatives shall advise the Beneficiary to present any one (1) valid ID when availing the Dine-In transaction.

If an authorized representative will be claiming the Jollibee meal on his behalf, Jollibee Call Center informs the beneficiary that his authorized representative must present an authorization letter, any one (1) valid ID each of the beneficiary and the authorized representative.

11. Will the Beneficiary need to present a valid ID to accept a meal package Delivery?

The Beneficiary may or may not present a valid ID when accepting a meal package delivery since the address was already confirmed by Jollibee Call Center prior to delivery.

12. If the Beneficiary fails to accept the Delivery or avail the Dine-In transaction as confirmed & agreed during the Jollibee Call Center verification process, what will happen to the meal package order?

If verification process is successful and yet the Beneficiary fails to accept the Delivery or avail the Dine-In transaction, Jollibee shall consider the meal package paid and sold.

13. In case of meal package & price changes, how will subsidiary offices and remittance partners know about this?

BDO Remittance Unit shall issue an email advisory based on the following:

- For Price changes – within forty-eight (48) hours prior to effectivity*. For transactions processed before the effectivity date, the old or existing pricing shall still be used.
- Meal package/product changes – one (1) week prior to effectivity. For transactions processed before the effectivity date, the old or existing meal package shall still be used.

**If the new pricing has been cascaded abroad but the old pricing was still used, the discrepancy in the transaction amount shall be shouldered by the erring personnel.*

14. Can Jollibee accommodate special requests of Beneficiary to change meal packages?

Accommodation of special requests such as change in meal package shall be for the discretion of Jollibee based on their existing guidelines.

List of Jollibee Stores Nationwide
as of March 4, 2009

Area	# of Jollibee Stores for:	
	Delivery	Dine-In
Metro Manila	77	259
Caloocan	3	8
Las Pinas	3	7
Makati	6	26
Malabon	1	3
Mandaluyong	4	13
Manila	16	54
Marikina	2	8
Muntinlupa	3	13
Navotas	-	1
Paranaque	4	17
Pasay	1	14
Pasig	4	14
Pateros	1	1
Quezon City	22	64
San Juan	2	3
Taguig	3	7
Valenzuela	2	6

Area	# of Jollibee Stores for:	
	Delivery	Dine-In
Luzon	88	240
Albay	2	5
Angeles	1	3
Antipolo	1	5
Baguio	1	6
Bataan	3	5
Batangas	8	18
Benguet	1	1
Bulacan	8	20
Cagayan	1	3
Camarines Norte	1	1
Camarines Sur	1	3
Cavite	10	31
Dagupan	1	2
Ilocos Norte	2	3
Ilocos Sur	1	3
Isabela	1	6
La Union	1	3
Laguna	14	35
Lucena	1	4
Masbate	-	1
Naga	-	1
Nueva Ecija	4	10
Nueva Vizcaya	1	1
Occidental Mindoro	-	1
Olongapo	2	5
Oriental Mindoro	1	1
Palawan	1	2
Pampanga	7	20
Pangasinan	4	11
Quezon	1	2
Rizal Province	3	17
Sorsogon	1	2
Tarlac	4	7
Zambales	-	2

Area	# of Jollibee Stores for:	
	Delivery	Dine-In
Visayas	26	87
Aklan	-	2
Antique	-	1
Bacolod	4	8
Bohol	-	3
Capiz	1	2
Cebu	12	42
Iloilo	6	11
Leyte	1	6
Negros Occidental	-	6
Negros Oriental	1	3
Samar	1	3

Area	# of Jollibee Stores for:	
	Delivery	Dine-In
Mindanao	13	71
Agusan del Norte	-	1
Agusan del Sur	-	1
Basilan	-	1
Bukidnon	-	2
Butuan	1	1
Cagayan de Oro	3	12
Cotabato	-	3
Davao	4	12
Davao del Norte	1	5
Davao del Sur	-	3
Davao Oriental	-	1
General Santos	1	5
Lanao del Norte	1	3
Misamis Occidental	1	3
Misamis Oriental	-	2
Sultan Kudarat	-	1
Surigao del Norte	-	1
Zamboanga	1	10
Zamboanga del Norte	-	2
Zamboanga del Sur	-	1
Zamboanga Sibugay	-	1