

# Money Transfers MANUAL (for retailers)

## **A. Adding Customer Detail / Create Customer Account - Following are the steps :-**

1. Click on "Money Transfers" logo after login to [mob.payportal.in](http://mob.payportal.in)
2. Enter Customer / Sender Mobile number to register a sender
3. Click on "Create New Account"
4. Fill following detail of Customer / Sender :-
  - a. First name
  - b. Last name
  - c. Date of birth in format of dd/mm/yyyy
  - d. Select Gender Male / Female
  - e. Enter Mother name of Customer / Sender
5. Click on "Create" to Save Customer Detail

## **B. Beneficiary Addition – To transfer money there must be a beneficiary (Receiver) detail added under a Customer. To add beneficiary following are the steps :-**

1. Click on "Money Transfers" logo after login to [mob.payportal.in](http://mob.payportal.in)
2. Enter Customer / Sender Mobile number (Which is already registered in STEP "A")
3. Click on "Create New Beneficiary"
4. Fill the following details of a beneficiary (Receiver) :
  - a. Name (Without Space)
  - b. Bank Account Number
  - c. Confirm Bank Account Number
  - d. Bank IFSC Code
  - e. Click on "Check" to see complete address of bank of receiver, if ok then
5. Click on create to generate OTP (One Time Password)
6. Enter OTP (password sent on Customer mobile number in form of TEXT message) of 4 digit and confirm addition of beneficiary bank detail

## **C. Make Transfer – (From Customer to Beneficiary) :**

1. Click on "Money Transfers" logo after login to [mob.payportal.in](http://mob.payportal.in)
2. Enter Customer / Sender Mobile number (Which is already registered in STEP "A")
3. Select Beneficiary from dropdown list (Beneficiary which already registered in STEP "B")
4. After selection of Beneficiary click on "PAY" button
5. Enter amount
6. Click on option "NEXT" to make the payment done

## **D. Delete Beneficiary (IF any details were INCORRECT) :**

1. Click on "Money Transfers" logo after login to [mob.payportal.in](http://mob.payportal.in)
2. Enter Customer / Sender Mobile number (Which is already registered in STEP "A")
3. Select Beneficiary from dropdown list (Beneficiary which already registered in STEP "B")
4. After selection of Beneficiary click on "Delete Selected Beneficiary" option
5. Enter OTP (password sent on customer mobile number in form of text sms) and confirm deletion of beneficiary

**E. Re-Initialization / Re-process Payment – If (Transfer Did NOT arrive to Beneficiary) because of mistake or error in Bank IFSC code, Receiver account number, etc.**

1. Click on “Money Transfers” logo after login to [mob.payportal.in](http://mob.payportal.in)
2. Enter Customer / Sender Mobile number
3. **IF option “Select a transfer to Re-initiate” AVAILABLE :**
  - a. Check the NAME of Beneficiary in the option of “Select a transfer to Re-initiate”
  - b. Select this NAME from the option of “Select Beneficiary”**IF EXIST.**
    - Delete **selected** Beneficiary by click on “Delete Selected Beneficiary” option.
  - c. Create again Beneficiary with new details (provided by a Customer) (see STEP “B”) OR select another from Beneficiaries list (as Customer require).
  - d. Select the payment from the option “Select a transfer to Re-initiate”
  - e. Click on “Re-Initiate” option
  - f. Payment will be done and Reinitiate option will disappear if transfer was successful (may take some time).